



ANNUAL REPORT
2009-2010



Chartiers Community Mental Health
and Retardation Center, Inc.

RECOVERY • RESPECT • RENEWAL



A VISION FOR THE FUTURE

FROM OUR CHIEF EXECUTIVE OFFICER SUE COYLE



Wow, what a year! Who knew Chartiers Center would have accomplished so much in twelve short months? Last year at this time, we spoke of setting a course to accomplish three broad goals:

1. Advancement of our technological infrastructure to enhance our efficiency and effectiveness, while keeping pace with demands for electronic record keeping,
2. Create and maintain partnerships to expand the reach and offerings of Chartiers Center within the community and
3. Continuously work to improve our services, with special emphasis on the partnership between the person served and his/her service/treatment team.

Each goal by itself is pretty ambitious and probably no one would blame us if we fell short on one or two, however, happily and proudly we report that dramatic progress has been made on all three.

On February 1, 2011, Chartiers Center is scheduled to “go live” in migration to the Qualifacts record system. We expect to gain tremendous efficiencies in our clinical and support system of service, thus allowing us to spend less time doing paperwork and more time with the people we serve. We also expect to be well positioned when federal mandates for electronic record keeping are enforced in

the next few years. With the advanced technology, staff will all have access to email and the internet thereby increasing the agencies overall ability to communicate.

Chartiers Center continues to seek every opportunity to outreach and network with our professional colleagues across Allegheny County and the Commonwealth; we have also worked to be good neighbors in our local communities by reaching out and supporting businesses and business development. As a result, Chartiers Center is preparing to launch several major and much needed service initiatives in the coming year and working with partners to conceptualize several more.

Perhaps the most meaningful accomplishment of the year is the many examples of how Recovery Principles have been embraced, integrated and mobilized; not just by the Chartiers Center staff, but the people we serve.

Recovery, Respect, Renewal

In the pages that follow, the 2009/2010 Chartiers Center Annual Report highlights



A group of consumers take a look at the new artwork hanging in the lobby.



Sue Coyle, CEO, meets with the consumer group who designed the new lobby.

just some of the innovations incorporated into the services offered, including opportunities for those we serve to fully participate in their care and to offer their insights and recommendations for some Chartiers Center operational decisions. The Recovery Committee, a permanent committee with membership that includes staff and people served by Chartiers Center, was given the assignment of soliciting a new slogan or tag line that best defines the Chartiers Center mission. The winning slogan; Recovery, Respect, Renewal, not only gained prominence in our identity, but inspired us to further honor and show our respect to those we serve.

Visit us at our Railroad Street location and you'll witness the renovated waiting area; designed in large part by a task force of consumers, who use the waiting room. The new design provides an updated and restful haven that showcases the artwork of individuals from the Glenmore and Pathfinders Programs.

As always, we are proud of our accomplishments, our staff and volunteers, and the dignity and resolve demonstrated every day by those we serve. We look forward to another exciting year of innovations and partnership.

SERVICE COORDINATION UNIT



DIALOGUE WORKGROUPS



This was an exciting year for both consumers and staff as both were able to participate in services and projects that supported individual and collective growth through the ideals of Recovery, Respect and Renewal. As a result of the events this past year, Chartiers SCU continues to be a recognized leader in the movement to incorporate Single Point of Accountability (SPA) philosophy and standards into all aspects of services. Since SPA is driven by Recovery, Respect, and Renewal, there is a collaborative effort between staff and consumers to design the consumer's treatment plan and prepare staff to meet the needs of the consumer. In an effort to better prepare staff, the Blended Service Coordinator (BSC) Supervisor joined the faculty at the University of Pittsburgh in the development of a course for newly hired BSC employees. In addition, Chartiers' SCU staff played an integral part in helping to develop the BSC Certification Course at the University of Pittsburgh.

Earlier this past year, the SCU staff and consumers participated in two major

initiatives. First, Chartiers accepted an invitation for consumers and staff to participate in an observational study lead by Dr. Sue Estroff from the University of North Carolina in conjunction with staff from the University of Pittsburgh. Observations made from this study will confirm and support the strengths of BSC Services and include recommendations on ways to incorporate additional tools to assist in the consumers' journey to recovery.

