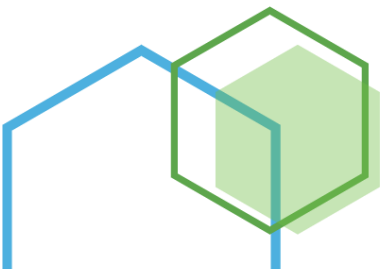




FY25 Accessibility Survey Report

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FY25 Accessibility Survey Report

Lapeer County Community Mental Health

Lapeer County Community Mental Health (LCCMH) remains dedicated to ensuring its services are accessible to all individuals it serves. To evaluate and improve the convenience and availability of services, an Accessibility Survey was conducted from April 7 to April 25, 2025. This report outlines the survey methodology, key findings, comparative data, and recommendations for quality improvement.

METHOD

In FY25, LCCMH simplified its survey process by merging the previously separated adult and children's surveys into a single, streamlined form. Respondents selected the appropriate age category - Adults (age 18 and older) or Children (under age 18) - and answered questions based on their specific experiences. Surveys were offered in person to all individuals receiving services during the survey period. A total of 360 surveys were distributed through various channels, including the front desk, primary case holders, and other staff via paper copy.

Survey participation increased significantly from 23% in FY24 to 45% in FY25. Of those who completed the survey, 94% identified as adult and 6% identified as children.

The Accessibility Survey is a vital tool for evaluating the agency's service delivery. The feedback gathered supports ongoing efforts to improve accessibility, ensures services meet the diverse needs of those served, and supports targeted quality improvement initiatives.

Survey Tool



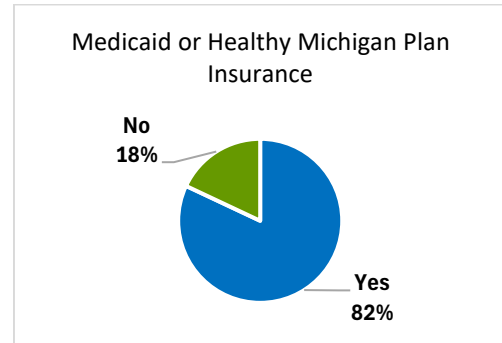
The survey was developed to align with guidelines from the Commission on Accreditation of Rehabilitation Facilities (CARF), the Michigan Department of Health and Human Services (MDHHS) and other regulatory bodies.

To ensure accessibility and ease of understanding, the survey featured simple, straightforward language tailored to the needs of individuals served. It included 16 questions with response options of "Yes", "No", or "Not Applicable (N/A)" with several questions providing space for respondents to elaborate on their answers. Additionally, an open-ended question at the end of the survey allowed participants to share any further comments or feedback.

