

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

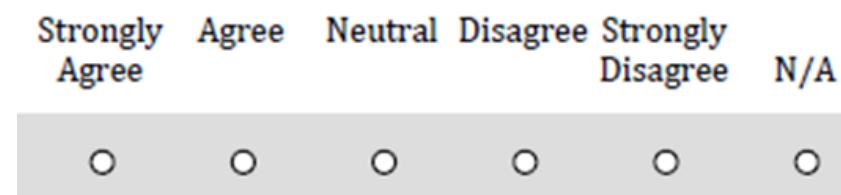
Satisfaction Domains

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)



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

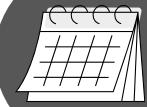
10% | Hispanic/Latino

2025 Adult ACCS Select Behavioral Outcomes

Employment



Activity Involvement



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

44% | Spiritual / Religious

27% | Gym / Exercise classes

21% | Volunteer work

15% | Enrolled in school

27% | Clubhouse

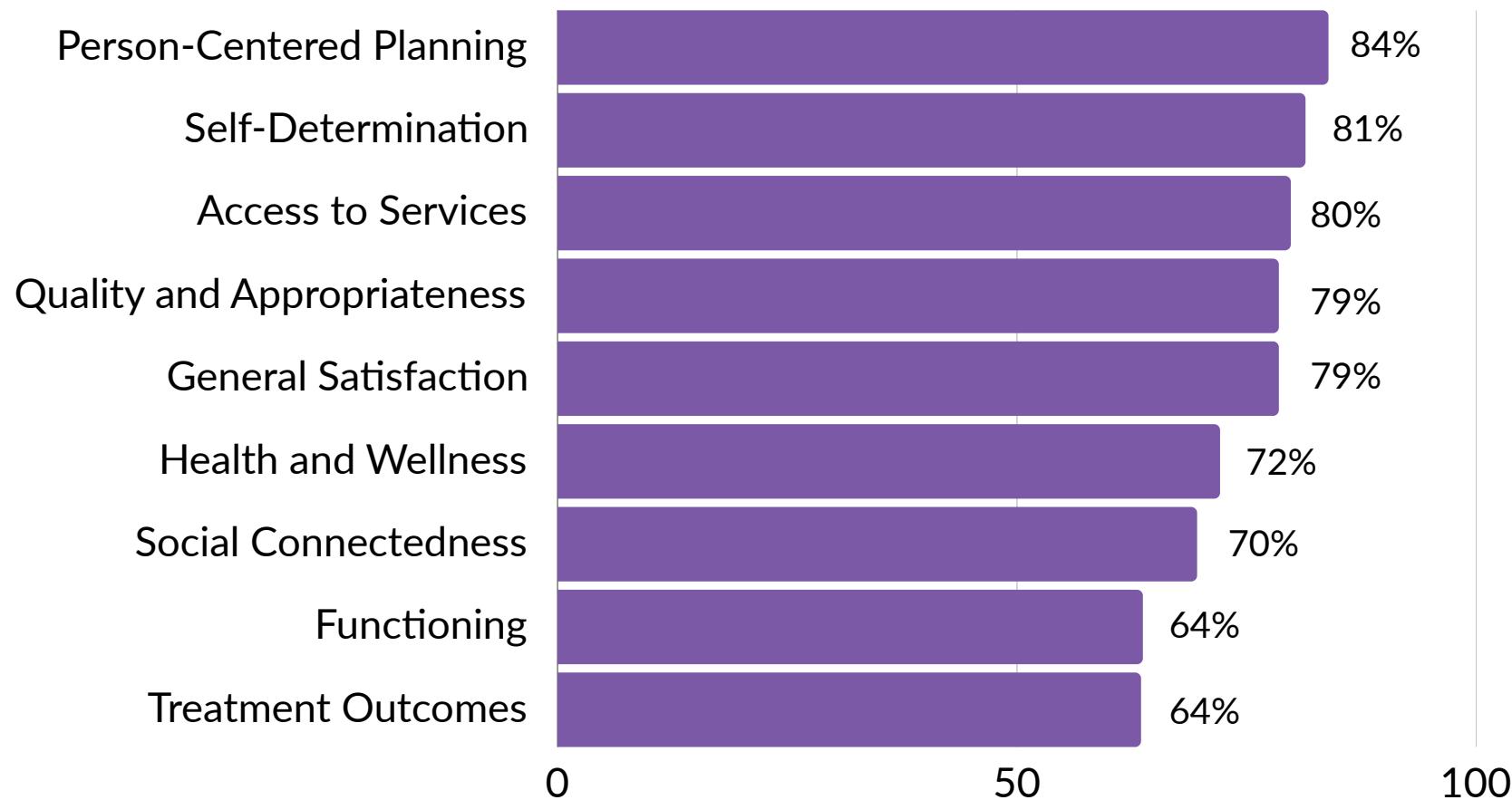
