

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



- A “Priority population” Consumer in need of Addiction Services
- Consumer who is in need of Mental Health Treatment Services and/or Medication Assessment
- A Consumer that needs Co-occurring Services