

# **Consumer Action Response Team (CART) OF ALLEGHENY COUNTY**

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

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**2012 ANNUAL REPORT**

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# TABLE OF CONTENTS

	<u>Page</u>
CART Vision and Background.....	1
Satisfaction Interview Totals and Demographics .....	2
Standard Satisfaction Interview Responses Table .....	3
Quality of Life Interview Responses.....	4-5
Interview Responses of Former Mayview Residents.....	5-7
Interview Responses for Community-Based Children's Services .....	7-10
The Problem of Community Integration .....	11
CART Staff & Advisory Board .....	12

# 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. At the same time, qualitative information is obtained by asking consumers a number of open-ended questions about services received. Consumers at 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, that highlights significant findings and trends, is also distributed to all stakeholders.

## TABLE OF TOTAL INTERVIEWS AND DEMOGRAPHICS FOR 2012

n = 2064

NUMBER OF INTERVIEWS BY POPULATION				
	Adult Mental Health	Adult Mental Health Family Members	Children's Mental Health	Adult Drug & Alcohol
Number	1168	53	452	391
% Interviewed	56.6%	2.6%	21.9%	18.9%

NUMBER OF INTERVIEWS BY AGE					
	Under 14	14 - 17	18 - 21	22 - 64	65+
Number	329	114	66	1488	67
% Interviewed	15.9%	5.5%	3.2%	72.1%	3.3%

NUMBER OF INTERVIEWS BY RACE			
	African American	White	Other
Number	524	1338	202
% Interviewed	25.4%	64.8%	9.8%

NUMBER OF INTERVIEWS BY GENDER	
Male	Female
1024	1040
49.6%	50.4%

ADULT MENTAL HEALTH & FAMILY INTERVIEWS BY SERVICE		CHILD MENTAL HEALTH INTERVIEWS BY SERVICE		DRUG & ALCOHOL INTERVIEWS BY SERVICE	
Service	#	Service	#	Service	#
Extended Acute Care	15	Partial	23	Inpatient Detox	15
Inpatient	150	Outpatient	8	Non-Hospital Rehab	105
Partial	80	Service Coordination	137	Partial	33
Outpatient	244	BHRS / Wraparound	194	Outpatient	164
Service Coordination	186	Family Based	79	Halfway House	62
Psychosocial & Vocational	307	Residential Treatment Facility (RTF)	11	Transitional Housing	11
Long-Term Structured Residence (LTSR)	40			Bridge Housing	1
Community Residential Rehabilitation (CRR) & Supported Housing	93				
Enhanced Personal Care Boarding Home (EPCBH)	42				
Diversion & Acute Stabilization (DAS)	2				
Community Treatment Team (CTT)	62				

Standard Satisfaction Interviews	2064
CSP & CHIPP Interviews	246
Customized Survey Interviews	269
Telephone Complaint Interviews	105
<b>Grand Total</b>	<b>2684</b>

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

QUESTIONS	YEAR	MENTAL HEALTH ADULT			MENTAL HEALTH CHILDREN			DRUG & ALCOHOL ADULT		
		Yes/ Sat.	No/ Dissat	Other/ Neutral	Yes/ Sat.	No/ Dissat	Other/ Neutral	Yes/ Sat.	No/ Dissat	Other/ Neutral
(a) How satisfied are you with the hours of operation and 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)
	2012	88% (591)	5% (32)	7% (51)	94% (263)	2% (6)	4% (10)	88% (174)	11% (21)	1% (2)
(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)
	2012	89% (1090)	8% (98)	3% (33)	98% (444)	1% (5)	1% (3)	92% (359)	7% (26)	1% (6)
(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)
	2012	82% (916)	10% (112)	8% (94)	95% (431)	2% (9)	3% (12)	83% (323)	11% (45)	6% (23)
(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)
	2012	82% (728)	9% (76)	9% (76)	97% (306)	2% (6)	1% (3)	87% (339)	11% (42)	2% (10)
(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)
	2012	85% (1037)	6% (74)	9% (110)	94% (424)	3% (13)	3% (15)	91% (357)	3% (12)	6% (22)
(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)
	2012	76% (924)	5% (62)	19% (235)	88% (397)	2% (8)	10% (47)	87% (339)	2% (7)	11% (45)
(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)
	2012	82% (1004)	6% (72)	12% (145)	93% (422)	1% (4)	6% (26)	87% (341)	4% (17)	9% (33)

## Significant Changes from 2011 to 2012

- There was a 5% increase, 77% to 82% of mental health consumers who reported that they were given the chance to make treatment decisions.
- There was a 6% increase, 76% to 82% of mental health consumers who reported that they were involved in setting goals for their services.

