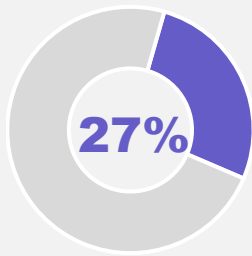


ADULT COMMUNITY CLINICAL SERVICES (ACCS) 2023 CONSUMER SATISFACTION SURVEY

Statewide Findings

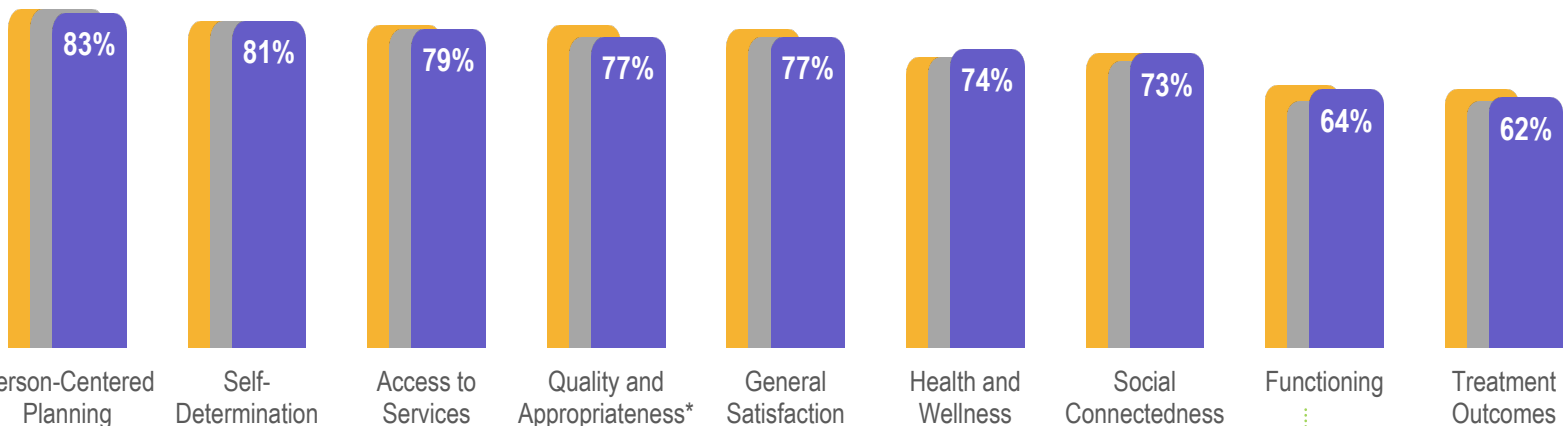


1,527
completed
the survey

Majority of respondents were White, non-Hispanic
males around 51 years of age.

75% or more responded positively in **5 of the 9 areas of satisfaction**

■ 2021 ■ 2022 ■ 2023



*Significantly lower between 2021 and 2023.
No changes in other areas over time.

73% agreed they were able
to **get all the services** they
thought they **needed**

80% agreed staff here
believed they could **grow**,
change, and **recover**

55% agreed their
symptoms are not
bothering them as much



79% liked the services
received
(82% in 2021 and 80% in 2022)



74% would recommend
the service provider
(76% in 2021 and 75% in 2022)

About the Survey: DMH conducts an annual survey and uses findings to inform continuous quality improvement activities. A state-modified version of the federal SAMHSA Mental Health Statistical Improvement Program tool with 57 satisfaction items was used and translated into eight languages including English. A random sample of 7,286 was selected from 9,729 clients across 36 contracts in Massachusetts; 5,735 were eligible. Clients responded by paper or online. Data collection began in April 2023 and ended in September 2023.

About ACCS: ACCS is DMH's primary community service providing individuals with comprehensive, clinically-focused interventions and peer and family support to facilitate engagement, support functioning and maximize symptom stabilization and self-management. Provider-based housing options as treatment settings help individuals develop skills, and establish natural supports and resources to live successfully in the community.

ADULT COMMUNITY CLINICAL SERVICES (ACCS) 2023 CONSUMER SATISFACTION SURVEY

Statewide Findings



Top 5 **most helpful**
aspects of services
740 clients commented



Top 5 **least helpful**
aspects of services
457 clients commented

Staff/Services: General (27.3%)

- I love getting services and being able to make suggestions in my treatment.
- I have a good team on my side that is helping me stay healthy.

Therapy (13.8%)

- I have great therapy. It took a long time, but I feel like a new person.
- Without a doubt my therapist has been my savior.

Medical (13.4%)

- My clinician and her coordinating efforts have been amazing.
- Having my ACCS clinician be there when I need her to be. She has been super helpful any time that I need her.

Quality of services (12.8%)

- My patient advocate and clinician have been very helpful, supportive, and full of information.
- My case manager is amazing. She has insight, is friendly, and genuinely cares for my well-being. I trust her.

Wellness (9.6%)

- Going to church with my counselor.
- Walking around the neighborhood with my placement person.

Staff/Services: General (22.3%)

- I don't feel supported by ACCS staff.
- 'Treatment meetings are terrifying and humiliating. Nothing ever changes that is talked about and agreed on. For over a year or two this has been my experience.

Quality of care (19.0%)

- Social worker not very involved, seems superfluous.
- The disrespect of staff, never having time to talk, nor having compassion for individual.

None (17.5%)

- I haven't had any negative experiences with services.
- I think they have all been very helpful.

Access to care (16.2%)

- Staff kept retiring and/or quitting, and I was left without much of a treatment team for many months. I started to feel forgotten.
- It took several applications and three intakes to even get established with DMH.

Program: General (10.5%)

- ACCS has been a failure. This is the most horrible and ineffective organization.
- ACCS in general. This were not always the case. ACCS services were once much better.



Top 5 **changes to improve** services
548 clients commented

Access to care (28.6%)

- More time with the providers. More kinds of services and help available.
- More people working. More incentives for potential employees.

Quality of care (23.5%)

- People better educated on my specific disabilities and interests.
- Offer some trainings on what we have gone through and how to help us.

General (21.0%)

- A person whom is not afraid to learn new things to help in unorthodox situations.
- To have someone sit down and listen to me.

None (15.7%)

- To my service, none. However, others may need more support than I do.
- I don't have any changes. I like what they are doing at the time.

Consistency of care (11.1%)

- Less turnover of staff. I have a hard time with people, so it would be great to have a better retention rate.
- Stop the high turnover rate.