

Transitional Services, Inc.



**Annual Report
2007**

**Beyond
doing well...**

**...to experiencing
your best.**

Painting Your Own Masterpiece



Helping people with mental disabilities to achieve quality lives

Creating Masterpieces

Each of our lives is like a blank canvas, and we have the ability to paint on it whatever we like. Each activity or life event is added and blended to make our own picture or story. Some of the hues and shapes come from the work we do, the value we add or contribute to the world that surrounds us and the relationships that we develop as we move through our lives. The freedom we have to create this very personal masterpiece is often taken for granted.

There are those in our society who do not have much freedom or opportunity to create their pictures or masterpieces. Individuals with mental disabilities have been limited in various ways from creating their masterpieces. At Transitional Services, Inc. (TSI), those we served during this past year have been afforded some opportunities to choose their own destinies—in work, leisure activities and study—and create, if you will, their own masterpieces.

During this past year, TSI has had the privilege of implementing Allegheny County's Housing as Home Project (Permanent Supported Housing). This has meant that individuals from Mayview State Hospital and other supervised residential settings have had the opportunity to select housing in the neighborhoods of their choice and are successfully residing in their own apartments with supports they have chosen. To a large extent these individuals have been successful in establishing and maintaining themselves in the community. Other opportunities that have been available to these individuals, as well as others served by TSI, came in the form of art, movement and creative writing classes, as well as literacy tutoring. Each person has had the chance to receive support from someone who is in recovery from mental illness through the peer specialist program and to learn more about their own recovery. These and other supports are available to anyone who is served by TSI.

The result of these services has been that individuals have been able to find employment, return to school, get married and begin to live real lives. In essence, they have had some real opportunities to create their own masterpieces and go beyond doing well to experiencing their best.

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



A handwritten signature in blue ink that reads "Glenn A. Callihan".

Glenn A. Callihan
Chairperson of the Board

A handwritten signature in blue ink that reads "Sharon A. Alberts".

Sharon A. Alberts
Chief Executive Officer



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

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 and community participants, and to inspire others in their growth and recovery.



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.

Helping People Create...

PEOPLE WITH MENTAL HEALTH OR MENTAL RETARDATION DISABILITIES often find it difficult to see how to make their lives satisfying—how to paint their own unique masterpieces of rich, full lives. Through programs such as Housing As Home/Permanent Supported Housing (PSH), TSI staff members have the privilege of helping people gain the vision, confidence and tools necessary to make that happen. Three of the individuals who share their stories on these pages are in their own apartments as a result of their work with the PSH program.

Instead of seeing his life's work as producing a painting, Dan sees it as making a fine Persian rug. He says, "The general finished product is in your mind, but it really only comes together as you weave it." One of the sturdy, bright-colored threads in Dan's tapestry is his work as a peer specialist at Western Psychiatric Institute and Clinic. He feels his work there is valuable to others who have mental health disabilities and is grateful for the opportunity to be of help. Although he didn't care for the lack of independence in a supervised apartment setting, he says that the collaboration with the staff led him in the right direction. To Dan, the color of the experience in his TSI apartment was green, a place of fertile beginnings. "I feel more in control over my own life now. Right now, at this stage in my life, the color I would associate with my life would be marble. To me, marble reflects responsibility and strength." He says that his purpose is driven by an unwavering faith that the life he really wants to live will truly happen.

DAN'S
PERSIAN RUG

Before mental health difficulties interfered with his life, David lived on his own and enjoyed his independence. To his dismay, his illness brought him to living in a supervised apartment in a TSI program. He says the colors of his life at that time were brown. "I had a stigma about myself. I thought of myself as a mental health patient instead of just being a human being." With hard work and staff support, David has moved into his own apartment and looks forward to more positive changes in his life. "My direction has changed, and I can see the bright, yellow sunrise now," he says. In making the change, he overcame his own doubts. He explains, "I was thinking I was not going to be able to live on my own again. But I have done it and have changed my life. I have noticed that I have greater depth. I have more control over my life even though I have an illness. There are parts of myself I didn't realize I had, but now I know I am more than my illness." David has developed a strong friendship with an old acquaintance and looks forward to establishing new relationships. Day by day, David continues to pick up his brush and add to his masterpiece.

