

Massachusetts Department of Mental Health

Consumer Satisfaction Survey Report ACCS, PACT & CYF Findings 2023



January 4, 2024

Prepared by: JSI Research & Training Institute, Inc.

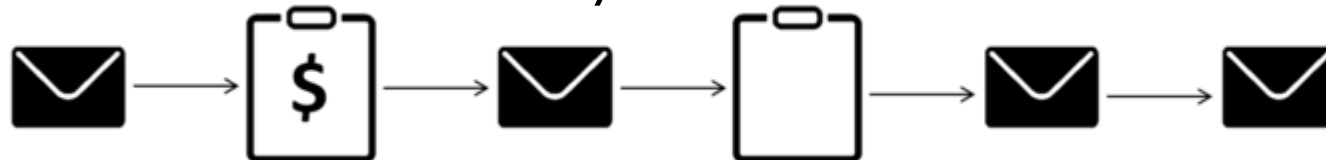


Survey Purpose

- Since 2015, the Massachusetts Department of Mental Health (MA DMH) has contracted with JSI of Boston, MA to conduct the Consumer Satisfaction Surveys.
- **Adults enrolled in ACCS/PACT** and **family members of children/youth receiving mental health services** were surveyed.
- Evaluated 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.

Survey Design and Data Collection

- SAMHSA’s Mental Health Statistical Improvement Program (MHSIP) tool items and state-added questions
- Survey languages
 - **Adult (10):** English, Spanish, Arabic, Cape Verdean, Chinese Simplified/Chinese Traditional, French, Haitian Creole, Khmer, Portuguese, 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 were mailed in April 2023, and the survey was closed end of September 2023
 - 6 contacts: pre-notification letter, first survey packet, first reminder letter, second survey packet, second reminder letter, final reminder flyer



Satisfaction Domains: ACCS & PACT

2023 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)

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

The survey also included questions on demographics and behavioral outcomes of people receiving services.

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: CYF

2023 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)

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

The survey also included questions on demographics and behavioral outcomes of children receiving services.

Example of **items** within domains

Availability of DMH Services

- My child was able to get all the services I thought they 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 them as much

Strongly Agree Agree Neutral Disagree Strongly Disagree N/A

Survey Populations & Response Rates

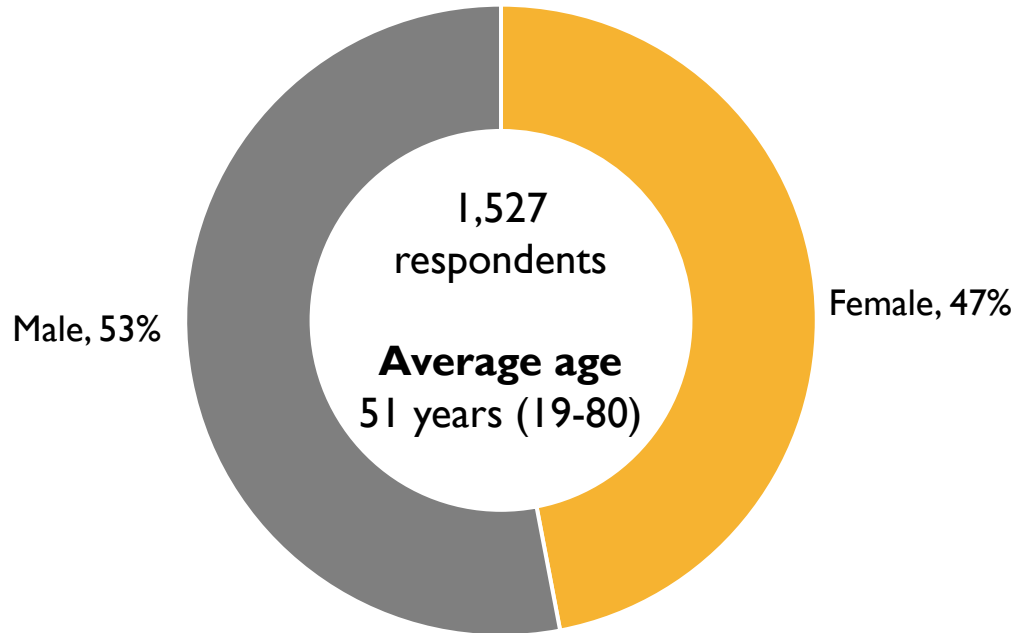
	Adult Community Clinical Services	Program of Assertive Community Treatment	Children, Youth and Family (CYF) Services
	<ul style="list-style-type: none">Stratified random sample of 75% of adults receiving services from one of 36 DMH contracted ACCS service providers	<ul style="list-style-type: none">100% of adults receiving services from one of 24 DMH contracted PACT service providers	<ul style="list-style-type: none">100% of parent/guardian of children/youth receiving:<ul style="list-style-type: none">▪ Case Management▪ Flex Teams▪ Intensive Community Services
Response Rates	27% (1,527)	29% (297)	41% (345)

Adult Community Clinical Services
Adult Consumer Survey
2023

1,527 Respondents

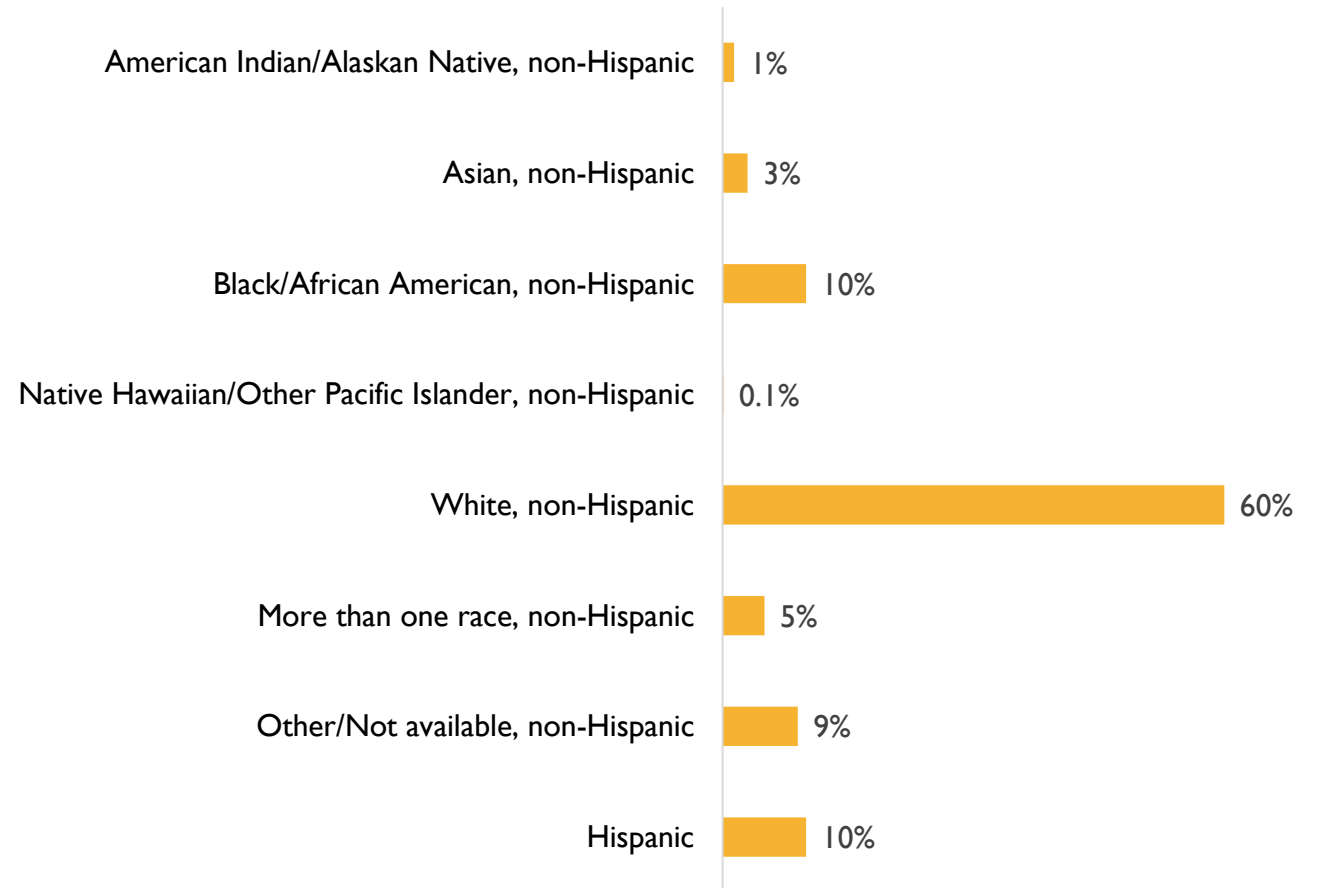
2023 Adult ACCS: Demographics

Gender



- Males and females were roughly equally represented.
- Respondents were 51 years old on average (males = 50, females = 52)

