

Community Care

The background features two stylized hands, one on the left and one on the right, rendered in a light gray color. Each hand has a white spiral pattern on its palm. The text is centered over the space between the two hands.

*Many Hands
Make
Light Work*

Annual Report 2002

Accomplishments in 2002

Sentinel House completed an improvement plan that included:

- ♥ Hiring Cynthia Riggs, Ph.D., L.P., as Program Director.
- ♥ Scheduling mental health counselors and nurses to work during evenings and weekends.
- ♥ Revising procedures to assure clients' safety and handle emergencies.
- ♥ Improving the orientation materials for new residents.
- ♥ Painting all bedrooms and communal living space.

Breckinridge House began admitting residents who have had difficulty living independently and who need an indefinite stay in a supervised setting.

The Chemical Health Division at the Department of Human Services (DHS) awarded a grant of \$314,000 to Community Care to improve services to persons with co-occurring mental illness and substance abuse.

Project Connections (PC) developed new policies and procedures to assure compliance with Medical Assistance's standards.

PC purchased laptop computers for case managers, which allows them to complete charting while on the road.

Community Care formalized financial and accounting procedures into a written policy manual, including procedures for tracking donations.

In September 2002, Community Care held the first Annual Meeting of the Board and Staff. Pete Feigal, Consumer Advocate with Minnesota NAMI, was the honored speaker.

Sentinel House celebrated its 20th anniversary with an open house in December 2002.

Dear Friends:

Many Hands Make Light Work
An expression found in a fortune cookie? No, a phrase that captures the efforts of Community Care's staff, whose many hands make light work of helping persons with mental illness.

The many hands of Community Care's staff do important work—day after day, month after month, year after year. This work involves the creation of a therapeutic alliance with each person living with mental illness.

While staff's hands perform necessary tasks, their hearts help them refine the art of relationships with clients. Community Care's staff commits to developing and sustaining the alliance with clients as they move along the continuum of recovery toward wellness. This commitment sustains clients over the long run—the reason Community Care's programs and clients succeed.

Clients consistently say that these relationships are essential to their recovery and success in living in the community. Because many hands join in teamwork, small miracles often occur in clients' lives, affirming for staff the importance of the work they do.

Contracts with Hennepin County, other governmental funding, and the efforts of staff and volunteers make our services possible. On the behalf of those we serve, their family and friends, we ask for your continued support.

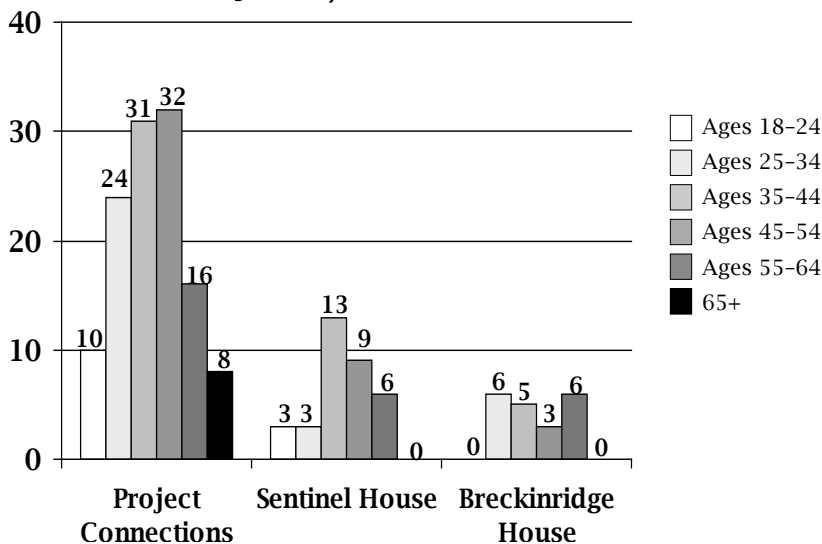


Helen Raleigh, LICSW
Executive Director



Tom Bellamy
Board Chair

Demographics
January-December 2002



Lorena's Story

Before she arrived at Sentinel House, Lorena spent her days sleeping, ran dangerously high blood sugars, often injured herself, and at times, acted aggressively against others.

After enduring years of child abuse and neglect, she had formed an extremely negative self-image.

From ages 11 to 21, Lorena lived mostly in state hospitals, and institutionalization during these formative years contributed to her anxiety about living in the community.

Her experiences only affirmed her feelings of being bad, and she no longer participated in treatment.

Lorena also has multiple medical problems that present additional challenges. An insulin-dependent diabetic, she suffers from sleep apnea and liver problems.

