



2018

IMPACT
REPORT

F I L L T H E G A P



Seeing Strengths. Creating Options. Restoring Health.



JULIE BLUHM
Executive Director | CEO



MIKE SAMPSON
Chair, Board of Directors

WE ALL DO BETTER when we **all** do better. Together, we fill the gaps.

When reflecting on Guild's history and current services, a clear theme emerges: our ongoing commitment to meeting unmet needs, identified by the communities we serve. 2018 was no exception, as we worked to broaden our geographic partnerships and strengthen our commitment to each other and to those we serve.

SAVAGE COMMUNITY IRTS AND CRISIS—GAP FILLED: Community need for crisis and treatment services close to home.

In recent years Guild's mental health crisis and treatment services turned away an average of 73% of people because our beds were full. Thanks to our partnership with Scott and Dakota Counties, the City of Savage and the Minnesota Legislature, we were able to get funding and approval to build a brand-new facility in downtown Savage. Originally scheduled to break ground in June 2019, we are projecting ground breaking by the end of this Summer and opening for services late spring 2020.

GUILD FOR ALL.—GAP FILLED: inclusion, familiarity

Guild's greatest strength is our staff: their commitment to their work, dedication to quality and support of each other. As we have grown, experienced leadership transition and hired new staff, it became apparent that we were no longer as familiar with each other and lacked the tools to offer a truly inclusive experience for all. The Guild for All Initiative, funded by a generous donor, allowed us to take time to focus on tough conversations, provide several trainings and create an ongoing work plan that will guide our efforts into the future.

LEGISLATIVE ADVOCACY—GAP FILLED: elevating client voices and stories

Guild is an active advocate for the people we serve. Elevating their stories to the MN State Legislature to inform the creation of policies to improve all our lives is an incredible way to create impact and change. During 2018 Guild staff testified on the need for additional crisis and treatment services, affordable housing, employment and housing subsidies. A member of the Mental Health Legislative Network, Guild staff work alongside policy experts to share our stories. Many thanks to those staff and clients who have been, and continue to be, believers in the power of story and collective wisdom. As a result, the Legislature allocated \$30 million dollars for additional crisis and treatment services, including the funding of our new facility in Savage.

It takes all of us—working together—to fill these critical gaps. We are so grateful for your support.

Julie Bluhm

Executive Director | CEO

Mike Sampson

Chair, Board of Directors



MISSION

Our Mission

is to help people with mental illness lead quality lives with

A Vision

of health, hope, and dignity for all.

You made an IMPACT, helping us fill the gap for individuals and families.

In 2018, We Served 2,905* unique adults and young adults (16 – 20) with mental illness in the Twin Cities metro area. The people we served were often also facing other barriers to health including medical conditions, isolation, chronic homelessness, unemployment, poverty, and substance use.

We counter barriers, so the people we serve can live in safe, affordable housing and homelessness is prevented; maintain **optimal physical and mental health**; find **employment** or pursue education; have recreation and **socializing opportunities**; and report a **sense of satisfaction** with their quality of life.

We focus on **Integrated Care** – treating the whole person – through these **Programs and Services**:

- Assertive Community Treatment Services (ACT): Adult ACT and Youth ACT – Equilibrium (EQ)
- Care Management: Care Coordination and Behavioral Health Home Services
- Community Support Service Center (CSP)
- Delancey Street Services: Case Management, Hospital to Home, Coming Home
- Employment Services
- Housing Support Services: Housing Access Resource Team (HART), Coordinated Entry Navigation Service (CENS) Pilot Project, Delancey Apartments, Project for Assistance Transitioning from Homelessness (PATH) Outreach
- Residential Services: Crisis Stabilization Services – Maureen's House, Intensive Residential Treatment Services (IRTS)
- Targeted Case Management and Community Access Services

* Total episodes of care in 2018.



Filling
the Gap

1

HOUSING

Preventing Homelessness One Person at a Time

- **144 PEOPLE WERE HOUSED.** Having experienced chronic, long-term homelessness, these individuals received housing subsidies, which helped them access safe, affordable housing.
- **LAUNCHED THE COORDINATED ENTRY NAVIGATION SERVICE (CENS),** a pilot program that helps individuals experiencing long-term homelessness navigate the system to get the help they need to secure housing. CENS is a partnership with Hearth Connection and the Continuum of Care in the Suburban Metro Area.
- **LAUNCHED THE PROJECT FOR ASSISTANCE TRANSITIONING FROM HOMELESSNESS (PATH)** Outreach Services. PATH's goal is to reduce homelessness by providing community-based outreach in places like libraries, coffee shops, community centers, parks, and encampments. PATH also works with and accepts referrals from community partners, including law enforcement, shelters, food shelves, treatment programs and faith communities.



