

CART OF ALLEGHENY COUNTY

# Annual Satisfaction Report

by the Allegheny County Consumer Action  
Response Team (CART)

---

2018

Paul Freund

3/16/2019

# TABLE OF CONTENTS

CART Vision, Purpose and Methodology .....	1
Interview Totals and Demographics for 2018.....	2
FEATURE ARTICLE: What Behavioral Health Providers Do Well .....	3-8
Adults' & Parents' Responses to Questions about Their Treatment.....	9-10
Family Responses to Questions About Their Family Member's Treatment .....	11-12
CART Staff and Advisory Board .....	13

# Consumer Action Response Team (CART) of Allegheny County

## Vision

CART's vision is that consumers and providers of behavioral health services will dialogue regularly about improvements that could be made in existing 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 Community Support Program (CSP) and Community Hospital Integration Projects Program (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

- CART is independent from provider organizations.
- Interviewers are former recipients of services and/or family members of persons receiving services.
- CART 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.

## 2018 Interview Totals, Demographics and Level of Care Totals

<b>NUMBER OF INTERVIEWS BY POPULATION</b>						
	Adult Mental Health	Adult Mental Health Family	Children's Mental Health	Adult Drug & Alcohol	Adult Drug & Alcohol Family	Children's Drug & Alcohol
Number	1077	71	234	440	55	58
% Interviewed	55.66%	3.67%	12.09%	22.74%	2.84%	3.00%

<b>NUMBER OF INTERVIEWS BY AGE</b>					
	Under 14	14 - 17	18 - 20	21 - 64	65+
Number	162	97	69	1504	103
% Interviewed	8.37%	5.01%	3.57%	77.73%	5.32%

<b>NUMBER OF INTERVIEWS BY RACE</b>			
	African American	White	Other
Number	558	1211	166
% Interviewed	28.84%	62.58%	8.58%

<b>NUMBER OF INTERVIEWS BY GENDER</b>			
	Male	Female	Non-Binary
Number	1035	890	10
% Interviewed	53.49%	45.99%	0.52%

<b>ADULT MENTAL HEALTH &amp; FAMILY INTERVIEWS</b>		<b>CHILD MENTAL HEALTH INTERVIEWS</b>		<b>ADULT DRUG &amp; ALCOHOL INTERVIEWS</b>		<b>CHILD DRUG &amp; ALCOHOL INTERVIEWS</b>	
Service	#	Service	#	Service	#	Service	#
Extended Acute Care	53	School Based Partial	3	Inpatient Detox	10	Non-Hospital Rehab	51
Inpatient	74	Outpatient	49	Non-Hospital Rehab	175	Halfway House	7
Partial	64	Service Coordination	97	Halfway House	63		
Outpatient	298	BHRS / Wraparound	32	Partial	29		
Psych, Social & Vocational Rehab	262	Family Based	33	Outpatient	202		
Service Coordination	93	CSBBH	20	Recovery Specialist	16		
Long-Term Structured Residence (LTSR)	52						
CRR & Supported Housing	134						
Enhanced Personal Care Boarding Home	57						
DAS	26						
Community Treatment Team	16						
Peer Specialist	19						

Standard Satisfaction Interviews	1935
CSP & CHIPP Interviews	191
Customized Survey Interviews	41
Telephone Complaint Interviews	35
<b>GRAND TOTAL</b>	<b>2202</b>

## WHAT BEHAVIORAL HEALTH PROVIDERS DO WELL:

### A SUMMARY OF POSITIVE INTERVIEW COMMENTS FOR 2018

When CART surveys consumers about their perceptions of services, we ask them to tell us what they LIKE about their services. We also ask them to what extent their lives have changed since receiving services.

**This report documents first-person experiences of care when individuals also report that their lives are “much better” since receiving services.** This report also covers nine levels of behavioral health services where CART Interviewers were able to interview a relatively large (>50) sample of service recipients (see table below). This may shed some light on the aspects of services that make the most impact on service recipients.

