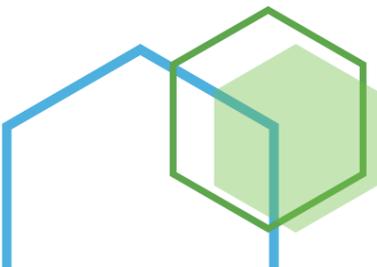




FY23 Accessibility Survey Report

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FY23 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 July 1, 2023 – September 1, 2023, LCCMH conducted an Accessibility Survey to identify any problems persons served experienced accessing 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 annual Accessibility Survey was conducted from July 31, 2023 – September 1, 2023. Every person served during this timeframe was offered a survey in person or by mail for individuals that received Home and Community Based Services. Surveys were offered at the front desk or from primary case holders via paper copy or QR code. There were 200 children surveys offered in person, 435 adult surveys offered in person, and 119 adult surveys offered by mail - totaling 554 adult surveys distributed. Of the 554 adults offered, 152 persons served, with Home and Community Based Services, were offered surveys.

There were a total of 216 surveys completed in person and by mail. The results for both adults and children yielded a 29% response rate (up from 16% in FY22), with a 22% response rate by mail and 30% response rate in person. Of those responding, 55 of them were from children’s services and 161 were adults receiving services. Seventy-nine of the adults received Home and Community Based Services and 152 received Certified Community Behavioral Health Clinic services.

Survey Tool



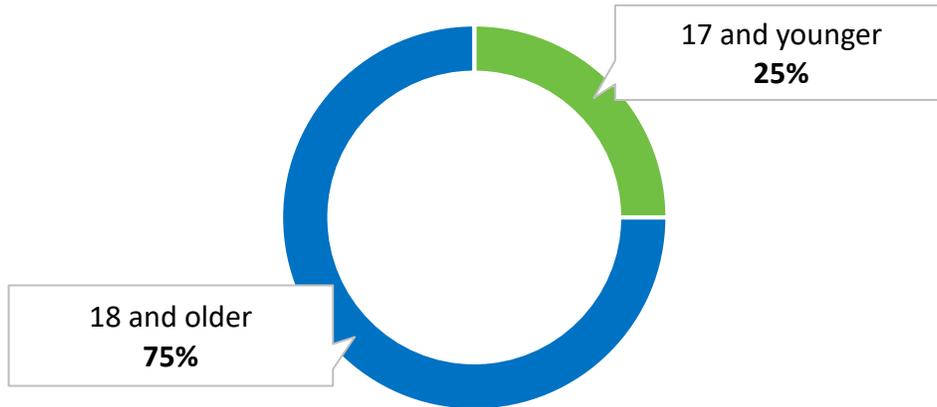
The survey questions address areas recommended by CARF, Michigan Department of Health and Human Services and other regulatory bodies. The survey tool contained 17 questions for adults and 16 questions for children calling for a “Yes” or “No” response and allowed the respondent to provide further explanation if needed.



