

Massachusetts Department of Mental Health

Consumer Satisfaction Survey Report ACCS, PACT & CYF Findings 2024



January 2, 2025

Prepared by: JSI Research & Training Institute, Inc.

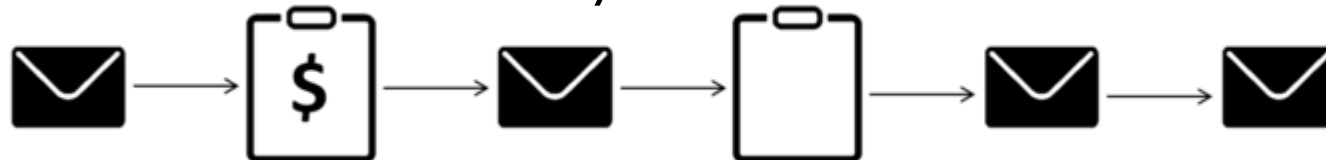


Survey Purpose

- 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

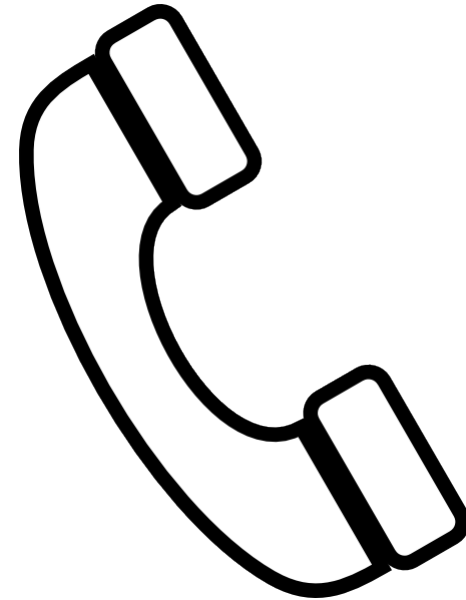
- SAMHSA’s Mental Health Statistical Improvement Program (MHSIP) tool items and state-added questions
- Survey languages
 - **Adult (8):** English, Spanish, Cape Verdean, Chinese Simplified/Chinese Traditional, Haitian Creole, Khmer, Portuguese, Vietnamese
 - **Family (2):** English and Spanish
- Data collection (mail and online survey)
 - Incentive: up-front \$5 cash incentive included with the first survey
 - Schedule: pre-notification letters were mailed in April 2024, and the survey was closed at the end of September 2024
 - 6 contacts: pre-notification letter, first survey packet, first reminder letter, second survey packet, second reminder letter, final reminder flyer



Phone Follow – Up

New in 2024

- From June 12 (date of second survey mailing) – August 21
- Telephone follow-up of non-respondents from select ACCS contracts with lower response rates
- Interviewers left scripted messages on the first and third unanswered calls, encouraging clients to fill out the survey.
- If a client was reached, we attempted to conduct a telephone interview. If the client was not willing to complete an interview at that time, interviewers encouraged them to return the paper survey or complete the web survey.



Satisfaction Domains: ACCS & PACT

2024 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

2024 Family Member Consumer Survey Domains (*52 items)

- 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)
- General 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

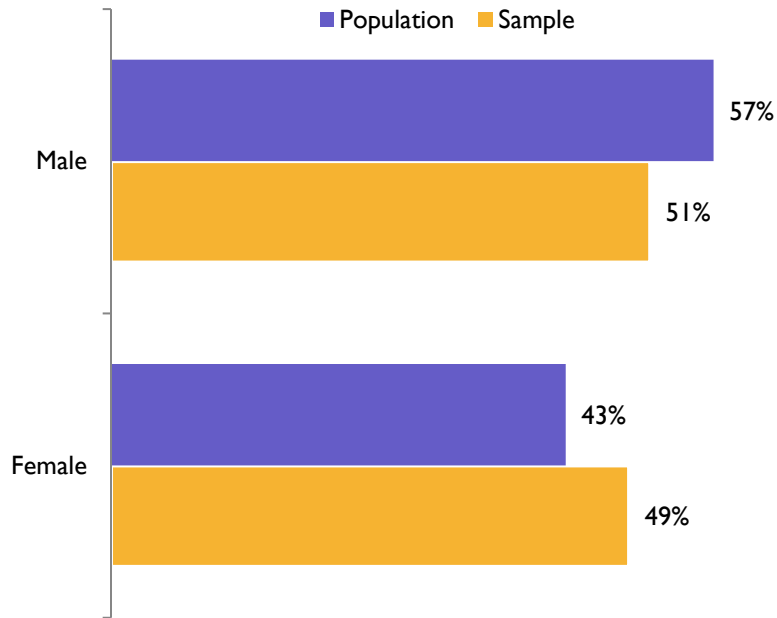
	Adult Community Clinical Services	Program of Assertive Community Treatment	Children, Youth and Family (CYF) Services
	<ul style="list-style-type: none">Stratified random sample of 75% of adults receiving services from one of 36 DMH contracted ACCS service providers	<ul style="list-style-type: none">100% of adults receiving services from one of 26 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">Program for Assertive Community Treatment for YouthIntensive Community ServicesFlex TeamsCase Management
Response Rates	28% (1,556)	26% (319)	40% (320)

Adult Community Clinical Services
Adult Consumer Survey
2024

1,556 Respondents

2024 Adult ACCS: Demographics

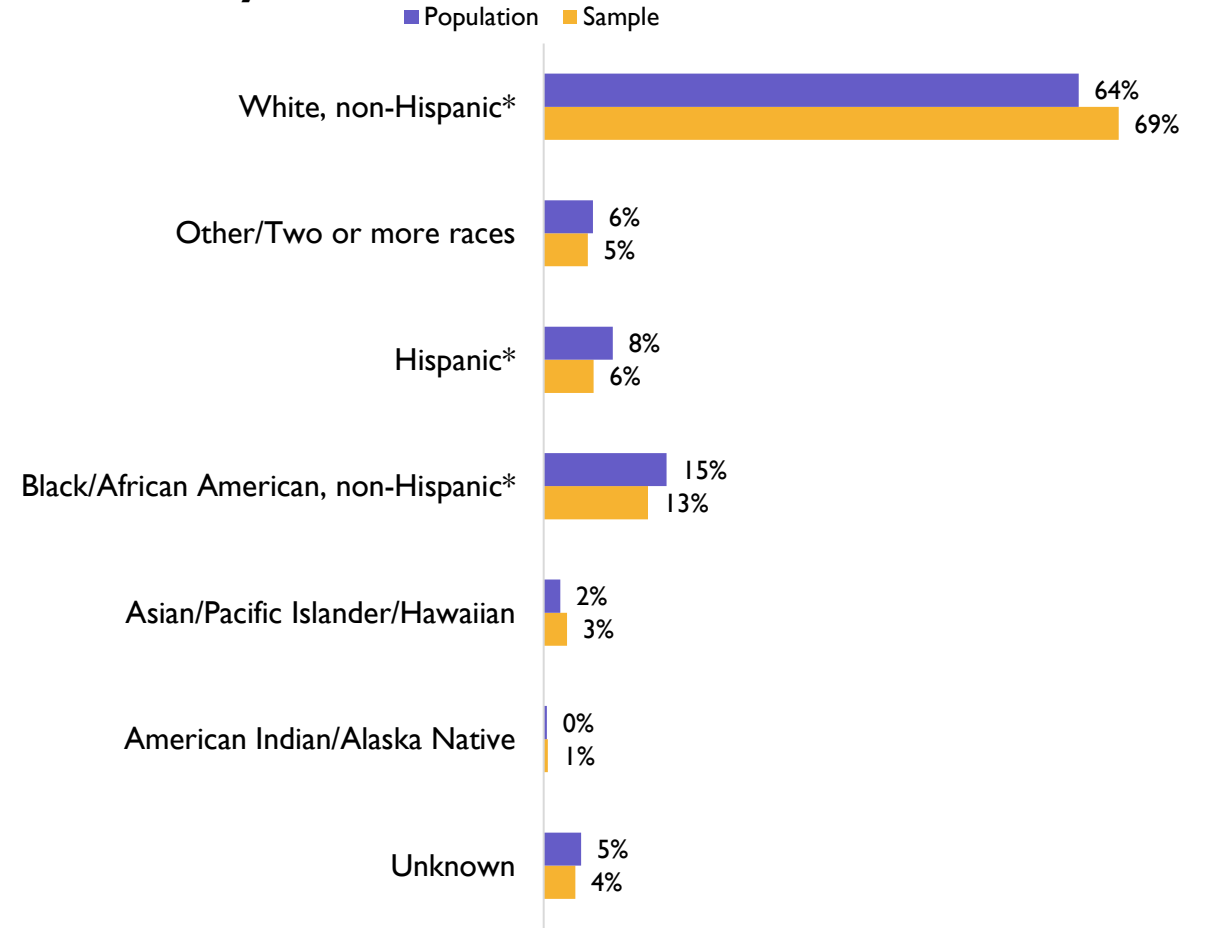
Gender & Age



- Average age of respondents was **50 years** (19-86)
- A **significantly higher** percentage of females were represented in the sample.

