

ACCESSIBILITY PLAN 2024



Community

MENTAL HEALTH

CLINTON • EATON • INGHAM

Together we can.

March 2024

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Overview

Community Mental Health Authority of Clinton, Eaton, and Ingham counties (CMHA-CEI) promotes accessibility and removal of service barriers for consumers and stakeholders. The purpose of this Accessibility Plan is to identify barriers, actions for the removal of identified barriers, and the status of progress relative to planned actions.

CMHA-CEI is committed to providing, directly and through partnerships, a comprehensive set of person-centered, high quality, and effective behavioral health and developmental disability services to the residents of this community, as well as fostering the transformation of all aspects of community life, eliminating inequities, and promoting the common good for all, especially for persons with mental health needs.

CMHA-CEI Leadership addresses accessibility barriers in order to enhance the quality of life for those served, implement non-discriminatory employment practices, meet legal and regulatory requirements, meet expectations of consumers and stakeholders.

CMHA-CEI uses the CARF Behavioral Health Standards Manual to guide the Accessibility Plan, and reviews adherence to CARF Standards annually.

Domains of Accessibility

- **Architectural**
- **Environment**
- **Attitudes**
- **Finances**
- **Employment**
- **Communication**
- **Technology**
- **Transportation**
- **Community Integration**

Accessibility Barrier Assessment Tool

Barrier	Status	Responsibility	Timeframe
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CMHA-CEI's goal is to promote quality services to our consumers and their families and manage accessibility barriers effectively.

This assessment & management control tool assesses the organizational accessibility barriers, clearly define accountability and monitor progress toward addressing and increasing accessibility throughout the agency.

Accessibility Barrier Map

Architectural

An architectural barrier is a physical barrier that prevents a building or site from being accessible to all people. Architectural barriers include all common features of a building or site, such as bathrooms and drinking fountains.

Barrier	Status	Responsibility	Timeframe
<p>As renovations were completed on CMHA-CEI-owned properties, those buildings which are not ADA-compliant were brought into compliance. Property inspections are used to evaluate compliance with the goal of ensuring all properties identified with issues are brought in to compliance.</p>	<p>CMHA-CEI has launched a new Master Planning project with Colliers Engineering and Design, beginning early 2024 with an expected completion date in July 2024. The Master Planning project will involve a comprehensive review of accessibility for each CMHA-CEI facility. Colliers Engineering and Design will compile a report detailing any identified modifications needed to increase accessibility and ensure full compliance with ADA requirements.</p>	<p>Property and Facilities</p>	<p>7/31/2024</p>
<p>CMHA-CEI has experienced a strain on our Crisis Service Units due to lack of local psychiatric beds. CMHA-CEI has received funds to build a local Crisis Stabilization Unit (CSU) in the Capital Area. CMHA-CEI has partnered with McLaren Hospital in Lansing to renovate the existing Greenlawn campus for the CSU. This project is ongoing with several workgroups formed to create and evaluate action plans.</p>	<p>Building plans and renovations for the planned CSU are underway, with a planned completion date of February 2025. There has been significant planning of the facility in order to achieve accessibility standards and functionality of the space. Workgroups consider a variety of physical space aspects, and have planned to ensure the space has a trauma-informed and sensory-friendly design. Ongoing monitoring will occur once the facility is opened.</p>	<p>CEO and Property & Facilities</p>	<p>4/30/2025</p>

Environment

Environmental barriers can be interpreted as any location or characteristic that compromises, hinders, or impedes service delivery and the benefits to be gained. In addition to external environmental barriers, internal barriers may include noise level, lack of soundproof counseling rooms, highly trafficked areas used for service delivery, or type or lack of furnishing and décor that impacts the comfort level of the persons served and personnel.