26% | Recovery Learning Communities

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

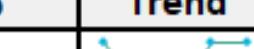


2025 Adult ACCS Domain Results by DMH Area

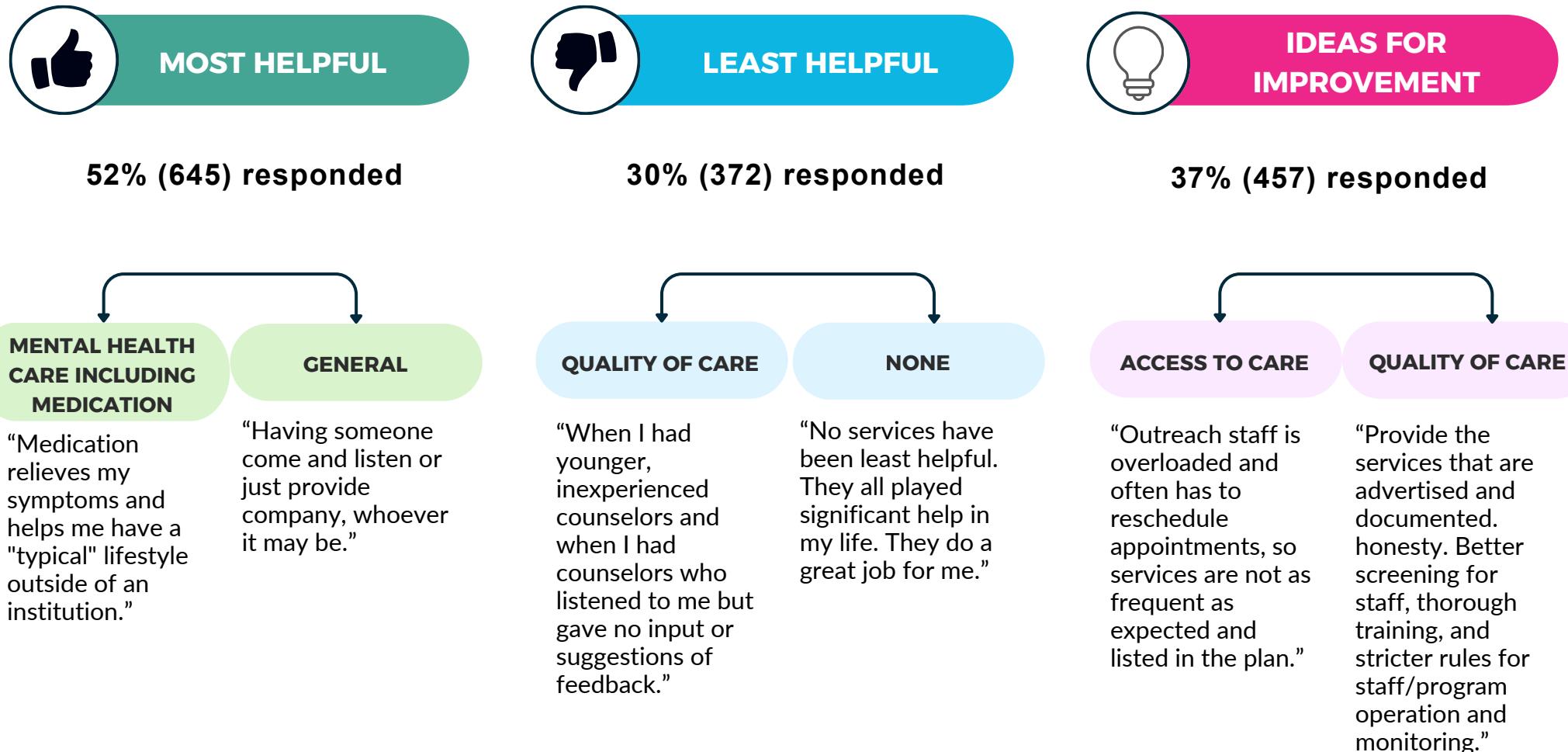
Area of Satisfaction	Statewide N=1232	Metro Boston N=175	Central N=226	Northeast N=264	Southeast N=334	Western N=233
Access to Services	79.8	81.2	79.6	78.4	80.2	79.7
Person-Centered Planning	83.9	85.4	82.3	84.2	82.4	86.4
Quality and Appropriateness	78.5	82.5	77.6	75.1	77.4	81.7
Health and Wellness*	72.1	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



