

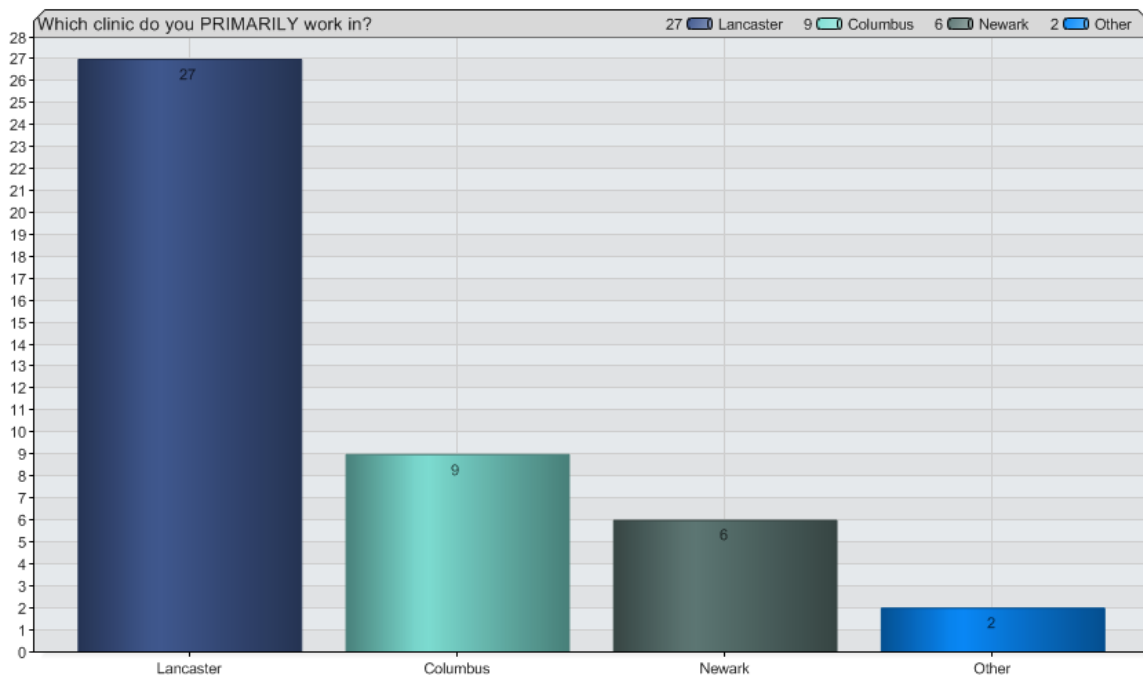
Survey: MOPS Accessibility

Report: Default Report



Survey Status		Respondent Statistics		Points Summary
Status:	Closed	Total Responses:	44	No Points Questions used in this survey.
Deploy Date:	03/05/2010	Completes:	44	
Closed Date:	03/05/2010	Partials:	0	