191 Employees

3 Psychiatric Residents,

1 Certified Nurse
Practitioner Intern,

37 Nursing Students, and

3 Bachelor of
Social Work Interns

helped us meet our
mission in 2018.

JOIN OUR TEAM.

Jaime, Systems Navigator, Behavioral Health Home;
Peggy, RN/Case Manager, Hospital to Home; and
Nisha, Tenant Navigator, Housing Access Resource Team

“There are a lot of misconceptions about individuals experiencing homelessness. When in reality we are all one possible bad incident away from becoming homeless ourselves. How would you want to be viewed in that moment? The other thing people don't realize is the barriers that can compound once you're in that situation. If a person lost their job, it can be difficult to find a new one. Imagine trying to look for employment while homeless—think about how it would be to interview if you didn't have access to wash your clothes, proper identification paperwork, or even a phone and address for basic communication? I try to remind people to remember those factors and work to eliminate stigma that exists.

— Anne, Case Manager,
Delancey Street Services



Filling
the Gap

2

EMPLOYMENT

Helping People Find and Keep Jobs

Outcomes:

- **73% OF INDIVIDUALS RECEIVING EMPLOYMENT SERVICES WERE HIRED** in competitive jobs or maintained their employment from the prior year. Nationally, only 10 – 15% of people living with a serious mental illness are working.
- **GUILD'S EMPLOYMENT SERVICES CONTINUE TO BE IN THE TOP 25% OF SIMILAR PROGRAMS** in the nation that use the evidence-based Individual Placement and Support model, based on placement rate (those people who get a job.)
- **EXPANDED EMPLOYMENT SERVICES, INCLUDING OFFERING SERVICES TO YOUNG PEOPLE**, ages 16 to 24 in Dakota County. Services help youth explore strengths and interests with a goal of helping them find, get, and keep a job.

{ 1,487 Donors Helped
Guild Meet its Overall
Mission in 2018 }

Ellie, Employment Specialist,
Employment Services



“Individuals are referred to Guild's employment team when they tell their case manager they are interested in working. Usually people aren't sure they can hold down a job. That uncertainty creates a gap. We step in to fill it by discovering the strengths and goals of each person we work with and pair them with the needs of businesses. — Dana

Dana,
Employment Specialist,
Employment Services



Filling
the Gap

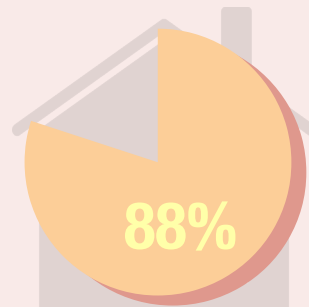
3

STABILIZATION

Creating Stability in Peoples' Lives

Outcomes:

88% of admissions to our Residential Crisis Stabilization Services, Maureen's House, resulted in the individuals stabilizing their situations without hospitalization for psychiatric care.



We progressed in our development of the new Mental Health Crisis Stabilization and Intensive Residential Treatment Services (IRTS) Center, slated to open in Savage in 2020.

**More Than 216 Volunteers
Helped Guild Meet Our
Overall Mission in 2018**

“I look at it as though we are teachers, giving them the tools to change their lives and be their best authentic self. The moment a person steps through the door at Crisis Services, our goal is to work with them on recovery. It's a small setting, so we can work individually with each person. While the focus is learning to navigate their mental illness—understanding signs and symptoms or medication management, we also look at the big picture and help with things such as addiction and nutrition as well. I love seeing the change in people and how it impacts their lives. I've had people call back and give updates, about how the skills they learned have helped them succeed.

— Gail, Mental Health Practitioner,
Maureen's House, Crisis Services

Rendering of Future Mental Health Crisis Stabilization and Intensive Residential Treatment Services (IRTS) Center located in Scott County.



Filling
the Gap

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SOCIALIZATION

Providing Social Connections, Bringing Quality To Peoples' Lives

157 People made 5,918 visits to our COMMUNITY SUPPORT SERVICE CENTER, participating in center and community-based activities.

