2017
Annual Report
Celebrating 35 years

TOUCHSTONE
MENTAL HEALTH
Dear Friends and Supporters,

Touchstone Mental Health celebrated its 35th anniversary in 2017, with friends, supporters and people we serve. We shared our journey and impact at the Inspire event and had open houses for all our programs.

Touchstone Mental Health was started in 1982 to offer residential services for older adults. We now provide an array of mental health services, but residential and housing services are still at our core. Over the last year we started two new housing programs so people with a mental illness can have their own apartment and services to support their independence. Touchstone also opened Lyric Lane Residential Treatment and Crisis Services in Fridley, which is our first program in Anoka County. We were able to provide basic needs as people entered housing, thanks to Otto Bremer Trust, Richard Schulze Foundation, and donor support.

Throughout the years, Touchstone has focused on developing innovative services, and promoting health and well-being for those we serve and for our staff. Our services help individuals address their physical, mental health, financial and social needs. We inspire well-being by offering art, music, and creative movement classes for participants, funded by Aroha Philanthropies. Animal Assisted and Nature Based Therapies are offered to individuals in our Assisted Living Programs to improve wellness.

We support staff health by offering wellness opportunities throughout the year, which included mind body medicine skills, funded by the George Foundation. Touchstone also has a Fitness Center with memberships and personal fitness training available for program participants, staff, and community members.

Our innovation continues as we develop new service models and creative solutions to meet people’s needs. Last year, the Shavlik Foundation provided funds for telehealth equipment and initial costs for telepsychiatry to better serve individuals in crisis at our residential treatment programs.

We thank you for being part of our journey and supporting Touchstone and people living with a mental illness. Your support has been crucial and we look forward to our continued partnership.

Ellie Skelton          Leigh-Erin Irons
CEO/Executive Director           Board President

“WeBecause of Touchstone, I have a place to call home. I don’t know where I would be without Touchstone.” Mike
Our Results

- **75%**
  - Individuals served in Case Management and Intentional Communities avoided psychiatric hospitalization.

- **78%**
  - Individuals successfully completed Residential Treatment.

- **70%**
  - Individuals in the Housing Innovation Program moved from foster care, nursing homes, residential treatment, or assisted living to a community apartment.

- **75%**
  - Individuals served in housing programs maintained stable housing for 6-12 months.

- **30%**
  - Fewer Emergency Department visits for individuals in residential treatment because of access to telepsychiatry.

- **20%**
  - Fewer Emergency Department visits for individuals receiving Hennepin Health Care Coordination.

— Touchstone taught me to live. And even better, to be alive again. —

JoVon
Who We Serve

Total Number of People Served By Program

Number of clients that were served agency wide in 2017 = 1,680 total (non-duplicative). 

<table>
<thead>
<tr>
<th>Program</th>
<th># of Clients Who Received Services in 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral Health Home</td>
<td>45</td>
</tr>
<tr>
<td>Care Coordination</td>
<td>838</td>
</tr>
<tr>
<td>Case Management</td>
<td>328</td>
</tr>
<tr>
<td>Clinic &amp; Fitness Center</td>
<td>256</td>
</tr>
<tr>
<td>Housing Innovations</td>
<td>56</td>
</tr>
<tr>
<td>Intentional Communities</td>
<td>51</td>
</tr>
<tr>
<td>New Hope Apartments</td>
<td>22</td>
</tr>
<tr>
<td>Project Community Services</td>
<td>92</td>
</tr>
<tr>
<td>Residential Treatment Bloomington</td>
<td>90</td>
</tr>
<tr>
<td>Residential Treatment and Crisis Services Fridley</td>
<td>34</td>
</tr>
<tr>
<td>Residential Treatment Minneapolis</td>
<td>82</td>
</tr>
<tr>
<td>Rising Cedar Apartments</td>
<td>50</td>
</tr>
</tbody>
</table>

We serve people 18 and older

- 18-24: 6%
- 25-34: 17%
- 35-44: 17%
- 45-54: 28%
- 55-64: 26%
- 65 or older: 6%

We serve people in the Twin City Metro Area

- Minneapolis: 59%
- Suburban Hennepin: 26%
- St. Paul: 6%
- Anoka County: 5%
- Other City: 4%

As indicated by individual

- African American/Black: 37%
- American Indian/Alaskan Native: 2%
- Asian: 3%
- White: 54%
- Native Hawaiian/Pacific Islander: 2%
- More than one race: 3%

