

Lapeer County

Community Mental Health

Accessibility Survey Report

Fiscal Year 2017-2018

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Lapeer Community Mental Health is committed to providing accessible services to the residents of Lapeer County. In July, 2018 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, 2018, the Accessibility Survey was conducted. A convenience sample method was used for the survey whereby each person who came in for Medication 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. There were also 100 surveys mailed to randomly selected individuals who do not receive Medication Services.

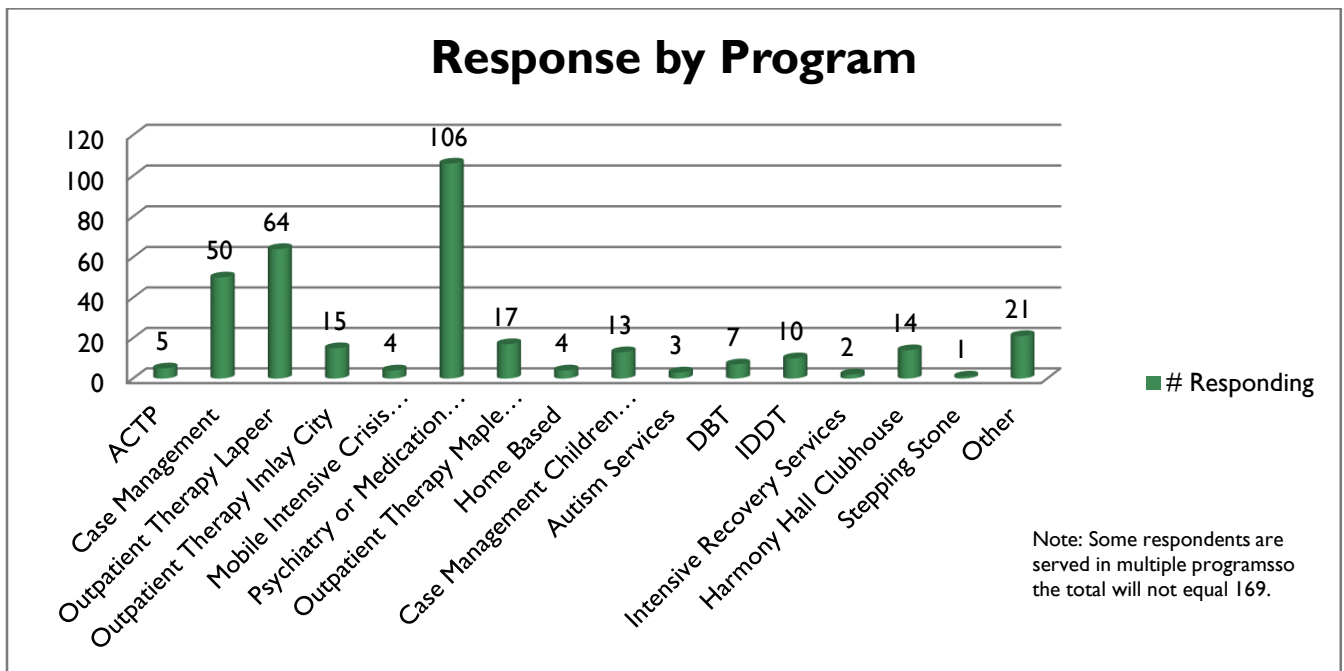
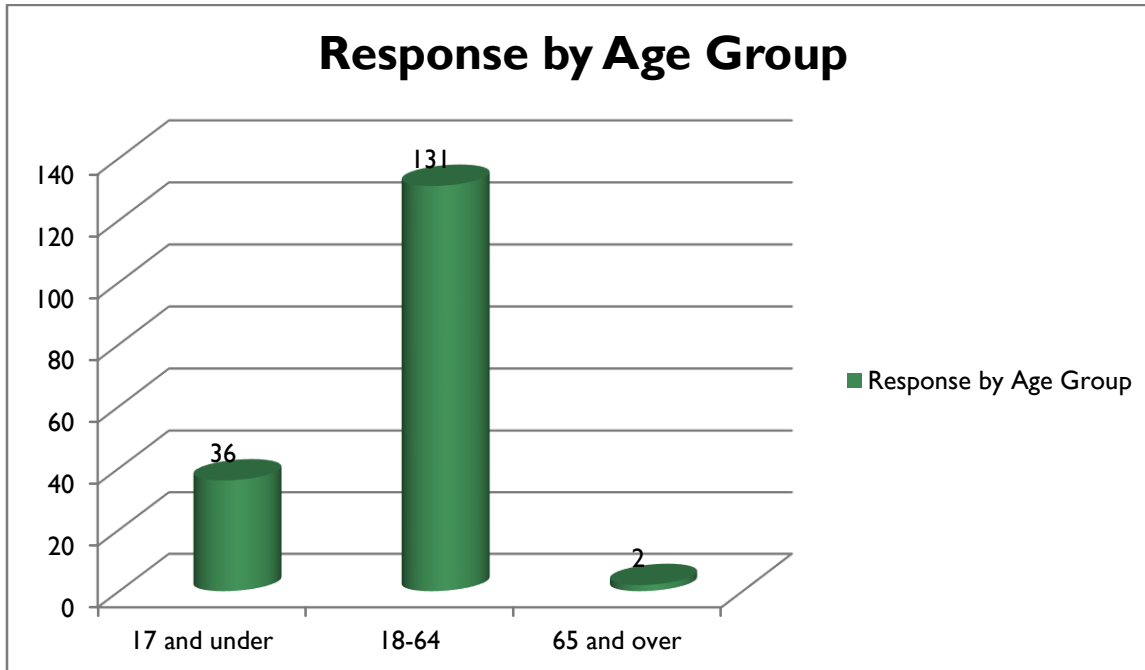
During the month of July, 169 surveys were completed by people receiving Medication Services and Non-Medication Services. There were 289 Medication Services during the month of July for adults and children plus 100 surveys mailed to randomly selected adults and children who did not receive medication services. The result for medication and non-medication sample surveys for both adults and children yielded a 43.44% response rate. Comparisons between the in-person and mailed surveys will not be made in the report since the survey was not intended to be a comparison of Medication Services and Non-Medication Services but rather to be inclusive of those with and without medication services.

