

Lapeer County

Community Mental Health

Accessibility Survey Report

Fiscal Year 2018-2019

Tina Close, LLP Chief Operating Officer
Michelle Gould-Rice, MSW, Quality Improvement Coordinator

Lapeer Community Mental Health is committed to providing accessible services to the residents of Lapeer County. In May, 2019 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

In May, 2019, 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 May 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 May, a total of 126 surveys were completed by people receiving services. There were 396 surveys distributed (296 were given to adults and children receiving medication services, and 100 surveys mailed to randomly selected individuals who do not receive medication services). The result for medication and non-medication surveys for both adults and children yielded a 31.8% response rate. Of those responding, 27 of them were from children's services and 99 were adults receiving services. 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 and Non-Medication Services for persons served but rather to be inclusive of those with and without medication services. The survey tool contained 2 questions calling for a "Yes" or "No" response and allowed the respondent to provide further explanation if needed. The remaining questions were open-ended.

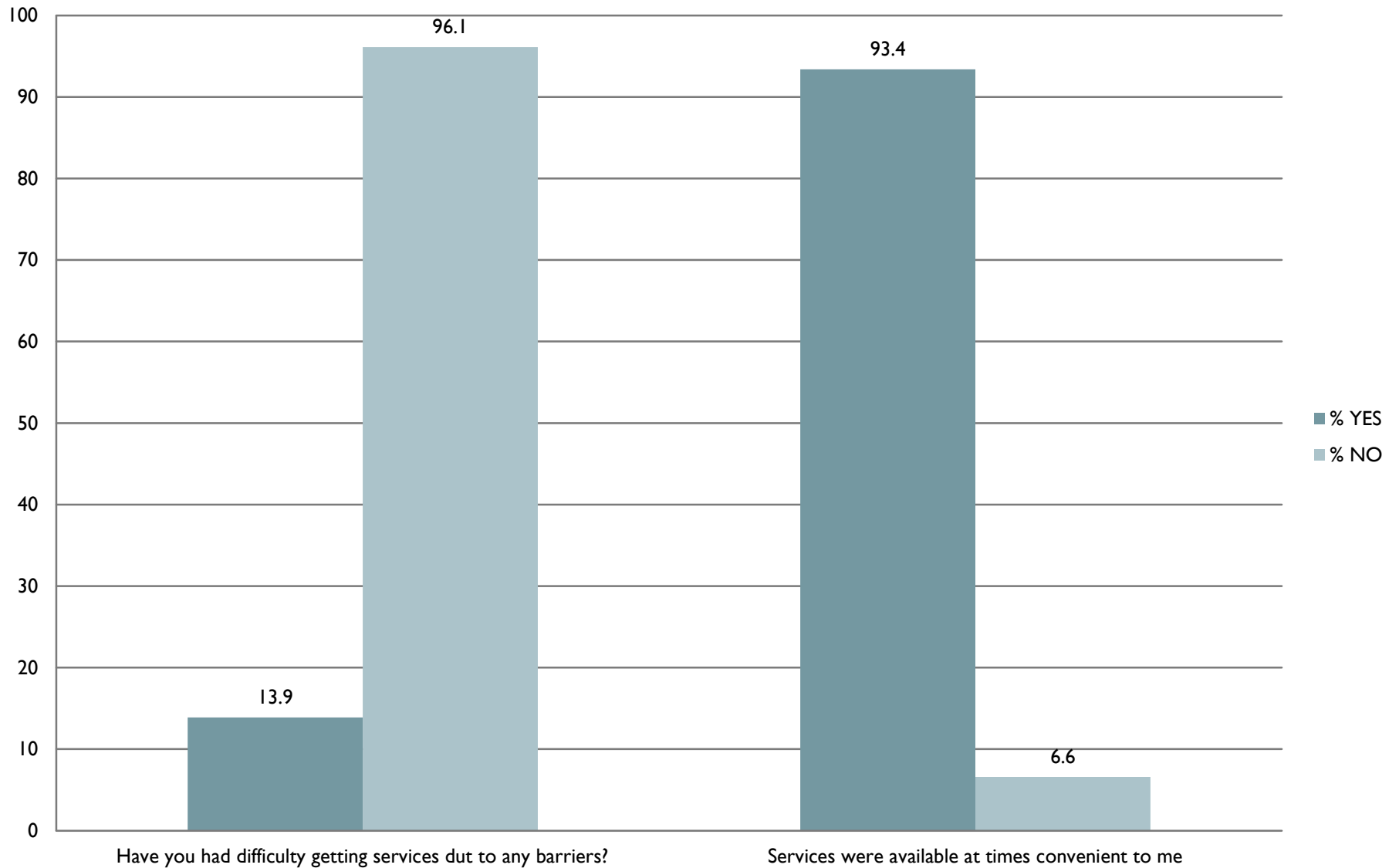
Focus groups were also held during the month of June at groups already existing throughout the agency. Groups such as Harmony Hall Clubhouse, Citizen's Advisory Council, Integrated Dual Disorder Treatment Groups and Assertive Community Treatment Program Groups were lead through a focus group process with an agency facilitator. The focus groups answered the open ended questions and one set or responses were submitted per group.

