

Consumer Action Response Team (CART) OF ALLEGHENY COUNTY

*A Program of the National Alliance on Mental Illness (NAMI)
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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 significant findings and trends.

FEATURE ARTICLE

IMPROVING SERVICES: TOWARD A RECOVERY-ORIENTED MENTAL HEALTH SERVICE SYSTEM FOR ADULTS

- It has been ten years since the PA Office of Mental Health published, “A Call for Change: Toward a Recovery-Oriented Mental Health Service System for Adults”. This document was the result of many meetings conducted with consumers and other stakeholders during 2004 & 2005. Stakeholders defined recovery as “a self-determined and holistic journey that people undertake to heal and grow. Recovery is facilitated by relationships and environments that provide hope, empowerment, choices and opportunities that promote people to reach their full potential as individuals and community members.”
- Consumers and families agreed that individuals’ recovery had not been the goal of most service providers. Instead, providers tended to focus primarily on medication management and supportive care to assist consumers to manage their lives and deal with stressors. There were minimal services to assist consumers to participate in valued community roles such as tenant, worker, parent/ family member.
- The Pennsylvania “A Call for Change” document described the variety of services required in a recovery-enhancing service system.
- These recovery services should:
 - 1) Assist consumers with basic needs such as housing, income, transportation and health care.
 - 2) Assist consumers to be successful in tenant, worker and parental/family roles.
 - 3) Link consumers to various forms of peer support.
 - 4) Assist consumers to use non-hospital crisis services in the community.
 - 5) Educate families about recovery and how to best support their loved ones.
 - 6) Give consumers a voice on Provider Planning Councils and Quality Review Committees.
- Over the past 10 years mental health and drug/alcohol services have become more focused on individual recovery despite limited funding for non-medical services such as supported housing, supported employment and social coaching in the community.
- During 2015 CART staff asked adult consumers 13 questions related to the recovery orientation of mental health and drug/alcohol services.

- The following are some of the specific findings:
- 1) **91%** reported that service staff always communicated hope for their recovery.
 - 2) **89%** reported that they were encouraged to make decisions supporting their recovery.
 - 3) **89%** reported that they were helped with their goals for recovery.
 - 4) **86%** reported that they were helped to think about the services and supports that they need for a crisis.
 - 5) **85%** reported that they were given information about how recovery happens.
 - 6) **81%** reported that they were helped to identify strengths that they didn't know about.
 - 7) **81%** reported that they were given options to use 12-step, drop-in centers, peer specialists or other forms of peer support.
 - 8) **80%** reported that they were given options for regular exercise, nutrition, education, meditation, etc.
 - 9) **77%** reported that they were helped to connect to meaningful community activities with friends, family, faith congregations; also with hobbies, work and volunteer experiences.
 - 10) **76%** reported that they were asked by their service staff for feedback about their services.
 - 11) **73%** reported that family or friends were included in services.
 - 12) **70%** reported that they were satisfied with their housing situation.
28% reported dissatisfaction with their housing.
 - 13) **13%** reported being employed and satisfied with their jobs.
30% reported being unemployed and dissatisfied with their unemployed situation.

SUMMARY OF FINDINGS

- Almost all consumers, **89-91%**, reported that their service providers used a recovery framework to communicate with them. Their interactions were hopeful and supported consumer decisions and goals for recovery.
- **73-81%** reported that their service providers informed and linked them to valued community roles and relationships.
- Housing and employment are areas that continue to be problematic for **28-30%** of consumers.

STANDARD SATISFACTION INTERVIEW DEMOGRAPHICS AND INTERVIEW TOTALS FOR 2015

NUMBER OF INTERVIEWS BY POPULATION						
	Adult Mental Health	Adult Mental Health Family	Children's Mental Health	Adult Drug & Alcohol	Adult Drug & Alcohol Family	Children's Drug & Alcohol
Number	984	80	264	410	24	90
% Interviewed	53.1%	4.3%	14.3%	22.1%	1.3%	4.9%

NUMBER OF INTERVIEWS BY AGE					
	Under 14	14 - 17	18 - 20	21 - 64	65+
Number	185	121	77	1401	68
% Interviewed	10.0%	6.5%	4.2%	75.6%	3.7%

NUMBER OF INTERVIEWS BY RACE								NUMBER OF INTERVIEWS BY GENDER	
	African American	Caucasian	Bi-Racial	Asian	Hispanic	Native American	Other	Male	Female
Number	457	1226	63	17	24	11	54	1030	822
% Interviewed	24.7%	66.2%	3.4%	0.9%	1.3%	0.6%	2.9%	55.6%	44.4%