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

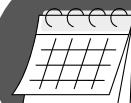
12% | Employed 6+ months

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

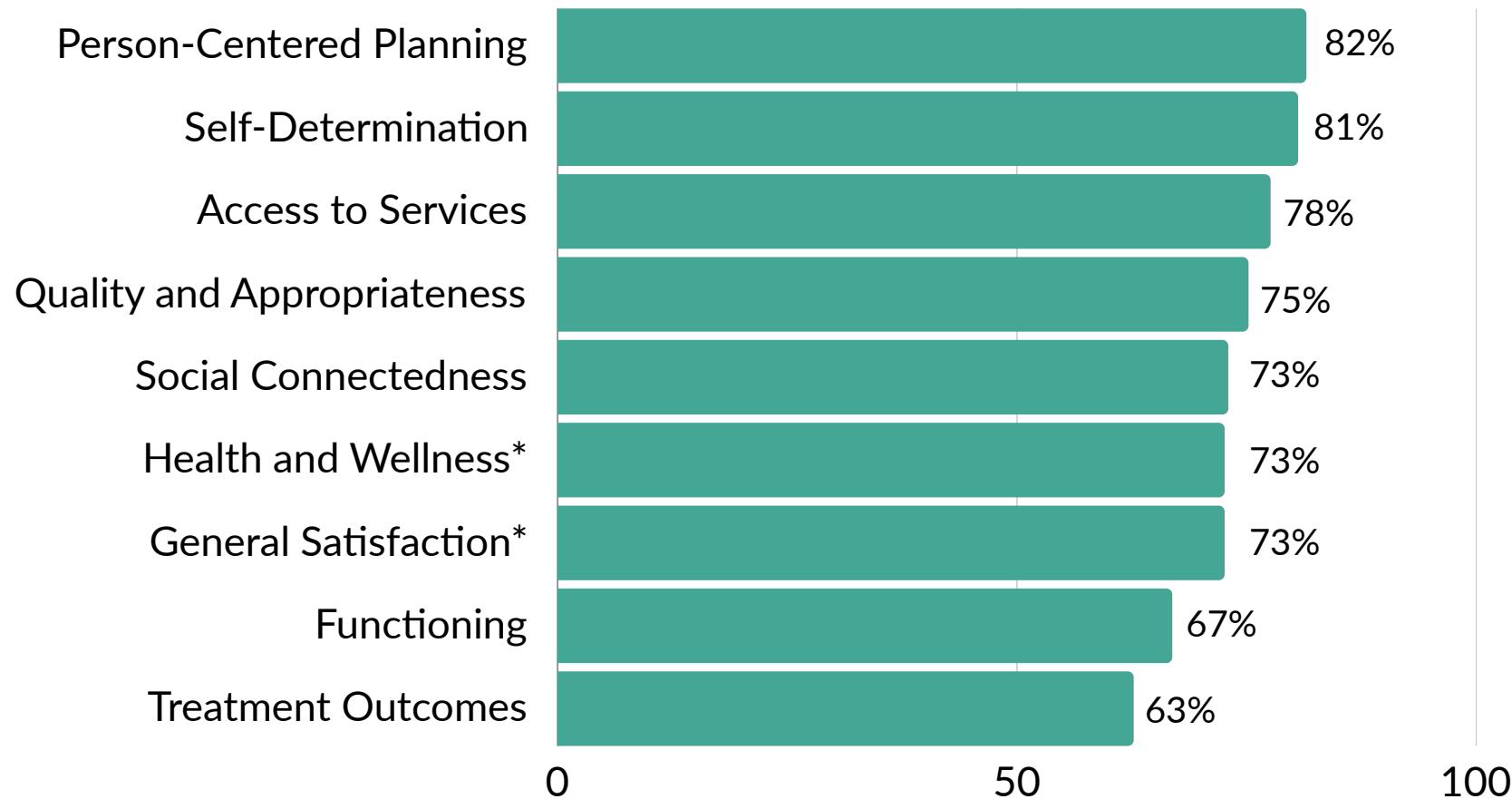
