

# Transitional Services, Inc. 2005 Annual Report



**Helping People with Mental Disabilities  
to Achieve Quality Lives**





# TSI Values

## Mission Statement

Transitional Services, Inc. is an innovative human services organization transitioning people with mental health and mental retardation disabilities into the community. We are committed to fostering an environment that provides quality services for all of our customers. Through creativity, respect, and partnership, we continue to assist individuals in need to gain the skills necessary to be as self-sufficient and independent as possible through the provision of residential and rehabilitative services.



## Vision Statement

We will be recognized as a regional leader in service provision for people with mental health, mental retardation, and other related disabilities. We will provide life-changing opportunities for those we serve to grow individually as people, community participants, and to inspire others in their growth and recovery.

*“Where flowers bloom, so does hope.”*

# Annual Report

Recovery from any illness, whether physical or mental, is an individualized process. There are common elements, but how they come together for each person is unique. With the President's New Freedom Initiative, there has been a stronger emphasis on helping individuals with mental illnesses to understand and embrace their recovery. Providers, also, are struggling to uncover what the recovery process means to them and how they care for the people they serve.

Several years ago, Transitional Services, Inc. began the journey toward recovery enhancing services and practices, although we did not necessarily recognize it as such at the time. We believed that we were embarking on the implementation of a technology and service philosophy which was person-directed and would allow us to work with people in ways that were effective in helping them to have quality lives. Whether they were persons with mental retardation or mental illness, we found that working collaboratively with those we serve as partners in the process of self-discovery was essential. This is a basic tenet of recovery enhancing practices. Helping people to gain or regain valued roles is a key component of mental health recovery, and also of having a quality Everyday Life. With this in mind, we'd like to share some steps we have taken on the road to supporting individuals in their personal journeys toward self-discovery, recovery, and meaningful lives.

- ★ Began training our work force on the principles of recovery and recovery enhancing practices, utilizing materials from national experts in recovery such as Boston Center for Psychiatric Rehabilitation and Patricia Deegan, Ph.D. We learned about building more trusting relationships and the importance of hope in the recovery process. We challenged stigmatizing language and attitudes.
- ★ Through our Community Supports Program, we provided opportunities for enhancement in living, learning, working, and social roles. A partnership with Pittsburgh Center for the Arts provided opportunities for fun and learning new social roles through Movement Groups taught by the Mary Miller Dance Company.
- ★ Art groups enabled individuals to explore their creative side and gain new confidence.
- ★ Forums by outside partners such as the Fair Housing Partnership and PA Protection & Advocacy helped individuals learn about their housing and employment rights and benefits.
- ★ Participated in a select statewide work group to set training and credentialing standards for Peer Support Specialists, and increased our Peer Support Specialist staffing complement. Transitional Services, Inc. was one of only six providers in the state selected for the work group.
- ★ Completed a three-year HUD project which rehabilitated a property and developed it as an accessible and comfortable living environment for ten aging individuals with intellectual disabilities.

We are by no means finished reshaping our services to meet individual rehabilitation needs. Our journey continues right along with the people we serve.

*"To get through  
the hardest journey..."*



Chief Executive Officer



Chairperson of the Board

# Programs & Services

**TSI has several different types of residential programs and services for adults with mental illness or mental retardation.**

## \* **Group Homes**

Group Homes provide a family-like environment, with shared living spaces and group meals. Through a caring and stable environment, individuals can learn daily living skills and receive support through 24-hour staffing.

## \* **Supervised Apartments**

Supervised Apartments provide settings that offer more independence and privacy combined with the support of 24-hour staff availability. In the mental health programs, some individuals have their own apartments, while others have roommates. All apartments in the mental retardation programs are shared.



## \* **Congregate Supported Living**

Congregate Supported Living offers both shared and individual apartments within a single building. There are more staff hours per week available than in a Community Supported Living Program but fewer than in the Supervised Apartments.



