



# TRANSITIONAL SERVICES INC.



Five Decades of Helping Others – A Lifetime of Caring

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



# ANNUAL REPORT 2019

# CEO Message

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Transitional Services, Inc. (TSI) has marked a significant milestone in the history of our agency as we celebrate our Golden Anniversary – **50 Years of Helping People with Mental Disabilities Discover and Achieve Their Hopes and Dreams for a Meaningful Life in the Community.** We began our journey as an agency in 1969 as a result of the pioneer work of our founder, Orville “Bud” Royer. Royer was a faculty member and lecturer at the Graduate School of Social Work and president of the University of Pittsburgh’s School of Social Work Alumni Association. He laid the groundwork for the philosophical shift in beliefs that all persons have the right to live and thrive in our communities despite their limitations.

During an interview, Royer stated that he was working to “undo 30-40 years of damage done by the mental health system.” TSI is proud to have been born at the hands of this noteworthy pioneer that had a vision and advocated for the disabled.

Since those infancy years, TSI has continued to grow and work tirelessly to assist individuals with psychiatric and intellectual disabilities transition successfully into independence. We started with the first residential site, named after the founder, “Royer” and have grown to ten sites throughout Allegheny County and have served over 20,000 individuals through both our residential and community-based programs.

Although TSI has seen growth and change over the past fifty years, the overarching commitment and drive to make a difference in the lives of those that we serve has continued to thrive and strengthen. Our valued employees and Board of Directors are the backbone of our agency and keep us moving forward in quality and “good to great” services. TSI’s goal is to look to the future and use that strength to propel us forward. We are proud of what we have achieved and excited for what opportunities are in our future to reach those that need us the most.

*Mary Anne Poutous, LSW  
Chief Executive Officer*



# 50 Years of Caring

On May 10, 2019 Transitional Services Inc. (TSI) celebrated 50 years of helping persons with mental disabilities live quality lives in the community at the 50th Anniversary Gala held at the Hyundai Club at PNC Park. County Executive Rich Fitzgerald joined the evening proclaiming it as an honorary Transitional Services Day in Allegheny County. Jon Burnett from KDKA emceed the event with entertainment provided by Alton Merrell, Rodney McCoy, and the Organization of Chinese Americans.

TSI was honored to present the first Pioneer Award to special guests Mrs. Susan Royer and her children to honor the life and memory of husband, father, and TSI founder Mr. Orville “Bud” Royer who dedicated his life as a mental health advocate. Bud Royer was noted by the Pittsburgh-Post Gazette as a “pioneer in the development of transitional living for mentally and physically disabled people from institutions.”

Since our founding in 1969, TSI has received national recognition as one of the first programs of its kind to serve an entire metropolitan area. What began as a provision of housing and services to adults needing psychiatric care expanded to also serving individuals with intellectual disabilities. Today TSI offers a variety of housing options to meet the needs and preferences of persons served, assisting individuals with skill building, empowerment, and identifying personal strengths with the goal of role recovery—that is, defining and resuming life on their terms. As we look to the next decade, TSI remains committed to quality care, emphasizing mental health services that enable choice, independency, and community living.



# Success Stories

Celebrating our persons served and their accomplishments!

## Christopher



Christopher is 30 years old diagnosed with mild intellectual disabilities. He has a complicated medical history. He has worked multiple jobs at Goodwill and due to his hard work was offered an internship at a local hotel which led him to be part of a work force preparatory training program.

## Wanda



Wanda is 69 years old diagnosed with mild intellectual disabilities. She suffers from osteoporosis, seizures, arthritis, and thyroid complications. Wanda has been with TSI for over 20 years. She has been working at Goodwill for over 40 years and has been in a relationship for 20 years.

## Alex



Alex is 25 years old diagnosed with autism. He has been with TSI for five years. Alex's joy and love for reading makes him excellent company. Living independently, Alex has worked on his cooking skills, keeping his apartment clean, and taking care of his hygiene. His next goal is going out in public more for enjoyment despite some social anxiety.

