

The People of Chartiers Center

A Message from the

CEO

Susan Coyle

Looking over the Annual Reports of the past eight years, which we published since I joined the team at Chartiers Center, we certainly have talked about the many changes we've gone through as an agency. We have added some programs, expanded others. We've redefined our mission and articulated our values as caregivers and members of the community and the impact we have had. None of our accomplishments would have been possible without the "People of Chartiers Center." They are the theme of this years' report.

Obviously, in a 'human service organization,' we are people centric. Our services are delivered by, and to, some exceptional human beings. While we can describe the technicalities of the services we provide, what is important and effective in changing lives is the connection we have with each other. In the following pages, I am proud to share the perspective of some of our people; both from our wonderful staff members and those we serve. I believe you will feel the passion, compassion and the "never give up" or "we can do it" spirit that is commonplace and part of the Chartiers Center fabric.

As this report concludes the FIRST fifty years of service to our community, we hope you enjoy and look forward to another fifty years!

"The services we provide are people delivered."

—Sue Coyle, CEO



Cover artwork Brad, Chartiers' T&SR

A Message from the

President

Dr. Justine Perhosky

When reflecting on "The People of Chartiers" I am proud to say that for the past 49+ years Chartiers Center has strived to focus on the needs of the behavioral health consumer, adults with intellectual disabilities and the homeless population in Allegheny County. Treatment is keeping pace with the changing time and the service lines have grown to meet the needs of the community. Chartiers' staff is an amazing group of professionals who put the consumer first in their treatment and program needs.

Looking back, Chartiers has grown from a program started in a local church to serve the intellectually disabled, to multiple program sites throughout Allegheny County that serve the physical and mental health needs of our neighbors. Looking ahead I am certain that "The People of Chartiers" will meet the challenges of the next 50 years.



CHARTIERS CENTER

A Day in the Life of a Community Health Nurse

Katy Ringstad — *Outreach Psychiatric Nurse*

My days now look very different than they did one year ago. I was an ICU nurse, exhausted and feeling like I wasn't making a difference. I felt unfulfilled, and even though my job was exciting at times, it caused me a lot of heartache. I took the leap: I started a new job as the supervisor of an enhanced housing support team.

The Healthy Housing Outreach Program, better known at H2O, is a grant funded, multi-agency collaborative project. The team's mission is to remove barriers associated with obtaining housing and support individuals who are at risk for losing housing.

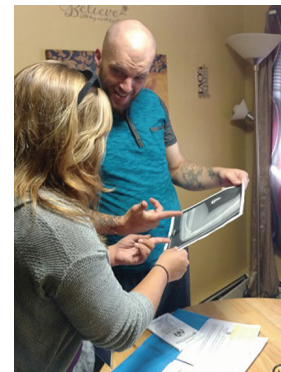
I typically meet my consumers under stressful circumstances; often, they have been

floundering in their current living situation. They have been referred by their housing provider. Sometimes they are in crisis, feeling helpless, and unable to dig themselves out of the situation they are in.

Other consumers I work with have a history of chronic homelessness and have just recently been housed. These individuals need assistance adjusting to their new environment and getting connected to benefits and resources.

I spend most of my time on the road visiting consumers in their homes assessing their physical and mental health needs. With my team, we devise and implement an individualized plan of care based on the consumer's needs. I evaluate what resources are available

in my consumers' communities and assist them with scheduling appointments and accessing various services. My most important job is to advocate for my population! At the end of the day I consider it a job well done if I can improve the quality of life for my consumers. ■



Katy is working with Josh and reviewing his most recent discharge paperwork from the hospital

Coming Together to Serve the People of McKees Rocks

Rachelle Schimmel — *Chartiers' Administrative Service Coordinator*

Recently, I opened my office in the brand new Community Resource Center [CRC], in McKees Rocks as Chartiers' Administrative Service Coordinator. I assist individuals/families with a behavioral health history through referrals and linkages to services. The CRC is a unique service model in which multiple providers co-locate within a single facility; almost like a "human services mall." This model was the brainchild of a dedicated group of community stakeholders that discussed the need and its inception over the past year.

I have worked as a Service Coordinator at Chartiers Center for 25 years, and therefore have vast experience and expertise in linking



people to whatever resources they need. I spend long periods of time getting to know my clients and am committed to serving them well. At the CRC, I also work in conjunction with other providers, each bringing their own specialty of care.

On average most consumers are coming in to seek help with their transient lifestyle due to lack of housing and income. People are also inquiring about education opportunities and exploring vocational interests. About 50% of the people I see are veterans, who are potentially homeless, looking for work. I have helped people to access Veterans Services, substance abuse or mental health treatment. ■

"I link people to resources that serve their needs. If a person has a lot of challenges we dig deeper to provide them options. When necessary, I walk the consumer to the health center where they can access treatment. I do what it takes to link people to whatever resources meet their need."

—Rachelle Schimmel

These Are the People of Chartiers Center

Katherine Radakovich — *Chief Human Resources and Compliance Officer*

As an HR professional I worked for 11 years in a corporate setting and the last 4 years have been here at Chartiers Center, a community non-profit. At Chartiers, I have been witness to employees who say and do things that go above and beyond to ensure our consumers receive the treatment and respect that they deserve. I am convinced that these employees

are not aware of this, it is in their nature.

One day I heard about a client who arrived to our LTSR without shoes. All this man's belongings came with him and he arrived in his socks. I heard the employee say "We need to go to the store and buy him a pair of shoes; every person needs his own pair of shoes." With tears in my eyes I realized this employee respected



Staff from the Recovery Treatment and Recovery Support Service Lines come together to plan the annual Christmas party for the consumers.

the man's dignity enough to ensure he had his own pair of shoes. Valuing this man's self-worth was natural.