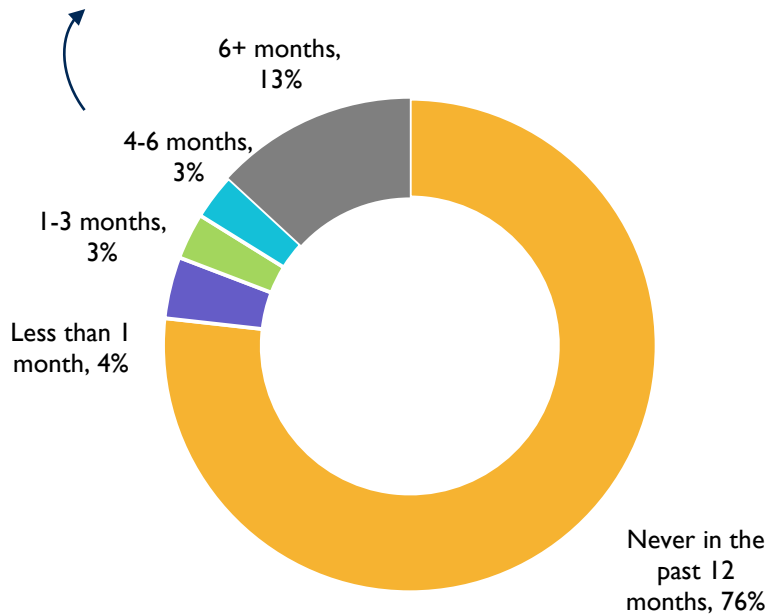
Race/Ethnicity



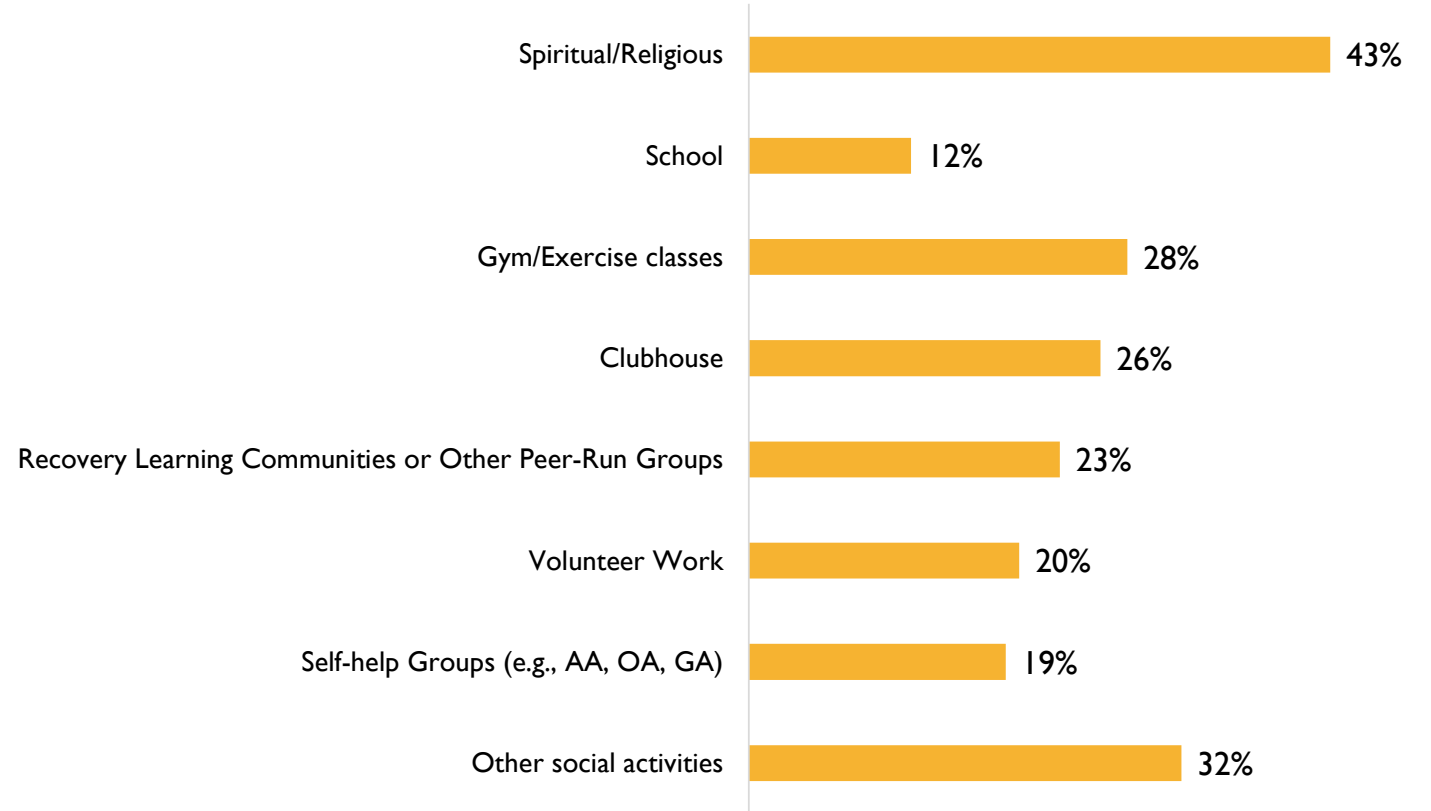
2023 Adult ACCS: Select Behavioral Outcomes

