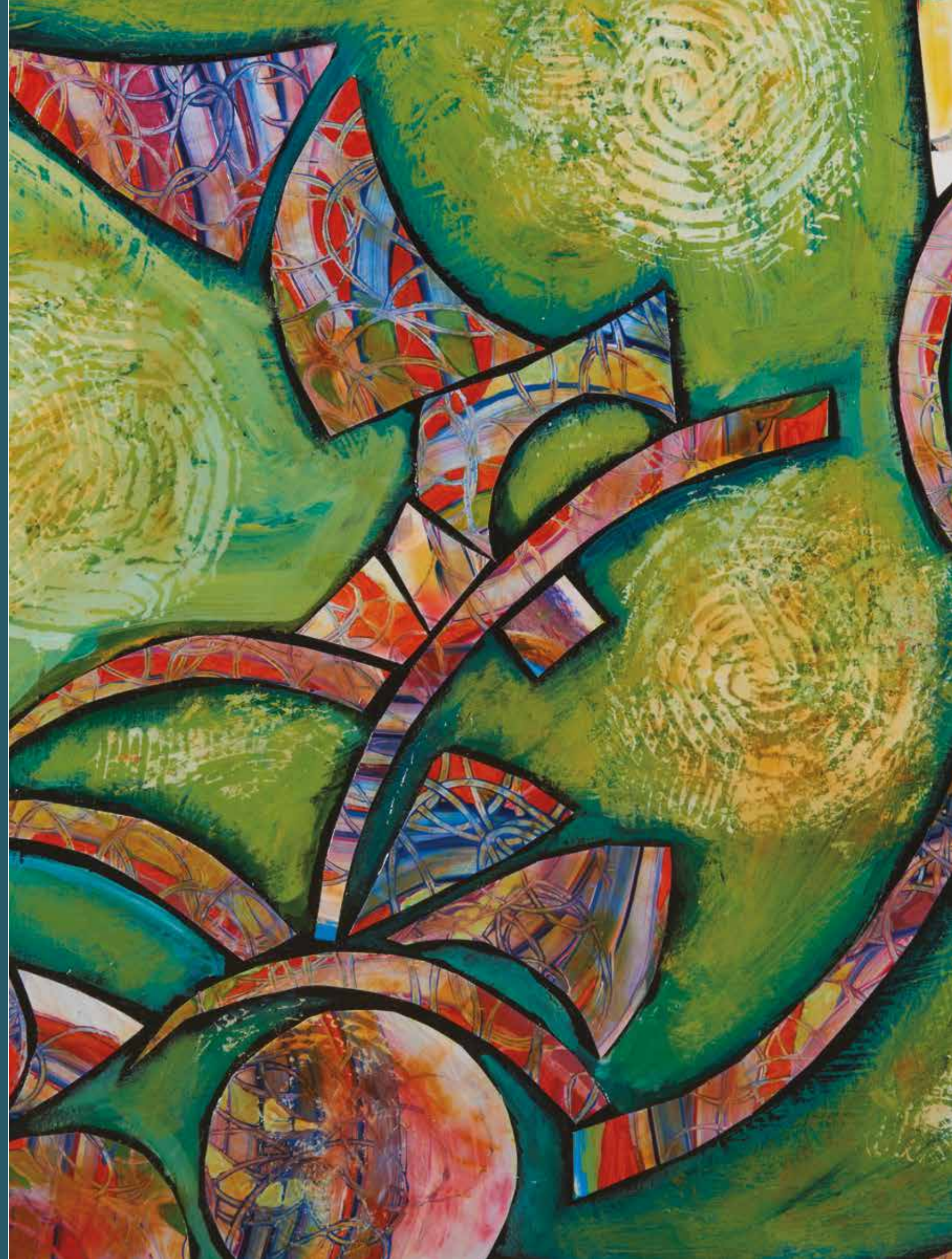




PEOPLE MENTAL
INCORPORATED HEALTH
SERVICES

2016 ANNUAL IMPACT REPORT

PERSON-CENTERED CARE
AS UNIQUE AND MULTI-FACETED
AS THE INDIVIDUAL IT'S BUILT AROUND.



