



## 2023-2024 ANNUAL REPORT



Memorial Tree & Bench for our IDD clients

## A MESSAGE FROM THE CEO

At Chartiers Center, our logo features a tree. It symbolizes growth, strength and resilience, which are qualities we believe are embedded in any individual who survives and prospers with the challenges of a chronic mental health condition, an addiction or an intellectual disability. We believe that anyone can engage in a recovery path that best suits his or her needs.

For many of the people we serve at Chartiers Center, a tree invokes thoughts of a 'tree lined street', a tree to hang a swing from in a yard, raking leaves from the yard in the fall. You see, many of the people we serve at Chartiers Center are homeless. Some were that proverbial one paycheck away from being homeless. Some found that the symptoms of their illness were so distracting, they could not attend to managing a household or to get along with roommates or neighbors. Although many would love the ideal of a tree lined street, the bigger priority is somewhere safe; a place to call home.

Using the Housing First approach, Chartiers Center is among a group of premier providers of housing services to the homeless in Allegheny County. We have 3 distinct programs: Atlas, Hestia (Permanent Supported Housing) & Vesta (Rapid Rehousing). Through these initiatives, we house over 200 formerly homeless individuals and families at any given time. Recently we added a new permanent supportive housing program to our portfolio: Janus. This program is for people who have a mental health condition and would not be eligible for some of the other programs.

What makes Chartiers' services different, is that we diligently wrap supports around the people we serve. Each program has their own 'small but mighty' team of professionals; case managers, rehabilitation specialists, housing coordinators and nurses who do their best to 'not let you fail'. Our goal is that the home our participants select can become their home on a permanent basis; when times are good and when they are not so good. Our team will be there to provide support to our housing consumers who are working to live successfully in the community.

What an honor it is to make this contribution and hopefully change lives for generations to come.

*Susan Coyle*

**CHIEF EXECUTIVE OFFICER**

I am a walking success story of Chartiers Center everyday. 2 years ago I was homeless and tried to commit suicide, today thanks to Chartiers Center and all my support services I am living in my own apartment, have an income and even have a puppy!

Quote from Chartiers Center Client

# A MESSAGE FROM THE BOARD PRESIDENT

Chartiers Center continues to be an innovative leader in the field of Behavioral Health and Drug & Alcohol Services. Chartiers Center's dedicated staff and mobile support teams provide a variety of treatment services and resources and are mindful when addressing the needs of the community members it serves. Recognizing services are most successful when tailored to the individual, Chartiers' menu of services allows individuals to map his/her path to recovery to live successfully in the community.

The Janus program is an example of innovation in the arena of housing services. This new and one-of-a-kind program is the result of Chartiers Center's redefining of residential living that honors individual choice of where to live. Individuals residing in the Janus program have access to mental health support and all the services provided by Chartiers Center.

The Board of Directors recognizes and thanks the Chartiers Center staff for your dedication to those with whom you work and your willingness to meet and overcome the challenges within this system of care. The Board also thanks the non-direct service teams who work behind the scenes to support the mission of Chartiers Center. We are honored to serve as your Board and look forward to more outcomes that reflect the innovative services that will successfully sustain independent living.

*Rod Willaman*

**BOARD PRESIDENT**

“ You’ve got to feed your mind just like you feed your body. Instead of letting the negative control us, let the positive in. ”

Quote from Chartiers Center Client

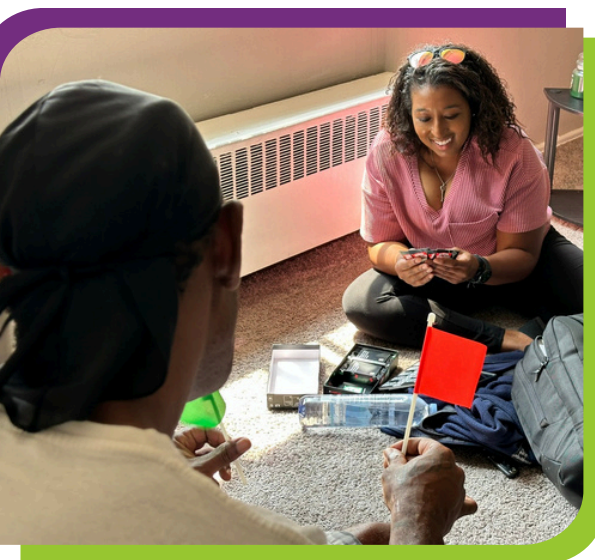
## PERSONAL MEDICINE FREES THE MIND

**Amy Randal, Social Rehabilitation Coordinator**

I had the opportunity to earn my certification through the Pat Deegan and Associates Program. Personal Medicine is not the medicine we take; it is what we do to help ourselves. For example, many individuals suffer from depression. There are many things we can do to fight depression that don't include ingesting medication. Personal Medicine for depression can look like spending time with peers, friends & family, a walk in the sun or art. Whatever it is, the Pat Deegan Recovery Library offers suggestions and ways to make it personal to each individual, so that it's more than just a coping skill. At Creative Recovery and C3, we use the Recovery Library to view videos made by individuals with mental health diagnoses, for people with mental health diagnoses.

