

# Consumer Satisfaction Survey Report

2025 Findings



# 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.
- Surveyed groups included:
  - Adults enrolled in ACCS/PACT
  - Family members of children/youth receiving mental health services
- Evaluated satisfaction in various domains, such as service access, quality, participation with treatment planning, and perception of impact of services on outcomes.
- Results can be used to identify areas for quality improvement.

# Survey Design and Data Collection

## Survey Design

- Combination of SAMHSA's Mental Health Statistical Improvement Program (MHSIP) tool items and state-added questions
- Designed to be completed on paper or online
- Available in multiple languages (Adult-7, Family-2)

## Data Collection

- The survey opened in April 2025 and closed in September 2025
  - Pre-notification letter
  - First survey packet (includes a \$5 incentive)
  - First reminder letter
  - Second survey packet
  - *Phone follow-up (for select ACCS nonrespondents only)*
  - Second reminder letter
  - Final reminder flyer

# Satisfaction Domains

## Adult (\*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)

## Family Member (\*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 and Functioning (9)
- General Outcomes and Satisfaction (10)
- Parent Social Connectedness (4)

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 adults and children receiving services.

# Survey Populations and Response Rates

## Adult Community Clinical Services

Stratified random sample of 62% of adults receiving services from one of 37 DMH contracted ACCS service providers

26%  
(1,232)

## Program of Assertive Community Treatment

**100%** of adults receiving services from one of 26 DMH contracted PACT service providers

24%  
(297)

## Children, Youth and Family Services

100% of parents/guardians of children/youth receiving:

- Case Management
- Flex Teams
- ICS
- PACT-Y
- IRTP
- Day Services

34%  
(338)