# Success Stories

Celebrating our persons served and their accomplishments!

## Chantel

Chantel is 27 years old. She has been with TSI for eight years. Chantel wanted to increase the level of her independence and so with staff assistance she has learned to use public transportation, cook, do laundry, and keep her apartment clean. She does her own shopping and banking and also maintains a job at Wendy's. This year, Chantel registered in the Culinary Program at CACC and graduated on May 16!



## Carsten



Carsten is 26 years old. He has been with TSI for 4 years as a means of support for his mental health recovery. He graduated from TSI's Transitional Age Youth (TAY) program where he learned skills from time management to budgeting to using public transportation. Carsten has a passion for helping kids and works at the afterschool program at Concord Elementary where he assists kids ages kindergarten to fifth grade with homework and fun activities.



# The Year in Review

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## Quality Management & Performance Improvement

In Fiscal Year 19, Transitional Services focused on enhancing its quality management program. There were **41 Key Performance Indicators** and **15 Departmental Quality Improvement Goals** that were initiated and measured. Included in this enhancement was the implementation of a new Quality Data Subcommittee, a revision of the responsibilities of the Quality Assurance Team, and the development of a Data and Outcomes subcommittee of the TSI Board of Directors. With multiple layers of training on continuous quality improvement, **88% of all the quality improvement goals demonstrated a positive outcome.**

## Strategic Plan

At the end of FY18, TSI had just completed the development of its three-year strategic plan. **Bringing to life the tactics of the plan became the charge of FY19** and to better provide the oversight of these tactics, the Board of Directors restructured to form a subcommittee that would align with the strategic plan. The subcommittees were comprised of both board members and Senior Leadership. Three subcommittees were formed: Human Capital; Finance/ Fundraising; and Quality and Data. This new structure allowed for the board to develop a closer understanding of the operations and challenges of the organization and set independent goals/ objectives.

## Customer Satisfaction

TSI places a high value on employee satisfaction and in 2019 through the work of a retention task force employed a variety of initiatives that focused on employee engagement/connectivity, rewards and recognition, and leadership communication. **Our annual staff survey reflected a 22% increase in employee satisfaction** compared to fiscal year 2018. Staff rated their experience as **“very good” or “excellent.”** This exceeded the annual goal by 11%. This will continue to be a crucial focus going into 2020.

## Noteworthy Projects – 50th Gala & Computer Literacy

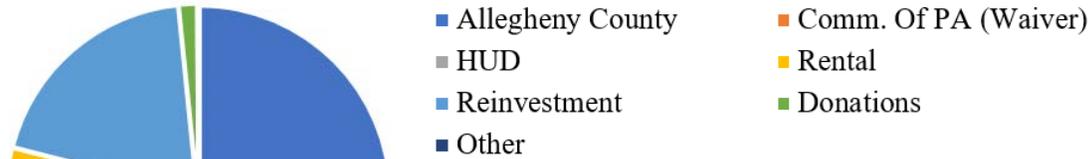
TSI embarked on several noteworthy projects in FY19. To celebrate our golden anniversary, we held a very successful gala at the Hyundai club on May 10th. We shared our celebration with our employees, funders, colleagues, and the larger community while **drawing in over \$11,000 in sponsorships.** TSI was fortunate to receive a **\$15,000 grant from the G. C Murphy Foundation to develop and implement a computer literacy program for the individuals that we serve.** This grant afforded us the ability to establish computer workstations in five of our residential locations. Additionally, we established a partnership with the Carnegie Library of Pittsburgh to offer a customized four-week computer literacy series of classes that focuses on computer basics, Microsoft, internet searching, tours of the library and job marketability.

