

CONSUMER AFFAIRS and CONSUMER PERSPECTIVE

I wanted to take some space here to talk about “Consumer Affairs” and how it can involve you.

My name is Jonathan Koley and I am the Manager of Consumer Affairs here at Region 6 Behavioral Healthcare. The first thing I want you to know about my job is that only a **consumer** can be the Manager of Consumer Affairs. In my case, that means I have spent several years working on my recovery from both mental health and substance use disorders, and that work always continues. This requirement ensures we always have consumer representation among our senior management staff.

As Manager of Consumer Affairs my most important goal is to be an advocate for the consumers we serve and support recovery within our behavioral health system. I do that in a variety of ways, but a big part of what I do involves providing a “consumer perspective” to the work we do here.

Hearing about things from a consumer perspective is extremely important for our behavioral health system. Nobody knows what consumers need more than the consumers themselves and we want this system to be responsive to your needs. But this also presents a challenge as I am, after all, still just one consumer with one set of experiences.

What I really need is to know about *your experiences* because I want to make sure that I am representing the views of as many consumers as possible. So this is my invitation to you – tell me what your experiences have been. Send me a message telling me about you.

What have your experiences been as a consumer in our system?

- Have they been good, bad, or both? Why?
- Are your needs being met? If not, what are they?
- What should be different?
- What is missing?

In return for your input, I will promise you this:

- Confidentiality – Unless there are safety concerns, your name or identifying information will not be shared with anyone (including service providers) outside Region 6 Behavioral Healthcare without your permission.
- Security – Nothing you share here about your experiences will result in a loss of services or denial of future services.

Click [here](#) to send a message sharing your experience.

I look forward to hearing from you.

Jonathan Koley, CPSWS
Manager of Consumer Affairs
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