

Lapeer County  
Community Mental Health

# Accessibility Survey Report

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*Fiscal Year 2015-2016*

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Lapeer Community Mental Health is committed to providing accessible services to the residents of Lapeer County. In July, 2016 LCCMH conducted an Accessibility Survey to identify any problems persons served were experiencing in getting services from the agency. The following pages contain information about the survey method, the results, comparison data and the recommendations for quality improvement.

## **Method**

In July, 2016, the Accessibility Survey was conducted. A convenience sample method was used for the survey whereby each person who came in for Medication Clinic Services at LCCMH during the month of July was given a survey to complete. Adults and children were included in the sample. The completed surveys were collected by the front desk staff and placed in an envelope. Some phone surveys were also conducted for persons not receiving Medication Clinic Services.

During the month of July, 204 surveys were completed by people receiving Medication Clinic Services. There were 221 Medication Clinic Services during the month of July therefore giving a 92% response rate from the sample. A random sample of adults who did not receive medication services were also selected and were given a phone survey by a trained student intern. There were 100 people not receiving Medication Clinic Services contacted by telephone and 26 agreed to participate in the survey resulting in a 26% response rate for phone surveys. The survey responses for both are included in the overall results, giving a total of 230 survey respondents for the 321 contacted. Comparisons between in-person and phone surveys will not be made in the report since there not a representative sample size for phone surveys.

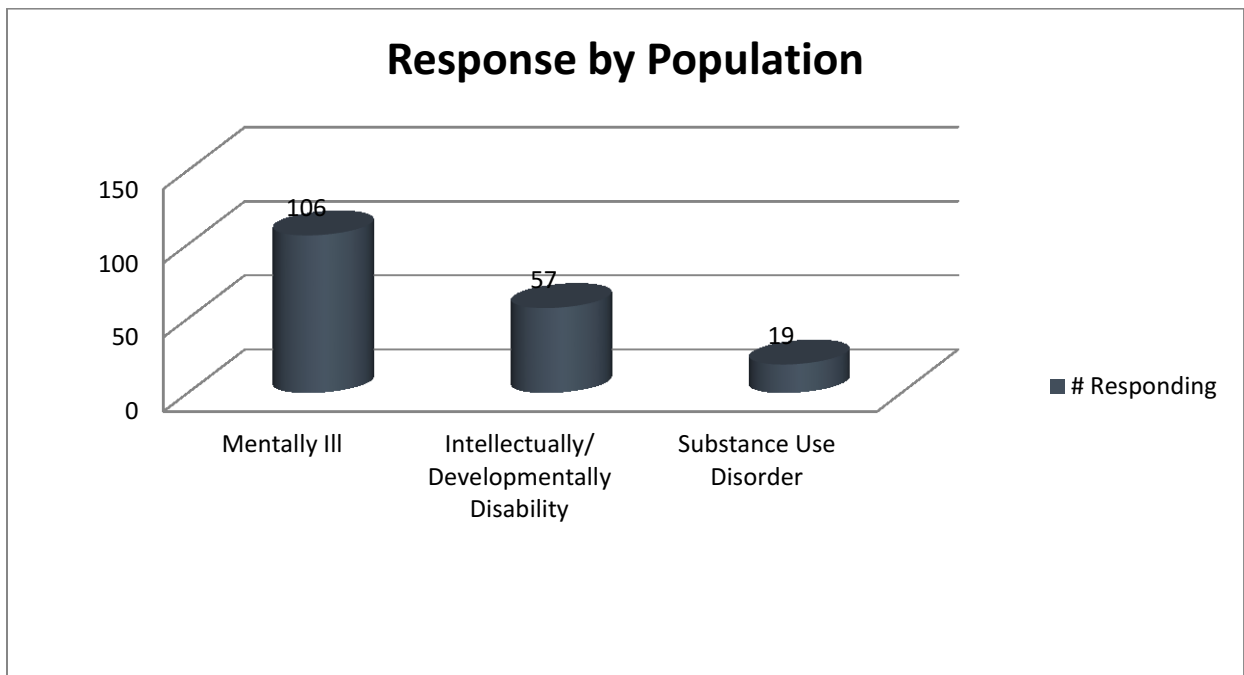
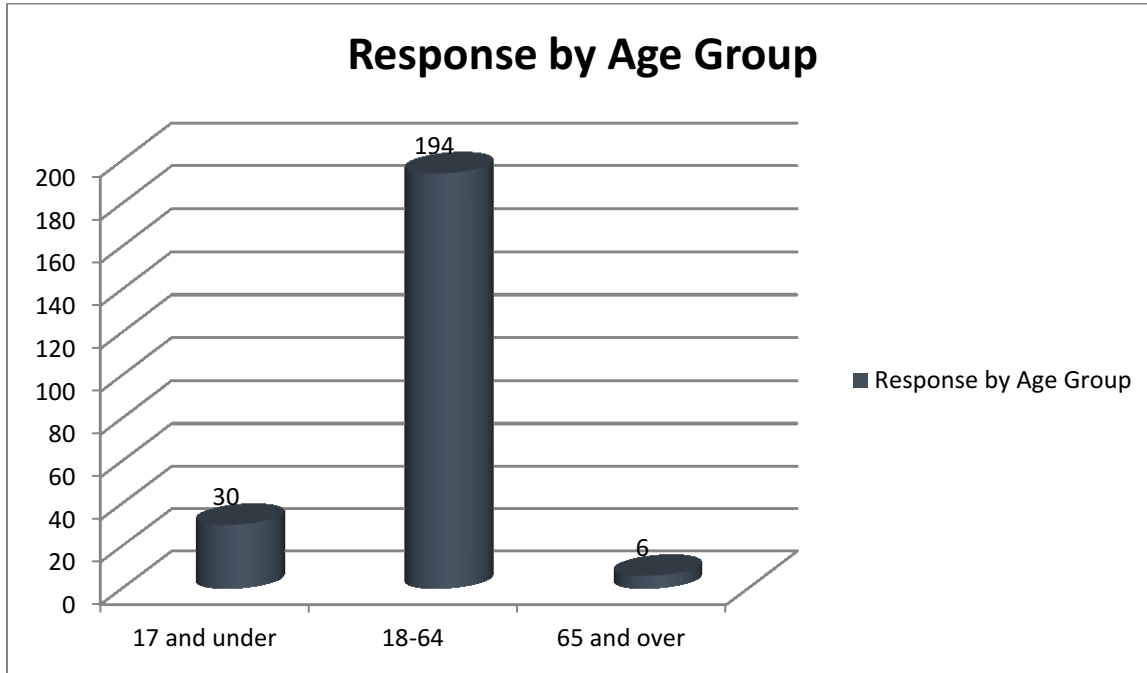
The Accessibility Survey Tool was originally developed by the Thumb Alliance Quality Management Committee, which was comprised of CMH staff from Lapeer, St. Clair, and Sanilac Counties. While the Thumb Alliance has now merged with Genesee Health System to form Region 10 PIHP, Lapeer County CMH continued to use the Accessibility Survey tool this year as a regional tool and method is not being developed at the Region 10 level.