Employment

23% have been employed in the past 12 months

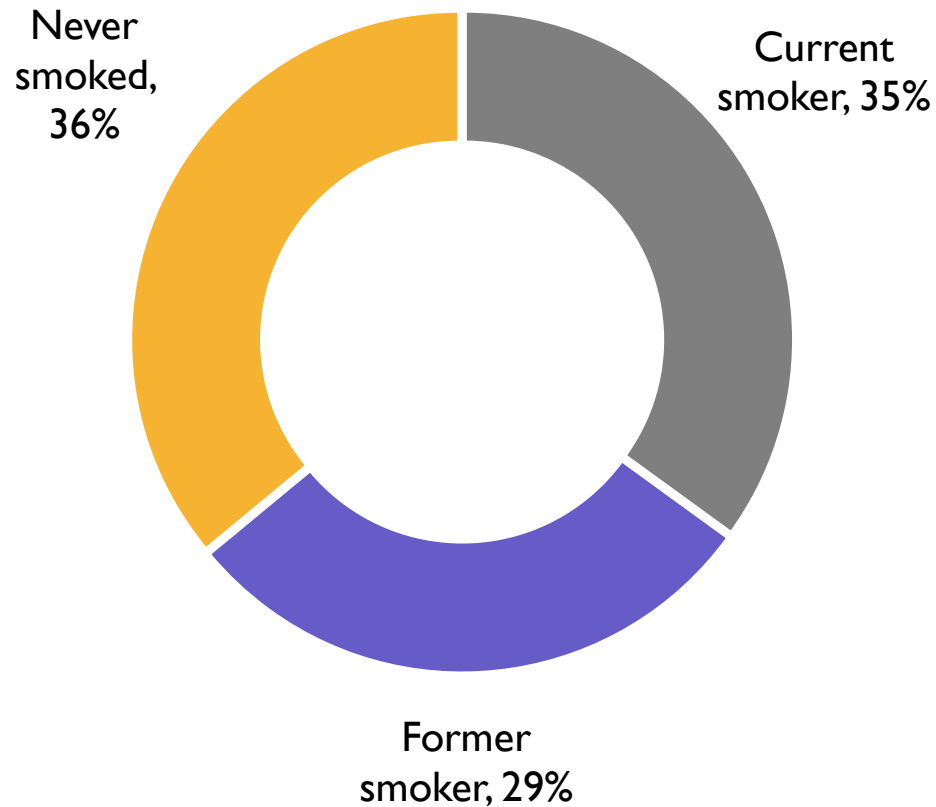


Activity Involvement



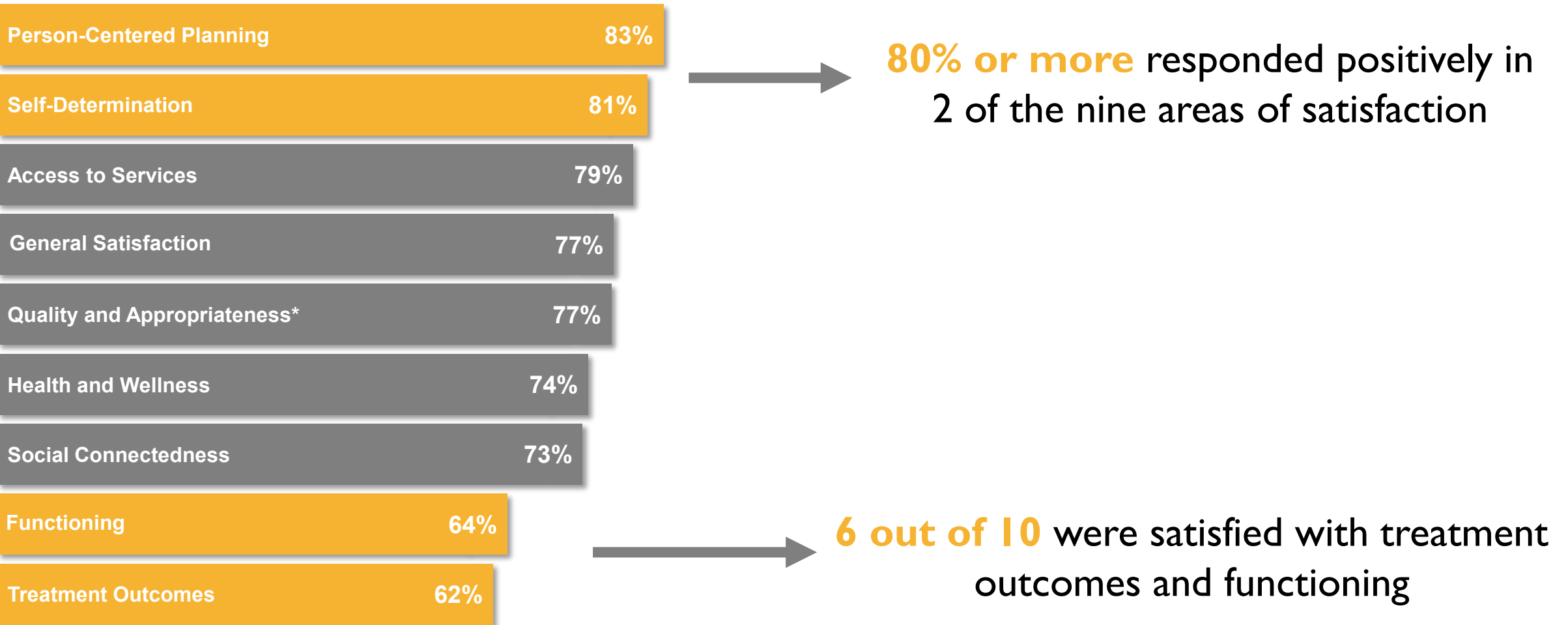
2023 Adult ACCS: Select Behavioral Outcomes

Smoking Status



- **14%** have used an e-cigarette or electronic “vaping” product in the past 30 days.
- Of current smokers or e-cigarette users, **43%** were thinking of quitting within the next 6 months.

2023 Adult ACCS: Domain Results



*Significantly lower than the 80% in 2021. No changes in other areas over time.

2023 Adult ACCS: Domain Results by DMH Area

Area of Satisfaction	Statewide % N=1,527	Metro Boston n=288	Central n=276	Northeast n=338	Southeast n=340	Western n=285
Access to Services*	79	85	77	76	84	76
Person-Centered Planning	83	87	81	83	85	80
Quality and Appropriateness*	77	81	74	77	78	73
Health and Wellness	74	78	76	71	74	71
Social Connectedness*	73	79	72	70	75	69
Self-Determination	81	85	80	80	82	79
Functioning*	64	73	62	55	68	62
Treatment Outcomes*	62	68	59	56	66	61
General Satisfaction*	77	80	72	74	81	78

*p<0.05, statistically significant differences in DMH area domain score compared to all other areas. A box highlighted in green indicates a significantly higher domain score; a box highlighted in red indicates a significantly lower domain score.

WHAT SERVICES HAVE BEEN MOST HELPFUL TO YOU IN YOUR RECOVERY? (48% or 740 responded)

STAFF/SERVICES: GENERAL (27.3%)

- I love getting services and being able to make suggestions in my treatment.
- I have a good team on my side that is helping me stay healthy.

THERAPY (13.8%)

- I have great therapy. It took a long time, but I feel like a new person.
- Without a doubt, my therapist has been my savior.

MEDICAL (13.4%)

- My clinician and her coordinating efforts have been amazing.
- Having my ACCS clinician be there when I need her to be. She has been super helpful any time that I need her.

QUALITY OF SERVICES (12.8%)

- My patient advocate and clinician have been very helpful, supportive, and full of information.
- My case manager is amazing. She has insight, is friendly, and genuinely cares for my well-being. I trust her.

WELLNESS (9.6%)

- Going to church with my counselor.
- Walking around the neighborhood with my placement person.

WHAT SERVICES HAVE BEEN LEAST HELPFUL TO YOU IN YOUR RECOVERY? (30% or 457 responded)

STAFF/SERVICES: GENERAL (22.3%)

- I don't feel supported by ACCS staff.
- Treatment meetings are terrifying and humiliating. Nothing ever changes that is talked about and agreed on. For over a year or two this has been my experience.

QUALITY OF CARE (19.0%)

- Program gives punishments rather than resolution. Constant scheduling and transportation issues. Does not do most services offered.
- Some of the hospitals I have been to have been terrible, abusive, neglectful, and just horrible experiences.

NONE (17.5%)

- I haven't had any negative experiences with services.
- I think they have all been very helpful.

ACCESS TO CARE (16.2%)

- Staff kept retiring and/or quitting, and I was left without much of a treatment team for many months. I started to feel forgotten.
- It took several applications and three intakes to even get established with DMH.

PROGRAM: GENERAL (10.5%)

- ACCS has been a failure. This is the most horrible and ineffective organization.
- ACCS in general. This were not always the case. ACCS services were once much better.

WHAT CHANGES WOULD IMPROVE THE SERVICES YOU HAVE RECEIVED? (36% or 548 responded)

ACCESS TO CARE (28.6%)

- More time with the providers. More kinds of services and help available.
- More people working. More incentives for potential employees.

QUALITY OF CARE (23.5%)

- People better educated on my specific disabilities and interests.
- Offer some trainings on what we have gone through and how to help us.

GENERAL (21.0%)

- A person who is not afraid to learn new things to help in unorthodox situations.
- To have someone sit down and listen to me.

NONE (15.7%)

- To my service, none. However, others may need more support than I do.
- I don't have any changes. I like what they are doing at the time.

CONSISTENCY OF CARE (11.1%)

- Less turnover of staff. I have a hard time with people, so it would be great to have a better retention rate.
- Stop the high turnover rate.

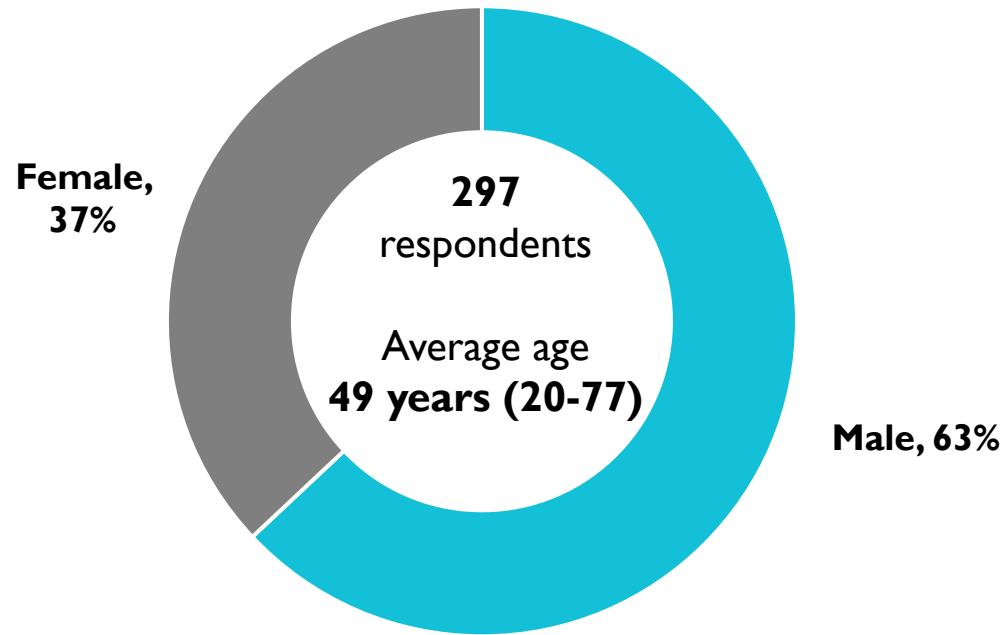
Note: Percentages add to more than 100 because respondents can give multiple comments.

