

A STRONG FOUNDATION

2015
ANNUAL
REPORT



TRANSITIONAL
SERVICES INC.

There is a saying, “Once you have a good thing, don’t let it go.” TSI understands that this is especially true for great employees. There are staff who have worked at TSI for as long as 33 years. This is an astonishing number. It is even more impressive considering the agency has only been incorporated for 46 years! Through a new climate in human services with funding constraints and the ever changing and increasing needs of our clients, the staff provide the strong foundation on which TSI continues to grow. In 2015, social services were caught in the middle of a state budget impasse. Providers of these services feared programs would close and jobs would be lost. However, TSI positioned itself through smart planning and strong leadership to honor our commitment to our staff, clients and the community. The agency proved to withstand the crisis.



Four employees have been selected to be featured in this report. These employees have been with TSI for at least 15 years. Their reflections exemplify our ability to respond to adversity, our commitment to our clients, our resiliency and a strong feeling of belonging—yes, of FAMILY. Families support each other in good and hard times, just as a foundation supports a structure no matter the conditions.

We hope that you will get a sense of family while you read about the staff who support the mission, vision and guiding principles of TSI. You will read of their servant hearts, the risks they took, and the honor, value and respect they have for their fellow coworkers and those they serve. It is these principles that TSI stands on to provide quality services. We always have and always will. It is our foundation.

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



When you think about longevity of service at TSI, words that might come to mind are commitment, endurance and even durability. These words also describe Joyce Felton, a 33-year veteran of TSI. She draws from her experience as a Direct Care Staff and Supervisor to be servant hearted to persons served and staff.

She likes the teamwork and family atmosphere of

TSI and, as a result of both, she enjoys the camaraderie of her work life. Joyce has been a part of many teams with various programs and administrations. Regardless of the team, Joyce has seen consistent themes of teamwork and a genuine concern for the welfare, health and progress of staff and persons served. Joyce remarked that TSI is a great place to build a career. The trainings Joyce has received have prepared her well for her promotion

to her current position, Supervisor.

One of Joyce's memories was in 1991. She returned to work from a weekend vacation only to find that her apartment was unlivable due to a fire. Joyce remarked, "The only things I had was the clothes on my back and in my suitcase." What happened next amazed her. Staff donated money, food and other items she needed

to start over. Joyce describes this as a great demonstration of the organization's "teamwork and being servant hearted."

In addition to family and friends, Joyce shared that she fills her personal time with her dog Timmy and her volunteer work. Like all of us, Joyce has had some personal and professional trials over the years. Joyce credits Timmy with helping to keep her spirits up when she is working through challenges, both personal and professional, and recommends that having a pet is very therapeutic.

Joyce volunteers for the Pink Ribbon Luncheon and the Together Chapter. Getting her coworkers and friends at TSI to volunteer their time with organizations is a strength for Joyce. This strength led to Joyce serving on TSI's fundraising committee. Joyce and Timmy have participated in the Highmark Walk and the Homestead Christmas Parade. Joyce is like a proud parent as she mentions that Timmy received an honorable

mention from the Mayor of Homestead during many of the parades.

When asked what advice she would have for someone starting a career at TSI, Joyce said that her 33-year journey at TSI has been full of opportunities to learn new skills and grow in the profession. She has gained a wisdom and insight that truly gives meaning to what it means to make a commitment to helping individuals with disabilities transform their lives.



Renay Trotter has been with TSI for 25 years. She started at the agency soon after college. Her interest in TSI was sparked by a conversation with a woman whose mother was employed by TSI. “I remember she would talk about how much [her mother] liked the company, how well they treated their staff and how much she liked the work,” Renay recalls. So when she saw an

advertisement for a position with the agency, she applied.

Renay has held six positions, starting as a Resident Advisor and later promoted to Senior Resident Advisor, then Supervisor. She remembers these early days fondly: “When I was Supervisor, we had a great team. Everyone loved the work and cared about each other.” She believed that attitude carried to the clients. “I always wanted to treat people like I

want to be treated...with respect.” And Renay believes the caring family atmosphere is one of the biggest reasons she has stayed with TSI over the years.

Renay supervised an innovative program that was an enhanced CRR which was in cooperation with St. Francis Hospital. “We had on-site clinical support staff every day. It was neat.” Renay has always learned

from every position she has held and expanded her education, so it was no surprise when she was promoted to Residential Services Coordinator, overseeing several programs. Her experience was later put to the test when she was promoted to Project Director for the Permanent Supportive Housing Program (PSH).