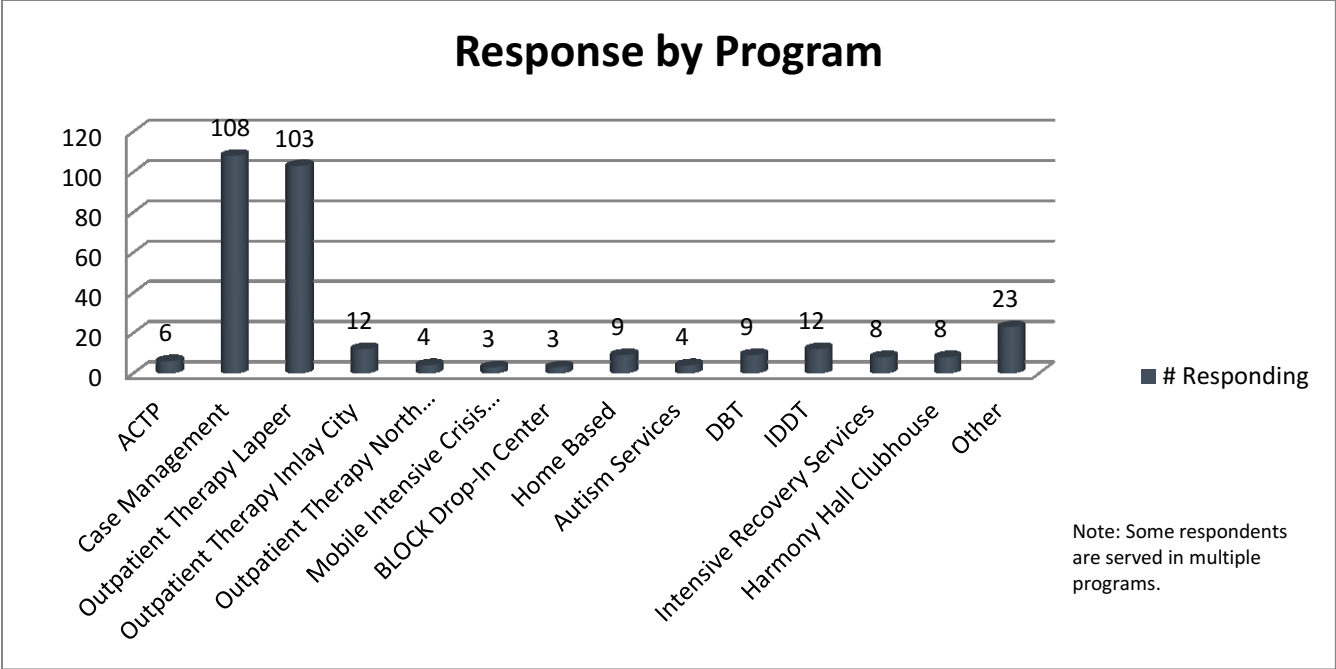
The survey tool was designed with simple, straightforward questions in a format designed to be understandable to most persons served. Most of the survey questions call for a “Yes” or “No” response and allow the respondent to provide further explanation if needed. Some questions are open-ended. Three demographic questions also allow for some comparison by service population and age, but still maintain the anonymity of the respondent. The survey questions address areas recommended by CARF, Michigan Department of Community Health and other regulatory bodies. The survey questions have remained similar over time, thereby allowing a long term comparison of responses.