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, age and insurance type, but still maintain the anonymity of the respondent. The survey questions address areas recommended by CARF, the Michigan Department of Health and Human Services 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 and the service program as indicated in the charts below.

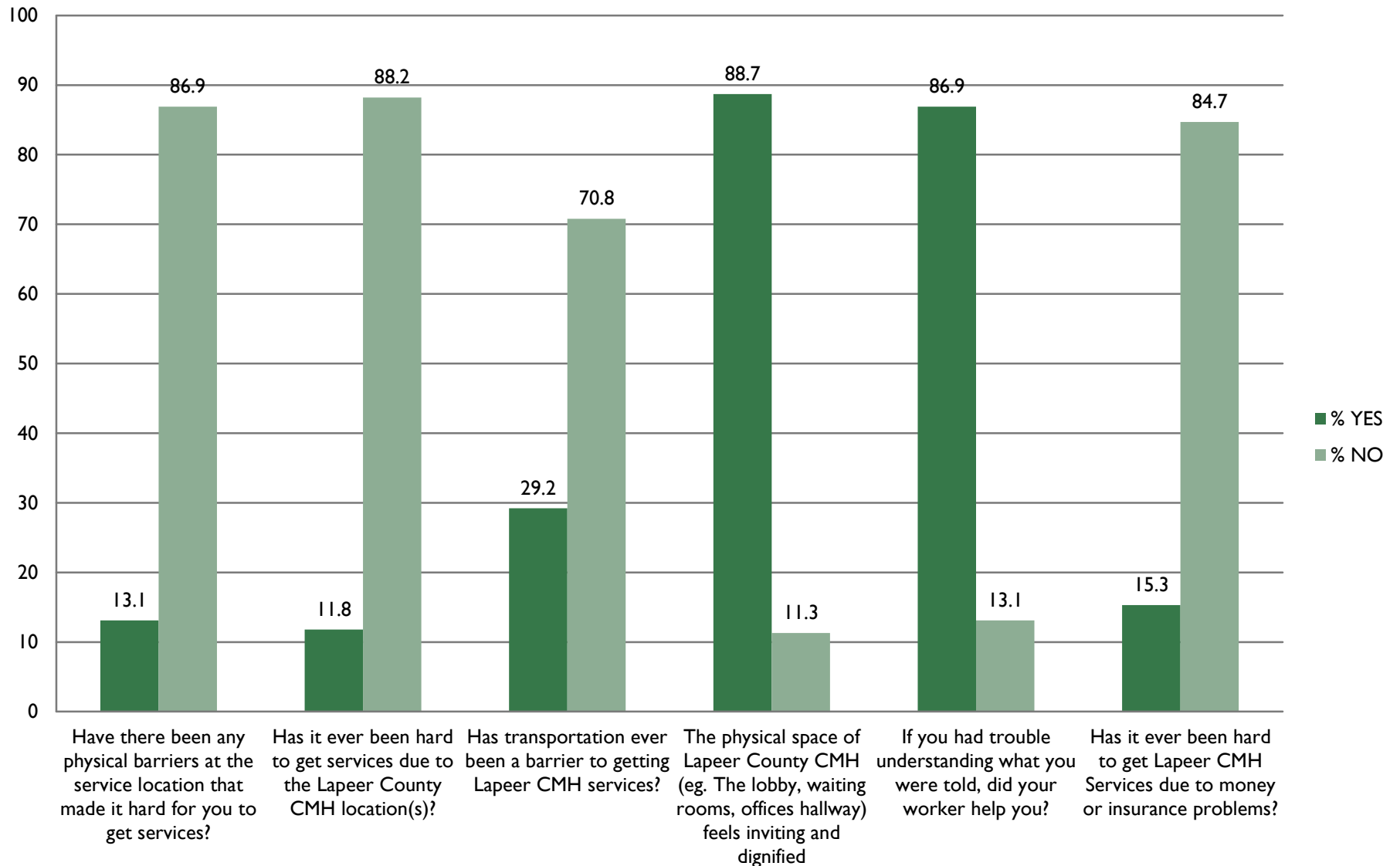
Demographics



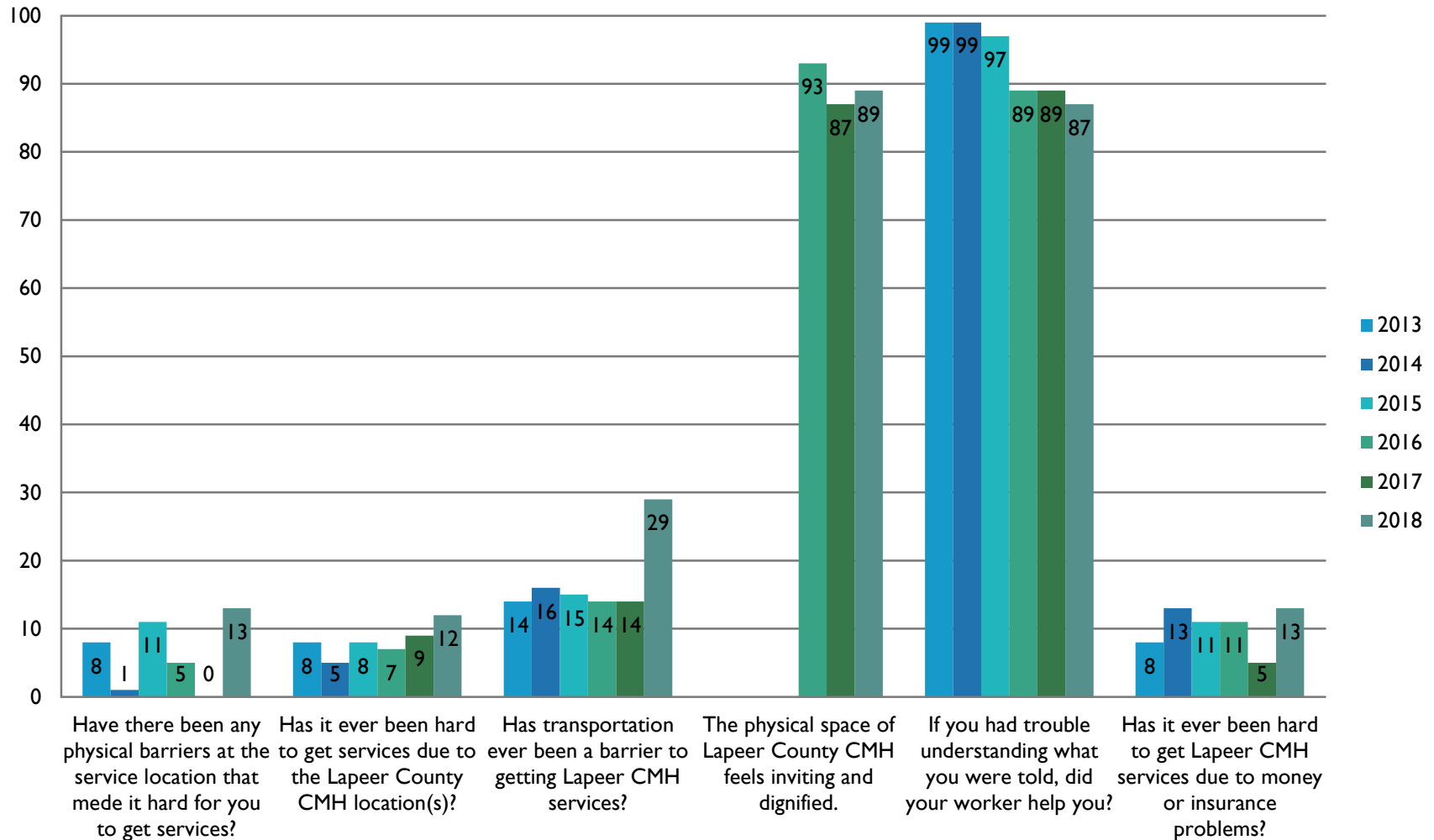
Results

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.

2018 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 an increase in one positive outcome in having a physical space that feels inviting and dignified. There were increased issues reported in all other areas, with the greatest issue reported as transportation with 29% of persons served indicating transportation was a barrier to getting services at LCCMH. Other issues identified by respondents were: physical barriers at the service locations, difficulty getting to the service locations, having difficulty getting services due to money or insurance problems and workers helping them if they