More recently, Chartiers initiated a Recovery-Oriented Dialogue with Western Psychiatric Institute and Clinic (WPIC) through participation in Allegheny County's Coalition for Recovery (ACCR) Dialogue Workgroup. The purpose of the dialogue workgroup is to provide a venue for consumers to openly discuss topics related to their care with a select group of providers. This was the first time a dialogue exchange involved consumers and staff from two provider agencies. The purpose of this event was to have an open dialogue on the topics of Recovery, Symptoms and the Stigma of having a

behavioral health diagnosis. Consumers from Chartiers T&SR Program met with staff from WPIC while consumers from WPIC met with Chartiers Service Coordination staff to freely discuss service delivery strengths, as well as barriers to treatment.

The participants described this exchange as both educational and enlightening as this was the first opportunity they have had to openly share their experiences, as well as hear from others about their involvement in the behavioral health system. One consumer is quoted as saying, "My Blended Service Coordinator is on my side, can be trusted and is dependable. This helps with my recovery." A staff member stated that he was "unaware how much consumers valued their Service Coordinators in their recovery journey." The consumers reported recognizing the importance of participating in events outside of their community. From this experience, both consumers and staff look forward to participating in future dialogues and attending and participating in Recovery oriented seminars, conferences and trainings.

CHARTIERS CONSUMERS ARE INCLUDED IN THE EMPLOYEE SELECTION PROCESS

For the first time, Chartiers consumers were directly involved in the selection process of a Chartiers' employee. The consumers were interviewing prospective candidates for a supervisory position within Chartiers Service Coordination Unit. The group consisted of 5 consumers who completed the second round of interviews with the prospective candidates. The person selected for the position was interviewed for this story. He began by saying he was nervous going in to the interview, as it had been 8 years since going through the interview process. He went on to say that each member of the consumer panel had questions on an index card and that the group was well organized and prepared for the process. Questions centered on community supports, advocacy, challenges and supervisory style. Collectively, the panel and employee agreed on how they appreciate working together to develop goals in a respectful manner. The new employee went on to say how he appreciated the consumers taking the time to understand the big picture and that he would be interested in seeing this process continue. With that, he concluded by saying, as staff we should match or exceed the consumers efforts in the recovery process.

Following this interview Rod Willaman, the COO of the Service Coordination Unit, who sat on the panel, was asked for his thoughts on the process. Rod said the consumers asked excellent questions which demonstrated how serious they took their role in the process. Rod was also impressed with the dialogue that resulted after each interview and how all the members of the panel were able to express their observations and input. Rod commented that this was the beginning of a new selection process for prospective Chartiers' employees.

MENTAL RETARDATION DEPARTMENT

FAMILY LIVING PROGRAM



The Mental Retardation Department, supporting individuals with intellectual and developmental disabilities, completed a successful year. The services were offered to adults and young adults in a variety of community locations such as the Vocational Training Center, Employment/Training Center, Senior Community Center, Community Activities locations and Family Living Program homes.

FAMILY LIVING PROGRAM

There are numerous success stories to report this past year; however, Family Living Services, also referred to as Life Sharing, was selected for this report.

The Family Living Program is a residential alternative for individuals with intellectual and developmental disabilities who want to live with families residing in the South Hills of Pittsburgh. The services are designed to provide a supportive family atmosphere for individuals as they continue their growth and development in society. The families help the individuals manage their daily living needs, work schedules and social activities. Chartiers has a special contract with the families who support these individuals. One such family is William and Ruth Holzaphel, who have been a vital part of Chartiers for 33 years. As one of the providers of Chartiers Family Living Program, the Holzaphels have opened their home to 18 people over the past 33 years. The people residing in the Holzaphels'



Ruth and Bill Holzaphel



Easter dinner with the extended Holzaphel family

home have comfortably become a part of their family and have been raised with the Holzaphels' biological children, many sharing the same ages. In a recent conversation with the Holzaphels, they named each of the 18 people, demonstrating a familiarity with each person. After the individuals moved on for other services, achieving other milestones, they have continued to maintain contact with the Holzaphels. The Holzaphels say "they have called us on a regular basis, have sent mother's and father's day cards, birthday cards and have come home on holidays and for vacations." The Holzaphels truly care about the well being of their 18 new family members both during their stay and long after they have moved.