Medical Conditions

- One Mental Health Diagnosis: 451
- Two or More Mental Health Diagnosis: 619
- Mental Health Diagnosis and Substance Disorder: 259
- Mental Health Diagnosis and Medical Issue: 199
- Substance Abuse Disorder and Medical Issue: 2
- Substance Abuse Disorder: 12
- Medical Condition: 43
- Mental Health Substance Abuse and Medical Diagnosis: 42
## Income and Expense Statement

<table>
<thead>
<tr>
<th>Support and Revenue</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Program Service Fees</td>
<td>$9,949,117</td>
</tr>
<tr>
<td>Rent and Utilities</td>
<td>$512,877</td>
</tr>
<tr>
<td>Investment Income</td>
<td>$14,323</td>
</tr>
<tr>
<td>Grants</td>
<td>$1,036,488</td>
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<tr>
<td>Contributions</td>
<td>$114,505</td>
</tr>
<tr>
<td>Other</td>
<td>$5,716</td>
</tr>
<tr>
<td><strong>Total support and revenue</strong></td>
<td>$11,633,026</td>
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</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>$9,875,765</td>
</tr>
<tr>
<td>Management and General</td>
<td>$1,222,306</td>
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<tr>
<td>Fundraising</td>
<td>$241,628</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td>$11,339,699</td>
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<table>
<thead>
<tr>
<th>Change in Net Assets</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Net Assets, Beginning of Year</td>
<td>$4,779,328</td>
</tr>
<tr>
<td>Net Assets, End of Year</td>
<td>$5,072,655</td>
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</tbody>
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## Balance Sheet

<table>
<thead>
<tr>
<th>Assets</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Assets</td>
<td></td>
</tr>
<tr>
<td>Cash and Cash Equivalents</td>
<td>$2,020,419</td>
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<tr>
<td>Short-Term Investments</td>
<td>0</td>
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<tr>
<td>Receivables, Net</td>
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<tr>
<td>Accounts</td>
<td>$1,124,967</td>
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<tr>
<td>Grants</td>
<td>$126,858</td>
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<tr>
<td>Promises to Give</td>
<td>$2,250</td>
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<tr>
<td>Prepaid Expenses</td>
<td>$186,691</td>
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<tr>
<td><strong>Total Current Assets</strong></td>
<td>$3,461,185</td>
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<tr>
<td>Property and Equipment, Net</td>
<td></td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td>$6,524,762</td>
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</table>

<table>
<thead>
<tr>
<th>Other Assets</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Endowment Investments</td>
<td>$84,465</td>
</tr>
<tr>
<td>Promise to Give, Leased Space</td>
<td>$1,014,475</td>
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<tr>
<td>Promise to Give, Net of Current Portion</td>
<td>$3,250</td>
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<tr>
<td>Prepaid Rent, Net</td>
<td>$276,019</td>
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<tr>
<td>Deposits</td>
<td>$6,366</td>
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<tr>
<td><strong>Total Other Assets</strong></td>
<td>$1,384,575</td>
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<table>
<thead>
<tr>
<th>Liabilities and Net Assets</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Liabilities</td>
<td></td>
</tr>
<tr>
<td>Current Maturities of Long-Term Debt</td>
<td>$119,684</td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>$89,313</td>
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<tr>
<td>Accrued Expense</td>
<td>$717,555</td>
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<tr>
<td><strong>Total Current Liabilities</strong></td>
<td>$926,552</td>
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</table>

<table>
<thead>
<tr>
<th>Net Assets</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Unrestricted</td>
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<tr>
<td>Undesignated</td>
<td>$3,157,999</td>
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<tr>
<td>Board Designated</td>
<td>$774,899</td>
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<tr>
<td>Temporarily Restricted</td>
<td>$1,139,757</td>
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<tr>
<td><strong>Total Net Assets</strong></td>
<td>$5,072,655</td>
</tr>
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<tr>
<td><strong>Total Expenses</strong></td>
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</tr>
<tr>
<td><strong>Net Assets</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td></td>
</tr>
</tbody>
</table>
Thank you for inspiring Hope, Healing and Well-being for those living with a mental illness.

