

# Massachusetts Department of Mental Health Consumer Satisfaction Survey Report ACCS, PACT, & Family Findings 2021



Prepared by:  
Thomas W. Mangione, Wendy Chow, Rebecca Millock, & Shaivi Herur  
JSI Research & Training Institute Inc.  
Boston, MA



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# Purpose of the Survey

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- Since 2015, the Massachusetts Department of Mental Health (MA DMH) has contracted with JSI of Boston, MA to conduct the Consumer Satisfaction Surveys.
- **Adult clients** and **family members of child/youth clients** receiving mental health services were surveyed.
- Evaluated client satisfaction in various domains, such as service access, quality, participation with treatment, and perception of impact of services on outcomes.
- Results can be used to identify areas for quality improvement.

# Outline of Presentation

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- Survey Design
- Data Collection
- Measures
- Survey Population
- Response Rates
- Analyses
- Statewide Results for Adult and Family Member Surveys
  - 2021 Demographics
  - 2021 Domain Results (statewide, by DMH area, and select demographic sub-groups)
  - Select Behavioral Outcomes
  - Qualitative Findings

# Survey Design and Data Collection

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- Surveys included federal SAMHSA's Mental Health Statistical Improvement Program (MHSIP) tool items and state-added questions
- Survey languages
  - **Adult (7)**: English, Spanish, Chinese Simplified, Chinese Traditional, Haitian Creole, Khmer, and Vietnamese
  - **Family (2)**: English and Spanish
- Data collection (mail and online survey)
  - Incentive: up-front \$5 cash incentive included with the first survey
  - Schedule: pre-notification letters are mailed in April 2021, and the survey is closed end of September
  - Clients receive 6 contacts: pre-notification letter, first survey packet, first reminder letter, second survey packet, second reminder letter, third reminder letter

# Satisfaction Domains: ACCS & PACT

## 2021 Adult Consumer Survey Domains (\*57 items)

- Access (6)
- Person-centered Planning (8)
- Quality and Appropriateness (9)
- Social Connectedness (6)
- Functioning (7)
- Outcomes (7)
- General Satisfaction (3)
- Health and Wellness (5)
- Self-Determination (6)
- +demographics and behavioral outcome questions

In parentheses () are the number of items in the domain. Cluster analyses were conducted to determine items in each domain.

## Example of items within domains

### Access

- Staff returned my call in 24 hours

### Person-Centered Planning

- My beliefs were respected in my treatment and treatment plan.

### Social Connectedness

- I feel I belong to my community

### Outcomes

- I am better able to deal with crisis

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   N/A

# Satisfaction Domains: Family

## 2021 Family Member Consumer Survey Domains (\*54 items)

- Availability of Outpatient Clinicians (2)
- Availability of DMH Services (5)
- Family Involvement in Treatment Planning (5)
- Post-DMH Service Care and Planning (5)
- Respect Perceived during Service Delivery (5)
- Safety Perceived during Service Delivery (3)
- Sensitivity and Flexibility of Services (6)
- Outcomes – Symptoms & Functioning (9)
- Generation Outcomes & Satisfaction (10)
- Parent Social Connectedness (4)
- +demographics & behavioral outcome questions

In parentheses () are the number of items in the domain. Cluster analyses were conducted to determine items in each domain.

## Example of **items** within domains

### Availability of DMH Services

- My child was able to get all the services I thought he/she needed

### Family Involvement...

- Staff and I worked together to develop a plan that best met my child's needs

### Respect Perceived...

- Staff treated my child with respect

### Outcomes

- My child's symptoms are not bothering him/her as much

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   N/A

# COVID-19 QUESTIONS

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To assess the impact of the COVID-19 pandemic on satisfaction with service access and quality, clients indicated the extent to which they agreed or disagreed with:

- I **received the services I needed** even during the COVID-19 pandemic.
- I had **access to telehealth** services (e.g., by telephone or computer) during the COVID-19 pandemic.
- During the COVID-19 pandemic, I was **able to see staff in person** when needed.

To assess preference for future services:

- After the COVID-19 pandemic is over, I would like to receive services: *(all in-person, all by computer or telephone, both in-person and by computer/telephone)*

# Survey Populations

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- **Adult Community Clinical Services**

- Stratified random sample of **75%** of adult clients who receive services from one of 36 DMH contracted service providers

- **Program of Assertive Community Treatment**

- **100%** of adult clients who receive services from one of 19 DMH contracted PACT service providers

- **Family Member Survey**

- **100%** of parent/guardian of children/youth clients receiving the following types of DMH-funded services:
  - Case Management
  - Caring Together



# 2021 Response Rates

## ACCS

**6,973**  
ACCS clients received pre-notification letter

21% (1,472) RTS/Excluded

**5,501**  
Included sample

**1,780**  
**32% statewide response**  
Contract range: 24%-48%  
DMH area range: 29%-36%

DMH Area	Response Rate
BAO	29%
CAO	32%
NAO	33%
SAO	33%
WAO	36%

## PACT

**1,243**  
PACT clients received pre-notification letter

26% (324) RTS/Excluded

**919**  
Included sample

**285**  
**31% statewide response**  
Contract range: 16%-42%  
DMH area range: 24%-42%

DMH Area	Response Rate
BAO	42%
CAO	35%
NAO	26%
SAO	32%
WAO	24%

## FAMILY

**663**  
Families received pre-notification letter

7% (44) RTS/Excluded

**619**  
Included sample

**247**  
**40% statewide response**  
DMH Area range: 34%-44%

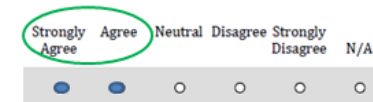
DMH Area	Response Rate
BAO	34%
CAO	43%
NAO	44%
SAO	43%
WAO	35%

# Analysis

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## Quantitative

- For each item, “strongly agree”/“agree” equals a “**Positive**” response
- For each domain\*, an average was taken of all items in that domain
  - Less than 2.5 = Client responded “**Positively**” in that domain
- The percentage who responded positively for each domain was calculated



## Qualitative Open-Ended

- 3 open-ended questions for clients to write in additional comments
- 5 top themes identified, illustrated by graphics/quotes
- Number and percentage of survey responses categorized under each theme

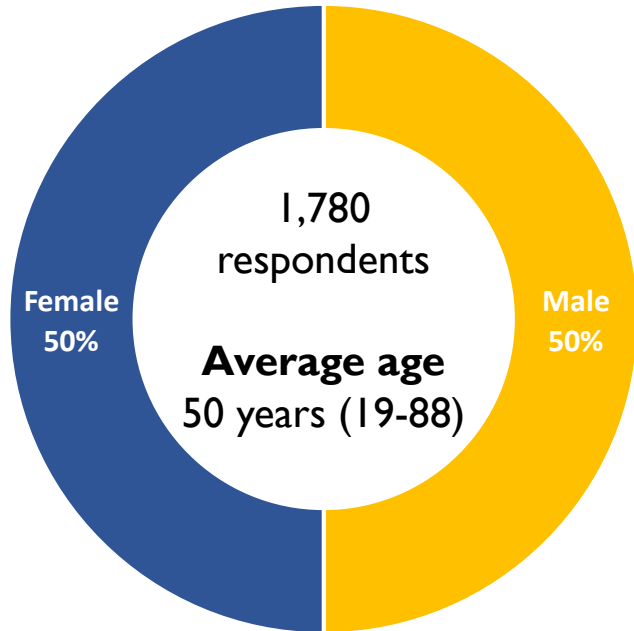
Note: domain scores are only calculated for those clients with at least two-thirds of items answered in a given domain, per MHSIP scoring guidelines

