

## PHILOSOPHY OF CARE

MHR believes that people with mental illness can lead full lives in the community. We challenge ourselves and the larger community to address barriers that inhibit their independence, growth and recovery.



“This place is  
a big hope.”

### GET CONNECTED!

MHR offers a wide array of programs and services. If you or someone you know would like to connect, please contact us at (651) 659-2900.

# Hope, health, and recovery.

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Founded in 1976, Mental Health Resources is a 501(c)3 agency achieving the mission *to foster hope, health and recovery for those affected by mental illness*. In 2014, we served over 6,500 individuals. While the majority of our clients reside in Hennepin, Ramsey and Dakota Counties, we provide services in 38 counties throughout Minnesota.

## PROGRAMS & SERVICES

MHR currently offers over 20 programs, all of which stem from our mission. We continue to expand and diversify our programming to meet the needs of our clients. Current programs and services include:

- Targeted Case Management (TCM)
- Assertive Community Treatment (ACT)
- Adult Rehabilitative Mental Health Services (ARMHS)
- Mental Health Outreach Clinic (MHOC)
- Metro Intensive Treatment (MITT) Team
- Special Needs Basic Care (SNBC)
- Seward Community Support Program (CSP)
- Housing Voucher Program
- Supportive Housing Programs



## WHO WE SERVE

MHR provides case management and care coordination services for adults with serious mental illness who often shoulder the burdens of chemical dependence, physical illness, unemployment, homelessness, poverty, cognitive impairments/dementia, a history of violence or trauma, and/or involvement with the legal system.

Our clients often struggle in daily life with these conditions. Our staff works with individuals, families and groups to build on the strengths of clients to live stable, safe and independent lives in the community.

MHR believes each client exchange is part of a partnership between the client and our staff. Each client builds his or her own treatment goals and receives support from our staff to achieve those goals. While engaging with clients, MHR also focuses on connections to needed medical and other services. To build clients' confidence and increase independence, the majority of our services are delivered in the clients' home or in the community.



*“Without my case manager, I’d probably still be holed up in my room with the curtains drawn and not talking to anybody.”*

## PROVEN SUCCESS

Our strong reputation built on excellent community-based case management service delivery, best practice creation and implementation, and a deep understanding of complex clients' needs has allowed us to develop expertise and demonstrate impactful results.

*A few of MHR's key accomplishments include:*

### STRATEGIC INCREASE IN NUMBER OF CLIENTS SERVED /

From 2009 to 2014, MHR tripled the number of clients served annually.

### FINANCIAL STABILITY /

Throughout this growth, the organization expanded self-sustaining revenue models that led to an increase in operating reserves of over three months.

### AHEAD OF THE HIT CURVE /

All staff of MHR meet the new Health Information Technology (HIT) requirements of the Affordable Care Act (ACA) to remain ahead in Electronic Medical Record management, insurance billing and data analysis. Through the creation of a proprietary Data Warehouse, MHR management and senior leadership are able to view client metrics in real time and see change over time. This Outcomes Database provides us with the ability to see which clients need increased services and allows the measurement of organization-wide impact.

### TRAINING TRANSFORMATION /

In response to performance needs, MHR redesigned our new employee orientation program. The more robust initial training encompasses a person-centered, trauma-informed care approach to better serve our clients with complex needs.

### HIGH CLIENT SATISFACTION /

MHR annually contracts with a third party evaluator to survey clients for satisfaction measures. In 2015, the survey demonstrated a 49% response rate and featured an overall 93.1% client satisfaction rating.

### INNOVATIVE PILOT DEMONSTRATING NOTABLE RESULTS /

In July 2014, MHR's Metro Intensive Treatment Team completed a pilot providing intensive community-based services that demonstrated a 49.8% reduction in health care costs. This intense, short-term intervention model provides rapid support for clients experiencing acute psychiatric illnesses to prevent or shorten hospital stays, avoid civil commitment, and prevent the loss of employment, housing and personal relationships.