



Accessibility to Services Summary

FY 2021

St. Clair County Community Mental Health Authority

3111 Electric Avenue, Port Huron, MI

Method

The FY21 Accessibility to Services Survey was administered in the month of August. The survey selection method included all individuals open to services in the month of June, regardless of the type of funding source. All surveys were mailed to individuals receiving services or the parent/guardian of those individuals. The survey mail out included a self-addressed stamped envelope.

The Accessibility to Services Survey administration method changed in FY21 due to the national health crisis.

- 2278 individuals were selected to participate in the survey.
- 390 individuals completed the survey.
- Results are based on the responses of the 390 individuals who completed the survey, which is a seventeen percent (17%) response rate.

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 indicates the age groups of respondents. Individuals surveyed were grouped by “0-17”, “18-64” and “65 or older”. Of the 390 completed surveys, the age group breakouts of the respondents are as follows:

<i>Age</i>	<i>Percentage</i>	<i>Number</i>
0-17	16%	61 of 390
18-64	73%	284 of 390
65 or older	11%	45 of 390

The following table indicates the population percentages of the respondents. Individuals surveyed were grouped by the following populations: **I/DDA** (Adults with Intellectual Developmental Disability), **I/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	30%	160 of 531
DDC	12%	22 of 178
MIA	14%	172 of 1238
MIC	11%	36 of 331

Results

<i>FY21 Accessibility to Services Survey *Adult & Child</i>			
	<i>Survey Questions</i>	<i>Yes</i> <i>(Max Response 390)</i>	<i>No</i>
1.	Has it ever been difficult to get services due to the service provider's location?	8% 25 of 317	92%
2.	Has transportation ever been a barrier to getting services?	16% 50 of 318	84%
3.	Were you (or the individual receiving services) treated with dignity?	95% 298 of 313	5%
4.	Was your (or the individual receiving services) background or culture respected?	95% 302 of 318	5%
5.	Has it ever been hard to get services due to money or insurance problems?	10% 32 of 316	90%
6.	Have you (or the individual receiving services) actively looked for a job in the last 3 years?	24% 75 of 308	76%
7.	Has it been difficult to get a job? (Percentage based on "Yes" response to question #6.)	58% 34 of 59	42%
8.	If you (or the individual receiving services) had trouble understanding what you (they) were told when receiving services, did the worker help?	83% 252 of 302	17%
9.	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% 19 of 314	94%
10.	Have you (or the individual receiving services) had any other problems getting services?	7% 20 of 296	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 SCCCMHA's service locations, this included Port Huron (Electric Avenue), Capac and Marine City sites.

Attitudes

The majority of individuals surveyed felt they were treated with dignity (95%) and their background or culture was respected (95%).

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. Eighty-three percent of the individuals surveyed felt they were.

Community Integration

There are no comments applicable to this area.

Employment

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

Fifty-eight percent of the individuals looking for a job responded that it has been difficult to get a job. The SCCCMHA 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.

New to SCCCMHA is the implemented of the OFS (Opportunity for Success) program, which focuses on assisting individual with Intellectual/Developmental Disabilities to prepare, achieve and maintain future employment.

Environment

SCCCMHA 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. In addition, SCCCMHA is also providing services via telehealth and/or phone calls.

Finance

SCCCMHA 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 individuals served. Sixteen 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. In addition, SCCCMHA is also providing services via telehealth and/or phone calls.

Accessibility Plan of Correction FY21

BARRIER	TIMELINES	STATUS	ACTION
<i>Architecture</i>			
1. Physical accessibility	Ongoing	Ongoing	SCCCMHA 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. In addition, SCCCMHA is also providing services via telehealth and/or phone calls.
<i>Attitudes</i>			
1. Background/culture	Ongoing	Ongoing	SCCCMHA 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 (handbooks, brochures, flyers, and the website) is conducted. Surveys and program materials, in development or revision, are also shared with the SCCCMHA Advisory Group in order to receive input from the people we serve.
2. Services	Immediate	Ongoing	Individuals are notified at time of intake of the services for which they are eligible. When individuals seek additional services (e.g. Respite, CLS, classes, dental care), SCCCMHA will ensure individuals understand what is available through the SCCCMHA 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 services).

BARRIER	TIMELINES	STATUS	ACTION
3. Communication	Immediate	Ongoing	Individuals (17%) continue to indicate that they did not receive assistance from staff regarding “understanding what they were told when receiving services”. Program supervisors 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 SCCCMHA 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. SCCCMHA has implemented a new program OFS (Opportunity For Success) which focuses on assisting individuals with I/DD (Intellectual/Developmental Disabilities) to prepare, achieve and maintain future employment
<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. In addition, SCCCMHA is also providing services via telehealth and/or phone calls.
<i>Finances</i>			
1. Personal finances	-	-	The location of the SCCCMHA main building was selected so it is on the bus line for the convenience of individuals being served. In addition, staff are 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. In addition, SCCCMHA is also providing services via telehealth and/or phone calls.

BARRIER	TIMELINES	STATUS	ACTION
<i>Transportation</i>			
1. Lack of personal transportation	-	-	The issue is beyond the scope of SCCCMHA 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. In addition, SCCCMHA is also providing services via telehealth and/or phone calls.