



CHARTIERS CENTER

2020 | 2021 ANNUAL REPORT

Feeling the Power of Hope and Optimism

A Message from the

CEO

Susan Coyle



It could be argued that the world events of the last 18 months should leave us in despair with a future that might be bleak. Instead, I am overwhelmed with optimism and hope. There are many famous quotes about the resilience of humankind in the face of adversity and the kindness and compassion shown to each other, even when it is easier to look away.

At Chartiers Center, I find that these famous quotes are accurate in that they reflect the inspiring people who are our helpers and caregivers and the people who we serve.

In the articles to follow, you will see reflections on the past year from some of our team members. Consistently you will see the sentiment: "they need us" and "if we don't do it, who will?" You will read about innovations that were employed to keep everyone safe, but allowed the needed interactions and interventions to occur. I believe that some of these creative solutions have changed the system of care for the better! What hasn't changed is the incredible compassion, commitment and professionalism that was delivered by our staff who consistently went above and beyond what many may have expected during these difficult times. Let's not forget, every team member contributed to the work so we could carry on. Some of us helped the helpers. We are honored and proud of the team effort put forth by all of our staff whose work truly embodied "Essential." ■



Cover artwork created by an individual in the IDD program.

A Message from the

Board President

Jim Sray

As we reflect on the challenges of the past year, it is with a sense of pride that Chartiers Center's Board of Directors applauds the work of all the staff. The Chartiers Center's staff delivered treatment services to consumers, connected those in need to resources, housed the homeless, cared for those with a mental health diagnosis in our residential programs, provided daily living support to our seniors and adults with intellectual disabilities. Resiliency and determination were key factors to their success. At a time when mental health matters most, Chartiers Center's staff are poised and ready to continue serving the needs of the community. The Board of Directors thanks all of our employees for the sacrifices made during these very difficult times. ■





Homeless to Housing during a Pandemic

Felicia Nolan — *Director of Homeless Services*

Chartiers Center, in collaboration with Allegheny County, offers a variety of housing for the homeless or at-risk for homelessness. Through these programs, we have housed over 500 individuals and families. In addition to being afflicted with homelessness, these individuals/families are experiencing a significant mental health issue and/or addiction. During the pandemic, our team modified practices to keep everyone safe while continuing to find housing for our clients.

At the beginning of the pandemic, staff did not have face-to-face meetings with clients, which made it difficult to complete assess-

ments. However, we communicated with clients daily. We continued to find housing for clients by doing virtual tours online or having landlords send pictures of the units. We completed leasing paperwork electronically. We also took in extra referrals to get as many people out of the homeless camps as possible and to ensure that those who were vulnerable were not in living situations that would increase their chances of contracting Covid.

As staff began going back out into the community, they would remain in their vehicles while the client remained on their porch, yard, etc. For those clients who were uncomfortable coming out of their unit, we would talk with them on the phone and exchange paperwork by sliding it under their door for signatures. During this time, clients were mostly concerned about what organizations were shut down, as it limited the resources available to them (libraries, Social Security office, DMV, Housing Authority, and access to basic furniture and beds.).

During the past year our staff, clients, and landlords had to adapt to a new way of doing business. One of the biggest changes was the addition of Mobile Mary's Market. (Mary's Mar-

ket is an internal food pantry serving Chartiers Center's clients.) "Mobile Mary" extended the reach of Mary's Market by establishing a satellite site within the Housing Services office that enabled staff to pack bags of canned goods, and tailor them to clients' dietary needs. Clients regularly expressed their gratitude and relief for the bags of food. ■



A couple shows off their apartment lease.



It should be noted that Mary's Market is made possible through a grant from the Pittsburgh Indian Community and Friends. This past year, as a result of covid, Chartiers Center also collaborated with the Pittsburgh Community Food Bank. Food boxes and Mary's Market bags were distributed to our homeless to housing consumers as well as those receiving treatment and support services.

Describe your staff in 5 words or less—

Dedicated, Compassionate, Optimistic, Empathetic, and Amazing!