## \* **Community-Supported Living**

Community Supported Living Programs help individuals find housing in the community of their choice and also provide support and skill building in the home.

## \* **Clinical Consultation and Education**

Clinical Consultation and Education are services provided in conjunction with our residential programs and offer education, training, and support to staff and consumers on a variety of clinical and recovery-oriented issues.

## \* **Community Support Program**

The Community Support Program works in conjunction with our residential programs and offers services and activities that support mental health recovery, enhance core skills, improve job readiness, and provide life enrichment experiences.

*...we need take only one step at a time*



# “Focus on the journey, not the destination.”

## Rose A. Bell

Rose A. Bell lives life to the fullest. She demonstrates that if you give to the world the best you have, the best in the world comes back to you. “I keep busy doing things I love to do like volunteering, working, swimming, bowling, doing art work, and going to church,” says Rose. She adds, “I’ve made a lot of good friends while doing these things and always have something to do.”



Balancing her time is a key to Rose’s success in managing her active schedule. “I work at Burger King one or two days a week and enjoy working with coworkers and meeting the customers,” Rose says. She volunteers one or two days a week at the local senior citizens center and helps out with lunch. “I have many friends at the senior center, and I enjoy having lunch with them and talking to them. I bowl and swim weekly with a group of great friends,” states Rose.

Recently, Rose began participating in the art class sponsored through the Community Supports Program of TSI. “I’ve made some really nice things like picture frames, jewelry, and pillows and use them to decorate my apartment,” she said. Attending church services every Sunday is something Rose always fits into her schedule. “Everyone at church is so nice to one another. I’m glad I can be part of that,” Rose says. Rose has a great deal of courage. She isn’t afraid to take advantage of the opportunities that have come her way. In so doing, she has created a meaningful life.

## Darrell Simmons

Darrell Simmons’ enthusiasm for life dances in his eyes and in the almost mischievous quality of his smile. It’s as though he knows some wonderful secret he is eager to share. He truly enjoys his work because it allows him to interact with the customers and his friends at Giant Eagle. “I love it,” he says of the job he has had for 14 years. When he’s not at work, he is very busy with friends and activities, which make for a full, rich life.



Because he gets a kick out of dancing, Darrell takes part in the TSI’s Expressive Movement Group led by Mary Miller of the Mary Miller Dance Company and supported by the Pittsburgh Center for the Arts. “It makes me feel good,” he says, “and helps me lose weight.” Darrell also goes bowling with friends every week, and goes on trips with Exceptional Adventures as often as possible. Recent adventures include a trip to Wheeling, West Virginia and a New Year’s Eve party. Church every Sunday and attending reading class are both on his weekly agenda. In addition to these pastimes, Darrell likes to hang out with friends and watch basketball or football. Sometimes he even makes time to see a special girlfriend. Altogether, this 35-year-old has a lot going on. “It’s a good life,” he says. “I’m happy.”

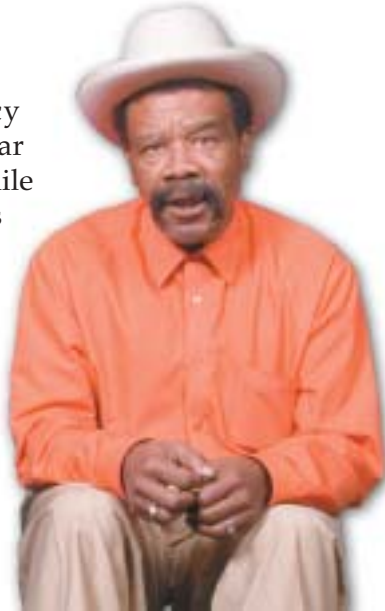
*but we must...*

# Joy is found not in finishing an activity but in doing it.”

## David Young

**G**reeting people at the Mercy Behavioral Health Center is a near perfect job for David Young. His ready smile and genuine warmth help make all visitors feel at ease. Whether he’s directing a consumer to the proper office or giving them an encouraging word, he feels good about his role in helping people in their mental health recovery. David himself knows first hand about the recovery process. He explains it as a process of learning to become more responsible for living a healthy life.

