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# CONSUMER ACTION AND 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 (former Mayview Hospital patients) consumers about their satisfaction with their services and community supports to Allegheny County Office of Behavioral Health and providers.

### **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 and families 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. Qualitative information is also obtained by asking consumers and families a number of open-ended questions about services received. The interview findings are summarized into a report and sent to providers for use in their Quality Management/Quality Improvement processes. Aggregate data reports are submitted to Community Care and Allegheny County Office of Behavioral Health quarterly and annually. In addition, an Annual Report is distributed to all stakeholders.

## FEATURE ARTICLE

### Comparing Telehealth findings in 2022 to findings in 2021

**45%** of adults and children who were interviewed by CART in 2021 received telehealth services. In 2022 that number dropped to **23%**. This was the result of many providers resuming face-to-face services coupled with service recipients' preference for face-to-face service. Also, there was a sizeable increase in satisfaction for those who continued to receive telehealth in 2022 compared to telehealth recipients in 2021. The specifics follow:

- For all telehealth recipients, **82.5%** were satisfied in 2022 compared to **71%** in 2021.
- Adult Mental Health Outpatient recipients had **91%** satisfaction in 2022 compared to **79%** in 2021.
- Adult Mental Health Service Coordination had **82%** satisfaction in 2022 compared to **76.5%** satisfaction in 2021.

Recipients of the following services were the least satisfied with telehealth:

- For Intensive Behavioral Health Service (IBHS) for children, there was **66%** satisfaction in 2022, compared to **46%** satisfaction in 2021.
- For Children's Service Coordination, there was **57%** satisfaction in 2022, compared to **48.5%** satisfaction in 2021.

How would you rate your (or your family member's/child's) experience with telehealth?							
Year	Total	Very Dissatisfied	Dissatisfied	Mixed	Satisfied	Very Satisfied	Didn't Answer
2021	493	6 1.22%	20 4.06%	111 22.52%	260 52.73%	89 18.05%	7 1.42%
2022	267	1 0.37%	7 2.62%	38 14.23%	146 54.68%	73 27.34%	2 0.75%

How would you rate your (or your family member's/child's) experience with telehealth?								
Service	Year	Total	Very Dissatisfied	Dissatisfied	Mixed	Satisfied	Very Satisfied	Didn't Answer
Adult MH OP	2021	157	0 0%	3 1.91%	31 19.75%	97 61.78%	23 14.65%	3 1.91%
	2022	55	0 0%	2 3.64%	3 5.45%	25 45.45%	24 43.64%	1 1.82%
Adult MH SC	2021	38	0 0%	1 2.63%	6 15.79%	19 50.00%	11 28.95%	1 2.63%
	2022	55	0 0%	0 0%	10 18.18%	29 52.73%	16 29.09%	0 0%

How would you rate your (or your family member's/child's) experience with telehealth?								
Service	Year	Total	Very Dissatisfied	Dissatisfied	Mixed	Satisfied	Very Satisfied	Didn't Answer
Child MH SC	2021	70	1 1.43%	7 10.00%	26 37.14%	30 42.86%	4 5.71%	2 2.86%
	2022	14	0 0%	0 0%	6 42.86%	6 42.86%	2 14.28%	0 0%
Child MH IBHS	2021	39	0 0%	2 5.14%	18 46.15%	18 46.15%	0 0%	1 2.56%
	2022	9	0 0%	0 0%	3 33.33%	6 66.67%	0 0%	0 0%

The following are some interviewee comments that illustrate what was “easier” and “more difficult” about receiving telehealth.

What was easier:

- *I have four kids, so being able to be home is very convenient.*
- *I didn't have to leave home and spend money on a bus and lunch.*
- *I didn't have to leave home, which is my comfort zone.*
- *Easier because of my work schedule.*

What was more difficult:

- *Tech was hard.*
- *ZOOM was difficult.*
- *No one-on-one in-person support.*
- *The conversation on the computer couldn't hold my son's attention.*

Telehealth continues to be an alternative to traditional facility based services. However, a large number of behavioral health clients have returned to face-to-face services as the Covid cases have receded. Those who have continued with telehealth in 2022 have been more satisfied than telehealth recipients in 2021. The telehealth research that has been done in the last two years indicates that there is no difference in the efficacy of telehealth versus face-to-face therapy<sup>1 2</sup>. This supports the continuance of telehealth as a treatment preference for clients who have difficulties traveling or who prefer talking to their therapist or doctor virtually. However, telehealth isn't for everyone. Our data show that about 3% have been dissatisfied with their telehealth services for reasons that include: discomfort with using technology for therapy and difficulties feeling a personal connection with the therapist in a virtual setting.

