

The Greatest Gift ...

The Deepest Meaning



Community Care Corporation

Becoming Touchstone Mental Health as of November 1, 2004

Annual Report 2003

Accomplishments in 2003

Project Connections assumed responsibility for full-service case management. As a result, our staff learned to manage clients under civil commitments, and clients' relationships with the county's case managers ended.

Our Board approved use of reserve funds to purchase Caminar, a software that allows case managers to chart clients' progress electronically. This software will improve our accuracy in billing Medical Assistance.

Breckinridge House submitted a proposal to Hennepin County to open Assisted Living apartments in late 2004. With input from clients and their families, our staff, our landlord, and the county's staff created plans for remodeling and refurbishing the building.

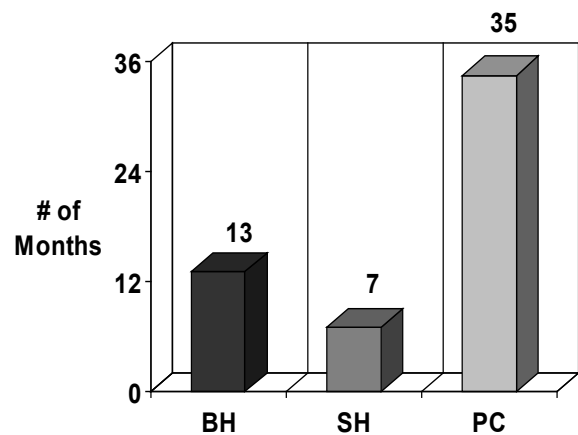
Sentinel House submitted plans to Hennepin County to become an intensive, residential treatment program in 2005, with lengths of stay reduced to about 3 months.

We hired Margo Cohen, MSW, LICSW as Program Director in November. With extensive experience as a psychiatric social worker, she previously managed mental health and chemical health services for an agency serving the Hmong and Southeast Asian communities.

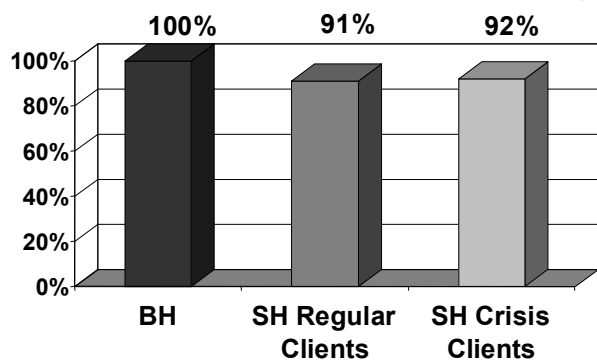
Community Care also initiated efforts toward implementing a new strategic plan. These efforts include:

- ☉ A Volunteer committee to recruit and train volunteers to provide opportunities for clients to socialize.
- ☉ A Technology work group to maintain and implement new technologies such as e-mail and Caminar.
- ☉ A Fundraising work group to implement a revised fundraising plan.

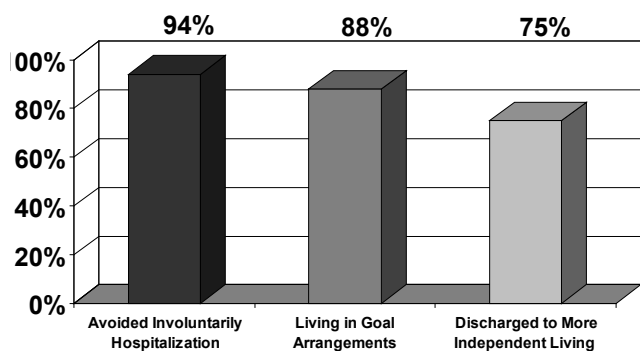
Average Stay or Involvement



Retention of Independent Living at Six Months after Discharge



Project Connections' Clients



- ☉ A Supportive Housing work group that explored starting an adult, foster care home, though the project proved to be too expensive.
- ☉ An Identity Development Committee to explore new names for the organization and create a marketing plan to enhance fundraising efforts.

The best gift I can give is to understand what is deeply meaningful to you.

- Cynthia Riggs, Ph.D., Licensed Psychologist

Dear Friends:

The first six months of 2003 were fairly routine. Our staff worked to build relationships with clients and implement an ambitious strategic plan. The last 6 months, however, placed demands on our physical and emotional resources that we could not possibly have envisioned.

