



The Consumer Satisfaction Team, Inc.
 520 N. Delaware Avenue, 7th Floor
 Philadelphia, PA 19123
 (215) 923-9627
 Fax: (215) 923-1034 – Include Cover Sheet
 www.thecest.org



The Consumer Satisfaction Team, Inc.

How would you describe yourself: *Choose One*

_____ An individual receiving behavioral health services (Mental Health and/or Substance Use)

_____ A family member/loved one of someone receiving behavioral health services (Mental Health and/or Substance Use)

_____ None of the above (Skip to Question # 6)

**Name of Agency where you are receiving services: _____

**Name of Agency where your loved one is receiving services: _____

What type of BH services do you or your family member/loved one receive? (Circle all that apply)

- Mental Health (MH)
- Substance Use (SU)
- Child/Adolescent Services
- Dual//Co-Occurring (MH/SU)

How has your or your loved one's life improved since receiving services?

_____ you and/or your loved ones are receiving?

_____ video platform

_____ er: _____

_____ over

2022 ANNUAL REPORT

MISSION STATEMENT

The mission of the Consumer Satisfaction Team, Inc. is to ensure that individuals, families and communities are educated and empowered to achieve health, well-being and self-determination according to their expressed needs and desires through publicly supported and funded services.

LETTER FROM THE BOARD PRESIDENT

December 2022



During the calendar year of 2022, the Consumer Satisfaction Team's Board of Directors continued to work on diversity on the board. In the upcoming year our goal is to continue to add additional board members that are reflective of the individuals we serve.

The Board of Directors Executive Committee will continue to review CST by-laws. Engaging our members in this process demonstrates transparency in the work here at CST. It is our hope that this process enhances the focus and supports the continued goal of CST that satisfactory and beneficial services are provided to behavioral health service recipients.

Over the past year CST's Executive Director, Josephine Barilotti (Jody) has continued excellent leadership throughout the agency. Under Mrs. Barilotti's leadership CST and BHTEN continue to thrive amidst our ever-changing work environment.

CST continues with their work of engaging service recipients and family members either face to face or through the virtual field; never once halting their work over these past few years. This speaks volumes of the staff's dedication to the mission of the program. BHTEN continues to enhance their network and training opportunities to individuals across a wide range of counties. BHTEN's commitment to expand and develop new and accessible training modalities continues to place BHTEN front and center in opportunities for learning.

In summary, in the past year of 2022 the agency has successfully achieved various goals. We continue to put service recipients first in an environment that is challenging and ever changing.

Fondly,

Dr. Julia Monaco

President of the Board of Directors

CST CONSUMER GRANT FUND: CREATED IN THE MEMORY OF BERNIE FERRY

The Consumer Fund was created to aid individuals moving into supported or independent living. Its purpose is to give individuals financial help with their transitional household expenses such as purchasing kitchen or bathroom items, sheets, towels, etc. Those who are living in Supported Independent Living arrangements for six months or less may also be considered as a recipient of the grant. The Consumer Fund continues to be replenished through the generosity of the general community, through the voluntary payroll deduction of CST employees, and contributions from the CST Board of Directors. The Consumer Fund Committee consists of the Administrative Staff of CST who have no direct contact with recipients or requestors in relationship with any grant request. During the months of January 2022 to October 2022 CST distributed 25 grants in the amount of \$75 a grant.

WHAT IS THE CST?

The Consumer Satisfaction Team, Inc. (CST) is an independent non-profit agency who contracts with the DBHIDS to provide quality assurance for city funded behavioral health services. CST is entirely staffed by people in recovery as well as family members of those in recovery from mental health and/or substance use disorders.

WHAT DOES CST DO?

The CST speaks directly to individuals and family members funded through DBHIDS about the quality of the services they receive. In order to report accurate findings, CST also discusses the feedback from the service recipient with provider staff to get their feedback. We document all information relayed during site visits in reports that are sent to funders and providers. CST also receives and documents phone calls from the public.

CST holds biweekly Accountability meetings with representatives from various funding sources within the DBHIDS to review reports/telephone concerns.

CST also conducts special projects at the request of DBH. Our primary function is to ensure that individuals' voices are heard by the funders and service providers.

