

MASSACHUSETTS DEPARTMENT  
OF MENTAL HEALTH

# 2022 CLIENT SATISFACTION SURVEY



SPECIAL TOPIC  
REPORT:

## CLIENT PARTICIPATION IN SPIRITUAL/RELIGIOUS ACTIVITIES

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## Background & Methods

Using the 2022 MA DMH Client Satisfaction Survey data, analyses were conducted to address a topic of interest raised during JSI's presentation of the survey findings to the MA State Mental Health Planning Council in April 2023. This report summarizes the findings, which answer the following questions:

- What percentage of clients reported participation in spiritual/religious activities and what are their characteristics (i.e., gender, age, race/ethnicity)?
- Does participation in spiritual/religious activities differ by client characteristics (i.e., gender, age, race/ethnicity)?
- Does satisfaction with services and perceived treatment outcomes differ based on participation in spiritual/religious activities?

Findings are reported separately for ACCS and PACT clients.

## Results

### Adult Community Clinical Services Findings (ACCS)

#### **What are the demographic characteristics of ACCS clients who participate in spiritual/religious activities?**

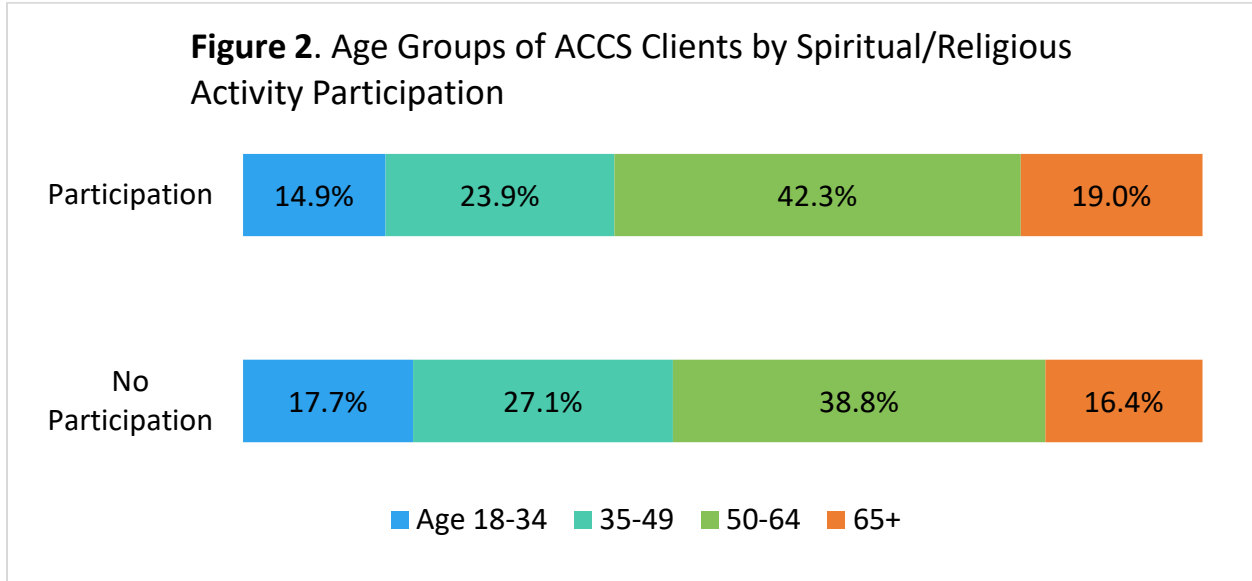
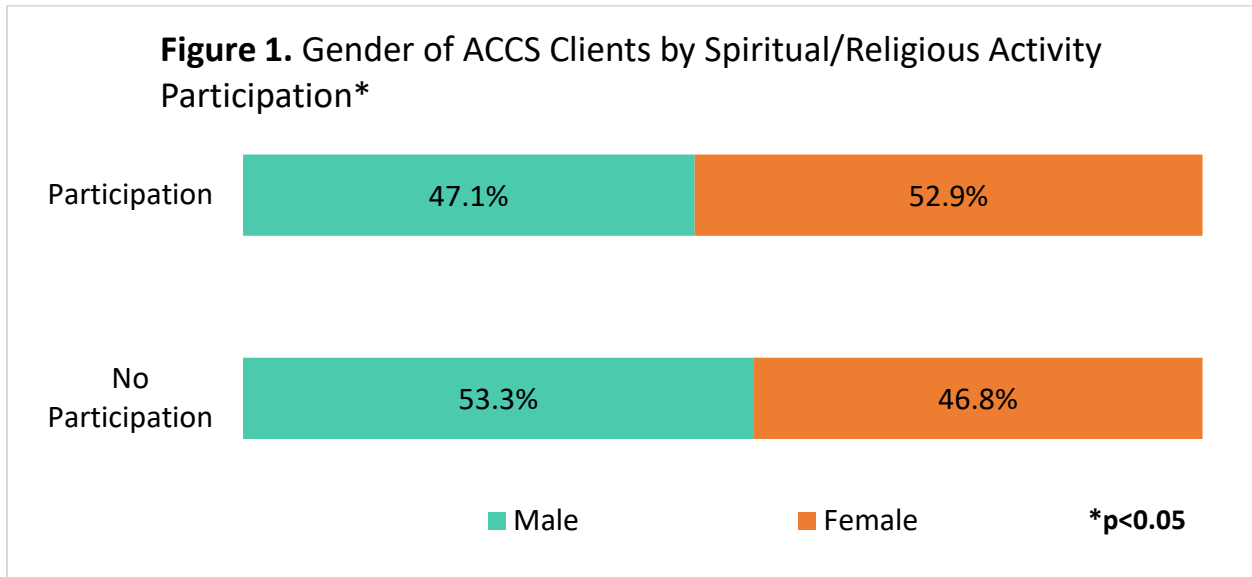
Overall, 43.3% (n = 633) of ACCS clients statewide indicated that they participated in spiritual and/or religious activities in the past 12 months. Of these 633 clients, 47.1% (n = 298) identified as male and 52.9% (n = 335) identified as female. The majority of clients who indicated that they participated in spiritual and/or religious activities in the past 12 months were between 50-64 years of age (42.3%, n= 268). Furthermore, most clients identified as White, non-Hispanic (63.3%, n= 401). (Table 1)

