

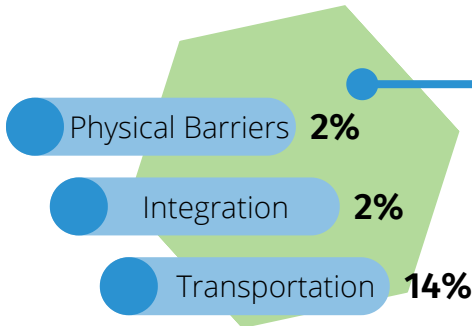
LAPEER COUNTY COMMUNITY MENTAL HEALTH 2021 ACCESSIBILITY SURVEY RESULTS

Responses

A total of 70 surveys were completed by mail. 17 were from children's services and 53 were from adult's services. The response rate was 17.5%.

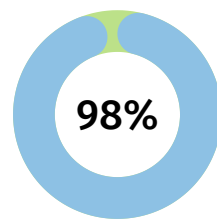


Barriers to Service & Community Integration



Only 2% of respondents reported physical barriers (parking lot, entrance, etc.) to LCCMH services. Only 2% of respondents reported barriers with community integration (being included in all aspects of the community). And, 14% reported transportation barriers.

Most respondents reported it **easy to schedule** appointments and staff are **pleasant** and **helpful**.



Felt welcomed by LCCMH's appearance

6% reported:

- **money / insurance** making it difficult to get services
- **problems with telehealth**
- **used assistive technology**

Areas for Improvement - Employment & Transportation

Of those seeking employment, 44% experienced barriers getting a job = Individual Placement Supports (IPS)-like program and add two Temporary Employment Program (TEP) positions at Harmony Hall.

14% reported difficulty with transportation = promote the Four County Community Foundation's efforts to solicit feedback on transportation and LCCMH to participate in transportation coalition.



hope; choice; health; fulfilling dreams

**LAPEER COUNTY
COMMUNITY MENTAL HEALTH**

Full 2021 Accessibility Survey Available at
www.lapeercmh.org.