As MHR celebrates the end of another successful year, we are again impressed with the extensive work accomplished by the Mental Health Resources team in 2014. Our efforts are making a great impact towards achieving our mission to foster hope, health and recovery for those affected by mental illness.

Our integrated approach to mental health allows us to truly understand all the pieces of the puzzle. Each year, it is more researched and better understood that actual time with the health care system is a small piece of individuals’ overall health. MHR’s direct service staff have a deep awareness of what our clients need to address the social determinants of health; those underlying pieces that affect achievement of mental and physical health. Homelessness, food insecurity, unemployment, medication management, independent living skills, child care, and enrollment in benefits are a few pieces where MHR serves as a connector to complete the whole puzzle.

MHR experienced many successes throughout 2014. We are delighted to share a few of the key stories in this Annual Report. Our project completed in partnership with Medica and the Medica Foundation demonstrated remarkable results, including a 49.8% reduction in health care costs. We also experienced great success with our Invisible No More: A Campaign for Innovative Solutions by achieving over 96% of our fundraising goal. Through this support, we were able to launch a Wellness Program, supplement our Assertive Community Treatment teams, and develop an Outcomes Database.

We look forward to launching additional initiatives in 2015 and to see where this exciting work leads.

At the close of every year, we enjoy celebrating the achievements and look forward to the upcoming year and the wonderful possibilities in store. MHR had an exceptional 2014 and we expect even greater accomplishments in 2015.

Sincerely,

Kathy Gregersen
Executive Director

James Wyman
Board President
**IMPACT**

**CLIENTS SERVED**
Since 2009, MHR has demonstrated a 218% increase in the number of clients served on an annual basis.

<table>
<thead>
<tr>
<th>Year</th>
<th>Clients Served</th>
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<tbody>
<tr>
<td>2009</td>
<td>2,073</td>
</tr>
<tr>
<td>2010</td>
<td>2,488</td>
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<tr>
<td>2011</td>
<td>3,089</td>
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<tr>
<td>2012</td>
<td>5,617</td>
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<tr>
<td>2013</td>
<td>6,817</td>
</tr>
<tr>
<td>2014</td>
<td>6,596</td>
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**REFERRALS**
With the support from the Invisible No More Campaign, MHR created an Outcomes Database to extract information from our Electronic Medical Record, see change over time, view results in real time, analyze results and report to stakeholders. One of the many features of this Database is the ability to comprehensively track community referrals and connections being made on behalf of our clients. Here is the breakdown of the 102,004 referrals made in the first full year of this system.

- **Housing & Independence Services**
- **Primary Health Care**
- **Mental Health & Co-Occurring Services**
- **Benefits**
- **Legal Services**
- **Other**

**CLIENTS BY PROGRAM**

**CLIENTS BY COUNTY**

- **Hennepin** 40%
- **Ramsey** 29%
- **Dakota** 10%
- **Other** 21%

**MHR staff members drove 1,203,013 miles to meet with clients in the community.**

**The Seward Community Support Program provided over 20,000 snacks and meals.**

**From March-February 2015, MHR staff provided 102,004 referrals for 6,596 clients.**

**CLIENT SATISFACTION**
Each year, MHR conducts a comprehensive Client Satisfaction Survey through the help of a third party evaluator. In 2014, the agency demonstrated a 49% response rate and the following results.

- **93.2%** of clients feel that staff respect their background (culture, religion, sexual orientation, etc.)
- **86.8%** of clients feel the services received from MHR help them deal more effectively with crisis situations
- **87.4%** of clients feel that staff helps them find resources and information to manage and take charge of their mental illness
- **93.3%** of clients are satisfied with the services received from MHR
- **93.6%** of clients would recommend MHR to a friend or family member who was in a similar situation
In July 2014, MHR completed a project in partnership with Medica concentrated on providing intensive case management to persons with Serious Mental Illness (SMI) living with any combination of medical diagnosis, substance abuse, and/or chronic pain. The services provided by MHR’s Metro Team were intensive (up to four days per week) and short-term (three-six months). The intent of this service model was to work with clients upstream, before a situation escalates to crisis status.

