

Consumer Action Response Team (CART) OF ALLEGHENY COUNTY

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

2017 ANNUAL REPORT

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CONSUMER ACTION AND RESPONSE TEAM OF ALLEGHENY COUNTY

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. 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. In addition, an annual report is distributed to all stakeholders.

FEATURE ARTICLE –

PATIENT–CENTERED CARE AND RECOVERY

Since the turn of the 21st century “Patient-Centered Care” has gradually become the standard for all health care. A report by the Institute of Medicine in 2001 defined Patient-Centered Care as:

“respecting and responding to patients’ wants, needs and preferences, so that they can make choices in their care that best fit their individual circumstances.”¹

Patient-Centered Care, at a basic level, is a healing relationship that includes:

1) Shared understanding, (2) informed choices and (3) patient activation in the treatment process.²

CART, the Consumer Action and Response Team of Allegheny County, has been promoting Patient/Consumer-Centered Care in the behavioral health system since 1999. Specifically, the CART process encourages patients to become active consumers of their behavioral health care. CART interviews with patient-consumers empower them to have their voices heard by their providers via written reports of their feedback about services. They are given the opportunity to provide feedback about the degree of respect, hopefulness and collaboration experienced during their treatment course.

Patient-Centered providers give clear, understandable information so individuals are able to dialogue about their condition with them. This allows an informed conversation to occur, where treatment and recovery plans are developed that address not only medical issues, but also the constraints and barriers patient-consumers face in following through on treatment recommendations. “Shared decision-making”³ is the result of specific conversations about the real life situations where treatment and recovery occur. Community health care practitioners take this information into consideration so that realistic treatment plans can be developed, with goals that are compatible with the individuals’ life world, which includes cultural beliefs and community norms. Ideally, Patient-Centered Care for medical conditions will intersect with person-centered recovery as treatment moves into the community from a hospital or clinic.

¹National Research Council. Crossing the quality chasm: a new health system for the 21st century. Washington, DC: National Academics Press, 2001.

² Epstein RM, Street RL. Patient-centered communication in cancer care: promoting healing and reducing suffering. Bethesda (MD) National Cancer Institute: 2007

³ Barry MJ, Edgman-Levitan S. Shared decision making-The pinnacle of patient-centered care. The New England Journal of Medicine 2012: 366: 9, pgs. 780-781.

Recovery and Resiliency

Recovery is a person-centered process of healing the whole person after a physical illness, a mental health condition, a substance use disorder (or any combination of these); where individuals discover ways to re-connect with social, work and/or family life. In 2005 the Office of Mental Health and Substance Abuse Services of Pennsylvania convened a large group of stakeholders with lived experience of recovery to identify catalysts of recovery and resiliency. They agreed that:

“Recovery is facilitated by relationships and environments that provide hope, choices, empowerment and opportunities that promote people to reach their full potential as individuals and community members.”⁴

Patient-Centered Care and Recovery intersect at many levels. Relationships create the possibilities for healing whether in a medical clinic or in a peer-support group at a coffee shop. The recovering person or patient becomes active when he/she realizes that he/she is making all of the decisions, thereby feeling a sense of ownership. Health care providers can do a lot to orient their services to maximize patient choices and ownership of their treatment and recovery.

What follows is a report of patient-consumer feedback about the degree to which behavioral health providers in Allegheny County orient their services to address various aspects of recovery identified by recovering persons and other stakeholders.

⁴ A Call For Change: Toward A Recovery-Oriented Mental Health Service System for Adults. A Publication of the Pennsylvania Office of Mental and Substance Abuse Services, Department of Public Welfare: Harrisburg, PA. May 2006.

