



Consumer Action Response Team (CART) OF ALLEGHENY COUNTY

*A Program of the National Alliance on Mental Illness (NAMI)
Keystone Pennsylvania*

2013 ANNUAL REPORT

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Consumer Action & Response Team of Allegheny County CART

Vision

CART's vision is that consumers and providers will dialogue regularly about improvements that could be made in existing behavioral health services. This dialogue will result in the best possible services for consumers who will become empowered to make choices and participate in their own recovery.

CART is designed to provide:

- Processes for consumers and families to dialogue with their providers
- Structured process for providers to respond to consumer dissatisfactions
- Aggregate reports of response frequencies to Health Choices Appendix L Areas of Observation and Discussion as a means of looking at system trends
- Reports that identify satisfaction and dissatisfaction themes for various levels of care in the provider system
- Feedback from CSP and CHIPP consumers to Allegheny County Office of Behavioral Health and providers about their satisfactions with services and adjustment to living in the community
- Information about under-served groups in order to supply consumer feedback to system planners and policy makers

Advantages of CART:

- Independence from provider organizations
- Interviewers are former recipients of services and family members
- Conducts face-to-face interviews
- Consumers who wish to be identified can use the CART process as an occasion to meet with their provider to dialogue about their concerns about their services.
- Consumers provide more detailed responses because of the semi-structured format of CART interviews.
- Provider organizations can demonstrate their commitment to quality improvement by using CART reports.

Summary of CART Methodology

The Consumer Action Response Team (CART) conducts fact-to-fact interviews with willing consumers of behavioral health services at all known provider sites. In some cases telephone interviews are done with family members and consumers who do not utilize site-based services. A survey/interview tool is utilized to obtain quantitative information about Appendix L. Areas of Concern as well as qualitative information obtained by asking consumers a number of open-ended questions about services received. Consumers at all known provider sites are surveyed via scheduled site visits twice a year. The interview findings for each service site are summarized into a report and mailed to the provider for their written response, or the provider may choose to discuss the report during a scheduled Quality Improvement Meeting with CART staff. Aggregate data reports are submitted to CCBH quarterly and annually. An annual report is also distributed to all stakeholders that highlights significant findings and trends.

FEATURE ARTICLE

Life in the Community



We experience our lives in relationships with others, beginning with our mothers. For most of us the quality of our relationships is the most important part of life.

This report is a summary of what people receiving services told us about specific ways that they are involved in the community.

Everyone who receives mental health or drug/ alcohol services knows the stigma that many in the community place on people who receive these services. This makes establishing connections to others via work, community organizations, religious groups and just making friends, difficult.



Thirteen percent (**13%**) of the people interviewed told us that they were working. Many folks, over fifty percent (**50%**), told us that they were satisfied being unemployed. However, when we asked, “What community support or community resource would make your life better, thirty percent (**30%**) said that a job or help securing a job would make their lives better.

Two typical comments about work were:

- *I would like to get help for employment opportunities when I leave here.*
- *I would like a job to earn a little money.*

About fifteen percent (**15%**) of folks who were interviewed said that they would like to receive **work-related training or education.**



Typical comments about training and education included:

- *I would like training to be a Peer-Support Counselor.*
- *I need computer training.*
- *I would like training at CCAC to become a Drug & Alcohol Counselor.*

ACCESS TO EMPLOYMENT SUPPORT SERVICES:

There are over a dozen Supported Employment services in Allegheny County for people who are not working due to their mental health conditions. In addition, Supported Employment services can link individuals to work-related training opportunities.



Connecting to Others in the Community

There are many ways, besides work, that we connect to folks in our communities. For many, family is an important connection. Membership in a religious congregation can be an important source of spiritual support. Volunteering is a way to contribute and find friendships. Taking classes, joining clubs and support groups are ways to meet people with common interests or concerns.

VOLUNTEER CONNECTIONS

About fifteen percent (**15%**) of adults whom we surveyed said that they would like to contribute to the community by doing volunteer work. Similar to work, volunteering is a way to contribute to the community while connecting with others.

There were a large variety of areas where folks wanted to contribute. Some examples were:

- ***“I would like to coach my son’s baseball team.”***
- ***“I would like to help police the community as part of Block Watch”.***
- ***“I would like to volunteer at the library”.***
- ***“I would like to read poetry to people”.***
- ***“I would like to help other mothers in the community”.***



SPIRITUAL COMMUNITIES

A number of folks, ten percent (**10%**), said that they wanted to connect with a church, a bible study or a meditation group.