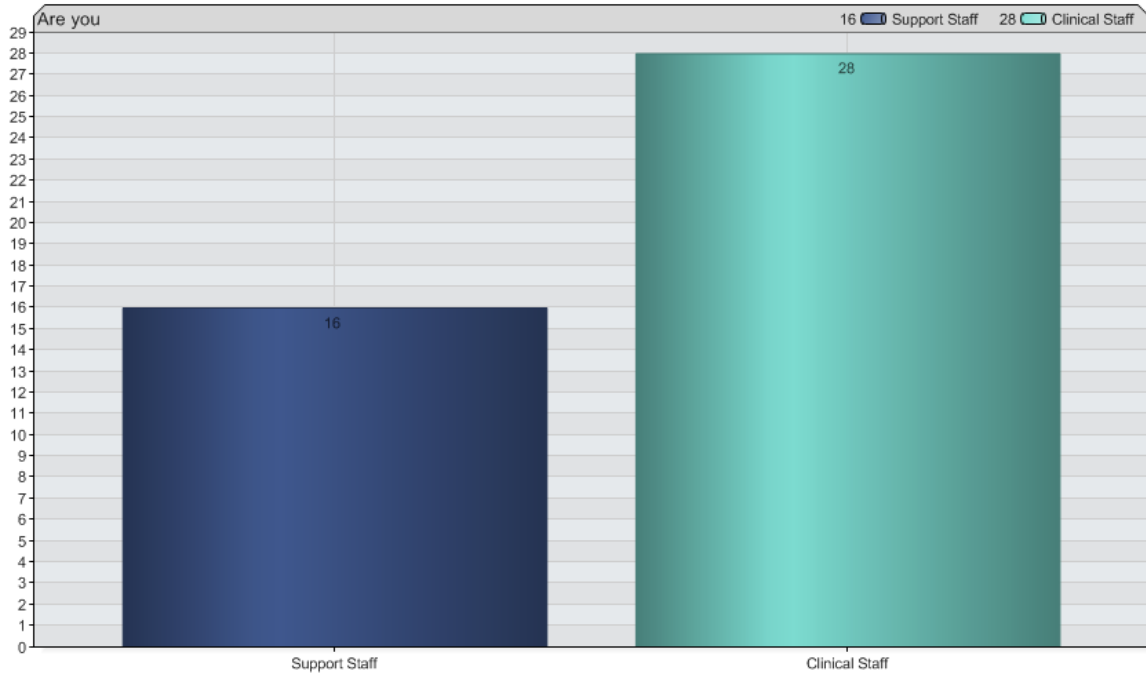
1. Which clinic do you PRIMARILY work in?

	Responses	Percent
Lancaster:	27	61.36%
Columbus:	9	20.45%
Newark:	6	13.64%
Other:	2	4.55%
Total Responded to this question:		44 100%
Total who skipped this question:		0 0%
Total:		44 100%



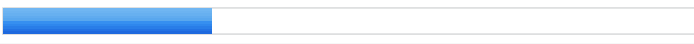


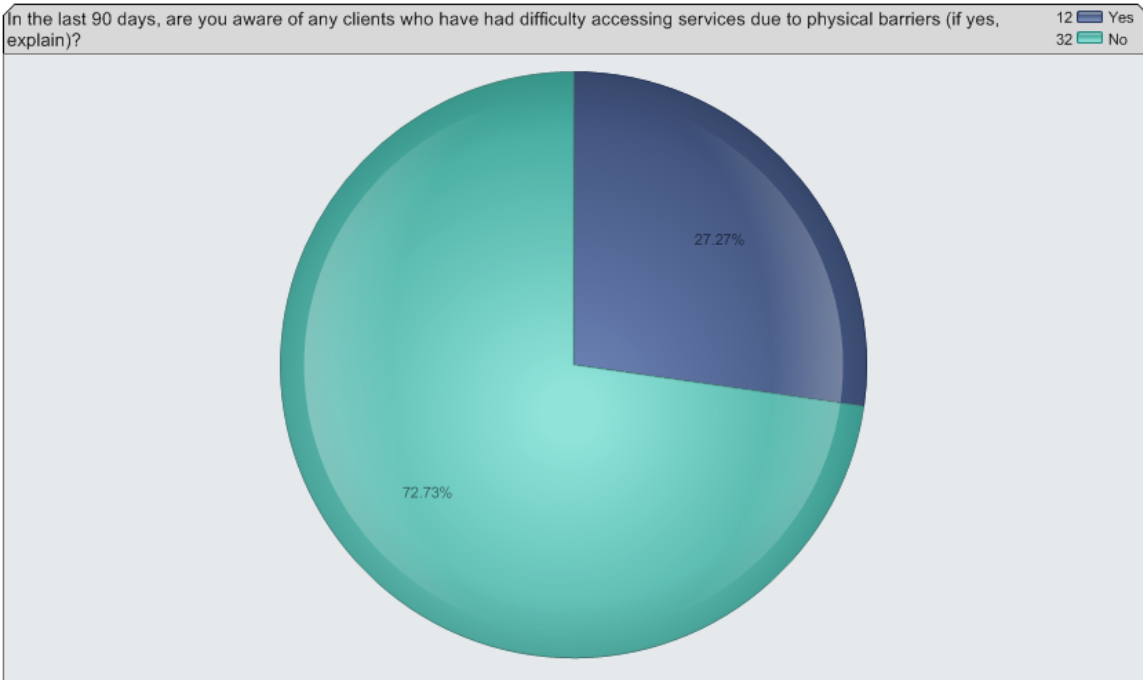
2. Are you

	Responses	Percent
Support Staff: 	16	36.36%
Clinical Staff: 	28	63.64%
Total Responded to this question:	44	100%
Total who skipped this question:	0	0%
Total:	44	100%



3. In the last 90 days, are you aware of any clients who have had difficulty accessing services due to physical barriers (if yes, explain)?

