



**Transitional Services, Inc.
2006 Annual Report**

Looking Beyond the

H O R I Z O N

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.

Helping People with Mental Disabilities
to Achieve Quality Lives



Where Imagination Meets

OPPORTUNITY

Envisioning the Future

I sometimes use this picture to describe what I do as CEO for TSI: I am like a submarine periscope. My job is to look out over sea and earth toward the horizon, envisioning the future. It means being able to see what is coming and interpreting what I see for the organization. It includes translating the interpretation into action plans which spur our imaginations to look for opportunities to move the organization forward in accomplishing its mission. From my perspective, it is this vigilant forecasting and planning that has enabled TSI to bring to fruition some of the accomplishments of this past year. I'd like to take this opportunity to share those with you, our stakeholders.

TSI's focus on recovery, participation in the Allegheny County Coalition for Recovery (ACCR) and use of the Psychiatric Rehabilitation Approach in providing services enabled us to receive a 4.2 million dollar grant to provide housing and supports to an additional 220-240 people over the next several years.

TSI's continued involvement in HUD and the latest happenings enabled it to refinance three of its four HUD projects, thus guaranteeing an additional 35 years of housing subsidies for individuals with mental illness. It also provides the opportunity to upgrade the HUD buildings and ensure quality housing for those we serve.

TSI's continued interest in mental health recovery and the activities which foster it led to its participation in the state work group which developed standards for peer specialist services. This experience has, in turn, benefited TSI's own peer specialist program.

TSI Guiding Principles

NEVER FORGET WHY WE DO WHAT WE DO

BE WILLING TO TAKE RISKS

ADMIT MISTAKES AND GROW FROM THEM

ENHANCE TEAMWORK THROUGH CLEAR, OPEN AND HONEST COMMUNICATION

BE SERVANT-HEARTED IN ATTITUDE AND ACTIONS

CONSTANTLY SEEK TO PROMOTE PEOPLE'S RIGHTS

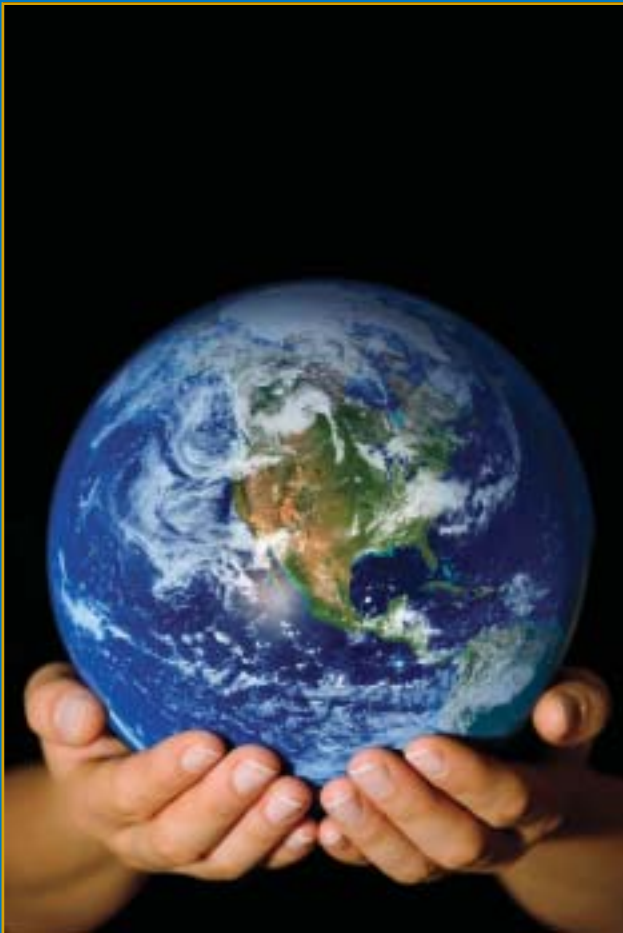
HONOR, VALUE AND RESPECT OTHERS

LEAD BY EXAMPLE

DISCOVER WHAT IS IMPORTANT TO OUR CUSTOMERS

KEEP ALL PROMISES

Envisioning the Future, cont'd



TSI's continued efforts to educate those with mental retardation/intellectual disabilities through its "Healthy Living Project" led to the co-sponsorship of the Annual Conference for Mental Retardation Providers with APS Healthcare, the Health Care Quality Unit (HCQU) in a seven county region.

TSI's persistence in pursuing funding resulted in a grant from the Forbes Fund to develop plans for building capacity.

