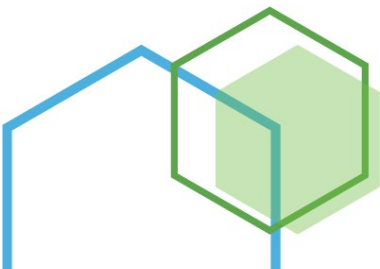




# FY24 Accessibility Survey Report

**Rebecca Brown, BS, Quality Improvement Analyst**  
**Lisa Ruddy, MPH, CHES, Quality Improvement Supervisor**





# FY24 Accessibility Survey Report

## Lapeer County Community Mental Health

Lapeer County Community Mental Health (LCCMH) is committed to ensuring that its services are accessible to all persons served. To assess and enhance the convenience and availability of its services, LCCMH conducted an Accessibility Survey from August 26, 2024 to September 13, 2024. This report provides an overview of the survey methodology, results, comparative data, and recommendations for quality improvement.

### Method

Every person receiving LCCMH services between August 26, 2024 and September 13, 2024 was offered the survey in person. Surveys were distributed at various points including the front desk, from primary case holders, or from other staff via paper copy. There was a total of 316 surveys distributed, 70 for children and 246 for adults.

The combined (adult and children) survey results indicate a decline in participation compared to the previous fiscal year. Overall, the response rate dropped from 29% in 2023 to 23% this year. Of the 70 surveys distributed to children, 9% were returned, while for adults, 27% of the 246 distributed surveys were completed.

The Accessibility Survey serves as a crucial tool for LCCMH to evaluate and improve its service delivery. Despite the drop in response rate this year, the feedback gathered will guide the agency in making meaningful enhancements to ensure that services remain accessible and effective for all.

## Survey Tool



The survey questions address areas recommended by CARF, Michigan Department of Health and Human Services and other regulatory bodies.

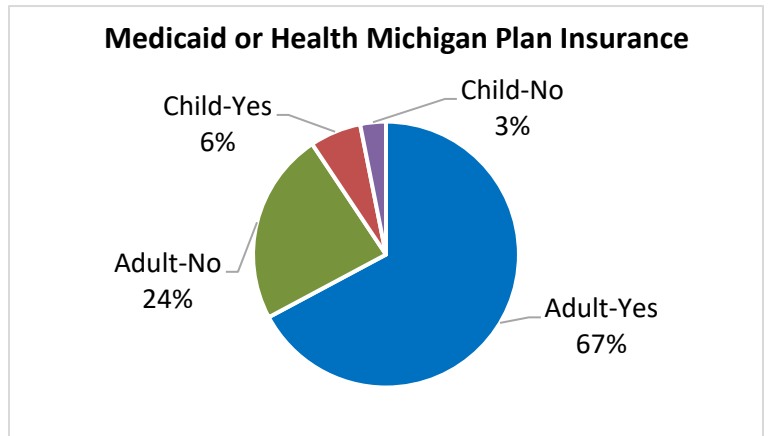
The survey was designed with simple, straightforward questions in a format designed to be understandable to most persons served. The survey tool contained 17 questions for adults and 16 questions for children calling for a “Yes”, “No”, or “None of the Above” response with some questions allowing respondents to expand on their answers. There was also an open-ended question at the end of the survey for persons served who had any additional comments they wished to make.



