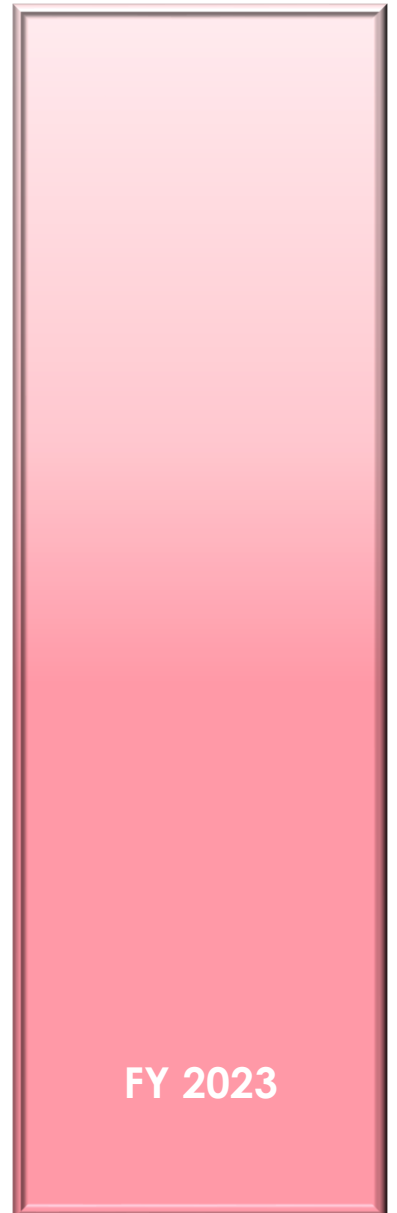
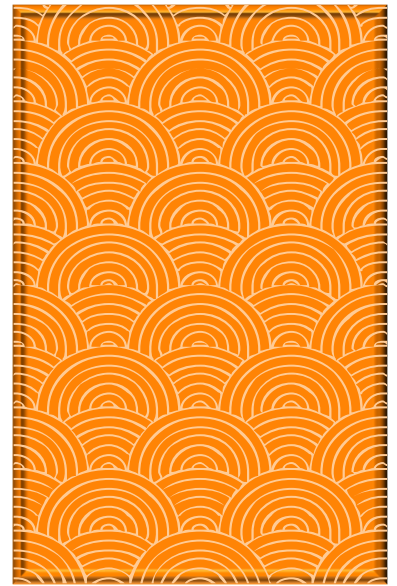


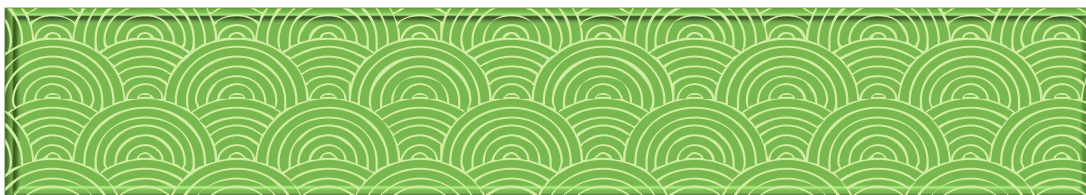


# Accessibility (Barriers) to Services Survey

Annual Summary



FY 2023



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## INTRODUCTION

The purpose of this survey is to identify any barriers for individuals to access services at Sanilac County Community Mental Health (Sanilac CMH) and give individuals the opportunity to provide feedback from their point of view to improve service delivery. Any recognizable barrier identified, that is within Sanilac County CMH's purview, will result in an action item in the Accessibility Plan of Correction.