#### **What effect has the treatment you received had on the quality of your life?**

	N=	MUCH BETTER	LITTLE BETTER	LITTLE WORSE	MUCH WORSE	ABOUT SAME
Adult MH Inpatient and EAC	103	<b>32% (33)</b>	36% (37)	9% (9)	6% (6)	17% (18)
Adult MH Partial	59	<b>53% (31)</b>	29% (17)	3% (2)	2% (1)	13% (8)
Adult Outpatient/IOP	284	<b>42% (118)</b>	40% (114)	1% (2)	1% (3)	16% (47)
Adult MH Psychiatric Rehabilitation	73	<b>48% (35)</b>	45% (33)	0% (0)	0% (0)	7% (5)
Adult MH Service Coordination	76	<b>45% (34)</b>	38% (29)	1% (1)	0% (0)	16% (12)
Child MH Service Coordination	96	<b>56% (54)</b>	33% (32)	0% (0)	0% (0)	11% (10)
Adult D&A Non-Hospital Rehab.	150	<b>61% (92)</b>	26% (39)	1% (2)	1% (1)	11% (16)
Adult D&A Halfway House	54	<b>55% (30)</b>	39% (21)	2% (1)	0% (0)	4% (2)
Adult D&A Outpatient	184	<b>64% (118)</b>	25% (47)	2% (3)	0% (0)	9% (16)

#### **Service Recipients’ Positive Experiences of Care**

Narrative comments are categorized by the specific service (or level of care) to which they refer. Providers of inpatient, outpatient, service coordination, partial hospital, psychiatric rehabilitation, halfway house and residential rehabilitation services can review the specific aspects of their services that positively impacted service recipients’ lives.

## **Mental Health Inpatient Psychiatric Hospital Services for Adults**

Twenty-five (25) consumers made comments about what they liked about their services. Comments fell into two general areas: (1) quality of relationships with hospital staff and (2) the quality of the overall treatment environment.

Comments about Quality of Relationships with Staff:

*“The staff are so loving. They really care about you.” “They have empathy; they talk to you like an adult and they want you to succeed.” “They try and I appreciate that.” “They really listen.”*

Comments about Quality of Overall Treatment Environment:

*“It provides a roof over my head and companionship.” “I feel comfortable.” “You don’t feel like you’re on a psych ward.” “It’s relaxing and very safe.” “It’s free and open.” “It’s a flexible program.” “We can go out with the workers.” “I like the food.”*

## **Mental Health Partial Hospital services for Adults**

Twenty-six (26) consumers made specific comments about what they liked about their services. Two-thirds (2/3) of the positive comments referred to (1) supportive staff relationships and a third (1/3) of the comments referred to (2) a therapeutic treatment atmosphere.

Comments about Supportive Staff Relationships:

*“Staff is welcoming and understanding.” “They give great advice on things we should work on.” “They let you know you can succeed no matter where you come from.” “The therapists and staff are genuinely interested in everybody’s recovery.” “They are concerned about me.” “They are not just doing a job.”*

Comments about a Therapeutic Treatment Atmosphere:

*“Other patients in the group are good.” “It’s helping me feel better, being in groups and talking about our issues and how to deal with them.” “It’s a nice time to focus on my recovery.” “It helps me to communicate and get out of my shell.” “I can open up and find other people who have things in common.”*

## **Mental Health Service Coordination for Adults**

Twenty-nine (29) consumers commented on what they liked about their services. Most comments fell into three areas: (1) listening, (2) information and guidance and (3) a close relationship.

Comments about Listening:

*"She takes time to listen, which helps my recovery". "She listens if I have a problem."  
"She's really mindful and listens a lot." "She always listens to my feelings."*

Comments about Information and Guidance:

*"He goes right on his computer and gets the information I need." "She gives me good feedback when I need it." "They will clear things up for me." "He's a good coach."*

Comments about a Close Relationship:

*"Without her I would be in the hospital." "She took an interest in my art work." "I don't feel alone." "We are like family."*

## **Mental Health Psychiatric Rehabilitation for Adults**

Thirty five (35) consumers commented on what they liked about services. Most of the positive comments were in two general areas: (1) a family atmosphere in the program and (2) learning new social skills.

