

RECOVERY • RESPECT • RENEWAL

ANNUAL REPORT 2011-2012



Chartiers Community
Mental Health and
Retardation Center, Inc.

RECOVERY, RESPECT, RENEWAL:

Three important features of everyday life that is so important to our health and wellness; so true for all of us. In this case, individuals served by Chartiers Center identified these three simple, yet elegant words describing what they hope to achieve and their expectations of Chartiers Center. This new tag line was the result of a contest sponsored by the Recovery committee and will be used in all agency materials.

We will continue to invite consumer participation in all activities as we carry forward the mission of Recovery, Respect and Renewal. It remains our honor and privilege to support those we serve to actually live the life they dream of having. It is the collective motivation of our team that energizes us each day.



Sue Coyle, Chief Executive Officer

RECOVERY, RESPECT, RENEWAL: A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

This year, the poor economy threatened the funding that is allocated to behavioral health and IDD providers in the Commonwealth of Pennsylvania. The original budget, proposed by Governor Corbett, recommended a 20% reduction in funding that Chartiers receives to fund all services. After the initial budget proposal was made, several months ensued while the Pennsylvania legislators considered and negotiated the details. That interval gave the people served by Chartiers Center an opportunity to make their voices heard and support intact funding. The Chartiers Center administration shared news about the budget threats and the potential impact. The people served by Chartiers Center wrote letters, registered to vote if they were not, and visited legislators representing the South Hills. Comments received from Legislators included Senator John Pippy, Senator Timothy Solobay and State Representative Martin Schmotzer. They confirmed receiving the packet of letters written by over 400 consumers and families and shared their concern regarding the effects the funding cuts would have on services to consumers in behavioral health and intellectual disabilities programs.

Ultimately a funding cut of 16.4% was realized by Chartiers Center for FY 12/13 and some programs did experience some reductions in service. If there is any good news in this situation, the people served by Chartiers Center demonstrated that they can “take charge”, speak up and be heard and demand Recovery, Respect and Renewal!

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MESSAGE FROM THE PRESIDENT

The Chinese Philosopher, Leo Tzu, indicated “a journey of a thousand miles begins with a single step.” Today I am happy to inform you we have begun our single step. We are in the midst of our strategic planning process. Thank you to all of the management staff and Board members who participated in an enjoyable and successful all day retreat.

In the coming year we will continue this process by requesting input from all levels of staff to achieve our future plans for Chartiers Center.



*Justine Perhosky
Board President*

RECOVERY

Recovery is a journey in which consumers manage their illness by setting goals and making decisions about things that are important to them. Recently, Ted was referred to Chartiers' Residential Treatment Program (RTP) from a hospital. Ted had a brief stay in the hospital 2 ½ years ago because he went off his medication. He felt it made him tired and interfered with his job as a truck driver. His recent battle began when his symptoms affected his ability to drive and he lost his job as a truck driver. Ted is a man with a strong work ethic who didn't want to be sick! He also didn't want to take medication because of the side effects.

Ted was highly motivated to find a job, and while he knew the process for finding a job, he didn't have the tools to manage his illness. During his 6 week stay at the RTP, Ted attended group therapy, worked with the doctor to identify medication options which didn't interfere with his career as a truck driver and he worked with the staff to understand

the need for medication. Ted had 2 recovery goals: he was determined to leave the RTP with a job and actively pursued job leads while in treatment. His other goal was to find a medication that wouldn't make him tired. The staff is happy to report that Ted successfully worked with the doctor to identify a medication that he could take and still drive. When he was discharged from the RTP he had a job lined up driving a truck that enabled him to use his CDL license and gain back his independence.



This is the face of recovery. A person defining what recovery means to him and working with the treatment team to achieve his goals. Chartiers Center staff has helped many other consumers identify their goals and continues to support them in their recovery.

RESPECT

Person centered thinking respects everyone's right to make a choice and have a voice in their life plans. It means that people, in partnership with family and friends, are empowered to plan and direct how they will live their lives. Individuals have the freedom to choose the services and supports they want and need, the authority to control limited resources and the responsibility for the decisions they make.

Person centered thinking reflects a change in the approach to service for individuals with intellectual and developmental disabilities (IDD). Previously, the individual received routine services from their providers. Now, the focus is on the individual's choice of service and how the provider can help them achieve their goal.

At Chartiers, the programming is designed to meet the unique needs of each individual. Staff take into consideration the whole person,

from how they communicate, to their nutritional and physical needs, to their level of interest in everyday activities.

