“It’s like the clouds parted. I could breathe. It wasn’t so dark anymore.”

Jen, individual served on what it felt like to talk with someone from Guild.

For much of 2015, we’ve reflected on Guild Incorporated’s 25 year history talking with Jen and others to capture stories that tell us about our past, where we are now, and what we’re doing to create our future.

Reviewing the stories is a bit like looking through a kaleidoscope. They illuminate how one slight turn can change the whole picture. Darkness becomes light. Shapes transform. Colors change. A completely different image comes into view.

“It’s like the clouds parted. I could breathe. It wasn’t so dark anymore.”

Grace Tangierd Schmitt
President

Michael P. Sampson
Chair, Board of Directors

Photo credit: Peter Koeleman

“‘I’m pretty content. It’s the greatest sense of support.’”

Mark, individual served on what life is like today and getting help from Guild over the years.

With you — our stakeholders — we keep turning the end cap on that kaleidoscope. We respond, shift, and change to create the outcomes that we and those we serve desire:

More than 2,200 individuals served across all programs and services in 2015.

699 new individuals and families (outside usual referral sources) responded to in one business day – a 9% increase over 2014.

92% of individuals at Maureen’s House for crisis stabilization discharged without high-cost hospitalization.

33% more individuals found jobs with help from Employment Services, an increase over 2014. Meet the team on page 8.

We’re progressing in our work to serve as a Behavioral Health Home (BHH), a model that provides comprehensive coordination of physical and behavioral health care. Learn more in the Year at a Glance section.

“‘All along the way, Guild has looked for ways to innovate. Just continue on the same trajectory – keep innovating.’”

Sue Abderholden, Executive Director, NAMI Minnesota.

These outcomes form a picture that is possible only because of your partnership. We are grateful. And your confidence in our stewardship is important. Call us at 651-925-8450 with your questions, comments, ideas or concerns.

Thank you for your support and for celebrating 25 years of service to the community with us. Just think of what we can achieve together in the next 25!

Sincerely,

Grace Tangierd Schmitt
President

Michael P. Sampson
Chair, Board of Directors

2
Mental illnesses are more common in the United States than most people think and happen to people regardless of economic status, gender, age, race, or background. One in 17 Americans has a serious mental illness, according to the National Institute of Mental Health, which also identifies these illnesses as the leading cause of disability in the United States. This means that in Minnesota’s 11-county Twin Cities metro area alone, more than 200,000 people live with mental illnesses.

Guild Incorporated exists to help individuals, 16 years and older, living with these illnesses, counter the devastating effects of poor physical health, chronic homelessness, high unemployment, extreme poverty and other health and social complexities that are often experienced; seeing strengths, creating options, and restoring health, all toward the goal of helping people lead quality lives. Guild celebrated 25 years of service to the community on April 18, 2015.

Services are successful when those served: live in safe, affordable housing and homelessness is prevented; maintain their optimal physical and mental health; find suitable employment or pursue education; have recreation and socializing opportunities; and, report a sense of satisfaction with their quality of life.

Because mental illness can affect every area of a person’s life, Guild focuses on an integrated model of care, treating the whole person, not just the mental illness. This whole health approach helps prevent hospitalizations and enhances the quality of life so individuals can live successfully in the community. Services are mobile, provided in the community when and where needed.
Individuals who have psychiatric illnesses of a serious nature gain access to medical, social, education, vocational, financial, and other necessary services related to individuals’ mental and physical health needs. Stability in housing, optimal health, and connections to one’s community are the desired results of these services.

Assertive Community Treatment (ACT), an intensive outpatient service, helps individuals living in the community who experience severe, hard to manage symptoms of mental illness. The goal of ACT is to decrease or prevent recurring acute episodes of illness. This evidence-based, “hospital without walls” model uses a multi-disciplinary team model to provide mobile services, delivered where needed, most often in individuals’ homes. Two teams served 180 adults in 2015.

A specialty ACT Team, launched in February 2014, serves transition-age youth, ages 16-20, with diagnosed serious mental illness and substance use disorders. Early intervention with community-based treatment is designed to prevent mental health conditions from becoming disabling. Eighty-four percent of those served in 2015 maintained or improved their functional status over time; 89 percent maintained or reduced their risk of harm. Seventy-five percent maintained or completed their chosen education program.