Comments about a Family Atmosphere:

*"The staff is like a family." "We're one big family." "I'm around folks just like me." "It makes me a part of something." "I like the comradery." "They make me feel at home."*

Comments about Learning New Social Skills:

*"It helps me be more of an extrovert." "It helps me speak up louder." "I like to socialize here and work recovery." "It's strengths-based which increases your confidence." "There are lots of nice people to talk to."*

## **Mental Health Outpatient and IOP for Adults**

Eighty-three (83) consumers commented on what they liked about their services. Most of the comments fell into three areas. Three-quarters (3/4) of the comments made referred to (1) outstanding therapists; other categories of comments referred to (2) involved psychiatrists and (3) cohesive treatment teams.

Comments about Outstanding Therapists:

*“My therapist is wonderful.” “I have a great match with my therapist.” “My therapist is great.” “I like the people there, especially my therapist.” “My therapist really cares.” “My therapist rocks!” “My therapist is lovely.” “My therapist is amazing.” “I love my therapist.” I have a great therapist.”*

Comments about Involved Psychiatrists:

*“I love my doctor.” “I like the psychiatrist”. “My doctor is lovely”. “I am comfortable with my doctor”. “The doctor doesn’t force me to take medication if I don’t want to.”*

Comments about Cohesive Treatment Team:

*“Everybody is a team and works together well.” “I can get help for both ED and SUD because of the team.” “The staff is cohesive; they work well together.”*

## **Mental Health Service Coordination for Children**

Fifty (50) consumers made comments about what they liked about these services. Comments fell into three general areas: (1) receiving needed information and resources, (2) the service coordinator was caring, available and reliable and (3) the service coordinator was always responsive.

Comments about Receiving Needed Information and Resources:

*“She is the ultimate resource.” “He gets me the information that I need to look into services.” “I like that they look for things that are ‘outside of the box’ that could help my son.” “If I don’t know how to contact a service, she will do it for me.” “They have helped us get funding for things we cannot afford.”*



Comments about Caring, Available and Reliable:

*"I like her as a person, and she is helpful." "He has gotten us through very stressful moments." "I love her." "She is so caring and willing to help us with everything and anything we've needed." "She is hands on with my child."*

Comments about Always Responsive:

*"She calls me back immediately." "She is prompt and she never cancels." "He is always reachable." "They respond quickly when we need them." "They are there when we need them." "When I call she gets back to me immediately."*

### **Drug and Alcohol Non-Hospital Residential Rehabilitation for Adults:**

Forty-six (46) consumers commented on what they liked about their services. Most comments referred to (1) how staff was caring, involved and helpful. Several other consumers commented about (2) helpful recovery/tech staff and about (3) helpful groups and program structure.

Comments about Caring and Involved Staff:

*"The counselors are nice and energetic." "They go above and beyond to help." "The staff is so caring." "The staff is fantastic." "The employees are open and they care." "They're always available when I need them."*

Comments about Helpful Recovery/Tech Staff:

*"The counselors have recovery and they understand." "I like the help and the experience that techs in-recovery bring." "I've learned a lot from the techs in recovery."*

Comments about Helpful Groups and Program Structure:

*"Groups allow me to focus on why I am here." "There's all kinds of stuff to do here besides group." "The structure is helpful to me." "It feels like a college campus." "The groups are very helpful and they have a good variety." "I like the structure and how we are held accountable."*

### **Drug and Alcohol Halfway House for Adults**

Twenty-eight (28) consumers made specific comments about what they liked about services. Comments fell into two general areas: (1) exceptional relationships with staff and (2) helpful program structure.

Comments about Exceptional Relationships with Staff:

*“The counselors are amazing.” “Staff is really awesome.” “I love the staff; they go above and beyond.” “They are understanding and helpful; you don’t feel judged.”*

Comments about Helpful Program Structure:

*“It’s a program with a structured curriculum to prepare me to be on my own.” “The structure keeps me grounded and focused on my recovery.” “I like the structure of the house and the reasons for it.”*

### **Drug and Alcohol Outpatient, including IOP for Adults**

Ninety-eight (98) consumers made specific comments about what they liked about their services. Most of the comments fell into two general areas: (1) exceptional relationships with therapists and (2) healing relationships with peers in groups.

