

Consumer Satisfaction with Adult Community Clinical Services

2020 Massachusetts Statewide Findings

Adult Community Clinical Services. ACCS is DMH's primary community service for adults, which served 10,268 people in Fiscal Year 2020. 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 36 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.

2020 Consumer Satisfaction Survey

A random sample of clients were invited to participate

Of the 9,948 active clients, 7,074 were randomly selected and sent a pre-notification. Of these, 1,657 were excluded due to incorrect addresses, resulting in a final eligible sample of 5,417 clients. 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 June and ended in September.

Surveys were in English and seven other languages (Spanish, Portuguese, Haitian Creole, Chinese Simplified Text, Chinese Traditional Text, Khmer, and Vietnamese).

Survey on satisfaction in 9 domains

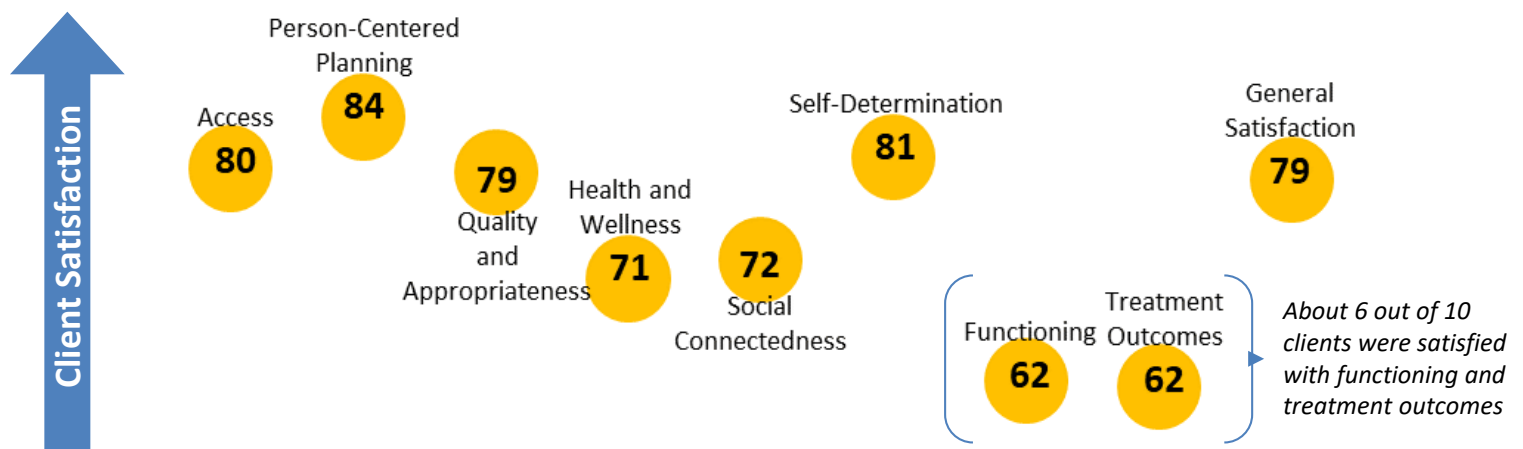
A state-modified version of the federal SAMHSA Mental Health Statistical Improvement Program (MHSIP) tool was used. It included 57 items measuring satisfaction, based on a 5-point scale (strongly agree, agree, neutral, disagree and strongly disagree), with an option of "not applicable" as well as other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

35% or 1,873 of eligible clients responded

Response rates ranged from 21% to 49% across the 36 contracted sites. DMH Area rates ranged from 29% to 37%. 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.

Fifty percent were males and 50% were females. Average age was 50 years old (males: 49; females: 51). About 63% were White, non-Hispanic, 9% Black non-Hispanic, 3% Asian, 6% multiracial, and 9% other, non-Hispanic, and 10% Hispanic.

In 2020, 80% or more of ACCS clients were satisfied in three of the 9 domains



*Compared to 2019, all results were similar except for a drop in the health & wellness domain from 74% in 2019 to 71%.

2020 Massachusetts Statewide Findings

WHAT SERVICES HAVE BEEN MOST HELPFUL TO YOU IN YOUR RECOVERY? (Clients Responding = 49% or 912 clients)



STAFF/SERVICES: GENERAL (48.7%)

- The staff are super helpful in problem solving.
- Staff support from [health center] care. I'm glad I have people to talk to who care about me.



PROGRAMS (25.3%)

- ACCS has been there whenever I needed them for many different reasons.
- My program has been there for me. They check up on me and talk to me about how I feel and how to cope.



ACCESS/AVAILABILITY (17.7%)

- Having on-call services. Being able to have someone to call when I am in crisis.
- The full-time nurse. If my nurse can't make it to my residence then I feel good that I can go to her with my medication to get an emergency injection.



THERAPY (15.7%)

- [Name] is an excellent therapist. She listened without judgement despite my anger.
- Therapy with the therapist because I can talk to him about my illness.



MEDICAL (15.2%)

- I have visiting nurses that help me with my medications and they are wonderful.
- My clinician. Meeting with her weekly has really helped my mental health and abilities to cope with life stressors.

WHAT SERVICES HAVE BEEN LEAST HELPFUL TO YOU IN YOUR RECOVERY? (Clients Responding = 30% or 556 clients)



STAFF/SERVICES: GENERAL (23.9%)

- I am college educated and there were no other services for me. They do not adapt for people like me.
- I was hoping for more group activities with people my age (25). Most were geared toward high schoolers.



NONE (21.4%)

- There hasn't been anything least helpful in my recovery.
- All services are always helpful during recovery.
- Everything has been wonderful. 100%.



SUBSTANDARD CARE (14.2%)

- The therapist I previously had was terrible. He was condescending, insulting and we had a terrible relationship.
- My worker has not pushed me to do certain things that would help me accomplish my goals and be independent successfully.



ACCESS/AVAILABILITY (11.7%)

- I think lack of access. They should have other workers available to you when your case manager or other team members aren't available.
- Finding time to meet once I returned to work 8am – 5pm Monday – Friday.



PROGRAMS (11.0%)

- Within the clubhouse it is very difficult to socialize. Members are at so many different levels of social skills, abilities and states of mental illness, I sometimes leave in worse shape than when I came.

WHAT CHANGES WOULD IMPROVE THE SERVICES YOU HAVE RECEIVED? (Clients Responding = 35% or 659 clients)



ACCESS/AVAILABILITY (27.6%)

- Workers having more time to be available to clients.
- Backup staffing for when my counselor is not available.
- The hours that the staff work are not conducive to encouraging people to work. I have to leave work early in order to meet anyone on the team.



NONE (20.5%)

- My services have already improved. New DMH staff has been hired and the (new to me) outreach worker has worked out well.
- Can't think of anything. ACCS has the best and nicest staff. They care truly.



ADEQUATE CARE (17.6%)

- Knowledgeable and quality staff to work with.
- I would strongly suggest that all staff be formally educated through mandatory overviews of the rules, regulations, application processes, and definitions for all important government and/or private resources provided.



STAFF/SERIVCES: GENERAL (12.4%)

- I would like to see a change in DMH where there is less of a bureaucratic mentality and more of a human approach.
- No check-ins just to see how I am. It is a waste of time for everyone.



COMMUNICATION (10.0%)

- Trainings for staff on how to listen and provide feedback to clients (i.e., effective interpersonal communication skills).
- Direct information explained to me and how these services are run through programs and clients such as myself.