This three-year project was funded by a $300,000 grant awarded by the Medica Foundation. Throughout the project, community-based case managers worked extensively with clients to coordinate medical care, dental care, mental health care and substance abuse treatment as well as connections to comprehensive human services such as housing security, vocational training, basic needs, transportation support, and more. Throughout the three-year project, Medica completed a comprehensive analyses of claims data, which resulted in the following outcomes:

- 72.2% reduction in inpatient hospitalizations
- 35.4% reduction in emergency room visits
- 12.5% reduction in urgent care visits
- 18% reduction in outpatient visits
- 57.2% increase in filling medication prescriptions

In addition to the impact demonstrated through claims data, MHR saw the following outcomes:

- 94% of clients did not use acute crisis services
- 97% of clients avoided detox centers
- 97% of clients stayed out of jail
- 82% of clients took psychiatric medications as prescribed

This project demonstrated an excellent Return on Investment regarding medical cost and increase in overall client health. MHR will be working with potential providers and funders to expand this model in 2015.

The Metro Team’s work completed in partnership with Medica demonstrated a 49.8% reduction in healthcare costs over a six-month period.

As a self-employed lawn care/snow removal provider, John had been paying for health care expenses out of pocket for the majority of his adult life. When his brother and caretaker passed away in 2012, John, a single middle-aged male with a diagnostic history of Schizophrenia, Tourette’s, and Intellectual Disability, began experiencing symptoms of depression. At the same time, his lawn care/snow removal business dried up and he was unable to pay for health care. During this time, John experienced significant dental problems and began avoiding solid foods.

In late 2013, John was connected to MHR’s Metro Team and received intensive case management services to help him get back on his feet. John’s case manager assisted with his application for Medical Assistance and once approved, scheduled psychiatry and dental appointments. The case manager also assisted John with transportation to appointments and provided support and coaching when preparing for involvement with the Minnesota Workforce Center’s vocational rehabilitation program.

John’s rural Minnesota upbringing emphasized a mentality of rugged independence to avoid ‘hand-outs’ such as Medical Assistance, county benefits or SSI. In working with the Metro Team, John has come to a different understanding of these benefits; that programs such as Medical Assistance and the Supplemental Nutrition Assistance Program (SNAP) are there for those who need the help.

With the Metro Team’s short-term help, John was able to stabilize his life and avoid the downward spiral so many adults living with serious mental illness experience when faced with overwhelming situations and elevated symptoms of their illness.

**PARTNER SPOTLIGHT: MEDICA**

**CLIENT STORY: John**
CLIENT STORY: Thomas

As a Fulbright Scholar at Macalester College, Thomas had a positive future outlook. After returning to Minnesota from studying public health in the Soviet Union, his life took a change. He was hospitalized for schizoaffective disorder for the first time at age 22 and began his life with serious mental illness.

A part of this life included a membership with MHR’s Seward Community Support Program. He has been a member since 1997 and visits the Drop-in Center three or four times a week to participate in group, connect with peers and have a daily snack.

Thomas has been trying to quit smoking for years, but with the support of MHR’s new Healthy Lifestyles group he has achieved more tobacco-free days than ever before, smoking only a handful of days during 2015 so far. Recently, he reported to the group that he was able to buy more produce at the grocery store and new books with the money saved from not smoking.

MHR’s Healthy Lifestyles groups are led by our new Wellness Coordinator, Erica Sitton. This focus on health and wellness is made possible through funds raised by the Invisible No More Campaign. We look forward to working with Thomas and many other clients in 2015 as they work to achieve health and wellness goals!

“Erica and the Healthy Lifestyles group have been a very positive influence in my effort to quit smoking and be healthier overall.”
—THOMAS, MHR CLIENT

FUNDER SPOTLIGHT: INVISIBLE NO MORE CAMPAIGN

Launched in 2013, MHR’s Invisible No More Campaign is our first major philanthropic fundraising effort. The Campaign goal is to develop a base of new support from foundations, corporations and individuals that have not previously contributed to the agency to implement new programmatic initiatives and sustain them over the long-term.

Until 2013, the significant majority of MHR’s annual budget was secured through government contracts, for-profit health plans and medical assistance, and earned income. Increasing contributed funding through the Campaign will allow the organization to address gaps in service by implementing new programs, such as:
- Enhanced Integrated Service Model;
- Comprehensive Dental Program;
- Mother/Child Pilot Program;
- Data Collection and Evaluation Systems.