“It was like moving from the hospital floor to the Emergency Room!” Renay laughed. Funding for PSH is directly tied to the success of meeting program outcomes. “The funders were looking for results. We had to be better than anyone else to keep PSH.” This meant a fast-paced program to provide subsidized housing and support to people from different backgrounds, with intense challenges—many who may have had poor tenant histories. The program received local, state and national attention as a true “housing as home” model. Its success has been incredible, with an astonishing 3% eviction rate. To accomplish this, Renay had to stretch

her skill set with negotiating, problem solving, marketing, reporting and business savvy. “I’ve learned the most from my time with PSH. We learned to serve many customers and make win-win situations.” The reward? Renay smiles: “This was about changing the system... about changing the minds of psychiatrists and family members who couldn’t believe our clients could ever live on their own in the community.”

Now the Director of MH Programs, Renay values innovation and looks for new ways to serve people and expand services. Her team knows what she expects of them: “Strive for excellence. This work is challenging; you can learn a lot. We really help save lives. We instill hope. We change peoples’ attitudes... we combat stigma every day. We prove that those we are privileged to serve are good people. We help others to be supports for them. We have helped families to see their loved ones on a good path again. It’s very gratifying work.”

G E R R Y H E N R Y : 2 6



Gerry Henry has worked for TSI for 26 years. She started in the Fiscal Department as an accountant in the East Liberty Office. Her second month, the office moved from East Liberty to Homestead, PA, and senior executives were dismissed by the then Board of Directors. Although she questioned her decision to stay, she states that everything worked out for the best.

Starting in June of 1990, she has seen the Accounting

Department grow from three to five employees. There was never talk of going paperless, but she watched technology move in and simplify the accounting process. In October 1995, Gerry applied for the Executive Assistant position, working directly with the Chief Executive Officer.

She and her husband raised three daughters working full-time, as TSI offers great flexibility. Between school functions and sporting events, Gerry

became the right-hand “man” for then Chief Executive Officer Sharon Alberts and did not miss a beat. She stepped into the shoes of the former Executive Assistant, Janet Sieber, learning on the go. She has worked with two Chief Executive Officers and is currently preparing to work with a new one not yet hired. She adapted some processes from the former assistant while putting into place her own. Technology grew at a rapid pace, allowing for new processes for creating forms and saving documents. With her spunk and personal terminology (words like whopper-jawed), Gerry has become the backbone of TSI.

To anyone considering working at TSI, Gerry says, “TSI has a great mission of serving people with mental disabilities. No matter what the position you hold here, it is to fulfill the mission. TSI provides an important service to a population that is not warm and fuzzy. Not everyone wants to [work in social services] for low wages. Most people work in this field for a reason. TSI

has been my life for 26+ years. Every day is a new adventure.” Her fondest memory of working at TSI is the feeling of family. “I love my co-workers.” The Administration staff surprised Gerry with a luncheon to celebrate her birthday in May. With tears in her eyes, she thanked everyone for showering her with love. She looked at everyone seated at the table and said, “This is truly what family is.”

Gerry is retiring in December. She is going to miss being with her TSI family the most. To her successor she offers this advice: “Be patient. All things will pass.” She and her husband Joe plan to travel in their RV 5th Wheel around the U.S. Along the way, they plan to work part-time to get to know the areas and the people where they land. She hopes to work in a dive shop and have the opportunity to dive in new waters. Her motto is “Whatever position you hold, be dedicated; give 100%. If you are not happy where you are, then search for your happiness until you find it.”