Barrier	Status	Responsibility	Timeframe
<p>CMHA-CEI will complete an internal assessment of different service locations and identify potential environmental barriers for service delivery.</p>	<p>CMHA-CEI has launched a new Master Planning project with Colliers Engineering and Design, beginning early 2024 with an expected completion date in July 2024. The Master Planning project will involve a comprehensive review of accessibility for each CMHA-CEI facility. Colliers Engineering and Design will compile a report detailing any identified modifications needed to increase accessibility and ensure full compliance with ADA requirements.</p> <p>On-site safety officers have an active monitoring checklist that is used to identify any trip/fall hazards and ensure they will be appropriately taken care of. This checklist is completed during shifts, and ensures action is taken in a timely manner.</p>	<p>Property and Facilities</p>	<p>7/31/2024</p>

Attitudes

Attitudinal barriers include preconceived opinions that personnel and stakeholders may have of persons with disabilities. Examples include but are not limited to: terminology and language used by the organization in published communications, how persons with disabilities are viewed and treated by the organization and community, and whether input from persons served is solicited and used.

Barrier	Status	Responsibility	Timeframe
<p>CMHA-CEI has increased the number of CMHA-CEI Specialists who can provide community outreach and navigation of resources in the community who work as CMHA-CEI employees to work to improve the experience of consumers initially encountering CMHA-CEI. Outreach and community resource navigation is part of several existing positions in the agency. These positions are in place, however additional coordination with other community agencies are needed to match community needs with resources: These positions: Veterans Navigator, Youth Prevention Therapist, Access, Customer Services Representatives, Vocational Specialists, and Peer Recovery Coach.</p>	<p>CMHA-CEI is working to increase coordination and community outreach.</p>	<p>CEO</p>	<p>12/31/24</p>
<p>CMHA-CEI's Community Services for the Developmentally Disabled (CSDD) will continue to provide in-depth training, to the bulk of its staff, in concepts imbedded in a "Culture of Gentleness" – designed to improve the climate in which CMHA-CEI consumers with developmental disabilities receive their services.</p>	<p>CSDD and has been expanded within our Adult Mental Health Services. In-person trainings will continue to occur during FY24 for internal and contracted direct care staff.</p>	<p>CSDD Director</p>	<p>12/31/24</p>
<p>CMHA-CEI will continue a customer-service training for CMHA-CEI staff, focusing on dignity, respect, conflict resolution, and an improved customer experience. This training has been incorporated into the Relias Training system for all employees to take.</p>	<p>Training staff will monitor the Relias Training System Data to identify areas for improvement or intervention to ensure all staff are trained.</p>	<p>CHRO</p>	<p>Ongoing</p>

<p>CMHA-CEI will continue to conduct its diversity education efforts and will conduct an internal inclusion training, as part of this diversity initiative. Inclusion training has been presented to Directors and Managers. It has also been incorporated into New Hire Orientation sessions. DEI Officer is also available to attend department or unit staff meetings to provide additional trainings, at manager request. Diversity Advisory Council is at work on a new Strategic Plan that incorporates further staff and management training.</p>	<p>Throughout FY23, CMHA-CEI facilitated trainings and workshops for staff, including 21 Day Equity Challenges. Diversity Advisory Council will develop a strategic plan that will include actions on staff training.</p>	<p>DEI Officer</p>	<p>12/31/24</p>
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Finances

Financial barriers include insufficient funding for services and supports. Examples of financial barriers are organizational financial security, and funding for critical programs.

Barrier	Status	Responsibility	Timeframe
<p>CMHA-CEI will continue its aggressive health insurance enrollment campaign, by building upon its successful Medicaid enrollment outreach effort (designed to enroll, onto Medicaid, those CMHA-CEI consumers without Medicaid coverage) and expanding to provide enrollment assistance for CMHA-CEI consumers in the commercial insurance that can be purchased through the Michigan Health Insurance Marketplace (Michigan's Health Insurance Exchange). This change will greatly increase access to physical health care for these consumers while reducing the cost of this care for these consumers. CMHA-CEI includes two Department of Human Services enrollment staff (Medical Assistance Revenue Agreement (MARA) staff) and several CMHA-CEI eligibility specialists; conducted a number of enrollment drives; obtained certification as a Health Insurance Exchange application and Navigator site; and, obtained approval to be a Healthy Michigan outreach site.</p>	<p>CMHA-CEI is a Certified Community Behavioral Health Clinic and part of the clinic's goals is to expand services to individuals who are uninsured, underinsured, or on commercial insurance plans who are in need of specialty behavioral health services. CMHA-CEI is working to expand commercial insurance billing capabilities.</p>	<p>CFO</p>	<p>12/31/24</p>

Employment

Employment barriers include both organizational staffing and the ability for consumers to attain fulfilling employment.

