

"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 <u>Guild Incorporated's</u> 25 year history talking with Jen and others to capture stories that tell us <u>about our past</u>, 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.

"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 <u>Maureen's House</u> 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.



Photo credit: Peter Koeleman

"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 <u>25 years of service</u> to the community with us. Just think of what we can achieve together in the next 25!

Sincerely,

Schmitt

Grace Tangjerd Schmitt President





Michael P.

Michael P. Sampson Chair, Board of Directors

Our Mission and Vision

All toward the goal and mission of helping people with mental illness lead quality lives.

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 served across all programs and services in 2015

The most COMMON illnesses are schizophrenia, bipolar disorder

and schizoaffective disorder.

ore than

of these individuals have a co-occurring disorder related to substance use.

Many also cope with at least one co-occurring medical condition including chronic pain, diabetes, high blood pressure, obesity and asthma.

Community Treatment Services

Integrated & Intensive Case Management, and Care Coordination Services

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 lifespan 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.

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 <u>"Community Access"</u>, callers receive help to address immediate needs, identify appropriate options, and help to secure ongoing services.





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

Description Description D

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. **Sixtyone 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

<u>Be a friend</u> 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

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



135 individuals received subsidies.

More than

community members help Guild Incorporated meet its mission and purpose through volunteer service.

These people helped us meet our mission in 2015

Employees

Nursing Interns

Doctorate of Nursing Interns Doctors in Residency

Bachelor of Social Work Interns

Marketing Communications Intern

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



Get to Know Guild

Guild Events held at our Administrative offices introduced more than 174 people to our mission and services

Ambassadors represented us

at **68** community events throughout the year

And online...

events in the community

Realized a **23%** increase in website visitors for the year

16% increase in people signing up to receive our email newsletter and other communications









LinkedIn **49%** growth in connections

Meet the Employment Services Team



Left to Right: Abbie, Devia, Julie, Andrea, Ellie, Peggy and Dana

Photo Credit: Kati Rose

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

they received the <u>"Pioneer Award"</u> at the statewide Individual Placement and Support (IPS) Conference in October 2015. The award recognizes those organizations that first implemented the evidencebased 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 <u>Mental Health Minnesota</u> (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."

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: 🍪



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



Photo credit: Susan Sparling Micks.

"It feels really good being back at work."

Bill, Individual Served

Expanding Employment Services into Scott County: We've been selected by the <u>Department of Employment</u> 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.

Everyday Angels

Everyday we see strangers reach out to our clients with acts of friendship, housing assistance, employment, etc. These people are Everyday Angels living in our community. Their actions, no matter how ordinary or routine, have a profound effect on those we serve.

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.**"



Left to Right: Heath, Michelle, and Elyse

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.

Guild Incorporated 2015 Financial Results

2015 BOARD OF DIRECTORS

Chairman: Michael P. Sampson

Vice-Chairman: Nik Larsen

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David McDonell

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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	

\$11,146,141



2015 PUBLIC SUPPORT AND REVENUE

	\$13,322,935
Private Health Insurance, Private Pay and Other	815,120
Contributions	1,284,715
Government Grants and Contracts	\$11,223,100



Statement of Financial Position

ASSETS	12/31/15	12/31/14
CURRENTS ASSETS		
Cash and Cash Equivalents	979,710	879,083
Accounts Receivable	1,306,034	1,106,480
Promises to Give	266,515	320,969
Prepaid Expenses and Other Current Assets	171,201	87,187
TOTAL CURRENT ASSETS	2,723,460	2,393,719
OTHER ASSETS	1,242,048	1,236,213
NET PROPERTY AND EQUIPMENT	1,850,222	2,081,141
TOTAL ASSETS	5,815,730	5,711,073
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Current Portion of Long-Term Debt	40,662	72,550
Accounts Payable	123,701	147,467
Accrued Liabilities	547,406	452,615
Deferred Revenue	20,528	24,025
TOTAL CURRENT LIABILITIES	732,297	696,657
LONG-TERM LIABILITIES	122,348	280,877
NET ASSETS		
Unrestricted	3,280,336	3,103,625
Temporarily Restricted	913,413	868,678
Permanently Restricted	767,336	761,236
TOTAL NET ASSETS	4,961,085	4,733,539

Statement of Activities

PUBLIC SUPPORT AND REVENUE	12/31/15	12/31/14
MN Health Care Program, Government Grants and Contracts	11,223,100	10,499,314
Contributions, Sponsorships and Ticket Revenue	1,284,715	909,813
Resident Fees	535,151	502,447
Private Health Insurance and Private Pay	155,440	221,627
Refundable Advances Adjustment	0	0
Other Revenue	124,529	40,087
TOTAL PUBLIC SUPPORT AND REVENUE	13,322,935	12,173,288
EXPENSES		
Program Services	11,146,141	10,403,389
Management and General	1,468,580	1,252,885
Fundraising	469,047	456,399
TOTAL EXPENSES	13,083,768	12,112,673
INCREASE (DECREASE) IN BENEFICIAL INTEREST OF ASSETS HELD BY OTHERS	(11,621)	45,247
CHANGE IN NET ASSETS	227,546	105,862

Ladder of Hope Giving Society

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

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\$10,000 per year for five years (\$50,000)

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Edwards Memorial Trust















Wings of Nutrition







14





2015 Our year at a glance Illuminating Hope

January

STRE ARE THE

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.

NOVATIO

YOU KNO

HISTORY

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 <u>Behavioral Health</u> <u>Home</u>, for which we are a First Implementer in Minnesota.



Recognized as a nominee for the <u>Association</u> of <u>Corporate Growth</u> 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 <u>EQ youth services!</u>

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.

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 <u>25th Anniversary</u>, 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 <u>second</u> <u>annual Bash4Guild event.</u> 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.





Photo Credit: Susan Sparling Micks

Our year at a glance - continued

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 guality 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.



Left to right: Carter Averbeck with George Broostin, Development Director

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.

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.



Photo Credit: Jennifer Larsen

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."



Photo Credit: Susan Sparling Micks



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.





Guild Incorporated Seeing Strengths. Creating Options. Restoring Health.

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