Attendees of the COMMUNITY SUPPORT PROGRAM are able to:

- Reduce isolation
- Practice and improve social skills
- Access classes, activities, and other group opportunities
- Gain knowledge about health, wellness, and recovery
- Volunteer in the local community
- Participate in the annual Art Show
- Solve Problems related to everyday living

Lori, Medical Billing Manager; Tia, Medical Billing Specialist; and Diane, Social Rehabilitation Specialist, Community Support Program (CSP) Member Center

“We know that socialization is one of those things that makes people live longer. If you look at yourself—if you didn’t have a job or maybe a church to go to, if you didn’t have friends—these are things we all do to interact and socialize in the community. I can’t imagine not having those things in my life. So, for a lot of our members, it would be equally if not more difficult because they contend with the stigma that goes along with mental health challenges and how they’re perceived. When they come to the center, I try to be open and welcoming and say, ‘Hey! How are you? How’s your day going?’ You get people that come, do their thing, and go; people who interact with others, and those who just want to sit there. Hopefully, eventually, they will open-up and get involved. I encourage that. — Diane”

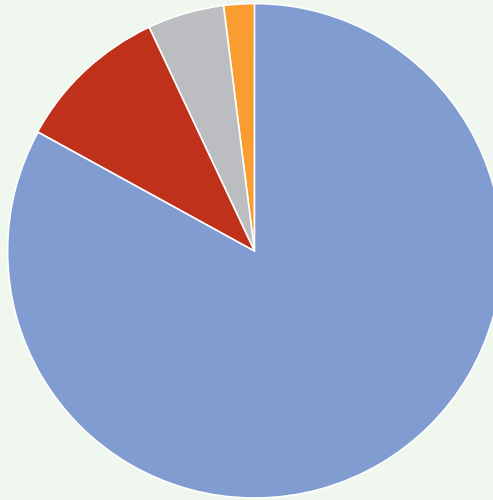


Filling
the Gap

5

FINANCIAL

Public Support and Revenue



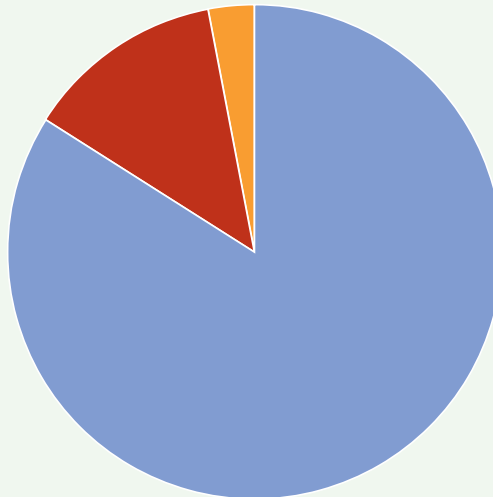
MN Health Programs, Grants, Contracts 83%

Contributions 10%

Resident Fees 5%

Private Health, Private Pay, Other 2%

Expenses



Program Services 84%

Management and General 13%

Fundraising 3%

Katherine, Program Manager, Delancey Services



FINANCIAL

Statement of Financial Position

	12/31/18	12/31/17
ASSETS	12/31/18	(Restated)
Cash and Cash Equivalents	1,939,069	2,072,212
Accounts Receivable, Net	1,222,367	1,003,384
Promises to Give, Net	921,472	785,779
Prepaid Expenses and Other Assets	183,240	185,117
Property and Equipment, Net	1,464,269	1,630,664
Beneficial interest in Assets Held by Others	858,991	944,357
TOTAL ASSETS	6,589,408	6,621,513
LIABILITIES AND NET ASSETS		
Accounts Payable	12,628	117,198
Accrued Liabilities	707,719	687,234
Deferred Revenue	10,819	819
Notes Payable	44,237	82,407
TOTAL LIABILITIES	775,403	887,658
NET ASSETS		
Without Donor Restrictions	3,778,454	3,857,651
With Donor Restrictions		
Purpose of Time Restrictions	1,251,585	1,092,238
Perpetual in Nature	783,966	783,966
TOTAL NET ASSETS WITH DONOR RESTRICTIONS	2,035,551	1,876,204
TOTAL NET ASSETS	5,814,005	5,733,855
	6,589,408	6,621,513

