PEOPLE INCORPORATED
MENTAL HEALTH SERVICES

2017 ANNUAL REPORT
A NEW PATH

ART BY ARTABILITY ARTIST SHINING STARR: STARR'S FANTASIA
PERSON-CENTERED care as UNIQUE and MULTI-FACETED as the individual around whom it’s built.

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 attitude 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 care he or she receives
› A TEAM ORIENTATED environment supported with CONTINUOUS LEARNING

It was the FIRST TIME that a medical professional actually ASKED my son what was going on in his mind and SUGGESTED STRATEGIES FOR TREATING HIM. Before, doctors would just hand over a new medication and PUSH HIM OUT THE DOOR.

– The mother of a current People Incorporated integrated care client
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 nearly 14,000 individuals annually through nearly 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.

Helping people with mental illness requires great flexibility and creativity. That’s why we start with the person first — developing innovative, effective services that provide 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.

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 are 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.

PEOPLE INCORPORATED STATISTICS

- 695 Employees
- 56 Programs
- 40 Locations
- 8 Counties
We could not be more grateful for the uncommon vision and passion of our founders, stakeholders, board members and dedicated staff.

In 2017 we saw both great loss and opportunity. As an organization we found ourselves challenged by circumstances that led us away from services and conventions that both defined and propelled our mission. Services like our Safe Havens for the long-term homeless. The loss of the grants that allowed People Incorporated to offer these very important and vital services, were tethered deeply not only to the organization’s mission, but also to the development of the organization’s innovative spirit. Additionally, but perhaps most remarkably, these services were irrevocably linked to our founder, Harry Maghakian, who sadly passed away in May 2018. Harry started this organization with the simple offer of coffee and conversation to homeless individuals that gathered outside his Dale Street church. Loss of what we hold so precious is not only difficult, but can also be destabilizing, unless we are continuing to create depth to our mission, innovative new thinking that supports the needs of our community, and a practiced gratitude for both our rich past and our equally abundant future.

Fortunately, 2017 was also replete with some extraordinary opportunities that ensured the organization would begin to define the next part of our story. I continue to think of the popular saying, “When one door closes, another door OPENS.” Well, open it did indeed, for so many individuals that struggle everyday with mental illness and many other co-occurring conditions. Among so many great opportunities that revealed themselves to us in 2017, the opportunity to be a part of the Certified Community Behavioral Health Clinics (CCBHC) demonstration project with seven other states, and five other community providers in Minnesota, was indeed an inviting wide OPEN door! The tapestry that is our community is complex. Those most vulnerable in our communities are challenged with many needs, like all of us. The CCBHC is a tremendous opportunity to surround our clients with an array of services that support their complexity, and recognize that treating the whole person will not only create better outcomes for the individual, but more sustainable and scalable healthcare solutions.

As we begin our path to our 50th Anniversary in 2019, we could not be more grateful for the uncommon vision and passion of our founders, stakeholders, board members and dedicated staff. Equally, we are enthusiastic about our opportunity to build on that very critical foundation, and imagine our path forward in the next 50 years. With your help and support, we look forward to opening the doors to our future, to coordinated and integrated care, to new and innovative solutions for our communities, and to sustainable thinking and actions for those who count on us to keep the doors open!
IMPACT BY NUMBERS

13,874 UNIQUE CLIENTS

1,331 Case Management
1,872 Community Based
10,545 Outpatient
126 Residential

2017 REVENUE IN THOUSANDS

- Other Income: $56, 0.1%
- Grants and Contributions: $1,953, 4.0%
- Program Revenue: $46,380, 95.8%

2017 EXPENDITURES IN THOUSANDS

- Fundraising: $505, 1.0%
- Management and General: $5,887, 12.2%
- Program Services: $41,927, 86.8%

REVENUE AND EXPENDITURES 2007 – 2017
# 2017 Income Sources

<table>
<thead>
<tr>
<th>Source</th>
<th>2016 (in thousands)</th>
<th>2017 (in thousands)</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Sources</td>
<td>39,964,090</td>
<td>39,964,090</td>
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<tr>
<td>County Sources</td>
<td>2,810,041</td>
<td>2,810,041</td>
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<tr>
<td>Contributions/</td>
<td>1,952,839</td>
<td>1,952,839</td>
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<tr>
<td>Grants</td>
<td>1,952,839</td>
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<tr>
<td>Other</td>
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<td>Private Pay</td>
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<td>Commercial</td>
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<td>Insurance</td>
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</tbody>
</table>