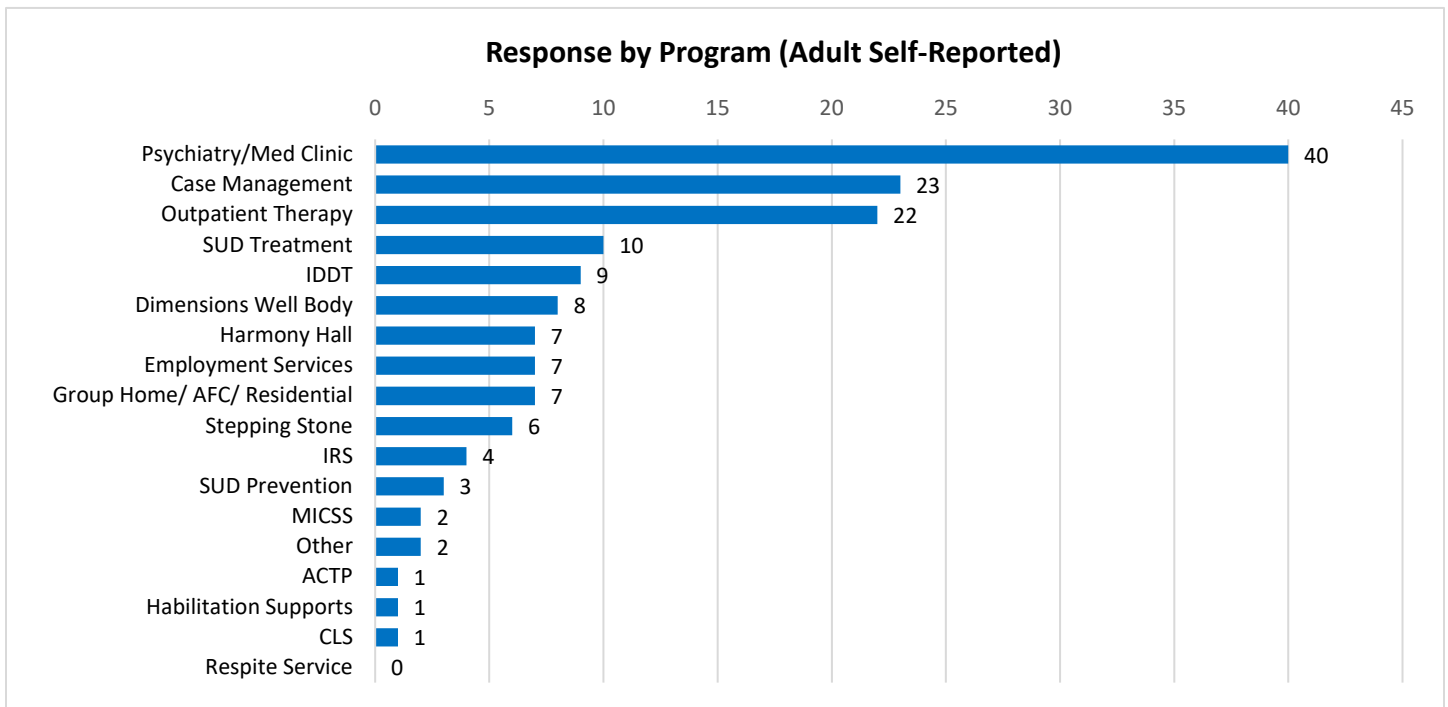
## Demographics

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

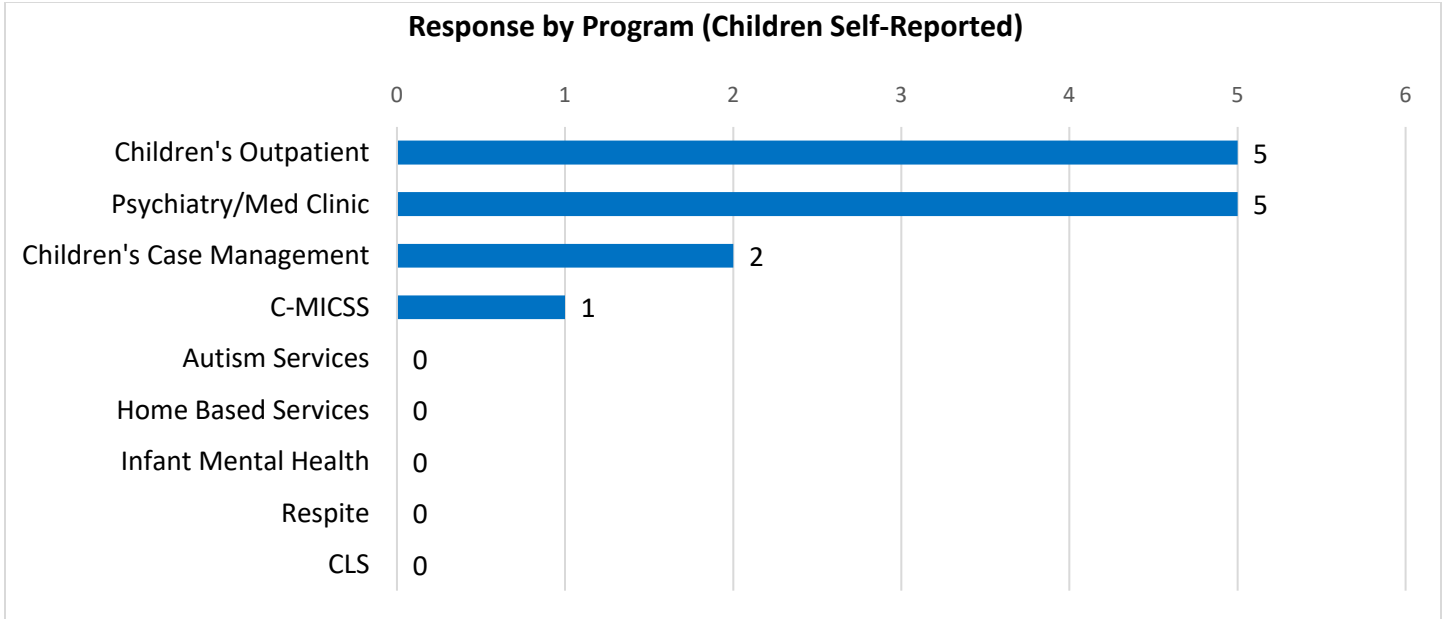
Of the total survey participants (adult and children), 91% reported being 18 years of age or older while 9% reported being under the age of 18. For adults, 33% of survey respondents identified as male, 66% identified as adult female, and the remaining 1% reported as “Other”. Of children respondents, 50% identified as being female and 50% identified as being male. When respondents were asked about their insurance coverage, 67% of adult and 6% of children respondents reported they had Medicaid or Health Michigan Plan Insurance.