DEMOGRAPHICS

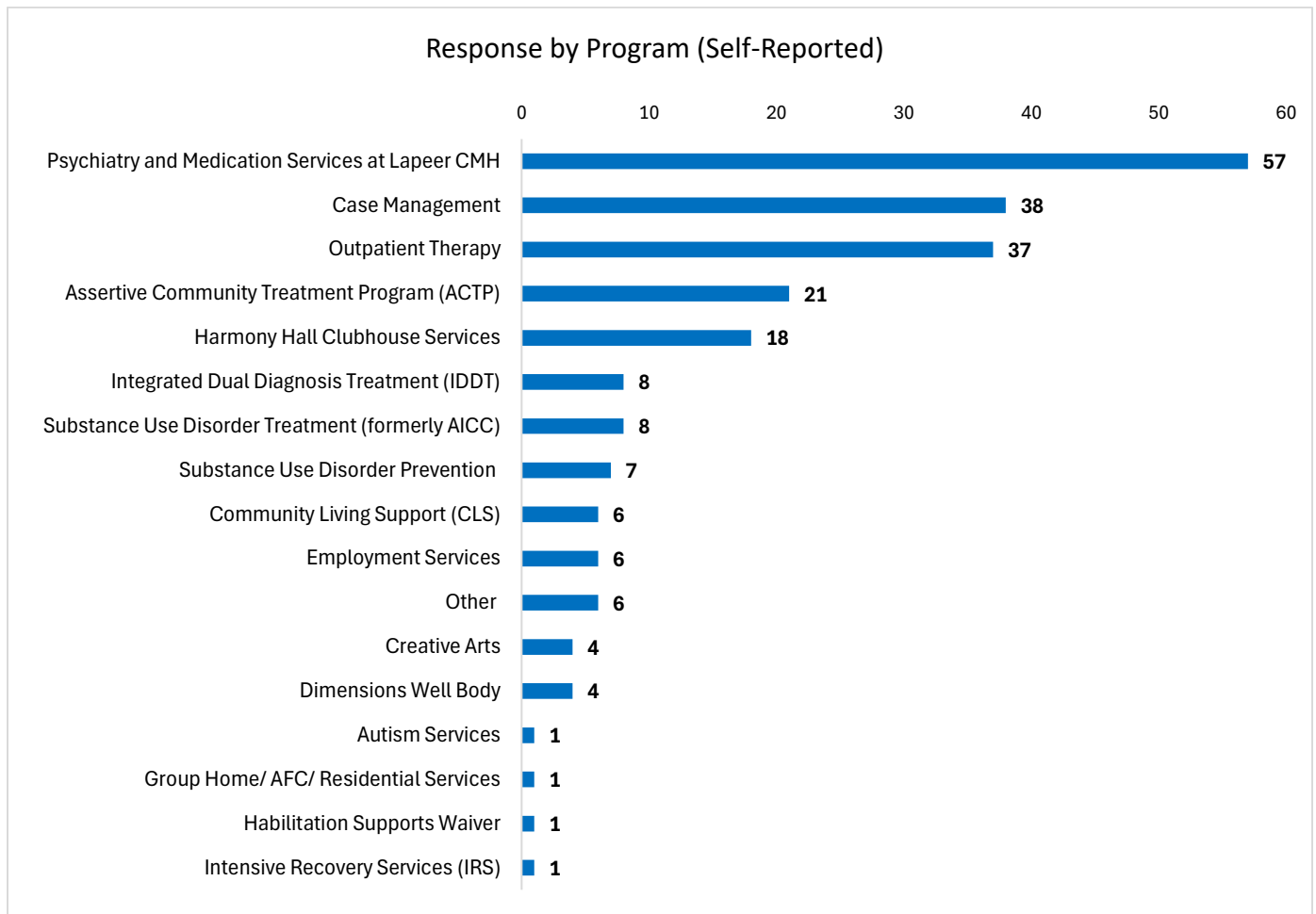
Surveys were provided across all populations including Mild to Moderate Mental Illness, Serious and Persistent Mental Illness, Serious Emotional Disturbance, Intellectual and Developmental Disabilities, Co-Occurring Disorders, and Substance Use Disorders.

Of the total survey participants 59% identified as female, 39% identified as male, and the remaining 2% reported as “Other”. Of those reporting, 82% reported they had Medicaid or Healthy Michigan Plan insurance.



