

# You Are The One With The Voice

You're the one with the voice. You can make a healthy choice to speak your mind to CST so we can implement changes, that's our key.

So, if you're not satisfied with your services, please don't worry...

We will talk with you in a hurry. You are important to us and everything is confidential - that, you can trust.

So remember, you're the one with the voice. We listen and learn because you're our source of information that leads to change. The Consumer Satisfaction Team, that's our name.

By Anne Kozlowski, CST Specialist



Providing the opportunity for the consumer voice to be heard.

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*The Consumer Satisfaction Team of Montgomery County*



## Mission Statement

The central role of CST is to provide the Montgomery County Office of BH/DD with consumer information about satisfaction with the mental health services that adults are receiving and to make recommendations for change.

## Who we are

The Consumer Satisfaction Team of Montgomery County, PA., Inc. is a part of the parent company, HopeWorx.

We are a team of mental health consumers, persons in recovery and family members of consumers who assess the quality of mental health services in Montgomery County, PA.

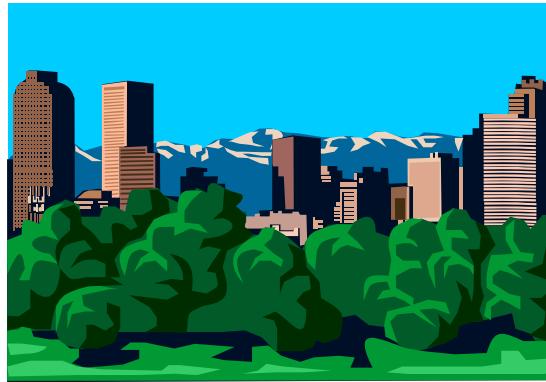
The Montgomery County Office of Mental Health funds us. We the Board of Directors to represents all mental health constituencies.

## What we do

Consumer Satisfaction Team members meet face to face with customers to listen and document their degree of satisfaction with the services that are funded by the Montgomery County Behavioral Health System. We use a survey that is developed by us and is different for each kind of service.

Data is entered by CST staff, analyzed and produced in report form. The reports are sent out to the participating provider(s) and a meeting is scheduled with the provider agency director, CST staff and County staff. The provider(s) share the results with users of service and staff.

After discussion about the results, the provider completes a plan of action which documents the changes that were made after discussion with management staff and customers of service. This is called the "Closing the Loop" process.



## How we proceed :

We schedule visits with those who want to participate. We conduct individual and confidential interviews, using a questionnaire that asks about each consumer's satisfaction with his or her services. No individual names are when the CST report on the results of the interviews.

All results of consumer opinions are shared with consumers, family members, providers, the CST Board, and the Office of Mental Health and Substance Abuse (OMH).

We make recommendations for change based on consumer opinions and CST staff observations.

## Q & A

### ***Why does CST use a questionnaire and write down our responses?***

- We believe that the information given to us is very valuable and contributes to the empowerment of Individuals in the mental health system.
- We believe that, alone, the consumer "voice" has not been heard.
- By using a questionnaire, we will hear many voices and establish a power base for change.

### ***Can I talk to the CST about something that isn't on the questionnaire?***

- Yes, definitely. Your comments and opinions are important. We listen. We refer. We recommend.

