



2020 IMPACT REPORT

A Year of Perseverance & Innovation

For over 30 years, Guild has been innovating and persevering through the toughest of times. In 2020, our mental health, housing, and employment teams served thousands of individuals just like the years before. But this year was different; it was a “pandemic year.”

In March, when Covid-19 hit the US, everyone’s lives were drastically affected. Confronted with a worldwide pandemic, Guild did what it does best. We innovated. In just a few short weeks, we were able to get all Guild staff set up to work remotely. We were able to secure and use technology that made it possible to connect with all **2,028** of our clients virtually to ensure our services remained uninterrupted.

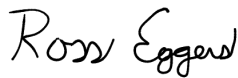
Founded with the belief that all individuals can participate fully in the community of their choosing—no matter the circumstances—Guild has continued to empower change through engaging individuals and communities. In 2020, we added team members, helped our clients recover from severe mental illnesses, and secured housing for homeless community members.

Despite the many challenges we’ve faced this year, we continue to look towards the light. Our future is bright. We plan to keep equity at the center while growing our service portfolio to serve more individuals in need.

It takes all of us—working side by side—to make our positive outcomes possible. We are grateful for your support. You make our mission possible.



Julie Bluhm
Executive Director | CEO



Ross Eggers
Chair, Board of Directors



The inside of Guild’s newest facility, the Guild Crisis and Recovery Center, located in Savage, Scott County.

Guild’s Services

Health:

- Targeted Case Management
- Intensive Residential Treatment Services
- Crisis Stabilization Services
- Community Support Program
- Community Access
- Care Coordination
- Behavioral Health Home Services
- Assertive Community Treatment Services
- Youth ACT Services

Housing:

- Homeless Outreach (PATH)
- Operation OVER
- WISH Services
- Housing Support/Stabilization Services
- Delancey Street Case Management
- Delancey Apartments
- Dakota Rapid Rehousing
- Coordinated Entry Navigation Services
- Coming Home

Jobs:

- Employment Services

Mental Health



Guild's mental health services combine innovative community mental health treatment and supportive services to help individuals reach the highest quality of life. And, we create community alternatives to hospitalization whenever possible.

2020 Highlights

Early in 2020, Guild's Mental Health teams pivoted to providing fully virtual services for each and every client.

Despite Covid-19, **90% of our TCM clients reported progress on a goal during the year.** 570 of 601 clients maintained or obtained insurance, providing them with healthcare stability.

Noteworthy Accomplishments

Guild Crisis and Recovery Center, Scott County's first residential mental health treatment center, opened in the fall.

"I love Guild, it save[d] my life and gave me hope when I was hopeless [and] down and out in a gray area of my life."

"My workers have always been there when I needed them, no matter what. I wish I could work with my Guild workers [for] everything!"

Guild Client Reviews



Results

1,696

people were served by Guild's Mental Health Treatment Services.

96%

of residential clients were housed at discharge.

80%

of clients took medications prescribed at least 95% of the time.

Housing

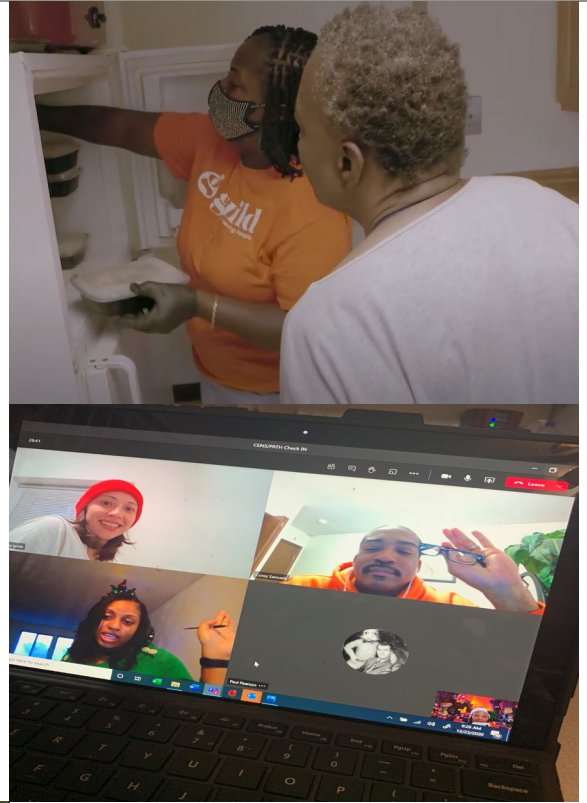
Guild's housing services help people who are experiencing chronic and long-term homelessness or people who are diagnosed with a mental illness who find themselves struggling to maintain housing.