INTEGRATING CARE FOR EVERY PERSON

PEOPLE INCORPORATED is Minnesota's largest provider of community-based mental health care services. From our origins in 1969 as a church basement drop-in center for homeless veterans to our current status serving more than 12,000 individuals annually through more than 60 programs at more than 40 locations around the Twin Cities, we've remained singularly dedicated to our non-profit mission—**supporting mental health and wellness in our community through collaboration and integration of care.**

Historically, mental illness has been poorly understood. Seen alternatively as a character weakness, bodily fluid imbalance, demonic possession and more, those afflicted were isolated, harshly treated and kept separate from mainstream society. People Incorporated was founded on the belief that those living with mental illness could be 'incorporated' back into society. And society itself could be incorporated into efforts to support these individuals in ways that would actually save taxpayer dollars. **The name 'People Incorporated' encompasses this belief,** and nearly 50 years of results proves its wisdom.

Helping people living with mental illness requires flexibility and creativity. **That's why we start with the person first**—developing innovative, effective services that surround individuals with the care, resources and connections needed to keep them living and thriving within the greater community. In fact, People Incorporated pioneered a number of firsts in Minnesota mental health care, including programs dealing with homelessness, crisis intervention and integrated treatment for dual-diagnosis mental illness/chemical dependency. And we continue to innovate in the pursuit of best practices and best outcomes for those we work with.



OUR MISSION
SUPPORTING MENTAL HEALTH AND WELLNESS IN OUR COMMUNITY THROUGH COLLABORATION AND INTEGRATION OF CARE.

OUR VISION
WE WILL BE A LEADING COMMUNITY PARTNER IN THE PROVISION OF CONTINUUM DRIVEN, INTEGRATED CARE BASED IN BEST PRACTICE.

- > IMPROVE THE QUALITY OF LIFE FOR INDIVIDUALS AND FAMILIES EXPERIENCING BARRIERS TO MENTAL HEALTH AND WELLNESS
- > COLLABORATE WITH OTHERS TO PROVIDE PROGRAMS AND SERVICES THAT DEMONSTRATE POSITIVE RESULTS
- > PROVIDE SHARED LEARNING EXPERIENCES TO PROMOTE SKILLS AND SUPPORT IN THE COMMUNITY
- > INFLUENCE PUBLIC ATTITUDES ABOUT MENTAL HEALTH, AFFECT CHANGES IN PUBLIC POLICY AND PROMOTE PUBLIC AWARENESS
- > RESPOND TO THE CHANGING COMPLEXITY OF OUR COMMUNITY THROUGH A MODEL OF INTEGRATED CARE

OUR VALUES

- > A FOUNDATION OF DIGNITY AND RESPECT
- > THE INDIVIDUAL AS THE PRINCIPAL VOICE FOR THE CARE THEY RECEIVE
- > A TEAM-ORIENTATED ENVIRONMENT SUPPORTED WITH CONTINUOUS LEARNING

Having a mental illness can affect everything from social relationships to housing access to physical health, and successful treatment requires **customized person-centered approaches that are as unique and multi-faceted as the individuals they're built around.** Through this work, we help individuals to take back control of determining the kind of life they want to build for themselves. We believe in our clients, and we're proud of their achievement of truly life-changing goals.





Dear Friends,

Welcome to our 2016 Annual Impact Report! 2016 was both busy and successful, and your help and support was key to our successes.

Internally, we worked diligently to develop and implement a simplified organizational structure for our more than 60 mental health-focused programs. The result is that today, instead of our programs being divided into service areas, we are now organized and operate around our client promises to provide simple access to: Outreach & Access; Intervention & Engagement; Treatment & Recovery; Supportive Services & Housing; and Wellness & Foundational Health. This means it's easier to look across our suite of services and better surround each individual client with exactly what resources they need to succeed.

Another big accomplishment in 2016 was the merging of Coon Rapids-based Family Life Mental Health Center into the People Incorporated system of care. Family Life Mental Health Center is an established and highly respected provider of comprehensive behavioral health care for children and adults. The move strengthens People Incorporated's presence in the Northwest Metro while ensuring continued excellence in care for Family Life clients.

Last but certainly not least, among our 2016 accomplishments was People Incorporated's certification as a Behavioral Health Home, as well as our new status as one of six Certified Community Behavioral Health Clinic (CCBHC) providers in Minnesota. The CCBHC initiative is a pilot project being conducted by the U.S. Substance Abuse and Mental Health Services Administration. This exciting program is intended to better coordinate mental health care and help to ensure the needs of the whole person are being addressed. People Incorporated is excited to be a part of this demonstration project, which is at the forefront of efforts to improve care models and help facilitate best possible client outcomes. As may be evident, the model fits perfectly with the work we have been committed to for some time.

