



A Message from the CEO

Susan Coyle

Over the past five (5) years, Chartiers Center has made significant strides in moving beyond the role of a traditional Community Mental Health Center and has embraced the many opportunities to more comprehensively and collaboratively serve the community. As the landscape of health care changes, we believe Chartiers Center is now much better positioned to move ahead and we look forward to being an integral part of the long range future. Some accomplishments we've made: the development of the agency's first strategic plan, the smooth conversion to an electronic health record, the award of a HUD grant to provide housing to 101 individuals and families who are homeless, the start of Drug and Alcohol treatment services and school based

outpatient treatment and a formal partnership to provide psychiatric services with the Sto-Rox Neighborhood Health Council.

The artwork on this page is significant of the transition and repositioning for growth of our programs serving individuals with Intellectual and Developmental Disabilities. As we prepare to relocate and expand our Vocational Training Center to a bigger and brighter location, we temporarily merged our programs with great success.

Throughout these activities, we have strengthened our partnerships and streamlined our administrative overhead. Our future goals are to continue looking for opportunities to integrate our service delivery with a focus on delivering physical and behavioral health services in a coordinated fashion. We will also continue to diversify our portfolio of service offerings within and outside of Allegheny County.



CHARTIERS CENTER

Sto-Rox – Chartiers Center Integrated Outpatient Services

Rosi Albert —*COO of Recovery Treatment Services*

Chartiers Center and Sto-Rox Neighborhood Family Health Center have entered into a formal agreement for Chartiers to provide behavioral health outpatient treatment and service coordination within the health center. Currently, a licensed therapist is providing outpatient treatment and soon we will be providing on-site psychiatric services.

The therapists and psychiatrist will have

the opportunity to provide behavioral health services to adults within this underserved community who experience difficulty in obtaining services due to financial restrictions and lack of transportation. This specific location will not only permit ease of access but also immediate consultation and collaboration with the medical providers who are located at the site and providing medical services to the same consumers.

This integration of services will assist in providing timely and coordinated care to each. With the incorporation of blended service coordination it will boost consumer's access to support services and aid in completion of necessary referral and linkages to financial, educational and housing opportunities.

School-Based Services

Sarah Hazlett —*In-School Clinician*

Chartiers provides school-based services in the school that consists of mental health outpatient therapy and/or referrals to the Student Assistance Program. Clinical services are provided to students in the school-based



therapist's office by a licensed mental health therapist who is employed by Chartiers Center, not the district. For students who may need support accessing the help they need, referrals may be made to the Student Assistance Program (SAP) team which is made up of school and agency staff. The team helps parent's access school and community services for their child. Chartiers contracts with local districts to provide SAP services which are predominately utilized in the middle school and high school.

Sarah Hazlett, Chartiers' In-School Clinician shared the following, "Being able to provide school-based therapy to students at Chartiers Valley ensures that students who may have barriers to treatment, whether it's transportation or busy after school schedules, now have access

to mental health services." Also as a member of the SAP team she said, "SAP services provides the opportunity to coordinate with teachers, guidance counselors, and administration to work together in order to ensure the student can be successful. I link students and families to appropriate resources, provide additional support to students, and educate staff on issues surrounding mental health." Sarah said students access services to help them deal with bullying, low self-esteem, trouble adjusting to school, death of a loved one, anxiety, poor attendance etc.

Chartiers provides school-based services in the following school districts: Chartiers Valley, Keystone Oaks, South Fayette and Upper St. Clair.



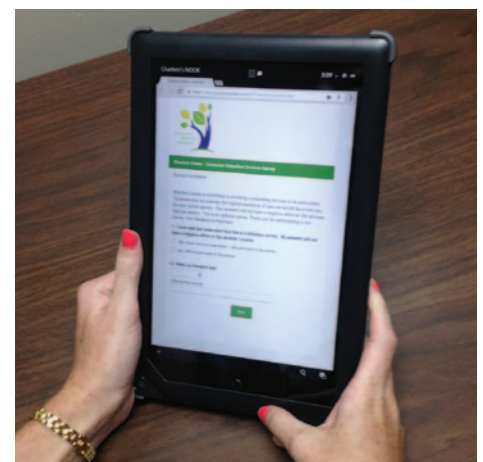
Chartiers' Client Satisfaction Surveys

Katherine Radakovich —*Chief Human Resource and Compliance Officer*

Chartiers mission is to serve the needs of our consumers. To aid us in providing outstanding client services, Chartiers has implemented a client satisfaction survey in the Outpatient Department. The client satisfaction survey will help the agency pinpoint weaknesses in our program while identifying best practices. The agency has loaded the survey to a mobile device which is given to clients at the conclusion of their appointment. These surveys are private,

anonymous, and clients are provided the opportunity to decline.

Integrating the survey into a client's experience enables each client to provide feedback regarding their quality of care. Survey data is reviewed to ensure meaningful data is collected and utilized. In the months to come, Chartiers is committed to making this survey accessible to consumers in other programs to assist the agency in improving its continuum of services.



