

**ALLEGHENY COUNTY  
COALITION FOR RECOVERY**

**MEMBERSHIP  
HANDBOOK**



# **Membership Handbook**

## **Allegheny County Coalition for Recovery**

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## **WHO IS ALLEGHENY COUNTY COALITION FOR RECOVERY?**

It is A Coalition- we are allies!

We are a group of people in recovery, their families and service provider organizations. We are partners united to form an alliance to promote making services more recovery-oriented, person-centered and consumer/survivor-driven. ACCR committees provide opportunities for people to work together in planning survivor services that are supportive of healing and growth for people who have mental health or substance use problems. Hope, autonomy, choice and affiliation have been the organizing concepts for these efforts

### **It is About Recovery**

*“Recovery is a self-determined and holistic journey that people undertake to heal and grow. Recovery is facilitated by relationships and environment, choices and opportunities that promote people reaching their full potential as individuals and community members.”* OMHSAS, Call for Change: Toward a Recovery-Oriented Mental Health Service System for Adults

According Joan Erney, J.D, Deputy Secretary, PA Dept. of Public Welfare, OMHSAS

*“Pennsylvania ... honors the voice of individuals who are experiencing recovery and their undying advocacy to establish the realization nationally and in Pennsylvania that recovery from mental illness happens! Recovery is the goal.*

### **STAKEHOLDER PHILOSOPHY**

The Allegheny County Coalition for Recovery seeks every opportunity to empower those who are directly impacted by services to take an active role in deciding how those services will be delivered.

As a coalition of stakeholders: consumers, family members and providers, we work together to form a united front to combat stigma and to promote awareness of the reality recovery and recovery related principles. The stakeholder philosophy also means we are intentional about working to recruit individuals from a wide variety of cultural and religious backgrounds. We want our efforts to improve services for all people.

## WHAT ACCR HAS DONE

- Helped to create the environment for peer support by advocating for peer involvement across programs. The Allegheny County Department of Human Services, Office of Behavioral Health paid attention to the Coalition's feedback.
- As part of the Single Point of Accountability Initiative, the Quality Improvement Committee has been involved from the beginning in how this new idea in service coordination will be implemented. Consumers and survivors have been involved in the design of and training for this new way of resource coordination.
- Held activities such as the annual Undependence Day, the 2006 Run/Walk event at Schenley Park that works to eliminate the stigma of mental illness.
- Staffed Information booths at local mental health conferences such as Community Care, the 2008 Which Way Out Conference and many others
- Published booklets and brochures such as "Hope and Change", "Recovery and Resiliency" and "Recovery-Oriented Service Planning Principles".
- Held Dialogues with the 2006 American Medical Association's Community Psychiatrists Committee and the 2007 NAMI, SWPA Trialogue with providers, individuals in recovery and their family members and many more
- Developed the Guidelines for Recovery-Oriented Service Planning, which are a part of every provider's contract with Allegheny County.
- Published the Recovery-Oriented Service Planning brochure for a person-centered universal service plan..
- Provides access to Recovery Material on our website: at <http://www.coalitionforrecovery.org...>
- Provides access to the process of consumers/survivors/family members sharing how decisions are made as Allegheny County moves forward in transforming Behavioral Health to be either more recovery focused.
- Provides ongoing times and places for consumer/survivors/families to share their personal experience to help shape services to be more recovery-oriented and to be more focused on the individuals who receive recovery services.
- Provides ongoing leadership development and empowerment for consumer/survivors to live up to their highest potential and to live lives truly worth living. "The best way to predict the future is to invent it." Alan Kay
- "Be the change you want to see in the world." Mahatma Gandhi

## **ACCR'S HISTORY**

The Allegheny County Coalition for Recovery was formed in the fall of 2001. The Coalition is made up of individuals in recovery, survivors of mental illness, family members, behavioral health, professionals, advocacy organizations, community educators, Community Care Behavioral Health Organization, Allegheny Health Choices, Inc., and the Allegheny County Department of Human Services/Office of Behavioral Health.

These stakeholders in the behavioral health system were concerned that many service providers and service users were often unaware of, or did not understand, principles of recovery. Few service providers appeared to be using these principles as a way to think about and organize service delivery. Most services had been organized in a manner that gave service users few choices and limited participation in the treatment planning process, leaving service users feeling trapped, dependent, and voiceless.

The Coalition for Recovery has been working since 2001 to increase the recognition that people can and frequently do recover from serious mental illnesses and substance use difficulties. The Coalition sponsors a variety of events designed to reach out to the general public, users of behavioral health services, and providers of those services, with information and resources related to wellness and the recovery process.