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

Results

The following chart displays answers to the questions on the survey by percentage for Yes or No responses. Open ended question responses are included in this report.

2019 Accessibility Survey Responses by Percentage



Open Ended Question on survey and Focus Group Question Response Categories:

Question #1: ***Issues with the LCCMH Buildings (such as location and structure)***

Most respondents indicated no issues. Only 4 of 60 responses indicated an issue. Issues identified were:

- Door locking early
- Hallways should be colorful-supportive of recovery
- The train stops and blocks Harmony Hall
- Door at Hamilton entrance sticks on the cement. The parking lot at Family Literacy Center is small for LCCMH classes. It is difficult to locate the LCCMH main building - Need signs on roads pointing to LCCMH building.
- Too hot. We are both heat sensitive.

Positive responses were:

- Imlay City being close by makes it easier to get to.
- The buildings have adequate resources and meet our needs. Multiple locations are also helpful for transportation.
- It's in the perfect location if you ask me. As far as the structure, it's great. Remodeled and all!
- No problems.
- Good place
- Everything is great

Question #2: ***Environmental barriers (such as issues with LCCMH being safe and inviting)***

Most respondents indicated no issues. 3 of 56 responses indicated an issue. Issues identified were:

- Parking lot has standing water at times. Cracks in the asphalt.
- Need to fix the parking lot blacktop at Harmony Hall. No handicap opening doors at clubhouse and CMH doors are not reliable. Bigger building is needed for Harmony Hall
- Center group room gets too hot. Cars are parking in front of the bus drop off at LCCMH main building. Maple Grove Children's area looks like a prison in the hallway area. Bathrooms at Stepping Stone are dirty and stink. There is no air conditioning in the Stepping Stone Hallway.

Positive responses were:

- Building is comfortable. Offices and waiting room are positive.
- The environmental barriers at LCCMH are good. I feel safe anytime I am there. The kindness makes CMH an inviting place as well.
- Very safe and I feel welcomed.

Question #3: ***Attitudes (of staff, community or others-please specify)***

Most respondents indicated no issues. 7 of 61 responses indicated an issue.

Issues identified were:

- Some staff that are in lobby are rude. People are usually nice.
- Lines at the front desk cause lack of privacy. There is a crowding when checking in at the main building.
- Front desk is sometimes rude.
- Sometimes staff at the front desk are kinda rude, but usually ok.
- Case managers are not inviting with the guardians. Won't work with the guardian's schedule.
- Lack of communication between staff, always waiting.
- Community still has issues with mental health problems and they need to be more accepting.

Positive responses were:

- Very friendly
- Good
- Courteous people.
- Everyone has been polite and courteous.
- Dr. Cucchi has done something to me in the pas during a time I was in a serious crisis. It's a long story that I will be sharing at a Board Meeting.
- Everyone is very nice
- Always smiling
- Great
- Positive attitudes of staff
- All are very polite and non-judgmental
- All very nice and caring
- Staff Rocks
- Everybody is great
- Good/Great attitudes
- Great team, very nice
- Howard Nitz and Kate-Outstanding

Question #4: ***Insurance/Benefits/Financial barriers***

Most respondents indicated no issues. 9 of 58 responses indicated an issue.

Issues identified were:

- Quest billing wrong insurance.
- Need to accept all insurances.