Comments about Exceptional Relationships with Therapists:

*“The counselors are genuine and that makes me feel comfortable being honest and sharing things.” “I like the counselors who are like me in-recovery.” “They are friendly, caring and helpful.” “The staff takes the time to talk to you about what you need.” “The therapists are great; they know what they’re doing. We get 30 minutes with the psychiatrist.”*

Comments about Healing Relationships with Peers in Therapy Groups:

*“I am not worried about opening up to people about my feelings.” “I relate to other people’s stories.” “I know that I’m not the only person addicted to alcohol and I can talk about it in group.” “Meeting the people and hearing the stories; I can share and it helps me in my recovery.” “It’s a positive place to come to where I can get feedback from other group members.”*

**CONSUMER AND PARENT RESPONSES TO QUESTIONS ABOUT THEIR TREATMENT  
SORTED BY POPULATION GROUP FOR THREE YEARS**

	Year	MENTAL HEALTH ADULT			MENTAL HEALTH CHILD			DRUG & ALCOHOL ADULT			DRUG & ALCOHOL CHILD		
		Yes/ Sat.	No/ Dissat.	Other/ Neutra l	Yes/ Sat.	No/ Dissat.	Other/ Neutra l	Yes/ Sat.	No/ Dissat.	Other/ Neutra l	Yes/ Sat.	No/ Dissat.	Other/ Neutra l
How satisfied are you with hours of operation & appointment times made available to you?	2016 n=	92% (538)	4% (22)	4% (26)	<b>91%</b> <b>(317)</b>	4% (14)	5% (16)	91% (189)	4% (8)	5% (10)	0% (0)	0% (0)	0% (0)
	2017 n=	93% (577)	2% (16)	5% (29)	<b>93%</b> <b>(222)</b>	4% (9)	3% (7)	91% (194)	5% (11)	4% (8)	0% (0)	0% (0)	0% (0)
	2018 n=	91% (588)	3% (18)	6% (39)	<b>97%</b> <b>(160)</b>	1% (1)	2% (3)	94% (212)	3% (6)	3% (8)	0% (0)	0% (0)	0% (0)
Do you feel comfortable with the staff who works with you?	2016 n=	95% (768)	2% (18)	3% (24)	98% (349)	1% (3)	1% (4)	96% (447)	1% (4)	3% (16)	86% (84)	6.5% (6)	7.5% (7)
	2017 n=	93% (743)	2% (17)	5% (37)	97% (315)	1% (4)	2% (7)	93% (470)	2% (10)	5% (23)	90% (70)	6% (5)	4% (3)
	2018 n=	94% (781)	2% (17)	4% (36)	99% (231)	0% (0)	1% (3)	94% (412)	2% (11)	4% (17)	91% (53)	2% (1)	7% (4)
Were you involved in planning your treatment or setting goals for your services?	2016 n=	88% (589)	8% (53)	4% (27)	<b>97%</b> <b>(342)</b>	1% (3)	2% (6)	93% (396)	5% (23)	2% (9)	85% (82)	13% (13)	2% (2)
	2017 n=	92% (614)	5% (36)	3% (21)	<b>98%</b> <b>(241)</b>	1% (2)	1% (2)	93% (428)	5% (23)	2% (10)	95% (74)	4% (3)	1% (1)
	2018 n=	91% (651)	5% (36)	4% (25)	<b>99%</b> <b>(161)</b>	1% (2)	0% (0)	95% (418)	3% (15)	2% (7)	93% (54)	5% (3)	2% (1)
Were you given the chance to make treatment decisions?	2016 n=	86% (566)	7% (48)	7% (45)	<b>95%</b> <b>(338)</b>	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)	<b>96%</b> <b>(313)</b>	1% (4)	3% (9)	93% (417)	4% (19)	3% (15)	97% (35)	3% (1)	0% (0)
	2018 n=	90% (677)	6% (43)	4% (29)	<b>98%</b> <b>(228)</b>	1% (3)	1% (2)	91% (387)	6% (24)	3% (12)	84% (49)	9% (5)	7% (4)
In the last twelve (12) months, have you been able to get the help you needed?	2016 n=	<b>83%</b> <b>(675)</b>	5% (39)	12% (94)	80% (285)	12% (41)	8% (30)	89% (414)	2% (10)	9% (44)	85% (82)	4% (4)	11% (11)
	2017 n=	<b>86%</b> <b>(688)</b>	6% (49)	8% (62)	73% (240)	16% (52)	11% (35)	90% (453)	3% (13)	7% (36)	72% (56)	22% (17)	6% (5)
	2018 n=	<b>88%</b> <b>(733)</b>	3% (28)	9% (72)	80% (187)	11% (25)	9% (21)	90% (397)	3% (11)	7% (31)	81% (47)	2% (1)	17% (10)
What effect has the treatment you received had on the quality of your life?	2016 n=	81% (651)	4% (28)	15% (123)	90% (320)	1% (5)	9% (30)	94% (437)	1% (5)	5% (24)	<b>64%</b> <b>(61)</b>	10% (10)	26% (25)
	2017 n=	82% (647)	3% (28)	15% (115)	87% (283)	1% (2)	12% (40)	92% (460)	1% (5)	7% (34)	<b>74%</b> <b>(58)</b>	5% (4)	21% (16)
	2018 n=	81% (671)	3% (29)	16% (129)	89% (208)	1% (1)	10% (24)	90% (395)	2% (8)	8% (36)	<b>88%</b> <b>(51)</b>	3% (2)	9% (5)
Overall, how satisfied are you with the services you received?	2016 n=	88% (713)	5% (37)	7% (58)	<b>93%</b> <b>(331)</b>	3% (12)	4% (13)	92% (431)	1% (4)	7% (32)	<b>67%</b> <b>(65)</b>	18% (17)	15% (15)
	2017 n=	93% (732)	3% (23)	4% (35)	<b>96%</b> <b>(313)</b>	2% (5)	2% (7)	92% (459)	2% (12)	6% (30)	<b>76%</b> <b>(59)</b>	5% (4)	19% (19)
	2018 n=	90% (740)	3% (29)	7% (56)	<b>97%</b> <b>(226)</b>	0% (0)	3% (7)	89% (391)	2% (11)	9% (38)	<b>81%</b> <b>(47)</b>	0% (0)	19% (11)

