

Consumer Council

NorthEast Treatment Centers (NET) has historically been at the forefront of initiatives involving the highest level of direct consumer feedback as it pertains to program planning. Currently one of the leading treatment centers in the city and Philadelphia as well as across the nation, NET's embracement of the Transformation of Recovery is evident in the evolution of NET's Consumer Council and the Recovery Oriented System of Care under which NET operates.

Emerging from the simple structure of quarterly focus groups that were held at NET for several years, came the idea for the formulation of a highly structured "Consumer Council." NET's Consumer Council was established in August 2006, with a mission and vision to help develop values and behaviors that promote recovery while providing service and maintaining a meaningful recovery experience, strengthening self-worth, discovering each consumer's own unique resiliency, and helping to increase each Consumer's responsible concern for themselves, others, and the community at large.

The founding members of the Consumer Council developed well structured specific by-laws and chair positions, under which this governing body of Consumers will conduct its operation. The Consumer Council is composed of representatives from each of NET's over 40 treatment groups along the continuum of care, from the Wharton inpatient facility to IOP, OP, and finally the Alumni Program. There are two standing committees, the Treatment and the Community Committee, in addition to the Advocacy Board; all overseen by an Advisory Board. The treatment committee of the Consumer Council focuses on the therapeutic aspect of treatment, the planning of NET's monthly Recovery Recognition Ceremony, the engagement, retention and re-engagement of Consumers. The Treatment Committee's main goal is to effectively involve every Consumer at NET to take ownership of and drive their own recovery process. Through the development and generation of Consumer Satisfaction Surveys, the Consumer Council serves as a venue for collecting and responding to direct Consumer feedback, suggestions, grievances, and ideas on the improvement and enhancement of treatment services. The Community Committee focuses on the Consumer's experience outside of NET, with the goal of assisting with their re-integration into the community and workforce. Assisting consumers with the initiation, development, and attainment of career and life goals, the Community Committee established and maintains the NETWorks Recovery Support Center. Operated for Consumers by Consumers, the NETWorks Recovery Support Center serves as a mechanism by which to support the Consumer's transition through the stages of treatment and recovery, and supports the Consumer's ongoing recovery by offering an environment which creates social opportunities, long term follow up, support for ongoing needs, recovery maintenance, and offers a "lifetime membership" to treatment alumni.

NET's Consumer Council is highly active in the coordination and maintenance of outreach efforts, taking recovery to the streets where it is needed the most, and spreading hope throughout the city of Philadelphia for the still suffering addict. The Consumer Council also provides countless opportunities for the development of a support network and creates a culture of recovery through planning and hosting a variety of supportive programming and events, ranging from Educational Workshops (Anger Management, Parenting, Computer Training, Resume Writing, Job Readiness Program, GED Preparation, to name a few) as well as Social and Recreational Programming which includes peer run support groups, Recovery Recognition Celebrations, Sober Dances, Talent Shows, Karaoke Events, Barbeques, Sober Softball Leagues, etc.

One of the Consumer Council's main functions is to give back to the community, and is best demonstrated through its weekly participation in the Frankford Community Clean Up Project which has been ongoing since 2006. The Consumer Council also organizes consumer participation in ProAct's annual Recovery Walks!, Mayor Nutter's Annual Spring Clean-Up Project, the yearly Frankford Festival, all while establishing collaborative partnerships with community organizations.

The Consumer Council and The NETWorks Recovery Support Center are prime examples of ways in which NorthEast Treatment Centers consistently strives to innovatively design its provision of services centered around enhancing Consumers' motivation towards change by empowering the Consumer and making recovery an enjoyable and positive experience. NET is proud to be considered the leader in the transformation of recovery in Philadelphia and is honored to present our Recovery Oriented System of Care to other treatment providers across the nation who aim to emulate our Consumer Council and ROSC model.