

Lapeer County  
Community Mental Health

# Accessibility Survey Report

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*Fiscal Year 2016-2017*

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Lapeer Community Mental Health is committed to providing accessible services to the residents of Lapeer County. In July, 2017 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, 2017, the Accessibility Survey was conducted. A convenience sample method was used for the survey whereby each person who came in for Medication Clinic 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. Some surveys were mailed to persons not receiving Medication Clinic Services.

During the month of July, 84 surveys were completed by people receiving Medication Clinic and Non-Medication Clinic Services. There were 247 Medication Clinic Services during the month of July. A random sample of adults who did not receive medication services were also selected and were given mailed a survey. The survey responses for both are included in the overall results, giving a total of 85 survey respondents for the 347 contacted. Comparisons between in-person and mailed surveys will not be made in the report since tracking between the two was developed.

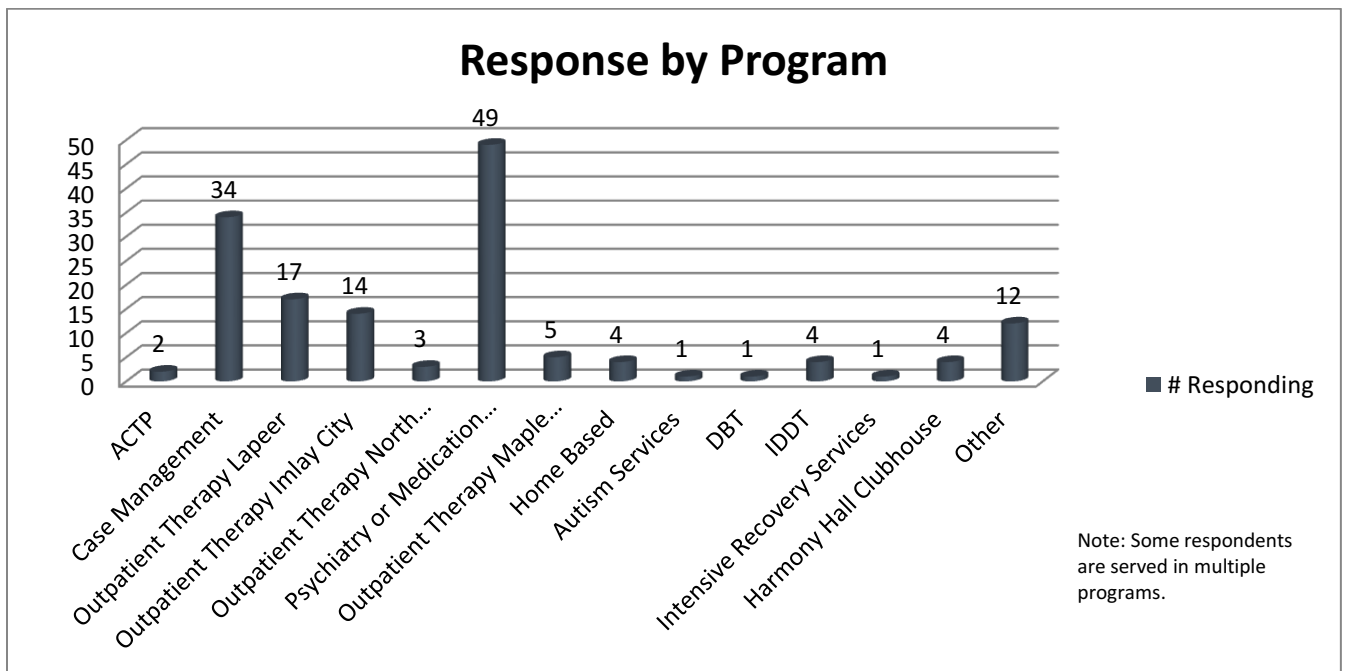
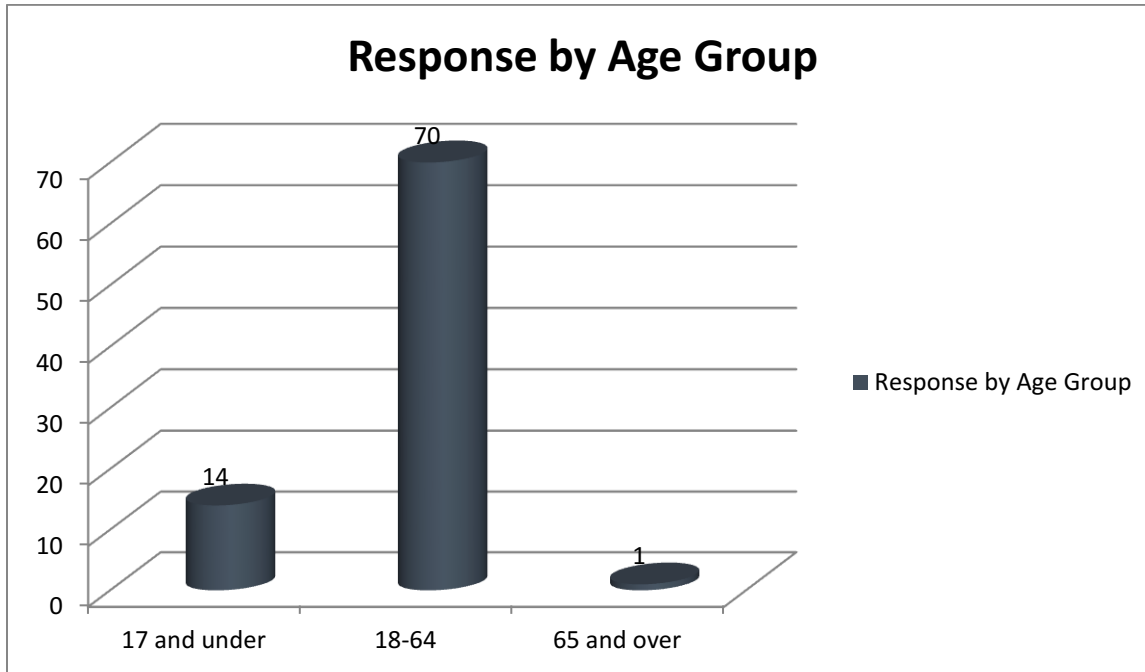
The Accessibility Survey Tool was originally developed by the Thumb Alliance Quality Management Committee, which was comprised of CMH staff from Lapeer, St. Clair, and Sanilac Counties. While the Thumb Alliance has now merged with Genesee Health System to form Region 10 PIHP, Lapeer County CMH continued to use the Accessibility Survey tool this year as a regional tool and method is not being developed at the Region 10 level.