RESPONSE BY PROGRAM

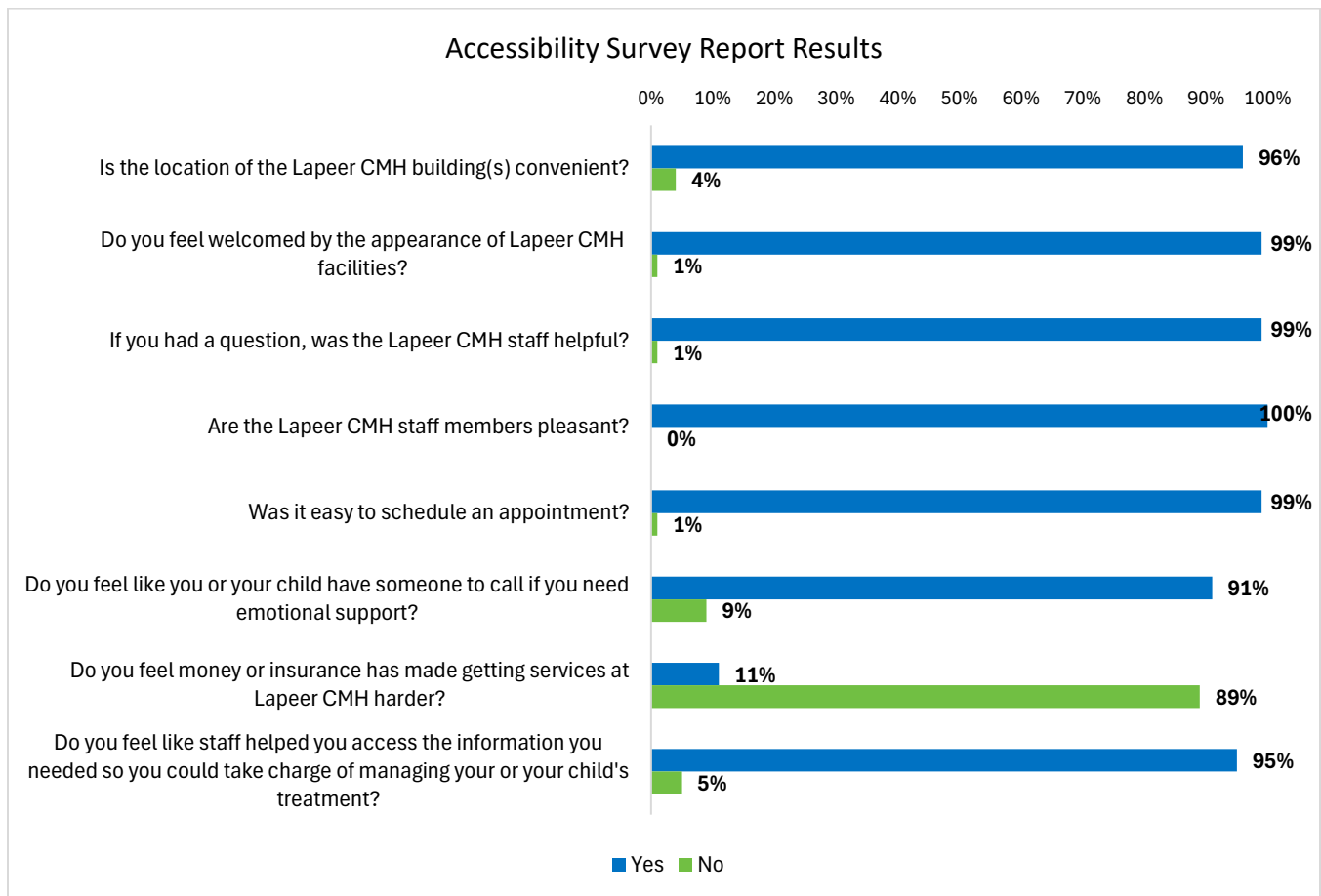
A total of 118 survey participants reported utilizing 224 LCCMH services collectively. The graph below displays the distribution of these services, summarized by type.



Other – Comments for this section included Bi-weekly therapy, DBT, Literacy Center writing class, and Therapy

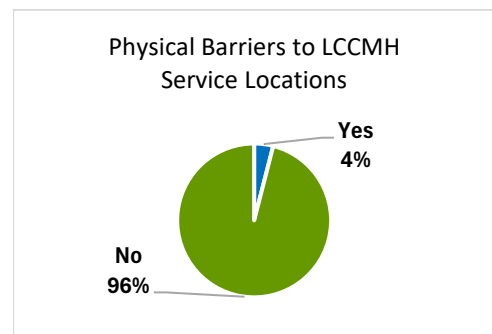
RESULTS

The following graphs display answers to the questions on the 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.



