



Accessibility (Barriers) to Services Survey

Annual Summary

An abstract graphic at the bottom of the page consists of several overlapping, semi-transparent, 3D rectangular blocks in shades of light blue and grey, creating a sense of depth and movement.

FY2021

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INTRODUCTION

The purpose of this survey is to identify any barriers for individuals served to access services at Sanilac County Community Mental Health. Any recognizable barrier identified, that is within Sanilac County CMH's purview, will result in an action item in the Accessibility Plan of Correction.

METHOD

During a five (5) week period from August 17, 2021, through September 18, 2021, the Accessibility Survey (with barrier specific questions) was administered face to face to various focus groups. Each focus group was asked to answer eleven (11) questions about barriers they may or may not encounter when receiving or trying to receive services from the Agency as well as questions regarding employment, transportation, community, etc.

The participating focus groups include:

- Parent Advisory Council (1)
- Creative Enterprise (2)
- Journey To Independence (2)
- Contract AFC homes in our Provider Network (8)
- Consumer Advisory Board (1)
- Adult Outpatient Group (Living in Balance) (1)
- Adult Outpatient Group (DBT) (1)
- Personal Growth Center (1)

There were several additional focus groups that we were able to meet with this year compared to last year (due to COVID-19 environment last year). The additional groups for FY21 include Personal Growth Center (1), Consumer Advisory Board (1), Journey to Independence (2), Adult Outpatient groups (2), and an additional Creative Enterprise group (1).

ACCESSIBILITY SURVEY RESULTS

Seventeen (17) different focus groups participated in the Accessibility (Barriers) to Services Survey.

Surveys were administered face to face to the focus groups with the responses being written on a paper survey then later entered into an online survey tool. The survey asks eleven (11) simple, straightforward questions in an understandable format. The survey questions address areas recommended by the Commission on Accreditation of Rehabilitation Facilities (CARF).

SURVEY QUESTIONS:

Are there any difficulties in regard to employment?

Most of the groups replied that they did not have difficulties regarding employment. Those that did have difficulty with employment responded that their main difficulty was lack of transportation. One group also responded that their work schedule/hours limit their group participation (at CMH) and that evening groups would be beneficial to them.

Do you have any difficulties accessing community resources/benefits?

There were no issues or trends noted in this area.

Do you have any difficulties with the community treating you with dignity and respect?

Five of the groups spoke about having difficulty in this area and felt that they were sometimes treated badly in the community. One group talked about how they do not like how they are treated differently based on their insurance or income. This same group spoke about concerns of parking at CMH and having passersby recognizing their vehicles.

Do you have any difficulties with the staff treating you with dignity and respect?

There were no issues or trends noted in this area. Several groups responded that everyone here is kind, helpful and respectful.

What would make our buildings more inviting for people?

There were several groups that responded that they would like music (relaxing) playing in our lobbies. Several groups also responded that they miss the TV's being on. Some groups also responded that they would like to see more colors painted on the walls and more artwork on the walls (Ehardt). One group discussed how posting the guest Wi-Fi password would be very helpful for them. One group also spoke about how helpful it would be to have water and coffee available to them and that they would like to be able to have their group meetings outside.

Are there any difficulties in regard to buildings?

Two groups commented that parking is an issue for them. One group spoke at great length regarding this and that they would like to see no assigned/segregated parking at Ehardt. They talked about how they would like a more private area to park and to also have the entrance door closer to our bus stop area (they feel that it is far from the front public entrance). They talked about how they do not like to park in front of the Ehardt building because their cars are identifiable, and that people will know that they are getting mental health services (stigma).

Are there any difficulties in regard to communication?

Most of the groups responded that they did not have difficulties regarding communication. Two groups spoke at length about the recent power outage and receiving no notification that their appointment was not happening that day. They asked about the possibility of being able to receive an agency text (opt in) if/when the agency is closed due to weather or some other reason (power). One group also spoke about having two appointments in one day, but only receiving a text for one of the appointments.

Are there any difficulties in regard to transportation?

Several groups responded that they do have difficulties regarding transportation. They stated that either they do not own a vehicle or that they have difficulties with the bus system. They stated that the bus isn't available to them sometimes when they need it, the bus is sometimes very late (hours), and they have waited at CMH for hours to be picked up in order to return home. Some stated that they must catch the bus early in the morning for a late morning or early afternoon appointment then wait around for their appointment (due to availability). They stated that the limited afternoon routes and lack of availability with the STC bus is very difficult for them.

Are there any difficulties in regard to community integration?

The majority of groups reported no difficulties in this area. There were two groups that mentioned how the community changed with COVID-19 and that it is not back to normal yet.

Are there any other barriers?