PEER SUPPORT MEETINGS

About ten percent (**10%**) of those interviewed said that they found 12-step meetings like AA and NA and other peer support groups helpful in improving their lives.

Summary

People who receive mental health and/ or drug & alcohol services have a variety of ways to connect with the community. However, **thirty percent (30%) of the people we interviewed said that having a job would be a major improvement in their lives.** Only thirteen percent (**13%**) said that they were employed in some capacity. As an adult in our society, having a job is the primary way most of us identify our place in society. Our career or occupation is the first piece of information that we give to new acquaintances after our name. Our work is a contribution to society, and we feel better about ourselves when we can work. However, volunteer efforts can make as much or more of a contribution than many jobs. In addition to making a contribution, volunteering is a natural way to make connections with others. Also, there are many other ways to make personal connections. Many of the individuals that CART interviewed said that they would like to connect with a religious/ spiritual community or with a peer-support group.

Standard Satisfaction Interview Demographics for 2013

n =1696

NUMBER OF INTERVIEWS BY POPULATION					
	Adult Mental Health	Adult Mental Health Family Members	Children's Mental Health	Adult Drug & Alcohol	Children's Drug & Alcohol
Number	1018	57	323	245	53
% Interviewed	60.0%	3.4%	19.0%	14.5%	3.1%

NUMBER OF INTERVIEWS BY AGE					
	Under 14	14 - 17	18 - 21	22 - 64	65+
Number	240	101	67	1249	39
% Interviewed	14.2%	6.0%	3.9%	73.6%	2.3%

NUMBER OF INTERVIEWS BY RACE			
	African American	White	Other
Number	540	981	175
% Interviewed	31.8%	57.9%	10.3%

NUMBER OF INTERVIEWS BY GENDER	
Male	Female
908	788
53.5%	46.5%

ADULT MENTAL HEALTH & FAMILY INTERVIEWS		CHILD MENTAL HEALTH INTERVIEWS		ADULT DRUG & ALCOHOL INTERVIEWS		CHILD DRUG & ALCOHOL INTERVIEWS	
Service	#	Service	#	Service	#	Service	#
Extended Acute Care	39	Outpatient	4	Inpatient Detox	16	Non-Hospital Rehab	43
Inpatient	135	Service Coordination	77	Non-Hospital Rehab	92	Halfway House	10
Partial	63	BHRS / Wraparound	166	Partial	9		
Outpatient	140	Family Based	71	Outpatient	62		
Service Coordination	225	Residential Treatment Facility (RTF)	5	Halfway House	55		
Psychosocial & Vocational	244			Transitional Housing	6		
Long-Term Structured Residence (LTSR)	17			Bridge Housing	5		
CRR & Supported Housing	61						
Enhanced Personal Care Boarding Home	43						
(DAS)	11						
Community Treatment Team	91						
Peer Specialist	6						

Standard Satisfaction Interviews	1696
CSP & CHIPP Interviews	212
Customized Survey Interviews	338
Telephone Complaint Interviews	85
GRAND TOTAL	2331