## **Demographics**

Demographic information that would not identify individual persons served was asked on the survey tool. The demographic information included the age group of the person served, the service population and the service program as indicated in the charts below.

**Demographics**

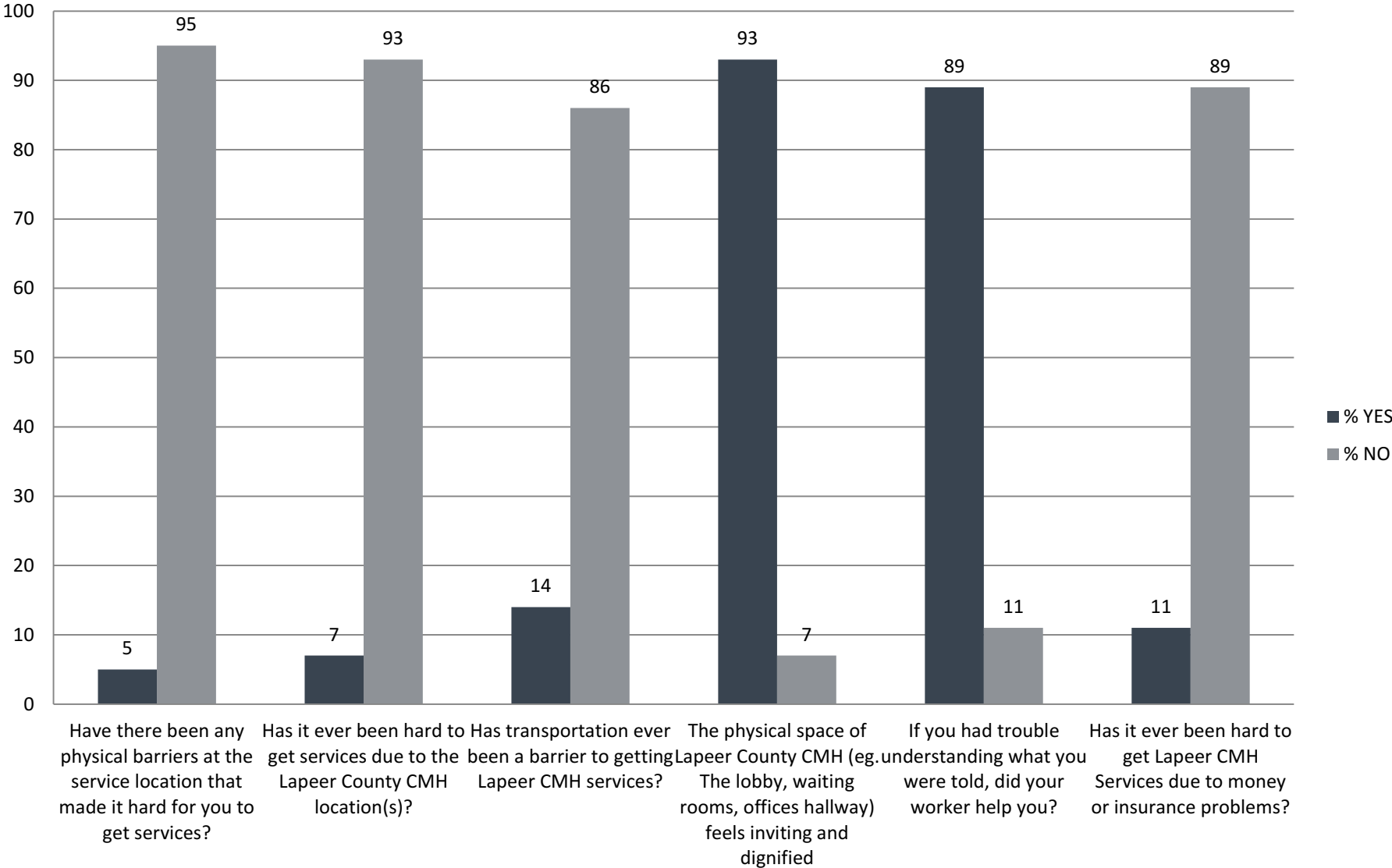




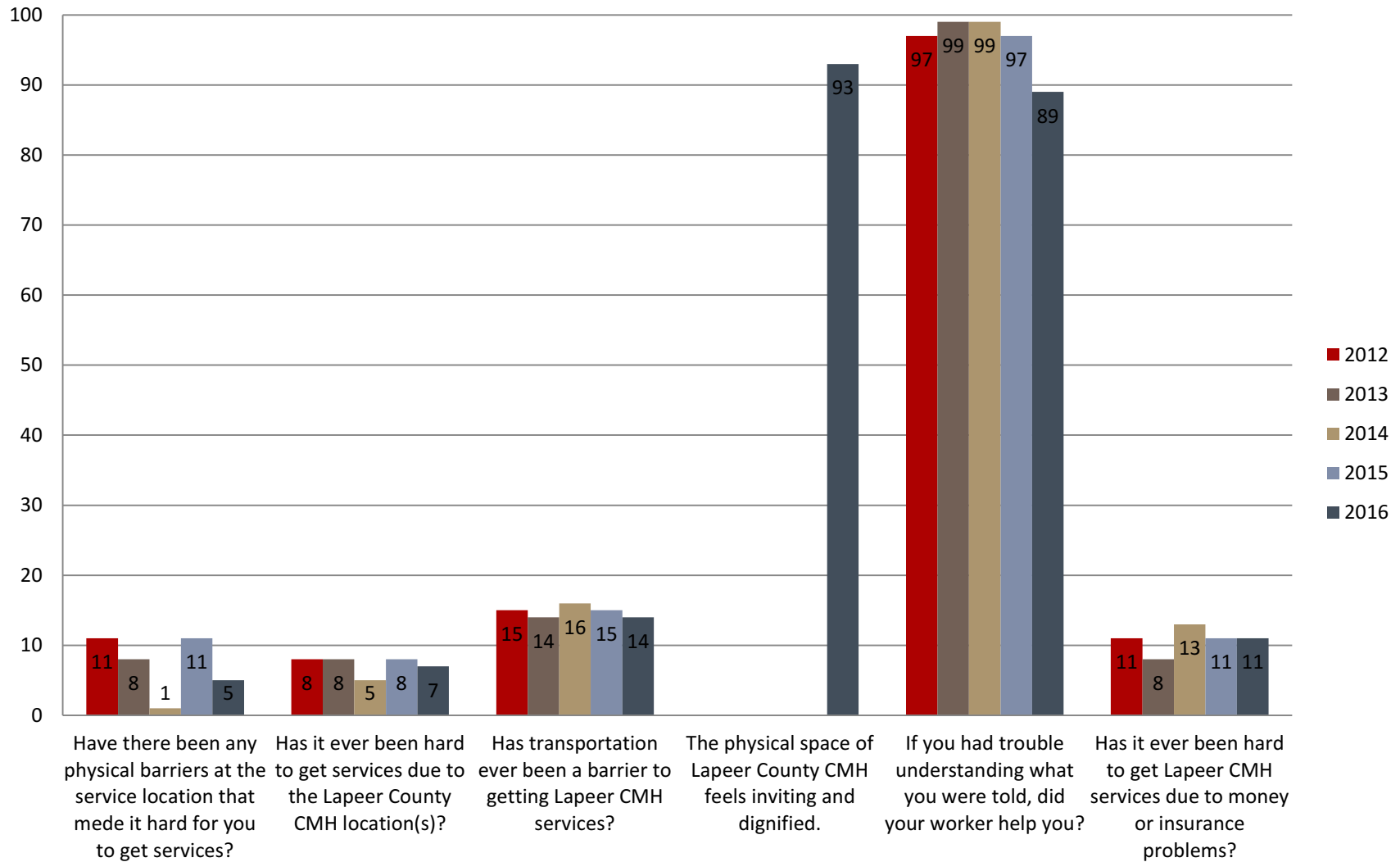
**Results**

The following charts display the answers to individual questions on the survey by percentage for Yes or No responses, and response comparison over the last 6 years. Comments are not included in this report.

## 2016 Accessibility Survey Responses by Percentage



## Accessibility Survey Longitudinal Data by Percent Responding Yes



**Longitudinal Comparison**

Lapeer County Community Health has scored well on the Accessibility Survey over the last 5 years. This year showed positive outcomes in reducing physical barriers at the service location, reducing the difficulty getting to the service locations and reducing transportation barriers. One area of decline this year was in the workers helping persons served to understand what they were told which fell from 97% to 89%. The survey response rate was significantly higher than last year due to the convenience sample of persons served completing surveys when coming in for Medication Clinic Surveys. There were 26/100 phone surveys completed and 204/221 paper surveys completed at the time of Medication Clinic Service giving 230/321 or 72% survey completion rate.