DAVID'S
NEW LIFE



...Their Own Masterpieces

TO MANY OF THOSE WE SERVE, THEIR LIFE GOALS MAY NOT BE CLEAR or the way forward may seem blocked by obstacles. Staff help people identify what they want for their lives and ways to get there. Although we provide encouragement and practical help along the way, the individuals themselves pick up their palettes every day and work to create their own works of art. **In the canvases on these pages, Dan, David, Gary and Janet tell us about their masterpieces.**

Gary knows what it's like to experience mental health recovery. In talking about the colors of his life, he describes them this way: "My colors would be red, white and blue. The red would represent the blood from the fights in my old apartment. The blue would represent how blue I notice the sky has become in my life, and the white would represent how bright my life now feels." He says that the Mayview doctors and his social worker all doubted his ability to live on his own. They expected him to be back within a month. "I have proved them wrong," he says. "I am still living in my apartment now and doing well." He credits TSI staff for supporting his efforts. "I have help with what I need." He says, "My worker treats me like a man." One of Gary's ambitions is to be able to encourage others. He explains, "I want to be able to talk to people who are sick and in the place where I was. I want to tell them that they can recover from being sick and to help people like I do." Gary is just beginning to make his masterpiece in the colors of his choice and paint a brighter future for himself.

GARY'S
RECOVERY

Janet has not let an intellectual disability interfere with leading a happy and fulfilling life. "I've overcome a lot," she says, "and am happy with where I am." She has won awards for her volunteer work at the Market House, a senior center, where she has enjoyed many activities for the past 5 years. She especially likes playing bongos in the drumming group and the trips the center sponsors. In addition to being a vital part of her senior center, Janet participates in the Senior Olympics, winning medals for darts, walking and shuffleboard. Janet credits TSI staff with helping her gain the skills necessary to move from supervised living into her own apartment. "People doubted I could do it, but I've been on my own for what seems like forever," she explains. "I'm very satisfied to live in my own apartment by myself with my cat. It's hard sometimes, but I get by, and I'm not afraid of anything with God by my side." Janet sees a bright future for herself. "I've accomplished many things in my life, but I want to do more," she says. "I'm very proud of myself and want people to know that even though I have a disability, I can still do anything like anyone else."

JANET'S
INDEPENDENCE



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 individuals have separate bedrooms.
- ◆ **SUPPORTED LIVING PROGRAMS** help people to find, obtain and keep affordable permanent housing in their community of choice and provide 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 to 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.

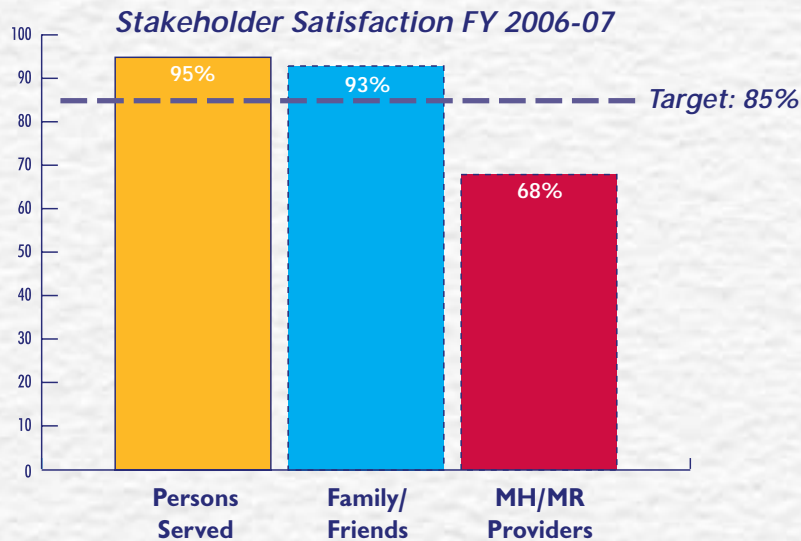
- ◆ **PERMANENT SUPPORTED HOUSING** The purpose of this 3-year, grant-funded program is to make 220–240 units of permanent housing available to individuals who have mental health disabilities. The program helps individuals who have been identified as “priority consumers” by Allegheny County’s Office of Behavioral Health to find, obtain and keep affordable permanent housing in their community of choice. This program provides housing support and education, connects individuals to needed financial, advocacy and legal resources, and provides direct skills teaching on issues that affect the person’s ability to maintain tenancy. If they choose, participants may also be referred for other services that support mental health recovery.