Collaborations with health plans enhance the organization’s ability to coordinate and assure care for both medical conditions such as hypertension and diabetes and mental health conditions, and help ensure that individuals served get the treatment they need for their medical conditions. This is especially important as the life-span for people who have serious mental illness is shortened by twenty-five years, largely due to treatable medical conditions.

In 2015, 1,004 individuals received Community Treatment Services.

74% of individuals served maintained stable housing
(as measured by the Housing Movement Table administered during the last six months of 2015; the goal is 70%).

Community Access

A record number of people (outside the usual referral sources) called Guild directly for help in 2015. Mental health professionals responded to 699 calls within one business day, a nine percent increase over 2014. Through this “Community Access”, callers receive help to address immediate needs, identify appropriate options, and help to secure ongoing services.

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of people calling for help</th>
</tr>
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<tbody>
<tr>
<td>2009</td>
<td>239</td>
</tr>
<tr>
<td>2010</td>
<td>364</td>
</tr>
<tr>
<td>2011</td>
<td>346</td>
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<td>2012</td>
<td>448</td>
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<tr>
<td>2013</td>
<td>546</td>
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<tr>
<td>2014</td>
<td>641</td>
</tr>
<tr>
<td>2015</td>
<td>699</td>
</tr>
</tbody>
</table>
Residential Services

Residential Crisis Services (Maureen G. Heaney Guest House) help individuals in psychiatric or other crises stabilize in the community without becoming homeless, and, whenever possible, without high-cost hospitalization. Intensive Residential Treatment Services (Guild South) assist individuals to develop and enhance psychiatric stability, personal and emotional adjustment, self-sufficiency, and skills needed to live in a more independent setting. Permanent, supportive housing provides 24/7 on-site services for residents who need a higher level of care to assure stability in housing and optimal health (Rick’s House).

In 2015, 135 individuals accounted for 154 admissions to the 4-bed Residential Crisis Services. The average length of stay was seven days. Ninety-two percent (141/154) of admissions resulted in the individuals stabilizing their situations without hospitalization for psychiatric care. Sixty-two individuals were served in the nine-bed Intensive Residential Treatment Services program, with an average length of stay of 58 days. Seven individuals were served by Rick’s House in 2015. Three individuals moved to other living settings during the year.

Delancey Services

Guild’s Delancey Street services engage people who have histories of long-term homelessness compounded by problems of mental illness, substance use, and chronic medical conditions. Delancey Street takes a “housing first” approach, assisting participants to establish and maintain housing; improve their health; and, increase their quality of life through meeting desired goals. Initially begun in 2003 as a pilot project to demonstrate the potential to end homelessness for the “most marginalized single adults”, Guild’s Delancey Street continues as a provider for the Metro Long-term Homeless Supportive Services Project in the seven-county metropolitan area in Minnesota.

In 2015, 49 individuals were served in this “housing first”, continuous-care model, over 100 percent of capacity. Eighty-one percent of those served for one year or more kept continuous housing in 2015.

Delancey Apartments opened in 2009, resulting from collaboration between Guild Incorporated and Project for Pride in Living. It provides 13 units of permanent, supportive housing for people experiencing chronic homelessness who have had difficulty maintaining their housing; and features easy access to things like nursing and employment support. Nineteen individuals benefitted from this housing in 2015.

Hospital to Home – Guild is demonstrating, in partnership with Regions Hospital, Hearth Connection, and the Division of Healthcare Research and Quality within the state Department of Human Services, reduction in avoidable high-cost health services while increasing stability in health and housing for low-resource homeless individuals with complex healthcare needs who turn to hospital emergency departments for ongoing health concerns. This Hospital to Home project served 23 individuals in 2015.

The most recent client outcome report was published by Wilder Research in February 2015, incorporating outcome data through April 2014. Emergency department use consistently decreased over time (68% after enrollment). Clinic use has decreased and rebounded overall, while varying for individual participants based on their health needs. Participants accessed medications more consistently after enrollment, including stabilizing the number of pharmacy claims overall and accessing more of the same medications repeatedly. Despite long histories of homelessness, all participants moved into stable housing within four months of enrollment in the initiative.