TSI's ongoing dedication to holding forums and conducting surveys with those served has helped us make changes in housing (more supported housing in the community) and services (peer specialist, enrichment activities) based on that feedback. It has inspired us to co-sponsor an art show with a local community art group (Steel Valley Arts Council) in which those served were able to exhibit their work in a non-stigmatizing manner. All of this has, in turn, given hope to those served and has helped them to see beyond what currently is...

TSI wishes to thank all of its supporters this past year, including Allegheny County Department of Human Services, Allegheny Health Choices, Inc. and Community Care Behavioral Health.

Sharon A. Albert

JL A. Colet

Bringing Creative Expression to Life

RHYTHM & DANCE CLASSES

The benefits of creative expression have a special importance for those with mental disabilities. Extensive research into creative arts therapies has proven that an integral piece of a person's recovery from mental illness requires outlets for creative ventures. The enrichment component of TSI's Community Supports Program brings that to the forefront with the classes it offers.

By collaborating with the Mary Miller Dance Company we have brought a Rhythm and Dance class to those we serve. For the second year in a row, this partnership was made possible by a matching funds grant from the Pennsylvania Council on the Arts through the Pittsburgh Center for the Arts, Artist Residency Program. This class aids individuals in focusing on two important aspects of wellness—physical and emotional.

Mary Miller describes her experiences in teaching as collaborative, creative, and group focused. She believes the most important aspect of teaching a class of adults is to have the class come together as a group. She creates an experience for the participants that, while working with their individual needs and abilities, brings them together into a focused group.

Mary starts with the beginning of class always in a circle, and moves through with exercises in mirroring, which is an advanced version of follow the leader. In her words, the group process acts as a way to not only share the creative experience but also acts as a creative problem solving session. She provides opportunities for each member to act as a group leader and encourages them to share their own ideas for movement. She feels that it is important that they find enjoyment in movement and music, and find enjoyment in the group process.

Individuals who attended on a regular basis found that they received the benefits of increased energy and decreased appetite—a good way to begin a weight loss program. Others have reported a decrease in psychiatric symptoms.

After participating in just an hour of group, their mood is elevated, they feel happy, and the next day, there is a decrease in anxiety and other difficulties.

The energy created in the classes is strong and uplifting. Participants may feel tired in the beginning, but have reported that they just don't want the class to end at the close of the hour. In all, it has been a very positive experience for instructor and participants alike.

Peer Specialist Inspires Others

Jeannette Lee, (*below, right*) a TSI peer specialist, has a powerful story of mental health recovery to tell and uses her life experience to help others begin their own recovery journeys. Jeannette's upbeat personality, seen in her invariably friendly manner and sparkling eyes, shows no hint of her difficulties with mental illness and addiction problems. In the past, she has experienced jail, institutionalization, unemployment, community hospital stays and involvement with the child welfare system. Today, she is married and caring for her 5 children, attends college, is working part-time, and has a life full of hope.

As a peer specialist for TSI, Jeannette shares her hope with the people we serve by leading CORE (Creating Options in Recovery and Education) groups. She reports that group members are enthusiastic about coming each week and have found their participation to be healing. She tells the story of one group member who was so deep into her grief over the death of her mother that she found it difficult to live, and was without hope. This woman has now learned how to use the support that is around her and learned that it will take work to move forward in both the grieving process and her recovery. Through the CORE group she's been able to openly discuss her issues and receive some relief through feedback and friendships with other group members. She now participates in outside activities; whereas before, she would keep to herself. She is not so focused on her loss anymore which enables her to continue with her recovery.

Jeannette is also developing a WRAP (Wellness Recovery Action Plan) group. In devising these plans, individuals will recognize what signs to look for that indicate a worsening of their illness and outline what tools they can use to get better again.

Jeannette and our other peer specialists have added enormous value to our services by impacting those we serve in ways that others cannot.

Journey Group Aids Mental Health Recovery



RHYTHM & DANCE CLASS

Although the concept of recovery has been understood in the treatment of addictions for decades, it is relatively new in the field of mental health. We can learn about mental health recovery from the people who have experienced it firsthand. They are the experts and are the best teachers of the subject.

John T. was one of the first graduates of the Journey Group at TSI. This group is facilitated by a person with recovery experience and attended by people who are interested in beginning their own recovery journeys. The group uses a 16-week curriculum based on materials from the Boston University Center for Psychiatric Rehabilitation. Through instruction, group discussion and homework assignments, participants work through several topics dealing with mental health recovery, gaining valuable insights as they go. By the end of the course, each person has begun an individualized plan for recovery.

