



Mental Health Resources Inc.



2022 Annual Report

A New Normal

As 2022 came into sight it was clear that the world was never going back to normal. Particularly in terms of what we believed had been normal ways to work and receive mental health care. MHR needed to continue being pioneering and fearless to address the “great resignation” and workforce crisis. People who live with mental illness and substance use disorders had never needed more support and access to resources. Today I am proud to tell you that MHR’s leadership pushed past traditional comfort zones and dug-in to find sustainable alternative methods and systems for employment and services that will support our work for years to come.

In February we launched a 6-team pilot centered around a compressed work week modeled off learnings from Iceland’s 4-day work week trials. As predicted, it was an overwhelming success. By the end of 2022 we had offered every position in the agency an option for a compressed work week without a decrease in salary. As of November, 85% of our workforce had opted into this model. The feedback has been consistently positive with employees telling us they feel they have a better work/life balance, can see improvements in their own mental health, and have more desire to continue working at MHR because of it.

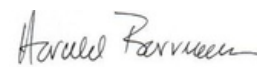
We spent the year preparing for a substantial expansion in our Special Needs Basic Care (SNBC) services through our partnership with UCare. Being asked to be the singular delegate in 6 Minnesota counties was an honor and a testament to our exceptional work providing care coordination. In addition, we have entered into a partnership with Red Lake Nation to provide Targeted Case Management (TCM). Through this relationship we are committing to increasing access for Native Americans to MHR’s services.

Our continued commitment to creating a workplace that values and promote diversity, equity, and inclusion (DEI) for employees and those we serve is highlighted by our creation of a Staff DEI Advisory Board in 2022. This board is tasked with advising and assisting the leadership of MHR to create a more diverse, equitable, and inclusive culture. This board has a direct line of communication to the leadership through regular meetings with the Human Resources Manager and me.

Overall, 2022 was a challenging but exciting year with many new opportunities to expand and enhance the services we provide and to impact the quality of life of our employees. Many thanks to all our partners and supporters that have made this progress possible.


Ann Henderson, CEO




Harald Borrmann, Board Chair



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

MHR Expanded SNBC Care Coordination

MHR began providing Special Needs Basic Care (SNBC) Care Coordination for UCare members in 2011. Special Needs Basic Care is a voluntary managed care program for people with disabilities, ages 16 through 64 who have Medical Assistance.

One of the benefits of SNBC is access to Care Coordination and navigation to help people receive health care and support services. The focus is on preventative care, wellness, and helping individuals access medical, dental, and mental health care are key components of SNBC. Over time, the number of UCare members MHR is serving has expanded. By 2022, MHR had a metro team and a northern team with nearly one thousand delegated members.

During 2022, UCare's leadership team asked MHR to expand the number of individuals we were serving and were offered the opportunity to be the sole delegate for UCare's Connect and Connect+ membership in 6 counties, Isanti, Chisago, Dakota, Washington, Carlton and St. Louis. Over the remaining months of 2022, MHR prepared to expand our membership by re-organizing the teams, hiring for newly designed positions, and working with our Continuous Quality Improvement team to prepare the electronic medical record. Early in 2023, our UCare Connect and Connect + membership grew from roughly 950 members to more than 6500 members across these six counties. The expansion offers MHR an opportunity to provide services in new counties and to assertively outreach to members and offer community-based care coordination.

MHR is thrilled to have the opportunity to continue to grow with UCare and work together to support individuals in the community to improve their health and reach their goals.



"WHAT I LIKE ABOUT SNBC CARE COORDINATION IS THAT WE ARE A SAFETY NET PREVENTING PEOPLE FROM SLIPPING THROUGH THE CRACKS IN CARE. EVERYONE IN MINNESOTA WHO IS ON MEDICAL ASSISTANCE FOR A CERTIFIED DISABILITY IS ELIGIBLE FOR CARE COORDINATION. AT ITS MOST BASIC LEVEL, WE CALL PEOPLE WHEN THEY'RE FIRST ENROLLED AND THEN EVERY SIX MONTHS AFTERWARDS AND SIMPLY ASK, "ARE YOU OK? DO YOU NEED MORE HELP THAN WHAT YOU'RE GETTING?" AND IF THE ANSWER IS YES, WE CONNECT PEOPLE TO THAT HELP. WE ACT AS THE GROUT BETWEEN BRICKS OF A PERSON'S SUPPORT SYSTEM. THE BRICKS ARE ANYTHING FROM THEIR PCP TO THEIR ACT TEAM TO THEIR DENTIST. WE TIE EVERYONE TOGETHER AND FACILITATE COMMUNICATION BETWEEN ALL OF THOSE SERVICE PROVIDERS. AND, I LOVE THAT."

Rita Winchester, SNBC CC



Tami is receiving care coordination from MHR due to mental health disability and struggles with several medical conditions. When Tami's care coordinator reached out to check in, Tami was managing her mental health symptoms, however, reported feeling lost trying to figure out how to get hearing aids and had been agonizing over it. She also expressed frustration with her lack of good dental care and needing to find a dentist. Tami was so grateful that within a week her care coordinator helped her to schedule an appointment to get hearing aids and an appointment with a new dental provider. Tami continues to work with her care coordinator to address her mental health and physical health needs and is able to reach out to her care coordinator for assistance whenever needed.

MHR Continues Receiving High Marks in Client Satisfaction



TREMENDOUS SERVICE
95% indicated they were Very Satisfied or Satisfied with the services they have received at MHR.