Based on DMH records.

Race/Ethnicity

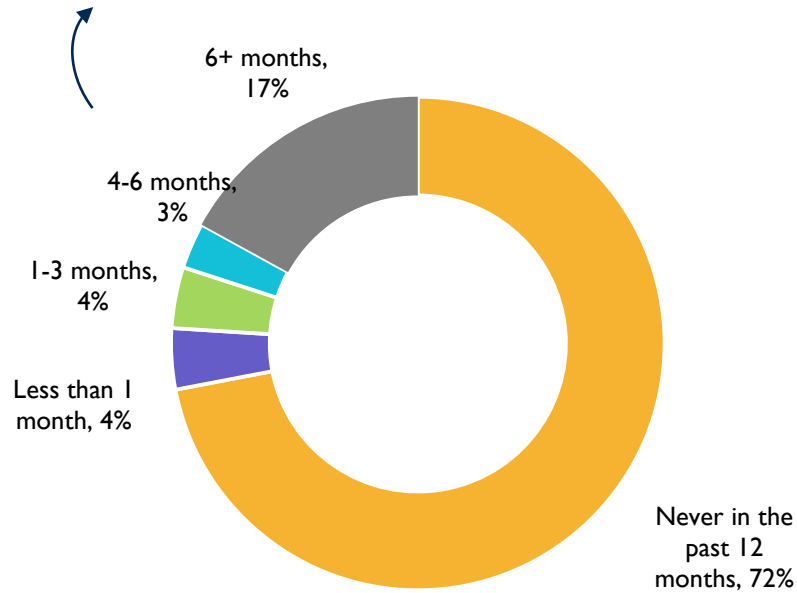


*Indicates a statistically significant difference between the population and the sample.

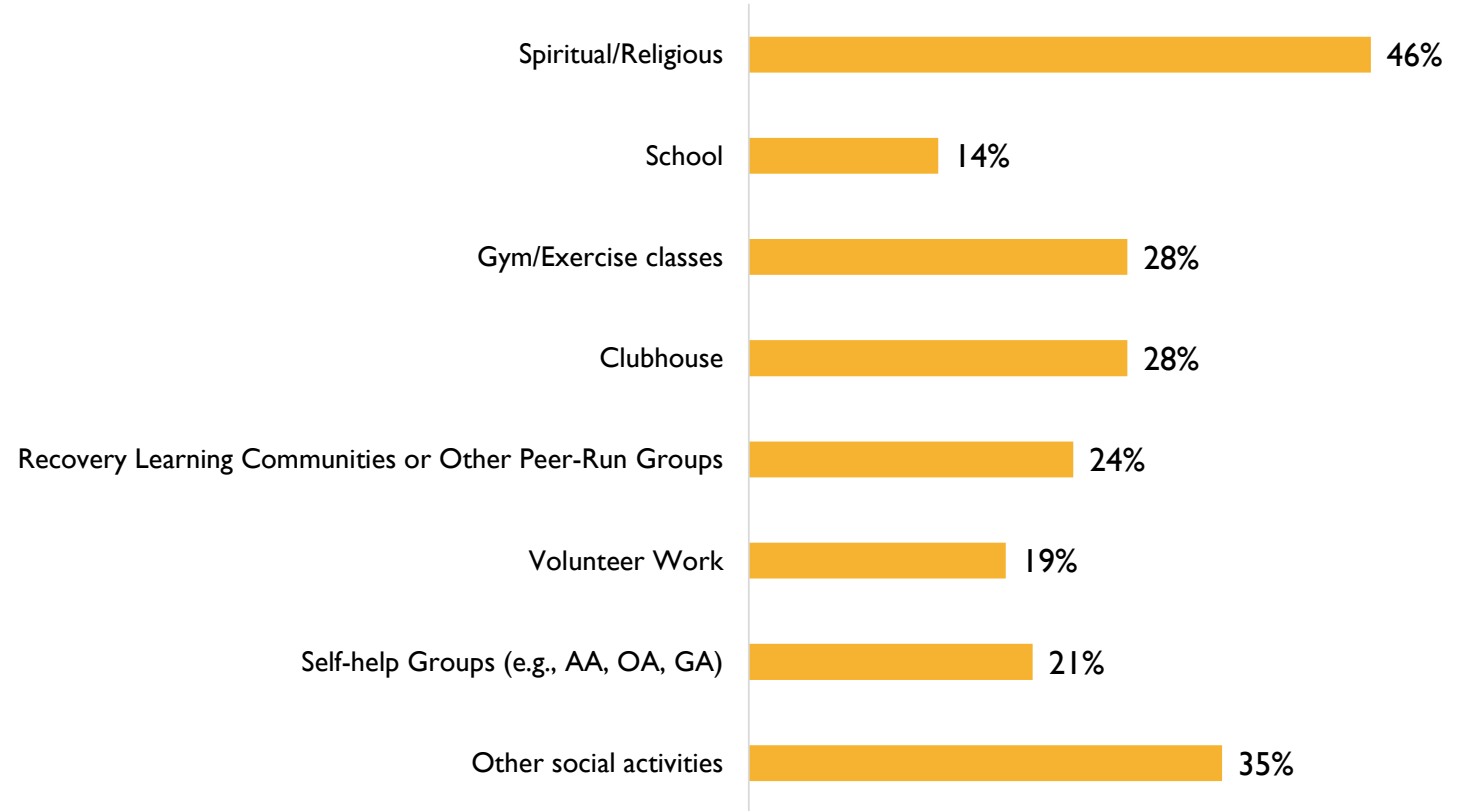
2024 Adult ACCS: Select Behavioral Outcomes

