

1969

ANNUAL REPORT



TRANSITIONAL
SERVICES, INC.

2009

Mission Statement

To help people with mental disabilities discover and achieve their hopes and dreams for a meaningful life in the community.

Guiding

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



Principles

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

Transforming communities through the contributions of the people we serve.

Transitional Services, Inc. (TSI) might not exist today if it were not for the vision of a man named O.J. "Bud" Royer (pictured at left below) forty years ago. He understood the needs of those leaving the state mental institutions at the time and sought to provide services in a way that would help them to live in the community. Under Mr. Royer's leadership, TSI was recognized nationally as one of the first programs of its kind to serve an entire metropolitan area. TSI also served individuals in counties other than Allegheny during those early years. Additionally, the first housing project funded by Housing and Urban Development (HUD) occurred during this time.

Since those initial years, TSI has continued to serve those with mental disabilities but has certainly changed over the past forty years. Since the time of Mr. Royer's death, there have been other significant events and accomplishments which have marked its history. The following are some of the more important milestones:

In 1985 and 1987, TSI was funded by HUD for two additional housing projects.

In 1991, the first state mental hospital (Woodville) closed in this area, and TSI implemented the Supported Living Program. For the first time, people began to be served in their own apartments and in the communities of their choice.

In 1997, TSI applied for and received its first three-year accreditation by the Council on Accreditation for Rehabilitation Facilities (CARF). It has continued to be accredited since that time.

In 2002, TSI applied for and received a \$1.2 million dollar grant from HUD to renovate a site in East Pittsburgh. This site, which served individuals with mental retardation/intellectual disabilities, was able to be modernized and subsidized, ensuring that those living there could enjoy decent, safe and affordable housing for years to come.

In 2004, TSI implemented a program by which enrichment activities (such as art classes) began to be offered. Shortly after this, peer specialists were hired for the first time. Eventually, the peer

specialists began conducting recovery groups for those served utilizing curriculum from the Center for Psychiatric Rehabilitation at Boston University.

In 2006, TSI began working with Center for Psychiatric Rehabilitation at Boston University to affect an internal system and culture change to services offered with the emphasis on recovery.

In 2006, TSI co-sponsored its first art show in which those served were afforded an opportunity to display their artwork in a non-stigmatized manner.

In 2006, TSI was awarded a \$4.2 million grant for a three-year period to put into place Permanent Supportive Housing in the community, something that TSI already had a long history of doing. In fact, it was because of this history and its demonstrated ability of more recovery focused services that the grant was awarded. As of this report, 180 individuals were housed with about 60% remaining housed.

In 2008, TSI implemented a Peer Advisory Board utilizing the talents of those served to provide feedback about TSI's services.

In addition to the accomplishments listed above, TSI has worked for more than 10 years to improve the quality of its housing by making the necessary building changes to ensure private bedrooms in group homes and for the most part single apartments for those served. It has

continued to move its housing to the community and its services to ones which partner with the individuals to regain or gain the roles that they desire. The staff at TSI has served the organization with a real commitment; it is with the same commitment to service and quality that we look forward to the next forty years.

TSI gratefully acknowledges its funders and partners in this endeavor: Allegheny County Department of Human Services, Allegheny Health Choices Initiative and Community Care.



Lawrence A. Powell

BOARD CHAIRPERSON

Sharon A. Albert

CEO

1969
Transitional
Services
incorporates

1969
ARPANET, the
precursor of the
internet, created

1969
Neil Armstrong
becomes the first
man on the moon

1969
Woodstock

3

Toni Silva

TSI gave me confidence and challenged me," said Toni Silva, Director of Supplier Relations at UPMC. Ms. Silva began her 13-year tenure at TSI in 1986.



"Managers are trained to be managers at TSI," Ms. Silva said. While working at TSI, she was promoted six times and earned an MSW with a focus in Mental Health Administration. She held positions at TSI as a community adjustment specialist, senior resident advisor, unit supervisor, division specialist, acting division manager, residential services coordinator and director of operations.

Ms. Silva credits TSI for giving her the skill sets to move into high level positions in business. "My experience as Director of Operations at TSI provided me the acumen and skills I used at PNC as Vice President and Manager of Supplier Diversity. I now draw upon those same skills as Director of Supplier Relations at UPMC," she said. "Working in both the program and operations sides at TSI rounded me."

