



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.thecst.org



**The Consumer
Satisfaction Team, Inc.**

Outreach Survey
2021

health serv
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Provide yourself: Choose One
An individual receiving behavioral health services (Mental Health)
**Name of Agency where you/your loved one is receiving services: _____
A family member/loved one of someone receiving behavioral health services (Mental Health and/or Substance Use)
**Name of Agency where you/your loved one is receiving services: _____
None of the above (Skip to Question # 6)

What type of BH services do you or your family member/loved one receive? (Circle all that apply)
Adult Mental Health (MH)
Substance Use (SU)
• Child/Adolescent Services
• Dual//Co-Occurring (MH/SU)
• Other _____

How much has your loved one's life improved since receiving services?
the BH services you or your loved one is receiving

• Other _____

Over

2021 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

January 2021



During the calendar year of 2021, the Consumer Satisfaction Team's Board of Directors successfully increased membership. In addition to a change in officers that includes the appointment of a new Vice President Ms. Yvette Rouse. Ms. Rouse's extensive experience in the behavioral health system and entrepreneurship experience will certainly prove to be an asset. The addition of two new members also reflects our diversity and inclusion of community and professional members. The new members reflect our consumers providing them with a continued voice on our board.

The Board of Directors Executive Committee has been busy developing a team of board members to review CST by-laws. Engaging our members in this process demonstrates transparency in the work here at CST. This process has begun with a targeted date to present recommendations to the Executive Committee and subsequently CST's attorney. 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.

WHAT IS CST?

The Consumer Satisfaction Team, Inc. (CST) is an independent non-profit agency who contracts with the DBHIDS to provide quality assurance of 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?

CST speak 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 and to get their feedback. We document all information relayed during site visits in reports that are sent to funders and providers.

CST holds biweekly Accountability meetings with representatives from various funding sources within the DBHIDS to review reports/telephone concerns. CST also receives and documents phone calls from the public.

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.

Over the past year CST's Executive Director, Josephine Barilotti (Jody) unwavering commitment to secure contracts and represent the organization in executive meetings within the behavioral health system has solidified the foundation and day-to-day operations at CST. Having an Executive Director with such passion, especially as we continue to address a pandemic, is extraordinary. Ms. Barilotti has successfully addressed staffing concerns to assure that CST is appropriately staffed so that we can continue to ensure that satisfactory services are provided to service recipients. Under Ms. Barilotti's leadership and in collaboration with CST's Human Resources Department, CST is following the City of Philadelphia's vaccination mandate and has been able to safely maintain the workforce.

BHTEN continues to enhance their network and training opportunities to individuals across a wide range of counties. BHTEN staff's creativity and implementation of web-based trainings will certainly enhance how BHTEN is viewed in the academic landscape. 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 2021 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

Dear Colleagues,

As 2021 ends, and 2022 begins there is one word that comes to mind, resilience. The resilience demonstrated by the CST/BHTEN staff has been stellar. Between the changes in work processes and dealing with the effects and mandates of the pandemic, the staff from both programs rose to the challenge and continued to demonstrate their drive and creativity by implementing new work processes and training techniques that exemplify the agency's commitment and passion to each of the programs' missions, as well as the commission of DBHIDS.

CST continued to work in the virtual field by setting up site visits via telephone, or any video platform that allowed the team contact with behavioral health service recipients and/or family members. This has been beneficial on a two-fold level as CST was able to maintain contact with the service recipients and/or family members as well as build relationships with provider staff. Building relationships with provider staff has been crucial in allowing this process to be successful. Over this year, CST also expanded their presence on social media as well as launched an updated user-friendly website (www.thecst.org).

BHTEN also continues to operate on a virtual level, with the launch of BHTEN's Marketplace through the DBHIDS Learning Hub, BHTEN can offer greater seating capacity, and participants are able to have virtual access to course materials, evaluations, and certificates of attendance. BHTEN also met the high-quality standards needed to be approved as an Association of Social Work Boards Approved Continuing Education (ACE) Provider and can now offer continuing education activities to social workers.

While this past two years have been difficult, they have also made me hopeful. Hopeful due to the tenacity, dedication, and the resiliency of the CST/BHTEN staff to triumph over difficult circumstances and reach way beyond any expectations.

Thank you to the Board of Directors and DBHIDS for your unwavering support for the agency and much appreciation to all of the stakeholders who helped make all of these endeavors successful.

Respectfully,



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

Treasurer

Terence McSherry

Vice President

Yvette Rouse

Secretary

Kenneth Certa, MD

Directors

Clare Ewing

Derrick Ford

Eric Gibson

Patricia Butcher

Terence Batson

ORGANIZATIONAL CHART & STAFF LISTING

CST Board of Directors

Dr. Julia Monaco, President

Executive Director

Josephine Barilotti

Fiscal Director

Aleksandra Berkoff

General Office Aide

Dawn Manigault

Behavioral Health Training & Education Network

Program Director: Abigail Pol

Associate Director: Elizabeth Harrison

Trainers:

Donisha Burke, Alexander Eugene,
Yvette Kamimura-Jones, Kay McGuffin,
Leah Mundy-Maher, Ryan Skimmons,
Kristen Stenson, & Kalma White-Kartell

LMS Admin: Kyle Dempsey

Data Operations Manager: Akim Cooper

Registrar: Sheyel Harris Rorie

Clerical Staff: Kira Marie Smith

HR & Marketing Director

Meg King

Facilities Director

David Hartsough

Staff & Special Projects Director

Nicole Mitchell

Administrative Assistant

Lonia Robinson

Facilities Assistant /BH Specialist

Robert Bower

Behavioral Health Specialists:

Marva Bell, Derriek Cooper, Brittany Ebright,
Matt Ferry, Sandor Flitter, Renee Harmon,
Quadriyyah Harris, Solimar Gerena-Delgado,
Cherylene Lassiter, Andrew Ricciardi,
and Anna Zarnowski

SPECIAL PROJECTS

ACCESS TO OUTPATIENT SERVICES (ATO):

The CST reached out to CBH participants to ascertain if they were experiencing any barriers to outpatient services during the pandemic and how they felt about the telehealth services they are receiving.