Dear Colleagues,

The past few years have brought about many challenges, changes and transformations which makes me appreciate the resilience that has been demonstrated by the CST/BHTEN staff. While we have come a long way with dealing how the service delivery of each program has changed, I feel that the transition has advanced each program to the next level in regard to the use of technology and increasing our capacity to reach individuals, family members and staff. Through all of the changes, the CST/BHTEN staff have remained steadfast in their passion for the work that they do. They remain incredibly thoughtful in presenting new processes and initiatives to ensure that the mission of each program is fulfilled. I am very fortunate to be at the helm of an agency with so many passionate, thoughtful and forward-thinking individuals. I appreciate each and every one of them. They make it look easy but I know how hard they work. Thank you to all of the CST/BHTEN staff for your passion, drive and dedication.

I would be remiss not to mention the appreciation I have for the unwavering support from CST's Board of Directors and the DBHIDS, because of your support we are able to continue to work within our passion.

With much gratitude and respect,



Josephine Barilotti
CEO/Executive Director

The Consumer Satisfaction Team, Inc.

LETTER FROM THE CEO/EXECUTIVE DIRECTOR



**BOARD OF DIRECTORS
2021-2022**

President
Dr. Julia Monaco

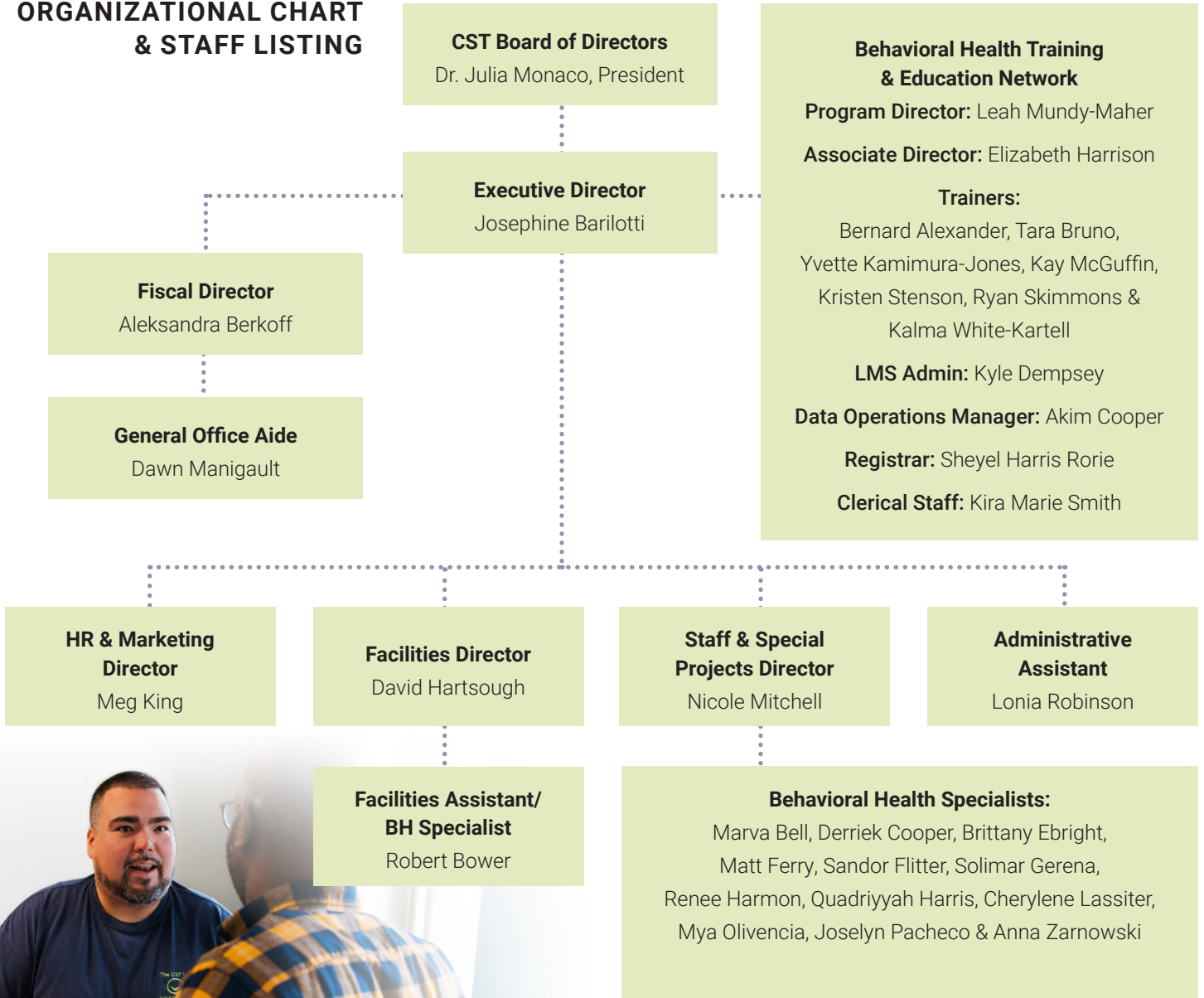
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Vice President
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Kenneth Certa, MD