ADULT MENTAL HEALTH & FAMILY INTERVIEWS		CHILD MENTAL HEALTH INTERVIEWS		ADULT DRUG & ALCOHOL INTERVIEWS		CHILD DRUG & ALCOHOL INTERVIEWS	
Service	#	Service	#	Service	#	Service	#
Extended Acute Care	40	Partial	8	Inpatient Detox	16	Non-Hospital Rehab	84
Inpatient	106	Outpatient	10	Non-Hospital Rehab	131	Halfway House	6
Partial	44	Service Coordination	37	Partial	23		
Outpatient	190	BHRS / Wraparound	170	Outpatient	158		
Service Coordination	50	Family Based	39	Halfway House	72		
Psychosocial & Vocational	323			Transitional Housing	13		
Long-Term Structured Residence (LTSR)	35			Bridge Housing	3		
CRR & Supported Housing	186			Recovery Specialist	18		
Enhanced Personal Care Boarding Home (DAS)	47						
	15						
Community Treatment Team	26						
Peer Specialist	2						

Standard Satisfaction Interviews	1852
CSP & CHIPP Interviews	183
Customized Survey Interviews	48
Telephone Complaint Interviews	41
GRAND TOTAL	2224

**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
How satisfied are you with hours of operation & appointment times made available to you?	2013 n=	91% (469)	4% (22)	5% (26)	95% (227)	0% (1)	5% (11)	87% (62)	9% (6)	4% (3)	NA	NA	NA
	2014 n=	89% (526)	6% (35)	5% (33)	93% (207)	2% (4)	5% (11)	92% (143)	4% (6)	4% (6)	100% (1)	0% (0)	0% (0)
	2015 n=	88% (512)	3% (18)	9% (54)	94% (205)	4% (8)	2% (6)	92% (183)	2% (4)	6% (12)	0% (0)	0% (0)	0% (0)
Do you feel comfortable with the staff who works with you?	2013 n=	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 n=	91% (752)	4% (35)	5% (36)	99% (256)	1% (3)	0% (1)	97% (342)	2% (8)	1% (3)	90% (78)	7% (6)	3% (3)
	2015 n=	94% (746)	2% (15)	4% (35)	99% (262)	0.5% (1)	0.5% (1)	94% (410)	1% (6)	5% (18)	94% (85)	1% (1)	5% (4)
Were you given the chance to make treatment decisions?	2013 n=	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 n=	72% (539)	6% (41)	22% (160)	92% (239)	1% (3)	7% (18)	84% (286)	6% (19)	10% (35)	72% (34)	13% (6)	15% (7)
	2015 n=	83% (574)	5% (37)	12% (79)	95% (251)	1% (2)	4% (10)	89% (350)	4% (16)	7% (26)	78% (47)	13% (8)	9% (5)
Were you involved in planning your treatment or setting goals for your services?	2013 n=	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 n=	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)
	2015 n=	87% (522)	8% (48)	5% (29)	96% (218)	2% (4)	2% (5)	90% (367)	7% (29)	3% (14)	87% (78)	11% (10)	2% (2)
In the last twelve (12) months, have you been able to get the help you needed?	2013 n=	79% (799)	5% (53)	16% (157)	78% (252)	9% (30)	13% (41)	77% (189)	4% (9)	19% (47)	79% (42)	10% (5)	11% (6)
	2014 n=	72% (596)	5% (41)	23% (186)	78% (202)	8% (21)	14% (37)	81% (286)	5% (17)	14% (50)	77% (67)	10% (9)	13% (11)
	2015 n=	83% (660)	4% (30)	13% (106)	80% (212)	10% (27)	10% (25)	85% (369)	2% (10)	13% (55)	80% (72)	14% (13)	6% (5)
What effect has the treatment you received had on the quality of your life?	2013 n=	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 n=	79% (651)	6% (46)	15% (126)	89% (232)	1% (2)	10% (26)	89% (315)	1% (2)	10% (36)	72% (63)	6% (5)	22% (19)
	2015 n=	81% (643)	4% (31)	15% (122)	84% (222)	2% (4)	14% (38)	86% (374)	1% (5)	13% (55)	74% (67)	6% (5)	20% (18)
Overall, how satisfied are you with the services you received?	2013 n=	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 n=	83% (679)	6% (51)	11% (93)	93% (243)	2% (5)	5% (12)	92% (323)	1% (4)	7% (26)	67% (58)	7% (6)	26% (23)
	2015 n=	87% (690)	4% (29)	9% (77)	89% (235)	5% (12)	6% (17)	89% (388)	3% (13)	8% (33)	69% (62)	4% (4)	27% (24)