- Food stamp issues, being penalized for not meeting spend-downs.
- Lack of information regarding how services are being paid for and whether or not I have any financial obligation (could be a problem and/or Medicaid rather than w/CMH)
- Activities that I can't attend due to cost of bus/transportation
- My brother uses compression stockings. They wear out (run or rip) easily then has to wait to get them replaced.
- Accept more insurances, I have family that wanted and needed to come bus had different insurance.
- In the future, if we lose Medicaid, we may not be able to continue services here.
- I think medical insurance makes things difficult for many.

Positive responses were:

- There was a problem, but now using Hamilton
- Great
- I had no issues in this area
- No barriers at this time. No problems noted.

Question #5: ***Employment barriers***

Most respondents indicated no issues. 9 of 57 responses indicated an issue.

Issues identified were:

- Background
- Background checks
- Staff over worked and booked, making scheduling around work hard.
- More TEPS for Harmony Hall. Better education of employers on importance of being able to attend groups to support recovery so not late or not able to attend.
- Finding jobs when you have domestic violence on your records
- Changes at Team Work & G.O. Wondering if they will have hobs. The ours that families work don't match up with the therapy hours.
- Hours available outside of banker's hours would be nice.
- People with down's syndrome can only function up to their abilities-it seems Team (that took over) doesn't get it.
- Not being able to schedule appointments after work. Having to take time off to make/attend appointments.

Positive responses were:

- Works with schedule
- Love everyone here
- No barriers for me, in fact I believe that LCCMH can help people gain employment
- Many opportunities in both Imlay City and Lapeer.

Question #6: **Communication barriers**

Most respondents indicated no issues. 7 of 57 responses indicated an issue.

Issues identified were:

- Speaking with Access Center for intake, felt disrespected and minimized my symptoms.
- Nursing staff is not open mind that InShape has the most effective scale.
- I am able to get ahold of ACTP Staff either by CMH number or on-call phone. Other programs it is hard to get ahold of workers.
- Sometimes I can't get the phones to work. Phones are too complicated.
- Workers and persons receiving services are not on the same page. Don't always know who to talk to in some situations.
- Alternative serv. Does not talk to guardians & get their feedback on what they think and feel at changes/staff/etc.
- Staff should be faster at response times.

Question #7: **Transportation barriers**

Most respondents indicated no issues. 15 of 64 responses indicated an issue.

Issues identified were:

- It's hard for some areas to get transportation.
- GLTA, not enough busses, Rude staff-GLTA, leaving before scheduled times.
- GLTA issues
- Limited area, not enough busses to provide adequate services. Bus fare not accessible for those on a limited income.
- Staff over worked and booked to aid w/transportation and/or "support" to dentist.
- GLTA needs to get out to county areas so I can get in to more activities. Long wait times for GLTA runs to attend Harmony Hall Program.
- Money to get here
- GLTA is slow, never on time. GLTA is not flexible, needs more buses running. New buses are not accessible, can't fit carts through the aisle. Sometimes they don't write down or forget to schedule a ride you've called about. Drivers are inattentive.
- Issue with GLTA, not CMH. Make sure our van is operational.
- It costs extra to get a bus out of the service area. The bus is late frequently. The bus forgets to pick people up. Bus sometimes comes early, then leaves people behind. Bus is hard to schedule in the morning hours due to their Head Start contract routes. CMH IDDT programs share a van with Harmony Hall but need their own vans. CMH needs more vans. The CMH van breaks down.
- Yes, we don't have transportation other than with who I live with-no buses come to our area.
- Bus tokens would be great to use to get to appointments.

- AFC home has an old/outdated van-alternative serv. Does not seem to care @ safety.
- A bit far away.
- Provide GLTA tokens to those below poverty line.

Positive responses were:

- CSM provides transportation sometimes.
- No problems
- None encountered.
- None for me. The facility here actually helps out with bus tokens.
- This was a problem for us previously, CMH helped get reduced fare for bus tokens.

Question #8: ***Community integration barriers (being included in all aspects of your community)***

Most respondents indicated no issues. 2 of 53 responses indicated an issue.

Issues identified were:

- The bus system prevents this sometimes. The cost of activities sometimes time of events and locations. Need medical transportation to pcp/dentist/optical as not all insurances provide this and not in the GLTA area. Pharmacy area more private. Don't like having to say my name or pills out for all to hear.
- Unable to read. Needs extra help.

