



CHARTIERS CENTER

2021 | 2022 ANNUAL REPORT

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A small tree with strong roots will outlive a big tree with weak ones.

—Matshona Dhliwayo

A Message from the

CEO **Susan Coyle**

At the end of each year as I prepare my summary for the Annual Report, I always marvel at how much has happened. It is a challenge to narrow it down to a few of the most noteworthy developments or events of the year. I will begin by highlighting the work of our wonderful “mobile” teams; Blended Service Coordination, Mobile Psychiatric Rehabilitation, Administrative Service Coordination, and our Homeless/Housing Team. Articles written by the leadership and team members of these programs are contained within this report. You will see the passion and compassion come through loud and clear! The meaning of “being mobile” is not always obvious. In the case of these services, it means that the work and support provided to those we serve is driven by a “whatever it takes” philosophy which also takes the services to “where the person is at.” This is more than literal in that these team members not only take their services to where the person served is physically located, they put great effort into fashioning their plan of action into one that is agreeable and wanted by the person served. Keep in mind that services mostly continued during the pandemic thus assuring or at least attempting to mitigate the unintended consequence of isolation and loneliness that so many experienced. We are so proud of these teams for everything they do and the unique stories of recovery, accomplishment and survival that is reflected in the stories to follow.

We are also proud of several other events that occurred in 2021/2022. This year Chartiers Center was recognized as “A Great Nonprofit.” This honor was bestowed upon Chartiers Center because of a wealth of positive input from staff, clients, and community members reflecting the quality of services our clients receive. A huge event for Chartiers Center was the opening of the new and expanded Diversion



The individuals in the IDD Program all contributed to the tree design.

and Acute Stabilization Program (DAS). The program moved from its former location to a much larger and modern facility in early January. In doing so, many of the amenities were able to be upgraded with more options for a therapeutic environment and comfortable living for the brief length of stay of those served.

We are thankful to the many donors who contributed time and money to support our mission. To the community who embraced our clients and provided holiday meals, to those who supported our White Xmas drive, to Carnegie Elementary school students who crafted monthly messages to our residents, to St. Elizabeth Ann Seton parish for their ongoing generosity and to the unnamed who support our work behind the scenes. Thank you! ■

A Message from the

Board President

Susan Bryan

The members of the Chartiers Center Board of Directors would like to thank all of our staff for their hard work to care for a most vulnerable population. In the coming year, may our clients experience a better sense of self through the interventions of our staff. May our clients realize how strong and special they are! ■





Power of Trust

Deborah Schaffnit — *Administrative Service Coordinator*

With her roots firmly planted within the community and using the clinic as her homebase, the Administrative Service Coordinator provides community outreach in Sto-Rox where she identifies needs and provides referrals to resources for benefits, healthcare, housing, and employment. She collaborates with other providers, and community groups and makes connections with natural supports such as churches, food pantries and local businesses. As a mobile team of one, she travels throughout the community to engage individuals in need of support including the homeless and families.

Every day brings an opportunity for her to connect clients to needed resources. This is one of many examples.

A trusted community member, who works at the local Wine and Spirits Shop, referred

Emmett to me. Emmett had difficulty paying his bills and paying the co-pay for his prescriptions. Emmett and I have worked on these and many other needs over the past 3 years. I was able to assist him to secure Section 8 housing, utility assistance, and resources to pay a CAP arrears of \$3000. so that he could reapply for CAP assistance. Emmett has cognitive deficits that include difficulty reading, writing, and understanding information.

Emmett has grown to trust me and depend on my support for whatever needs/concerns he has. He lives on the same street as my office and comes in regularly to "visit" and has referred others for assistance.

Since 2015, Chartiers Center made a commitment to serve the Sto-Rox community through our partnerships with other neighborhood

providers. In 2020, Chartiers Center opened a mental health outpatient clinic in McKees Rocks located in the CASH Club building. The welcoming spirit of the community has enabled us to continue supporting the wellness of our Sto-Rox neighbors. ■



Deborah Schaffnit, ASC, is pictured in front of her office in Chartiers Center Outpatient Clinic.

Connecting on a Human Level

Barb Addlespurger, RN — *Integrated Case Service Coordinator*

Often, clients referred to one of our Housing Programs are dealing with a variety of physical and mental health issues. It is not uncommon for individuals who are experiencing homeless-

ness to be stigmatized and stereotyped. Many of our clients have had poor, even traumatic, experiences with medical providers and therefore, have not seen a doctor in years. The Integrated Care Nurse assists clients as they navigate the complex system of healthcare providers. She engages, encourages, and empowers clients to reach their health goals.

