

A large, stylized green checkmark graphic is positioned behind the main title. It starts as a thick line on the left, curves upwards and to the right, then loops back down and to the left, ending in a sharp downward-pointing checkmark shape.

2025

ANNUAL REPORT



The Consumer
Satisfaction Team, Inc.



The Consumer Satisfaction Team, Inc.

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MISSION STATEMENT

The mission of the Consumer Satisfaction Team, Inc. is to ensure that individuals, families and communities are educated and empowered to achieve health, well-being and self-determination according to their expressed needs and desires through publicly supported and funded services.

WHAT IS THE CST?

The Consumer Satisfaction Team, Inc. (CST) is an independent non-profit agency who contracts with the DBHIDS to provide quality assurance for city funded behavioral health services. CST is entirely staffed by people in recovery as well as family members of those in recovery from mental health and/or substance use disorders.

WHAT DOES CST DO?

The CST speaks directly to individuals and family members funded through DBHIDS about the quality of the services they receive. In order to report accurate findings, CST also discusses the feedback from the service recipient with provider staff to get their feedback. We document all information relayed during site visits in reports that are sent to funders and providers. CST also receives and documents telephone calls from the public.

CST holds biweekly Accountability meetings with representatives from various funding sources within the DBHIDS to review reports/telephone concerns.

CST also conducts special projects at the request of DBH. Our primary function is to ensure that individuals' voices are heard by the funders and service providers.



LETTER FROM THE BOARD PRESIDENT

Dear Members of the CST Community,

As President of the Board of Directors, I am pleased to share some important updates and reflections from the past year. Our organization continues to demonstrate strong financial stability, the result of thoughtful planning and the collective efforts of our dedicated team.

This year, we launched several new initiatives to strengthen our programs and broaden our impact. The dedication and creativity of our staff and leadership have been instrumental in advancing these projects.

We are also excited to welcome new members to the Board of Directors, whose diverse perspectives and expertise will help shape our future. In addition, we are pleased to announce the seamless transition of our new

Fiscal Director, whose professionalism and leadership have further enhanced our operations.

Special appreciation goes to our Executive Director and all CST/BHTEN staff for their unwavering commitment and hard work. It is your passion and excellence that propel our mission forward every day.

Thank you all for your continued support and dedication to CST.

Fondly,

Dr. Julia Monaco

President of the Board of Directors



A WORD FROM THE EXECUTIVE DIRECTOR

As we reflect on the past year in our annual report, it is evident that we have experienced significant transitions within our organization. This year has been marked by both farewells to long-standing employees who have contributed immensely to our success, and warm

welcomes to new team members who bring fresh perspectives and enthusiasm.

I would like to take this opportunity to express my heartfelt gratitude to our dedicated staff who have demonstrated remarkable flexibility and passion for their work. Their unwavering commitment ensures that we

continue to uphold the organization's core values and maintain a standard of excellence.

It is through their hard work and dedication that we are able to navigate changes successfully and position ourselves for continued growth and innovation. As we move forward, I am confident that the CST/BHTEN team(s) will excel at embracing new challenges and fostering a collaborative, supportive work environment.

In conclusion, the continued support of our board of directors and DBHIDS is greatly appreciated. Thank you for your ongoing support and for being an integral part of our journey.

With much gratitude and respect,

A handwritten signature in blue ink that reads "Josephine Barilotti".