TSI staff members have been instrumental in providing the structure and support necessary for David to make steady progress toward a satisfying life. Now he not only has a full-time job, but also is working on getting his GED and will soon move into his own apartment in the community. His dream is to finish school and get a job that would allow him to own a house in a nice neighborhood. The advice he would give to other consumers is to always have hope, don’t dwell on the negative, and take advantage of the programs available to help you make progress. Taking this advice himself, David is on his way toward making his dream come true.



## Ben Garside

**B**en Garside is someone who finds the positive in every situation. His upbeat attitude and determination to not be limited by his disabilities have been key factors in helping him to get and keep jobs. Being self-sufficient is Ben’s source of strength, pride and motivation.

Up until recently, Ben woke up at 6 a.m. and rode two ACCESS vans to get from his residence in East Liberty to his job near the airport. By 8 o’clock he was hard at work at a hotel restaurant, where he ensured that all was ready for patrons who began their day at this busy place. Ben worked at the restaurant for about a year and a half. He enjoyed the opportunity to work with a diverse group of people. Now Ben has a new job at a bagel shop closer to home. He has learned to take the bus to work. Ben enjoys the job and is learning new skills.

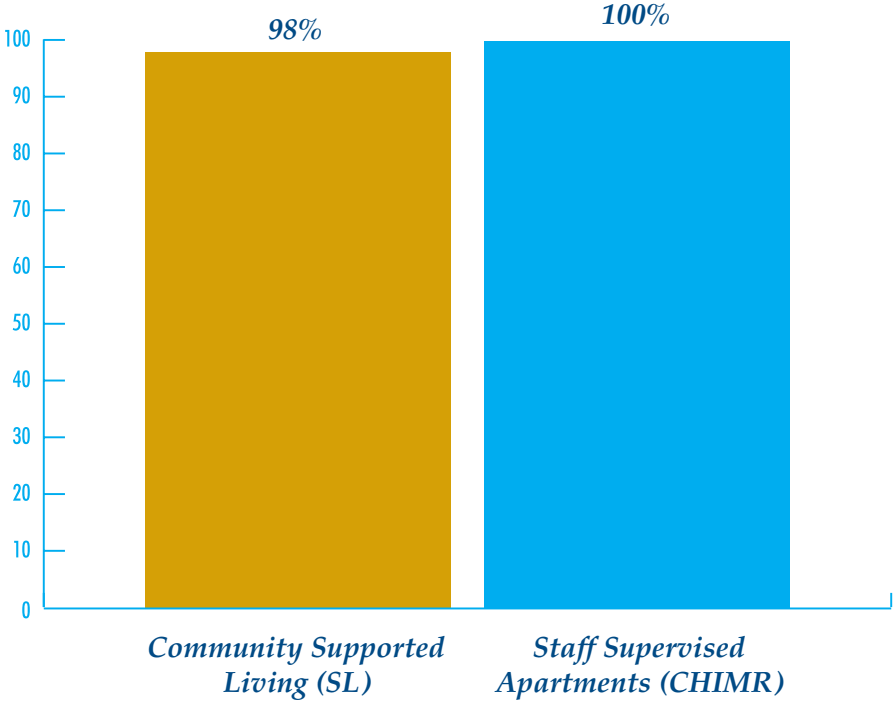
When 24-year-old Ben isn’t working, he enjoys going out with his friends and watching NASCAR racing. He also loves to read and keeps up with world news. What advice would Ben give to others who are coping with disabilities? He says, “Just do what you are supposed to do, and you can get better.” Ben credits TSI and his family for supporting his mental health recovery, helping him to become more self-sufficient, and assisting him in maintaining employment. Despite his challenges, Ben has learned well that the secret of personal success is to bloom where planted and to anticipate the discovery of new opportunities with each bend of the road in life’s journey.