Guild partners with Dakota County Community Services in a SUPPORTIVE HOUSING initiative to help people living in shelters who have barriers to housing (including co-occurring disorders, medical issues, low income, and/or history of criminal charges) “find, get, and keep” their own housing. Sixty-one formerly homeless individuals are now housed and have access to on-going housing supports to aid in maintaining stable housing.

Additionally, in collaboration with Hearth Connection and Medica, Guild served 24 Medica members with the “housing first” and permanent supportive housing model. Medica recognizes the inextricable relationship between health and one’s living arrangement, and partnered with Hearth Connection to access specialized providers to meet the need for supportive services for Medica members who are homeless.
Employment Services

The Employment Services team received the “Pioneer Award” at the 2015 MN Statewide Individual Placement and Support (IPS) Conference. The award recognizes those organizations that first implemented the evidence-based IPS model in 2007. Promoting work as part of the recovery process, services help individuals pursue education or find, get, and keep employment in the competitive labor market that meets their abilities and preferences.

Rehabilitation Services

When living and coping with mental illness, it can be difficult to keep up with everyday demands and reach goals. Rehabilitation Services help individuals develop, restore and enhance their psychiatric stability, social competencies, personal and emotional adjustment, and community living skills. The agency’s Community Support Member Center is a component of Rehabilitation Services. A variety of support and socialization activities are available as well as classes and workshops in areas of interest such as Illness Management and Recovery, Nutrition, Wellness Workshops, etc. Many classes are led by peers. Individuals can also just “drop-in” for help with a particular problem.

Supported Housing Services

Guild administers housing subsidies to facilitate access by individuals served to safe, affordable housing. Guild also provides Shared Housing in which individuals who share similar circumstances choose to live together in a permanent, supportive living arrangement to counter social isolation.

Volunteer Services

Be a friend to someone who is isolated, drive someone to the grocery store, play sports or card games, help raise funds – there’s something for everyone to do.

FOR INFORMATION ON SERVICES:
www.guildincorporated.org
info@guildincorporated.org
651.291.0067

A record number of individuals were successful in finding jobs in 2015, a 33% increase over 2014.

154 individuals made 5,021 visits to the Center, participating in both center-based and community-based activities.

135 individuals received subsidies.

More than 200 community members help Guild Incorporated meet its mission and purpose through volunteer service.
These people helped us meet our mission in 2015

177 Employees
24 Nursing Interns
2 Doctorate of Nursing Interns
3 Doctors in Residency
3 Bachelor of Social Work Interns
1 Marketing Communications Intern

We’re spreading the message of hope each day. In person...

202 volunteers gave 3,124 service hours
21 Get to Know Guild Events held at our Administrative offices introduced more than 174 people to our mission and services
8 road show versions of our Get to Know Guild events in the community
162 Ambassadors represented us at 68 community events throughout the year

And online...

Realized a 23% increase in website visitors for the year
16% increase in people signing up to receive our email newsletter and other communications

Facebook 24% growth in friends
Twitter 27% growth in followers
LinkedIn 49% growth in connections
Meet the Employment Services Team

they received the “Pioneer Award” at the statewide Individual Placement and Support (IPS) Conference in October 2015. The award recognizes those organizations that first implemented the evidence-based IPS model in 2007.

The number of participants achieving a competitive employment outcome puts Guild’s Employment Services in the top 25% of similar programs in the nation that use the evidence-based Individual Placement and Support model.

In May, Peggy Darmody, Director, Employment Services, presented at the Mental Health Minnesota (MHAM) conference along with Kim Lutes, Client Advocate, MHAM. Together they led a session titled “The Power of Sharing Stories: Promoting Recovery, Advocating for Change.”

They placed 33% more individuals in jobs than in 2014 and...

“A new take on the Chicken Dance - Each time an individual gets a job, our Employment team celebrates by pressing play on their mascot Clucky! You see him in the photo: now WATCH him in action here.

“I know my sickness and working helps me.”
Tracene, Individual Served

“DID YOU KNOW

It feels really good being back at work.”
Bill, Individual Served

Partner Quote:

“Guild does things in a thoughtful way – keeping in the spirit of what they’re trying to accomplish,” says Claire Courtney of Minnesota Department of Employment and Economic Development (DEED). “When you do things in this way, you can have phenomenal success.”