The following statement from our Nurse beautifully summarizes the great work she does in the field and the impact it can have on a client:

- *Being able to connect on a human level and building trust is the first step.*
- *Being able to listen to what is important to people and hearing them when they tell us what they want to work on is vital.*
- *Providing encouragement and helping to build better habits through education and tools is key.*

It is rewarding to see our efforts result in improved health for our consumers as they become empowered and learn to manage their own health outcomes. One of our homeless clients had not seen a PCP for years. Once he became housed, we worked to get him established with a PCP and an eye doctor. He was finally able to have the cataract surgery that he so desperately needed. We talked it through for some time until he felt ready to go ahead with the surgery. He raves about how kindly he was treated by the eye doctor, and he is amazed at how his vision has improved. He said, 'I can finally see things clearly and the colors are so vibrant now.' This is just one of the many victories we celebrate as a team. As an RN working in the field, I get a lot of satisfaction collaborating with other Charters Center staff. ■



Everyone Deserves a Safe Place to Call Home

Felicia Nolan — *Director of Homeless Services*

Chartiers Center currently has three housing programs that provide ongoing rental assistance and supportive services to individuals and families who are experiencing homelessness and have disabling mental health and/or

substance abuse issues in Allegheny County. We treat our clients as they deserve to be treated, with dignity and respect. One of the core beliefs of our Housing Team is regardless of what a person has gone through in the past,

or what their current struggles may be, everyone deserves a safe place to call home.

The goal is to house each client within 30 days of their intake appointment. When we first meet our clients, they are living on the street

or in shelters. The Housing Coordinators work with clients wherever is most convenient such as libraries, coffee shops, shelters, or parks. They assist clients through every step to find appropriate housing. Having a safe, stable place to call home allows our clients to build strong roots from where they can address other areas of need. Supportive services may include

referrals for furniture, home goods, linkage to benefits, employment opportunities or assisting clients with continuing their education.

Chartiers Center's Housing Team exemplifies the idea that "a small tree with strong roots will outlive a big tree with weak ones." Just as each root provides strength and life to a tree, each member of the Housing Team provides

strength and hope to their clients, their peers, and the programs we offer. We may be small in number, but the amount of hope, encouragement, and dedication that each member shows and instills in others far exceeds any unit of measurement. ■

Valued Roles

Janelle Eberhardt —*Director of Mobile Psych Rehabilitation Program*

Chartiers Center's Mobile Psychiatric Rehabilitation (MPR) Program has, over the past 2.5 years, touched the lives of over 100 community members, helping them to work towards mental health recovery goals that are personally meaningful. Psych Rehab is a process of assisting individuals to choose, get, and keep valued life roles in the areas of living, learning, working, and social.

One such valued life role for our clients is being a resident of independent housing. Working within the client's home, staff teach living skills such as how to cook healthy meals, cleaning and organization, budgeting, public transportation, and using technology to manage

bank accounts and benefits online.

The process of Psych Rehab is dynamic and changes as the goals and priorities of our clients grow and change. An MPR client that has been active in the program for 2 years started out choosing the valued life role of being an employee of a local business. With the help of his MPR staff, this participant applied for jobs and eventually got one that helped him to feel like a productive member of his community. The staff focus then became to support the client, helping him to navigate the workplace and troubleshoot any challenges. Recently, this person made the choice to leave his job to take on the valued life role of caretaker for his aging mother. Now,



the MPR staff is helping him to adjust to this new role by creating daily routines and making connections to social outlets in the community so he can focus on his own wellness. Even as valued life roles shift and change, MPR staff provide unwavering support to make their chosen mental health recovery goals attainable. ■

Connecting the Pieces

Joshua Rosenberger —*Blended Service Coordinator Supervisor*

Our Blended Service Coordination (BSC) team proudly serves within Allegheny County. We provide social services to individuals with mental health conditions from adolescents to senior citizens. Our program can aid those who need medical services, social services, and educational services. Additionally, we utilize assessments and service planning, problem resolution, and individualized goals to help every client develop recovery strategies and access the often complicated set of support systems.

Our team consists of dedicated, hard-working social workers who tackle any issue or hardship you are facing. Our specially hand-picked team members come from across the city with a vast wealth of knowledge in the areas of Criminal Justice, Housing, Social Services, and general life experience.

BSC clients have a need for clinical treatment and ongoing supports to be successful. One man came into the program off the street and homeless. He was referred to an outpatient

treatment program which he attended 5 days a week. As he made progress, his time in treatment reduced and he began working with a BSC. After a relentless search, he was able to find an apartment in the heart of Pittsburgh. He then identified a desire to look for a job. Together they worked on building his resume and interview skills. This man had experience working as a custodian at the ballpark and he had secured other jobs that he was not able to keep. After much coaching he landed a union job with UPS. With the support of his BSC he has maintained his job for nine months. His next goal was to save money to purchase a vehicle.



Artwork designed by a client in the Creative Recovery Program

This was a lofty goal for someone who never had more than \$20 to their name. Again, working with his BSC he learned money management techniques and identified areas where he was spending rather than saving. He continues to work with his BSC who has helped him find balance in his life.

