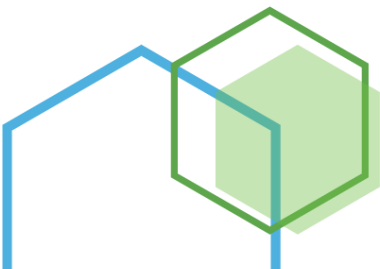




FY22 Accessibility Survey Report

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FY22 Accessibility Survey Report

Lapeer County Community Mental Health

Lapeer County Community Mental Health (LCCMH) is committed to providing accessible services to the residents of Lapeer County. From August 1, 2022 – September 7, 2022, LCCMH conducted an Accessibility Survey to identify any problems persons served experienced 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

The Accessibility Survey was conducted in August – September 2022. A sample of 40% adults and 40% children who received services during the month of May 2022 were randomly selected to receive mailed surveys. A stratified random sample or quota sample of 100 persons served with Home and Community Based Services was included in the 40% of adults. There were 312 surveys mailed to adults and 85 surveys mailed to parents/guardians of children.

A total of 66 surveys were completed by mail. The results for both adults and children yielded a 16% response rate. Of those responding, 11 of them were from children’s services and 55 were adults receiving services. This response rate is down slightly from 17.5% in FY21. The low response rate is most likely due to the methodology. In previous years, paper surveys were provided to persons served coming in for treatment and had a higher response rate. Region 10 PIHP provided the survey collection methodology for FY22 with input from the four counties in the region.

Survey Tool

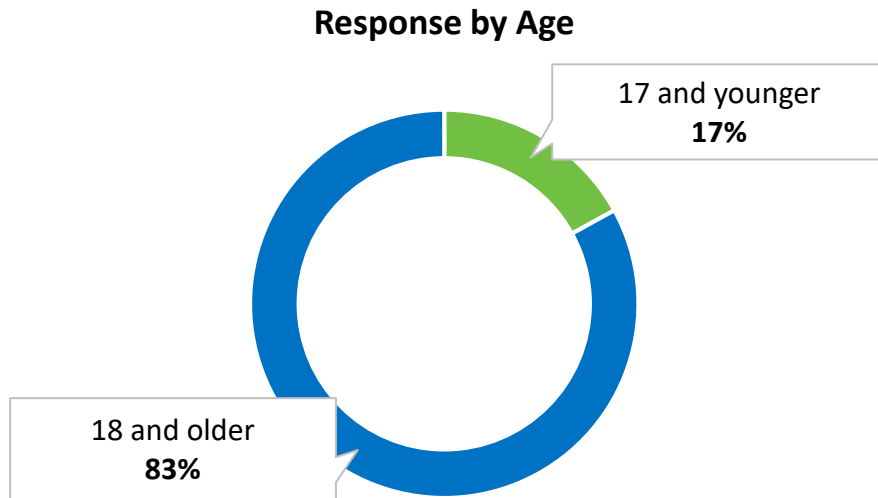


The survey questions address areas recommended by CARF, Michigan Department of Health and Human Services and other regulatory bodies. The survey tool contained 13 questions calling for a “Yes” or “No” response and allowed the respondent to provide further explanation if needed.



Demographics

Demographic information was not included in the survey this year. Surveys were divided between adult and children’s services. Surveys were provided across all populations including Serious Mental Illness, Serious Emotional Disturbance, Intellectual and Developmental Disabilities and Co-Occurring Disorders.