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Glen S. Bastas, MSW
Terence Batson
Patricia Butcher
Clare Ewing
Derrick Ford
Eric Gibson
Terence McSherry

**ORGANIZATIONAL CHART
& STAFF LISTING**



SPECIAL PROJECTS

MOBILE CRISIS SATISFACTION PROJECT

During this project CST contacted individuals who called the Philadelphia Crisis Line (PCL). CST followed up with the individuals that called the PCL to obtain their level of satisfaction with the dispatcher that took their call, the Mobile Crisis Team that responded to the call, and the referral for additional services if provided.

UNSHELTERED HOMELESSNESS PROJECT

During this project CST collaborated with the University of Delaware to engage individuals experiencing unsheltered homelessness and the service providers that assist the homeless population. During these interviews CST obtained information regarding the individuals' challenges with housing instability as well as what they feel could help to improve their quality of life.

ASAM D&A IOP PROJECT

During this project CST engaged individuals who are currently receiving ASAM D&A IOP services from the four ASAM D&A IOP service provider agencies. CST obtained feedback regarding their level of satisfaction with the provider agency, their treatment needs, their engagement with their treatment team, improvements on their quality of life, and resources provided to them.

HOUSING TRANSFORMATION ASSESSMENT (HTA PRE & POST)

Pre-Tenancy Phase – During this project CST engaged individuals that received their housing vouchers to learn if these individuals felt prepared for their upcoming move and if they felt that they were receiving the needed supports to move into independent living.

Post-Tenancy Phase – A year after being interviewed for the HTA Pre-Tenancy Phase CST followed up with those that received their housing voucher to learn how they were doing since their move, the activities they have participated in since their move, the services they remained connected to since moving, and their current and future goals.

COMMUNITY OUTREACH SURVEY (COS)

This project is conducted yearly. During this project CST obtains feedback from individuals, family members and community members to ascertain their satisfaction with the behavioral health services funded through the DBHIDS as well as their knowledge regarding resources that are made available through the DBHIDS. CST also gathers information regarding the impact that various social determinants of health has on their quality of life.

COMMUNITY TREATMENT TEAM (CTT) PROJECT

During this project CST collaborated with Community Treatment Teams (CTT) to attain the level of satisfaction of participants who are receiving case management services from Community Treatment Teams (CTT). CST engaged CTT participants to learn if they were receiving assistance with their goals, if they were able to reach their treatment teams at all times and what supports are involved in their treatment.

BEHAVIORAL HEALTH TRAINING AND EDUCATION NETWORK (BHTEN):

CST contracts with DBHIDS to provide fiscal and personnel responsibility for the Behavioral Health Training and Education Network or BHTEN, a city-wide initiative established to support the Philadelphia DBHIDS and other human services systems by planning, coordinating, and providing quality learning experiences for the entire behavioral health system.

BHTEN is comprised of a diverse, innovative, and multidisciplinary team who bring an array of experience as trainers and educators, behavioral health and human service providers, family members, persons with lived experiences, and community members.

