

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.
- A 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. 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, that highlights significant findings and trends, is also distributed to all stakeholders.

IMPROVING THE QUALITY OF SERVICES
BY USING CONSUMER FEEDBACK

CART, the Consumer Action Response Team, was established in 1998 to monitor “consumer” satisfaction for Medicaid and County funded behavioral health services. **CART evaluates the quality of behavioral health services by surveying consumers about their satisfaction with services and the quality of their lives in the community.** The findings from these surveys have been used to stimulate a Continuous Quality Improvement (CQI) process where providers are expected to use the feedback from their consumers to improve the quality of services.

In order to improve services providers need actionable data that points to specific service delivery areas where providers could improve. The CART survey covers twenty-four specific aspects of service delivery. Most CART reports to providers of consumer feedback contain at least one negative comment about their service experience. Providers respond to these reports by initiating specific service improvements. In addition CART asks providers how they will involve consumers in these quality improvement efforts. Involvement of consumers in quality improvement can build trust and collaboration by communicating to service recipients that they play a vital role in how services are provided to them. This partnership with persons receiving mental health or drug/alcohol treatment can be a first step on their road to recovery.

It has been gratifying to receive many provider Quality Improvement Plans that demonstrate concrete efforts to partner with consumers on their recovery journeys. Providers give information and options so that consumers can make choices and set goals that are meaningful to them. This empowers consumers, from the start, to take ownership of their treatment experience.

PROVIDER QUALITY IMPROVEMENT INITIATIVES

Continuous Quality Improvement emphasizing recovery is occurring at all levels of behavioral health services in Allegheny County, from psychiatric inpatient to service coordination. In response to consumer/ patient feedback most **Psychiatric Inpatient Units plan to improve staff interactions with patient/consumers in the following ways:**

- 1) Require Treatment Plan Training for all new staff so that they learn how to engage patients in recovery oriented treatment planning.
- 2) Provide Peer Counselors who will assist patients to self-advocate, and to understand the recovery process.
- 3) Prompt nurses to continually talk about how medications help, and how to manage side effects.
- 4) Provide easy to understand written information about each prescribed medication.
- 5) Add questions to Patient Assessment Tools that encourages patients to state their goals in their own words.
- 6) Families are welcomed into the treatment process if the patient gives permission.
- 7) Patients are given information daily about therapy groups, and they are invited to participate.

Mental Health and Drug/Alcohol Outpatient Programs are also improving their services by introducing new ways to collaborate with client/consumers in the treatment planning process. Some of these new and improved strategies are listed below.

- 1) Therapists provide a detailed explanation of the treatment process in the first session, emphasizing client goals for treatment.
- 2) Treatment goals are written in clients' language in the treatment plan.
- 3) On-going medication education is provided to clients who are prescribed medication.

Children's BHRS (Wrap-Around) service providers are improving services by increasing communication with families. Specific communication strategies include the following:

- 1) Families are asked what goals they want their children to work on and incorporate family goals into the treatment plan.
- 2) If clinical staff is not available when a family situation occurs, families can speak with a facilitator at the office, who will help them deal with the situation immediately.
- 3) Families are given access to a substitute mobile therapist when their assigned therapist is on vacation or sick.
- 4) The provider sends Outcome Surveys three times during treatment, to give parents an opportunity to give their perception of their child's progress, so dialogue with the therapist can occur if desired.

Adult Mental Health and Drug/Alcohol service providers are improving their services by linking client/consumers to community resources and supports. These resources and supports include:

- 1) A Community Activities Network Newsletter given to clients.
- 2) Case Managers to find and link clients to community resources.
- 3) Linking clients to the Office of Vocational Rehabilitation (OVR) and Benefits Counselors to support employment efforts.
- 4) Weekly groups for clients to plan their own community activities.
- 5) Monthly socials with clients in other residential settings.

CART INTERVIEW TOTALS FOR 2016

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	971	42	356	432	36	97
% Interviewed	50.20%	2.17%	18.41%	22.34%	1.86%	5.02%

NUMBER OF INTERVIEWS BY AGE					
	Under 14	14 - 17	18 - 20	21 - 64	65+
Number	269	140	58	1370	97
% Interviewed	13.91%	7.24%	3.00%	70.83%	5.02%

NUMBER OF INTERVIEWS BY RACE			
	African American	White	Other
Number	513	1221	200
% Interviewed	26.53%	63.13%	10.34%

