



The Consumer Satisfaction Team, Inc.
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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: _____

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

- Child/Adolescent Services
- Dual//Co-Occurring (MH/SU)

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

_____ How many of you and/or your loved ones are receiving?

_____ Video platform

_____ er:

Over ☐

2023 ANNUAL REPORT

LETTER FROM THE BOARD PRESIDENT

December 2023



The Consumer Satisfaction Team has had another successful year under the leadership of Josephine Barilotti. We have maintained our fiscal stability with ongoing contracts with various city initiatives.

Over the past years we lost one of our board members due to illness. We also added another member who will prove to be beneficial to the CST mission. For 2024, the board will increase our focus to expand board membership.

The City of Philadelphia is facing a major transition in leadership with a new mayor and CEO of Community Behavioral Health. CST is positioned in the forefront of these changes. I am confident that during the year of 2024 we will continue to have increased success in providing services to our community.

Fondly,

Dr. Julia Monaco

President of the Board of Directors

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.

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 telephone 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,

Over this past year we have had some comings and goings with staff, but fortunately we have been able to fill positions quickly and remain fully staffed. This speaks volumes to the dedication of the staff who have remained with CST/BHTEN throughout the years, we have many staff with 20+ years of employment with the agency.

In these ever-changing times working within the behavioral health field the CST/BHTEN staff remain steadfast in their passion for the work that they do. They are incredibly thoughtful, passionate and forward-thinking individuals. CST staff are truly dedicated to being the voices of those who receive services from the Philadelphia behavioral health system and their family members. BHTEN staff are incredibly passionate about educating providers, individuals with lived experience as well as community members at large.

When I look at the work being done at the agency, I am always reminded how fortunate I am 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



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 2023 to December 2023 CST distributed 31 grants in the amount of \$75 a grant.