# Adult Community Clinical Services

2025 Adult Consumer Survey

**1,232 Respondents**

# 2025 Adult ACCS Demographics

## Gender Identity



45% | Female

43% | Male

2% | Nonbinary

1% | Transgender Female

1% | Transgender Male

1% | Other

## Age



18% | 18-34

25% | 35-49

19% | 50-57

38% | 58+

## Race



63% | White

9% | Black/African American

3% | Asian

2% | AIAN

8% | More than One Race

15% | Other Race/Unavailable

## Ethnicity



90% | Not Hispanic/Latino

10% | Hispanic/Latino

# 2025 Adult ACCS Select Behavioral Outcomes

## Employment



77% | Not employed in past 12 months

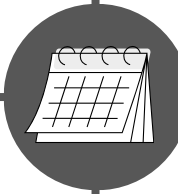
15% | Employed 6+ months

3% | Employed 4-6 months

3% | Employed 1-3 months

2% | Employed less than 1 month

## Activity Involvement



44% | Spiritual / Religious

27% | Gym / Exercise classes

21% | Volunteer work

15% | Enrolled in school

27% | Clubhouse

26% | Recovery Learning Communities

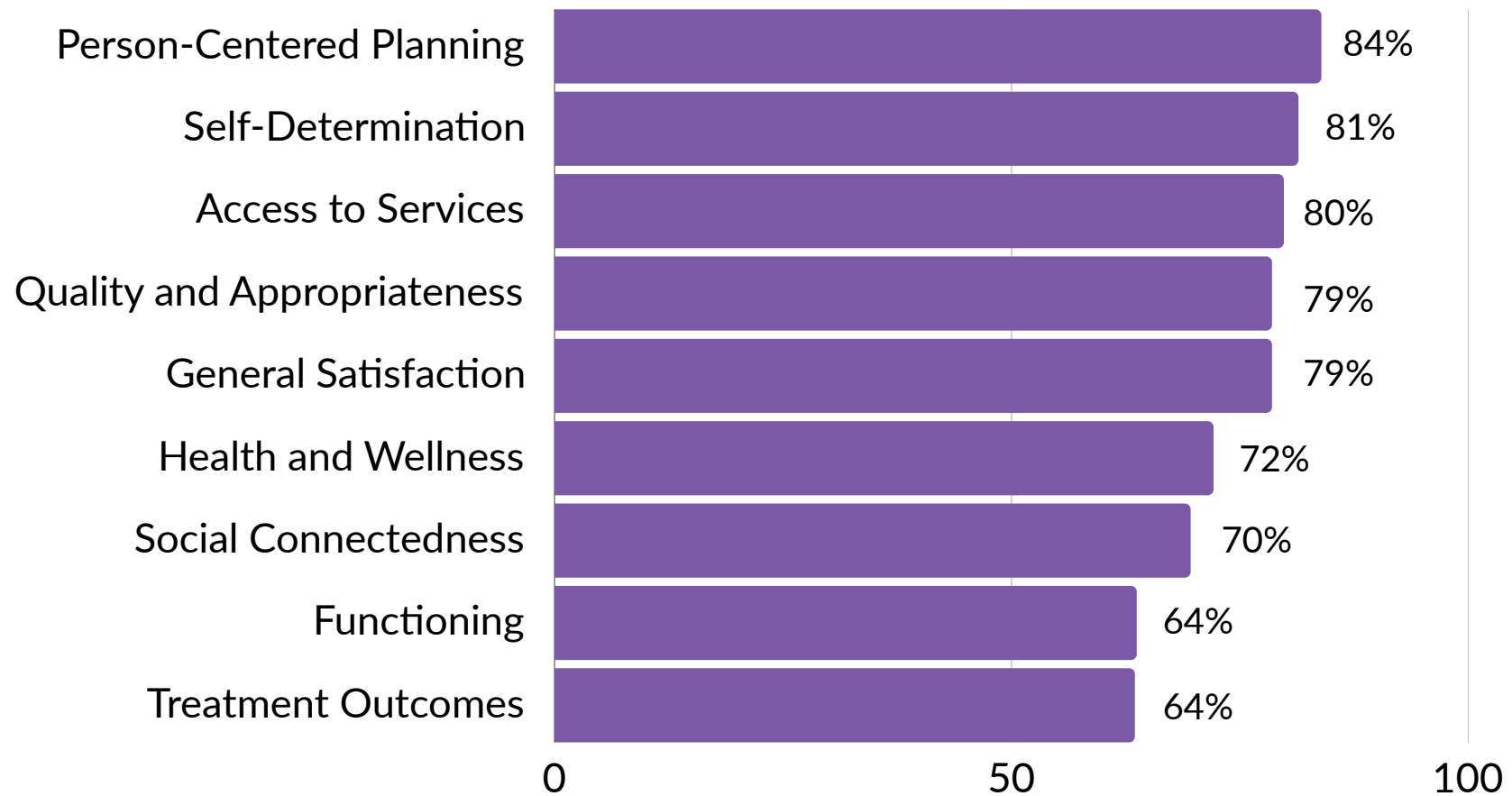
20% | Self-help groups

29% | Other activities



# 2025 Adult ACCS Domain Results

- **80% or more** responded positively in **3 of the 9** areas of satisfaction
- **6 out of 10** were satisfied with treatment outcomes and functioning

























































# 2025 Adult ACCS Domain Results by DMH Area

Area of Satisfaction	Statewide N=1232	Metro Boston N=175	Central N=226	Northeast N=264	Southeast N=334	Western N=233
Access to Services	79.8	81.2	79.6	78.4	80.2	79.7
Person-Centered Planning	83.9	85.4	82.3	84.2	82.4	86.4
Quality and Appropriateness	78.5	82.5	77.6	75.1	77.4	81.7
Health and Wellness*	72.1	73.2	74.1	71.0	66.8	78.3
Social Connectedness	69.6	68.1	65.1	67.6	72.3	73.4
Self-Determination	81.4	82.1	79.2	78.1	82.3	85.4
Functioning*	63.7	69.0	57.7	63.2	64.9	64.1
Treatment Outcomes	63.5	68.5	58.5	61.3	63.5	66.8
General Satisfaction*	78.5	84.1	78.0	74.0	76.8	82.3

