

# Eastern Regional Mental Health Board Service Barriers Report

In order to educate and inform our policymakers, the Eastern Regional Mental Health Board, the citizen's voice in mental health policy, is collecting information regarding specific problems with access to services, including 211, the Department of Social Services (DSS), and transportation in Region Three. Please share your experiences below. If you would like assistance in completing this form, please call us at 860-886-0030

Name \_\_\_\_\_

Address \_\_\_\_\_

State Funded Agency where services are provided \_\_\_\_\_

Date incident occurred: \_\_\_\_\_

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**Below is a list of common issues reported to us. Please fill in the bubble that best describes your problem. If you don't see your problem listed, please fill in the blank labeled "Other".**

**211, Department of Social Services (DSS), & Other  
Access Issues**

- Unable to get shelter, long waits for intake appointments, or other problems with the 211 Coordinated Entry Line for homelessness services
- Long wait time on DSS automated call-in line or 211
- Disconnected from DSS automated call-in line or 211, and had to start over
- Misdirected by 211
- DSS lost redetermination paperwork, causing eligibility issues
- Needed to go to a DSS office to get an issue resolved, due to inability to reach someone through DSS automated call-in line

- Unable to have prescriptions filled due to spend-down
- Psychiatric conditions not properly treated due to spend-down

**Transportation**

- Disrespectful service from Med Cab staff
- Med Cab no shows
- Issues that caused you to be late for or miss an appointment
- Long wait times for pick up from appointments
- Not eligible for Med Cab services for medical appointments due to spend-down or other issues

**Other:** \_\_\_\_\_

**Spend-down**

- Primary care health issues untreated or health issues becoming more severe due to delays in treatment

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**In your own words, please describe your experience in the space provided on Page 2. Please include as many details as you can (you can attach additional sheets of paper as needed), including:**

- the name of the person you spoke with (if you spoke with someone)
- what they told you

(MORE ON OTHER SIDE)