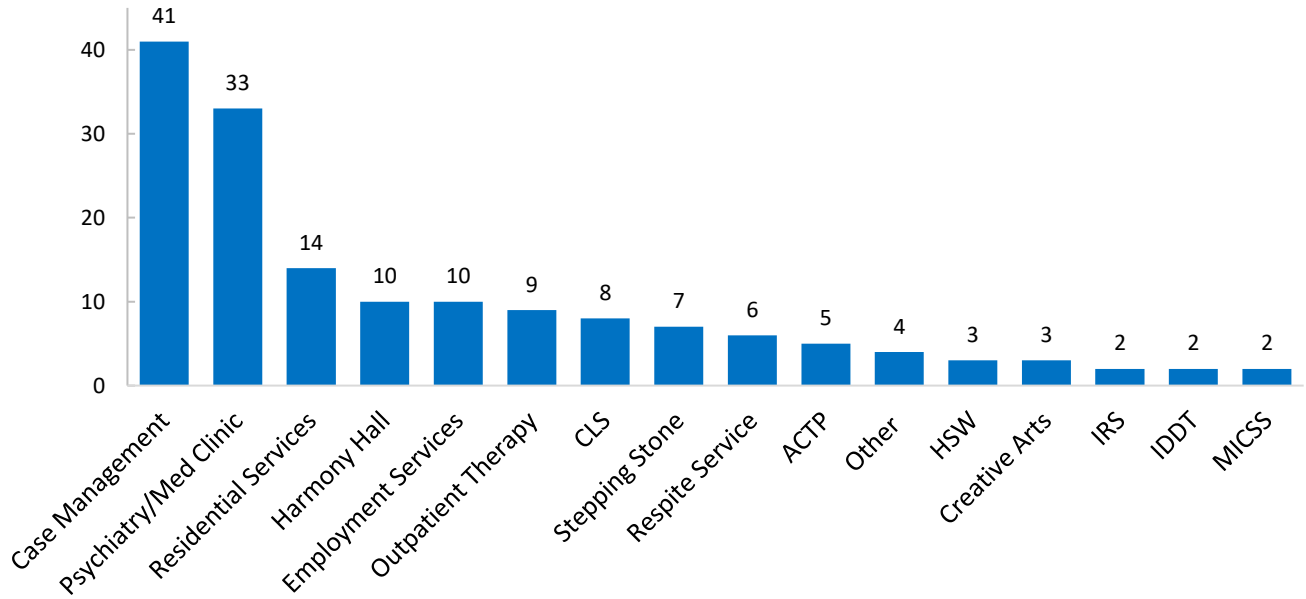




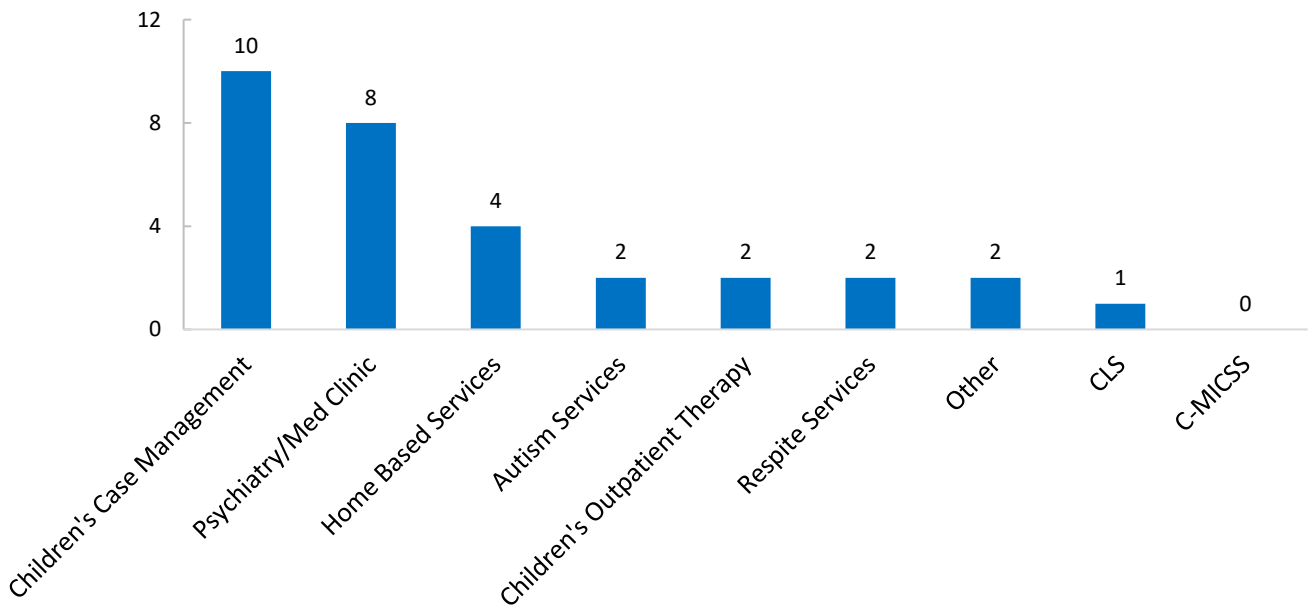
Results

The following graph displays answers to the questions on the survey by percentage for “Yes”, “No”, or “Not applicable” responses. Responses for questions with multiple choice answers are on page 6.