Demographics

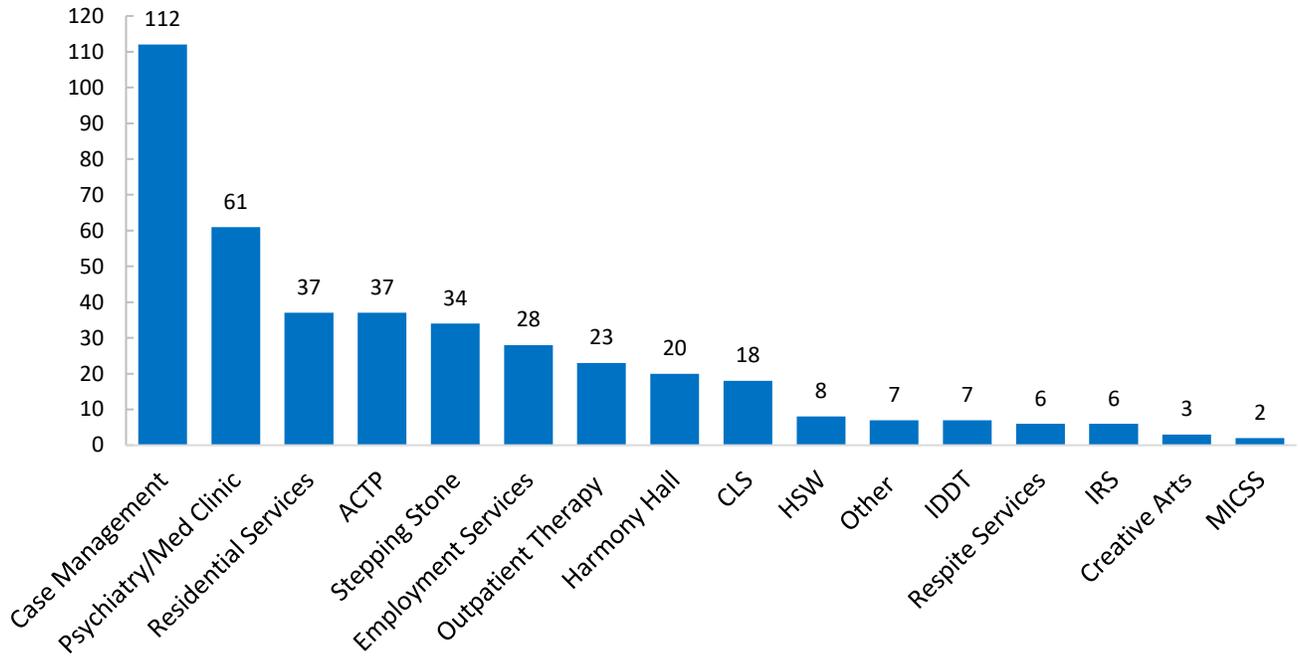
Surveys were divided between adult and children’s services. Surveys were provided across all populations including Serious Mental Illness, Serious Emotional Disturbance, Intellectual and Developmental Disabilities and Co-Occurring Disorders.

Response by Age

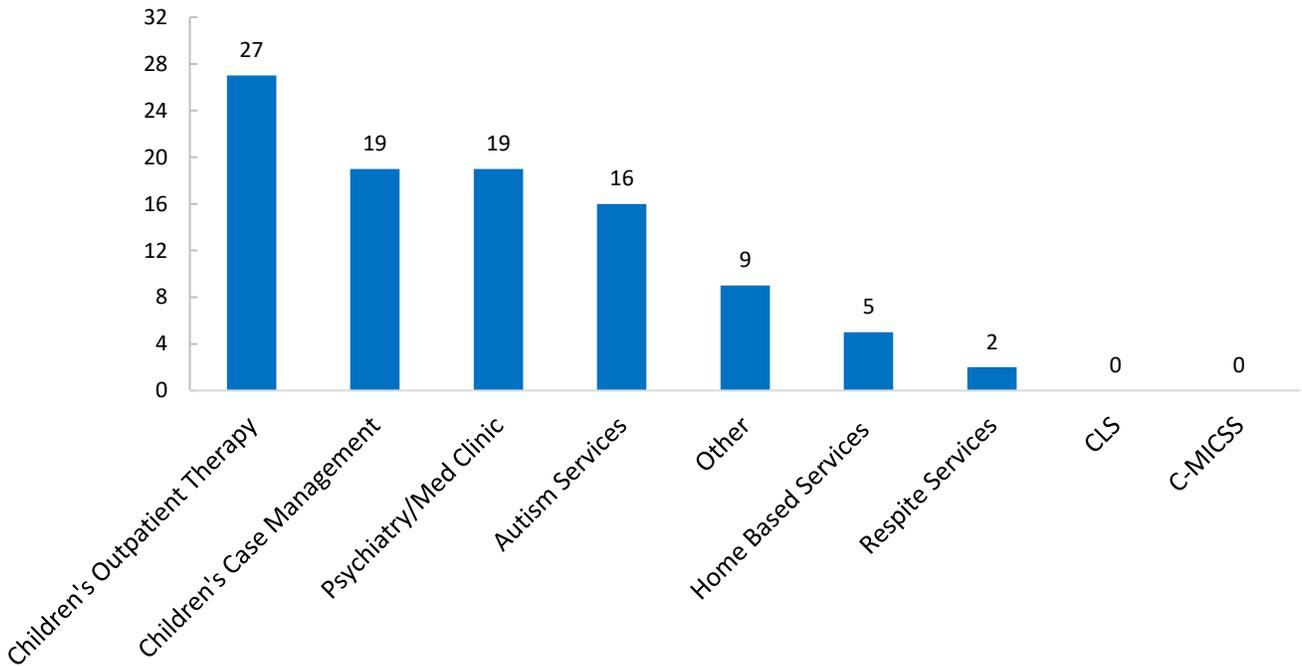




Response by Program (Adults - Self Reported)