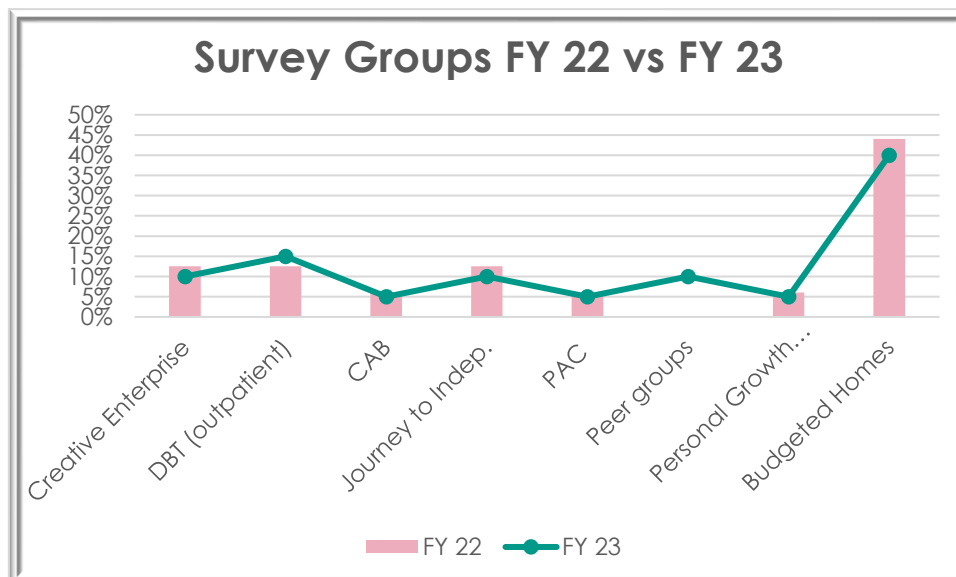
## METHOD

During a four (4) week period from August 1, 2023, through August 31<sup>st</sup>, 2023, 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 CMH as well as questions regarding employment, transportation, community, etc.

The participating focus groups include: **(the areas in bold increased by 1 for FY23)**

- ❖ Parent Advisory Council (1 group)
- ❖ Creative Enterprises (2 groups)
- ❖ Journey To Independence (2 groups)
- ❖ Contract AFC homes in our Provider Network (**8 homes** participated)
- ❖ Consumer Advisory Board (1 group)
- ❖ DBT Adult Outpatient Group (**3 groups**)
- ❖ Personal Growth Center (1 group)
- ❖ **Peer group: Monstrous Emotions (anger management) (1 group)**
- ❖ **Peer group: Road to Recovery (SUD) (1 group)**

## ANNUAL COMPARISON



Many of the same groups were surveyed in FY23 that were surveyed in FY22. Peer groups are new participants for FY23 and show no response in FY22 on the chart for this reason. The budgeted homes surveyed also included one additional location from 2022.

## **ACCESSIBILITY SURVEY RESULTS**

Twenty (20) 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 regarding employment?**

Fourteen (14) of the groups replied that they did not have barriers. Those groups that identify a barrier referred to medical appointments getting in the way or benefits like SSI limiting the number of hours they are able to work. Others mentioned not being able to find employment that was willing to provide accommodation for disabilities or for felons. One group also responded that it was hard to interview/start a job when there are financial concerns, and you must wait 2 weeks before you are paid but they require special clothes or equipment (i.e., Steel toe boots) that are expensive.

#### **Do you have any difficulties accessing community resources/benefits?**

Thirteen (13) of the groups answered that they did not have barriers. Some groups noted that the Medicaid application is confusing and challenging to understand. One group had all members state they have all been hung up on by ACCESS when calling to get qualified for services. Some members of the group reported calling back 3 or more times to speak with someone or waiting on hold for 45 minutes or longer.

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

The barrier that was noted by the groups that participated was stigma. The group members felt they were treated differently because they receive services or their disabilities.

#### **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 (90%) responded that staff at CMH go above and beyond, and they do not have a problem.

#### **What would make our buildings more inviting for people?**

Many of the groups that responded that they would enjoy seeing more color and pictures on the walls (Ehardt). Others recommended upgrading the chairs and décor to match the children's lobby in the administration building. Three groups noted that TV or use of music in the lobby would be nice (Ehardt). Additional suggestions received from groups were to provide free snacks/drinks while they wait (Ehardt) and more plants or natural light in the lobby area and having trashcans outside (CE).