<sup>1</sup> Miu, A.S., Vo, H.T., Palka, J.M., Glowacki, C.R., Robinson, R.J. (2021). Tele-therapy with serious mental illness populations during COVID-19: telehealth conversion and engagement. *Counselling Psychology Quarterly*. <https://doi.org/10.1080/095115070.2020.1791800>.

<sup>2</sup> Fernandez, E., Woldgabreal, Y., Day, A., Pham, T., Gleich, B., Aboujaoude, E. (2021). Live psychotherapy by video versus in person: A meta-analysis of efficacy and its relationship to types and targets of treatment. *Clinical Psychology and Psychotherapy*. 1-15.

**2022 STANDARD SATISFACTION INTERVIEW DEMOGRAPHICS  
AND INTERVIEW TOTALS FOR EACH SERVICE**

<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	701	20	153	255	8	15
% Interviewed	60.85%	1.74%	13.28%	22.14%	0.69%	1.30%

<b>NUMBER OF INTERVIEWS BY AGE</b>					
	Under 14	14 - 17	18 - 20	21 - 64	65+
Number	120	40	31	860	101
% Interviewed	10.42%	3.47%	2.69%	74.65%	8.77%

<b>NUMBER OF INTERVIEWS BY RACE</b>						
	African American	White	Biracial	Asian	Hispanic	Other
Number	363	673	46	12	14	44
% Interviewed	31.51%	58.42%	3.99%	1.04%	1.22%	3.82%

<b>NUMBER OF INTERVIEWS BY GENDER</b>				
	Male	Female	Transgender	Non-Binary
Number	590	538	16	8
% Interviewed	51.22%	46.70%	1.39%	0.69%

<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	#
Inpatient	67	Inpatient	1	MMII	13	CMHIRS	9
Extended Acute Care	15	RTF	2	CMHIRS	128	Outpatient & IOP	6
DAS	14	Partial & SB Partial	18	CMLIRS	36		
LTSR/AOP	39	Outpatient & IOP	21	Partial Hospital	7		
Partial Hospital	20	IBHS	50	Outpatient & IOP	25		
Outpatient & IOP	98	CSBBH	21	MAT Outpatient	8		
Psych & Social Rehab	128	Family Based MH	14	Recovery Specialist	23		
Peer Specialist	61	Service Coordination	26	Case Management	7		
CTT	16			Certified Assessment Center	16		
Service Coordination	114						
Mobile MH Treatment	4						
Mobile Psych Rehab	12						
MTAY	3						
NHTD	5						
Specialized Housing Supports	11						
CRR & Supported Housing	83						
EPCBH & CMHPCH	31						

Standard Satisfaction Interviews	1152
CSP & CHIPP Interviews	91
Customized Survey Interviews	4
<b>GRAND TOTAL</b>	<b>1257</b>

**CONSUMER AND PARENT RESPONSES TO QUESTIONS ABOUT  
THEIR TREATMENT—SORTED BY POPULATION GROUP-A THREE YEAR COMPARISON**

