



Accessibility (Barriers) to Services Survey

Annual Summary

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FY2020

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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.

Unfortunately, this year's Accessibility Survey did not get to be completed with as many focus groups from diverse backgrounds due to the restrictions in place from the Governor's Executive Orders. COVID-19 has created a lot of barriers for our individuals both intentionally and inadvertently. The shutdown requirements have increased the isolation of some of our individuals and has enhanced the lack of transportation. So, while the survey results show that there are no trends noted in any of the areas we question the focus group participants on, we do note that during the course of the pandemic there have been many barriers brought to staff's attention by individuals mainly due to closures and the specific impact it had on the people we serve.

METHOD

During a five (5) week period from August 17, 2020 through September 18, 2020 the Accessibility Survey (with barrier specific questions) was administered face to face to various focus groups which include the Parent Advisory Council, Creative Enterprises, and contractual AFC homes in our Provider Network. 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.

The participating focus groups include:

- Parent Advisory Council (1)
- Creative Enterprise (1)
- Contract AFC homes in our Provider Network (10)

There were several focus groups that were not available to meet with due to the COVID-19 environment. These include Personal Growth Center, Consumer Advisory Board, Journey Skills, People First, and Adult Outpatient groups.

ACCESSIBILITY SURVEY RESULTS

Twelve (12) 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 entered into an online survey tool. The tool 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?

There were no difficulties reported in response to this question. Two of the responses that were received did reference the COVID-19 environment.

“Waiting to resume work after COVID-19” and one parent reported that they had concerns with daycare and the possibility of students returning to school (COVID-19). This is causing her anxiety.

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?

There were no issues or trends noted in this area.

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

There were no issues or trends noted in this area.

What would make our buildings more inviting for people?

There were no issues or trends noted in this area.

Are there any difficulties in regard to buildings?

There were no new issues or trends noted in this area.

Are there any difficulties in regard to communication?

There were no issues or trends noted in this area.

Are there any difficulties in regard to Transportation?

There were no issues or trends noted in this area.

Are there any difficulties in regard to Community Integration?

There were no difficulties reported in response to this question. Two of the responses that were received did reference the COVID-19 environment.

The responses included were “wearing a mask”; and “no, hard right now because of COVID-19.”

Are there any other Barriers?

There were no issues or trends noted in this area.

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

There were no additional comments regarding accessibility.

RESPONSES | REMARKS

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

Accessibility Plan – Responses | Remarks FY 2020

Appendix A

GROUP RESPONSES			REMARKS
<i>Employment</i>			
<p>There were no difficulties reported in response to this question. Two of the responses that were received did reference the COVID-19 environment and associated concerns.</p> <p>Care Managers and Clinicians continue to meet with the individuals that we serve in efforts to reduce anxiety associated with the COVID-19 environment. Some of the restrictions that had been originally put in place at the state level have recently been eliminated and/or reduced. We feel that this will continue to help the individuals we serve in reducing anxiety and uncertainty. Sanilac County 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.</p>			
<i>Community Resources/Benefits</i>			
There were no issues or trends noted in this area.			
<i>Dignity and Respect – Community</i>			
There were no issues or trends noted in this area.			
<i>Dignity and Respect – Staff</i>			
There were no issues or trends noted in this area.			
<i>Buildings More Inviting</i>			
There were no issues or trends noted in this area.			
<i>Buildings</i>			
There were no issues or trends noted in this area.			

GROUP RESPONSES			REMARKS
<i>Communication</i>			
There were no issues or trends noted in this area.			
<i>Transportation</i>			
There were no issues or trends noted in this area.			
<i>Community Integration</i>			
<p>There were no difficulties reported in response to this question. A few responses received spoke about the COVID-19 environment.</p> <p>Care Managers and Clinicians continue to meet with the individuals that we serve in efforts to reduce anxiety associated with the COVID-19 environment. Some of the restrictions that had been originally put in place at the state level have recently been eliminated and/or reduced. We feel that this will continue to help the individuals we serve in reducing anxiety and uncertainty. Sanilac County 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.</p>			
<i>Other Barriers</i>			
There were no issues or trends noted in this area.			