Program of Assertive Community Treatment
Adult Consumer Survey
2023

297 Respondents

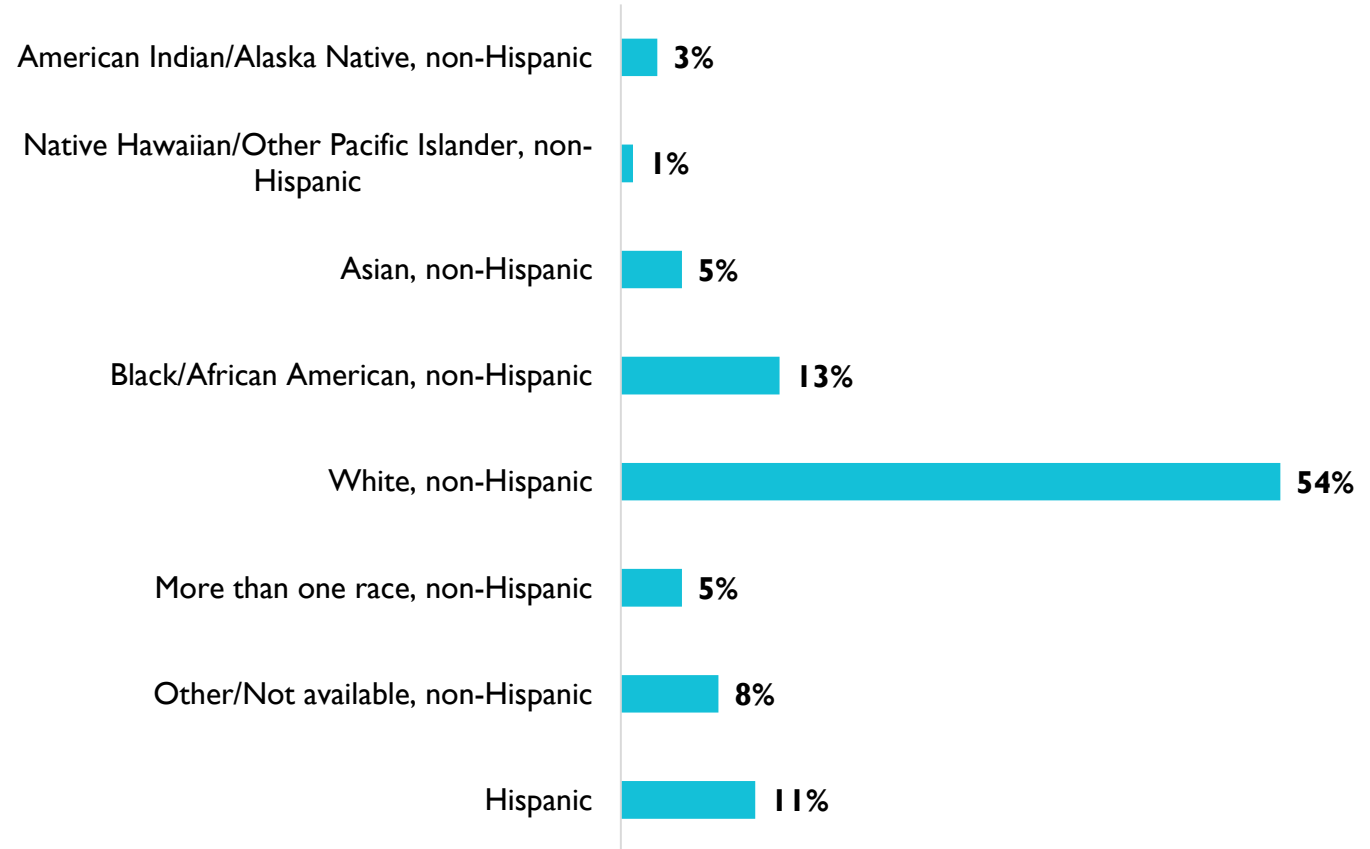
2023 Adult PACT: Demographics

Gender



- There were almost twice as many males represented compared to females (63% vs 37%).
- Respondents were 49 years old on average (males: 48; females: 50).

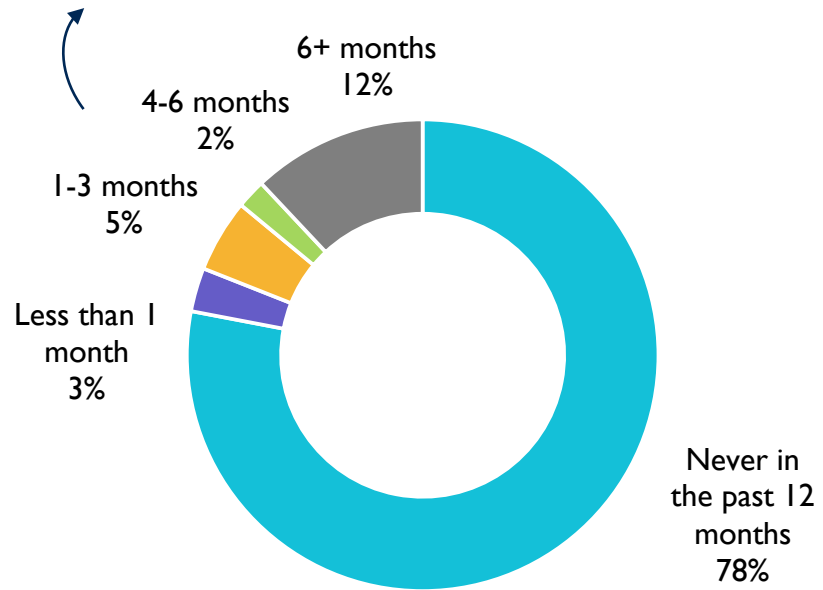
Race/Ethnicity



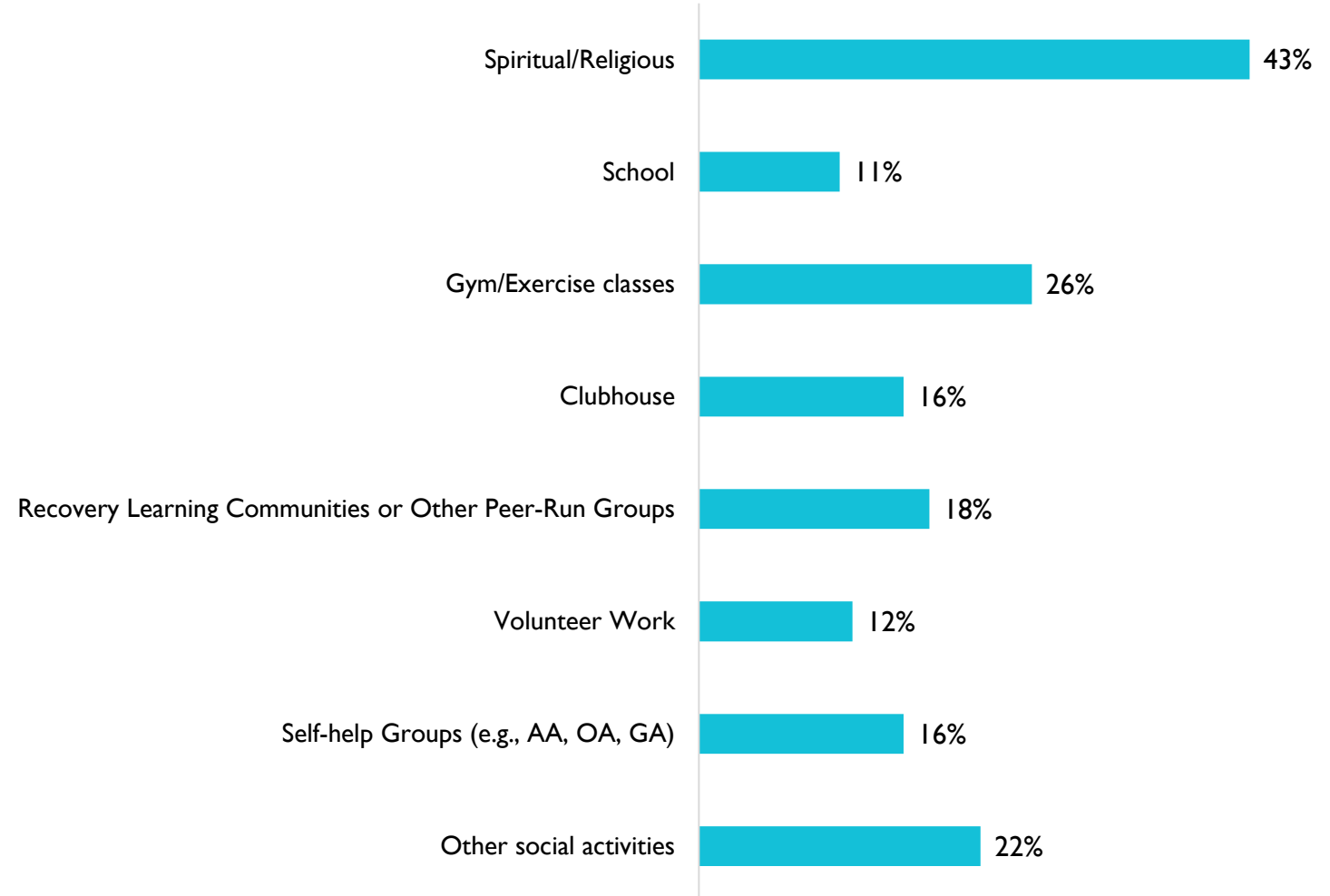
2023 Adult PACT: Select Behavioral Outcomes