#### **Is there a significant difference between the demographics of ACCS clients who participate in spiritual/religious activities vs. the demographics of clients who do not participate?**

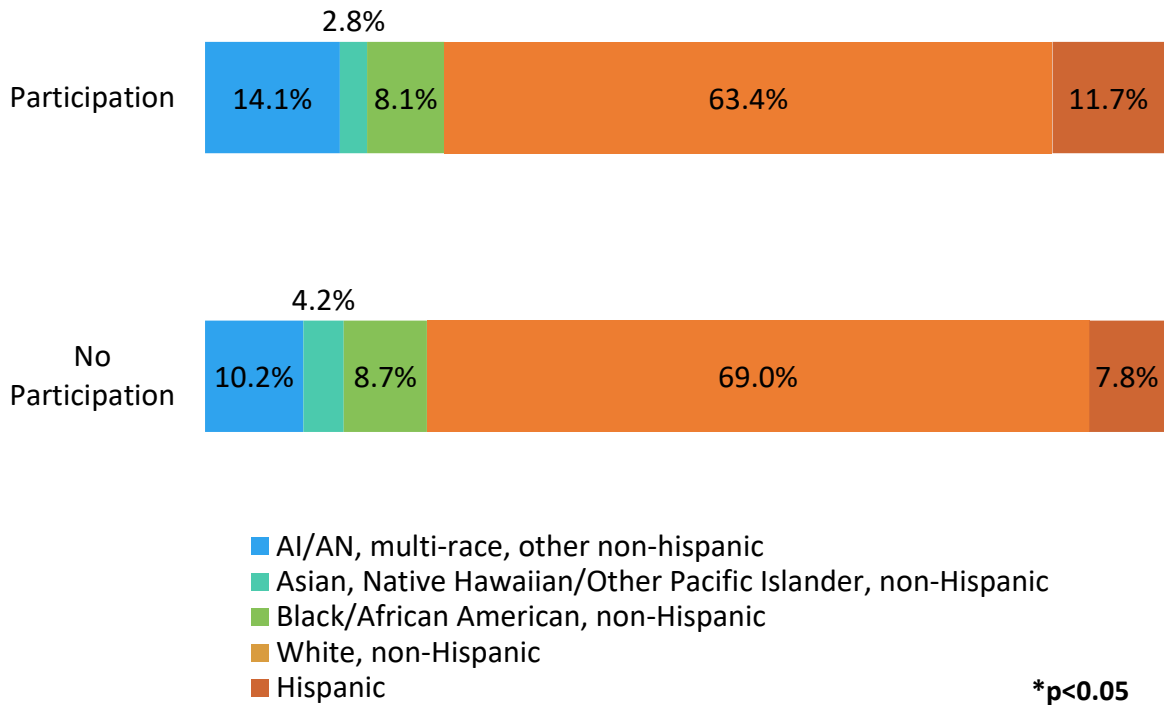
A significant difference in gender exists between ACCS clients who participated in spiritual/religious activities versus clients who did not participate in spiritual/religious activities. More than half (52.9%) of those who participated in spiritual activities were female, compared to less than half (46.8%) of those who did not participate. (Table 1, Figure 1).

Additionally, a significant difference in race/ethnicity was noted between clients who participated in spiritual/religious activities versus clients who did not participate in spiritual/religious activities. Significant differences were noted between groups for clients identifying as American Indian/Alaskan Native/Multi-race/Other non-Hispanic and clients identifying as White, non-Hispanic.

No significant difference in age groups exists between clients who participated in spiritual/religious activities versus clients who did not participate in spiritual/religious activities. (Table 1, Figure 2).