	Year	MENTAL HEALTH Adult			MENTAL HEALTH Child & Adolescent			DRUG & ALCOHOL Adult			DRUG & ALCOHOL Child & Adolescent		
		Yes/ Sat.	No/ Dissat.	Other/ Neutral	Yes/ Sat.	No/ Dissat.	Other/ Neutral	Yes/ Sat.	No/ Dissat.	Other/ Neutral	Yes/ Sat.	No/ Dissat.	Other/ Neutral
<b>How satisfied are you with hours of operation &amp; appointment times made available to you?</b>	2020 n=	<b>95%</b> (536)	<b>1%</b> (3)	<b>4%</b> (23)	<b>94%</b> (144)	<b>0%</b> (0)	<b>6%</b> (10)	<b>94%</b> (173)	<b>4%</b> (8)	<b>2%</b> (4)	<b>100%</b> (3)	<b>0%</b> (0)	<b>0%</b> (0)
	2021 n=	<b>93%</b> (464)	<b>3%</b> (14)	<b>4%</b> (18)	<b>97%</b> (171)	<b>1%</b> (2)	<b>2%</b> (4)	<b>90%</b> (70)	<b>6%</b> (5)	<b>4%</b> (3)	<b>100%</b> (1)	<b>0%</b> (0)	<b>0%</b> (0)
	2022 n=	<b>96%</b> (431)	<b>2%</b> (10)	<b>2%</b> (10)	<b>98%</b> (133)	<b>0%</b> (0)	<b>2%</b> (3)	<b>90%</b> (76)	<b>4%</b> (3)	<b>6%</b> (5)	<b>100%</b> (6)	<b>0%</b> (0)	<b>0%</b> (0)
<b>Do you feel comfortable with the staff who works with you?</b>	2020 n=	<b>94%</b> (624)	<b>1%</b> (6)	<b>5%</b> (30)	<b>98%</b> (176)	<b>0%</b> (0)	<b>2%</b> (3)	<b>95%</b> (297)	<b>1%</b> (2)	<b>4%</b> (14)	<b>95%</b> (21)	<b>0%</b> (0)	<b>5%</b> (1)
	2021 n=	<b>97%</b> (597)	<b>1%</b> (5)	<b>2%</b> (14)	<b>99%</b> (180)	<b>0%</b> (0)	<b>1%</b> (1)	<b>95%</b> (180)	<b>1%</b> (2)	<b>4%</b> (7)	<b>77%</b> (10)	<b>0%</b> (0)	<b>23%</b> (3)
	2022 n=	<b>96%</b> (548)	<b>1%</b> (5)	<b>3%</b> (18)	<b>98%</b> (151)	<b>1%</b> (1)	<b>1%</b> (1)	<b>93%</b> (236)	<b>1%</b> (2)	<b>6%</b> (16)	<b>86%</b> (13)	<b>7%</b> (1)	<b>7%</b> (1)
<b>Were you involved in planning your treatment or setting goals for your services?</b>	2020 n=	<b>94%</b> (601)	<b>2%</b> (15)	<b>4%</b> (23)	<b>97%</b> (149)	<b>0%</b> (0)	<b>3%</b> (4)	<b>95%</b> (297)	<b>3%</b> (8)	<b>2%</b> (7)	<b>100%</b> (22)	<b>0%</b> (0)	<b>0%</b> (0)
	2021 n=	<b>93%</b> (568)	<b>3%</b> (18)	<b>4%</b> (22)	<b>98%</b> (177)	<b>1%</b> (2)	<b>1%</b> (2)	<b>94%</b> (178)	<b>4%</b> (7)	<b>2%</b> (4)	<b>92%</b> (12)	<b>0%</b> (0)	<b>8%</b> (1)
	2022 n=	<b>90%</b> (500)	<b>5%</b> (25)	<b>5%</b> (30)	<b>99%</b> (150)	<b>0%</b> (0)	<b>1%</b> (1)	<b>93%</b> (231)	<b>3%</b> (8)	<b>4%</b> (10)	<b>100%</b> (15)	<b>0%</b> (0)	<b>0%</b> (0)
<b>Were you given the chance to make treatment decisions?</b>	2020 n=	<b>90%</b> (572)	<b>2%</b> (15)	<b>8%</b> (52)	<b>98%</b> (177)	<b>1%</b> (1)	<b>1%</b> (1)	<b>92%</b> (285)	<b>3%</b> (9)	<b>5%</b> (17)	<b>86%</b> (19)	<b>5%</b> (1)	<b>9%</b> (2)
	2021 n=	<b>89%</b> (534)	<b>3%</b> (17)	<b>8%</b> (49)	<b>98%</b> (179)	<b>1%</b> (1)	<b>1%</b> (1)	<b>92%</b> (173)	<b>3%</b> (5)	<b>5%</b> (10)	<b>70%</b> (9)	<b>15%</b> (2)	<b>15%</b> (2)
	2022 n=	<b>86%</b> (466)	<b>4%</b> (23)	<b>10%</b> (55)	<b>98%</b> (148)	<b>1%</b> (1)	<b>1%</b> (1)	<b>89%</b> (220)	<b>4%</b> (10)	<b>7%</b> (18)	<b>87%</b> (13)	<b>0%</b> (0)	<b>13%</b> (2)
<b>In the last twelve (12) months, have you been able to get the help you needed?</b>	2020 n=	<b>89%</b> (599)	<b>3%</b> (17)	<b>8%</b> (57)	<b>78%</b> (139)	<b>12%</b> (22)	<b>10%</b> (18)	<b>86%</b> (270)	<b>2%</b> (7)	<b>12%</b> (38)	<b>68%</b> (15)	<b>23%</b> (5)	<b>9%</b> (2)
	2021 n=	<b>91%</b> (561)	<b>2%</b> (11)	<b>7%</b> (45)	<b>83%</b> (152)	<b>10%</b> (18)	<b>7%</b> (12)	<b>90%</b> (171)	<b>4%</b> (7)	<b>6%</b> (12)	<b>85%</b> (11)	<b>0%</b> (0)	<b>15%</b> (2)
	2022 n=	<b>89%</b> (522)	<b>3%</b> (20)	<b>8%</b> (44)	<b>89%</b> (137)	<b>7%</b> (10)	<b>4%</b> (6)	<b>86%</b> (219)	<b>7%</b> (18)	<b>7%</b> (17)	<b>93%</b> (14)	<b>7%</b> (1)	<b>0%</b> (0)
<b>What effect has the treatment you received had on the quality of your life?</b>	2020 n=	<b>83%</b> (542)	<b>4%</b> (24)	<b>13%</b> (87)	<b>88%</b> (157)	<b>1%</b> (2)	<b>11%</b> (19)	<b>92%</b> (286)	<b>1%</b> (3)	<b>7%</b> (23)	<b>68%</b> (15)	<b>0%</b> (0)	<b>32%</b> (7)
	2021 n=	<b>85%</b> (517)	<b>3%</b> (16)	<b>12%</b> (71)	<b>83%</b> (149)	<b>1%</b> (2)	<b>16%</b> (29)	<b>88%</b> (167)	<b>2%</b> (4)	<b>10%</b> (18)	<b>69%</b> (9)	<b>8%</b> (1)	<b>23%</b> (3)
	2022 n=	<b>85%</b> (473)	<b>2%</b> (9)	<b>13%</b> (71)	<b>89%</b> (135)	<b>1%</b> (2)	<b>10%</b> (15)	<b>86%</b> (201)	<b>3%</b> (6)	<b>11%</b> (28)	<b>93%</b> (14)	<b>0%</b> (0)	<b>7%</b> (1)
<b>Overall, how satisfied are you with the services you received?</b>	2020 n=	<b>88%</b> (581)	<b>3%</b> (17)	<b>9%</b> (57)	<b>89%</b> (159)	<b>1%</b> (1)	<b>10%</b> (18)	<b>88%</b> (275)	<b>3%</b> (8)	<b>9%</b> (29)	<b>73%</b> (16)	<b>0%</b> (0)	<b>27%</b> (6)
	2021 n=	<b>91%</b> (551)	<b>2%</b> (12)	<b>7%</b> (45)	<b>93%</b> (168)	<b>1%</b> (2)	<b>6%</b> (10)	<b>90%</b> (170)	<b>4%</b> (7)	<b>6%</b> (12)	<b>46%</b> (6)	<b>0%</b> (0)	<b>54%</b> (7)
	2022 n=	<b>96%</b> (536)	<b>1%</b> (5)	<b>3%</b> (15)	<b>99%</b> (151)	<b>0%</b> (0)	<b>1%</b> (2)	<b>92%</b> (233)	<b>2%</b> (5)	<b>6%</b> (15)	<b>87%</b> (13)	<b>0%</b> (0)	<b>13%</b> (2)

