

Accessibility Survey

This survey is a collaborative effort among Minnesota Special Needs Basic Care (SNBC) plans to reduce duplication and multiple surveys to adult mental health targeted case management (MH-TCM) agency.. Although you may receive notification of this survey more than once, you only need to complete ONE SURVEY per MH-TCM agency location. Your responses will be used to help individuals to choose a MH-TCM agency that will best service their unique needs, and to comply with contract requirements between the Minnesota Department of Human Services (DHS) and SNBC plans.

1. MH-TCM agency name:
2. MH-TCM agency address:
3. Contact person at agency and job title :
4. Contact phone number (include area code) and email address:
5. MH-TCM agency NPI:
6. What health plan(s) are you contracted with for SNBC MH-TCM services for 2014? (Check all that apply)
 - Medica
 - Metropolitan Health Plan
 - PrimeWest Health
 - South Country Health Alliance
 - UCare

Client Accessibility

1. At the time of scheduling a new client appointment, does your MH-TCM agency ask if the client has special needs or requires special accommodations?
 - Yes
 - No
2. Are clients allowed to bring service animals to their appointments?
 - Yes
 - No
3. Do the MH-TCM case managers in your agency meet with clients in their home?
 - Yes
 - No
4. Do the MH-TCM case managers in your agency meet with clients in a community setting of their choice, such as a coffee shop?
 - Yes
 - No
5. Does your MH-TCM provider agency offer services by videoconferencing in order to improve access to services?
 - Yes
 - No

6. Do you see clients in your MH-TCM agency office?

- Yes
- No

* If answering yes to this question, please complete sub questions a through h below

a. Do your waiting areas accommodate wheelchairs?

- Yes
- No

b. Can your MH-TCM agency accommodate a client who needs a private waiting area?

- Yes
- No

c. Do you have a 5 foot wheelchair turning radius in at least one bathroom stall?

- Yes
- No

d. Can door handles in the client accessible areas be operated with a closed fist?

- Yes
- No

e. Is your reception desk at chair level?

- Yes
- No

f. How soon are clients seen at your office within their scheduled appointment time?

- 0-15 minutes
- 15-30 minutes
- 30 minutes or longer

g. Is your MH-TCM provider agency able to offer free, on-site child care so that an adult client can participate in receiving services?

- Yes
- No

h. If public transportation is available to your MH-TCM agency, what is the distance from the agency to public transportation?

- At clinic
- 1-6 blocks
- 6 blocks or more
- Not Applicable

Scheduling

1. If a client requests an appointment, how long does it usually take to be seen by a MH-TCM case manager?

- Same day
- Within 48 hours
- Within 1 week

- Within 2 weeks
 - Within 3 weeks
 - Greater than 3 weeks
2. Are clients given written appointment slips for future planned contacts (not just verbal)?
- Yes
 - No
3. Do clients have the option to receive appointment reminders via text message for future planned contacts?
- Yes
 - No
4. Do clients have the option to receive appointment reminders via phone message for future planned contacts?
- Yes
 - No
5. Do your MH-TCM case managers adjust the length of visits/contact to meet client needs? (Example: two 30 minutes sessions vs. one 60 minute session)
- Yes
 - No
6. If client frequently misses appointments, how does your MH-TCM provider agency respond most frequently? Select all that apply:
- Terminate services
 - Appointment reminder call
 - Postcard reminder
 - Client activation planning
 - Other (please specify):
7. Are your agency's MH-TCMs available evenings to meet with clients if requested?
- Yes
 - No
8. Are your agency's MH-TCMs available on weekends to meet with clients if requested?
- Yes
 - No

Communication

1. Does your MH-TCM provider agency allow clients to communicate with their case managers using phone, email or text; AND are these communications documented in client file?
- Yes
 - No
2. Are client phone calls/emails made to your MH-TCM provider agency returned within 48 hours?
- Yes
 - No
3. Are client phone calls/emails made to your MH-TCM provider agency documented in client files at the time of response?