READ: Claire’s “25 for 25” profile honoring our 25th Anniversary.

What the future holds:

Expanding Employment Services into Scott County: We’ve been selected by the Department of Employment and Economic Development (DEED) as one of three organizations to expand utilization of the Individual Placement and Support (IPS) employment model within Minnesota. We look forward to working with Scott County, DEED, and employers to assist Scott County residents in finding, getting, and keeping competitive jobs.
If volunteers Heath and Elyse Jensen had a favorite word, it would probably be: Authentic.

Restoration enthusiasts, they seek a genuine quality in their pursuits. It’s a process that takes time, but it’s worth it.

The same, the couple says, is true of relationships. It’s one of the reasons they became volunteers, developing a friendship with Michelle three years ago.

“We really wanted to get behind the scenes, and work directly with the people,” Elyse reflects. Guild’s mission, Heath says, is “close to home.” His mom has mental illness.

After being matched with Michelle, they met with her every other week. “Like any relationship, it’s awkward at first,” Elyse acknowledges. “It’s a progression,” Heath continues. “We found common interests just like you would with any other friend.”

Dogs were one of those interests. “We went with Michelle to get her dog, and we ended up getting one ourselves!” Elyse says laughing. These days, the friends enjoy bike rides, bonfires, and just hanging out. Michelle has taught the couple about stained glass. And they help each other with house projects.

“I know that it’s called a 1:1 match,” Heath comments. “And sometimes we might do things independently with Michelle, but, overall, we do it together.” “It’s actually allowed Heath and I to talk about some of the things that he experienced,” Elyse adds.

“Michelle talks about some of the rough stuff she’s going through with us,” Heath says. It’s an aspect of the friendship the couple values. Elyse explains: “We get so busy professionally, and we get caught up in the minutiae of that. It’s good to get a different perspective, and to understand what someone might be going through. It helps us remember what’s important.”

Heath suggests that those interested in volunteering as a friend shouldn’t worry if they don’t have experience with mental illness: “Everyone has a slightly different story, so even though I had some experience with mental illness, it’s not the same. They are truly just another person that needs support.”

The support, Heath believes, goes both ways: “We feel really good after we spend time with Michelle. She’s helping us as much as we’re helping her.”

Decrease Isolation. Become a Friend Today.
2015 BOARD OF DIRECTORS

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Directors Emeritus
David McDonell

Honorary Director
Vineeta Sawkar

PROGRAM EXPENSES 2015
Community Treatment Services..............$6,303,014
Residential Services..........................1,726,665
Delancey Services..............................2,152,346
Employment Services.........................396,854
Supportive Housing Services...............330,127
Rehabilitation Services......................205,789
Volunteer Services.........................31,346

$11,146,141

2015 PUBLIC SUPPORT AND REVENUE
- Government Grants and Contracts $11,223,100
- Contributions 1,284,715
- Private Health Insurance, Private Pay and Other 815,120

$13,322,935

2015 EXPENSES
- Program Services $11,146,141
- Management and General 1,468,580
- Fundraising 469,047

$13,083,768
## Statement of Financial Position

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>12/31/15</th>
<th>12/31/14</th>
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<tbody>
<tr>
<td>CURRENTS ASSETS</td>
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<td>5,711,073</td>
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<td>LIABILITIES AND NET ASSETS</td>
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<td>CURRENT LIABILITIES</td>
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<td>Current Portion of Long-Term Debt</td>
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<td>Accrued Liabilities</td>
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<td>Deferred Revenue</td>
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<tr>
<td>TOTAL LIABILITIES AND NET ASSETS</td>
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## Statement of Activities

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<thead>
<tr>
<th>PUBLIC SUPPORT AND REVENUE</th>
<th>12/31/15</th>
<th>12/31/14</th>
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<td>MN Health Care Program, Government Grants and Contracts</td>
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<td>10,499,314</td>
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<tr>
<td>Contributions, Sponsorships and Ticket Revenue</td>
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<td>Resident Fees</td>
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<td>Private Health Insurance and Private Pay</td>
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<td>Other Revenue</td>
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<td>TOTAL PUBLIC SUPPORT AND REVENUE</td>
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<th>EXPENSES</th>
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<td>Management and General</td>
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<td>Fundraising</td>
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<td>456,399</td>
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<td>TOTAL EXPENSES</td>
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<td>INCREASE (DECREASE) IN BENEFICIAL INTEREST OF ASSETS HELD BY OTHERS</td>
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<td>CHANGE IN NET ASSETS</td>
<td>227,546</td>
<td>105,862</td>
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</table>
Thank You to ALL of our 2015 Donors –
Those who appear on this list and those who do not. We could not fulfill our mission without your ongoing support.