Employment

28% have been employed in the past 12 months

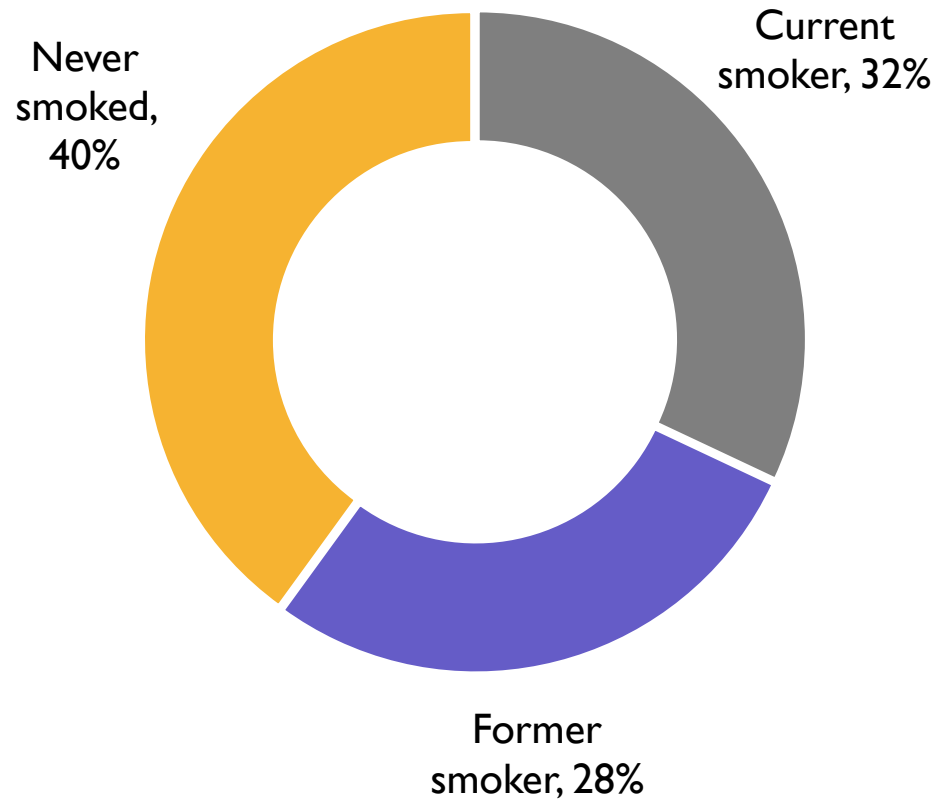


Activity Involvement



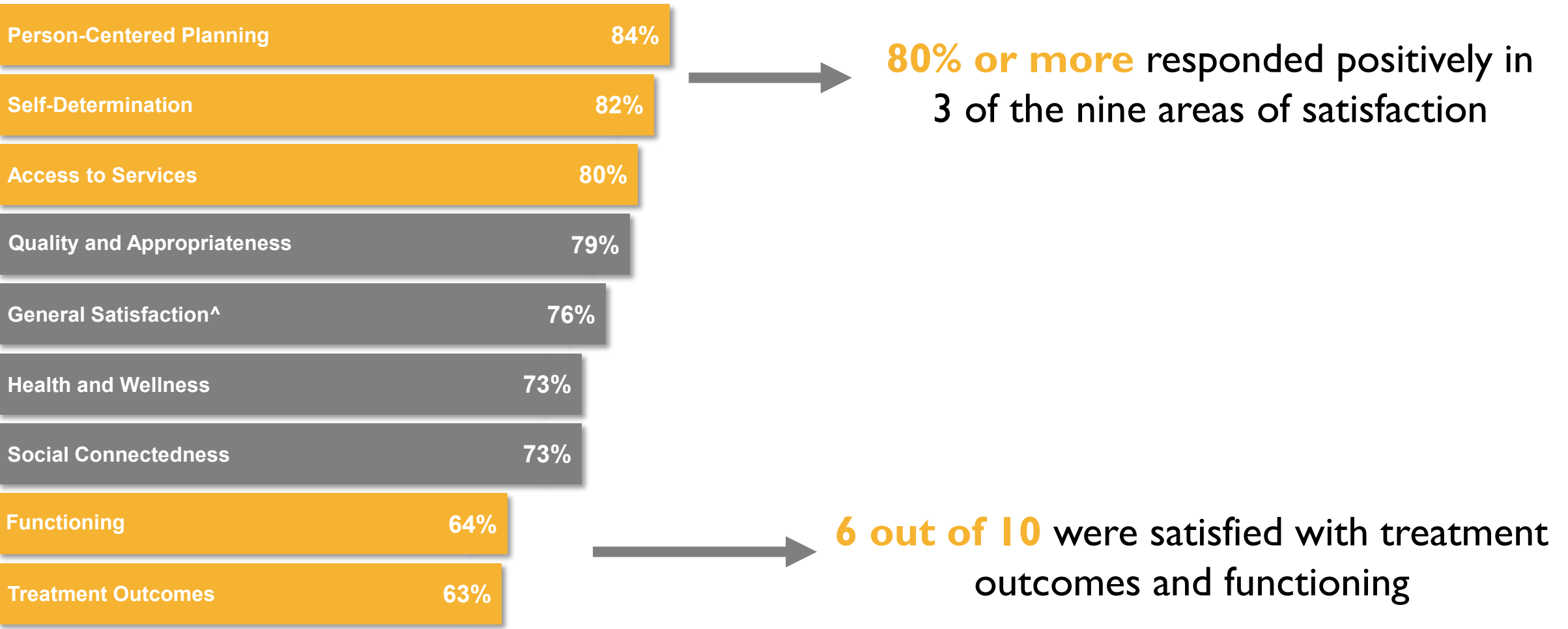
2024 Adult ACCS: Select Behavioral Outcomes

Smoking Status



- **15%** have used an e-cigarette or electronic “vaping” product in the past 30 days.
- Of current smokers or e-cigarette users, **44%** were thinking of quitting within the next 6 months.

2024 Adult ACCS: Domain Results



^Significantly lower than the 79% in 2021. No changes in other areas over time.

2024 Adult ACCS: Domain Results by DMH Area

Area of Satisfaction	Statewide % N=1,556	Metro Boston n=271	Central n=305	Northeast n=365	Southeast n=361	Western n=254
Access to Services*	80	79	80	73	88	77
Person-Centered Planning*	84	85	86	80	87	80
Quality and Appropriateness*	79	80	83	73	86	72
Health and Wellness*	73	78	77	66	76	69
Social Connectedness*	73	77	76	68	75	70
Self-Determination	82	84	83	79	85	80
Functioning*	64	73	66	57	65	59
Treatment Outcomes*	63	70	69	56	62	58
General Satisfaction*	76	76	79	71	81	75

*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? (53% or 822 responded)

STAFF/SERVICES: GENERAL (27%)

- Having someone to talk to about next steps.
- Just having another person helping me out.

THERAPY (14%)

- A couple of therapists have given me exemplary support that assisted in me staying safe and progressing in my mental health.
- Therapy. [NAME] has been incredible in challenging me while meeting me where I'm at.

QUALITY OF CARE (14%)

- My therapist is intelligent, kind, and immensely supportive in so many ways.
- My case manager was perfect for me. She met with me when I asked and respected my wishes to meet outside of my home.

CLINICAL SUPPORT, NON- PSYCHIATRY (14%)

- Help from the hospital when I am in crisis.
- My doctor listens well and is extremely supportive of me.
- Consistent ability to receive medical care.

WELLNESS SERVICES (12%)

- I like having extra help in my everyday wellbeing.
- Writing group; any chance to express myself creatively.

WHAT SERVICES HAVE BEEN LEAST HELPFUL TO YOU IN YOUR RECOVERY? (31% or 484 responded)

QUALITY OF CARE (21%)

- I do not benefit from group services. They are more upsetting and anxiety provoking.
- When I tell my psychiatrist that my medications are not working he overlooks my concern. I wish I had someone who is more understanding.

NONE (21%)

- All services were phenomenal and beneficial.
- The services are good and I'm grateful for them. I would not know what I would do without them.

GENERAL SERVICES (17%)

- Minimum standard – as long as I am not a threat to myself or others, no one cares.
- The chase of getting a callback on days I don't have an appointment.

ACCESS TO CARE (15%)

- I have been on waiting list to get a therapist for well over a year.
- I hardly ever see my intensive case manager or team leader.

PROGRAMS: GENERAL (7%)

- DMH has not been active in my treatment.
- ACCS has caused me more stress than help.
- My program has no compassion for people with mental illness.

WHAT CHANGES WOULD IMPROVE THE SERVICES YOU HAVE RECEIVED? (37% or 580 responded)

ACCESS TO CARE (31%)

- More hires so the staff isn't overworked and higher pay so that people aren't leaving for better jobs. It's confusing and depressing when someone you've trusted just leaves.

QUALITY OF CARE (22%)

- Train the direct care staff to be courteous, respectful, and kind.
- Better education and training of employees around mental illness, triggers, and trauma-informed care.

NONE (20%)

- I am satisfied with my current services.
- I like my current services very much. They are excellent and helpful.

COMMUNICATION (12%)

- More and better communication. Not having to repeat everything and ask for help over and over for the same things.
- Return calls more quickly.

CONSUMER INPUT (10%)

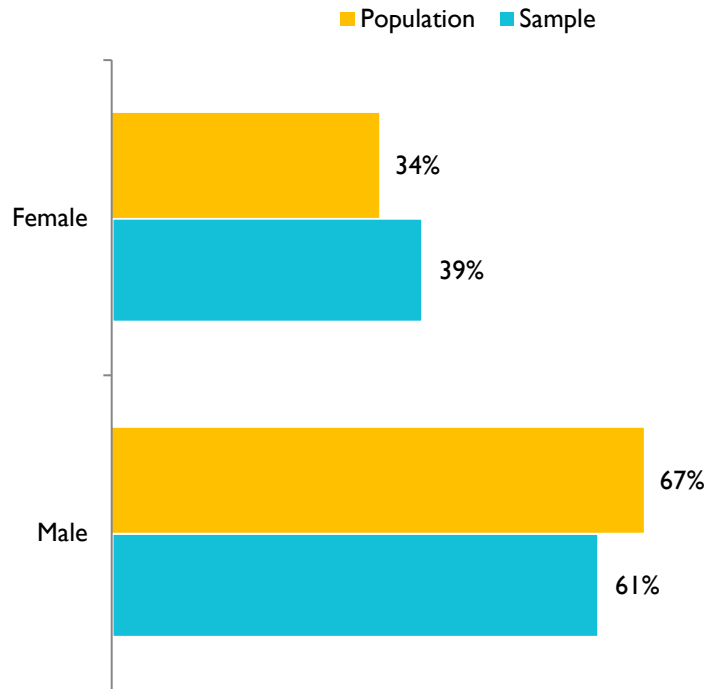
- Please let me make more decisions about my treatment. Don't talk at me, talk to me.
- Being listened to so I can be properly diagnosed and treated.