The Coalition has been a driving force in the transformation of behavioral health services in this county to provide hope and meaning to people whose lives have been disrupted. It works to advance the wellness promoting idea of people living in real communities (not institutions), having meaningful relationships and activities of all kinds, not just with providers of services and (other consumers), and most important, individuals having the power to take responsibility for making decisions that improve the quality of their lives.

## **COMMITTEES OVERVIEW**

**Child and Family Resiliency/Recovery Committee** – This group promotes and designs educational tools for providers and families toward fostering the development of the whole family’s ability to cope with stress and adversity through focusing on strengths, hope and developing potential. Both resiliency and recovery oriented services reject the idea that illnesses are permanent or that a trauma or diagnosis is defining and cannot be overcome.

**Consumer and Provider Collaborative** – The C-PC was formed to enhance communication between service users and providers outside their usual roles so that they can better understand each other and the nature of the helping relationship. Consumer/Survivors talk directly with professionals in an open, direct, honest, mutually respectful manner. This is done through facilitated small groups.

**Education Committee** – This committee develops materials for people in recovery, their families and service providers on how to transform services to be more focused on the individuals in recovery and less on programs, staff or on a person’s diagnosis. The *Recovery Tool-Kit*, the *Hope and Change* booklet, and the Meaningful Activities Social Marketing Task Force’s posters and bookmarks are just a few examples.

**Public Awareness** – This group plans, publicizes and holds public events to decrease stigma. Some things that have been done in the past are the Recovery Fair, the First Night Dance in Downtown Pittsburgh, and often the staffing of ACCR booths at local festivals and shows and media events such as air time on local radio and TV stations.

**Quality Improvement** – This group developed best practices standards and guidelines with quality indicators for measuring fidelity to the person-centered, empowering, recovery oriented model of services. It has published a brochure with eleven principles for recovery-oriented service planning and is designing a universal service plan that will belong to the service users and is to be used across services.

## **CHILDREN & FAMILIES RECOVERY/RESILIENCY COMMITTEE**

Children and families often face significant obstacles when they are affected by mental illness or substance use problems. This committee works to promote thought, discussion and action to positively impact the transformation of systems and programs providing services to children, adolescents and their families.

In the mid-1980s the field of child, youth and family behavioral health witnessed the emergence of advocates who were critical of the fragmented nature of services and supports to young people with “Serious Emotional Disturbance.” The federal government responded with the creation of the Child and Adolescent Service System Program (CASSP). CASSP defined a set of principles to guide services and system development that regarded the child and family as centrally important in decision making. CASSP formed the foundation for what is now called the Systems of Care Model of Child and Adolescent Services, which is child-centered, family-driven, community based, and culturally competent.

The Child and Family Committee was formed when several people in the community expressed interest in adapting the ACCR *Guidelines for Developing Recovery Oriented Behavioral Health Systems* in a way that would be relevant for services to children, adolescents and families. The committee researched and developed a document entitled *Comparing Resiliency and Recovery: A Side-by-Side Guide*, which considered the concepts and language of both resilience and recovery.

The Child and Family Committee found that the concepts of resiliency and recovery are not mutually exclusive and, in fact, have many shared and compatible elements. The work of the committee then shifted to developing a child and family version of the adult guidelines, describing standards for service systems to use in developing resilience and recovery enhancing practices.

The Child and Family Committee of ACCR developed the document, “Guidelines for Developing Resiliency and Recovery Oriented Behavioral Health Systems for Children and Families” in 2006 to assist service providers and organizations establishing Resilience and Recovery Oriented Services (RROS). That document and all the committee’s work is intended to encourage people to engage in discussions about practices and approaches that will promote both resilience and recovery for those who live with behavioral health disorders.

- *Guidelines for Developing Resiliency and Recovery Oriented Behavioral Health Systems for Children and Families* can be found on ACCR’s website at <http://www.coalitionforrecovery.org/Documents/ACCR/Guidelines%20for%20Developing%20Resiliency%20For%20Children.pdf>
- *Comparing Resiliency and Recovery: A Side by Side Guide* as a document can be found on ACCR’s website at <http://www.coalitionforrecovery.org/resiliency%20vs%20recovery%208-16-05%20version%20VII.pdf>
- *The Resiliency & Recovery Brochure* can be found at <http://www.coalitionforrecovery.org/RESVSREC0607MApress.pdf>

## **CONSUMER-PROVIDER COLLABORATIVE**

Communication between service users and providers usually takes place in a clinical setting. Relationships developed in these setting have often not been helpful in honestly talking about the feelings, thoughts or beliefs of either party.

In many cases, the resulting lack of understanding leads to mutual frustration and unsatisfying interactions and thus difficulties in developing collaborative efforts toward recovery.

