

Consumer Satisfaction with Adult Community Clinical Services

2021 Massachusetts Statewide Findings

Adult Community Clinical Services (ACCS) is DMH's primary community service for adults, which served 11,210 people in Fiscal Year 2021. ACCS provides comprehensive, clinically-focused interventions and peer and family support to facilitate engagement, support functioning and maximize symptom stabilization and self-management of individuals residing in all housing settings. ACCS also offers a range of provider-based housing options as treatment settings to help individuals develop skills, and establish natural supports and resources to live successfully in the community.

Ensuring Quality Services. To continuously improve quality and monitor the performance of 36 contracted sites throughout Massachusetts and to meet reporting requirements of the federal SAMHSA Community Mental Health Services Block Grant, DMH conducts an annual consumer satisfaction survey.

2021 Consumer Satisfaction Survey

A random sample of clients were invited to participate

Of 9,868 active clients, 6,973 were randomly selected and sent a pre-notification. Of these, 1,472 were excluded due to incorrect addresses for a final eligible sample of 5,501 clients. The pre-notification letters included the online survey link. All nonresponding clients were sent paper surveys with online and smartphone survey options, and an up-front \$5 incentive, followed by a reminder letter, a second copy of the survey, a second reminder letter, and a reminder flyer. Data collection started in April and ended in July.

Surveys were in English and six other languages (Spanish, Haitian Creole, Chinese Simplified Text, Chinese Traditional Text, Khmer, and Vietnamese).

Survey on nine areas of satisfaction

A state-modified version of the federal SAMHSA Mental Health Statistical Improvement Program tool was used. It included 57 items measuring satisfaction, based on a 5-point scale (strongly agree, agree, neutral, disagree and strongly disagree), with an option of "not applicable" and other demographic and behavioral outcome questions.

32% or 1,780 of eligible clients responded

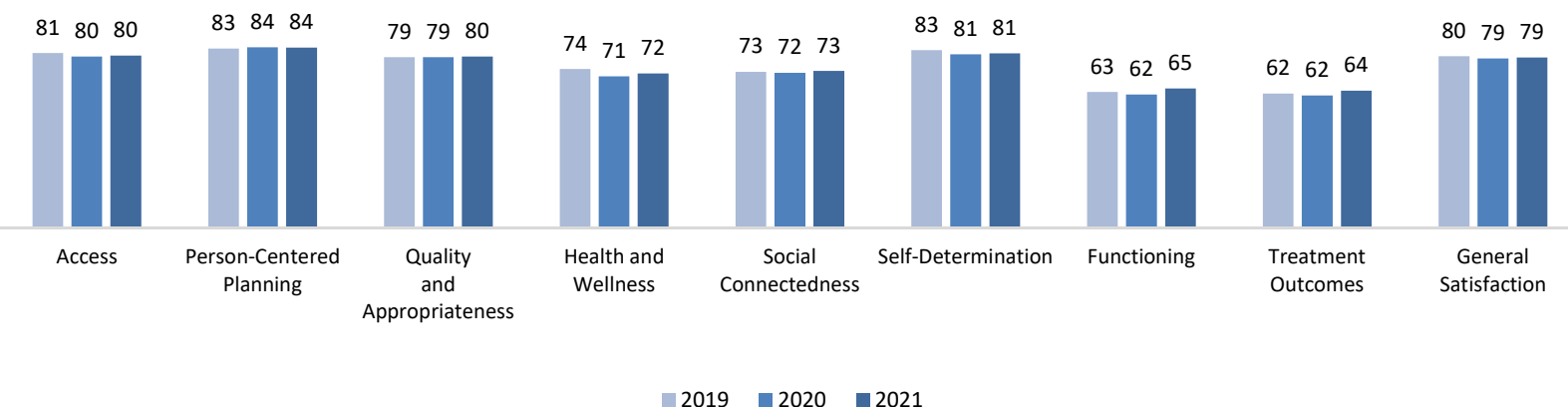
Response rates ranged from 21% to 49% across the 36 contracted sites. DMH Area rates ranged from 29% to 36%. White non-Hispanics, females, clients age 35 and older, and those who have received services for at least one year were more likely to respond.