**Adult Community Clinical Services**  
**Adult Consumer Survey**  
**2021**

**1,780 Respondents**

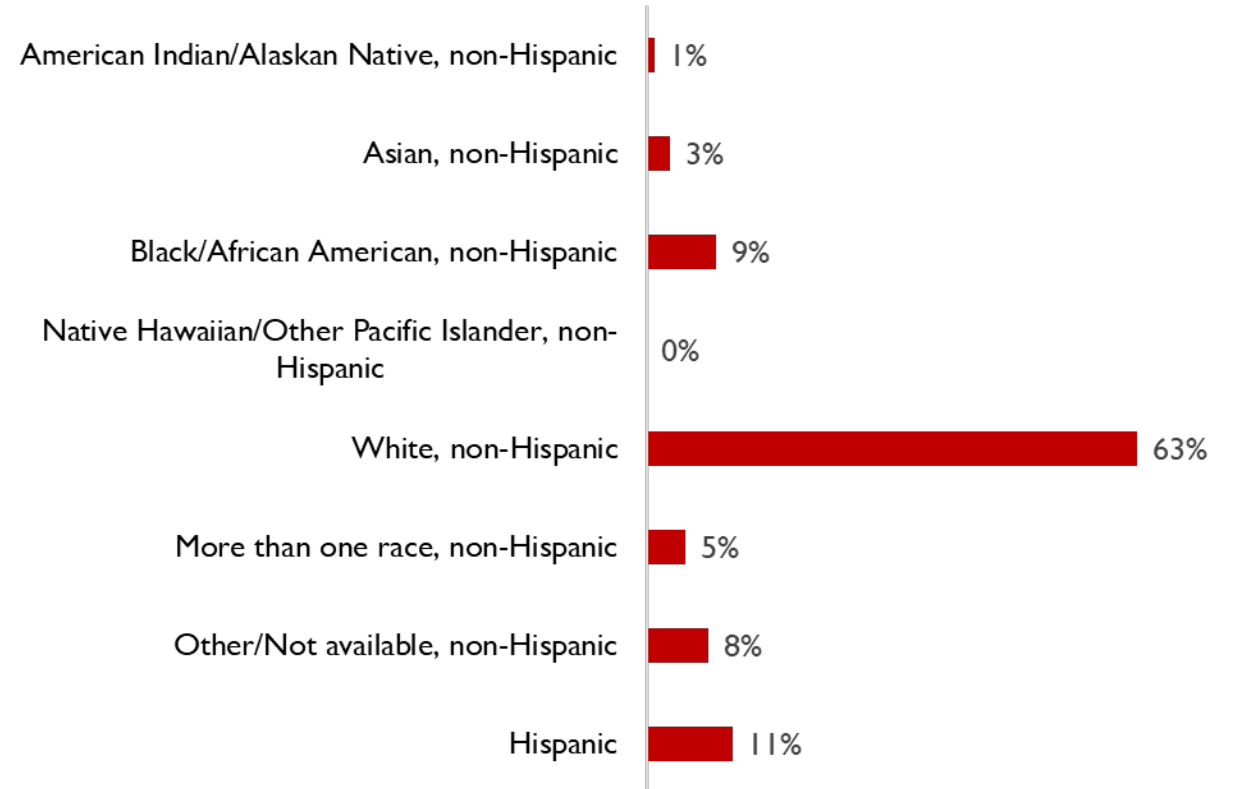
# 2021 Adult ACCS: Demographics

## Gender

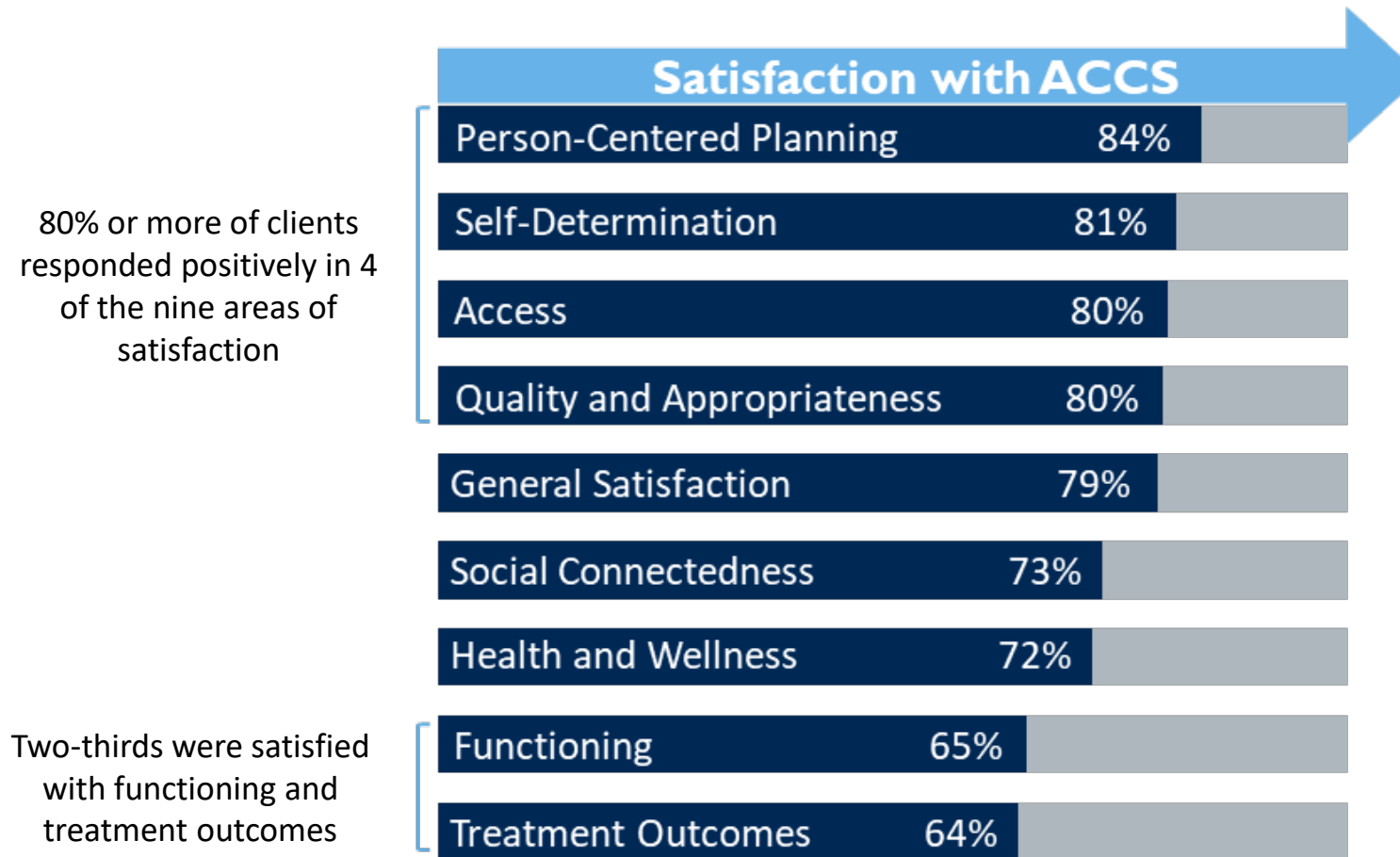


- Males and females were equally represented.
- Respondents were 50 years old on average (males, 49; females, 51).

## Race/Ethnicity



# 2021 Adult ACCS: Domain Results



*\*2021 results were similar to 2019 and 2020.*

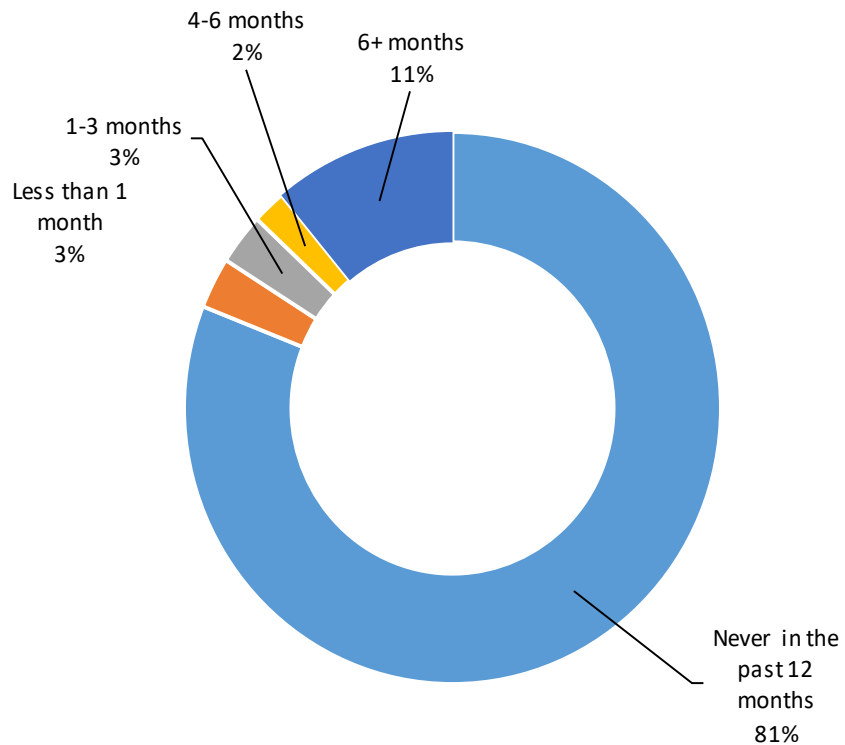
# 2021 Adult ACCS: Domain Results by DMH Area

Area of Satisfaction	Statewide % N=1780	BAO n=282	CAO n=347	NAO n=424	SAO n=395	WAO n=332
Access*	80	84	77	77	85	79
Person-Centered Planning	84	85	83	82	86	83
Quality and Appropriateness	80	79	77	80	84	78
Health and Wellness	72	73	70	70	76	70
Social Connectedness*	73	76	67	72	78	72
Self-Determination*	81	85	76	80	86	80
Functioning*	65	70	59	63	69	63
Treatment Outcomes*	64	70	59	61	67	63
General Satisfaction	79	82	78	78	83	76

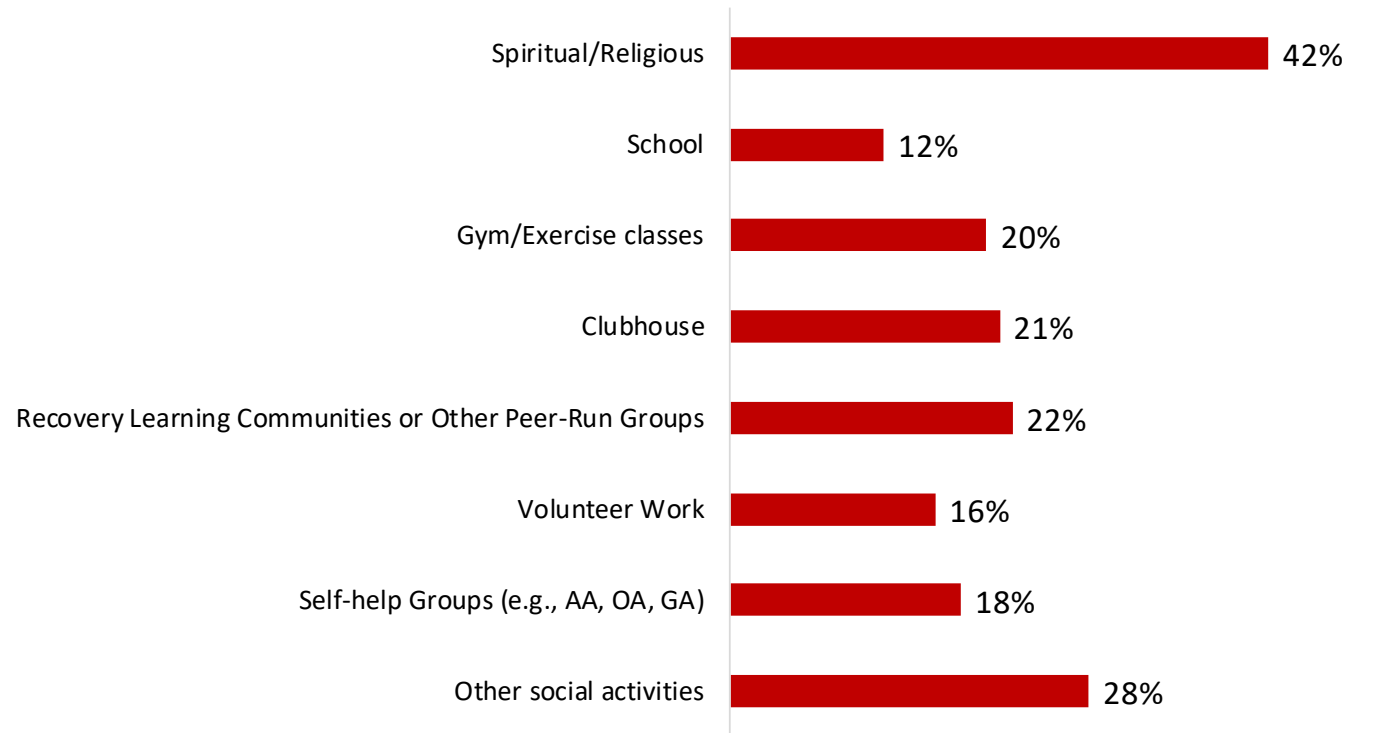
\*Statistically significant differences in domain scores across DMH Areas:  $p < 0.05$

# 2021 Adult ACCS: Select Behavioral Outcomes

## Employment



## Activity Involvement



# 2021 Adult ACCS: Qualitative Findings

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- What services have been the most helpful to you in your recovery?
- What services have been the least helpful to you in your recovery?
- What changes would improve the services that you have received?



