NJ DMHAS Secret Shopper Initiative

PURPOSE OF INITIATIVE

- TO BETTER UNDERSTAND THE EXPERIENCES OF INDIVIDUALS THAT TRY TO OBTAIN MENTAL HEALTH OR ADDICTION SERVICES
- TO PROVIDE SWIFT FEEDBACK TO PROVIDERS, THAT COULD HELP THEM TO IMPROVE THEIR SERVICES

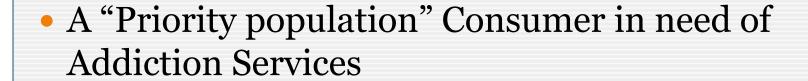


DMHAS Secret Shopper Team

Secret Shopper calls Agency in need of services Let's look at what caller's are looking for

- Professionalism and Accuracy in describing agency services
- Staff answering call was helpful and courteous?
- Is the caller able to connect to services?
- Timely access to care
- Family and client-centered/trauma-informed care
- Wait List management system/Capacity management

Current Focus of Callers



Consumer who is in need of Mental Health
Treatment Services and/or Medication Assessment

A Consumer that needs Co-occurring Services