Positive responses were:

- I think that CMH is heavily involved in the community and offers community integration.
- I don't see any barriers with this one. The LCCMH includes me into the community through IDDT Program by taking us bowling, out to the movies, blueberry picking, volunteering time, and going to the park and by having a BBQ.

Question #9: ***Technology barriers***

Most respondents indicated no issues. 7 of 56 responses indicated an issue.

Issues identified were:

- Tele-health
- Limited access to internet. Don't or can't afford cell phone services.
- Some people are lacking knowledge about phones and computers. Possibly do a class on using new technology.
- Difficulty for people who aren't computer savvy.
- Having Wi-Fi would be helpful to those who have multiple appointments in a day.
- Using computer is confusing
- Internet, we are not able to afford until recently

Positive responses were:

- I am not heavily involved in technology, so I do not know of any barriers.
- All is good here.
- Arthur Williams is doing a GREAT job.
- None encountered

Question #10: ***Any other barriers that may prevent people from getting the services they need?***

Most respondents indicated no issues. 11 of 58 responses indicated an issue.

Issues identified were:

- Maybe more signs that state CMH out front.
- Include more structure to services provided. I like all groups and services to be conducted with the same structure and format. This helps to learn stability and increase structure in our daily life.
- Need more core workers/therapists. Have like a greeter, have coffee to make people feel more comfortable, change the music to a radio station in the lobby as it is the same all the time. Sign in versus telling people who I am.
- Sometimes your health insurance has something to do with it. Friend having difficulty enrolling in services. Friend had no choice in where he lives and is having trouble getting a case worker.
- Grants are too restrictive to meet the needs CMH programs have.
- My daughter is no longer getting the services she is entitled to.
- Limited income allowances limit a guardian's ability to when my brother's exposure for example I would love to take him to see the statue of liberty but they can't save up to make it happen. I can't afford to PAY FOR HIM
- Forcing people into concealing when they want to see the Doctor. It is not needed for all people. Takes too much time from their busy lives and costs ins. Money. Should be a choice.
- It would be nice if there was an OT or speech therapist on hand to consult. Much more could be accomplished.
- Stigma of mental health issues
- Clients and dedicated transportation for CMH services

Positive responses were:

- I am overall happy with CMH
- Nope, I give the LCCMH *****5 Stars and 2 thumbs up
- Everyone said they are very satisfied with the services.
- Great
- Very pleased with services.

Discussion and Recommendations:

The accessibility survey and focus group responses this year shows transportation as a barrier to services, which has been a concern for many years. Transportation continues to be the most significant barrier to getting Lapeer CMH Services. LCCMH predominately serves persons with Medicaid. Transportation cost for persons served along with person centered planning preferences has resulted in increased in home and community based contacts for service programs such as ACTP and case management. LCCMH has several fleet cars and maintains updated fleet vehicles at each site location. Two vehicles were added this year at the Imlay City outpatient satellite clinic along with 2 clinical case managers for in-home services. LCCMH also has 2 staff designated for clubhouse transportation for work programs. Bus tokens are provided for local transportation.

There were very few respondents reporting having difficulty getting LCCMH services due to insurance or financial problems. Most persons served at LCCMH have Medicaid or Healthy Michigan Plan Insurance. LCCMH staff continues to assist persons served with securing and maintaining enrollment in the Healthy Michigan Plan. Additional staff training and education will be needed in FY20 to help persons served maintain their Healthy Michigan insurance coverage with the implementation of new work requirements. 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. This year, a Medicare/Medicaid Assistance Program (MMAP) worker was added at LCCMH and served 126 people with insurance needs.

Below are the barriers identified in the accessibility survey and focus groups as well as actions taken and additional recommendations.

