

Dear Friends of MHR,

2020 was a year fraught with challenges. Despite a global pandemic and the civil unrest reacting to prevalent systemic racism in the United States, I am proud to say that MHR continued to thrive in 2020. The unmet needs of the people we serve only increased because of these challenges. MHR was able to make swift and nimble pivots to meet COVID-19 guidelines by moving 95% of staff to work from home settings and rapidly deploying the use of telehealth technologies to serve 6,608 unique individuals.

We are grateful for the outpouring of support and flexibility by our partners, funders and regulators which allowed MHR to creatively address new challenges. Many of these new insights and models will continue to inform our work for years to come. We are thankful for our staff who persevered and overcame so many challenges during 2020 to deliver high quality and dignified services. And we are in continued awe of the people we serve who consistently overcome hardships to excel in their lives as members of our community. We are grateful for their patience and grace during a difficult year.

We would also like to announce the retirement of James Wyman as our Board Chair and thank him for his service in this role. Harald Bormann has been elected the new MHR Board Chair. Harald has served on the MHR board of directors since 2013 and brings valuable knowledge to this role. We are thrilled to welcome our 6 new board of directors members and introduce them to you below.

In this annual report, we will share the progress we have made building opportunities to incorporate tobacco treatment into our everyday work with the people we serve, share our pride in delivering a highly valued annual co-occurring conference in the substance use disorder treatment community, and highlight how our Assertive Community Treatment Teams have continued to meet the needs of people receiving services during the pandemic.

MHR is starting off 2021 with work on a new strategic plan to guide MHR for the next 3-4 years. This work includes a strategic analysis and development of MHR's Equity, Diversity, and Inclusion (EDI) practices by Sankofa Leadership Network. We are looking forward toward more in-person work over the course of the year and continued investment in partnering with allied providers.

As Board Chair and CEO of Mental Health Resources, we would like to express our deepest gratitude for your support over the last year. Your support makes a difference.

Ann Henderson, CEO

Harald Bormann, Board Chair

MHR is excited to announce the addition of 6 new members to our Board of Directors!



Kevin Fleming Ruti Doto Tiffany Irvin Glenn Andis Julia Joseph-Di Caprio Beth Silverwater



MHR Continues to Move the Dial on Tobacco Cessation Efforts

BRIA G.
We use a person-centered perspective that uses motivational interviewing to help people develop the intrinsic desire and reasons to quit using tobacco. Knowing that this is the substance that is killing most of the people we work with, we are dedicated to bringing awareness to the ability of people with mental illness and substance use issues to overcome a tobacco addiction and the vital role that community mental health and substance use treatment providers can play in this.

Sally Sales, MHR's Health and Wellness Manager, has been at the center of this work with MHR, the American Lung Association of Minnesota (MN ALA) and the LungMind Alliance. Sally's work with the MN ALA has included contributing to a guide written to address tobacco use in mental health and substance use disorder services and serving as a mentor for other organizations in the state who are working on becoming tobacco free. The MHR Wellness Team also works on providing education, resources (such as free nicotine replacement treatment [NRT]) and support to MHR teams so they can better assist clients in their tobacco cessation efforts. MHR is fortunate to have two staff on our substance use disorder treatment team who have been trained as Tobacco Treatment Specialists. Bria Grudzielanek and Anita Raaum completed intensive training through the Mayo Clinic and are using their expertise to support people in our SUD programs by assessing their tobacco usage and offering support around making changes to their use.

From the top: Sally Sales, Bria Grudzielanek, and Anita Raaum

Since becoming a tobacco free agency in 2018 MHR has continued to support people with serious and persistent mental illness and substance use disorders to decrease and quit commercial tobacco use. Tobacco use rates among the people we serve remain dramatically higher than the general population and tobacco-related illnesses are the #1 cause of premature death for people living with mental illness. MHR is working to change this!



2020 Board of Directors

Harald Bormann, Board Chair
Retired President, CEO and Board Chair, Catholic United Financial

Sharon Autio, Secretary
Consultant, Self-employed

Richard DeMarco, Treasurer
Vice President of Operations, Delta Dental of Minnesota

Julia Joseph - Di Caprio
SVP and Chief Medical Officer, UCare

Beth Silverwater
Community Volunteer and Advocate

Glenn Andis
Independent Contractor

Ruti Doto
Diversity, Equity, & Inclusion Specialist at 3M

Kevin Fleming
Assistant County Attorney, Ramsey County

Tiffany Irvin
Manager of Peer Services at Minnesota Recovery Connection

James C. Wyman
Consultant

Michael Trangle, MD
Retired Associate Medical Director of Behavioral Health, HealthPartners Medical Group and Regions Hospital

2020 Senior Leadership Team

Ann Henderson
CEO

Brenda Shores
Vice President of Clinical Services

Roxanne Condon
Vice President of Administrative Services

Robert Berg
Senior Director of Finance

Barbara Tisdle
Senior Director - Clinical Services

Karvee Kawalawu
Senior Director - Clinical Services

Rosie Kolman-Stich
Senior Director - Clinical Services

Mary Colburn
Senior Director of Continuous Quality Improvement

Jane Welter Nolan
Director of Community Relations

MHR'S ANNUAL CO-OCCURRING DISORDER CONFERENCE WENT VIRTUAL IN 2020

MHR did not let COVID-19 stop us from hosting the co-occurring conference. MHR provided a full day of virtual learning to support the continued education of substance use disorder providers in our clinic and the broader community. 189 substance use and mental health providers attended the conference to broaden their education regarding co-occurring substance use disorder and mental illness. Some of the topics covered included: Engaging People Who Aren't Ready for Change, The Intersection of Attachment and Substance Use Disorders, Pain and Addiction, Trauma Informed Care, Peer Services, and Helping Families. MHR is committed to providing this continuing education opportunity on an annual basis.