Substance Abuse Services

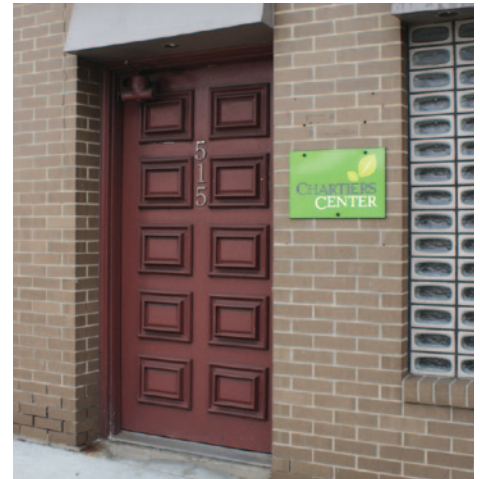
Kelly Corr — *Director of Substance Abuse Outpatient Services*

We are happy to announce that Chartiers Center's new Substance Abuse Outpatient Treatment Program is now open. The Chartiers' program is open to adolescents and adults age 12 and older who have displayed a need for substance abuse treatment services and require Outpatient Services. The Program can also provide the appropriate level of care for consumers who are diagnosed with a co-occurring mental health disorder.

The program includes individual counsel-

ing, family counseling, psychiatric evaluations and, if needed, medication management. Services can be utilized as a step down from a higher level of care, or as a first step in assisting a consumer who is suffering from a substance use disorder.

This Program was made possible through funds from the Staunton Farm Foundation. If you have questions on insurance, or would like more information about the program, please feel free to contact us at (412) 221-3302 x123.



iCount, Innovative Service Delivery Model

Jacque Hunter — *Administrative/Blended Service Coordination Supervisor*

Chartiers' Recovery Support staff is currently involved in the Forbes Foundation iCount Project. The concept of iCount was developed as an innovative strategy to improve the health status of the community by recognizing that real life barriers exist that lead to our optimal health. "The point is you're going to build services around the patient," said Karen Feinstein, CEO of the Jewish Healthcare Foundation and its operating arm, the Pittsburgh Regional Health Initiative, which has helped fund and plan the iCount project. Through the "clustering" of partner providers; behavioral health, physical health

and a wide variety of community supports, the focus is to facilitate easy and smart access to health care and rally the supports that, when absent, blocks the person's ability to care for him/herself properly.

Chartiers is currently part of a cluster with Sto Rox Family Health Center and Holy Family Institute with a primary focus of delivering collaborative services to high risk populations in the surrounding McKees Rocks community. "It's meant to break down the silos and tap existing agencies for the benefit of patients," said Kate Dewey, president of The Forbes Funds,

a Downtown-based organization that advises nonprofits and has been planning iCount for two years.

Although much work has been done, iCount is still considered to be in the development stages. The cluster, providing a broad spectrum of medical services, as well as behavioral health clinical and service coordination, are now working together with a collaborative team approach. The implementation of this innovative, service delivery system has just commenced, serving the identified at-risk, high need community members.

IDD—A New Vision

Micky Cogley — *Multi-Support Specialist*

This past summer, the Vocational Training Program joined with the Employment Training Center and the Senior Program at our Dormont site. This is a temporary transition while the work is done to secure the new program space and expand our Adult Training Facility. The specialists and aides in the program are working with a new floor design and have taken advantage of some of the changes to redesign their work areas. The space now even allows for an "art gallery" wall which is the perfect place to highlight our budding artists.

Every week new theme based activities are incorporated into the program that includes: artistic expression, cooking classes, gardening,



music, therapy dogs, exercise groups and yoga.

New client programming is being introduced which was made possible through a grant

from the Edith L. Trees Charitable Trust. The programming includes:

Shoebox Learning Concepts, a client centered approach that will enable each client to further achieve their own individual goals with greater success.

IPad Technology – using mainstream technology to enhance daily programming that will connect clients to the community they live in and allow them to share in the world of multi-media learning.



SPECIAL THANKS

to those who have supported our work this past year. Listed donations were made from July 1, 2014 to June 30, 2015. We are grateful to the many donors who have given generously this year and look forward to welcoming new donors. For easier use, donations are now accepted on our website through PAYPAL. Call (412) 221-3302, extension 118, or visit www.chartierscenter.org for more information.

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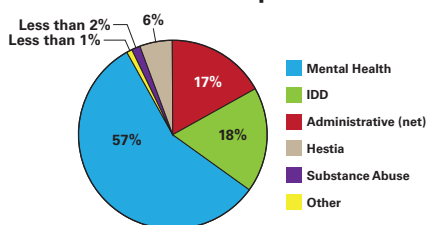
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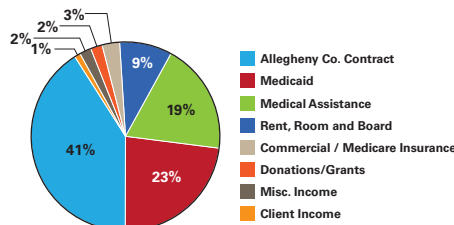
Financial Report

Fiscal Year 2014-2015

Distribution of Expenditures



Distribution of 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