

Consumer Satisfaction with Adult Community Clinical Services

2022 Massachusetts Statewide Findings

Adult Community Clinical Services (ACCS) is DMH's primary community service for adults, which served 9,960 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.

2022 Consumer Satisfaction Survey

A random sample of clients were invited to participate

Of 9,935 active clients, 7,043 were randomly selected and sent a pre-notification. Of these, 1,552 were excluded due to incorrect addresses for a final eligible sample of 5,521 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.

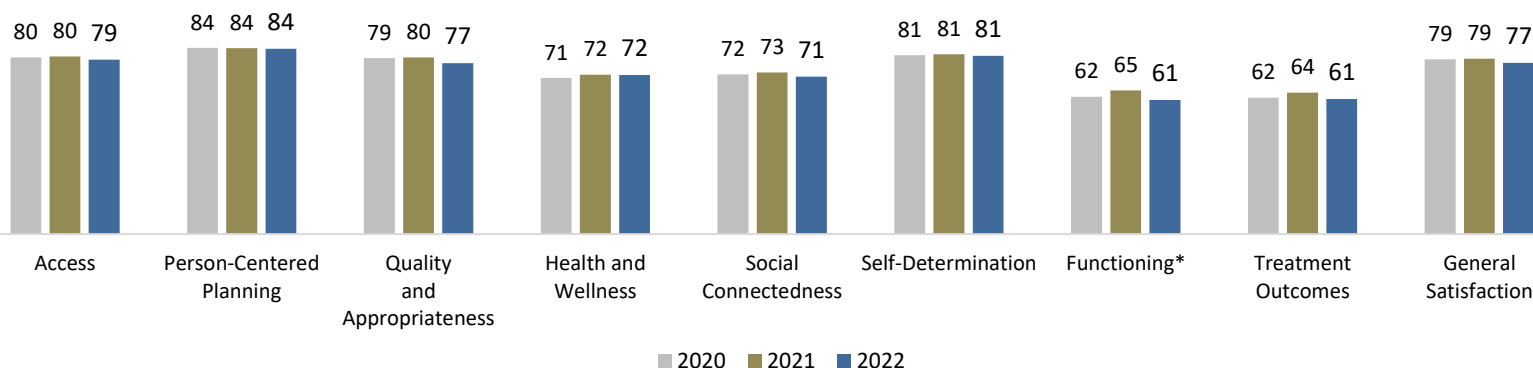
29% or 1,582 of eligible clients responded

Response rates ranged from 16% to 48% across the 36 contracted sites. DMH Area rates ranged from 24% to 31%. White non-Hispanics, females, and clients age 35 and older were more likely to respond.

Fifty-one percent of respondents were males and 49% were females. Average age was 51 years old (males: 50; females: 52). About 64% were white, non-Hispanic, 8% Black non-Hispanic, 3% Asian, 4% multiracial, and 11% other, non-Hispanic, and 9% Hispanic.

75% or more of clients responded positively in 5 of the nine areas of satisfaction in 2022.

Clients were generally more satisfied with service access, person-centered planning, and self-determination. About 6 in 10 were satisfied with treatment outcomes. Satisfaction with functioning was significantly lower compared to 2021. There were no other differences over time.



■ 2020 ■ 2021 ■ 2022

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WHAT SERVICES HAVE BEEN MOST HELPFUL TO YOU IN YOUR RECOVERY? (49% or 770 clients responded)

STAFF/SERVICES: GENERAL (29.4%)

- Having a person available to assist, answer questions, talk to, or give advice.
- Having someone to come see me every week.
- The staff who visit my house brighten my day.

PROGRAMS (21.2%)

- The program has been exactly what I needed as an adult with mental health issues. They help me navigate through a problem or issue with no stress.
- The program saves lives.

ACCESS TO CARE (14.2%)

- Having access to a therapist and a contact counselor. It creates more than one person to reach out to when in need of help.
- When workers are able to come to me or use Zoom, so I am not in dangerous, possibly triggering areas of my city. This has helped tremendously in my recovery.

WELLNESS (11.2%)

- Assistance in encouraging and making it possible to be more engaged in my self-care.
- My ACCS provider was helpful using different mediums to connect with me like music and art.

QUALITY OF CARE (11.7%)

- My DMH case manager has been utmost helpful in my recovery. He is always there and always willing to help even if it's not exactly his job. He's willing to do whatever he can whenever he can to help me.

WHAT SERVICES HAVE BEEN LEAST HELPFUL TO YOU IN YOUR RECOVERY? (29% or 463 clients responded)

NONE (22.9%)

- I don't know that the services I get aren't of help. I feel like I get good services.
- All of my services are helpful and none are least helpful.

STAFF/SERVICES: GENERAL (22.2%)

- The team model has been wildly ineffective for me versus having a single person to go to with all my questions and requests for support.
- The ACCS model. I am in need of more clinical services.

QUALITY OF CARE (19.7%)

- The program is run like a business and doesn't care about people like me.
- Staff is unprofessional and not trained properly to deal with mental health patients. I was treated very poorly from the people who I asked for help from. I am not better.

ACCESS TO CARE (16.4%)

- Services have been discussed but never provided. I don't even know what I should ask for anymore.
- I can only see the social worker every 4-5 weeks at most. If I need some extra help with something, she is just too busy.
- We need more housing specialists.

CONSISTENCY OF CARE (9.5%)

- High staff turnover makes it hard to build trust and relationships. Pay staff more so they stay.
- Not being able to see someone regularly and consistently.

WHAT CHANGES WOULD IMPROVE THE SERVICES YOU HAVE RECEIVED? (35% or 553 clients responded)

ACCESS/AVAILABILITY (30.2%)

- More staff per client. I have been on a waiting list for several months. I hope I can get one soon.
- Don't overload the social worker so she is too busy to help! This became a big problem just this year.
- More flexible times.

QUALITY OF CARE (19.0%)

- Train staff on sensitivity and how to handle patients as equals and humans.
- Staff need DEI training so they can be more accepting and less racist. They also need a reminder on confidentiality.
- Having staff talk to all residents about realistic goals!

NONE (18.3%)

- None. ACCS is an excellent, well-managed program with skilled, caring, diligent staff.
- I am happy with the services I received. There is nothing to improve.
- All is well. I'm very satisfied by my care.

STAFF/SERVICES: GENERAL (14.8%)

- To not have so many people meeting with me who have the same job criteria.
- Provide services that are more recovery based and strength based.

CONSISTENCY (12.8%)

- Make sure that caseworkers are in for the long haul. As clients, we need consistency.
- More stability in DMH and less inconsistency. I've lost all my providers whom I've known for years.

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