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**MENTAL HEALTH AUTHORITY IS MONITORED
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Auburn Hills, Mich.--- Oakland County Community Mental Health Authority has expanded for fiscal Year 2005 its use of an independent organization, Michigan Consumer Evaluation Team (MCET), to assist in the continuous quality improvement of the public mental health service system in Oakland County. MCET hires and trains individuals, who receive services from the public mental health system, to conduct needs assessment and evaluation surveys of the public mental health system.

The Authority has a history of commitment to the involvement of persons, who receive services from the public mental health system, in the development, management and evaluation of those services and supports. These efforts are included in the Authority's Fiscal Year 2005 Annual Plan goals. The Michigan Mental Health Commission has also recommended this inclusion policy in its recommendation to Governor Granholm.

The Authority's intent is to measure quality and improve the system services through consumer evaluation interviews. MCET will conduct customer satisfactions surveys, community needs assessments, and a Mystery Shopper program. Jeff Brown, the Authority's Deputy Executive Director states: "MCET not only provides real work opportunities for recipients of services, but also the opportunities for persons receiving services to speak more candidly about the services they use. We expect this information to be invaluable in our continuous efforts to improve services".

The Authority provides services and supports to over 12,000 Oakland County residents who are adults and children with developmental disabilities, adults with serious mental illness and children with serious emotional disturbance. For more information call Vicki Suder at (248) 858-1235.