TRENDS

- There is a downward trend in parents' satisfaction with the services their children received; from an extremely high **95% in 2013**, to **93% in 2014** and then to **89% in 2015**
- There is an upward trend for both adult mental health (**78-81%**) and Child Drug/Alcohol consumers (**70-74%**) who reported increased quality of life as a result of services.
- There is an upward trend for both adults (**82-89%**) and children (**68-78%**) who received drug & alcohol services who reported that they were given the chance to make treatment decisions.
- **85%** of adults who received drug & alcohol services **in 2015** reported that they received the help that they needed in the past twelve months. This was up from **81% in 2014** and **77% in 2013**.
- There is an upward trend in overall satisfaction for children who received drug & alcohol services: from **58% in 2013** to **67% in 2014** to **69% in 2015**

A SUMMARY OF SERVICE IMPROVEMENTS PROPOSED BY PROVIDERS

Fifty-three (**53**) Providers in Allegheny County proposed the following service improvements based on CART satisfaction interviews with consumers and families about the quality of their services. The majority of improvements fell into five categories:

1) Medication Education: Providers introduced the following new services: Pharmacists conducting medication groups; a Mobile Nurse to provide an overview of medication side-effects; medication education will be part of all psychiatric evaluations; and a Task Force will be established to provide standardized information about medications.

2) Connection to community: Provider staff began to offer: Resource Lists at Intake; Peer Specialists will conduct social coaching in the community; staff will ask about needed social supports during treatment planning; staff will assist consumers to obtain housing, review information about MATP and Supported Employment during Intensive Outpatient groups; and staff will work with consumers to map community attachments as a way to discuss social opportunities.

3) Recovery-oriented treatment: Providers introduced several ways to increase collaboration with the consumers that they serve: Peer staff will give presentations to Clinical staff on recovery language and inclusive treatment planning; Clinical teams were given the responsibility to explain Rights to consumers, and one provider will conduct a Forum to discuss the voluntary nature of program participation.

4) Collaboration to improve service: Providers have proposed a variety of ways in which they will collaborate with consumers to improve services: Some providers have formed Consumer Advisory Councils to recommend service improvements, and to discuss the CART report to identify service concerns. Program Managers will utilize CART reports to have focused discussions with consumers and staff about how to improve the quality of services.

5) Increase recovery-oriented services: Proposed new programming includes: A Peer Wellness Group, a WRAP group in an Outpatient Clinic, Life Skills Groups, Crisis Planning and Advance Directives Groups, Family Education Group, Meal Preparation and Dietary Information Groups, a Spirituality Group, Occupational Therapy in a hospital unit, Computer Groups and Stress Management Groups.

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

(n = 148 in 2011) (n= 134 in 2012) (n = 111 in 2013) (n=108 in 2014) (n=83 in 2015)

Do you get to work on goals that are important to you?	Year	Yes		No		Unsure		Other & N/A	
	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)	
2015	72%	(60)	16%	(13)	6%	(5)	6%	(5)	

Has someone helped you understand your illness?	Year	Yes		No		Unsure		Other & N/A	
	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)	
2015	70%	(58)	12%	(10)	13%	(11)	5%	(4)	

Does your Service Coordinator or CTT help you identify your strengths?	Year	Yes		No		Unsure		Other & N/A	
	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)	
2015	67%	(56)	17%	(14)	9%	(7)	7%	(6)	

Are you satisfied with the services you are receiving?	Year	Yes		No		Unsure		Other & N/A	
	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)	
2015	73%	(61)	19%	(16)	5%	(4)	3%	(2)	

Is your life better since you left the hospital?	Year	Yes		No		Unsure		Other & N/A	
	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)	
2015	87%	(72)	4%	(3)	8%	(7)	1%	(1)	

How would you rate where you live?	Year	Excellent		Average		Poor		Unsure		Other & N/A	
	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)	
2015	66%	(55)	27%	(22)	7%	(6)	0%	(0)	0%	(0)	

Are you working or volunteering?	Year	Yes		No		Unsure		Other & N/A	
	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)	
2015	29%	(24)	69%	(57)	1%	(1)	1%	(1)	

If not currently working, would you like to work?	Year	Yes		No		Unsure		Other & N/A	
	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)	
2015	43%	(36)	34%	(28)	5%	(4)	18%	(15)	

Are you interested in furthering your education?	Year	Yes		No		Unsure		Other & N/A	
	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)	
2015	29%	(24)	57%	(47)	9%	(8)	5%	(4)	

How would you rate your social life?	Year	Excellent		Average		Poor		Unsure		Other & N/A	
	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)	
2015	20%	(17)	45%	(37)	24%	(20)	5%	(4)	6%	(5)	

How would you rate your access to physical health care?	Year	Excellent		Average		Poor		Unsure		Other & N/A	
	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)	
2015	36%	(30)	41%	(34)	5%	(4)	12%	(10)	6%	(5)	

TRENDS

- **72%** of consumers reported that they were able to work on goals that are important to them. This is a **6%** improvement from previous years.
- There has been a steady decline in consumers' satisfaction with services (from **84%** satisfied in 2011 to **73%** in 2015).
- More consumers reported that their housing is "excellent" (**66%**) than in previous years. This is **24%** higher than in 2011, and **14%** higher than last year.
- More consumers reported that they are working or volunteering (**29%**) than they were five years ago (**18%**).
- More consumers reported that their social lives are "poor" (**24%**), which is up from last year (**15%**) and two years ago (**13%**).