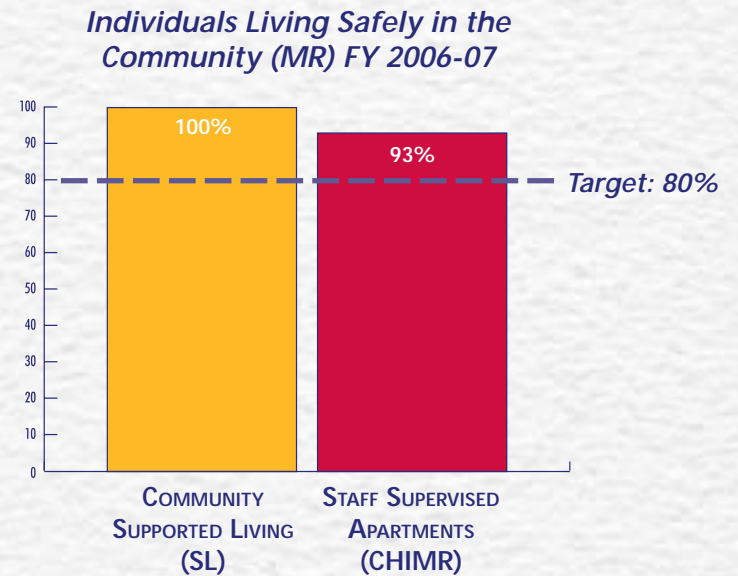
Transitional Services, Inc. provides the following program support services for the benefit of TSI service users. These services are provided in conjunction with our residential services:

- ◆ **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.

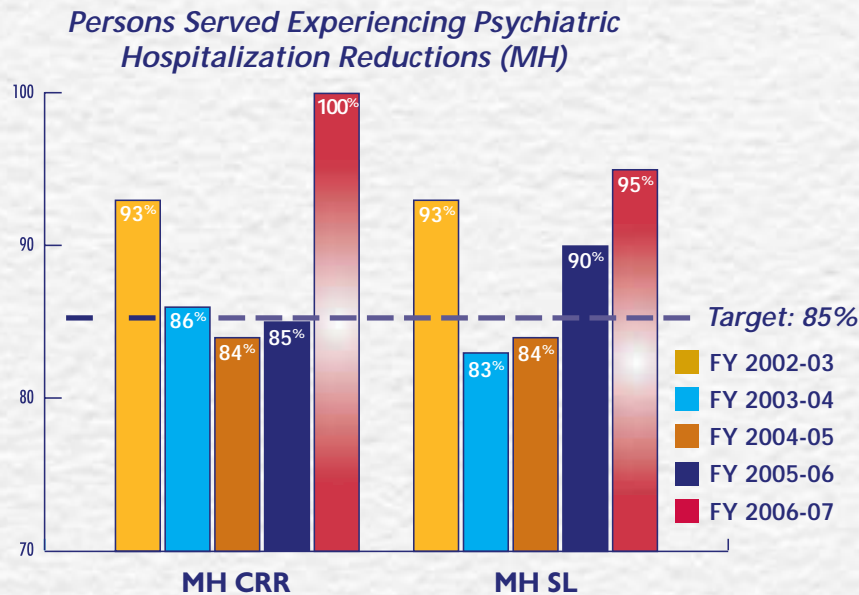
Outcomes



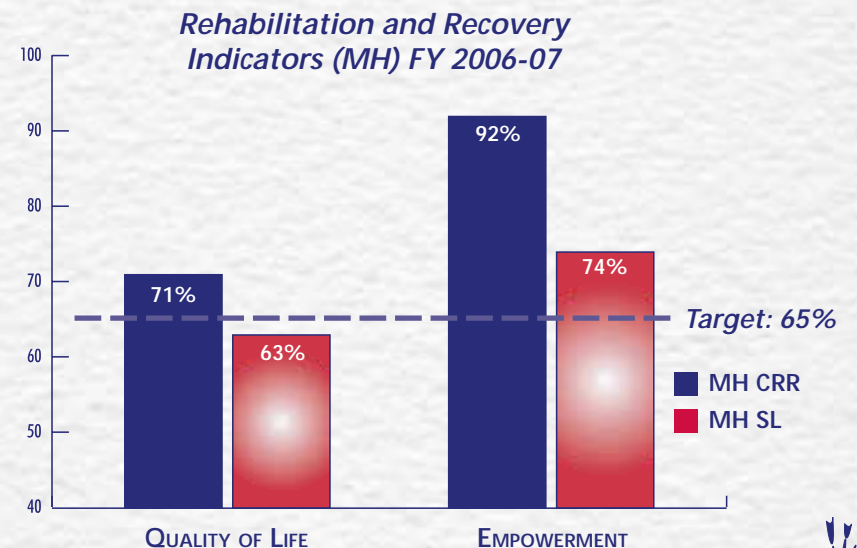
Satisfaction goals were met or exceeded for two of the three stakeholder groups.