## WHAT SERVICES HAVE BEEN MOST HELPFUL TO YOU IN YOUR RECOVERY? (50% or 893 clients responded)

### STAFF/SERVICES: GENERAL (48.9%)

- Staff sharing their pasts and lives with me. As a human trusting me.
- Having someone that I can rely on for company or if I have problems I don't think I can deal with on my own.

### PROGRAMS (18.7%)

- My program has been a great help, especially in the pandemic.
- ACCS they have been supportive. Without them I wouldn't have people. It's easier to cope when you have people who listen and check up on you.

### THERAPY (14.3%)

- My therapy sessions with my therapist have been instrumental in my recovery process.
- I have benefitted from group therapy sessions done over the past year either by telephone or Zoom calls.

### CLINICAL (13.7%)

- All of my clinicians are extremely helpful.
- Psychiatry has been extraordinary. They have switched my diagnosis and medications and I see such a difference.

### PEER MENTORING (11.7%)

- For me the peer support weekly visits.
- Having a peer specialist - someone that understands me and will help my anxiety problems.

# WHAT SERVICES HAVE BEEN LEAST HELPFUL TO YOU IN YOUR RECOVERY? (29% or 514 clients responded)

## STAFF/SERVICES: GENERAL (53.1%)

- The service plans. It may have my goals, but it does not reflect all of the effort I put into staying well. There are common formats to these plans, but they need to be more inclusive of personal, spiritual, physical and cultural ideals.

## THERAPY (21.4%)

- My therapist always feels that whatever I say simply has to be wrong. You can make suggestions and respect someone, but they don't think so.
- I don't feel I'm benefiting from therapy. I'm not being challenged to think differently.

## SUBSTANDARD CARE (18.3%)

- Psychiatrists try to throw pills at me after only meeting me once and not consulting other people on my team.
- Treatment, care, and interest in you are not consistent because staff don't keep up on with current policies and procedures.

## ACCESS/ AVAILABILITY (15.4%)

- I have no psychiatrist because she left and they put me on a 6 month waitlist.
- I would prefer direct contact with my case worker instead of using a call-in number and wait for a call back!

## NONE (21.8%)

- I really can't think of any services that I have used that haven't helped me in some way or another.
- All services have helped me tremendously.

## WHAT CHANGES WOULD IMPROVE THE SERVICES YOU HAVE RECEIVED? (33% or 595 clients responded)

### ACCESS/ AVAILABILITY (35.5%)

- Have the therapist be less busy and attend to clients better.
- If staff caseloads were decreased, then residents could have more individual time to meet with them weekly.
- More in person services. More support for parents that have children with disabilities.

### ADEQUATE CARE (20.7%)

- I want to work with an experienced social worker instead of an intern therapist.
- Better housing employees - ones that follow through with what they say they are going to do.
- Better staff, better treatment, and respect.

### STAFF/SERVICES: GENERAL (18.2%)

- Group high maintenance with high maintenance and low maintenance with low for therapy.
- There has been so much seriousness that it would be nice to have one or two events per year when clients and staff could have a day of activities and socialization.

### NONE (17.3%)

- I wouldn't change anything. There are other workers available if I need them. I have met them. They are good.
- I cannot think of anything relevant. I feel the people at DMH are fantastic.

### CONSUMER INPUT (9.6%)

- I want to have more of a say in what I need.
- I wish my providers would believe me and not just on a whim decide that I make things up. All mentally ill people are not the same.

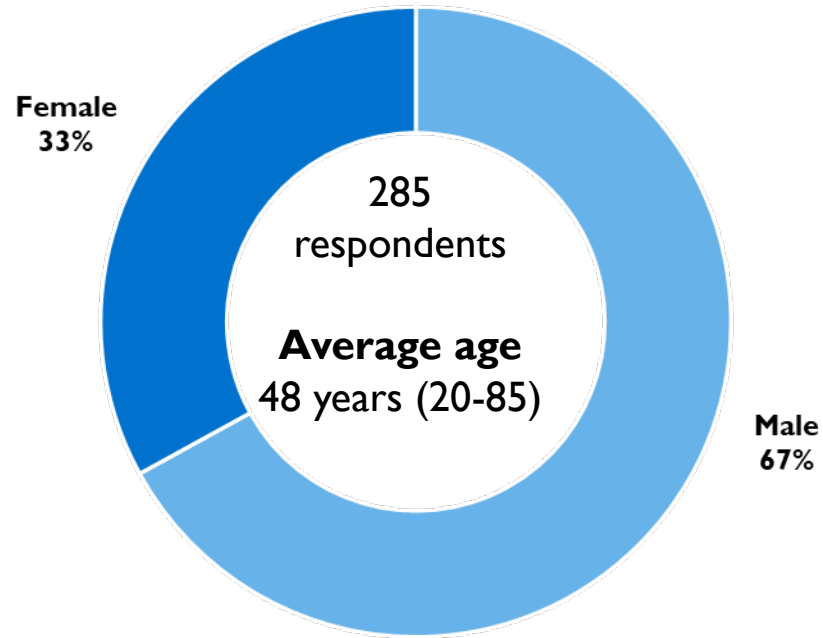
<b>What services have been the <u>most</u> helpful to you in your recovery? (Clients Responding=893)</b>		
	<b>N</b>	<b>%</b>
<b>STAFF/SERVICES: GENERAL</b>	<b>410</b>	<b>48.9</b>
<b>PROGRAMS</b>	<b>157</b>	<b>18.7</b>
<b>THERAPY</b>	<b>120</b>	<b>14.3</b>
<b>CLINICAL</b>	<b>115</b>	<b>13.7</b>
<b>PEER MENTORING</b>	<b>98</b>	<b>11.7</b>
<b>What services have been the <u>least</u> helpful to you in your recovery? (Clients Responding=514)</b>		
<b>STAFF/SERVICES: GENERAL</b>	<b>273</b>	<b>53.1</b>
<b>NONE</b>	<b>112</b>	<b>21.8</b>
<b>THERAPY</b>	<b>110</b>	<b>21.4</b>
<b>SUBSTANDARD CARE</b>	<b>94</b>	<b>18.3</b>
<b>ACCESS/AVAILABILITY</b>	<b>79</b>	<b>15.4</b>
<b>What changes would improve the services you have received? (Clients Responding=595)</b>		
<b>ACCESS/AVAILABILITY</b>	<b>211</b>	<b>35.5</b>
<b>ADEQUATE CARE</b>	<b>123</b>	<b>20.7</b>
<b>STAFF/SERVICES: GENERAL</b>	<b>108</b>	<b>18.2</b>
<b>NONE</b>	<b>103</b>	<b>17.3</b>
<b>CONSUMER INPUT</b>	<b>57</b>	<b>9.6</b>