21% | Recovery Learning Communities

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

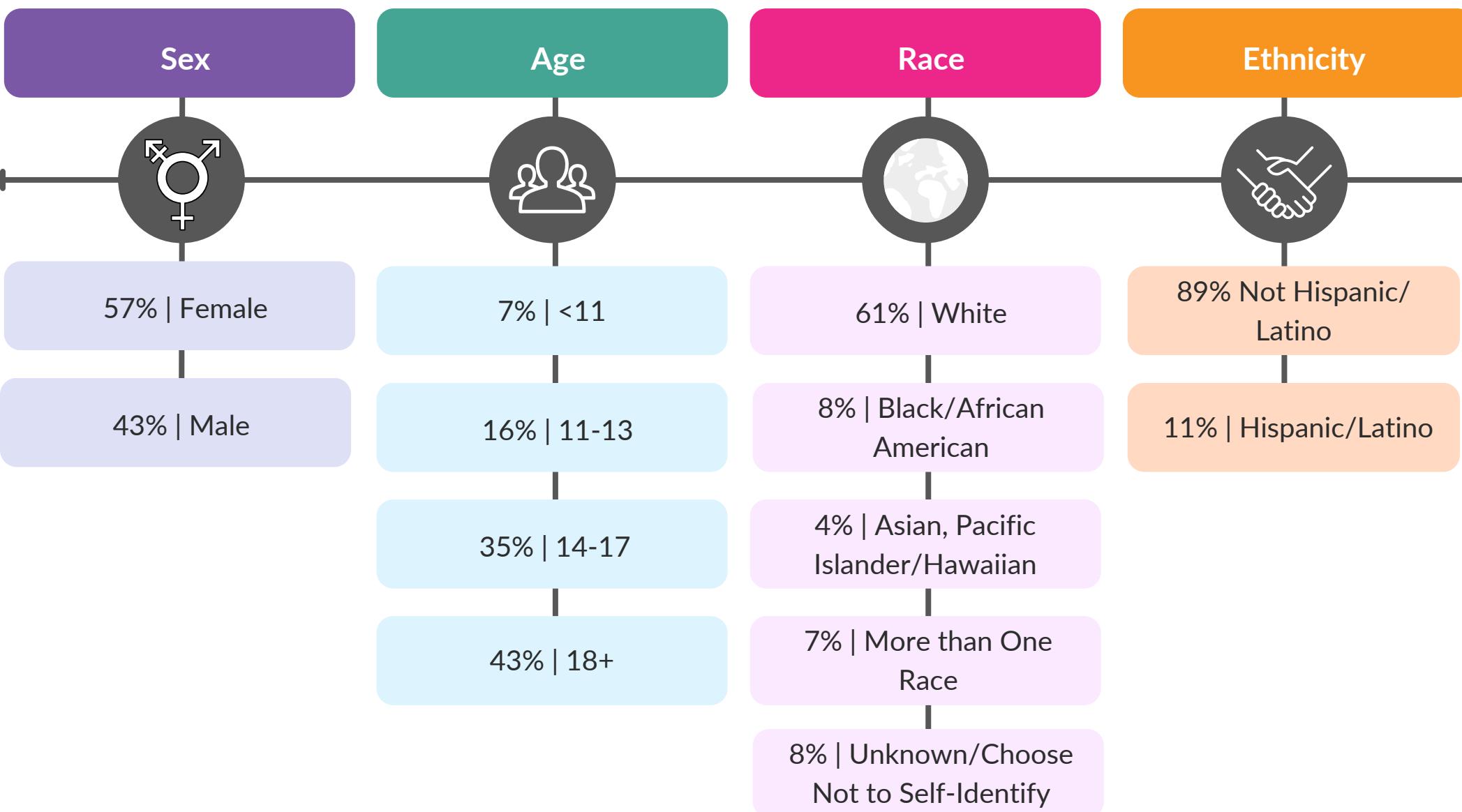
“I currently do not have any changes that would improve the services I have received.”