## Response by Program

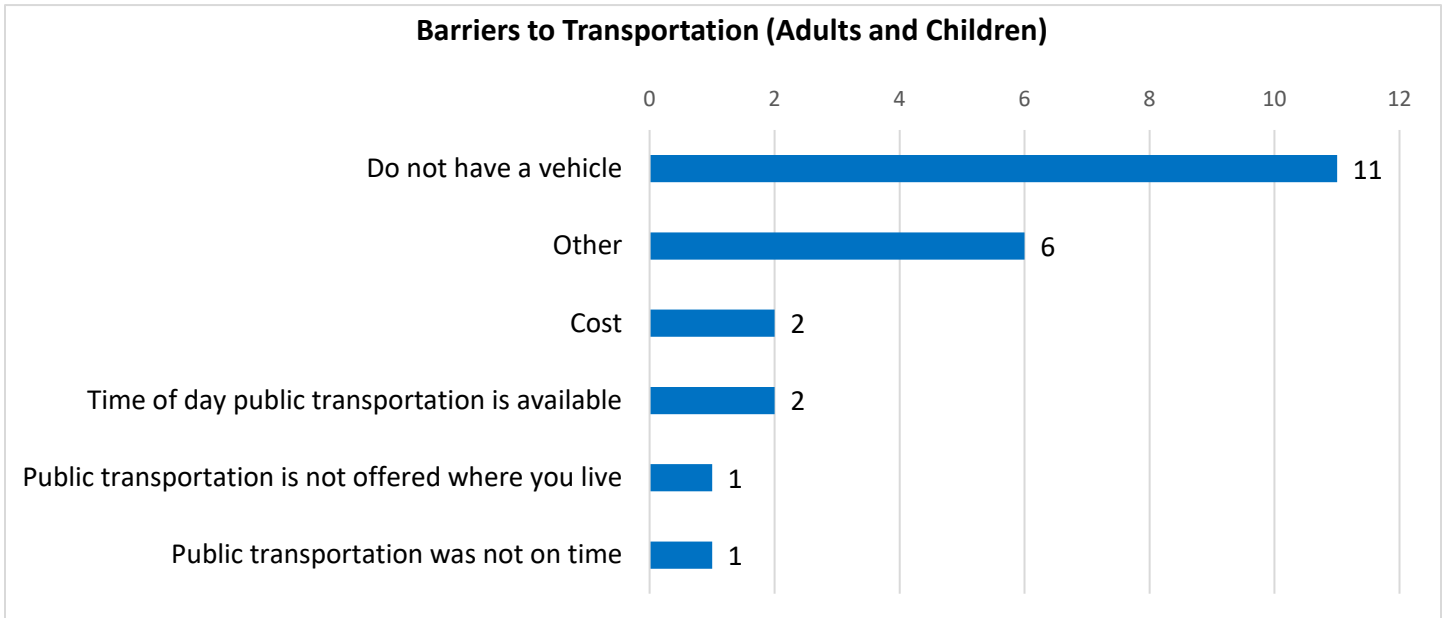


Other – Comments for this section included resource services and referral needed for Creative Arts program