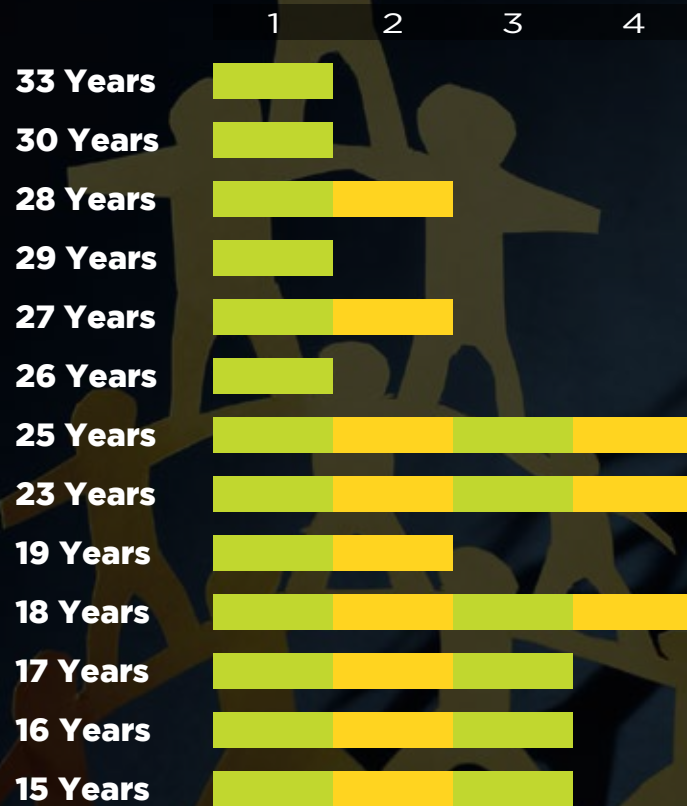
Shawn has also seen many changes at TSI. He began his career at the former Ellsworth CRR. Shawn worked there for about a year before beginning his 16-year stint with the Intellectual Disabilities Supported Living Program (IDSL). The IDSL program was made up of a close-knit group of employees who worked together for many years. It embodied the TSI family atmosphere,

partly because of its high rates of retention and longevity. Shawn recalled one of his favorite moments at TSI as a trip the IDSL employees and persons served took to Six Flags Amusement Park. "It was great that my coworkers and I were able to take persons served on such a fun trip." When the IDSL program closed in 2013, Shawn transitioned to the MH Supported Living program.

When asked what he likes best about working at TSI for the past 20 years, Shawn responded, "Helping people gives fulfillment. During my time at TSI, I have always had good supervisors and been treated well." Shawn stated that if he was to speak with a person considering a job at TSI, he would tell them about the family feel, opportunities and the benefit of being a person and not a number.

NUMBER OF EMPLOYEES WITH 15 YEARS OR GREATER TENURE

AS OF DECEMBER 31, 2015



TOTAL NUMBER OF TSI EMPLOYEES
63 Full Time • 2 Part Time • 4 Casual Pool



**CAROL
McREYNOLDS**

Payroll Manager/CIS Coordinator

28 Years

I appreciated the leadership that has allowed staff to be flexible while I raised my children. My fondest memory is in 1991 when all the board members and 99% of staff attended the holiday party. The time was fun and staff were able to celebrate with each other. We danced and partied until 2am. To anyone who is considering working at TSI, bring your A game—times are changing. As we grow and improve, you are going to have to be at your best. Be ready to jump in and go.

We were not able to feature all of our staff, so here are a few honorable mentions.



**JOSEPH
SIEBER**

Assistant Property Manager, II

23 Years

I like the staff, persons served and the family-like atmosphere at TSI. Working for the Maintenance Department, there is something new happening every day. I started off as a TSI kid. At 6 years old, I was stamping envelopes at my mom's desk (Janet Sieber, former Executive Assistant to CEO). I remember going to all the TSI picnics and gatherings. Now, I am on the Activities and Events Committee and the Employee Recognition Committee, planning picnics, holiday dinners and other outings. I have many good memories over the years...too many to mention them all. The staff here are all very nice to work with. We all get along really well. You make what you want out of your job, but I chose to make this a career.



**KELLY
WILSON**

Program Supervisor

16 Years

Thanks to one of my coworkers, I have been with TSI for 16 years. I like the people in the programs and my coworkers the most. My fondest memory is when one of our persons served passed away and the person who spoke at the viewing was also a person served. I was so proud of him and the great job he did. Of course, I was bawling when I told him what a great job he did. I would tell anyone who is considering working at TSI, you must love people.



**ANDRE
GLOVER**

Housing Support Specialist

7 Years

The thing that I like most about working for this agency is that I get the opportunity to spend quality and quantity time with my family, doing the things that we love most. The amount of time allotted to us is awesome! In addition to that, some of my experiences have been great! I was once invited to a NAMI convention where someone that I served was to speak, and their parents were present as well. I was both honored and touched by the experience because I was able to view both sides of the mental health spectrum at once. I must say that it was a day that I will never forget. I would tell someone interested in working for TSI that the experience of helping and watching the growth of the people that we serve can be overwhelming, but can be also fulfilling.

