2015
ANNUAL REPORT
Mental Health Resources
Dear friends of MHR,

2015 was a year marked with significant accomplishments at Mental Health Resources. We improved and expanded our services by remaining true to our mission “To foster hope, health, and recovery for those affected by mental illness.” In 2015, MHR served over 6,000 adults experiencing a serious mental illness through a vast array of community-based services.

Several years ago, MHR made the commitment to enhance the lives of the clients we serve by focusing on all aspects of their lives. This “whole person” approach addresses their serious mental illness; their physical well-being; and the social issues which impact their lives. In 2015, MHR continued building on this approach by designing and implementing programs tailored to the needs and concerns of the client population we serve.

Generous donations and grants have funded MHR’s development of a data warehouse for enhanced reporting, the development and implementation of the Rethink Tobacco Initiative and our Comprehensive Dental Initiative. Data shows the clients we serve experience significant dental and oral health issues. MHR’s Comprehensive Dental Initiative, outlined on page 8, is designed to help remove the dental care barriers for the individuals with a serious mental illness. You can learn about the successes of our tobacco cessation program for persons living with a serious mental illness on page 14. We hope this program will be adopted by health insurers and be a reimbursable service in the future for this specific population.

Accessibility to affordable housing in the state, specifically the metro area, remains a serious problem for adults living with a serious mental illness. It is especially precarious for those individuals discharging from a mental health inpatient hospitalization. Information about MHR’s partnership to secure housing and provide supportive services to these individuals during this critical transition phase can be found on page 12.

As President of the Board and Executive Director of Mental Health Resources, we would like to thank all of you for the support you have extended to the organization and our clients over the past year.

Sincerely,

Kathy Gregersen
Executive Director

James Wyman
Board President
In 2015, MHR served 6,067 clients through our multiple programs and service models.

MHR case managers made 110,938 referrals to connect clients to needed services.

MHR staff members drove 1,221,910 miles to meet with clients in the community.

The Seward Community Support Program provided over 14,040 snacks and meals.

95% of clients feel staff respect their background (culture, religion, sexual orientation, etc.)

86% of clients feel the services received from MHR help them deal more effectively with crisis situations.

88% of clients feel staff helps them find resources and information to manage and take charge of their mental illness.

93% of clients are satisfied with the services received from MHR.

93% of clients would recommend MHR to a friend or family member who was in a similar situation.
MHR’s Community Support Program (fondly known as the CSP) is a unique space in the Seward neighborhood of Minneapolis that brings people living with mental illness in the community together for mutual support and friendship. Members are involved in a wealth of groups and activities as well as volunteering at the CSP or simply enjoying each other’s company.

In 2015, CSP members and staff took on a new project: helping each other with their health. The CSP added two new weekly groups to the regular schedule: Healthy Lifestyle Group (for people who smoke) and Wellness Group (focused on diet and exercise). Both groups quickly became some of the best attended groups the CSP has ever had. They use evidence-based wellness approaches specifically designed for people living with serious mental illness, as well as simply providing a chance to reflect and report back to the group each week.

Members also had the opportunity to participate in a nutrition trivia game, join the CSP Wellness Group for exercise, and try a carbon monoxide breath test. Everyone enjoyed a healthy lunch, planned and prepared by CSP members. Many members wondered why the CSP Health Fair is only once each year!

We expect both the Health Fair and the new health and wellness groups will continue to grow, helping people living with mental illness improve their overall health, wellness and social connections.
People living with serious mental illness experience daily barriers to completing regular oral hygiene and dental visits. Living with mental illness symptoms and navigating poverty can quickly deplete precious time and energy also necessary for taking care of one’s teeth. Many life-saving psychiatric medications have a side effect of dry mouth, increasing tooth decay. In addition, many people living with mental illness have had negative past experiences at the dentist, and others simply lack the dental coverage or funds to pay for treatment.

As part of the Invisible No More Campaign, MHR has been taking down many of these barriers by educating about oral hygiene, giving free samples of toothbrushes and other dental care items, and reminding clients about check-ups. Motivational interviewing and other tools are used by Case Managers to help clients think through their reasons for pursuing or not pursuing dental care.

