

## SERVICES ARE FREE AND CONFIDENTIAL

### WARMLINE

#### Warmline of Beaver County

Phone: 724.775.9507

6PM to 9PM/365 Days a year

MHA in Beaver County is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (PDF), found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call 866-632-9992 to request the form. You may also write a letter containing all the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Ave. S.W., Washington, D.C. 20250-9410, by fax 202-690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

### A UNITED WAY MEMBER AGENCY



A copy of the official registration and financial information may be obtained from the Pennsylvania Department of State by calling toll free within Pennsylvania, at 1-800-732-0999. Registration does not imply endorsement.



**LIVE UNITED**

## CONSUMER/FAMILY SATISFACTION TEAM



Consumer  
Satisfaction  
Team of  
**Beaver County**

LET YOUR VOICE BE HEARD!

139 Brighton Avenue Rochester, PA 15074  
Phone: 724.775.7650 Fax: 724.775.0266

[cfstbc.org](http://cfstbc.org)

[mhabc.org](http://mhabc.org) Email: [cfst@mhabc.org](mailto:cfst@mhabc.org)



## CONSUMER/FAMILY SATISFACTION TEAM

### WHO WE ARE:

The Consumer/Family Satisfaction Team (CFST) is an independent agency that was established in Beaver County in 1998. The team is composed of consumers and individuals in recovery who have received behavioral health services as well as their family members.

The CFST serves as a tool for quality assurance for behavioral health services because each team member knows what it is like to be a recipient of treatment services and/or a family member of a individual that has received services.

The Pennsylvania Office of Mental Health and Substance Abuse Services ( OMHSAS ) requires through HealthChoices, that every county that participates in HealthChoices Managed Care, establish and support a consumer satisfaction process.

### WHAT WE DO:

- Conduct face-to-face and telephone interviews
- Provide valuable information about various resources available to you in Beaver County

Call our office to set up an appointment to talk with us about your satisfaction or your family member's satisfaction with behavioral health services

### WHO CAN PARTICIPATE?

Individuals who are receiving mental health and/or substance use services

### HOW CAN I PARTICIPATE?

The CFST conducts interviews at provider sites throughout the year. We also conduct telephone interviews, and will set up an appointment for a face-to-face interview in our Rochester office.

### WHY PARTICIPATE?

Survey participants' responses are compiled into reports and reviewed by the CFST Advisory Board. All concerns are addressed and a corrective action plan is encouraged. The reports are forwarded to Beaver County Behavioral Health, Beacon Health Options (f/k/a Value Behavioral Health of PA), and the surveyed providers.

### MISSION

The Beaver County Consumer/Family Satisfaction Team's mission is to gauge consumer/family satisfaction and to report the findings to Beaver County Behavioral Health for planning, implementing and improving behavioral health services in Beaver County.