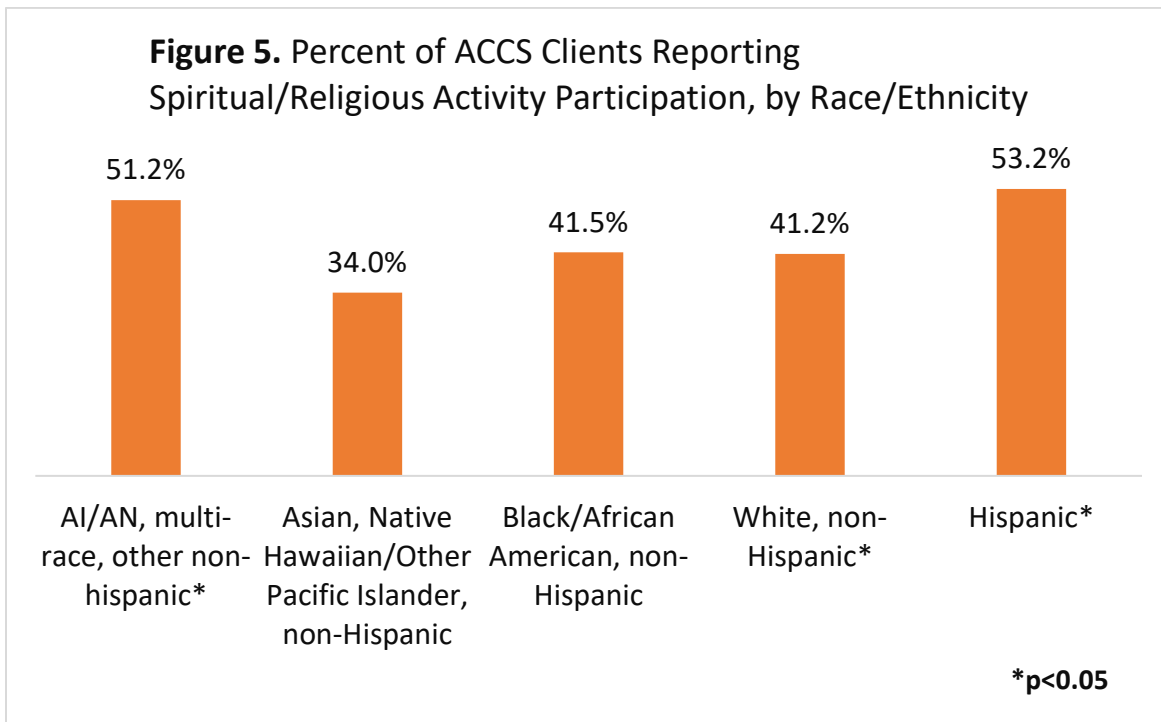
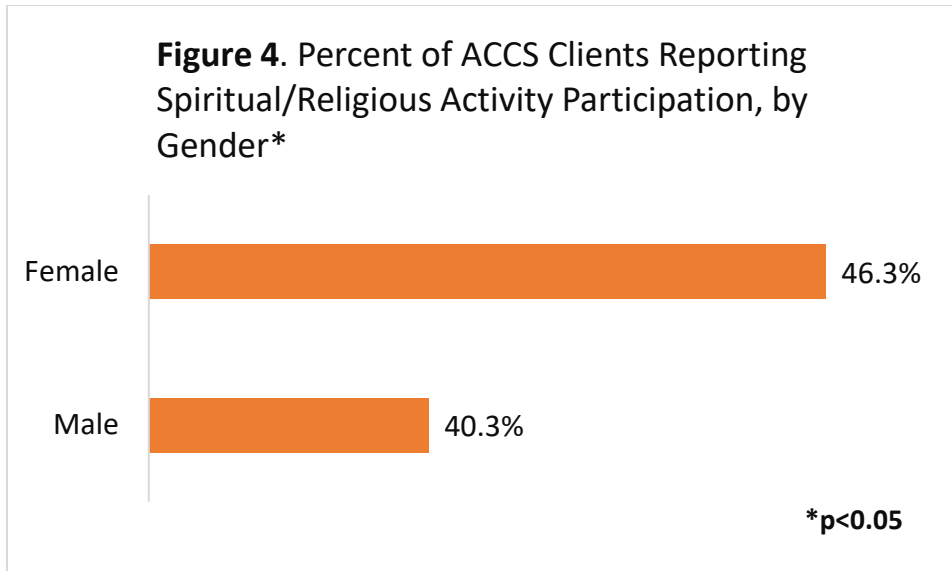


**Figure 3. Race/Ethnicity of ACCS Clients by Spiritual/Religious Activity Participation\***



**Are certain demographic groups of ACCS clients more likely to participate in spiritual/religious activities than other demographic groups?**