Early in 2003, Minnesota's Department of Human Services announced plans for major changes to the residential Rule 36 treatment system, which included Sentinel and Breckinridge Houses. We did not know the full impact of these changes until well into 2004, but we prepared as best we could.

Then, over the July 4th holiday in 2003, we received tragic news. Dr. Cynthia Riggs, Sentinel House's Program Director since April 2002, lost her life in a camping accident in the Boundary Waters Canoe Area. We will miss her beautiful spirit and kind heart for a long, long time. We received \$4,185 in memorials to her, a tribute to the impact she had on others.

In September, nineteen people participated in the Walk for Justice, our very first fundraising event. We walked in support of the Cynthia Riggs Supportive Housing

Fund. Knowing of the approaching changes, we felt we must prepare for financial needs that might arise. Staff and their children, consumers, and Cynthia's friends and family, including her parents, raised \$4,355. We will use it to purchase furniture for our Assisted Living apartments.


During this difficult year of transition and loss, we continued to help clients cope with symptoms of mental illness, understand their medications, and strive to live balanced lives. Staff also helped various clients find decent, safe housing; manage their personal budgets; decrease their use of alcohol; become involved vocationally; explore new community activities; and laugh out loud.

What Cynthia said is so true; the best gift we can give is to understand what is deeply meaningful to others.

Contracts with Hennepin County, other government funding, donations from community members, and the efforts of staff and volunteers make our services possible. We appreciate your continued support.



Helen Raleigh, LICSW
Executive Director
Community Care Corporation

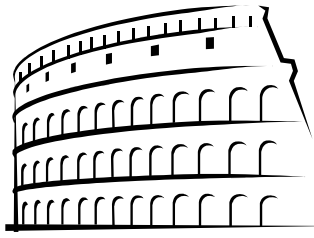


Thomas Bellamy
Board Chair,
Vice President, United Healthcare



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Traveling the World



As a woman living with serious mental illness, Mary feels extremely proud of a religious pilgrimage she made to Italy in 2003. Because she had worked hard to build the necessary emotional resources, she greatly enjoyed her trip, traveling by herself, as part of a tour that included people she had never met. She liked meeting these people and adapted quite well to traveling in a foreign country.

Even more important to Mary's life than travel, volunteering provides her a sense of satisfaction because she is giving back to her community. In the spring of 2000, she began working twice monthly as a clerical assistant at the ALS (Amyotrophic Lateral Sclerosis) development office. In 2003, she added a second, weekly clerical job volunteering with the Washburn Child Guidance Center.

Both of these activities require a stable life, a challenge for persons living with mental illness. Mary believes Project Connections (PC) helps her by allowing her to talk about

her problems, conflicts, and feelings of confusion, providing the support she needs to find solutions.

As recently as 1996, traveling and volunteering were not possible for Mary. Her mental health had deteriorated significantly, resulting in commitment to the Anoka Metro Regional Treatment Center (AMRTC), a state-operated psychiatric facility. She had lost her housing, and her symptoms caused her suffering. Very fearful, especially of new people, and often anxious and uncomfortable, she also experienced paranoia and confusion.

In July 1996 during Mary's hospitalization, Project Connections' staff and the hospital's team collaborated to meet Mary's needs upon discharge. As her mental health gradually stabilized, she spent time with PC's staff, receiving the support and encouragement that allowed her to ease her distrust and build her sense of safety.

In September 1996, Mary moved into a residential treatment facility. With the facility's staff monitoring her medications, she became less paranoid, and she practiced the skills that she needed to return to independent living.

In March 1997, with Project Connections' assistance, Mary moved to her own apartment. Over the next

two years, our staff visited Mary twice weekly, insuring that she took her medications and assisting her with basic needs, such as shopping for groceries, planning menus, cleaning and organizing her apartment, and attending appointments. As Mary established stabilizing routines, PC's team reduced its visits to once weekly, with occasional additional visits for medical or dental appointments, grocery shopping, or other tasks.

Mary has remained in her apartment since 1997, without any hospitalizations. Her case manager and Mary both know that her mental health is significantly more stable. She recognizes that she is less anxious and confused, is better able to handle stress, and is much more independent than when she began working with Project Connections' team. She also notes that she has improved her relationships with her family.

