

T R A N S I T I O N S



2013
ANNUAL
REPORT

LIFE
TRANSITIONS
PLUS



Mission Statement

TO HELP PEOPLE WITH MENTAL
DISABILITIES DISCOVER AND
ACHIEVE THEIR HOPES AND
DREAMS FOR A MEANINGFUL
LIFE IN THE COMMUNITY.

Vision Statement

TRANSFORMING COMMUNITIES
THROUGH THE CONTRIBUTIONS
OF THE PEOPLE WE SERVE.

Guiding Principles

NEVER FORGET WHY WE DO WHAT WE DO

BE WILLING TO TAKE RISKS

ADMIT MISTAKES & GROW FROM THEM

ENHANCE TEAMWORK THROUGH CLEAR, OPEN & HONEST COMMUNICATION

BE SERVANT-HEARTED IN ATTITUDE & ACTIONS

CONSTANTLY SEEK TO PROMOTE PEOPLE'S RIGHTS

HONOR, VALUE & RESPECT OTHERS

LEAD BY EXAMPLE

DISCOVER WHAT IS IMPORTANT TO OUR CUSTOMERS

KEEP ALL PROMISES



letter from the CEO

Transitions occur every day, many without effort or thought. The leaves change colors, the moon changes phases from full to crescent, and babies all too easily shift from quiet slumber to hungry alertness. Daily, too, are transitions occurring that require effort and are purposeful. The actions taken by a high school student readying for freshman year, steps taken to move from welfare to employment, preparations made to leave active military service and reenter civilian life are all examples of intentional transitions made by people every day.

Through the personal stories featured in this annual report, an exploration will unfold revealing what happens during the process of making an intentional transition.

Just as people make transitions, so too do quality organizations. Organizations need to be continually engaged in exploring how to evolve to best meet stakeholder needs. 2013 was a year filled with much effort and energy devoted to laying the foundation to transition our organization to a better position.

We recognized, in the midst of an incredibly challenging economic situation, that it is likely not getting better any time soon. So, in light of this, I'd like to outline the new roadmap for our corporations. Yearly, non-profits face budget shortfalls and wonder how this continues to occur or

blame their boards or even their fundraising director for poor outcomes. But, reliance on shrinking government funding sources just doesn't work anymore. Our non-profit industry is starving, and the traditional approach of doing more with less and less is a losing strategy. We need a strategy that circumvents budget cuts, rate cuts, rising utility expenses and the overall increased cost of simply running a business.

Here at Life Transitions Plus, we are taking a different approach, acknowledging that we don't have the money our organization needs nor the dollars to expand our social impact. We have chosen to go against the status quo with a different but better path.

To walk this path, we first engaged in the process of organizational assessment and reflection. Just as assessment and reflection are elements essential to making personal life transitions, so are they for organizational change.

Once we completed assessment of our capacity and assets, we launched into strategic planning. This process confirmed that a new direction for our parent corporation, Life Transitions Plus (LTP) was needed. This examination resulted in the identification of our ultimate goal: "GROWTH." We will accomplish growth in strategy, innovation and impact that is sustainable. LTP will serve to generate revenue and advance the development

of new life-changing approaches and service lines. This entity will produce mission-driven initiatives for the corporation.

With market realities dictating elevated need, increased competition and decreasing resources, an integrated, thoughtful transition plan is required to ensure our social impact is a long-term reality.

We appreciate your support of our organizational transition. Join me in celebrating our new tagline and vision to realize...

**Innovative Solutions.
Lasting Impact.**



*Victoria A.
Livingstone, CEO*



TRANSITION is defined as the passage from one state, stage, subject or place to another. Change. A movement, development or evolution from one form, stage or style to another.

TRANSITION IS AN ACTION DEFINED BY CHANGE. PEOPLE, LIKE OBJECTS, TRANSITION.

Objects engage in unintentional change—according to the laws of nature, physics or in response to some force applied.

