

The Consumer

WHO WE ARE...

The Consumer Satisfaction Team, Inc. (CST) is a non-profit organization staffed entirely by recovering mental health individuals, individuals in recovery from substance addiction, and family members of people with mental illness and/or substance addiction.

CST is authorized by the Philadelphia Department of Behavioral Health and Intellectual disAbility Services (DBH/IDS) to ascertain from service recipients and family members their level of satisfaction with their behavioral health services (mental health & substance abuse).

The Philadelphia DBH/IDS includes but not limited to the Office of Mental Health (OMH), the Office of Addiction Services (OAS), Community Behavioral Health (CBH), Behavioral Health Special Initiative (BHSI), and Forensic Intensive Recovery (FIR).

OUR MISSION IS...

To ensure that specific publicly supported and funded services meet the expressed wishes and needs of the consumers of those services and that they promote maximal recovery of persons served. This mission is accomplished through active solicitation and reporting of those wishes and needs from recipients and family members, through feedback to service providers and funders, and through training consistent with findings and best practice.

Satisfaction

WHAT WE DO...

- CST talks with children/adolescents/adults that use DBH/IDS services to find out if they are satisfied with those services.
- CST visits residences, day programs, drop-in centers, partial and outpatient programs, inpatient psychiatric units, crisis response centers, social vocational rehabilitation programs, and Clubhouses. Detox centers, rehabilitation facilities, recovery houses, intensive outpatient sites, step-down programs, and transitional housing and methadone maintenance clinics.
- CST visits children and adolescents in hospitals, inpatient and outpatient services, partial programs and residential treatment facilities.
- CST responds to telephone calls from people who are pleased with services or those who have concerns about services.
- CST writes reports for each site visit and telephone call. The reports are sent to DBH/IDS (CBH, OAS, OMH, BHSI and FIR).
- CST meets regularly with staff from the DBH/IDS to discuss reports and ensure that the concerns of service recipients and family members are addressed to their satisfaction.
- CST gathers service recipients and family input on how to improve programs and what services are needed.

Team, Inc.

THE BENEFITS OF CST...

- CST ensures that DBH/IDS is responsive and accountable to the needs of recovering mental health individuals, people in recovery from substance addiction, children/adolescents and family members of those who are receiving services.
- CST promotes the involvement of recovering service recipients in Philadelphia's Department Behavioral Health System and Intellectual disAbility Services.
- CST helps to improve the quality of life for the individual and the quality of services funded by the DBH/IDS.

CST's office hours are:
Monday-Friday from 9:00 a.m. to 5:00 p.m.
Voice Messages can be left 24 hours a day.

215-923-9627

"We try to help the system work for everyone by encouraging all the players to work together..."

Revised 6/13

Frequently Asked Questions

Q: What does CST do?

A: CST talks to service recipients who use mental health and substance abuse services to see if they are satisfied with their services and report what we learn to DBH/IDS.

Q: How do I contact CST?

A: CST visits DBH/IDS funded facilities every few months so we can keep in close contact with you. You can also call us at 215-923-9627.

Q: Can CST help me get mental health or substance abuse services?

A: We can tell you who to call, what to do and answer your questions.

Q: Should I call you when I have a problem with benefits or case management?

A: Yes, but we cannot get benefits for you. We can suggest who to call and inform DBH/IDS of your situation.

“We also like hearing from service recipients and family members when they are pleased with their services!”



How are the services you receive from Philadelphia's DBH/IDS?

LET US KNOW!

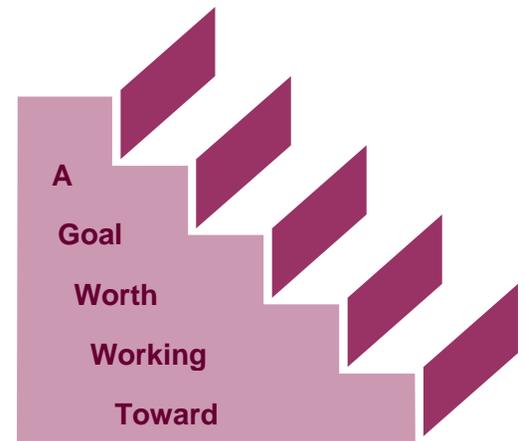
215-923-9627

**The
Consumer Satisfaction Team, Inc.**

“Listening to People First”

Funded by DBH/IDS

The Consumer Satisfaction Team, Inc.



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