When asked what she missed most about TSI, Ms. Silva stated, "It's the culture I miss. I admired that CEO Sharon Alberts understood diversity and inclusion, dignity and respect. It is imbedded at TSI. It goes from the CEO, to its customers, the staff and the persons served." Ms. Silva said, "Some of what we are doing at UPMC now we were doing back then at TSI."

Morris Mattes

I'm much more independent, working full-time, feeling more confident and more in control of my destiny," said Morris Mattes since receiving services from TSI.



Between 1999 and 2003, "TSI helped me learn to manage money and provided a safe place to stay while I went to school," he said. "I got a sense of belonging. I learned that I was not the only one in my situation," he added. Since 1999, Mr. Mattes has been working in the computer industry. Currently, he designs web pages for small- to medium-sized businesses.

In addition to working, Mr. Mattes gives back to the community. "I want to give others opportunities," he said. He does this by serving on TSI's Board of Directors. "In that capacity, I do my best to make decisions that are wise and good."

.....
*"I got a sense of belonging.
I learned that I was not the
only one in my situation."*
.....



1975
Microsoft
founded

1978
John Paul II
becomes Pope



1979
Sony introduces
the walkman

1980s
TSI begins to
serve persons
with intellectual
disabilities



Verna Johnson

Verna Johnson remembers the exact date of her first day of work in Western Psychiatric Institute and Clinic's (WPIC) Mobile Medication team in 2006. "If you haven't worked for a while due to illness, it's a hallmark date when you begin working again."



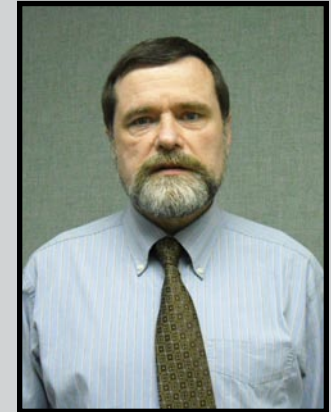
Ms. Johnson is a certified Peer Specialist. She holds a BA in Human Resources from Geneva College and a Certificate in Electronics. She is very invested in helping and supporting others in their journeys through recovery. This commitment to recovery is made tangible through the many committees and organizations to which Ms. Johnson devotes her time.

In addition to her employment, she serves as a member of Let Our Voices Be Heard, Community Support Office, WPIC's Let's Act and the Allegheny County Coalition for Recovery Steering Committee, where she has served as a co-chair since 2008. Prior to all of her work as a Peer Specialist helping others with recovery, Ms. Johnson received some support from TSI as she worked on her own journey of recovery. She describes TSI's services as "very supportive and very patient" and the staff employed by TSI as "friendly and concerned. They let me make my own decisions about my life."

Ms. Johnson lives in the Pittsburgh area and shares her life and home with her yellow Labrador retriever, Sandy.

Jim Cook

In the summer of 1970, Jim Cook, who was an undergraduate student at the University of Pittsburgh, began his career at TSI. That summer, Mr. Cook began working with a team of other TSI staff members to develop a program that would specifically address the residential needs of people with intellectual disabilities. Mr. Cook said that he had the opportunity to work with many exceptional people at



TSI, including Mr. Bud Royer, who Mr. Cook describes as a "philosopher and leader" in the movement to make quality community residential services available to people.

Drawing from the experiences and knowledge gained at TSI, Mr. Cook moved to Indiana County following completion of his graduate education, and in 1984 assumed the position of Executive Director for Cambria Residential Services, Inc. According to Mr. Cook, "So much started for me at Transitional Services. I was able to use what I learned to help me put together services in Indiana County."

.....
*"So much started for me
at Transitional Services."*
.....



1981
IBM introduces
personal computers
(PCs)

1983
Sally Ride becomes
first American
woman in space



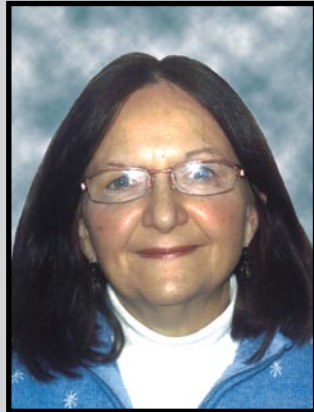
1985
TSI is funded
for a HUD project

1987
DNA first used to
convict criminals



Maria Smith

Since 1999, Maria Smith has served as the Vice President of the Achieva Family Trust. The Achieva Family Trust operates Common Law Trusts, Pooled Trusts and Payback Trusts, which benefit about 1,500 individuals with disabilities. Prior to her employment at Achieva, Ms. Smith worked as the Administrator of Mental Retardation Services for Allegheny County.