Employment Status

22% have been employed in the past 12 months

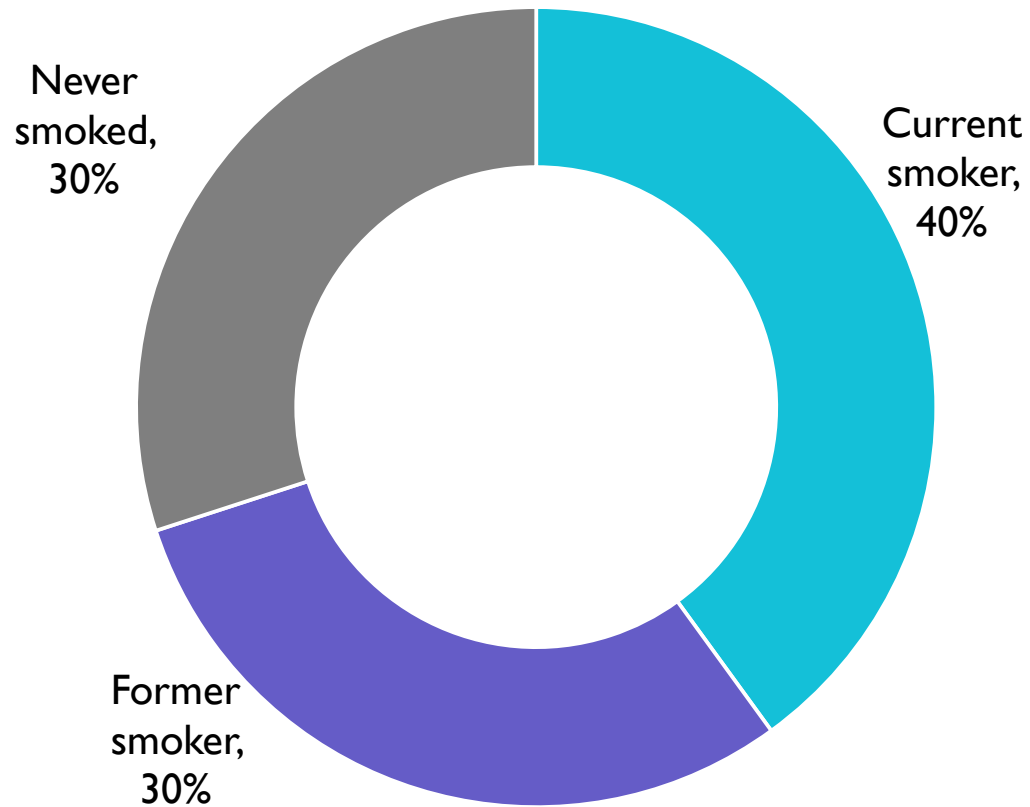


Activity Involvement



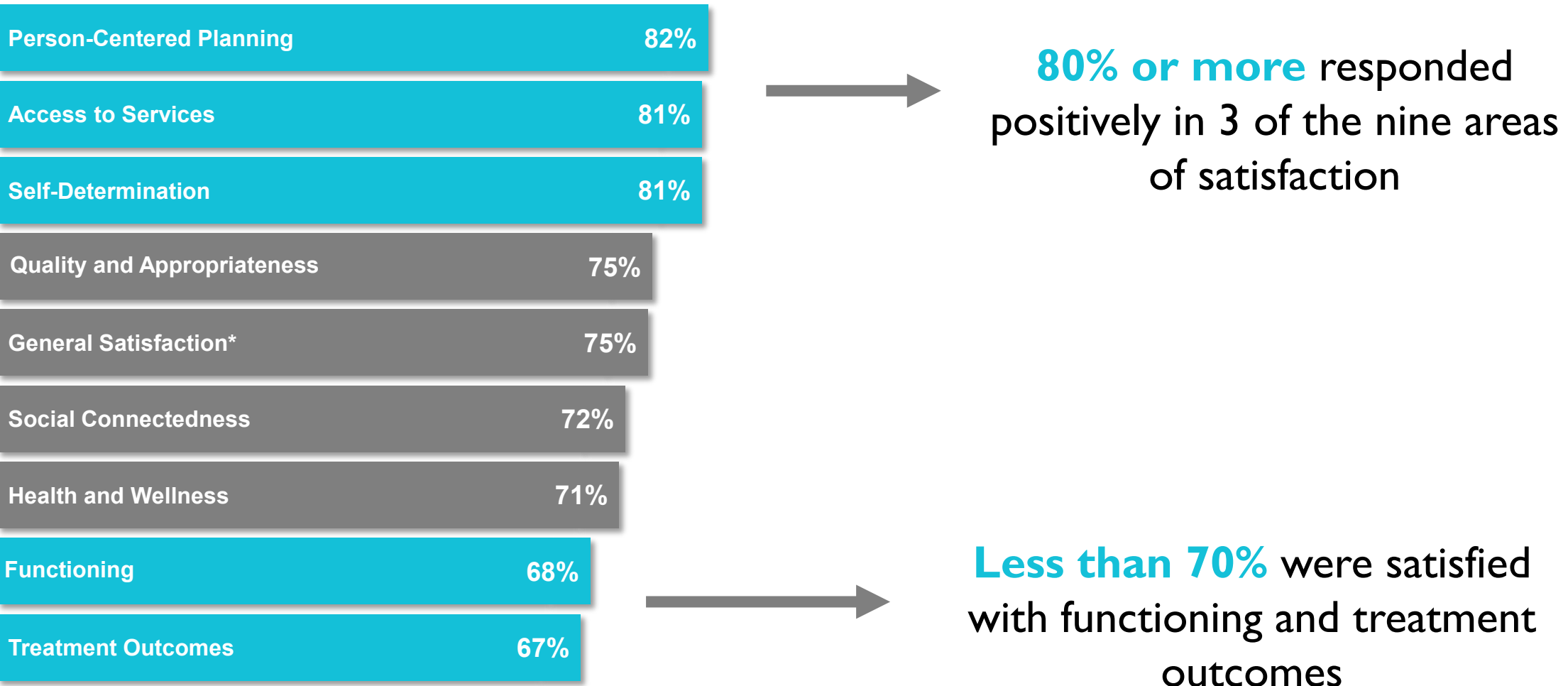
2023 Adult PACT: Select Behavioral Outcomes

Smoking Status



- 11% have used an e-cigarette or electronic “vaping” product in the past 30 days.
- Of current smokers or e-cigarette users, 46% were thinking of quitting within the next 6 months.

2023 Adult PACT: Domain Results



*Significantly lower than the 82% in 2022. No changes in other areas over time.

