

New Opportunities for Growth at Chartiers

A Message from the

CEO

Susan Coyle

In 1965 the Rolling Stones released the song, *I can't get no satisfaction*. We are proud to report that the people served by Chartiers Center do not share this sentiment. Over the past year, our team has been "laser-focused" on making the experience of receiving treatment at Chartiers Center as positive and easy as possible while including service features that people want. We know how hard it is for anyone to incorporate health care into their busy lives and no matter who you are, any health care experience can be intimidating. Furthermore, once you do go through the experience, you want to see results!

The 2015/16 Chartiers Center Annual Report is full of service innovations that truly reflect our mission of providing "compassionate support to those in need who face behavioral health, substance abuse and co-occurring disorders, or IDD challenges as they transform their lives." Through our client satisfaction surveys we are listening to those we serve and learning more about what they value in their treatment. Being responsive to what is important to our consumers, and what will change their life for the good, is at the core of our values and our everyday efforts.

As a result, we are thrilled to report that our customer satisfaction with the Outpatient Therapy Program ranks in the 98% percentile! While we are proud and pleased by this great feedback, we will not give up until we satisfy our consumers 100% of the time! Further, we have made great strides in integrating behavioral and physical healthcare as evidenced in this report.

I want to use this opportunity to thank our devoted staff for all they do everyday and to those we serve who have entrusted their care with Chartiers Center.



A Message from the

President

Dr. Justine Perhosky

Consistent with our vision, this year we have taken steps to create innovative services that are person centered and goal driven to treat the mind and body of our consumers. In addition, Chartiers has expanded our reach to serve more consumers in Allegheny County. As we look to the future we strive to support the unmet needs of the community.

Thank you to the Administration, Staff, Volunteers and fellow Board Members for your dedication and hard work this past year.



RECOVERY.
RESPECT.
RENEWAL.

CHARTIERS CENTER

Technology Provides New Opportunity for IDD Program

Bryan Reis — *Director of IDD Day Programs* | **Micky Cogley** — *Multi Support Specialist*

Thanks to a generous grant, our individuals now have increased access to technology that enhances motor, vocational, pre-academic and motivation skills. The “shoebox system” is widely used in the Senior Program and provides the opportunity for individuals to master hands-on sequential tasks. The shoeboxes represent 20 different tasks geared towards learning new skills. With the implementation of I-pads, over 50% of the individuals now have goals that are directly tied to technology. The use of I-pads in

the program has elevated independent learning through apps geared to learning and skill development.

The program also recently added Chromecast, a media streaming device that plugs into the TV. This has expanded participation in large group activities. With the addition of all the new technology, the individuals have broadened their horizons: travelling remotely to other countries; learning local history; and playing Karaoke as an interactive group.

We also explored our creative side this year. Many of our individuals take special interest in the art instruction provided by our volunteer artist and the Chartiers’ staff. The program sponsored their 2nd art show. Famous works of art were highlighted and then interpreted by our individuals through color and form to recreate their own renderings. An example of a finished piece of art appears on the cover of this report.

CRR Program Renovates Living Space

Kristen Wagner — *Mental Health Housing Program Supervisor*

The Community Residential Rehabilitation (CRR) Program prepares behavioral health consumers for a transition to more independent housing. The program is undergoing a two (2) part renovation to include the office and the consumer apartments. A majority of the 22 clients at the CRR were homeless, have no family supports and/or have been part of the program for a few years. The goal of the renovation is to: provide a comfortable atmosphere where the individuals can gather; increase a sense of belonging; and create a connection between the staff and the residents so trust and rapport can be established.

The first phase of the project has been completed. The CRR office received a fresh

coat of paint thanks to the volunteers from Bayer Corporation. The program also received a donation of gently used living room furniture to upgrade the ‘office space’ into an area that can be enjoyed by staff and residents alike. The newly refurbished space provides a welcome environment for the residents which promote openness with the staff. The resident’s willingness to discuss their symptomatic behaviors and wellness goals is crucial to their health and wellbeing.

The second phase of the renovation is taking place within the 10 CRR apartments as residents receive new mattresses and necessary household items. Work will continue until the renovation is complete.



Volunteers from Bayer Corporation took a break from painting the CRR office space

Vivitrol a New Treatment Option for Substance Abuse Shows Promising Results

Kelly Corr — *Director of Substance Abuse Outpatient Program*

Chartiers Center’s Substance Abuse Outpatient Program is excited to announce a new treatment option for drug and alcohol consumers. Vivitrol is a once monthly injectable form of Naltrexone, used to manage cravings for substances such as alcohol, prescription pain killers and heroin. Vivitrol is a new, medically assisted treatment that is shown to have significant outcomes with minimal side effects. It is a non-narcotic, non-addictive, non-pleasure-producing medication and stopping it will not induce withdrawal symptoms. We are working with Positive Recovery Solutions

to provide the Vivitrol treatment. Consumers using this medication are required to participate in ongoing counseling throughout the duration of their treatment. Counseling services will address recovery specific issues and methods for maintaining long term sobriety. Although Vivitrol injections manage cravings, there is still significant work that needs to be completed during therapy to assist consumers in learning new coping skills to avoid relapses.

While there are other types of medically assisted treatment, such as Suboxone and Methadone, if those medications are not ta-

pered appropriately the user will become physically ill. Vivitrol dulls certain brain receptors so that cravings are minimized and feelings of intoxication do not occur with opioid use. Also, Vivitrol is not a controlled substance; it cannot be abused and there is no illegal market for it.

The staff at Chartiers’ is very optimistic that Vivitrol treatment, with accompanying therapy, will support the consumers who desire to live a substance free lifestyle.

