



Accessibility (Barriers) to Services Survey

Annual Summary

A decorative graphic at the bottom of the page consists of several overlapping 3D cubes. The cubes are rendered in a light gray color with a slight shadow, giving them a three-dimensional appearance. They are arranged in a way that they seem to be floating or stacked. The text "FY 2022" is placed on one of the cubes.

FY 2022

Table of Contents

INTRODUCTION 2

METHOD..... 2

ACCESSIBILITY SURVEY RESULTS..... 2

 SURVEY QUESTIONS: 2

 Are there any difficulties in regards to employment? 2

 Do you have any difficulties accessing community resources/benefits?..... 3

 Do you have any difficulties with the community treating you with dignity and respect? 3

 Do you have any difficulties with the staff treating you with dignity and respect?..... 3

 What would make our buildings more inviting for people? 3

 Are there any difficulties in regards to buildings? 3

 Are there any difficulties in regards to communication? 3

 Are there any difficulties in regards to Transportation?..... 3

 Are there any difficulties in regards to Community Integration? 4

 Are there any other Barriers? 4

 Is there anything further your group would like to comment on in regards to the accessibility of Sanilac County Community Mental Health? 4

RESPONSES | REMARKS..... 4

Accessibility Plan – Responses | Remarks FY 2021 Appendix A 5

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 two (2) week period from August 1, 2022 through August 15, 2022 the Accessibility Survey was administered face to face with various focus groups. The survey includes various barrier specific questions, and each question was discussed in these group settings. It was explained to each group that this was a *group survey*, and that discussion of the questions and topics was encouraged. Each focus group was asked to answer/discuss eleven (11) questions about barriers they may or may not encounter when receiving or trying to receive services from Sanilac County CMH as well as questions regarding employment, transportation, community, etc.

The participating focus groups include:

- Parent Advisory Council (1 group)
- Creative Enterprises (2 groups)
- Journey To Independence (2 groups)
- Contract AFC homes in our Provider Network (7 homes participated)
- Consumer Advisory Board (1 group)
- DBT Adult Outpatient Group (2 groups)
- Personal Growth Center (1 group)

Once again, we were able to meet with several focus groups and collect valuable data due to COVID 19 restrictions decreasing since 2020.

ACCESSIBILITY SURVEY RESULTS

Sixteen (16) different focus groups participated in the Accessibility 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?

Some of the groups replied that there were difficulties regarding employment. Those that did have difficulty with employment responded that their main difficulty was lack of transportation. One group also responded that there were few job opportunities and that the price of gas was a barrier.

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?

Most responses were no difficulties in this area. Two of the groups responded that they get treated differently in the community because of their mental illness and that mental health stigma is still a problem.

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 at Sanilac CMH is helpful and that they get along with staff.

What would make our buildings more inviting for people?

There were several groups that responded that they would enjoy seeing more color and pictures on the walls (Ehardt). One of the groups also suggested that art created by individuals served should be displayed on the walls (Ehardt). One group also suggested hanging up/posting *positive quotes* at the Ehardt building (conference rooms, common areas). One group requested that stackable chairs be available for outside groups (Ehardt). Other suggestions received from groups were to please bring back the computers that used to be in the vending area (Ehardt) and that books/literature/games be available in offices, that sometimes the environment feels too formal. The Creative Enterprises (CE) groups responded that they miss their TV's being on (used to have the news on). The CE groups also responded that they would like to have more comfortable chairs to sit in while at CE.

Are there any difficulties in regard to buildings?

Two groups commented that where the parking lots meet (Administration building and Ehardt building) the blacktop wheelchair ramp/connector is very bumpy and the blacktop is heaved. They added that this is dangerous for tripping and that it is hard to use a wheelchair there. One group also requested that the water be warmer to wash their hands (Administration building), the water is too cold. Two groups requested that something be done to remedy the smell of the water (sink in the restroom-Ehardt front conference room). They stated that this water smells bad and has a strong sulfur smell.

Are there any difficulties in regard to communication?

There were no issues or trends noted in this area. One group commented that the texts for appointment reminders is 100% spot on and is working great.

Are there any difficulties in regard to Transportation?

Several groups responded that they do have difficulties regarding transportation. They stated that they have difficulties with the bus system (STC) and that the bus is unpredictable as it shows up late very frequently. One group asked about the possibility of moving the bus stop area (Ehardt) to be closer to the buildings front (main) entrance. They stated that this would be extremely helpful and especially in the winter so that they could wait/watch for the bus from indoors (the front foyer/entrance area at Ehardt). One group also asked for clarification of "CMH covered STC transportation", specifically that CMH covers the cost of the ride to a CMH

appointment and then back to the individual’s home, but could it cover rides anywhere else? One group also expressed concern regarding transportation because of the huge increase in gas prices.

Are there any difficulties in regard to Community Integration?

There were no issues or trends noted in this area.

Are there any other Barriers?

Several groups responded that they have no other barriers. One of the groups talked about how there is still a problem with mental health stigma in our community. One of the groups also spoke about providers receiving training for mental health self-care for (community professionals-first responders). Several groups spoke about how they liked this survey meeting and that it makes them feel like their voice is being heard. Several groups also requested that Data Management staff return to their group after the survey process is complete to report on outcome of survey, etc.

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 issues or trends noted in this area.

