



Improving Lives Through Healthy Minds  
810-648-0330

# Accessibility to Services Survey

## Annual Summary

### 2024

## Introduction

The purpose of this survey is to identify any barriers for individuals to access services at Sanilac County Community Mental Health 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.

## Methodology

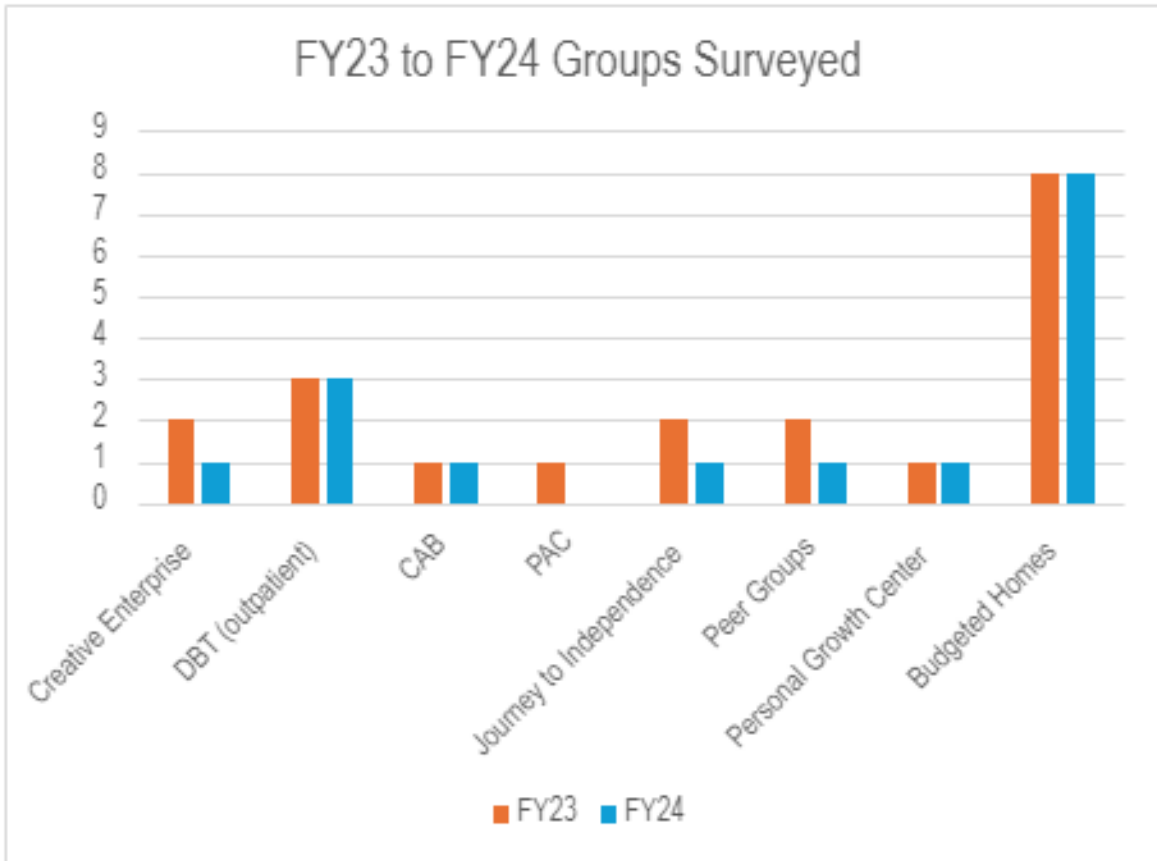
During a four (4) week period from August 1<sup>st</sup>, 2024, through August 31<sup>st</sup>, 2024, the Accessibility Survey was administered face to face with various focus groups. The survey includes various barrier-specific questions, and each question was discussed in these group settings. It was 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:

- ❖ Creative Enterprises (1 group)
- ❖ People First (1 group)
- ❖ 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: Road to Recovery (SUD) (1 group)

## Year-to-Year Comparison

Many of the same Groups were surveyed in FY24 as FY23 with some unforeseen circumstances not being able to get to some of the groups.



## 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 regarding employment?** 44% of groups stated that they did not have difficulties regarding employment. Many mentioned that they loved their programs and are very thankful for their Care Managers help getting them into CE and People First. Many had also mentioned that they would benefit from a list of employers that are currently hiring in- and out-of-county as well as accepting volunteers. A list of companies that hire people with criminal history would be beneficial as well. A common response was that having more volunteer opportunities within CMH would be greatly beneficial. Another suggestion was that we provide mock interviews, résumé building skills, as well as help with job attire (work boots, interview wear, etc.).