**TABLE OF CONSUMER RESPONSES TO QUALITY OF LIFE QUESTIONS -  
A TWO YEAR COMPARISON**

QUESTIONS	YEAR	Mental Health Adult				Drug and Alcohol Adult			
		Yes	Unsure	No	No Interest	Yes	Unsure	No	No Interest
Do you feel connected to your community?	2011	59% (444)	5% (44)	34% (255)	2% (14)	62% (196)	3% (13)	34% (107)	1% (2)
	2012	61% (596)	5% (52)	31% (300)	3% (31)	69% (268)	4% (15)	27% (107)	0% (0)

		Mental Health Adult		Drug and Alcohol Adult	
		Employed	Unemployed	Employed	Unemployed
Are you employed or unemployed?	2011	12% (115)	88% (849)	19% (59)	81% (258)
	2012	13% (143)	87% (1000)	15% (60)	85% (330)

		Mental Health Adult				
		Very Satisfied	Satisfied	Not So Sure	Dissatisfied	Very Dissatisfied
Which statement best describes your unemployed situation? (for Unemployed Consumers)	2011	23% (191)	33% (276)	10% (88)	21% (181)	13% (131)
	2012	27% (268)	35% (353)	10% (96)	17% (172)	11% (111)

		Drug and Alcohol Adult				
		Very Satisfied	Satisfied	Not So Sure	Dissatisfied	Very Dissatisfied
Which statement best describes your unemployed situation? (for Unemployed Consumers)	2011	9% (23)	25% (64)	10% (27)	26% (67)	30% (77)
	2012	13% (42)	42% (138)	8% (28)	24% (78)	13% (44)

		Mental Health Adult				
		Very Satisfied	Satisfied	Not So Sure	Dissatisfied	Very Dissatisfied
Which statement best describes your housing situation?	2011	<b>49%</b> (467)	<b>27%</b> (262)	<b>6%</b> (52)	<b>9%</b> (87)	<b>9%</b> (88)
	2012	<b>39%</b> (441)	<b>35%</b> (393)	<b>5%</b> (58)	<b>10%</b> (120)	<b>11%</b> (123)

		Drug & Alcohol Adult				
		Very Satisfied	Satisfied	Not So Sure	Dissatisfied	Very Dissatisfied
Which statement best describes your housing situation?	2011	<b>41%</b> (127)	<b>39%</b> (123)	<b>3%</b> (8)	<b>6%</b> (19)	<b>11%</b> (35)
	2012	<b>32%</b> (125)	<b>40%</b> (155)	<b>5%</b> (19)	<b>11%</b> (43)	<b>12%</b> (46)

### Significant Changes from 2011 to 2012

- More adult mental health and drug & alcohol services consumers reported feeling connected to their communities – an increase of 2% for mental health and 7% for drug & alcohol service consumers.
- Increased percentages of mental health and drug & alcohol consumers reported being satisfied with their unemployed status - 6% more mental health adults and 21% more drug and alcohol services consumers.
- Increased percentages of adult mental health and drug & alcohol services consumers reported being dissatisfied with their housing -3% more mental health adults and 6% more drug & alcohol services consumers.