	Responses	Percent
Yes: 	12	27.27%
No: 	32	72.73%
Additional Comments: 	13	29.55%
Total Responded to this question:	44	100%
Total who skipped this question:	0	0%
Total:	44	100%

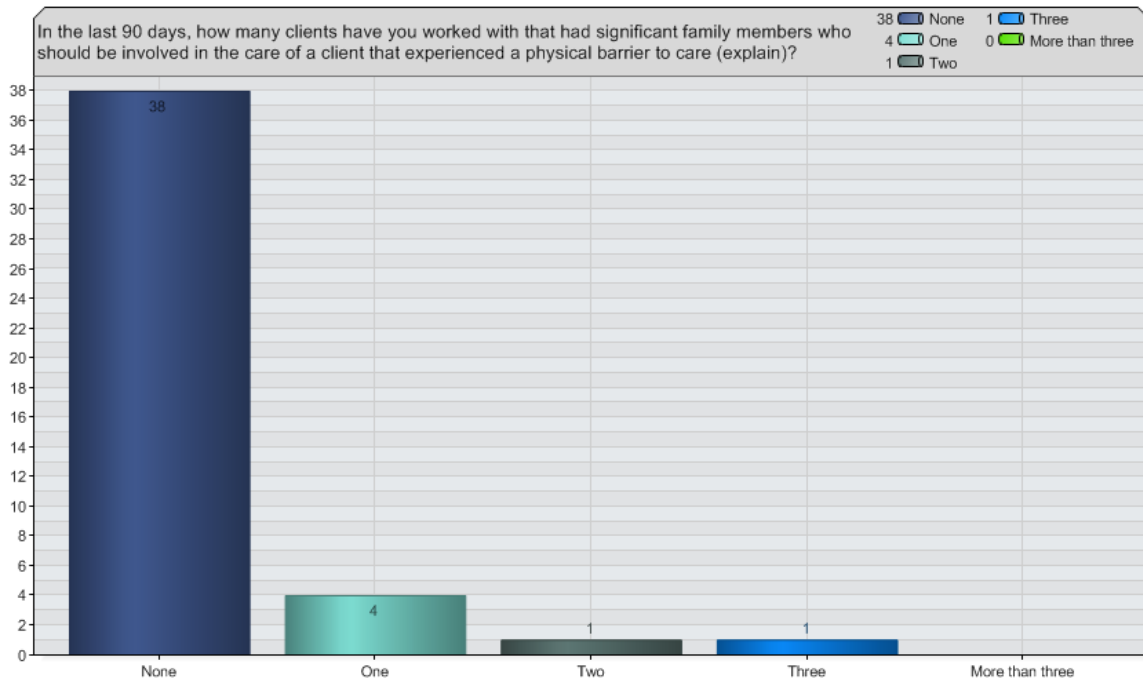


3. In the last 90 days, are you aware of any clients who have had difficulty accessing services due to physical barriers (if yes, explain)?

Response	Comments
1	Weather related-snow not removed from handrails
2	People in wheel chairs couldn't get off the bus because the lift couldn't go down due to the snow that is piled too high.
3	Due to the parking in front, clients who are in wheelchairs cannot get over the sidewalk to get in if there is a couple of inches of snow on the ground.
4	Hearing impaired
5	We have one client in a wheelchair who sometimes has difficulty getting to the suite, mainly only if the door is locked. Frequently clients have trouble getting to services due to transportation issues. We also have several obese clients who are able to access our services but are clearly winded and get overheated quickly in this building.
6	Not able to use chairs in waiting area.
7	Some clients express concern about walking up stairs.
8	difficulty attending sessions due to physical health problems that limit mobility
9	I haven't worked with any clients in the last 90 days.
10	Mobility issues...such as trouble walking, need a cane, or are wheelchair bound
11	snowy sidewalks and hand rails
12	Reported transportation issues; distance from home to the agency
13	The only physical barriers clients report to me are lack of transportation. A wheelchair bound client had complained about the porch and has been very pleased with the new one!