NUMBER OF INTERVIEWS BY GENDER	
Male	Female
1098	836
56.77%	43.23%

ADULT MENTAL HEALTH & FAMILY INTERVIEWS		CHILD MENTAL HEALTH INTERVIEWS		ADULT DRUG & ALCOHOL INTERVIEWS		CHILD DRUG & ALCOHOL INTERVIEWS	
SERVICE TYPE	#	SERVICE TYPE	#	SERVICE TYPE	#	SERVICE TYPE	#
Extended Acute Care	67	Partial	5	Inpatient Detox	11	Non-Hospital Rehab	90
Inpatient	107	Outpatient	26	Non-Hospital Rehab	180	Halfway House	7
Partial	47	Service Coordination	3	Halfway House	66		
Outpatient	209	BHRS / Wraparound	249	Partial	17		
Service Coordination	36	Family Based	63	Outpatient	191		
Psych, Social & Vocational Rehab	176	CSBBH	10	Transitional Housing	3		
Long-Term Structured Residence (LTSR)	51						
CRR & Supported Housing	105						
Enhanced Personal Care Boarding Home (DAS)	44						
	20						
Community Treatment Team	23						
Peer Specialist	33						

Standard Satisfaction Interviews	1734
Residential Satisfaction Interviews	200
CSP & CHIPP Interviews	164
Customized Survey Interviews	125
Telephone Complaint Interviews	64
GRAND TOTAL	2287

**CONSUMER AND PARENT RESPONSES TO QUESTIONS ABOUT
THEIR TREATMENT—SORTED BY POPULATION GROUP-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? <small>(n/a to Residential)</small>	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)
	2016 n=	91% (538)	4% (22)	5% (29)	91% (317)	4% (14)	5% (17)	91% (189)	4% (8)	5% (11)	0% (0)	0% (0)	0% (0)
Do you feel comfortable with the staff with whom you work? <small>(n/a to Court-Ordered Consumers)</small>	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)
	2016 n=	94% (768)	3% (18)	3% (27)	98% (349)	1% (3)	1% (4)	95% (447)	1% (4)	4% (17)	87% (84)	6% (6)	7% (7)
Were you given the chance to make treatment decisions? <small>(n/a to Court-Ordered Consumers)</small>	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=	80% (574)	5% (37)	15% (111)	95% (251)	1% (2)	4% (11)	84% (350)	4% (16)	12% (51)	52% (47)	9% (8)	39% (35)
	2016 n=	85% (566)	7% (48)	8% (56)	95% (338)	2.5% (9)	2.5% (9)	89% (391)	5% (22)	6% (26)	78% (51)	14% (9)	8% (5)
Were you involved in planning your treatment or setting goals for your services?	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)
	2016 n=	87% (589)	8% (53)	5% (33)	97% (342)	1% (3)	2% (8)	92% (396)	5% (23)	3% (13)	85% (82)	13% (13)	2% (2)
In the last twelve (12) months, have you been able to get the help you needed?	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)
	2016 n=	83% (675)	5% (39)	12% (99)	80% (285)	12% (41)	8% (30)	89% (414)	2% (10)	9% (44)	85% (82)	4% (4)	11% (11)
What effect has the treatment you received had on the quality of your life?	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=	56% (444)	4% (31)	40% (321)	61% (161)	2% (4)	37% (99)	64% (277)	1% (5)	35% (152)	32% (29)	6% (5)	62% (56)
	2016 n=	80% (651)	3% (28)	17% (134)	90% (320)	1% (5)	9% (31)	93% (437)	1% (5)	6% (26)	63% (63)	10% (10)	27% (27)
Overall, how satisfied are you with the services you received?	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)
	2016 n=	88% (713)	4% (37)	8% (63)	93% (331)	3% (12)	4% (13)	92% (92)	1% (1)	7% (7)	67% (65)	18% (17)	15% (15)

TRENDS BY POPULATION GROUP

- For adults who received mental health services there were **positive trends** in two areas:
 - 1) They reported that they are **increasingly given the chance** to make treatment decisions, from 72% in 2014 to 80% in 2015 to 85% in 2016.
 - 2) They reported that they are **increasingly satisfied overall** with the services they received, from 83% in 2014 to 87% in 2015 to 88% in 2016.
- Adults who received drug & alcohol services reported a **steady increase** in receiving the help that they needed, from 81% in 2014 to 85% in 2015 to 89% receiving needed help in 2016.
- Adolescents who received drug & alcohol treatment reported a **steady increase** in receiving the help that they needed, from 77% in 2014 to 80% in 2015 to 85% in 2016.
- **One negative trend** noted was a **steady decrease** for adolescents who received drug & alcohol services in their treatment plan involvement and goal setting, from 90% in 2014 to 87% in 2015 to 85% in 2016.

