



**Mental Health Resources, Inc.**  
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St. Paul, MN 55114

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PAID  
Permit No. 809  
Twin Cities, MN



# Hope Health & Recovery

762 TRANSFER ROAD, SUITE 21 | ST. PAUL, MN 55114 | 651-659-2900

## SUPPORT STEERS SUCCESS — JOE'S STORY

Like many other Minnesotans, Joe enjoys watching sports and spending time with his family. He especially values his time with his grandchildren. Joe, 50, works part-time, waking up every morning at 5:00 a.m. to perform janitorial, mailroom and building services. Joe also has a one bedroom apartment in South Minneapolis that he calls home.



*"I am much happier and comfortable because I have been given a chance to have my own apartment because I otherwise wouldn't have one. They have been a complete support to me."*

MHR's Stevens Supportive Housing Program helps people who are diagnosed with a mental illness and have experienced homelessness find places to live. Joe explains that if it weren't for the housing subsidy and support he receives from Mental Health Resources, Inc. (MHR), he wouldn't be living independently in his own apartment. Housing Counselors from MHR's Stevens Program not only help people find homes but also find success living independently in those homes. Without the major stressor of homelessness, people like Joe can focus on the future and living better lives. Joe meets with his Housing Counselor regularly to work on various goals. Recently Joe and his Housing Counselor began focusing on his budget to help Joe stretch his limited income.

Joe's story is a testament to MHR's mission statement: To foster hope, health and recovery for those affected by mental illness. Employees and donors play an essential role in helping MHR carry out this mission on a daily basis. As Joe stated, "They have been a complete support to me."

## RAISING THE BAR — EVALUATING OUR PRACTICE

MHR firmly believes that feedback from our clients is a critical component in creating a welcoming culture for our clients and improving our level of service to them. On an annual basis, we conduct a client satisfaction survey to gain input from our clients. The results from this survey are analyzed and quality improvement practices are implemented across the agency.

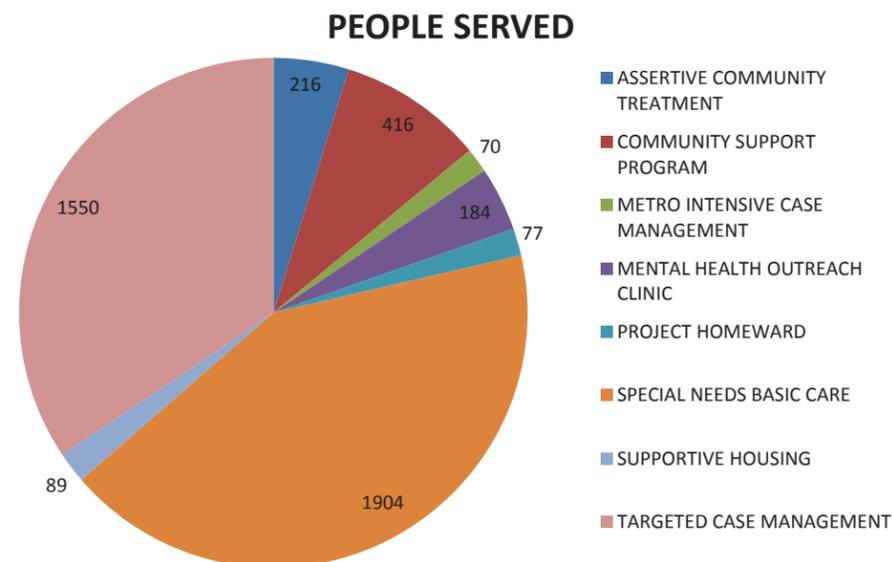
Significant results from the 2013 Client Satisfaction Survey include:

- 92.8% of clients feel satisfied with the services they receive from MHR
- 93.9% of clients would recommend MHR to a friend or family member who was in a similar situation



## A CONSISTENT NEED — OUR GROWING NUMBERS

In 2013, MHR has served 4290 clients in the following programs:



*Stay Connected!*

VISIT OUR UPDATED WEBSITE: [WWW.MHRESOURCES.ORG](http://WWW.MHRESOURCES.ORG)  
LIKE US ON FACEBOOK: [WWW.FACEBOOK/MENTALHEALTHRESOURCES.COM](http://WWW.FACEBOOK/MENTALHEALTHRESOURCES.COM)

## CHATTING WITH STAFF... FEELING INSPIRED BY OTHERS



Natalie Engelmann

Natalie Engelmann started with MHR as a Targeted Case Manager with the Ramsey Case Management program in April, 2012. Natalie is passionate about her work, and first became interested in working with people diagnosed with a mental illness through employment at a group home during her college years. Natalie took a moment to explain a bit more about her work:

### 1. Describe a typical day.

I meet with several clients throughout the day. I also spend time connecting with other clients on the phone, as well as contacting other providers to coordinate services and advocate for my clients' care. Some of my work also includes securing

housing, accompanying clients to appointments, monitoring their progress toward goals, and assessing for their safety.

