

# ANNUAL REPORT 2010-2011

FINDING OUR PLACE  
IN THE WORLD.



Chartiers Community Mental Health and Retardation Center, Inc.  
RECOVERY • RESPECT • RENEWAL

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# FINDING OUR PLACE IN THE WORLD.



*Sue Coyle, Chief Executive Officer*

The theme of the 2010/2011 Annual Report is "Finding Our Place in the World." The stories are examples of consumers who are working to achieve their goals and how they view their place in the world. For some, their place in the world is somewhere to go. For others, their place is to be part of a larger community. Often, finding our place is an ongoing search. Chartiers is happy to share our consumer's stories because the care we deliver is driven by the goals the consumers have set for themselves. We are proud of our consumers for taking the lead in their care and look forward to supporting them in the continuation of this process.

In addition to sharing reflections from our consumers, Chartiers is happy to announce the start of a new program for the homeless called the "Hestia

## A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Project". This program has the potential to dramatically enhance and expand the services to our local consumers including those needy individuals and families across Allegheny County. This will be an exciting undertaking and core to our mission as an organization. The staff is excited and ready to contribute to what they know will be the project's success. The "Hestia Project" is expected to start in the fall of 2011.

Helping and supporting those we serve to actually live the life they dream of having is the collective motivation of our team. We welcome the "Hestia Project" as our newest program and are hopeful that this time next year, many of the consumers will have safe housing and comfort in their new place.

Susan Coyle, RN, MPH  
Chief Executive Officer

## MESSAGE FROM THE PRESIDENT

This has been a busy year for our CEO, the members of the Board of Directors, and our dedicated staff.

It is my philosophy that we all have a desire to belong and contribute to something larger than ourselves. We have embarked on the process of strategic planning for Chartiers Center. Employee and consumer engagement is an important component of this process. We are assessing



*Justine Perhosky  
Board President*

the needs of our consumers, staff and agency as a whole.

Working together as a team the strategic planning process will assist us to set the direction of Chartiers Center for the next 5 years. We are looking forward to a challenging and productive year.

Justine Perhosky, RN, PhD  
Board President

## FINDING MY PLACE IN THE WORLD

# FINDING MY PLACE

**C**hartiers is looking forward to the start of a new program to serve the homeless who have a behavioral health diagnosis. Chartiers was awarded a grant from HUD to provide housing for 62 individuals and families who meet the HUD definition of homeless. Chartiers' program will be called the "Hestia Project" after the Greek goddess of hearth and home. In the program, homeless individuals and families will be referred from shelters, soup kitchens, medical clinics, inpatient units and homeless providers. The goal of the "Hestia Project" will be to support homeless to housing by providing safe housing, integrated healthcare and secured benefits.