Our Blended Service Coordinators strive to help you achieve the best possible outcome making you whole members of your community. Together, we will use the bridges in this

city to bridge any gaps in our community. We are not in this line of work for the income, we are in it for the outcome. ■

SPECIAL THANKS

We are grateful to those who donated time and money in support of our mission this past year. Listed donations were made from July 1, 2021, to June 30, 2022. Special thanks for the donations of canned goods, home goods, socks, t-shirts and underwear donated to Mary's Market pantry for our consumers in need. For more information call (412) 221-3302 ext.118 or visit our website www.chartierscenter.org to donate via PAY PAL. *Thank you.*

DONORS (\$1000+)

Dr. Alan Axelson
Wendy Hafkenschiel
Chris Parry

(\$500+)

Lee Collura
Craig Molinaro

(\$200+)

Sue Coyle
Jeremy Funkhouser
Levin Furniture
Chris McHenry
John Randal

(\$100+)

Ellen Berman
Dr. Anna Boettcher
Chris Cooper
Bill Eritz
Whitney Falba
Annaluisa Hernandez
Lisa Kennelly
Judy Starr
Mary Lynn Taylor
William Wade

Rod Willaman
Lorraine Zwickle

(\$50+)

MK Bonn
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Marian Krek
Amy Lewis
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Jim Wood

FRIENDS

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Nancy Forbeck
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Beth Wiseman

IN-KIND DONORS

Apple TV
Fairleigh Barnes
Bethany Presbyterian Church
Brentwood Bank
Brighton Music Center
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California U. School of Social Work
Mary Campbell
Canyon University
Carnegie Elementary School
CCAC Occupational Therapy
Chatham University
Chatham U. Occupational Therapy
Sue Coyle
Crossroads Church
Guardian Storage
Global Links
Heritage Valley School of Nursing
Indiana University of PA
Tim Johns
Leslie Killen
Nobbys Bakery
Pittsburgh Community Food Bank
Robert Morris University
South Fayette Friends Group
St. Elizabeth Ann Seton Church

St. Elizabeth Ann Seton Ladies of Charity
Rod Willaman
Beth Wiseman
Zone 3 Pittsburgh Police

IN MEMORY OF:

Taylor James Black
Mary Ann Coyle
Marie Eritz
Barry Lewis
Thomas and Mary Pillion
Jerry Starr

GRANTS

Allegheny Health Choices Initiative
Hillman Foundation
PCPA Workman's Compensation Trust
Pittsburgh Indian Community and Friends
Southwest Regional Chamber of Commerce
Sri Venkateswara Temple Pittsburgh
Staunton Farm Foundation
The Pittsburgh Foundation

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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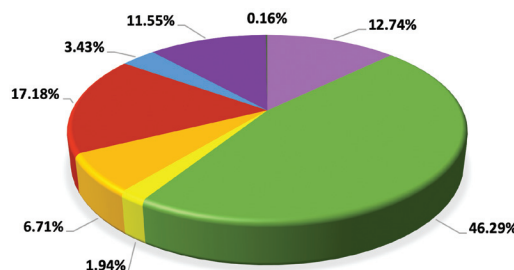
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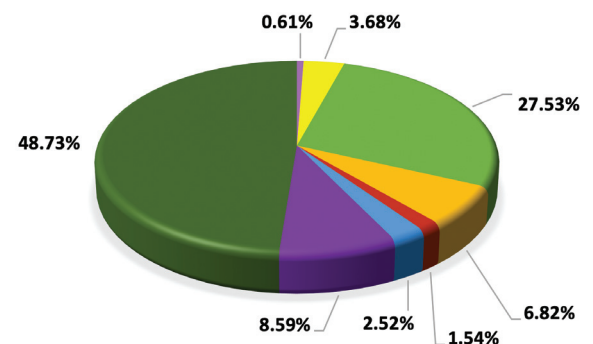
Financial Report Fiscal Year 2021-2022

Distribution of Expenditures



- Mental Health - Fee for Service (46.29%)
- HUD - Homeless Housing Service (17.18%)
- Mental Health - Program Funded (12.74%)
- Admin, Front Desk and Billing (11.55%)
- IDD (6.71%)
- Restricted, Unrestricted, and Sto Rox (3.43%)
- Substance Abuse (1.94%)
- Fundraising (0.16%)

Distribution of Revenue



- Allegheny County Contract (48.73%)
- Medical Assistance HMO (27.53%)
- Misc. Income (8.59%)
- Medical Assistance (6.82%)
- Commercial / Medicare Insurance (3.68%)
- Donations / Grants (2.52%)
- Rent, Room and Board (1.54%)
- Client Income (0.61%)

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www.ChartiersCenter.org