Barrier	Status	Responsibility	Timeframe
<p>CMHA-CEI will continue its active involvement in a state-led initiative on the use of Evidence Based Supported Employment Practices, designed to improve the employment rate among CMHA-CEI consumers – in light of the impact of stigma, increases in employer demands for the highly qualified employees, and the prolonged economic downturn that this community, the state, and the nation have faced. Concurrent with day program site closures during 2018-2019, CSDD began work on planning, staff training and initial implementation of community-based skill-building services, in addition to supported employment, job coaching opportunities, staff were also trained in customized employment practices. With a strong economy in 2019 we were seeing successes in transition individuals from skill building services to competitive employment.</p>	<p>CSDD will continue to build their Vocational Services Unit and improve employment rate among CMHA-CEI consumers who desire employment.</p>	<p>CSDD Director</p>	<p>12/31/24</p>
<p>CMHA-CEI's Charter House is a vocationally and psychosocially oriented day time program. Individuals are given opportunities and help to assume increased responsibility and self-direction, especially to prepare for possible community based employment opportunities. Vocational services are provided to others who can go directly into paid work situations.</p>	<p>Charter House offers a Transitional Employment Program (TEP), which is a paid temporary position provided through Charter House. Charter House provides on-the-job training, coaching, and other skills that may be needed.</p>	<p>AMHS Director</p>	<p>12/31/24</p>
<p>CMHA-CEI's Adult Mental Health Services program provides Supported Employment Services through the Community Work Experience Program (CWEP). Individuals referred to this program receive assistance in assessing their employment related skills, developing an employment plan, trying out jobs, practicing for interviews, and job transition and maintenance to ensure full inclusion in the work environment.</p>	<p>AMHS will continue to build employment connections in the community and assist with job referrals and preparation to engage in meaningful employment.</p>	<p>AMHS Director</p>	<p>12/31/24</p>

Communication

Communication barriers include any absence of telecommunication devices that are used, or absence of material in language or format that is understood by the person served.

Barrier	Status	Responsibility	Timeframe
<p>CMHA-CEI has evaluated its website to: make it more user-friendly, ensure that it contains language translation capabilities; and that it covers the wide range of topics most often requested by CMHA-CEI consumers, potential consumers, and the public. Through the work of Prevention Outreach/Public Relations Specialist position and an established Public Relations Committee great strides have been made in this area and include:</p> <ul style="list-style-type: none"> • Review and updating of the organizational website • Increased reach via social media with a wide range of topics and resources highlighted • Creation of multiple video segments highlighting services and educating the community on accessing services. • Conducted a survey to collect baseline data on perception of community partners that will be repeated in the future. • Developing media releases that highlight programs and services offered by CMHA-CEI • Published a Community Resource Directory Booklet 	<p>The Public Relations Committee will continue to evaluate and act upon communication needs of CMHA-CEI.</p>	<p>QCSRR Director</p>	<p>12/31/24</p>
<p>CMHA-CEI will continue to publish its consumer handbook and other core printed materials in languages, other than English, of persons served by this CMHA-CEI, when those persons make up a sizeable proportion of the CMHA-CEI consumer population.</p>	<p>Language services and effectiveness of services are evaluated annually to determine any needed changes. Evaluating documentation of LEP needs in the consumers Individual Plan of Service and training of direct care staff in any LEP needs of a consumer they are providing services for.</p>	<p>QCSRR Director</p>	<p>Ongoing</p>

<p>CMHA-CEI will increase its use of social media, including Facebook, to highlight prevention and wellness topics related to behavioral health for the purpose of educating the public and reducing stigma. An organizational procedure for the development and updating of social media sites was created. Authorized users must apply and be approved. Training and support is provided by the Public Relations and Outreach Specialist. In addition, a monthly calendar of educational postings is developed and implemented on the CMHA-CEI main Facebook page.</p>	<p>The CMHA-CEI Public Relations and Outreach Specialist continues to evaluate social media outreach opportunities</p>	<p>QCSRR Director</p>	<p>12/31/24</p>
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Technology

Technology barriers are present when useful and available technology is not accessible to people with disabilities.