Program of Assertive Community Treatment
Adult Consumer Survey
2024

319 Respondents

2024 Adult PACT: Demographics

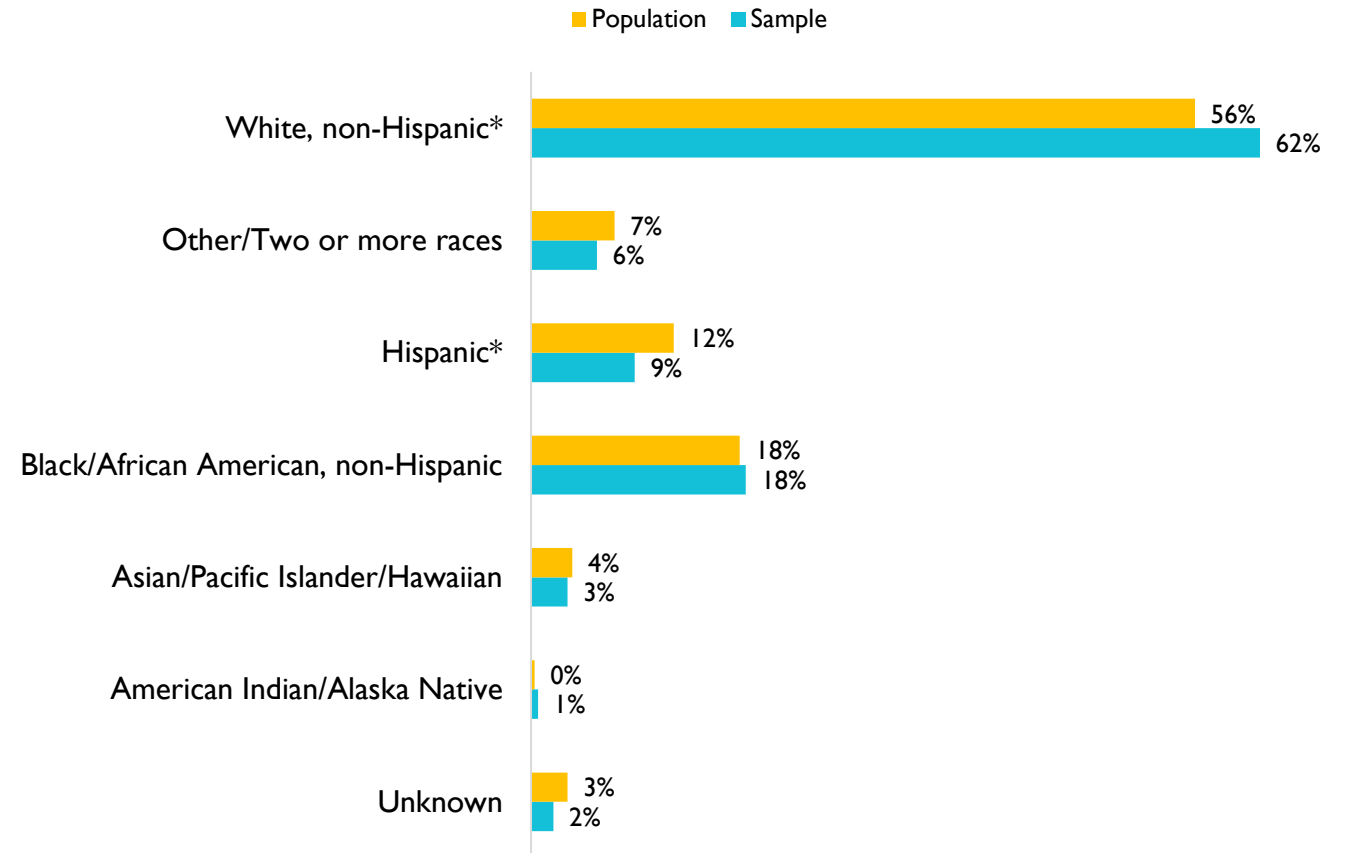
Gender & Age



- Average age of respondents was **47 years** (19-81)
- A **significantly higher** percentage of females were represented in the sample.

Based on DMH records.