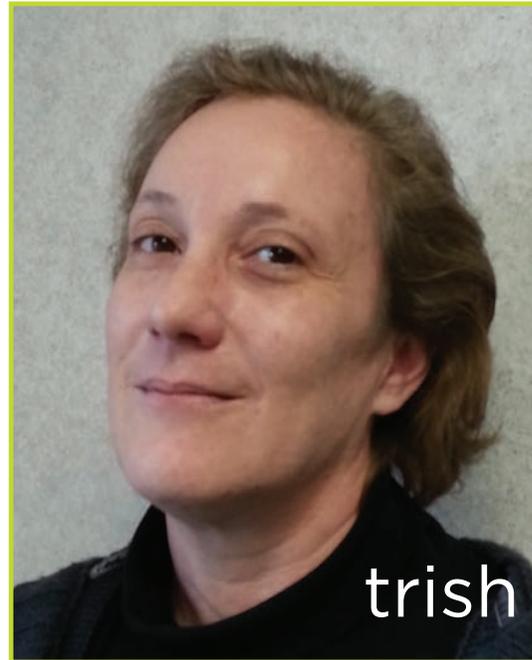
A lump of clay, for instance, undergoes a transition as it is shaped by the potter's vision. Without the potter, the clay would not become anything. It would only change at the whim of the elements.

Unlike clay, PEOPLE engage in purposeful, intentional change. They possess the ability to create changes in things and the drive to make transitions in their lives.

Exploring the dynamics of successful personal transition, common elements exist. An individual must first experience awareness that a change is needed. To move from a current situation to a new or better life circumstance, an individual needs to identify exactly what is wanted. Knowing a change is needed and having an idea of what to seek does not enable a successful transition. An individual must also desire the change, believe it is possible and have some type of support to accomplish and sustain the change.

The extraordinary quality of being a person is that, throughout life, a person is always capable of making transitions. Pottery, however—once thrown, fired and painted—can no longer be reshaped.

THE LITTLE ENGINE THAT COULD



TRISH'S Transition from Direct Care Staff to Supervisor

What led you to the realization that you needed to make a change or that a change was needed?

"I reflected on my experience as a direct care staff, talked with peers and realized that I was not satisfied in my current role. I had needs that were not being fulfilled and I wanted things to be better." I felt pressure from my environment to change that led me to an internal desire to make a change."

How did you get from where you were to where you are now?

"I was unsure about what I could do so I spoke with HR, my family and peers to determine options and what would work best. After this, I reflected and made the decision

to return to what I new and liked best—being a residential direct care staff. This change helped me to refocus and re-dedicate myself to my job helping others."

How has TSI assisted you through your transition process?

"TSI was willing to take a chance on me despite some challenges I had experienced. HR honestly answered my questions helping me to review my options. My new supervisor offered a supportive environment, looked beyond my reputation and took the time to retrain me so I could have a new beginning."

Where are you now and where do you see yourself in the future?

"I am the supervisor at McLenahan. I am now in a role that I feel I have been preparing for in some way my whole life. I am excited by the challenges and opportunities for personal and team development. After going through the transitions I have, I feel confident. I know that I have the tools and support to be successful. According to my five-year plan, I see myself moving south and managing my own program." ●

GOTTA HAVE FAITH

GARI lives in an apartment at one of TSI's programs and has made the apartment her own with little touches here and there that let you know some things about her: religious artwork, a Bible and some notebooks with her poetry. Gari leans on her faith and credits that devotion with keeping her strong and moving forward. "Transition can be scary, but also exciting," she commented on a recent visit. Coming from an earlier life made difficult by mental illness and addiction, Gari has worked hard to better her situation. Her attitude is amazing.

"Even with all my addictions, nothing is impossible with God and the people he sends you. Life can be a series of positive events that make a positive person." Gari feels that one of those positive events was coming to the CRR. She believes in the support of her helpers here at TSI and with her treatment team. She has been out of the hospital for over two years and looks to move soon to a new apartment in the community with further support from TSI's Permanent Supported Housing program.

Gari feels that inspiring others to make tough changes in their lives is her way of giving back. "I pray to be encouraging to others. I don't want anyone to give up on themselves." ●



FREEDOM

This is the word that **CHANTEL** used to describe living on her own for the first time. Chantel transitioned to TSI in October 2013. She likes not being told what to do. Chantel said that she and her mother were not getting along and that it was time for a change. Her mother looked into TSI for housing and made the decision for Chantel to move.

Chantel said that although she likes the program, she can't see herself living there forever. She would like to have her own house, career and family someday. TSI staff have assisted with Chantel's transition by teaching her to navigate the bus system and oriented her to the different places in the community. Staff have also taught Chantel how to cook and have given her other helpful information. Chantel said that moving was a good thing. ●

COMMITMENT

LYNN is one of the newest members of the Bryant St. CRR staff. She attended Point Park College earning a BS in Psychology. When she graduated in December of 2012, she looked for work with adults recovering from mental illness. Lynn came to TSI in February 2013. "TSI was attractive because I got the impression that it was very person-centered and humanistic." These characteristics were important and matched her values. The principles of person-centered care were a foundation she learned in school, and she felt she was missing the "hands-on" practice of the theories.