LIFE IMPROVEMENT
91% of survey participants indicated that their life had gotten better since working with MHR.



MAINTAIN CONSISTENCY
92% of people who completed the MHR Co-Occurring SUD program reported a decrease in substance use.



DON'T BE AFRAID TO GIVE IT A TRY
95% of respondents indicated that they would recommend MHR to a friend or family member.



**IN 2022 MHR
SERVED 6,878
INDIVIDUALS**

2022 Board of Directors

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

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

Sharon Autio, Secretary
Consultant, Self-employed

Kevin Fleming, Treasurer
Assistant County Attorney, Ramsey County

Dr. Julia Joseph - Di Caprio
President & Founder, Leap Pediatric and Adolescent Care

Beth Silverwater
Community Volunteer and Advocate

Glenn Andis
Independent Contractor

Tiffany Irvin
Manager of Peer Services at Minnesota Recovery Connection

Christopher Bates
Assistant City Attorney, Minneapolis City Attorney's Office

Amy Dellwo
*VP of Strategic Policy and Growth, Kyros
President of MARRCH*

2022 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 would like to offer our sincere gratitude to Sharon Auto, Sharon retired from the board at the end of 2022 after serving on our Board of Directors for 10 years.

MHR would like to extend a warm welcome to the newest members of the Board of Directors.

Chris Bates



Amy Dellwo



MHR is committed to identifying, addressing, and dismantling all forms of racism and ethnic oppression. We are committed to the path of learning through having difficult and honest conversations about race, racism, and white supremacy and to identify and right situations where we have been complicit in endorsing racism. We will work to lessen mental and physical health disparities for Black, Indigenous, People of Color (BIPOC) within our own organization and the larger community. We are committed to creating an environment that welcomes and respects the diversity of all who enter it.

What staff are saying about MHR

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“I FEEL SUPPORTED IN MY JOB. FROM MY CO-WORKERS, TO MANAGERS, TO SENIOR LEADERSHIP, I FEEL MHR IS SUPPORTIVE OF THE WORK I DO AND EXPRESSES APPRECIATION FOR WHAT I DO.”

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“MHR IS A UNIQUE ORGANIZATION, FILLED WITH EXCELLENT, COMPASSIONATE, FLEXIBLE AND GOAL-ORIENTED TEAMS.”

“

“I FEEL LIKE THIS IS AN EXTREMELY PERSON-CENTERED CULTURE, I ALWAYS FEEL LIKE I CAN PROVIDE CREATIVE SOLUTIONS AND HAVE PROPER SUPPORT AND SUPERVISION TO GIVE EXCELLENT, INDIVIDUALIZED CARE.”

Financials

Statement of Activities

REVENUE AND SUPPORT	2022	2021
Government & Services Contracts	\$ 18,611,135	\$ 18,177,747
Medical Assistance	\$ 2,874,111	\$ 2,816,785
Grants & Contributions	\$ 248,690	\$ 384,382
Program Lease Income	\$ 6,423,594	\$ 5,419,564
Client Fees & Misc.	\$ 107,641	\$ 126,791
Investment Income (loss)	\$ (244,235)	\$ 136,392
Total Revenue & Support	\$ 28,020,936	\$ 27,061,661

EXPENSES	2022	2021
Program Services	\$ 24,271,219	\$ 22,697,863
Administration	\$ 3,818,375	\$ 3,770,887
Fundraising	\$ 46,444	\$ 48,964
Total Expense	\$ 28,136,038	\$ 26,517,714
Change in Net Assets	\$ (115,102)	\$ 543,947

Statement of Financial Position

ASSETS	2022	2021
Cash & Cash Equivalents	\$ 6,019,423	\$ 7,161,086
Investments	\$ 2,305,318	\$ 2,573,734
Accounts Receivable & Prepaid Expenses	\$ 3,275,872	\$ 2,509,691
Property, Vehicles, Equipment, ROU Leases & Goodwill, Net	\$ 2,297,615	\$ 1,076,318
Total Assets	\$ 13,898,228	\$ 13,320,829

LIABILITIES	2022	2021
Accounts Payable	\$ 69,893	\$ 200,145
Accrued Expenses	\$ 1,116,996	\$ 1,098,013
Contract Advances	\$ 303,614	\$ 629,365
Deferred Revenue		\$ 200,000
Operating & Finance Lease Liabilities	\$ 1,329,521	
Total Liabilities	\$ 2,820,024	\$ 2,127,523

NET ASSETS	2022	2021
Without Donor Restrictions	\$ 10,908,204	\$ 10,953,306
With Donor Restrictions	\$ 170,000	\$ 240,000
Total Net Assets	\$ 11,078,204	\$ 11,193,306

TOTAL LIABILITIES & NET ASSETS	\$ 13,898,228	\$ 13,320,829
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DONORS

It is with sincere gratitude we recognize all of the contributions made in support of MHR programming in 2022. Thank you for your continued support!

Albert Lindeke and Mary Campbell-Lindeke
Amy Dellwo
Ann Henderson
Anonymous x2
Beth Silverwater & Norman Greenberg
Beth Vance
Brenda Shores

Brian and Nancy Siska
Family Fund of The Minneapolis Foundation
Cathy Paulsen
Cecile Kudela
Christopher Bates
Colleen & Phil Hansen
David Burroughs
Delta Dental of Minnesota Foundation
Dr. Godfrey and Dr. Hult
Dr. Julia Joseph - Di Caprio
Edna and Joel Biederman
G. J. Clayburn
Glenn and Jennifer Andis
Gregersen Household
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UCare