## Results

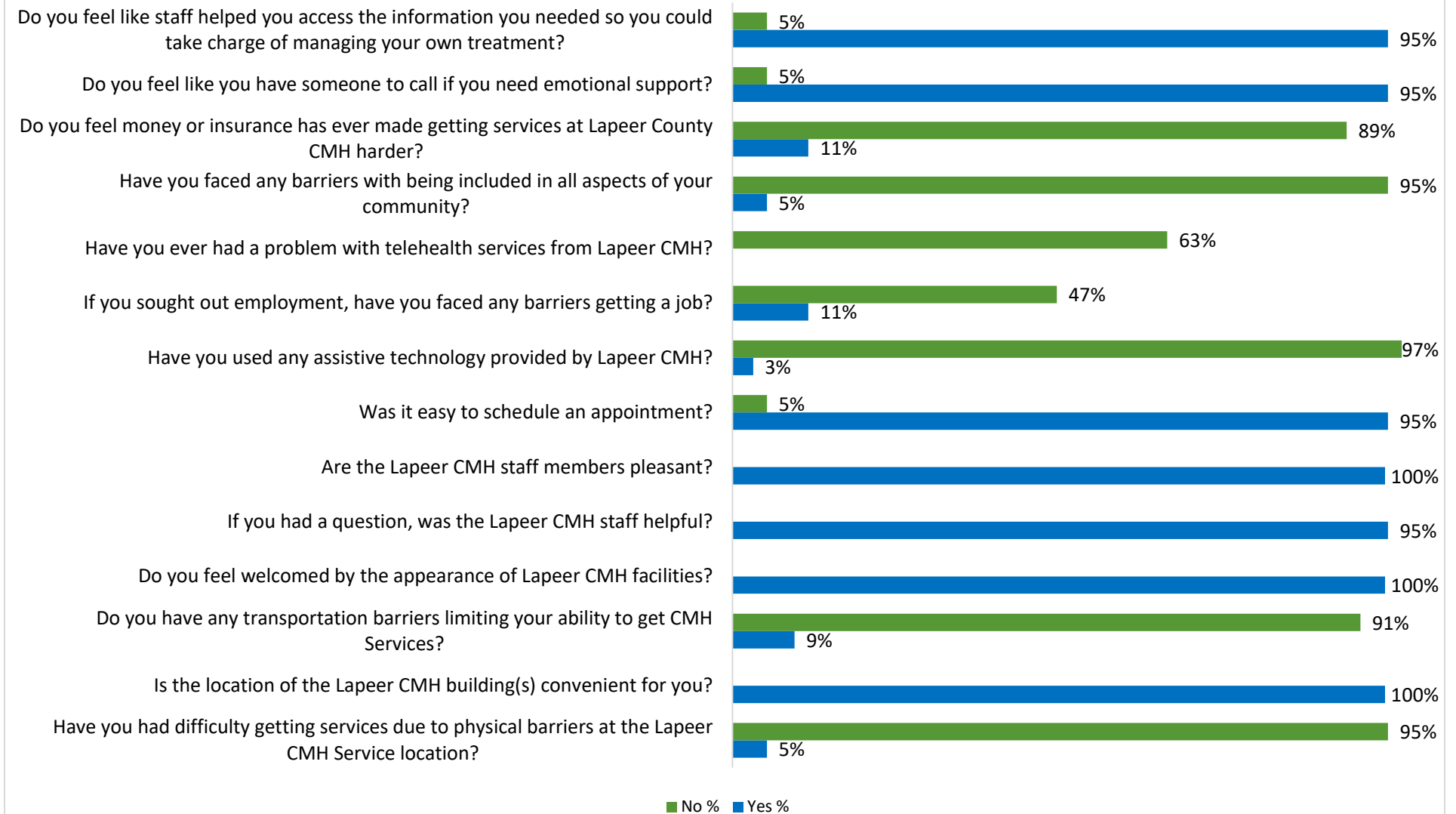
The following graphs display answers to the questions on the adult and children’s survey by response count or percentage of “Yes” or “No” responses. Percentages displayed are calculated based on available responses after removing “Not Applicable” (N/A) answers or questions skipped by survey takers.



