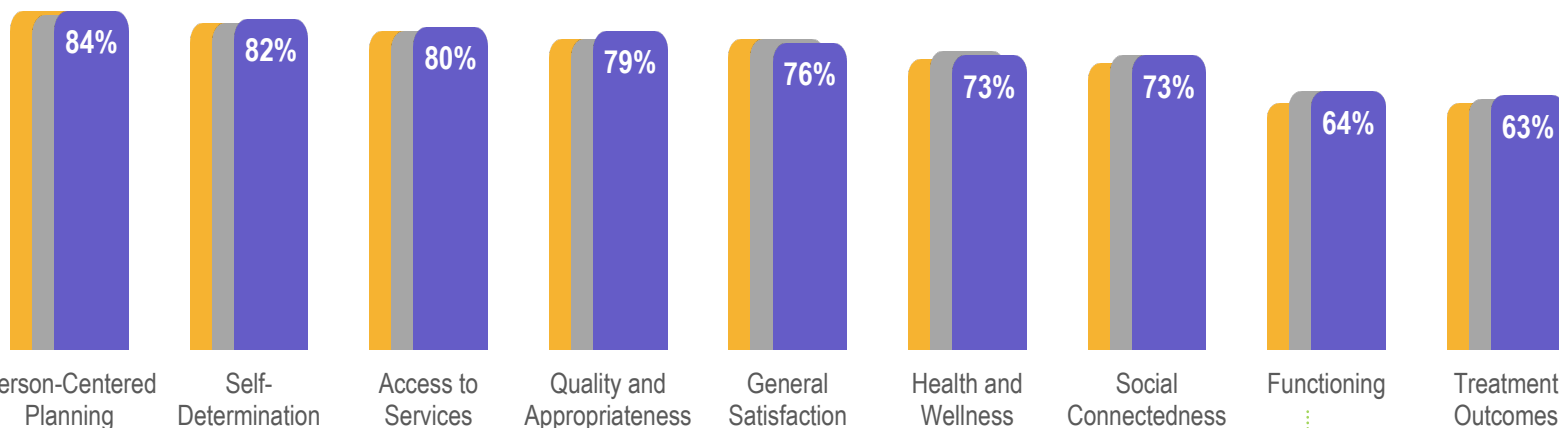


1,556
completed
the survey

Majority of respondents were White, non-Hispanic males around 50 years of age.

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

■ 2022 ■ 2023 ■ 2024



No significant differences over time.

78% agreed that staff saw them as **an equal partner** in their treatment plan

74% agreed they were able to **get all the services** they thought they **needed**

66% agreed they were **better able to do things** that they want to do



78%
liked the services received
(80% in 2022, 79% in 2023)



73%
recommend the service provider
(75% in 2022, 74% in 2023)

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 seven languages including English. A random sample of 7,172 was selected from 9,913 clients across 36 contracts in Massachusetts; 5,571 were eligible. Clients responded by paper or online. Data collection began in April 2024 and ended in September 2024.

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 2024 CONSUMER SATISFACTION SURVEY

Statewide Findings



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



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

General services (27%)

- Having someone to talk to about next steps.
- Just having another person helping me out.

Therapy services (14%)

- A couple of therapists have given me exemplary support that assisted in me staying safe and progressing in my mental health.
- Therapy. [Name] has been incredible in challenging me while meeting me where I'm at.

Quality of care (14%)

- My therapist is intelligent, kind, and immensely supportive in so many ways.
- My case manager was perfect for me. She met with me when I asked and respected my wishes to meet outside of my home.

Clinical support, non-psychiatry (14%)

- Help from the hospital when I am in crisis.
- My doctor listens well and is extremely supportive of me.
- Consistent ability to receive medical care.

Wellness services (12%)

- I like having extra help in my everyday wellbeing.
- Writing group; any chance to express myself creatively.

Quality of care (21%)

- I do not benefit from group services. They are more upsetting and anxiety provoking.
- When I tell my psychiatrist that my medications are not working he overlooks my concern. I wish I had someone who is more understanding.

None (21%)

- All services were phenomenal and beneficial.
- The services are good and I'm grateful for them. I would not know what I would do without them.

General services (17%)

- Minimum standard - as long as I am not a threat to myself or other, no one cares.
- The chase of getting a callback on days I don't have an appointment.

Access to care (15%)

- I have been on waiting list to get a therapist for well over a year.
- I hardly ever see my intensive case manager or team leader.

Programs (7%)

- DMH has not been active in my treatment.
- ACCS has caused me more stress than help.
- My [program] has no compassion for people with mental illness.



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

Access to care (31%)

- More hires so the staff isn't overworked and higher pay so that people aren't leaving for better jobs. It's confusing and depressing when someone you've trusted just leaves.

Communication (12%)

- More and better communication. Not having to repeat everything and ask for help over and over for same things.
- Return calls more quickly.

Quality of care (22%)

- Train the direct care staff to be courteous, respectful, and kind.
- Better education and training of employees around mental illness, triggers, and trauma-informed care.

Consumer input (10%)

- Please let me make more decisions about my treatment. Don't talk at me, talk to me.
- Being listened to so I can be properly diagnosed and treated.

None (20%)

- I am satisfied with my current services.
- I like my current services very much. They are excellent and helpful.

Clients most commonly wanted to see improvements in general services, housing assistance, therapy, money management and psychiatry.