We see great opportunity and potential ahead as we move toward People Incorporated's 50th Anniversary in 2019, and we are eternally grateful for your partnership and dedication to our mission!

JILL WIEDEMANN-WEST, M.A.
CEO

KEN DUNCAN
BOARD PRESIDENT

DIANE AHRENS MOVES TO NEW LOCATION

On April 21, we held an Open House at our newly relocated Diane Ahrens Crisis Residence in St. Paul. Mayor Chris Coleman addressed the crowd on the need for this type of resource and helped us with a ceremonial ribbon cutting.

1 CEO Jill Wiedemann-West and St. Paul Mayor Chris Coleman

ANNUAL LUNCHEON RAISES \$110,000+

Our 2016 Changing Minds Luncheon raised more than \$110,000 to continue our important work! Supporters joined us to hear Hazelden Betty Ford Foundation VP William Cope Moyers share his personal story of addiction and recovery.

2 Keynote Speaker William Cope Moyers and Luncheon Chair Nancy McKillips

NEW COMMUNITY ADVISORY COUNCIL

People Incorporated revamped its Advisory Council into a more diverse body designed to facilitate networking and new thinking among community-based mental health stakeholders. This new Community Advisory Council held its inaugural meeting on June 7, where attendees heard Minnesota Department of Health Deputy Commissioner Nancy Johnston give an insider's update on work being done in the area of Direct Care and Treatment.

3 MDH Deputy Commissioner Nancy Johnston

NAMED TOP WORKPLACE!



We were thrilled to be named to the Star Tribune's Best Places to Work 2016 list! This is a high-profile external validation which involved nomination by staff and subsequent staff participation in a detailed third-party workplace survey. We're proud to be one of the best places to work in Minnesota!

NEW NORTHSIDE MENTAL HEALTH CLINIC

In August, we opened a new mental health clinic on our Northside Campus at 1309 Girard in Minneapolis. We're pleased to make counseling services more accessible to residents of Minneapolis' North Side!

4 Our New Northside Clinic

MENTAL HEALTH TRAINEE PROGRAM

In response to a tightening labor market in 2016, People Incorporated launched an internal Mental Health Trainee Program whereby entry-level mental health workers participate in a year-long on-the-job training regimen in preparation to fill positions requiring specific prior work experience. The program is a novel approach to the workforce shortage and has been a win-win for People Incorporated and the inaugural group of program 'graduates.'

5 Inaugural Mental Health Trainee Program Graduates

ARTABILITY SHOW & SALE

The 2016 Artability Show & Sale saw the largest sales tally in program history. More than \$21,000 worth of art was sold (234 pieces), and 80 percent of each piece's sales price was paid directly to the artist. The show garnered great press for People Incorporated as the Star Tribune ran a feature story on Poster Contest winner Molly Corrick and artists/volunteers Mike Conroy and Bart Galle (<http://tinyurl.com/1029Strib>).

6 2016 Artability Award Recipients

AWARDS HONOR KSTP-TV, HARLAN BOSS FOUNDATION FOR THE ARTS

The 2016 Tim Burkett Award for Community Leadership in Mental Health was awarded to KSTP-TV, with nomination made by station meteorologist Ken Barlow for work he's observed that helps to accommodate staff struggling with mental health issues. And the 2016 Community Partnership Award was bestowed on the Harlan Boss Foundation for the Arts for its extraordinary support of our Artability initiative.

7 Jill West & KSTP Public Affairs Director Joe Johnston 8 Jill West & Harlan Boss Foundation for the Arts representative Linda Boss