4. In the last 90 days, how many clients have you worked with that had significant family members who should be involved in the care of a client that experienced a physical barrier to care (explain)?




	Responses	Percent
None:	38	86.36%
One:	4	9.09%
Two:	1	2.27%
Three:	1	2.27%
More than three:	0	0%
Additional Comments:	2	4.55%
Total Responded to this question:		44 100%
Total who skipped this question:		0 0%
Total:		44 100%

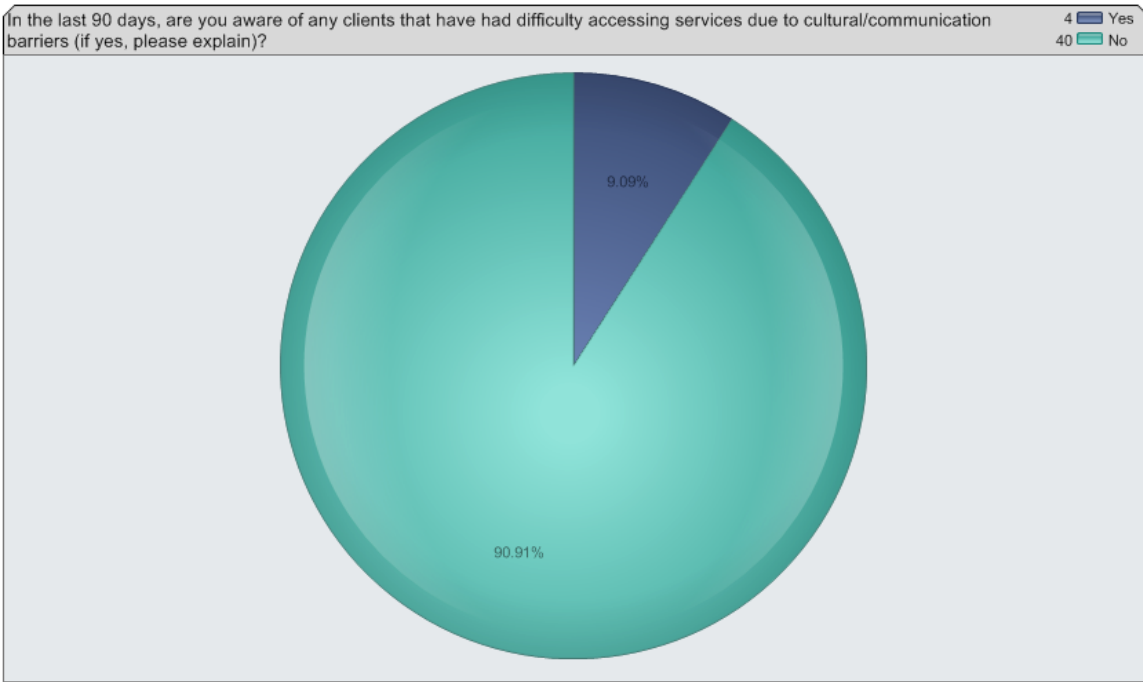


4. In the last 90 days, how many clients have you worked with that had significant family members who should be involved in the care of a client that experienced a physical barrier to care (explain)?

Response	Comments
1	The mother of the client in the wheelchair, as well as the wife of an obese client are frequently involved in the care of the clients.
2	One of my clients mothers is wheel chair bound due to disease. Sometimes it's hard for the family to find transportation due to fitting the wheel chair in a vehicle.

5. In the last 90 days, are you aware of any clients that have had difficulty accessing services due to cultural/communication barriers (if yes, please explain)?

