

TRANSITIONAL  
SERVICES, INC.

# 20/20 VISION



ANNUAL REPORT  
2010

## Mission Statement

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

## 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

Transforming communities through the contributions of the people we serve.

Over my 17 years tenure as CEO, I have seen some real progress in the mental health system and perhaps a little progress in general on how those with disabilities are viewed and treated. Progress would include the closure of many state hospitals with treatment and housing moving to the community, more use of local housing stock instead of community-based facilities manned by support staff, different views on the use of medication in treatment and the use of peer supports for those with mental illness. For those with mental retardation or intellectual disabilities, there has also been a movement to house individuals in the community instead of in state centers with an emphasis of an "everyday life" like you and me. There has been an increased emphasis on natural supports (other than the service coordinators and residential workers), supports to live in the community when there is a lack of skills and an emphasis on the arts, exercise, nutrition and health for those served. With respect to the lay person's view of these disabilities, there has been a movement to destigmatize these disabilities by using a campaign which stresses that mental illness is a brain disorder. There have been educational attempts to show that one in five people in any given year has a mental illness. In spite of all of these changes and efforts, the system and we as a people have a ways to go in terms of our understanding and treatment of these disabilities.

### My 20-20 VISION Would Include the Following...

- ◆ All persons with mental disabilities are supported in the housing that they choose with the supports that they want and need.
- ◆ Persons with mental disabilities will be sought after to enter the work force.

- ◆ Persons with mental disabilities will be recruited to be on Boards of all kinds.
- ◆ "Not in My Back Yard" (NIMBYism) will disappear as the communities recognize that those with disabilities bring value to the community.
- ◆ Housing discrimination will completely disappear.
- ◆ The media will not sensationalize every crime committed by a person with a mental disability.
- ◆ Less of an "us and them" mentality between service providers and those served, meaning real partnerships to help people recover.
- ◆ More emphasis on other modalities that help promote recovery. Medication may have its place, but it will not be the primary focus.
- ◆ A definitive way to diagnose mental disorders as well as medications that resolve the issue without as many side effects.



If these are accomplished by 2020, it truly will be a better world for all of us.

*Sharon A. Alberts*

CEO

## Glimpsing 10 Years Ahead

It is difficult to predict what will happen tomorrow, let alone what the world holds in store for us a decade from now. The past ten years have brought incredible advances leading to many innovations that have had a significant impact on the quality of our lives.

No doubt, the next decade will have its setbacks and steps forward. Changes are inevitable, but whether for better or worse, that is completely up to individuals. As Abraham Lincoln said, "The best way to predict your future is to create it."

We asked some TSI stakeholders what advancements they would like to see for persons with disabilities. They shared their visions for 2020, told us what will need to be done to make them a reality, and explained what role TSI can play.



In these hard economic times, TSI will remain a well-managed, efficient nonprofit agency providing services that go above and beyond for the individuals it serves. TSI will have raised public awareness about the value and need for community living, involvement and inclusion. In ten years, **people with disabilities will be welcomed in the workforce and accepted not because of mandates imposed but because they are seen to be the best employees.** Individuals will be viewed through the lens of their contributions and not by the label of their disability. Funding resources and healthcare mandates will work cooperatively to ensure that all persons with disabilities have access to quality care and services necessary for recovery.

**Faith Stipanovich**

BOARD CHAIR

# A Focus on the Future



I have a vision for 2020 in which people with mental health problems and substance abuse issues will be more inclined to follow a motivated course of recoveries using wellness disciplines. **There will be an even greater reliance on alternative medicine and holistic health through dietary changes, yoga and acupuncture for the treatment of mental health problems.** Members of society at large are heading toward greater acceptance of people with disabilities and are increasingly more aware that wellness is capable of producing better lifestyles.

**Charles Weiss**

PEER MENTOR



In 2020, individuals with psychiatric disabilities will have fuller ownership of their recovery, and their desire for supports and services will truly drive the behavioral health system. This transformation is already taking place throughout the country, and **TSI has been at the forefront of adopting the values and actions of recovery-based services.** Although much advancement in awareness has been made, there is still a lot of public discourse in this country in which individuals with psychiatric diagnoses somehow lose their right to decide how their own lives should be led. I look to a future where public awareness is raised in positive ways, so more people can come to understand and appreciate the amazing contributions people with psychiatric diagnoses can bring to communities.