The Consumer-Provider Collaborative was formed to facilitate understanding between users and providers of services outside of their usual roles so that they can better understand the relationship between them. Mutual respect and understanding are gained through the use of a certain kind of facilitated groups called, “Dialogues”. Dialogues allow the honest exchange of ideas about the experiences and beliefs of persons receiving services and those providing services. Dialogues clarify how those experiences impact the recovery process.

CPC has served as an advisory group to others who are interested in developing dialogues and promoting recovery. It also provides assistance in the planning and facilitation for the actual dialogue groups.

For more information or assistance in organizing a dialogue please contact:

Wesley Sowers, MD

Phone: 412-350-3716

Email: [Wesley.Sowers@AlleghenyCounty.US](mailto:Wesley.Sowers@AlleghenyCounty.US)

or

Sarah Goldstein

Phone: 412-402-7511

Email: [Goldsteinse@ccbh.com](mailto:Goldsteinse@ccbh.com)

- The Consumer-Provider Collaborative Brochure can be found at the ACCR website at <http://www.coalitionforrecovery.org/CPC%20Brochure.pdf>
- The *Consumer-Provider Dialogues: Guidelines for Preparation* can be found at the ACCR website at <http://www.coalitionforrecovery.org/Dialogue%20Guidelines.pdf>

## **EDUCATION COMMITTEE**

The mission of the Education Committee is to eliminate the stigma that often accompanies a person who has received a diagnosis of a mental illness. It also seeks to promote, through education and training, the principles and practices of recovery-oriented services. Foremost among the principles of recovery-oriented services is the implementation of service planning goals that include and move beyond the traditional program centered treatment planning goals of medication management, symptom reduction, the elimination of inpatient hospital stays. These traditional goals of services are an excellent starting point after a crisis, however, the Education Committee seeks to promote the next step in people's recovery by helping service providers and recipients to set goals for actively pursuing things in life that make a person's life truly worth living.

The ACCR Education Committee purpose is to develop educational resources and programs for service providers and service users. The committee developed an educational toolkit to assist in recovery education activities.

- Their very well-thought out tool-kit is available on the website at <http://www.coalitionforrecovery.org/accr-education-tool-kit.pdf>
- Allegheny County Coalition for Recovery Universality of Recovery Principles is available on the ACCR website at [http://www.coalitionforrecovery.org/Documents/ACCR/Universality%20of%20Recovery%20Principles%20\\_2\\_.pdf](http://www.coalitionforrecovery.org/Documents/ACCR/Universality%20of%20Recovery%20Principles%20_2_.pdf)

## **PUBLIC AWARENESS COMMITTEE**

This committee also has the charge of combating stigma plus raising public awareness of the hope of recovery from mental illness. It informs the public, service providers and service users that individuals affected by mental illness and addiction “*can and do*” recover. The Public Awareness Committee organizes local events and media campaigns.

Contact the Public Awareness Committee by emailing or calling Chelsea Quattrone at [Chelsea.quattrone@alleghenycounty.us](mailto:Chelsea.quattrone@alleghenycounty.us) 412-350-4166

or

Filling out the *Getting Involved Form* on the website at [http://www.coalitionforrecovery.org/volunteer\\_registration.html](http://www.coalitionforrecovery.org/volunteer_registration.html)

## **THE QUALITY IMPROVEMENT COMMITTEE**

This committee has developed principles and guidelines for service users, providers and systems to use in developing recovery-focused and person-centered practices. This committee is dedicated to developing best practice guidelines and quality outcomes measurements. They have made contract recommendations for publically funded behavioral health services. They have written several documents available on ACCR's website. A major project has been the Service Planning Principles Document and its companion matrix for outcome measurements. Their brochure has been put in the hands of every provider and consumer of publically funded services in Allegheny County. These work products are designed to be instruments for a Universal Service Plan Format. People in recovery will not need a separate "treatment" or service plan for each and every provider. They will be able to grant access to providers to work from a single recovery plan and work toward a unified set of goals for holistic health and well-being driven by their personal vision of a successful and happy life.

- Guidelines for Developing Recovery Oriented Behavioral Health Systems is available on the website at <http://www.coalitionforrecovery.org/accrguidlinesindicatorsros0205.pdf>
- The ACCR Measurement of Recovery Oriented Services General Survey is at <http://www.coalitionforrecovery.org/ACCR%20Measurement%20of%20Recovery.pdf>
- The Service Planning Principles Matrix for Guidelines and Outcome Measurements is at <http://www.coalitionforrecovery.org/Documents/ACCR/ACCR%20QUALITY%20COMMITTEE%20SERVICE%20PLANNING%20PRINCIPLES.pdf>
- The explanation for the principles Matrix is at <http://www.coalitionforrecovery.org/Documents/ACCR/Service%20Planning%20Principles.pdf>