Recovering with Supports and Socialization

Amy Randal — *Social Rehabilitation Coordinator*

The Training and Social Rehab (T&SR) Program closed in mid-March 2020 due to Covid and reopened on March 15, 2021. During the pandemic, the T&SR staff kept in touch with all the consumers throughout the year. With every phone call, consumers asked when T&SR would reopen. Hearing the pleas to reopen was challenging for staff as some clients were not doing well and not being able to help was extremely difficult.

One particular consumer (C.M.) reported being seriously depressed because they could

not come to T&SR and said they ended up hospitalized twice for suicidal ideations. When T&SR reopened, C.M. attended every day for the first 61 days! We acknowledged C.M.'s perfect attendance by awarding them a certificate. When T&SR reopened, we had more people attend than we



T&SR Quarterly Newsletter

have ever had before. In addition, we had people show up who have not been here in years.

T&SR consumers are in different stages of recovery. I do not look at them as having a mental illness, as they are not ill. They do have a mental health diagnosis. I believe they have gone through a recovery process because of the pandemic, as it was mentally challenging for them. ■

Describe your staff in 5 words or less—

Resilient, Creative, Responsible, Reliable, and Sensitive to Consumers!

Starting a New Program in a Pandemic

Karen O'Keefe — *Clinical Administrator, Recovery Rehabilitative Services*

Mobile Psychiatric Rehabilitation (MPR) Program began in February 2020. The program promotes recovery, full community integration, and improved quality of life for persons with a mental health diagnosis that seriously impairs their ability to lead meaningful lives. The focus is to develop skills and access resources to be successful and satisfied in one's environment. Staff meet participants in their home and in the community within Allegheny County.

As a new program, Mobile Psychiatric Rehabilitation (MPR) Program accepted our first participant in February 2020 just a month before COVID closures. Despite the challenges of COVID, MPR staff maintained regular contact with our clients providing services both in-home and virtually depending on circumstances. Like everyone, our folks struggled with isolation, fears around COVID, learning new technologies, maintaining contact with their doctors, therapists and providers in a virtual world, etc.

While adhering to new safety procedures, and Covid challenges, MPR has grown. We are



Janelle and Paula work in the MPR Program.

now serving more than 70 clients and have 4.5 employees providing direct care! Participants have responded favorably to the program and shared the following in a satisfaction survey:

"Psych rehab is awesome, I love it. My psych rehab worker helps me fill my time during the weekdays because too much time on my hands is not good. She teaches me constructive skills like cooking and budgeting and with her help, I'm making progress. My psych rehab worker is wonderful. I'm able to talk to her

when I'm not feeling good." —WH

"My psych rehab worker understands where I'm coming from and she's willing to help me get better. 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 during Covid. If I had any friends that were going through the same things as me, I would refer them to the program." —RP

"The Mobile Psych Rehab team has been a great help to me. We have been doing job-related work such as making a resume and applying for jobs online. The thing I most appreciate is their willingness to help and not give up on me." —LD

Recovery is not defined by a lack of symptoms, but rather by the presence of meaning and purpose in life. Recovery is a process of change. The process involves identifying, choosing, and attaining valued life roles. Psych rehab staff will support a person in learning, growing, and maintaining skills and supports to achieve these valued roles and reach their full potential. ■

Telehealth Presents Opportunities to Engage in Mental Health Services

Maria Wojtasik — *Outpatient Therapist*

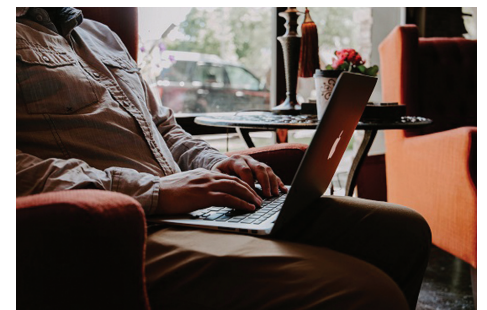
When COVID began, we, like the rest of country, thought the lockdown was only going to last two weeks. Preparing to work from home was so overwhelming. Did we get all the paperwork we would need? Did we make enough copies? Did we remember our favorite pens? And what about our plants - who was going to water them? Little did we know that we would still be going through it more than a year later and our favorite pens (which seemed so crucial at the time) are long gone. Just like everyone else, we missed human connection. It was hard to leave work at work because work was at home. All of these factors required us to truly practice what we preached and made us focus on our own self-care.

