

Adult Feedback into Mental Health Services

Consumer Satisfaction Team (CST) of Montgomery County is a team of consumers and family members of consumers that is a non-profit organization contracted with the office of Behavioral Health of Montgomery County to create, conduct, and report on surveys that the customers of the mental health services voluntarily participate in to measure their level of satisfaction of the Montgomery County mental health services they receive. CST is made up of consumers and family members, which provides insight with creating the surveys and when surveying the customers.

The staff at CST, all of whom have experience receiving mental health services, survey mental health consumers to find out if their needs are being met, and if they are satisfied with the services provided to them. The CST staff develops the surveys based on their own experience in the mental health system as well as from the results of previous surveys and information about the goals of the services. The data gathered is used to create a report which is shared with the people who were surveyed, service providers, and the Montgomery County Office of Behavioral Health, who then work together to implement change.

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