Thank you to the following foundations, corporations and individuals for their contributions. With your support, MHR raised 96% of the $1.1 million goal by the end of 2014.

AMRTC Auxiliary Rose Fund
Bentson Foundation
Blue Cross and Blue Shield of Minnesota
Blue Cross and Blue Shield of Minnesota and Blue Plus
Bremer Bank
Brian & Nancy Siska Family Fund of The Minneapolis Foundation
ClearWay Minnesota
David Winton Bell Foundation
Delta Dental of Minnesota Foundation
Dorn/Behrens Fund of The Raymond James Charitable Endowment Fund
F.R. Bigelow Foundation
Gregory & Cynthia Page
Harald & Mary Bormann Hardenbergh Foundation
Jerry & Kathy Gregersen
Nicholson Family Foundation
Otto Bremer Foundation
Ray Edwards Memorial Trust
Richard M. Schulze Family Foundation
Seward Co-op SEED Program
Sharon Hawkins
Smikis Foundation
The Rodman Foundation
The Saint Paul Foundation
Wyman Family Charitable Foundation
STAFF SPOTLIGHT: REVOLUTIONIZED TRAINING

As MHR continues on the path of becoming a Trauma Informed Organization—a bigger picture approach to trauma informed care than specific therapeutic interventions—we have made great strides while redesigning our new employee orientation and ongoing training programs.

The robust new employee orientation has expanded from a 20-hour orientation to a 46-hour orientation and training program that encompasses a trauma informed care approach to best serve our clients who demonstrate increasingly complex needs. The new training includes:

- MHR Overview
- Person-centered care
- Cultural competency
- Motivational interviewing
- Compliance and HIPAA policies and procedures
- Electronic Health Record orientation, policies and procedures
- Crisis Intervention Training with actors to develop trauma informed care and motivational interviewing skills

MHR has also increased ongoing staff training through monthly clinical training, such as Motivational Interviewing Coaching Circles with separate circles for direct staff and Clinical Supervisors; access to Relias, an online training portal; and one-on-one training as needed.

MHR also hosts an annual All Staff Training event where a trend in mental health is identified as a theme. Topics for all staff trainings have included: The Culture of Poverty with Jodi Pfarr; Addiction: A Chronic Brain Disease with Dr. David Frenz; Breaking Down Health Disparities in LGBTQ Communities with Nicky Simon-Burton; Integrated Care with Dr. Mac Baird; Means Restriction Education with Donna Fox; and (in 2015) Tobacco Use and Recovery Among Individuals with Mental Illness and/or Addiction with Dr. Jill Williams.

Michelle Gricus, MHR’s Training & Staff Development Coordinator, is key to MHR’s Employee Training Program success.

“Preparing our staff with a substantial foundation in trauma informed care will prove essential to success throughout their career.”

—MICHELLE, MHR STAFF
### Financials

#### Revenues & Support /

<table>
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<td>Medical Assistance</td>
<td>$3,983,126</td>
<td>$3,555,099</td>
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<tr>
<td>Grants and Contributions</td>
<td>$523,805</td>
<td>$664,074</td>
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<tr>
<td>Lease Income</td>
<td>$4,769,253</td>
<td>$4,516,474</td>
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<td>Client Fees, Investment Income and Misc.</td>
<td>$116,762</td>
<td>$105,682</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$23,248,909</strong></td>
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#### Expenses /

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<tr>
<td>Program Services</td>
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<td>Administration</td>
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<td>Fundraising</td>
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<td>$192,511</td>
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<td>Investments</td>
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<tr>
<td>Accounts Receivable and Prepaid Expenses</td>
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<td>$2,616,118</td>
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#### Liabilities /

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<td>Accounts Payable</td>
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<td>Accrued Expenses</td>
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<td>Contract Advances</td>
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<td>Deferred Revenue</td>
<td>$1,665,626</td>
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<td><strong>Total</strong></td>
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### Board of Directors & Senior Leadership Team

