



Accessibility to Services Summary

FY 2019

St. Clair County Community Mental Health Authority

3111 Electric Ave., Port Huron, MI

Method

From June 3 through June 28, 2019, the Accessibility to Services Survey was conducted along with the Customer Satisfaction Survey. Survey selection method was a targeted sample of persons who receive Physician Services. The sample selected was any individual with a Physician Service appointment during the month of June. These surveys were completed in person by the parent, guardian or individual. Persons who do not receive Physician Services were also included in the survey sample. They were given an opportunity to complete the survey by mail.

The Accessibility to Services Survey administration method was developed by a St. Clair County workgroup. The survey was administered to all persons served regardless of type of funding source.

- 950 persons served were selected to participate in the survey.
- 416 persons served completed the Accessibility to Services Survey.
- Results are based on the responses of the 416 persons served who completed the survey, which is a forty four percent (44%) response rate (416 of 950) of persons selected to participate.

The survey tool consists of 10 simple, straightforward questions in an understandable format. The survey questions address areas recommended by CARF.

Demographics

The following table indicated the age groups of respondents. Individuals surveyed were grouped by “0-17”, “18-64” and “65 or older”. Of the 416 completed surveys the age group break outs of the respondents are as follows:

<i>Age</i>	<i>Percentage</i>	<i>Number</i>
0-17	24%	100 of 416
18-64	72%	300 of 416
65 or older	4%	16 of 416

The following table indicates the population percentages of the respondents. Individuals surveyed were grouped by the following populations: **DDA** (Adults with Intellectual Developmental Disability), **DDC** (Children with Intellectual Developmental Disability), **MIA** (Adults with a Mental Illness), and **MIC** (Children with a Serious Emotional Disorder).

<i>Population</i>	<i>Percentage</i>	<i>Number</i>
DDA	28%	115 of 416
DDC	8%	35 of 416
MIA	48%	201 of 416
MIC	16%	65 of 416

Results

<i>FY 2019 Accessibility to Services Survey</i>		
<i>Survey Questions</i>	<i>Yes</i>	<i>No</i>
Have there been any physical barriers at the service location that made it hard for you (or the individual receiving services) to get services?	6%	94%
Has it ever been difficult to get services due to the service provider's location?	6%	94%
Has transportation ever been a barrier to getting services?	19%	81%
Were you (or the individual receiving services) treated with dignity?	97%	3%
Was your (or the individual receiving services) background or culture respected?	97%	3%
Has it ever been hard to get services due to money or insurance problems?	12%	88%
Have you (or the individual receiving services) actively looked for a job in the last 3 years?	32%	68%
Has it been difficult to get a job?	53%	47%
If you (or the individual receiving services) had trouble understanding what you (they) were told when receiving services, did the worker help?	78%	22%
Have you (or the individual receiving services) had any other problems getting services?	7%	93%

Discussion and Recommendations

See Appendix A for “Plan of Correction”.

Architecture

Ninety-four percent of individuals surveyed felt there were no physical barriers at CMH’s service locations, this included Port Huron (Electric Ave.), Capac and Marine City sites.

Attitudes

The majority of individuals surveyed felt they were treated with dignity (97%) and their culture was respected (97%).

Communication

The documentation provided to individuals that we serve is written at a level to best ensure that the information being presented is understood by as many individuals as possible. Staff should always ensure that they check with the individual about whether s/he understands the information they are being told.

Community Integration

There are no comments applicable to this area.

Employment

Thirty-two percent of the individuals surveyed indicated that they had been actively looking for a job in the last three years.

Fifty-three percent of the individuals looking for a job responded that it has been difficult to get a job. The IPS (Individual Placement and Support) program works with individuals to prepare them to achieve and maintain competitive employment. Individuals are linked with community resources and are supported with employment-related treatment plan goals. IPS works closely with Michigan Rehabilitation Services when assisting persons served.

Environment

St. Clair County CMH continually works to provide services in the most comfortable environment for the individuals served. Individuals are given options; services can be provided on site, at our facility, at an individual's home or in the community.

Finance

St. Clair County CMH staff are continually being educated on new and existing community programs and benefits available to the individuals served. Staff work diligently on providing this information to these individuals as well as assisting them if and when appropriate.

Transportation

Difficulty getting transportation is consistently ranked as a barrier by the person served. Nineteen percent of individuals felt that transportation was a barrier to getting services. As an ongoing practice, caseworkers willingly assist with transportation needs. This includes going to the person's home, offering services at the most convenient locations, and providing bus tickets.

Accessibility Plan of Correction FY19

BARRIER	TIMELINES	STATUS	ACTION
<i>Architecture</i>			
1. Physical accessibility	Ongoing	Ongoing	St. Clair County CMH strives to be handicap accessible, if not barrier-free. For individuals with severe disabilities, staff are willing to meet recipients of services at their homes or at other convenient community locations, if necessary.
<i>Attitudes</i>			
1. Background / culture	Ongoing	Ongoing	St. Clair County CMH constantly strives to respect the background and culture of the individuals it serves. Training in Cultural competency/Diversity and Limited English Proficiency is required of all staff upon hire.
<i>Communication</i>			
1. Language of customer information	Ongoing	Ongoing	Information for persons being served is to be written at a 4 th grade reading level. Continuing staff analysis and modification of the language and concepts found in our informational material (handbook, brochures, flyers, and the web site) is conducted. Surveys and program materials, in development or revision, are also shared with the Advisory Group in order to receive input of the people we serve.

BARRIER	TIMELINES	STATUS	ACTION
2. Services	Immediate	Ongoing	Individuals are notified at Intake of the services for which they are eligible. When individuals seek additional services (e.g. Respite, CLS, classes, dental care), CMH will ensure individuals understand what is available through the CMH system as well as how to access community resources. Many times, individuals may not meet medical necessity for some services or a service may not be offered at a particular time as requested or there may be a wait for a service to start (such as in the case with CLS or respite).
3. Communication	Immediate	Ongoing	Individuals continue to indicate that they did not receive assistance from staff regarding “understanding what they were told when receiving services”. Program supervisor’s will continue to address this concern with staff and reiterate the importance of assisting individuals in understanding the service(s) they receive.
<i>Employment</i>			
1. Competitive Employment	-	-	The IPS (Individual Placement & Supports) program works with individuals to prepare them to achieve and maintain competitive employment. Individuals are linked with community resources and are supported with employment-related treatment plan goals. IPS works closely with Michigan Rehabilitation Services when assisting person served.
<i>Environment</i>			
1. Location of services	Ongoing	Ongoing	We continue to strive to meet the needs of the people we serve by offering services at the most convenient locations possible, including for those residing in outlying areas. Transportation is coordinated to assist the people we serve and bus tickets are offered.

BARRIER	TIMELINES	STATUS	ACTION
<i>Finances</i>			
1. Personal finances	-	-	The location of the St. Clair County CMH main building was selected so it is on the bus line for the convenience of individuals being served. Also, staff is able to provide a limited number of bus tickets to individuals. SCCCMHA has specific programs designed to meet recipients of services in their homes or the community which helps the “Gas Money” barrier to receiving services.
<i>Transportation</i>			
1. Lack of personal transportation	-	-	The trend is beyond the scope St. Clair CMH services. However, SCCCMHA is willing to meet with recipients of our services in their home or the community. In addition to the main building, there are also three (3) satellite locations that provide a more convenient location to people who live elsewhere in the county. As noted above, the main SCCCMHA building is located on the bus line and homebased services are available.