

2013 | 2014 ANNUAL REPORT

# CHARTIERS CENTER

## A Message from the CEO

Susan Coyle

"If you change the way you look at things, the things you look at change."

—Wayne Dyer

It seems that every year we greet our readers with news of changes at Chartiers Center. We believe that the journey to always improve and grow necessitates continually evaluating, assessing and modifying what we do and how we do it in order to better serve our clients and the community. This year, we are reporting some very tangible changes that we believe reflect our values and mission to support wellness, independence and recovery. Through a generous gift from the Staunton Farm Foundation, our agency has changed its name from Chartiers Community Mental Health and Retardation Center to simply Chartiers Center. Not only have we jettisoned words in our name that our clients and community may find stigmatizing, we have refreshed our visual image via a new logo, which is prominently featured in this report.

Since language means a lot, we've also changed the names of our behavioral health service lines to punctuate and provide an everyday reminder of our Recovery mission. Our treatment services have been re-christened Recovery Treatment Services while our community based support services are now known as Recovery Support Services. Through this report, we have asked some of our new program leaders to talk about the work they and their staff are doing to embody our Recovery approach and to support Self Determination. I hope you enjoy reading about the advancements that we're making.

We are passionate in our belief that Change, Recovery and Self Determination is possible and we embrace our role in helping to make it happen.

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

"When I look at the new logo, I feel hopeful, relaxed and healed; the branches of the tree reach out to the world in colors that are calming and rejuvenating."

—T. C.

RECOVERY.  
RESPECT.  
RENEWAL.



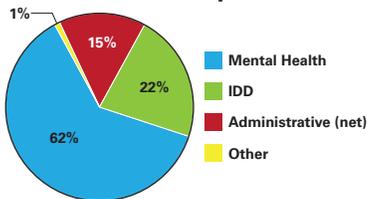


# CHARTIERS CENTER

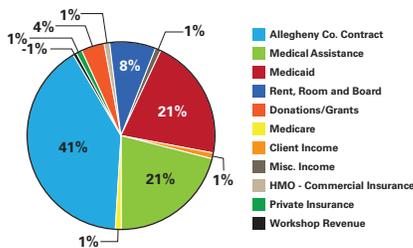
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## Financial Report Fiscal Year 2013-2014

**Distribution of Expenditures**



**Distribution of Income**



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## Community Residential Rehabilitation (CRR) Program

**Mike Turk** — *Assistant COO of Recovery Support Services*  
**Phil Stone** — *Mental Health Housing Program Supervisor*



This has been a year of meeting challenges and implementing change for the CRR/SH/SA programs. In January, these programs were moved into the newly formed Recovery Support Service Line. This resulted in a new direction for the programs and a re-dedication of staff committed to finding innovative ways to provide consumers with more appropriate supportive housing services. The staff did whatever was needed to insure the program's consumers continued to receive the beneficial and recovery focused services required by the program. Recently, members of the CRR staff participated in a four session Integrated Wellness training offered through Chartiers. The training focused

on the Eight Dimensions of Wellness (Emotional, Financial, Social, Spiritual, Occupational, Physical, Intellectual and Environmental) and the development of individual goals within these different dimensions. The wellness training will enable staff to effectively work with consumers to improve their overall health. It is anticipated that consumers will develop individualized wellness goals that will promote their continued recovery within the wellness dimensions of their choice.

The MH Housing Supervisor also participated in an 11 session training on co-occurring disorders to gain an understanding and improve his competency on addressing the therapeutic and recovery needs of individuals with mental health and substance abuse issues. He in turn, will mentor the CRR staff on ways to better address the needs of these individuals.

In addition, the CRR program continues to respond to the requests of its consumers to provide a better living situation. Currently, CRR management is looking to reconfigure space to provide more options for residents. We are glad to report this past year, four CRR consumers successfully "graduated" from the program and moved into independent living situations.

## Long-Term Structured Residence (LTSR)

**Mike Turk** — *Assistant COO of Recovery Support Services*  
**Stephanie Gibbs** — *LTSR Director*

Great changes have happened at the LTSR this year! The LTSR has moved under the Recovery Support Service Line, and has welcomed new staff to compliment those already in place. This has allowed the LTSR to diversify the groups offered to the residents and has allowed staff to implement programming that will improve resident care and their acquisition of independent living skills. As examples of new groups, LTSR nurses are now hosting nutrition, healthy lifestyle, wellness and medication education groups. In an effort to address the dietary needs of residents, staff has developed a recipe book based on menus created by a consulted nutritionist.

The LTSR staff, joined by other Chartiers' residential staff, participated in the four-week training on Integrated Wellness. Staff have invited residents to take their own individualized steps to address needs in any of the Eight Dimensions of Wellness. As a result, residents have begun to increase their level of exercise

by walking the circular driveway, participate in the planning of group outings and organizing holiday celebrations, and develop budgets for shopping.