Division of Children, Youth, and Family Services

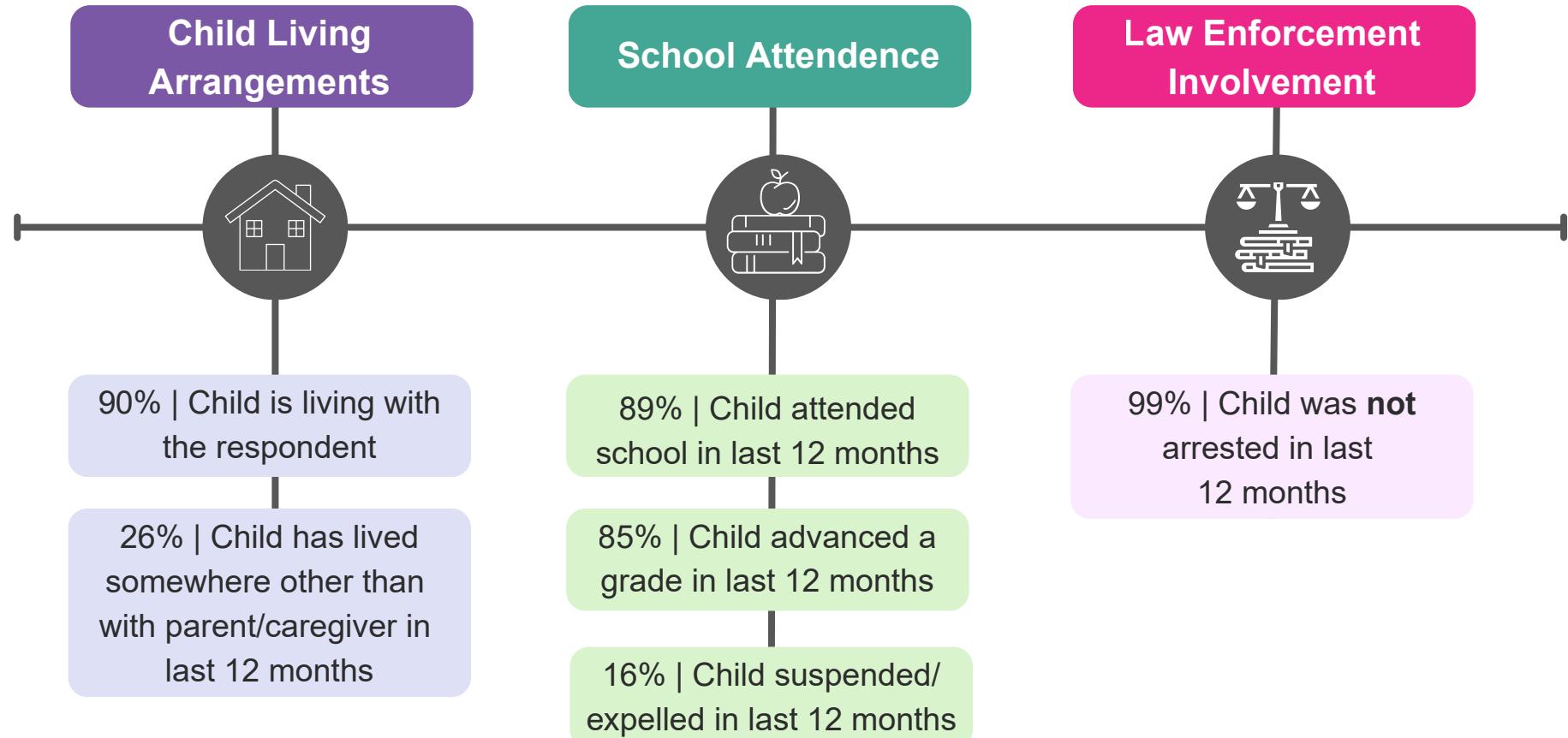
2025 Parent/Caregiver Survey