Looking back on the first few days of transition from full-time student to full-time staff member, Lynn recalls, "I was really nervous. I had to get past the stigma and preconceived ideas I had. I was worried how I was going to handle crisis. But once I started doing it, I found out it wasn't so bad. I did fine."

Although Lynn had the opportunity to return to school last fall to further her education, she chose to remain at her job here to continue to develop her skills to work effectively with people in recovery.

Lynn has words of advice for others coming out of school and into the workforce. She says, "You're able to adjust to situations and learn from lots of things if you commit...knowing what you want for your future drives you." Lynn is looking to continue with her education soon, but plans to remain with TSI even as she moves towards her Master's degree. ●



lynn



david

TRUE GRIT

I have been hospitalized numerous times over the last decade. During my most recent stay of 12 months at WPIC, I came to a radical acceptance that I had a mental illness. Consequently, I made a promise to myself, my treatment teams, family and friends that I would work to get well. In order to do that, I needed to learn how to live with and manage my illness. Up until that time, I did not believe I was sick, no matter what the doctors or my family told me. After spending nearly a year in the hospital, I decided that I had enough of being sick and needed to stabilize my mood.

My Treatment Team and TSI staff supported me and ensured that I take my medication as prescribed. With help from my Treatment Team and TSI, I was able to transition from a CRR to my own apartment. Having my own apartment has allowed me to rescue a kitten that brings joy to my life and is helpful to my recovery. TSI has aided my recovery in a big way...staff helped me to set monthly goals...they keep me on track.

I see myself continuing to volunteer as a Peer Mentor. In the future, I'd like to receive my Peer Specialist certification so that I can work in a peer capacity full time. I understand now that recovery is not a destination, but a journey. We all need to work on a daily basis to feel better. It takes more than medicine to help one recover from the effects of living with a psychiatric disability. It takes determination and support to make the journey worthwhile. ●



NEW POSSIBILITIES

I was falsely accused of a crime and spent 19 years in prison. I was released from prison in 2006, after DNA proved my innocence. I spent about 7 years on the streets staying with family and friends. I was homeless, and could not find stable housing. I knew that it was not good for me and I needed to make a change. In January of 2013, my service coordinator got me into the Homestead House, where I stayed until I could find a place to live to call my own. In April of 2013, my service coordinator found TSI. After touring the site, I just knew that it was my best option. It was very neat and clean, and the staff that worked there were very nice. I moved into the program on April 3, 2013. Since being at TSI, I have been working with staff to gain the skills needed to move into a more permanent setting. I spend my time working for a friend at his store everyday, which gives me a purpose in life. I am not ready to move out of TSI at this time, but I know that when I am ready, I will have gained the skills needed to be successful. I am very thankful that TSI has given me a stable environment after having no where to go after being locked up for 19 years. I feel that my future is looking a lot brighter. Change has been very good to me. ●

TRANSFORMING PERSONAL EXPERIENCE INTO PROFESSIONAL EXPERTISE

PAM recognized she needed to make a change in her career path when she took a personal inventory and realized how blessed she was in her life. She wanted to take what she had learned throughout her recovery journey, and share it with others that were going through similar struggles. It was time for her to “give back.” In doing so, she recognized the need to deepen her understanding of mental illness and how best to support them in their recovery. It was for that reason that she decided to pursue obtaining a Masters in Clinical Counseling.

TSI has assisted her both professionally and personally on this path. She credits the program and the Psychiatric Rehabilitation Approach with adding depth to her already wide array of tools she uses in her recovery. TSI has also helped her by providing a venue where she could incorporate her experiences into helping others. This allows her to continue to grow and progress.

Currently, Pam is a Certified Peer Specialist II. She hopes to use her education to continue helping others move forward in their recovery journey as well as provide hope to those who may have lost their way. ●



programs & services

The service division of Life Transitions Plus, Transitional Services, Inc., provides an array of housing and support services designed to meet the needs and preferences of individuals who have mental health or intellectual disabilities.

GROUP HOMES

Provide a family-like environment, with private 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 programs serving individuals with psychiatric disabilities, most individuals have their own apartments, while a few have roommates. All apartments in the intellectual disabilities programs are shared, but individuals have separate bedrooms.