The LTSR clinical staff also participated in the training for co-occurring disorders to provide recovery oriented services to residents.

Presently, staff and residents are looking forward to planning their Labor Day Feast and Fall Festival. Menus have been planned for these events and a committee is being formed to develop activities for all residents to enjoy. The residents hope to harvest the garden they have been tending to all summer and use the vegetables they have grown as part of their celebratory feast.



# Residential Treatment Program's Gratitude List

**Stacy Mitchell** —RTP Director

At the Residential Treatment Program (RTP), the Partial Hospital group schedule has been changed to incorporate wellness and recovery into the program. Consumers have been encouraged to identify wellness tools such as gratitude lists. Gratitude lists are used to help consumers gain perspective and shift to a positive focus in their lives. People identify what they are grateful for . . . food, a bed to sleep in, family support. They are mostly used in the group setting where therapists encourage consumers to write their list down and keep it as a reminder. Consumers can use their list; anyway they choose, as a positive support to themselves and their treatment.

There have been "ABC" gratitude discussions, where the members take turns identifying something they are grateful for that starts with the corresponding letter of the alphabet.

- A** = Apple Pie
- B** = babies
- C** = cuddles
- D** = dogs
- E** = eggs

The therapists have been working hard to incorporate new skills, like the gratitude lists, that were learned from the co-occurring

training series they attended. In addition, the staff has been encouraging the consumers to have greater involvement in the meal planning and preparation process. This has provided an opportunity for skills building and can be used as a personal medicine activity.

Finally, the Partial Program has resumed the late group schedule on Tuesdays and Wednesdays. This has provided the consumers with an opportunity to address outside needs during business hours.

# Transitions Program

**Jessica Murphy** —Therapist

Consumers at Chartiers' Transitions Program frequently engage in art therapy activities. The opportunity to express ones self creatively is an opportunity to gain additional perspective on ones self and the world.

*Art therapy is an outlet for non-verbal communication and expression that provide additional information, reflection and reinvention.*

The process of art making is an experiential way to practice problem solving skills and increase tolerance for change and frustration. The consumers enjoy the shared experience of making art together, receiving feedback and providing others with their own observa-

tions. This verbal exchange often broadens the meaning and sometimes self-understanding an artist can gain.

Most importantly, it is a fun way to positively distract self, explore identity, build mastery and self-esteem.

Within the past year there were several opportunities for Transitions' artists to share their work with the public. This has been exciting and has contributed to a sense of purpose and positive self-concept. Consumers were invited to exhibit their work at the Staunton Farm Foundation where their staff welcomed the artists with a lovely reception. Transitions'

Some of the artwork displayed on the walls of the Brew on Broadway



artists showed their work at the Brew on Broadway; a non profit community oriented coffee shop, that was the venue for the "Art of Recovery" Show. Transitions' artists participated in the Show's opening with live music and opportunities to respond to questions / feedback from community members.

Currently, consumers in the Transitions and T&SR Programs are collecting and creating objects to display and sell at the outdoor Beechview Marketplace. The Beechview Area Concerned Citizens' group has invited the Transitions' consumers to show and sell their wares directly to the community. All of the opportunities for artistic expression has provided experiences for consumers to enhance their communication skills, build confidence and best of all, have fun with their art!

# INTELLECTUAL AND DEVELOPMENTAL DISABILITIES SERVICE LINE

## Adults with IDD

**Patricia Baessler** —COO of IDD Services / **Minnie Rauterkus** —IDD Day Program Manager

Over this past year, the IDD staff has increased their efforts to focus more on health and wellness. This includes physical activities, as well as discussion groups and hands-on learning about healthier options.

There has been a noted increase in encouraging consistent physical activities, including walks on site and in the community, and more physical movement, including chair exercises for individuals who are unable to stand. Holiday celebrations generally include a planned physical activity. Over the past year, these have included an obstacle course, dances, games, scavenger hunts, and carnivals.

Within their groups, discussions are centered on the benefits of a healthier lifestyle.

These include a wide range of topics from proper hand washing, to the necessity for medical follow up, to portion control and options for healthier snacks. A dental hygienist provided an educational discussion on proper dental care and gave everyone a new toothbrush. Nutrition was discussed and included lower caloric and lower fat options; organic produce and the benefits of utilizing fresh ingredients from the garden. The individuals were able to discuss, prepare, and sample healthier foods, some of which came from the garden they helped to maintain.

Overall, these program goals were developed for each individual and we are happy to report that many of our individuals' have carried

these goals into their home life. Staff has begun to receive reports on their activities outside of the program, including exercise plans, food choices and some who have effectively lowered their blood pressure.





437 Railroad Street  
Bridgeville, Pennsylvania 15017

**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.

**RECOVERY. RESPECT. RENEWAL.**

**Special thanks** to those who have supported our work this past year, including the anonymous donors. Listed donations were made from July 1, 2013 to June 30, 2014. 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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