Race/Ethnicity

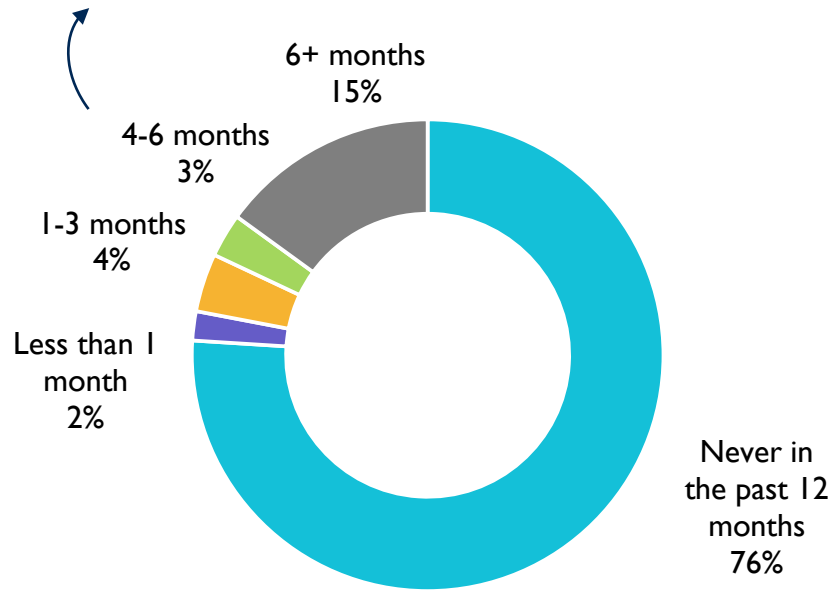


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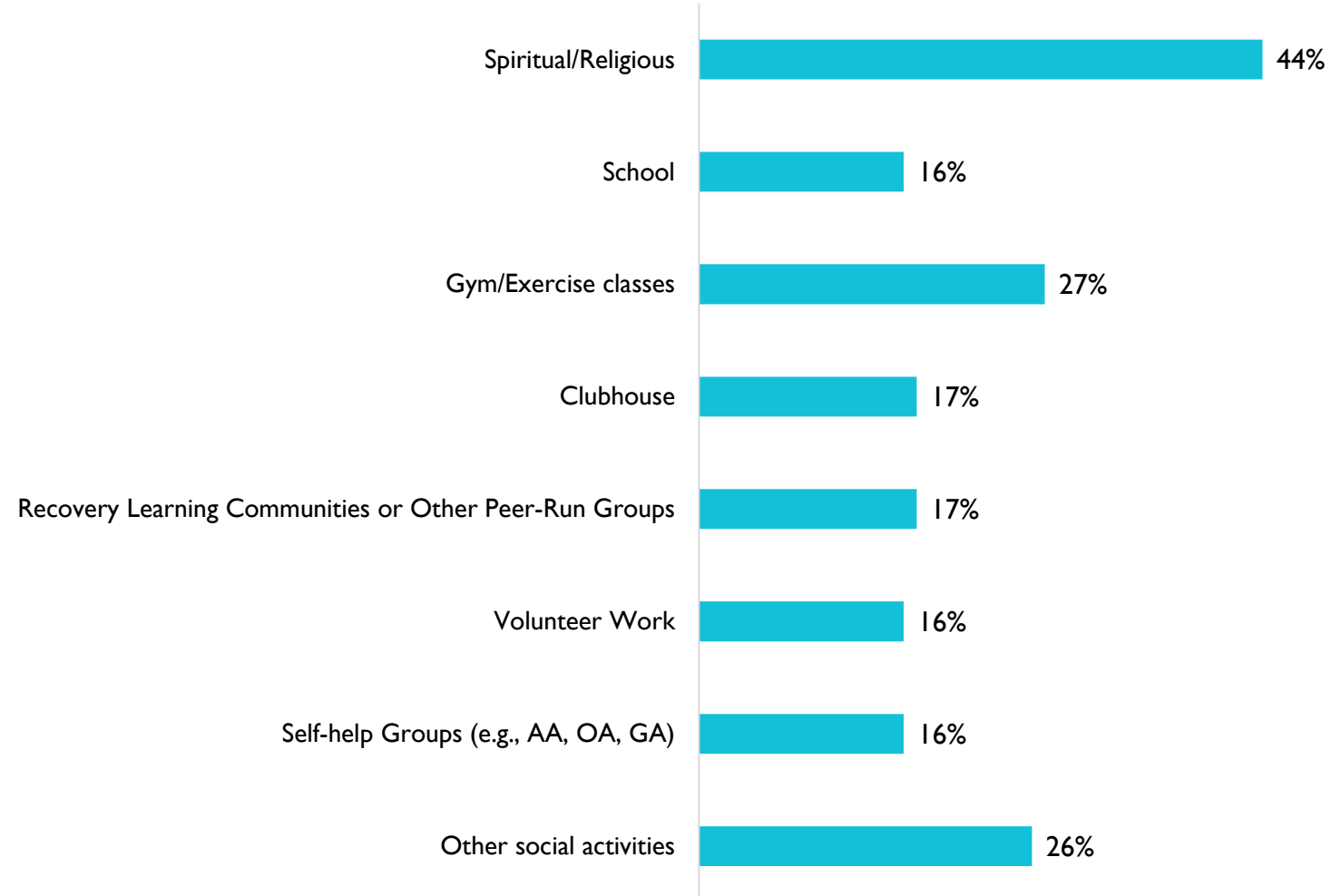
2024 Adult PACT: Select Behavioral Outcomes

Employment Status

24% have been employed in the past 12 months

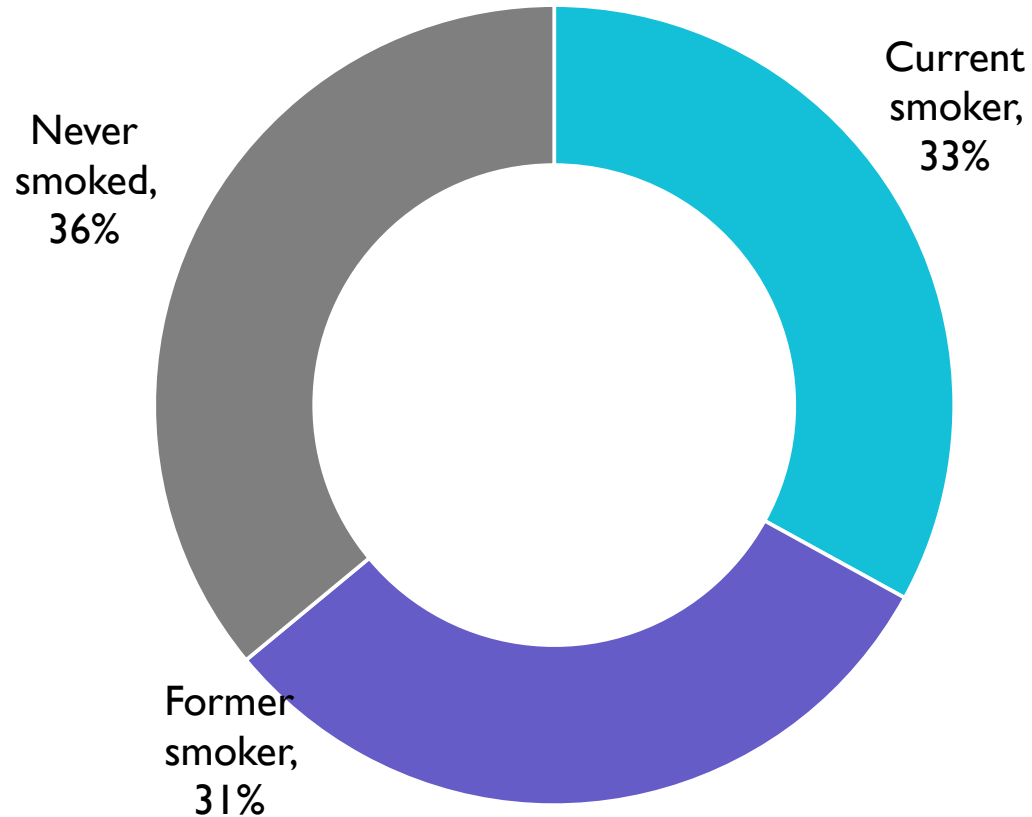


Activity Involvement



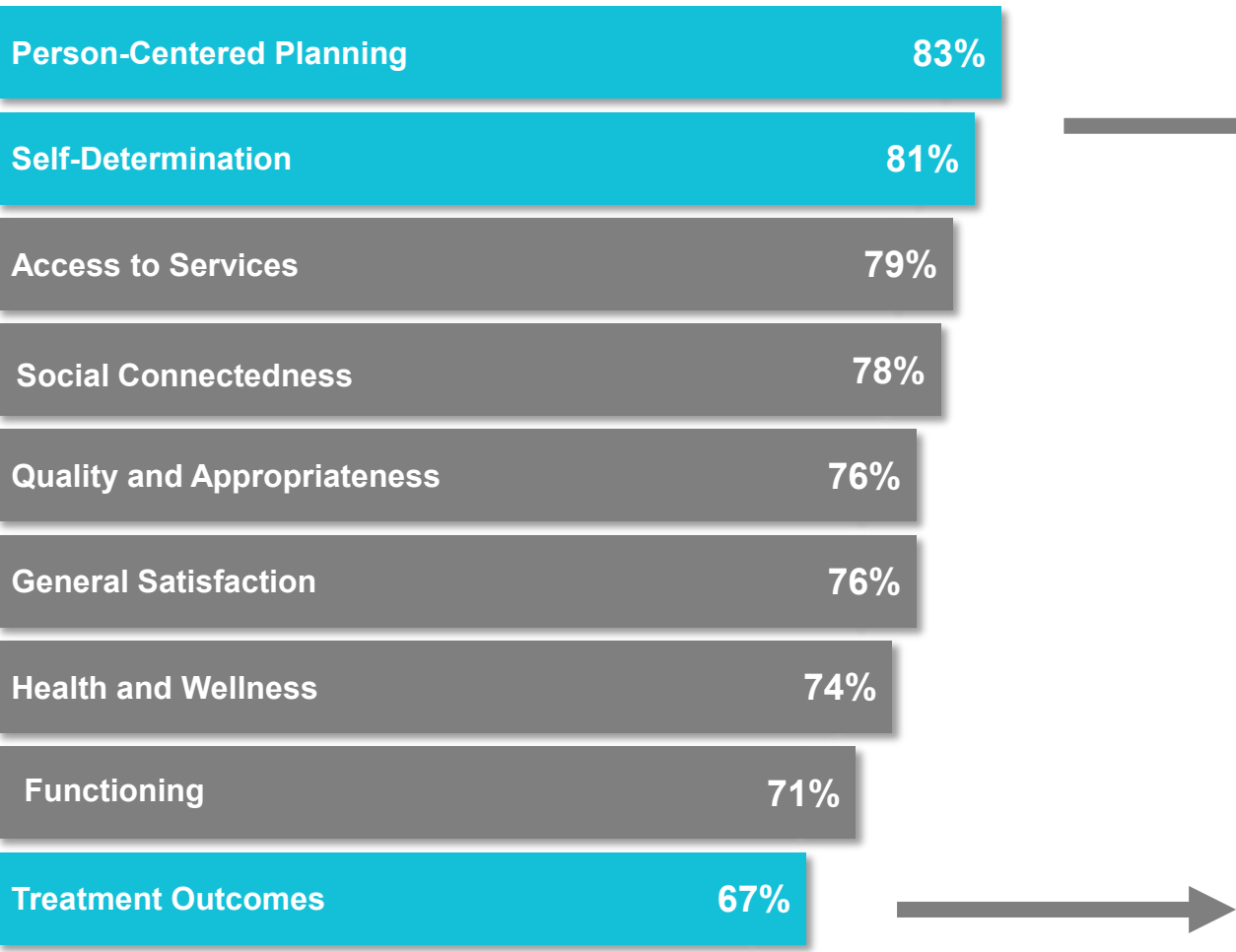
2024 Adult PACT: Select Behavioral Outcomes

Smoking Status



- **18%** have used an e-cigarette or electronic “vaping” product in the past 30 days.
- Of current smokers or e-cigarette users, **48%** were thinking of quitting within the next 6 months.

