



# CHARTIERS CENTER

2019 | 2020 ANNUAL REPORT

## Heroes Deliver Essential Services

*A Message from the*

# CEO

**Susan Coyle**



**A**lthough I have always felt this, I can truly say that this is the place where Heroes Work!

Each and every American has experienced what we hope is a once in a lifetime pandemic. Some became sick with COVID 19, while others experienced incredible life changes, losses and limitations on our ability to conduct a normal life as we know and love it to be. Still others have had the added stress and worry for those we love and care for, or for ourselves, if we rely on others to care for us. On March 15, 2020, American life changed and we began to understand “we’re in this together.” Initial reports painted a bleak picture that instilled much fear in all of us. While many in our community lost their jobs or had to stay home, the need for Chartiers Center services and our staff never stopped; and so we kept on providing those services our consumers have come to rely on.

I AM ESSENTIAL: This became the motto we adopted acknowledging the important role we have played to support those who had no one else during these trying times. In the pages to follow, you’ll see our team members proudly wearing t-shirts emblazoned with this “rebel yell”. You’ll see tributes to our staff by their managers saying how their team reacted and innovated to maintain the quality of care,



the hopefulness of the people we serve and promoted their wellness to avoid becoming ill with COVID 19. You’ll see our residential programs which require 24/7 care. You’ll see our homeless programs that serve, perhaps the most vulnerable and most at risk. You’ll see our outpatient services that were unleashed in the use of telehealth so that care could go uninterrupted while the person served was safely at home. You’ll also see comments by those we serve that we humbly share with you.

The COVID 19 pandemic has probably presented the most significant challenge to all of us; personally and professionally and as a community. At Chartiers Center, we are proud of the contribution we were able to make because of The Heroes that Work Here. ■

*A Message from the*

# Board President

**Jim Sray**

**A**t Chartiers Center, the health and well-being of our consumers, our staff members and others in our community are our top priority. This has been a year of challenges due to the coronavirus. As an essential service Chartiers Center’s staff responded to the need to adapt the delivery of services and continues to provide treatment, support, referrals and resources to consumers in need of care throughout the crisis and beyond. On behalf of the Board of Directors many thanks to the staff for their commitment, flexibility, and resourcefulness in maintaining a high level of care across all the programs over the past year. ■



# Housing Outreach Teams / We Are Essential

**Greg Engel** — *Director of Homeless Services*

The very nature of the Housing Outreach Team is to support, link, maintain and house consumers who are homeless or at risk of losing their housing. Since the pandemic started, our team has maintained a “business as usual” attitude, going out every day to help our consumers receive the essential services needed to get through their day. Every situation is different.

During Covid our staff have met with consumers at mutually agreed upon places such as the park, outside a coffee shop, on a consumer’s porch, and when necessary, we talk to them through a screen door. The team also provides phone support checking in with consumers to evaluate their health and safety. Consumers with multiple needs will be contacted



*Tina helping in Mary's Market*

weekly, daily if needed. It has been difficult because many offices and services have shortened hours. We have consumers with children and elderly relatives so providing necessary referrals and resources can be a challenge. Staff will transport consumers to appointments if needed and deliver bags of food with well thought out meals in each bag. We have delivered much needed supplies like laundry detergent, fresh sheets, towels and cleaning supplies. Many of our consumers feel anxious going out for fear of getting sick. Therefore, every day our team is out in the community, trying to make the best of difficult situations.

During this time our staff continue to help consumers find housing. Either through contacts with

landlords or via virtual tours. Rental agreements are done electronically and once a lease is signed staff help consumers get furniture, move and facilitate whatever is needed to move them into an apartment. All referrals for housing come through the Allegheny Link. Once housed, consumers are connected to support services including service coordination, SNAP benefits, rental and utility assistance, access to benefits etc.

The goal of the Housing Team is to offer scattered site leased apartment units to individuals and families who are chronically homeless, have a documented disability, and are willing to work with our Service Coordinators who will be their primary support. Based on the needs and goals identified by the participant, the Housing Team will provide housing supports and help the consumer identify the neighborhood and secure an apartment that best suits their needs. ■

*“I am so thankful to have access to Mary’s Market. When I have months where I struggle to put food on the table I know I can ask my therapist for a bag of food that will hold me over. Mary’s Market is just awesome. Thank you.” —Anonymous*

*“This is the end of the nightmare. We are so thankful to be safe and have a place of our own.” —Michael and Patricia*

## Telehealth Services

**Lauren Pulinka** — *Clinical Administrator, Recovery Treatment Services*

### Are you open and providing services?

Yes! Chartiers Center is open to outpatient and substance abuse outpatient services. Due to the coronavirus we have changed the way we deliver treatment services to make it safe for both the client and the therapist. If you are looking to begin services, you can contact 412.221.3302, ext. 123 and we will get the process started over the telephone.

### How are the therapist and doctor appointments being handled?

Most of our individual appointments with the therapist and doctor are occurring via telehealth. In addition to the normal reminder calls/texts, staff will ask if you prefer to complete your session by telephone or with an audio/video program called Doxy.me. (Doxy.me is a simple, free, secure telemedicine solution that does not require you to download an app.)