RESPONSES TO QUESTIONS REGARDING RECOVERY-ORIENTATION FOR ADULT AND CHILDREN'S SERVICES: A THREE YEAR COMPARISON

	% AGREEMENT ADULT RECOVERY ORIENTATION			% AGREEMENT CHILDREN'S RESILIENCY ORIENTATION		
	2015	2016	2017	2015	2016	2017
Staff communicated hope for recovery/wellness.	92.9% (978)	93.1% (1101)	94.0% (1107)	NA	91.3% (157)	95.5% (359)
Staff encouraged decision making to support recovery/resiliency.	89.5% (950)	89.2% (1060)	90.2% (1060)	NA	NA	NA
Staff helped with recovery/resiliency goals.	91.4% (964)	91.1% (1079)	91.5% (1078)	NA	91.2% (155)	91.4% (342)
Staff gave information about how recovery/resiliency happens.	86.4% (908)	87.3% (1032)	87.5% (1031)	NA	79.6% (137)	81.8% (306)
Staff helped identify strengths they didn't know about.	82.1% (860)	82.5% (974)	83.2% (984)	NA	85.5% (148)	88.3% (333)
Staff gave options to use 12-Step programs, drop-ins or peer support	83.7% (873)	79.9% (939)	80.2% (941)	NA	73.7% (126)	74.2% (276)
Staff gave options for regular exercise, nutrition and/or meditation.	82.5% (867)	79.6% (942)	82.5% (971)	NA	80.8% (139)	76.9% (286)
Staff gave options for family and friends to be included in services.	77.8% (796)	79.6% (936)	79.8% (932)	NA	86.0% (147)	88.8% (332)
Staff helped to connect with community activities.	77.9% (819)	77.9% (925)	74.5% (878)	NA	76.4% (133)	77.9% (293)
Staff helped to think about supports needed during a crisis.	86.6% (908)	86.1% (1019)	84.9% (1003)	NA	87.3% (151)	83.8% (316)
Staff asked for feedback about services.	76.8% (810)	74.6% (887)	73.8% (871)	NA	79.3% (138)	73.7% (274)
Staff gave opportunities for self-advocacy.	88.1% (927)	88.3% (1050)	89.3% (1056)	NA	84.4% (146)	86.1% (322)
Provider held education sessions to reduce stigma.	75.3% (782)	72.5% (854)	72.4% (852)	NA	66.7% (114)	58.9% (221)

ADOLESCENT AND YOUNG ADULT RESPONSES TO QUESTIONS REGARDING RECOVERY-ORIENTATION

	N=	Strongly Disagree	Mostly Disagree	Undecided	Mostly Agree	Strongly Agree
Staff communicated hope for recovery/wellness.	110	2.7% (3)	2.7% (3)	1.8% (2)	42.7% (47)	50.1% (55)
Staff helped with recovery/resiliency goals.	110	3.6% (4)	2.7% (3)	3.6% (4)	40.0% (44)	50.1% (55)
Staff gave information about how recovery/resiliency happens.	109	2.8% (3)	4.6% (5)	5.5% (6)	37.6% (41)	49.5% (54)
Staff helped identify strengths they didn't know about.	110	4.5% (5)	2.7% (3)	3.7% (4)	36.4% (40)	52.7% (58)
Staff gave options to use 12-Step programs, drop-ins or peer support	110	3.6% (4)	11.8% (13)	9.1% (10)	34.6% (38)	40.9% (45)
Staff gave opportunities for regular exercise, nutrition and/or meditation.	109	1.8% (2)	2.8% (3)	4.6% (5)	42.2% (46)	48.6% (53)
Staff gave options for family and friends to be included in services.	110	1.8% (2)	3.7% (4)	5.5% (6)	44.5% (49)	44.5% (49)
Staff helped to connect with community activities.	110	3.6% (4)	7.3% (8)	14.5% (16)	39.1% (43)	35.5% (39)
Staff helped to think about supports needed during a crisis.	110	3.6% (4)	5.5% (6)	4.6% (5)	43.6% (48)	42.7% (47)
Staff asked for feedback about services.	110	19.1% (21)	17.3% (19)	10.9% (12)	31.8% (35)	20.9% (23)
Staff gave opportunities for self-advocacy.	110	1.8% (2)	2.7% (3)	10.9% (12)	40.9% (45)	43.7% (48)
Provider held education sessions to reduce stigma.	110	2.7% (3)	11.8% (13)	10.9% (12)	31.8% (35)	42.8% (47)

Key Findings for Provider Recovery Orientation Questions

Adult Services

- 1) There was a slight increase in providers' communication of hope for recovery over the past three years: from 92.9% in 2015, to 93.1% in 2016, to 94% in 2017.
- 2) There was a slight increase in providers' helping identify strengths that consumers didn't know about: from 82.1 % in 2015, to 82.5% in 2016, to 83.2% in 2017.
- 3) There was a slight decrease of providers who ask consumers for feedback about services: from 76.8% in 2015, to 74.6% in 2016, to 73.8% in 2017.