John talks about his experience with the Journey Group with great emotion. To paraphrase his statements, he liked every part of the group, always looked forward to it, and now that it's over, misses the connectedness he had with the group members. Among the many positive things he said, one statement was particularly powerful and meaningful. He said many times during an interview after the group, "I know I'll be okay. Even if I have to go back to the hospital, I know I'll be okay." Every time he said it, its importance seemed to grow.

As happens to so many with mental health disabilities, John's life was seriously disrupted just as he entered adulthood. The vision he once had for his future seemed unattainable, and nothing seemed certain any longer. For five years, John, now living with the distressing symptoms of his illness, struggled to make sense of his life again. He explains that

the Journey Group helped him understand that he will be okay. He learned a way to make the pieces of his life make sense and now can envision a new future. He learned that his identity is not his illness and that his life does not have to be all about his illness. He has new goals today but is aware that these are variations of the goals he had before the illness changed his life. John now continues his journey with the firm belief that he will reach the destination he has set for himself.



JOURNEY GROUP GRADUATION



JEANNETTE LEE, PEER SPECIALIST

Programs & Services

Transitional Services, Inc. offers residential programs and services to adults with mental health or mental retardation/intellectual disabilities. These programs are designed to meet the needs and preferences of the persons served, and to provide support for mental health recovery and self-determination. Below is a brief summary of our services.

Group Homes provide a family-like environment, with individual bedrooms, 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 provide settings that offer more independence and privacy combined with the support of 24-hour staff availability. In the mental health programs, most individuals have their own apartments, while a few have roommates. All apartments in the mental retardation programs are shared but everyone has their own bedroom.

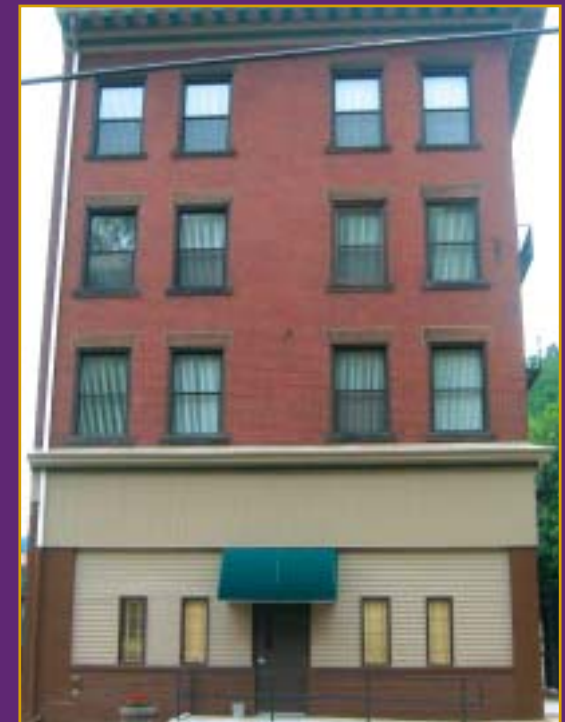
Supported Living Programs help people to find, get and keep affordable permanent housing in their community of choice and provides in-home supports needed and wanted by the person. The person chooses the type and frequency of in home supports. Supported Living staff help people to gain skills and access needed services and supports to sustain tenancy, while fostering wellness, empowerment, and community participation. TSI offers both community and project based Supported Living programs. Community Supported Living Programs help individuals find housing from existing community stock. Project based Supported Living offers individual apartments within a single HUD building, with staff on site for a limited period of time on most days.

As part of Allegheny County's "Housing as Home" strategic plan, Transitional Services, Inc. was chosen to administer the **Permanent Supportive Housing Program**. The purpose of this 2-year grant funded program is to make 220-240 units of permanent housing available to individuals who have mental health disabilities. The program helps individuals who have been identified as "priority consumers" by Allegheny County's Office of Behavioral Health to find, get and keep affordable permanent housing in their community of choice. These Programs provide housing support and education, connect individuals to needed financial, advocacy, and legal resources, and provide direct skills teaching on issues which affect the person's ability to maintain their tenancy. If they choose, participants may also be referred for other services that support mental health recovery.