2023 Adult PACT: Domain Results by DMH Area

Area of Satisfaction	Statewide % N=297	Metro Boston n=24	Central n=57	Northeast n=83	Southeast n=115	Western n=18
Access	81	67	80	83	83	-
Person-Centered Planning	82	74	83	82	84	-
Quality and Appropriateness	75	70	78	71	79	-
Health and Wellness	71	74	76	65	75	-
Social Connectedness	72	67	74	75	72	-
Self-Determination	81	79	84	81	80	-
Functioning*	68	71	68	78	65	-
Treatment Outcomes	67	67	67	70	69	-
General Satisfaction	75	63	74	76	79	-

*p<0.05, statistically significant differences in DMH area domain score compared to all other areas. A box highlighted in green indicates a significantly higher domain score. WAO data is not included due to small sample size.

WHAT SERVICES HAVE BEEN MOST HELPFUL TO YOU IN YOUR RECOVERY? (46% or 137 responded)

STAFF/SERVICES: GENERAL (32.8%)

- The PACT team has helped me a lot.
- I have good care. I would like to always have good care.

ACCESS TO CARE (19.0%)

- Staff visiting me in my home.
- Remote therapy via internet video streaming and phone calls.

MEDICAL SERVICES (15.3%)

- My psychiatric nurse practitioner is a fantastic provider. She monitors me closely, is involved in my treatment plan, has me on the right medication, and treats me with respect.
- Getting my medications delivered each week.

QUALITY OF CARE (14.6%)

- I work with a caseworker who is very supportive and we together are working on changing my living condition. She is great.
- The PACT program has always been extremely helpful.

THERAPY (13.1%)

- The therapy and psychiatry has been greatly appreciated.
- Therapy and other PACT team members to talk to.

Note: Percentages add to more than 100 because respondents can give multiple comments.

WHAT SERVICES HAVE BEEN LEAST HELPFUL TO YOU IN YOUR RECOVERY? (26% or 76 responded)

NONE (23.7%)

- None. Everything has helped. I have not found a service that hasn't helped me yet.
- Nothing. Every service received was good.

STAFF/SERVICES: GENERAL (22.4%)

- PACT team. I've had no personal contact, phone calls, or services in over two years.
- I don't care for group settings.

ACCESS TO CARE (18.4%)

- Therapy when I need it. There is not enough staff to handle when someone needs therapy.
- Psychiatrist. We only speak once a month, which is not enough.

QUALITY OF CARE (17.1%)

- The medicine I'm taking is not helping me at all, but my doctor would not stop giving me the medicine.
- The way PACT staff behaves is concerning.

COMMUNICATION (9.2%)

- No personal contact, phone calls only.
- No return calls.
- The staff telling me to limit my phone calls.
- Can't contact therapist directly.

Note: Percentages add to more than 100 because respondents can give multiple comments.

WHAT CHANGES WOULD IMPROVE THE SERVICES YOU HAVE RECEIVED? (36% or 106 responded)

ACCESS TO CARE (34.0%)

- They need more personnel. They are very understaffed.
- Host more groups and more social gatherings in the community.

NONE (25.5%)

- I wouldn't change a thing with the services.
- Nothing needs to change.

QUALITY OF CARE (17.0%)

- Competent and compassionate and forgiving staff members.
- More integrity and credibility.

COMMUNICATION (11.3%)

- More communication between team members.
- Be responsive to my medical requests in a timely manner.

GENERAL (11.3%)

- Allowing me to work with a therapist outside of the PACT. I do not want to lose this person when PACT does get one.
- All PACT persons be allowed to take their clients on quick nearby errands.

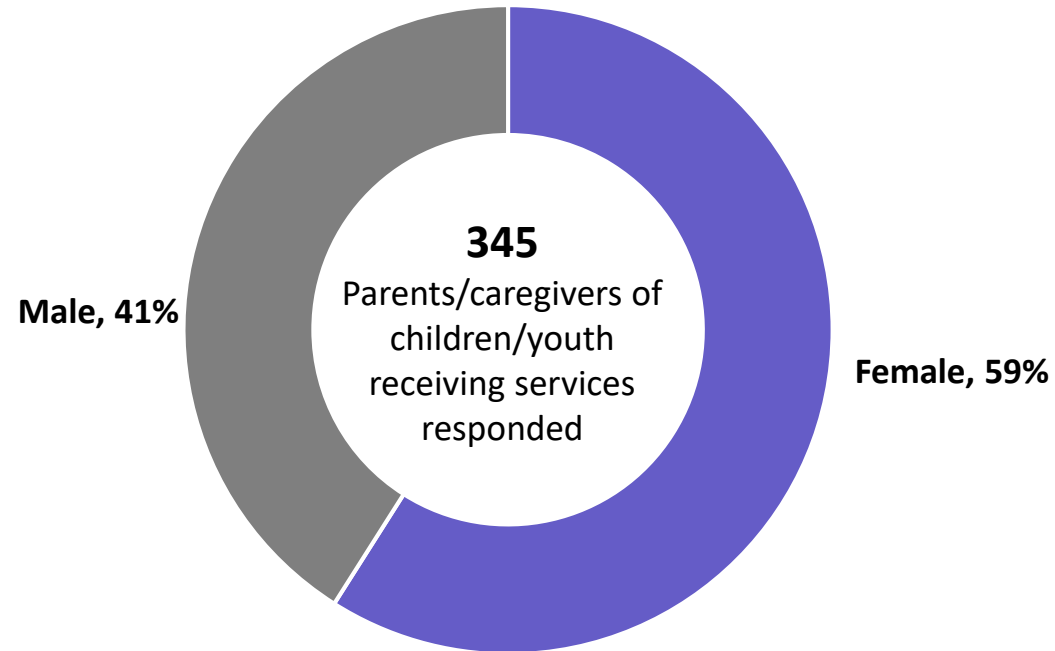
Note: Percentages add to more than 100 because respondents can give multiple comments.

Division of Children, Youth, and Family Services
Parent/Caregiver Survey
2023

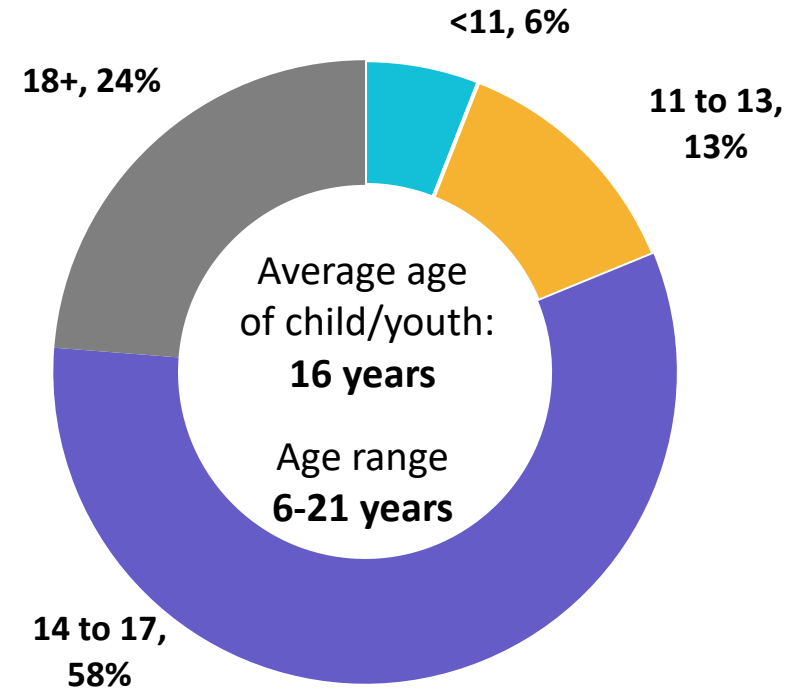
345 Respondents

2023 CYF: Demographics

Child's Gender



Age



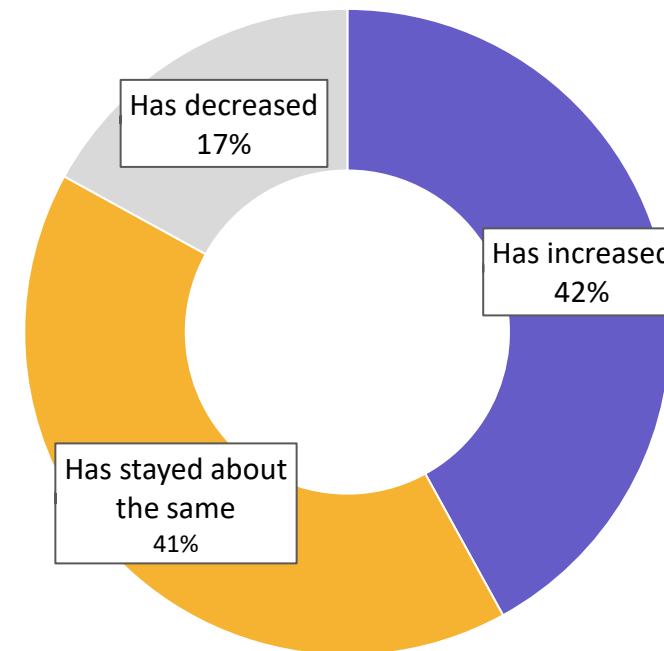
2023 CYF: Behavioral Outcomes

School Attendance

87% of children attended school in the past 12 months. Among these:

- **86%** had no expulsions or suspensions in the past 12 months
- **89%** had no expulsions or suspensions in the 12 months prior
- **81%** advanced a grade in the past 12 months
- **43%** 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...