*“I never would have sought treatment if telehealth wasn’t an option.”*

## How are injections being handled?

If you receive your medication by injection, you will still need to come to the office in the usual manner. In addition to reminder calls/texts our nurse will screen for symptoms of COVID-19 before you come for your appointment. Everyone is required to wear a mask. When you arrive at the office, precautions have been put into place to promote the safety of all. After the nurse completes the injection you will schedule your next appointment.

## How are groups being handled?

Groups are being conducted through HIPAA compliant telehealth. Your therapist will give you instructions about how to join the group.

## How do I contact my therapist, service coordinator or rehabilitation professional?

Please contact your therapist, service coordinator, housing or rehab professional in the usual manner. While the therapists are not in

the office, they have forwarded their telephones to their current locations. If any staff are not immediately available, leave a message and your call will be returned in a timely manner. If you have an emergency, please contact 412.221.3302, ext. 0. ■

*"We are so thankful that you did not have to shut the program down" —AS*

# LTSR / We Are Essential

**Leslie Killen** —Director LTSR

## What makes your program essential?

The Long Term Structured Residence (LTSR) program is essential because we are providing a safe, structured living environment for 16 senior citizens with chronic behavioral health issues. Our residents are at risk of Covid due to their advanced ages and comorbid health issues. We are able to provide all their mental health services in house and do all their shopping, cooking, cleaning, laundry, etc. which are essential services they do not have to worry about.

## How do you keep the morale up during Covid?

We have been keeping morale up by bringing the "community" to the LTSR. Instead of going out to eat, we have been doing "Take Out Thursdays" where the residents decide what they would like from a restaurant and we pick it up and bring it here. We have watched concerts on DVD, had books delivered from the mobile library and play BINGO every Saturday!

We understand how hard it is for residents to be unable to have friends and loved ones visit

so we have offered families and friends the opportunity to Zoom or FaceTime with residents.

## Biggest challenge?

The biggest challenge has been the residents not being able to go out in the community. The residents are definitely experiencing cabin fever and missing their trips to the Dollar Store and the thrift stores!

## What did you learn from your experience the past 5 months?

I have had the unique experience of starting as the Director at the LTSR in the middle of the pandemic. The staff here have remained dedicated to providing quality support to the residents and have been supportive of me transitioning into this role. The staff here are amazing and never miss a beat! While I'm sure, like the rest of us, they are dealing with how the pandemic is effecting their personal lives, they come to work with a smile on their face and always put the needs of the residents first. They have been willing to work extra shifts to ensure coverage and have been diligent about self-monitoring and modeling for the residents the importance of consistently wearing masks.



## Proud moments surrounding staff and residents?

We recently had a resident who was hospitalized and returned with a significant change, both cognitively and physically. The staff have gone above and beyond to take time to assist with feeding, walking with the resident to ensure his safety when ambulating, and showing genuine care and concern. It is so apparent how much they truly care about all the residents.

## If you had to name your staff team, what would it be?

It would be LTSR Rockstars (LTSR: Loving, Team, Strong, Resilient). I am humbled everyday by the staff here and the amazing job they do. ■

*"My mobile psych rehab worker understands where I'm coming from and she's willing to help me get better with all my skills that I'm working on. She's helped to get me involved with a virtual peer support group, helped me with my computer skills, and helped me get food delivered when COVID-19 started. If I had any friends that were going through the same things as me, I would refer them to the psych rehab program." —RP*

# SPECIAL THANKS

to those who have supported our work this past year. Listed donations were made from July 1, 2019 to June 30, 2020. We are grateful to the many donors who have given generously this year and are especially thankful for all the canned goods donated to Mary's Market food pantry. For more information call (412) 221-3302 ext.118 or visit our website [www.chartierscenter.org](http://www.chartierscenter.org) to donate via PAY PAL. *Thank you.*

## DONORS (\$500+)

Brentwood Bank  
Wendy Hafkenschiel  
Craig Molinaro  
Satish and Visala Mulak

## (\$250+)

Dolores Kara

## (\$100+)

Sue Coyle  
Beth Civitarese  
Andrew R. Craig  
Lynn Rice  
Gloria Spagiare  
Judy Starr  
Marie Ulish  
Rod Willaman  
Lorraine Zwickle

## (\$50+)

Ellen Berman  
Marian Krek  
Katherine Radakovich

## FRIENDS

Lindsay Bahl  
Susan Bryan  
Ina Sable  
Beth Wiseman

## IN-KIND DONORS

Rosi Albert  
Theresa Albert  
Catherine Averill  
Lindsay Bahl  
Sara Bahl  
Caroline Belczyk  
Ellen Berman and Ava  
Bethany Presbyterian Church  
Bethany Presbyterian Mission Team  
Chelsea Bombatch  
Mary Kay Bonn  
Bowser  
Brentwood Bank  
Brother's Brother  
Brown and Brown Insurance  
Kathy Brown  
Susan Bryan  
Lynn Burwell  
Tammy Caye  
CCAC OTA Boyce