2024 Adult PACT: Domain Results



80% or more responded positively in 2 of the nine areas of satisfaction

Two thirds were satisfied with treatment outcomes

There were no statistically significant differences when comparing 2024 to previous years.

2024 Adult PACT: Domain Results by DMH Area

Area of Satisfaction	Statewide % N= 319	Metro Boston n=28	Central n=60	Northeast n=80	Southeast n=127	Western n=24
Access to Services*	79	74	71	78	87	71
Person-Centered Planning	83	83	86	79	86	70
Quality and Appropriateness	76	73	77	73	79	65
Health and Wellness*	74	68	77	73	82	46
Social Connectedness*	78	73	75	79	84	59
Self-Determination*	81	81	80	85	82	61
Functioning*	71	74	70	77	73	42
Treatment Outcomes*	67	73	70	70	67	48
General Satisfaction	76	78	72	71	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? (50% or 161 responded)

STAFF/SERVICES: GENERAL (30%)

- Just having the opportunity to work things out when they are not well.
- Talking to staff.

ACCESS TO CARE (19%)

- I am able to call and reach out to PACT anytime I need... It makes me feel comfortable and not anxious when my illness is bothering me.

MEDICATION SERVICES (16%)

- Access to my preferred medication.
- My psychiatrist has helped find medications that actively support me and significantly impacts my quality of life and ability to self regulate.

THERAPY SERVICES (15%)

- Therapy. [THERAPIST] has been incredible in challenging me while meeting me where I'm at.
- My therapist is really helpful for providing a safe space to be heard in a world where I otherwise feel unseen.

QUALITY OF CARE (11%)

- One specific recovery support person has been super helpful and understanding regarding managing life with anxiety and PTSD. He's knowledgeable about so many resources and how to fill out overwhelming forms.
- My doctor is very thorough, informative, and understanding.

WHAT SERVICES HAVE BEEN LEAST HELPFUL TO YOU IN YOUR RECOVERY? (30% or 97 responded)

NONE (23%)

- Nothing, they have all been very helpful.
- I can't think of one. All have been so helpful.

QUALITY OF CARE (18%)

- Staff not following up with plans and completing things they've started.
- Having therapy sessions that are equivalent to just talking to an acquaintance for 50 minutes.

GENERAL SERVICES (17%)

- Not receiving a phone call when they arrive at my address.
- Services are inconsistent.

CLINICAL SUPPORT, NON- PSYCHIATRY (16%)

- Services outside the mental health field have been the least helpful. More specifically my primary care physician. There seems to be a real disconnect when responding to my actual needs.

ACCESS TO CARE (13%)

- It has been over 3 months and I still have not been able to receive a therapist to work with.
- The staff of PACT is very unavailable by phone.
- I went a long time without a counselor when I was dealing with a behavioral issue.

WHAT CHANGES WOULD IMPROVE THE SERVICES YOU HAVE RECEIVED? (39% or 125 responded)

ACCESS TO CARE (36%)

- More services to be offered and staff hired would be helpful.
- The PACT programs are chronically understaffed. For the past 2 years we have been without 4 staff. It's unfair to everyone.

NONE (22%)

- None, they are perfect.
- No changes. The services are really helpful to me.
- Nothing. All services are good.

QUALITY OF CARE (16%)

- I wish I had a psychiatric practitioner who was more knowledgeable.
- Timely and accurate assistance.

CONSUMER INPUT (10%)

- My right to refuse treatment was not respected.
- Seeing a doctor should be voluntary and medication should not be court ordered.

COMMUNICATION (10%)

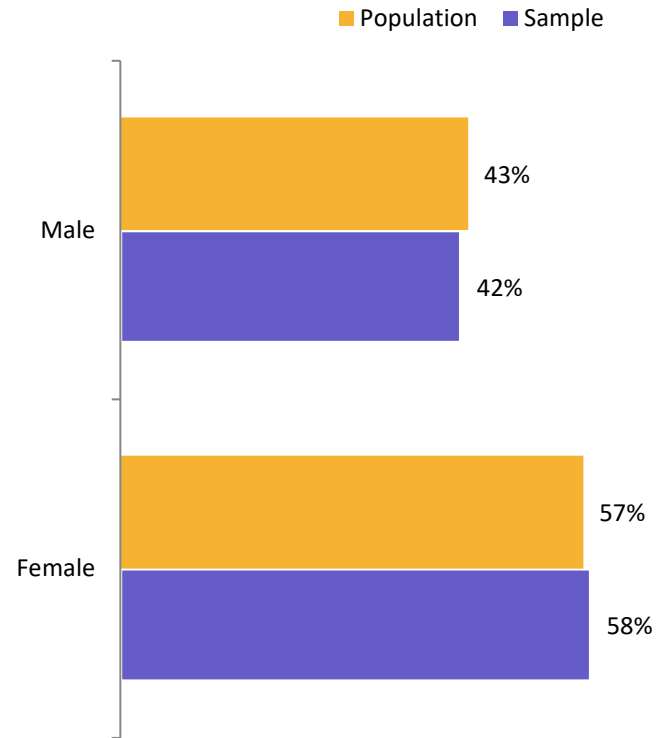
- Dependable contact from service providers. Sincere care via phone, text, etc.
- More information about PACT and DMH. This is all new to me.

Division of Children, Youth, and Family Services
Parent/Caregiver Survey
2024

320 Respondents

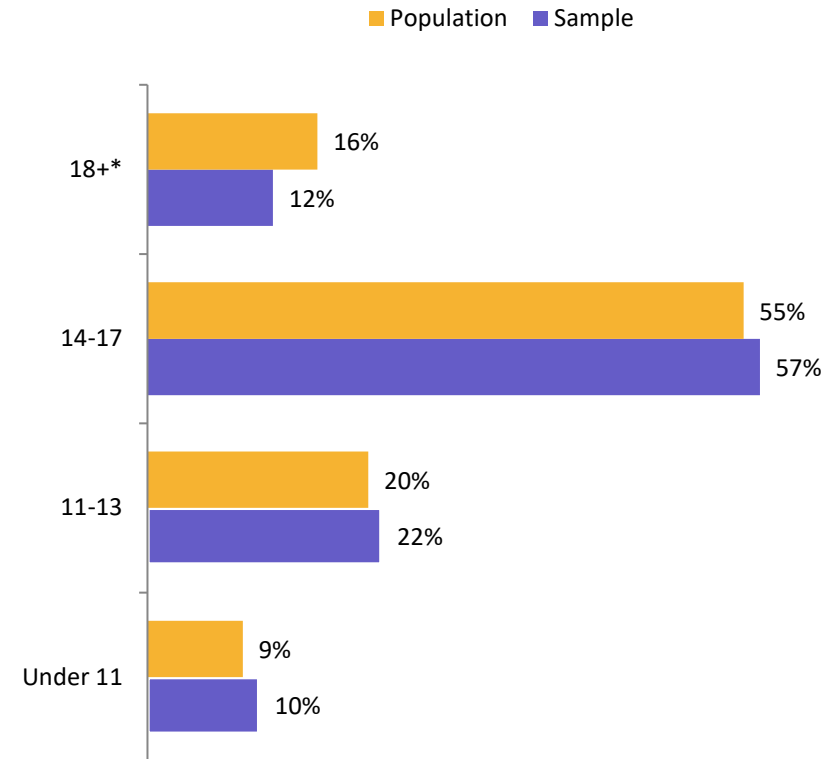
2024 CYF: Demographics

Child's Gender



- The gender distribution in the sample is similar to the overall population.