A value highlighted in green indicates a significantly higher domain score; a value highlighted in red indicates a significantly lower domain score

# Adult ACCS Domain Trend Results

Domains	2021	2022	2023	2024	2025	Trend
Access to Services	 80	 79	 79	 80	 80	
Person-Centered Planning	 84	 84	 83	 84	 84	
Quality and Appropriateness	 80	 77	 77	 79	 79	
Health and Wellness	 72	 72	 74	 73	 72	
Social Connectedness	 73	 71	 73	 73	 70	
Self-Determination	 81	 81	 81	 82	 81	
Functioning	 65	 61	 64	 64	 64	
Treatment Outcomes	 64	 61	 62	 63	 64	
General Satisfaction	 79	 77	 77	 76	 79	

# 2025 Adult ACCS Open-Ended Results



## MOST HELPFUL

52% (645) responded

### MENTAL HEALTH CARE INCLUDING MEDICATION

"Medication relieves my symptoms and helps me have a "typical" lifestyle outside of an institution."

### GENERAL

"Having someone come and listen or just provide company, whoever it may be."



## LEAST HELPFUL

30% (372) responded

### QUALITY OF CARE

"When I had younger, inexperienced counselors and when I had counselors who listened to me but gave no input or suggestions of feedback."

### NONE

"No services have been least helpful. They all played significant help in my life. They do a great job for me."



## IDEAS FOR IMPROVEMENT

37% (457) responded

### ACCESS TO CARE

"Outreach staff is overloaded and often has to reschedule appointments, so services are not as frequent as expected and listed in the plan."

### QUALITY OF CARE

"Provide the services that are advertised and documented. honesty. Better screening for staff, thorough training, and stricter rules for staff/program operation and monitoring."

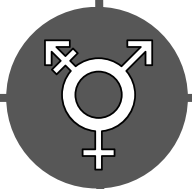
# Program of Assertive Community Treatment

