



JEFFREY L. BROWN, Executive Director

May 2011

To whom it may concern:

Re: Michigan Consumer Evaluation Team Recommendation

Oakland County Community Mental Health Authority (OCCMHA) 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 OCCMHA in the continuous quality improvement of the public mental health service delivery system in Oakland County.

Initially MCET was funded through a Block Grant from the Michigan Department of Community Health (MDCH) to work with OCCMHA. 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 OCCMHA's decision to contract directly with MCET beginning October 2004 after the grant ended.

OCCMHA 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 completes monthly and annual surveys that include telephone, in person and focus group methods. MCET has provided OCCMHA with information that resulted in many opportunities to improve our services. OCCMHA 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

*Supporting the Advancement of Social Equity, Social Justice and Improved Quality of Life for those we serve.*