RESPONSES | REMARKS

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

Accessibility Plan – Responses | Remarks FY 2022

Appendix A

GROUP RESPONSES			REMARKS
<i>Employment</i>			
Some of the groups replied that there were difficulties regarding employment. Those that did have difficulty with employment responded that their main difficulty was lack of transportation. One group also responded that there were few job opportunities and that the price of gas was a barrier.			Sanilac CMH is aware that transportation continues to be a significant barrier for our individuals in our community related to employment. We continue to work with Michigan Works, etc. to develop creative out-of-the-box thinking related to these issues.
<i>Community Resources/Benefits</i>			
There were no issues or trends noted in this area.			
<i>Dignity and Respect – Community</i>			
The majority of responses reported no difficulties in this area. Two of the groups spoke about having difficulty in this area and felt that they were sometimes treated differently in the community because of their mental illness. One group also spoke about mental health stigma still being a problem.			Sanilac CMH continues to work in the community to increase/promote community awareness of CMH services in efforts to reduce the stigma associated with mental illness. This includes providing continuing education in the community regarding our services and their availability as well as participating in local and statewide events. We continue to work with individuals and our community in an effort for them to feel comfortable coming to CMH for services and care. Over the last year, Sanilac CMH has expanded its community outreach to reduce stigma and increase dignity and respect by participating in community events like Kids' Power Camp and the Funtastic Fair. Also funding several community projects designed to reduce stigma, which included summer rec programs, and information sharing with all the local school districts for their yearbooks, etc.

GROUP RESPONSES			REMARKS
Dignity and Respect – Staff			
There were no issues or trends noted in this area.			
Buildings More Inviting			
There were several groups that responded that they would enjoy seeing more color and pictures on the walls (Ehardt). One of the groups also suggested that art created by individuals served should be displayed on the walls (Ehardt). One group also suggested hanging up/posting <i>positive quotes</i> at the Ehardt building (conference rooms, common areas). One group requested that stackable chairs be available for outside groups (Ehardt). Other suggestions received from groups were to please bring back the computers that used to be in the vending area (Ehardt) and that books/literature/games be available in offices, that sometimes the environment feels too formal. The Creative Enterprises (CE) groups responded that they miss their TV’s being on (used to have the news on). The CE groups also responded that they would like to have more comfortable chairs to sit in while at CE.	Sanilac CMH continuously looks at ways to create a more inviting environment for the individuals we serve. Computers will be made available again in the break area at the Ehardt building. A radio or television will be available to have turned on in the lobbies of each building. Session time with staff is for focusing on the service at hand and having books/literature/games in the offices would distract from that. Sanilac CMH is hopefully moving towards a campus style service delivery system which will be providing outside seating, including picnic tables, awnings, benches and waiting area seats that are appropriate for individuals.		
Buildings			
Two groups commented that where the parking lots meet (Administration building and Ehardt building) the blacktop wheelchair ramp/connector is very bumpy and the blacktop is heaved. They added that this is dangerous for tripping and that it is hard to use a wheelchair there. One group also requested that the water be warmer to wash their hands (Administration building), the water is too cold. Two groups requested that something be done to remedy the smell of the water (sink in the restroom-Ehardt front conference room). They stated that this water smells bad and has a strong sulfur smell.	Sanilac CMH will look into addressing the wheelchair ramp/connector area of the parking lots to ensure it is safe for all individuals. Sanilac CMH’s Maintenance Department will be evaluating the bathrooms at the Ehardt Center to make sure the bathrooms meet all building safety codes in regard to number of restrooms, temperature of water, etc.		

<i>Communication</i>	
There were no issues or trends noted in this area.	
<i>Transportation</i>	
Several groups responded that they do have difficulties regarding transportation. They stated that they have difficulties with the bus system (STC) and that the bus is unpredictable as it shows up late very frequently. One group asked about the possibility of moving the bus stop area (Ehardt) to be closer to the building's front (main) entrance. They stated that this would be extremely helpful and especially in the winter so that they could wait/watch for the bus from indoors (the front foyer/entrance area at Ehardt). One group also asked for clarification of "CMH covered STC transportation", specifically that CMH covers the cost of the ride to a CMH appointment and then back to the individual's home, but could it cover rides anywhere else? One group also expressed concern regarding transportation because of the huge increase in gas prices.	<p>Sanilac CMH has a contract with STC to provide transportation for persons served. STC is still experiencing difficulties in having an adequate number of staff. Sanilac CMH has ongoing discussions with STC regarding transportation issues that are reported to us.</p> <p>Sanilac County is a very large county with a not very robust public transportation system, and we continuously work to provide transportation. The location of the bus stop is unable to be moved. During inclement weather other arrangements for pickup/drop off are made.</p>
<i>Community Integration</i>	
There were no issues or trends noted in this area.	
<i>Other Barriers</i>	
Several groups responded that they have no other barriers. One of the groups spoke about providers receiving training for mental health self-care (for community professionals-first responders). Several groups spoke about how they liked this survey meeting and that it makes them feel like their voice is being heard. Several groups also requested that Data Management staff return to their group after the survey process is complete to report on outcome of survey, etc.	<p>Sanilac CMH continues to work in the community to promote community awareness of CMH services in efforts to reduce the stigma associated with mental illness. This includes providing continuing education in the community regarding our services and their availability as well as participating in local and statewide events. We continue to work with individuals and our community in efforts for them to feel comfortable coming to CMH for services and care.</p> <p>Sanilac CMH conducts a lot of community trainings and meetings geared towards first responders (MHFA, QPR, CISM and other content specific trainings as requested by community partners.)</p>