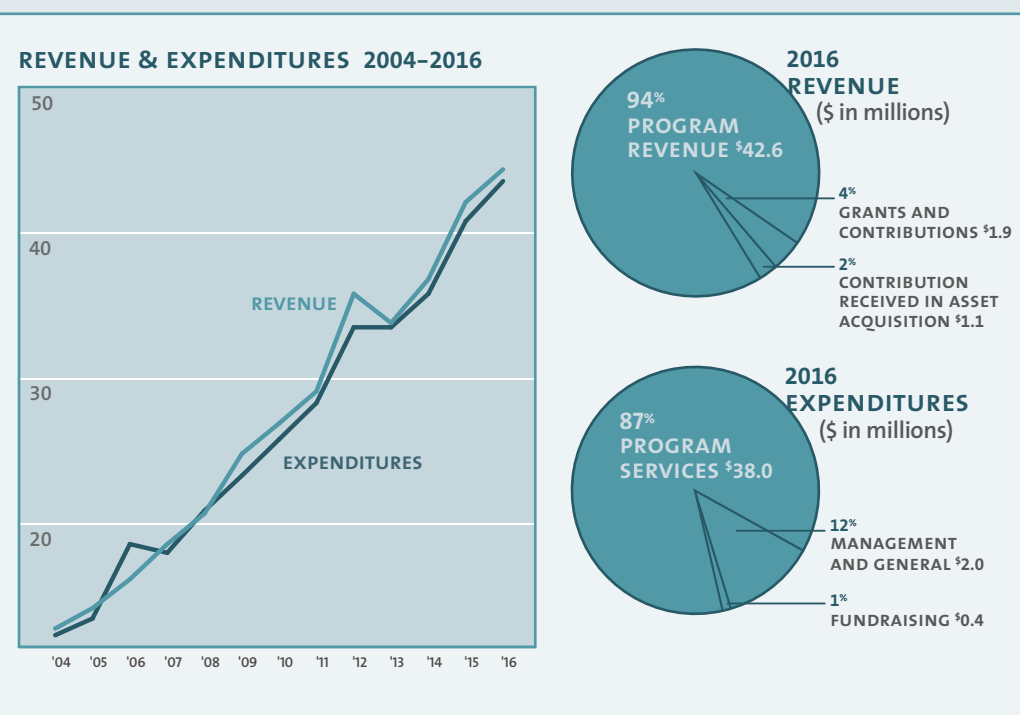
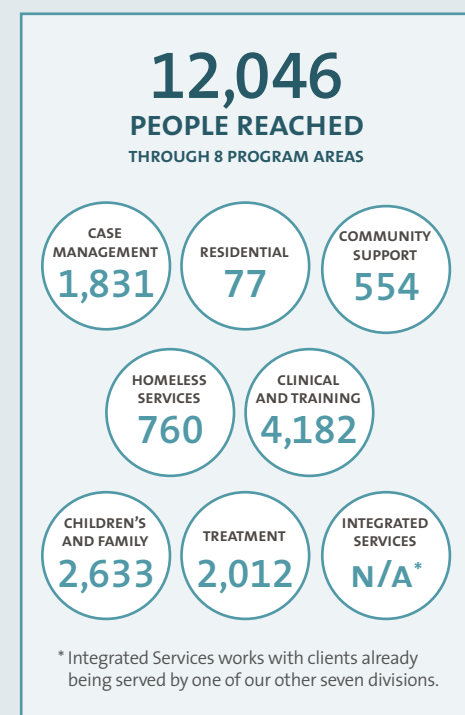
PEOPLE INCORPORATED ACQUIRES FAMILY LIFE MENTAL HEALTH CENTER

On November 1, Coon Rapids-based Family Life Mental Health Center became a part of People Incorporated Mental Health Services. This move strengthens our presence in the Northwest Metro, while also ensuring continued excellence in care for Family Life clients. MinnPost covered our merger, and the business story behind it, at <http://tinyurl.com/MinnPost-PI>.



IMPACT BY NUMBERS

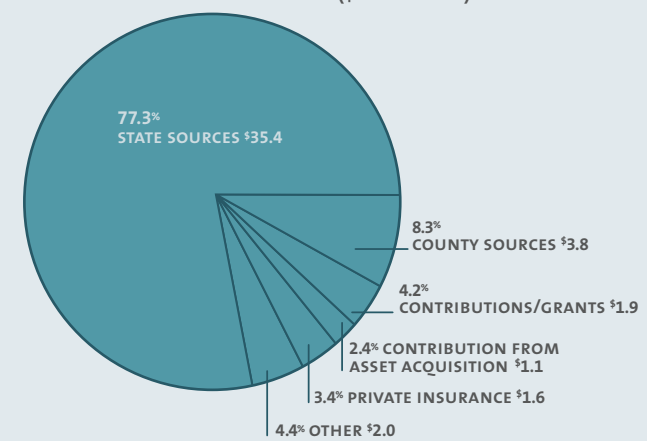
In 2016, People Incorporated reached over 12,000 individuals through more than 60 different programs throughout the greater Minneapolis-St. Paul metropolitan area.