**Lynn Nickel**

SUPERVISOR, PSYCHIATRIC  
DISABILITIES PROGRAM

**A lot can happen in ten years.**

**With scientific breakthroughs making the first face transplant and the first species being brought back from extinction possible during the last decade, scientific advancement has mirrored science fiction.**

**Medical advances made during the past 10 years have transformed health care and wellness:**

- ◆ Anti-smoking laws and campaigns reduced public smoking
- ◆ Heart disease deaths dropped by 40%
- ◆ Combination drug therapy extended HIV survival
- ◆ Minimally invasive and robotic techniques revolutionized surgery
- ◆ Scientists began peering into the mind with functional MRI

**Since 2000, we witnessed the birth of social networking and the death of wires. With the growth of both entertainment and business technology, we are now at a point where the computers and gadgets we use today look quite different than those we used back in 2000. Products developed during the past decade have revolutionized the way we live, work and play:**

- ◆ Portable media player iPod – October 23, 2001
- ◆ Social networking site Facebook – February 4, 2004
- ◆ iPhone – June 29, 2007
- ◆ Kindle, the electronic book reader – November 19, 2007



The economy is still very weak, and Congress is making big cuts in programs that benefit some of the neediest. **My vision for TSI is that it is able to weather the "Great Recession," and continue to provide clean, safe housing, and healthy and nutritious food, in a peaceful, happy and dignified setting for all who need it.** That it treats its staff members fairly and with respect. No matter how bad the economic storm might be, that TSI remain a safe, warm and dry shelter. Everyone needs a place to call home and people to call family. If TSI can continue to provide that amid today's troubles, that's good enough for me.

**Mike Silverstein**

**FAMILY MEMBER**

# A Focus on the Future



As mental health treatment progresses, the importance of overall wellness is becoming more evident. TSI is already making great strides to target wellness amongst staff and persons served with healthier choices at agency functions and co-learning activities such as yoga and exercise. **My vision for TSI for 2020 is to see a more collaborative effort where dental, medical and mental health treatments can be collectively addressed.** The individual can be viewed in their entirety and not as their different diagnoses at different centers. I think that individuals would get better assistance if the teams that support them were one symbiotic team.

**Jessica Furjanic**

SUPERVISOR, PSYCHIATRIC  
DISABILITIES PROGRAM



As we look ahead to the year 2020, I am convinced that these next few years will be critical in defining the future for TSI. In a growing world of service providers, the opportunities before TSI are tremendous. I see Transitional Services **continuing over the next decade to be a regional leader and recognized nationally for their deeper understanding of organizational factors.** I see them proactively retraining and redistributing their workforce to meet the ever changing needs of the industry and their company. TSI's 2020 Vision will look at the current and future trends shaping their business and provide a newly defined set of shared principles, priorities and actions focused on creating long-term sustainable growth. The future is bright for TSI, and the difference they make every day promises to be even more far-reaching by 2020.

**Steve Gilliland**

BUSINESS DEVELOPMENT  
CONSULTANT

# Programs & Services

**T**ransitional 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

...a grant-funded program that makes 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.

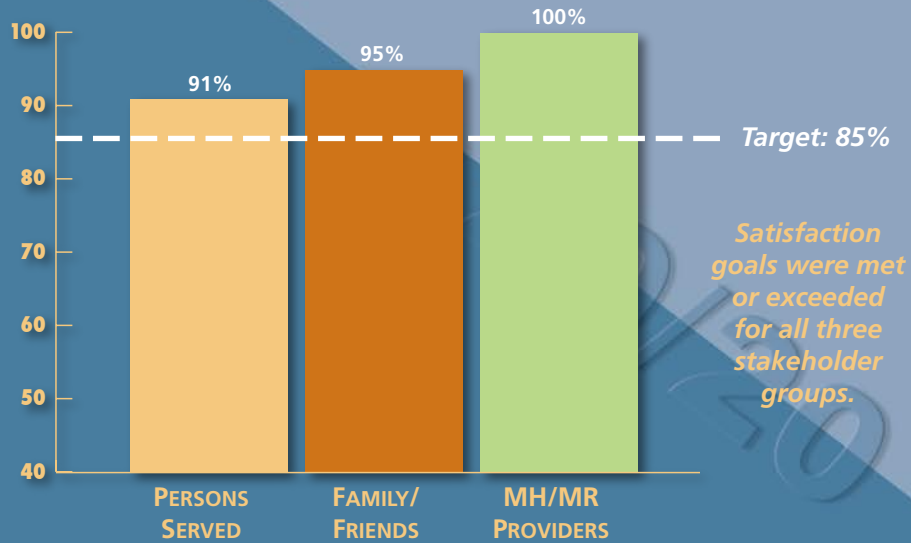
**T**ransitional Services, Inc. provides the following program support services for the benefit of TSI service users. These services are provided in conjunction with our residential services:

**CLINICAL CONSULTATION AND EDUCATION** services offer education, training and support to staff and persons served on a variety of clinical and recovery-oriented issues.

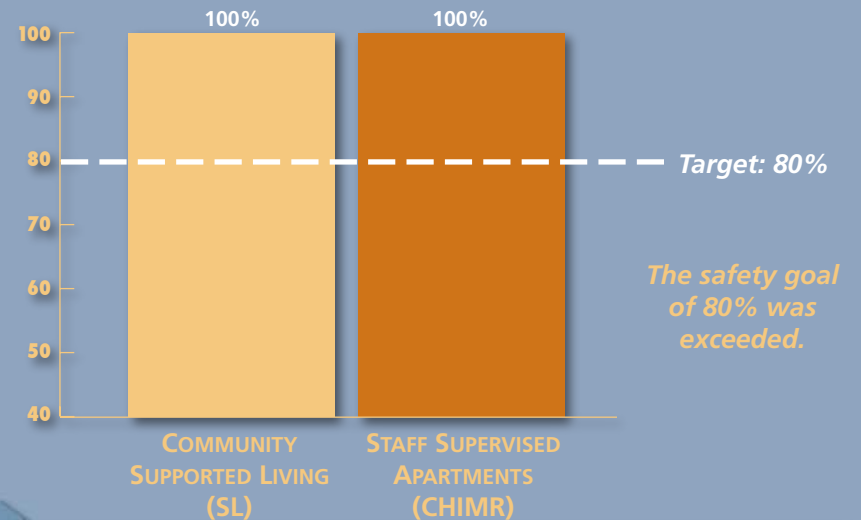
The **COMMUNITY SUPPORTS PROGRAM** offers peer specialist services and activities that support mental health recovery, enhance core skills, improve job readiness and provide life enrichment experiences.

