

# You Spoke, We Listened, We Acted



## What We Heard in 2024

**Share your thoughts with us.** There are many ways that Community Care gets feedback from members and families about us and behavioral health services. These include:

- Annual Member Satisfaction Survey
- Surveys after calls to Customer Services
- Statewide Advisory Boards – Adult Members, Families of Children and Youth
- Local Advisory Meetings – Adult Members/Families, Parents

Our goal is to hear what you tell us, look at the main issues, take actions to address them, and tell you how we use what you say to make changes.

**We listen! In 2024,** families wanted simple tips on what to do after their child comes home from the hospital. Members and families told us to make it easy to read and use. And they wanted to find services that use best practices that really work. Members and families felt we “really listened and used their feedback to make improvements.”

- [What To Expect When My Child Comes Home from the Hospital](#)
- [Member and Family Fact Sheet on Evidence-Based Practice](#)

**We acted.** We created a new page called “Your Voice Matters” on the member website.



### Three ways to get to the [Your Voice Matters](#) page:

1. Scan the QR code.
2. Click the following link: [members.ccbh.com/health-topics/your-voice-matters](https://members.ccbh.com/health-topics/your-voice-matters)
3. Go to [ccbh.com](https://ccbh.com), click on **For Members**, choose **Health Topics**, and then scroll down to the **Your Voice Matters** menu option.

You can find ways to share your voice: *Come to a Meeting, Take a Survey, or Join a Committee.*

You can also see the new tools we created above with your feedback, and more:

- [What Can You Do While Waiting for Services](#)
- [Using Medicine for Your Recovery](#)
- [Pathway to Working With Benefits](#)
- [Journey to Hope](#) comics to show teens and young adults that it’s OK to get help

There are many other resources on our Member Website or call **Customer Services** at **1-833-822-3010**. We can:

- Call providers with you to set up your first appointment.
- Find help for childcare, clothing, food, housing, jobs, and transportation.

**You and your family are important!** Your voice matters to us. It helps us to know what is working well, what is not working well, and what we can do to make things better. Call Community Care toll-free at **1-833-822-3010** or visit our website. We are here to help.