Response by Program (Children - Self Reported)



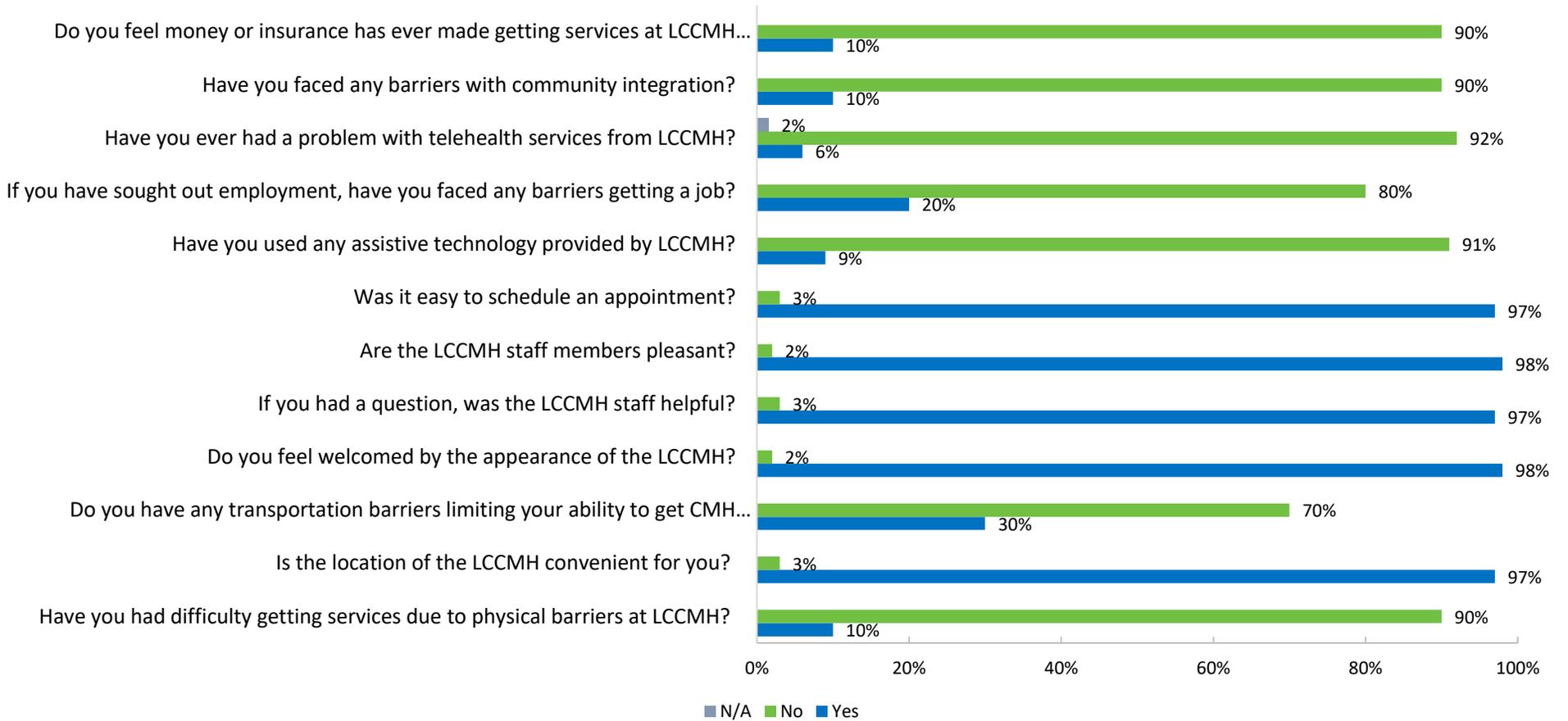


Results

The following graph displays answers to the questions on the survey by percentage for “Yes”, “No”, or “Not applicable” responses.

