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.

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.”

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

RAISING THE BAR — EVALUATING OUR PRACTICE
Chatting with Staff... Feeling Inspired by Others

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, of 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 Committee. It is inspiring to work with a company that cares so deeply about the people that we serve.

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

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

Grateful to Givers

YOUR DONATIONS – IMPROVING THE LIVES OF OUR CLIENTS

We at Tasks Unlimited, an organization providing integrated mental health, housing, and vocational services to people with serious and persistent mental illness. We have 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. We have assisted two other organizations in starting Fairweather programs. 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. Roxanne is a graduate of Hamline University, with a B.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.

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.

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 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. Roxanne is a graduate of Hamline University, with a B.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.

Natalie Engelmann

Roxanne Condon