## CONTACT US

### ALLEGHENY COUNTY COALITION FOR RECOVERY

#### Committee Co-Chairs

##### **Child and Family Committee**

Sherry Shaffer 412-454-2663 shaffersl@ccbh.com  
Denise Weis 412-462-8319

##### **Consumer-Provider Collaborative**

Wes Sowers 412-350-3716 wsowers@dhs.county.allegheny.pa.us  
Sarah Goldstein 412-402-7511 goldsteinse@ccbh.com

##### **Education Committee**

Sandra Beahm 412-365-5676 sandra.beahm@va.gov  
Dennis Hughes 412-731-4736

##### **Public Awareness Committee**

Chelsea Quattrone 412-350-4953 chelsea.quattrone@AlleghenyCounty.US  
Chris Weis 412-461-4898 Cweis4898@gmail.com

##### **Quality Improvement Committee**

Wes Sowers 412-350-3716 wsowers@dhs.county.allegheny.pa.us  
James Kindler 412-325-1100 x 7757 jkindler@ahci.org

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ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES, OFFICE OF BEHAVIORAL  
HEALTH  
STAFF SUPPORT TO ACCR

William Boyce 412-350-4166 William.Boyce@AlleghenyCounty.US

- Education Committee
- Public Awareness Committee
- Special Projects and Events
- Membership Committee

Meg Park 412 350-3455 Margaret.Park@AlleghenyCounty.US

- Child and Family Recovery and Resiliency Committee
- Consumer-Provider Collaborative
- Quality Improvement Committee
- Membership committee
- Web Site Committee

## ACCR COMMITTEE TIMES & LOCATIONS

Committees	Date/ Time	Location	Directions
CHILD AND FAMILY COMMITTEE	4 <sup>th</sup> Thurs- day of the month from 2:30 to 4:00 PM	Mental Health Association  1945 Fifth Avenue, 3 <sup>rd</sup> floor Pittsburg, PA 15219	By bus: 71A, 71C, 71D, 61A, 61B, 500, 61C, 67C, 67E, 67F, 67A. From the East, exit on 5th Avenue in front of the building. From downtown, exits near the corner of Forbes Avenue and Jumonville Street. The Mental Health Association building is on 5th Avenue & Jumonville Street parking is available.
CONSUMER- PROVIDER COLLABORATIVE	2 <sup>nd</sup> Tues. of the month from 11:30 to 1:00 pm	Human Service Building, One Smithfield Street Pittsburg h, PA 15222	By bus: From the North, get off at 7 <sup>th</sup> & Liberty. From the East exit at 6 <sup>th</sup> & Smithfield. From the West, exit at 5 <sup>th</sup> and Wood Street. Most buses from the South allow you to exit directly in front of the Human Service Building
EDUCATION COMMITTEE	3 <sup>rd</sup> Tues of each month 12:30 to 2:00	Communi ty Care Behaviora l Health (CCBH) 112 Washingt on Place, Pittsburgh , PA 15219. Chatham Center complex	By bus: 81A, or C, 100, 71A, 71C, 71D, 61A, 61B, 500, 61C, 67C, 67E, 67F, 67A. The 81A or C, exit at Mellon Arena and cross the street to Chatham Center. Buses that stop on Forbes or 5th Aves, walk toward Mellon Arena. Chatham Center is on the right. By light rail (T), exit at Steel Plaza Station on 6 <sup>th</sup> & Grant. Walk up 6 <sup>th</sup> Street 2 blocks & turn left onto Centre Ave. At Centre walk 2 blocks toward Mellon Arena to Chatham Center (Marriot Hotel). Walk behind the hotel & enter the building from the rear. Then take the elevator to the Plaza level. To park in the Chatham Center Garage, take the garage elevator to the Plaza level. Exit the elevator at the Plaza level & take the elevators to the 7 <sup>th</sup> floor.
Committees	Date/ Time	Location	Directions

<p>PUBLIC AWARENESS COMMITTEE</p>	<p>1<sup>st</sup> Tuesday of each month 11:30 to 1:00 pm</p>	<p>Human Service Building, One Smithfield Street Pittsburgh, PA 15222</p>	<p>By bus: From the North, get off at 7<sup>th</sup> &amp; Liberty. From the East exit at 6<sup>th</sup> &amp; Smithfield. From the West, exit at 5<sup>th</sup> and Wood Street. Most buses from the South allow you to exit directly in front of the Human Service Building</p>
<p>QUALITY IMPROVEMENT COMMITTEE</p>	<p>1<sup>st</sup> Friday of the month 12:00 to 1:30 pm</p>	<p>Community Care Behavioral Health (CCBH) 112 Washington Place, Pittsburgh, PA 15219 (Chatham Center complex)</p>	<p>By bus: 81A, 81C, 100, 71A, 71C, 71D, 61A, 61B, 500, 61C, 67C, 67E, 67F, 67A. The 81A or C, exit at Mellon Arena and cross the street to the Chatham Center. For buses that stop on Forbes or Fifth Ave, walk toward Mellon Arena. Chatham Center is on the right. By light rail (T), exit on 6<sup>th</sup> and Grant. Walk up 6<sup>th</sup> Street two blocks and turn left onto Centre Ave. At Centre walk two blocks toward Mellon Arena to the Chatham Center &amp; the Marriot Hotel. Walk behind the hotel and enter the building from the rear. From there take the elevator to the Plaza level. Those who drive and park in the Chatham Center Garage should take the garage elevator to the Plaza level. Exit the elevator at the Plaza level and then take the Chatham Center elevators to the 7<sup>th</sup> floor.</p>