Barrier	Status	Responsibility	Timeframe
<p>CMHA-CEI offered a number of telehealth services to consumers during COVID-19 as in-person services were paused. Some consumers preferred telehealth services due to the flexibility and convenience.</p>	<p>Allowable telehealth services have continued to be offered and utilized by consumers. Use of telehealth services will be evaluated with consideration of MDHHS service requirements.</p>	<p>CEO</p>	<p>12/31/24</p>
<p>CMHA-CEI implemented a walk-in assessment option for consumers that includes a computer with a webcam to connect virtually with a clinician. This option uses available technology to reduce the barriers associated with completing an initial assessment, and increases consumer engagement.</p>	<p>This service is being maintained and is utilized weekly.</p>	<p>QCSRR Director</p>	<p>Ongoing</p>
<p>CMHA-CEI Board Members or Board Committee Members are provided any reasonable accommodations needed to participate in Board and Board Committee Meetings. The Board/Board Committee Member Accommodation Policy and Procedure 1.1.12 are active and reviewed annually.</p>	<p>Board attendance options are reviewed regularly to identify possible accommodations. Closed captioning is enabled on video conferencing calls and members are able to use Zoom to attend meetings virtually.</p>	<p>CEO</p>	<p>Ongoing</p>

Transportation

Transportation barriers prevent consumers from reaching service locations or participating in the full range of services and activities available.

Barrier	Status	Responsibility	Timeframe
CMHA-CEI will examine the size and soundness of its vehicle fleet – in light of consumer needs, and the age and repair record of the fleet – and expand, replace, or decrease its fleet to meet the needs of its consumers. This is completed on a yearly basis.	The annual evaluation of CMHA-CEI vehicles continue to guide any necessary changes. CMHA-CEI has a vehicle fleet specialist position is responsible for continuous managing of the vehicle fleet.	Property and Facilities	Ongoing
CMHA-CEI has implemented use of an electronic vehicle management system that tracks maintenance provides alerts of needed maintenance to extend the life of the vehicle fleet. The selected systems were installed in 2016 and is now in use to track and manage maintenance this helps extend the life by assuring regular maintenance is completed in a timely manner.	CMHA-CEI has a vehicle fleet specialist position is responsible for continuous managing of the vehicle fleet. The electronic system is monitored regularly and is updated as needed to ensure accurate and timely vehicle maintenance	Property and Facilities	12/31/24
CMHA-CEI has implemented a youth mobile crisis unit to respond to mental health crisis events in Clinton, Eaton, and Ingham Counties. The youth mobile crisis team is available for responses, and reduces transportation barriers for consumers needing access to services. Maintaining full staff for the youth mobile crisis team has been a challenge for the agency, but recruitment and retention efforts were initiated and action has been taken to decrease staff burden.	Staffing shortages remain an issue, but recruitment and retention efforts continue to be evaluated and implemented throughout the agency. Continuing to plan for 24/7 adult mobile crisis.	CEO	12/31/24
Community Outreach staff meet clients in the community, and reduce transportation barriers for clients who do not have access to accessible transportation options.	Community Outreach staff continue to be active in the community and engage clients in services.	QCSRR Director	12/31/24

Community Integration

Community Integration barriers include any barrier that prevents the consumer from returning to full participation in their community of choice.

