

Consumer/Family Satisfaction Teams

REACHING OUT TO YOU

Your behavioral health is important to us and we want to know about your satisfaction with services as well as any problems you may be having. NBHCC has hired the Advocacy Alliance to conduct Consumer and Family Satisfaction surveys.

The Consumer/Family Satisfaction Team members interview people who are receiving mental health or drug and alcohol services. They also interview the family members of people who are receiving mental health or drug and alcohol services.

Some Team members have used behavioral health services themselves. Other team members have a family member who received behavioral health services. This group tries to find out whether or not people are happy with the care and services they receive. After the interview, the Satisfaction Team member talks with the provider, Community Care, and the appropriate county authority about services.

The Consumer/Family Satisfaction Team doesn't identify or tell anyone any personal information about the individual receiving services. They just give a report of how people in general feel about services they receive. The Satisfaction team and these other groups work together to improve the care they are giving people.

You may ask for an interview with a Consumer/Family Satisfaction Team member. The Team member will ask you questions about your mental health or drug and alcohol services. The interview will take 10-15 minutes. You can ask for a Satisfaction Team member where you are receiving services or call your county's Consumer/Family Satisfaction Team directly.

You can also become a member of the Consumer/Family Satisfaction Teams. To receive more information about becoming a Consumer/Family Satisfaction Team Member or to complete a survey contact The Advocacy Alliance at **(570)342-7762**.



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