Josephine Barilotti

Executive Director



BOARD OF DIRECTORS

President

Dr. Julia Monaco

Treasurer

George Thomas III, MS

Vice President

Yvette Rouse, MSW, LSW

Secretary

Sandor Flitter

Directors

Terence Batson

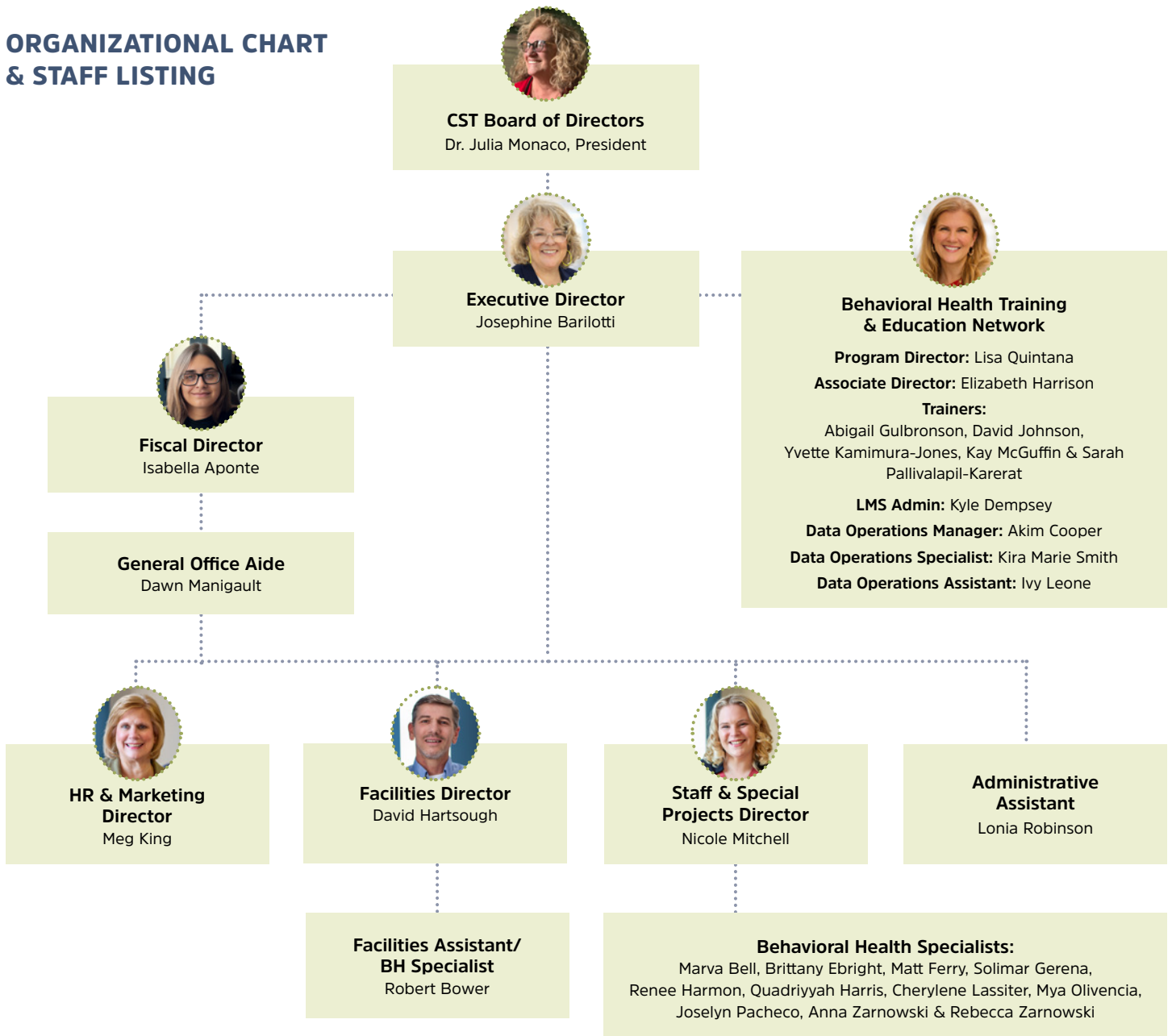
Patricia Butcher

Dagmar L. Mitchell, MS

Chris Sweeney

Gabriel González

ORGANIZATIONAL CHART & STAFF LISTING



STAFF TRANSITIONS

ALEKSANDRA FAREWELL

In April, we bid farewell to our esteemed Chief Financial Officer, Aleksandra Berkoff, who retired after more than 20 years of dedicated service to CST.

Aleks has been a pillar of integrity, wisdom, and unwavering commitment throughout her remarkable tenure. Under her guidance, CST has not only achieved financial strength and stability but has also navigated many challenges and celebrated countless milestones.