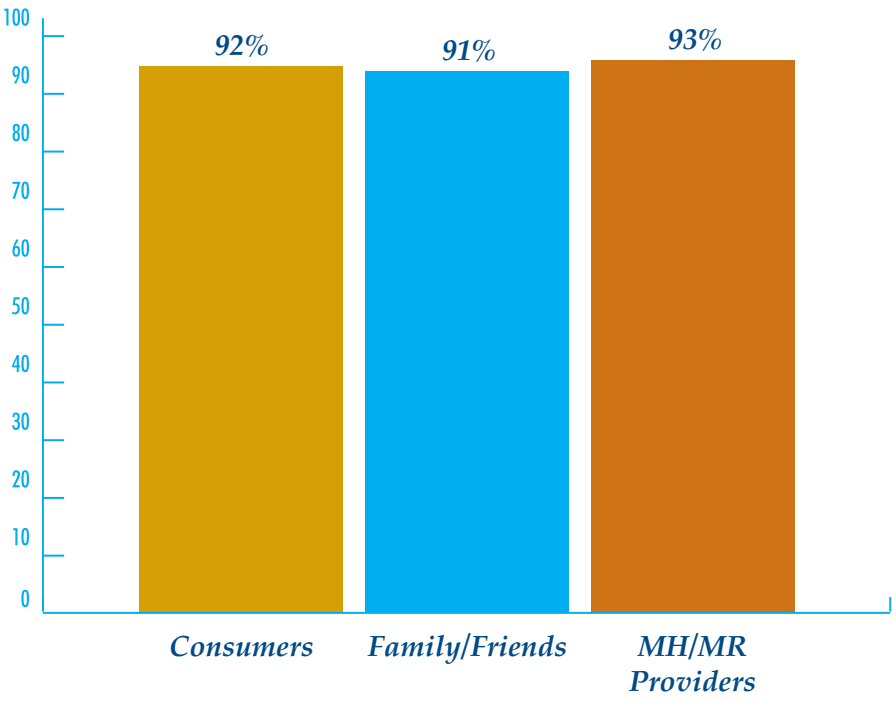
*...keep on stepping.”*

# Outcomes

*Individuals Living Safely in Their Community (MR)  
Based on Community Incidents  
FY: 2004-2005*



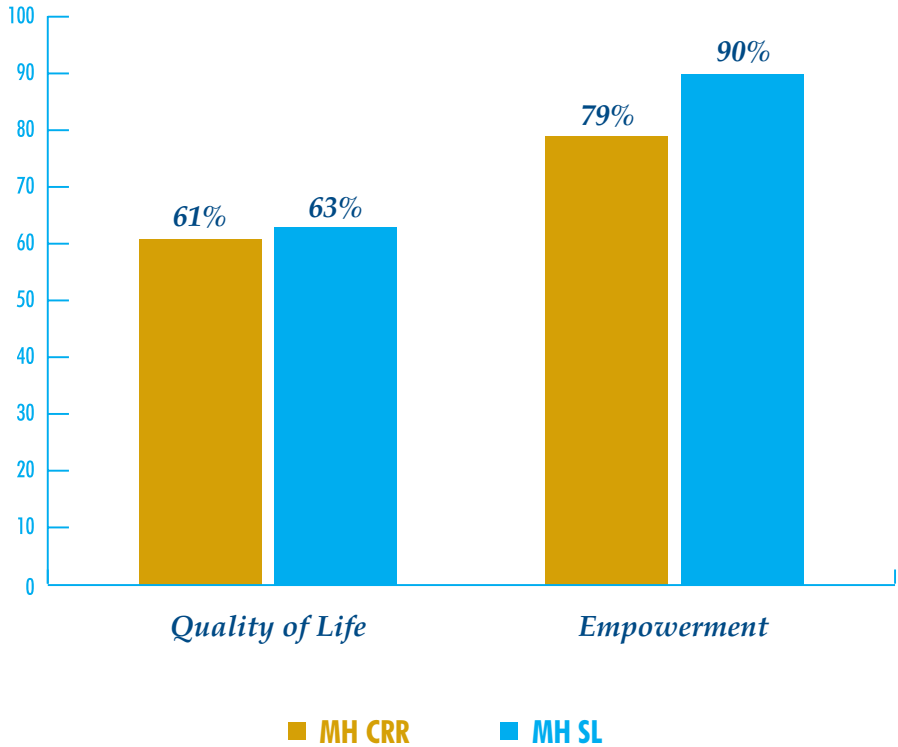
*Stakeholder Satisfaction  
FY: 2004-2005*