She often expressed a wish to die and drew pictures of her death. Having attempted several community placements over the past few years, she always returned to the state hospital in less than a month, after trying to harm herself or someone else.

On June 19, 2003, Lorena celebrated her one-year anniversary of living outside the hospital. While planning a party for this special anniversary, Lorena remarked that she had thought she could never make it in the community.

Lorena and Sentinel House's staff both recognize the amazing transformation she has accomplished this year and feel proud of the one-year milestone.

Lorena had spent a lot of time imagining her death but little time envisioning her life. In an attempt to find creative ways to motivate Lorena, a staff member encouraged her to draw herself living in her own home.

By redirecting her creative self-expression, Lorena developed an image of life in the community that gave her an incentive for making changes. She worked very hard on the picture and hung it over her bed for inspiration.

She currently manages her blood sugar and sleep apnea and takes her medications regularly.

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At Sentinel House...

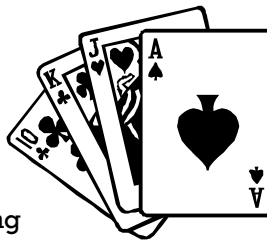
The Hands of Kate Kramschuster, Independent Living Skills Specialist

- ♥ Shop several times each week for enough food to prepare daily meals for fourteen residents.
- ♥ Assist a resident in preparing lasagna for dinner.
- ♥ Show a group of residents how to plant spring flowers.
- ♥ Work side-by-side with a client assigned to tidy up and clean the living room.



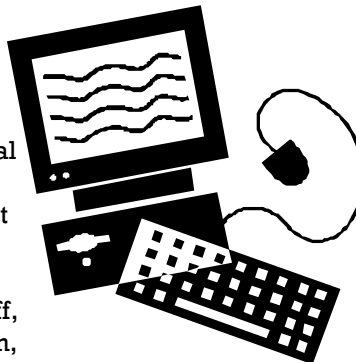
The Hands of Patrick Robinson, Mental Health Worker

- ♥ Help a resident put away leftovers from dinner.
- ♥ Relax while playing King's Corner, a card game, with three residents.
- ♥ Cosign with residents as they take their evening medications.
- ♥ Hold and admire a resident's drawing of a nature scene.



The Hands of Mike Ronn, Office Manager

- ♥ Answer the phone at Sentinel House dozens of times each day.
- ♥ Help a resident complete an application for group residential housing.
- ♥ Assist some residents to budget their personal funds.
- ♥ Use the Internet to locate resources for residents and staff, including finding transportation, medications, and other services available in the community.



Shawna's Story

Shawna's increasing hallucinations and decreasing energy caused her mother to become concerned about her safety in living alone, even with community supports. Through her county case manager, Shawna came to live at Breckinridge House.

After her admission, Shawna's health deteriorated further. She lost weight and had difficulty swallowing food or prescribed medications without choking. As her physical health worsened, so did her psychological state. Her doctor increased her medications, but the additional dosage only magnified her extreme fatigue.

Shawna does not trust her own perceptions of reality and finds it difficult to differentiate between minor physical dis-

comforts and serious medical symptoms. Although she did not complain about her symptoms, Breckinridge House's staff noticed and maintained regular contact with her doctor. As a result, the doctor diagnosed Shawna with a serious intestinal blockage.

The staff's first priority then became helping Shawna regain her strength. With their assistance, Shawna crushed her medications and drank fluids through a straw to avoid choking. Because she was not in touch with her body's condition, they checked her medically four times a day and monitored her activities to prevent any injury.

With the staff's support and attention, Shawna's physical and psychological health improved

dramatically. She now talks and laughs more. She serves as President at Breckinridge House's weekly meetings and often helps other residents with chores or just listens. She also works part-time for Spectrum, the sponsors of the day-treatment program she attended prior to her arrival at Breckinridge House. They recently named her employee of the month.

Breckinridge House's staff recently accompanied Shawna and other residents to the Sister Kenny Institute to view their 40th Annual International Art Show for People with Disabilities. The exhibit included Shawna's colored-pencil drawing of a rainbow, and she was ecstatic to see her work on display.

Shawna hopes to live in her own apartment someday. Breckinridge House continues to prepare her for a healthier future where she can use all of her strengths and talents.

At Breckinridge House...

The Hands of Kari Skinner, Mental Health Counselor

- ♥ Welcome a new resident and introduce her to a roommate.
- ♥ Call Vail Place to arrange a tour for a group of four residents.
- ♥ Help a resident clean his room.
- ♥ Phone a resident's mother to discuss helping her son cope with anxiety about a holiday weekend with family.