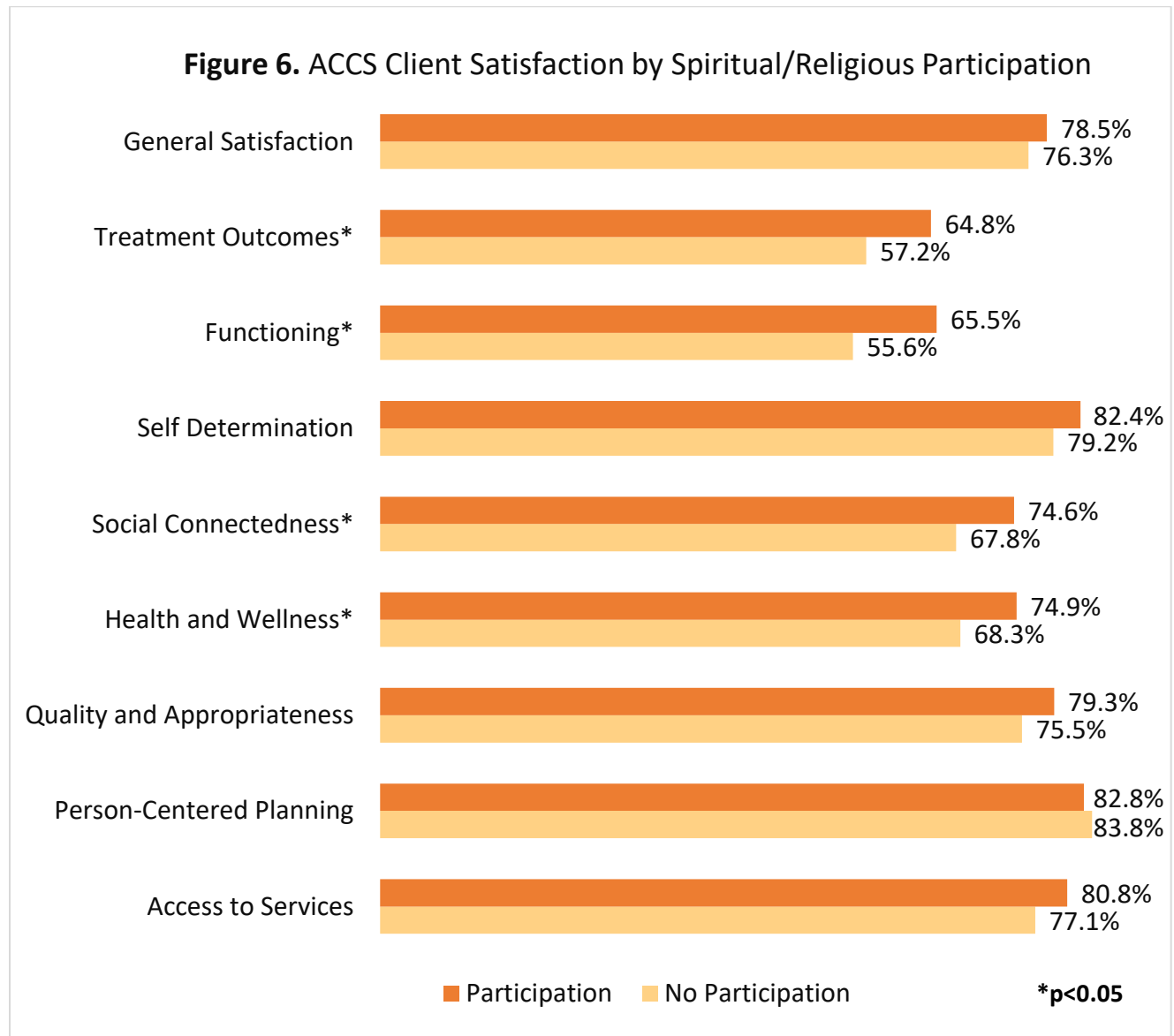
Participation in spiritual/religious activities varied across demographic characteristics. Significant differences were found by gender and race/ethnicity. A larger 46.3% of females participated in spiritual/religious activities, compared to 40.3% of males (Table 2, Figure 4). Over half of clients identifying as AI/AN/Multi-race/Other non-Hispanic (51.2%) or Hispanic (53.2%) participated in spiritual/religious activities, compared to less than half of clients in all other race/ethnicity groups (Table 2, Figure 5). White, non-Hispanic (41.2%) clients were significantly less likely to participate in spiritual/religious activities than all other racial/ethnic groups combined (47.4%). (Table 2, Figure 5).



**Do ACCS client satisfaction scores vary by participation in spiritual/religious activities?**

Four of the nine satisfaction domain scores showed significant differences between ACCS clients who participated in spiritual/religious activities versus clients who did not participate in spiritual/religious activities. Nearly three quarters (74.9%) of clients who participated in spiritual activities responded positively in the Health and Wellness domain, compared to 68.3% of clients who did not participate in spiritual/religious activities. Similarly, 74.6% of clients who participated in spiritual activities responded positively in the Social Connectedness domain, compared to 67.8% of clients who did not participate. For the Functioning domain, 65.5% of

clients who participated in spiritual activities responded positively, compared to 55.6% of clients who did not participate. Finally, almost two-thirds (64.8%) of clients who participated in spiritual activities responded positively in the Treatment Outcomes domain, compared to 57.2% of clients who did not participate in spiritual/religious activities. (Table 3, Figure 6).