### 2. Tell us what surprised you about working with people who struggle with a mental illness?

Most often I am surprised by the amount of resiliency our clients possess. They have to manage their daily needs and external stress, along with managing the symptoms of their mental illness. The experiences, and often trauma, that many of our clients have endured through their lives is something that I do not take lightly. I am in awe of how far so many of our clients have come, and the hard work that it takes to cope with their symptoms.

### 3. What do you wish other people knew about MHR?

MHR is incredibly client-centered, and takes the work that we do seriously. The employees also have a voice in the work that we do, through committees such as Change Agent, Cultural Perspectives and Risk and Safety Committees. It is inspiring to work with a company that cares so deeply about the people that we serve.

## GRATEFUL TO GIVERS

We are pleased to announce that the following foundations made gifts to MHR in the last 8 months. Your donations go directly to the people we serve by

Anoka Auxiliary Rose Fund  
Bell Foundation, David Winton  
Bentson Foundation  
Blue Cross and Blue Shield of MN Foundation  
F.R. Bigelow Foundation

bridging gaps to provide necessary services and items to help people remain successful in the community. Thank you for your generosity.

Bremer Foundation  
Seward Community Co-op  
St Paul Foundation  
Siska Family Foundation  
Wyman Family Foundation

## YOUR DONATIONS – IMPROVING THE LIVES OF OUR CLIENTS

Kevin is an MHR client with a past history of psychiatric hospitalization – which of late had been avoided via the use of anti-psychotic medications. Unfortunately, Kevin had a recent episode which required a stay at the hospital. While undergoing treatment, Kevin's medication dosage was increased. In the first three weeks after being discharged, Kevin fell several times, resulting in a number of expensive emergency room visits to receive stitches and treat a broken bone.

MHR's treatment team recommended a Medication Therapy Management (MTM) session to determine if Kevin's medications were contributing to his problems with balance. As Kevin's insurance did not cover this type of service, the consultation was made possible via private donations to MHR.

During his MTM session, Kevin stated, "I would live with hearing more voices if it meant I didn't have to fall so much." The MTM Pharmacist's response was "I don't want you to hear voices, and I don't want you to fall. This isn't an either/or situation." The MTM session identified several medication conflicts that were likely causing Kevin's falls, and also incompatible with his diabetes. Kevin's primary care physician used the MTM recommendations to prescribe a new combination of medications which have eliminated the balance and falling problem. As a result, Kevin is able to be healthy and engaged in the community, live a higher quality of life, and greatly reduce costly emergency room visits. This is a perfect illustration of how MHR is using charitable giving to reduce system costs AND improve the lives of our clients.

## NEW ENDEAVORS: INNOVATION AND ADVOCACY AT ITS BEST!

- MHR is expanding housing services to include a new program that will provide permanent supportive housing to 16 adults experiencing chronic homelessness in Ramsey County. This new program was made possible with a grant from the Department of Housing and Urban Development.
- In June 2013 MHR opened the doors to our Duluth location. This office will be home to staff providing Special Needs Basic Care and Targeted Case Management to residents in the Duluth area.
- The Seward Community Support Program began a Health and Wellness initiative this year. Part of the program includes providing fresh fruit and vegetables to program members. This endeavor was made possible through funding from the AMRTC Auxiliary Rose Fund and the Seward Community Co-op's SEED program.



## SPOTLIGHT ON SERVICES ALL THINGS CONSIDERED

In July 2013 MPR and Star Tribune did a week long segment on Minnesota's Mental State. MHR's Ramsey Assertive Community Treatment Team was featured in a segment during "All Things Considered." Did you know that the 13-member team works with 95 people who have mental health issues? The team helps people improve their symptoms, avoid hospitalizations and live independently. Check out the print and audio segments for yourself at: <http://minnesota.publicradio.org/projects/2013/07/mental-health-series/>

## WE WARMLY WELCOME... ROXANNE CONDON



Roxanne Condon

Roxanne Condon joined MHR as Vice President of Administrative Services in September, 2013. She has over 20 years of program direction, management and leadership experience. Most recently, Roxanne served as executive director of Emma Norton Services, an organization providing transitional and permanent housing to women and families experiencing homelessness and in recovery from mental illness and substance abuse. Prior to that, Roxanne was the Associate Director of Administration at Tasks Unlimited, an organization providing integrated

mental health, housing, and vocational services to people with serious and persistent mental illness. She has expertise in mental health and vocational rehabilitation systems; integrating mental health, physical health, employment, and housing services; and implementing Fairweather Lodge Model services, a peer support model helping people achieve mental health recovery and self-sufficiency. She has assisted two other organizations in starting Fairweather programs. She has extensive experience developing diverse funding for support services. Throughout her career, she has worked to promote systems change and eliminate barriers to the self-sufficiency and social status of disadvantaged individuals. Roxanne is a graduate of Hamline University, with a B.A. in business administration and political science, and a M.A. in public administration. She and her husband are long-time St. Paul residents. She enjoys spending time with her family, and being a baseball and women's hockey fan.