

# Adult Consumer Satisfaction with Program of Assertive Community Treatment (PACT) Services 2020 Statewide Findings

**PACT Services.** PACT uses a multidisciplinary team approach providing acute and long term support, community-based psychiatric treatment, assertive outreach, and rehabilitation services to persons served. The flexible nature of PACT cultivates resiliency and supports each person's path to recovery. Service goals include rehabilitation, support, supervision, stable housing, participation in the community, self-management, self-determination, empowerment, wellness, improved physical health, and independent employment.

**Ensuring Quality Services.** To continuously improve service quality and monitor the performance of 19 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

100% of clients  
were invited to  
participate

Of the 1,352 active clients, 1,233 with valid addresses were sent a pre-notification. Of these, an additional 374 were excluded due to incorrect addresses, resulting in a final eligible sample of 859 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

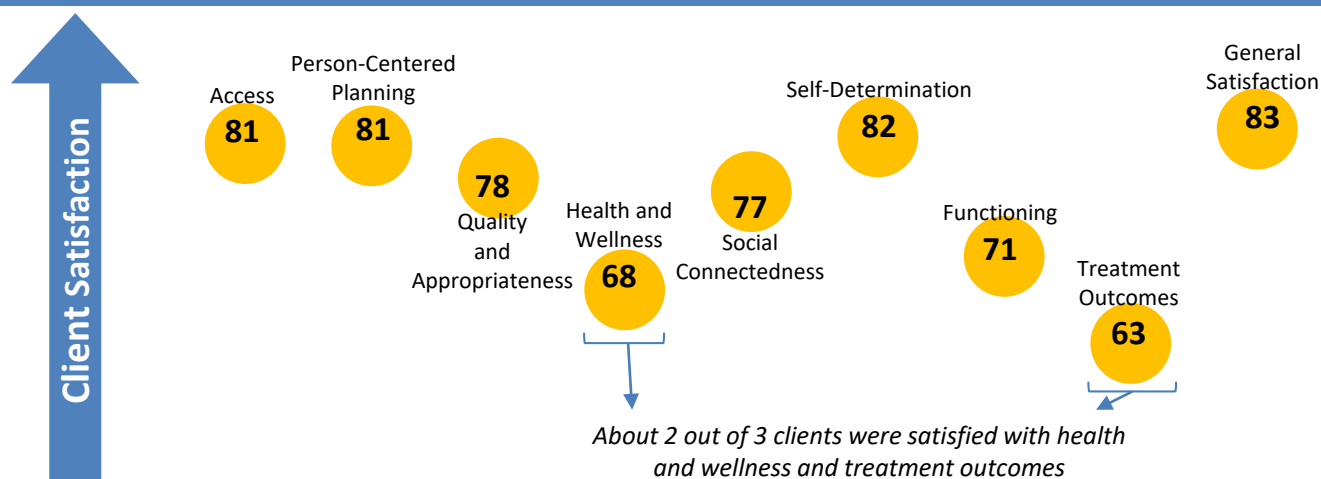
A state-modified version of the federal SAMHSA Mental Health Statistical Improvement Program (MHSIP) tool was used. It included 57 items measuring satisfaction, based on a 5-point scale (strongly agree, agree, neutral, disagree and strongly disagree), with an option of "not applicable" as well as other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

34% or 292 of  
eligible clients  
responded

Response rates ranged from 20% to 45% across the 19 contracted sites. DMH Area rates ranged from 29% to 43%. Clients under age 35 were less likely to respond than those age 35 and older. There were no statistically significant differences in response rates by client's sex, race/ethnicity, or preferred language.

Two-thirds were male and 33% were females. Average age was 46 years old. About 58% were White, non-Hispanic, 10% Black non-Hispanic, 3% Asian, 6% multiracial, and 12% other, non-Hispanic, and 11% Hispanic.

In 2020, 80% or more of PACT clients were satisfied in four of the 9 domains



\*Results were similar compared to the last survey conducted with PACT clients in 2018.

# Adult Consumer Satisfaction with Program of Assertive Community Treatment (PACT) Services

## 2020 Statewide Findings

### WHAT SERVICES HAVE BEEN MOST HELPFUL TO YOU IN YOUR RECOVERY? (Clients Responding = 54% or 157 clients)



#### STAFF/SERVICES: GENRAL (61.1%)

- Really good caring staff employees.
- The most helpful services is the PACT team, they help me with my appointments and many more things.



#### ACCESS/AVAILABILITY (29.9%)

- I am able to talk to my PACT team whenever I need them.
- My calls are very quickly returned and staff being able to come to my home for appointments and also to come visit to see how I am doing.



#### MEDICATION (20.4%)

- Delivery of my medication in easy to use (and not mess up) pill packs.
- PACT team providing me with daily medication.



#### MEDICAL (15.3%)

- The kindness, consistency and compassion of some workers, especially those who have a white robe on.
- Psychiatric nurse visits at home for my injection is essential.



#### PROGRAMS (14.0%)

- PACT program is the best mental health care I have ever received in my whole time in the mental health system. I am so happy with the PACT program.

### WHAT SERVICES HAVE BEEN LEAST HELPFUL TO YOU IN YOUR RECOVERY? (Clients Responding = 30% or 89 clients)



#### NONE (39.3%)

- None of the services have been the least helpful. They all have been great.
- I can't think of one. All of the services have been helpful.



#### STAFF/SERVICES: GENERAL (24.7%)

- Staff isn't able to help me the way I want them to.
- The PACT team groups are always the same. I am tired of that.



#### SUBSTANDARD CARE (14.6%)

- The PACT vocational and housing services have been pretty fruitless.
- The group therapy provided by the PACT team is always the same and I am tired of that.



#### ACCESS/AVAILABILITY (11.2%)

- My social worker works a lot because there are no staff. I want to have more time with her.
- Not enough administrative support for calling at appointments, etc.



#### MEDICATION (6.7%)

- Being overly medicated.
- Taking mental health drug pharmaceutical major tranquilizers, which leave me exhausted, bloated, and rearrange how my brain works in disturbing ways.

### WHAT CHANGES WOULD IMPROVE THE SERVICES YOU HAVE RECEIVED? (Clients Responding = 40% or 116 clients)



#### NONE (29.3%)

- I don't really see any changes needed. When the pandemic hit, the PACT team was still right there as always. They always had my back supporting me despite not being able to meet face to face. In my opinion, the PACT team went above and beyond.



#### ACCESS/AVAILABILITY (25.0%)

- The PACT team needs more people, positions, employees. Each PACT team member has too many clients. Caseload seems overwhelming.
- I would like to be able to see my therapist more than once a week if I need.



#### ADEQUATE CARE (11.2%)

- One-on-one counseling with a bonafide psychologist, quality and comprehensive addiction treatment.
- The people who care about you need to understand your feelings.



#### STAFF/SERVICES: GENERAL (9.5%)

- The services I get from the PACT program.
- Help from the PACT team treatment plan.
- Offer different types of therapy.



#### MEDICATION (6.9%)

- Get my meds dose changed faster. When my doses change, it takes too long about two or three weeks to get them.
- To be more independent and take charge of my own medications.
- Changes like giving me reduced medicine.