Chatham MOT  
Rick & Debbie Clark  
Debbie Corso  
Sue Coyle  
Beth Dalmagro  
Dell Computers  
Maggie Dombrowski  
Enkompas  
Bill Eritz  
Terry Garber  
Lori Ging  
Global Links  
Paula Gregor  
Denise Grosse  
Henderson Brothers  
Jessica Heitzer  
Rob Henry  
Lanie Hiles  
Sue Hodder  
Rosalyn Hoffman  
Jacque Hunter  
Nancy Iannarelli  
Janitors Supply Inc.  
Phil Keys  
Jenn Kita  
Marian Krek  
Joan Kubancek and Kate  
Lona Kubik

Lincoln Financial  
Jamie Lindsay  
Beth and Kate Macisaac  
MaherDuessel  
Pam Marmmarelli  
Dickie McCamey  
Janet K. Meub, Esquire  
Rani Mikkilineni  
Odyssey Software  
Karen O'Keefe  
Brenda Olszewski  
Daria Olszewski  
Proforma  
Susan Prospero  
Lauren Pulinka  
Qualifacts  
Katherine Radakovich  
Amy Randal  
Lynn Rice  
Suzanne Schollaert  
Jane Schwarz  
Sew You Care  
Rebecca Smith  
Smocking Petals  
Jim Sray  
St. Elizabeth Ann Seton Church  
St. Elizabeth Ann Seton Ladies of Charity

Target Office Products Inc.  
Chrissy Tiffany  
Mike Turk  
Marie Ulish  
UPMC Healthplan  
US Foods  
Darcie Vezzi  
Victorian Finance  
Joanne Villella  
Stephanie Villella  
Dennis Wang  
Rod Willaman  
Beth Wiseman  
Dave Wiseman  
Mark Zik

## IN MEMORY OF:

Mary Ann Coyle  
Jerry Starr

## GRANTS

Edith L. Trees Charitable Trust  
Massey Charitable Trust  
PCPA Trust  
Pittsburgh Indian Community and Friends  
Staunton Farm Foundation  
The Jack Buncher Foundation  
The Pittsburgh Foundation

## Board of Directors

**James Sray**  
*President*

**Jeremy Funkhouser**  
*1st Vice President*

**Kelly Coticchia**  
*2nd Vice President*

**James Wood**  
*Treasurer*

**Susan Bryan**  
*Secretary*

**Caroline Belczyk**  
*Immediate Past President*

**Chelsea Bombatch**

**Nancy Forbeck**

**Michael Fortunato**

**Dr. Philip Keys**

**Daniel Martin**

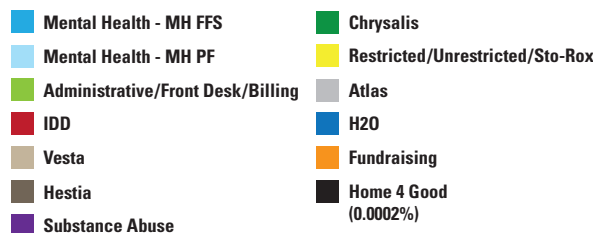
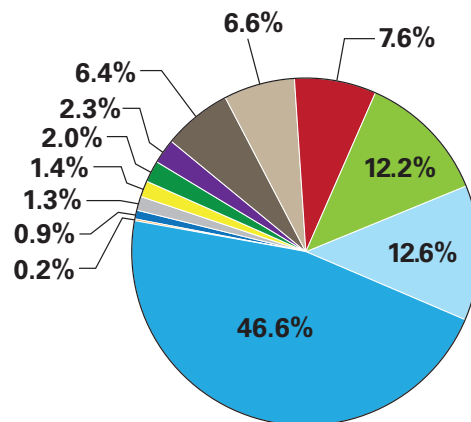
**Dr. Justine Perhosky**

**Dennis Wang**

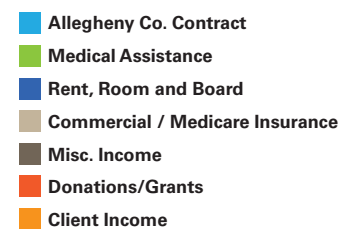
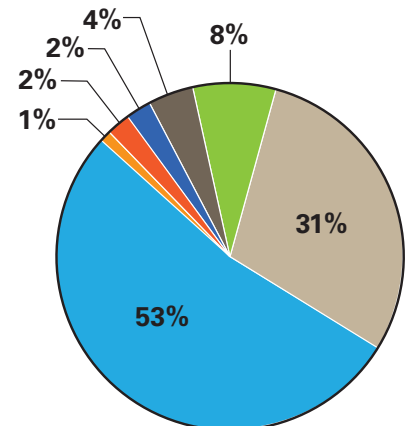
**Rodney Willaman**

## Financial Report Fiscal Year 2019-2020

### Distribution of Expenditures



### Distribution of Revenue



437 Railroad Street  
Bridgeville, Pennsylvania 15017  
412 221 3302

**CHARTIERS CENTER**

[www.ChartiersCenter.org](http://www.ChartiersCenter.org)