338 Respondents

2025 CYF Demographics

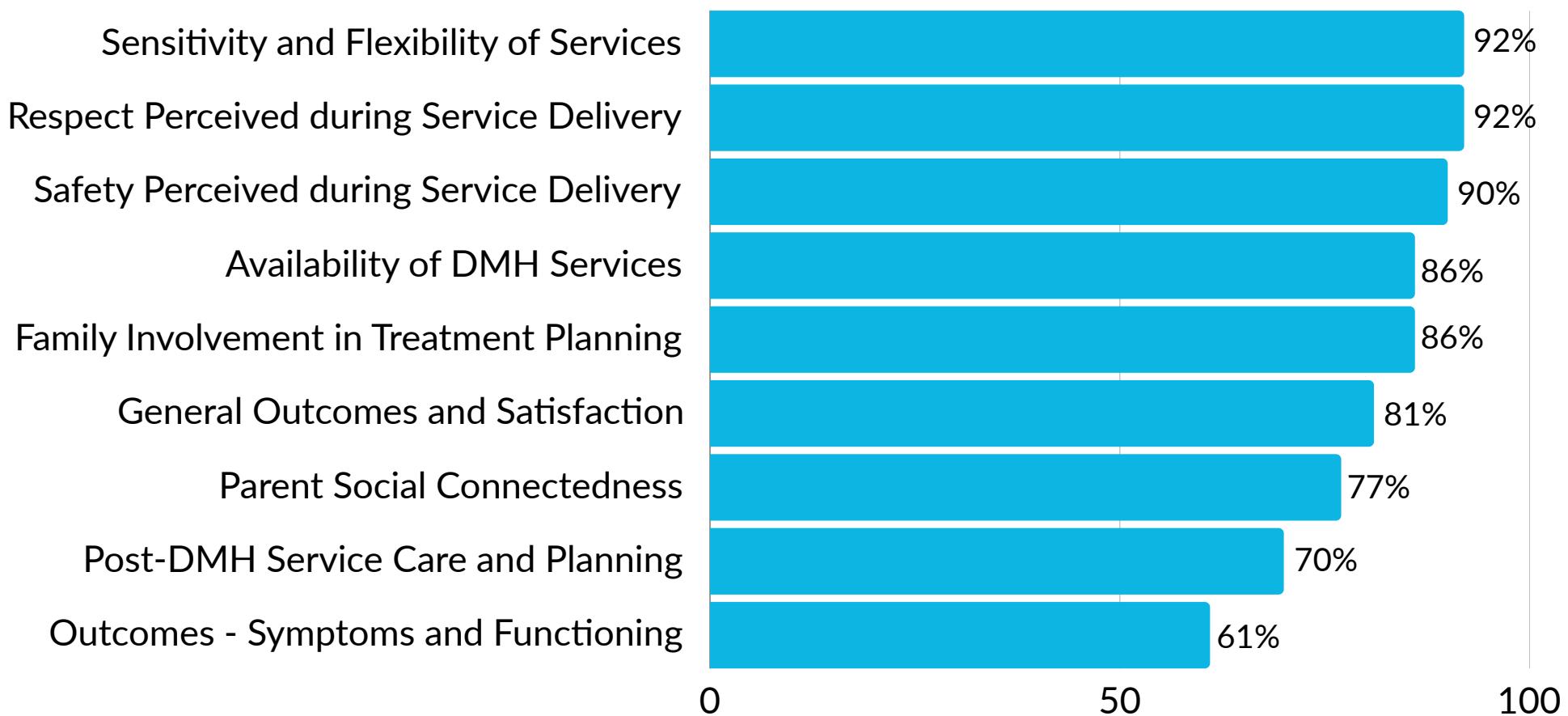


2025 CYF Select Behavioral Outcomes