I can see the kindheartedness in the eyes of a therapist as he takes a consumer's hand and gently talks with him. This employee knew at a glance that the consumer was not having a good day. I watch as our peer specialists and direct care staff enrich our consumers' lives by sharing their talents and encouraging stories

of support. Many of our staff provide personal care or "prompts" to support the individuals' self care. They do not seek recognition for their talents. They do this simply because it is in their nature.

I listen to our psychiatric nurses and service coordinators talk about our consumers with such empathy. They advocate for their consumers to receive mental and physical health care services that each one deserves. I hear their

stories about consumers who have to wash their clothes in their bathtub and consumers who have no place to call home, or family for support. This is nothing out of the ordinary for this group – it is natural.

There is one thing all these employees at Chartiers Center have in common: they naturally support the mission of Chartiers where they work to help build a stable, healthier, stronger community. ■

Navigating the Local Community

Bryan Reis —Director of IDD Day Programs

This past year the IDD system experienced major changes as handed down from our governmental partners. The goal is to ensure that individuals receiving services have full access to the benefits of community living and to expand the opportunities for meaningful community integration.



Denise and Mary visit Point State Park

help individuals enhance their social skills by providing opportunities to participate in activities that promote personal growth. The pilot began with 2 small groups exploring the community three days a week.

Direct Support Aide, Yvonne Webster, has been taking a group from our senior program on outings and she shared "I like being with them, seeing them enjoy new things and getting surprised by the outdoors."

What are some of the things we do on our outings? You name it! We surveyed our participants on the type of activities they enjoy and

what places they have always wanted to see. So far we enjoy the outdoors at our local parks and farms. We visit our local library and stores. We check in with local churches to see how we can give back to our community. We have some individuals that want to go out to eat and learn how to place their order and pay for their meal.

One of the many things Direct Support Aide, Tina Rodina, works on when they are out in the community is shopping skills. Mary, who has been attending the day program for years, really likes choosing where she goes and how she spends her own money.

As the pilot continues we will continue to foster the individual's independence, choose outings that fit their interests and promote a spirit of personal reliance and contribution. ■

Substance Abuse: A Community Problem That Affects Us All

Jenn Kita —Director of Substance Abuse Outpatient Program

The news is inescapable. Opioid use and overdoses have reached epidemic proportions. In fact, a recent study conducted by the Allegheny County Health Department shows that several of the South Hills' communities are among the highest experiencing overdose and deaths. This is an epidemic that has no barrier to age, gender, race or community. We know that too often the news of overdose blind sides loved ones, schoolmates and friends. At Chartiers Center, our people have the same worries for their families and their community. We see it as our mission to help educate, treat and support. Through the delivery of treatment services, to the development of community outreach and education sessions, to participating in local symposiums on the subject of the opioid epidemic our people are committed to help.

In Chartiers' Substance Abuse Outpatient Program (SAOP), I am working to support the continual need for treatment services. The SAOP has licensed clinical therapists working to assist people in their individualized process of recovery. Services are available to teens, adults of all ages and families looking to assist their loved ones. In fact, school based clinicians have offices within several of the local school districts to see students for assessment and ongoing treatment. At the SAOP we address a broad use of substances to include, but not limited to, alcohol, marijuana, heroin addiction and more. For more information on the referral process call 412 221-3302. Many of the people

we treat have experienced remarkable progress by adding Vivitrol to their treatment regime.

For those people who are deemed medically appropriate for Vivitrol, individual and group therapies are required. ■



The nasal spray Narcan, is an anti-opioid drug to treat overdoses. Chartiers' clinical staff will be trained and have access to this life saving drug for use in case of an emergency.

See back for the NARCAN® Naloxone Prescription for Overdose Prevention ▶



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to those who have supported our work this past year. Listed donations were made from July 1, 2016 to June 30, 2017. 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 PAY PAL. Thank you.

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The link below will take you to a standing order for **NARCAN** Naloxone, a medication used to reverse opioid overdose. This is issued by Dr. Rachel Levine and is intended to be used as a prescription for Naloxone from a pharmacy. Family and friends are strongly advised to view an on-line training before filling this prescription. More information is available on the Chartiers Center website.

Go to www.ChartiersCenter.org

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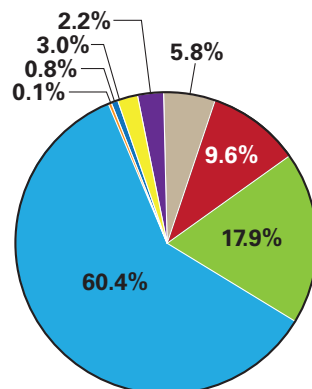
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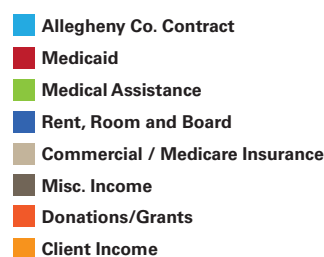
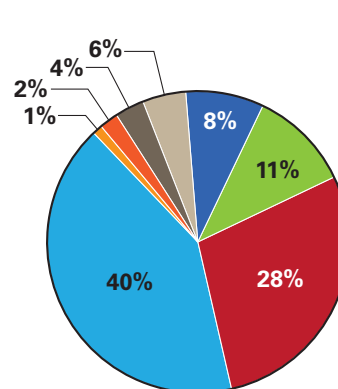
Dennis Wang

Financial Report Fiscal Year 2016-2017

Distribution of Expenditures



Distribution of Revenue



CHARTIERS CENTER

437 Railroad Street • Bridgeville, Pennsylvania 15017 • 412 221 3302

www.ChartiersCenter.org



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.