**Program of Assertive Community Treatment**  
Adult Consumer Survey  
2021

**285 Respondents**

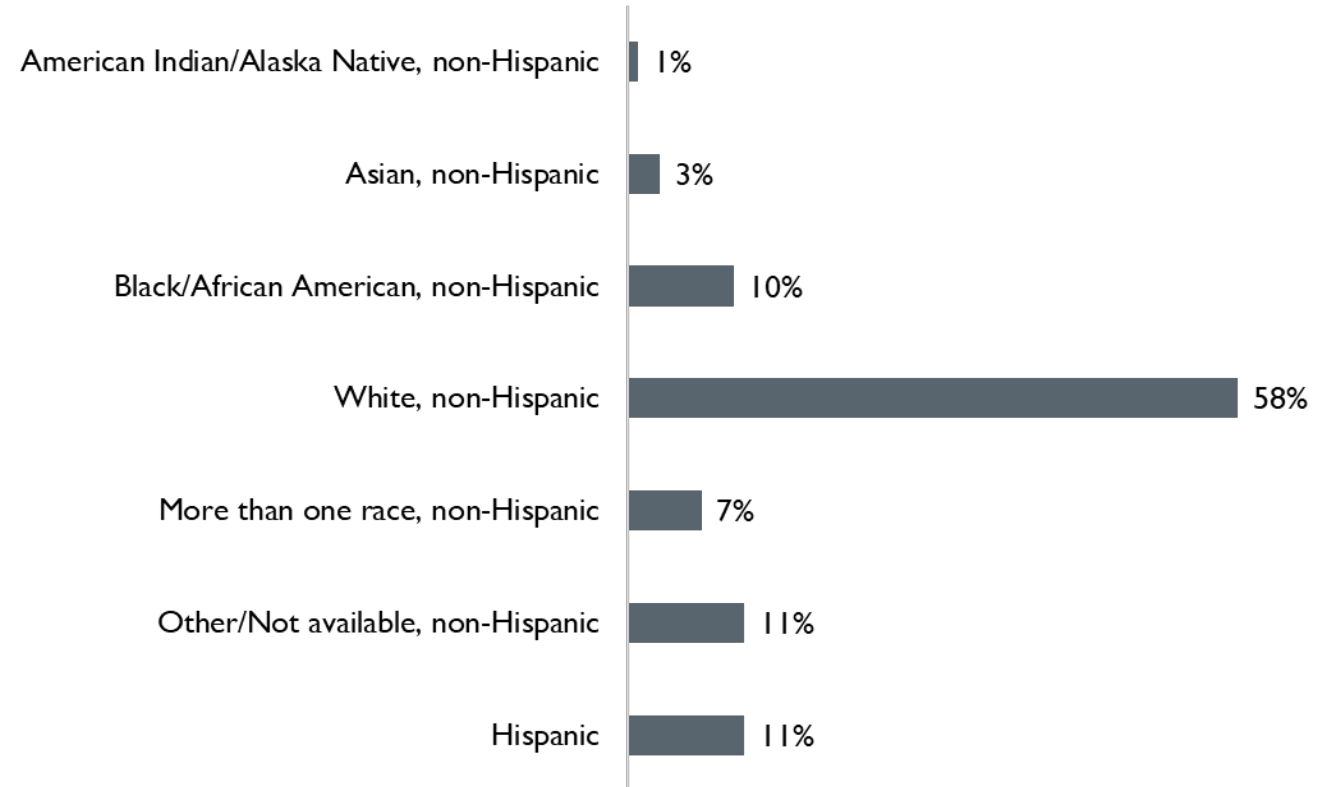
# 2021 Adult PACT: Demographics

## Gender

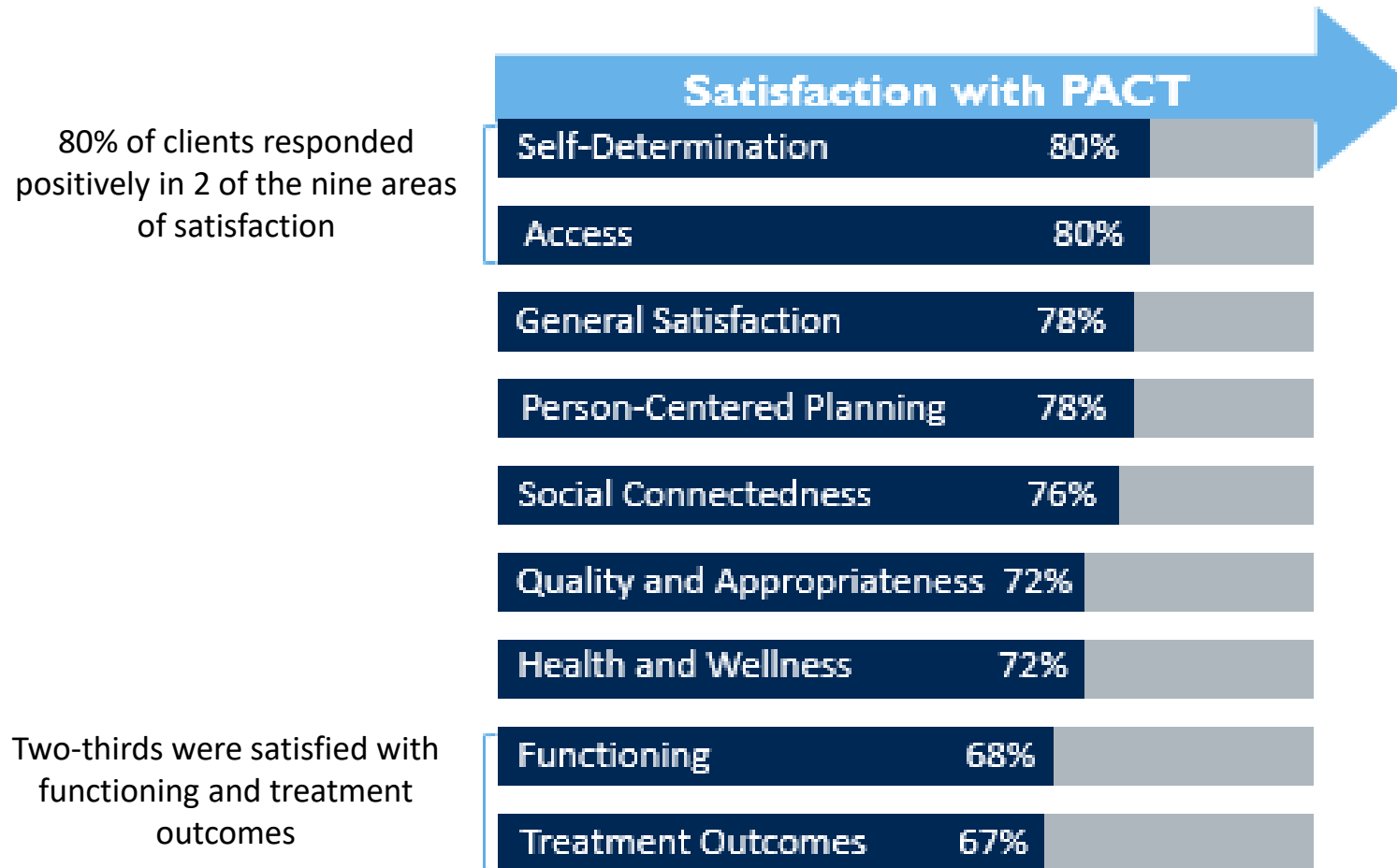


- There were twice as many males represented compare to females (65% vs 35%).
- Respondents were 48 years old on average (males: 45; females: 54).

## Race/Ethnicity



# 2021 Adult PACT: Domain Results



*\*Results were similar to 2018 and 2020. No survey was conducted in 2019.*

# 2021 Adult PACT: Domain Results by DMH Area

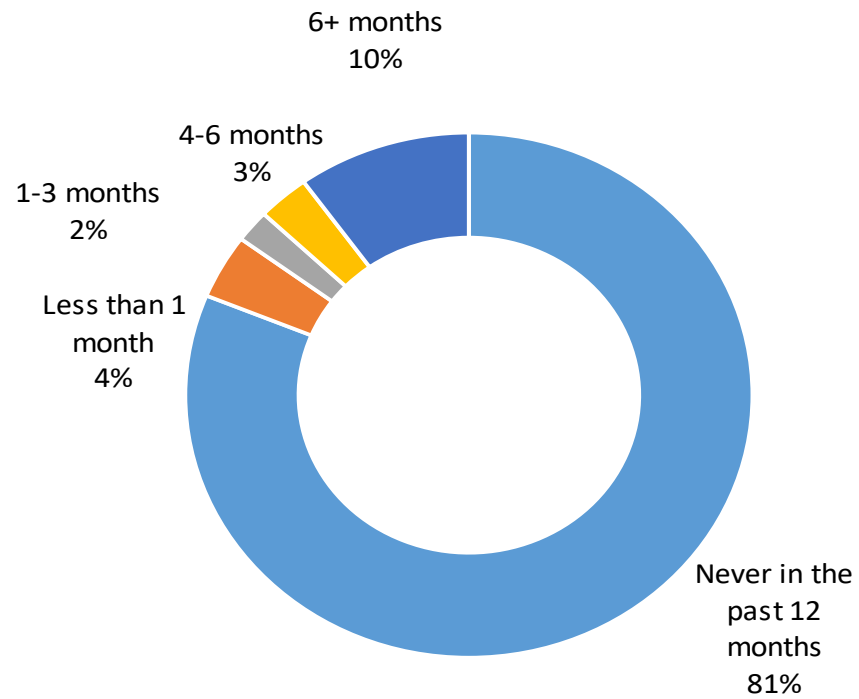
Area of Satisfaction	Statewide % N=285	BAO n=27	CAO n=69	NAO n=80	SAO n=105	WAO n=4
Access	80	67	87	81	78	-
Person-Centered Planning	78	60	82	80	81	-
Quality and Appropriateness	72	60	71	80	71	-
Health and Wellness	72	60	72	80	70	-
Social Connectedness	76	72	75	80	77	-
Self-Determination	80	77	79	75	83	-
Functioning	68	67	64	63	76	-
Treatment Outcomes	67	56	66	68	70	-
General Satisfaction	78	73	78	82	80	-

There were no statistically significant differences in domain scores across DMH Areas  
WAO DMH Area is not shown given small sample size <5.

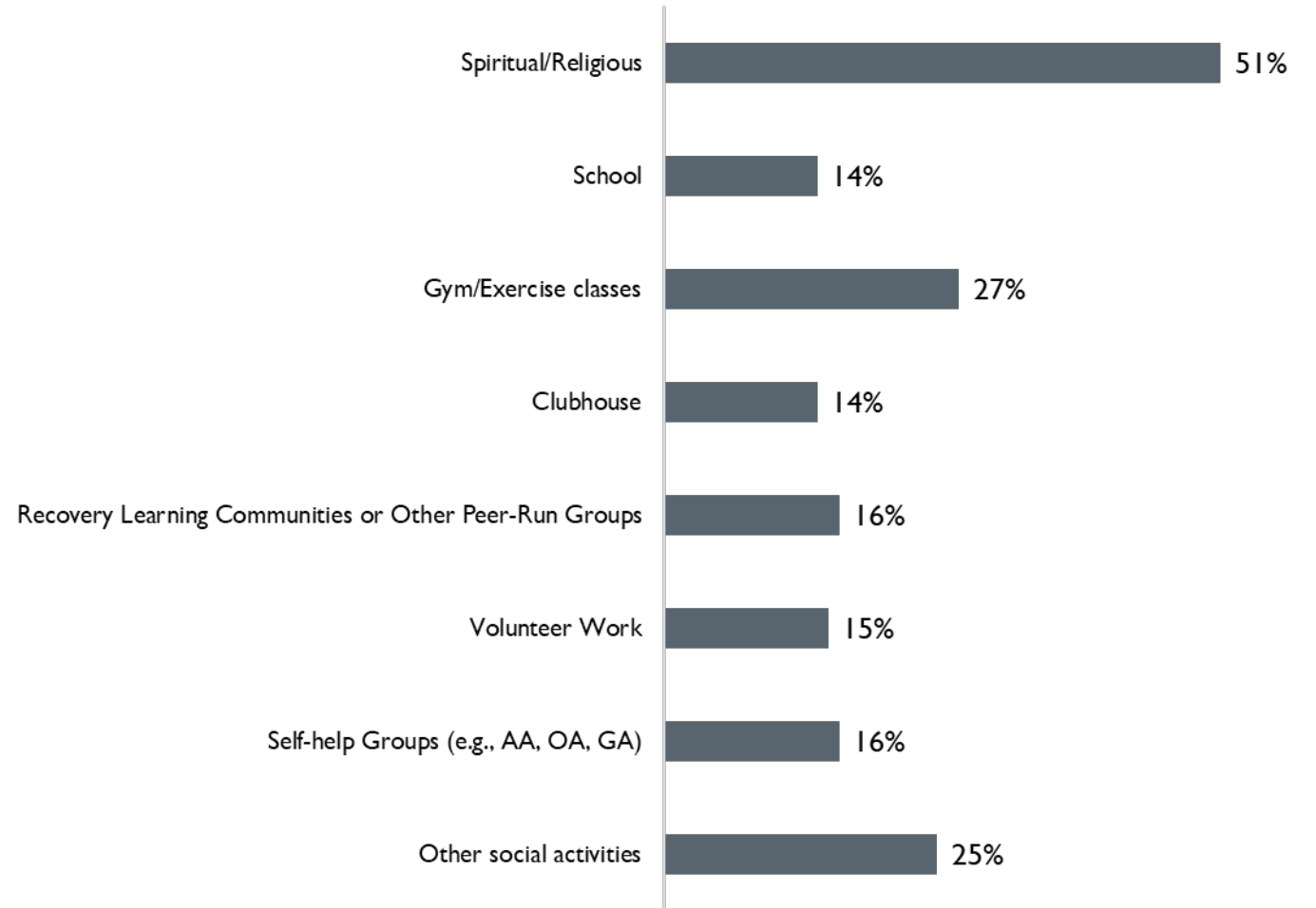


# 2021 Adult PACT: Select Behavioral Outcomes

## Employment Status



## Activity Involvement



# 2021 Adult PACT: Qualitative Findings

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- What services have been the most helpful to you in your recovery?
- What services have been the least helpful to you in your recovery?
- What changes would improve the services that you have received?