Melissa has resided in her home with the Holzaphels for 14 years. She has resided in an environment that has encouraged her development in a family unit while enjoying many community activities. The Holzaphel family has opened their home with love, helpfulness, and understanding. They have supported Melissa as she traveled to her day program at Chartiers Employment/Training Center (E/TC) and have celebrated her community supported employment at Wendy's. Melissa has worked at the same

Wendy's location for 10 years, and she currently works in the dining room. She received rave performance reviews this past year. A Chartiers

Employment Coach assists her in maintaining good work habits and community work relationships. She has received high marks for work ethics, attendance, top-notch appearance and friendly manner with all the customers. Melissa has demonstrated flexibility as she is able to go to work two days per week and attend Chartiers E/TC three days per week, maintaining friendships at each location. The training and education Melissa received at Chartiers E/TC has enabled her to maintain successful outcomes at work.



Melissa

The Employment Coach transports Melissa to work and then back to Chartiers Employment/Training Center. After a day of work she goes home to her comfortable Family Living home where she enjoys the company of her family and friends and her involvement in all areas of community events.

Melissa approaches her day with a winning smile full of enthusiasm! She enjoys her life to the fullest at home, at work and at play. She is a role model for others on how to give and to get the best out of life.

MENTAL HEALTH DEPARTMENT



LEARNING COLLABORATIVE AND PERSONAL MEDICINE



In April, 2009, Chartiers Center, Inc. was invited to submit an application and join the Community Care Recovery Learning Collaborative. The mission of the Learning Collaborative is to provide consumers with the opportunity to become empowered to participate in shared decision making related to their treatment and Recovery process. Chartiers began to participate in the Learning Collaborative in July 2009 and a committee was established to oversee the implementation of the required Recovery activities. This committee consists of administrative, supervisory and support staff and consumers who meet monthly to review activities and provide necessary recommendations.

The information and tools used to implement, sustain, spread and support Recovery are part of the "Common Ground Approach." A targeted area of the "Common Ground Approach" is the use of Personal Medicine which is a self described list of things or activities that raise self esteem, make life worth living and are vital to Recovery.

Consumers and staff at the Mt. Lebanon Outpatient/Transitions Program completed Personal Medicine worksheets that assist in identifying each individual's Personal Medicine. Personal Medicine cards, which contain general and specific activities for each individual, are then developed and distributed to all participants. Personal Medicine is a wellness activity that can be incorporated into anyone's lifestyle. Some examples of Personal Medicine are exercise, going for a walk, listening to music and watching a favorite movie.

As of June 30, 2010, the majority of consumers participating in the MTLOP/

Transitions Program have completed Personal Medicine worksheets and the staff is working with consumers to use the coping strategies in their recovery. The committee plans to extend these activities to other clinical service units in the near future.

Another component of Chartiers Outpatient Program is the Training and Social Rehab Program where they are supporting consumer's recovery through activities, groups and community outings. The program is now consumer driven! Consumers have taken an active role in planning weekly activities and Drop-In Center outings. Two consumer driven groups have been added to the weekly schedule encouraging the consumers to plan, organize and conduct the discussion group. The first is an employment skills group, where consumers are assisted in developing employment/volunteer interests and aided in pursuing opportunities using the internet, newspaper and local magazines as resources. The second group is a community opportunities group that explores weekly activities in surrounding communities. The purpose is to create an awareness of community resources and provide activities when away from the program. These groups have resulted in two consumers finding employment at a fast food restaurant and one consumer successfully finding a volunteer match at a local nursing home. In addition, while some consumers wanted to volunteer others were not comfortable going out to volunteer on their own. This resulted in the group doing a mailing for a local non-profit at the T&SR site. In the future, the consumers will continue to look for more opportunities in the community.