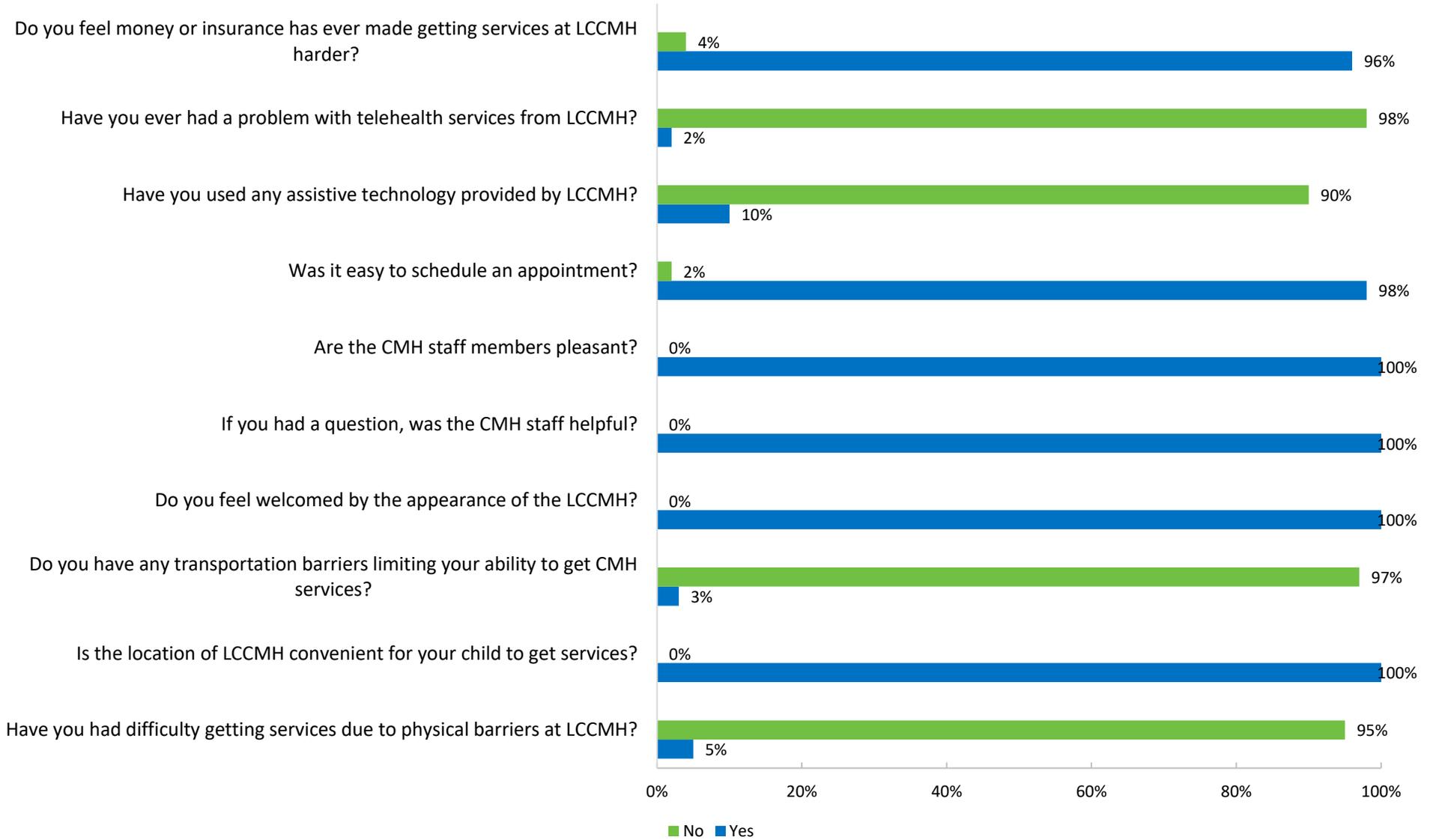
Responses for questions with multiple choice answers are on page 6.