*“A little advertisement board where people can put their business cards or post jobs and volunteer opportunities. Maybe having a little market so individuals can put some of their products, crafts, or garden products out as well as a place for business cards.”*

*“Maybe a Job Service Coordinator would be a good thing to have, to help transitioning from services to a job. They could help in the in-between stage of graduating services and helping make their way back into the community.”*

**Do you have any difficulties accessing community resources/benefits?** 44% of groups stated that they did not have any issue with accessing community resources/benefits. Many groups stated that they like that we post community resources and display them in the buildings. It was suggested that we post them throughout the community and county so that more people could utilize them. Another common response was that most people are unable to get to the food drives and suggest that maybe there is a scheduled day the bus could take trips to those events.

*“Getting more resources out to the community on how to help the homeless as someone who used to be homeless; I know how hard it is, and we don't have a ton of resources around here.”*

*“A list of free events, that are also handicap accessible, going on in the community would be very beneficial.”*

**Do you have any difficulties with the community treating you with dignity and respect?** 63% of groups did not have any difficulty with the community treating them with dignity a respect. A common response was that the community has been very accepting and friendly. While a majority does not have difficulties, it was a common response that there is still stigma around Sanilac CMH and those with mental illness and disabilities.

“We love that Wil goes on the radio. I think it gets our name out and helps educate the public.”

“A lot of people don't come and receive services because of the stigma around CMH. It would be nice to educate the community more but also open our doors up to the community/put your name out there without just relating to Mental Health or disabilities. Examples: Sponsoring a little league team, walking in parades in the surrounding cities, having an open free yoga or Zumba here that anyone could attend. Maybe hosting an open movie night, just getting the community more involved but with no stigma.”

**Do you have any difficulties with the staff treating you with dignity and respect?** 75% of groups did not have any difficulties with staff treating them with dignity and respect. Most comments mentioned how great the staff is and that everyone is friendly and helpful. There were a few comments of not feeling welcome here and that staff could be more welcoming in passing.

“The staff here treat everyone with respect, I swear some of them were handpicked for their job!”

“We love coming to Sanilac CMH.”

**What would make our buildings more inviting for people?** For this question, there were an array of responses that included things like more color in the Ehardt Lobby (A mural, more individuals' artwork, inspirational quotes on the wall, etc.), larger bus stop seating, trash cans located outside the building, a tv or music playing, as well as a bench placed outside CE.

“The building are okay but maybe some more interactive things in the lobby would be nice to help pass the time (i.e. magazines, books, puzzles).”

“I think seeing more pictures of groups/individuals/community events on the wall would be nice. Even some art on the wall from individuals like in the Admin building.”

“Sometimes moms have to come in for an appointment with their kids. Having a little kids' corner at Ehardt could be beneficial to them.”

**Are there any difficulties regarding building accessibility?** 44% of groups reported no difficulties in regard to building accessibility. Most stated that we are in a good location, and are easily accessible. One response that was most often received was that the handicap door at Ehardt is slow to open and doesn't open all the way causing some difficulty to get in. Another response included that at the Ehardt building they would like to be able to park on the side and not just the front of the building, but there are “Staff Parking” signs over there.

**Are there any difficulties regarding communication?** 50% of groups stated that did not have any difficulty regarding communication. Many responses stated that the texting/calling system to remind individuals of their appointments is great and that they really appreciate it. Another common response was that when making a call to Care Managers, individuals would like a call back to them and not just home staff. Some also stated that they had great communication with their team, while others said that it can be hard to reach or hear back from them at times.

“I like the texts and calls but wish there were more texts about activities and events going on here.”

“No, we love Teddy. He is great and very responsive!”

**Are there any difficulties regarding Telehealth Services?** 25% of groups did not have any difficulty with Telehealth Services. The most common response was that individuals did not feel as if Telehealth appointments are as personable as in-person and felt like Telehealth appointments were much shorter.

“I like having the option to do both and if something comes up, being able to utilize it from home.”

“If we could utilize Telehealth from home rather than having to come in for them, and either give them vitals from home or get them next time we come in, that could be very beneficial for us.” (Budgeted homes)

“I would prefer face-to-face where they can spend more time with me to understand what I'm saying, and so I can understand them better as well.”

**Are there any difficulties regarding Transportation?** 63% of groups reported they had no difficulty with transportation. Most individuals stated that transportation with STC has greatly improved, and they couldn't be more thankful for that. Some stated that they would like to be able to schedule days and times with STC beforehand and that they could better plan appointments and transportation that way. Another common response was that not having transportation on weekends makes it hard to get places.

“I would like if CMH partnered with STC and every so often had transportation to some community events.”