Age

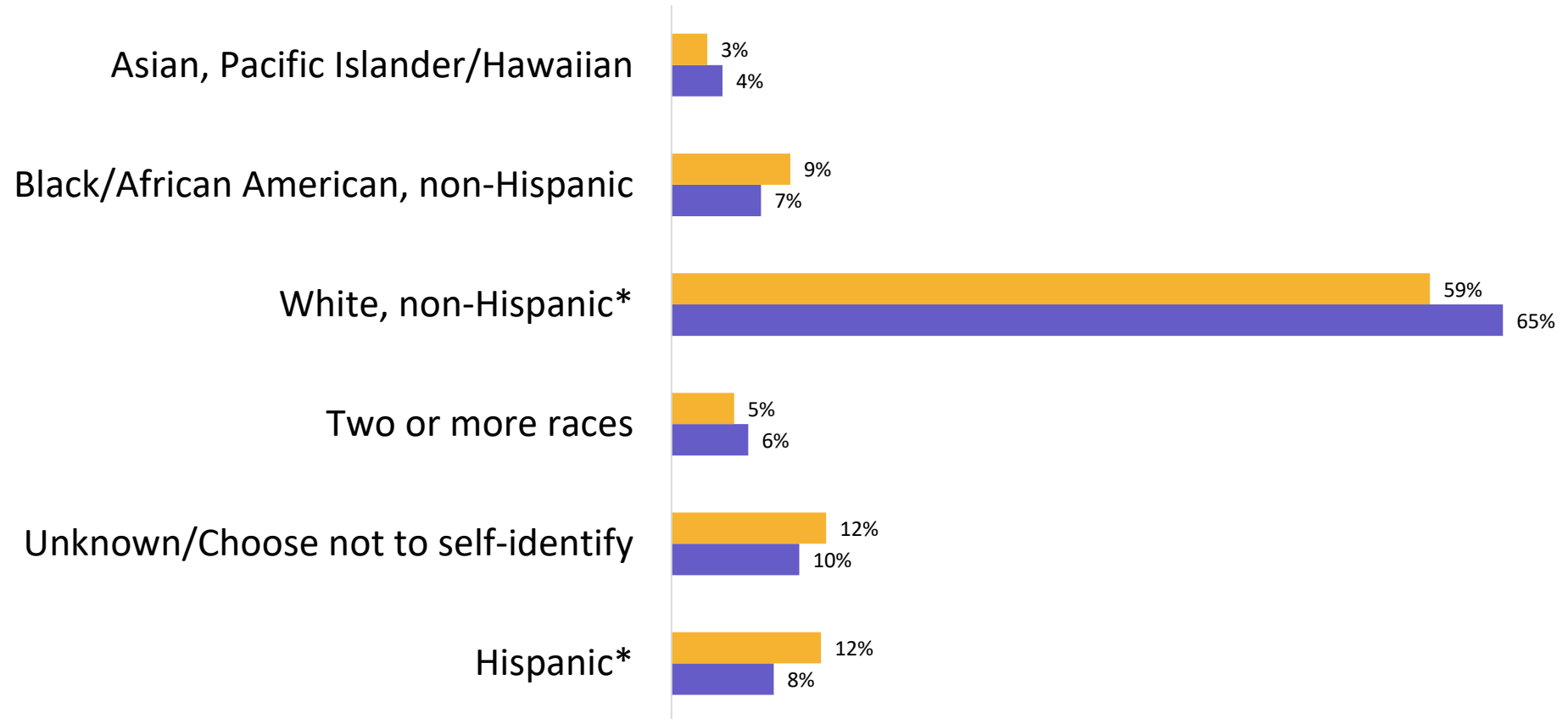


*Indicates a statistically significant difference between the population and the sample.

- Average age of child/youth was **15 years** (6-20 years)

2024 CYF: Demographics

Child's Race/Ethnicity



*Indicates a statistically significant difference between the sample and population.
Based on DMH records.

2024 CYF: Other Background Information

Living Arrangements

89% of children live with the respondent at the time of the survey

29% reported their child has lived elsewhere any time in the past 12 months

Among those children who have lived elsewhere:

- **63%** residential treatment program
- **39%** hospital
- **25%** both parents at the same time
- **12%** both parents – alternating times
- **6%** other
- **15%** one parent
- **8%** another family member
- **3%** Crisis shelter
- **2%** Runaway/homeless/on the streets
- **2%** Local jail or detention facility or state correctional facility

 i.e., college/dorm, private school

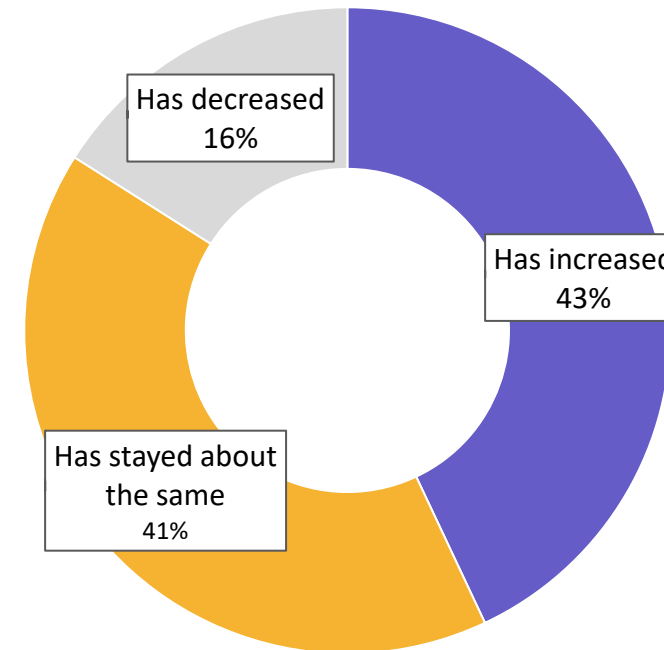
2024 CYF: Behavioral Outcomes

School Attendance

89% of children attended school in the past 12 months. Among these:

- **85%** had no expulsions or suspensions in the past 12 months
- **86%** had no expulsions or suspensions in the 12 months prior
- **83%** advanced a grade in the past 12 months
- **50%** 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...