2023 Accessibility Survey Report Results (Adults)



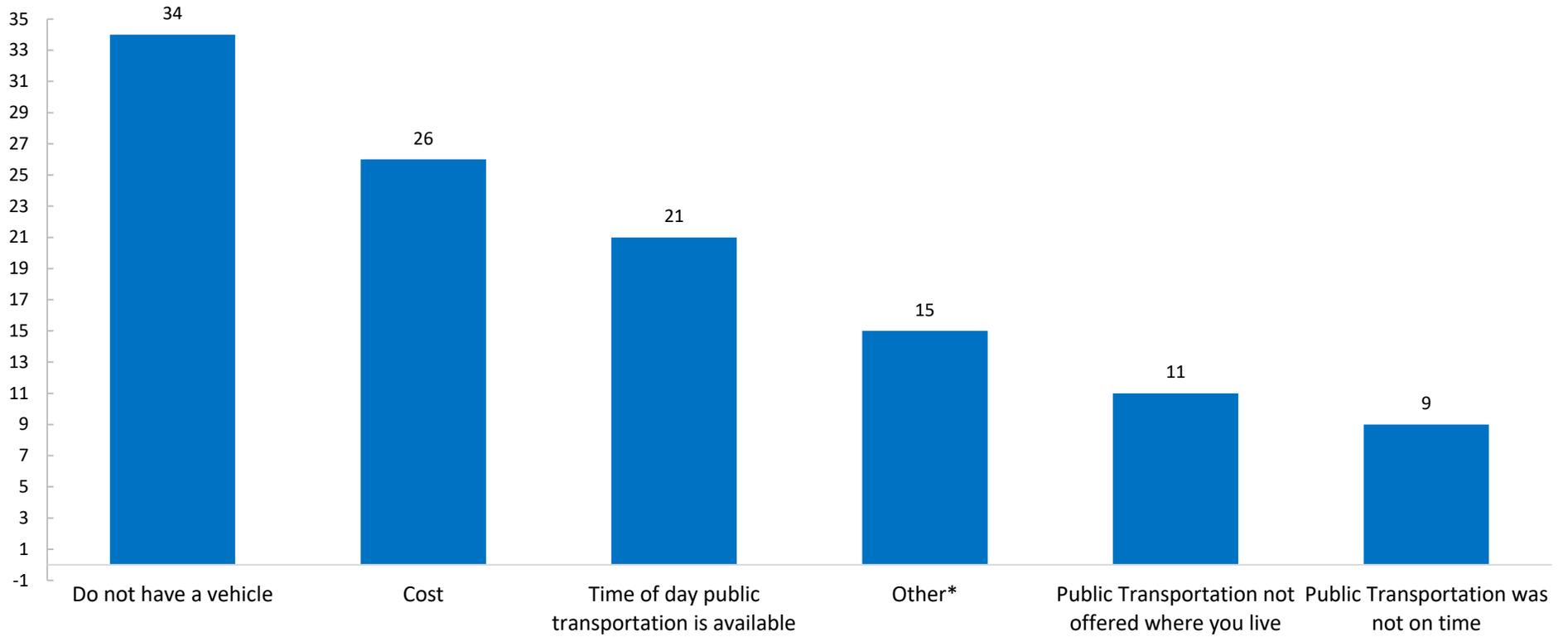


2023 Accessibility Survey Report Results (Children)





Barriers to Transportation (Adults and Children)



*Other – Sitters unable to bring her, gas issues, vehicle maintenance, parents work, car broke, sometimes they do not have a vehicle.



Additional Comments

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

Have you had difficulty getting services due to physical barriers at the Lapeer CMH service location?

- Parking
- No heat or AC. Roof leaking terribly.
- Just getting to the sidewalk from the car. It's a walk.
- More CMH offices.
- No rides sometimes.
- Sometimes rides.

Is the location of LCCMH convenient for you?

- Is a drive, but not as far as some of his services.
- It is not terrible, we live in Imlay City.
- It could be closer so I could walk there.
- I live in (Silverwood area) Mayville.
- Not real far from apartment.
- Wish they were closer.

What are some barriers you have due to transportation?

- They only take me to program.
- I don't drive.
- Vehicle in poor condition.
- No license
- Don't drive.
- Sometimes a little early but very regular and reliable. Great staff! We'll never be able to drive.
- Gas – can't afford
- Not available every day desired to attend program.
- Wasn't available for program everyday.
- Do not have a wheelchair van.

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

- Haven't been there in a long while.
- Blind.

Are CMH staff members pleasant?

- Everyone has beyond exceeded my expectations.
- I think if you "heal" them up, then you could be out of a job.
- Some care too formal and together.
- Some are passive/aggressive.



- Not.

Was it easy to schedule an appointment?