## ALLEGHENY COUNTY COALITION FOR RECOVERY

C/O Peer Support & Advocacy Network  
938 Penn Avenue – Third Floor  
Pittsburgh, PA 15222  
412-325-0369

### **SUGGESTED PRACTICES FOR ALL COMMITTEE MEETINGS**

1. **Turn cell phones off or to vibrate.** Please set your cell phones to vibrate before the meeting begins. Small interruptions like the repeated ringing or music from a cell phone can be especially distracting to people who have attention deficit problems due to symptoms or medication side effects.
2. **Conduct cell phone calls outside of meeting room.** If you receive a call during the meeting, ask the caller to hold please, and then go into the hallway to answer it. It's disruptive to the meeting and disrespectful to the individual speaking if you are in the corner of the room talking no matter how quietly you are trying to speak.
3. **Attend meetings.** Please make it a priority to attend meetings. If you're unable to attend a meeting but still want to have input on a particular issue, contact one of the Committee Co-chairs or another Committee member with whom you are comfortable talking and ask that your ideas and/or comments be considered in the Committee's discussions. If you are unable to attend on a regular basis, you may need to reconsider your involvement on the Committee for the time being.
4. **Get on the Agenda.** Part of making sure your voice and ideas are heard involves working with the entire committee so that meetings are run smoothly and in a manner which allows everyone a chance to get their ideas heard. The best way to insure the group hears your ideas is to make a request to the Committee Co-chairs for time on the agenda. Through making a formal request, you can insure that sufficient time is set aside to address your concerns. Once you are allotted a specific amount of time to present your concerns you will be more able to plan your presentation. In addition, once the agenda is distributed prior to the meeting, other group members will have the opportunity to prepare for your presentation as well.
5. **Respect the work the Committee has done in your absence.** If you have missed several meetings, please remember that others have been working in your absence and have made decisions about various matters. For any committee to make progress, it cannot go back and revisit previous decisions.
6. **Respect the majority decision of the group.** There will be times you disagree passionately with a decision that has been made by the group. This frustration is

part of committee work. Being able to accept what is and move on to be productive on another issue is recovery and growth in action.

7. **Become a great listener. Don't interrupt others.** The first way to gain self-control if you tend to interrupt others is to focus on really listening to others. People call it "active listening". If you are totally focused on what the other person is saying and watching their body language you can't be thinking about what you are going to say in response at the same time. A second issue for those of us in recovery is that short-term memory can be a real problem. We tend to want to get out what we want to say quickly, before we forget. We think if we wait our turn the topic will change or we'll just forget altogether what we were going to say. This short-term memory loss is a symptom of many mental illnesses and on top of that, short-term memory loss is a side effect of many medications. Even though it is more difficult for people in recovery to participate in groups because of this, it is still important to not interrupt others. It is for the good of the group and it gives you dignity and respect from the group. A trick that works for many people is to always take a pen or pencil to the meeting. Write down on the agenda margins or on a separate piece of paper a note about what you wanted to say. Then, when it is your turn and the co-chair calls on you, you can bring the whole group back to the point you wanted to make. This is a skill that must be practiced. You will continue to get better at if you practice it
8. **Don't monopolize.** Some people are "quieter" than others, but they still have important things for the committee to consider. It's important for all members of the committee to express their knowledge, experience and opinions. If you have already shared your suggestions or thoughts, allow others to have the same privilege. It is especially difficult for people who have been recovering from serious mental illness for many years to be assertive. All committee members have to give "room" to people to begin to express themselves in front of others.
9. **No attacks. Never attack people. Discuss ideas.** Every idea has value, even if you don't agree with it. Every person has equal value no matter what their opinion. Forget about your differences of opinion the moment the meeting is over. Let go of anger and reach out as a friend. We are a coalition of allies working on our common goal of system transformation.
10. **Majority rules.** The Committee respects your right to disagree, but once a decision has been voted on and finalized, discussion of that issue will end and the group will need to move on to the next issue.
11. **Stay on topic:** Most groups have at least one person who tends to take the talk off track from the agenda item being discussed. Co-chairs have the responsibility of providing a written agenda. All meeting participants have the responsibility of gently guiding the meeting back to the agenda items. This should never be done rudely of course. It is important that all members have a rewarding experience.
12. **Decide on Action Steps:** Wrap up meetings with a clear statement of the next steps and who is to take them.