ONE CONSUMER'S RECOVERY JOURNEY



Sheila

To explain how consumers use personal medicine in their recovery, we interviewed a consumer for some feedback. Sheila was happy to share her thoughts on

Recovery. She quickly said there is not as much delineation between staff and consumers. She saw barriers coming down where staff was able to let go of their preconceived notions of treatment. Sheila commented that consumers have more power related to their treatment plan and that there is now a shared decision making, not just lip service. Her own treatment plan has changed. In the past, she said she had to report her symptoms to her therapist, who would tell her what areas she needed to work on. Now, she knows that her personal medicine is exercise, hobbies and time spent with family and friends. All actions that will help her feel better. According to Sheila, data collected in the Transitions Program shows evidence that Personal Medicine is effective in the Recovery model at Chartiers.

One of Sheila's hobbies is water color painting. She would like to take a class in water color and has learned that she can make the decision on what class to take without consulting her therapist or a family member. Sheila has set a goal for herself to become a certified peer support specialist. She has attended a number of Recovery trainings and would like to help other consumers learn how to use their Personal Medicine tools.

CHARTIERS NEWSMAKERS

MEET CHARTIERS NEW MEDICAL DIRECTOR



Richard K. Dyer, MD

Richard K. Dyer, MD has been working for Chartiers Community Mental Health and Retardation Center Inc. since February 2009. As one of the agency psychiatrists, he provides direct service to consumers at Chartiers Residential Treatment Program (RTP), Long Term Structured Residence (LTSR), and Outpatient Department. He sees children, adolescents and adults in

Chartiers Outpatient Department for psych evaluations and medication management. This past spring, he was named the Medical Director at Chartiers and his activities will also include consultation with pharmaceutical representatives and consultation with administrative staff regarding policy and practice issues. Chartiers' staff and consumers are happy to have Dr. Dyer on staff.

Dr. Dyer received his MD from the University of Nebraska College of Medicine and completed his Psychiatry Residency at the University of Nebraska College of Medicine. Dr. Dyer has over 26 years experience in the psychiatry field working as a Consultant, Medical Director, Department of Psychiatry Chairman, and Staff Psychiatrist at various facilities. Dr. Dyer is a member of the American Psychiatric Association, American Association of Psychiatric Administrators and the Pennsylvania Psychiatric Society.

2009 COMMUNITY CHAMPION AWARD WINNER



Binu Advani

expressions that have grown from special needs individuals with limited communication skills. Chartiers congratulates Binu on being selected a 2009 Community Champion.

Binu Advani is a volunteer in Chartiers Vocational Training Center (VTC) where she instructs individuals with intellectual and developmental disabilities on different painting techniques. For those with poor motor skills, Binu has adapted paint brushes and utilizes vegetables and leaves as a means of applying paint. She also cuts shapes out of potatoes, which the individuals dip in paint and stamp on their canvas. Colorful paintings adorn the walls and the hallways of the VTC. Binu works with each individual and brings out the artist in a bold, colorful fashion! Words cannot describe the artistic



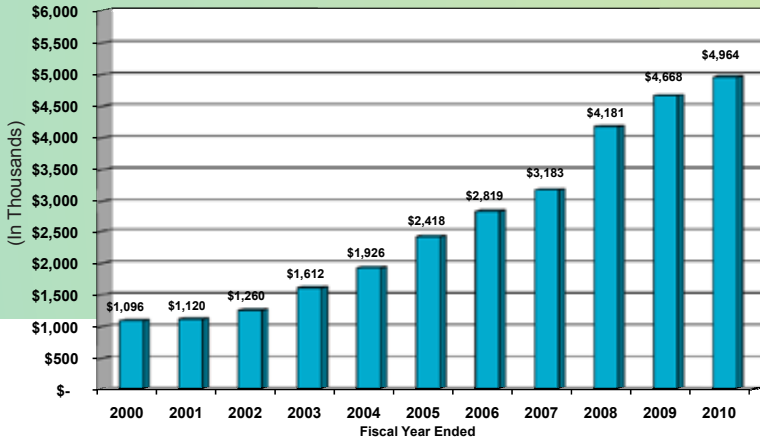
WE'RE LOOKING FOR SPACE TO GROW

Chartiers Center is looking for space for our programs that provide supports for individuals with intellectual and developmental disabilities and other Chartiers consumers. Chartiers is committed to providing more space for our consumer driven programs and we need your help! Please join us this year in our efforts to raise money for the building fund campaign. With your help, Chartiers can open the door to provide more services for individuals and families in the community.

