



Consumer Action Response Team (CART) OF ALLEGHENY COUNTY

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

2014 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 face-to-face 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 to significant findings and trends.

FEATURE ARTICLE

IMPROVING SERVICES:

Intensive Case Management Has Become RESOURCE COORDINATION

- When Intensive Case Management Services began in the 1990's there were a variety of stakeholders, such as families, providers, administrators and consumers, who expected Intensive Case Managers to help mental health consumers choose and connect to all of the community services needed to have a decent quality of life.
- In addition, Intensive Case Managers were expected to be consumers and families "go to" person when encountering problems in daily living, negotiating service needs and crisis management. **The improved version of an Intensive Case Managers is called a RESOURCE COORDINATOR.**
- **Resource Coordinators have been trained to make sure that all the services and supports chosen by consumers are based on the individuals' identified recovery goals.**
- Resource Coordinators "coordinate" these services so that individuals are not confused or overwhelmed with too many services or supports.
- **Over the past four years Resource Coordinators have received education and mentoring so that they have the skills necessary to assist in consumers' individual recovery,** which includes advocating for the individuals' recovery goals with treatment providers when necessary.

Representative groups of consumers and families were interviewed in 2013 and 2014. They were asked about their experience with their Resource Coordinators, and about the benefits that these services had on the quality of their lives. The following is a summary of some of their responses.

- **There were improvements in communication** between Resource Coordinators and the individuals and families with whom they worked. **Recipients of services experienced more respect for choices, privacy and cultural differences.** In addition individuals and families felt more at ease with their Resource Coordinators, feeling free to ask questions (which were answered respectfully) and to voice dislikes without the worry of a negative response from their Resource Coordinators.
- **Resource Coordinators have become increasingly better at helping individuals connect to their communities.** It is recognized that consumers and families need guidance and support to find people and organizations outside of the mental health system where they can form meaningful relationships.
- **Family members were increasingly satisfied with Children's Service Coordinators' ability to assist them to be more involved in setting treatment goals.** Family members also were pleased that Service Coordinators explained and advocated for their goals with the treatment team.
- **Adult consumers were increasingly satisfied with their Service Coordinators providing them with enough information to plan and to explain their goals to the treatment team.**

- There was a reported decrease in joint planning meetings with all involved treatment professionals. **For families and adult consumers there was a four percent (4%) drop from 2012 to 2013 in Resource Coordinators setting up joint planning meetings.**
- **For adults there was a five percent (5%) drop from 2012 to 2013 in Resource Coordinators advocating for consumers' goals, and also a three percent (3%) drop in consumers having the opportunity to make treatment decisions.**

SUMMARY:

Resource Coordinators can provide the support and community connections that assist people in their recovery from mental health conditions. Over the past five years, they received education and mentoring to understand the recovery process, so that they could assist consumers to take the initiative necessary to live lives of quality in the community. This resulted in family members' and consumers' reports of increased satisfaction working with their Resource Coordinators. Specifically, consumers and families expressed increased satisfaction with the quality of communication with their Resource Coordinators in the areas of respect for choices, privacy and cultural issues. They also reported being given sufficient information to make good choices and that Resource Coordinators explained those choices and goals to others on the treatment team.

Standard Satisfaction Interview Demographics for 2014

n =1682

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	880	102	260	353	87
% Interviewed	52.3%	6.1%	15.4%	21.0%	5.2%

NUMBER OF INTERVIEWS BY AGE					
	Under 14	14 - 17	18 - 21	22 - 64	65+
Number	185	126	81	1248	42
% Interviewed	11.0%	7.5%	4.8%	74.2%	2.5%

NUMBER OF INTERVIEWS BY RACE			
	African American	White	Other
Number	442	1068	172
% Interviewed	26.3%	63.5%	10.2%

NUMBER OF INTERVIEWS BY GENDER	
Male	Female
904	778
53.7%	46.3%

ADULT MENTAL HEALTH & FAMILY INTERVIEWS		CHILD MENTAL HEALTH INTERVIEWS		ADULT DRUG & ALCOHOL INTERVIEWS		CHILD DRUG & ALCOHOL INTERVIEWS	
Service	#	Service	#	Service	#	Service	#
Extended Acute Care	45	Outpatient	37	Inpatient Detox	10	Non-Hospital Rehab	75
Inpatient	140	Service Coordination	38	Non-Hospital Rehab	108	Halfway House	11
Partial	66	BHRS / Wraparound	125	Partial	20	Outpatient	1
Outpatient	154	Family Based	60	Outpatient	136		
Service Coordination	44			Halfway House	69		
Psychosocial & Vocational	298			Transitional Housing	9		
Long-Term Structured Residence (LTSR)	33			Bridge Housing	1		
CRR & Supported Housing	94						
Enhanced Personal Care Boarding Home (DAS)	32						
	4						
Community Treatment Team	50						
Peer Specialist	22						