# The Figures

## 18-19 Annual Report Data

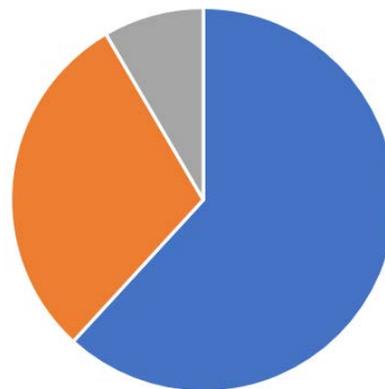
Source	TSI	Other Fund	PSH	TAY	Total
<b>Revenue:</b>					
Allegheny County	3,927,249.00				3,927,249.00
Comm. Of PA (Waiver)	1,901,972.49				1,901,972.49
HUD	16,218.42				16,218.42
Rental	236,614.62				236,614.62
Reinvestment	-	-	1,161,841.97	332,813.24	1,494,655.21
Donations	-	117,306.25			117,306.25
Other	1,148.98	5,044.30	319.50		6,512.78
<b>Total Revenue</b>	<b>6,083,203.51</b>	<b>122,350.55</b>	<b>1,162,161.47</b>	<b>332,813.24</b>	<b>7,700,528.77</b>
<b>Expenses:</b>					
Personnel	3,645,365.18	4,384.97	476,165.02	205,144.50	4,331,059.67
Operating	1,265,365.76	85,132.74	645,120.12	89,282.40	2,084,901.02
Administrative	512,496.83	-	40,556.78	38,386.33	591,439.94
<b>Total Expenses</b>	<b>5,423,227.77</b>	<b>89,517.71</b>	<b>1,161,841.92</b>	<b>332,813.23</b>	<b>7,007,400.63</b>

### Total Revenue



■ Personnel ■ Operating ■ Administrative

### Total Expenses



# Board Members



**Michael McHale, Chairperson,** is a software Development Manager at Amazon with expertise in software development and business infrastructure. He has served as a TSI board member for 4 years.



**Lisa Fox, Chairperson,** is a Senior Vice President and Senior HR Business Partner Manager for PNC Bank and has 30-plus years of human resources consulting experience.



**William Braatz** is a Community Engagement Director at the Pennsylvania Farm Bureau. He has served as a TSI board member for 5 years.



**Mathew Johnson** is a patent litigator at the U.S. Patent Office whose practice focuses on challenging and defending the validity of patents. Matthew has served in a variety of board roles with TSI for over 8 years. He is the proud father of 3-year-old Lucille and 2-year-old Ruaridh.



**Levi Logan** is an attorney with Meyer, Unkovic & Scott LLP, where his practice is focused mainly on employee benefits. Levi has served as a TSI board member for 5 years. He resides in Munhall with his wife Jacqueline and their three children.



**Tracy Sheasley** is a Merchandise Planning Manager at American Eagle Outfitters, where she leads a team responsible for developing and executing financial strategies. Tracy has served on the TSI board for 7 months. She resides in Cranberry Township with her husband Aaron.

# Board Members



**Jessica Mann, Ph.D.** is the Director of the Center for Community-Engaged Teaching & Research at Duquesne University. Jessica's career and research has focused on exploring the ways in which institutions respond to their larger civic and social responsibilities. She is a new board member, serving TSI now for 3 months.



**Jim Lydon** is a Vice President Portfolio Manager at Tristate Capital Bank. Jim's professional background includes 13 years in the banking industry. He has served on the TSI board for 2 ½ years. Jim was inspired to join the board of TSI after seeing family members struggle with their own mental health.



**Ronald Sugar** is an acting Director for the Allegheny County Health Department. He is a highly experienced and accomplished Senior Executive with a record of achievement improving the financial and operational performance of companies in Healthcare. He has served as a board member for TSI for a little less than 2 years.

## *Thank You*

Thank you on behalf of all of Transitional Services, Inc. for serving on our board of directors. We appreciate your time, professional expertise, and personal investment in our agency. Thank you for supporting TSI's mission and for guiding our organization in its strategy planning and goals. We are thankful for you!