Guild helps these individuals find stable, affordable housing in communities of their choosing by engaging in innovative partnerships and working with each client's unique needs in mind.

In 2020, with Covid safety protocols in place, we continued our street outreach efforts to support the homeless community. We served 85 clients with our Delancey Street Targeted Case Management services.

2020 Highlight

Guild staff still successfully moved clients into affordable housing, despite the pandemic.



"I've been struggling with mental health and chemical dependency most of my life. I've been hospitalized many times. I've been homeless for long stretches of time. Guild put [me and my fiancé] up in a hotel and they found us an apartment. With the help from Guild, we've maintained that apartment ever since. I have not been admitted to the hospital for my mental health in four years. That's a huge accomplishment for me."

Larry, Guild Client

Results

82%

of Guild clients obtained or maintained housing during 2020.

482

clients were served by Guild's Delancey Street Services program.

133

HUD and MN state subsidies were utilized by Guild clients.

Jobs



Guild's Employment Services helps individuals living with mental illness find, get, and keep jobs. Based on an Individual Support and Placement model, our employment program promotes work as a part of recovery and wellness.

2020 Highlight

Based on job placement rate, Guild is in the top 25% of similar programs nation-wide that use an evidence-based Individual Placement and Support model.

Achievements

Though methods of service delivery changed with Covid-19, with care and perseverance, Guild clients still found, got, and kept jobs. The team pulled together to support each other and used their resources to continue to help clients reach their professional goals.

"[My new job is going] well. Lot's to do. Some changes. New things. Got a full set of keys."

"I have \$100 in my checking account and I get paid tomorrow. I think I am just going to leave it there [to save]."

Client quotes from Employment Services.



Results

174

individuals living with a serious mental illness received Employment Services at Guild.

~19

job development contacts with employers in the community were made each month in 2020.

61%

of Employment Services clients obtained work experience during the Covid-19 pandemic.

Equity at the Center

Guild has always been involved in equity work by virtue of our service lines. We know that non-white individuals are affected by mental illness and homelessness at higher rates. When George Floyd was murdered on May 25th, 2020, we were faced with the reality that we could do more to benefit our community.

Systems built on racial inequity and social injustice have significantly impacted the lives of our clients and have resulted in high disparities in health care and social determinants of health. Therefore, Guild is fully committed to addressing racial equity, inclusion, and access as immediate and critical components to the fulfillment of our purpose.

In 2020...



We sent out 6 external emails and 20+ internal emails with anti-racist resources for our staff and supporters.



We piloted a staff book club on Resmaa Menakem's book, *My Grandmother's Hands*.



66% of 79 staff surveyed completed an anti-racist training.



We posted 96x on social media about IDE and anti-racism. These posts were shared and interacted with by followers.



Our IDE Committee, Guild for All, was restructured to eliminate a hierarchy. We established goals and gained new members.



31% of staff said they participated in donation drives, community outreach and cleanup efforts, and more.