CART Standard Survey Satisfaction Responses - for 3 years

Yearly Comparison		MENTAL HEALTH ADULT SERVICES			MENTAL HEALTH CHILD SERVICES			DRUG & ALCOHOL ADULT SERVICES			DRUG & ALCOHOL CHILD SERVICES		
		Yes/ Sat.	No/ Dissat	Other/ Neutral	Yes/ Sat.	No/ Dissat	Other/ Neutral	Yes/ Sat.	No/ Dissat	Other/ Neutral	Yes/ Sat.	No/ Dissat	Other/ Neutral
(a) How satisfied are you with hours of operation & appointment times made available to you?	2011	89% (455)	5% (27)	6% (28)	92% (412)	3% (12)	5% (23)	88% (159)	5% (9)	7% (12)	NA	NA	NA
	2012	88% (591)	5% (32)	7% (51)	94% (263)	2% (6)	4% (10)	88% (174)	11% (21)	1% (2)	NA	NA	NA
	2013	91% (469)	4% (22)	5% (26)	95% (227)	0% (1)	5% (11)	87% (62)	9% (6)	4% (3)	NA	NA	NA
(b) Do you feel comfortable with the staff who works with you?	2011	90% (1014)	6% (67)	4% (48)	97% (543)	2% (12)	1% (3)	94% (302)	4% (12)	2% (7)	NA	NA	NA
	2012	89% (1090)	8% (98)	3% (33)	98% (444)	1% (5)	1% (3)	92% (359)	7% (26)	1% (6)	NA	NA	NA
	2013	92% (927)	5% (51)	3% (31)	99% (318)	1% (4)	0% (1)	92% (225)	4% (10)	4% (10)	89% (47)	7% (4)	4% (2)
(c) Were you given the chance to make treatment decisions?	2011	77% (820)	12% (127)	11% (112)	96% (536)	1% (6)	3% (14)	81% (261)	12% (38)	7% (21)	NA	NA	NA
	2012	82% (916)	10% (112)	8% (94)	95% (431)	2% (9)	3% (12)	83% (323)	11% (45)	6% (23)	NA	NA	NA
	2013	82% (767)	9% (83)	9% (85)	98% (318)	0% (0)	2% (5)	82% (200)	12% (29)	6% (16)	68% (36)	30% (16)	2% (1)
(d) Were you involved in planning your treatment or setting goals for your services?	2011	76% (567)	16% (117)	8% (61)	96% (452)	2% (10)	2% (9)	87% (279)	12% (38)	1% (4)	NA	NA	NA
	2012	82% (728)	9% (76)	9% (76)	97% (306)	2% (6)	1% (3)	87% (339)	11% (42)	2% (10)	NA	NA	NA
	2013	86% (570)	7% (49)	7% (43)	99% (243)	0% (1)	1% (2)	86% (210)	10% (24)	4% (11)	81% (43)	13% (7)	6% (3)
(e) Have your services helped you with your goals for recovery?	2011	83% (942)	7% (84)	10% (103)	90% (504)	3% (16)	7% (38)	91% (291)	5% (17)	4% (13)	NA	NA	NA
	2012	85% (1037)	6% (74)	9% (110)	94% (424)	3% (13)	3% (15)	91% (357)	3% (12)	6% (22)	NA	NA	NA
	2013	88% (884)	6% (65)	6% (60)	94% (304)	3% (11)	3% (8)	90% (222)	6% (14)	4% (9)	83% (44)	9% (5)	8% (4)
(f) What effect has the treatment you received had on the quality of your life?	2011	74% (830)	6% (73)	20% (226)	87% (486)	2% (10)	11% (62)	88% (282)	3% (9)	9% (30)	NA	NA	NA
	2012	76% (924)	5% (62)	19% (235)	88% (397)	2% (8)	10% (47)	87% (339)	2% (7)	11% (45)	NA	NA	NA
	2013	78% (789)	5% (45)	17% (175)	89% (287)	1% (5)	10% (31)	88% (216)	3% (8)	9% (21)	70% (37)	7% (4)	23% (12)
(g) Overall, how satisfied are you with the services you received?	2011	81% (911)	5% (61)	14% (157)	92% (511)	2% (11)	6% (36)	89% (287)	3% (9)	8% (25)	NA	NA	NA
	2012	82% (1004)	6% (72)	12% (145)	93% (422)	1% (4)	6% (26)	87% (341)	4% (17)	9% (33)	NA	NA	NA
	2013	84% (845)	5% (47)	11% (117)	95% (306)	1% (5)	4% (12)	86% (210)	4% (9)	10% (26)	58% (31)	8% (4)	34% (18)

TRENDS

1) Parent satisfaction responses for mental health children's services showed consecutive increases for five of seven areas of service delivery.

- The areas of increased service satisfaction were: Availability of appointments; being comfortable with staff; involvement in goal setting; quality of life; and overall satisfaction.

2) Mental health Adult services satisfaction responses showed consecutive increases for four of seven areas of service delivery.

- The areas of increased service satisfaction were: Involvement in goal setting; working on recovery goals; quality of life; and overall service satisfaction

INTERVIEW RESPONSES OF PEOPLE DISCHARGED FROM MAYVIEW (in 2009)

(N = 162 in 2010) (N = 148 in 2011) (N = 134 in 2012) (N = 111 in 2013)

Four Year Comparison

Do you get to work on goals that are important to you?															
Yes				No				Unsure				Other & N/A			
2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013
69%	68%	64%	66%	17%	18%	16%	25%	6%	7%	13%	3%	8%	7%	7%	6%
(111)	(101)	(86)	(73)	(27)	(26)	(21)	(28)	(9)	(10)	(17)	(3)	(15)	(11)	(10)	(7)

Has someone helped you understand your illness?															
Yes				No				Unsure				Other & N/A			
2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013
62%	65%	71%	74%	31%	28%	19%	19%	6%	5%	9%	5%	1%	2%	1%	2%
(101)	(97)	(95)	(82)	(51)	(41)	(26)	(21)	(9)	(7)	(12)	(6)	(1)	(3)	(1)	(2)