Survey Response Rate					
	2012	2013	2014	2015	2016
<b>Lapeer</b>	50%	37%	38%	37%	72%

**Comparisons by Program, Age, Population and Funding**

Question #1: ***Have there been any physical barriers at the service location that made it hard for you to get services?***

By Program	Total	Yes	%Yes	No	%No
ACTP	5	1	20%	4	80%
Case Management-Adult	82	5	6.1%	77	93.9%
Case Management-Child	17	0	0%	17	100%
Home Based	9	0	0%	9	100%
Outpatient Therapy-Child	12	0	0%	12	100%
Outpatient Therapy-Adult	93	5	5.4%	88	94.6%
MICSS	2	1	50%	1	50%
Autism Services	3	0	0%	3	100%
DBT Services	9	3	33.3%	6	66.7%
Intensive Recovery Services	8	0	0%	8	100%
Integrated Dual Diagnosis Treatment	12	0	0%	12	100%

By Age	Total	Yes	%Yes	No	%No
17 and under	28	0	0%	28	100%
18-64	171	11	6.4%	160	93.6%
65 and over	5	0	0%	5	100%

By Population	Total	Yes	%Yes	No	%No
Persons with Intellectual/	60	5	8.3%	55	91.7%

Developmental Disabilities						
Persons with Mental Illness	115		6	5.2%		109 94.8%
Persons with Substance Use Disorders	16		0	0%		16 100%

**Question #2: *Has it ever been hard to get services due to the Lapeer County CMH's location(s)?***

By Program	Total	Yes	%Yes	No	%No
ACTP	5	0	0%	5	100%
Case Management-Adult	82	6	7.3%	76	92.7%
Case Management-Child	17	1	5.9%	16	94.1%
Home Based	8	0	0%	8	100%
Outpatient Therapy-Child	12	0	0%	12	100%
Outpatient Therapy-Adult	96	8	8.3%	88	91.7%
MICSS	2	0	0%	2	100%
Autism Services	3	0	0%	3	100%
DBT Services	8	1	12.5%	7	87.5%
Intensive Recovery Services	8	0	0%	8	100%
Integrated Dual Diagnosis Treatment	12	0	0%	12	100%