In 1972, Ms. Smith launched her career as a Residential Counselor with TSI following the completion of a graduate degree in Rehabilitation Counseling from the University of Pittsburgh. Ms. Smith describes her employment with TSI as "the best experience of my early career." According to Ms. Smith, TSI provided her with the opportunity to learn about the challenges that face people with disabilities when living in the community. Ms. Smith noted that the founding mission of TSI continues to live on within the agency today. "The original concept and vision that Bud [Royer] had goes on today. Housing remains fundamental."

.....
*"The best experience
of my early career."*
.....

Janet

I have broken through the barriers and have a chance to be happy. While others talk about recovery, TSI walks the walk," Janet said recently. She received services from TSI in 2002 and 2003. When asked how TSI helped her, Janet responded:



"They helped me to deal with me and stop trying to save the world; to stop worrying about what people think; to speak up for myself rather than being the spokesperson for others. They helped me to realize I had choices. I don't have to be perfect. They allowed me to say goodbye; I don't have to be a poster child for mental health. I could have a life again. I have recreated myself; I have my own ethics and standards."

Recently, Janet was married. "I love my life," she said. She and her husband share their recovery stories, not their recovery mistakes. "We draw on pain, but don't see it as pain. Progress and process are what recovery is," she said. "My husband and I are independent people, active in and giving back to the community, retired, living in a townhouse." Janet still takes medications and has supports as anyone would who has an illness. However, she explained, "I am geared toward wellness, not an illness. My life and my husband's are not about our problems or our medical backgrounds. We are successes."

1989
Berlin Wall
falls

1990
Nelson Mandela
is freed

1991
Woodville State
Hospital is closed

1991
TSI implements
the Supported
Living Program

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 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. It connects individuals to needed financial, advocacy and legal resources. Direct skills teaching on issues that affect the person’s ability to maintain tenancy are also provided. If they choose, participants may 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.