## WHAT SERVICES HAVE BEEN MOST HELPFUL TO YOU IN YOUR RECOVERY? (48% or 136 clients responded)

### **STAFF/SERVICES: GENERAL (56.6%)**

- Having a team that knows me personally.
- I find it very helpful that I can bounce and share things with my provider and always get good feedback.

### **ACCESS/ AVAILABILITY (25.7%)**

- My team is available to me 24/7 which has been helpful over the years.
- Being able to get a hold of staff as I needed to. Staff working well with my schedule.

### **MEDICATION (19.1%)**

- Medication I received was helpful considering the anxiety there was in the last year.
- Bubble-pack medication delivery to my home.

### **PROGRAMS (14.7%)**

- PACT did very well working with me. My mom told me to take all the help I can get.
- PACT has been the most helpful in my recovery.

### **THERAPY (12.5%)**

- One-on-one therapy once a week.
- At home therapy sessions are the most helpful and if my therapist is on vacation, having a say in strategies to replace therapy.

## WHAT SERVICES HAVE BEEN LEAST HELPFUL TO YOU IN YOUR RECOVERY? (25% or 71 clients responded)

### **NONE (23.9%)**

- Any service provided has always been geared to me specifically and has always been helpful.
- None. All of my services were very helpful.

### **STAFF/SERVICES: GENERAL (11.3%)**

- Phone calls. It's better to see people in person especially when you need a ride somewhere.
- Groups. Now that I am ready to do the "work," I very much prefer to keep my treatment individual and private.

### **CLINICAL (16.9%)**

- Nurse practitioner and her nasty and bad attitude.
- My monthly blood work has been at times a hassle. Every six months for a standing order is unacceptable, it should be for a year if not more.

### **SUBSTANDARD CARE (15.5%)**

- Psychiatrist services and medications have been sorely lacking. Explanations as to what medications are prescribed and why are not forthcoming.

### **PROGRAMS (11.3%)**

- The mental health system isn't listening to the clients who've "tripped" so to speak in life and now need a way to move on in other directions.

## WHAT CHANGES WOULD IMPROVE THE SERVICES YOU HAVE RECEIVED? (34% or 98 clients responded)

### **ACCESS/ AVAILABILITY (29.6%)**

- Staff is overworked. Client reduction is necessary to improve impaired services due to low staff.
- If some sessions were longer. Some are just 10 minutes long and I feel that some days that's not enough.

### **NONE (25.5%)**

- I'm a very, very happy patient. I have no suggestions on how to improve PACT programs. They are really doing their best.
- None. I really like my current situation with the PACT team.

### **STAFF/SERVICES: GENERAL (23.5%)**

- It's hard looking for a better neighborhood to live in with the housing being so tight.
- I need more encouragement so I can engage in a natural conversation.
- Drug free environments including taxis.

### **ADEQUATE CARE (16.3%)**

- Client facing staff need to be trained on de-escalation tactics.
- It is of GRAVE concern that many of PACT's staff members were unaware of the DMH's client rental assistance housing subsidy.

### **COMMUNICATION (9.2%)**

- I want to be able to speak directly with my doctors, but they are not letting me.
- More open discussion about medications and their side effects.

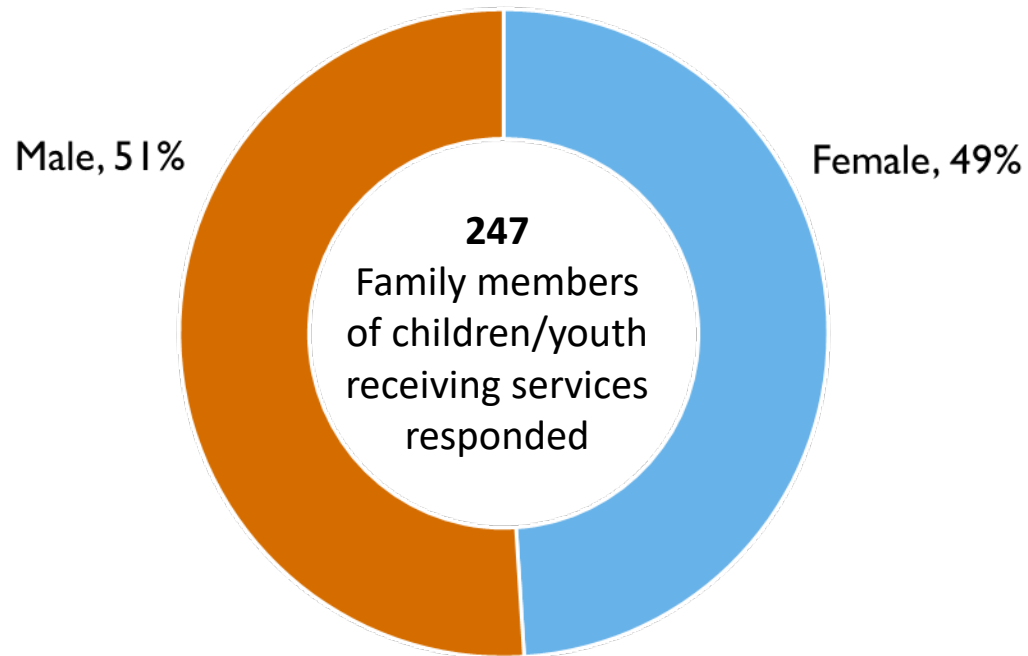
<b>What services have been the <u>most</u> helpful to you in your recovery? (Clients Responding=136)</b>		
	<b>N</b>	<b>%</b>
<b>STAFF/SERVICES: GENERAL</b>	<b>77</b>	<b>56.6</b>
<b>ACCESS/AVAILABILITY</b>	<b>35</b>	<b>25.7</b>
<b>MEDICATION</b>	<b>26</b>	<b>19.1</b>
<b>PROGRAMS</b>	<b>20</b>	<b>14.7</b>
<b>THERAPY</b>	<b>17</b>	<b>12.5</b>
<b>What services have been the <u>least</u> helpful to you in your recovery? (Clients Responding=71)</b>		
<b>NONE</b>	<b>17</b>	<b>23.9</b>
<b>STAFF/SERVICES: GENERAL</b>	<b>16</b>	<b>11.3</b>
<b>CLINICAL</b>	<b>12</b>	<b>16.9</b>
<b>SUBSTANDARD CARE</b>	<b>11</b>	<b>15.5</b>
<b>PROGRAMS</b>	<b>8</b>	<b>11.3</b>
<b>What changes would improve the services you have received? (Clients Responding=98)</b>		
<b>ACCESS/AVAILABILITY</b>	<b>29</b>	<b>29.6</b>
<b>NONE</b>	<b>25</b>	<b>25.5</b>
<b>STAFF/SERVICES: GENERAL</b>	<b>23</b>	<b>23.5</b>
<b>ADEQUATE CARE</b>	<b>16</b>	<b>16.3</b>
<b>COMMUNICATION</b>	<b>9</b>	<b>9.2</b>

**Division of Children, Youth, and Family Services**  
**Family Member Survey**  
**2021**

**247 Family Member Respondents**

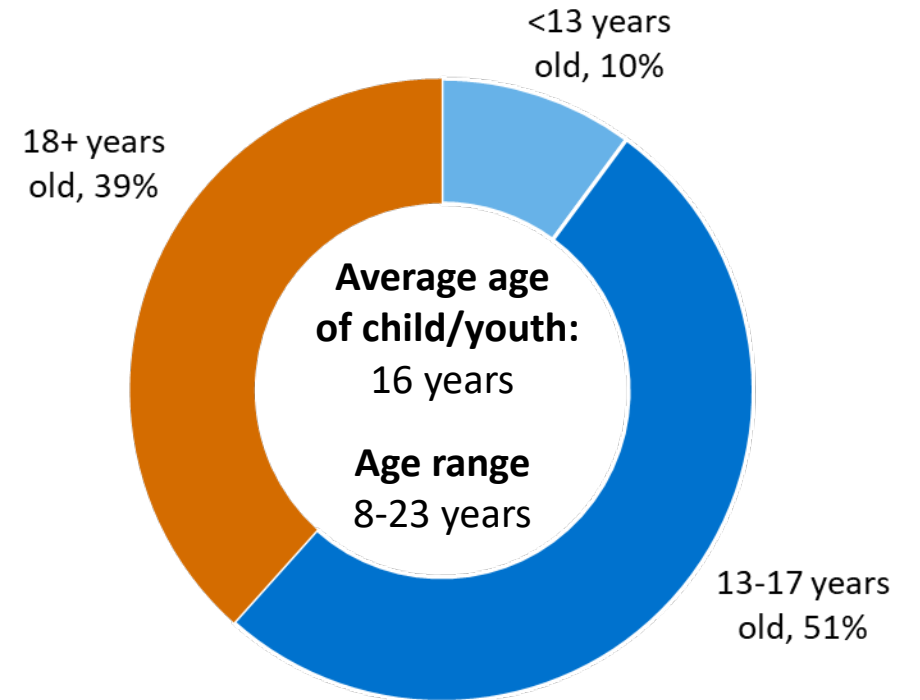
# 2021 Family: Demographics

## Gender



Males and females were equally represented.