HOUSING TRANSFORMATION ASSESSMENT (HTA)

Pre – Tenancy Phase – For this project CST engaged with individuals that received 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 those individuals were doing since their move, the activities they have been participated in since their move, the services they remained connected to since moving, and their current and future goals.

COMMUNITY OUTREACH SURVEY (COS)

This is a ongoing project where CST obtains feedback from individuals, family members and community members to ascertain their satisfaction with the behavioral health services that they are receiving as well as ascertain their knowledge on resources that are made available through DBHIDS as well as various community resources.

COMMUNITY TREATMENT TEAM (CTT) PROJECT

For this project CST collaborates 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 engages CTT participants to learn if the participants are receiving assistance with their goals, if they are able to reach their treatment teams at all times and what supports are involved in their treatment.

HORIZON HOUSE ACT TEAM FAMILY MEMBER PROJECT

The CST collaborated with Horizon House and reached out to service recipients supports regarding to obtain how they feel about the ACT Team case management services received by their loved ones, and what they feel is needed most for their loved one to improve the quality of their life.

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

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 April 2021 to November 2021 CST distributed 18 grants in the amount of \$50 a grant.

2021 SITE VISIT & PHONE CALL COUNT

NUMBER OF SITE VISITS: **518**



- 58 Child/Adolescent
- 98 CAMIO (CBH Adult MH Inpatient & OP)
- 155 Mental Health
- 177 Substance Use



- 4 CAMIO (CBH Adult MH Inpatient & OP)
- 9 Child/Adolescent
- 17 Substance Use

NUMBER OF SERVICE RECIPIENTS/ SUPPORTS ENCOUNTERED/SURVEYED:

3109



- 450 Mental Health
- 503 CAMIO (CBH Adult MH)
- 875 Child/Adolescent
- 942 Substance Use

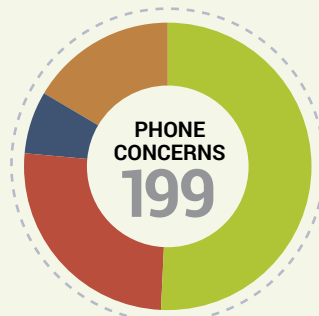


- 24 Child & Adolescent (ATO Project)
- 31 CAMIO (ATO Project, ACT Team Projects, HTA-Post Tenancy)
- 36 Mental Health (HTA PRE Tenancy)
- 41 Substance Use (ATO Project)
- 207 COS Survey Project

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

2642

NUMBER OF PHONE CONCERNS: **199**



- 14 C/A Related
- 33 Miscellaneous
- 51 SU Related
- 101 MH Related

REVENUE

OFFICE OF BEHAVIORAL HEALTH-UNITARY CONTRACT	\$3,338,880.00
OFFICE of ADDICTION SERVICES, ASAM, OPIOID TRAININGS	\$476,538.00
BHTEN TRAINING INCOME.....	\$78,352.00
COMMUNITY TREATMENT TEAMS.....	\$30,000.00
SUB LEASE INCOME 7th, 4th, 2nd FLOORS	\$161,676.00
TOTAL REVENUE	\$4,085,446.00

EXPENSES

PERSONNEL COSTS

SALARIES	\$1,811,490.00
BENEFITS	\$663,319.00
STAFF DEVELOPMENT.....	\$7,999.00
PURCHASED PERSONNEL	\$204,241.00
TOTAL PERSONNEL COSTS.....	\$2,687,049.00

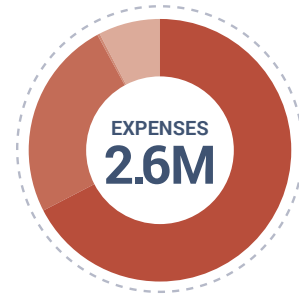
OPERATING COSTS

ADVERTISING	\$0.00
COMMUNICATION.....	\$18,240.00
DEPRECIATION	\$50,366.00
TUITION REIMBURSEMENT	\$0.00
FOOD	\$5,048.00
INSURANCE	\$45,426.00
INTEREST CHARGES	\$4,257.00
LEGAL & ACCOUNTING	\$36,063.00
PAYROLL EXPENSES (ADP).....	\$9,015.00
OFFICE SUPPLIES, MINOR EQUIPMENT	\$70,731.00
POSTAGE.....	\$4,887.00
PRINTING	\$67.00
RENT	\$720,891.00
BOARD EXPENSES	\$0.00
FURNITURE /EQUIPMENT MAINTENANCE CONTRACT.....	\$34,559.00
BLDG.REPAIRS / MAINTENANCE.....	\$12,392.00
STAFF TRAVEL.....	\$13,064.00
SUBSCRIPTIONS & PUBLICATIONS- BHTEN	\$259.00
UTILITIES	\$28,934.00
TOTAL OPERATING COSTS	\$1,054,199.00

ADMINISTRATIVE FEE **\$344,198.00**

TOTAL COSTS..... **\$4,085,446.00**

FISCAL YEAR ENDING JUNE 30, 2021





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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