Integrated Services Expand to New Neighborhoods

Rosi Albert — *COO Recovery Treatment Services*

As previously reported in last year's annual report, Chartiers Center is now providing behavioral health outpatient treatment and service coordination within the Sto-Rox Neighborhood Family Health Center. The ability to access treatment for both physical and behavioral healthcare needs has met with such success that a new satellite clinic has been added at the Hilltop Center in Mt. Washington. Dr. Laura Hasen has joined the team as the Clinical Psychiatrist, and behavioral health services are now offered 3 days/week at the Health Center and 1 day/week at the Hilltop Clinic. The central location of treatment services supports face to face communication, access to electronic

health records and a chain of communication that results in better service and better care. In addition, Administrative Service Coordinators attend treatment team meetings and are able to provide referrals and linkages for housing, peer support, vocation/education endeavors and specialized case management.

The Behavioral Health Outpatient Services are available to anyone who uses Sto-Rox Health Center as their primary care provider. Father Ryan and Dr. John Barczynski, Chief Clinical Officer Sto-Rox Health Center, have referenced positive change in consumer's access to services and they look forward to a continued relationship with Chartiers Center.



The treatment team is pictured reviewing cases at the Sto-Rox Health Center. Pictured L to R is Bonnie Zawilla (Therapist), Dr. Laura Hasen (Psychiatrist), Mary Sidor (Administrative Service Coordinator) and Patty Feineigle (Psychiatric Nurse/Sto-Rox)

Peer Specialists Support Consumers in Chartiers Training and Social Rehab Program

Amy Pollock — *Social Rehabilitation Specialist*

T&SR (Training and Social Rehabilitation) provides an opportunity for consumers with a behavioral health diagnosis to focus on improving social skills and acquiring tools for their recovery.

This year we are happy to report the addition of Randy and Dan, Certified Peer Specialists with a behavioral health diagnosis. This framework is beneficial to our consumers as the peer specialists have a deep and personal under-

standing of the struggles of behavioral health consumers. Through their work in the program, they are able to help consumers realize that recovery is possible, they are the proof.

Complimenting the existing consumer-run groups, Randy and Dan bring skill sets to the program that they are sharing with the group. Randy is a community producer for Pittsburgh Community TV and Dan is a local artist. Working along with the peer specialists, consumers are

encouraged to take an active role in identifying topics and running groups. In addition, the use of art is also commonly used in our groups, as an expression of self is important to positive mental health and well-being.

T&SR welcomes individuals with a behavioral health diagnosis who are eager to learn the tools for recovery and socialization and want to share their learning with others.

Lead Wellness Nurse Navigator Joins Staff

Mary Kay Bonn — *Director of Special Projects*

With the support of Community Care, Chartiers Center implemented a Behavioral Health Home Plus Expansion Project with Amanda Lewis, BSN, RN as the Lead Wellness Nurse Navigator. We are excited to welcome Amanda to the team as she brings with her 19 years of experience in the healthcare field. Amanda works to coordinate the physical and behavioral healthcare services for consumers who have been identified as a high need service user with concurrent physical health concerns. The individual works with Amanda to develop an individualized wellness plan to preclude the development of chronic health conditions.

The wellness goals can be anything the consumer identifies. The main concerns are: smoking cessation, physical activity, stress, medication issues, lack of sleep and medical screenings. To date, Amanda has accompanied consumers to medical appointments and specialist appointments as well as diagnostic studies. She has assisted consumers who wanted to stop smoking and helped them set S.M.A.R.T. (specific, measurable, attainable, realistic, and timely) goals with their area(s) of concern. In addition, Amanda educates the consumers on the resources available to them including the toolkits designed for positive lifestyle changes.

Amanda views her role as an opportunity to assist and empower consumers to take responsibility for their health and wellbeing.



Amanda Lewis, Chartiers' Lead Wellness Nurse Navigator



SPECIAL THANKS

to those who have supported our work this past year. Listed donations were made from July 1, 2015 to June 30, 2016. 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 ext. 118. Or visit our website www.ChartiersCenter.org to donate via PAYPAL. *Thank you.*

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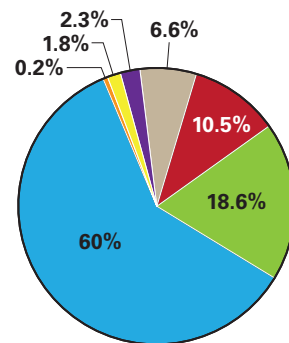
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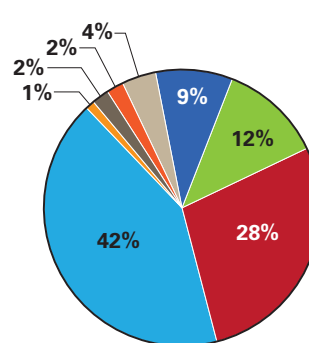
Financial Report Fiscal Year 2015-2016

Distribution of Expenditures



- Mental Health
- Administrative
- IDD
- Hestia
- Substance Abuse
- Restricted & Sto-Rox
- Fundraising

Distribution of Revenue



- Allegheny Co. Contract
- Medicaid
- Medical Assistance
- Rent, Room and Board
- Commercial / Medicare Insurance
- Donations/Grants
- Misc. Income
- Client Income

MISSION We, the staff and leadership of Chartiers Center are committed to providing compassionate support to those in need who face behavioral health, co-occurring disorders, or IDD challenges as they transform their lives.

VISION Chartiers Center will be a person centered and recovery oriented center of excellence in the delivery of innovative IDD and behavioral health services in a multi-county area.



CHARTIERS CENTER

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www.ChartiersCenter.org