2025 Adult Consumer Survey

**297 Respondents**

# 2025 Adult PACT Demographics

## Gender Identity



57% | Male

37% | Female

1% | Nonbinary

<1% | Transgender Male

<1% | Transgender Female

## Age



22% | 18-34

33% | 35-49

16% | 50-57

29% | 58+

## Race



56% | White

16% | Black/African American

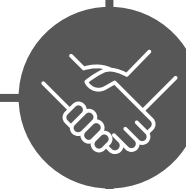
4% | Asian

3% | AIAN

7% | More than One Race

13% | Other Race/Unavailable

## Ethnicity



93% | Not Hispanic/Latino

7% | Hispanic/Latino

# 2025 Adult PACT Select Behavioral Outcomes

## Employment



75% | Not employed in  
past 12 months

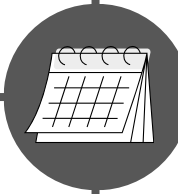
12% | Employed 6+ months

3% | Employed 4-6 months

4% | Employed 1-3 months

6% | Employed less than 1  
month

## Activity Involvement



44% | Spiritual / Religious

22% | Clubhouse

19% | Enrolled in school

15% | Volunteer

27% | Gym / Exercise classes

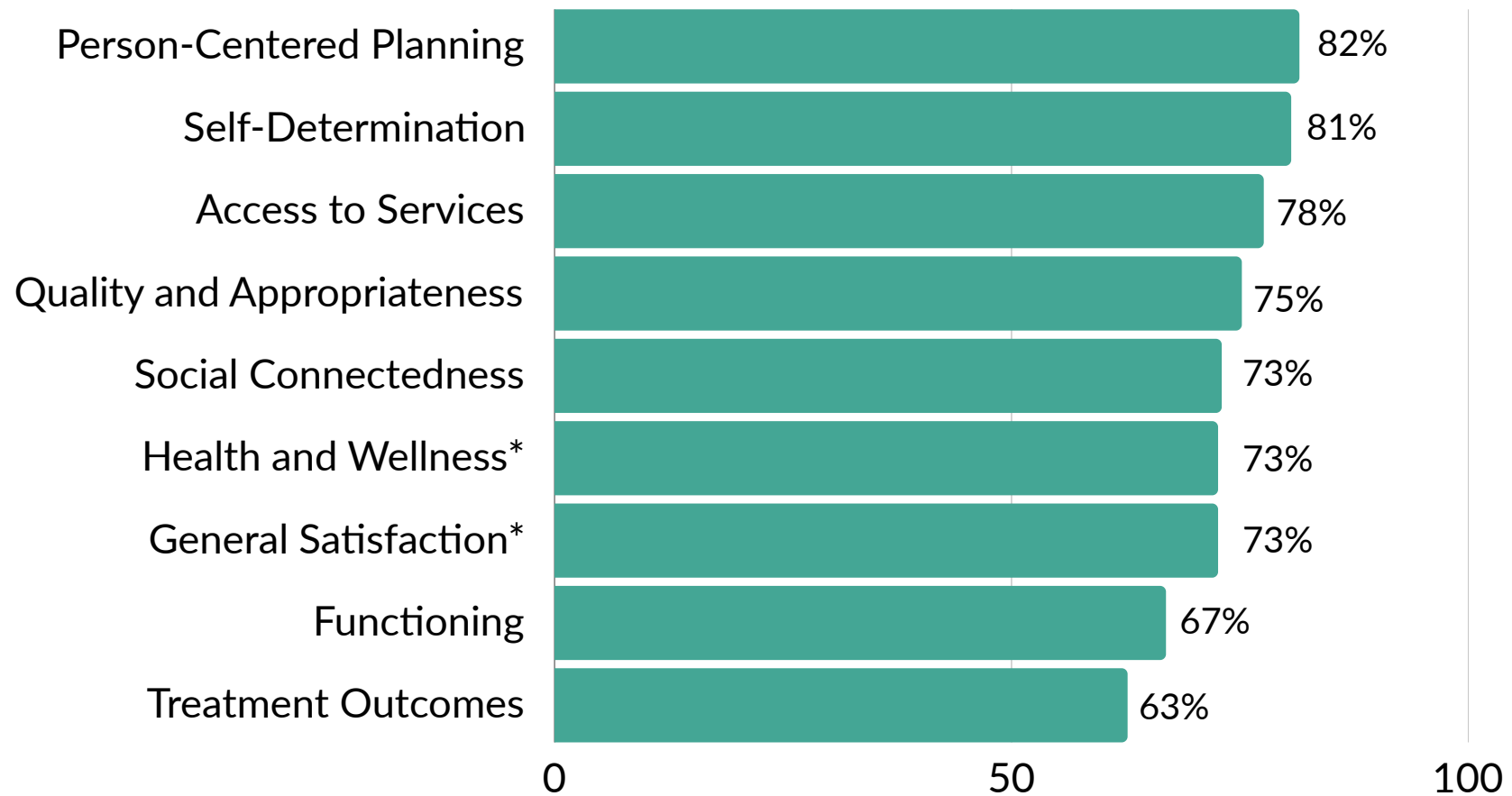
21% | Recovery Learning  
Communities

15% | Self-help groups

23% | Other activities

# 2025 Adult PACT Domain Results

- **80% or more** responded positively in **2 of the 9** areas of satisfaction
- **6 out of 10** were satisfied with treatment outcomes and functioning



























