## Program of Assertive Treatment Findings (PACT)

### **What are the demographic characteristics of PACT clients who participate in spiritual/religious activities?**

Overall, 45.0% (n = 122) of PACT clients statewide indicated that they participated in spiritual and/or religious activities in the past 12 months. Of these 122 clients, 56.6% (n = 69) identified as male and 43.4% (n = 53) identified as female (Table 4, Figure 7). The majority of clients who indicated that they participated in spiritual and/or religious activities in the past 12 months were between 50-64 years of age (40.2%, n= 49, Table 4, Figure 8). Furthermore, most clients engaging in these activities identified as White, non-Hispanic (54.9%, n= 67, Table 4, Figure 9).

### **Is there a significant difference between the demographics of PACT clients who participate in spiritual/religious activities vs. the demographics of clients who do not participate?**

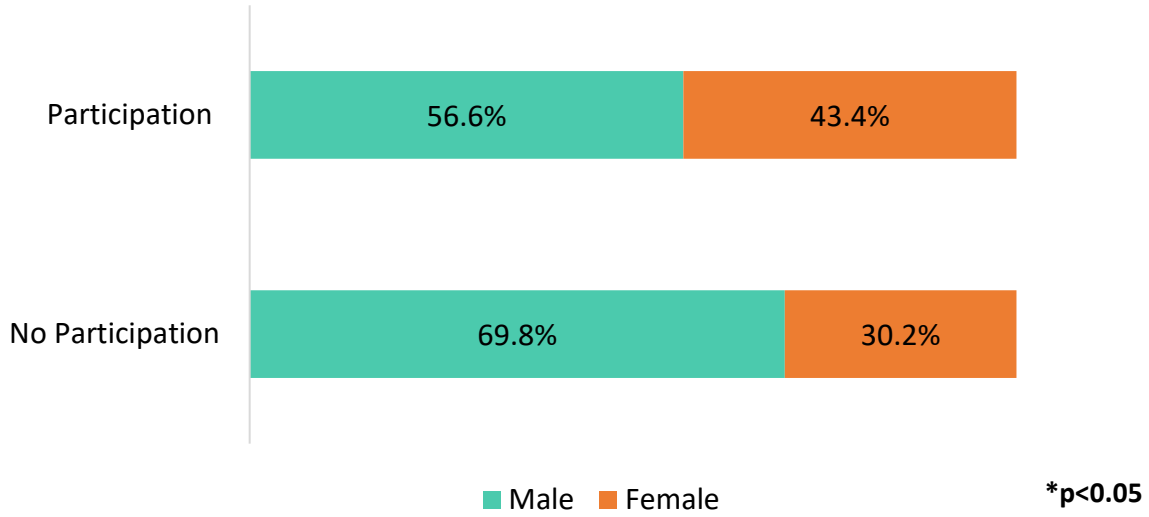
There was a significant difference in gender between PACT clients who participated in spiritual/religious activities versus clients who did not participate in spiritual/religious activities. Nearly fifty-seven percent (56.6%) of those who participated in spiritual activities were male, compared to over two-thirds (69.8%) of those who did not participate. (Table 4, Figure 7).

Additionally, a significant difference in age groups exists between clients who participated in spiritual/religious activities versus clients who did not participate. Significant differences were noted between groups for clients within the 35-49 year old age group and the 65+ age group. (Table 4, Figure 8).

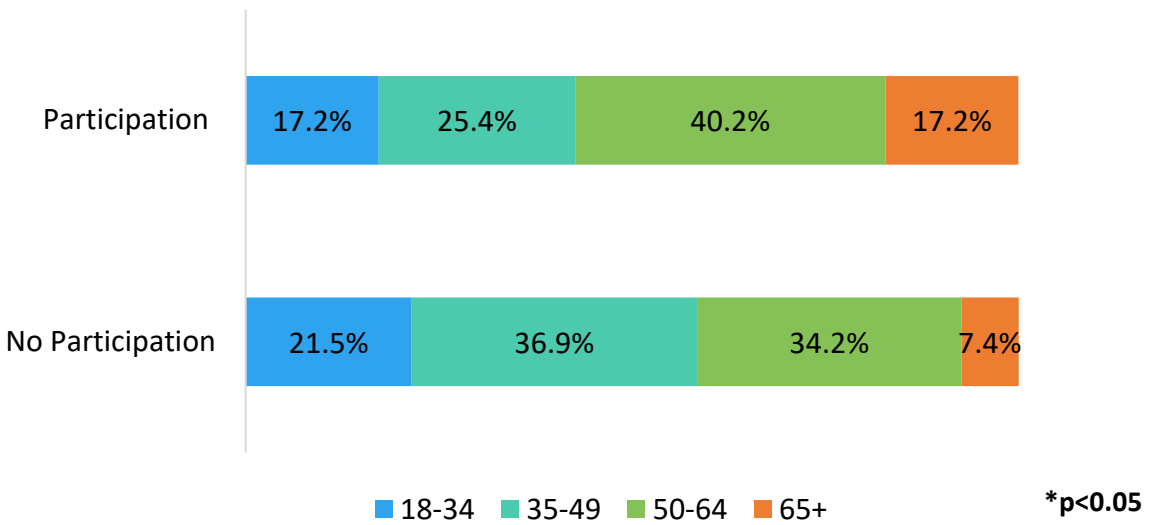
No significant difference in race/ethnicity was evident between clients who participated in spiritual/religious activities versus clients who did not participate in spiritual/religious activities. (Table 4, Figure 9).