Fifty percent of respondents were males and 50% were females. Average age was 50 years old (males: 49; females: 51). About 63% were white, non-Hispanic, 9% Black non-Hispanic, 3% Asian, 5% multiracial, and 10% other, non-Hispanic, and 11% Hispanic.

80% or more clients responded positively in 4 of the nine areas of satisfaction in 2021.

There were no statistically significant changes over time. Clients generally responded more positively about service access, person-centered planning, and self-determination.

Nearly two thirds were satisfied with functioning and treatment outcomes.



■ 2019 ■ 2020 ■ 2021

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WHAT SERVICES HAVE BEEN MOST HELPFUL TO YOU IN YOUR RECOVERY? (50% or 893 clients responded)

STAFF/SERVICES: GENERAL (48.9%)

- Staff sharing their pasts and lives with me. As a human trusting me.
- Having someone that I can rely on for company or if I have problems I don't think I can deal with on my own.

PROGRAMS (18.7%)

- My program has been a great help, especially in the pandemic.
- ACCS they have been supportive. Without them I wouldn't have people. It's easier to cope when you have people who listen and check up on you.

THERAPY (14.3%)

- My therapy sessions with my therapist have been instrumental in my recovery process.
- I have benefitted from group therapy sessions done over the past year either by telephone or zoom calls.

CLINICAL (13.7%)

- All of my clinicians are extremely helpful.
- Psychiatry has been extraordinary. They have switched my diagnosis and medications and I see such a difference.

PEER MENTORING (11.7%)

- For me the peer support weekly visits.
- Having a peer specialist - someone that understands me and will help my anxiety problems.

WHAT SERVICES HAVE BEEN LEAST HELPFUL TO YOU IN YOUR RECOVERY? (29% or 514 clients responded)

STAFF/SERVICES: GENERAL (53.1%)

- The service plans. It may have my goals, but it does not reflect all of the effort I put into staying well. There are common formats to these plans, but they need to be more inclusive of personal, spiritual, physical and cultural ideals.

THERAPY (21.4%)

- My therapist always feels that whatever I say simply has to be wrong. You can make suggestions and respect someone, but they don't think so.
- I don't feel I'm benefiting from therapy. I'm not being challenged to think differently.

SUBSTANDARD CARE (18.3%)

- Psychiatrists try to throw pills at me after only meeting me once and not consulting other people on my team.
- Treatment, care, and interest in you are not consistent because staff don't keep up on with current policies and procedures.

ACCESS/AVAILABILITY (15.4%)

- I have no psychiatrist because she left and they put me on a 6 month waitlist.
- I would prefer direct contact with my case worker instead of using a call-in number and wait for a call back!

NONE (21.8%)

- I really can't think of any services that I have used that haven't helped me in some way or another.
- All services have helped me tremendously.

WHAT CHANGES WOULD IMPROVE THE SERVICES YOU HAVE RECEIVED? (33% or 595 clients responded)

ACCESS/AVAILABILITY (35.5%)

- Have the therapist be less busy and attend to clients better.
- If staff caseloads were decreased, then residents could have more individual time to meet with them weekly.
- More in person services. More support for parents that have children with disabilities.

NONE (17.3%)

- I wouldn't change anything. There are other workers available if I need them. I have met them. They are good.
- I cannot think of anything relevant. I feel the people at DMH are fantastic.

ADEQUATE CARE (20.7%)

- I want to work with an experienced social worker instead of an intern therapist.
- Better housing employees - ones that follow through with what they say they are going to do.
- Better staff, better treatment, and respect.

CONSUMER INPUT (9.6%)

- I want to have more of a say in what I need.
- I wish my providers would believe me and not just on a whim decide that I make things up. All mentally ill people are not the same.

STAFF/SERVICES: GENERAL (18.2%)

- Group high maintenance with high maintenance and low maintenance with low for therapy.
- There has been so much seriousness that it would be nice to have one or two events per year when clients and staff could have a day of activities and socialization.

Note: Percentages add to more than 100, because participants can give multiple responses.