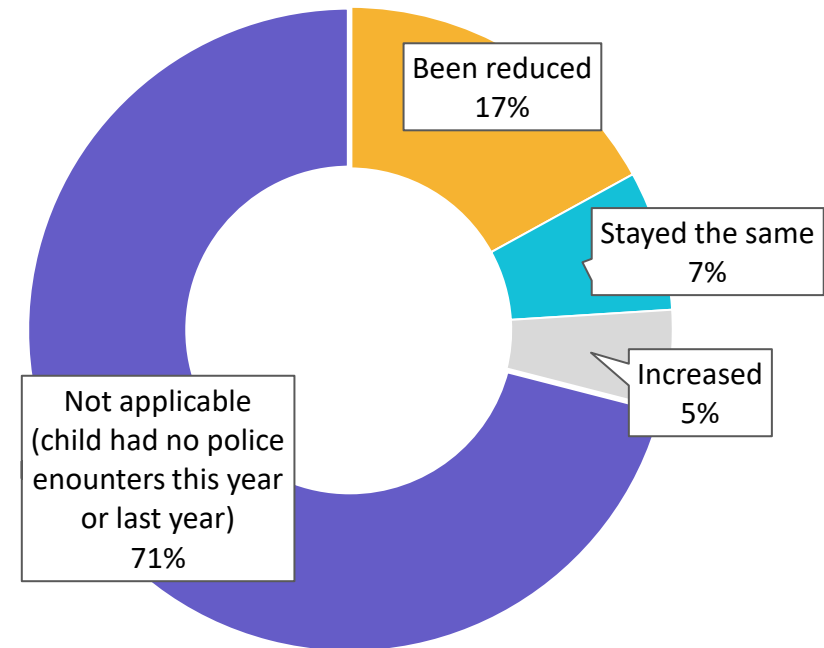
2023 CYF: Behavioral Outcomes

Arrests & Police Encounters

Among all children and youth:

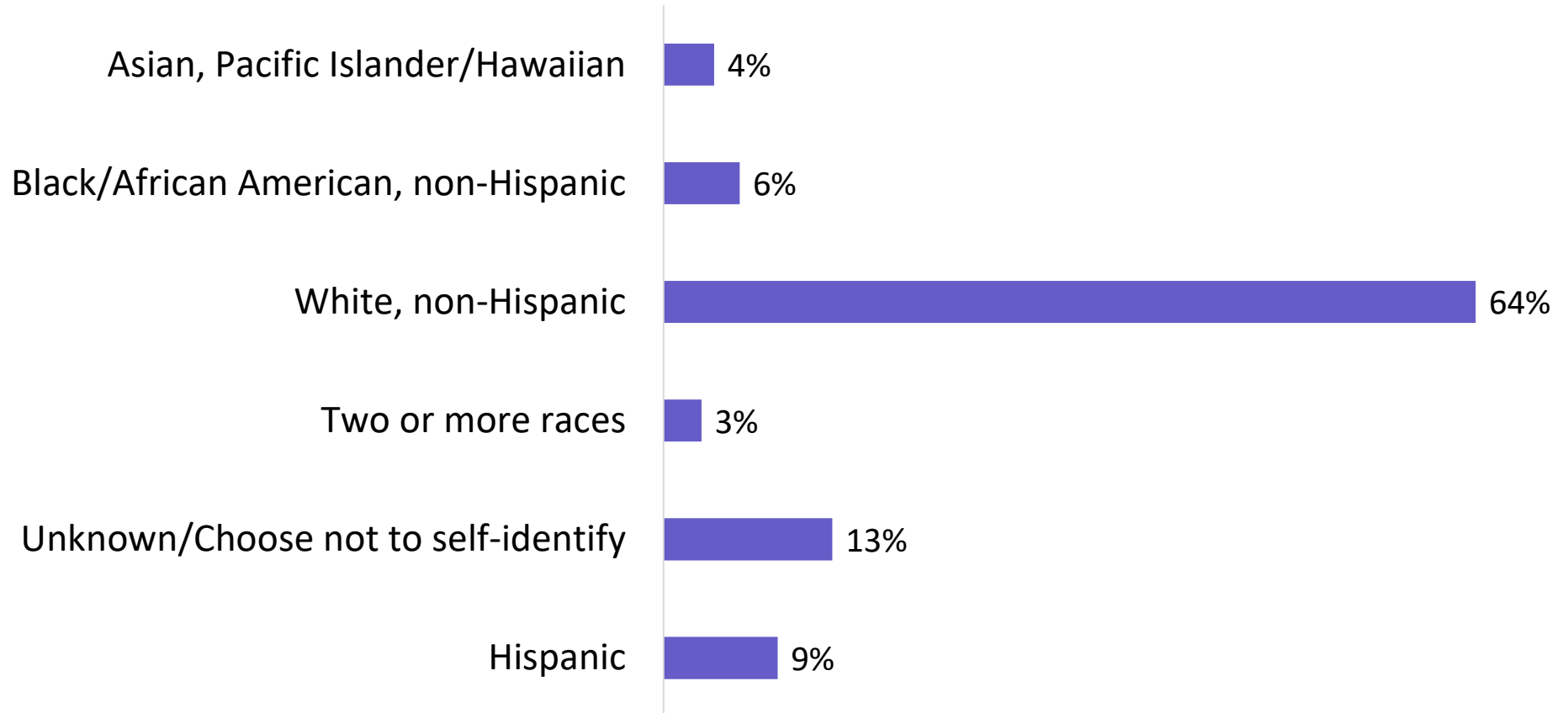
- **98%** had no arrests in the past 12 months
- **99%** had no arrests in the 12 months prior to that

Since the child began receiving DMH services, encounters with police have:



2023 CYF: Demographics

Child's Race/Ethnicity



*Based on DMH records.