## TRENDS BY POPULATION GROUP

There was one area of service that trended upwards for adults who received mental health service (see bolded numbers in table) over the past three years.

- Satisfaction with being able to get all needed help was 83% in 2016, 86% in 2017 and 88% in 2018.

There were four areas of service quality for children's mental health services that have trended upwards over the past three years.

- Satisfaction with hours of operation and/or available appointment times went from 91% in 2016 to 93% in 2017 to 97% in 2018.
- Satisfaction with treatment planning went from 97% in 2016 to 98% in 2017 to 99% in 2018.
- Satisfaction with opportunities to make decisions about treatment went from 95% in 2016 to 96% in 2017 to 98% in 2018.
- Overall satisfaction with services went from 93% in 2016 to 96% in 2017 to 97% in 2018.

There were two areas of service quality that trended upward for adolescents who received drug and alcohol residential treatment services.

- Perception of service effectiveness was 64% in 2016, 74% in 2017 and 88% in 2018.
- Overall satisfaction was 67% in 2016, 76% in 2017 and 81% in 2018.

## FAMILY RESPONSES TO QUESTIONS ABOUT THEIR FAMILY MEMBER'S TREATMENT

How satisfied are you with hours of operation & appointment times made available to your family member?

	N=	SATISFIED	DISSATISFIED	NEUTRAL
Adult Mental Health	42	93% (39)	5% (2)	2% (1)
Adult Drug and Alcohol	20	95% (19)	0% (0)	5% (1)

Do you feel comfortable with the staff who works with your family member?

	N=	YES	NO	UNSURE
Adult Mental Health	71	93% (66)	1% (1)	6% (4)
Adult Drug and Alcohol	55	90% (49)	5% (3)	5% (3)

Is your family member given the chance to make treatment decisions?

	N=	YES (ALWAYS)	NO (NEVER)	SOMETIMES
Adult Mental Health	60	83% (50)	10% (6)	7% (4)
Adult Drug and Alcohol	47	83% (39)	4% (2)	13% (6)

In the last twelve (12) months, was your family member able to get the help they needed?

	N=	YES (ALWAYS)	NO (NEVER)	SOMETIMES
Adult Mental Health	71	80% (57)	7% (5)	13% (9)
Adult Drug and Alcohol	53	92% (49)	4% (2)	4% (2)

What effect has the treatment your family member received had on the quality of their life?