**REALIZING THE VISION** —
$25,000 per year for five years
($125,000)
Bob and Sandy Klas
Marge Manion

**BRIDGE TO LIFE** —
$10,000 per year for five years
($50,000)
Anonymous (2)
Diana Devereaux and Family
Dan and Kari Rominski
Mary L. Holmes Family
Caroline Stevenson

**REACH TO FREEDOM** —
$5,000 per year for five years
($25,000)
Anonymous (4)
Lois A. Anderson
Ben and Antusa Bryant
Robert and Eileen Fahrenkrug
Kay Fredericks and Dick Cisek
John and Theresa Griep
Bob and Sandy Klas
The Linda and Robert Klas Jr. Family
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$1,000 per year for five years
($5,000)
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Fund of The Saint Paul Foundation
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Terry and Mary Kay O’Loughlin
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Ben and Lynn Oehler
Alexander Oftelie
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Kolean Pittner and Rich Wilson
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Minneapolis Foundation
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Janet Warzek
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Waterous
Mimi Weinerberger Bohrer
Marianne Wheelock and Scott Kajer
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Kristin Wiersma
Larry and Caryl Wogensen
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Associated Bank
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Foundation
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Otto Bremer Foundation
Bush Foundation
Business Partners Plus
Ben and Antusa Bryant
Edwards Memorial Trust
Mary Patricia Fenlon Memorial Fund
Kay Fredericks and Dick Cisek
Greater Twin Cities United Way
Greycouch Foundation
Cyril E. and Genevieve Gobeil Fund
The Guild of Catholic Women, Inc.
Hardenbergh Foundation
Fred and Mary Hoedeman
The Hubbard Broadcasting
Foundation
Bob and Sandy Klas
The Linda and Robert Klas Jr. Family
Honorable Mary Louise Klas
Bob and Muriel Klosterman
Eugene and Beverly Lentsch
List Foundation
Marge Manion
Medica Foundation
Mary and Chip Michel
Minnesota State Arts Board
Daniel and Laurie Moudry
Richard* and Helen* Murphy
Jason Najarak
Pentair Foundation
Chester D. Phillips
The Jay and Rose Phillips
Family Foundation
Pro Pharmacy
Nora B. Potamkin
Jane Richards
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Bob and Pam Senkler
Securian Foundation
The Saint Paul Foundation
Slavik Family Foundation
Caroline Stevenson
Success Computer Consulting
Leonard* and Lois* Tracy
Target

**LEADERS OF HOPE** –
Those who have given $25,000 or more in their lifetime
Anonymous (3)
HONOR/MEMORIAL GIFTS –
The following gifts were made in honor or memory of a loved one during 2015

(Honoree/Donor Name)
* indicates deceased

- **Janet Arend**
  Jill Jordahl

- **Carter Averbeck**
  Andrew Beson

- **Martha Barres**
  Mark Barres

- **Julie Blue**
  Kasey Miller

- **George Broostin**
  Skip & Pat Kiland

- **Inta Sellars & Bill Jeronimus**
  Dan & Carmen Springer

- **Jean Brown**
  Bonita & Keith Boisner

- **Doris M. Brinker**
  Tom & Angie Stone

- **Edward Hessler**
  Jean Brown*

- **Janice Brown**
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- **Tony Lopez**
  Patricia A. Rolewicz

- **Jean Brown**
  Doris M. Brinker

- **Grace Tangjerd Schmitt**

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  Candace and Rodney Brandt

- **Ross Churchward**
  Holly Woodhull

- **Doug Ellingson**
  Wayne & Joyce Taylor

- **Randy Engh**
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- **Jessie A. Fallon**
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  Drs. Petra Blix & Benjamin Gruber

- **Robert A. Glynn**
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Our year at a glance
Illuminating Hope

2015

March
Day on the Hill — Guild staff and clients advocated for mental health service funding and affordable housing at the state Capitol. See the photos here.