had difficulty understanding what they were told. The survey response rate increased from last year and is more consistent with previous years with exception of 2016 year. There were 100 mailed surveys and 289 paper surveys distributed at the time of Medication Service with 169 responses collected, giving a 43% (169/389) survey completion rate.

Survey Response Rate						
	2013	2014	2015	2016	2017	2018
Lapeer	37%	38%	37%	72%	25%	43%

Comparisons by Program, and Age

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	4	3	75%	1	25%
Case Management-Adult	45	9	20%	36	80%
Case Management-Child	10	1	10%	9	90%
Home Based	3	1	33%	2	67%
Outpatient Therapy-Child	15	0	0%	15	100%
Outpatient Therapy-Adult	72	15	21%	57	79%
MICSS	3	2	67%	1	33%
Autism Services	3	0	0%	3	100%
DBT Services	7	3	43%	4	57%
Intensive Recovery Services	2	1	50%	1	50%
Integrated Dual Disorder Treatment	9	4	44%	5	56%
Harmony Hall	14	3	21%	11	79%
Stepping Stone	1	0	0%	1	100%
Psychiatry or Medication Clinic- Adult	77	14	18%	63	82%
Psychiatry or Medication Clinic- Child	18	1	6%	17	94%
Other - Adult	19	3	16%	16	84%
Other - Child	1	0	0%	1	100%