	Responses	Percent
Yes: 	4	9.09%
No: 	40	90.91%
Additional Comments: 	4	9.09%
Total Responded to this question:		44 100%
Total who skipped this question:		0 0%
Total:		44 100%

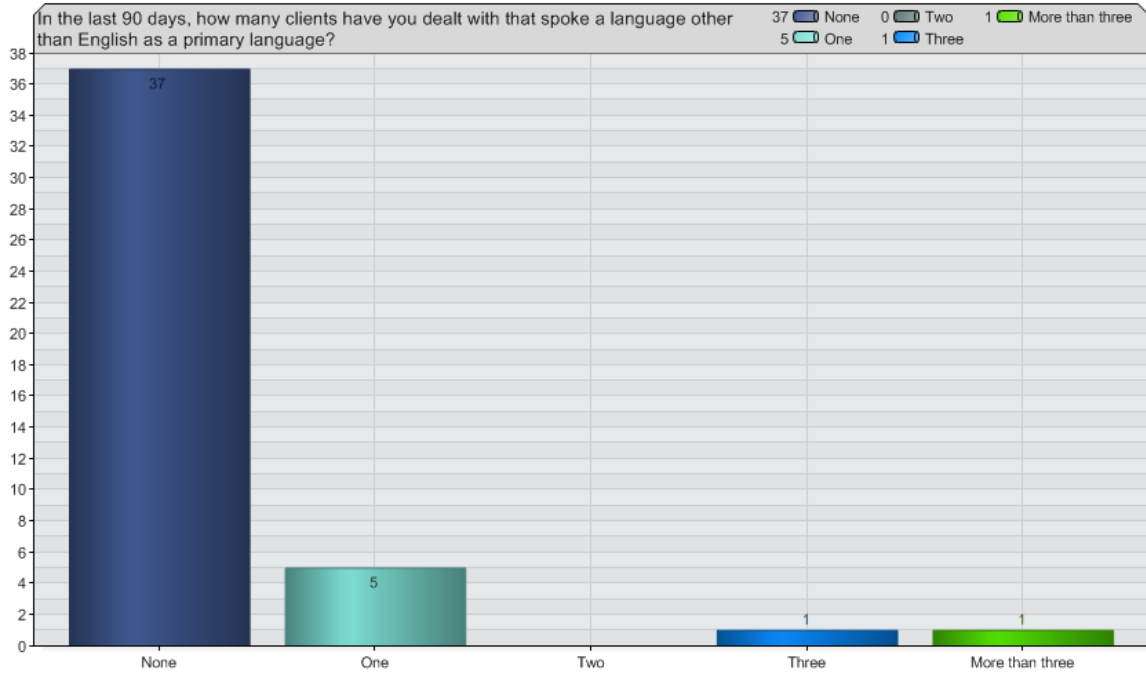


5. In the last 90 days, are you aware of any clients that have had difficulty accessing services due to cultural/communication barriers (if yes, please explain)?






Response	Comments
1	we have received 2-3 referrals in which persons do not speak english or cannot hear and need interpreters.
2	1 hearing impaired client and 3 clients who spoke another language.
3	My intern had a woman who came in for an intake for whom English was not her primary language. There seemed to be significant misunderstanding of the services we were able to offer the woman.
4	A couple of my clients I would consider cultural/communication barriers because they are unaware of services offered in their community until we go over it together.