By Age	Total	Yes	%Yes	No	%No
17 and under	27	2	7.4%	25	92.6%
18-64	173	13	7.5%	160	92.5%
65 and over	5	0	0%	5	100%

By Population	Total	Yes	%Yes	No	%No
Persons with Intellectual/ Developmental Disabilities	61	5	8.2%	56	91.8%
Persons with Mental Illness	116	8	6.9%	108	93.1%
Persons with Substance Use Disorders	16	1	6.3%	15	93.7%

**Question #3: *Has transportation ever been a barrier to getting Lapeer CMH Services?***

By Program	Total	Yes	%Yes	No	%No
ACTP	4	1	25%	3	75%



Case Management-Adult	82		10	12.2%		72	87.8%
Case Management-Child	17		1	5.9%		16	94.1%
Home Based	9		0	0%		9	100%
Outpatient Therapy-Child	12		0	0%		12	100%
Outpatient Therapy-Adult	96		19	19.8%		77	80.2%
MICSS	2		0	0%		2	100%
Autism Services	3		0	0%		3	100%
DBT Services	9		2	22.2%		7	77.8%
Intensive Recovery Services	8		1	12.5%		7	87.5%
Integrated Dual Diagnosis Treatment	12		0	0%		12	100%

By Age	Total		Yes	%Yes		No	%No
17 and under	28		3	10.7%		25	89.3%
18-64	172		26	15.1%		146	84.9%
65 and over	5		0	0%		5	100%

By Population	Total		Yes	%Yes		No	%No
Persons with Intellectual/ Developmental Disabilities	61		6	9.8%		55	90.2%
Persons with Mental Illness	114		19	16.7%		95	83.3%
Persons with Substance Use Disorders	16		2	12.5%		14	87.5%

**Question #4: *The physical space of Lapeer County CMH feels inviting and dignified?***

By Program	Total		Yes	%Yes		No	%No
ACTP	5		5	100%		0	0%
Case Management-Adult	83		81	97.6%		2	2.4%
Case Management-Child	17		17	100%		0	0%
Home Based	9		9	100%		0	0%
Outpatient Therapy-Child	12		12	100%		0	0%
Outpatient Therapy-Adult	95		92	96.8%		3	3.2%
MICSS	1		1	100%		0	0%
Autism Services	3		3	100%		0	0%
DBT Services	8		8	100%		0	0%
Intensive Recovery Services	8		8	100%		0	0%
Integrated Dual Diagnosis Treatment	11		11	100%		0	0%

By Age	Total	Yes	%Yes	No	%No
17 and under	28	27	96.4%	1	3.6%
18-64	173	162	93.6%	11	6.4%
65 and over	5	3	60%	2	40%

By Population	Total	Yes	%Yes	No	%No
Persons with Intellectual/ Developmental Disabilities	61	58	95.1%	3	4.9%
Persons with Mental Illness	115	108	93.9%	7	6.1%
Persons with Substance Use Disorders	16	15	93.7%	1	6.3%

Question #5: *If you had trouble understanding what you were told, did your worker help you?*

By Program	Total	Yes	%Yes	No	%No
ACTP	5	5	100%	0	0%
Case Management-Adult	80	71	88.8%	9	11.2%
Case Management-Child	17	15	88.2%	2	11.8%
Home Based	9	8	88.9%	1	11.1%
Outpatient Therapy-Child	12	11	91.7%	1	8.3%
Outpatient Therapy-Adult	92	83	90.2%	9	9.8%
MICSS	2	2	100%	0	0%
Autism Services	3	3	100%	0	0%
DBT Services	7	6	85.7%	1	14.3%
Intensive Recovery Services	8	6	75%	2	25%
Integrated Dual Diagnosis Treatment	12	11	91.7%	1	8.3%

By Age	Total	Yes	%Yes	No	%No
17 and under	28	26	92.9%	2	7.1%
18-64	166	147	88.6%	19	11.4%
65 and over	5	4	80%	1	20%

By Population	Total	Yes	%Yes	No	%No
Persons with Intellectual/ Developmental Disabilities	61	54	88.5%	7	11.5%
Persons with Mental Illness	110	98	89.1%	12	10.9%
Persons with Substance Use Disorders	16	13	81.3%	3	18.7%