# TRENDS

## Populations

### Adult Mental Health Services

- In 2022, 90% of consumers reported that they were **involved in their treatment planning**. This was a **decrease** from 93% in 2021 and from 94% in 2020.
- In 2022, 86% of consumers reported being **involved in making treatment decisions**. This was a **decrease** from 89% in 2021 and from 90% in 2020.
- In 2022, 96% of consumers were **satisfied, overall**, with their services. This was an **increase** from 91% in 2021 and from 88% in 2020.

### Child Mental Health

- In 2022, 98% of Parents/Adolescents were **satisfied with available appointments**. This was an **increase** from 97% in 2021 and from 94% in 2020.
- In 2022, 99% of parents/adolescents were satisfied with their **involvement in treatment planning**. This was an **increase** from 98% in 2021 and from 97% in 2020.
- In 2022, 89% of parents/adolescents reported that they were **able to get all of the help that they needed**. This was an **increase** from 83% in 2021 and from 78% in 2020.
- In 2022, 99% of parents/adolescents were **satisfied, overall**, with their services. This was an **increase** from 93% in 2021 and from 89% in 2020.

### Adult Drug & Alcohol

- In 2022, 93% of consumers reported that they were **involved in their treatment plans**. This was a **decrease** from 94% in 2021 and from 95% in 2020.
- In 2022, 86% of consumers reported that their treatment affected their **quality of life**. This was a **decrease** from 88% in 2021 and from 92% in 2020.
- In 2022, 92% of adult consumers were **satisfied, overall**, with their services. This was an **increase** from 90% in 2021 and from 88% in 2020.

### Adolescent Drug & Alcohol

- In 2022, 93% of adolescents reported that they were **able to get all of the help that they needed**. This was an **increase** from 85% in 2021 and from 68% in 2020.
- In 2022, 93% of adolescents reported that **services affected their quality of life**. This was an **increase** from 69% in 2021 and from 68% in 2020.