PARENTS INTERVIEW RESPONSES FOR COMMUNITY-BASED CHILDREN'S MENTAL HEALTH SERVICES – A THREE YEAR COMPARISON

FAMILY BASED MENTAL HEALTH SERVICES

(2013: n=49) (2014: n=37) (2015: n=26)

How satisfied are you with the number of your family's scheduled visits?	Satisfied			Neutral			Dissatisfied		
	2013	2014	2015	2013	2014	2015	2013	2014	2015
	94% (46)	97% (36)	85% (22)	4% (2)	3% (1)	3% (1)	2% (1)	(0)	12% (3)

Do you feel comfortable with the staff who works with your family?	Yes			No			Unsure		
	2013	2014	2015	2013	2014	2015	2013	2014	2015
	98% (48)	95% (35)	100% (26)	2% (1)	5% (2)	(0)	(0)	(0)	(0)

Were you given the chance to make treatment decisions?	Yes			Sometimes			No			Court Ordered		
	2013	2014	2015	2013	2014	2015	2013	2014	2015	2013	2014	2015
	100% (49)	94% (35)	85% (22)	(0)	3% (1)	11% (3)	(0)	3% (1)	4% (1)	(0)	(0)	(0)

In the last 12 months, did your child have problems getting the help they needed?	No			Sometimes			Yes		
	2013	2014	2015	2013	2014	2015	2013	2014	2015
	88% (43)	81% (30)	65% (17)	6% (3)	14% (5)	16% (4)	6% (3)	5% (2)	19% (5)

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		
	2013	2014	2015	2013	2014	2015	2013	2014	2015	2013	2014	2015	2013	2014	2015
	47% (23)	46% (17)	58% (15)	41% (20)	48% (18)	15% (4)	10% (5)	3% (1)	19% (5)	(0)	(0)	8% (2)	2% (1)	3% (1)	(0)

TRENDS

- All families felt comfortable with the staff with whom they worked.
- There was a **12%** drop in satisfaction with the number of scheduled visits to families (**85% in 2015**, from **97% in 2014**).
- There was an increase in families who reported that they did not get all of the help that they needed in the past 12 months (from **5% in 2014** to **19% in 2015**).

BEHAVIORAL HEALTH REHABILITATION SERVICES (BHRS)

(2013: n=165) (2014: n=125) (2015: n=170)

How satisfied are you with the number of your child's scheduled visits?	Satisfied			Neutral			Dissatisfied		
	2013	2014	2015	2013	2014	2015	2013	2014	2015
	93% (153)	89% (111)	90% (153)	2% (4)	6% (8)	4% (7)	5% (8)	5% (6)	6% (10)

Do you feel comfortable with the staff who works with your child?	Yes			No			Unsure		
	2013	2014	2015	2013	2014	2015	2013	2014	2015
	98% (162)	99% (124)	99% (169)	2% (3)	1% (1)	(0)	(0)	(0)	1% (1)

Were you and/or your child given the chance to make treatment decisions?	Yes			Sometimes			No			Court Ordered		
	2013	2014	2015	2013	2014	2015	2013	2014	2015	2013	2014	2015
	99% (163)	93% (116)	96% (164)	1% (2)	6% (8)	4% (6)	(0)	1% (1)	(0)	(0)	(0)	(0)

In the last 12 months, did your child have problems getting the help they needed?	No			Sometimes			Yes		
	2013	2014	2015	2013	2014	2015	2013	2014	2015
	80% (132)	76% (95)	81% (137)	13% (23)	14% (17)	11% (19)	7% (11)	10% (13)	8% (14)

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		
	2013	2014	2015	2013	2014	2015	2013	2014	2015	2013	2014	2015	2013	2014	2015
	56% (92)	49% (61)	62% (106)	35% (57)	44% (54)	29% (50)	7% (12)	7% (9)	8% (13)	1% (1)	(0)	(0)	1% (2)	(0)	(0)

TREND

- **62%** of parents reported that their child's services made their quality of life "much better". This is up from **56% in 2013** and **49% in 2014**.

CART STAFF

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