- Very flexible.
- Telling what time or day.
- “He won’t let us, he’s pretty tough”. – Talking about the home manager.
- Would like to have late day appointments. Dr. being in ZA the hours are different and can’t get a late appt.
- Staff is frequently overbooked.
- Only if you’re already a patient.
- Flexible scheduling. Like select evening hours, helps us schedule our regular appointments without disruption to our work schedule.
- They call me if I can’t. I am over all really please with service.
- She’s really busy (case manager)
- I like the text message reminders.

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

- So far, so good!
- It’s been positive.
- Very good.
- The language interpretation was very supportive.
- PEC Boards/Visual Boards.
- Good.
- ACC device on Ipad. So far so good.
- Fine – we use telehealth.
- Got ot he future to correct my past!!
- O.k.
- Mics were not adequate. Doctor cannot see all in room.
- Like using the tablet.
- Wish I could use it more.
- Talking which helps me out.

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

- Income ratio to SS disability (in progress).
- Not many jobs hiring in what I want to do.
- Because epilepsy.
- Poor transportation, limited jobs in skill set for part time.
- Anxiety and dropping items.
- Mental illness.
- My own behaviors.
- Sub minimum jobs for handicap people with limited abilities are completely gone. So they sit and color, etc. with coaches they would be able to do a job. They do not usually have \$\$.



- I am having issues with my back. It's a big problem. I am going to pain management.
- I want to find somewhere I could do or take a class.
- A long time ago.

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

- Was not offered when my daughter was with her dad half of the summer.
- Mic poor. Camera view not adequate.
- I would like her in person.
- I don't like it.
- Have not used this option.
- In 2021, there was a psychiatrist who was cold. No longer there.

Have you faced any barriers with community integration?

- My kid does better, but it's a process.
- Lapeer isn't very friendly compared to where we came from.
- Just some sports.
- I want to go out on the weekends.
- I do not feel very integrated into the community.
- I was born handicapped.
- Sometimes had issues getting my job.
- Priorities vs. demands. Keeping hour clean during integration.
- Being non-verbal makes integration difficult.
- My own behavior.
- I cannot handle big groups.
- Symptoms stopped me; I've worked with CMH staff to be involved in my community and it helped.
- Always trying to get along with my peers.
- Unable to get anywhere – needs wheelchair van or public transportation.
- Sitter unable to bring her.
- Vehicle maintenance and gas issues.
- Both parents work.
- Car broke.
- Sometimes we have no vehicle.

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

- Time restraints.
- Since we live on every other aspect of state assistance; I feel it would be no big stretch to issue gas cards.
- At first because of the primary.
- Medicaid is required.
- Sometimes.
- I've been waiting.



- Having dual insurance made it a little difficult but I only have Medicaid now.
- We had a difficult time getting services because I did not have Medicaid. Access to these programs is definitely for working class families. If you are employed and insured, you don't qualify.
- Payee and guardian needs reminders on a balance.
- Money never have any money.
- Medicaid – Qualifying or having CMH accept private insurance.
- I was told I could not go to CMH anymore because my insurance was not paying enough. I think she just wanted me to follow her to her own office.

Are there any additional comments you would like to make?

- Thank you for all you do!
- Everyone was wonderful. Thank you!
- I am thankful to get the help I need. Thank you.
- Staff is just outstanding and I love that my other children can wait while we see our therapist.
- Zoom meeting with appointments would be great for working moms.
- Everything has been great since we have been with CMH.
- Wonderful people work there! They feel and treat us as extended family
- The staff is great.
- Excellent work, keep up the good work.
- Our caseworker is kind.
- Thank you for helping me.
- Thanks for helping us!
- No.
- Transportation.

Discussion & Recommendations

The accessibility survey response rate was low at 29%, similar to the three previous years. LCCMH will continue to explore ways to increase participation in surveys. The biggest area of concern in the adult survey results is transportation as a barrier to services, with 30% of adult respondents reporting this barrier. This has been a barrier for multiple years. The biggest area of concern in the children survey results is difficulty getting services due to physical barriers and comments included parking, no heat or AC, and the roof leaking terribly.

Employment is another area of concern. There were 68% of respondents that sought out employment, with 20% of those reporting facing barriers 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 2023, Individual Placement Supports (IPS) evidence based program for employment services.

The last major areas of concern is related to community integration and money or insurance being a barrier, with 10% reporting barriers for these areas.