## INTERVIEW RESPONSES OF PEOPLE DISCHARGED FROM MAYVIEW IN 2008 & 2009 – A THREE YEAR COMPARISON

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

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

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

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

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

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

<b>How would you rate where you live?</b>														
Excellent			Average			Poor			Unsure			Other & NA		
2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012
<b>43%</b> (69)	<b>42%</b> (62)	<b>46%</b> (61)	<b>38%</b> (62)	<b>45%</b> (66)	<b>47%</b> (63)	<b>16%</b> (26)	<b>11%</b> (16)	<b>4%</b> (6)	<b>1%</b> (2)	<b>1%</b> (2)	<b>2%</b> (3)	<b>2%</b> (3)	<b>1%</b> (2)	<b>1%</b> (1)



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

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

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

<b>How would you rate your social life?</b>														
Excellent			Average			Poor			Unsure			Other & NA		
2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012
<b>24%</b> (39)	<b>19%</b> (28)	<b>20%</b> (27)	<b>49%</b> (80)	<b>55%</b> (82)	<b>66%</b> (88)	<b>23%</b> (37)	<b>20%</b> (29)	<b>12%</b> (16)	<b>2%</b> (3)	<b>1%</b> (2)	<b>1%</b> (2)	<b>2%</b> (3)	<b>5%</b> (7)	<b>1%</b> (1)

<b>How would you rate your access to physical health care?</b>														
Excellent			Average			Poor			Unsure			Other & NA		
2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012
<b>39%</b> (63)	<b>34%</b> (51)	<b>28%</b> (37)	<b>49%</b> (79)	<b>42%</b> (62)	<b>62%</b> (84)	<b>7%</b> (11)	<b>9%</b> (13)	<b>6%</b> (8)	<b>3%</b> (5)	<b>8%</b> (12)	<b>3%</b> (4)	<b>2%</b> (4)	<b>7%</b> (10)	<b>1%</b> (1)

**Positive Trends** (over 3 years)

- There was a 9% increase of consumers who reported that someone has helped them understand their illness.
- There was a 5% increase of consumers who reported that their Service Coordinator or CTT helped them to identify their strengths.
- There was a 12% decrease of consumers who rated their living situation as poor.
- There was a 5% increase of consumers who reported that they worked or volunteered.

- There was an 11% decrease of consumers who rated their social lives as poor.

**Negative Trends** (over 3 years)

- There was a 5% decrease of consumers who reported that they were able to work on goals important to them.
- There was a 16% decrease of unemployed consumers who reported that they would like to work. In other words, there are 16% less consumers who are motivated to find work.

**TABLES OF INTERVIEW RESPONSES FOR COMMUNITY-BASED CHILDRENS MENTAL HEALTH SERVICES – A TWO 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	2011	2012	2011	2012	2011	2012
	<b>94%</b> (48)	<b>93%</b> (56)	(0)	<b>3%</b> (2)	<b>6%</b> (3)	<b>4%</b> (2)	(0)	(0)

Do you feel comfortable with the staff who works with your family?	Yes		No		Unsure	
	2011	2012	2011	2012	2011	2012
	<b>92%</b> (47)	<b>97%</b> (58)	<b>4%</b> (2)	<b>3%</b> (2)	<b>4%</b> (2)	(0)

Were you given the chance to make treatment decisions?	Yes		Sometimes		No		Court Ordered	
	2011	2012	2011	2012	2011	2012	2011	2012
	<b>98%</b> (50)	<b>97%</b> (58)	<b>2%</b> (1)	<b>1%</b> (1)	(0)	<b>2%</b> (1)	(0)	(0)

Have your family's services helped your family with their goals?	Yes		No		Unsure	
	2011	2012	2011	2012	2011	2012
	<b>82%</b> (42)	<b>92%</b> (55)	<b>4%</b> (2)	<b>5%</b> (3)	<b>14%</b> (7)	<b>3%</b> (2)

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	2011	2012	2011	2012	2011	2012	2011	2012
	<b>45%</b> (23)	<b>52%</b> (31)	<b>39%</b> (20)	<b>35%</b> (21)	<b>16%</b> (8)	<b>10%</b> (6)	(0)	(0)	(0)	<b>3%</b> (2)

### Significant Changes from 2011 to 2012

- 5% more families reported that they were comfortable with the staff who work with them.
- 10% more families reported that services helped them with their goals.