## **GAINING RESPECT IN COMMITTEES**

In order to be an effective committee member here are some goals to strive for:

- ❖ Treat everyone one with the respect you would wish to receive yourself. A spirit of cooperation and respect allows every meeting to move forward in a smooth fashion.
- ❖ Avoid gossip and rumor spreading at all costs. Nothing undermines the effort of the group more than divisive behaviors and negative attitudes.
- ❖ Strive to speak directly to issues of concern. Develop a habit of being polite, direct and to the point.
- ❖ Seek to be honest and patient with fellow committee members. They in turn will follow your example and return those respectful courtesies to you.
- ❖ Develop the habit of following through on your commitments. Be honest and say “no” before you take on a task that you cannot complete. Don’t be afraid to ask for help when you need it as well. Reliability is one of the key qualities that allow committees to grow and function well.
- ❖ Above all, honor the confidentiality of others. Everyone works better when they are free to say what they feel while knowing what they say will not be used to harm themselves or others.

Adapted from “Building Trust” by Franklin Covey

## **RIGHTS OF MEMBERSHIP & COMPUTER TECHNOLOGY**

- In today's world most business communication takes place through email. Having access to a computer and having the skills necessary to maintain an account, open attached documents and return a reply are basic to "staying in the loop". The ancient Greek philosophers said it first, "knowledge is power". Community activists and agents of change have known it ever since.
- We encourage all people on ACCR committees to become comfortable with the basic skills to operate a computer to get email. At the same time we encourage all members who have computer skills to be open to mentoring those who are learning what a frightening and confusing technology at times.
- Public libraries and many psychiatric or social rehabilitation centers and drop-in-centers have free access to computer labs. Free email accounts are available from AOL, Yahoo, Hotmail and MSN. All it takes to maintain a free account is checking your mail regularly. Ask for help or offer help to others.
- All of that being said, people who do not have access to a computer for whatever reason, have rights to the flow of information too. ACCR has a policy that minutes are available online two weeks after a committee meeting. At that point hard copies will be mailed through the U. S. postal service to those who do not have email and who have supplied a valid address to the chair of the committee on which they serve. If one of the committee co-chairs have an agenda ready at that time, it too, will be mailed out along with any handouts that are ready for distribution.

Partially adapted from Robert's Rules for Dummies, C. Alan Jennings, p. 46

## GENERAL EMAIL STANDARDS

- Respond to emails promptly, even if only to acknowledge you received the message. No message should go unanswered longer than 2 business days.
- Be aware that emails lack cues for body language and tone of voice. People sometimes react very strongly and seriously to emails. “Did that person really mean that?”
- Check yourself before reacting to and again before sending messages, when the situation is emotional, intense, politically sensitive, or important.
- Do not use ALL CAPS in email messages. Don’t use **bold** too much. Don’t use print that is overly large. Don’t use \*\*\*asterisks\*\*\* and other symbols to make your words stand out. These things are all considered rude and are read as if you were shouting at the person.
- Activate the auto spell check and grammar check for all your outgoing messages. Emails full of typos, spelling errors and especially poor grammar are hard to read. The spell check on the computer does the correcting for you.
- Always be sure to identify what your email is about in the subject line. This is a good way to let people know how important it is for them so they can prioritize and respond quickly if necessary.
- Use the features in Outlook if you have it to indicate that a message requires follow-up or is of high importance.
- If you will be away from your emails for a long time you may want to consider setting up an “Out of Office” message in Outlook. You can have an automatic email sent telling people when you will be again checking emails.



## ALLEGHENY COUNTY COALITION FOR RECOVERY

C/O Peer Support & Advocacy Network  
938 Penn Avenue – Third Floor  
Pittsburgh, PA 15222  
412-325-0369

### **MINUTE RECORDERS FOR ALLEGHENY COUNTY COALITION FOR RECOVERY (ACCR) COMMITTEE MEETINGS**

#### **Time Commitment**

**Most committees meet one time each month. Meetings usually last 1.5 hours.**

#### **Compensation**

**Minute recorders are paid \$60.00 for each meeting for which they complete corrected minutes.**

#### **Requirements**

- **Ability to take notes during meetings**
- **Ability to type notes after meeting**
- **Access to a computer**
- **Know how to use Microsoft Word or WordPad**
- **Ability to use email and send attachments**
- **Access to the Internet**
- **Consistently attend monthly meetings**

**For more information, contact Meg Park (412) 350-3455 or Bill Boyce (412) 350-4166.**

# ALLEGHENY COUNTY COALITION FOR RECOVERY



C/O Peer Support & Advocacy Network  
938 Penn Avenue – Third Floor  
Pittsburgh, PA 15222  
412-325-0369

## MINUTE RECORDER APPLICATION FORM

Please print the following information

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Number \_\_\_\_\_ Email: \_\_\_\_\_

❖ Please state briefly what recovery means to you.