**Question #6: *Has it ever been hard to get Lapeer CMH Services due to money or insurance problems?***

By Program	Total	Yes	%Yes	No	%No
ACTP	6	0	0%	6	100%
Case Management Adult	91	3	3.3%	88	96.7%
Outpatient Therapy-Adult	106	12	11.3%	94	88.7%
MICSS	2	1	50%	1	50%
DBT Services	9	2	22.2%	7	77.8%
Intensive Recovery Services	7	0	0%	7	100%
Integrated Dual Diagnosis Treatment	12	3	25%	9	75%

By Age	Total	Yes	%Yes	No	%No
18-64	179	21	11.7%	158	88.3%
65 and over	3	0	0%	3	100%

By Population	Total	Yes	%Yes	No	%No
Persons with Intellectual/ Developmental Disabilities	54	7	13.0%	47	87.0%
Persons with Mental Illness	98	11	11.2%	87	88.8%
Persons with Substance Use Disorders	16	2	12.5%	14	87.5%

**Observations**

*Question #1:* Overall, 5% of the sample respondents are experiencing physical barriers to accessing services, which is down from last year’s 11%. Those that reported physical barriers as difficulty for obtaining services were ACTP and DBT and MICSS although the MICSS number is small due to low program penetration rates. Most of the ACTP services are held in the home or community location of the person served. No one from Children’s Services reported physical barriers at the service locations.

*Question #2:* This year, 7% of the sample respondents reported having difficulty accessing services due to where the services are located. Those that reported difficulty were from DBT, Adult Case Management and Outpatient Therapy. DBT and Outpatient Therapy services are both site based services which require persons served to go to the CMH building. Outpatient Therapy services are expanding at the North Branch and Imlay City CMH Offices. DBT Services are only offered at the Lapeer site.

*Question #3:* Over 14% of persons served report transportation as a barrier to getting services with the largest percentage being persons served in DBT. Children’s Services reported few transportation

barriers. Most of the persons served who noted transportation barriers were between ages 18 and 64 with MI or SUD diagnosis. Comments from the survey indicate reliable transportation is the biggest issue as persons served due to finances and they often depend on others for transportation including family, friends and public transportation.

*Question #4:* The physical space of the Lapeer CMH building being inviting and dignified was a new question added this year as part of the assessment of the recovery environment. Respondents responded positively about the physical environment with a 93% satisfaction rate. Of the 7% responding that the environment does not feel inviting or dignified, the most frequent comment was not liking the music on the television in the lobby. Other respondents noted the need for more color, not liking the wait time or wanting to be around others while waiting due to claustrophobia and their personal dislike of other people.

*Question #5:* This year, 89% of respondents answered that their workers help them to understand what they are being told, which is a significant drop from 97% last year and 99% in 2013 and 2014. Respondents that reported their worker did not help them understand what they were being told received services were highest by percentage in Case Management, Outpatient Therapy, DBT and IRS.

*Question #6:* Persons served reporting difficulty getting services due to money or insurance problems was at 11% this year, which is consistent with last year. Adults in MICSS, IDDT and DBT report the highest percentages of difficulty getting services due to money or insurance problems. This year, 100% of children's surveys had Medicaid, MI Child, or Healthy Michigan Insurance. Of the 199 adults responding to the question asking if they have Medicaid or Healthy Michigan Insurance, 95% of them do have Medicaid or Healthy Michigan Insurance.

#### **Discussion and Recommendations:**

The survey this year has similar results from previous years with the most significant decline in the percentage of persons stating that their workers are helping them to understand what they were told. Transportation, which has been a concern for many years, continues to be the most significant access barrier with 14% of respondents indicating it is a barrier to getting Lapeer CMH Services. LCCMH predominately serves persons with Medicaid due to limited General Funds. Like last year, 11% of respondents reporting having difficulty getting LCCMH services due to money or insurance problems. This year, only 5% of persons responded that they do not have Medicaid or Healthy Michigan Plan Insurance. Most of LCCMH persons served without insurance have successfully transitioned to the Healthy Michigan Plan over the last 2 years. LCCMH staff continues to assist persons served with securing and maintaining enrollment in the Healthy Michigan Plan. Resource Room Peer Support Services are available to assist persons served with insurance. LCCMH also has a Department of Health and Human Services worker on site to assist with state entitlement programs.