SUPPORTED LIVING PROGRAMS

Offer both community and HUD congregate living options. Community Supported Living Programs help individuals find permanent housing in the community of their choice and provide in-home supports to assist individuals with keeping their chosen living environment while fostering their recovery. Congregate Supported Living offers permanent housing in individual apartments within a single HUD building. There is more staff support available than in our Community Supported Living Programs but less than in the Supervised Apartments.

PERMANENT SUPPORTIVE HOUSING

Part of Allegheny County's "housing as home" strategic plan, makes available 150-160 units of permanent housing to individuals who have psychiatric disabilities. The program helps identified individuals to secure housing in the community of their choosing and maintain tenancy. The program provides support and education to service users, providers and landlords on housing related matters, and connects individuals to needed financial, advocacy and legal resources. People are not required to participate in psychiatric services to keep their housing, although they are encouraged to use services.

FAIRWEATHER LODGE

Offers a living arrangement designed specifically for persons with psychiatric disabilities who wish to live independently and be active members of their community. The living arrangement is most beneficial to individuals who may not be able to afford things like rent, food, transportation and utilities on their own, but could do so with the help of other housemates. Lodge members share in the day-to-day experiences of running a home and a business. They create their own "house rules" and manage their own activities and work responsibilities. Assistance is provided only as requested or needed.

*Additional
Program Support
Services Offered
to Individuals
Receiving Services*

CLINICAL CONSULTATION & EDUCATION

Education, training and support to staff and persons served on a variety of clinical and recovery-oriented issues.

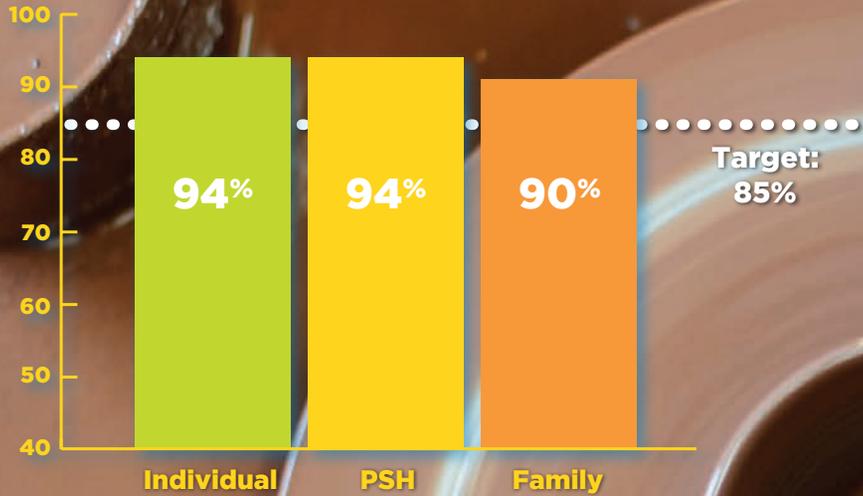
**COMMUNITY
SUPPORTS PROGRAM**
Peer specialist services, training and activities that support wellness and recovery, improve job readiness and provide life enrichment experiences.

BEHAVIOR SUPPORT
Provided to individuals with intellectual disabilities or families in need of additional support and intervention who are served by any residential or community provider.

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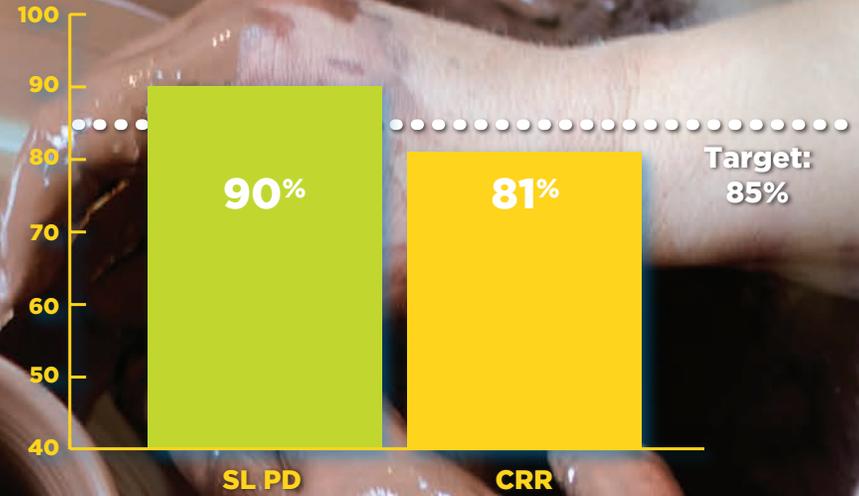
STAKEHOLDER SATISFACTION

