

# LAPEER COUNTY COMMUNITY MENTAL HEALTH FY22 CUSTOMER ACCESSIBILITY SURVEY RESULTS

## RESPONSES

A total of **66** surveys were completed by mail. **11** were from Children's Services and **55** were from Adult Services. The response rate was **16%**.

## TRANSPORTATION



**1 in 5 adults**



**1 in 3 children**

reported transportation barriers. This is consistently the highest reported barrier among persons served.

## CONVENIENCE

**92%**

of adults

**100%**

of children

report the location is convenient

**98%**

of adults

**100%**

of children

report it was easy to schedule an appointment

## STAFF

**100%** of adults

**91%** of children

Report staff members pleasant

**92%** of adults

**82%** of children

Report staff members as helpful if they had a question

## TELEHEALTH

Only **4%** of adults and **9%** of children report problems with telehealth services. In FY22, LCCMH implemented a new tele-therapy program for outpatient therapy with positive responses.

## AREAS FOR IMPROVEMENT

LCCMH continues to try to ease transportation barriers. LCCMH purchased 2 additional vehicles, the Harmony Hall staff provide transportation for work programs, bus tokens are provided, and LCCMH contracts with Greater Lapeer Transit Authority in effort to improve transportation. With 46% of those seeking employment facing barriers, LCCMH is planning to implement the Individual Placement Support program and has expanded job coach positions.

For Children's Services, one major area of concern is the outdated, unwelcoming facility. LCCMH secured a building to move all Maple Grove programs to in 2023, which will provide a more welcoming space. There were some reports of unhelpful or unpleasant staff in the Children's department. The Children's Clinical Director has moved to be onsite at this location to provide additional supervisor and support to staff.