PROGRAMS + SERVICES

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.

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.

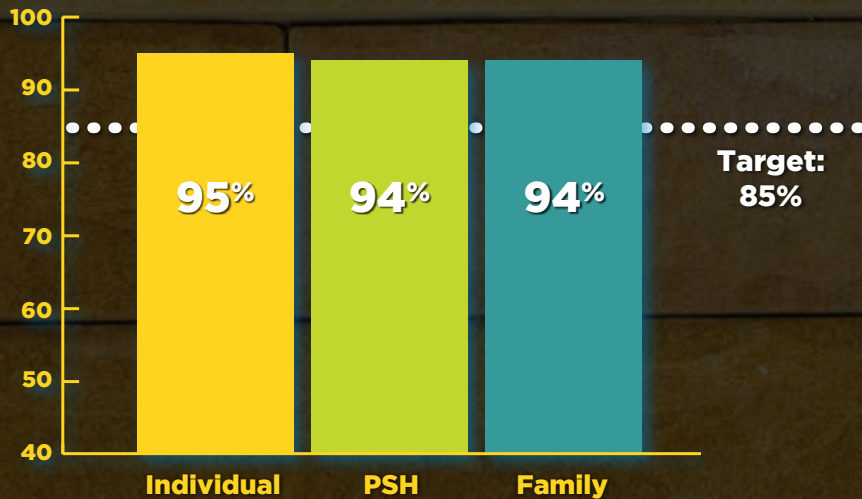
BEHAVIOR SUPPORT

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

OUTCOMES

STAKEHOLDER SATISFACTION

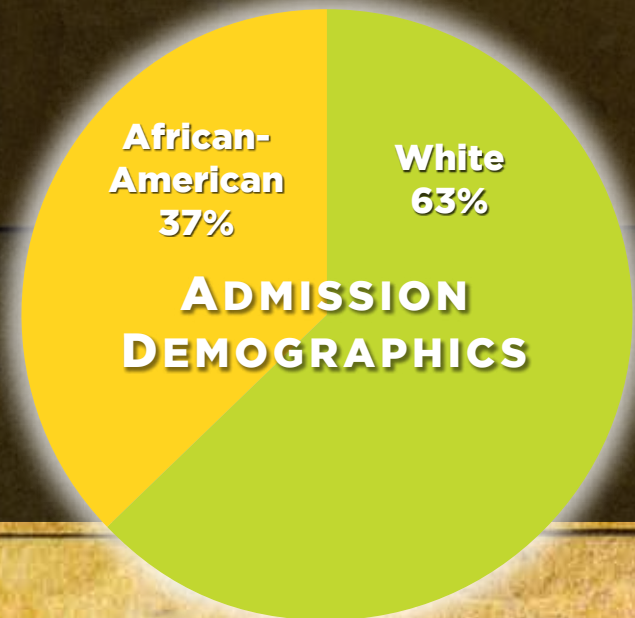
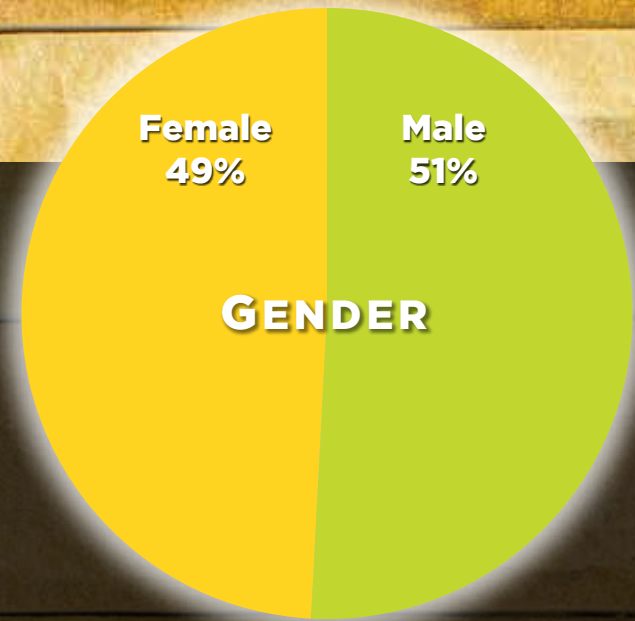
Individuals served and their families/significant others, are satisfied with the programs and the services being provided