On behalf of the entire CST family, I want to express my deepest gratitude for Aleks' contributions, mentorship, and friendship.

While we will miss her presence, we are grateful for the wonderful work, the hysterical laughs, and the lasting relationships that were formed over the years. We wish Aleks happiness, health, and fulfillment in this new chapter.

With heartfelt appreciation,

Jody Barilotti

Executive Director, CST



WELCOME MESSAGE FOR CST'S NEW FISCAL DIRECTOR

We would like to welcome Isabella Aponte, CST's new Fiscal Director. Isabella holds a Bachelor's degree in Business Administration with a concentration in Healthcare, and also studied Allied Health Administration at the Eastern Center for Arts and Technology. She brings with her a strong background in both administrative and financial work. Isabella previously worked in various rehabilitation centers in administrative roles and most recently held a senior financial position at the Laborers' Union nonprofit pension fund. She also brings personal experience and passion for mental health, which led her to pursue a role where she could apply her skillset to a mission-driven organization. She is excited to join CST and looks forward to supporting the work being done across programs.

SPECIAL PROJECTS

COMMUNITY MOBILE CRISIS RESPONSE TEAM (CMCRT) MEMBER SATISFACTION SURVEY PROJECT

During this project, CST followed up with individuals that contacted the Philadelphia Crisis Line (PCL). CST ascertained the individual's level of satisfaction with the dispatcher who took their call, the Mobile Crisis Team that responded to the call, the referral for additional services if provided, and the follow-up process regarding these services.

COMMUNITY OUTREACH SURVEY (COS) PROJECT

This project is conducted annually, during which CST obtains feedback from individuals, family members, and community members to determine their satisfaction with the behavioral health services that they are receiving. CST also ascertains their knowledge regarding resources made available through DBHIDS and gathers information regarding the impact of various social determinants of health.



COMMUNITY TREATMENT TEAM (CTT) PROJECT

During this project, CST collaborated with Community Treatment Teams (CTT) to attain the level of satisfaction of participants who are receiving case management services from Community Treatment Teams (CTT). CST engaged CTT participants to learn if the participants are receiving assistance with their goals, the availability of their treatment teams, and what supports are involved in their treatment team.

MONUMENTAL POST-ACUTE CARE (MPAC) NURSING HOME PROJECT

Throughout the course of this project, CST is collaborating with The Department of Behavioral Health and Intellectual disAbility Services to engage individuals from various long-term units in hopes of being identified as meeting the criteria to be one of the individuals to move to the MPAC Nursing Home. The MPAC Nursing Home unit offers behavioral health services for those with "severe mental illness (SMI)" but are also in need of services provided by a nursing home. This project will take place over a 24-month period as CST will be interviewing the individuals selected to move to the MPAC Nursing Home in six-month increments.

KENSINGTON PROJECT: BARRIERS TO TREATMENT PROJECT

During this project, CST, along with DBHIDS and other city agencies, attended the Rock Ministries' weekly Resource Fair to provide Kensington community members with resources available to them. CST gained insight from the individuals' regarding their current living arrangement, knowledge of community organizations that provide resources, interest in receiving behavioral health services, level of satisfaction with provider agency if currently receiving services, and/or barriers they experienced when attempting to seek treatment.

SPECIAL PROJECTS

Continued



WEST PARK NURSING HOME PROJECT – NOVEMBER 2025

Throughout the course of this project, CST is collaborating with the Department of Behavioral Health and Intellectual Disability Services to engage individuals from various long-term units in hopes of being identified as meeting the criteria to be one of the individuals to move to the West Park Nursing Home. The West Park Nursing Home offers behavioral health services for those with “severe mental illness (SMI)” but are also in need of services provided by a nursing home. This project will take place over a 24-month period as CST will be interviewing the individuals selected to move to the West Park Nursing Home in six-month increments.

