

Adult Consumer Satisfaction with Adult Community Clinical Services (ACCS) 2019

ACCS Services

Adult Community Clinical Services (ACCS) is DMH's primary community service for adults, which served 11,223 people in Fiscal Year 2019. ACCS is a comprehensive, clinically-focused service that provides clinical 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. In addition, ACCS provides a range of provider-based housing options as treatment settings to assist individuals in developing skills, establishing natural supports and resources to live successfully in the community.

Ensuring Quality Services

To continuously improve service quality and monitor the performance of 18 contracted and state-operated services throughout Massachusetts and to meet reporting requirements of the federal SAMHSA Community Mental Health Services Block Grant, DMH conducts an annual consumer satisfaction survey.

Consumer Satisfaction Survey

100% of active clients were invited to participate in 2019

- All 9,438 active clients were sent a pre-notification. Of these, 1,437 were excluded due to incorrect addresses.
- 8,001 clients were sent paper surveys with an online web option 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. Some clients were randomly selected to receive an additional \$5 and a copy of the survey in the reminder mailings. The protocol was reviewed and approved by the DMH IRB.
- Surveys were in English and available in 7 other languages (Spanish, Portuguese, Haitian Creole, Chinese Simplified Text, Chinese Traditional Text, Khmer, and Vietnamese). Data collection started in April and ended in August.

35% or 2,525 of eligible clients completed the survey in 2019

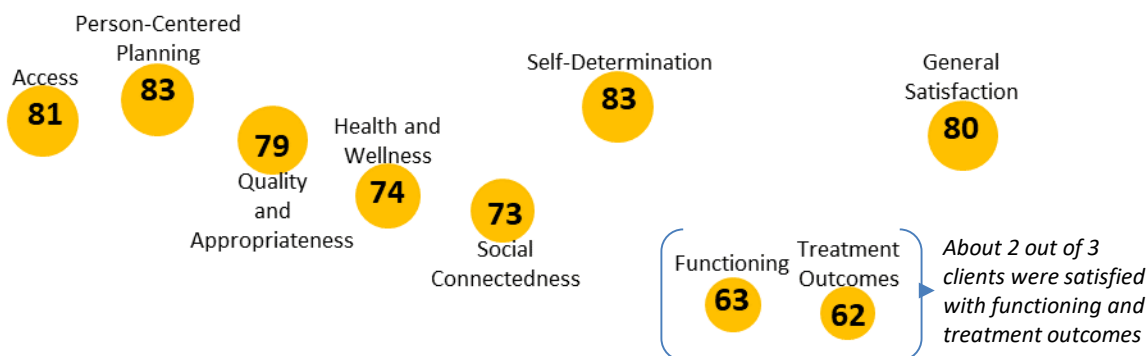
- Response rates ranged from 26% to 46% across the 18-contracted sites. DMH Area rates ranged from 31% to 38%.
- Clients who were White non-Hispanic, females, and clients age 35 and older were more likely to respond. There were no statistically significant differences by clients' preferred language.

Clients responded to questions about satisfaction or experiences in 9 domains

- A state-modified version of the federal SAMHSA Mental Health Statistical Improvement Program (MHSIP) tool was used. In 2019, it included 57 items 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.
- Males (52%) and females (48%) were equally represented. Respondents were 50 years old on average (males: 49; females: 51). Of those who identified as non-Hispanic, about 74% were White, non-Hispanic, 11% Black, 4% Asian, 5% multiracial, and 6% other, non-Hispanic. Of the 10% Hispanic, 19% identified as White, 8% were multiracial, 8% Black, 3% other race, and 63% did not identify with any race category.

Findings: What did Consumers Say about ACCS Services?

In 2019, 80% or more of clients were satisfied in 4 of the 9 domains



Statewide Findings

WHAT SERVICES HAVE BEEN MOST HELPFUL TO YOU IN YOUR RECOVERY? (Number Responding=1,188)

STAFF/SERVICES: GENERAL (37.2%)



• Staff is very nice. They listen, encourage me, and are very helpful. I am thankful.

- Talking to staff about my problems and what I should do to not be so sad and depressed.

PROGRAMS (25.5%)



• I am truly for DMH. They have gone above and beyond helping me cope in my life.

- Going to programs, the best day program. The groups there are very helpful.

THERAPY (14.8%)



• Therapy. Being able to talk it out.
• Therapy has by far been the most helpful and effective treatment.

- Daily wellness, and anxiety reduction plan created by me and my counselor.

ACCESS/AVAILABILITY (13.7%)



• I can speak with someone by phone or in home visits when I need support.

- The availability of help – there is always someone there to help.

WELLNESS (13.0%)



• The nutritionist I am working with is excellent and one of my best DMH treaters ever.

- Going to the gym. Encouragement to exercise and work hard.

WHAT SERVICES HAVE BEEN THE LEAST HELPFUL TO YOU IN YOUR RECOVERY? (Number Responding=614)

STAFF/SERVICES: GENERAL (28.7%)



• The new team that's supposed to help coordinate stuff with doctors.

- Most others because they are designed for less functioning and overly medicated people.

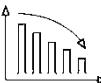
INACCESSIBLE/ UNAVAILABLE (17.9%)



• Not having enough support when having a hard time or in a crisis.

- Went from having 7 staff to 1!!! Need a bigger team, more team members.

SUBSTANDARD CARE (15.6%)



• My worker has not pushed me to do certain things that would help me accomplish my goals and be independent successfully.

- The therapist I previously had was terrible. He was condescending, insulting and we had a terrible relationship.

MEDICATION (15.1%)



• Taking an injection every month. I have trouble being coherent of everything around me.

- Taking medications because I don't want to be dependent on medications.



• My center needs to get it together. They often give misinformation and don't stand by it.

- It's been horrifying and upsetting how the program has changed in the past 12 months. It is not being run for the benefit of the patients, but for that of the staff.

WHAT CHANGES WOULD IMPROVE THE SERVICES YOU HAVE RECEIVED? (Number Responding=737)

ACCESS/AVAILABILITY (37.4%)



• Less workload for counselors so that they can give clients more attention and availability.

- I don't think there's enough help for people who need things to do during the day or want to work.

ADEQUATE CARE (24.4%)



• Staff who know what they're doing AND who actually DO something while on the job instead of just sit around in a circle and gossip.

- Have people more engaged and believe you can succeed with support. And that they really care about helping you to reach for your goal.

COMMUNICATION (10.7%)



• Better communication. Staff needs to communicate more with clients.

- Please, write a booklet about what services are available, what do those jobs provide, and how I need to qualify for them. There seems to be a continuing lack of clarity that's been true for years.

MORE CONSUMER INPUT (10.3%)



• I would like more say in who I see. I spent a terrible year with a person I couldn't connect with and did not get the support I needed.

- As far as my prescriber goes, I would have appreciated if someone had taken my complaint more seriously.

STAFF/SERVICES: GENERAL (9.8%)

• Better environmental triggers with people living at my group home.

- Have a program for higher functioning consumers.