The safety goal of 80% was exceeded.



The target of 85% was exceeded for the 06/07 fiscal year.

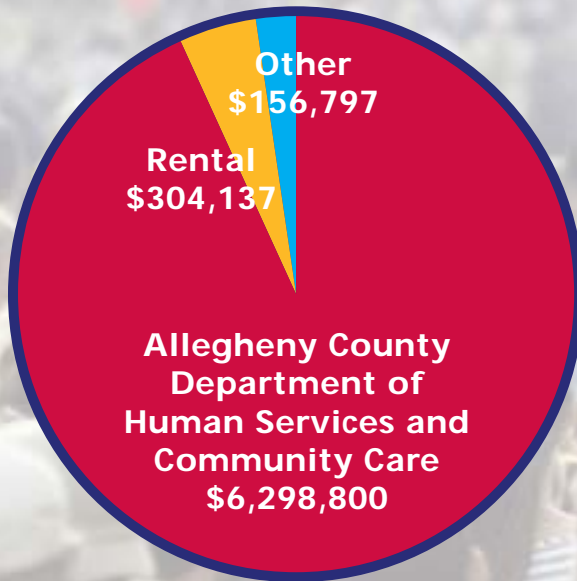


All but one goal was met or exceeded.

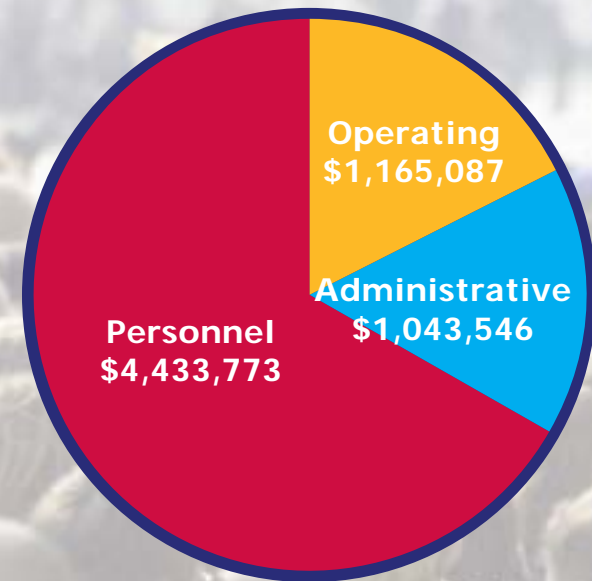


Financials

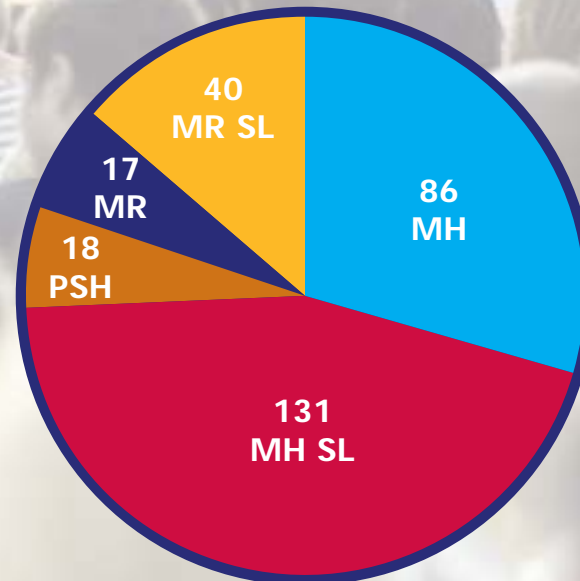
Revenue
Total Income: \$6,579,734



Operating Expenses
Total Expenses: \$6,642,406



Number of People Served



Contributors

The simple things you and I take for granted—like dignity, respect, a place to call home and a meaningful life—are often out of reach to persons with mental disabilities. With your help, our agency can provide these things. Special thanks to the following people who have helped to make the dream of living independently in the community an attainable reality for persons with mental disabilities.

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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*



Transitional Services, Inc.

806 West Street
Homestead, PA 15120-1566
412-461-1322
412-461-1250 fax
www.transitionalservices.org