Transportation cost for persons served along with person centered planning has resulted in increased in home and community based contacts for service programs such as ACTP and case management. LCCMH has increased and updated the fleet vehicles over the last few years and continues to provide bus tokens for local transportation. LCCMH has outpatient satellite clinic services in Imlay City and North Branch.

These locations were opened in attempt to ease the difficulties of transportation for mental health services for persons served residing in these distant areas of Lapeer County. They appear to be working for persons served who are receiving outpatient therapy services, but the clinics do not offer adjunct evidence based practice therapy groups such as DBT. Many persons served were transitioned over to these satellite locations for therapy services during this fiscal year. In addition to serving persons with Severe and Persistent Mental Illness, the agency has started providing services to persons with Mild-Moderate Mental Illness at the satellite clinics and is in the process of expanding services to veterans. Services for homebound seniors were also added this year through a 2 year grant from the Blue Cross Health Endowment Fund. LCCMH has started working closer with Medicaid Health Plans this year and will further explore transportation options available for medical services from the Medicaid Health Plans.

Below are the barriers identified in the Accessibility Survey as well as actions taken and additional recommendations.

Barrier	Actions and Recommendations
Architecture (Question #1)	
<p>Only 5% of respondents reported physical barriers to services, but did not comment on what those physical barriers are.</p>	<p>This past year Lapeer County Building and Grounds Department completed the final phase of parking lot resurfacing. LCCMH Buildings are barrier free. LCCMH will conduct a qualitative accessibility survey in FY17 so barriers can be identified more completely for actionable planning.</p>
Environment (Question #2 & 4)	
<p>Persons served reported the location of LCCMH Services as a barrier at 7%, which is down from 8% last year. LCCMH also asked a new survey question about the recovery environment being inviting and dignified. 93% of respondents felt the physical space felt inviting and dignified.</p>	<p>The agency has regularly scheduled office hours in Imlay City and North Branch, in addition to the Lapeer Office. This year, LCCMH did cut regular evening hours due to budget constraints and lack of need for evening appointments. Staff may schedule evening appointments to meet the needs of persons served. LCCMH is working to ensure the physical space is consistent with the recovery environment and that we are creating a trauma informed system of care. Additional training on the culture of a trauma informed system of care will occur in FY2017.</p>

Transportation (Question #3)	
<p>There were 14% reporting difficulty with transportation this year. Respondents reported reliable transportation as a concern. This has been an ongoing concern from persons served for many years. LCCMH public transportation has limited routes that do not cover a lot of the county. Taxi services are often too costly for persons served causing them to depend on family or friends. Some have personal vehicles that they have difficulty maintaining with gas and repair costs.</p>	<p>To address transportation issues the agency continues to provide bus tokens to individuals that participate in the more intensive services such as ACTP, DBT and IDDT. The agency has also continued the contract with the Greater Lapeer Transportation Authority to transport persons served to and from site based day programs. Vans have been added to the CMH vehicle fleet to accommodate community integration activities for the participants in Stepping Stone. Lapeer CMH is working closer with Medicaid Health Plans this year and will be exploring ways the MHP can assist persons served with transportation to medical services funded by the MHPs.</p>
Communication & Attitudes (Question #5)	
<p>This year, 11% of persons served responded that their worker did not help them if they had trouble understanding what they were being told. This is up from 3% last year.</p>	<p>The agency continues to provide staff training opportunities for a recovery oriented system of care. Person Centered Planning Training takes place annually. LCCMH also has Language line services. In 2017, LCCMH will be doing training with staff related to cultural competency plan and the trauma informed system of care.</p>
Finances (Question #6)	
<p>This year, 11% of persons served reported difficulty getting LCCMH services due to money or insurance problems.</p>	<p>The agency continues to use General Funds to meet the needs of the most vulnerable populations as defined in the Mental Health Code. The past reduction to General Funds has resulted in services being limited or denied for some individuals. Staff continue to assist with the Healthy Michigan application process and linking individuals to other community resources for assistance. Additionally, LCCMH has expanded its provider panel contracts so additional insurances can be accepted to serve persons with Mild-Moderate Mental Illness. LCCMH will continue to grow this service population and has added a Veteran's Navigator for FY17 and will start year 2 of the Senior Reach</p>

	Grant in FY17 to service older adults who are homebound.
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