CBH PERFORMANCE IMPROVEMENT PLAN (PIP) PROJECT

During this project, CST engaged with individuals receiving behavioral health services in hopes of learning if the participants are being screened for depression, are receiving the necessary referrals and resources, have a treatment plan in place, and are receiving aftercare services upon discharge from inpatient settings.

CST CONSUMER GRANT FUND: CREATED IN THE MEMORY OF BERNIE FERRY

The CST Consumer Fund was created to aid individuals moving into supported or independent living. Its purpose is to give individuals financial help with their transitional household expenses such as purchasing kitchen or bathroom items, sheets, towels, etc. Those who are living in supported independent living arrangements for six months or less may also be considered as a recipient of the grant. The Consumer Fund continues to be replenished through the generosity of the general community, through the voluntary payroll deduction of CST employees, and contributions from the CST Board of Directors. The committee of the CST Consumer Fund Committee is comprised consists of the administrative staff of CST who have no direct contact with recipients or requestors in relationship with any grant request. During the months of January 2025 to December 2025 CST distributed 40 grants in the amount of \$75 a grant.

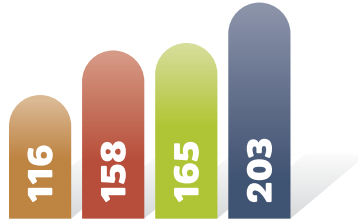


SITE VISIT & PHONE CALL COUNT

753

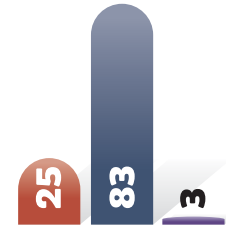
NUMBER OF SITE VISITS

649 Regular Site Visits



- 116 Mental Health
- 158 Substance Use
- 165 Child/Adolescent
- 203 CAMIO (CBH Adult MH Inpatient & OP)

62 Special Project Visits

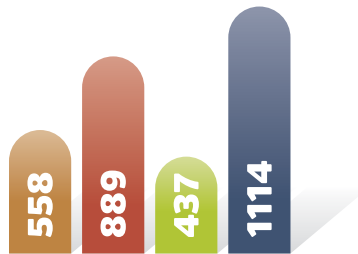


- 25 Substance Use
- 83 CAMIO (CBH Adult MH Inpatient & Outpatient)
- 3 CST Community Outreach Project

4055

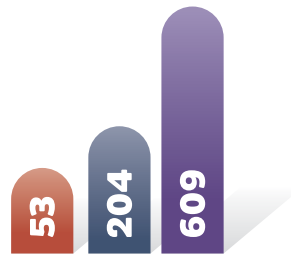
NUMBER OF SERVICE RECIPIENTS/FAMILY MEMBERS ENCOUNTERED*

3087 Regular Site Visits



- 558 Mental Health
- 889 Substance Use
- 437 Child/Adolescent
- 1,114 CAMIO (CBH Adult MH Inpatient & OP)

866 Special Project Visits



- 53 Substance Use
- 204 CAMIO (CBH Adult MH Inpatient & Outpatient)
- 609 CST Community Outreach Project

2148

NUMBER OF INDIVIDUALS ASKED C/FST STATE QUESTIONS DURING SITE VISITS

87

NUMBER OF TELEPHONE CONCERNS

Phone Concerns



- 26 Mental Health Related
- 17 Substance Use Related
- 11 Child/Adolescent Related
- 33 Miscellaneous (Non-BHD Related)



BHTEN 2025

Behavioral Health Training & Education Network

ANNUAL REPORT

BEHAVIORAL HEALTH TRAINING AND EDUCATION NETWORK (BHTEN)

CST contracts with DBHIDS to provide fiscal and personnel responsibility for the Behavioral Health Training and Education Network or BHTEN, a city-wide initiative established to support the Philadelphia DBHIDS and other human services systems by planning, coordinating, and providing quality learning experiences for the entire behavioral health system.

BHTEN is comprised of a diverse, innovative, and multidisciplinary team who bring an array of experience as trainers and educators, behavioral health and human service providers, family members, persons with lived experiences, and community members.