**CONSUMER AND FAMILY RESPONSES TO QUESTIONS ABOUT ADULT MENTAL HEALTH  
INPATIENT, LTSR/AOP & SERVICE COORDINATION SERVICES  
– A THREE YEAR COMPARISON (2020 -2022)**

	Year	ADULT MENTAL HEALTH INPATIENT/EAC			ADULT MENTAL HEALTH LTSR/ AOP			ADULT MENTAL HEALTH SERVICE COORDINATION		
		Yes/ Satisfied	No/ Dissatisfied	Other/ Neutral	Yes/ Satisfied	No/ Dissatisfied	Other/ Neutral	Yes/ Satisfied	No/ Dissatisfied	Other/ Neutral
<b>How satisfied are you with the number of your scheduled visits?</b>	<b>2020</b> n=	<b>NA</b> (0)	<b>NA</b> (0)	<b>NA</b> (0)	<b>NA</b> (0)	<b>NA</b> (0)	<b>NA</b> (0)	<b>92%</b> (103)	<b>3%</b> (3)	<b>5%</b> (5)
	<b>2021</b> n=	<b>NA</b> (0)	<b>NA</b> (0)	<b>NA</b> (0)	<b>NA</b> (0)	<b>NA</b> (0)	<b>NA</b> (0)	<b>94%</b> (78)	<b>1%</b> (1)	<b>5%</b> (4)
	<b>2022</b> n=	<b>NA</b> (0)	<b>NA</b> (0)	<b>NA</b> (0)	<b>NA</b> (0)	<b>NA</b> (0)	<b>NA</b> (0)	<b>94%</b> (103)	<b>2%</b> (2)	<b>4%</b> (4)
<b>Do you feel comfortable with the staff who works with you?</b>	<b>2020</b> n=	<b>83%</b> (68)	<b>0%</b> (0)	<b>17%</b> (14)	<b>100%</b> (13)	<b>0%</b> (0)	<b>0%</b> (0)	<b>97%</b> (103)	<b>1%</b> (1)	<b>2%</b> (2)
	<b>2021</b> n=	<b>91%</b> (60)	<b>6%</b> (4)	<b>3%</b> (2)	<b>93%</b> (51)	<b>0%</b> (0)	<b>7%</b> (4)	<b>99%</b> (80)	<b>0%</b> (0)	<b>1%</b> (1)
	<b>2022</b> n=	<b>92%</b> (66)	<b>1%</b> (1)	<b>7%</b> (5)	<b>89%</b> (34)	<b>3%</b> (1)	<b>8%</b> (3)	<b>100%</b> (105)	<b>0%</b> (0)	<b>0%</b> (0)
<b>Were you given the chance to make treatment decisions?</b>	<b>2020</b> n=	<b>74%</b> (61)	<b>6%</b> (5)	<b>20%</b> (16)	<b>69%</b> (9)	<b>0%</b> (0)	<b>31%</b> (4)	<b>89%</b> (96)	<b>4%</b> (4)	<b>7%</b> (8)
	<b>2021</b> n=	<b>75%</b> (48)	<b>9%</b> (6)	<b>16%</b> (10)	<b>70%</b> (37)	<b>8%</b> (4)	<b>22%</b> (12)	<b>95%</b> (75)	<b>1%</b> (1)	<b>4%</b> (3)
	<b>2022</b> n=	<b>62%</b> (44)	<b>15%</b> (11)	<b>23%</b> (16)	<b>87%</b> (33)	<b>8%</b> (3)	<b>5%</b> (2)	<b>97%</b> (99)	<b>1%</b> (1)	<b>2%</b> (2)
<b>Were you involved in planning your treatment or setting goals for your services?</b>	<b>2020</b> n=	<b>79%</b> (61)	<b>8%</b> (6)	<b>13%</b> (10)	<b>92%</b> (11)	<b>0%</b> (0)	<b>8%</b> (1)	<b>96%</b> (103)	<b>2%</b> (2)	<b>2%</b> (2)
	<b>2021</b> n=	<b>84%</b> (54)	<b>8%</b> (6)	<b>6%</b> (4)	<b>92%</b> (49)	<b>4%</b> (2)	<b>4%</b> (2)	<b>98%</b> (75)	<b>1%</b> (1)	<b>1%</b> (1)
	<b>2022</b> n=	<b>75%</b> (54)	<b>15%</b> (11)	<b>10%</b> (7)	<b>81%</b> (31)	<b>3%</b> (1)	<b>16%</b> (6)	<b>97%</b> (100)	<b>1%</b> (1)	<b>2%</b> (2)
<b>In the last twelve (12) months, have you been able to get the help you needed?</b>	<b>2020</b> n=	<b>76%</b> (62)	<b>7%</b> (6)	<b>17%</b> (14)	<b>100%</b> (13)	<b>0%</b> (0)	<b>0%</b> (0)	<b>89%</b> (99)	<b>4%</b> (5)	<b>7%</b> (8)
	<b>2021</b> n=	<b>81%</b> (54)	<b>6%</b> (4)	<b>13%</b> (9)	<b>87%</b> (47)	<b>2%</b> (1)	<b>11%</b> (6)	<b>98%</b> (81)	<b>0%</b> (0)	<b>2%</b> (2)
	<b>2022</b> n=	<b>78%</b> (59)	<b>11%</b> (8)	<b>11%</b> (8)	<b>80%</b> (31)	<b>5%</b> (2)	<b>15%</b> (6)	<b>94%</b> (103)	<b>2%</b> (2)	<b>4%</b> (4)
<b>What effect has the treatment you received had on the quality of your life?</b>	<b>2020</b> n=	<b>69%</b> (54)	<b>15%</b> (12)	<b>16%</b> (13)	<b>84%</b> (11)	<b>8%</b> (1)	<b>8%</b> (1)	<b>85%</b> (89)	<b>2%</b> (2)	<b>13%</b> (13)
	<b>2021</b> n=	<b>73%</b> (48)	<b>10%</b> (6)	<b>17%</b> (11)	<b>72%</b> (37)	<b>14%</b> (7)	<b>14%</b> (7)	<b>91%</b> (73)	<b>0%</b> (0)	<b>9%</b> (7)
	<b>2022</b> n=	<b>85%</b> (59)	<b>1%</b> (1)	<b>14%</b> (10)	<b>63%</b> (24)	<b>5%</b> (2)	<b>32%</b> (12)	<b>89%</b> (92)	<b>0%</b> (0)	<b>11%</b> (11)
<b>Overall, how satisfied are you with the services you received?</b>	<b>2020</b> n=	<b>71%</b> (57)	<b>13%</b> (10)	<b>16%</b> (13)	<b>100%</b> (13)	<b>0%</b> (0)	<b>0%</b> (0)	<b>93%</b> (98)	<b>4%</b> (4)	<b>3%</b> (3)
	<b>2021</b> n=	<b>75%</b> (50)	<b>5%</b> (3)	<b>20%</b> (13)	<b>75%</b> (39)	<b>8%</b> (4)	<b>17%</b> (9)	<b>98%</b> (78)	<b>1%</b> (1)	<b>1%</b> (1)
	<b>2022</b> n=	<b>90%</b> (64)	<b>3%</b> (2)	<b>7%</b> (5)	<b>94%</b> (36)	<b>3%</b> (1)	<b>3%</b> (1)	<b>100%</b> (103)	<b>0%</b> (0)	<b>0%</b> (0)