In addition, MHR’s new Community Health Outreach Coordinator assists our clients with renewing dental insurance, selecting an affordable provider, and attending dental appointments with clients, if requested. MHR also established a dental care fund to help clients pay for dental care not covered by insurance, including sedation if needed to complete deferred treatment with less time and anxiety.

All of these efforts have already helped almost 200 people living with mental illness complete their dental treatment plan, with 70% reporting their quality of life was improved after treatment. Attending to dental needs is just part of serving the whole person, and MHR will continue to lead the way to removing barriers for people living with mental illness.

CLIENT STORY: Mahamud

“I feel good when I’m here. Members and staff are all good people.” —MAHAMUD

I had a problem with bleeding gums. When I brushed, it would bleed and it was getting worse and worse. I knew something was wrong, but I didn’t know what it was. When I talked with my primary counselor, Sara, and the MHR Community Health Outreach Coordinator, Lindsay, they helped me to go to a dentist. Lindsay even met me at my first appointment. That helped a lot, because there were many problems to work out. I found out my insurance was expired. They asked for $150 to evaluate me. I couldn’t afford that because even when my insurance was reinstated, I had a large spenddown. MHR helped to pay the $150. That paid for the X-ray and they told me how bad the problems in my mouth were. It was advanced gum disease. They explained they had to extract all my teeth.

I panicked the first time I went to get an extraction. I panicked and I walked away. But when I got home, I said, “This is a problem.” So I went back and had them finish the extraction. I started the process in December of 2015 and finished it in April of 2016. So I’m feeling better now. There is no more bleeding and it is healing.

I had a large spenddown from all the work and Jourdan, the new MHR Community Health Outreach Coordinator, has helped me to pay for the services. I don’t owe anything for the work. I wouldn’t have been able to get the work done without her and the Seward CSP. I have been a member here at the CSP since 2012. It is a great place to hang around and socialize with my peers. I feel good when I’m here. Members and staff are all good people.
MHR served 6,097 clients in 2015. We support varying levels of client needs through individualized program intensity and duration. The shape of our client base is continuously transforming depending on intensity of need.
Mental health advocates, health care systems, justice systems, human service systems, and those people living with mental illness themselves have all been frustrated by the harmful cycling of people with acute mental health symptoms from arrest to hospital to homelessness and back again.

In 2012, MHR was invited to partner with the Minnesota Department of Human Services, as well as Anoka and Hennepin Counties to help solve this problem with a simple idea: meet with Anoka Metro Regional Treatment Center patients who don’t have a home to go to after discharge, and help them establish a safe and stable place to live.

The Bridges RTC program launched with 20 housing vouchers and one supportive housing specialist who helped medically discharged Anoka hospital patients find a safe, affordable apartment and sign a lease. Three years later, Bridges RTC is serving up to 50 clients at any given point in time through housing outreach, transition into housing, and ongoing tenancy support.

The recovery process for homeless adults with serious mental illness begins with safe and affordable housing. Bridges RTC is there for the long term to help people living with mental illness maintain stable community living and continue their recovery. It’s amazing what a stable roof over one’s head and ongoing caring support can do.

With their own chosen safe and stable home as their foundation, Bridges RTC clients living with mental illness consistently do much better, and finally escape the revolving door of arrest, jail, hospital and homelessness.

CLIENT STORY: Richie

Richie knows a lot about challenges—both from living with mental illness, and from life. Richie went through significant trauma and abuse as a young child, was placed in foster care and group homes, and had early symptoms of mental illness. He rallied to achieve an associate’s degree in food service but struggled to keep jobs and relationships due to his increasing symptoms. At age 28, Richie lived in a storage unit without heat in the Minnesota winter and was experiencing auditory hallucinations and delusions with no access to psychiatric care.

Richie’s eventual arrest for felony assault may have been a blessing in disguise. Eventually, Richie was charged with a crime and went from jail to six months of inpatient treatment, which helped stabilize his symptoms. Before he even left the Anoka hospital, Richie was connected with MHR’s Bridges RTC housing program. Everyone, most of all Richie, wanted Richie to have a safe and stable home where he could continue his recovery in peace.