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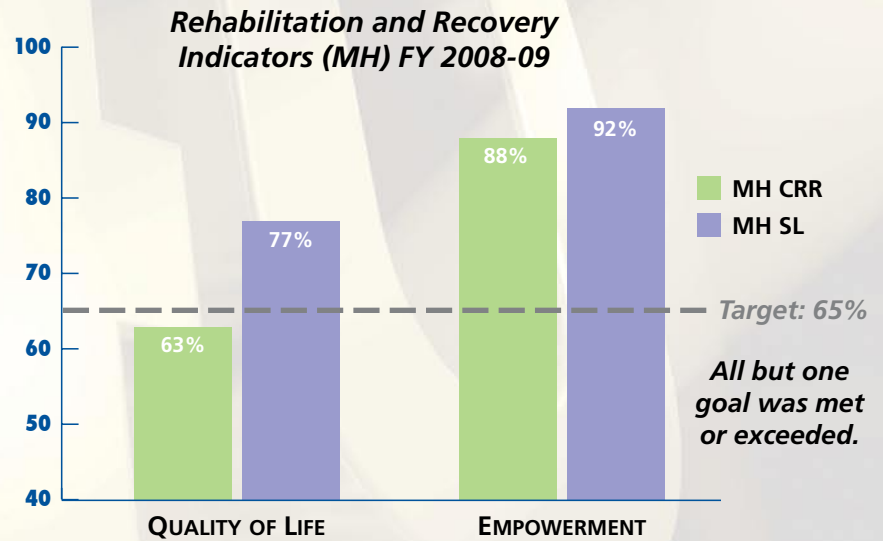
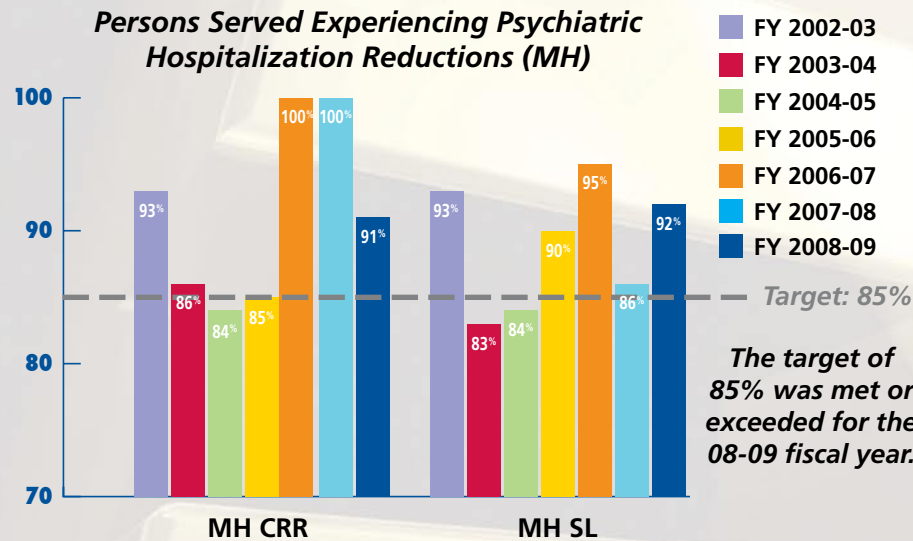
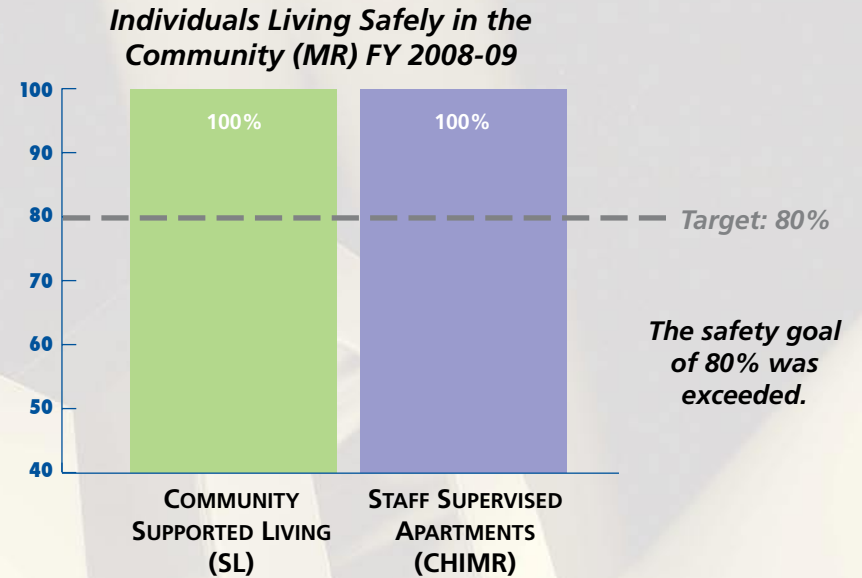
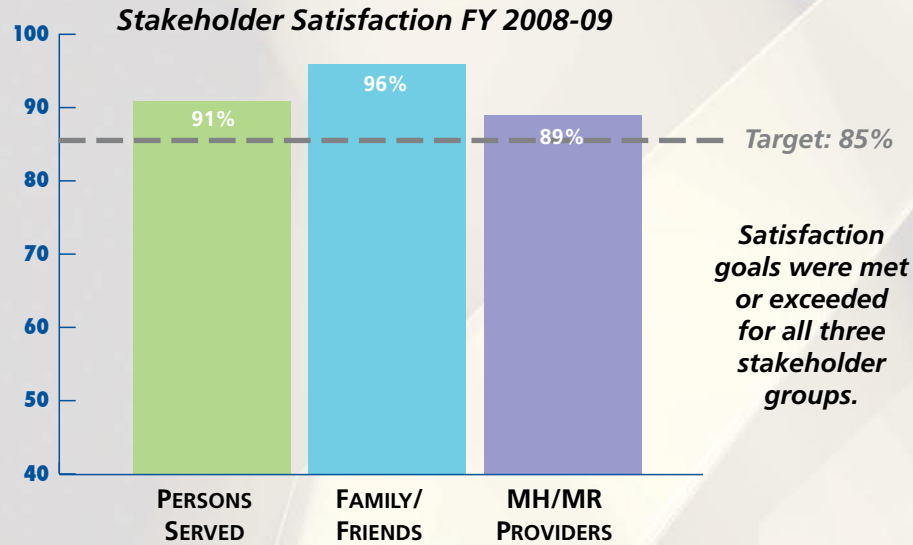
1991
People are first
served in their
own apartments