April
To honor the milestone of our 25th Anniversary, we launched “25 for 25” — 25 stories for 25 years about the people and innovations that have helped us get where we are today as well as those that are helping us prepare for the future. Enjoy all 25 stories here.

Over 350 people gathered at the Minneapolis Club for the second annual Bash4Guild event. Event creators and hosts, Board of Directors’ member Nik Larsen and friend Matt Bollero, created Bash4Guild to “smash stigma” while raising funds for Guild’s Equilibrium (EQ) Youth Services. Read the event wrap up here.

January
Staff participated in our annual New Year tradition, gathering for an afternoon of fun, food and camaraderie celebrating the past year’s work and recharging for the year ahead.

February
Received the first of two Practice Transformation Grants. These funds are possible through Minnesota’s $45 million State Innovation Model (SIM) grants and supports our ability to develop as a Behavioral Health Home, for which we are a First Implementer in Minnesota.

Received as a nominee for the Association of Corporate Growth BOLD Awards among an amazing group of MN based nonprofits and businesses imagining, innovating, and growing! Thanks to board member Jen Kalla for nominating us, specifically for our EQ youth services!

Hospital to Home: Positive Outcomes Continue — Wilder Research released the 2015 Report showing 68% decrease in emergency department visits by participants. Read the full report.

EQ, our Assertive Community Treatment Services for youth aged 16 to 20, turned 1-year-old old and was featured in this MinnPost article.

Photo Credit: Susan Sparling Micks
May

Our CARF accreditation is renewed for another 3 years – our 5th consecutive renewal! CARF International is a nonprofit accrediting body. By pursuing and achieving accreditation, we’ve demonstrated that we meet international standards for quality and are committed to pursuing excellence.

We welcomed Minnesota Department of Corrections officers for Crisis Intervention Training. They heard from staff and individuals served in an effort to learn and improve the way they respond to people experiencing mental health crises. We host several sessions each year in partnership with law enforcement and other community organizations.

With local artist Carter Averbeck, we held the “Spring Transformation” event at Omforme Gallery showcasing vintage furniture transformed by individuals served. Go behind-the-scenes as Averbeck describes the project from his gallery.

July

Launched Game On!, our staff-focused wellness initiative, with funding earned through the Statewide Health Improvement Program (SHIP) in Dakota County. Learn more about this commitment to supporting the health and wellness of our employees.

August

Gathered for our annual staff & family picnic to celebrate each other, the work that we do, and doing it for 25 years.

All staff members received training on healthcare reform and how to continue creating high impacts for clients within continually changing systems.

Welcomed Tom’s Big Ride for a pit stop at our offices as they pursued their mission of “pedaling the uphill battle for mental illness.”

June

Released our Member Center Study: “Valuing a Community Support Program for recovery from mental illness.” We collaborated with The Improve Group to conduct the study and results clearly demonstrate the value to the individual member and to the community-at-large. Read it here.

Photo Credit: Susan Sparling Micks

Photo Credit: Jennifer Larsen

Photo Credit: Jennifer Larsen
Our year at a glance - continued

**September**

Grace Tangjerd Schmitt, our president, seen far right in the photo, was honored to attend the ceremonial bill signing where Governor Mark Dayton recognized the mental health investments in the 2015 Health and Human Services bill!

Guild was selected to participate in the Minnesota Practice Facilitation Program offered by the National Council for Behavioral Health to enhance our use of health data.

**October**

Julie Grothe, Guild’s Director of Delancey Services participated in a national webinar for Medicaid officials, presenting on best practices for homeless Medicaid beneficiaries for Robert Wood Johnson Foundation’s State Health Value Strategies program.

**November**

We gave thanks for you, bread, a saxophone, and many other things. Read the story.

Awarded a second round of State Innovation Model (SIM) grant funding for Practice Transformation. This funding helped to facilitate implementation of Behavioral Health Home.

**December**

We celebrated another year of Ladder of Hope events. The success of these events is due to many of you – clients, families, volunteers, staff, donors, sponsors and partners. The funds generated help sustain our Services and Programs and increase our capacity to respond to new individuals and families calling us for help. Learn more about how we’re putting the right pieces in place together.