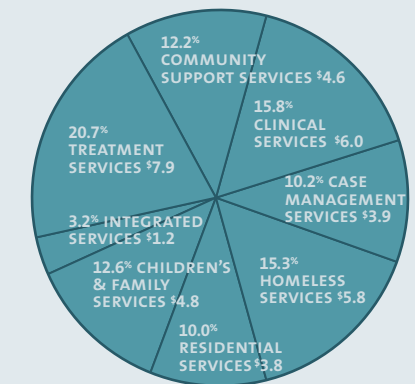
STATEMENT OF FINANCIAL POSITION

(in thousands)	2016	2015
ASSETS		
Cash and Cash Equivalents	\$ 6,040	\$ 5,269
Accounts and Pledges Receivable	3,957	4,040
Investments	1,653	1,505
Holdings at Community Foundation	2,097	2,060
Property and Equipment, Net	13,464	10,935
Other Assets	1,357	1,350
Total Assets	\$ 28,568	\$ 25,159
LIABILITIES		
Accounts Payable and Accrued Expenses	\$ 3,353	\$ 2,842
Other Current Liabilities	811	796
Long-term Debt	4,122	3,366
Other Long-term Liabilities	96	50
NET ASSETS		
Unrestricted – Undesignated	6,366	6,372
Unrestricted – Designated for Investment in Property	9,198	7,510
Unrestricted – Board Designated for Endowment	544	501
Temporarily Restricted	1,180	871
Permanently Restricted (Endowment)	2,898	2,851
Total Liabilities and Net Assets	\$ 28,568	\$ 25,159

2016 INCOME SOURCES (\$ in millions)



2016 EXPENSES BY MAJOR PROGRAM (\$ in millions)



NEARLY 800 INDIVIDUALS GIFTED NEARLY \$800,000 TO PEOPLE INCORPORATED DURING 2016. This included more than 150 individuals who made gifts to support our efforts for the first time! In addition 23 foundations gifted more than \$350,000 to support specific projects and initiatives, and another \$125,000-plus was raised via our special events. We are so grateful for this generous support, totaling nearly \$1.3 million and exceeding our 2016 goal! *Donors \$1,000 and up are listed.*

HERITAGE CIRCLE

Individuals who have included People Incorporated in their planned giving

Jan and Paul Anderson
Dallas and Roger Betz
Jane Ellen and Michael Blegg
Tim and Linda Burkett
Lee and Ann Carlson
Joan and Jack Corbett
Alden and Mimie Drew
Don Garretson
Susan and Bert Gross
Jan Hogan-Schiltgen and Bob Schiltgen
Alice D. Hummer*
Barb and Peter Huot
Patty Kane
Reverend George Knieriemen*
Sidney Lange*
Vera Likins*
Pat and Gary Mahre
Julie Manworren
Dr. Catherine A. Mayer
Mary Kay McIlton
Nancy McKillips
Mary (Molly) Bigelow McMillan*
Barbara and Costas Nichols
Patrick O'Dougherty
Pam Plourde
Thomas M. Rogers*
Norman Rose*
Allan and Debby Schneider
Frederick and Lillian Schwarz*
Betty Staffenson*
Arlene Swanson*
Dr. Joe Vander Zanden
Mary White
Nancy Wray

MAGHAKIAN CIRCLE

Individuals who have consistently given a gift to People Incorporated every year for at least the last 10 years

Ray Ahrens
Jan and Paul Anderson

David and Virginia Anderson
Joyce and Al Anderson
Charles and Adair Anderson
Anonymous (2)
Caco Baillon
Joanne and John Benson
Howard and Jane Bergstrom
Dallas and Rose Betz
Carol Bierbrauer
Jesse W. Black, III
David and Susan Bratt
Jodie Brend
Tim and Linda Burkett
Rolland Carlson
Mike Chutich and Susan Gretz
Earline and Joe Coleman
Barbara Conklin
Tom Davis
Eunice Davis
Elizabeth DeBaut and David Hartwell
Alden and Mimie Drew
Joan Duddingston
Phillip and Sandra Edwardson
Betty and Henry Ernst
Pete and Sue Felipe
Barbara Flanigan
William Flanigan and Nancy Zingale
Ms. Annmarie Florest
Jay Foley
Ken and Barbara Ford
Dennis and Barbara Ann Frederick
Bill and Bonnie Frels
Lynn and Landon Fuller
Nursel Gabe and Chuck Neuman
Bart and Lynn Galle
Don Garretson
Howard and Karen Gochberg
Norman Greenberg and Beth Silverwater
Wanda Heidebrecht
Jan Hogan-Schiltgen and Bob Schiltgen
Janet Houck and Ron Parker
John and Ruth Huss
Millie Huttenmaier
Frank and Barbara Janisch
Mark Jarrett