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❖ Please state briefly why you are interested in serving as a committee Minute Recorder.

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I understand that if I am selected as a Committee Minute Recorder, I am expected to regularly attend all committee meetings and write minutes outside of meetings. When I am unable to attend meetings, I will contact the Co-Chairs or County support staff.

\_\_\_\_\_  
**Applicant Signature**

\_\_\_\_\_  
**Date**

**ALLEGHENY COUNTY COALITION FOR RECOVERY**  
(Name of Committee)

**MINUTES TEMPLATE**

**DATE:**

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**Co-Chairs:**  
**Note taker:**  
**Attendees:**

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**Announcements:**  
1.

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**Agenda Item 1:**  
**Committee Goal Being Addressed:**  
**Discussion:**

Action Item	Person Responsible	Target Date

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**Agenda Item 2:**  
**Committee Goal Being Addressed:**  
**Discussion:**

Action Item	Person Responsible	Target Date

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**Next Meeting:**            **Date and Time**  
   **Location**



## ALLEGHENY COUNTY COALITION FOR RECOVERY

C/O Peer Support & Advocacy Network  
938 Penn Avenue – Third Floor  
Pittsburgh, PA 15222  
412-325-0369

### **COMMITTEE ADVISORS FOR ALLEGHENY COUNTY COALITION FOR RECOVERY (ACCR) COMMITTEE MEETINGS**

#### **Time Commitment**

Most committees meet one time each month. Meetings usually last 1.5 hours.

#### **Requirements**

- Be willing and able to regularly attend committee meetings
- Must have email or post office address to receive committee communications
- Be willing and able to work together with committee members to complete tasks
- Be willing and able to share your ideas and viewpoints with the committee

#### **Compensation**

Committee Advisors are paid \$35.00 for each meeting attended.

**For more information, contact Meg Park (412) 350-3455 or Bill Boyce (412) 350-4166.**

# ALLEGHENY COUNTY COALITION FOR RECOVERY



C/O Peer Support & Advocacy Network  
938 Penn Avenue – Third Floor  
Pittsburgh, PA 15222  
412-325-0369

## COMMITTEE ADVISOR APPLICATION FORM

Please print the following information

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Number \_\_\_\_\_ Email: \_\_\_\_\_

❖ Please state briefly what recovery means to you.

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❖ Please state briefly why you are interested in serving as a Committee Advisor.

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I understand that if I am selected as a Committee Minute Advisor, I am expected to regularly attend all committee meetings and occasionally perform tasks outside of meetings. When I am unable to attend meetings, I will contact one of the Co-Chairs or County support staff.

\_\_\_\_\_  
**Applicant Signature**

\_\_\_\_\_  
**Date**

## **CO-CHAIR JOB DUTIES AND REQUIREMENTS**

### Responsibilities for Co-Chairs to Share

1. Prepare, distribute or ensure the distribution of the agenda and previous minutes at least one week before the meeting.
2. Receive and review all committee minutes before they meet.
3. Ensure that all Committee members are informed about meetings at least one week in advance.
4. Conduct/lead all Committee meetings to follow agenda, complete committee business and ensure all members of the committee are involved in the process.
5. Review and authorize reimbursement/payment for any expenditures and send to a Co-Chair of the Steering Committee.
6. Send e-copy of corrected minutes to designated County staff support for posting to the ACCR website
7. Send copy of announcements of activities or events of the committee to designated County staff support person to be posed to the website

### Requirements

1. Be willing to regularly attend committee meetings.
2. Have email or post office address to receive and send committee communication.
3. Be willing to work together with the other Co-Chair to share responsibilities
4. Be able to devote about two hours per month to each committee: one and a half hours each month to meeting attendance and 30 minutes to read previous minutes and agenda before each meeting (add travel times for your needs)

September 09



# ALLEGHENY COUNTY COALITION FOR RECOVERY

C/O Peer Support & Advocacy Network  
938 Penn Avenue – Third Floor  
Pittsburgh, PA 15222  
412-325-0369

## COMMITTEE CO-CHAIR APPLICATION FORM

Please print the following information

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Number \_\_\_\_\_ Email: \_\_\_\_\_

❖ Please state briefly what recovery means to you.