At Maple Grove (Children’s Services) specifically, 100% reported feeling welcomed by the appearance of the facility, which is an increase from 2022 at 82%. Additionally for Children’s Services, 100% reported that LCCMH staff were helpful if they had a question. LCCMH continues to work on addressing several concerns at the Maple Grove building and is planning to relocate all the departments housed in that building within the next 2-3 years.

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 parking and the Maple Grove Building conditions, with no heat or AC and the roof is leaking terribly.</p>	<ul style="list-style-type: none"> The LCCMH Culture Club is completing an agency scan to identify ways to improve accessibility and make the environment more welcoming to all persons served. Building issues specific to Maple grove are being addressed/repared (see next section).
Environmental Barriers (Question # 4)	
<p>There were minimal environmental barriers at the Main Center with 98% reporting feeling welcomed by LCCMH’s appearance and 100% 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 the county owned building located at 1505 Suncrest becomes available for Children’s Services. Projected date of move is FY26. For the Stepping Stone Program, the plan is to build a freestanding building near the current CMH building. This facility will also house Adult Case Management Services.



	<ul style="list-style-type: none"> LCCMH will work with the school in FY24 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 minimal concerns with communication and attitudes this year in Adult's Services.</p>	<ul style="list-style-type: none"> LCCMH continues to offer opportunities for staff training on various topics, such as cultural competency, implicit bias, and trauma-informed care.
Insurance/Benefits/Finances (Question # 13)	
<p>This year, 10% of adults and 4% of children reported difficulty getting LCCMH services due to money or insurance problems, with comments related to cost of transportation as a barrier.</p>	<ul style="list-style-type: none"> LCCMH continues to have an onsite Medicare/Medicaid Assistance Program Volunteer. Effective 10/01/23, LCCMH will be an MDHHS CCBHC Demonstration Site, expanding the population we serve. There should be no barriers related to cost or insurance for service in the future.
Employment (Question # 10)	
<p>Of adults surveyed who were seeking employment, 20% responded they have experienced barriers with getting a job.</p>	<ul style="list-style-type: none"> Individuals Placement and Supports (IPS) Evidence Based Practice was implemented in FY22. Additional improvements to the program based on a September 2022 MiFast Fidelity Review have been implemented. The program is scheduled for another MiFast Fidelity Review in October 2023. Harmony Hall has maintained five Transitional Employment Placements (TEPs) for members.
Transportation (Question # 3)	
<p>30% of adults and 3% of children reporting difficulty with transportation this year. This has been an ongoing concern from persons served for many years. Cost, time of available public transportation and not having own vehicle or vehicle maintenance</p>	<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 Authority (GLTA) to transport persons



<p>problems were top reasons for transportation barriers.</p>	<p>served to and from site based day programs.</p> <ul style="list-style-type: none"> • There is one CMH representative on the GLTA advisory board and one CMH representative on the Lapeer Transportation Coalition • LCCMH has expanded telehealth offerings, allowing the person served to log on from their home (see Technology section below).
<p>Community Integration (Question # 12)</p>	
<p>10% of adults reported barriers related to community integration, which is down slightly from 13% in 2022.</p>	<ul style="list-style-type: none"> • LCCMH will continue to follow the Home and Community Based Services guidelines in FY24 and review new providers against the HCBS Standards. • LCCMH case holders will assist persons served in developing community integration goals in their plans of service. • LCCMH added a Health Mentor and Integrated Health Liaison to assist with integrating physical and mental health services. • LCCMH programs are offering more outings and social events in the community and community-based contacts.
<p>Technology (Question # 11)</p>	
<p>6% of adults and 2% of children respondents reported problems with telehealth appointments.</p>	<ul style="list-style-type: none"> • LCCMH has expanded telehealth offerings in FY23, allowing for most services to be provided via telehealth if persons served requests and allowing the person served to log on from their home. • LCCMH’s adult outpatient department is primarily telehealth. Issues with technology are addressed through the IT department and/or support staff. • 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



	<p>added a medical assistant to the Nursing Department in FY23 to assist persons served at the time of the Telepsychiatry appointments.</p>
<p>Other Barriers (Question # 9)</p>	
<p>LCCMH included a question about use of assistive technology provided by LCCMH. 9% of adult respondents and 10% of children respondents reported using assistive technology. Comments related to use of assistive technology were mostly 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.