Response by Program (Adults - Self Reported)

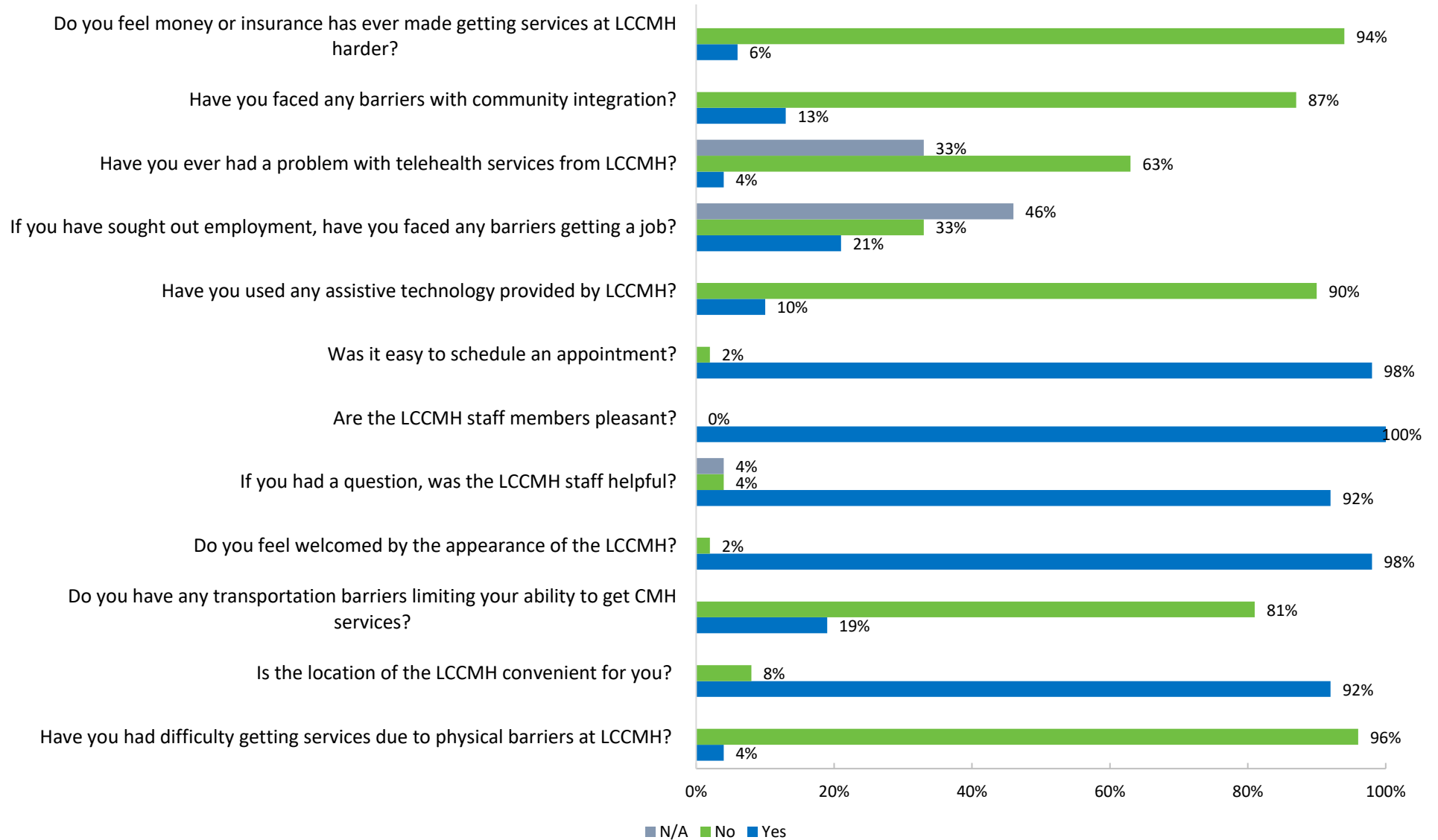


Response by Program (Children - Self Reported)