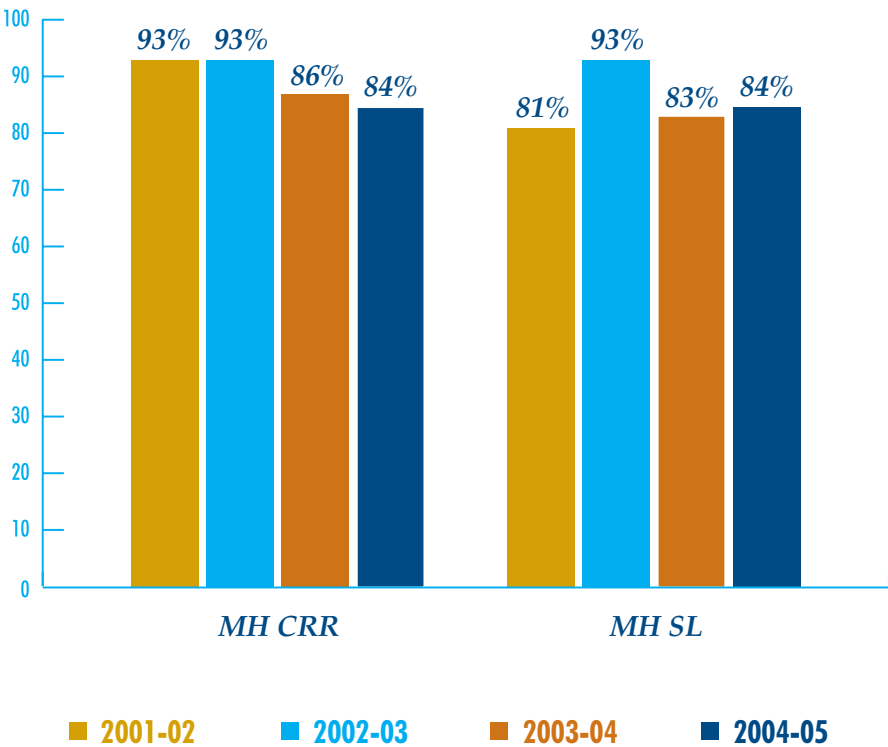


# Outcomes

*Rehabilitation and Recovery Indicators*  
FY: 2004-2005

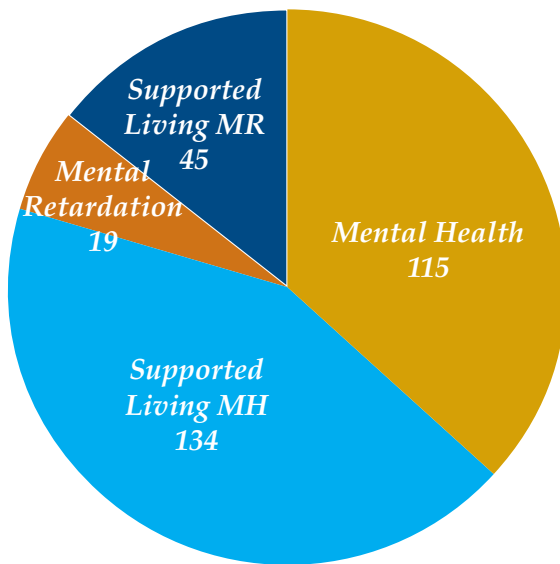


*MH Consumers Experiencing Psychiatric Hospitalization Reductions*  
FY: 2004-2005