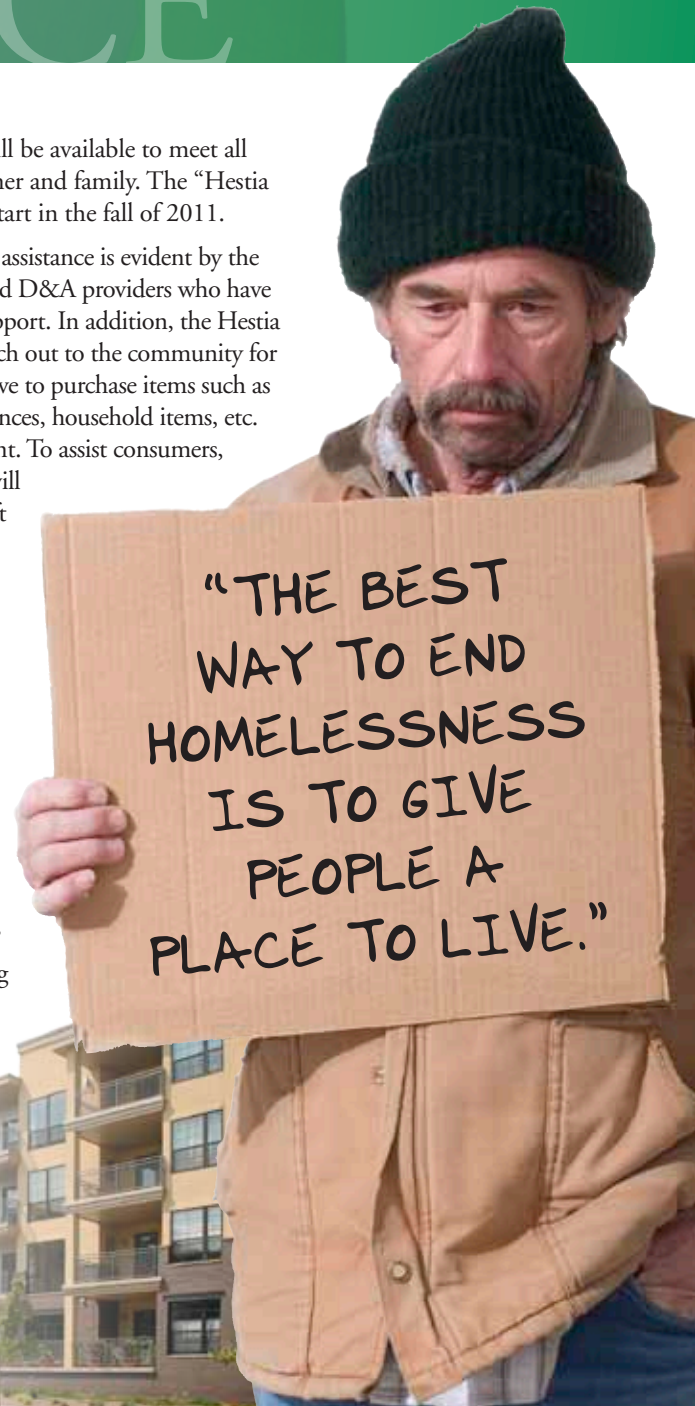
Once referred to Chartiers, the staff will work to engage the consumer and/or family to help them identify the housing that they want, in the area they wish to live. They will directly lease the property and Chartiers will use the HUD funding to pay a portion of the housing costs. The Blended Service Coordination staff will be assigned to the consumer/family to get them linked to services of their choice (such as healthcare, vocational training, education, drug and alcohol services etc.). The focus of the program is "housing first" which means the consumer's only obligation is to maintain the lease on their apartment. The program will support the consumer until they are able to maintain the apartment on their own, without the services of the Blended Service Coordinator.

Ann Bergamasco, BSC/ASC Supervisor, has four years experience working with HUD housing and will supervise the Hestia team. The Hestia team will be comprised of 5 Blended Service Coordinators who are responsible for developing relationships with landlords in Allegheny County. The landlord will be guaranteed rent during the term of the lease and there will be a ceiling on the rent. Chartiers has multiple behavioral

health services which will be available to meet all the needs of the consumer and family. The "Hestia Project" is expected to start in the fall of 2011.

The need for housing assistance is evident by the number of healthcare and D&A providers who have already pledged their support. In addition, the Hestia staff will continue to reach out to the community for help. Consumers will have to purchase items such as furniture, kitchen appliances, household items, etc. to furnish their apartment. To assist consumers, community donations will be accepted as well as gift cards. Anyone interested in donating furniture and household items should call Chartiers Center (412) 221-3302 ext. 147. Any individual or group interested in volunteering with the "Hestia Project" should call (412) 221-3302 ext. 118.

With the goal of "Homeless to Housing" Chartiers staff is looking forward to helping consumers and families find safe and secure housing.



# FINDING OUR PLACE IN THE WORLD.

## DRIVING TO SEE THE WORLD



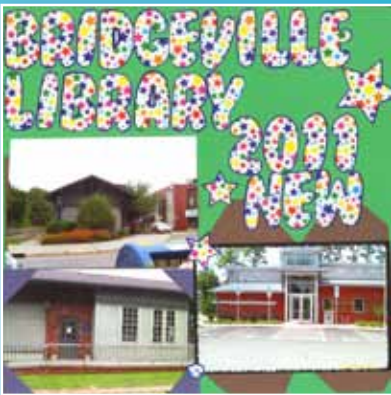
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Recently, Chartiers Community Residential Rehabilitation Program (CRR) was home to a young adult man we will call Jim (not his real name). Jim found himself in trouble and needing the services of Chartiers Residential Treatment Program (RTP). The RTP provides a short term placement for individuals who need time and support to stabilize their symptoms. Once Jim completed his stay, he found housing at Chartiers CRR. Chartiers CRR provides apartment style living for consumers who need assistance with medication management, daily living skills, budgeting, goal setting etc. Jim made a smooth adjustment from the RTP to the CRR with staff support. Jim identified his goals as caring for his personal space, improving his social skills, money management, medication management, obtaining a driver's license and getting a job. According to staff the CRR provided a safe harbor for Jim while he got all the other pieces of his life together.