**CONSUMER AND PARENT RESPONSES TO QUESTIONS ABOUT THEIR OUTPATIENT
AND BHRS TREATMENT SERVICES - A THREE YEAR COMPARISON**

	Year	MENTAL HEALTH ADULT OUTPATIENT			MENTAL HEALTH CHILD BHRS			DRUG & ALCOHOL ADULT OUTPATIENT		
		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?	2014 n=	92% (142)	7% (10)	1% (2)	92% (115)	2% (2)	6% (8)	94% (127)	3% (4)	3% (4)
	2015 n=	94% (179)	2% (4)	4% (7)	94% (160)	4% (6)	2% (4)	92% (146)	2% (3)	6% (9)
	2016 n=	95% (198)	1% (3)	4% (8)	89% (222)	6% (14)	5% (13)	92% (175)	3% (6)	5% (10)
Do you feel comfortable with the staff with whom you work?	2014 n=	97% (149)	1% (1)	2% (4)	99% (124)	1% (1)	0% (0)	100% (136)	0% (0)	0% (0)
	2015 n=	96% (183)	0% (0)	4% (7)	99% (169)	0% (0)	1% (1)	97% (154)	1% (1)	2% (3)
	2016 n=	98% (206)	1% (1)	1% (2)	98% (246)	1% (3)	1% (3)	98% (187)	0% (0)	2% (4)
Were you given the chance to make treatment decisions?	2014 n=	76% (117)	2% (3)	22% (34)	93% (116)	1% (1)	6% (8)	87% (114)	7% (9)	6% (8)
	2015 n=	89% (167)	2% (4)	9% (16)	96% (164)	0% (0)	4% (6)	94% (142)	2% (3)	4% (6)
	2016 n=	92% (186)	3% (6)	5% (10)	94% (235)	3% (7)	3% (7)	89% (156)	6% (10)	5% (9)
Were you involved in planning your treatment or setting goals for your services?	2014 n=	94% (131)	1% (1)	5% (8)	100% (125)	0% (0)	0% (0)	89% (121)	7% (10)	4% (5)
	2015 n=	95% (161)	3% (5)	2% (4)	98% (167)	2% (3)	0% (0)	92% (136)	5% (7)	3% (4)
	2016 n=	94% (193)	3% (6)	3% (6)	96% (239)	1% (2)	3% (8)	93% (171)	6% (10)	1% (3)
In the last twelve (12) months, have you been able to get the help you needed?	2014 n=	79% (121)	2% (4)	19% (29)	76% (95)	14% (17)	10% (13)	87% (118)	2% (3)	11% (11)
	2015 n=	87% (165)	2% (3)	11% (22)	81% (137)	11% (19)	8% (14)	90% (142)	4% (6)	6% (10)
	2016 n=	89% (187)	1% (1)	10% (21)	80% (200)	11% (28)	9% (21)	90% (172)	1% (2)	9% (17)
What effect has the treatment you received had on the quality of your life?	2014 n=	85% (131)	1% (2)	14% (21)	92% (115)	0% (0)	8% (10)	87% (118)	0% (0)	13% (18)
	2015 n=	74% (141)	2% (3)	24% (46)	92% (156)	0% (0)	8% (14)	84% (132)	0% (0)	16% (26)
	2016 n=	85% (179)	1% (1)	14% (29)	94% (234)	2% (4)	4% (11)	92% (175)	1% (2)	7% (14)
Overall, how satisfied are you with the services you received?	2014 n=	91% (140)	1% (2)	8% (12)	93% (116)	2% (2)	5% (7)	93% (127)	1% (1)	6% (8)
	2015 n=	91% (173)	1% (2)	8% (15)	91% (155)	3% (5)	6% (10)	93% (93)	0% (0)	7% (7)
	2016 n=	94% (197)	1% (1)	5% (11)	92% (230)	4% (10)	4% (9)	95% (181)	1% (1)	4% (9)

TRENDS FOR OUTPATIENT & BHRS SERVICES

- For adults who received mental health outpatient services, there were **positive trends in three areas**:
 - 1) They were **increasingly satisfied** with the hours of operation and available appointment times, from 92% in 2014 to 94% in 2015 to 95% satisfied in 2016.
 - 2) They reported **increasing involvement** in treatment decisions, from 76% in 2014 to 89% in 2015 to 92% in 2016.
 - 3) They reported **steady increases** in getting the help that they needed, from 79% in 2014 to 87% in 2015 to 92% in 2016.
- For adults who received drug & alcohol outpatient services there was a **steady increase** reported in treatment plan involvement and goal setting, from 89% in 2014 to 92% in 2015 to 93% in 2016.
- For children who received BHRS parents reported a **steady decrease** in involvement in treatment planning and goal setting, from 100% in 2014 to 98% in 2015 to 96% in 2016.