We would like to tell you about Ryan, who attends the Chartiers' Vocational Training Center. He is a young man with multiple challenges who is



assigned a be with a 1 to 1 staff person. He has communication deficits and dietary restrictions which require a gluten free diet and adaptive feeding equipment. Staff have learned that when engaged in activities, Ryan communicates he is done by jumping up and down. The staff have responded to his dietary concerns by always providing an alternate food choice for him at any activity involving food. In the ISP, it states Ryan needs a daily routine with the opportunity for movement. This resulted in the staff taking Ryan for daily walks. He walks to the library where he is able to chose a book and he goes to the gym where he is able to walk around and enjoy more freedom of movement. Finally, the staff know that Ryan likes books, music and computers and they incorporate these into his daily activities. This has increased his ability to stay focused on tasks and remain seated for almost 15 minutes.

For individuals like Ryan, it is important to make their wants and needs known. It also requires providers to listen and respond with options to meet their needs. The staff at Chartiers see the value of person centered thinking everyday as they celebrate the joy experienced by each of their individuals. As we move to focus on the person, and not the disability, we honor and respect every individual's right to make their own choice and have an active voice in their care.

RENEWAL

Thanks to a grant from HUD, Chartiers' Hestia Program is celebrating their one year anniversary. The goal of the Hestia Program is to provide safe housing, integrated healthcare and secured benefits to the chronically homeless with a behavioral health diagnosis. In one year, the program has quickly reached 50% capacity. The rapid start to find and secure housing is reflective of the great need for housing among the homeless. Hestia has the capacity to provide for 62 individuals and families. All Hestia participants must be willing to work with the Chartiers' Service Coordinators for primary supports.

Homeless individuals and families are referred from shelters, soup kitchens, medical clinics, inpatient units and homeless providers. Contact Chartiers' Service Coordination Unit for a referral packet.

- From chronically homeless to independent housing
- From inability to access care to secured healthcare services
- From isolation to linkage to supports that meet basic needs

Meet Joe, a man in his mid 30's who has been homeless and in and out of shelters for the past 7 years. Joe was referred to the Hestia Program by Operation Safety Net. When he was referred to the Hestia

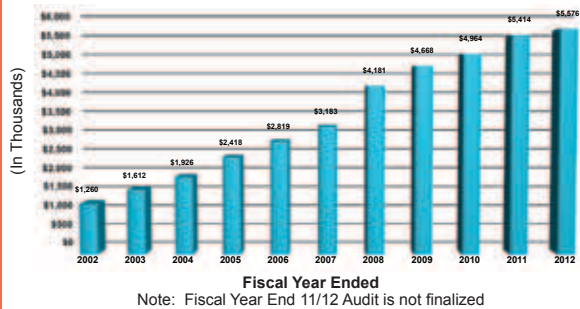
Program, he had been street homeless consistently for the past 3 years and was living under the 9th Street Bridge. Joe grew up in the Pittsburgh area and feel on hard times as a result of some life choices and a limited support system. Today he looks forward to pursuing employment in the construction industry now that he has a stable home. His other goal is to follow through with treatment and access the supports offered by his Service Coordinator at Chartiers Center. The goal of the Hestia Program is to help the homeless find safe housing, integrated healthcare and secured benefits. Joe has taken the first step and is happy for the help he has been given to find a place to call home.



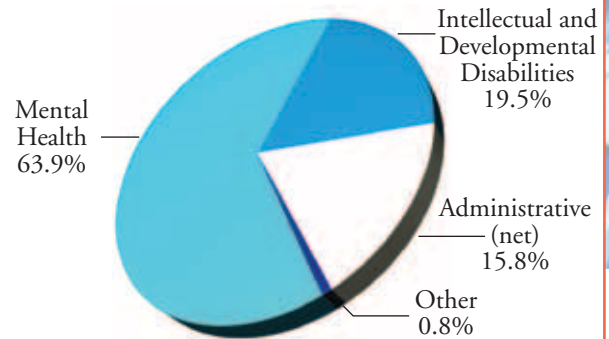
Pictured is a homeless camp under the 9th Street bridge where Joe lived before moving to his new apartment in Brentwood.

FINANCIAL REVIEW 2011-2012

10 Year Summary of Ending Net Assets 2002-2012



Distribution of Expenditures Fiscal Year 2011/2012



Special thanks to those who have supported our work this past year, including the anonymous donors.

Listed donations were made from July 1, 2011 to June 30, 2012.

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 extension 118.

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To make a tax deductible contribution:

- Call (412) 221-3302.
Donations can be accepted over the phone with a major credit card.
To provide more space for our IDD consumers designate the **Building Fund** campaign.
To support the Homeless to Housing program designate the **"Hestia Project."**
- On October 3, 2012 donate to Chartiers through **Pittsburgh Gives**.
Visit www.pittsburghgives.org
MasterCard and Visa donations of \$25+ will be accepted.
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Thank You for visiting us at www.chartierscenter.org. We hope you will enjoy reading more about the individuals and programs at Chartiers Center. This web version of the annual report includes a complete list of donors and photos. If you would like a printed copy of the annual report please call 412 221-3302 ext.118. Thank you and enjoy!