Statement of Activities

PUBLIC SUPPORT AND REVENUE	12/31/18	12/31/17
MN Health Care Programs, Government Grants and Contracts	13,516,267	13,747,199
Contributions, Sponsorships and Ticket Revenue	1,638,800	1,455,266
Resident Fees	745,145	559,562
Private Health Insurance and Private Pay	197,663	201,688
Other Revenue	177,531	72,710
TOTAL PUBLIC SUPPORT AND REVENUE	16,275,406	16,036,425
EXPENSES		
Program Services	13,560,541	13,526,535
Management and General	2,114,794	2,091,688
Fundraising	468,738	460,902
TOTAL EXPENSES	16,144,073	16,079,125
INCREASE (DECREASE) IN BENEFICIAL INTEREST OF ASSETS HELD BY OTHERS	(51,183)	123,213
CHANGE IN NET ASSETS	80,150	80,513

DONORS

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DONORS

THANK YOU to all **1,487 donors** who helped us meet our mission in 2018. In an effort to create efficiency, we've included Honor and Memorial gifts on this list only, but we are sincerely grateful for each and every gift we receive. We could not do our work without your ongoing support.



“I see how well Guild carries out their mission with commitment and compassion in their service delivery to clients and families. I want to do my part to help assure Guild’s sustainability and growth into the future. – Pam”

Duane, Finance Director; Pam, Donor and Volunteer; Mark, Donor and Volunteer; Gavin, IT Support Specialist; and Carrie, Donor and Volunteer.



DONORS

The following gifts were made in honor or memory of a loved one during 2018

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Amy Alworth

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Sue Abderholden
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Barb Tracy

Patrick Tracy

Bruce Wagner*

Jan Anderson
Sarah Howard

Hector Zeller*

Kim Bingham

** indicates deceased*

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BRIDGE TO LIFE

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

Anonymous (2)
Diana Devereaux & Family
Dan & Kari Rominski
Mary L. Holmes Family
Caroline Stevenson

REACH TO FREEDOM

– \$5,000 per year for
five years (\$25,000)

Anonymous (4)
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Association
Tom & Angie* Stone
Maryann Sweeney & Jack Dyer
Mark & Kimberly Thompson
Carla Warner
West St. Paul Commercial Club

RUNG TO WELLNESS

– \$1,000 per year for
five years (\$5,000)

Anonymous (14)
Rudolf and Rachel Alvey
Sam Awad
Jesse & Britta Bergland
James Best
Brase-Adeboye Family
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Hilary Gibbens Ziols



George, Ajia, Nancy, Development Office

THANK YOU



MIKE SAMPSON
Outgoing Chair, Guild Board of Directors

Letter from Board Chair

“

I have been on the Board of Directors of Guild Incorporated for over 10 years and have served as its Chair since 2014. Since I joined the Board in 2008, Guild’s annual revenues have nearly tripled and we have added many new faces. In all of this time, however, some things have not changed—notably, the broad-based commitment to Guild’s mission among staff and board members alike, and the consistently high quality of the services we provide in the community. I am very proud to have been a part of an organization that has done so much good for so many people.

My term as Chair of the Board of Directors is now coming to an end. As of the Annual Meeting at the end of July, I will be succeeded as Chair by Ross Eggers. Ross brings a great deal of energy and enthusiasm to the Board. He is quick with a smile and has a very positive outlook. With his background in business and his strong support of Guild’s mission, I know he will be a great asset to the Board and to the organization as a whole. Ross, I hope your service as Chair will be as personally rewarding as mine has been!

Looking ahead, I see lots of opportunity for Guild. I expect that we will continue to provide our unique blend of services and support to those in our community who need it most. Exactly how and where we do that is the part of the story that is yet to be written. I look forward to seeing it unfold. — Mike

”

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THANK YOU



Nick, 18, Individual Served by Equilibrium (EQ) Youth Assertive Community Treatment

“Guild’s EQ team has shown me how much you can grow with the right people pushing you. I’m currently a senior in high school. I look forward to graduating next year, and plan to go to community college, get a degree in psychology, and eventually become a music therapist.— Nick”

THANK YOU.

You are making a difference.

Poet.

Best Friend.

Aspiring Music Therapist.

Get Involved.

Stay Involved.

Get to Know Us Better.

*Spend an hour with us and
learn more about our work.*

Volunteer.

Donate.

Follow Us.



www.guildincorporated.org



info@guildincorporated.org



651.291.0067



Seeing Strengths. Creating Options. Restoring Health.

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