

**ALL VOICES COUNT  
AND  
ALL VOICES MUST BE HEARD**

**No one knows more about  
WHAT WORKS FOR YOU  
than you**

# RECOVERY



**10 GUIDING PRINCIPLES  
OF RECOVERY**

**YOUR VOICE MATTERS  
YOUR VOICE IS SHARED  
YOUR VOICE IMPROVES SERVICES**

**Contact Information:**

Community Voices  
203 Center Street  
Oil City, PA 16301  
676-5011 or 1-800-611-6217  
Stephanie Coston  
Director of Community Voices &  
Social Services

PLACE  
STAMP  
HERE



## Community Voices

**C/FST  
Consumer/Family  
Satisfaction Team**

**ALL VOICES COUNT  
AND  
ALL VOICES MUST BE HEARD**



Community Voices caught Volunteer Jumping for Joy at the 4th Annual 5K Run and Walk for Mental Health in Franklin

### Our History

Consumer/Family Satisfaction Teams were initially established in 1990, and can be found in every PA County. Community Voices provides C/FST services to the residents of Venango County.

Community Voices C/FST conducts confidential, voluntary, face-to-face interviews with Venango County residents and families who receive mental health and/or drug and alcohol services and supports. C/FST information is shared with local providers, Value Behavioral Health, Venango County Mental Health and Substance Abuse Administration. Community Voices is sponsored by Community Services of Venango County.



Community Voices and the Journey Towards Recovery moves forward in Venango County

### Our Success Stories

Sara was crying when I first met with her in her home. A few days after our meeting, she called and said, "You called me just in time. I did not know what I was going to do. I felt totally alone that day. Then you came and talked to me. I can tell this is more than just a job for you. I am going to call you my angel from now on."

Community Voices C/FST nominee for Venango County's Exceptional Individual Award won at the 6th Annual "Acknowledging the Journey" Forum sponsored by Value Behavioral Health



### Who Participates?

Community Voices C/FST completes 254 interviews with persons and family members who receive Mental Health and/or Substance Abuse services and supports from 20 local providers. Interview participants are asked to participate by Team members, providers, or they contact Community Voices directly. The Interviews take place anywhere the person or family member chooses, and the information discussed is always confidential.

### What are the Results

- 46% of surveys were completed face to face.
- 81% of people surveyed identified they knew they could choose where they get their treatment.
- 88% of people surveyed identified their provider was conveniently located.
- 90% of people surveyed identified the doctor worked with them to get on medications that were most helpful.
- 92% of people surveyed identified they were overall satisfied with the services they were receiving.



Community Voices C/FST sponsored the 2nd Annual Stress Less Holiday Brunch New Mexican Style

15 participants enjoyed the Great Peer Support, Stress tips, food, and gifts.