Adolescent Services

1) There were three areas in 2018 where adolescents reported high levels of provider recovery orientation.

- 93% reported that staff communicated hope for recovery and wellness.
- 91% reported that staff gave them opportunities for regular exercise, nutrition, meditation, etc.
- 90% reported that staff helped them with their recovery/resiliency goals.

2) There was one area where adolescents reported relatively low provider recovery orientation.

- Only 53% of providers asked adolescents about their feedback regarding their services.

STANDARD SATISFACTION INTERVIEW DEMOGRAPHICS AND INTERVIEW TOTALS FOR 2017

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	977	66	327	462	41	78
% Interviewed	50.08%	3.38%	16.76%	23.68%	2.10%	4.00%

NUMBER OF INTERVIEWS BY AGE					
	Under 14	14 - 17	18 - 20	21 - 64	65+
Number	239	128	74	1416	94
% Interviewed	12.25%	6.56%	3.79%	72.58%	4.82%

NUMBER OF INTERVIEWS BY RACE			
	African American	White	Other
Number	557	1221	173
% Interviewed	28.55%	62.58%	8.87%

NUMBER OF INTERVIEWS BY GENDER			
	Male	Female	Non-Binary
Number	1098	848	5
% Interviewed	56.28%	43.46%	0.26%

ADULT MENTAL HEALTH & FAMILY INTERVIEWS		CHILD MENTAL HEALTH INTERVIEWS		ADULT DRUG/ ALCOHOL & FAMILY INTERVIEWS		CHILD DRUG & ALCOHOL INTERVIEWS	
Service	#	Service	#	Service	#	Service	#
Extended Acute Care	47	Partial	7	Inpatient Detox	11	Non-Hospital Rehab	70
Inpatient	124	Outpatient	32	Non-Hospital Rehab	189	Halfway House	8
Partial	70	Service Coordination	82	Halfway House	80		
Outpatient	236	BHRS / Wraparound	124	Partial	19		
Psych, Social & Vocational Rehab	254	Family Based	57	Outpatient	195		
Long-Term Structured Residence (LTSR)	54	CSBBH	25	Transitional Housing	9		
CRR & Supported Housing	138						
Enhanced Personal Care Boarding Home	46						
Diversion & Acute Stabilization (DAS)	9						
Community Treatment Team	41						
Peer Specialist	24						

Standard Satisfaction Interviews	1951
CSP & CHIPP Interviews	190
Customized Survey Interviews	41
Telephone Complaint Interviews	48
GRAND TOTAL	2230