Anonymous (25)
Sandra Accola
Glen Albert
Bobbie Alhaqq
Hassan Ali
Krista Anderson
Thomas Anderson
Judith Anderson
Louise Anderson
Sharon Anderson
Glenn Andis
Leslie Angel
David Baune
Kari Baune & Brian Geurts
Ryan Beduhn
Joyce Bengston
Tom Berg
Bruce & Judy Bernier
Pamela Biljan
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Ingrid Culp
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Liz Flavin
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Heather Gallivan
Jennifer Garber
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Calvin Jensen
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Marlyn & Lorrie Johnson
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Rachel Thaney
Brantingham
Khu Thao
Steve Thomas
Jennifer Tichey
Jeanine Uehling
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Jeanette Scanlon
Stan Scanlon
Sidney Scheif
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Megan Tholan
Mary Thomas
Sara Van Dyke
Grace Wanek
Yei Wei
Daniella White

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Becca Schema
Jodie Monson
David Jacobs
Rebecca Spartz
Deb Gruel
Christy Downing
Deb Hesli
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Christy Schick
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Maureen Cashin, John Storm & Family
Patrick Haught
Nancy Hoium
Ryan Hoium
Martin Lantz

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Scott, TC and Craig
Birgit Olsen Kelly
Andrew Kellar Richardson
Casey Nielsen
Daniel Gower
John Gower
David Godfrey
Kathie Prieve
Dick Sanderson
Judith Anderson
Elva Spillane
Jack Spillane
Wayne Johnson
Lisa Rolfs
Ceil Raleigh Endowment Fund
Anonymous

In-Kind Donations

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Janet Bakalar
Kelly Befus
Tom Berg
Cindy Bork
Jen Bratsch Poehland
Brian Broughton

Lawrence Edwards
Ashley Erickson
Alec Grieve
Laurie Haycraft
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Crista Lentsch
Microsoft Philanthropies
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Rene Norton
Joan and Daniel Olson
Amy Oriani
John and Julie Peterson
Molly Poole
Nora Poole
Julia Reisinger
Lisa Rolfs
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Sarah Schettler
Herb Schnabel
Ellie Skelton

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Amazon Smile
Aroha Philanthropies
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Blumentals/ Architecture, Inc.
Bremer Bank
Credible Behavioral Health Software
Eide Bailly
Fredrickson & Byron, P.A.
Garvin Enterprises
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Mall of America
Marsh & McLennan Agency
Mercy Hospital Foundation
Philips/Spectranetics
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Reinhart Foodservice
Shavlik Family Foundation
U.S. Bank
Watson-Forsberg

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Darvia Herold, Chief Financial Officer
Khu Thao, Vice President of Community Mental Health
Michelle Wincell O'Leary, Vice President of Community Housing Services

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Our Programs

Touchstone Mental Health assists individuals in their mental health recovery. Our services help people learn about their illness, improve their ability to handle their lives each day and reach their goals.

Behavioral Health Home and Care Coordination
Behavioral Health Home and Care Coordination are community programs which help individuals find community resources and coordinate physical and mental health care. Our staff work with individuals to create a plan that meets individual needs and preferences.

Case Management
Case Management connects people to medical, mental health, housing, financial, vocational, social and other necessary resources to meet their mental health needs and support their independence.

Housing Innovation Program
Housing Innovation assists people in finding and maintaining their independence by providing intensive in-home supports that includes independent living skills, service coordination, mental health, nursing and 24-hour emergency services.

Intensive Residential Treatment Services
Short-term residential treatment designed to improve mental health stability, personal and emotional adjustment, self-sufficiency and community independence. Services are offered in Bloomington, Minneapolis and Lyric Lane, in Fridley. Lyric Lane also offers Crisis Residential Services that serves individuals in crisis with immediate treatment needs.

Intentional Communities
The Intentional Communities Program provides in-home services to build household management, social and community skills. Program members meet weekly as a community where peers support each other in their mental health recovery.

Project Community Success
Project Community Success assists people to locate and move into an apartment through transition planning and services. Staff provide housing support which includes tenant education and resources which help people be successful in their housing.

Rising Cedar and New Hope Apartments
Rising Cedar and New Hope Apartments provide permanent housing with assisted living services that include counseling, nursing, housekeeping, service coordination, community services and 24-hour support. Apartments are located in Minneapolis and New Hope.

Touchstone Fitness Center
The Fitness Center offers a variety of machines, weights, personalized fitness training, individual and group memberships. The Fitness Center is open for anyone in the community and is located in the Minneapolis Seward Community.