“Transportation has greatly improved.”

**Are there any difficulties regarding Community Integration?** 50% of groups stated that they did not have any difficulties regarding community integration. Many of the groups stated that the community has been very nice and accepting. A common response was that being out in the community can be very hard and overstimulating.

Having more community integration with a peer support or their groups would allow them to become more comfortable and allow them to grow in hopes that they can become more independent in the community themselves.

“Having a peer support to help get back out in the community would be nice. I feel so anxious in large groups of people, but I would feel more comfortable with my group or a peer.”

“The community is nice and there are no problems going out in the community. We love it.”

**Are there any other Barriers?** For this questions there was an abundance of suggestions. There were multiple groups that responded they would like to see more groups (driver’s training, nutrition/cooking, clerical/shredding, intro to computers, art classes, finance) available to more populations, both CLS and Non-CLS, so that they could participate. Another common response was that they would like to have more events and celebrations here such as holidays, cookouts, picnics that include everyone, a carnival for all, a Christmas dance, or movie day. Groups that took place in Sanilac CMH suggested being able to have more outings, and the availability to go out-of-county again. Although most of those suggested things we could do inside of Sanilac CMH, there was great discussion of things that we could do to help break the stigma of Sanilac CMH in the community as well, and that getting our name out in the community more in a positive light could help this. They suggested things such as allowing some classes to be open to the public occasionally like hosting a yoga/Zumba class or an art class, or a movie night at the school or theater. They also suggested making a float to be in the surrounding county parades that individuals could partake in as well or sponsoring a Little League team. These could help the community see our name in a positive light and help lessen the stigma against disability and mental illnesses.

## Accessibility Surveys Plan

Group Responses		Remarks
<i>Employment</i>		
<p>Concerns were for finding employment that would accommodate disabilities or be felony friendly. Pre-employment financial concerns were mentioned related to obtaining a uniform or special items prior to first pay. Having more information on volunteer opportunities at CMH and in the community would be beneficial.</p>		<p>Sanilac CMH works with Michigan Rehabilitation Services. Sanilac CMH has expanded its supported employment program.</p>
<i>Community Resources/Benefits</i>		
<p>More posting of community resources and benefits in the county as well as help with accessing some the resources and benefits (i.e. transportation to food drives, a list of free events happening, etc.).</p>		<p>Sanilac CMH uses its Facebook page to inform our followers of community events and resources.</p>
<i>Dignity and Respect - Community</i>		
<p>Stigma in the community.</p>		<p>Sanilac CMH has enhanced our community relations department to help educate our community.</p>
<i>Dignity and Respect - Staff</i>		
<p>There were no trends noted in this area.</p>		



*Buildings - Inviting Feel*

Ehardt lobby- suggestions of more color, paintings, quotes, or pictures of events and classes. A kids' corner, a few more chairs, and some tv or music playing in the lobby were also suggested. Having more benches outside as well as trashcans placed by the outside doors.

Over the past couple of years several enhancements have been made to the Ehardt Lobby. Administration will continue to look at ways of enhancing the lobby in an inviting way to meet the needs of all individuals.

*Buildings - Accessibility*

The handicap doors are slow to open and don't open all the way. The bus stop can be a distance and quite small when the weather isn't nice.

Sanilac CMH is looking at ways of both maximizing safety and convenience regarding the bus stop. Additionally, maintenance has been asked to evaluate the doors.

*Communication*

When Care Managers return an individual's call, that they reach out to individual themselves and not just relay through home staff or guardians.

As an Agency we are focusing on more direct communication between staff and individuals to enhance relationships.

*Telehealth Services*

Telehealth feels shorter and less personable, and not having the ability to do them from home.

It is our hope that over the next fiscal year we will be able to offer more in person services to enhance provider choice.

*Transportation*

Not having the ability to schedule pick up times ahead of time, as well as partnering with STC to have rides to some community events.

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

*Community Integration*

<p>Being out in the community can be overstimulating and can cause anxiety. Having more outings and the ability to do more community involvement with their peer support to help with the anxiety of getting back out in the community.</p>	<p>Sanilac CMH offers CLS to assist individuals who need assistance with community integration and encourages participation in community events both sponsored and not sponsored by Sanilac CMH.</p>
<p><i>Other Barriers</i></p>	
<p>A large number of individuals would like to be able to participate in a variety of classes such as driver's training, nutrition/cooking, clerical/shredding, intro to computers, art classes, and finance.</p>	<p>This is not typically something done at Sanilac CMH but our Care Managers do refer individuals to outside providers who do provide some of these items. We will continue to educate individuals of the options available.</p>