BOARD OF DIRECTORS 2022-2023

President

Dr. Julia Monaco

Treasurer

George Thomas, III

Vice President

Yvette Rouse

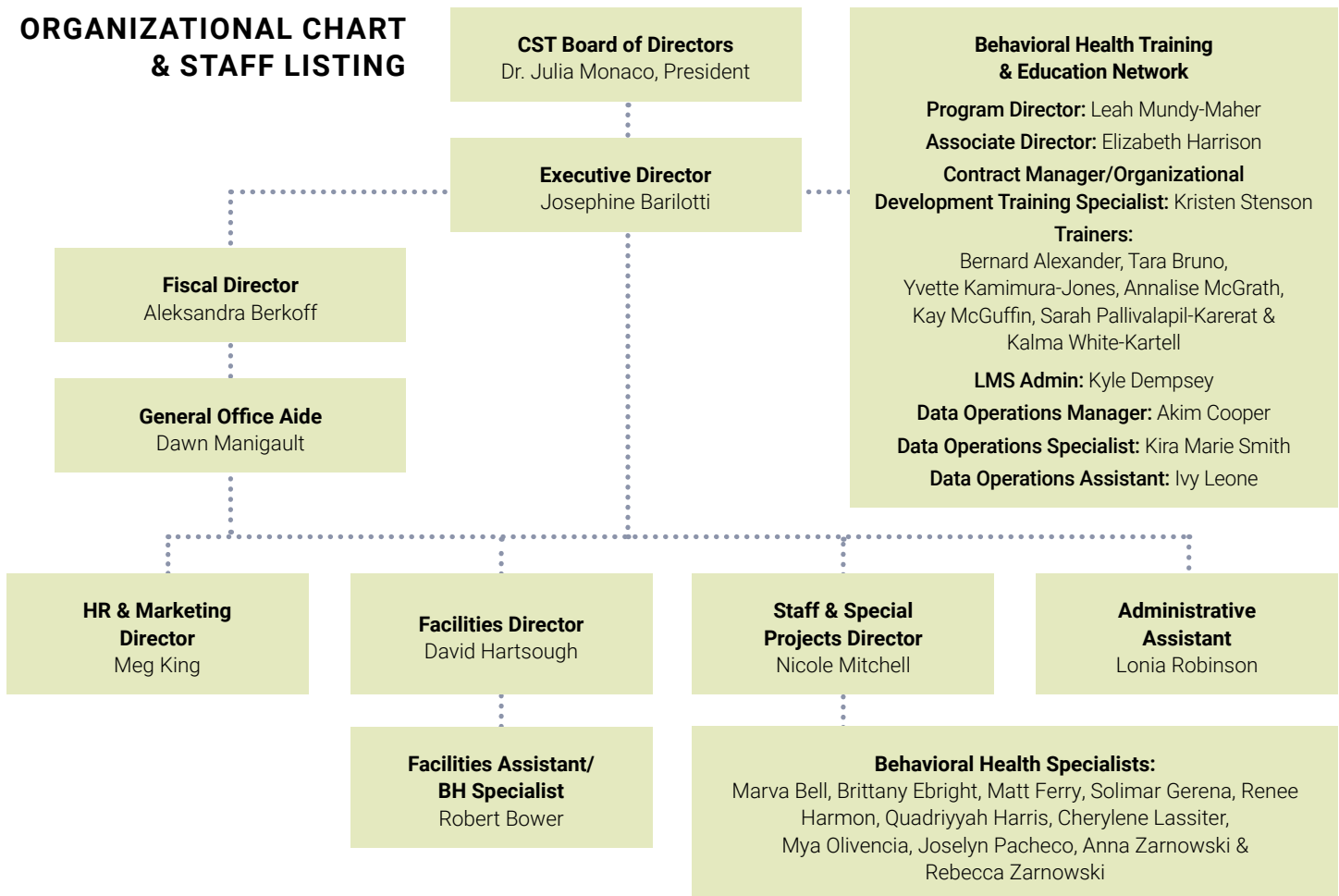
Secretary

Kenneth Certa, MD

Directors

Derrick Ford
Glen S. Bastas, MSW
Patricia Butcher
Sandor Flitter
Terence Batson
Terence McSherry

ORGANIZATIONAL CHART & STAFF LISTING



FAREWELL TO A LONG- TIME CST EMPLOYEE



In September 2023, after 27 years of dedication and services, CST, Inc. celebrated the retirement of Sandor Flitter. Although we said farewell to Sandor in his former capacity at CST, Inc. we are excited to have him serve as a CST board member.

SPECIAL PROJECTS

MOBILE CRISIS SATISFACTION PROJECT

During this project, CST followed up with individuals that contacted the Philadelphia Crisis Line (PCL). CST ascertain the individual's level of satisfaction with the dispatcher who took their call, the Mobile Crisis Team that responded to the call, the referral for additional services if provided, and the follow-up process regarding these services.

UNSHeltered HOMELESSNESS PROJECT

For 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 the interviews, CST obtained information regarding the individuals' challenges with housing instability as well as what they feel service providers could do to help improve their quality of life.

HOUSING TRANSFORMATION ASSESSMENT (HTA)

Pre-Tenancy Phase – During this project, CST engaged with individuals who received housing vouchers to gain an understanding of if these individuals felt prepared for their upcoming move and if they felt that they were receiving the needed support to move into independent living.

Post-Tenancy Phase – A year after being interviewed for the HTA Pre-Tenancy Phase, CST followed up with those who received their housing voucher to gauge how those individuals are 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 annually, during which CST obtains feedback from individuals, family members, and community members to determine their satisfaction with the behavioral health services that they are receiving. CST also ascertains their knowledge regarding resources made available through DBHIDS and gathers information regarding the impact of various social determinants of health.

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 the participants are receiving assistance with their goals, the availability of their treatment teams, and what supports are involved in their treatment team.

SOCIAL DETERMINANTS OF HEALTH (SDOH) PROJECT

During this project, CST collaborated with The Department of Behavioral Health and Intellectual disAbility Services to determine how the Social Determinants of Health Support Programs have improved the lives of those in the community; these surveys were conducted triannual. These individuals were provided with a SEPTA transportation pass and/or a Chromebook in an attempt to address the social determinants of health. CST engaged these individuals to learn if these resources have been beneficial to their lives, how they have utilized these services, if they were interested in being connected to a job or vocational skills program, and if they are aware that they can be employed and still collect their benefits.

HORIZON HOUSE ACT TEAM FAMILY MEMBER SURVEY PROJECT

Throughout this project, CST collaborated with Horizon House to ascertain the level of satisfaction from the family members of those receiving case management services through Horizon House's ACT Team. CST interacted with these family members to determine if telehealth services have been thoroughly explained and utilized by the service provider and how often their loved ones receive said services. It was also discovered if they are encouraged to provide feedback about the services, if their loved ones' lives have improved since receiving these services, if they are aware of a location in the community that offers crisis assistance 24 hours a day, and if they are aware of the availability of Narcan in Philadelphia.