The Hands of Tami Swiggum, Activities Coordinator

- ♥ Drive a group of residents to the public library.
- ♥ Teach residents how to create Easter baskets for the local food shelf, as a way to give back to the community.
- ♥ Accompany a van load of residents to a Twins baseball game and free concerts at a local park.
- ♥ Arrange sight-seeing trips to St. Cloud and Red Wing, including stops to read about historical sites and take



Breckinridge House's Advisory Committee

Sandy Accola

Former Resident's Family Member

Bunny Arseneau

St. Raphael's Catholic Church

Steve Langemo

Merwin Long Term Care

Adrianna Lund

Project for Pride in Living,
Bass Lake Court Town Homes

Maureen Vanek

New Hope Police Department

Lucia Worth

Northwest Community Support Program

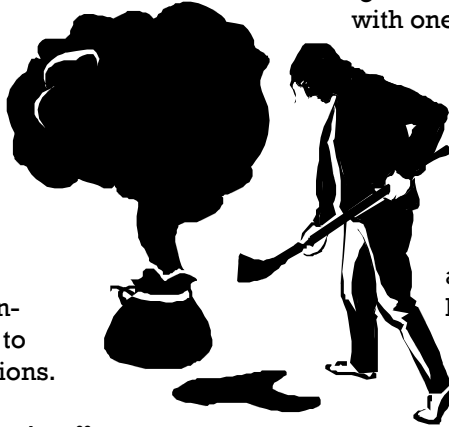
Joe's Story

When Joe first became Project Connections' client, he still experienced auditory and visual hallucinations despite a recent stay in the hospital.

Severe panic attacks paralyzed him, generally keeping him from leaving his apartment or even phoning the pharmacy to refill his prescriptions.

Project Connections' staff identified the first priority as helping Joe reduce his anxiety. His workers taught him deep breathing and muscle relaxation and gave him a recorded tape to practice the techniques.

Joe developed trust in his workers over several months and eventually felt able to take a walk through his neighborhood with one of them.



Over the next four years, his only social contacts were his workers and his Dad. His father saw him weekly to handle financial matters and paper-

work and to take him grocery shopping to a small, local store.

Project Connections' workers continued to build a relationship with Joe, helping him take many

small steps on the road to recovery. He gradually increased the distance he walked and added other challenges such as eating meals in busy restaurants.

After six years, Joe now walks several blocks by himself to buy groceries and to meet his workers. He also goes to appointments independently and volunteers at his sister-in-law's tree farm.

Most important, Joe also has goals for the future. He wants to dine at restaurants independently, manage his finances, and quit smoking. Joe says, "I just keep plugging away." This strong inner determination has allowed Joe to change his life.

At Project Connections...

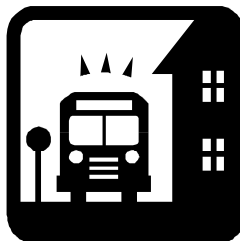
The Hands of Barbara Sobocinski, Nurse Consultant

- ♥ Set up or monitor medications for fifteen Project Connections' clients each month.
- ♥ Take notes as she reviews changes in doctors' orders.
- ♥ Teach relaxation and self-care techniques for coping with anxiety or for pain management.
- ♥ Locate a dentist who will accept Medical Assistance.



The Hands of Christy Downing, Case Manager

- ♥ Help a client unpack belongings after moving from a group home back to his own apartment.
- ♥ Teach a client to balance her checkbook.
- ♥ Create a map for a client who needs to take a bus to a job interview.
- ♥ Assist another client with grocery shopping and coach him about managing his symptoms of distress in the crowded store.



Lorena's Story, Continued

During the day, she remains awake and actively engages in self-care such as doing laundry and household chores and socializing with others.

While she still struggles with nightmares, traumatic memories, and suicidal thoughts, she takes responsibility for coping with these difficulties without injuring herself. Lorena also handles her anger more effectively and has not engaged in any physical aggression while at Sentinel House.

Now 22, she feels more competent, better about herself, and more comfortable with her life in the community.