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 and age, but still maintain the anonymity of the respondent. The survey questions address areas recommended by CARF, 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.

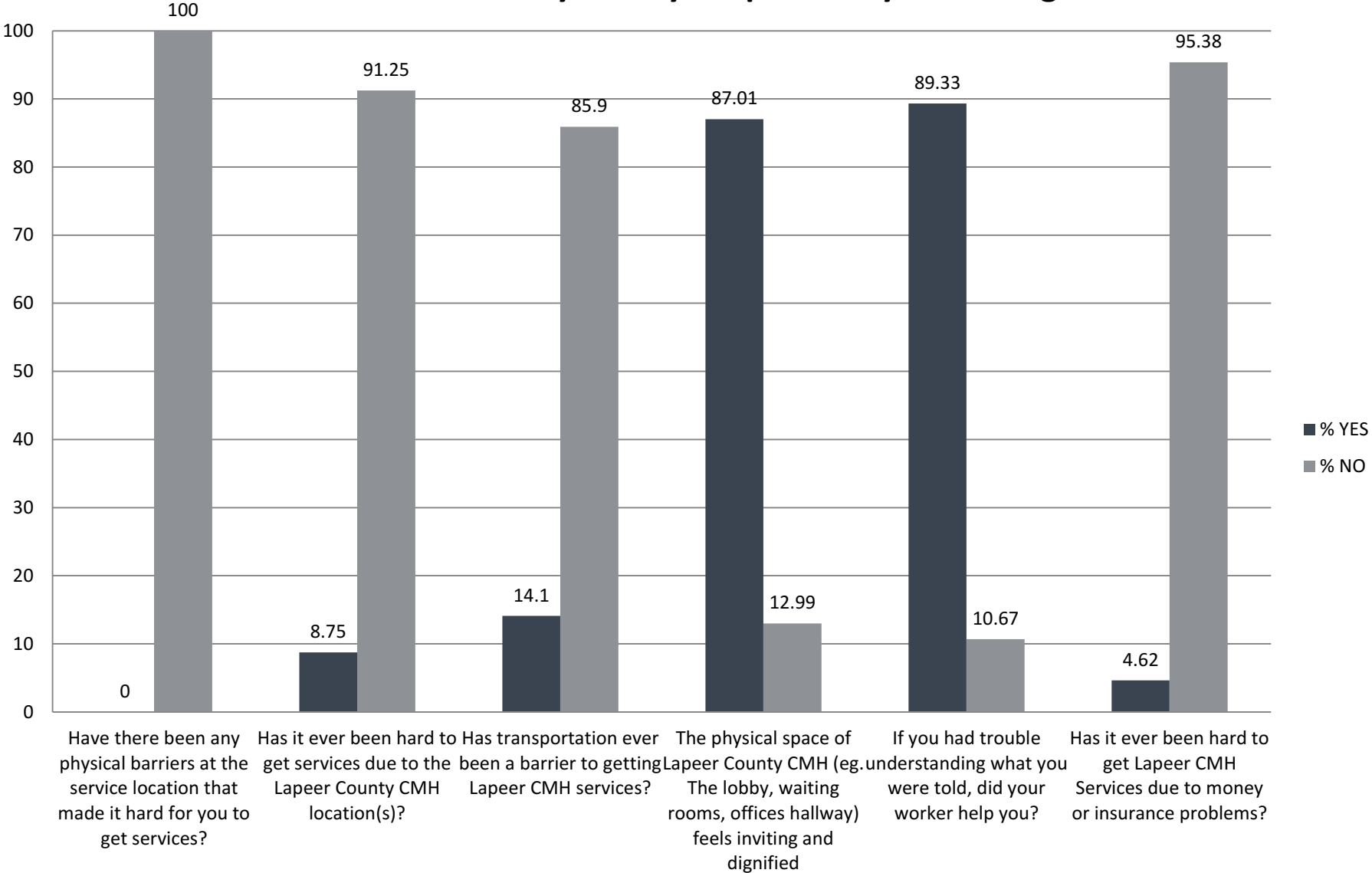
## Demographics



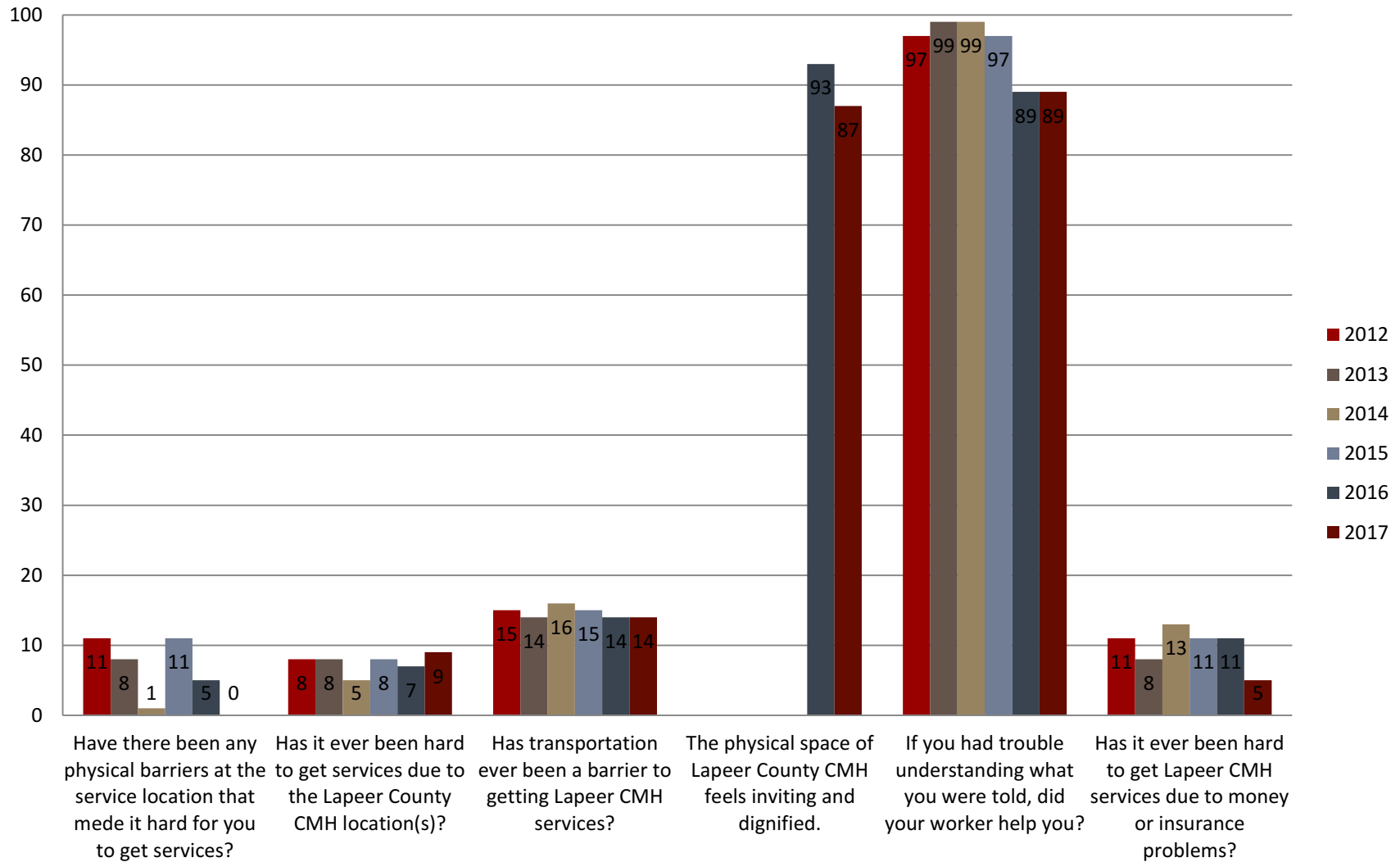
## **Results**

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.

## 2017 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 positive outcomes in reducing physical barriers at the service location, reducing the difficulty getting to the service locations and reducing transportation barriers. One area of that declined last year and remained at 89% this year was in the workers helping persons served to understand what they were told. Another area is the physical space of Lapeer Cty CMH feels inviting and dignified which fell from 93% to 87%. The survey response rate was significantly lower than last year due to the way the survey was collected from the sample of persons served completing surveys when coming in for Medication Clinic Surveys. There were 100 mailed surveys completed and 247 paper surveys distributed at the time of Medication Clinic Service giving 84/347 or 25% survey completion rate.

Survey Response Rate						
	2012	2013	2014	2015	2016	2017
<b>Lapeer</b>	50%	37%	38%	37%	72%	25%