Other – Comments regarding barriers included bus was full, could only come limited days, accessible vehicle needed to be fixed, currently hospitalized, AFC coordinating transportation, bus takes forever to come to CMH



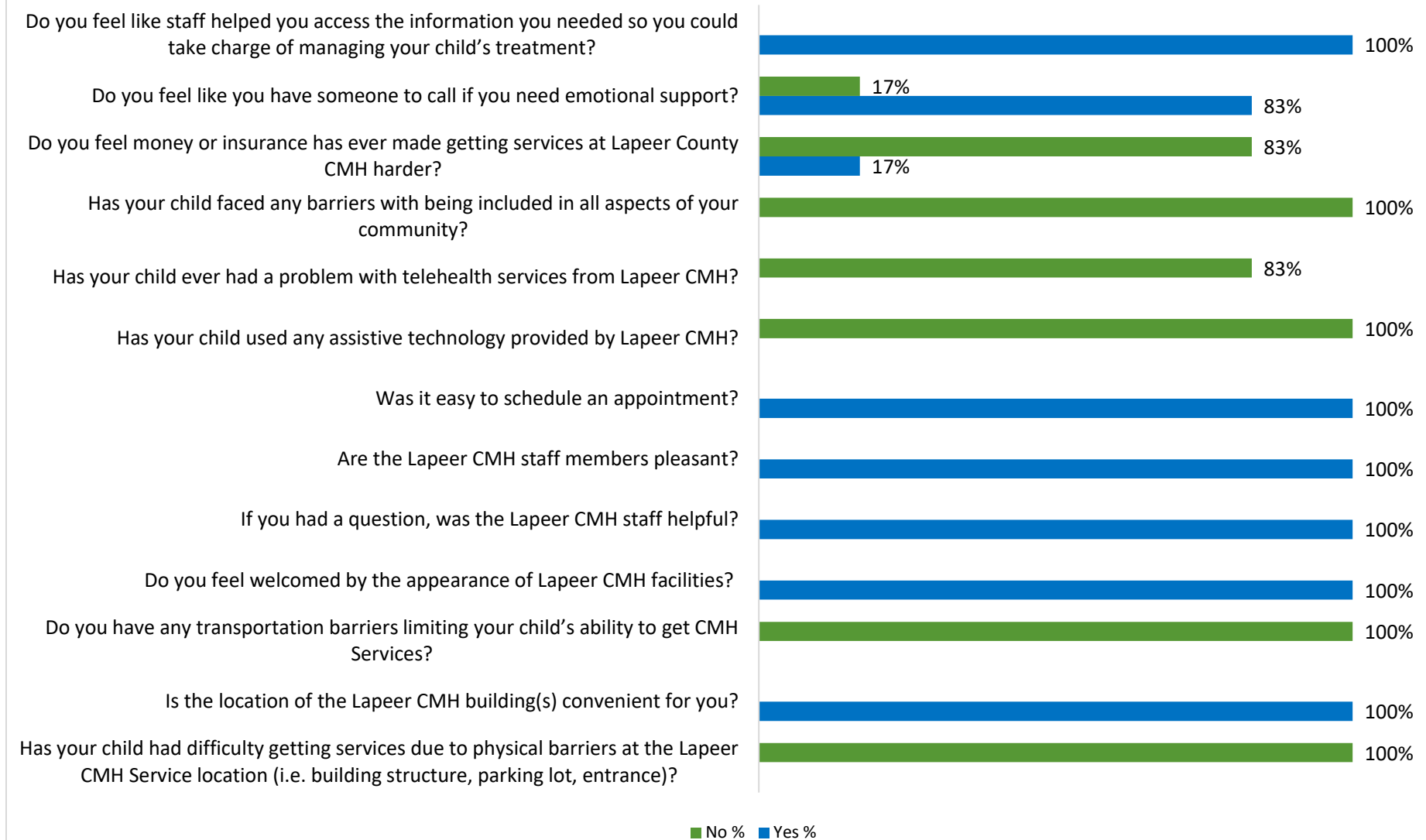
**Accessibility Survey Report Results (Adults)**



\*Percentages displayed are calculated based on available responses after removing "N/A" answers



**Accessibility Survey Report Results (Children)**



\*Percentages displayed are calculated based on available responses after removing "N/A" answers



## Additional Comments

The survey allowed respondents to provide additional comments about the services they receive, barriers they encounter, and general feedback. The following are responses received from persons served (adult and children) regarding specific questions.