1992
End of the
Cold War

1994
Sharon A. Alberts
is named Chief
Executive Officer

1997
First 3-year
CARF
accreditation

Outcomes



1998
Titanic most successful movie ever

1999
Fear of Y2K bug



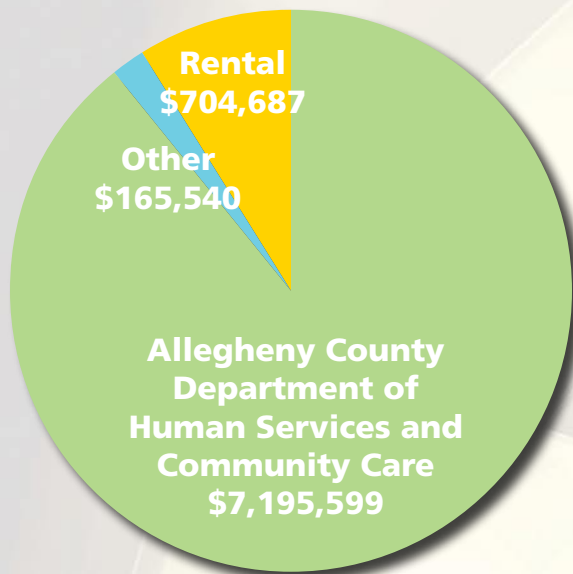
2001
TSI begins work with the Center for Psychiatric Rehab at Boston U

2001
Pentagon & the World Trade Center are attacked by terrorists

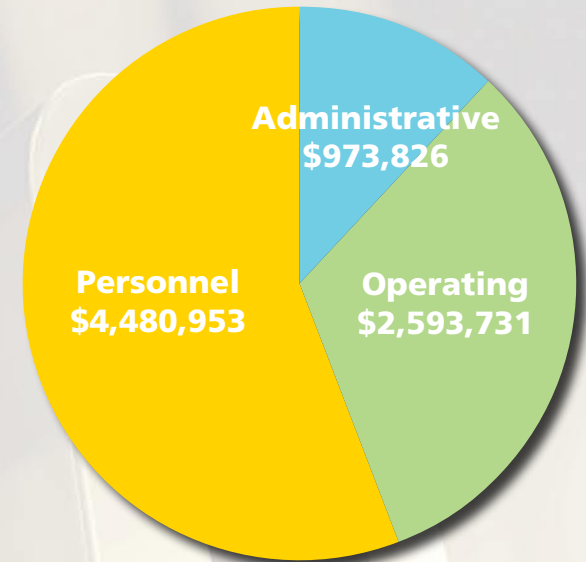


Financials

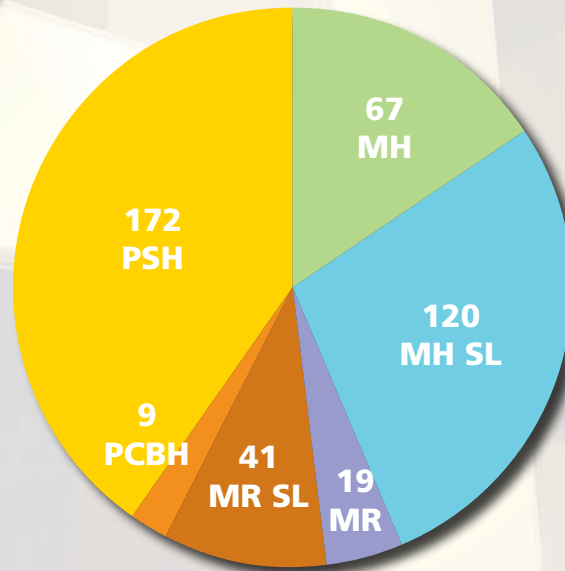
Revenue
Total Income: \$8,065,826



Operating Expenses
Total Expenses: \$8,048,510



Number of People Served: 428



2002
 NATO invites additional members of the former Soviet bloc to join

2002
 TSI receives HUD grant to renovate a site in East Pittsburgh



2004
 TSI begins to offer enrichment activities

2004
 Mars rover confirms area of its landing was once covered in water



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.

GRANTORS

Edith L. Trees Charitable Trust
Julius L. and Libbie B. Steinsapir
Family Foundation
The Pittsburgh Foundation

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Sharon A. Alberts

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Dr. Robyn Dawes

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Maria Wood
Bernard and Sandra Wortzman
Laura Zinski

2005
Hurricane Katrina
batters the
Gulf Coast

2006
TSI awarded grant
for Permanent
Supportive
Housing

2008
TSI implements
Peer Advisory
Board

2008
Barack Obama
elected as first
African-American
president

Officers & Members 2009

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Chris Weis

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Patrick Lanigan

CEO

Sharon A. Alberts



*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.

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