

COMMUNITY MENTAL HEALTH



May 1, 2005

To whom it may concern:

Re: Michigan Consumer Evaluation Team Recommendation

Oakland County Community Mental Health Authority (the Authority) has contractually engaged in collaboration with the Michigan Consumer Evaluation Team (MCET), an independent, non-profit, consumer operated business. MCET hires and trains consumers who receive services from the public mental health system, who then conduct various satisfaction interviews. MCET has found that candid perspectives from consumers are often inaccessible to provider based personnel and other external evaluators. By securing this valuable consumer feedback, MCET assists the Authority in the continuous quality improvement of the public mental health service delivery system in Oakland County.

Prior to October 2004, and since April 2003, MCET was funded through a Block Grant from the Michigan Department of Community Health (MDCH) to work with the Authority. Their mission is to improve the services provided to individuals with mental illness and developmental disabilities by evaluating consumer programs and producing professional & accurate evaluations of services. The quality of the written evaluation product sealed the Authority decision to contract directly with MCET beginning October 2004.

The Authority has a historical commitment to enhance the involvement of persons who receive services from the public mental health system, in the development, management and evaluation of those services and supports. The collaboration with MCET demonstrates this commitment by providing real work opportunities for recipients of services and opportunities for persons receiving services to speak more candidly about the services they use. MCET has provided the Authority with information that resulted in many opportunities to improve our services. The Authority would highly recommend working with MCET to discover improvement needs in your community.

Please feel free to contact me any time for further information regarding MCET.

Sincerely,

Jeffrey L. Brown
Deputy Executive Director