BHTEN has a robust training catalog, which includes courses on anti-violence/bullying, foundational and advanced trauma training, DBHIDS sponsored evidence-based practices, mental health education and prevention, supervision, DDAP regulatory trainings, and religious/spiritual outreach. BHTEN courses are offered in a variety of modalities, including: in person classroom, e-learning, train-the-trainer, and blended. For a full listing of courses offered by BHTEN, go to their website @ www.bhten.com



SPECIAL PROJECTS, HYBRID, E-LEARNINGS, AND IN-PERSON TRAININGS REPORTING PERIOD: JANUARY 1, 2025 – DECEMBER 31, 2025

OVERVIEW

Throughout Calendar Year 2025, the Behavioral Health Training and Education Network (BHTEN) continued to serve as a trusted training partner for behavioral health providers, City agencies, and community stakeholders through a robust portfolio of webinars, hybrid, and in-person learning opportunities. From January through December 2025, BHTEN delivered hundreds of trainings focused on trauma-informed care, substance use prevention and treatment, harm reduction, intimate partner violence, ethics, supervision, and workforce sustainability. These offerings supported frontline staff, supervisors, clinicians, peers, and community partners across multiple systems of care.

KEY FOCUS AREAS

- ✔ Trauma-informed care and resilience
- ✔ Substance use prevention, treatment, and harm reduction
- ✔ DDAP-aligned prevention and treatment trainings
- ✔ Motivational Interviewing and DBT skill development
- ✔ Intimate Partner Violence and Human Trafficking
- ✔ Youth behavioral health and family systems
- ✔ Ethics, supervision, and workforce wellbeing



PARTICIPATION & ENGAGEMENT (JAN–DEC 2025)

Throughout 2025, BHTEN consistently demonstrated strong participation and engagement across hundreds of trainings:

TRAINING VOLUME & MODALITIES

- ✔ **Total Trainings Delivered:** Over 280 sessions across webinars, hybrid, and in-person formats
- ✔ **E-Learnings:** Delivered 17 overall, including 3 new e-learnings for 2025
 - Cultural Humility in Primary Care
 - Harm Reduction
 - Understanding the Impact of Trauma and Addiction
- ✔ **Webinars:** Delivered weekly, with an average attendance of 50–55%
- ✔ **Hybrid Trainings:** 20–25 multi-session or single-session offerings, with average attendance of 58–62%
- ✔ **In-Person Trainings:** Approximately 30 sessions, including advanced clinical skills workshops, achieving 80–90% show rates

NOTABLE HIGH-ENGAGEMENT TRAININGS

- ✔ IPV-focused workshops and webinars, including August's Safer Futures Conference, consistently filled to capacity
- ✔ Well-attended and a newly devised Ethics and Boundaries and De-Escalation training, and workforce wellness sessions that showed high repeat attendance among supervisors and clinicians
- ✔ Youth-focused webinars and EPIC-partnered hybrid sessions maintained robust participation, reflecting strong demand for clinical and prevention-focused content.

SPECIAL PROJECTS, HYBRID, E-LEARNINGS, AND IN-PERSON TRAININGS REPORTING PERIOD: JANUARY 1, 2025 – DECEMBER 31, 2025

Continued

ATTENDANCE & ENGAGEMENT TRENDS

- ✔ Thousands of registrants participated city-wide, reflecting broad reach across behavioral health systems
- ✔ Virtual show rates generally ranged from the low-40% to mid-60% range, consistent with national trends for no-cost and low-cost offerings
- ✔ In-person and multi-session series consistently demonstrated higher engagement, with several events reaching 80–100% attendance, particularly private, EPIC-partnered, and skill-based workshops
- ✔ Multi-session youth and family behavioral health series maintained strong retention, with participants attending multiple sessions across months
- ✔ Attendance strategies, including SMS reminders, post-training follow-ups for no-shows, and Survey-Monkey-based feedback tracking, supported ongoing improvements

CANCELLATIONS & SYSTEM RESPONSIVENESS

- ✔ Some trainings—primarily DDAP-related—were canceled due to low registration or external approval requirements
- ✔ Participants from canceled sessions were offered alternate dates when possible
- ✔ Continuous monitoring of registration trends and participant feedback informed scheduling adjustments and modality decisions

OVERALL ENGAGEMENT SUMMARY

BHTEN's comprehensive engagement strategies and diversified delivery modalities ensured wide access, sustained attendance, and measurable impact across multiple systems of care, supporting frontline staff, supervisors, clinicians, peers, and community partners throughout Philadelphia.