## Age

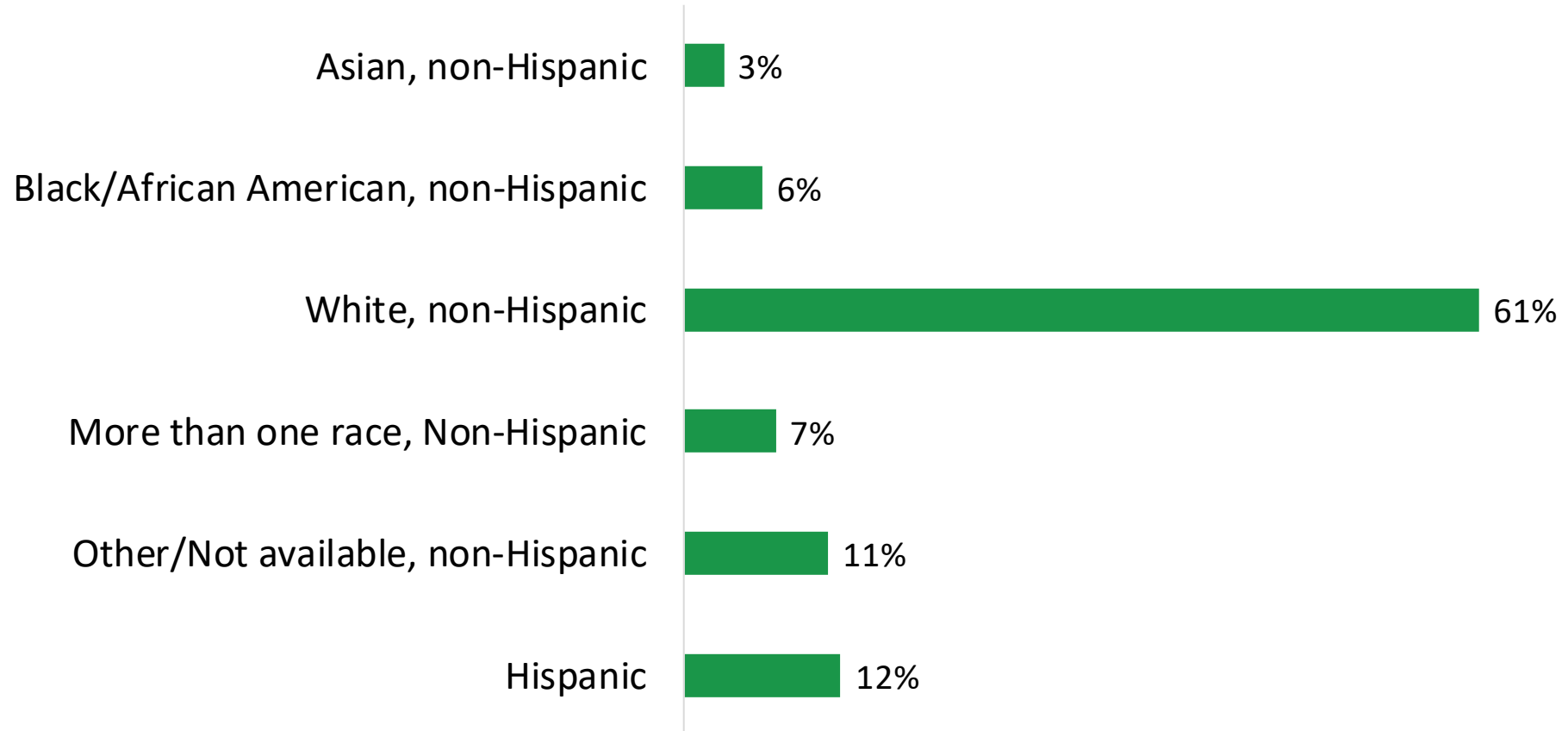




# 2021 Family: Demographics

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## Race/Ethnicity



\*Based on DMH records. Race/ethnicity information is also collected on the survey, which was more complete – 75.7% were White Non-Hispanic, 10.9% Hispanic, 4.1% Black/African American, 3.2% multi-race Non-Hispanic, 1.2% Asian, and 4.9% unknown/unspecified.

# 2021 Family: Other Background Information

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## Living Arrangements

**76%** of children live with the respondent at the time of the survey

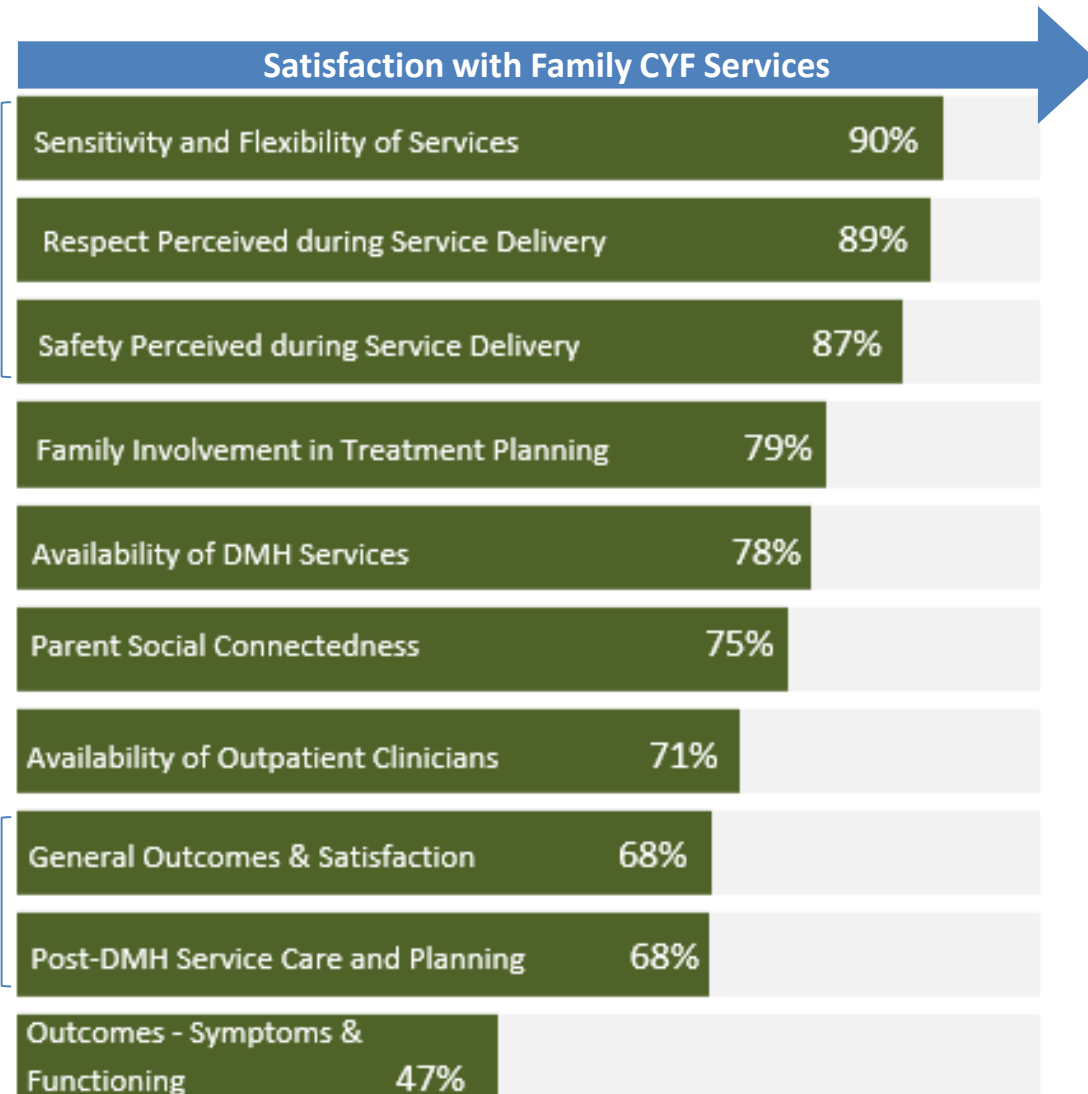
**41%** reported their child has lived elsewhere anytime in the past 12 months

### Among those children who have lived elsewhere:

- **68%** residential treatment program
- **34%** hospital
- **25%** both parents at the same time
- **8%** one parent
- **6%** both parents – alternating times
- **2%** another family member

# 2021 Family: Domain Results

80% or more of clients responded positively in 3 of the ten areas of satisfaction



Over two-thirds were satisfied with general outcomes and post-DMH service care and planning

Note: The outcomes – symptoms and functioning domain is statistically significantly lower in 2021 (47% vs. 57% in 2020). The safety perceived during service delivery domain is statistically significantly higher in 2021 (87% vs. 79% in 2020). There were no statistically significant differences in other domains and findings were similar when compared to 2019.

# 2021 Family: Domain Results by DMH Area

Area of Satisfaction	Statewide % n=247	Boston (BAO) n=26	Central (CAO) n=61	Northeast (NAO) n=54	Southeast (SAO) n=54	Western (WAO) n=52
Availability of Outpatient Clinicians	71	79	77	68	67	67
Availability of DMH Services	78	75	79	77	80	76
Family Involvement in Treatment Planning	79	85	82	75	77	79
Post-DMH Service Care and Planning	68	72	72	69	71	55
Respect Perceived during Service Delivery	89	92	92	85	89	90
Safety Perceived during Service Delivery	87	88	86	89	94	77
Sensitivity and Flexibility of Services	90	96	98	87	89	83
Symptoms & Functioning	47	42	43	44	55	48
General Outcomes & Satisfaction	68	73	62	69	69	69
Parent Social Connectedness	75	65	82	82	74	67

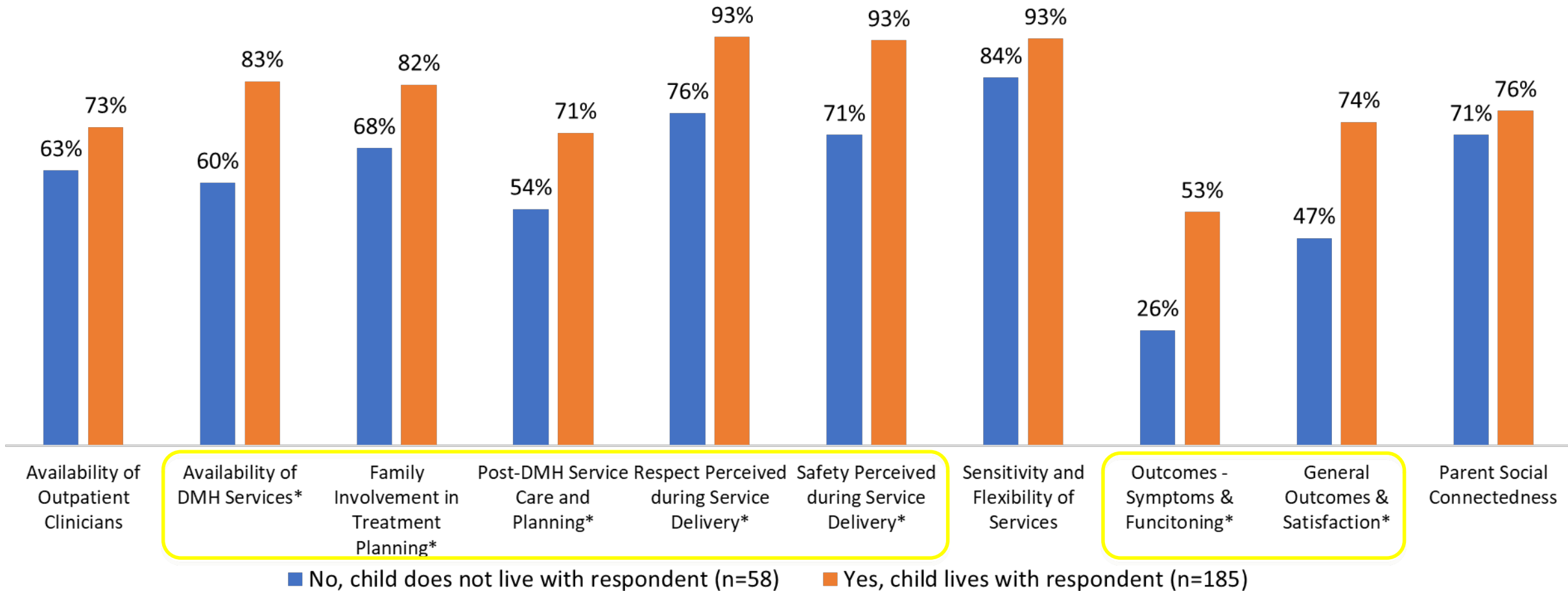
There were no statistically significant differences in domain scores across DMH Areas.