Financials

Statement of Activities & Changes in Net Assets, Years Ended December 31, 2020

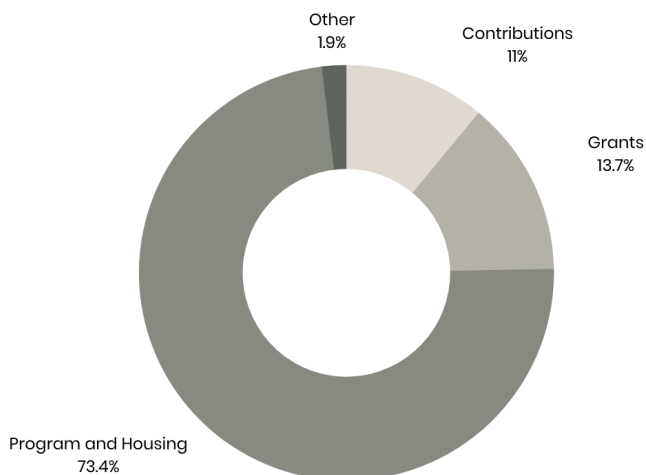
| | Without Donor Restrictions | With Donor Restrictions | Total |
|--|-------------------------------|----------------------------|--------------|
| Revenue, Support, and Gains | | | |
| Program service fees | | | |
| MN healthcare programs | \$ 8,426,015 | \$ - | \$ 8,426,015 |
| County service fees | 1,544,010 | - | 1,544,010 |
| Housing subsidies | 1,501,412 | - | 1,501,412 |
| Resident fees | 837,131 | - | 837,131 |
| Private health insurance and private pay | 105,800 | - | 105,800 |
| Grants | 2,308,733 | - | 2,308,733 |
| Contributions | 451,509 | 892,605 | 1,344,114 |
| In-kind contributions | 71,052 | - | 71,052 |
| Gross event sponsorships and ticket revenue | 177,899 | - | 177,899 |
| Investment income | 4,544 | - | 4,544 |
| Gain on sale of asset | 268,699 | - | 268,699 |
| Other revenue | 58,810 | - | 58,810 |
| Net assets released from restriction | 1,155,463 | (1,155,463) | - |
| Total revenue, support, and gains | 16,911,076 | (262,858) | 16,648,218 |
| Expenses | | | |
| Program services | 14,187,576 | - | 14,187,576 |
| Supporting services | | | |
| Management and general | 2,835,212 | - | 2,835,212 |
| Fundraising | 451,306 | - | 451,306 |
| Fundraising events - costs to direct benefits to donors | 40,847 | - | 40,847 |
| Total supporting services | 3,327,365 | - | 3,327,365 |
| Total expenses | 17,514,941 | - | 17,514,941 |
| Change in value of beneficial interest in assets held by others | - | 71,134 | 71,134 |
| Change in Net Assets | (603,865) | (191,724) | (795,589) |
| Net Assets, Beginning of Year | 4,006,442 | 2,124,967 | 6,131,409 |
| Net Assets, End of Year | \$ 3,402,577 | 1,933,243 | 5,335,820 |

Financials

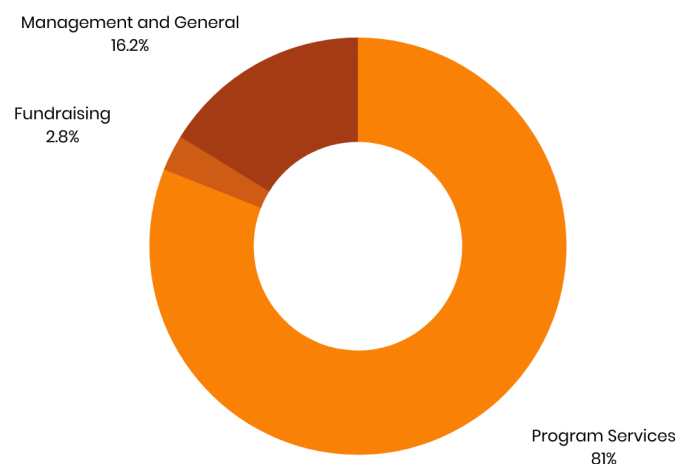
Statement of Financial Position, December 31, 2020 and 2019