COMMUNITY PARTNERSHIPS & COLLABORATION

Throughout 2025, BHTEN partnered with 10–17 outside providers, consultants, and stakeholders per reporting period, including:

- ✔ City departments and DHS units
- ✔ EPIC and PACTS partners
- ✔ Universities, hospitals, and community-based organizations
- ✔ Subject matter experts across clinical and prevention disciplines.

These partnerships strengthened content relevance, expanded reach, and ensured alignment with community and system needs.

SPECIAL PROJECTS, HYBRID, E-LEARNINGS, AND IN-PERSON TRAININGS REPORTING PERIOD: JANUARY 1, 2025 – DECEMBER 31, 2025

Continued

SPECIAL PROJECTS & SIGNATURE INITIATIVES IPV & TRAUMA INITIATIVES

- ✔ Development and execution of in-person IPV and Trauma trainings, culminating in the August 20, 2025, Safer Futures Conference, which filled all training slots and demonstrated strong engagement.
- ✔ Expansion of IPV-focused webinars addressing screening, intervention, and survivor-centered care, with November sessions reaching 120 participants city-wide.

COMMUNITY ENGAGEMENT & OUTREACH EVENTS

In addition to delivering formal trainings, BHTEN actively participated in several community and networking events throughout 2025 to build visibility, foster connections, and support system-wide behavioral health initiatives. Key activities included:

- ✔ Provided registration support for the Faith and Spiritual Affairs Conference
- ✔ Tabled at the CBH Sponsored Provider Orientation Event
- ✔ Co-sponsored and spearheaded the Safer Futures Conference at CHOP (in collaboration with the Shared Safety Council), which demonstrated exceptional engagement



- ✔ Tabled at the National Association for Case Management Event and offered CEUs to attendees
- ✔ Staff attended the Peer Culture Transformation Event sponsored by DBHIDS
- ✔ Tabled at the CST/BHTEN community event – Staff partnered with Penn Medicine and presented a De Escalation training at the RISE conference held at the Valley Forge Convention Center.
- ✔ These efforts complemented BHTEN's training portfolio by increasing visibility and facilitating direct interaction with providers, peers, and stakeholders.



CREDENTIALING & COMPLIANCE

- ✔ ACE/ASWB credentialing renewed
- ✔ IACET credentialing renewed, reinforcing BHTEN's commitment to quality and compliance

QUALITY ASSURANCE & CONTINUOUS IMPROVEMENT

BHTEN maintained rigorous internal processes for:

- ✔ Training registration and attendance tracking
- ✔ CEU/IACET documentation
- ✔ Facilitator and moderator oversight
- ✔ Participant evaluation and feedback integration

These processes, refined over many years of service to the City of Philadelphia, continue to support accurate reporting, accountability, and training excellence.

SPECIAL PROJECTS, HYBRID, E-LEARNINGS, AND IN-PERSON TRAININGS REPORTING PERIOD: JANUARY 1, 2025 – DECEMBER 31, 2025

Continued

LOOKING AHEAD

As BHTEN moves into 2026, priorities include:

- ✔ Expanding in-person, e-learning, and hybrid offerings
- ✔ Continuing workforce wellness and ethics programming
- ✔ Strengthening data-informed scheduling to maximize attendance
- ✔ Deepening partnerships with City agencies and community providers
- ✔ Rolling out refreshed trauma trainings and incorporating ongoing stakeholder feedback
- ✔ BHTEN remains committed to delivering accessible, high-quality, and relevant behavioral health education that supports both providers and the communities they serve
- ✔ Continuing to expand our catalog and work to add additional e-learning in 2026

ETHICS & WORKFORCE DEVELOPMENT

- ✔ Formulation and launch of a comprehensive Ethics and Boundaries training, with strong early registration.
- ✔ Continued emphasis on reflective supervision, burn-out prevention, and vicarious trauma, including highly attended November workshops.