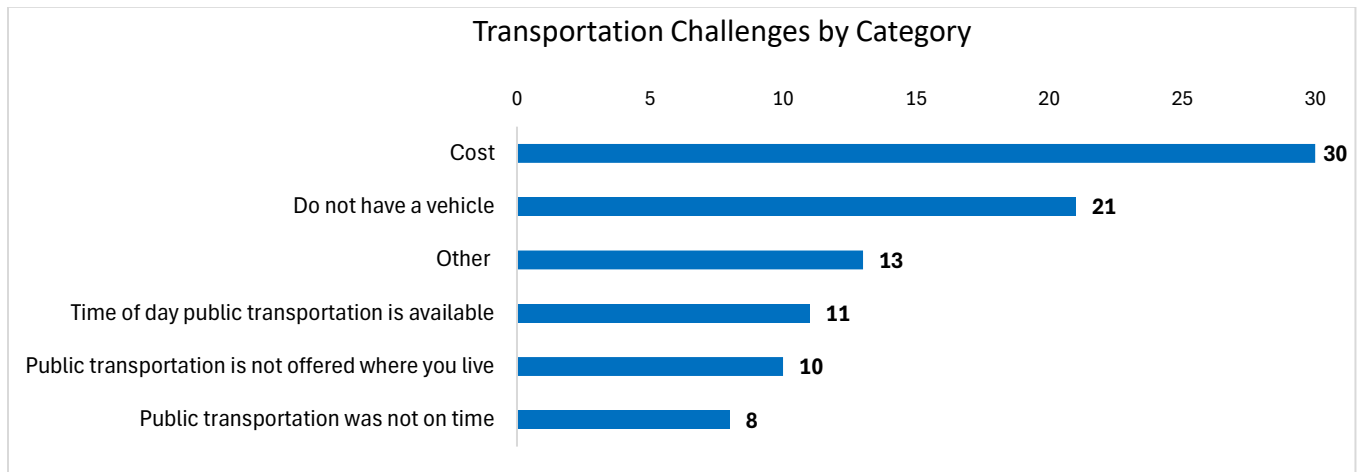
*Percentages displayed are calculated based on available responses after removing “N/A” answers

Survey participants were asked whether they experienced difficulty accessing services due to physical barriers at LCCMH service locations. The majority, 96%, reported no difficulty; however, 4% indicated they did encounter barriers. These included the length of services, vehicle issues, limited or unavailable parking, and the inability to afford public transportation. When asked about specific transportation challenges, a total of 60 survey





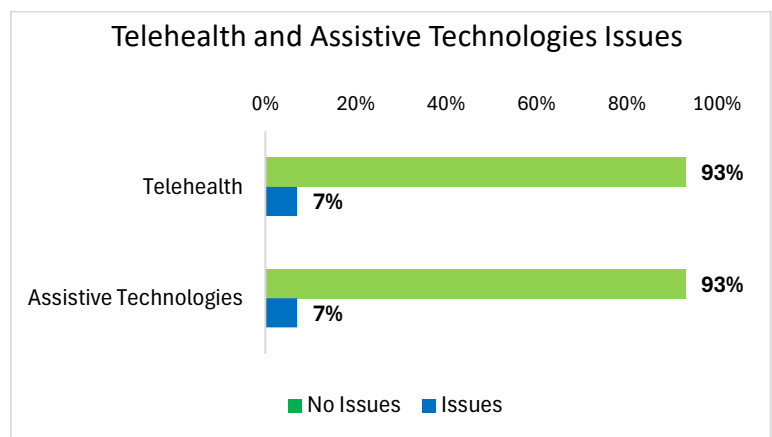
participants reported experiencing transportation-related issues. Collectively, they identified 93 distinct challenges, indicating that several respondents faced more than one barrier.



Other – Comments in this section included car trouble, lack of a driver’s license, reliance on others when a spouse is out of town for work, long wait times for pick-up, difficulty affording gas, conflicts with work hours, limited availability of public transportation, and inadequate parking options.

The majority of respondents reported no issues with assistive technology or telehealth services. Among those using assistive technology - such as screen reading software, tablets, or language interpretation services - 7% experienced difficulties.

Similarly, 7% of telehealth users reported issues, with six encountering problems at home and one onsite. Reported issues included technical difficulties, video camera problems, limited access, internet outages, and power loss.