# 2021 Family: Domain Results by Primary Service

Area of Satisfaction	Statewide % n=247	Caring Together n=101	Case Management n=146
Availability of Outpatient Clinicians	71	75	67
Availability of DMH Services	78	82	75
Family Involvement in Treatment Planning	79	81	78
Post-DMH Service Care and Planning	68	68	67
Respect Perceived during Service Delivery	89	88	90
Safety Perceived during Service Delivery	87	88	86
Sensitivity and Flexibility of Services	90	89	92
Symptoms & Functioning	47	42	50
General Outcomes & Satisfaction	68	68	67
Parent Social Connectedness	75	72	78

There were no statistically significant differences in domain scores by service category.

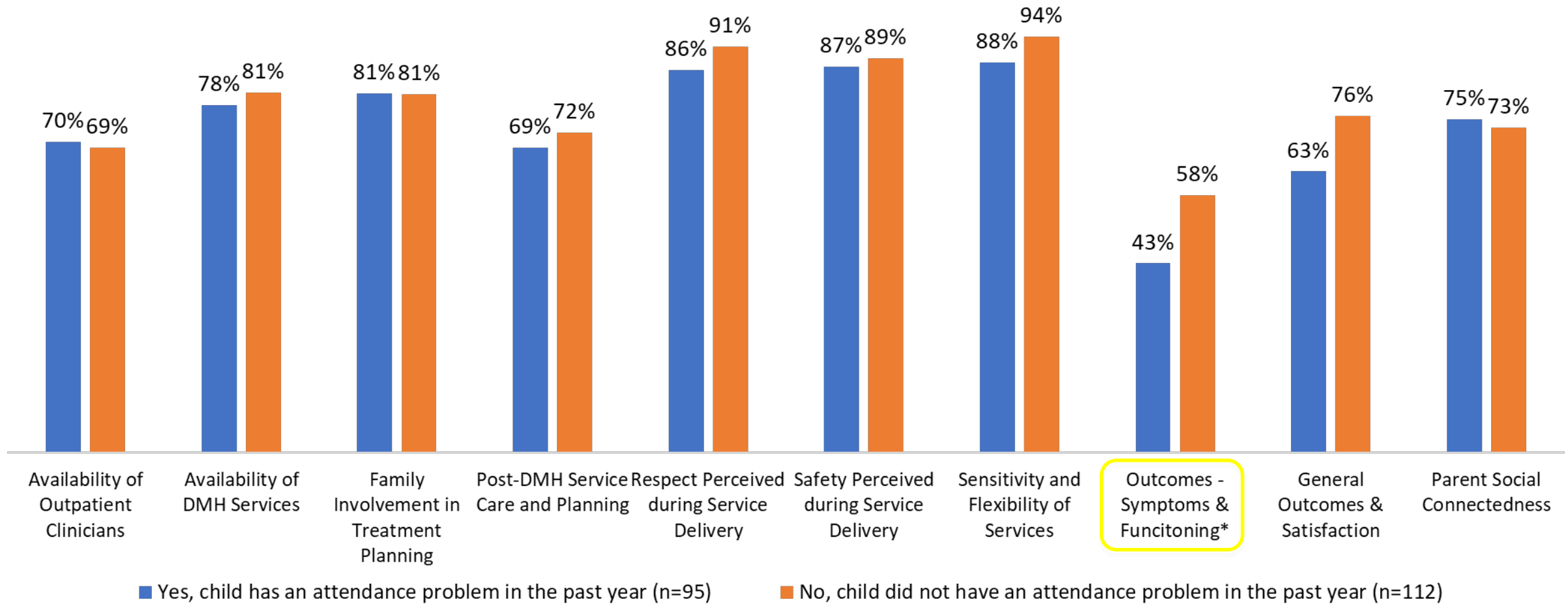
# 2021 Family: Domain Scores by Whether Child Lives with Respondent at the Time of Survey



Statistically significant differences in domain scores: \*p<0.05

Question on survey: Is your child currently living with you? Y/N

# 2021 Family: Domain Scores by Whether Child Had Attendance Problems



Statistically significant differences in domain scores: \*p<0.05

Question on survey: Did child have an attendance problem in the past year? Y/N

# 2021 Family: Behavioral Outcomes

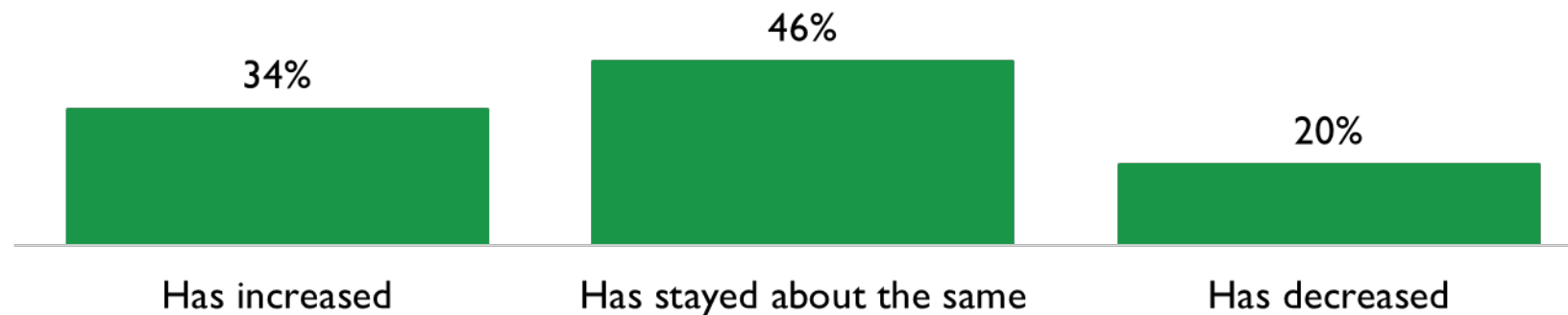
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## School Attendance

**86%** of children attended school in the past 12 months

- **89%** had no expulsions or suspensions in the past 12 months
- **86%** had no expulsions or suspensions in the 12 months prior
- **80%** advanced a grade in the past 12 months
- **46%** had no attendance problems in the past 12 months

Since starting to receive services, among those children who had attendance problems, the number of days child was in school...





# 2021 Family: Qualitative Findings

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- Of all the mental health services your child received in the last 12 months, which were most helpful to your child and why?
- Of all the mental health services your child received in the last 12 months, which were least helpful to your child and why?
- Of all the mental health services your child received in the last 12 months, which were least helpful to your child and why?

**OF ALL OF THE MENTAL HEALTH SERVICES YOUR CHILD RECEIVED IN THE LAST 12 MONTHS, WHICH WERE THE MOST HELPFUL TO YOUR CHILD AND WHY? (68% or 169 clients responded)**

**STAFF/SERVICES:  
GENERAL  
(40.8%)**

- Our DMH worker was present for meetings, in touch, resourceful as needed, and able to connect my son with what he wanted.
- Giving my daughter purpose, accountability, and structure has helped her progress and want to have a future.

**ACCESS/  
AVAILABILITY  
(31.4%)**

- The in-home support was very helpful. In the past, my child was very resistant to seeing clinicians in their offices. The in-home services and the flexibility of the clinicians were paramount in overcoming this obstacles.

**ADEQUATE  
CARE  
(28.4%)**

- His clinician and youth outreach worker worked tirelessly to try and help my son and get the services they needed.
- They have staff who know how to deal with personality/ behavioral issues and clinicians who are available and ready to check in.

**THERAPY  
(27.2%)**

- Our family therapist has been the most helpful through difficult times.
- Trauma therapy was essential for my child to recover and move forward with confidence and coping skills.

**MENTORING  
(17.2%)**

- Peer mentor. This person is able to connect deeply with my daughter. They take long walks together or do art, and a lot of stuff comes out through these activities.
- Therapeutic mentor has been amazing at providing support and guidance to my son.

**OF ALL OF THE MENTAL HEALTH SERVICES YOUR CHILD RECEIVED IN THE LAST 12 MONTHS, WHICH WERE THE LEAST HELPFUL TO YOUR CHILD AND WHY? (47% or 117 clients responded)**

**STAFF/SERVICES:  
GENERAL  
(35.0%)**

- Our Continuum team tried but were not able to make a difference.
- My child is being dropped from child services when she turns 18 years old. it is unclear what services will be available if any. There is no clear answer.

**ACCESS/  
AVAILABILITY  
(34.2%)**

- When they cancelled or called out repeatedly.
- Mobile Crisis has a ridiculous waiting system and provides little benefit.
- The Continuum as they were not as available as originally promoted some cancelled and short appointments.

**SUBSTANDARD  
CARE  
(27.4%)**

- Our case manager has no idea what is going on, and has given us incorrect information on multiple occasions.
- Group homes were very poor quality because they (the staff) did not do the counseling and therapy work as assured. It also introduced her to unhealthy relationships.

**EFFECTS OF  
COVID-19  
(23.9%)**

- My child is tired of Zoom and telehealth.
- Having to do virtual visits at times and not being able to participate in group activities due to COVID.

**THERAPY  
(14.5%)**

- Family therapy. It gets too overwhelming for her with her parents and siblings all in attendance.
- Family therapy. I did not feel like our provider was very skilled at handling complex family dynamics.

# HOW CAN DMH SERVICES IMPROVE THE CASE MANAGEMENT AND/OR CARING TOGETHER SERVICES YOUR CHILD RECEIVED? (47% or 116 clients responded)

## ACCESS/ AVAILABILITY (34.5%)

- More in person hours, more evening and weekend hours. And more hands on.
- Offer more services and groups for children and parents of children who receive mental health services.

## COMMUNICATION (32.8%)

- Work with parents and not against them. Be more honest and forthcoming.
- The staff was very caring, but need to communicate better and support parental input and suggestions more. Sometimes they seemed to not be available for concerns.