As Jim mastered the skills necessary to become independent, his goals were within reach. While he was distant from his family, the support he received from the staff and his girlfriend made it possible to obtain his driver's license. As Jim's independence grew he was able to complete the application for an apprentice program in the building trades. One of his lifetime goals was to work as a brick layer. As the CRR staff saw Jim successfully obtaining his goals and finding balance in his life they knew it was a matter of time before he moved on. The CRR supervisor said, "We all wanted to see

him succeed, but we hated to see him go."

Jim's story reflects the role "Recovery" has in a consumer's treatment plan. Recovery is about consumers making choices. Consumers direct their treatment plan by telling their therapist what makes them happy, what their vision is for their future and what goals they want to achieve. Jim made his own choices and staff supported his decisions. He identified his career goal and the importance of getting his driver's license. Each step took him closer to reaching his independence. Now that he is living independently, he will work with his therapist to develop new goals in his Recovery process.

The CRR serves 22 individuals in clustered apartments and is one of the many residential programs provided by Chartiers. Other alternatives are available to meet consumers housing needs at the various levels of care. In all the Chartiers' housing programs, agency and community resources are combined to help our consumers achieve their highest level of independence.



## A WORLD OF OPPORTUNITY

# WORLD OF OPPORTUNITY



*Elaine*

“It gives me a chance to get out and do something.”

**M**et Elaine, the Training and Social Rehab Program (T&SR) store manager. She has been the store manager for the past year and is responsible for monitoring and stocking the store shelves and refrigerator. In addition, she creates a menu board with a list of sale items and prices. Elaine stocks breakfast items, candy bars, chips, crackers, soups, ravioli and other lunch items that can be microwaved. According to Elaine, the most popular items are drinks and snacks. As the store manager, it is Elaine's job to go shopping with the program supervisor approximately every 2 weeks. They generally shop at the Dollar General and Giant Eagle and are aware of all the good buys! When asked why she was interested in being the store manager Elaine

replied, “It makes me feel important.” She added, “I like coming to this program and as the store manager it gives me a chance to get out and do something.” The T&SR consumers are glad Elaine has taken on this job because she keeps the shelves stocked with all their favorites!

A second consumer likes to share her view of the world through a camera lens. Karen is the program photographer. At first, Karen was asked to take a few pictures. Now, her

hobby has turned into a volunteer position where she is responsible for taking pictures at the weekly community outings and special events. In the late 1980's Karen won her first camera in a contest held at the local Thrift Drugstore. In 1993, she received her first 35mm camera and now she uses a digital camera. She really enjoys her digital camera because it allows her to choose which pictures to print.

As her hobby has grown, so has her interest in learning how to take better pictures.

Karen has taken a class at the local library

and her mom is getting her a subscription to Popular Photography. As the program photographer, Karen has made it possible for the other consumers to look back on community outings and revisit the good memories. According to Karen, “I love coming to T&SR. Taking pictures is my way to contribute to the program.” Karen's photographs line the program bulletin boards, office dividers and wall space. The next time you see Karen, SMILE.

“Taking pictures is my way to contribute.”



*Karen*

Chartiers T&SR Program started a new employment group. The group helps consumers identify job skills which contribute to employment and/or volunteer opportunities. Elaine and Karen are part of this group and they have happily welcomed the opportunity to take on more responsibility. What better way to find their place in the world.

## WORLDLY TREASURES



# WORLDLY TREASURES

**W**hen the snow melts and grass begins to grow it is time to “Spring Clean.” After going through closets and sorting by: keep, discard, and recycle, the question remains what to do with the recycle pile. The staff at Chartiers Vocational Training Center (VTC) tackled that same question and their solution was to hold a flea market! Donations for the annual flea market come from staff, families and friends. Recently a staff person stopped by a neighborhood garage sale and was told if she returned at the end of the day anything that didn't sell would be hers for the VTC sale! According to Sue Hodder, the staff person behind this widely popular event, “It costs nothing to run and the individuals have as much fun preparing for the event as they have shopping.” The idea got its start because

many of the individuals bring in change to buy snacks during the day. The idea of making choices, taking ownership and using their own money to make purchases is a lesson right from the classroom and into the community.