The percentage of individuals reporting difficulties in obtaining employment increased from 11% in FY24 to 25% in FY25. Common barriers included transportation, lack of responses from employers, retirement, absence of a driver’s license, criminal history, childcare needs, limited job opportunities, and lack of experience.

When asked about community inclusion, 89% felt included, while 11% reported challenges – up from 5% in FY24. Reported barriers include mental health issues and anxiety, lack of transportation or a

driver's license, limited access to food and transit services, few local opportunities, and the absence of LGBTQ groups and activities.

ADDITIONAL COMMENTS

The survey allowed respondents to provide additional comments about the services they receive, the barriers they encounter, and general feedback. The following are responses received from survey respondents in relation to specific questions. Comments are presented as submitted, with minimal to no editing, in order to preserve the original wording and intent of the respondents.

Have you or your child had difficulty getting services due to physical barriers at the Lapeer CMH Service location (i.e., building structure, parking lot, entrance)?

- Have been receiving services for 5 months
- Transportation barrier and sometimes the location of offices
- Car issues, unable to afford GLTA
- Don't come in
- Parking can be difficult (ACT)
- No parking spaces available. Have to use handicap space (ACT)
- Parking - No spots. No place to park (ACT)

Is the location of the Lapeer CMH building(s) convenient?

- Wish Children's was at main campus
- Far out of town for people with no transportation
- To far out of town, I walk (Main)
- No Parking (location unknown)
- Poor Parking (Main)
- Downtown

What are some challenges experienced due to transportation?

- Car troubles
- License - It's on me, not you
- I don't have any problems
- None, I have my own vehicle
- When my husband is out of town due to work
- Have to wait long time to be picked up
- No license
- None
- I can't drive so I rely on others for transport
- Problem with gas (paying for)
- Time of day (work hours interfere)



- Sometimes the timing of the ride is late, There are limits to same day ride availability with GLTA
- Therapy is during mom's work hours, we tried GLTA with no luck
- Cannot drive
- Poor Parking Options

Do you feel welcomed by the appearance of Lapeer CMH facilities? (e.g., the lobby, waiting rooms, offices, hallways, etc.)

- I wish there were still stickers in lobby
- My favorite Gold Peak unsweetened tea is not in the vending machine
- Very comfortable and open for people that need help
- The appearance could be greatly improved by cheerier color choices. Too hot!! Better temperature control in lobby and offices!

Are the Lapeer CMH staff members pleasant?

- Love front desk ladies
- Very helpful, caring, comfortable
- Extremely special and helpful

Was it easy to schedule an appointment?

- Too much time in between appointments
- Not with Dr, was booked out several months

Have you or your child used any assistive technology provided by Lapeer CMH? (Examples: screen reading software, tablets for communication, language interpretation services, etc.)

- Remote controls; Better than I thought it would be
- But my kids would benefit from it
- Good

If you sought employment, have you faced any difficulties getting a job? (Examples: transportation, lack of opportunity, childcare, etc.)

- For transportation, still taking driver lessons
- No call backs
- Again - on me, not you
- Extreme difficulty
- Transportation
- I'm retired
- It's taken a few months, I need a job ASAP
- With no license and criminal record, it's hard to find a job
- Transportation (one family car), childcare, and no calls back
- Lack of work/transportation
- Everything is going good in addition to my counselor
- I do not have enough experience
- Lack of opportunity, interview skills



- Transportation, disability
- Difficulty with child care for personal reasons
- Lack of opportunity
- I can't work

Have you or your child ever had a problem with telehealth services from Lapeer CMH? If yes, where did they occur and what problems were experienced?

- Power outage wasn't able to zoom with therapist
- Technical difficulties
- Video cam issue
- Access
- We are trying for first time, teen may not be reliable
- Probably me or school, I think has a lot to do with school
- Lack of internet now

Have you or your child faced any issues with being included in all aspects of your community?