### **Are there any difficulties regarding buildings?**

Some groups noted barriers being the long walk between the bus stops or not having enough bike racks (Ehardt). Personal Growth Center could be bigger, they feel segregated and cooped up. Groups also noted that the signs by the front drive entrances are all broken and faded, and it is difficult to see which one to use for in or out. More privacy for parking areas would also be nice so the community doesn't see you walking into the building stating "we feel like we are on display". Some suggestions were also brought up for the occasions when they are there for an extended period, it would be nice to have a fridge or area to eat/heat up food.

### **Are there any difficulties regarding communication?**

There were no trends noted in this area.

### **Are there any difficulties regarding Telehealth Services?**

Seventy-five percent (75%) of groups responded that they do not have difficulties regarding service utilization. Groups stated that it wasn't personalized and didn't like it.

### **Are there any difficulties regarding Transportation?**

Several groups responded that they do have difficulties regarding transportation (65%). Those that use the public bussing system stated that it is unpredictable; it shows up late very frequently or passes their stop while they are outside. If they call to reschedule, they reach a rude woman in the afternoons who refuses to have the bus turn around. There are also long wait times when you call.

### **Are there any difficulties regarding Community Integration?**

Sixty-five percent (65%) of the groups noted that there were no barrier concerns. The main concerns noted were stigma and inner struggles.

### **Are there any other Barriers?**

Several groups responded that they have no other items to discuss (65%). Some group suggestions noted were to have more workdays, classes and groups offered. Another idea was for meeting rooms ( locations for providing life skills, exercise classes, sign language or home economics) to have more windows and light, so they are not so confining.

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

There were no issues or trends noted in this area.

# Accessibility Plan – Responses/Remarks FY 2023

## Appendix A

Group Responses	Remarks
<i>Employment</i>	
Concerns were for finding employment that would accommodate for disabilities or be felony friendly. Pre-employment financial concerns were mentioned related to uniform or special items prior to first pay.	MRS agreement/cash match in order for this organization to assist with employment related expenses and training. Recently enhanced our supported employment program with a staff person who is assigned for job coaching and assistance with placements.
<i>Community Resources/Benefits</i>	
ACCESS hanging up on the individuals calling several times to get qualified for services. Long wait times for 45 minutes or longer.	DHS position works specifically with our individuals to assist with Medicaid process. Sanilac CMH has been in discussions with R10 with regard to ACCESS to expedite care.
<i>Dignity and Respect - Community</i>	
Stigma	Sanilac CMH continues to provide a robust community education program. We are in the process of hiring a supervisor for this area to assist with combating stigma.
<i>Dignity and Respect - Staff</i>	
There were no issues or trends noted in this area.	
<i>Buildings - Inviting feel</i>	
Ehardt lobby - suggestions of more color, and pictures on the walls, and better seating.	Sanilac CMH did update the furniture at the Ehardt Center (conference rooms, etc.). We are displaying pictures as individuals complete them.
<i>Buildings - Accessibility</i>	
Ehardt entrance/exit drive signs need to be replaced. There are not enough bike racks and there is a significant distance between bus stops.	Unfortunately, Sanilac CMH was planning on getting parking lot replaced in FY23 but due to weather it has been postponed until FY24. Signs will be updated at this time. STC will drop off and pick up at the door if there are mobility issues. Sanilac CMH will monitor and evaluate the need for more bike racks.
<i>Communication</i>	
There were no issues or trends noted in this area.	

### *Telehealth services*

There were no issues or trends noted in this area.

*Transportation*

Concerns of bus inconsistency in showing up and dropping off or passing pick up locations when individuals are waiting outside. Rude responses or long wait times when calling STC.

Sanilac CMH will continue to advocate for our individuals with STC.

*Community Integration*

Stigma

Sanilac CMH continues to provide a robust community education program. We are in the process of hiring a supervisor for this area to assist with combating stigma.

*Other Barriers*

There were no issues or trends noted in this area.