David and Louise Jones
Lucy Rosenberry Jones
Art and Martha Kaemmer
Bob Karels and Sandy Robinson
Miriam and Erwin Kelen
Pat Koppa
Ms. Sara Kreiling
Ed and Sandy Krzyzanowski
Dan Kunin and Connie Bigelow Kunin
Don and Bev Liebenstein
Sue Litecky
Gail Lowery
Joan Madsen
Pam Markusen
Dr. Catherine A. Mayer
La Vonne Mayer
Malcolm McDonald
Barbara and Jack McGowan
Genevieve McIlton and Bryan Hassing
Nancy McKillips
Mary (Molly) Bigelow McMillan*
Roberta and Robert Megard
Kay Menacher
Bob and Yvonne Momsen
Geraldine Mooers
Peter and Karla Myers
Ruth Nelson
Mary and Ken Newton
Barbara and Costas Nichols
Ford and Catherine Nicholson
Mark and Jackie Nolan
Katie O'Brien
Muriel Olson
Kate O'Reilly and Ron Hitzemann
Wendy Ostby
Jenny Pang and Jeffrey Sullivan
Bob and Betsy Parish
Jim and Donna Peter
Bill and Lori Peterson
Dale and Jeri Peterson
Patty Plotz
Doris Rausch
Clarence and Isabelle Rhode
Claudia Riley
Felicity Riley

Marion Riley*
Cal and Kris Robertson
Ruth Ann Rose
Sterling and Geri Rule
Amber Ruth
Carl and Betty Sandquist
Steve and Karen Sanger
Linda and John Satorius
Steven Savitt
Bernie Schmidt
Allan and Debby Schneider
Susan and Steve Shakman
Cathy and Ted Spear
Bill Spring
Betty Staffenson*
Trisha Stark
Sallie Stoltze O'Brien*
Laura Storey
Jacqueline and John Teisberg
Jane Thames
Lawrence and Gail Turner
Elizabeth Vavra
Jean Velleu
Paul and Carolyn Verret
Edward and Ginny Vizard
Gordon and Blanch Wallace
Maxine Wallin
Peg and Doug Wangenstein
Sue and Jim Welna
Nancy and Ted Weyerhaeuser
Mary White
Nancy Wray
John and Phyllis Wray

SUSTAINERS

Individuals who participate in People Incorporated's monthly giving program

Anonymous
Matthew Chrastek
Linda I. Durand
Lisa Fensterman
Megan Gray
Tim McGuire and Diane Vandenberg
Norma and James Mengel
Steven Nelson
Greg Pentz
Mary Senkbeil
Bernie Sheats
Lynette Sickler
Tacy Stocking and Scott Stocking
Dawn and Jeremy Topel
Beverly Wolfgram

FOUNDATIONS

\$100,000 – 499,999
Greater Twin Cities United Way

\$50,000 – 99,999
Caroline's Kids Foundation
F.R. Bigelow Foundation
Katherine B. Andersen Fund of The Saint Paul Foundation
Legacy Fund of The Saint Paul Foundation
Otto Bremer Trust

\$25,000 – 49,000
Aroha Philanthropies
ECMC Foundation
Guy Grove Family Foundation
Open Door Foundation

\$10,000 – 24,999
Fred C. and Katherine B. Andersen Foundation
Harlan Boss Foundation for the Arts
Ray Edwards Memorial Trust
Richard M. Schulze Family Foundation
The Charlson Foundation
The Martha S. Holmes Fund of The Saint Paul Foundation