Yes

No

4. Does your MH-TCM provider agency review materials for reading level, ease of understanding, non-use of acronyms, and font size before they are given to clients?

Yes

No

Disability Awareness

1. Does your MH-TCM provider agency hold or participate in advisory committee/s to review policy and procedures for people with physical health or other disabilities?

Yes

No

If answering yes to this question, please name the committees, host agency, and how often they meet:

2. How often does your staff receive training on dignity, respect and recovery for clients over the age of 21 with disabilities:

At time of hire

Less than or at least every 6 months

Yearly

Not at all

Not applicable, our agency does not service clients over the age of 21.

3. How often does your staff receive training on dignity, respect and resiliency for clients under the age of 21 with disabilities:

At time of hire

Less than or at least every 6 months

Yearly

Not at all

Not applicable, our agency does not serve clients under the age of 21.

Training

1. What accommodations are your MH-TCM provider agency staff trained in to use regarding individuals with high anxiety:

Please describe:

2. What accommodations are your MH-TCM provider agency staff trained in to use regarding individuals with cognitive conditions:

Please describe:

3. What training have your MH-TCM case managers been given in the past two years (as of survey date) in order to assess the cultural values and beliefs of the clients and how often?

Please describe:

4. What training is your MH-TCM provider agency staff given on community resources for clients and how often does this training occur?

Please describe:

Person-centered Planning

5. Does your MH-TCM provider agency identify and involve the client's personal support members in the client's assessment and planning of their support plan?
 - Yes
 - No
6. Does your MH-TCM provider agency involve the client's identified personal support members in the client's implementation and reevaluation of their support plan?
 - Yes
 - No
7. For clients 21 and older, are Individual Community Support Plans (ICSP) signed by the client and (if involved) other supportive individuals?
 - Yes
 - No
 - Not applicable, our agency does not service clients over the age of 21.
8. For clients 21 and older, are signed copies of the ICSP given to the client?
 - Yes
 - No
 - Not applicable, our agency does not service clients over the age of 21.
9. For clients under 21, are Individual Family Community Support Plans signed by the client and other supportive individuals?
 - Yes
 - No
 - Not applicable, our agency does not service clients under the age of 21.
10. For clients under 21, are signed copies of Individual Family Community Support Plans given to the client or other supportive individuals?
 - Yes
 - No
 - Not applicable, our agency does not service clients under the age of 21.
11. What is the average size of case manager caseload for a full-time equivalency case manager (do not include supervisor or clinical supervisor time) at your MH-TCM provider agency for adults in the preceding month before this survey?
 - Number of clients per FTE case manager:
12. What is the average size of case manager caseload for a full-time equivalency case manager (do not include supervisor or clinical supervisor time) at your MH-TCM provider agency for children in the preceding month before this survey?
 - Number of clients per FTE case manager:

Cultural Considerations

1. Do your MH-TCM case managers use a systematic approach in assessing the cultural values and beliefs of the client, and incorporate them into their support plan?
 - Yes
 - No
2. Does your MH-TCM agency employ case managers that speak languages of client cultural groups?
 - Yes
 - No
 - If answering yes to this question, please list what languages besides English; is at least one case manager fluent in as to the day of completion of this survey?
3. Does your MH-TCM agency specialize in working with a specific population?
 - Yes
 - No
 - If answering yes, please describe the specific population(s):
4. Does your MH-TCM agency provide written materials in languages other than English?
 - Yes
 - No
 - If answering yes, please list the other languages that your print materials are available under:

Quality Assurance

1. Does your MH-TCM provider agency utilize an annual client satisfaction survey?
 - Yes
 - No
2. Are the results of client satisfaction surveys available to the public?
 - Yes
 - No
 - Not applicable: Our agency does not utilize client satisfaction surveys
 - If answering yes to this question, where are the results of your client satisfaction survey located?