

# Adult Consumer Satisfaction with Program of Assertive Community Treatment (PACT) Services 2021 Massachusetts Statewide Findings

**PACT Services** uses a multidisciplinary team approach to provide acute and long term support, community-based psychiatric treatment, assertive outreach, and rehabilitation services. The flexible nature of PACT cultivates resiliency and supports each person's path to recovery. Service goals include rehabilitation, support, supervision, stable housing, participation in the community, self-management, self-determination, empowerment, wellness, improved physical health, and independent employment.

**Ensuring Quality Services.** To continuously improve service quality and monitor the performance of **19** 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

**100% of clients  
were invited to  
participate**

Of the 1,377 active clients, 1,243 with valid addresses were sent a pre-notification. Of these, an additional 324 were excluded due to incorrect addresses, resulting in a final eligible sample of 919 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 May 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 9  
areas of  
satisfaction**

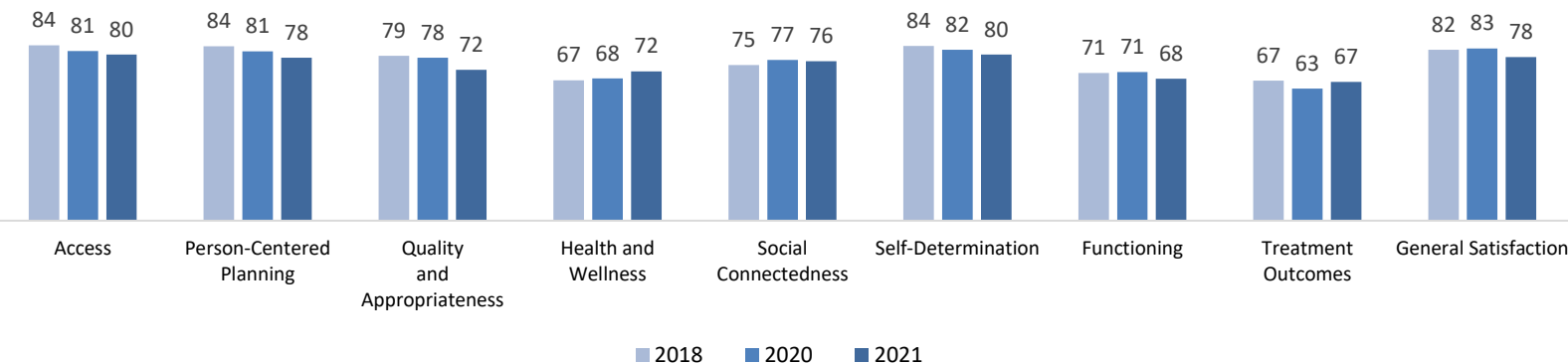
A state-modified version of the federal SAMHSA Mental Health Statistical Improvement Program (MHSIP) tool was used. It included 57 items measuring satisfaction, based on a 5-point scale (strongly agree, agree, neutral, disagree and strongly disagree), with an option of "not applicable" as well as other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

**31% or 285 of  
eligible clients  
responded**

Response rates ranged from 16% to 42% across the 19 contracted sites. DMH Area rates ranged from 24% to 42%. Clients under age 35 were less likely to respond than older clients. There were no statistically significant differences in response by gender, race/ethnicity, or preferred language.

Nearly two-thirds were male and 35% were females. Average age was 48 years. About 53% were White, non-Hispanic, 13% Black non-Hispanic, 3% Asian, 6% multiracial, 12% other, and 14% Hispanic.

**80% or more clients** responded positively in 2 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. About two thirds were satisfied with health and wellness, functioning and treatment outcomes.



*Note: No survey was conducted in 2019.*

# Adult Consumer Satisfaction with Program of Assertive Community Treatment (PACT) Services

## 2021 Massachusetts Statewide Findings

### WHAT SERVICES HAVE BEEN MOST HELPFUL TO YOU IN YOUR RECOVERY? (48% or 136 clients responded)



#### STAFF/SERVICES: GENERAL (56.6%)

- Having a team that knows me personally.
- I find it very helpful that I can bounce and share things with my provider and always get good feedback.



#### ACCESS/AVAILABILITY (25.7%)

- My team is available to me 24/7 which has been helpful over the years.
- Being able to get a hold of staff as I needed to. Staff working well with my schedule.



#### MEDICATION (19.1%)

- Medication I received was helpful considering the anxiety there was in the last year.
- Bubble-pack medication delivery to my home.



#### PROGRAMS (14.7%)

- PACT did very well working with me. My mom told me to take all the help I can get.
- PACT has been the most helpful in my recovery



#### THERAPY (12.5%)

- One-on-one therapy once a week.
- At home therapy sessions are the most helpful and if my therapist is on vacation, having a say in strategies to replace therapy.

### WHAT SERVICES HAVE BEEN LEAST HELPFUL TO YOU IN YOUR RECOVERY? (25% or 71 clients responded)



#### NONE (23.9%)

- Any service provided has always been geared to me specifically and has always been helpful.
- None. All of my services were very helpful.



#### STAFF/SERVICES: GENERAL (11.3%)

- Phone calls. It's better to see people in person especially when you need a ride somewhere.
- Groups. Now that I am ready to do the "work," I very much prefer to keep my treatment individual and private.



#### CLINICAL (16.9%)

- Nurse practitioner and her nasty and bad attitude.
- My monthly blood work has been at times a hassle. Every six months for a standing order is unacceptable, it should be for a year if not more.



#### SUBSTANDARD CARE (15.5%)

- Psychiatrist services and medications have been sorely lacking. Explanations as to what medications are prescribed and why are not forthcoming.



#### PROGRAMS (11.3%)

- The mental health system isn't listening to the clients who've "tripped" so to speak in life and now need a way to move on in other directions.

### WHAT CHANGES WOULD IMPROVE THE SERVICES YOU HAVE RECEIVED? (34% or 98 clients responded)



#### ACCESS/AVAILABILITY (29.6%)

- Staff is overworked. Client reduction is necessary to improve impaired services due to low staff.
- If some sessions were longer. Some are just 10 minutes long and I feel that some days that's not enough.



#### NONE (25.5%)

- I'm a very very happy patient. I have no suggestions on how to improve PACT programs. They are really doing their best.
- None. I really like my current situation with the PACT team.



#### STAFF/SERVICES: GENERAL (23.5%)

- It's hard looking for a better neighborhood to live in with the housing being so tight.
- I need more encouragement so I can engage in a natural conversation.
- Drug free environments including taxis.



#### ADEQUATE CARE (16.3%)

- Client facing staff need to be trained on de-escalation tactics.
- It is of GRAVE concern that many of PACT's staff members were unaware of the DMH's client rental assistance housing subsidy.



#### COMMUNICATION (9.2%)

- I want to be able to speak directly with my doctors, but they are not letting me.
- More open discussion about medications and their side effects.

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