#### Mental Health Resources

- **2014 Board of Directors /**
  - James C. Wyman, President
  - Consultant
  - Ed Bonnie, Vice President
  - Psychologist
  - Medica Health Plan
  - Elaine Love, Treasurer
  - Government Affairs Representative
  - Farmers Insurance Group
  - William Brown, Secretary
  - Attorney
  - William Brown Law Offices
  - Sharon Autio
  - Consultant
  - Self-employed
  - Harald Borrmann
  - President, CEO and Board Chair
  - Catholic United Financial
  - Bret Byfield
  - Clinical Social Worker
  - South Metro Human Services
  - Stacia Cohen
  - Director of Program Management, Medicare and Medicaid
  - Blue Cross and Blue Shield of Minnesota and Blue Plus
  - Wendy Dickerson
  - Owner
  - Shine Computer Consulting Inc.
  - Marybeth Dorn
  - Judge, Retired
  - Ramsey County

#### Revenues & Support /

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#### Board of Directors & Senior Leadership Team

- Kathy Knight
  - Vice President
  - Fairview Behavioral Health Services
- John Kvanne
  - Vice President/Trust Officer
  - Associated Bank
- Michael Trangle, MD
  - Associate Medical Director of Behavioral Health
  - HealthPartners Medical Group & Regions Hospital
- Kathy Gregersen
  - Executive Director
- Ann Henderson
  - Vice President of Clinical Services
- Roxanne Condon
  - Vice President of Administration
- Bob Berg
  - Senior Director of Finance and Administration
- Barbara Tisdle
  - Senior Director of Targeted Case Management
- Brenda Shores
  - Senior Director of Special Needs Basic Care
- Mary Colburn
  - Senior Director of Continuous Quality Improvement and Strategic Initiatives
- Jill Johnson
  - Director of Advancement
A big THANK YOU to Colleen Hansen and all of the Open Baskets volunteers and donors. Open Baskets celebrated its 9th Anniversary in 2014, and again was a huge success. With over 225 volunteers, Colleen Hansen, program founder, led the project to plan and gather donations and assembled 1,600 baskets for MHR clients and another 200 baskets for their children.

Colleen and her team have big plans for the 10th Anniversary of Open Baskets in 2015. To donate or volunteer, please visit www.openbaskets.org.
DONORS

INDIVIDUALS & FAMILIES / INDIVIDUALS & FAMILIES, cont. /
Susan Abderholden & Lee Keller
Glenn Andis
Anonymous (5)
Sharon Autio
Richard Bartel
Diane Bauer
Harald & Mary Bormann
William Brown
Bret Byfield
Katherine Siebold
Jennifer Forbes
Jerry & Kathy Gregersen
Elsie Hanson
Bill Svrluga
Kathleen Muench
Diane Chapman
Mary Colburn
Mary Colburn
Wendy Dickerson
Barbara Fenton
Jennifer Forbes
Joan Plaisance
Sharon Hawkins
Travis & Ann Henderson
Brenda Hovander
Jeffrey Huggett
Dr. Huff & Dr. Godfrey
Tara Inveen
Nancy Kraulik
The Krupp Niemi Family
John Kvamme
Bret Byfield
Diane Chapman
Kathleen Muench
Kathy Knight
Kent & Karen Swenson
Bruce & Mary Jane Pappas
Kathleen Pengelly
Ryan & Amy Shoemaker
Katherine Siebold
Scott & Sarah Sponheim
Michelle Strangis & Steven Pincus
Stenoien Household
Sue Stillman
Bill Svrluga
Kent & Karen Swenson
Bruce & Barbara Tisdle
Michael Trangle
Joseph & Dorothy Trepanier
Karen Wahmanholm
Suzanne Weinstein
Sue Welna
Jim & Kathy Wyman
Ronald & Shirley Young

IN MEMORY / IN MEMORIAL /
Beverly Arner
Lorraine Hertz
Breck Hanson
Beverly Arner
Kathleen Pengelly
Craig LaZerte
Diane Bauer
Ilana Clarren
The Krupp Niemi Family
Ursela Cowan
Joseph Moore
Inelia Jack
Joth Lindeke
Chip Lindeke
Justin Shoemaker
Ryan & Amy Shoemaker
Michelle Tuman
Elsie Hanson

IN HONOR / IN MEMORY / MHR Case Managers
Stenoien Household