### **Have you had difficulty getting services due to physical barriers at the Lapeer CMH service location (i.e. building structure, parking lot, entrance)?**

- Kinda, I live in Imlay City and often running behind and have to speed LOL. I have TBI so it's inconsistent.
- Walking on steps or high places
- Lack of GLTA sometimes

### **What are some barriers you have experienced due to transportation?**

- Bus as full, could only come on limited days
- Accessible vehicle needed to be fixed
- Currently hospitalized
- AFC Coordinating transportation
- Bus takes forever to come to CMH, finish work at 2 but bus doesn't come until 3

### **Are CMH staff members pleasant?**

- (Staff person) is the best! Front desk
- Love them all so far!

### **Was it easy to schedule an appointment?**

- I had to wait 2-1/2 months to get in coming from being in the hospital for 6 days
- It took forever to get ahold of someone in Access
- The initial appointment was a little difficult due to all the automated phone options, but once established, no problem

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

- PTSD, no one will give you a job
- Not having a license
- I lost a job back in November due to my disability deficiencies
- Not having a car or rides
- My legs, I believe
- No car
- Retired
- I would have to move in order to get the job I want

### **Have you ever had a problem with telehealth services from Lapeer CMH?**

- Sometimes connection but not sure if that was on my end
- It couldn't be done for me



**Have you faced any barriers with being included in all aspects of your community?**

- Not getting out in community with AFC much
- Lack of GLTA where I live

**Do you feel money or insurance has ever made getting services at Lapeer CMH harder?**

- Genesee County stopped letting me come to program
- Don't have Medicaid so makes things difficult to bill
- I think it had a little to do with my getting in because of Medicaid but my car insurance covers my TBI
- I have private insurance and it was very hard to get a good price
- Having to apply for Medicaid even with private insurance was stressful, but it worked out in my favor
- Updating/changing information seems to not be successful at first attempt

**Are there any additional comments you would like to make?**

- Staff are nice
- The staff are very helpful
- I love it so much
- Keep up the good work
- Great place of help and accommodation
- Front desk very helpful and welcoming
- Front desk gal is very helpful, always goes out of her way to help get things taken care of
- Very pleasant service, always with a smile
- Phone number listed online has issue connecting sometimes
- I am very happy with the serviced I receive. (Staff members) are amazing peer recovery coaches and always there if I need help
- I feel like I need a separate therapist to deal with other issues not just strictly what I received a civil infraction for
- I appreciate good thorough answers when I ask questions
- I've been here since Sept 2023, everyone I've met here has been caring and super helpful! 10/10
- Good services
- CMH staff are great and (case manager) helps me with everything. I think she is a great lady
- I don't agree with Benzo policy. I understand being a new patient, but I have documented history for my medication and no issues of abuse. It makes me feel judged. Otherwise, the staff have all been helpful and friendly and helped with providing resources and communicate clearly
- Very grateful for all the help my son has been getting
- Awesome, amazing staff
- Thank you for all of your help and support
- Online payment option or monthly charge deduction option





## Discussion & Recommendations

The combined survey response rate was low at 23%, a decline from 29% in 2023. LCCMH will continue to explore ways to increase participation in surveys by keeping questions easy to understand and relevant to the respondent's life, delivering surveys through multiple channels, and offering incentives such as drawings for gift cards.

The percentage of adults facing barriers to gaining employment has decreased from 20% in 2023 to 11% in 2024 indicating progress but this still remains an area of concern for respondents. Another area identified relates to money or insurance with 11% reporting it was a barrier to receiving services in 2024 compared to 10% in 2023. LCCMH continues to provide vital employment services for individuals with mental illnesses. Members of Harmony Hall Clubhouse benefit from the Transitional Employment Placement program, which offers structured opportunities to gain work experience. In 2023, the Individual Placement Supports (IPS) program was fully implemented, further enhancing support for individuals seeking employment. LCCMH also has a collaborative relationship with Michigan Rehabilitation Services (MRS) to assist persons served with securing employment.

For children respondents, the biggest area of concern was related to money or insurance making it harder to access services. In 2024, 17% of respondents identified this problem, up from 4% in 2023. Additionally, 17% of respondents reported they did not feel they had someone to call for emotional support when needed in 2024. LCCMH offers children and adolescents specific practices including Dialectical Behavioral Therapy for Adolescents (DBT-A) and Parenting Through Change (PTC) to assist families and provide needed support. Starting in FY25, LCCMH will be offering 24/7 Children's Mobile Intensive Crisis Services (C-MICS) so persons served and community members can always have access to needed support in crises.

The survey results show a positive trend in satisfaction regarding the facility's appearance and staff being pleasant. Adult respondents rated both categories at 100%, up from 98% in 2023. Similarly, children respondents also rated these categories at 100% for both years.