2023 CYF: Other Background Information


Living Arrangements

86% of children live with the respondent at the time of the survey

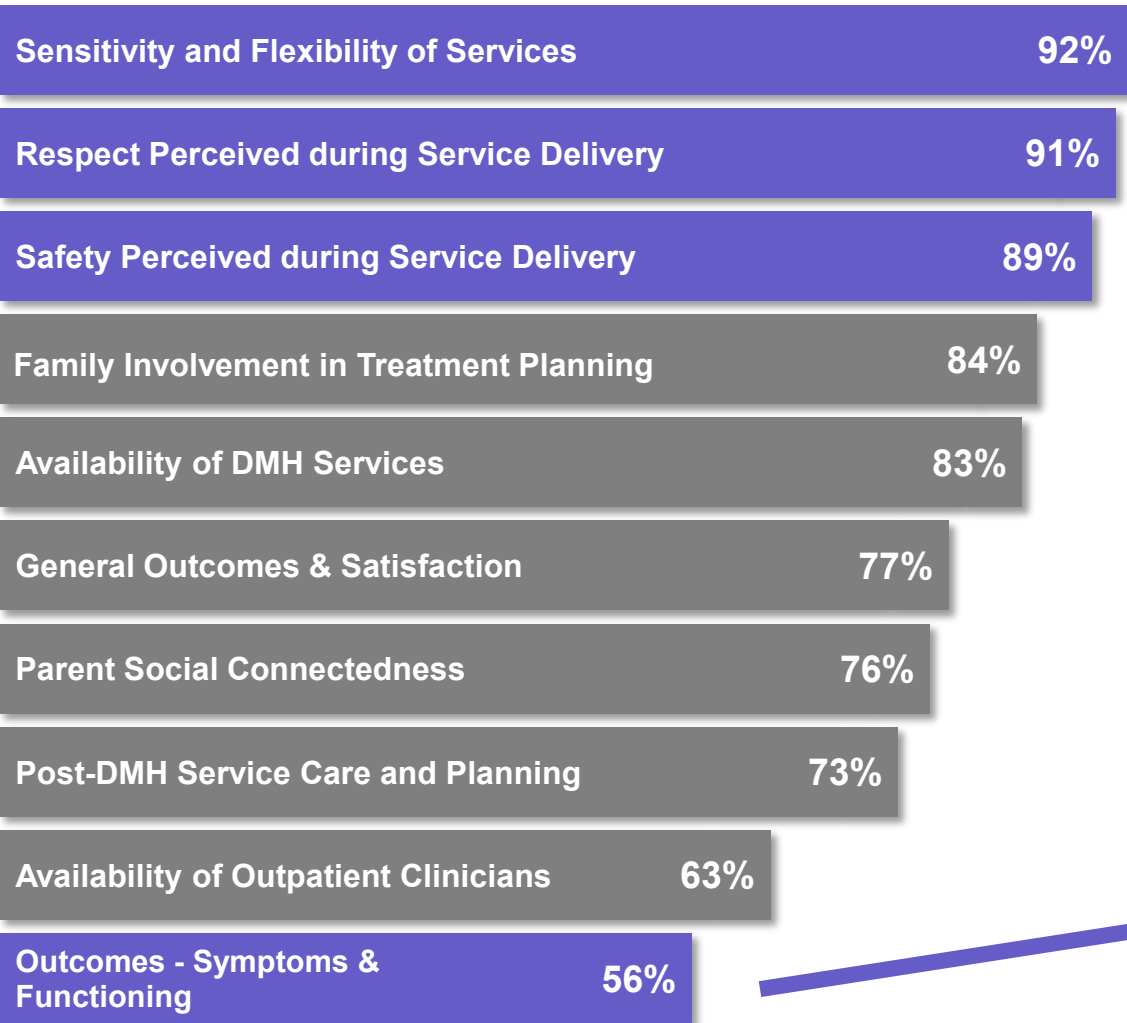
35% reported their child has lived elsewhere any time in the past 12 months

Among those children who have lived elsewhere:

- **63%** residential treatment program
- **31%** hospital
- **21%** both parents at the same time
- **11%** both parents – alternating times
- **11%** other
- **9%** one parent
- **3%** another family member
- **3%** foster home/therapeutic foster home
- **3%** Crisis shelter/homeless shelter
- **3%** Runaway/homeless/on the streets

 i.e., college/dorm, with their partner

2023 CYF: Domain Results

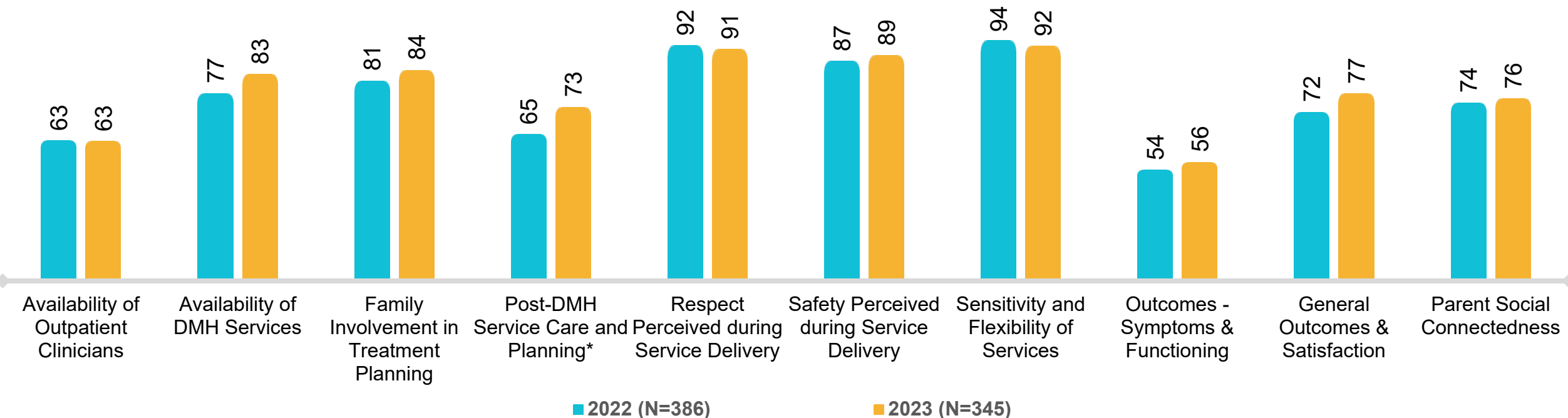


9 in 10 parents/caregivers were satisfied with the sensitivity and flexibility of services, and the respect and safety during service delivery.

Only **56%** of parents/caregivers were satisfied with their child's symptoms and functioning outcomes.

Satisfaction 2022-2023

Parents/caregivers of children receiving DMH services had higher or similar satisfaction across all domains from 2022 to 2023. Satisfaction with post-DMH service care and planning significantly increased from 65% in 2022 to 73% in 2023. 6 other domains also increased from 2022 to 2023, but not significantly.



Note = *indicates statistically significant difference between groups.

WHAT WAS MOST HELPFUL ABOUT THE DMH MENTAL HEALTH SERVICES YOUR CHILD RECEIVED IN THE LAST 12 MONTHS? (69% or 238 responded)

STAFF/SERVICES: GENERAL (53%)

- The caring and patient people my daughter worked with.
- They have given us all the information and have guided us throughout the process. Really helpful!

ACCESS TO CARE (21%)

- The fact that [services] are in-home. If I had to get my kid into a car for every visit, I don't think they would happen.
- The therapeutic mentor always makes himself available to talk on the phone when needed.

QUALITY OF CARE (21%)

- The supports and administrative staff were attentive, very skilled, and went above and beyond whenever needed.
- The team has worked hard to understand the needs of my child and develop comprehensive treatment plans.

THERAPY (17%)

- The family therapist. She was great to work with and we felt well supported.
- The in-home therapist treated my son and his parents with respect. They listened to our stories and perspectives.

FAMILY INCLUSION (14%)

- We really like our family supports and feel like we can contact them at any time with issues that arise. They have helped us be more calm in a crisis and help us communicate better.

Note: Percentages add to more than 100 because respondents can give multiple comments.

WHAT WAS LEAST HELPFUL ABOUT THE DMH MENTAL HEALTH SERVICES YOUR CHILD RECEIVED IN THE LAST 12 MONTHS? (50% or 172 responded)

STAFF/SERVICES: GENERAL (30%)

- That services are all predicated on time frame. My child has significant mental health struggles with ups and downs, and because we were open 'too long' our services were closed.

ACCESS TO CARE (23%)

- It is a lot to fit into a weekly schedule with a full time job, so it's helpful when the services came to us.
- Need better access and a quicker way to get in-patient care when in crises. The wait times for in-patient beds is horrible. Getting access to a psychiatrist still difficult.

CONSISTENCY OF CARE (17%)

- Abrupt end of services without any notice that we were going to wind down services.
- The turnover of family therapists, mentors, etc. is hard.

NONE (15%)

- I have not encountered a negative experience.
- I like everything about the services. I have no concerns at this time.

QUALITY OF CARE (14%)

- My team seems to be very limited in their knowledge of the Mass mental health system, available services, and how to support my child. Overall they are not very knowledgeable.

Note: Percentages add to more than 100 because respondents can give multiple comments.

**ACCESS
TO CARE
(38%)**

- Create more flexible programming. The all or nothing approach is not the best for each child.
- When a child needs more services, provide them! Create a schedule to meet the current behavioral needs.

**COMMUNICATION
(16%)**

- Provide visual explanations of what family services is, who's who, how it all works, etc.
- We have no idea if we are supposed to have a case worker or any other contact from DMH, everything is up in the air and I'm not sure what happens when we end services.

**QUALITY OF
CARE
(15%)**

- Actually create a plan that is individual to the clients' needs and not just the contract services available.
- Train your staff. Provide oversight. Demand accountability. Listen to parents. Be respectful. Show compassion.

**CONSISTENCY
OF CARE
(14%)**

- Working to reduce turnover. It is very hard for an emotional child to restart with provider after provider.
- Better coordination with other state agencies and health insurance so all services available are provided and costs are shared throughout the system.

**NO SUGGESTIONS
(13%)**

- I absolutely love this service and it has made a difference in our lives. Without DMH I doubt my child and family would be where we are today!
- Right now, I think is good because my needs are met.

Note: Percentages add to more than 100 because respondents can give multiple comments.

THANK YOU
Questions?