# 2025 Adult PACT Domain Results by DMH Area

Area of Satisfaction	Statewide N=297	Metro Boston N=31	Central N=53	Northeast N=69	Southeast N=128	Western N=16
Access to Services	77.6	70.0	71.7	79.4	80.5	81.3
Person-Centered Planning	81.5	86.2	72.9	78.5	85.1	86.7
Quality and Appropriateness*	75.2	71.4	62.5	70.8	82.0	86.7
Health and Wellness*	72.6	92.6	64.4	63.5	76.7	66.7
Social Connectedness	73.0	73.3	66.0	69.7	77.5	73.3
Self-Determination	80.6	80.0	75.5	80.3	83.5	78.6
Functioning*	66.9	70.0	70.0	67.2	68.3	35.7
Treatment Outcomes	62.7	65.5	58.3	61.8	66.1	50.0
General Satisfaction*	72.6	73.3	60.0	63.6	81.0	85.7

A value highlighted in green indicates a significantly higher domain score; a value highlighted in red indicates a significantly lower domain score

# Adult PACT Domain Trend Results

Domains	2021	2022	2023	2024	2025	Trend
Access to Services	 80	 84	 81	 79	 78	
Person-Centered Planning	 78	 85	 82	 83	 82	
Quality and Appropriateness	 72	 80	 75	 76	 75	
Health and Wellness	 72	 76	 71	 74	 73	
Social Connectedness	 76	 75	 72	 78	 73	
Self-Determination	 80	 83	 81	 81	 81	
Functioning	 68	 71	 68	 71	 67	
Treatment Outcomes	 67	 67	 67	 67	 63	
General Satisfaction	 78	 82	 75	 76	 73	

# 2025 Adult PACT Open-Ended Results



## MOST HELPFUL

49% (147) responded

### MENTAL HEALTH CARE INCLUDING MEDICATION

"The nurses that I see daily help me. The medication I receive is very good."

### GENERAL

"The support I have had from the people I have on 'My Team', especially my individual DMH workers."



## LEAST HELPFUL

30% (89) responded

### QUALITY OF CARE

"My psychiatrist is not helpful or supportive."

### NONE

"They have all been extremely helpful. I am grateful."



## IDEAS FOR IMPROVEMENT

37% (109) responded

### ACCESS TO CARE

"Being able to get more than one therapy session a week especially during the harder times of the year."

### NONE

"I currently do not have any changes that would improve the services I have received."

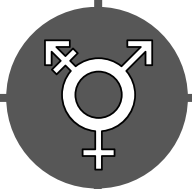
# Division of Children, Youth, and Family Services