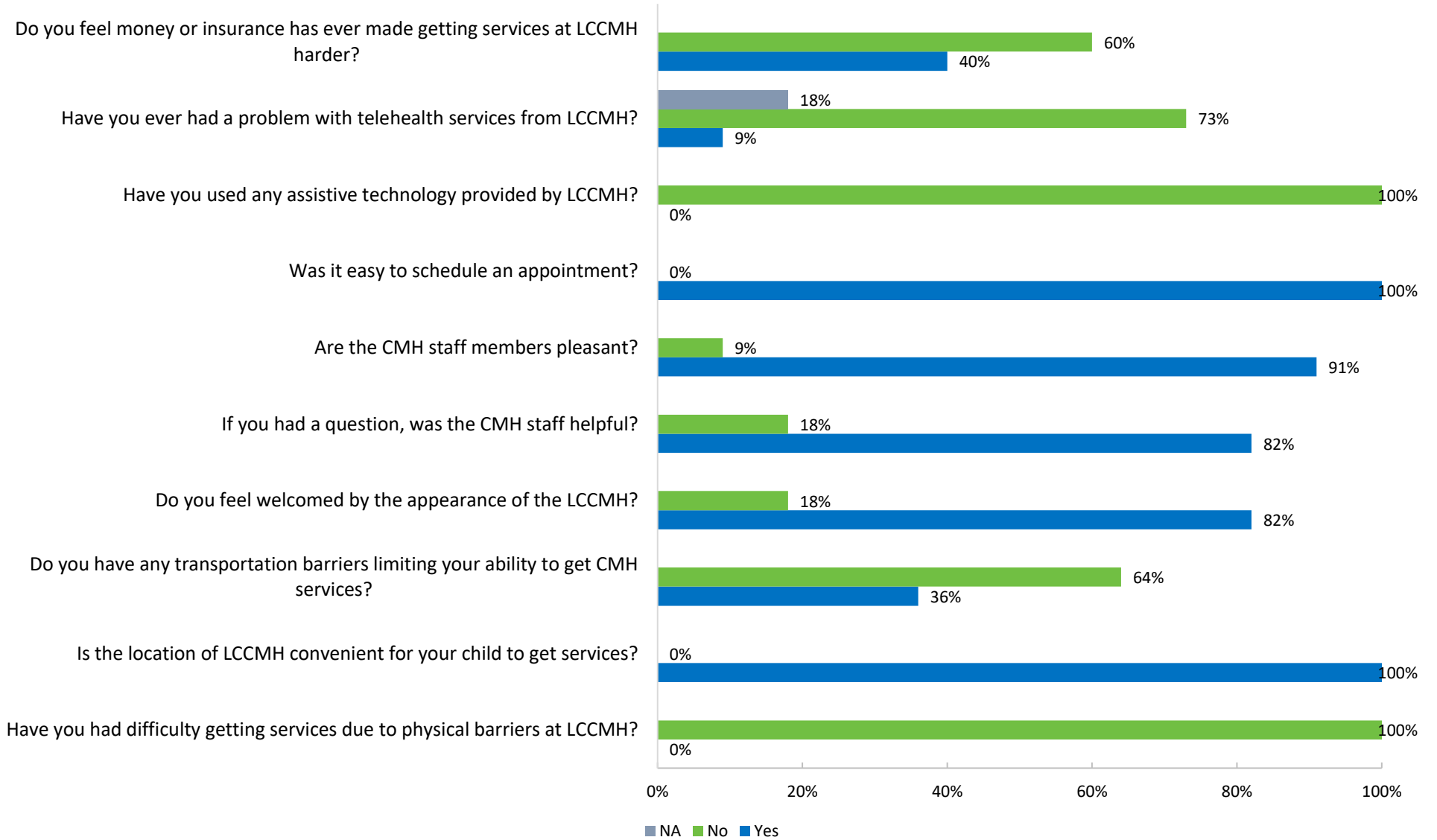


2022 Accessibility Survey Report Results (Adults)



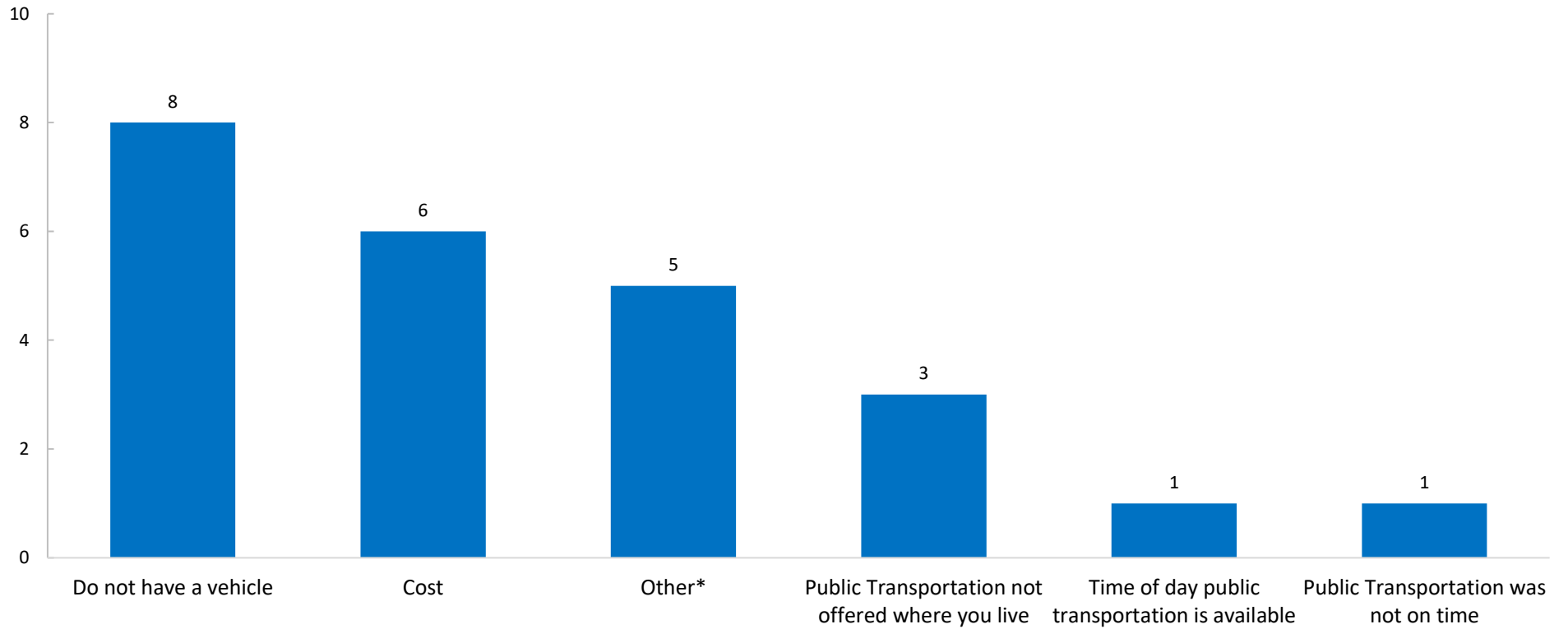


2022 Accessibility Survey Report Results (Children)





Barriers to Transportation (Adults and Children)



*Other - responses include rising cost of gas, replacing a vehicle, and not being able to drive.



Additional Comments

The survey allowed respondents to add additional comments. The following are responses from persons served regarding specific questions.

Is the location of LCCMH convenient for you?

- I wish there was a closer location
- Maybe, I live in Mayville
- Same

What are some barriers you have due to transportation?

- I can only drive my side-by-side locally
- I don't drive
- Dawn same and Jamie are all sip staff all but meds
- Gas is expensive. Only one vehicle for house
- Replacing vehicle could I get gas cards?

Do you feel welcomed by the appearance of the LCCMH facilities?

- Yes, BUT the TV is too loud while waiting for your appointment
- Very plain
- Maple Grove could use some work
- Stinky/somewhat outdated [Children's Services]

Are CMH staff members pleasant?

- Same yes mom family
- Sometimes [CLINICAL SUPERVISOR] does not have people skills she should not be a supervisor!
- Staff are amazing and awesome
- Most are
- Our BCBA and techs are usually very pleasant. Case manager too. Higher up staff are another story.
- More are, but everyone has bad days
- Lady at front desk RUDE [Children's Services]

Was it easy to schedule an appointment?

- Same
- Wonderful, easy to make appointments

If you used assistive technology, how was your experience with it?

- Great
- Yes caseworker yes CMH yes all the time!

If you have sought employment, have you faced any barriers getting a job?



- Mental issues, medical issues
- My disability
- Keeping it due to family and transportation
- Transportation
- Family let down and joly done wone work and to my kids
- Retired
- My depression gets in the way. I'm afraid to let people down.
- I'm broken and can't work

Have you ever had a problem with telehealth services from LCCMH?