**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	2	0	0%	2	100%
Case Management-Adult	25	0	0%	25	100%
Case Management-Child	8	0	0%	8	100%
Home Based	4	0	0%	4	100%
Outpatient Therapy-Child	6	0	0%	6	100%
Outpatient Therapy-Adult	31	0	0%	31	100%
	0	0	0%	0	100%
Autism Services	1	0	0%	1	100%
DBT Services	1	0	0%	1	100%
Intensive Recovery Services	1	0	0%	1	100%
Integrated Dual Diagnosis Treatment	4	0	0%	4	100%
Harmony Hall	4	0	0%	4	100%
Psychiatry or Medication Clinic- Adult	38	0	0%	38	100%
Psychiatry or Medication Clinic- Child	9	0	0%	9	100%
Other - Adult	9	0	0%	9	100%
Other - Child	3	0	0%	3	100%

By Age	Total	Yes	%Yes	No	%No
17 and under	14	0	0%	14	100%
18-64	66	0	0%	66	100%
65 and over	1	0	0%	1	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	2	1	50%	1	50.0%
Case Management-Adult	25	2	8.0%	23	92.0%
Case Management-Child	8	2	25.0%	6	75.0%
Home Based	4	0	0%	4	100%
Outpatient Therapy-Child	6	2	33.3%	4	66.7%
Outpatient Therapy-Adult	30	2	6.7%	28	93.3%
Autism Services	1	0	0%	1	100%
DBT Services	1	0	0%	1	100%
Intensive Recovery Services	1	0	0%	1	100%
Integrated Dual Diagnosis Treatment	4	0	0%	4	100%
Harmony Hall	4	0	0%	4	100%
Psychiatry or Medication Clinic- Adult	39	4	10.3%	35	89.7%
Psychiatry or Medication Clinic- Child	9	2	22.2%	7	77.8%
Other - Adult	9	1	11.1%	8	88.9%
Other - Child	3	0	0%	3	100%

By Age	Total	Yes	%Yes	No	%No
17 and under	14	2	14.3%	12	85.7%
18-64	65	5	7.7%	60	92.3%
65 and over	1	0	0%	1	100%

