



**The Allegheny County Coalition
For Recovery**

IMPORTANT CART SURVEY UPDATE

Dear Provider,

The Allegheny County Coalition for Recovery (ACCR) has been working since 2001 to increase the public's recognition that people can and frequently do recover from serious mental illnesses and substance use disorders. The mission of the ACCR Quality Improvement Committee is to enhance recovery-oriented services in Allegheny County through the development and promotion of quality services that facilitate recovery, resiliency and wellness of person(s) served.

As such, the ACCR Quality Improvement Committee partnered with the Consumer Action and Response Team (CART) of Allegheny County and created a series of survey questions which were incorporated into the annual CART survey. These questions were intended to help organizations understand how consumers perceive the level of recovery orientation of their treatment provider. Consumers were asked to what extent do they agree or disagree with the following statements as it pertains to provider staff who work with them:

- Encourage me to make decisions about services that will support my recovery.
- Reduce the stigma of mental illness, by holding community meetings or education sessions.
- Help me connect to community activities that are important to me (family, friends, church, hobbies, work, volunteering, etc.).
- Give me opportunities to advocate for myself.
- Ask for my feedback about my services.
- Help me to identify strengths I have that I didn't know about.
- Provide information about how recovery happens.
- With my permission, include close family and friends in my services.
- Give me the option to use peer staff, 12-Step programs, clubhouses or drop-in centers as part of my recovery.
- Give me opportunities to participate in regular exercise, nutrition, education and mindfulness activities like meditation.
- Always communicate hope for my recovery.
- Have helped me with my goals for recovery.

Recently, your organization received the results of your CART survey. CART has not shared the results of your survey with QI—just that it occurred. The ACCR QI has provided the enclosed list of resources that may be of assistance on improving the recovery orientation areas of deficit.

If at any time you have any questions about these resources or the ACCR Quality Improvement Committee, please contact either Anthony Lucas (412.325.1100; alucas@ahci.org) or David Fath (412-473-8028; DFath@milestonepa.org). We also welcome you to visit our website <http://www.coalitionforrecovery.org> for other information about ACCR.

Warmest regards,

Members of the Allegheny County Coalition for Recovery, Quality Improvement Committee

ACCR QI Endorsed List of Resources

Survey Questions	Suggested Resources
<p><i>Encourage me to make decisions about services that will support my recovery.</i></p>	<p>Shared Decision-Making in Mental Health</p> <p>Self-Directed Care</p> <p>National Empowerment Center</p> <p>National Mental Health Consumer Self Help Clearinghouse</p> <p>Shery Mead Consulting</p> <p>Pat Deegan’s Website (Personal Medicine, Common Ground)</p> <p>Copeland Center</p>
<p><i>Reduce the stigma of mental illness, by holding community meetings or education sessions.</i></p>	<p>National Alliance on Mental Illness</p> <p>Stigma Reduction Initiative Kit</p> <p>Institute for Recovery and Community Integration</p> <p>The Temple University Collaborative on Community Inclusion of Individuals with Psychiatric Disabilities</p>
<p><i>Help me connect to community activities that are important to me (family, friends, church, hobbies, work, volunteering, etc.).</i></p>	<p>ACCR</p> <p>The Temple University Collaborative on Community Inclusion of Individuals with Psychiatric Disabilities</p> <p>10 x 10 Wellness Campaign</p> <p>The Jewish Community Center of Greater Pittsburgh</p> <p>MentalHealth4Muslims</p> <p>Affinity Services</p> <p>Women’s Center & Shelter of Greater Pittsburgh</p> <p>PERSAD – Strengthening the Region’s LGBTQ Communities and Their Allies</p>

<p><i>Give me opportunities to advocate for myself.</i></p>	<p><u>Job Accommodation Network</u></p> <p><u>Pennsylvania Mental Health Consumers Association</u></p> <p><u>Mental Health America</u></p> <p><u>National Mental Health Consumer Self Help Clearinghouse</u></p> <p><u>National Empowerment Center</u></p> <p><u>Disability Rights Network (Protection and Advocacy)</u></p> <p><u>International Association of Peer Supporters</u></p> <p><u>Jewish Family & Children’s Service of Pittsburgh – Immigrant Services & Refugee Resettlement</u></p> <p><u>PERSAD – Strengthening the Region’s LGBTQ Communities and Their Allies</u></p>
<p><i>Ask for my feedback about my services.</i></p>	<p><u>Consumer Action & Response Team of Allegheny County (CART)</u> Feel free to contact Paul Freund for additional information at <u>Pfreund@cartallegheny.org</u></p> <p><u>Director’s Action Line (DAL) for the Allegheny County Department of Human Services (DHS)</u></p> <p><u>Pennsylvania Mental Health Consumers Association</u></p> <p><u>Allegheny HealthChoices, Inc. – Ombudsman</u></p> <p><u>Community Care Behavioral Health</u></p> <p><u>ACCR</u></p>
<p><i>Help me to identify strengths I have that I didn’t know about.</i></p>	<p><u>10 x 10 Wellness Campaign</u></p> <p><u>Wellness Coaching – SAMHSA</u></p> <p><u>Copeland Center</u></p> <p><u>Pat Deegan’s Website (Personal Medicine, Common Ground)</u></p> <p><u>National Empowerment Center</u></p>

<p><i>Provide information about how recovery happens.</i></p>	<p>Working Definition of Recovery</p> <p>Copeland Center</p> <p>ACCR</p> <p>Recovery to Practice</p> <p>Community Care Behavioral Health Allegheny HealthChoices, Inc.</p> <p>National Alliance on Mental Illness</p> <p>International Association of Peer Supporters</p> <p>PERSAD – Services</p>
<p><i>With my permission, include close family and friends in my services.</i></p>	<p>National Alliance on Mental Illness</p> <p>Faithnet NAMI</p> <p>Mental Health America</p>
<p><i>Give me the option to use peer staff, 12-Step programs, clubhouses or drop-in centers as part of my recovery.</i></p>	<p>Peer Support Advocacy Network</p> <p>Alcoholics Anonymous</p> <p>Narcotics Anonymous</p> <p>Community Care Behavioral Health</p> <p>Onala - Recovery Center & Rehabilitation Group</p> <p>Allegheny County, Office of Behavioral Health</p> <p>International Association of Peer Supporters</p> <p>PERSAD – Substance Abuse Treatment</p>
<p><i>Give me opportunities to participate in regular exercise, nutrition, education and mindfulness activities like meditation.</i></p>	<p>10 x 10 Wellness Campaign</p> <p>Wellness Coaching – SAMHSA</p> <p>Community Care Behavioral Health</p> <p>ACCR</p>

	Allegheny County, Office of Behavioral Health YMCA of Greater Pittsburgh
<p><i>Always communicate hope for my recovery.</i></p>	ACCR National Empowerment Center International Association of Peer Supporters Mental Health America Pat Deegan's Website (Personal Medicine, Common Ground)
<p><i>Have helped me with my goals for recovery.</i></p>	Copeland Center Shared Decision-Making in Mental Health Self-Directed Care Pat Deegan's Website (Personal Medicine, Common Ground) National Empowerment Center Job Accommodation Network