## TRENDS

### Adult Mental Health Services

#### Inpatient & EAC

- For 2022, 92% of consumers reported that they were **comfortable with staff** who worked with them. This was an **increase** from 91% in 2021 and from 83% in 2020.
- For 2022, 85% of consumers reported **their treatment affected the quality of their lives**. This was an **increase** from 73% in 2021 and from 71% in 2020.
- For 2022, 90% of consumers were **satisfied, overall, with their services**. This was an **increase** from 75% in 2021 and from 71% in 2020.

#### LTSR & Alternative OP

- For 2022, 89% of consumers felt **comfortable with the staff** who worked with them. This was a **decrease** from 93% in 2021 and from 100% in 2020.
- For 2022, 87% of consumers reported that they were **given the chance to make treatment decisions**. This was an **increase** from 70% in 2021 and from 69% in 2020.
- For 2022, 80% of consumers reported that they **got all of the help that they needed**. This was a **decrease** from 87% in 2021 and from 100% in 2020.
- For 2022, 63% of consumers reported that **their treatment affected their quality of life**. This was a **decrease** from 72% in 2021 and from 84% in 2020.

#### Service Coordination

- In 2022, 100% of consumers felt **comfortable with the staff who worked with them**. This was an **increase** from 99% in 2021 and from 97% in 2020.
- In 2022, 100% of consumers reported that they were **given the chance to make treatment decisions**. This was an **increase** from 95% in 2021 and from 89% in 2020.
- In 2022, 100% of consumers were **satisfied, overall, with their services**. This was an **increase** from 98% in 2021 and from 93% in 2020.

**CONSUMER AND FAMILY RESPONSES TO QUESTIONS ABOUT THEIR ADULT DRUG & ALCOHOL NON-HOSPITAL REHABILITATION, HALFWAY HOUSE AND OUTPATIENT SERVICES – A THREE YEAR COMPARISON**