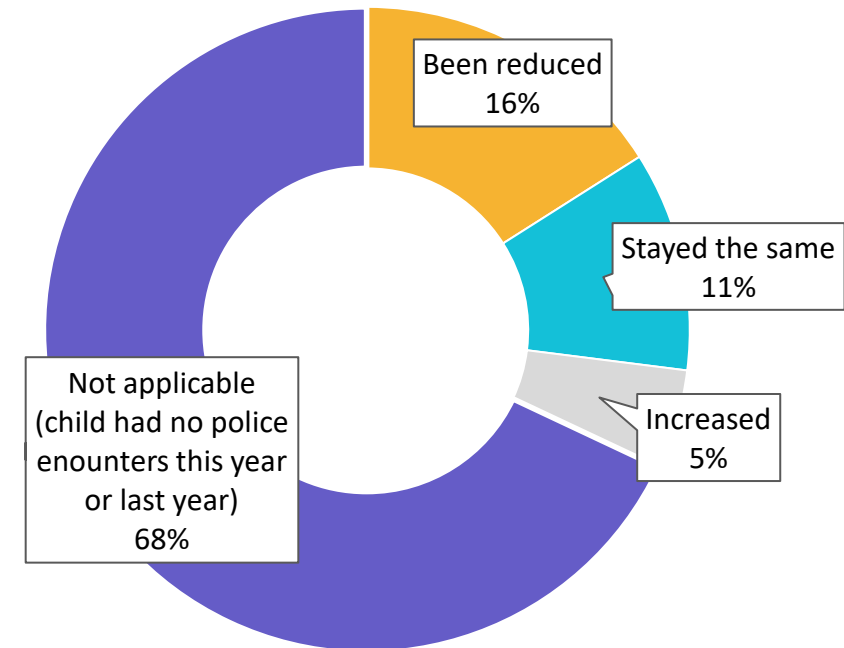
2024 CYF: Behavioral Outcomes

Arrests & Police Encounters

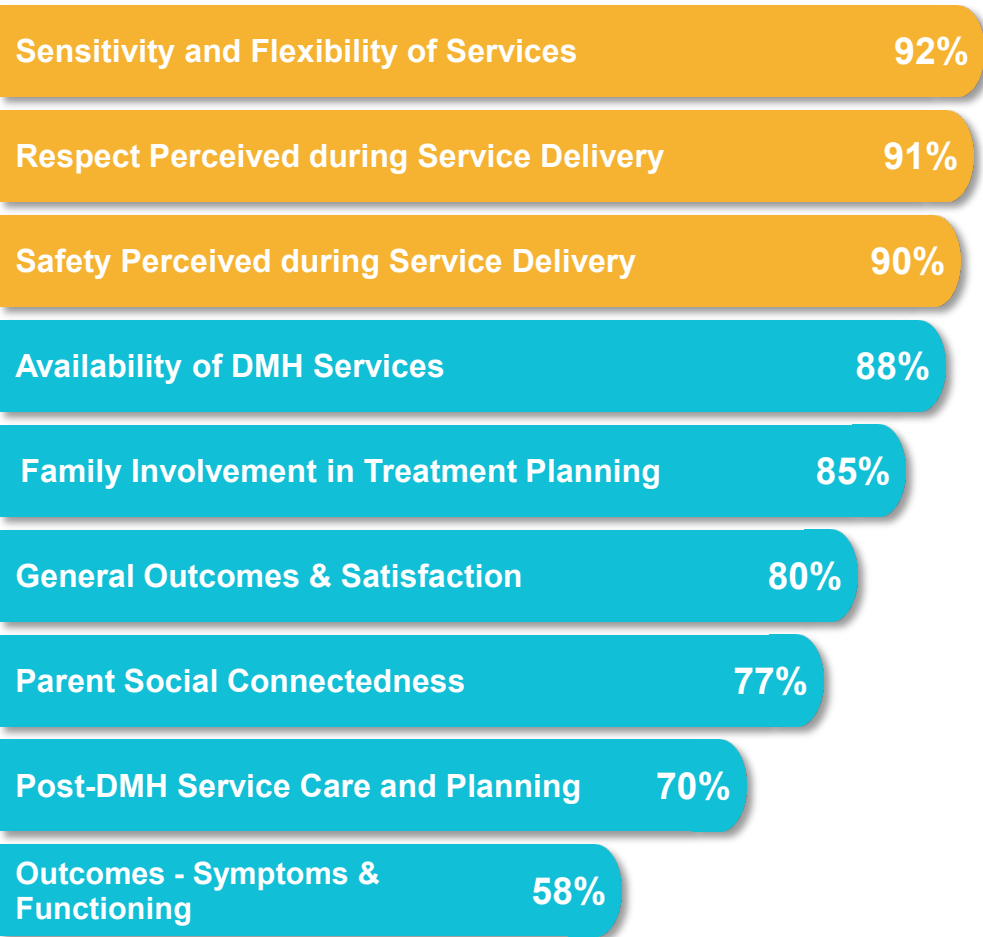
Among all children and youth:

- **97%** had no arrests in the past 12 months
- **98%** had no arrests in the 12 months prior to that

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



2024 CYF: Domain Results



Percentage of parents/caregivers who responded positively in each of the 9 satisfaction domains shown.

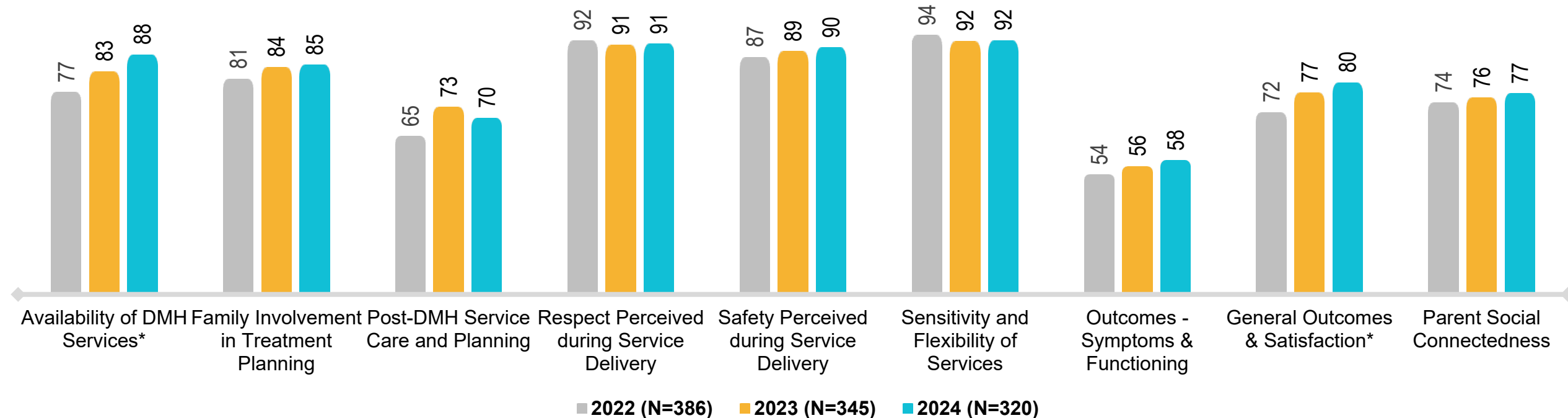
9 in 10 parents/caregivers were satisfied with the sensitivity and flexibility of services and the respect and safety perceived during service delivery.

Only **58%** of parents/caregivers were satisfied with their child's symptoms and functioning outcomes.

“My child improved very quickly and shows many great achievements.”

Satisfaction 2022-2024

Parents/caregivers of children receiving DMH services had similar satisfaction from 2023 to 2024. There were statistically significant increases between 2022 and 2024 in the availability of DMH services (77% to 88%) and the general outcomes and satisfaction (72% to 80%) domains.



Note: *indicates statistically significant difference in domain score between 2022 and 2024. There were no significant differences between 2023 and 2024. Domain I: Availability of Outpatient Clinicians with two items was dropped in 2024.

WHAT WAS MOST HELPFUL ABOUT THE DMH MENTAL HEALTH SERVICES YOUR CHILD RECEIVED IN THE LAST 12 MONTHS? (70% or 224 responded)

STAFF/SERVICES: GENERAL (28%)

- Encouragement that we are doing ok and the right thing.
- Having a team as a support provided a lot of comfort to my child.

ACCESS TO CARE (19%)

- In-home family therapy was the most helpful for generating long-term stability.
- Knowing that we could contact the team at any time that we needed extra support.

THERAPY (18%)

- In-home therapy with the whole family makes communication with the siblings better.
- Our in-home therapist was wonderful! He was truly supportive to our daughter and entire family.

QUALIFIED/ WELL PERFORMING STAFF (16%)

- DMH team members have been creative and supportive of the transitions ahead for our daughter.
- My child formed a bond with their case worker and trusts the case worker. That relationship was priceless.

FAMILY INCLUSION (13%)

- Meeting with the Family Partner was very helpful for my husband and me.
- The family counselor and parent support were extremely helpful.

WHAT WAS LEAST HELPFUL ABOUT THE DMH MENTAL HEALTH SERVICES YOUR CHILD RECEIVED IN THE LAST 12 MONTHS? (49% or 156 responded)

ACCESS TO CARE/STAFF (22%)

- My child has not been receiving requested services because they are not available in my area.
- We wouldn't see the new clinician regularly due to schedule conflicts, holidays, inclement weather, etc.

QUALITY OF STAFF/SERVICES (22%)

- Some of the staff was good, but some were young and inexperienced and easily manipulated.
- Staff was insensitive, apathic and clearly working for a check and nothing else.

CONSISTENCY OF CARE (20%)

- Clinical staff taking leaves, not present, transitioning, all affected her completion of program prior to transition to adult services.
- The absences and rescheduling of services.

PERSONAL CIRCUMSTANCES INFLUENCING CARE (13%)

- I was disappointed that my daughter was essentially dropped from the program because of her stubbornness and difficulty progressing.

N/A (13%)

- N/A DMH is very helpful and supportive of our son and family.

**ACCESS
TO CARE
(23%)**

- Offer more help. Offer long term residential.
- More services that help my child see that she is not alone in her mental health issues.

**QUALITY
OF CARE
(23%)**

- Increase diversity of staff.
- Training for therapists and staff. Needed more behavioral support than our therapist could offer.

**COMMUNICATION
(13%)**

- Choose a lead service contact and let them disseminate info to the service team.
- Provide straightforward information about options in language the client can understand.

**CONSISTENCY
OF CARE
(12%)**

- Ensuring there is adequate follow-up care before closing.
- Provide a continuity of services and not a chaotic revolving door of various providers at varied skill levels.

**NO SUGGESTIONS
(11%)**

- I am satisfied.
- DMH was very responsive and we are extremely grateful for the services we received.

THANK YOU
Questions?