



State of New Jersey
DEPARTMENT OF HUMAN SERVICES
DIVISION OF MENTAL HEALTH AND ADDICTION SERVICES
PO BOX 362
5 COMMERCE WAY
HAMILTON, NJ 08691

PHILIP D. MURPHY
Governor

SHEILA Y. OLIVER
Lt. Governor

CAROLE JOHNSON
Commissioner

VALERIE L. MIELKE, MSW
Assistant Commissioner

October 30, 2019

Robert N. Davison
Chief Executive Officer
Mental Health Association
33 South Fullerton Avenue
Montclair, NJ 07042

Dear Mr. Davison:

The New Jersey Division of Mental Health and Addiction Services (DMHAS) has implemented a "Secret Shopper" initiative. As part of this process, DMHAS staff members are reaching out to various providers that have contracts with the Division. The DMHAS "Secret Shopper's" Team is currently making calls presenting as people with behavioral health issues who are trying to connect to services at an agency and then documenting the outcome of each call made. The call focuses on courteous and professional interaction for the caller as well as exploring possible services your agency may provide to the community.

The purpose of this initiative is to: 1) gather information to better understand the experience of individuals who call to obtain mental health or substance use services and 2) to provide swift feedback to providers, which could help them to improve their services.

We appreciate your review of this information, to access availability of services that you are contracted to provide and to give DMHAS leadership some insight into the actual phone experience a person has while attempting to obtain services from an agency. The attached document is the result of a recent call to your agency. This information may also be useful to you in assessing changes that may be necessary to help improve an individual's experience and the resulting outcome. Specifically, what happens when a person experiencing mental health, co-occurring or substance use concerns, calls an agency and asks for help in connecting to an appropriate level of service that your organization provides.

Sincerely,

Harry Reyes, LPC, LCADC
Assistant Division Director

cc: Valerie Mielke
Renee Burawski
Susanne Mills
Susanne Rainier
Enclosure

**Division of Mental Health and Addiction Service
Secret Shopper Follow-up Results**

Mental Health Association ICMS Services	Positive Secret Shopper's Experience	Areas that need improvement
A. YOUR APPOINTMENT		
Ease of making appointment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Appointment available within a reasonable amount of time	<input checked="" type="checkbox"/>	<input type="checkbox"/>
B. STAFF		
The courtesy of the person who answered your call	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The helpfulness of the receptionist/office staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Willingness to listen to you	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Taking time to answer your questions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Amount of time spent talking to you	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Explaining things in a way you could understand	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Showing respect for what you had to say	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the employee(s) you spoke to represent the agency well?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
C. COMMUNICATION WITH YOU		
Your phone call answered within 3 rings	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Clear and concise phone communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Call during office hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Was the employee professional, consumer-directed, accurate, appropriate, and knowledgeable about the agency's services?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the employee give you information about the cost of services or Medicaid/Medicare Coverage?	<input type="checkbox"/>	<input type="checkbox"/>
D. PRIORITY POPULATIONS (Substance Use Disorders Only)		
Did the employee know the agency admission priority listing?	<input type="checkbox"/>	<input type="checkbox"/>
Did the employee mention if specialized services or referrals to specialized services were available?	<input type="checkbox"/>	<input type="checkbox"/>
Can a pregnant woman bring her children? For example, were there groups for trauma and mental health diagnosis, child development, human immunodeficiency virus (HIV) etc.	<input type="checkbox"/>	<input type="checkbox"/>
Was there onsite opioid treatment?	<input type="checkbox"/>	<input type="checkbox"/>
E. INTERIM SERVICES (Substance Use Disorders Only)		
If no space was immediately available, did the employee give you information about the interim services available?	<input type="checkbox"/>	<input type="checkbox"/>
Was clear information given about service set up and next steps?	<input type="checkbox"/>	<input type="checkbox"/>
Comment: The service only assists in locating housing for people with mental health issues. The individual needs proof of an existing mental health disorder. DMHAS Secret Shopper- Sept 27, 2019.		