"This training has better prepared me to meet the needs of my patients."

SUD Outpatient Program

SURVEY PARTICIPANTS

94% of individuals who completed the SUD Outpatient program showed improved scores in the category of relapse, continued use or continued problem potential.



97% of individuals who completed the SUD Outpatient program indicated they were helped by the counseling or treatment they received in the program.



92% of survey participants indicated that they would recommend MHR to a friend or family member



ACT TEAMS CONTINUED TO PROVIDE IN-PERSON CARE DURING THE COVID-19 PANDEMIC

During 2020, most of the services MHR provided were transitioned to telehealth due to COVID-19. However, MHR's Assertive Community Treatment (ACT) teams continued to see the most vulnerable individuals in-person to administer and monitor medications, assess their mental health and physical health and provide services to help individuals with their recovery in the community. When the ACT teams weren't meeting with individuals in-person, they were implementing creative ways to engage people in services several days a week via video-conferencing and telephone. The teams provided smart-phones and the education on how to access Microsoft Teams to individuals who did not have phones or the technology to stay connected to their community providers and natural supports. MHR's ACT teams served 211 individuals in 2020.



Cindy's Story

During the pandemic, Cindy kept herself well-informed about public health recommendations, and she felt most comfortable shifting into less frequent medication deliveries (from once a week to once every 2 weeks).

The Hennepin ACT team created new ways to make phone visits fruitful and engaging with Cindy. The team mailed out cognitive behavior therapy worksheets, which were then reviewed and practiced together. The team also began reading two books with her; taking turns reading aloud and then discussing. One book, "Giving Voice to Bear" provides education on Native American spirituality, and the other, the Power of Now, coaches on mindfulness. In the past year, Cindy has tried a variety of coping strategies: meditation, progressive muscle relaxation, visualization, breathing, art phone apps, and word puzzles. She has become more aware of her emotional triggers and how to prevent them from escalating.

Additionally, the ACT team psychiatrist increased his availability to Cindy, as she has brought forward many good questions in the past year. She has also invested in preventive care; receiving the flu and COVID-19 vaccines, getting a physical, and completing dental work.

In preparation for returning to work, Cindy engaged with the team over the phone to create a resume (shared back and forth via email), and together, filled out online job applications (case manager asking the questions and filling out the online applications, with Cindy supplying the answers over the phone). The clarity, focus, and organization that Cindy has worked hard to establish have enabled her to do additional things important to her, like reading, voting, helping her mom, and moving in with her boyfriend. With her recent employment applications, soon she will be sharing that bright smile at work!



The mission of Mental Health Resources is to foster hope, health and recovery for people affected by mental illness and substance use disorder.

FINANCIALS STATEMENT OF ACTIVITIES

	2020	2019
REVENUE AND SUPPORT		
Government & Services Contracts	\$17,649,547	\$17,586,076
Medical Assistance	\$3,110,148	\$3,559,598
Grants & Contributions	\$518,327	\$189,917
Lease Income	\$5,652,336	\$5,565,684
Client Fees, Investment Income & Misc.	\$263,812	\$392,610
Total Revenue & Support	\$27,194,170	\$27,293,885
EXPENSES		
Program Services	\$22,757,724	\$23,630,782
Administration	\$3,883,314	\$3,669,224
Fundraising	\$48,569	\$46,835
Total Expense	\$26,689,607	\$27,346,841
Change in Net Assets	\$504,563	\$(52,956)
ASSETS		
Cash & Cash Equivalents	\$6,701,318	\$4,535,736
Investments	\$2,455,440	\$2,327,545
Accounts Receivable & Prepaid Expenses	\$3,053,773	\$3,101,626
Property, Vehicles, Equipment & Goodwill, Net	\$1,364,294	\$1,585,915
Total Assets	\$13,574,825	\$11,550,822
LIABILITIES		
Accounts Payable	\$147,553	\$318,542
Accrued Expenses	\$1,217,912	\$881,984
Contract Advances	\$683,401	\$5,500
Notes Payable - PPP Loan	\$576,600	
Deferred Revenue	\$200,000	\$200,000
Total Liabilities	\$2,825,466	\$1,406,026
NET ASSETS		
Without Donor Restrictions	\$10,579,138	\$10,126,170
With Donor Restrictions	\$70,221	\$18,626
Total Net Assets	\$10,649,359	\$10,144,796
TOTAL LIABILITIES & NET ASSETS	\$13,474,825	\$11,550,822

STATEMENT OF FINANCIAL POSITIONS



DONORS

It is with sincere gratitude we recognize all of the contributions made in support of MHR programming in 2020. Thank you for your continued support!

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Barbara Sell
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MENTAL HEALTH RESOURCES INC.

2020 ANNUAL REPORT