By Age	Total	Yes	%Yes	No	%No
17 and under	29	1	3%	28	97%
18-64	114	18	16%	96	84%
65 and over	2	0	0%	2	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	4	1	25%	3	75%
Case Management-Adult	44	8	18%	36	82%
Case Management-Child	10	0	0%	10	100%
Home Based	3	0	0%	3	100%
Outpatient Therapy-Child	15	0	0%	15	100%
Outpatient Therapy-Adult	72	13	18%	59	82%
MICSS	2	1	50%	1	50%
Autism Services	3	0	0%	3	100%
DBT Services	7	3	43%	4	57%
Intensive Recovery Services	2	1	50%	1	50%
Integrated Dual Disorder Treatment	9	5	56%	4	44%
Harmony Hall	14	3	21%	11	79%
Stepping Stone	1	0	0%	1	100%
Psychiatry or Medication Clinic- Adult	77	11	14%	66	86%
Psychiatry or Medication Clinic- Child	18	1	6%	17	94%
Other - Adult	19	1	5%	18	95%
Other - Child	1	0	0%	1	100%

By Age	Total	Yes	%Yes	No	%No
17 and under	29	1	3%	28	97%
18-64	113	15	13%	98	87%
65 and over	2	1	50%	1	50%

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

By Program	Total	Yes	%Yes	No	%No
ACTP	4	2	50%	2	50%
Case Management-Adult	44	16	36%	28	64%
Case Management-Child	10	2	20%	8	80%
Home Based	3	0	0%	3	100%
Outpatient Therapy-Child	15	3	20%	12	80%
Outpatient Therapy-Adult	71	24	34%	47	66%
MICSS	2	1	50%	1	50%
Autism Services	3	0	0%	3	100%
DBT Services	7	3	43%	4	57%
Intensive Recovery Services	2	1	50%	1	50%
Integrated Dual Disorder Treatment	9	6	67%	3	33%
Harmony Hall	14	6	43%	8	57%
Stepping Stone	1	0	0%	1	100%
Psychiatry or Medication Clinic- Adult	76	27	36%	49	64%
Psychiatry or Medication Clinic- Child	18	3	17%	15	83%
Other – Adult	19	6	32%	13	68%
Other - Child	1	0	0%	1	100%

By Age	Total	Yes	%Yes	No	%No
17 and under	29	5	17%	24	83%
18-64	113	36	32%	77	68%
65 and over	2	1	50%	1	50%

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

By Program	Total	Yes	%Yes	No	%No
ACTP	4	4	100%	0	0%
Case Management-Adult	45	39	87%	6	13%
Case Management-Child	9	8	89%	1	11%
Home Based	3	2	67%	1	33%
Outpatient Therapy-Child	28	24	86%	4	14%
Outpatient Therapy-Adult	69	61	88%	8	12%
MICSS	2	2	100%	0	0%
Autism Services	3	3	100%	0	0%

DBT Services	7		6	86%		1	14%
Intensive Recovery Services	2		2	100%		0	0%
Integrated Dual Disorder Treatment	9		9	100%		0	0%
Harmony Hall	14		14	100%		0	0%
Stepping Stone	1		1	100%		0	0%
Psychiatry or Medication Clinic- Adult	76		67	88%		9	12%
Psychiatry or Medication Clinic- Child	18		15	83%		3	17%
Other - Adult	19		19	100%		0	0%
Other - Child	1		1	100%		0	0%

By Age	Total		Yes	%Yes		No	%No
17 and under	28		24	86%		4	14%
18-64	112		100	89%		12	11%
65 and over	2		2	100%		0	0%