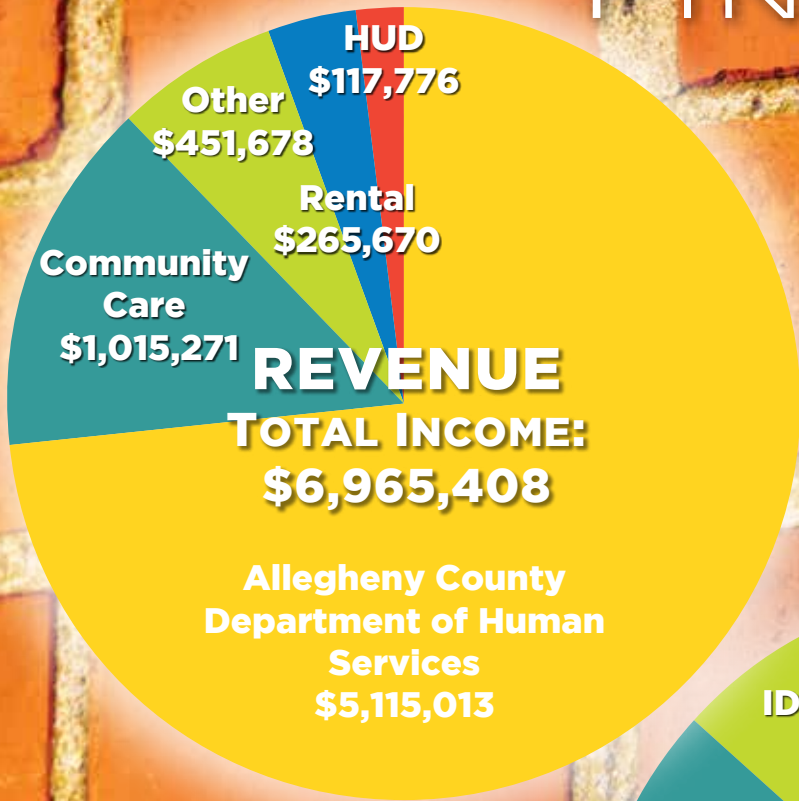
ADMISSIONS - FY 2013/14

PROGRAM	CRR	SL PD	CH ID	ID CONG.	FWL	BS
# of Admissions	37	18	2	0	0	4
Average Age	38	47	37	-	-	31

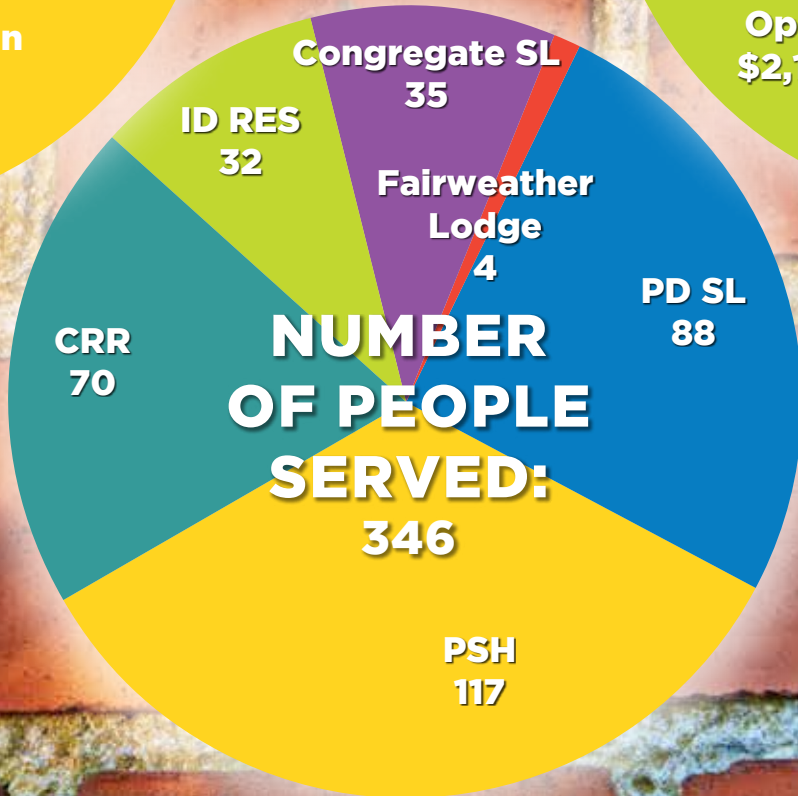
CRR: Community Residential Rehabilitation | SL PD: Supported Living Psychiatric Disabilities
 CH ID: Community Homes Intellectual Disabilities | ID Cong.: Intellectual Disabilities Congregate
 FWL: Fairweather Lodge | BS: Behavior Support