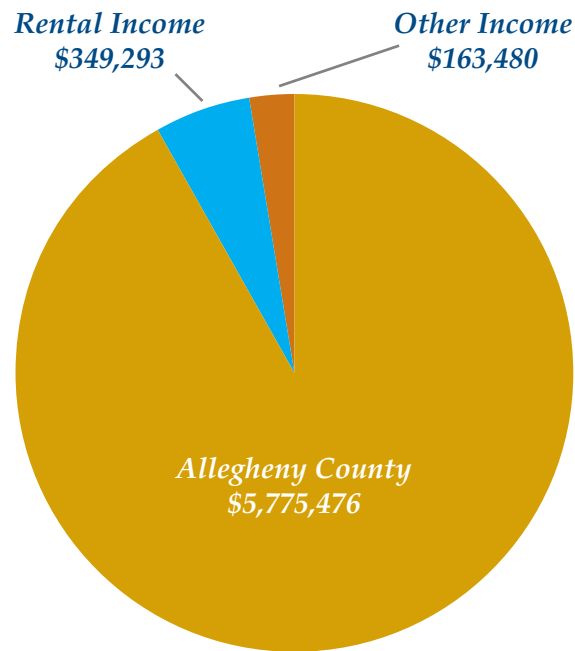
# Financial Information & People Served

*People Served*  
FY: 2004-2005



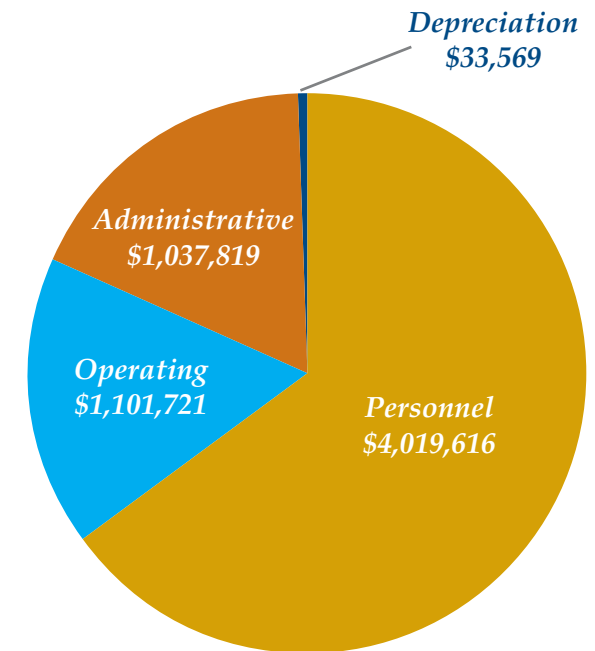
**Total People Served: 313**

*Revenue*  
FY: 2004-2005



**Total Income: \$6,288,249**

*Operating Expenses*  
FY: 2004-2005



**Total Expenses: \$6,192,725**

# Thank You, Contributors to TSI 2005

Great care has been taken in the preparation of this list. If we have omitted the name of a supporter, our apologies are offered along with the desire to correct the information. Please contact us at 412-461-1322, ext 222 or ghenry@transitionalservices.org if this has been the case.

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*Help us achieve an even greater quality of life for  
the individuals we serve. There are many  
opportunities for giving available.  
Call us at 412-461-1322 or visit us at  
[www.transitionalservices.org](http://www.transitionalservices.org).*

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*Transitional Services, Inc.*

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



Transitional Services, Inc. has been accredited  
by CARF for the following programs:

- *Community Housing: Psychosocial Rehabilitation (Adults)*
- *Community Services: Community Living Services*