2025 Parent/Caregiver Survey

**338 Respondents**

# 2025 CYF Demographics

## Sex



57% | Female

43% | Male

## Age



7% | <11

16% | 11-13

35% | 14-17

43% | 18+

## Race



61% | White

8% | Black/African American

4% | Asian, Pacific Islander/Hawaiian

7% | More than One Race

8% | Unknown/Choose Not to Self-Identify

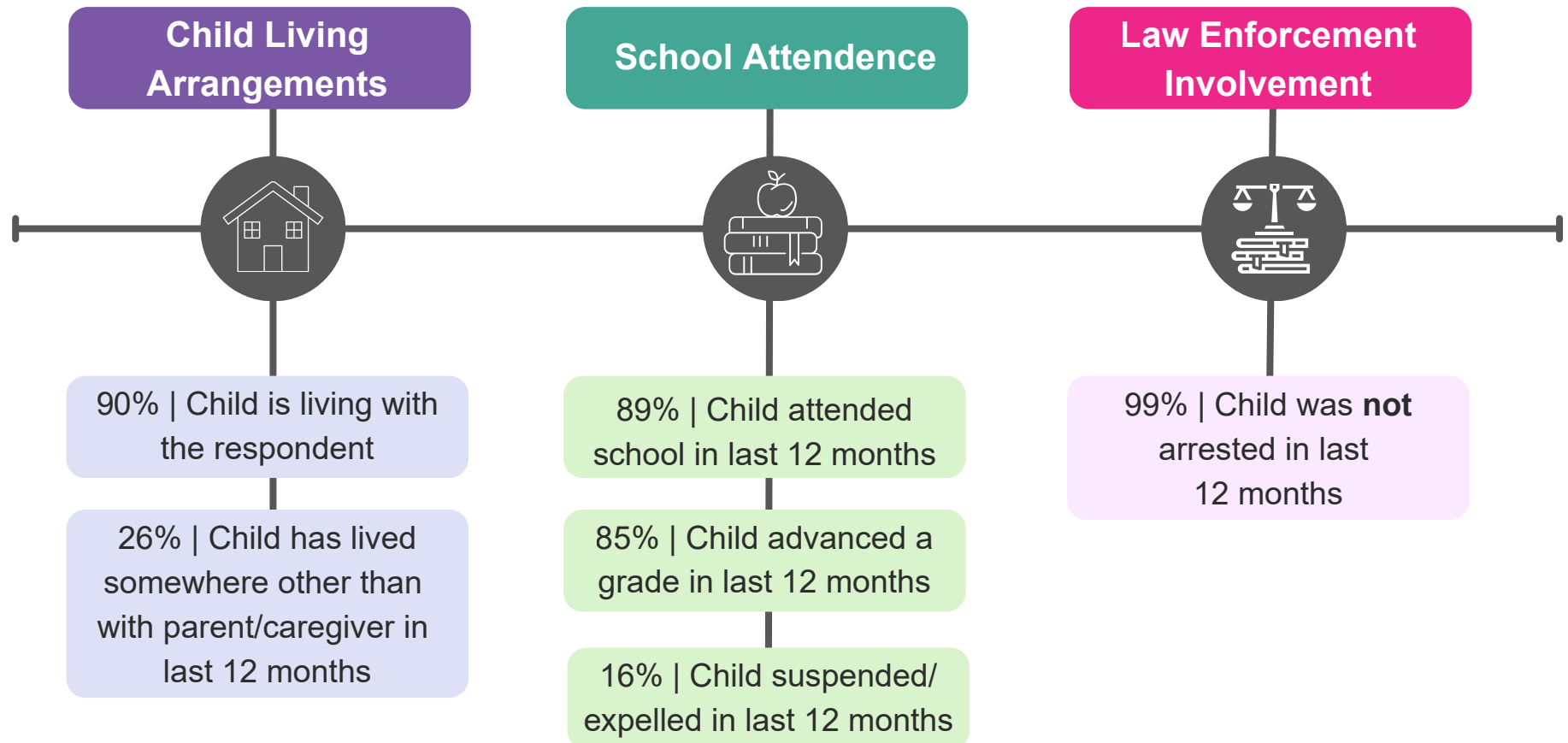
## Ethnicity



89% | Not Hispanic/Latino

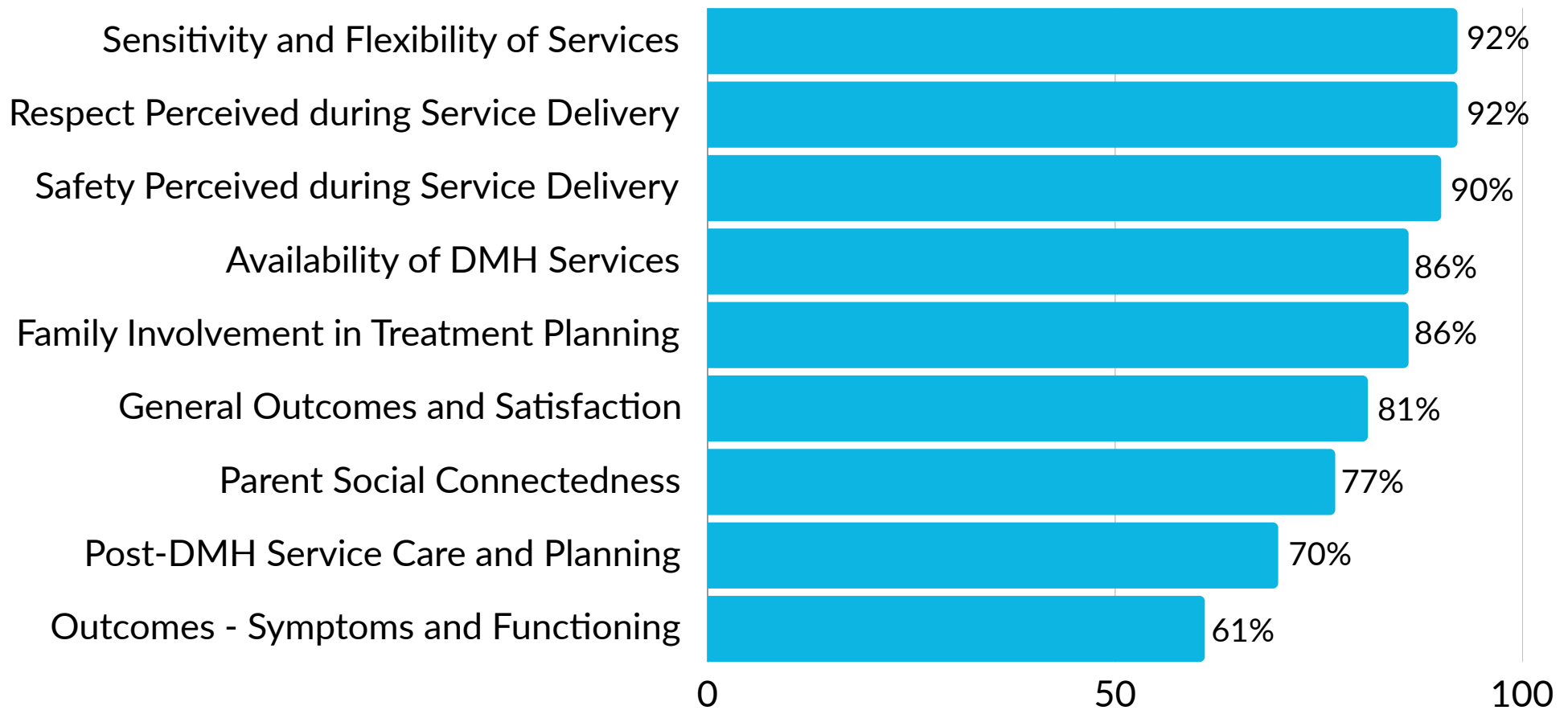
11% | Hispanic/Latino

# 2025 CYF Select Behavioral Outcomes



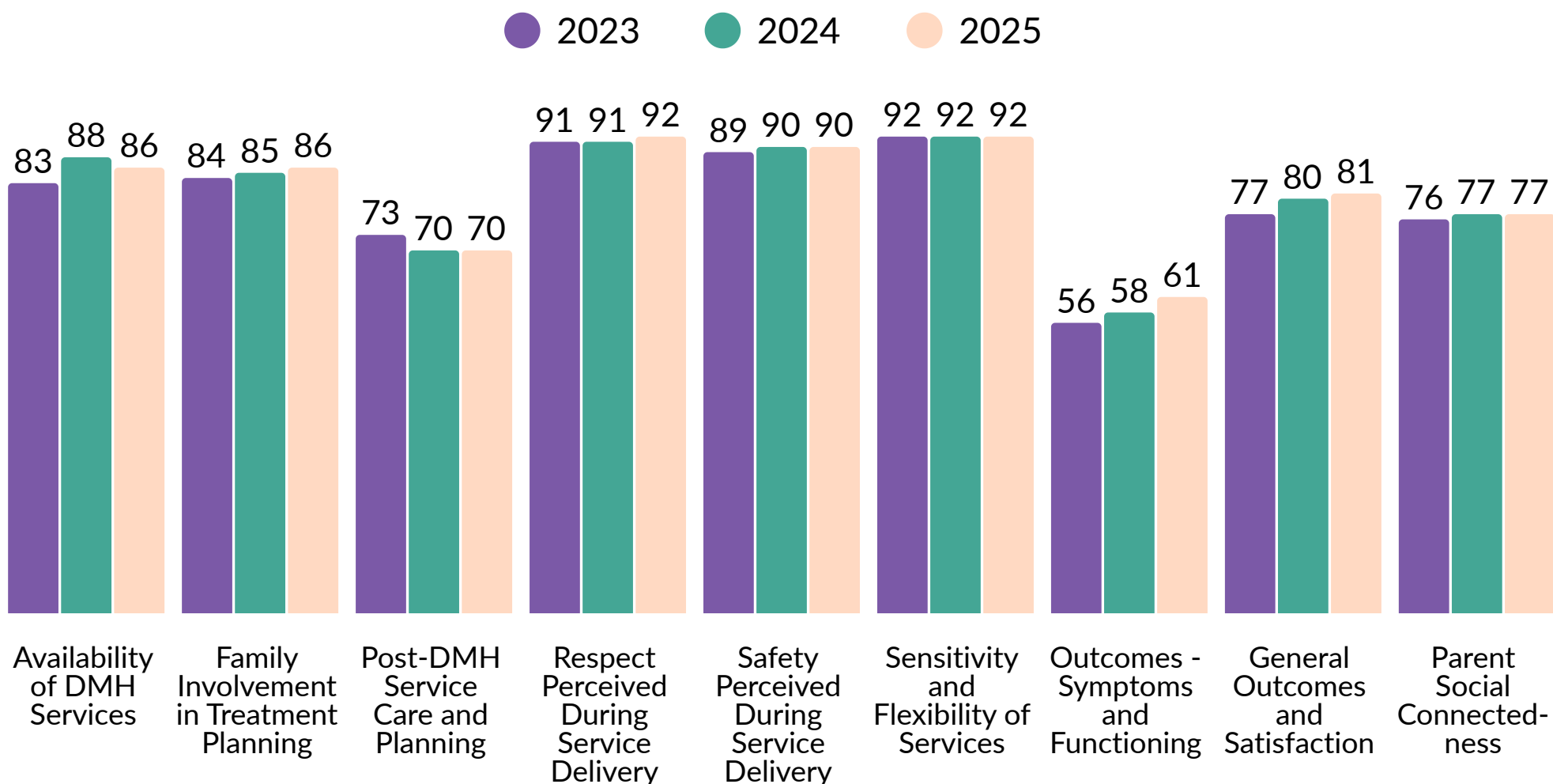
# 2025 CYF Domain Results

- **90% or more** responded positively in **3 of the 9** areas of satisfaction
- **6 out of 10** were satisfied with treatment outcomes



# 2025 CYF Domain Results Across Years

Parents/caregivers of children receiving DMH services had similar satisfaction from 2023 to 2025 and 2024 to 2025. There were no statistically significant differences.





# 2025 CYF Open-Ended Results



## MOST HELPFUL

68% (229) responded

### ACCESS TO CARE

"In-home services has truly been a game changer... She is now much more genuinely herself and able to receive targeted support."

### QUALITY OF CARE

"Having someone with good understanding of my child's mental health challenges who was kind, patient, good listener, non-judgmental, flexible with visits, and allowed my child to be part of the conversation."



## LEAST HELPFUL

44% (149) responded

### QUALITY OF CARE

"Our clinician was/is reasonably young and possibly not particularly experienced. I think she needs to work on her communication skills and her ability to command the room. But she is definitely very nice and supportive."

### ACCESS TO CARE

"We ended up with limited options available due to staffing shortages."



## IDEAS FOR IMPROVEMENT

47% (160) responded

### ACCESS TO CARE

"It would be great if the team were even bigger, with more options for clinicians, mentors, etc. as all kids are so different."

### COMMUNICATION

"The staff may need to have regular meetings with parents to update treatment plans and discuss the child's progress."



**Questions?**