MONUMENTAL POST-ACUTE CARE (MPAC) NURSING HOME PROJECT

Throughout the course of this project, CST is collaborating with The Department of Behavioral Health and Intellectual disAbility Services to engage individuals from various long-term units in hopes of being identified as meeting the criteria to be one of the individuals to move to the MPAC Nursing Home. The MPAC Nursing Home unit offers behavioral health services for those with "severe mental illness (SMI)" but are also in need of services provided by a nursing home. This project will take place over a 24-month period as CST will be interviewing the individuals selected to move to the MPAC Nursing Home in six-month increments.

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 @ www.bhten.com

2023 SITE VISIT & PHONE CALL COUNT

NUMBER OF SITE VISITS: **682**



- 144 Mental Health
- 165 Substance Use
- 157 Child/Adolescent
- 187 CAMIO (CBH Adult MH Inpatient & OP)



- 4 Mental Health
- 4 CAMIO (CBH Adult MH Inpatient & Outpatient)
- 21 COS Survey Project

NUMBER OF SERVICE RECIPIENTS/ SUPPORTS ENCOUNTERED:

4217



- 491 Mental Health
- 901 Substance Use
- 666 Child/Adolescent
- 1255 CAMIO (CBH Adult MH)



- 156 Mental Health (SDOH Project)
- 191 CAMIO (CST/CTT Project, Mobile Crisis Team Project, CST/H.H. ACT Team Family Project & MPAC Nursing Home Project)
- 557 COS Survey Project

NUMBER OF INDIVIDUALS ASKED C/FST STATE QUESTIONS DURING SITE VISITS

2715

TELEPHONE CONCERNS: **166**



- 84 MH Related
- 26 SU Related
- 21 C/A Related
- 35 Miscellaneous (Non-DBH Related)

REVENUE

OFFICE OF BEHAVIORAL HEALTH-UNITARY CONTRACT	\$3,424,976.00
OFFICE of ADDICTION SERVICES, ASAM, OPIOID TRAININGS	\$541,328.00
BHTEN TRAINING INCOME	\$110,269.00
COMMUNITY TREATMENT TEAMS	\$36,000.00
SUB LEASE INCOME 2nd FLOOR	\$45,496.00
TOTAL REVENUE	\$4,158,069.00

EXPENSES

PERSONNEL COSTS

SALARIES	\$1,947,871.00
FRINGE BENEFITS	\$697,630.00
STAFF DEVELOPMENT	\$11,654.00
PURCHASED PERSONNEL (BHTEN CONSULTANTS)	\$147,054.00
TOTAL PERSONNEL COSTS	\$2,804,209.00

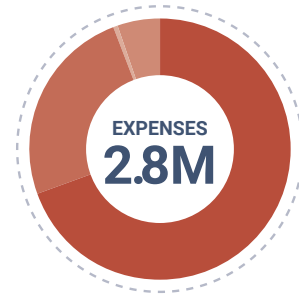
OPERATING COSTS

ADVERTISING	\$0.00
COMMUNICATION	\$44,790.00
DEPRECIATION	\$58,519.00
TUITION REIMBURSEMENT	\$1,000.00
PROGRAM SUPPLIES-FOOD GIFT CARDS HOMELESS PROJECT	\$3,154.00
INSURANCE	\$58,781.00
INTEREST CHARGES	\$4,227.00
LEGAL & ACCOUNTING	\$38,214.00
PAYROLL EXPENSES (ADP)	\$9,659.00
OFFICE SUPPLIES, MINOR EQUIPMENT	\$13,308.00
POSTAGE	\$127.00
PRINTING	\$1,169.00
RENT	\$629,554.00
BOARD EXPENSES	\$97.00
FURNITURE /EQUIPMENT MAINTENANCE CONTRACT	\$48,376.00
BLDG.REPAIRS / MAINTENANCE	\$22,250.00
STAFF TRAVEL	\$4,771.00
SUBSCRIPTIONS & PUBLICATIONS- BHTEN	\$126.00
UTILITIES	\$42,858.00
TOTAL OPERATING COSTS	\$980,980.00

ADMINISTRATIVE FEE **\$372,880.00**

TOTAL COSTS **\$4,158,069.00**

FISCAL YEAR ENDING JUNE 30, 2023





The Consumer Satisfaction Team, Inc.



CST/BHTEN 2nd Annual Community Event: Breaking Barriers and Building Hope One Block at a Time

On May 21, 2023, CST/BHTEN held our 2nd Annual Community Event: Breaking Barriers and Building Hope. In addition to games, free food, and fun activities CST/BHTEN provided the South Philadelphia community with resources pertaining to behavioral health services, family and peer-to-peer support, and information around the opioid crisis.

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.

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