

FY24 ACCESSIBILITY SURVEY RESULTS

DEMOGRAPHICS

Of total participants (adult and children), **91%** reported being 18 years of age or older. For adults, **33%** identified as male, **66%** identified as female, and **1%** reported as other. For children, **50%** identified as female and **50%** as male.

BARRIERS

23 responses indicated barriers to transportation, including:

- lack of a vehicle
- costs associated with transportation
- limited availability of public transport
- absence, delays, and unreliability of public transportation

SUPPORT

95% of adults

reported they have someone to call for emotional support.

100% of children

reported staff was helpful if they had questions.



RESPONSE BY PROGRAM

Adult (Self-Reported)

Out of 17 programs, **63** responses indicate that they primarily receive Psychiatry/Medication and Case Management services.



Children (Self-Reported)

Out of 9 programs, **10** responses indicate that they primarily receive Psychiatry/ Medication and Outpatient services.

ACCESSIBILITY

Adult respondents reported:

100%

feel building(s) are welcoming and convenient

95%

feel it was easy to schedule an appointment

95%

feel staff helped access information needed

Children respondents reported:

100%

feel building(s) are welcoming and convenient

100%

had no difficulty getting services due to physical barriers

83%

had no issues utilizing LCCMH telehealth services

AREAS FOR IMPROVEMENT

Adults facing barriers to gaining employment has decreased from 20% in 2023 to **11%** in 2024 but this still remains an area of concern for respondents. Money or insurance affecting ability to access services scored **11%** compared to 10% in 2023.

For children respondents, **17%** reported they did not feel they had someone to call for emotional support when needed. Additionally, **17%** reported money or insurance affected their ability to access services, up from 4% in 2023.