Barrier	Status	Responsibility	Timeframe
<p>CMHA-CEI will work to foster a greater range of community-based housing options for CMHA-CEI consumers by working to promote, via a number of methods, an increase in the availability of supportive housing units in the community. This has been an ongoing effort. The AMHS Residential and Housing Supervisor now oversees a Housing Coordinator and a Housing Specialist position. These positions have worked to make additional community connections and have created new housing opportunities with area landlords to increase leasing options to CMHA-CEI consumers.</p>	<p>AMHS and CSDD Housing Services Staff continue to explore options to add providers to CMHA-CEI's Provider Network. Continuing to explore ideas that would increase the network including improved training, increased rates, and other incentives.</p>	<p>AMHS Director CSDD Director</p>	<p>12/31/24</p>
<p>CMHA-CEI will examine and monitor Home and Community Based Services regulations to evaluate changes needed to bring CMHA-CEI programs and services to compliance based on the Michigan Plan. This process continues to move forward in bringing all directly run and contracted programs and services into full compliance.</p>	<p>Quality Advisors continue to work with directly operated and contracted programs and services to assist with HBCS rules.</p>	<p>QCSRR Director</p>	<p>12/31/24</p>

Planned Actions

Planned Actions	Barrier	Action	Responsibility	Timeframe
Architectural	Buildings that have not been updated recently may not be ADA Compliant	CMHA-CEI Facilities continue to evaluate properties for opportunities to reduce or address physical barriers. Master planning project and report will be provided by July 2024	Property & Facilities	7/31/24
	A new CSU unit is being created at the McLaren Greenlawn Campus in Lansing, MI	Evaluate renovation plans to ensure it will be accessible. Scheduled for opening in 2025.	CEO and Property & Facilities	4/30/25
Environment	CMHA-CEI has many service locations and a current scan of locations is needed to identify potential environmental barriers	CMHA-CEI Facilities continue to evaluate properties for opportunities to reduce or address physical barriers. Master planning project and report will be provided by July 2024	Property & Facilities	7/31/24
Attitudes	Community outreach and navigation of resources in the community is needed	CMHA-CEI is working to increase coordination and community outreach.	CEO	12/31/24
	Continued Staff training on diversity and inclusion is needed	Diversity Advisory Council will develop a strategic plan that will include actions on staff training.	DEI Officer	12/31/24
Finance	Lack of commercial insurance billing capabilities and health insurance enrollment numbers of consumers	CMHA-CEI is working to expand commercial insurance billing capabilities.	CFO	12/31/24

Technology	Availability of telehealth services and MDHHS guidelines on which services continue to be allowed through telehealth	Allowable telehealth services have continued to be offered and utilized by consumers. Use of telehealth services will be evaluated with consideration of MDHHS service requirements.	CEO	12/31/24
Employment	CMHA-CEI consumers desire meaningful employment opportunities	CSDD will continue to build their Vocational Services Unit and improve employment rate among CMHA-CEI consumers who desire employment.	CHRO	12/31/24
Communication	The community needs consistent outreach and communication from the agency.	CMHA-CEI is increasing social media outreach to the community. The CMHA-CEI Public Relations and Outreach Specialist continues to evaluate social media outreach opportunities.	QCSRR	12/31/24
Transportation	The 24/7 youth mobile crisis team is available for crisis response, but staffing shortages remain a barrier.	Recruitment and retention efforts continue to be evaluated and implemented throughout the agency. Continuing to plan for 24/7 adult mobile crisis.	CEO	12/31/24
Community Integration	Ongoing efforts to increase the number of community-based housing options available	AMHS and CSDD Housing Services Staff continue to explore options to add providers to CMHA-CEI's Provider Network.	AMHS CSDD	12/31/24

Related Policies and Procedures:

- Board and Board Committee Member Accommodations Policy 1.1.12
- Nondiscrimination in Service Provision Policy 3.6.10
- Nondiscrimination in Service Provision Procedure 3.6.10
- Limited English Proficiency Procedure 3.6.10B
- Environment of Care (Safety) Policy 1.2.01
- Services for Consumers Affected by Physical Barriers Policy 3.6.09

Review Period:

The Accessibility Plan is reviewed annually per CARF requirements and is updated as needed.