- Same
- Have never used telehealth services
- It is bull crap. It's not helping me. You put me in a room with NO windows. Why do I have to be in person if they're not. I don't like it at all. I've been going to CMH for years. This is bull crap.
- Forgot us in waiting room one time

Have you faced any barriers with community integration?

- Same
- Problems with bus drivers not assisting me on and off the bus
- IDK
- Lack of public transportation in Almont, MI

Do you feel money or insurance has ever made getting services at LCCMH harder?

- Feel like limited to services
- Some services
- Same
- I have been robbed by [CASE MANAGER], she went behind my back without my permission turning my temporary guardian to a payee.
- Not all the time. I am on a fixed income.
- Gas and transportation.
- Med NOT COV.
- For Autism services I decided not to use. Staff couldn't help my child ADHD Autism

Are there any additional comments you would like to make?

- Same
- No there isn't and thank you
- None
- So appreciative with all my services
- No
- Money time what med do what next death time!! And aunt dad brother
- No



- [CASE MANAGER] is an excellent case manager. She goes out of her way to help the staff at Harmony Hall are the greatest staff. They are very supportive.
- I hate what you have done to CMH. It's not helping me. I've been on the same meds for 15 years. I still feel depressed. Alone. I ate the roller or life I'm on. The ups the downs. The spinning out of control. The only reason I still go is because I have someone to talk to that doesn't take sides. Someone who can help me work through it all.
- There have been far too many charges lately and its having a negative affect on our children.
- I don't like that Maple Grove doesn't have air. Not only are the people that work there uncomfortable, but the consumer is uncomfortable. The people that work in that building are amazing. They put the patients before themselves and were there for them despite the heat.
- It is disappointing that when I had autism services the staff could not do more in the community for my child. ADHD Autism – son is difficult. But, anytime child had attitude staff couldn't take him no where so that was not helpful and why I don't use staff cause homeworkers didn't have experience loving their own kids

Discussion & Recommendations

The accessibility survey response rate was low at 16%, similar to the two previous years. LCCMH will continue to explore ways to increase participation in surveys. The biggest area of concern in the survey results is transportation as a barrier to services, with 19% of adult respondents and 36% of children reporting this barrier. This has been a barrier for multiple years.

LCCMH maintains several fleet vehicles for staff to use with persons served. In 2022, there was the addition of 2 vehicles to improve access. Clubhouse staff are dedicated to transportation for work programs. Additionally, bus tokens are provided for local transportation. LCCMH continues to contract with Greater Lapeer Transit Authority for transportation services.

Employment is another area of concern. There were 54% of respondents have sought out employment, with 46% of those reporting facing barriers to getting employment. LCCMH continues to contract employment placement services for persons with Intellectual and Developmental Disorders. Harmony Hall Clubhouse members have access to the Transitional Employment Placement program. In 2022, LCCMH expanded the two job coach positions from part-time to full-time to assist the employment coordinator. LCCMH is working on implementing the Individual Placement Supports (IPS) evidence based program for employment services.

The last major area of concern is related to community integration, with 13% reporting barriers with community integration (being included in all aspects of your community).



At Maple Grove (Children’s Services) specifically, only 82% reported feeling welcomed by the appearance of the facility, with comments indicating the facility is outdated, stinky, and without air conditioning. Additionally for Children’s Services, 82% reported that LCCMH staff were helpful if they had a question. LCCMH has secured a new building to move all the Maple Grove programs (Children’s Services, Autism, and Stepping Stone) to in 2023. The new building will provide a more welcoming space for these services. Additionally, the Children’s Clinical Director has moved to the Maple Grove location to provide additional onsite supervision and support to staff.