Individuals served and their families/significant others, are satisfied with the programs and the services being provided



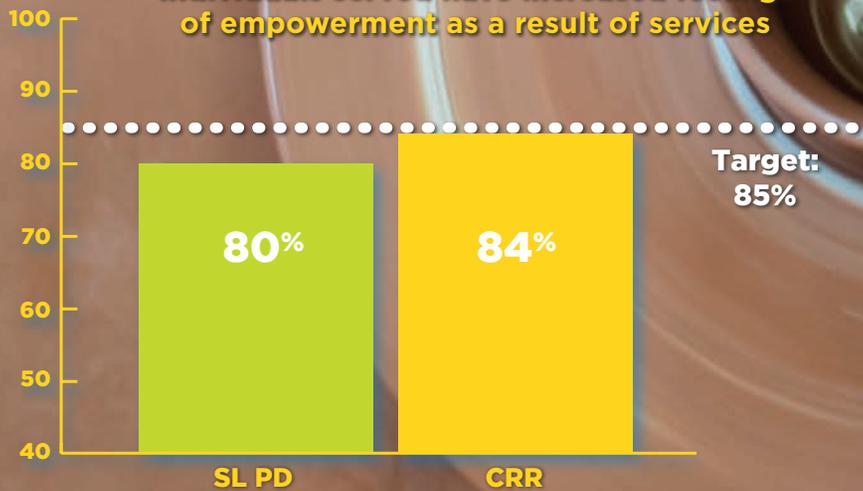
RECOVERY CONFIDENCE

Individuals have increased hope, confidence and motivation to work on personal recovery



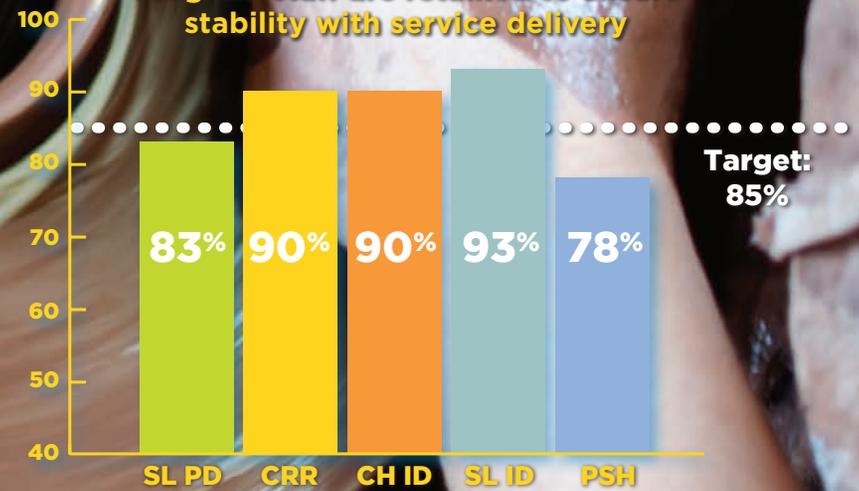
EMPOWERMENT

Individuals served have increased feelings of empowerment as a result of services

