

# Behavioral Health is Essential To Health



Prevention Works

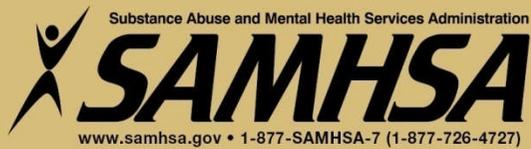


Treatment is Effective



People Recover





# Demonstrating the Value of Your Contact Center

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Program Management Officer

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Government Contact Center Council  
Washington, D.C. • September 20, 2012



# U.S. Public Health Service Commissioned Corps Mission

**“Protecting, promoting, and advancing the health and safety of the Nation”**

- **As America’s uniformed service of public health professionals, the Commissioned Corps achieves this mission through:**
  - *rapid and effective response to public health needs*
  - *leadership and excellence in public health practices, and*
  - *the advancement of public health science*



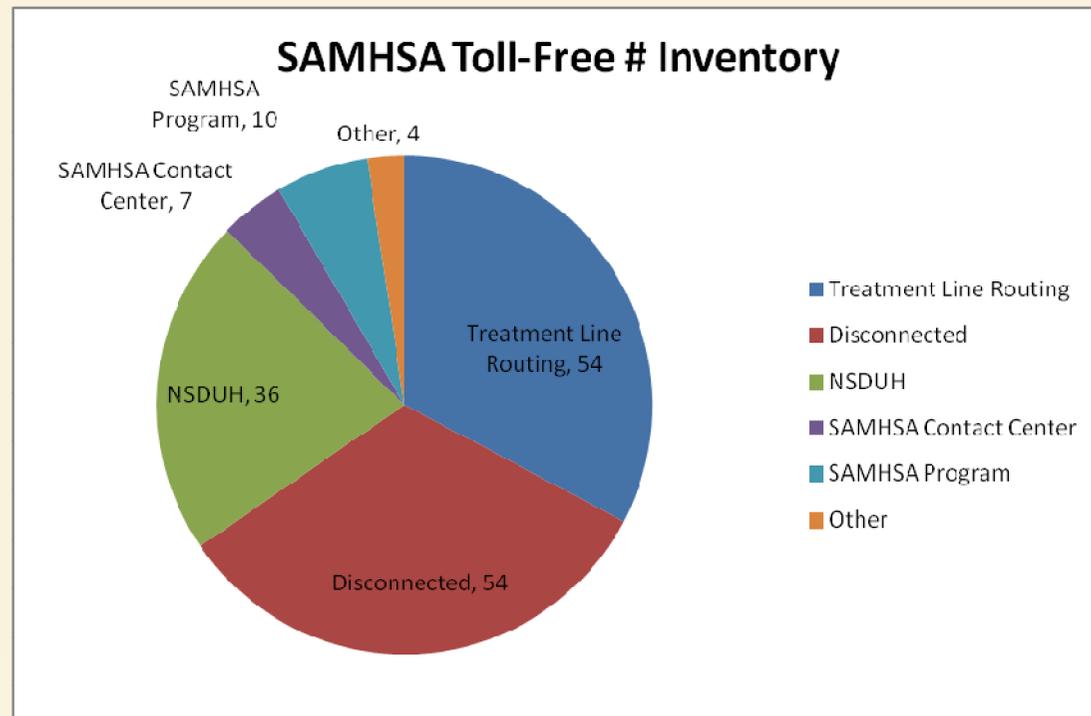
# Agenda

- Background of SAMHSA's contact center
- How did I demonstrate value?
  - *Align contact center with Agency Strategy*
  - *Support for Regional Administrators*
  - *Training for Administrative Staff*
- Lessons Learned