\$5,000 – 9,999
Boss Foundation
David Winton Bell Foundation
Dr. Gladys Ishida Stone Fund of The Saint Paul Foundation
Hugh J. Andersen Foundation
Medtronic Your Cause, LLC
Rea Charitable Trust/The
The Dawson Bradshaw Fund of The Saint Paul Foundation
The Domestic Abuse Fund of The Saint Paul Foundation
The Elizabeth C. Quinlan Foundation, Inc.
The Heckman Fund for Family Research of The St. Paul Fndtn
The John Mondati Foundation
The Susan and William Hodgson Family Fund of The Saint Paul
The White-Sims-McGhee Endowment Fund of the Saint Paul Found
The William L. West and Jean V. West Designated Fund No. 1
The William L. West and Jean V. West Designated Fund No. 2

\$1,000 – 4,999

Buscher Foundation
Edina Realty - City Lakes Office
Edina Realty - Grand Avenue Office
McCarthy Bjorklund Foundation
Poehler-Stremel Charitable Trust
The Friends of Family Service Fund
The Minneapolis Foundation
The William L. West Fund for Families in Financial Crisis

CORPORATIONS, ORGANIZATIONS & CHURCHES

\$10,000+
Klar Dig Construction
Allina Health System

\$5,000 – 9,999
Open Your Heart to the Hungry and Homeless
Bremer Bank

\$2,500 – 4,999
Surly Brewing Co
House of Hope Presbyterian Church
Advent United Methodist Church
Westminster Presbyterian Church
Bassford Remele
Genoa, a QOL Healthcare Company
High Profile Grounds Maintenance, Inc.

\$1,000 – 2,499
Stillwater Investment Management, LLC
The Benevity Community Impact Fund
Allianz Life Insurance Company of North America
Edina Realty - City Lakes Office
Roszak Financial
Unity Church-Unitarian
AB Swanson & Associates, Inc.
Aon
Bituminous Roadways Inc.
Firm Ground Architects & Engineers, Inc.
Gray Plant Mooty and Bennett
Marsh & McLennan Agency
Success Computer Consulting

INDIVIDUALS

\$50,000+
Caroline Amplatz
Frederick and Lillian Schwarz*
Tricia Stark

\$25,000 – 49,999

John and Ruth Huss
Elizabeth DeBaut and David Hartwell

\$10,000 – 24,999

Caco Baillon
Alden and Mimie Drew
Joan Duddingston
Sue and David Finstrom
Bill and Bonnie Frels
Jan Hogan-Schiltgen and Bob Schiltgen
Dick and Nancy Nicholson
Cal and Kris Robertson
Allan and Debby Schneider

\$5,000 – 9,999
Jan and Paul Anderson
Pat and Ken Duncan
Mary Gillespie
Rosemary and Art Janousek
Lucy Rosenberry Jones
Dan Kunin and Connie Bigelow Kunin
Mrs. JoAnn D. Ling
David and Karen Olson

\$1,000 – 4,999

Jenny Pang and Jeffrey Sullivan
Jim and Donna Peter
Dale and Jeri Peterson
Carol Pierce and David Diken
Dan Reardon
Nancy Reed
Tom Richardson and Don McCall
Felicity Riley
Sandy Robinson and Robert Karels
Pat Rorke
Barbara Roy
Susan Rydell
Nancy Saathoff
Steve and Karen Sanger
Rolf Schubert*
Kay and Paul Solon
Scott and Sarah Sponheim
Betty Staffenson*
Gene and Jean Stark
Don and Carolyn Tidlund
Bill and Elaine Treacy
Carol and Lynn Truesdell
Ann and John Tulloch
Suzanne Weinstein
Kim and Tony Wicke
Jill Wiedemann-West
Ann Wynia
Belle and Harry Yaffe
*Deceased

PROGRAMS

People Incorporated serves more than 12,000 clients through 60+ programs operated out of nearly 40 locations in and around the Twin Cities metro.