YOUTH & FAMILY BEHAVIORAL HEALTH

- ✔ Ongoing series addressing youth mental health, substance use, technology impacts, and family systems.
- ✔ High attendance for youth-focused webinars and EPIC-partnered hybrid and in-person sessions, including November offerings.



STAKEHOLDER FEEDBACK & CONTINUOUS IMPROVEMENT

In 2025, BHTEN conducted a stakeholder survey sent to the community, which garnered strong participation and yielded meaningful training recommendations. Insights from the previous year's stakeholder survey were also applied, resulting in the addition of new offerings to the 2025 calendar, including a dedicated Ethics training series and an engaging training focused on young Black men.

To further enhance responsiveness, BHTEN implemented SMS messaging for training participants. This allowed for the collection of short no-show surveys to gather insights on barriers to attendance and ways to better serve participants, while also enabling timely communication about cancellations or schedule changes.

Additionally, several trauma-focused trainings were refreshed and renewed in 2025; these updated modules will be rolled out to the 2026 calendar to ensure content remains current and evidence-based.

SPECIAL PROJECTS, HYBRID, E-LEARNINGS, AND IN-PERSON TRAININGS REPORTING PERIOD: JANUARY 1, 2025 – DECEMBER 31, 2025

Continued



STAFFING & ORGANIZATIONAL CAPACITY HIRING & STAFFING

- ✔ Specialist hired in June 2025
- ✔ Additional Training Specialist onboarded in November, increasing capacity for winter offerings
- ✔ Recruitment continued throughout the year for additional full-time training and trauma-focused specialist roles

The team also participated in a strategic planning day in July 2025, which included teambuilding activities and focused work on process workflows to strengthen operational efficiency, followed by a community luncheon.

Throughout the year, the team marked important transitions, including bidding farewell to long-time Fiscal Director Aleks Berkoff and welcoming new Fiscal Director Isabella Aponte. In October, BHTEN team members surprised the Program Director with a luncheon in celebration of Boss's Day.

LETTER FROM BHTEN DIRECTOR

Dear Partners, Providers, and Colleagues,

As we enter 2026, I want to thank you for your continued partnership and reflect briefly on a strong 2025 for BHTEN.

We delivered over **280 training sessions**, reaching thousands of behavioral health professionals city-wide. Highlights included:

- ✔ A sold-out **Safer Futures Conference** on IPV and trauma (August 2025, co-sponsored at CHOP)
- ✔ High engagement in ethics, de-escalation/trauma trainings, and youth/family behavioral health series
- ✔ Active community presence through tabling and registration support at multiple events (CBH Provider Orientation, National Association for Case Management, Peer Culture Transformation, Faith and Spiritual Affairs Conference, and more)

- ✔ New trainings added based on stakeholder feedback, including a comprehensive Ethics and De-Escalation training and a session on Engaging Young Black Men

We also welcomed new team members, completed a productive strategic planning day, and celebrated key milestones together.

Thank you to our community partners and stakeholders for your continued trust and collaboration; we look forward to building on this momentum together in the year ahead.



Lisa Quintana
BHTEN Director

FISCAL YEAR ENDING JUNE 30, 2025

REVENUE

| | |
|--|--------------------|
| OFFICE OF BEHAVIORAL HEALTH-UNITARY CONTRACT..... | \$3,495,727 |
| OFFICE of ADDICTION SERVICES, ASAM, OPIOID TRAININGS | \$578,911 |
| BHTEN TRAINING INCOME..... | \$42,226 |
| COMMUNITY TREATMENT TEAMS..... | \$36,000 |
| SUB LEASE INCOME 2nd FLOOR..... | \$45,993 |
| TOTAL REVENUE | \$4,201,780 |