FINANCIALS



Allegheny County
 Department of Human
 Services
 \$5,115,013



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 x1249 or by e-mailing kbecoate@transitionalservices.org.

CONTRIBUTORS

FOUNDER

Elks #577

CHAIRMAN

Mary Schafer

GOLD

Direct Energy

Joyce Felton

Victoria
Livingstone

Kimberly Mikita

John Star

Dale Young

BRONZE

Ronald Abels

Keisha Becoate

Izetta Caldwell

Karen Clarke

Gary Colwell

Christine
Hartman

Patricia Jackson

Ronald Lankey

Denisha
Mahoney

Kathleen
Moulayanis

Jennifer Mullins

Paul Nickel

Jenise Shealey

Lisa Taylor

Norman
Tomaszewski

Michelle Welsh

Kelly Wilson

FRIENDS

Alissa Bell

Anonymous

Mary Kay
Brailsford

Jessica Burr

Melissa Caldwell

Monica Carson

Cheryl Carter

Tracy Clark

Charlene
Claypoole

Joyce Craddock

Jessica Galus

Geraldine Henry

Lanise Holmes

Victoria
Marshman

Carol
McReynolds

Ruth Miller

Mike Murray,
Pearhouse
Productions

M2 Technology

NAMI SWPA
North Hills
Support Group

Gretchen
Oliverio

James Oncken

Jacqueline
Pillows

Residential
Resources, Inc.

Joseph Sieber

Joyce Snyder

LaRue Staples

Laura Williford

UNITED WAY DONATIONS

(Contributor's
Choice # 172)

Anonymous

Lisa Fox

Geneva Hall

Ahmed Jamal

Matthew
Johnson

Faith
Stipanovich

THE IMPORTANCE OF A STRONG FOUNDATION

A house is only as strong as the foundation that it stands on, just as the employees are the foundation of any company. It is the employees on whom the company relies to maintain its name and worth. The foundation supports a house; the employees support the services provided. If the foundation of a structure is weak, the building will not be able to withstand the pressure from the elements inside and out and will eventually either need major repair or, worse, crumble.

The employees of an organization must be strong in force to withstand the changing trends that can either cause its doors to close for good or create innovative ways to endure the changes. As a result of our employees' ability to endure the many changes in social services, we are able to...

◆ PROTECT THE BUSINESS

Staff who have remained at TSI for 10 years or greater have invested in the success of the organization. Their goal is to ensure that TSI continues to provide services even after they have retired. Their knowledge is passed down to the next generation of employees.

◆ ENCOURAGE GOOD WORKING RELATIONSHIPS

This relationship is not only seen between staff, but also with our clients. Employees who have longevity tend to be more seasoned and are able to relate past experiences to other employees.

OFFICERS & MEMBERS 2015

Barata A. Bey
CHAIRPERSON

Denise Weis
VICE CHAIRPERSON

William Braatz

James Brandl

Monica Carson

James Hee

Morris Mattes

Christopher McLinden

Rod Sanders

Victoria A. Livingstone
CEO

◆ INCREASE THE VALUE OF TSI

Staff with longevity have assisted with the development of new processes and programs to increase the value of TSI and the services we provide. Surveys show that clients are pleased with the services they are receiving. Family members are also satisfied with the services provided to their loved ones.

◆ ADAPT TO INDUSTRY CHANGES

We have seen a shift in the clients that we are serving. The services offered to individuals with mental illness are no longer a textbook recipe. Our tenure staff understand that providing quality services requires being innovative in the services we offer. As a result, more programs and options are being investigated for future endeavors.



**TRANSITIONAL
SERVICES** INC.

Transitional Services, Inc.
806 West Street
Homestead, PA 15120-1566
412-461-1322
412-461-1250 FAX
www.transitionalservices.org



Transitional Services, Inc. is accredited by CARF for the following programs and services through December 2018:

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

