



<b>Service / Program</b>	<b>One-Sentence Summary</b>
<b>Systems Advocacy – Consumer/Family Satisfaction Team</b>	Interviews adults and families using behavioral health services to assess satisfaction and provides feedback to counties, managed care, and providers.
<b>Systems Advocacy – Independent Monitoring for Quality (IM4Q)</b>	Surveys individuals with intellectual or developmental disabilities receiving services to evaluate service quality and ensure health, safety, and autonomy.
<b>*Behavioral Health Ombudsman</b>	Provides guidance and help with complaints/grievances about behavioral health services and managed care, acting as a liaison between clients/families and service providers.
<b>Adult Advocacy Services – Community Behavioral Health Advocate</b>	Helps adults/families navigate the behavioral health system, advocating for rights, resolving conflicts, and addressing treatment or service-related issues.
<b>Adult Advocacy Services – External Advocate at Torrance State Hospital</b>	Assists patients at Torrance State Hospital with rights, treatment, environmental concerns, and also supports Forensic and SRTP (Act-21) units.
<b>Public Education &amp; Outreach – Outreach Coordinator</b>	Organizes support groups, educational presentations, and community events to raise awareness about mental health and suicide prevention.
<b>Public Education &amp; Outreach – Speakers Bureau —All Counties</b>	Delivers tailored educational presentations on mental health, stigma reduction, local resources, and response systems for audiences like schools, faith communities, or employers.
<b>Peer &amp; Community Supports – Step-Up Drop-In Center</b>	Provides a safe, supportive space for adults receiving behavioral health services to engage socially, learn, and connect with peers.
<b>Community Supports – Representative Payee Program</b>	Helps individuals with behavioral health challenges by managing finances and bill-paying to support independent living.
<b>In-Person Support Groups – —All Counties</b>	Facilitates face-to-face support groups for individuals and families to share experiences and mutual support.

\*All services are delivered in Westmoreland County unless noted.

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