	Year	ADULT D&A NON-HOSPITAL REHAB			ADULT D&A HALFWAY HOUSE			ADULT D&A OUTPATIENT		
		Yes/ Satisfied	No/ Dissatisfied	Other/ Neutral	Yes/ Satisfied	No/ Dissatisfied	Other/ Neutral	Yes/ Satisfied	No/ Dissatisfied	Other/ Neutral
How satisfied are you with the number of your scheduled visits?	2020 n=	NA (0)	NA (0)	NA (0)	NA (0)	NA (0)	NA (0)	96% (89)	3% (3)	1% (1)
	2021 n=	NA (0)	NA (0)	NA (0)	NA (0)	NA (0)	NA (0)	96% (43)	0% (0)	4% (2)
	2022 n=	NA (0)	NA (0)	NA (0)	NA (0)	NA (0)	NA (0)	96% (22)	0% (0)	4% (1)
Do you feel comfortable with the staff who works with you?	2020 n=	91% (92)	1% (1)	8% (8)	92% (34)	0% (0)	8% (3)	100% (92)	0% (0)	0% (0)
	2021 n=	92% (77)	1% (1)	7% (6)	92% (26)	4% (1)	4% (1)	100% (45)	0% (0)	0% (0)
	2022 n=	86% (105)	2% (2)	12% (15)	97% (35)	0% (0)	3% (1)	100% (23)	0% (0)	0% (0)
Were you given the chance to make treatment decisions?	2020 n=	86% (85)	5% (5)	9% (9)	100% (35)	0% (0)	0% (0)	96% (87)	1% (1)	3% (3)
	2021 n=	91% (76)	5% (4)	4% (3)	92% (26)	4% (1)	4% (1)	89% (40)	0% (0)	11% (5)
	2022 n=	84% (100)	6% (7)	10% (12)	92% (33)	0% (0)	8% (3)	100% (21)	0% (0)	0% (0)
Were you involved in planning your treatment or setting goals for your services?	2020 n=	96% (91)	2% (2)	2% (2)	97% (33)	3% (1)	0% (0)	97% (87)	2% (2)	1% (1)
	2021 n=	92% (78)	4% (3)	4% (3)	96% (27)	4% (1)	0% (0)	96% (43)	4% (2)	0% (0)
	2022 n=	90% (109)	6% (7)	4% (5)	94% (34)	0% (0)	6% (2)	100% (22)	0% (0)	0% (0)
In the last twelve (12) months, have you been able to get the help you needed?	2020 n=	79% (80)	2% (2)	19% (19)	78% (29)	3% (1)	19% (7)	92% (86)	0% (0)	8% (7)
	2021 n=	84% (71)	5% (4)	11% (9)	89% (25)	4% (1)	7% (2)	96% (43)	4% (2)	0% (0)
	2022 n=	81% (99)	11% (13)	8% (10)	86% (31)	6% (2)	8% (3)	96% (22)	0% (0)	4% (1)
What effect has the treatment you received had on the quality of your life?	2020 n=	88% (89)	2% (2)	10% (10)	92% (34)	0% (0)	8% (3)	92% (85)	0% (0)	8% (7)
	2021 n=	85% (72)	4% (3)	11% (9)	93% (26)	0% (0)	7% (2)	85% (38)	2% (1)	13% (6)
	2022 n=	83% (101)	2% (2)	15% (18)	86% (31)	3% (1)	11% (4)	90% (20)	5% (1)	5% (1)
Overall, how satisfied are you with the services you received?	2020 n=	78% (79)	5% (5)	17% (17)	86% (31)	0% (0)	14% (5)	93% (86)	0% (0)	7% (6)
	2021 n=	86% (72)	7% (6)	7% (6)	86% (24)	0% (0)	14% (4)	96% (43)	2% (1)	2% (1)
	2022 n=	87% (106)	4% (5)	9% (11)	92% (33)	0% (0)	8% (3)	100% (22)	0% (0)	0% (0)

## TRENDS

### Adult Drug & Alcohol Services

#### Residential Rehabilitation

- For 2022, 90% of consumers reported that they were **involved in their treatment planning**. This was a **decrease** from 92% in 2021 and from 96% in 2020.
- For 2022, 83% of consumers reported that **treatment affected their quality of life**. This was a **decrease** from 85% in 2021 and from 88% in 2020.
- For 2022, 87% of consumers reported that they were **satisfied, overall, with their services**. This was an **increase** from 86% in 2021 and from 78% in 2020.

#### Half Way House

- For 2022, 94% of consumers reported that they were **involved in their treatment planning**. This was a **decrease** from 96% in 2021 and from 97% in 2020.

#### Outpatient

- For 2022, 100% of consumers reported that, **overall, they were satisfied with their services**. This was an **increase** from 96% in 2021 and from 93% in 2020.