Does your Service Coordinator or CTT help you identify your strengths?															
Yes				No				Unsure				Other & N/A			
2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013
61%	61%	66%	65%	23%	28%	16%	22%	12%	8%	16%	9%	4%	3%	2%	4%
(99)	(90)	(89)	(72)	(38)	(42)	(21)	(24)	(20)	(11)	(21)	(10)	(5)	(5)	(3)	(5)

Are you satisfied with the services you are receiving?															
Yes				No				Unsure				Other & N/A			
2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013
71%	84%	81%	80%	19%	12%	12%	13%	9%	3%	6%	6%	1%	1%	1%	1%
(115)	(124)	(109)	(89)	(31)	(17)	(16)	(14)	(14)	(5)	(8)	(7)	(2)	(2)	(1)	(1)

Is your life better since you left the hospital?															
Yes				No				Unsure				Other & N/A			
2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013
90%	85%	89%	90%	6%	8%	7%	5%	3%	5%	3%	5%	1%	2%	1%	0%
(145)	(117)	(119)	(100)	(10)	(117)	(9)	(6)	(5)	(117)	(5)	(5)	(2)	(117)	(1)	(0)

How would you rate where you live?															
Excellent				Average				Poor				Unsure			
2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013
43%	42%	46%	53%	38%	45%	47%	35%	16%	11%	4%	8%	1%	1%	2%	1%
(69)	(62)	(61)	(59)	(62)	(66)	(63)	(39)	(26)	(16)	(6)	(9)	(2)	(2)	(3)	(1)

Are you working or volunteering?															
Yes				No				Unsure				Other & N/A			
2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013
19%	18%	24%	24%	81%	79%	75%	75%	(0)	1%	1%	(0)	1%	2%	(0)	1%
(30)	(27)	(32)	(27)	(131)	(117)	(101)	(83)		(1)	(1)		(1)	(3)		(1)

If not currently working, would you like to work?															
Yes				No				Unsure				Other & N/A			
2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013
54%	41%	38%	51%	28%	36%	40%	33%	4%	7%	5%	1%	14%	16%	17%	15%
(87)	(61)	(51)	(56)	(45)	(53)	(54)	(37)	(6)	(10)	(6)	(1)	(24)	(24)	(23)	(17)

Are you interested in furthering your education?															
Yes				No				Unsure				Other & N/A			
2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013
41%	35%	34%	44%	52%	51%	61%	51%	6%	10%	4%	5%	1%	4%	1%	(0)
(66)	(69)	(45)	(49)	(85)	(69)	(82)	(57)	(10)	(69)	(5)	(5)	(1)	(69)	(2)	

How would you rate your social life?															
Excellent				Average				Poor				Unsure			
2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013
24%	19%	20%	35%	49%	55%	66%	44%	23%	20%	12%	13%	2%	1%	1%	6%
(39)	(28)	(27)	(39)	(80)	(82)	(88)	(49)	(37)	(29)	(16)	(14)	(3)	(2)	(2)	(7)

How would you rate your access to physical health care?															
Excellent				Average				Poor				Unsure			
2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013	2010	2011	2012	2013
39%	34%	28%	45%	49%	42%	62%	44%	7%	9%	6%	4%	3%	8%	3%	4%
(63)	(51)	(37)	(50)	(79)	(62)	(84)	(49)	(11)	(13)	(8)	(5)	(5)	(12)	(4)	(4)

TREND

- There has been a steady increase, over four years, of consumers who said that someone has helped them understand their illness.

POSITIVE CHANGE OVER TWO YEARS

- There was a **7%** increase of consumers who reported that their housing was excellent in 2013.
- There was a **13%** increase of consumers who said that they would like to work in 2013.
- There was a **10%** increase of consumers who said that they would like to further their education in 2013.
- There was a **15%** increase of consumers who rated their social lives as excellent in 2013.
- There was a **17%** increase of consumers who rated their access to physical health care as excellent in 2013.

NEGATIVE CHANGE OVER TWO YEARS

- **9%** more consumers reported that they **did not** get to work on goals important to them in 2013.