## ADEQUATE CARE (25.9%)

- Provide a mentor who understands mental health issues.
- Case managers should be briefed about all possible supports and services in our area. They should be able to offer suggestions and information rather than "I don't know" with no follow through.

## NONE (22.4%)

- DMH services have been great - it has been priceless to us for our child to get more help and to lift a large part of the burden from us - emotionally and financially.
- Nothing to be improved for us, we have the best team ever.

## STAFF/SERVICES: GENERAL (17.2%)

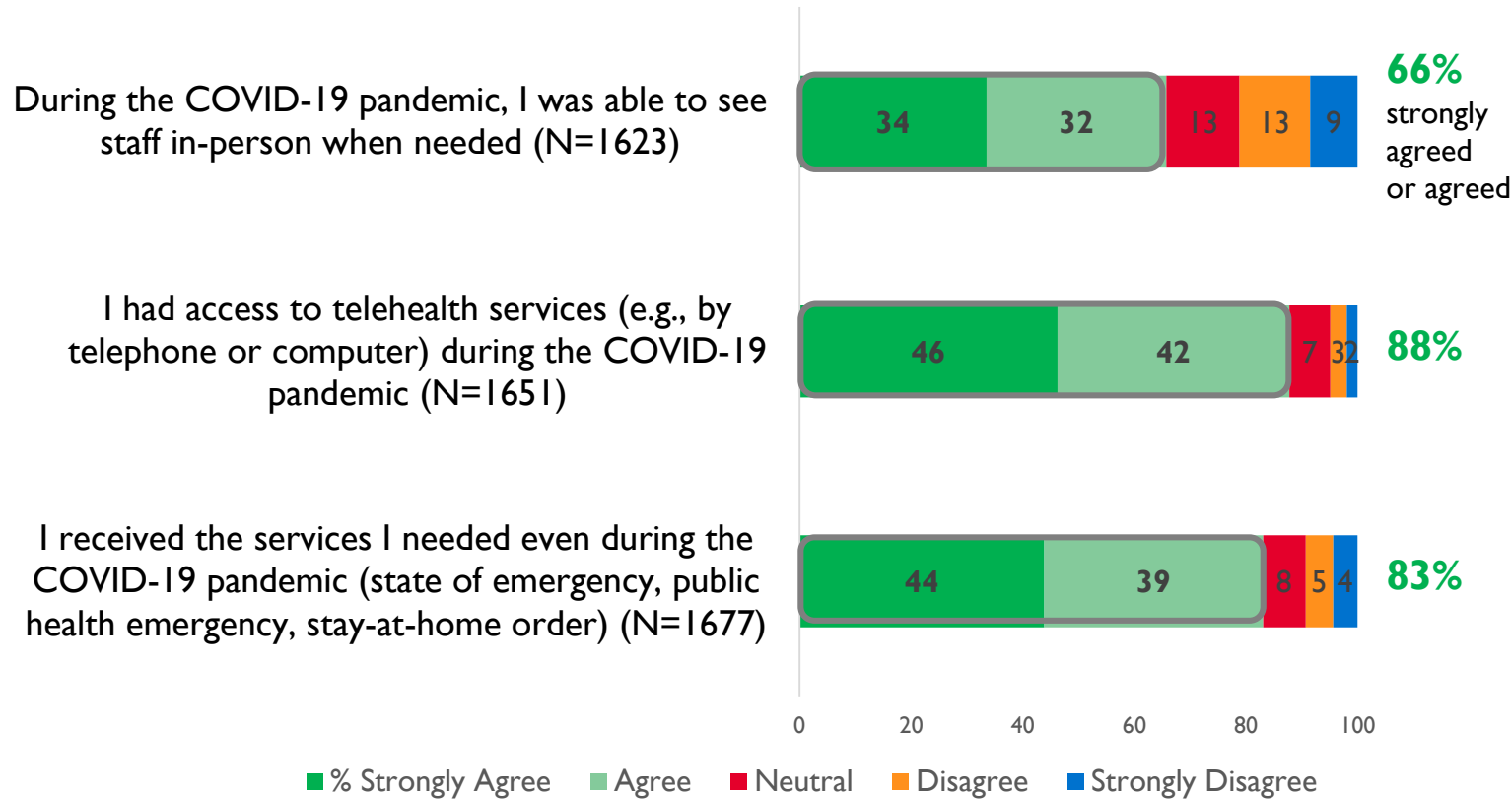
- New faces and ideas to fill supervisory roles and roles of workers. Change places for supervisors or workers who have been in same unit for four years. Change is good.
- Better integration of all services remains a challenge given all the different providers.

What services have been the <u>most</u> helpful to you and your child? (Clients Responding=169)		
	N	%
STAFF/SERVICES: GENERAL	69	40.8
ACCESS TO CARE	53	31.4
QUALITY OF CARE	48	28.4
THERAPY	46	27.2
MENTORING	29	17.2
What services have been the <u>least</u> helpful to you and your child? (Clients Responding=117)		
STAFF/SERVICES: GENERAL	41	35.0
ACCESS TO CARE	40	34.2
QUALITY OF CARE	30	27.4
EFFECTS OF COVID-19	28	23.9
THERAPY	17	14.5
What changes would improve the services that your child has received? (Clients Responding=116)		
ACCESS TO CARE	40	34.5
COMMUNICATION	38	32.8
QUALITY OF CARE	30	25.9
NONE	26	22.4
STAFF/SERVICES: GENERAL	20	17.2

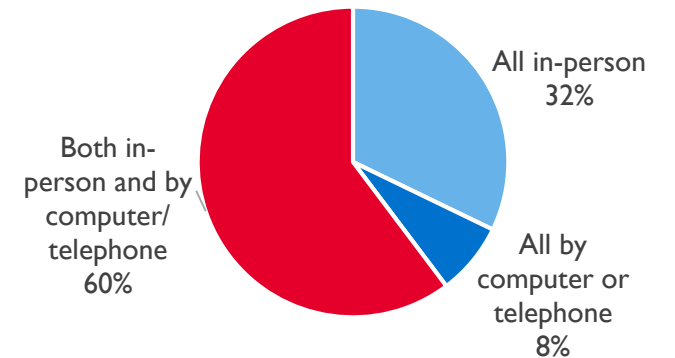
# **IMPACT OF COVID-19 PANDEMIC**

# 2021 Adult ACCS

## ACCS: Access to Services during COVID-19



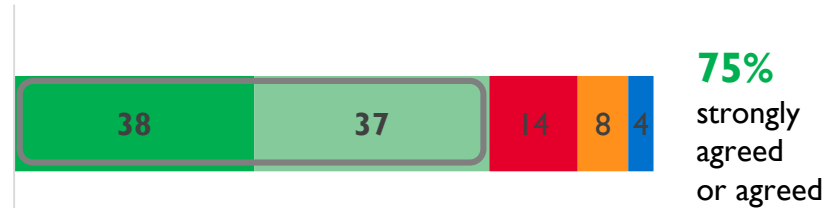
## After the COVID-19 pandemic is over, I would like to receive ACCS services (N=1427)



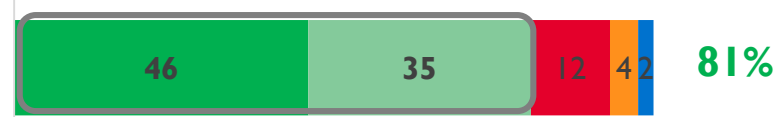
# 2021 Adult PACT

## PACT: Access to Services during COVID-19

During the COVID-19 pandemic, I was able to see staff in-person when needed (N=253)



I had access to telehealth services (e.g., by telephone or computer) during the COVID-19 pandemic (N=250)

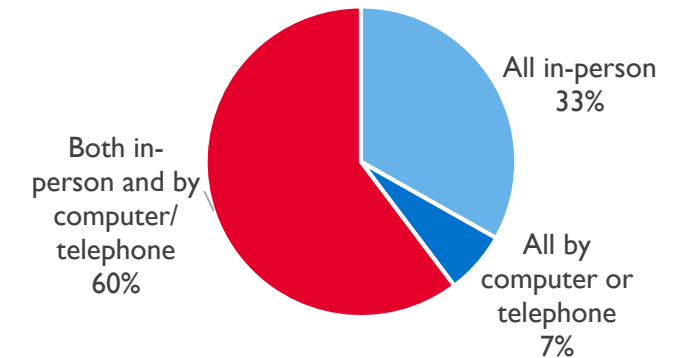


I received the services I needed even during the COVID-19 pandemic (state of emergency, public health emergency, stay-at-home order) (N=263)



■ % Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

After the COVID-19 pandemic is over, I would like to receive PACT services (N=214):





# 2021 Family Member

## Family: Access to Services during COVID-19

During the COVID-19 pandemic, I was able to see staff in person when my child or family needed help (N=182)



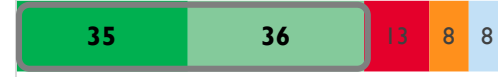
**51%**  
strongly agreed  
or agreed

I had access to telehealth services for my child (e.g., by telephone or computer) during the COVID-19 pandemic. (N=209)



**91%**

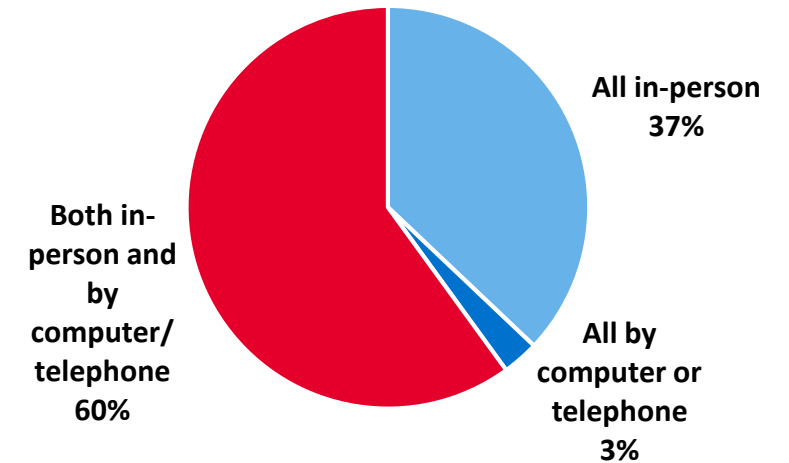
My child received the services they needed even during the COVID-19 pandemic (N=211)



**71%**

■ % Strongly Agree   
 ■ % Agree   
 ■ % Neutral   
 ■ % Disagree   
 ■ % Strongly Disagree

After the COVID-19 pandemic is over, I would like my child to receive services (N=205)...



**QUESTIONS?**