**PARENT & ADOLESCENT RESPONSES TO QUESTIONS ABOUT THEIR IBHS/BHRS, FAMILY BASED AND SERVICE COORDINATION SERVICES – A THREE YEAR COMPARISON**

	Year	CHILD MH IBHS / BHRS			FAMILY BASED MENTAL HEALTH			CHILD MH SERVICE COORDINATION		
		Yes/ Satisfied	No/ Dissatisfied	Other/ Neutral	Yes/ Satisfied	No/ Dissatisfied	Other/ Neutral	Yes/ Satisfied	No/ Dissatisfied	Other/ Neutral
How satisfied are you with the number of your scheduled visits?	2020 n=	91% (30)	3% (1)	6% (2)	100% (31)	0% (0)	0% (0)	95% (40)	0% (0)	5% (2)
	2021 n=	92% (46)	0% (0)	8% (4)	100% (14)	0% (0)	0% (0)	95% (87)	2% (2)	3% (3)
	2022 n=	98% (49)	0% (0)	2% (1)	86% (12)	0% (0)	14% (2)	100% (26)	0% (0)	0% (0)
Do you feel comfortable with the staff who works with you?	2020 n=	97% (32)	0% (0)	3% (1)	97% (30)	0% (0)	3% (1)	100% (42)	0% (0)	0% (0)
	2021 n=	100% (50)	0% (0)	0% (0)	100% (14)	0% (0)	0% (0)	99% (90)	0% (0)	1% (1)
	2022 n=	100% (50)	0% (0)	0% (0)	86% (12)	0% (0)	14% (2)	100% (26)	0% (0)	0% (0)
Were you given the chance to make treatment decisions?	2020 n=	97% (32)	0% (0)	3% (1)	100% (31)	0% (0)	0% (0)	100% (42)	0% (0)	0% (0)
	2021 n=	100% (50)	0% (0)	0% (0)	100% (14)	0% (0)	0% (0)	99% (90)	1% (1)	0% (0)
	2022 n=	100% (49)	0% (0)	0% (0)	100% (13)	0% (0)	0% (0)	96% (25)	0% (0)	4% (1)
Were you involved in planning your treatment or setting goals for your services?	2020 n=	97% (32)	0% (0)	3% (1)	100% (31)	0% (0)	0% (0)	100% (16)	0% (0)	0% (26*)
	2021 n=	98% (49)	0% (0)	2% (1)	100% (14)	0% (0)	0% (0)	99% (90)	1% (1)	0% (0)
	2022 n=	100% (50)	0% (0)	0% (0)	100% (13)	0% (0)	0% (0)	96% (24)	0% (0)	4% (1)
In the last twelve (12) months, have you been able to get the help you needed?	2020 n=	82% (27)	0% (0)	18% (6)	74% (23)	13% (4)	13% (4)	81% (34)	12% (5)	7% (3)
	2021 n=	88% (44)	10% (5)	2% (1)	93% (13)	7% (1)	0% (0)	80% (74)	11% (10)	9% (8)
	2022 n=	84% (42)	12% (6)	4% (2)	79% (11)	14% (2)	7% (1)	96% (25)	0% (0)	4% (1)
What effect has the treatment you received had on the quality of your life?	2020 n=	91% (30)	0% (0)	9% (3)	77% (24)	0% (0)	23% (7)	98% (41)	0% (0)	2% (1)
	2021 n=	94% (47)	0% (0)	6% (3)	71% (10)	0% (0)	29% (4)	80% (72)	0% (0)	20% (18)
	2022 n=	94% (47)	0% (0)	6% (3)	86% (12)	7% (1)	7% (1)	92% (23)	4% (1)	4% (1)
Overall, how satisfied are you with the services you received?	2020 n=	88% (29)	0% (0)	12% (4)	90% (28)	3% (1)	6% (2)	95% (40)	0% (0)	5% (2)
	2021 n=	92% (46)	0% (0)	8% (4)	93% (13)	0% (0)	7% (1)	97% (87)	0% (0)	3% (3)
	2022 n=	100% (50)	0% (0)	0% (0)	100% (14)	0% (0)	0% (0)	100% (26)	0% (0)	0% (0)

\*26 of the families were not asked this question, and therefore they are marked as other/neutral

## TRENDS

### Children's Mental Health Services

#### IBHS

- For 2022, 98% of parents were **satisfied with the number of scheduled visits**. This was an **increase** from 92% in 2021 and from 91% in 2020.
- For 2022, 100% of parents reported that they were **involved in treatment planning**. This was an **increase** from 98% in 2021 and from 97% in 2020.
- For 2022, 100% of parents were **satisfied, overall, with their children's services**. This was an **increase** from 92% in 2021 and from 88% in 2020.

#### Family Based

- For 2022, 100% of families were **satisfied, overall, with their families' services**. This was an **increase** from 93% in 2021 and from 90% in 2020.

#### Service Coordination

- For 2022, 96% of parents reported that they were **involved in treatment decisions**. This was a **decrease** from 99% in 2021 and from 100% in 2020.
- For 2022, 96% of parents reported that they were **involved in treatment planning**. This was a **decrease** from 99% in 2021 and from 100% in 2020.
- For 2022, 100% of parents were **satisfied, overall, with their services**. This was an **increase** from 97% in 2021 and from 95% in 2020.

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