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 the hours of operation & appointment times made available to you?	2015 n=	89% (512)	3% (18)	8% (46)	93% (205)	4% (8)	3% (6)	92% (183)	2% (4)	6% (12)	0% (0)	0% (0)	0% (0)
	2016 n=	92% (538)	4% (22)	4% (26)	91% (317)	4% (14)	5% (16)	91% (189)	4% (8)	5% (10)	0% (0)	0% (0)	0% (0)
	2017 n=	93% (577)	2% (16)	5% (29)	93% (222)	4% (9)	3% (7)	91% (194)	5% (11)	4% (8)	0% (0)	0% (0)	0% (0)
Do you feel comfortable with the staff who works with you?	2015 n=	94% (746)	2% (15)	4% (32)	99% (262)	0.5% (1)	0.5% (1)	95% (410)	1% (6)	4% (18)	95% (85)	1% (1)	4% (4)
	2016 n=	95% (768)	2% (18)	3% (24)	98% (349)	1% (3)	1% (4)	96% (447)	1% (4)	3% (16)	84% (84)	6% (6)	7% (7)
	2017 n=	93% (743)	2% (17)	5% (37)	97% (315)	1% (4)	2% (7)	93% (470)	2% (10)	5% (23)	91% (70)	6% (5)	4% (3)
Were you given the chance to make treatment decisions?	2015 n=	85% (574)	6% (37)	9% (62)	95% (251)	1% (2)	4% (10)	91% (350)	4% (16)	5% (19)	78% (47)	13% (8)	9% (5)
	2016 n=	86% (566)	7% (48)	7% (45)	95% (338)	2.5% (9)	2.5% (9)	91% (391)	5% (22)	4% (17)	80% (51)	14% (9)	6% (4)
	2017 n=	91% (609)	6% (40)	3% (22)	96% (313)	1% (4)	3% (9)	92% (417)	4% (19)	3% (15)	97% (35)	3% (1)	0% (0)
Were you involved in planning your treatment or setting goals for your services?	2015 n=	88% (522)	8% (48)	4% (23)	96% (218)	2% (4)	2% (5)	90% (367)	7% (29)	3% (12)	87% (78)	11% (10)	2% (2)
	2016 n=	88% (589)	8% (53)	4% (27)	97% (342)	1% (3)	2% (6)	93% (396)	5% (23)	2% (9)	85% (82)	13% (13)	2% (2)
	2017 n=	92% (614)	5% (36)	3% (21)	98% (241)	1% (2)	1% (2)	93% (428)	5% (23)	2% (10)	95% (74)	4% (3)	1% (1)
In the last twelve (12) months, have you been able to get the help you needed?	2015 n=	83% (660)	4% (30)	13% (103)	80% (212)	11% (28)	9% (24)	87% (369)	2% (10)	11% (45)	80% (72)	6% (5)	14% (13)
	2016 n=	83% (675)	5% (39)	12% (94)	80% (285)	12% (41)	8% (30)	89% (414)	2% (10)	9% (44)	85% (82)	4% (4)	11% (11)
	2017 n=	86% (688)	6% (49)	8% (62)	73% (240)	16% (52)	11% (35)	90% (453)	3% (13)	7% (36)	72% (56)	22% (17)	6% (5)
What effect has the treatment you received had on the quality of your life?	2015 n=	84% (643)	4% (31)	12% (93)	86% (222)	2% (4)	12% (31)	92% (374)	1% (5)	7% (30)	74% (67)	6% (5)	20% (18)
	2016 n=	81% (651)	4% (28)	15% (123)	90% (320)	1% (5)	9% (30)	94% (437)	1% (5)	5% (24)	64% (61)	10% (10)	26% (25)
	2017 n=	82% (647)	3% (28)	15% (115)	87% (283)	1% (2)	12% (40)	92% (460)	1% (5)	7% (34)	74% (58)	5% (4)	21% (16)
Overall, how satisfied are you with the services you received?	2015 n=	87% (690)	4% (29)	9% (69)	90% (235)	4% (12)	6% (15)	90% (388)	3% (13)	7% (31)	69% (62)	4% (6)	27% (24)
	2016 n=	88% (713)	5% (37)	7% (58)	93% (331)	3% (12)	4% (13)	92% (431)	1% (4)	7% (32)	67% (65)	18% (17)	15% (15)
	2017 n=	93% (732)	3% (23)	4% (35)	96% (313)	2% (5)	2% (7)	92% (459)	2% (12)	6% (30)	76% (59)	5% (4)	19% (19)

Trends by Population Group

Adult Mental Health

- 1) Individuals reported increased satisfaction with hours of operation and appointment times: from 89% in 2015, to 92% in 2016, to 93% in 2017.
- 2) Increased involvement in making treatment decisions was reported: from 85% in 2015, to 86% in 2016, to 91% in 2017.
- 3) Individuals reported increased overall satisfaction: from 87% in 2015, to 88% in 2016, to 93% in 2017.

Children's Mental Health

- 1) Individuals reported a slight decrease in comfort level with staff with whom they worked: from 99% in 2015, to 98% in 2016, to 97% in 2017.
- 2) Individuals reported increased involvement in planning treatment and goal setting: from 96% in 2015, to 97% in 2016, to 98% in 2017.
- 3) Individuals reported increased overall satisfaction: from 90% in 2015, to 93% in 2016, to 96% in 2017.

Adult Drug and Alcohol

- Individuals reported increased access to services: from 87% in 2015, to 89% in 2016, to 90% in 2017.

Child/Adolescent Drug and Alcohol

- Individuals reported increasing involvement in treatment decisions: from 78% in 2015, to 80% in 2016, to 97% in 2017.