- My mental issues and anxiety make things hard
- Lack of transportation
- Transportation-can't schedule a ride after 2:00pm. Can't get to Imlay City
- Lack of license
- Transport
- Lack of affordable housing
- Transportation and timing
- I was hoping for a counselor who does EMDR but haven't found one yet
- Accessibility. I can't walk to the parks anymore. Food sources are not walking distance
- Accessibility, transportation, and lack of opportunity
- School (behavior issues).Doing online but doesn't seem to offer good options with his ADHD
- Just school and the way things are done today at this moment
- Lack of opportunity
- Lack of LGBTQ groups/activities for 22 y.o.
- Transportation

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

- I have Medicaid
- Worried about Trump cutting Medicaid
- DHS cancelled my insurance
- Medicaid no longer insures me because I make too much but I also can't find another insurance to cover here
- Some meds were much too expensive, as was a test to see what might work best
- Fear of losing service
- When no job, it's hard
- When my child went to CMH, both of us
- Insurance



- No money for transportation
- I have a \$45 co-pay that I cannot pay
- Losing services (in past) due to insurance changing to employer provided
- Money
- Money is scarce
- Insurance - when it lapsed cause I didn't fill out forms

Thank you for taking the time to complete the survey today. Are there any additional comments you would like to make?

- We are very happy with our services
- I love the staff here
- Thank you
- Staff are busy but I can still call crisis line
- I've had great experiences with LCCMH and am grateful for everyone
- Always helpful
- The ladies at the front desk are always super nice and helpful!
- My therapist is very nice. She is very helpful and understanding. I always feel comfortable talking to her
- When I had concerns about my therapist, I really felt heard and it meant a lot to me
- Lapeer CMH is a great way to get help in all sorts of matters, but for sure one of the best decisions I've made
- I have been getting CMH services since I was 18 and I'm 41 now and they have always been good to me!
- CMH has a great group of people and they help me a lot
- They are a great help
- Hoping for county-wide, affordable transportation
- [Staff Person] and front staff are the best! Always pleasant, welcoming, and friendly! Specifically [Staff Person] who has been a major advocate & support for me!
- [Staff Person] and my case worker are fantastic. So is everyone here
- [Staff Person] at the front desk is wonderful, so is [Staff Person] and [Provider] are very helpful
- I am very happy with services and have been for at least a year
- After a year and a half of services most obstacles of my life have been eradicated thanks to the staff and programs at CMH
- [Staff Person] was so helpful when my son and I needed help continuing his care! She was awesome!

DISCUSSION AND RECOMMENDATION

The survey response rate increased significantly from 23% in FY24 to 45% in FY25. To further boost participation, LCCMH continues to refine its approach by ensuring survey questions are easy to understand and are relevant to respondents' lives, distribute surveys across multiple platforms, and offer incentives, such as gift card drawings. Additionally, LCCMH conducts annual customer satisfaction



surveys and focus groups to explore key issues, gain diverse perspectives, and identify both community strengths and areas in need of improvement.

Survey results continue to highlight transportation and employment as areas of concern. While LCCMH coordinates public transportation, when possible, these services are often limited to geographic coverage and operating hours. Ride-share service options remain largely unavailable in the area.

To support employment for individuals with mental illness, LCCMH offers a range of programs. Members of the Harmony Hall Clubhouse benefit from the Transitional Employment Placement program, which provides structures work experience. The Individual Placement Supports (IPS) program offers additional, individualized employment assistance. LCCMH also collaborates closely with Michigan Rehabilitation Services (MRS) to help persons served to secure and maintain employment.

Survey feedback showed continued satisfaction with both the facility and staff. In FY25, 99% of respondents were satisfied with the appearance of the facility, a slight decrease from 100% in FY24. Meanwhile, 100% of respondents reported that staff were pleasant, matching the satisfaction rate from the previous year.

CONCLUSION

The results of the Accessibility Survey provide valuable insight into the experiences and needs of those we serve. While many respondents reported positive interactions with agency services, the feedback also highlights areas where accessibility can be improved. The agency remains committed to using this feedback to guide meaningful changes that enhance service delivery, reduce barriers, and ensure equitable access for all. Ongoing evaluation and open communication with those we serve will continue to be central to our efforts in building a more inclusive and responsive system of care.