BHTEN has a robust training catalog, which includes courses on anti-violence/bullying, foundational and advanced trauma training, DBHIDS sponsored evidence-based practices, mental health education and prevention, supervision, DDAP regulatory trainings, and religious/spiritual outreach. BHTEN courses are offered in a variety of modalities, including: in person classroom, e-learning, train-the-trainer, and blended. For a full listing of courses offered by BHTEN, go to their website at www.bhten.com

2022 SITE VISIT & PHONE CALL COUNT

NUMBER OF SITE VISITS: 423



- 88 Mental Health
- 90 Child/Adolescent
- 91 CAMIO (CBH Adult MH Inpatient & OP)
- 118 Substance Use



- 6 Substance Use
- 13 COS Survey Project
- 17 Mental Health

NUMBER OF SERVICE RECIPIENTS/ SUPPORTS ENCOUNTERED/SURVEYED: 2928



- 321 Mental Health
- 529 Substance Use
- 705 Child/Adolescent
- 709 CAMIO (CBH Adult MH)



- 26 CAMIO (ATO Project, ACT Team Projects, HTA-Post Tenancy)
- 49 Substance Use (ASAM D&A IOP Project)
- 162 Mental Health (HTA PRE Tenancy & Unsheltered Homelessness Project)
- 427 COS Survey Project
- 26 Substance Use

OF INDIVIDUALS WHO WERE ASKED THE STATE QUESTIONS/ SU, CA, MH, CAM, & SP

2098

NUMBER OF PHONE CONCERNS: 170



- 23 Miscellaneous
- 29 SU Related
- 35 C/A Related
- 83 MH Related

REVENUE

OFFICE OF BEHAVIORAL HEALTH-UNITARY CONTRACT	\$3,405,974.00
OFFICE OF ADDICTION SERVICES, ASAM, OPIOID TRAININGS	\$540,126.00
BHTEN TRAINING INCOME	\$85,994.00
COMMUNITY TREATMENT TEAMS	\$30,000.00
SUB LEASE INCOME 7th, 4th, 2nd FLOORS	\$133,467.00
TOTAL REVENUE	\$4,195,561.00

EXPENSES

PERSONNEL COSTS

SALARIES	\$1,894,290.00
BENEFITS	\$715,473.00
STAFF DEVELOPMENT	\$20,777.00
PURCHASED PERSONNEL	\$214,494.00
TOTAL PERSONNEL COSTS	\$2,845,034.00

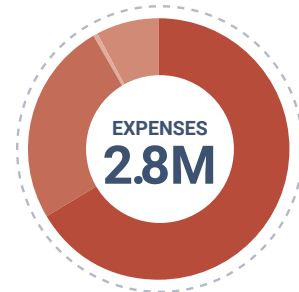
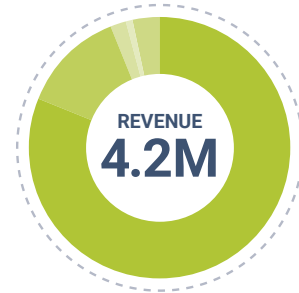
OPERATING COSTS

ADVERTISING	\$0.00
COMMUNICATION	\$28,475.00
DEPRECIATION	\$52,409.00
TUITION REIMBURSEMENT	\$1,000.00
PROGRAM SUPPLIES-FOOD GIFT CARDS HOMELESS PROJECT	\$1,583.00
INSURANCE	\$50,791.00
INTEREST CHARGES	\$3,980.00
LEGAL & ACCOUNTING	\$24,820.00
PAYROLL EXPENSES (ADP)	\$9,673.00
OFFICE SUPPLIES, MINOR EQUIPMENT	\$28,274.00
POSTAGE	\$5,407.00
PRINTING	\$65.00
RENT	\$682,249.00
BOARD EXPENSES	\$289.00
FURNITURE/EQUIPMENT MAINTENANCE CONTRACT	\$29,061.00
BLDG.REPAIRS/MAINTENANCE	\$15,418.00
STAFF TRAVEL	\$17,245.00
SUBSCRIPTIONS & PUBLICATIONS- BHTEN	\$0.00
UTILITIES	\$32,360.00
TOTAL OPERATING COSTS	\$983,099.00

ADMINISTRATIVE FEE **\$367,428.00**

TOTAL COSTS **\$4,195,561.00**

**FISCAL YEAR ENDING
JUNE 30, 2022**





The Consumer Satisfaction Team, Inc.



CST would like to thank the CST Board of Directors and DBHIDS for your unwavering support for the agency. CST also appreciates all of the stakeholders who help us to remain successful in achieving our mission. Most of all CST would like to thank service recipients and their family members for sharing their lived experience with us, without you none of this would be possible.

 Follow us on Facebook!

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