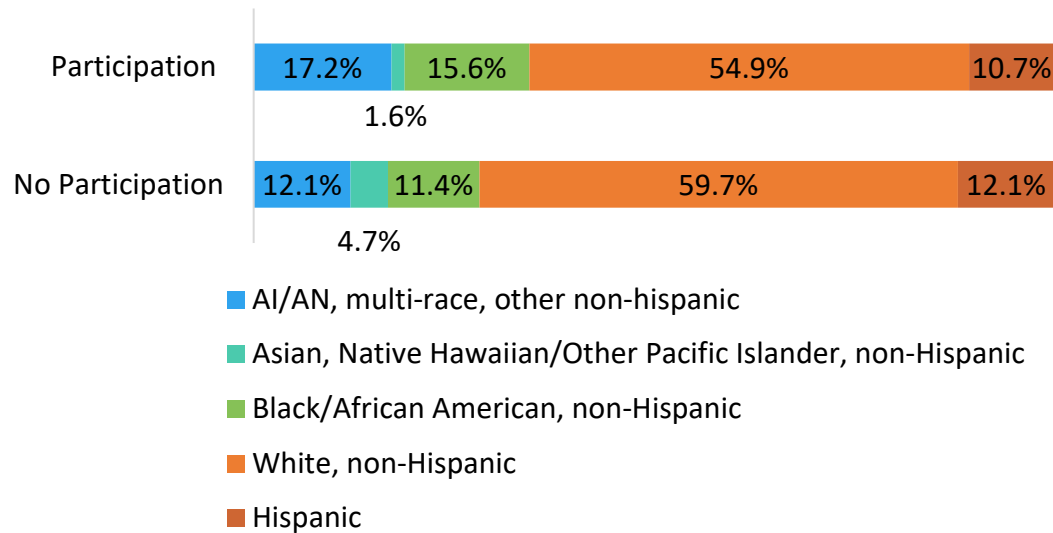
**Figure 7. Gender of PACT Clients by Spiritual/Religious Activity Participation\***



**Figure 8. Age Groups of PACT Clients by Spiritual/Religious Activity Participation\***



**Figure 9. Race/Ethnicity of PACT Clients by Spiritual/Religious Activity Participation**



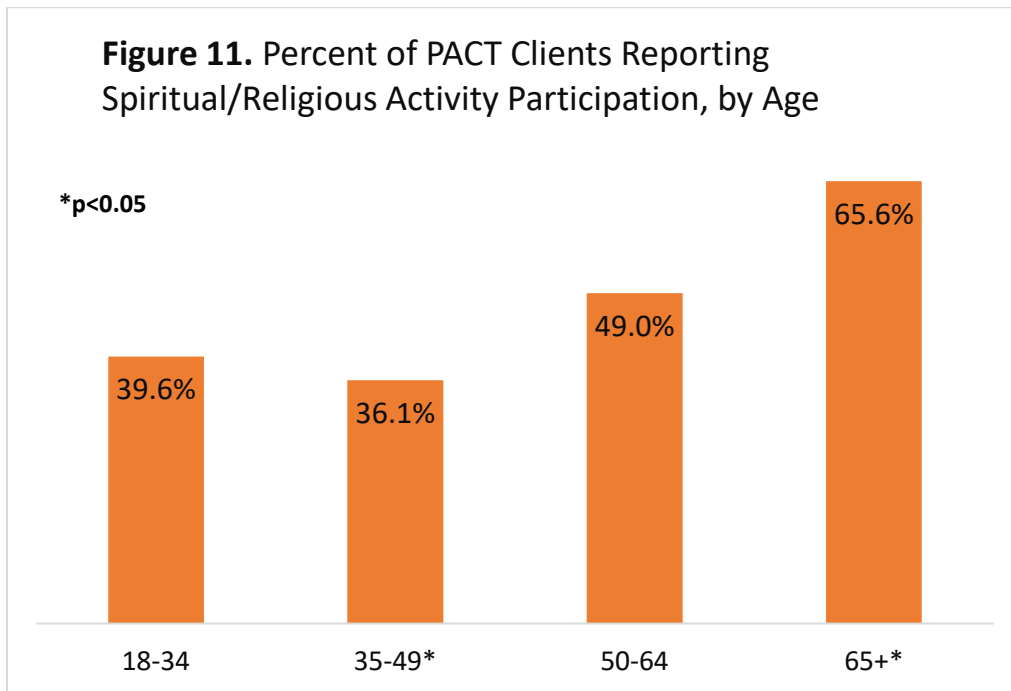
**Are certain demographic groups of PACT clients more likely to participate in spiritual/religious activities than other demographic groups?**