Tables of Parents Interview Responses for Community-Based Children's Mental Health Services – A Three Year Comparison

FAMILY BASED MENTAL HEALTH SERVICES

How satisfied are you with the number of your family's scheduled visits?	Satisfied			Neutral			Dissatisfied			Unsure		
	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013
	94% (48)	93% (56)	94% (46)	(0)	3% (2)	4% (2)	6% (3)	4% (2)	2% (1)	(0)	(0)	(0)

Do you feel comfortable with the staff who works with your family?	Yes			No			Unsure		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
	92% (47)	97% (58)	98% (48)	4% (2)	3% (2)	2% (1)	4% (2)	(0)	(0)

Were you given the chance to make treatment decisions?	Yes			Sometimes			No			Court Ordered		
	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013
	98% (50)	97% (58)	100% (49)	2% (1)	1% (1)	(0)	(0)	2% (1)	(0)	(0)	(0)	(0)

Have your family's services helped your family with their goals?	Yes			No			Unsure		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
	82% (42)	92% (55)	98% (48)	4% (2)	5% (3)	2% (1)	14% (7)	3% (2)	(0)

What effect has the treatment your family received had on the quality of their life?	Much Better			A Little Better			About the Same			A Little Worse			Much Worse		
	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013
	45% (23)	52% (31)	47% (23)	39% (20)	35% (21)	41% (20)	16% (8)	10% (6)	10% (5)	(0)	(0)	(0)	(0)	3% (2)	2% (1)

Trends

- Parents have become increasingly comfortable during the past three years with the staff who worked with them.
- In 2013, **98%** of parents reported that services helped their families with their goals. This compares to **82%** in 2011 and **92%** in 2012.

FAMILY FOCUSED SOLUTION BASED SERVICES

How satisfied are you with the number of your family's scheduled visits?	Satisfied			Neutral			Dissatisfied			Unsure		
	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013
	92% (33)	95% (18)	95% (21)	5% (2)	(0)	5% (1)	(0)	5% (1)	(0)	3% (1)	(0)	(0)

Do you feel comfortable with the staff who works with your family?	Yes			No			Unsure		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
	100% (36)	100% (19)	100% (22)	(0)	(0)	(0)	(0)	(0)	(0)

Were you given the chance to make treatment decisions?	Yes			Sometimes			No			Court Ordered		
	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013
	97% (35)	95% (18)	95% (21)	3% (1)	(0)	5% (1)	(0)	5% (1)	(0)	(0)	(0)	(0)

Have your family's services helped your family with their goals?	Yes			No			Unsure		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
	83% (29)	95% (18)	95% (21)	3% (1)	(0)	5% (1)	14% (5)	5% (1)	(0)

What effect has the treatment your family received had on the quality of their life?	Much Better			A Little Better			About the Same			A Little Worse			Much Worse		
	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013
	42% (15)	53% (10)	64% (14)	42% (15)	47% (9)	32% (7)	13% (5)	(0)	4% (1)	(0)	(0)	(0)	3% (1)	(0)	(0)

BEHAVIORAL HEALTH REHABILITATION SERVICES (BHRS)

How satisfied are you with the number of your child's scheduled visits?	Satisfied			Neutral			Dissatisfied			Unsure		
	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013
	89% (297)	90% (172)	93% (153)	5% (16)	3% (5)	2% (4)	5% (16)	6% (12)	5% (8)	1% (4)	1% (3)	(0)

Do you feel comfortable with the staff who works with your child?	Yes			No			Unsure		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
	98% (354)	100% (194)	98% (162)	2% (7)	(0)	2% (3)	(0)	(0)	(0)

Were you and/or your child given the chance to make treatment decisions?	Yes			Sometimes			No			Court Ordered		
	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013
	96% (344)	98% (190)	99% (163)	3% (9)	0% (1)	1% (2)	1% (4)	2% (3)	(0)	0% (1)	(0)	(0)

Have your child's services helped them with their goals?	Yes			No			Unsure		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
	93% (337)	96% (185)	93% (154)	3% (9)	2% (3)	5% (8)	4% (15)	2% (4)	2% (3)

What effect has the treatment your child received had on the quality of their life?	Much Better			A Little Better			About the Same			A Little Worse			Much Worse		
	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013
	55% (198)	54% (104)	56% (92)	37% (133)	38% (74)	35% (57)	7% (25)	7% (13)	7% (12)	0% (1)	0% (1)	1% (1)	1% (4)	1% (2)	1% (2)

Trends

- Parents reported successive increases in satisfaction with the number of visits from the BHRS team over a three year time period.
- Parents reported successive increases in opportunities to make treatment decisions over a three year time period

CART STAFF

Alan Corn, CART Director

**Darrell Williams, CHIPP & CSP
Supervisor**

Paula Pinon, Information Specialist

Marilyn Micknowski, Clerical Support

Minnie Benjamin, Data Reporter

Suzi Wright, Interviewer/ Data Entry

**Jeffrey Fitzwilliam, Interviewer/
Community Projects Assistant**

Lee Moses Interviewer

Mary Bates, Interviewer

Seth Gall, Interviewer

Phyllis Nettles, Interviewer

Brian Rayne, Interviewer

Paul Freund, C/FST Services Director

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