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



By Program	Total	Yes	%Yes	No	%No
ACTP	2	1	50%	1	50%
Case Management-Adult	24	3	12.5%	21	87.5%
Case Management-Child	8	2	25.0%	6	75.0%
Home Based	4	0	0%	4	100%
Outpatient Therapy-Child	6	2	33.3%	4	66.7%
Outpatient Therapy-Adult	29	5	17.2%	24	82.8%
Autism Services	1	0	0%	1	100%
DBT Services	1	0	0%	1	100%
Integrated Dual Diagnosis Treatment	4	0	0%	4	100%
Harmony Hall	3	0	0%	3	100%
Psychiatry or Medication Clinic- Adult	38	7	18.4%	31	81.6%
Psychiatry or Medication Clinic- Child	9	2	22.2%	7	77.8%
Other – Adult	8	1	12.5%	7	87.5%
Other - Child	3	0	0%	3	100%

By Age	Total	Yes	%Yes	No	%No
17 and under	14	2	14.3%	12	85.7%
18-64	63	9	14.3%	54	85.7%
65 and over	1	0	0%	1	100%

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

By Program	Total	Yes	%Yes	No	%No
ACTP	2	2	100%	0	0%
Case Management-Adult	22	22	100%	0	0%
Case Management-Child	8	6	100%	2	0%
Home Based	4	4	100%	0	0%
Outpatient Therapy-Child	6	6	100%	0	0%
Outpatient Therapy-Adult	30	26	86.7%	4	13.3%
Autism Services	1	1	100%	0	0%
DBT Services	1	1	100%	0	0%
Intensive Recovery Services	1	1	100%	0	0%
Integrated Dual Diagnosis Treatment	4	4	100%	0	0%

Harmony Hall	4		0	0%		4	100%
Psychiatry or Medication Clinic- Adult	38		33	86.8%		5	13.2%
Psychiatry or Medication Clinic- Child	9		7	77.8%		2	22.2%
Other - Adult	8		7	87.5%		1	12.5%
Other - Child	3		0	0%		3	100%

By Age	Total		Yes	%Yes		No	%No
17 and under	14		12	85.7%		2	14.3%
18-64	62		54	87.1%		8	12.9%
65 and over	1		1	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	2		2	100%		0	0%
Case Management-Adult	24		21	87.5%		3	12.5%
Case Management-Child	5		5	100%		0	0%
Home Based	4		4	100%		0	0%
Outpatient Therapy-Child	4		3	75.0%		1	25.0%
Outpatient Therapy-Adult	29		26	89.7%		3	10.3%
Autism Services	1		1	100%		0	0%
DBT Services	1		1	100%		0	0%
Intensive Recovery Services	1		1	100%		0	0%
Integrated Dual Diagnosis Treatment	4		4	100%		0	0%
Harmony Hall	4		4	100%		0	0%
Psychiatry or Medication Clinic- Adult	38		36	94.7%		2	5.3%
Psychiatry or Medication Clinic- Child	6		5	83.3%		1	16.7%
Other – Adult	8		7	87.5%		1	12.5%
Other - Child	3		3	100%		0	0%

By Age	Total		Yes	%Yes		No	%No
17 and under	11		10	90.9%		1	9.1%
18-64	64		57	89.1%		7	10.9%
65 and over	0		0	0%		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	2	0	0%	2	100%
Case Management Adult	24	0	0%	24	100%
Outpatient Therapy-Adult	30	2	6.7%	28	93.3%
DBT Services	1	0	0%	1	100%
Intensive Recovery Services	1	0	0%	1	100%
Integrated Dual Diagnosis Treatment	4	0	0%	4	100%
Harmony Hall	4	4	100%	0	0%
Psychiatry or Medication Clinic- Adult	39	2	5.1%	37	94.9%
Other – Adult	9	0	0%	9	100%

By Age	Total	Yes	%Yes	No	%No
18-64	64	3	4.7%	61	95.3%
65 and over	1	0	0%	1	100%

**Observations**

*Question #1:* Overall, 0% of the sample respondents are experiencing physical barriers to accessing services, which is down from last year’s 5%.

*Question #2:* This year, 11% of the sample respondents reported having difficulty accessing services due to where the services are located, which is an increase from last year’s 7%. Those that reported difficulty were from ACTP, Adult and Child Case Management, Psychiatry or Medication Clinic and Outpatient Therapy. ACTP and Outpatient Therapy services are both site based services which require persons served to go to the CMH building. Outpatient Therapy services are expanding at the North Branch and Imlay City CMH Offices. *Question #3:* Slight increase from last year’s 14% to over 16% of persons served report transportation as a barrier to getting services with the largest percentage being persons served in ACTP, Outpatient Therapy and Psychiatry or Medication Clinic. Children’s Services reported more transportation barriers. .