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

By Program	Total		Yes	%Yes		No	%No
ACTP	4		4	100%		0	0%
Case Management-Adult	45		39	87%		6	13%
Case Management-Child	10		10	100%		0	0%
Home Based	3		3	100%		0	0%
Outpatient Therapy-Child	15		13	87%		2	13%
Outpatient Therapy-Adult	65		55	85%		10	15%
MICSS	2		2	100%		0	0%
Autism Services	3		3	100%		0	0%
DBT Services	6		6	100%		0	0%
Intensive Recovery Services	2		2	100%		0	0%
Integrated Dual Disorder Treatment	9		9	100%		0	0%
Harmony Hall	14		13	93%		1	7%
Stepping Stone	1		1	100%		0	0%
Psychiatry or Medication Clinic- Adult	71		61	86%		10	14%
Psychiatry or Medication Clinic- Child	18		16	89%		2	11%
Other – Adult	19		18	95%		1	5%

Other - Child	1		1	100%		0	0%
By Age	Total		Yes	%Yes		No	%No
17 and under	29		26	90%		3	10%
18-64	106		91	86%		15	14%
65 and over	2		2	100%		0	0%

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	3		0	0%		3	100%
Case Management Adult	42		8	19%		34	81%
Outpatient Therapy-Adult	69		12	17%		57	83%
MICSS	2		0	0%		2	100%
DBT Services	6		1	17%		5	83%
Intensive Recovery Services	2		0	0%		2	100%
Integrated Dual Disorder Treatment	9		3	33%		6	67%
Harmony Hall	13		2	15%		11	85%
Stepping Stone	1		0	0%		1	100%
Psychiatry or Medication Clinic- Adult	72		13	18%		59	82%
Other – Adult	19		2	11%		17	89%

By Age	Total		Yes	%Yes		No	%No
18-64	109		15	14%		94	86%
65 and over	2		2	100%		0	0%

Observations

Question #1: 13% of the sample respondents are experiencing physical barriers to accessing services, which is up from 0% last year.

Question #2: This year, 12% of the sample respondents reported having difficulty accessing services due to where the services are located, which is a slight increase from 2017's 11%. It was anticipated that this number would be higher this year due to the closing of the North Branch Office. The impact of closing the office was not a significant factor in this outcome. Those that reported difficulty were from the Co-Occurring Mental Health and Substance Use Disorder Services (Intensive Recovery and Integrated Dual Disorder Treatment) and Dialectical Behavior Therapy respondents. These populations have regular appointments at the clinic for individual therapy, group therapy and medication services therefore increasing the frequency of visits to the service locations.

Question #3: Transportation barriers again saw an increase from last year's 16% to over 29% of persons served experiencing transportation as a barrier to getting services. Many of our services take place in the home and community. LCCMH continues to provide bus tokens for groups and visits. Medicaid Health Plans do not recognize Psychiatry appointments and therapy appointments as a medical service and will not pay for transport of persons served to LCCMH. Again the Co-Occurring SUD Service populations experienced the greatest transportation barriers followed by ACTP. Over 80% of the ACTP services take place in the home and community.

Question #4: The physical space of the Lapeer CMH building being inviting and dignified was a new question added in 2016 as part of the assessment of the recovery environment. Respondents responded positively about the physical environment with an 89% satisfaction rate, which is an increase from last year's 85%. Of the 11% responding that the environment does not feel inviting or dignified, the comments include, feels cramped, hallways are too small, bathroom is very small, very bland, need to be more colorful/cheery.

Question #5: This year, 87% of respondents answered that their workers help them to understand what they are being told, which is a decrease from 92% last year and lower than 97% in 2015 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 Outpatient Therapy and Psychiatry/Medication Clinic for both Adults and Children, and Adult Case Management.

Question #6: Persons served reporting difficulty getting services due to money or insurance problems was at 15% this year, more than twice as much as last year's 7%. Persons served in Integrated Dual Disorder Treatment report the highest percentages of difficulty getting services due to money or insurance problems at 33%. This year, 100% of children's surveys had Medicaid, MI Child, or Healthy Michigan Insurance. Of the 132 adults responding to the question asking if they have Medicaid or Healthy Michigan Insurance, 93% of them do have Medicaid or Healthy Michigan Insurance, down from 97% last year.