EXPENSES

PERSONNEL COSTS

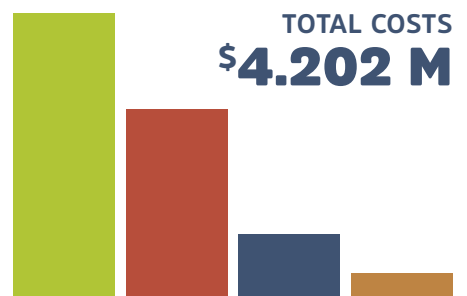
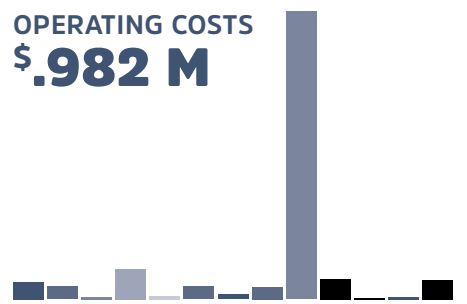
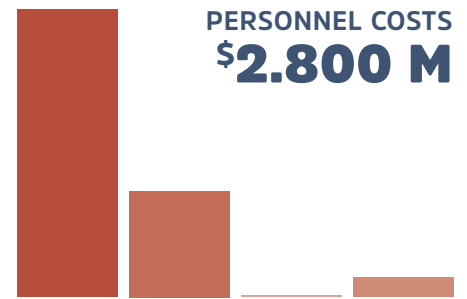
| | |
|---|--------------------|
| SALARIES..... | \$1,936,518 |
| FRINGE BENEFITS..... | \$717,605 |
| STAFF DEVELOPMENT..... | \$12,902 |
| PURCHASED PERSONNEL (BHTEN CONSULTANTS) | \$133,195 |
| TOTAL PERSONNEL COSTS..... | \$2,800,220 |

OPERATING COSTS

| | |
|--|------------------|
| ADVERTISING..... | \$0 |
| COMMUNICATION..... | \$39,393 |
| DEPRECIATION..... | \$29,705 |
| TUITION REIMBURSEMENT..... | \$0 |
| PROGRAM SUPPLIES-FOOD GIFT CARDS HOMELESS PROJECT..... | \$6,268 |
| INSURANCE..... | \$69,037 |
| INTEREST CHARGES..... | \$8,195 |
| LEGAL & ACCOUNTING..... | \$29,517 |
| PAYROLL EXPENSES (ADP)..... | \$10,986 |
| OFFICE SUPPLIES, MINOR EQUIPMENT..... | \$28,045 |
| POSTAGE..... | \$305 |
| PRINTING..... | \$616 |
| RENT..... | \$660,487 |
| BOARD EXPENSES..... | \$310 |
| FURNITURE /EQUIPMENT MAINTENANCE CONTRACT..... | \$46,311 |
| BLDG.REPAIRS / MAINTENANCE..... | \$3,390 |
| STAFF TRAVEL..... | \$5,658 |
| SUBSCRIPTIONS & PUBLICATIONS- BHTEN..... | \$264 |
| UTILITIES..... | \$44,279 |
| TOTAL OPERATING COSTS | \$982,766 |

ADMINISTRATIVE FEE..... \$418,794

TOTAL COSTS..... \$4,201,780





The Consumer Satisfaction Team, Inc.



CST/BHTEN 4th Annual Community Event: Breaking Barriers and Building Hope One Block at a Time

CST/BHTEN 4th Annual Community Event: Breaking Barriers and Building Hope One Block at a Time On September 26, 2025. In addition to games, free food, and fun activities CST/BHTEN provided the South Philadelphia community with resources pertaining to behavioral health services, family and peer-to-peer support, and information around the opioid crisis.

CST would like to thank the CST Board of Directors and DBHIDS for your unwavering support for the agency. CST also appreciates all of the stakeholders who help us to remain successful in achieving our mission. Most of all CST would like to thank service recipients and their family members for sharing their lived experience with us, without you none of this would be possible.

The Consumer Satisfaction Team, Inc.

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