Participation in spiritual/religious activities varied across demographic characteristics. Significant differences were found by client gender and age. More than half (54.1%) of females participated in spiritual/religious activities, compared to 39.9% of males (Table 5, Figure 10). Nearly two-thirds of clients 65+ years old (65.6%) participated in spiritual/religious activities, compared to less than half of all other age groups (Table 5, Figure 11). Clients aged 35-49 were the least likely to report participation in spiritual/religious activities (36.1% versus 49.2% among all other age groups combined). There were no significant differences by race/ethnicity. (Table 5).

**Figure 10.** Percent of PACT Clients Reporting Spiritual/Religious Activity Participation, by Gender



**Figure 11.** Percent of PACT Clients Reporting Spiritual/Religious Activity Participation, by Age



**Do PACT client satisfaction scores vary by participation in spiritual/religious activities?**

While PACT clients who reported participation in spiritual or religious activities had higher satisfaction scores in 6 of the 9 satisfaction domains compared to those who did not participate in these activities, the differences were not statistically significant. (Table 6).

## Appendix

**Table 1. ACCS – Comparison of the demographics of ACCS respondents who participated in spiritual/religious activities versus those who did not**

	Statewide %	Participated in Spiritual Activities		Did Not Participate in Spiritual Activities		p-value
		N	%	N	%	
<b>Gender*</b>						
Male	51.1	298	47.1	442	53.3	<b>0.019</b>
Female	48.9	335	52.9	388	46.8	
<b>Age</b>						
18-34	16.5	94	14.9	147	17.7	<b>0.125</b>
35-49	25.3	151	23.9	225	27.1	
50-64	40.6	268	42.3	322	38.8	
65+	17.6	120	19.0	136	16.4	
<b>Race/Ethnicity*</b>						
AI/AN, multi-race, other non-Hispanic	14.5	89	14.1	85	10.2	<b>0.008</b>
Asian, Native Hawaiian/Other Pacific Islander, non-Hispanic	3.5	18	2.8	35	4.2	
Black/African American, non-Hispanic	8.5	51	8.1	72	8.7	
White, non-Hispanic	64.2	401	63.4	573	69.0	
Hispanic	10.6	74	11.7	65	7.8	
<i>*p&lt;0.05 indicates statistically significant differences in the characteristics of respondents who participated in spiritual/religious activities and respondents who did not participate</i>						

**Table 1** shows the demographic breakdown of ACCS clients who participated in spiritual/religious activities compared to the demographic breakdown of ACCS clients who did not participate in spiritual/religious activities. For example, 47.1% of ACCS clients who participated in spiritual/religious activities identify as male and 52.9% identify as female.

**Table 2. ACCS – Rates of spiritual/religious activities participation among ACCS clients overall and by demographic characteristic**

	Participated in Spiritual/Religious Activities		p-value
	N	%	
<b>Statewide</b>	633	43.3	
<b>Gender*</b>			
Male	298	40.3	<b>0.019</b>
Female	335	46.3	
<b>Age</b>			
18-34	94	39.0	0.144
35-49	151	40.2	0.158
50-64	268	45.4	0.171
65+	120	46.9	0.200
<b>Race/Ethnicity*</b>			
American Indian/Alaskan Native, multi-race, other non-Hispanic*	89	51.2	<b>0.025</b>
Asian, Native Hawaiian/Other Pacific Islander, non-Hispanic	18	34.0	0.164
Black/African American, non-Hispanic	51	41.5	0.673
White, non-Hispanic*	401	41.2	<b>0.022</b>
Hispanic*	74	53.2	<b>0.004</b>
<p><i>*p&lt;0.05 indicates statistically significant differences in religious/spiritual activity participation across groups</i></p>			

**Table 2** shows the percentage of ACCS clients who reported participation in spiritual/religious activities overall, as well as participation rates by each demographic characteristic. Overall, 43.3% of ACCS clients participated in spiritual/religious activities. For example, 40.3% of participants identifying as male participated in spiritual/religious activities, compared to 46.3% of females.