Project Connections

300 Clifton Avenue,
Carriage House
Minneapolis, MN 55403
(612) 874-6409
pc@communitycarecorp.org

No Matter What Happens

“No matter what happens with the changes at Breckinridge, if we have to move, we want to stay together.” Breckinridge House’s residents have repeated this refrain often to staff and to public officials who make decisions about where they live.

To build fulfilling lives, we all need community. Our communities usually include family, friends, coworkers, and other people who share our interests. For persons with mental illness, building a community is a struggle and often impossible in an isolated and constantly changing environment.

The community that residents have created at Breckinridge House is the biggest and most revealing success story since Breckinridge became a long-term program three years ago. A group of people sharing a common disability—mental illness—and a common background—unsuccessful attempts to live independently—have continued to live together as long they have wished, to the preser

Most residents have lived other residential facilities for limited stays, with the expectation that they must move to independent living usually alone. Isolation causes loneliness and also can increase psychiatric symptoms. Unable to

establish relationships and a sense of belonging, many became ill again, experienced hospitalization, and then moved to a residential facility, usually a different one—the proverbial revolving door.

Breckinridge’s long-term approach provides residents with a stable living environment where they can form deeper relationships and feel that they belong. At the beginning, we frankly were not certain what the outcome would be.

How have the residents responded to living together for the past two to three years?

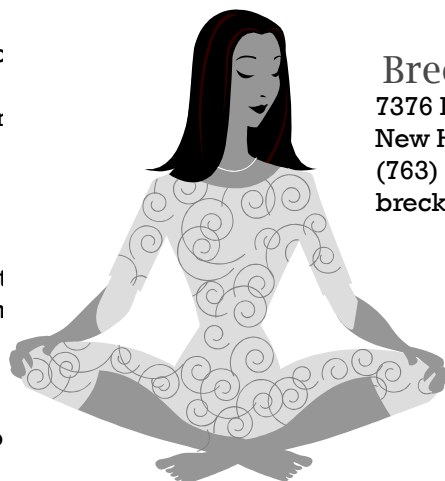
Residents take an interest in each other’s activities. As a close family does, they know the activities each person likes to do and the places they like to go. They offer each other support in good times and bad, accept and understand each other’s illness and symptoms, and laugh together

frequently. They fully accept each other.

Many residents were uneasy venturing into the community before they came to Breckinridge House. Now residents attend movies and concerts, and some work or volunteer. They encourage each other and want to spend time having fun together.

Breckinridge’s predictable routine helps decrease the symptoms that residents experience. Residents develop trusting relationships with a consistent, caring staff, which allows them to approach staff when they are having difficulties. In many cases, family members have told us that their loved ones are the most stable and content that they have been in a long time.

**The result?
This community’s members want to stay together, no matter what.**



Breckinridge House
7376 Bass Lake Road
New Hope, MN 55428
(763) 536-8134
breckinridge@communitycarecorp.

Art Can Save a Life

While living at Sentinel House, Brian, an artist, painted in the living room, attracting the attention of both other residents and staff. The staff allowed him to hang his paintings on the walls in the house's public areas.

Brian jokingly said to his counselor, "I always wanted my art to be hung in a public building." Although he joked about the encouragement he received, the staff's willingness to support his art and other residents' positive responses helped

him to establish a relationship of trust with them.

In the past, he found it difficult to foster his creativity. He did not trust other people and was unable to maintain a stable living situation. On more than one occasion, he walked away from a program that did not meet his needs.

In the year preceding his admission to Sentinel House in November 2003, he experienced



Community Care Corporation Statement of Expenses For the Year Ended December 31, 2003

Salaries	\$ 1,435,804
Payroll Taxes	113,315
Benefits	115,257
Contract Services	59,079
Program Expenses	32,866
Office Supplies	13,153
Food and Beverage	50,430
Program Equipment	34,609
Advertising	4,816
Data Processing	7,017
Maintenance and Repairs	3,018
Reimbursed mileage	30,326
Postage	2,048
Printing	1,452
Occupancy	190,743
Insurance	50,262
Telephone	16,200
Conferences and Meetings	15,464
Interest	784
Licenses	3,510
Dues and Subscriptions	6,363
Utilities	26,508
Bad Debts	2,993
Depreciation	25,649
Total Expenses	<u>\$ 2,241,666</u>

Community Care Corporation Statement of Activities For the Year Ended December 31, 2003