The individuals sort items and with staff support they help price and prepare the table displays. Then each group makes cookies and brownies in their toaster ovens to sell at the flea market bake sale. The individuals from Chartiers Employment Training Center and Chartiers Senior Community Center take time out of their day and make a trip over to shop through all the worldly treasures. According to Sue, popular items include jewelry, nail polish, bubble bath and purses while the men prefer electronics like radios and flashlights. In addition, staff set up a Xmas tree with ornaments that are another popular purchase. To say there is something for

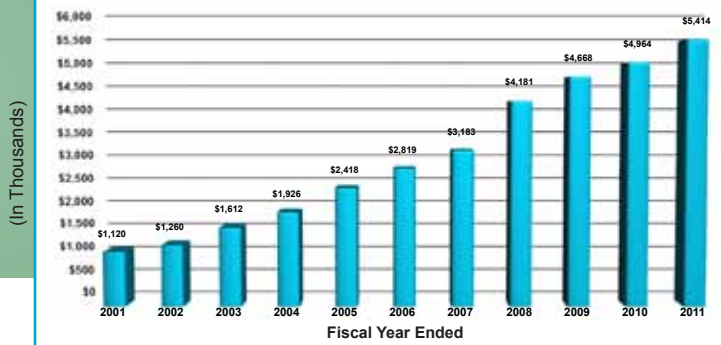
everyone is an understatement. The prices range from .50 to \$1.00! All donors are told this in advance of donating and everyone is happy to donate. When the flea market is over, Sue donates all the remaining items to a local charity because there is no storage space. Each year brings out new “diamonds in the rough” and the life lessons start again.

Chartiers Adult Training Facility supports individuals with intellectual and developmental disabilities. The goal of the program is to meet the needs of the individuals through daily supports. Each program is specifically designed to further enhance daily living, work/training, socialization, recreation, medical needs and community integration. The staff is committed to bringing different life experiences into their program.



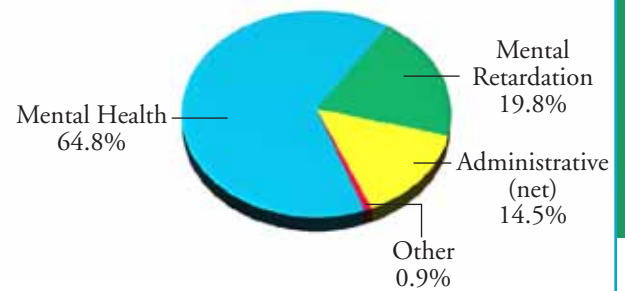
# FINANCIAL REVIEW 2010-2011

10 Year Summary of Ending Net Assets 2001-2011



Note: Fiscal Year End 10/11 Audit is not finalized

Distribution of Expenditures  
Fiscal Year 2010/2011



Special thanks to our donors for the support they have provided this past year.  
Listed donations were made from July 1, 2010 to June 30, 2011.  
For more information call (412)221-3302 extension 118.

“Kindness like a boomerang always returns” -Unknown

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Marilou Welty  
Lois Zimmer

## IN MEMORY OF:

Teresa Alessi  
Marilyn Daugherty  
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# FINDING OUR PLACE IN THE WORLD.

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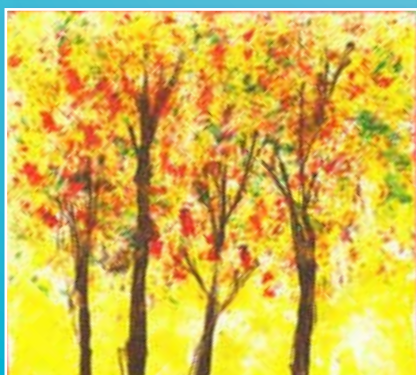
Finding Our Place in the World is the theme of this year's annual report. A contest was held for individuals and consumers who were asked to submit "their place in the world." We are happy to share the artwork and photographs of the winning entries:

- |               |                |               |             |
|---------------|----------------|---------------|-------------|
| A.) Herman S. | D.) Christy U. | G.) Wendy J.  | J.) Jack C. |
| B.) Kailey B. | E.) Larry L.   | H.) Chuck K.  |             |
| C.) Jenny W.  | F.) Karen M.   | I.) Connor Q. |             |

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## DONATE

For your convenience, there are more ways to give to Chartiers Community Mental Health and Retardation Center. Your support can make a 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:**

- Call (412) 221-3302 ext.118.  
Donations can be accepted over the phone with a major credit card.  
To provide more space for our consumer driven programs designate the **Building Fund Campaign**.  
To support the Homeless to Housing program designate the "Hestia Project".  
Donations of household goods, furniture and gift cards will also be appreciated for the **Hestia Homeless Program**.
- On October 4, 2011, donate to Chartiers through **Pittsburgh Gives**.  
**Visit [www.pittsburghgives.org](http://www.pittsburghgives.org)** Only Mastercard and Visa donations of \$25 or more will be accepted for this event.
- Enter **Agency CODE 201** on your United Way Campaign pledge form.

**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](mailto: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 information via regular mail.