



Mecklenburg County Community Support Services (CSS)

National Recovery Month

Every September, SAMHSA sponsors Recovery Month to increase awareness and understanding of mental and substance use disorders and celebrate the people who recover. Connect with people in recovery by reviewing the personal stories of people recovering from mental and/or substance use disorders.

[Read](#) or [watch on Recovery Month's YouTube](#) other personal stories of recovery, or join the voices of recovery and share your personal story with hundreds of thousands of Recovery Month supporters online today!

Get Involved and Join our CSS Human Rights Committee



This committee is dedicated to ensuring the protection of the human, civil and client rights of all consumers served by the Substance Use Programs. This committee meets four times a year and we discuss a variety of topics relating to the rights of the people we serve.

All meetings begin at 5:30 PM and are at the Carlton G. Watkins Center. The next meeting is scheduled for Tuesday, October 25th. A light meal is provided at each meeting.

If you're interested in receiving more information about serving on this committee, please contact Ginger Little at 704-614-3000 or email her at ginger.little@mecklenburgcountync.gov



Consumer Satisfaction

The Mecklenburg County CSS Substance Use Services programs is shown in the table below. All Substance Use Services consumers are given the opportunity to complete a satisfaction survey during or at the end of receiving services. Overall, our consumers respond to the survey questions that they ‘strongly agree’ or ‘agree’ that the services we provide **are** meeting expectations. We review these results and the written feedback that’s given to us and look for opportunities to improve. We appreciate our consumers and the input we receive from you!

Consumer Satisfaction Survey Results

Percent of Consumers Satisfied with Services

	2014	2015	2016
Jail Central Substance Use Program	95%	97%	98%
Substance Use Treatment at the Men’s Shelter	95%	95%	97%
Substance Use Treatment at the Women’s Shelter	96%	95%	97%