Donors

Individuals

Glen L. Albert
 Anonymous (1)
 Marie G. and Richard M. Barron
 Thomas Bellamy
 Sarah L. Brew
 Jonathan M. Burris
 Michael J. Henley
 Greg and Janet Johnson
 Sharon Toll Johnson
 Nancy J. Johnston
 Richard A. and Sharon Lanigan
 Allen C. and Christine G. Nelson
 Katherine L. Pollock
 Judith A. Pratt
 Helen Raleigh
 Kelly A. and Rafael A. Robert
 Richard J. & Ardelle H. Ronn
 Charlotte Sebastian
 Ruth B. Siegel
 Linda T. Silver & David L. Ramp
 Monica Smith

Businesses and Other Organizations

HealthPartners
 Maple Grove Lions Club
 Xcel Energy Foundation

In Honor of Kathy Cashin

Mary and Ken Sutherland

In Honor of Shawna L. Sanders

Bruce L. and Judy A. Bernier

In Memory of Marguerite McGraw

Sheryl Cashin
 Cathy Cormican
 Lisa Davis
 Joanne Espy
 Thelma Gilliard
 Joyce Hack
 Gwendolyn Ifill
 Mary and Luther Johnson
 Arva Jones
 Lucille Jones
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 Matilda Madden
 Minnesota Historical Society
 Phyllis and James Minehart
 Liz Moore
 Donna Murphy
 Audrey and Woodrow Norris
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 Liz Samuels
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 Olive Willis

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 Ana Martinez
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 Doreen Obi
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 Planned Parenthood
 Helen Raleigh
 Cynthia Riggs
 Lou Roccki
 Michael Ronn
 Richard J. and Ardelle H. Ronn
 Monty Rudoy
 St. Raphael's Catholic Church
 Symantec
 Scott Wolf
 Lucia Worth

Statements of Financial Position

For the Years Ending December 31, 2002 and 2001

	<u>2002</u>	<u>2001</u>
<u>Assets</u>		
Current Assets	\$ 842,407	\$ 752,028
Property and Equipment	66,410	67,608
Deposits	<u>2,276</u>	<u>2,276</u>
Total Assets	<u>\$ 911,093</u>	<u>\$ 821,912</u>
<u>Liabilities</u>		
Current Liabilities	\$ 412,532	\$ 306,292
Long-term Liability	<u>132,000</u>	<u>184,073</u>
Total Liabilities	544,532	490,365
Net Assets	<u>\$ 366,561</u>	<u>\$ 331,547</u>
Total Liabilities and Net Assets	<u>\$ 911,903</u>	<u>\$ 821,912</u>

Financial Summary

For the Years Ending December 31, 2002 and 2001

<u>Revenue</u>	<u>2002</u>	<u>2001</u>
Programs	\$ 1,670,349	\$ 1,533,537
Room and Board	172,637	181,121
Medical Assistance	344,739	344,576
Client Fees	2,627	4,224
Interest Income	9,472	18,748
Donations	4,530	—
Adult Pilot Program	<u>25,000</u>	<u>30,825</u>
Total Revenue	<u>2,229,354</u>	<u>2,113,031</u>
<u>Operating Expenses</u>		
Salaries	1,394,975	1,267,221
Benefits	131,719	116,174
Payroll Taxes	103,283	94,280
Data Processing	5,767	6,327
Consulting	29,757	27,307
Professional Services	7,704	5,148
Rent	191,346	185,137
Food and Beverage	48,211	42,937
Transportation	32,613	29,207
Insurance	30,681	19,826
Supplies and Equipment	57,957	57,381
Adult Pilot Program Expense	55,117	59,554
Utilities	34,628	32,419
Maintenance	5,858	8,064
Professional Development	17,643	9,041
Program Licenses	878	895
Dues and Subscriptions	5,887	4,726
Advertising	5,275	11,361
Janitorial	4,602	2,015
Postage and Printing	4,979	4,528
Depreciation	<u>25,460</u>	<u>14,487</u>
Total Operating Expenses	<u>2,194,340</u>	<u>1,998,035</u>
Increase in Net Assets	35,014	114,996
Net Assets, Beginning of Year	<u>331,547</u>	<u>216,551</u>
Net Assets, End of Year	<u>\$ 366,561</u>	<u>\$ 331,547</u>

Board of Directors & Staff

Board of Directors

Ken Hepburn, Ph.D.
Chair, University of
Minnesota Faculty

Thomas Bellamy
United Health Care

Sarah Brew
Greene Espel P.L.L.P. and
Family Member

Jonathan Burris
Burris Law Office

Signe Dysken, M.D.
V.A. Medical Center

Sharon Toll Johnson
United Hospitals

Kelly Robert
Business Consultant and
Family Member

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Glen Albert
Kristin Asmus
John Bangura
Ingrid Bloom
Maine Bowens
Christine Bui
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Amy Carter
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Alan Davis
Julie Davis
Nancy Davis
Michael DeClouet
Julie Deml
Nicole Denor
Emmanuel Doh
Sumitra Dorner
Christina Downing
Candice Duncan
Brett Engle
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Heather Gnotke
Martha Grant
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Michael Gump
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Claire Wright
Katherine Wurpts
Emily Youssef
Malynda Zivkovic

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Minneapolis, Minnesota 55403