*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 a 85% satisfaction rate, which is a decrease from last year’s 93%. Of the 15% responding that the environment does not feel inviting or dignified, the comments include, cramped, feels plastic (hard and brittle). *Question #5:* This year, 92% of respondents

answered that their workers help them to understand what they are being told, which is an increase from 89% last year but still 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 7% this year, down slightly from last year's 11%. Adults in Harmony Hall report the highest percentages of difficulty getting services due to money or insurance problems at 100%. This year, 100% of children's surveys had Medicaid, MI Child, or Healthy Michigan Insurance. Of the 71 adults responding to the question asking if they have Medicaid or Healthy Michigan Insurance, 97% of them do have Medicaid or Healthy Michigan Insurance.

**Discussion and Recommendations:**

The survey this year has similar results from previous years with the most significant decline in the percentage of persons stating the physical space of the Lapeer CMH building being inviting and dignified. Transportation, which has been a concern for many years, continues to be the most significant access barrier with 16% of respondents indicating it is a barrier to getting Lapeer CMH Services. LCCMH predominately serves persons with Medicaid due to limited General Funds. , 7% of respondents reporting having difficulty getting LCCMH services due to money or insurance problems. This year, only 3% of persons responded that they do not have Medicaid or Healthy Michigan Plan Insurance. Most of LCCMH persons served without insurance have successfully transitioned to the Healthy Michigan Plan over the last 2 years. 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 has resulted in increased in home and community based contacts for service programs such as ACTP and case management. LCCMH has increased and updated the fleet vehicles over the last few years and continues to provide bus tokens for local transportation. LCCMH has outpatient satellite clinic services in Imlay City and North Branch. These locations were opened in attempt to ease the difficulties of transportation for mental health services for persons served residing in these distant areas of Lapeer County. Below are the barriers identified in the Accessibility Survey as well as actions taken and additional recommendations.

Barrier	Actions and Recommendations
Architecture (Question #1)	
0% of respondents reported physical barriers to services.	LCCMH Buildings are barrier free. LCCMH will conduct a qualitative accessibility survey in FY18 so barriers can be identified more

	completely for actionable planning.
<b>Environment (Question #2 &amp; 4)</b>	
Persons served reported the location of LCCMH Services as a barrier at 11%, which is increase from 7% last year. LCCMH also asked a new survey question about the recovery environment being inviting and dignified. 85% of respondents felt the physical space felt inviting and dignified, which is a decrease from 93% last year.	The agency has regularly scheduled office hours in Imlay City and North Branch, in addition to the Lapeer Office. This year, LCCMH did cut regular evening hours due to budget constraints and lack of need for evening appointments. Staff may schedule evening appointments to meet the needs of persons served. LCCMH is working to ensure the physical space is consistent with the recovery environment and that we are creating a trauma informed system of care. Additional training on the culture of a trauma informed system of care will occur in FY2018.
<b>Transportation (Question #3)</b>	
There were 16% reporting difficulty with transportation this year. This has been an ongoing concern from persons served for many years. 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.	To address transportation issues the agency continues to provide bus tokens to individuals that participate in the more intensive services such 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 have been added to the CMH vehicle fleet to accommodate community integration activities for the participants in Stepping Stone. Lapeer CMH is working closer with Medicaid Health Plans this year and will be exploring ways the MHP can assist persons served with transportation to medical services funded by the MHPs.
<b>Communication &amp; Attitudes (Question #5)</b>	
This year, 8% of persons served responded that their worker did not help them if they had trouble understanding what they were being told. This is down from 11% last year.	The agency continues to provide staff training opportunities for a recovery oriented system of care. Person Centered Planning Training takes place annually. LCCMH also has Language line services. In 2018, LCCMH will be doing training with staff related to cultural competency plan and the trauma informed

	system of care.
Finances (Question #6)	
This year, 7% of persons served reported difficulty getting LCCMH services due to money or insurance problems.	The agency continues to use General Funds to meet the needs of the must serve populations as defined in the Mental Health Code. The past reduction to General Funds has resulted in services being limited or denied for some individuals. Staff continue to assist with the Healthy Michigan application process and linking individuals to other community resources for assistance. Additionally, LCCMH has expanded its provider panel contracts so additional insurances can be accepted to serve persons with Mild-Moderate Mental Illness. LCCMH will continue to grow this service population and has added a Veteran's Navigator for FY17 and will start year 2 of the Senior Reach Grant in FY17 to service older adults who are homebound.