Standard Satisfaction Interviews	1682
CSP & CHIPP Interviews	202
Customized Survey Interviews	261
Telephone Complaint Interviews	82
GRAND TOTAL	2227

**TABLE OF CONSUMER AND PARENT RESPONSES TO QUESTIONS ABOUT
THEIR TREATMENT – A THREE YEAR COMPARISON**

	Year	MENTAL HEALTH ADULT			MENTAL HEALTH CHILD			DRUG & ALCOHOL ADULT			DRUG & ALCOHOL CHILD		
		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?	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
	2014	89% (526)	6% (35)	5% (33)	93% (207)	2% (4)	5% (11)	92% (143)	4% (6)	4% (6)	100% (1)	0% (0)	0% (0)
(b) Do you feel comfortable with the staff who works with you?	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)
	2014	91% (752)	4% (35)	5% (36)	99% (256)	1% (3)	0% (1)	97% (342)	2% (8)	1% (3)	90% (78)	7% (6)	3% (3)
(c) Were you given the chance to make treatment decisions?	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)
	2014	72% (539)	6% (41)	22% (160)	92% (239)	1% (3)	7% (18)	84% (286)	6% (19)	10% (35)	72% (34)	13% (6)	15% (7)
(d) Were you involved in planning your treatment or setting goals for your services?	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)
	2014	87% (545)	7% (45)	6% (39)	99% (220)	0.5% (1)	0.5% (1)	90% (319)	6% (21)	4% (13)	90% (78)	9% (8)	1% (1)
(e) Have your services helped you with your goals for recovery?	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)
	2014	85% (699)	6% (46)	9% (78)	92% (240)	2% (4)	6% (16)	95% (335)	1% (5)	4% (13)	85% (74)	7% (6)	8% (7)
(f) What effect has the treatment you received had on the quality of your life?	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)
	2014	79% (651)	6% (46)	15% (126)	89% (232)	1% (2)	10% (26)	89% (315)	1% (2)	10% (36)	72% (63)	6% (5)	22% (19)
(g) Overall, how satisfied are you with the services you received?	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)
	2014	83% (679)	6% (51)	11% (93)	93% (243)	2% (5)	5% (12)	92% (323)	1% (4)	7% (26)	67% (58)	7% (6)	26% (23)

Key Findings

- 1) There are slight increases over three years in adult mental health consumers' satisfaction regarding involvement in treatment planning as well as overall service satisfaction.
- 2) Adolescents who received drug/alcohol services reported increased satisfaction in six areas of service delivery from 2014 as compared to 2013.
- 3) Adult Drug & Alcohol consumers reported slight increases in their quality of life as a result of services from 2012 to 2014.
- 4) Parents of children who received mental health services reported 93% overall service satisfaction and adults who received drug and alcohol services reported 92% overall service satisfaction.

INTERVIEW RESPONSES OF PEOPLE DISCHARGED FROM MAYVIEW IN 2008 & 2009 CLOSURE- A FIVE YEAR COMPARISON

(N = 162 in 2010) (N = 148 in 2011) (N = 134 in 2012) (N = 111 in 2013) (N=108 in 2014)