CONSUMER RESPONSES TO QUESTIONS ABOUT THEIR INPATIENT AND RESIDENTIAL TREATMENT SERVICES - A THREE YEAR COMPARISON

	Year	MENTAL HEALTH ADULT INPATIENT			DRUG & ALCOHOL ADULT RESIDENTIAL REHAB			DRUG & ALCOHOL ADOLESCENT RESIDENTIAL REHAB		
		Yes/ Sat.	No/ Dissat.	Other/ Neutral	Yes/ Sat.	No/ Dissat.	Other/ Neutral	Yes/ Sat.	No/ Dissat.	Other/ Neutral
Do you feel comfortable with the staff with whom you work?	2014 n=	83% (116)	10% (14)	7% (10)	92% (99)	6% (6)	2% (3)	91% (68)	5% (4)	4% (3)
	2015 n=	87% (92)	5% (5)	8% (9)	89% (116)	2% (3)	9% (12)	94% (79)	1% (1)	5% (4)
	2016 n=	85% (91)	6% (6)	9% (10)	94% (169)	2% (3)	4% (8)	88% (79)	4% (4)	8% (7)
Were you given the chance to make treatment decisions?	2014 n=	61% (79)	17% (22)	22% (29)	77% (79)	7% (7)	16% (17)	69% (25)	11% (4)	20% (7)
	2015 n=	58% (54)	18% (17)	24% (22)	87% (108)	7% (9)	6% (7)	77% (44)	14% (8)	9% (5)
	2016 n=	71% (64)	17% (15)	12% (11)	90% (154)	5% (9)	5% (9)	79% (49)	15% (9)	6% (4)
Were you involved in planning your treatment or setting goals for your services?	2014 n=	68% (81)	24% (28)	8% (10)	89% (96)	6% (7)	5% (5)	91% (68)	8% (6)	1% (1)
	2015 n=	63% (60)	26% (25)	11% (10)	84% (101)	12% (15)	4% (5)	86% (72)	12% (10)	2% (2)
	2016 n=	70% (66)	23% (22)	7% (7)	93% (150)	5% (8)	2% (4)	85% (76)	13% (12)	2% (2)
In the last twelve (12) months, have you been able to get the help you needed?	2014 n=	61% (85)	11% (15)	28% (40)	74% (80)	7% (7)	19% (21)	81% (61)	13% (10)	6% (4)
	2015 n=	71% (75)	6% (6)	23% (25)	80% (105)	0% (0)	20% (26)	81% (68)	6% (5)	13% (11)
	2016 n=	69% (74)	10% (11)	21% (22)	83% (149)	4% (7)	13% (24)	86% (77)	4% (4)	10% (9)
What effect has the treatment you received had on the quality of your life?	2014 n=	64% (89)	14% (19)	22% (32)	92% (99)	1% (1)	7% (8)	72% (54)	5% (4)	23% (17)
	2015 n=	72% (76)	9% (10)	19% (20)	88% (115)	0% (0)	12% (16)	73% (61)	6% (5)	21% (18)
	2016 n=	65% (69)	9% (10)	26% (28)	95% (170)	1% (2)	4% (8)	64% (58)	9% (8)	27% (24)
Overall, how satisfied are you with the services you received?	2014 n=	64% (90)	17% (24)	19% (26)	86% (93)	2% (2)	12% (13)	65% (49)	7% (5)	28% (21)
	2015 n=	77% (81)	10% (11)	13% (14)	84% (110)	6% (8)	10% (13)	68% (57)	5% (4)	27% (23)
	2016 n=	69% (74)	14% (15)	17% (18)	88% (159)	1% (1)	11% (20)	69% (62)	15.5% (14)	15.5% (14)

TRENDS FOR INPATIENT AND RESIDENTIAL TREATMENT SERVICES

- For adults who received drug and alcohol residential treatment there were **positive trends in two areas:**
 - 1) They were **increasingly satisfied** with their input into treatment decisions, from 77% in 2014 to 87% in 2015 to 90% in 2016.
 - 2) They were **increasingly satisfied** with their access to needed help, from 74% in 2014 to 80% in 2015 to 83% in 2016.
- For adolescents who received drug and alcohol residential treatment services, there were **positive trends in two areas:**
 - 1) They were **increasingly satisfied** with their input into treatment decisions, from 69% in 2014 to 77% in 2015 to 79% in 2016.
 - 2) They were **increasingly satisfied** with the services they received, from 65% in 2014 to 68% in 2015 to 69% in 2016.
- There was **one negative trend** for adolescents who received drug and alcohol residential services:
 - 1) They reported **steadily decreasing** involvement in treatment planning and goal setting, from 91% in 2014 to 86% in 2015 to 85% in 2016.

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