| | 2020 | 2019 |
|---|---------------------|---------------------|
| Assets | | |
| Cash and cash equivalents | \$ 4,349,501 | \$ 2,596,501 |
| Accounts receivable | 1,122,993 | 1,222,883 |
| Promises to give, net | 785,586 | 867,783 |
| Prepaid expenses and other net assets | 211,622 | 175,073 |
| Property and equipment, net | 2,241,556 | 1,318,583 |
| Beneficial interests in assets held by others | 990,145 | 954,666 |
| | <u>9,701,403</u> | <u>7,135,489</u> |
| Liabilities and Net Assets | | |
| Accounts payable | 74,793 | 135,519 |
| Accrued liabilities | 912,682 | 747,664 |
| Deferred revenue | 302,249 | 120,897 |
| Notes payable | 922,209 | - |
| Paycheck Protection Program (PPP) loan | 2,153,650 | - |
| | <u>4,365,583</u> | <u>1,004,080</u> |
| Net Assets | | |
| Without donor restrictions | <u>3,402,577</u> | <u>4,006,442</u> |
| With donor restrictions | | |
| Purpose of time restrictions | 1,149,277 | 1,341,001 |
| Perpetual in nature | 783,966 | 783,966 |
| | <u>1,933,243</u> | <u>2,124,967</u> |
| Total net assets | <u>5,335,820</u> | <u>6,131,409</u> |
| Total liabilities and net assets | <u>\$ 9,701,403</u> | <u>\$ 7,135,489</u> |

Public Support and Revenue



Expenses



Donors and Volunteers



Donors

With **1,108** donors contributing to our mission in 2020, we were able to persevere through the pandemic and help community members across Minnesota. With the support of our donors, we opened Guild Crisis and Recovery Center, pivoted to virtual services, helped people secure housing and health care, and so much more!



Volunteers

In 2020, we had **168** volunteers lend their talents to Guild. Alongside our volunteers, we created innovative ways for clients to stay connected.

A 2020 Reflection

"Our volunteers have met the challenge of Covid-19 in heroic and humbling ways. They have read books to each other over the phone, meet safely when possible, and traded pictures of artwork. Volunteers always tell me they are the lucky ones, having a Guild friend!"

Nancy F., Volunteer Coordinator

Honorary and Memorial Gifts

The following gifts were made in honor or in memory of a loved one during 2019 (*indicates memorial gift):