Plain and simple, telehealth changed everything. Period. Something that we never really thought possible came to fruition in a

relatively short period of time. That said, one of the unexpected outcomes from the past year was the number of times I heard consumers say that they never would have sought treatment had telehealth not been an option. Despite the variety of resources available, telehealth has provided an opportunity for people to engage in mental health services who otherwise may have faced barriers. People have been able to participate in sessions during their evening commutes and on their lunch breaks. They have been able to keep appointments they otherwise would have had to cancel due to their child being ill, missing the bus, or having car trouble.

Despite the lack of human connection, having telehealth access has allowed our consumers to share with us - videos of a new puppy, pictures of a new apartment, a funny therapy-related meme. It has made it easier for people

to reach out when they might be in need of some extra support. Most importantly, we have been able to incorporate tele-therapy and we have been able to do it well. Having a no-show or a cancellation is a rarity these days. We have been able to connect with people. We have been able to provide excellent quality care while we all continue to adjust to a "new normal." ■



SPECIAL THANKS

to those who have supported our work this past year. Listed donations were made from July 1, 2020 to June 30, 2021. 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 to donate via PAY PAL. *Thank you.*

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(\$500+)

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Mary Ann Coyle
Thomas Pillion
Jerry Starr

IN HONOR OF:

Uncle Jackie Craig

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Edith L. Trees Charitable Trust
Greek Catholic Union Lodge 52
Massey Charitable Trust
PCPA Workman's Compensation Trust
Pittsburgh Foundation
Pittsburgh Indian Community and Friends
South West Communities Chamber of Commerce

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.

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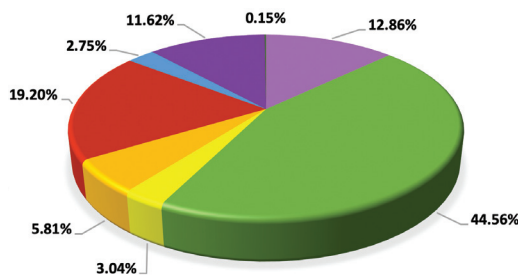
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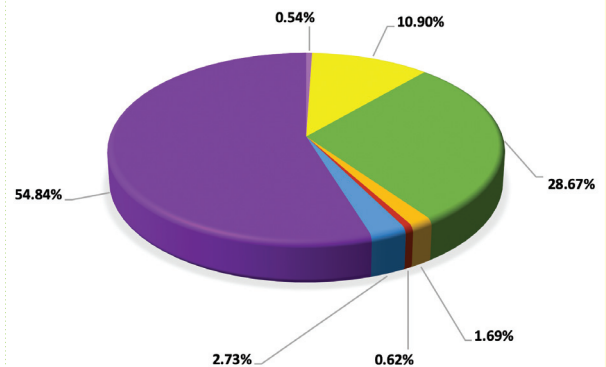
Financial Report Fiscal Year 2020-2021

Distribution of Expenditures



- Mental Health - Fee for Service (44.56%)
- HUD - Homeless Housing Service (19.20%)
- Mental Health - Program Funded (12.86%)
- Admin, Front Desk and Billing (11.62%)
- IDD (5.81%)
- Substance Abuse (3.04%)
- Restricted, Unrestricted, and Sto Rox (2.75%)
- Fundraising (0.15%)

Distribution of Revenue



- Allegheny County Contract (54.84%)
- Medical Assistance (28.67%)
- Commercial / Medicare Insurance (10.90%)
- Misc. Income (2.73%)
- Rent, Room and Board (1.69%)
- Donations / Grants (0.62%)
- Client Income (0.54%)

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www.ChartiersCenter.org