Transitional Services, Inc. provides the following **Program Support Services** for the benefit of TSI service users. These services are provided in conjunction with our residential services:

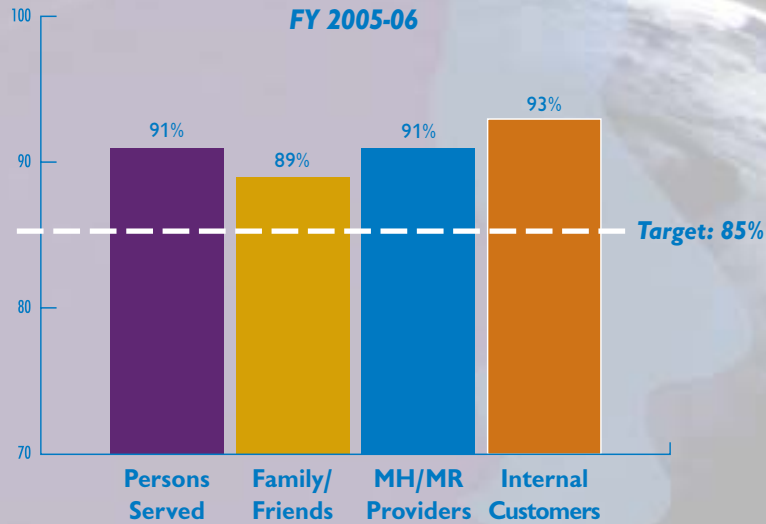
>> **Clinical Consultation and Education** services offer education, training and support to staff and persons served on a variety of clinical and recovery oriented issues.

>> **The Community Supports Program** offers Peer Specialist services and activities that support mental health recovery, enhance core skills, improve job readiness, and provide life enrichment experiences.



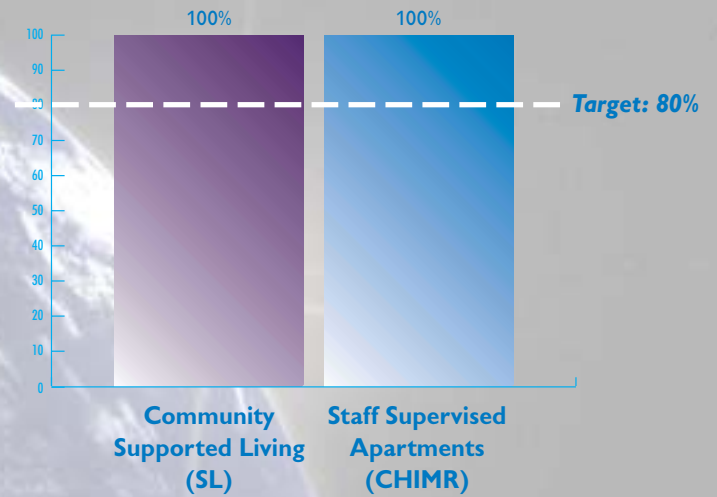
Outcomes

**Stakeholder Satisfaction
FY 2005-06**



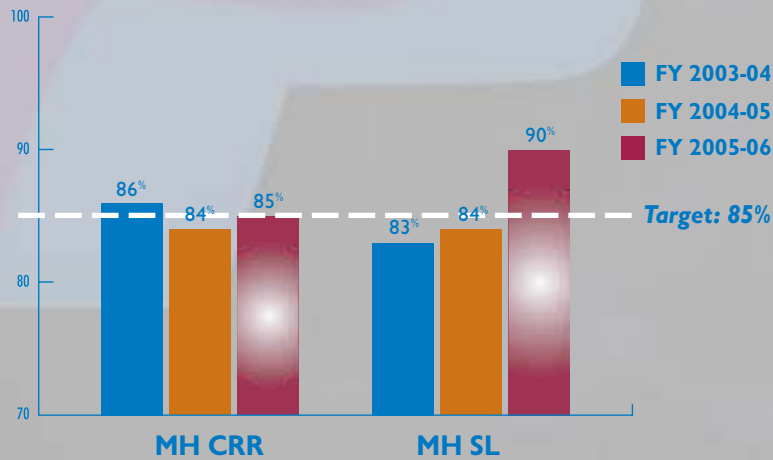
The target of 85% was met or exceeded for all goals.

**Individuals Living Safely in the Community (MR)
FY 2005-06**



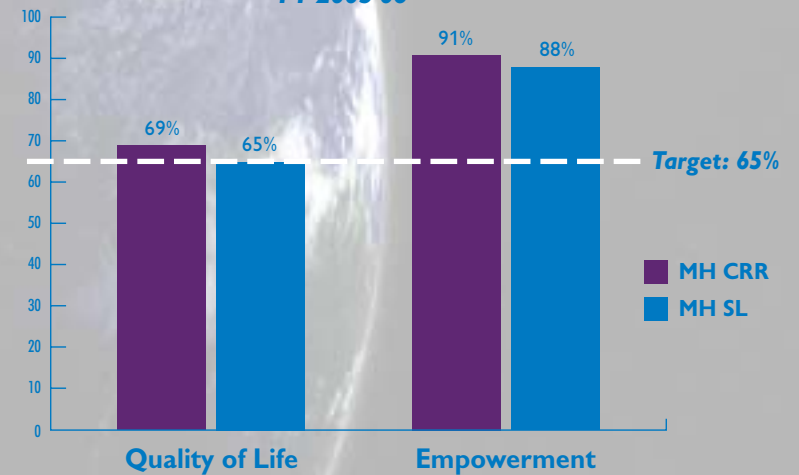
The safety goal of 80% was exceeded.