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❖ Please state briefly why you are interested in serving as a committee Co-Chair.

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I understand that if I am selected as a Committee Co-Chair, I am expected to regularly attend all committee meetings and that I may be asked to do committee work outside of meetings. When I am unable to attend meetings, I will contact the other Co-Chair or ACCR support staff.

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

**AGENDA TEMPLATE**  
**ALLEGHENY COUNTY COALITION FOR RECOVERY**  
**COMMITTEE:**  
**DATE:**

**Welcome and Introductions:**

**Review of Agenda**

**Brief Announcements:**

---

**Decision Item 1:**

Item	Time	Who

**Discussion Item 2:**

Item	Time	Who

**Next Meeting –**

## **POLICY AND PROCEDURES ON STIPENDS, COMPENSATION, AND REIMBURSEMENT**

*Policy: When individuals volunteer to help the mission of ACCR by participating on committees, workgroups, and ACCR related projects, they shall have the opportunity to be reimbursed for costs they incur in such participation, or to receive a stipend for their participation.*

**Eligible Positions:** The following positions are eligible for compensation in the form of stipends. Positions may be added or deleted from time to time with the approval of the ACCR steering committee.

- **Co-chair:** Will assist in formulating agenda, facilitating committee discussions, keeping membership records, meeting reminders and payment procedures. Payment will be \$ 60.00 per meeting.
- **Recorder:** Will be responsible for documenting action made during meetings and outlining major discussion items. They will also be responsible for working with co-chairs to develop meeting minutes and coordinating the distribution of the minutes to members of the committee. Payment will be \$60.00 per meeting.
- **Event Coordination and Administrative Support:** Will be involved in specific projects (e.g. staffing of Public Awareness information tables). Each committee will define the type and amount of administrative support required. Reimbursement for these duties will be at \$ 10.00 per hour for a pre-determined number of hours.
- **Committee Advisor Positions:** The committees will be able to reimburse expenses for 2-3 Advisor positions at a rate of \$ 35.00 per-meeting.
- **Ad hoc positions:** The co-chairs will have the discretion to approve time limited contracts which will be individualized to reflect the specific scope of the work required. Committee co-chairs will communicate contract expectations to each contracted individual. Payment for duties which exceed \$200.00 or which exceed the approved budget must have prior approval from the Steering Committee.

**Rates:** Rates for reimbursements and for stipends will be set annually by the steering committee.

**Stipend Procedure:** Individuals who wish to receive a stipend for participation must be approved as a committee advisor, co-chair, or recorder of the committee. The individual must fill out an application form for the position. A committee co-chair and a Steering Committee co-chair will approve the person's participation as a stipend recipient.

If a person is to be reimbursed for expenses, he/she needs to fill out an expense reimbursement form and turn in to the committee chairperson with any relevant receipts. Approved individuals may also receive bus tickets as reimbursement for transportation costs.

## **ACCR CONSUMER/SURVIVOR AND FAMILY MEMBER PAYMENT PROCEDURES:**

### **For Committee Advisors**

1. Co-chair confirms payment and sends invoice to Steering Committee Co-chair.
2. A Steering Committee Co-chair sends invoice to fiduciary.
3. Fiduciary mails payment.

### **For Committee Co-Chairs, Recorders, and Contract Personnel**

1. Co-Chair completes Independent Contract Agreement including description of job duties and conditions for payment. Individual signs contract along with Committee Co-Chair
2. Committee Co-Chair mails contract to a Steering Committee Co-Chair.
3. A Steering Committee Co-Chair mails contract to the fiduciary.
4. Individual performs duties required in contract and shows product (if appropriate) to co-chair.
5. A co-chair completes ACCR Invoice and mails to Steering Committee Co-Chair.
6. Steering Committee Co-Chair reviews form and signs to authorize payment. ACCR Invoice is e-mailed to the fiduciary.

### **Annual Rate Structure**

<b>Position</b>	<b>Rate / unit</b>	<b>Position Expectations</b>	<b>Comments</b>
Committee Advisor	\$35 / meeting	Attendance and participation.	2 to 3 volunteer advisors per committee
Special Projects	\$10 / hour	Completion of assigned task.	Requires documentation of time and approval of ACCR authorized person
Co-chair	\$60/ meeting	Includes attendance, preparation of agenda and facilitation of meeting.	Works in cooperation with other co-chair.
Recorder	\$60 / meeting	Includes attendance at meeting and preparation of minutes	E-mail completed minutes to co-chair.
Other paid positions – Ad Hoc	Negotiated	Negotiated based on skills needed and market based rates.	Not to exceed \$200 per occurrence without steering comm. approval