**Table 3. ACCS – Percent responding positively to satisfaction domains, by participation in spiritual/religious activities**

Satisfaction Domain	Statewide % responding positively	Participated in Spiritual Activities		Did Not Participate in Spiritual Activities		p-value
		N	% responding positively	N	% responding positively	
Access to Services	79.0	498	80.8	615	77.1	0.085
Person-Centered Planning	84.0	495	82.8	639	83.8	0.633
Quality and Appropriateness	77.0	479	79.3	583	75.5	0.097
Health and Wellness*	72.0	435	74.9	499	68.3	<b>0.009</b>
Social Connectedness*	71.0	458	74.6	540	67.8	<b>0.005</b>
Self Determination	81.0	506	82.4	636	79.2	0.130
Functioning*	61.0	398	65.5	445	55.6	<b>0.000</b>
Treatment Outcomes*	61.0	385	64.8	438	57.2	<b>0.004</b>
General Satisfaction	77.0	477	78.5	605	76.3	0.339

*\*p<0.05 indicates significant differences in satisfaction scores between respondents who participated in spiritual/religious activities versus those who did not participate*

**Table 4. PACT – Comparison of the demographics of PACT respondents who participated in spiritual/religious activities versus those who did not**

	Statewide %	Participated in Spiritual Activities		Did Not Participate in Spiritual Activities		p-value
		N	%	N	%	
<b>Gender*</b>						
Male	64.7	69	56.6	104	69.8	<b>0.024</b>
Female	35.4	53	43.4	45	30.2	
<b>Age*</b>						
18-34	18.9	21	17.2	32	21.5	<b>0.023</b>
35-49	32.3	31	25.4	55	36.9	
50-64	37.4	49	40.2	51	34.2	
65+	11.5	21	17.2	11	7.4	
<b>Race/Ethnicity</b>						
AI/AN, multi-race, other non-Hispanic	19.2	21	17.2	18	12.1	<b>0.357</b>
**Asian, Native Hawaiian/Other Pacific Islander, non-Hispanic	-	-	-	-	-	
Black/African American, non-Hispanic	12.8	19	15.6	17	11.4	
White, non-Hispanic	54.6	67	54.9	89	59.7	
Hispanic	12.3	13	10.7	18	12.1	
<p><i>*p&lt;0.05 indicates statistically significant differences in the characteristics of respondents who participated in spiritual/religious activities and respondents who did not participate</i></p> <p><i>**Data from this group is suppressed due to small numbers &lt;12</i></p>						

**Table 4** shows the demographic breakdown of PACT clients who participated in spiritual/religious activities compared to the demographic breakdown of PACT clients who did not participate in spiritual/religious activities. For example, 56.6% of PACT clients who participated in spiritual/religious activities identify as male and 43.4% identify as female.

**Table 5. PACT – Rates of spiritual/religious activities participation among PACT clients overall and by demographic characteristic**

	Participated in Spiritual Activities		p-value
	N	%	
<b>Statewide</b>	122	45.0	
<b>Gender*</b>			
Male	69	39.9	<b>0.024</b>
Female	53	54.1	
<b>Age*</b>			
18-34	21	39.6	0.379
35-49*	31	36.1	<b>0.043</b>
50-64	49	49.0	0.314
65+*	21	65.6	<b>0.013</b>
<b>Race/Ethnicity</b>			
American Indian/Alaska Native, multi-race, other non-Hispanic	21	53.9	0.231
**Asian, Native Hawaiian/Other Pacific Islander, non-Hispanic	-	-	0.162
Black/African American, non-Hispanic	19	52.8	0.315
White, non-Hispanic	67	43.0	0.425
Hispanic	13	41.9	0.818
<p><i>*p&lt;0.05 indicates statistically significant differences in religious/spiritual activity participation across groups</i></p> <p><i>**Data from this group is suppressed due to small numbers &lt;12</i></p>			

**Table 5** shows the percentage of PACT clients who reported participation in spiritual/religious activities overall, as well as participation rates by each demographic characteristic. Overall, 45.0% of PACT clients participated in spiritual/religious activities. For example, 39.9% of participants identifying as male participated in spiritual/religious activities, compared to 54.1% of females.



**Table 6. PACT – Percent responding positively to satisfaction domains, by participation in spiritual/religious activities**

Satisfaction Domain	Statewide <i>% responding positively</i>	Participated in Spiritual Activities		Did Not Participate in Spiritual Activities		p-value
		N	<i>% responding positively</i>	N	<i>% responding positively</i>	
Access to Services	84.0	98	81.7	123	85.4	0.411
Person-Centered Planning	85.0	101	84.9	121	83.5	0.753
Quality and Appropriateness	80.0	91	78.5	112	80.6	0.675
Health and Wellness	76.0	89	79.5	97	71.3	0.141
Social Connectedness	75.0	92	76.0	105	72.9	0.563
Self Determination	83.0	98	81.7	121	84.0	0.612
Functioning	71.0	88	73.3	95	67.4	0.295
Treatment Outcomes	67.0	80	70.2	90	64.8	0.360
General Satisfaction	82.0	102	85.7	115	79.9	0.214