	N=	MUCH BETTER	LITTLE BETTER	LITTLE WORSE	MUCH WORSE	ABOUT SAME
Adult Mental Health	69	41% (28)	45% (31)	3% (2)	1% (1)	10% (7)
Adult Drug and Alcohol	54	48% (26)	35% (19)	2% (1)	4% (2)	11% (6)

Overall, how satisfied are you with the services your family member received?

	N=	SATISFIED	DISSATISFIED	NEUTRAL
Adult Mental Health	70	89% (62)	7% (5)	4% (3)
Adult Drug and Alcohol	55	87% (48)	5.5% (3)	7.5% (4)

How satisfied are you with your level of involvement in your family member's services?

	N=	SATISFIED	DISSATISFIED	NEUTRAL
Adult Mental Health	70	80% (56)	11% (8)	9% (6)
Adult Drug and Alcohol	55	75% (41)	11% (6)	14% (8)

## WHAT FAMILY MEMBERS “LIKED” AND “DISLIKED” ABOUT THEIR RELATIVES’ SERVICES

One hundred twenty-five (125) family members of individuals who received behavioral health services were interviewed in 2018. Their responses to seven survey questions reflecting service quality are reported on the previous page. **Family members also responded to two open-ended questions about what they liked and disliked about their relatives’ services.** The following is a description of several themes that emerged from their comments.

### Family Member “Likes”

Not surprisingly families were pleased when (1) they noticed positive changes associated with their relatives’ services and (2) they felt included in their relative’s services.

Comments about Positive Change:

*“I’m glad his problems have been addressed.” “He feels safe and accepted here and is free of symptoms.” “He has become a lot more sociable.” “It’s helping her from snapping on people.”*

Comments about Family Inclusion:

*“I like the holistic care, and me being allowed to be a part of the process.” “They keep me apprised of how she is doing.” “The therapist has gotten me involved.”*

### Family Member “Dislikes”

Families were displeased when they: (1) were not included in discussions about their relatives’ services or (2) observed that treatment staff were not engaged or overly controlling with their relatives.

Comments about Family Dis-inclusion:

*“I want to be more involved in her treatment.” “I wish they would communicate with me more about his services there.” “They should be clearer about what the plan for his treatment is, and how I can be included in his services.” “They could involve families a bit more.” “They should do more to educate family members.”*

Comments about Disengaged or Overly Controlling Staff:

*“The program is too restrictive.” They’re pretty strict. One of the staff was a little bit rude.” “Some of the staff seems to be a bit negligent.” They did not explain the rules to us, and when I asked they were rude and dismissive.” “It was like being in jail.”*

### **CART STAFF**

Alan Corn, CART Director

Darrell Williams, Supervisor of CSP,  
CHIPP & ACSP

Paula Fortino, Technical Support  
Specialist

Marilyn Micknowski, Administrative  
Assistant

Jeffrey Fitzwilliam, Interviewer/  
Community Projects Assistant

Suzi Wright, Interviewer/ Data Entry

Lee Moses, Interviewer

Carmelita Kramer, Interviewer

Phyllis Nettles, DHS Interviewer

Brian Rayne, Interviewer

Evan Weiss, Interviewer

Kathy Stamm, Interviewer

Jane Portman, Interviewer

Paul Freund, C/FST Services Director

Christine Michaels, Executive Director,  
NAMI Keystone PA

### **CART ADVISORY BOARD**

Lynda Marnoni, NAMI South

David Fath, MPH, Milestone Centers, Inc.

Kim Falk, Evaluation Specialist, Allegheny County Office of  
Behavioral Health, Department of Human Services

Keirston Parham, WPIC, Recovery and Peer Services Coordinator

Michael Gruber, MSW, Allegheny County Office of Behavioral  
Health, Department of Human Services

Curtis Upsher, MS, Community Care Behavioral Health

Denise Weis, Allegheny County Coalition for Recovery

Linda Steranchak, Peer Specialist, WPIC

Nicole Campbell, NAMI Keystone Pennsylvania

Michael Mitchell MPH, Department of Assessment, Research and  
Evaluation (DARE), Allegheny County Department of Human Services

### **FUNDERS**

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