INTERVENTION & ENGAGEMENT

- Crisis residences
- Domestic abuse and anger management
- Mental health urgent care
- Parent support

OUTREACH & ACCESS

- Homeless outreach

SUPPORTIVE SERVICES & HOUSING

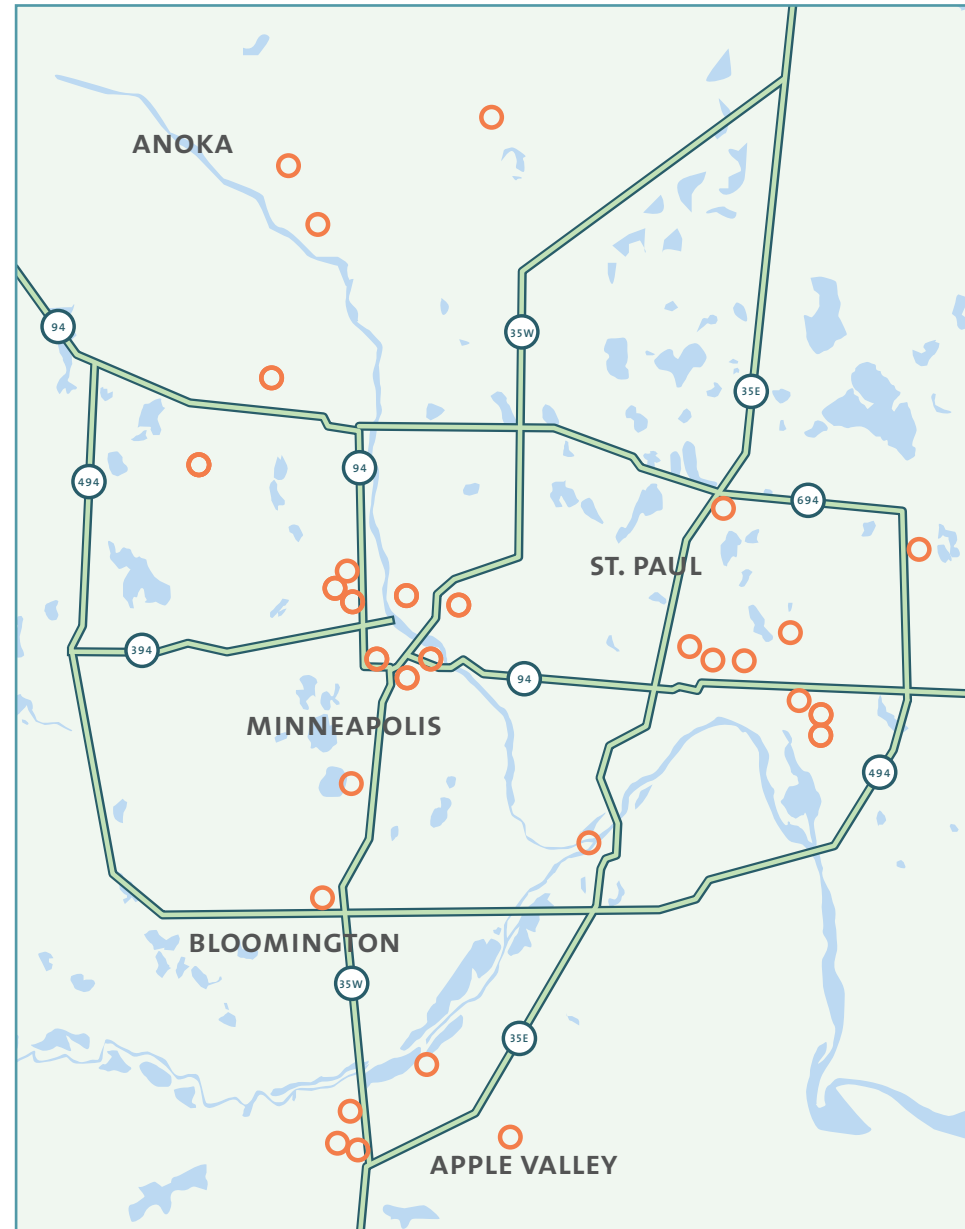
- Adult foster care
- Case management
- Deaf mental health
- Deaf supportive living
- Drop-in resource center
- Epilepsy mental health
- Home health care
- Housing First
- Housing with services
- Independent Living Services (ILS)
- Intermediate care for developmentally disabled
- Safe Havens
- School-linked mental health
- Service coordination
- Transitional support

TREATMENT & RECOVERY

- Assertive Community Treatment (ACT)
- K-12 day treatment
- Mental health clinics
- Mental illness + chemical dependency treatment
- Residential mental illness treatment

WELLNESS & FOUNDATIONAL HEALTH

- Movement and alternative therapies
- Nutrition
- Psychiatry and nursing



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Ken Duncan, Chair
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Bill Mahlum
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PEOPLE MENTAL
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SERVICES

PEOPLEINCORPORATED.ORG

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