Since being housed through Bridges RTC in October 2015, Richie has been a model tenant. He’s building on his past educational success to pursue a degree in criminal justice at MCTC. He maintains an active schedule between weekly home visits from his ACT treatment team, medication management with a visiting nurse, and attending his college classes.

Richie also goes to the movies every Friday with a few friends he has from the neighborhood and school. Since being housed through MHR Bridges, Richie has not had any legal issues or hospitalizations, and he’s pursuing his goal of improving the criminal justice and foster care systems he experienced as a child. Rick embodies the hope, health and recovery that can happen when people living with mental illness receive responsive treatment, housing and support.
Minnesotans with serious mental illness do not live past an average age of 58, resulting in 225,000 people in Minnesota who will die 25 years earlier than they should, mostly from preventable chronic disease. In 2015, MHR tackled one of the causes of early death for people living with serious mental illness: tobacco use. More than half of MHR’s clients smoke, and across Minnesota, 75% of the remaining smokers today are people living with mental illness. That’s one of the reasons Clearway Minnesota helped support this project.

MHR’s ReThink Tobacco initiative removes barriers to quitting smoking that are unique to people living with mental illness. National expert Dr. Jill Williams provided all-staff training and consulting to get MHR started. Talking about tobacco together with people living with mental illness has changed from an afterthought to a strong agency priority. Last year, MHR case managers and clients discussed tobacco use during more than 16,384 visits, including interactive tobacco education and carbon monoxide breath testing.

As a result of this universal outreach, MHR clients are already engaging with ReThink Tobacco, and we expect their numbers to continue to grow. In 2015, fifty clients elected to come to at least one Healthy Lifestyles tobacco education group, and these groups helped them smoke less: those who attended at least two groups reduced their breath carbon monoxide by an average 13.53 parts per million (ppm).

MHR is also helping people living with mental illness quit smoking by increasing access to tobacco cessation prescriptions that are safe to use with their other medications and by providing free samples of nicotine replacement therapy. By keeping tobacco cessation “on the radar,” helping clients clarify their motivations for quitting, and providing new cessation tools, MHR is supporting people living with mental illness in their goals of reducing and ending their smoking.

On average, clients who attended at least two group sessions decreased breath carbon monoxide by 13.53 PPM.

“CO Breath Test” shows the amount of carbon monoxide in the breath. It is measured in parts per million (ppm).
FINANCIALS

STATEMENT OF ACTIVITIES:

REVENUES & SUPPORT /

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<tr>
<th>2015</th>
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<td>Government and Service Contracts</td>
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<td>Medical Assistance</td>
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<td>Grants and Contributions</td>
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<td>Lease Income</td>
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<td>Client Fees, Investment Income and Misc.</td>
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EXPENSES /

Program Services | $19,766,733 | $19,998,398 |
Administration | $2,619,414 | $2,343,089 |
Funding | $199,953 | $167,705 |
TOTAL | $22,586,100 | $22,509,129 |

Change in Net Assets | $1,017,386 | $739,717 |
Net Assets, Beginning of Year | $7,230,100 | $6,490,363 |
Net Assets, End of Year | $8,247,486 | $7,230,100 |

STATEMENT OF FINANCIAL POSITION:

ASSETS /

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<td>Investments</td>
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<td>Accounts Receivable and Prepaid Expenses</td>
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LIABILITIES /

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NET ASSETS /

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<td>Unrestricted</td>
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<td>Temporarily Restricted</td>
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TOTAL LIABILITIES & NET ASSETS /

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<td>$11,439,123</td>
<td>$10,203,922</td>
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BOARD OF DIRECTORS & SENIOR LEADERSHIP TEAM

2015 BOARD OF DIRECTORS /

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Associate Medical Director of Behavioral Health
HealthPartners Medical Group and Regions Hospital

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Jill Johnson
Director of Advancement
It is with great gratitude that we recognize all contributions made in support of MIR programming.

Thank you for your continued support!

PRINTED INCLUDING MATCHING CONTRIBUTIONS RECEIVED THROUGH MAY 31, 2014