# Outcomes

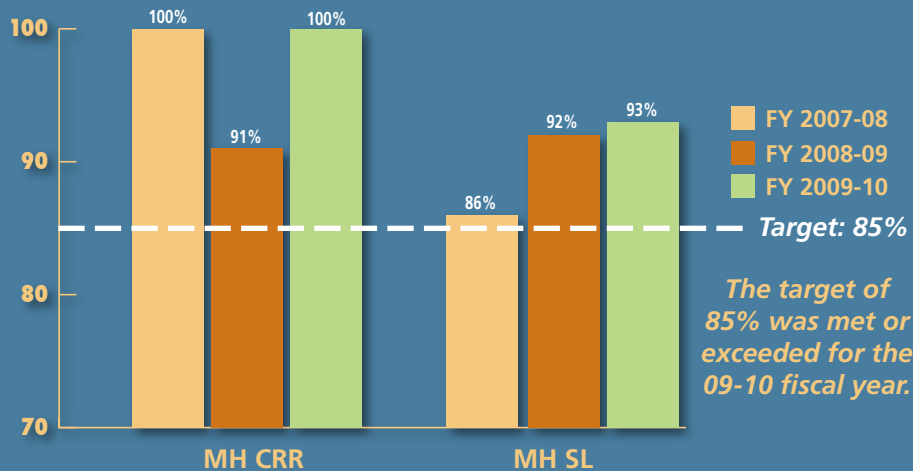
STAKEHOLDER SATISFACTION FY 2009-10



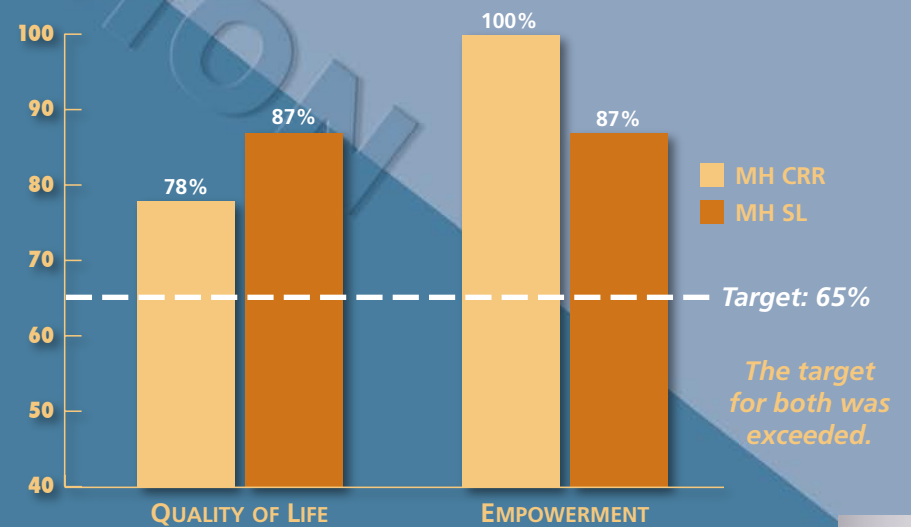
INDIVIDUALS LIVING SAFELY IN THE COMMUNITY (MR) FY 2009-10