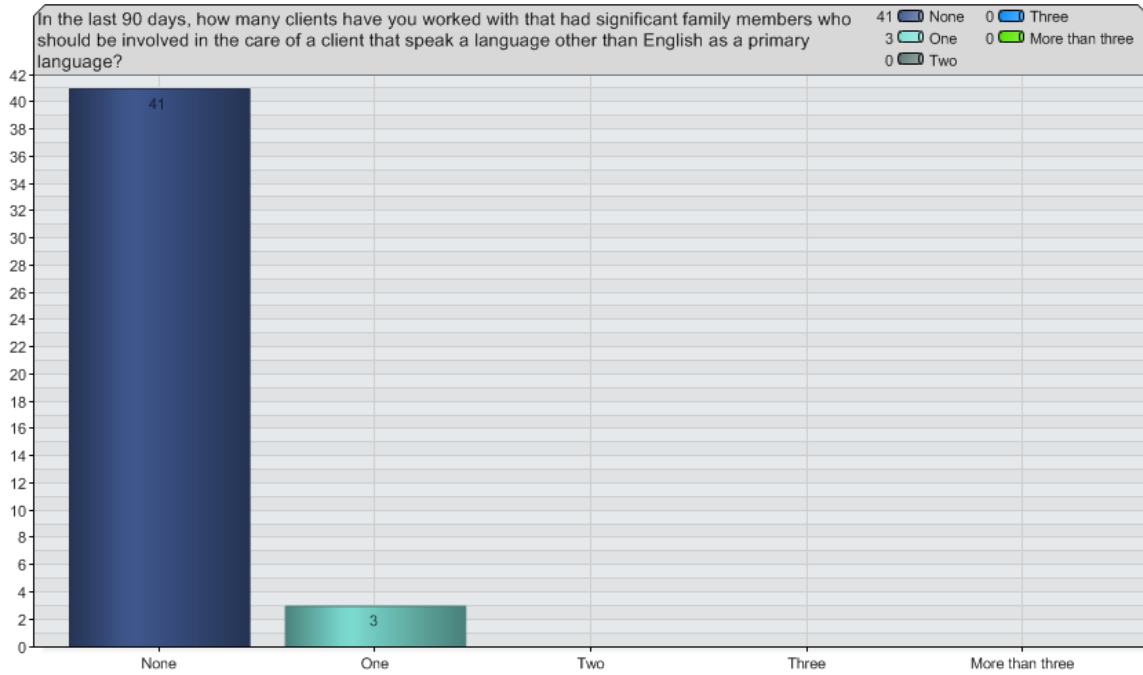
6. In the last 90 days, how many clients have you dealt with that spoke a language other than English as a primary language?

	Responses	Percent
None:	37	84.09%
One:	5	11.36%
Two:	0	0%
Three:	1	2.27%
More than three:	1	2.27%
Total Responded to this question:		44 100%
Total who skipped this question:		0 0%
Total:		44 100%



7. In the last 90 days, how many clients have you worked with that had significant family members who should be involved in the care of a client that speak a language other than English as a primary language?

	Responses	Percent
None: 	41	93.18%
One: 	3	6.82%
Two: 	0	0%
Three: 	0	0%
More than three: 	0	0%
Total Responded to this question:		44 100%
Total who skipped this question:		0 0%
Total:		44 100%



8. Please describe any other barriers to clients accessing services that you are aware of?

	Responses	Percent
Responses:	15	100%
Total Responded to this question:	15	34.09%
Total who skipped this question:	29	65.91%
Total:	44	100%

Graph/Chart function not relevant for this question type.

8. Please describe any other barriers to clients accessing services that you are aware of?

Response	Response Text
1	There were some general complaints for clients with physical barriers during the heavy snow when there was a build up on the curbs, sidewalks, etc.
2	none known.
3	Either not having Insurance or if they do have insurance, it is from a Major Insurance Company, not from one that we accept (Medicaid etc)
4	We have obese clients and wheel chair clients but we have accomodated them with ramp and wheel chair entry to the building and chairs that accomodate obese clients. So there are no outstanding concerns.
5	Transportation issues are the most significant barriers for my clients receiving services.
6	None known.
7	Climbing stairs is the biggest issue I encounter. Clients are still able to received services.
8	I don't know that this qualifies as a "barrier", but several clients have mentioned the desire to have an elevator to access second floor offices due to physical conditions that make stairs difficult
9	Transportation; either they don't have their own vehicle or cannot procure funds to use the public transit system
10	Clients who no longer receive Medicaid benefits because they no longer qualify or they are switched to Medicare. These clients still can not afford to pay the self-pay fee, and have stopped treatment. This also has been a source of anxiety for some clients who are expecting to switch to Medicare benefits, and are nervous about having to switch treatment providers after seeking multiple services through this agency.
11	The only barriers I am aware of are physical barriers related to client's or family member's climbing stairs. These are resolved by using downstairs offices.
12	Lack of transportation is the one barrier clients have reported.
13	financial
14	none
15	Unknown