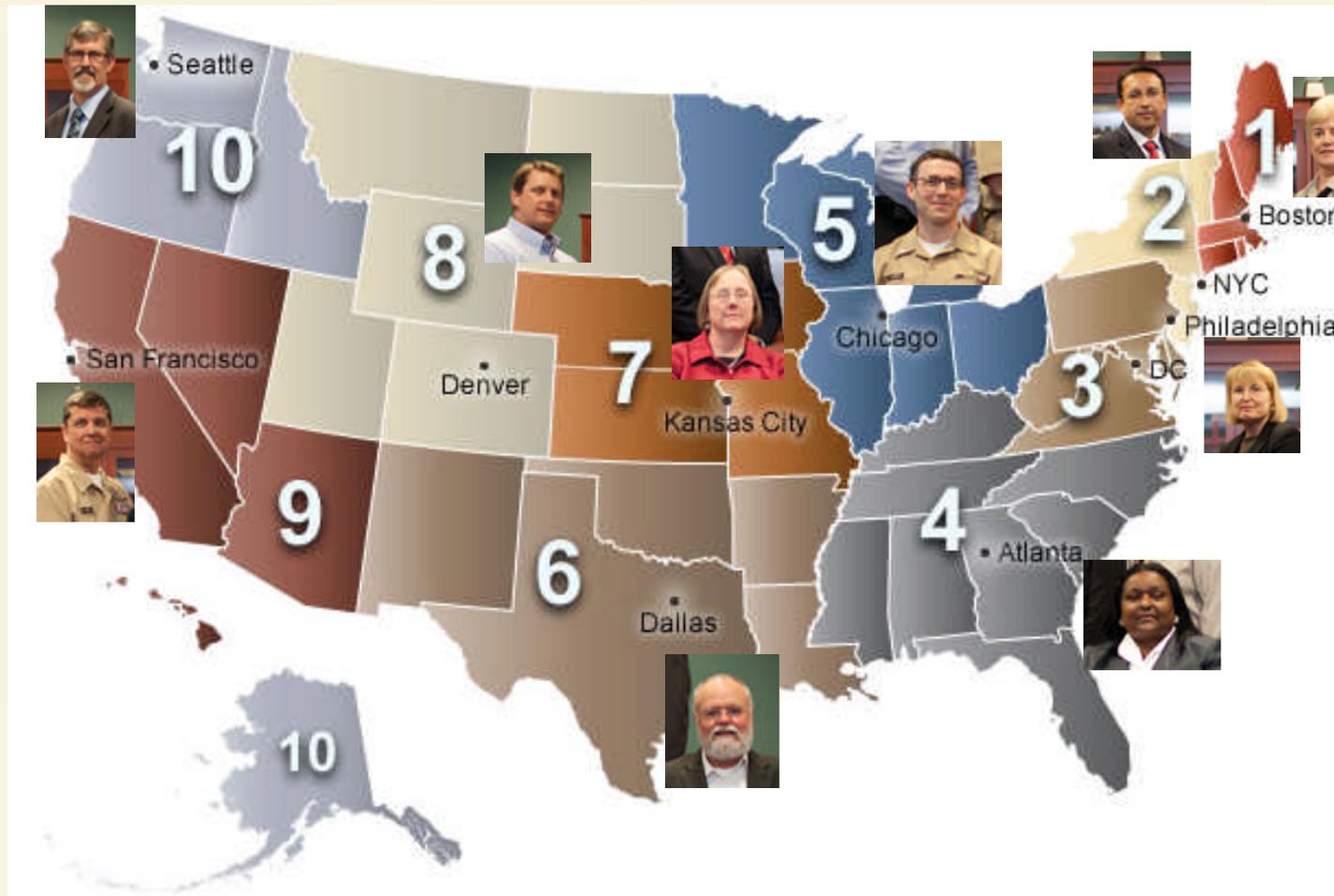
# Align with Agency Strategy



## Leading Change: A Plan for SAMHSA's Roles and Actions 2011-2014

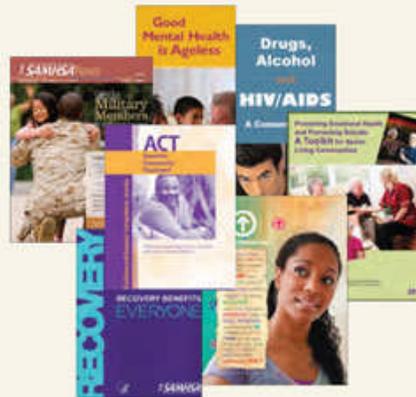


# Regional Administrator Support



# Administrative Staff Training

## Your Guide to SAMHSA's Resources



The mission of the Substance Abuse and Mental Health Services Administration (SAMHSA) is to reduce the impact of substance abuse and mental illness on America's communities. SAMHSA has demonstrated that prevention works, treatment is effective, and people recover from mental and substance use disorders.

Check out the services and resources SAMHSA offers.

Everything is just a phone call or mouse click away! Call 1-877-SAMHSA-7 (1-877-726-4727) or visit <http://samhsa.gov>.



Tools you need  
to succeed . . .