### FAMILY FOCUSED SOLUTION BASED SERVICES

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

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

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

Have your family's services helped your family with their goals?	Yes		No		Unsure	
	2011	2012	2011	2012	2011	2012
	<b>83%</b> (29)	<b>95%</b> (18)	<b>3%</b> (1)	(0)	<b>14%</b> (5)	<b>5%</b> (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	
	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012
	<b>42%</b> (15)	<b>53%</b> (10)	<b>42%</b> (15)	<b>47%</b> (9)	<b>13%</b> (5)	(0)	(0)	(0)	<b>3%</b> (1)	(0)

## Significant Changes from 2011 to 2012

- 12% more families reported that services helped them with their goals.
- 16% more families reported that services had a positive effect on their quality of life.

### BEHAVIORAL HEALTH REHABILITATION SERVICES (BHRS)

How satisfied are you with the number of your child's scheduled visits?	Satisfied		Neutral		Dissatisfied		Unsure	
	2011	2012	2011	2012	2011	2012	2011	2012
	<b>89%</b> (297)	<b>90%</b> (172)	<b>5%</b> (16)	<b>3%</b> (5)	<b>5%</b> (16)	<b>6%</b> (12)	<b>1%</b> (4)	<b>1%</b> (3)

Do you feel comfortable with the staff who works with your child?	Yes		No		Unsure	
	2011	2012	2011	2012	2011	2012
	<b>98%</b> (354)	<b>100%</b> (194)	<b>2%</b> (7)	(0)	(0)	(0)

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

Have your child's services helped them with their goals?	Yes		No		Unsure	
	2011	2012	2011	2012	2011	2012
	<b>93%</b> (337)	<b>96%</b> (185)	<b>3%</b> (9)	<b>2%</b> (3)	<b>4%</b> (15)	<b>2%</b> (4)

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	2011	2012	2011	2012	2011	2012	2011	2012
	<b>55%</b> (198)	<b>54%</b> (104)	<b>37%</b> (133)	<b>38%</b> (74)	<b>7%</b> (25)	<b>7%</b> (13)	<b>0%</b> (1)	<b>0%</b> (1)	<b>1%</b> (4)	<b>1%</b> (2)

## Significant Changes from 2011 to 2012

- Parents reported a 2-3% improvement in all five areas of BHRS service delivery.

## **POSITIVE DEVIANCE AND THE PROBLEM OF COMMUNITY INTEGRATION**

Since CART's inception in 1998, we have played a part in the on-going quality improvement and system transformation of behavioral health services in Allegheny County. Our role has been and is to accurately reflect the perceptions of behavioral health consumers and their families about service delivery and to promote discussions about how services could be improved. From our vantage point at CART we have seen service quality improve over the past fifteen years because of providers' and payers' efforts to address consumer and family feedback, among other things.

Supporting behavioral health consumers with their recovery became a priority in 2003-2004 because of the findings of the New Freedom Commission. Finding effective ways to do this has proven to be more complex than providing evidence-based/ best practices in facility—based clinics and programs.

**Recovery is synonymous with re-integration into community life.** Traditional behavioral health services, as a whole, have not been able to effectively work with consumers in the areas of community integration because of financial or structural constraints. Unemployment, subsidized housing and social isolation are the norm for consumers of behavioral health services in Allegheny County. Some consumers are supported by the behavioral health system to find employment, to live in supported and/or subsidized housing and to socialize within programs, but very few consumers take the steps necessary to fully re-integrate into society.

**Positive Deviance** (PD) is a problem-solving strategy that brings a community of peers together to fix what's wrong by discovering and spreading hidden existing solutions. It is applied to complex social/ behavioral problems that defy technical solutions. The community integration problems faced by the majority of behavioral health consumers seem to warrant a PD approach. In fact, PD has been applied successfully at the New Horizons Drop-In Center in Bellevue where members are solving their identified problem of social isolation by helping each other to improve their social lives outside of the Center on the weekends. Currently, plans are being made to apply PD to the problem of an eighty-seven percent unemployment rate for persons being treated in mental health programs in Allegheny County.

If you would like more information about applying PD to intractable community integration problems contact me at:

CART of Allegheny County, 938 Penn Ave., 5<sup>th</sup> Floor, Pittsburgh, PA 15222, phone: 412-281-7333 or : [pfreund@cartallegheny.org](mailto:pfreund@cartallegheny.org)  
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