



**Interviews,
Focus Groups, Internet Surveys,
Appreciative Inquiry Workgroups**

Voice and Vision staff design and implement surveys that measure people's satisfaction and outcomes with behavioral health services, which empowers people to have a voice in their treatment and the system of care. The data is used to continuously improve the quality of services offered in the County.



Voice and Vision, Inc. is a nonprofit organization that operates with funds provided through contracts with counties, managed care organizations, and providers as well as tax-deductible donations and grants.

MISSION STATEMENT

Voice & Vision, Inc. challenges the human service system and the broader community to value the gifts and strengths of all people and to see and hear that labels of mental illness, addictions and/or disabilities need not stop people from living out their dreams.

Voice and Vision, Inc. has been providing Consumer & Family Satisfaction Team Services in Bucks County since 1997, in Chester County since 2012, and Member & Family Satisfaction Team Services in Delaware County since 2018.

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**Delaware County
Member & Family
Satisfaction Team
(M/FST)**



Voice and Vision, Inc.

Who We Are

Delaware County Member/Family Satisfaction Team (M/FST)

- Adults, young adults, and family members who have personal experience with publicly funded behavioral health services (mental health and drug and alcohol)
- Highly trained teams who implement an innovative model to gather and report data
- Empowered people who have a “recovery and resiliency-oriented” focus, which offers people hope, cultivates the inherent strength in the human spirit, and encourages people to envision a healthy, dream-fulfilled life
- Peer Advocates that inform people about available help, services, and resources when requested

What We Do

- Offer the opportunity for youth, adults, and families receiving behavioral health services to share their voice (experiences, opinions and recommendations) through surveys, interviews, and focus groups
- Focus on some of the following themes when conducting surveys and focus groups: quality of life, access, choice, recovery, satisfaction with services and supports, dreams, community integration, trauma, participation in developing goals and/or plans, resiliency, relationships, what is working well, and recommendations for improvements
- Compile survey results and distribute informative reports to county departments and when relevant to other stakeholders such as families, individuals, providers, insurance companies, and community members
- Provide opportunities for county departments along with individuals, families, providers, and insurance companies to discuss the reports and to work together to impact Delaware County behavioral health services

What We Believe

- All people are to be treated with dignity and respect and have their decisions honored
- There are limitless possibilities within each person
- A partnership approach creates success
- Services and supports should be:
 - Person-centered
 - Community-based
 - Culturally competent
 - Strengths-based
 - Accountable
 - Flexible
 - Coordinated
 - Trauma free
- Services and supports should have:
 - Family/person involvement
 - Interagency collaboration and coordination
 - Outreach/engagement strategies
 - A “wholistic” focus