Discussion and Recommendations:

The survey this year showed a decline in positive responses from previous years with the most significant change in the percentage of persons stating transportation is a barrier (more than double last year's response). Transportation, which has been a concern for many years, continues to be the most significant access barrier with 29% of respondents indicating it is a barrier to getting Lapeer CMH Services. LCCMH predominately serves persons with Medicaid due to limited General Funds. There were 13% of respondents reporting having difficulty getting LCCMH services due to money or insurance problems, which is almost double last year's response. This year, only 7% of persons responded that they do not have Medicaid or Healthy Michigan Plan Insurance. There is concern that the number of people without insurance will continue to rise as the Affordable Care Act funding is dismantled at the federal level thus impacting the State's ability to continue to provide Healthy Michigan Plans that are affordable. 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 preferences of the person served has resulted in increased in home and community based contacts for service programs such as ACTP and case management. LCCMH has increased the number of fleet cars in recent years and maintains updated fleet vehicles. Bus tokens are also provided for local transportation. LCCMH has outpatient satellite clinic services in Imlay City, but transportation in the Imlay City area remains troublesome as there is no public transit. Below are the barriers identified in the Accessibility Survey as well as actions taken and additional recommendations.

Barrier	Actions and Recommendations
Architecture (Question #1)	
13% of respondents reported physical barriers to services.	LCCMH Buildings are barrier free. LCCMH will conduct a qualitative accessibility survey in FY19 so barriers can be identified more completely for actionable planning. One comment was that the automatic door was not turned on and the person served had difficulty navigating with their walker.
Environment (Question #2 & 4)	
Persons served reported the location of LCCMH Services as a barrier at 12%, LCCMH also asked about the recovery environment being inviting and dignified. 89% of respondents felt the physical space felt inviting and dignified, which is an increase from 87% last year.	The agency has regularly scheduled office hours in Imlay City and Lapeer. The North Branch Office was closed in FY18. Staff may schedule evening appointments to meet the needs of persons served. LCCMH added artwork of the persons served in the building to enhance the recovery environment. Training on the culture of a trauma informed system of care as part of the Trauma Grant took place in FY2018. Additional painting is taking place throughout the building, but will not address the issue of needing cheerier colors and concern about bland colors. In 2019, the building and grounds will be under the direction of the Chief Operating Officer, a clinical staff trained in the trauma informed and recovery oriented environment.
Transportation (Question #3)	
There were 29% reporting difficulty with transportation this year. This has been an ongoing concern from persons served for	To address transportation issues the agency provides bus tokens to individuals that participate in the more intensive services such

<p>many years, but this year greater than ever. 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>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 are used to accommodate community integration activities for the participants in Stepping Stone. Lapeer CMH attempted to work with Medicaid Health Plans in 2018 during Care Coordination Meetings for transportation however MHP's do not view mental health services including psychiatrist appointments as a medical service therefore will not pay for transportation. LCCMH has added case management to the Imlay City Office for 2019 to aid in connecting workers to persons served as there is no mass transit public transportation service in Imlay City.</p>
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Communication & Attitudes (Question #5)

<p>This year, 13% of persons surveyed responded that their worker did not help them if they had trouble understanding what they were being told. This is up from 11% last year and is concentrated in the Medication Services and the Outpatient Therapy Department.</p>	<p>The agency continues to provide staff training opportunities for cultural competencies. Comments in the survey indicate staff are not returning calls, issues with the psychiatrists that serve children, and worker bias. One child psychiatrist is being replaced in FY19. Access to services became an issue at the end of FY18 due staffing shortages at the Master's Degree level.</p>
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Finances (Question #6)

<p>This year, 13% of persons surveyed reported difficulty getting LCCMH services due to money or insurance problems, almost double the 7% last year.</p>	<p>The agency continues to use General Funds to meet the needs of the must serve populations as defined in the Mental Health Code. Staff continue to assist with the Healthy Michigan application process and linking individuals to other community resources for assistance. Persons served report having difficulty affording medications, and transportation citing the need for gas money and the need for bus money. LCCMH will continue to have a DHS worker on site to aid persons served with Medicaid.</p>
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