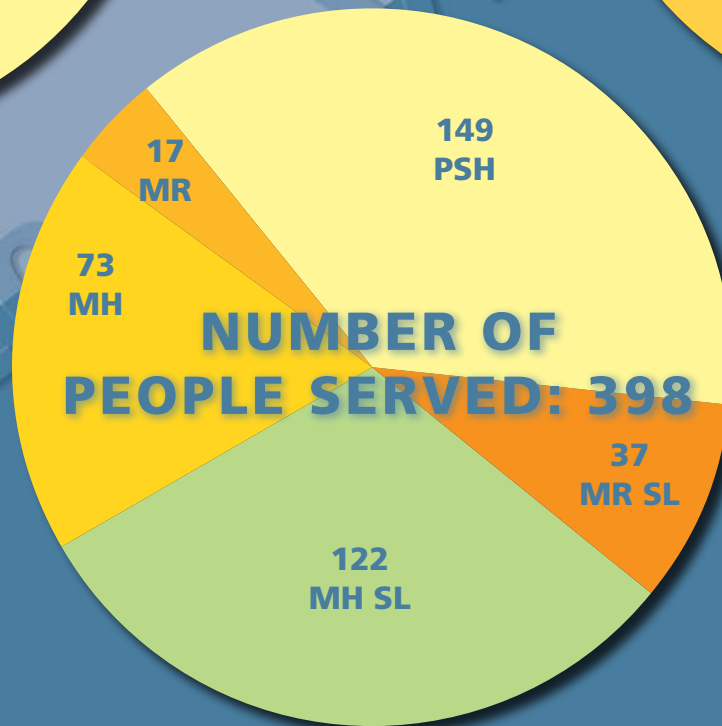
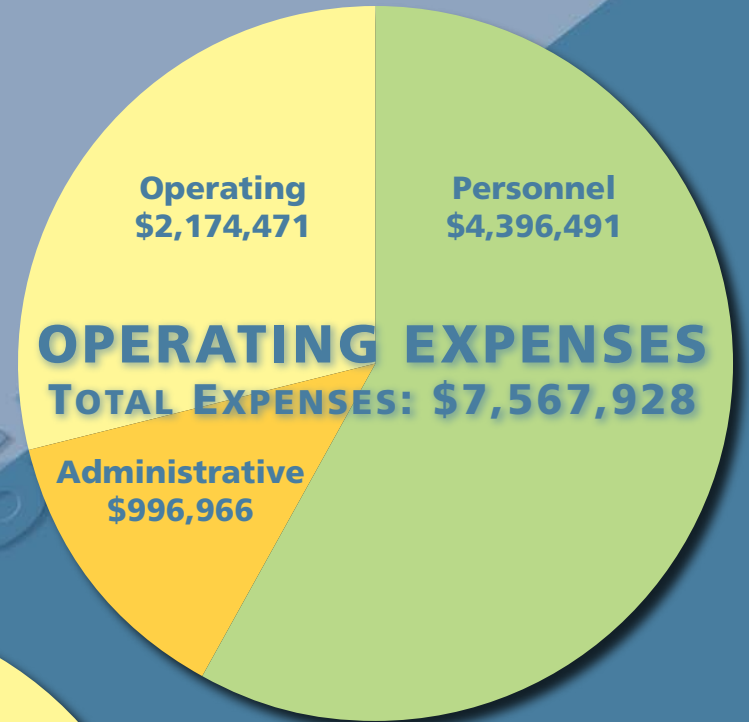
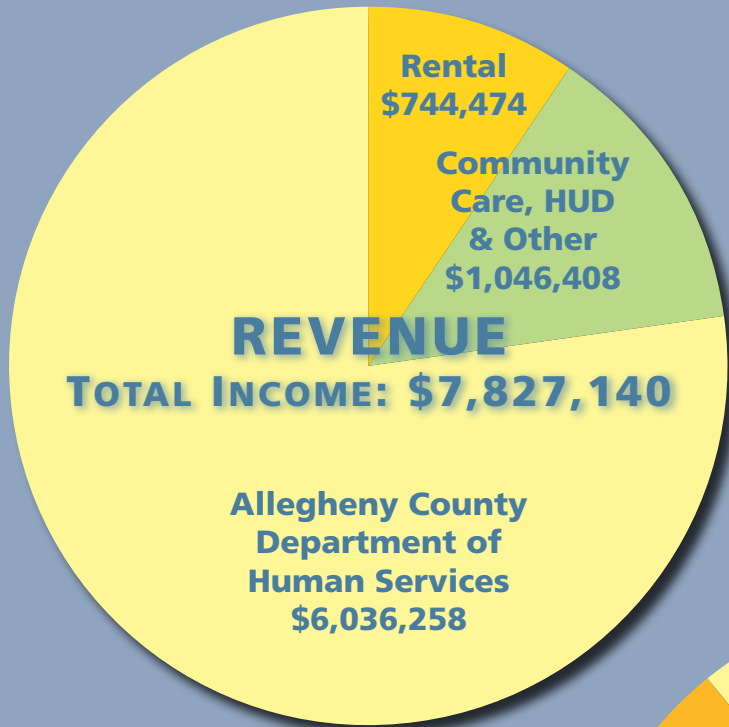
PERSONS SERVED EXPERIENCING PSYCHIATRIC HOSPITALIZATION REDUCTIONS (MH)



REHABILITATION AND RECOVERY INDICATORS (MH) FY 2009-10



# Financials



# 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  
Pennsylvania Council  
on the Arts  
Western Region Community  
Support Program

## FOUNDER LEVEL

(\$2,000)

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(\$1,500)

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(\$1,000)

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Craig Dorin  
Steve and Diane Gilliland  
– Steve Gilliland, Inc.

Geneva Hall  
Johnnie Hicks  
Donna Santucci  
Kathleen Sargent and  
Employee Matching Program  
of Liberty Mutual  
Richard Farrell – TJ&S  
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Thomas Zemaitis

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(\$100)

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# Officers & Members 2010

## CHAIRPERSON

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## VICE CHAIRPERSON

Mary Lou Zemaitis

## TREASURER

Kathleen R. Castner

## SECRETARY

Heather Wainer

## MEDICAL DIRECTOR

Beverley Rebovich, P.A.C.

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Lawrence A. Powell

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Glenn A. Callihan  
Elaine Evosevic-Lozada  
Morris Mattes  
Ronald D. Porter, Sr.  
David F. Weiner  
Chris Weis  
Denise Weis  
Renee E. Williams

## HUD BOARD MEMBER

Patrick Lanigan

## CEO

Sharon A. Alberts



*Transitional Services, Inc. is accredited by  
CARF for the following programs and services  
through 2012:*

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



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