

SERVICES ARE FREE AND CONFIDENTIAL

Consumer Family Satisfaction Team

139 Brighton Avenue

Rochester, PA 15074

724-775-7650

Beaver County Behavioral Health 724-891-2827

Mental Health Association 724-775-4165

For Immediate Support Call:

Beaver County Crisis Services 1-800-400-6180

Crisis Text Line (Text "PA" to 741-741)

WARMLINE 724-775-9507 (operates 6-9pm)

National Suicide Prevention Lifeline
1-800-273-TALK (8255)

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, 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.

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

Email : cfst2@mhabc.org

or

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 and/or 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. Please call to set up an interview.

724-775-7650

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.