Most of the groups responded that they have no other barriers. Some of the groups talked about how there is a lack of groups at CMH and/or in the area [Domestic Violence groups, Anger Management groups, Alcoholics Anonymous groups, Narcotics Anonymous groups]. Two of the groups also talked about the need for groups for teens/young adults that have mutual interests. Three of the groups also spoke about how they liked this survey meeting and that they feel like their voice is being heard. These same three groups asked if the Data Management staff could return to their group after the survey process is complete to report on the outcome of the survey, etc.

Is there anything further your group would like to comment on in regard to the accessibility of Sanilac County Community Mental Health?

More than one group responded that CMH is doing a good job

RESPONSES | REMARKS

See Appendix A for the “Accessibility Plan – Responses and Remarks”

Accessibility Plan – Responses | Remarks FY 2021

Appendix A

GROUP RESPONSES			REMARKS
Employment			
Lack of transportation in area. One group also responded that their work schedule/hours limit their group participation (at CMH) and that evening groups would be beneficial to them.	Sanilac CMH is always evaluating the potential for evening services. Groups require a minimum of 3 individuals to run. At any point in time when we have a large enough group interested in groups, we will consider this option.		
Community Resources/Benefits			
There were no issues or trends noted in this area.			
Dignity and Respect – Community			
Five of the eleven groups spoke about having difficulty in this area and felt that they were sometimes treated badly in the community. One group talked about how they do not like how they are treated differently based on their insurance or income. This same group spoke about concerns of parking at CMH and having passersby recognizing their vehicles.	Sanilac CMH does not have staff only parking. Individuals are encouraged to park wherever they so choose. Staff are encouraged to park away from the main entrances. Sanilac County CMH continues to work in the community to increase/promote community awareness of CMH services and to reduce the stigma associated with mental illness. This includes providing continuing education in the community regarding our services and their availability. We also work with individuals and our community in efforts for them to feel comfortable coming to CMH for services and care.		
Dignity and Respect – Staff			
There were no issues or trends noted in this area.			

<i>Buildings More Inviting</i>	
<p>Relaxing music playing in our lobbies and televisions turned on would make buildings more inviting. More colorful paint on the walls and more artwork on the walls (Ehardt). Posting the guest Wi-Fi password would be very helpful. One group also spoke about how helpful it would be to have water and coffee available to them and that they would like to be able to have their group meetings outside.</p>	<p>Due to COVID, we've had to limit the number of individuals that have access to coffee and water, but staff are able to provide that when requested. The Agency will develop postings to post the public Wi-Fi password for community use. Music will be provided in all lobbies. There will be informative clips displayed on the lobby TVs.</p> <p>The location the group meets is determined by the group facilitator and general consensus of the participants.</p> <p>Administration continues to work to make the lobbies more inviting.</p>
<i>Buildings</i>	
<p>Parking is an issue. Assigned/segregated parking at Ehardt. Groups desire a more private area to park and to also have the entrance door closer to the bus stop area (they feel that it is far from the front public entrance). Group members do not like to park in front of the Ehardt building [cars are identifiable], people will know that they are getting mental health services (stigma).</p>	<p>Sanilac CMH does not have staff only parking. Individuals are encouraged to park wherever they so choose. Staff are encouraged to park away from the main entrances.</p>

<i>Communication</i>	
No notifications received when Agency was closed [recent power outage], did not know that appointment was cancelled. Is it possible to receive an Agency text (opt in) if/when the Agency is closed due to weather or some other reason (power). Two appointments in one day, but only receiving a text for one of the appointments.	Both of these issues are being worked on with the EMR vendor to accommodate these requests.
<i>Transportation</i>	
Lack of reliable transportation in area; difficulties with STC bus system [availability, promptness, limited afternoon routes].	Sanilac CMH has a contract with STC to provide transportation for persons served. STC is currently short staffed due to lack of employees [lingering effects of COVID-19 pandemic]. We continue to work with STC to assist them with their difficulties.
<i>Community Integration</i>	
The community changed with COVID-19 and that it is not back to normal yet.	Care Managers and Clinicians continue to meet with the individuals that we serve in efforts to reduce anxiety associated with the ongoing COVID-19 environment. Some of the restrictions that had originally been put in place at the state level have been eliminated and/or reduced. We feel that this will continue to help the individuals we serve in reducing anxiety and uncertainty. Sanilac CMH continues to monitor the latest novel coronavirus (COVID-19) updates from the Centers for Disease Control and Prevention (CDC) and the State of Michigan. Our Leadership Team has implemented protocols that are consistent with CDC guidelines.
<i>Other Barriers</i>	
Lack of groups at CMH and/or in the area [Domestic Violence groups, Anger Management groups, Alcoholics Anonymous groups, Narcotics Anonymous groups]. Two of the groups also talked about the need for groups for teens/young adults that have mutual interests. Follow-up from Accessibility Survey requested.	Sanilac CMH is pursuing accreditation and grants to provide SUD services in the hopes that this will resolve these identified barriers. Data Management staff will return to the groups that requested follow up from this survey and review the survey report with them.