Do you get to work on goals that are important to you?	Year	Yes		No		Unsure		Other & N/A	
	2010	69%	(111)	17%	(27)	6%	(9)	8%	(15)
	2011	68%	(101)	18%	(26)	7%	(10)	7%	(11)
	2012	64%	(86)	16%	(21)	13%	(17)	7%	(10)
	2013	66%	(73)	25%	(28)	3%	(3)	6%	(7)
	2014	66%	(71)	11%	(12)	16%	(17)	7%	(8)
Has someone helped you understand your illness?	Year	Yes		No		Unsure		Other & N/A	
	2010	62%	(101)	31%	(51)	6%	(9)	1%	(1)
	2011	65%	(97)	28%	(41)	5%	(7)	2%	(3)
	2012	71%	(95)	19%	(26)	9%	(12)	1%	(1)
	2013	74%	(82)	19%	(21)	5%	(6)	2%	(2)
	2014	69%	(75)	18%	(19)	11%	(12)	2%	(2)
Does your Service Coordinator or CTT help you identify your strengths?	Year	Yes		No		Unsure		Other & N/A	
	2010	61%	(99)	23%	(38)	12%	(20)	4%	(5)
	2011	61%	(90)	28%	(42)	8%	(11)	3%	(5)
	2012	66%	(89)	16%	(21)	16%	(21)	2%	(3)
	2013	65%	(72)	22%	(24)	9%	(10)	4%	(5)
	2014	65%	(70)	20%	(22)	10%	(11)	5%	(5)
Are you satisfied with the services you are receiving?	Year	Yes		No		Unsure		Other & N/A	
	2010	71%	(115)	19%	(31)	9%	(14)	1%	(2)
	2011	84%	(124)	12%	(17)	3%	(5)	1%	(2)
	2012	81%	(109)	12%	(16)	6%	(8)	1%	(1)
	2013	80%	(89)	13%	(14)	6%	(7)	1%	(1)
	2014	77%	(83)	15%	(16)	6%	(7)	2%	(2)
Is your life better since you left the hospital?	Year	Yes		No		Unsure		Other & N/A	
	2010	90%	(145)	6%	(10)	3%	(5)	1%	(2)
	2011	85%	(125)	8%	(12)	5%	(8)	2%	(3)
	2012	89%	(119)	7%	(9)	3%	(5)	1%	(1)
	2013	90%	(100)	5%	(6)	5%	(5)	0%	(0)
	2014	84%	(91)	10%	(11)	4%	(4)	2%	(2)

How would you rate where you live?	Year	Excellent		Average		Poor		Unsure		Other & N/A	
	2010	43%	(69)	38%	(62)	16%	(26)	1%	(2)	2%	(3)
	2011	42%	(62)	45%	(66)	11%	(16)	1%	(2)	1%	(2)
	2012	46%	(61)	47%	(63)	4%	(6)	2%	(3)	1%	(1)
	2013	53%	(59)	35%	(39)	8%	(9)	1%	(1)	3%	(3)
	2014	52%	(56)	32%	(35)	10%	(11)	2%	(2)	4%	(4)

Are you working or volunteering?	Year	Yes		No		Unsure		Other & N/A	
	2010	19%	(30)	81%	(131)	0 %	(0)	0%	(1)
	2011	18%	(27)	79%	(117)	1%	(1)	2%	(3)
	2012	24%	(32)	75%	(101)	1%	(1)	0%	(0)
	2013	24%	(27)	75%	(83)	0%	(0)	1%	(1)
	2014	22%	(24)	74%	(80)	2%	(2)	2%	(2)

If not currently working, would you like to work?	Year	Yes		No		Unsure		Other & N/A	
	2010	54%	(87)	28%	(45)	4%	(7)	14%	(24)
	2011	39%	(57)	36%	(53)	7%	(10)	18%	(28)
	2012	38%	(51)	40%	(54)	5%	(5)	17%	(24)
	2013	51%	(56)	33%	(37)	1%	(1)	15%	(17)
	2014	53%	(57)	26%	(28)	3%	(3)	18%	(20)

Are you interested in furthering your education?	Year	Yes		No		Unsure		Other & N/A	
	2010	41%	(66)	52%	(85)	6%	(10)	1%	(1)
	2011	35%	(51)	51%	(76)	10%	(15)	4%	(6)
	2012	34%	(45)	61%	(82)	4%	(5)	1%	(2)
	2013	44%	(49)	51%	(57)	5%	(5)	0%	(0)
	2014	36%	(39)	55%	(59)	7%	(8)	2%	(2)

How would you rate your social life?	Year	Excellent		Average		Poor		Unsure		Other & N/A	
	2010	24%	(39)	49%	(80)	23%	(37)	2%	(3)	2%	(3)
	2011	19%	(28)	55%	(82)	20%	(29)	1%	(2)	5%	(7)
	2012	20%	(27)	66%	(88)	12%	(16)	1%	(2)	1%	(1)
	2013	35%	(39)	44%	(49)	13%	(14)	6%	(7)	2%	(2)
	2014	34%	(37)	47%	(51)	15%	(16)	2%	(2)	2%	(2)

How would you rate your access to physical health care?	Year	Excellent		Average		Poor		Unsure		Other & N/A	
	2010	39%	(63)	49%	(79)	7%	(11)	3%	(5)	2%	(4)
	2011	34%	(51)	42%	(62)	9%	(13)	8%	(12)	7%	(10)
	2012	28%	(37)	62%	(84)	6%	(8)	3%	(4)	1%	(1)
	2013	45%	(50)	44%	(49)	4%	(5)	4%	(4)	3%	(3)
	2014	45%	(49)	41%	(44)	7%	(8)	2%	(2)	5%	(5)

Trends

- Increasing numbers of consumers reported that they would like to work (38% in 2012; 51% in 2013; and 53% in 2014).
- Decreasing numbers of consumers reported being satisfied with services (84% in 2011; 81% in 2012; 80% in 2013 and 77% in 2014).
- Increasing numbers of consumers rated their housing as “poor” (4% in 2012; 8% in 2013; and 10% in 2014).