Barrier	Actions and Recommendations
Architecture -Location/Structure (Question # 1 & 2)	
<p>There were minimal architectural barriers to receiving services this year and minimal complaints about facility location. Comments from persons served included concerns about the Maple Grove Building conditions and wanting a closer location to where they live.</p>	<ul style="list-style-type: none"> • LCCMH has had two architectural studies completed for alternate locations to Maple Grove. • LCCMH has looked at local properties for sale • LCCMH will continue to seek an alternated building for children’s services and Stepping Stone in FY23.
Environmental Barriers (Question # 4)	
<p>There were minimal environmental barriers at the Main Center with 98% reporting feeling welcomed by LCCMH’s appearance; however, 82% felt welcomed at Maple Grove for Children’s Services.</p>	<ul style="list-style-type: none"> • LCCMH will continue to use the Maple Grove Building for services until an alternate location is found. • LCCMH will work with the school in FY23 to ensure the building is in adequate repair to provide services or provide temporary alternatives until a permanent solution is secured.
Communication & Attitudes (Questions # 5, 6, & 7)	
<p>There were some concerns with communication and attitudes this year in Children’s Services.</p>	<ul style="list-style-type: none"> • LCCMH is adding a second receptionist/support staff and has already added an on-site Children’s Services Clinical Director at the Maple



	Grove Location to provide additional support.
Insurance/Benefits/Finances (Question # 13)	
This year, 6% of adults and 40% of children reported difficulty getting LCCMH services due to money or insurance problems, with comments related to limited services and gas/transportation costs as barriers.	<ul style="list-style-type: none"> • Difficulty with access to children’s services are being addressed. • LCCMH is following the 2018 State directive prohibiting denials based on insurances status. • LCCMH provides Adverse Benefit Determinations (ABD’s) to persons denied services for any reason and notifies persons of their right for an appeal or second opinion. • LCCMH monitors ABD’s and looks for trends/patterns of denial. • LCCMH is reviewing the need for an onsite DHS worker for FY23. • LCCMH continues to have an onsite Medicare/Medicaid Assistance Program worker. • LCCMH hosted the Great Lakes Dental Bus three (3) times in FY22 to aid persons served in accessing dental services. LCCMH plans to host the Dental bus again in FY23.
Employment (Question # 10)	
Of adults surveyed who were seeking employment, 46% responded they have experienced barriers with getting a job.	<ul style="list-style-type: none"> • LCCMH has added capacity to the integrated employment services in FY22 by increasing the hours of the job coaches from part-time to full-time. • Individual Placement and Supports (IPS) Evidence Based Practice was implemented in FY22 and will implement additional improvements to the program based on a September 2022 MiFast Fidelity Review.
Transportation (Question # 3)	
19% of adults and 37% of children reporting difficulty with transportation this year. This has been an ongoing concern from persons served for many years. Cost, lack of public transportation and not having	<ul style="list-style-type: none"> • LCCMH will continue to provide bus tokens to individuals in intensive services such as ACTP and IDDT. • LCCMH will continue to contract with the Greater Lapeer Transportation



<p>own vehicle were top reasons for transportation barriers.</p>	<p>Authority (GLTA) to transport persons served to and from site based day programs.</p> <ul style="list-style-type: none"> • LCCMH purchased two additional vehicles in FY22. • There is one CMH representative on the GLTA advisory board and one CMH representative on the Lapeer Transportation Coalition
<p>Community Integration (Question # 12)</p>	
<p>There was an increase with barriers to community integration for adults this year, from 2% in 2021 to 13% in 2022.</p>	<ul style="list-style-type: none"> • LCCMH will continue to follow the Home and Community Based Services guidelines in FY23 and review new providers against the HCBS Standards. • LCCMH case holders will assist persons served in developing community integration goals in the plan of service. • LCCMH added a Health Mentor and Integrated Health Liaison to assist with integrating physical and mental health services.
<p>Technology (Question # 11)</p>	
<p>4% of adults and 9% of children respondents reported problems with telehealth appointments.</p>	<ul style="list-style-type: none"> • LCCMH added a Tele-therapy service policy and standards in FY22 to increase therapy capacity for adults along with a full-time support staff to assist with paperwork and appointment scheduling. • LCCMH utilizes in-person therapy services for children. • The only option for Child Psychiatry is telehealth due to a nationwide shortage of Child Psychiatrists. LCCMH has added a medical assistant to the Nursing Department in FY22 to assist persons served at the time of the Telepsychiatry appointments.
<p>Other Barriers (Question # 9)</p>	



<p>LCCMH included a question about use of assistive technology provided by LCCMH. 10% of adult respondents and 0% of children respondents reported using assistive technology. Comments related to use of assistive technology were positive.</p>	<ul style="list-style-type: none">• LCCMH is committed to providing the assistive technology needed for persons served. Staff will continue to evaluate persons served for assistive technology needs and implement where applicable.
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