INTERVIEW RESPONSES OF PEOPLE DISCHARGED FROM MAYVIEW: A THREE YEAR COMPARISON

The following set of tables summarizes the responses of individuals who have been discharged to community services during the closure of Mayview State Hospital. The most recent three years of data is reported below.

(N = 101 in 2015) (N = 97 in 2016) (N = 77 in 2017)

Do you get to work on goals that are important to you?											
Yes			No			Unsure			Other & N/A		
2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
71%	68%	68%	15%	9%	10%	6%	17%	18%	8%	6%	4%
(72)	(66)	(52)	(15)	(9)	(8)	(6)	(16)	(14)	(8)	(6)	(3)

Has someone helped you understand your illness?											
Yes			No			Unsure			Other & N/A		
2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
70%	68%	78%	11%	12%	12%	14%	17%	10%	5%	3%	0%
(71)	(66)	(60)	(11)	(12)	(9)	(14)	(16)	(8)	(5)	(3)	(0)

Does your Service Coordinator or CTT help you identify your strengths?											
Yes			No			Unsure			Other & N/A		
2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
62%	66%	65%	20%	20%	25%	11%	9%	9%	7%	5%	1%
(63)	(64)	(50)	(20)	(19)	(19)	(11)	(9)	(7)	(7)	(5)	(1)

Are you satisfied with the services you are receiving?											
Yes			No			Unsure			Other & N/A		
2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
72%	75%	79%	22%	17%	14%	4%	8%	7%	2%	0%	0%
(73)	(73)	(61)	(22)	(16)	(11)	(4)	(8)	(5)	(2)	(0)	(0)

Is your life better since you left the hospital?											
Yes			No			Unsure			Other & N/A		
2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
85%	91%	89%	5%	3%	5%	9%	5%	5%	1%	1%	1%
(86)	(88)	(68)	(5)	(3)	(4)	(9)	(5)	(4)	(1)	(1)	(1)

How would you rate where you live?														
Excellent			Average			Poor			Unsure			Other & NA		
2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
64%	55%	54%	27%	36%	43%	9%	6%	1%	0%	3%	1%	0%	0%	1%
(65)	(55)	(41)	(27)	(33)	(33)	(9)	(6)	(1)	(0)	(3)	(1)	(0)	(0)	(1)

Are you working or volunteering?											
Yes			No			Unsure			Other & N/A		
2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
29%	26%	17%	69%	68%	78%	1%	3%	5%	1%	3%	0%
(29)	(25)	(13)	(70)	(66)	(60)	(1)	(3)	(4)	(1)	(3)	(0)

Are you interested in furthering your education?											
Yes			No			Unsure			Other & N/A		
2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
28%	35%	26%	59%	58%	66%	9%	5%	4%	4%	2%	4%
(28)	(34)	(20)	(60)	(56)	(51)	(9)	(5)	(3)	(4)	(2)	(3)

How would you rate your social life?														
Excellent			Average			Poor			Unsure			Other & NA		
2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
19%	21%	17%	49%	60%	64%	23%	16%	17%	4%	2%	1%	5%	1%	1%
(19)	(20)	(13)	(50)	(58)	(49)	(23)	(16)	(13)	(4)	(2)	(1)	(5)	(1)	(1)

How would you rate your access to physical health care?														
Excellent			Average			Poor			Unsure			Other & NA		
2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
37%	42%	32%	41%	42%	52%	6%	6%	9%	10%	9%	4%	6%	1%	3%
(37)	(41)	(25)	(42)	(41)	(40)	(6)	(6)	(7)	(10)	(8)	(3)	(6)	(1)	(2)

Trends

- 1) There was increased satisfaction with services received: from 72% in 2015, to 75% in 2016, to 79% in 2017.
- 2) Only 1% of those interviewed rated their housing as poor in 2017, whereas 6% reported poor housing in 2016, and 9% rated their housing as poor in 2015.
- 3) Employment rates have steadily declined over the past 3 years. Only 17% of individuals reported that they were employed in 2017, as compared to 26% in 2016 and 29% in 2015. Of those who were not working in 2017, 52% said that they would like to work.

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FUNDERS

**Allegheny County Department of Human Services
&
Community Care Behavioral Health**