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		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
	93% (56)	94% (46)	97% (36)	3% (2)	4% (2)	3% (1)	4% (2)	2% (1)	(0)	(0)	(0)	(0)

Do you feel comfortable with the staff who works with your family?	Yes			No			Unsure		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
	97% (58)	98% (48)	95% (35)	3% (2)	2% (1)	5% (2)	(0)	(0)	(0)

Were you given the chance to make treatment decisions?	Yes			Sometimes			No			Court Ordered		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
	97% (58)	100% (49)	94% (35)	1% (1)	(0)	3% (1)	2% (1)	(0)	3% (1)	(0)	(0)	(0)

Have your family's services helped your family with their goals?	Yes			No			Unsure		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
	92% (55)	98% (48)	94% (35)	5% (3)	2% (1)	3% (1)	3% (2)	(0)	3% (1)

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		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
	52% (31)	47% (23)	46% (17)	35% (21)	41% (20)	48% (18)	10% (6)	10% (5)	3% (1)	(0)	(0)	(0)	3% (2)	2% (1)	3% (1)

Trend

- There has been a steady increase in parent satisfaction with the number of scheduled family visits (93% in 2012; 94% in 2013 and 97% in 2014).

FAMILY FOCUSED SOLUTION BASED SERVICES

How satisfied are you with the number of your family's scheduled visits?	Satisfied			Neutral			Dissatisfied			Unsure		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
	95% (18)	95% (21)	92% (21)	(0)	5% (1)	4% (1)	5% (1)	(0)	4% (1)	(0)	(0)	(0)

Do you feel comfortable with the staff who works with your family?	Yes			No			Unsure		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
	100% (19)	100% (22)	96% (22)	(0)	(0)	(0)	(0)	(0)	4% (1)

Were you given the chance to make treatment decisions?	Yes			Sometimes			No			Court Ordered		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
	95% (18)	95% (21)	83% (19)	(0)	5% (1)	13% (3)	5% (1)	(0)	4% (1)	(0)	(0)	(0)

Have your family's services helped your family with their goals?	Yes			No			Unsure		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
	95% (18)	95% (21)	83% (19)	(0)	5% (1)	4% (1)	5% (1)	(0)	13% (3)

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		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
	53% (10)	64% (14)	39% (9)	47% (9)	32% (7)	39% (9)	(0)	4% (1)	18% (4)	(0)	(0)	(0)	(0)	(0)	4% (1)

Key Finding

- There was a drop in satisfaction for all five service delivery areas for 2014.

BEHAVIORAL HEALTH REHABILITATION SERVICES (BHRS)

How satisfied are you with the number of your child's scheduled visits?	Satisfied			Neutral			Dissatisfied			Unsure		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
	90% (172)	93% (153)	89% (111)	3% (5)	2% (4)	6% (8)	6% (12)	5% (8)	5% (6)	1% (3)	(0)	(0)

Do you feel comfortable with the staff who works with your child?	Yes			No			Unsure		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
	100% (194)	98% (162)	99% (124)	(0)	2% (3)	1% (1)	(0)	(0)	(0)

Were you and/or your child given the chance to make treatment decisions?	Yes			Sometimes			No			Court Ordered		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
	98% (190)	99% (163)	93% (116)	0% (1)	1% (2)	6% (8)	2% (3)	(0)	1% (1)	(0)	(0)	(0)

Have your child's services helped them with their goals?	Yes			No			Unsure		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
	96% (185)	93% (154)	90% (113)	2% (3)	5% (8)	2% (2)	2% (4)	2% (3)	8% (10)

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		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
	54% (104)	56% (92)	49% (61)	38% (74)	35% (57)	44% (54)	7% (13)	7% (12)	7% (9)	0% (1)	1% (1)	(0)	1% (2)	1% (2)	(0)

Trend

- There has been a downward trend in parent reports of being helped with their goals (96% - 2012; 93% - 2013; and 90% in 2014).
- There was a high level of satisfaction (89% - 99%) for all service delivery areas.

CART STAFF

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FUNDERS

Allegheny County Department of Human Services
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Community Care