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WARMLINE

Warmline of Beaver County

Phone: 724.775.9507

6PM to 9PM/365 Days a year

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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

mhabc.org Email: 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 an 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.