*Anthony Caponi**

Cheryl Caponi

*Barb Knudsen**

Kevin Knudsen

Helen Losleben

Dan Gotter

*Drew Christensen**

Shari Brandt

Sally Verrilli

UnitedHealth

Gary Christensen

Anthony Martins

George Broostin

Randi Livon

David Frick

Ajia Collins

George Broostin

Leo Mudek

Gerald E. Mudek

*Jack Haverkamp**

Half Priced Books

*James P. Dixon**

Liz Freppert

Jean Corley

Steven Corley

Karen Freeman

Kristen Clark

Lois Manninen

Shaan Hamilton

Kelly Richardson

Katherine McCready

Kathryn Troge

Janice Jaguszewski

Mary Miller

Rebecca J. Sago

Wendy Lougee

*Jim Reid**

Susan Bergquist

*John Day and Aaron Day**

Pamela Flenniken

*Julie Fahrenkrug Lawrence**

Jane Stanley

Rob Bryant

Kathleen Realmuto

Carrie M. Borchardt

Kirsten Girard

Petra Blix

Laura Rogowski

Jon Fletcher

*Lawrence Edward Wogensen**

Caryl Wogensen

Jane & William Beuge

Jon & Brenda Wogensen

Lynn & Timothy Jessen

Maurice Westphal

Joyce A. Lloyd

Ethen Dzubay

Kathleen & Gene Norquist

Julie Northenscald

Mary Jo Cole

Jeanine Smith

Kim Riesgraf

*Lila Cotton**

Betty S. Andrews

Mary A. Langevin

Catherine Wagner

Leila Minkenberg

Joe Osendorf

Monica Mitby

Dorothy Babcock

Charlene Forsyth

Gail Cooper

Jane Richards

Anne Babcock

Eric & Marilyn Santiago

Nancy Volkart O'Malley

Janet Bowers

Virginia McDonald

Lola M. Goss

Mary Cay Ryan

*Lindsay "Erin" Lough**

Bill Lough

*Lindsay Frances Moosbrugger**

Rachel Harrison

*Mark Schommer**

Richard Vosika

Martha Barres

Mark Barres

*Maureen G. Heaney**

Alina Muller

*Maureen Miller**

John D. O'Halloran

Don Miller

Ann Hoey

Pauline Chaput

Dennis & Kathleen Enright

Barbara Redpath

Joyce Abas

Joan Utvik

Don Miller

James J. Kocourek

Mary K. Rugloski

James Guldán

Grace Tangjerd Schmitt

Jerry Friedman

Jennifer Moroz

*Nicole Loeffler Reid**

Nick Cupery

*Richard Flenniken**

Jennifer Marso

*Ron Batz**

Liesl Batz

*Sam Beattie**

Chris Bremer

*Sam G. Lange**

Michael Rigney

Scott Muskin

Julie Koepsell

Sean Moore

Mary Grupe

Tara Jean Dophy-Bauer

Jennifer Skripka

*Thomas LeTourneau**

Susan Bergquist

Tom Luig

John Fahning

*Tom Veenstra**

Pamela Koller

Leadership



Julie Bluhm
Chief Executive
Officer



Beth Sheetz
Chief Clinical
Officer



Dawn Marie Nelmark
Director of
Advancement



Paul Bloomer
Director of
Finance



Kari Solem
Director of Human
Resources



Tony Yang
Director of
Community Treatment
Services



Julie Groethe
Director of
Integrated Services



Mary Beth Fessler
Director of Coordinated
Health and Residential
Services



Robert Muller
Director of
Operations

Current Board of Directors

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Joe R. Clubb
Board Member

Diane Wakefield
Board Member

Ross Eggers
Chair

Kyler Harder
Board Member

Bjorn Westgaard
Board Member

Michele Lewkowitz-Adler
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William Marzolf
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Jeanne Mork
Board Member

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Desiree Wallace
Board Member

Dushani Dye
Board Member

Rachel Schromen
Board Member

Jenni Pinkley
Board Member

Jessica Dokken
Board Member



You Make a Difference. Thank you!

We know that enduring change occurs one small step at a time. That's why we walk alongside our clients, working towards a future in which everyone has access to health. Our purpose supports this: empowering change through engaging individuals and communities, embracing needs, and elevating voices.

In 2020, we lived our values. But two stood out the most. Innovation and perseverance. When Covid-19 forever changed the world in 2020, we were able to bring new solutions to technology and client care. We quickly got our entire staff working remotely--and, we made sure clients had access to the technology they needed to stay connected. We persevered through adversity. We didn't give up on our clients. We provided a continuity of care and commitment to our 2,028 clients. Staff set up virtual client meetings, dropped off client medications, and helped our community heal in the wake of the racialized violence and community trauma.

As we look towards the future, we promise to keep equity at the center by addressing racial equity, inclusion, and access issues. In the future, we plan to implement internal processes that provide a stronger foundation, grow our partnerships and services, be a vocal advocate for the destigmatization of mental illness, and focus on equity and inclusion. We are ready for the future.

On behalf of Guild, thank you. We couldn't provide our lifesaving services without your support and care.

Sincerely,
Guild's Leadership Team



guildservices.org



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Empowering People.
Empowering Change.