**Persons Served Experiencing
Psychiatric Hospitalization Reductions (MH)**



The target of 85% was met or exceeded for FY 05-06.

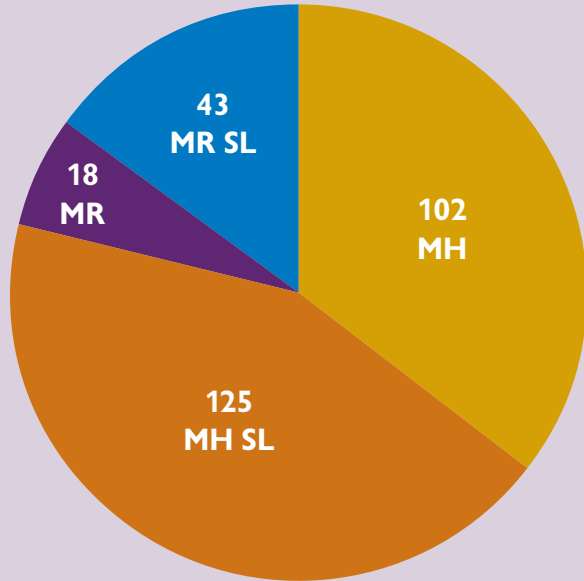
**Rehabilitation and Recovery Indicators (MH)
FY 2005-06**



The target of 65% was met or exceeded for all goals.

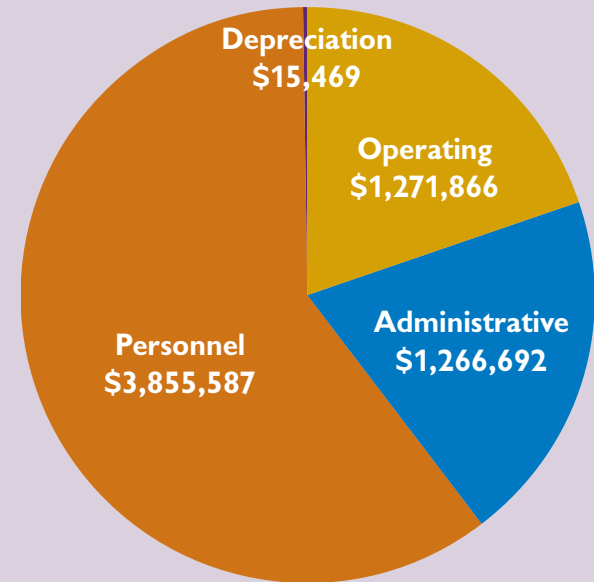
Financials

Number of People Served



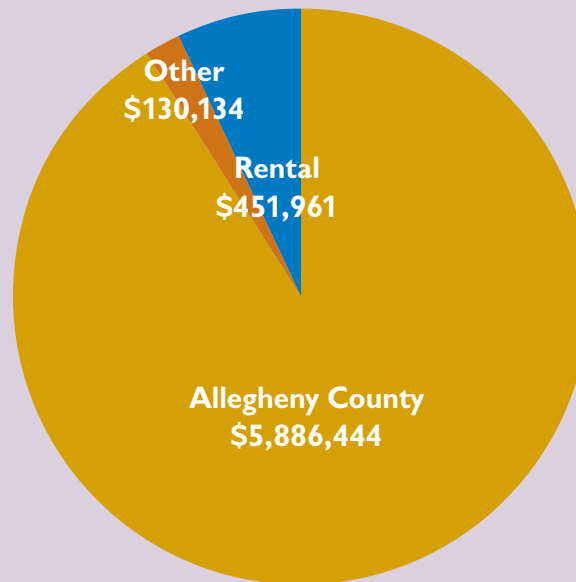
Operating Expenses

Total Income: \$6,409,614



Revenue

Total Income: \$6,468,539



Contributors

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.

Grantors

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James Zanetti
Zanetti Painting

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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.

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

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



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