What I personally like about personal medicine is that it takes away the *'learned helplessness'* that individuals with mental illness are so frequently 'taught' to have. Personal medicine gives us healthy actions to take in order to fight the symptoms that we have. This can then lead to less symptoms and a more proactive approach with better results for our mental health.

## JANUS INTEGRATES HOUSING & RECOVERY



Janus is a recovery-oriented, behavioral health permanent support housing program that helps individuals with persistent mental health diagnoses live independently in the community. Established in 2023 and staying congruent with the Housing First approach, this program will establish a home for individuals allowing them to engage with their recovery, wellness and achieve their life goals. Recovery and wellness are not attainable if an individual is unable to establish a home.

Committed to a collaborative effort to support the client, Janus also provides individualized in-home housing support services, such as service coordination, crisis interventions as needed, connection to social & peer networks, building daily life skills, job interviewing, self-advocacy and more. The Janus team is there to work with our clients hand in hand on their recovery journeys. The ultimate goal of Janus is help our clients live successfully and independently within their community.

# LTSR GETS AN UPGRADE

Chartiers Center's Long-Term Structured Residence (LTSR) provides residential services and treatment for 16 seniors who have dealt with the long-term effects of chronic mental illness. Chartiers leases the residence from Residential Resources. Residential Resources received a grant for the installation of the exterior elevator. The installation started in December 2022 and as of April 2024 the elevator is fully operational.

The elevator has opened our facility to better serve all who qualify for bedrooms on both the 1st and 2nd floor. The refurbishment of the LTSR has brought light and hope into the 1st floor. Residents sense and see the change every day. The volunteer group from St. Elizabeth Ann Seton, recently commented on what a positive change they experience just walking into the building. They said you can just feel the mood is lighter among the residents and the space is so much more welcoming.

To coincide with the elevator installation, we revised the floorplan on the 1st floor to open up the living space. With the help of local foundations and corporations, we purchased new furniture. Window Treatments were installed in lieu of curtains and the nurse's station was moved into the parlor thereby giving the residents more living space. The additional furniture and open layout have provided staff places to sit and engage residents to become more involved in the daily routines of the program.

Chartiers Center is proud to have had the resources to complete the refurbishment of our senior residence. Having a specialized mental health residential program providing alternative care, in a home-like setting provides our seniors a welcoming and respectful community experience.



# MOBILE PSYCH REHAB'S ADVISORY BOARD

**Janelle Eberhardt, Director of Mobile Psychiatric Rehab Program**

Chartiers Center's Mobile Psychiatric Rehabilitation (MPR) Program has touched the lives of over 240 community members since 2020. Helping them to work towards personally meaningful mental health recovery goals, MPR assists individuals to choose, get, and keep valued life roles in the areas of living, learning, working, and socialization. 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.

Important valued roles for clients are to live successfully in their communities and to be their own advocates. To help achieve these goals, Chartiers Center created the MPR Advisory Board as an opportunity for our participants to provide feedback on their program experience to improve the program, socialize with their peers and learn about community sponsored events that allows them to advocate for themselves and be a part of a community. The Advisory Board includes participation by individuals and families who utilize mental health services. Initially meeting annually, the board now meets twice a year

At our recent spring Advisory Board meeting we had 24 attendees. Guest speaker Joel Richard from NAMI Keystone PA led a NAMI "In Our Own Voice" presentation. Joel shared his personal mental health recovery story, imparting hope to our participants in their own ability to recover in ways that are meaningful to them.

“

The Mobile Psych Rehab team has been a great help to me. It has affected my life in a positive way. It has given me many good ways to work out problems and be able to lead a better life. Through psych rehab I have worked on improving my financial situation. [...] The thing I most appreciate about psych rehab is their willingness to help and not give up on me. They are always there and that's one thing I do appreciate.

”

Quote from Chartiers Center Client

# SPECIAL THANKS

Special thanks to those who have supported our work this past year. Listed donations were made from July 1, 2023, to June 30, 2024. We are grateful to the many donors who have given generously, including the donations to our White Xmas Program which benefits our consumers. For more information call (412) 221-3302 ext.118 or visit our website [www.chartierscenter.org](http://www.chartierscenter.org) to donate via PAY PAL. Thank you

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### IN MEMORY OF:

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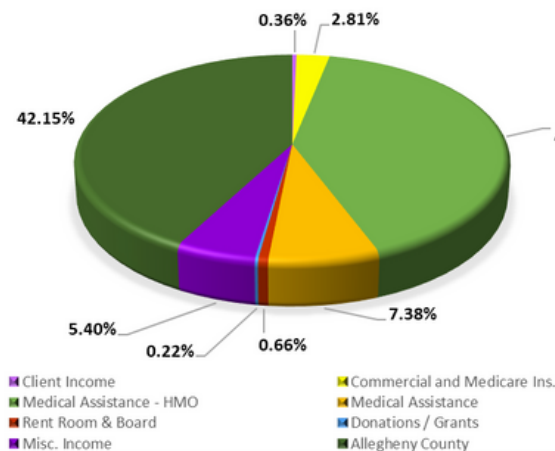
Justine Perhosky

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## FINANCIAL REPORT FISCAL YEAR 2023-2024

### Distribution of Revenue



### Distribution of Expenditures