Support and Revenue	
Government Contracts	\$ 1,335,772
Medical Assistance	740,611
Grp Residential Housing Rev.	185,582
Investment Income	15,555
Donations	17,470
Client Fees/Other Revenue	13,428
In Kind Contributions	<u>3,155</u>
Total Support and Revenue	<u>\$ 2,311,573</u>
Expenses	
Program Services	\$ 2,035,547
Management and Admin	192,450
Fundraising	<u>13,669</u>
Total Expenses	<u>\$ 2,241,666</u>
Change in Net Assets	69,907
Net Assets, Beginning	<u>366,561</u>
Net Assets, Ending	<u>\$ 436,468</u>

Art, continued

hospitalization four times, the result of a host of social, medical, and psychiatric troubles. At admission, he was recovering from a near-death reaction to some medications, a rare complication causing high fever and blood clots. He also reports that electroconvulsive therapy (ECT) has affected his memory.

When he moved to the Veterans Home in February 2004, his stay at Sentinel House was his longest and most successful placement. At present, he has had stable housing for a year, a record for him. He has not been hospitalized since he moved into Sentinel House.

He currently shows his artwork at *Outsiders and Others*, a gallery near Park and 10th in Minneapolis. He spends time at the Seward Drop-In Center, and they have offered him a wall on which to paint a mural. He still visits Sentinel House regularly, where he has a small group of friends who are current residents. These friendships and his art sustain him.

Sentinel House
2516 E. 24th Street
Minneapolis, MN 55406
(612) 722-1892
sentinel@communitycarecorp.org

Community Care Corporation Statement of Financial Position December 31, 2003

Assets	
Current Assets	
Cash and Cash Equivalents	\$ 421,026
Accounts Receivable	98,548
Prepaid Expenses	<u>49,538</u>
Total Current Assets	<u>569,112</u>
Property and Equipment, at cost	
Furniture and Equipment	139,204
Vehicles	<u>59,197</u>
	198,401
Less: Accumulated Depreciation	<u>(152,161)</u>
Total Property and Equipment, net	<u>46,240</u>
Other Assets	
Investments	317,240
Deposits	<u>2,276</u>
Total Other Assets	<u>319,516</u>
Total Assets	<u>\$ 934,868</u>
Liabilities and Net Assets	
Current Liabilities	
Accounts Payable	\$ 15,323
Accrued Expenses	129,750
Deferred Income—Med Assistance	<u>353,327</u>
Total Current Liabilities	<u>498,400</u>
Net Assets	
Unrestricted	424,702
Temporarily Restricted	<u>11,766</u>
Total Net Assets	<u>436,468</u>
Total Liabilities and Net Assets	<u>\$ 934,868</u>

What was any art but a mould in which to imprison for a moment the shining elusive element which is life itself—life hurrying past us and running away, too strong to stop, too sweet to lose.

— Willa Cather

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In Memory of Cynthia Riggs

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of Nathaniel Corbett

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Poetry by Dick Wilson

Questions

Is there comfort in your life?
Does it happen when your're hurting
or do you wait there unseen?

Is comfort just for sad children?
Does it stop when we get older?
Do the aged find any at all?

I wonder these things.
For comfort is an act of love.
An open-hearted gift.
It is a gentle voice, a soothing hand.
Comfort is receiving softness in a hard world.

It's not something we deserve.
It is a healing act.
A tenderness.

For that moment
it answers all our questions.

Touch

One reason we have cats and dogs is touch.
They love it so.
We most often touch them on the back of the neck.
We like that too.
Touch is hugs and hand shakes, foot rubs and facials.
Tickling.
Kissing.
Being held.
We touch hello; we touch goodbye.
The closer we get, the more we touch.
It is what alone wants so much.

The Inner Journey

When I let my heart set the tempo of my life
There is an openness.
My intention is to be led.
My heart listens. Fear lessens.
There is an acceptance of life,
A wishing for things to fit
And they do.

When I let my heart set the tempo of my life
I am more often alone.
Poems get written.
Truth happens.
I have time to search for honest explanations of myself.
Yes.

It is like there is a well
Deep within
Where I go for water.
Living water.
A gift of God.
It's there for me to share.



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Community Care Corporation
n/k/a Touchstone Mental Health
300 Clifton Avenue-Carriage House
Minneapolis, Minnesota 55403

