

Cumberland/Perry Counties

Consumer/Family Satisfaction Team

Vision

Cumberland/Perry Consumer/ Family Satisfaction Team envisions that all individuals receiving mental health services within Cumberland and Perry Counties will be active in the recovery oriented systems transformation of mental health services.

Mission

Our mission is to work toward quality improvement and systems change within the Cumberland/Perry County community health system by listening to the consumer voice and advocating for continual systems transformation.

If you have questions about the survey process.

Contact Katie Wilson

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**Your
Opinion
Counts**

**Surveying
Cumberland and Perry
Counties
Mental Health Services**



What is CFST?

CFST stands for Consumer/Family Satisfaction Team.

Cumberland/Perry CFST gathers input from all county funded mental health services throughout Cumberland and Perry Counties. CFST uses an 11 question survey to collect information and then produces a report at the end of each fiscal year. Then CFST submits it to the Cumberland/Perry Mental Health/ Intellectual & Developmental Disabilities (MH/IDD) office. These surveys help the county to see which services are working and which ones need improvement.

Who is asked to do a survey?

Consumers of Mental Health Services with in Cumberland and Perry Counties that receive a County Funded Service.

*Your voice
needs to be
heard*

What is a County Funded Service?

A county funded service is a service, such as psychiatric or social rehabilitation among others, that are provided using money from the county budget.

Why should you participate?

Your anonymous and confidential input gives the county MH/IDD valuable information about what is working and what changes could be made to improve the mental health programs.

The more survey participants there are, the more accurate the report will be about how each service is doing.

What to expect when being surveyed.

- You will be asked to sign a release saying that you grant us permission to do the survey with you and to release the information in the survey to the MH/IDD office.
- **Your name is nowhere on the actual survey! The survey is completely confidential and anonymous.**
- The survey consist of 11 questions and you are read a statement and asked whether you strongly agree or disagree with that statement or feel somewhere in between. All questions are only about the service you are being surveyed about.
- After each question you will have an opportunity to leave a comment.
- It's that simple. The survey takes about 15 minutes and will help provide valuable information to the MH/IDD office.