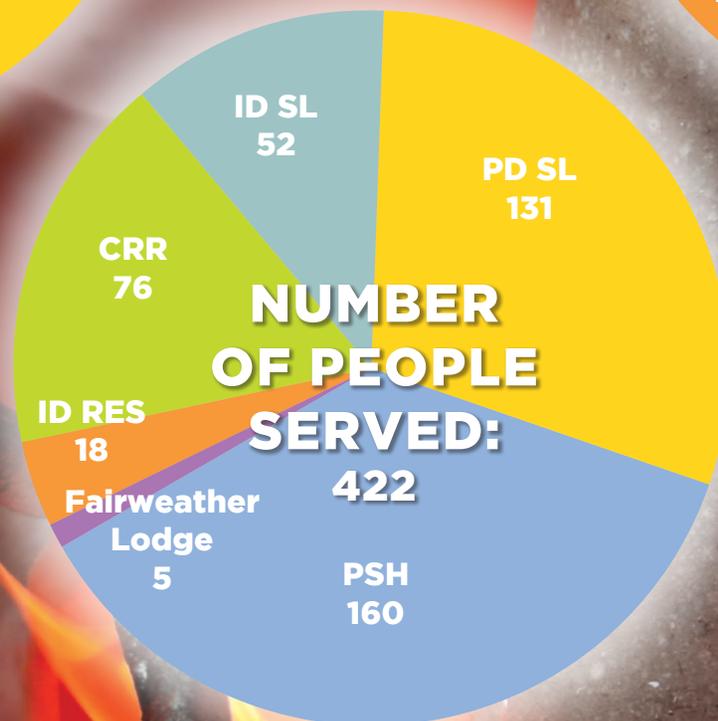
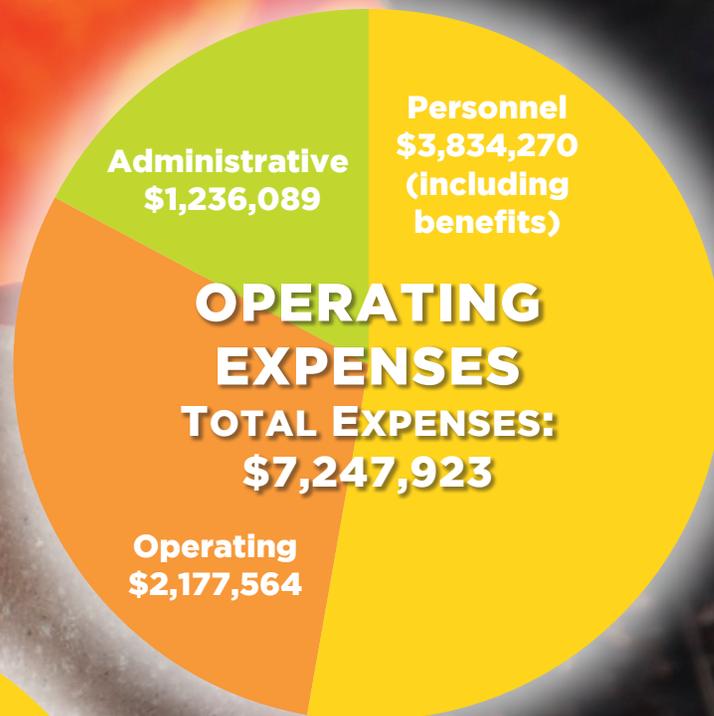
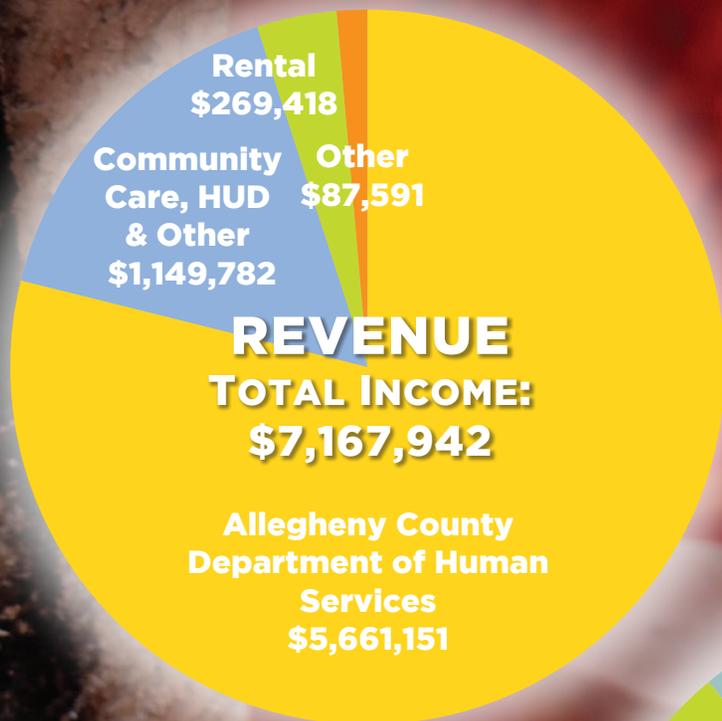


STAFF RETENTION

Program staff are retained to ensure stability with service delivery



financials



contributors

Thanks for being a

DIFFERENCE MAKER.

Your name appearing here asserts that you believe and actively support our mission.

You are invested in our ability to positively change the lives of the individuals we have the privilege to serve. You endorse our efforts to improve our communities one life at a time. For this and all the ways you have supported us through the year –

WE ARE TRULY GRATEFUL.

While every effort has been made to ensure the accuracy of these records, we encourage readers to inform Keisha Becoate of any errors or omissions by calling 412-461-1322 x249 or by e-mailing kbecoate@transitionalservices.org.

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Transitional Services, Inc. is
accredited by CARF for the
following programs and
services through December 2015:

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



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