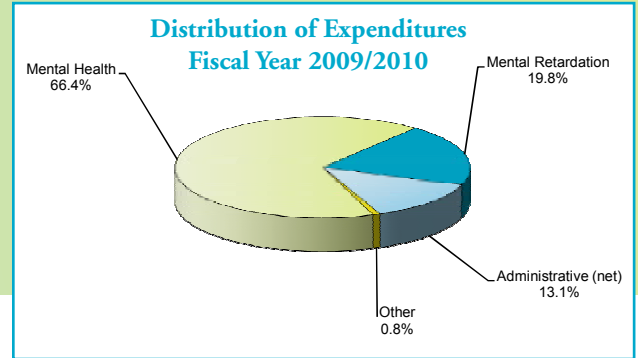
Chartiers Center's team of dedicated Board Members, clinical treatment team, staff and volunteers have served the mental health and mental retardation needs of the community for 40 years. With your support we will continue to meet the needs of individuals and their families.

FINANCIAL REVIEW 2009-2010

10 Year Summary of Ending Net Assets 2000-2010



Note: Fiscal Year End 09/10 Audit is not finalized



Special thanks to those who have supported our work this past year, including the anonymous donors. Listed donations were made from July 1, 2009 to June 30, 2010. We are grateful to the many donors who have given generously this year and look forward to welcoming new donors.

For more information call (412)221-3302 extension 118.

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IN MEMORY OF THOSE WE LOST
THIS PAST YEAR WHO PROUDLY
SERVED ON CHARTIERS BOARD
OF DIRECTORS:

David Gragan (6 terms 1990-2009)
Steve Shults (2008-2009)



*"Sunflower Glory" by Jennifer W
is the inspiration for this annual report.
Jennifer is in Chartiers Vocational Training Center.*

CHARTIERS BASKETS, CRAFTS AND GIFTS



Dog biscuits from the Employment/Training Center Dog Biscuit Project come in a variety of shapes and sizes. Dog biscuit treats can be individually wrapped or ordered in a Chartiers Pet Basket.

Place your order now at (412) 344-2160.

Basket and Craft items are made by persons with intellectual and developmental disabilities with staff support. Proceeds support Chartiers Employment/Training Program. For more information, or to view sample products visit our website:

www.chartierscenter.org

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For your convenience, there are more ways to give to Chartiers Community Mental Health and Retardation Center. Your support can make the difference. Please consider making a donation in honor of, or in memory of, a family member or friend. Charitable donations make a great gift.

To make a tax deductible contribution:

1. Call (412)221-3302 ext.118. Donations can be accepted over the phone, major credit cards accepted.
2. Enter **Agency CODE 201** on your United Way Campaign pledge form.
3. Donate to Chartiers through Pittsburgh Gives
<http://pittsburghgives.guidestar.org/NonprofitProfile.aspx?OrgId=4172>.
On October 13, 2010 all donations of \$25 or more will be matched.
4. Chartiers is committed to providing more space for our consumer driven programs. Please join us in raising money for the building fund program by designating your contribution to the building fund campaign.

**IN AN EFFORT TO MAKE IT MORE CONVENIENT AND ECONOMICAL,
CHARTIERS WOULD LIKE TO EMAIL YOU FUTURE ANNUAL REPORTS.**

If you would like to receive announcements and future reports via email instead of "snail mail", please email us at mbonn@chartierscenter.org
Include your name, address and email address. In the subject line put "new email address."
If we don't hear from you, you will continue to receive it in the regular mail.