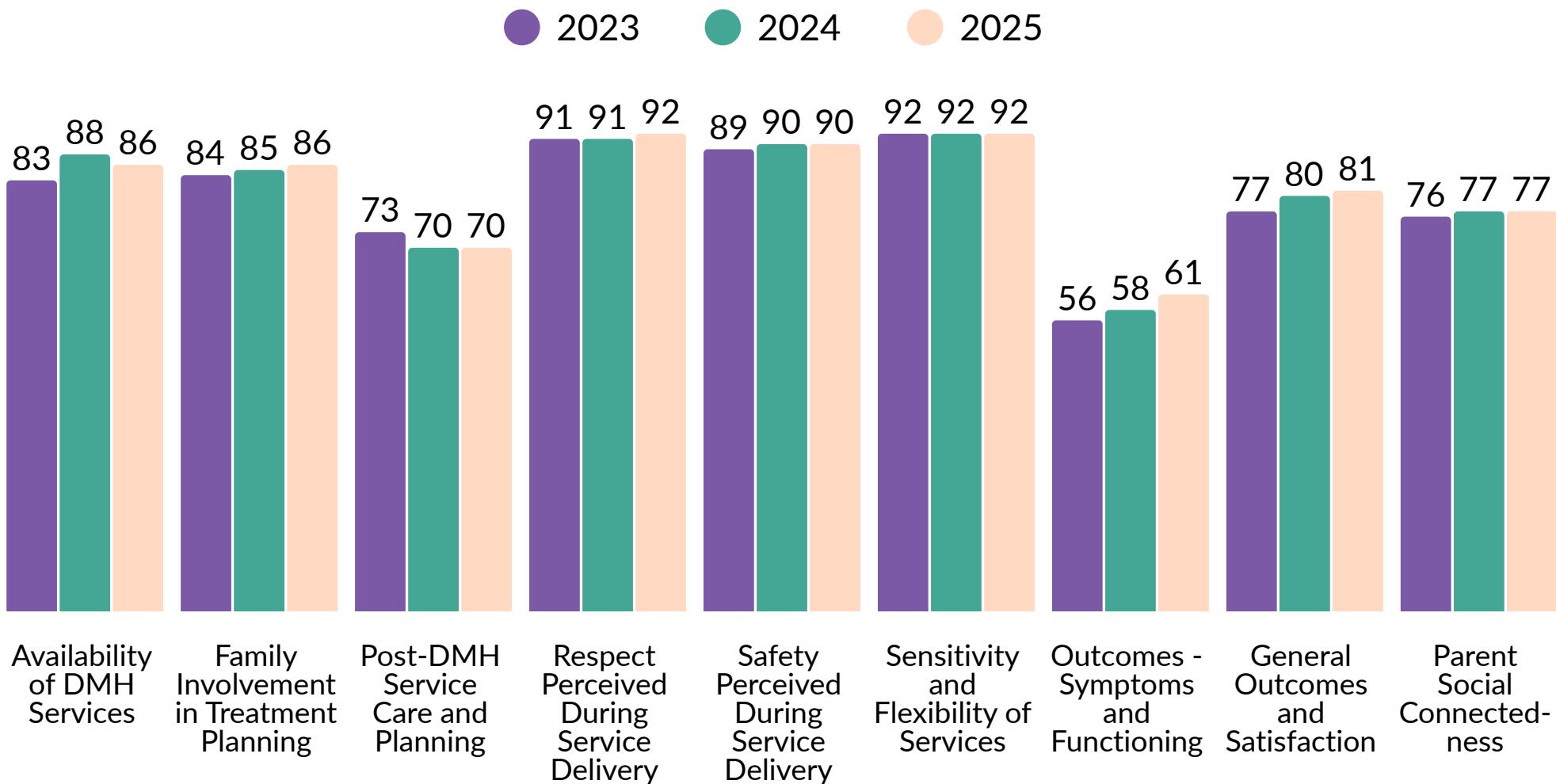
2025 CYF Domain Results

- **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?