Barrier	Actions and Recommendations
Architecture -Location/Structure (Question #1)	
<p>There were minimal architectural barriers to receiving services this year and no complaints about facility location.</p>	<p>Lapeer CMH has service operations at 4 locations in Lapeer County. LCCMH Buildings are barrier free. The heaving cement at the Hamilton entrance has been addressed by Lapeer County Building and Grounds Department in FY19. The FY20 plan includes bathroom remodeling and painting as well as landscaping. LCCMH Strategic Plan includes actions for branding. LCCMH will assess for additional signage needs as part of the branding process. LCCMH is addressing the building conditions at the Maple Grove Site to include remodeling or locating other property for the programs.</p>
Environmental Barriers (Question #2)	
<p>Areas of concern were in the parking lot at the bus drop off site and the condition of the parking lots at LCCMH main building and at Harmony Hall. Multiple issues with the condition of the Maple Grove Site from heating/cooling to aesthetic features were identified.</p>	<p>Harmony hall had automatic opening doors installed in FY19. The LCCMH doors have been repaired and renovations are scheduled for Harmony Hall in FY20. LCCMH did have the no-parking sign painted on the pavement of the bus drop off at the main building however yellow hash lines are also needed and will be requested through Lapeer County Building and Grounds in FY20. LCCMH insurance inspectors will review the condition of the parking lot for standing water and cracks to identify potential hazards and liability. The LCCMH FY20 Strategic Plan includes meeting with the Lapeer Community Schools Superintendent to develop a plan for multiple barriers identified at the Maple Grove leased site.</p>
Communication & Attitudes (Questions #3 & 6)	
<p>Communication and attitude concerns regarding front-desk staff and community acceptance of persons served. There were</p>	<p>Issues identified with individual providers were addressed in FY19 through the contracts department. The LCCMH Office</p>

also concerns about some specific providers in regards to their attitudes toward persons served.	Manager will address customer service needs within the clerical department. LCCMH communications department will develop anti-stigma messages in FY20.
--	--

Insurance/Benefits/Finances (Question #4)

Survey and Focus Group respondents note not all insurances are accepted by LCCMH.	When insurance is a barrier, LCCMH uses General Funds to serve people who meet medical necessity for services as defined in the Mental Health Code. Staff continues to assist with the Healthy Michigan insurance and linking individuals to other community resources for assistance. In FY19, LCCMH primary case holders received education on the new work requirements for Healthy Michigan for FY20. LCCMH will continue to have a DHS worker on site to aid persons served with Medicaid. In FY19, a Medicare/Medicaid Assistance Program (MMAP) worker was added as an additional service at LCCMH. The MMAP worker provided services to 126 people in FY19. The Ability to Pay Determination Policy will be revised in FY20. LCCMH branding plan includes improved communication in the community about LCCMH service populations.
---	--

Employment (Question #5)

Barriers to employment included the inability to pass background checks and the need for assistance securing and keeping employment. Persons served also noted the agency hours (8-5) to receive services at LCCMH were a barrier to their employment hours.	Lapeer CMH has an employment specialist on staff and participates in a cash match service agreement with Michigan Rehabilitation Services. Lapeer CMH also contracts with Teamwork to aid persons served with employment needs. LCCM will also be implementing the evidence based practice for Individual Placement Supports (IPS) employment services. The agency will conduct an assessment of the need for evening and weekend appointments for person served in FY20.
--	---

Transportation (Question #7)

Public transportation was the greatest barrier to receiving services identified by the persons served.	To address transportation issues the agency provides bus tokens to individuals that participate in the more intensive services such
--	---

	<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. A new transit van was purchased for use by Harmony Hall. LCCMH designated 2 cars for the Imlay City site in FY19. LCCMH will also evaluate the need for Telepsychiatry in the Imlay City Office for FY20. Vans are used to accommodate community integration activities for the participants in Stepping Stone. There is one CMH representative on the GLTA Advisory Board who can express the concerns and advocate for the needs of LCCMH persons served.</p>
<p>Community Integration (Question #8)</p>	
<p>Community Integration barriers identified focused on transportation issues preventing persons served from full participation in the community.</p>	<p>See Transportation Question #7.</p>
<p>Technology (Question #9)</p>	
<p>Internet access was identified as a barrier for services.</p>	<p>LCCMH IT Department will be installing updated access points for Wi-Fi.</p>
<p>Other Barriers (Question #10)</p>	
<p>Barriers included signs identifying LCCMH and the need for more case workers and therapists.</p>	<p>The FY20 Strategic Plan includes branding. This will include assessing the need for additional signage. LCCMH has job postings for case managers and therapists. An evaluation of the Evidence Based Practices and capacity will be conducted in FY20. The LCCMH Chief Operating Officer will provide a year-end staffing report assessment and FY19 GAP analysis to further identify service delivery gaps and staffing needs.</p>