## Statement of Financial Position

**December 31, 2017 and 2016**

### Assets

<table>
<thead>
<tr>
<th>Item</th>
<th>2016 (in thousands)</th>
<th>2017 (in thousands)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and Cash Equivalents</td>
<td>$5,087</td>
<td>$6,040</td>
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<tr>
<td>Accounts and Pledges Receivable</td>
<td>$5,781</td>
<td>$4,280</td>
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<tr>
<td>Investments</td>
<td>$1,995</td>
<td>$1,653</td>
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<tr>
<td>Holdings at Community Foundation</td>
<td>$2,324</td>
<td>$2,097</td>
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<tr>
<td>Property and Equipment, Net</td>
<td>$13,372</td>
<td>$13,464</td>
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<tr>
<td>Other Assets</td>
<td>$1,016</td>
<td>$1,034</td>
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<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$29,575</strong></td>
<td><strong>$28,568</strong></td>
</tr>
</tbody>
</table>

### Liabilities

<table>
<thead>
<tr>
<th>Item</th>
<th>2016 (in thousands)</th>
<th>2017 (in thousands)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable and Accrued Expenses</td>
<td>$4,169</td>
<td>$3,353</td>
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<tr>
<td>Other Current Liabilities</td>
<td>$639</td>
<td>$811</td>
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<tr>
<td>Long-term Debt</td>
<td>$3,885</td>
<td>$4,122</td>
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<tr>
<td>Other Long-term Liabilities</td>
<td>$176</td>
<td>$96</td>
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### Net Assets

<table>
<thead>
<tr>
<th>Item</th>
<th>2016 (in thousands)</th>
<th>2017 (in thousands)</th>
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<tbody>
<tr>
<td>Unrestricted - Undesignated</td>
<td>$6,412</td>
<td>$6,366</td>
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<tr>
<td>Unrestricted - Designated for Investment in Property</td>
<td>$9,240</td>
<td>$9,198</td>
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<tr>
<td>Unrestricted - Board Designated for Endowment</td>
<td>$615</td>
<td>$544</td>
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<tr>
<td>Temporarily Restricted</td>
<td>$1,289</td>
<td>$1,180</td>
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<tr>
<td>Permanently Restricted (Endowment)</td>
<td>$3,150</td>
<td>$2,898</td>
</tr>
<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td><strong>$29,575</strong></td>
<td><strong>$28,568</strong></td>
</tr>
</tbody>
</table>
OUR CLIENTS

People Incorporated’s spectrum of interrelated programs ranges from children’s mental health services to intensive residential treatment and homeless outreach for adults. In 2017, staff reached nearly 14,000 INDIVIDUALS with person-centered care in 56 PROGRAMS. People Incorporated provides screening, assessment and diagnosis, treatment planning, outpatient and rehabilitative mental health and substance use services, as well as peer and family supports for adults and youth with serious mental illness.

30% (4236) of individuals who took part in services in 2017 identify as people of color:

- 17% (2385) are African American
- 6% (862) are Biracial
- 1% (134) are African
- 2% (294) are Native American
- 2% (257) are Asian
- 2% (305) are Latino
- 14% (1857) declined to identify
- 56% (7986) identify as white

3,882 (27%) clients came to us from Anoka County, 291 (2%) from Chisago, and 1,149 (8%) from Dakota County, and 5,756 (41%) from Hennepin County. 1,781 (13%) of clients resided in Ramsey County, 101 (1%) from Sherburne, and 514 (4%) in Washington County. 465 (3%) clients came from every other county in the state. Every county in Minnesota had at least one clients in People Incorporated programs, with 20 even coming from out of state. This not only demonstrates the high quality of our services, but also the great need throughout the region.

80% felt they were less likely to have legal and/or incarceration issues thanks to our services

76% used less drugs and/or alcohol

61% were able to keep and/or maintain their housing without help

93% AGREED I WAS SATISFIED WITH THE SERVICES I RECEIVED AND FELT TREATED WITH DIGNITY AND RESPECT

82% AGREED I FELT BETTER AT MANAGING MY LIFE, I DO A BETTER JOB AT MANAGING MY HEALTH THAN I WOULD ON MY OWN, WITHOUT HELP
CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINICS SURVEY RESULTS

- **Staff returned my calls within 24 hours:** 81% agreed
- **Location of services was convenient:** 87% agreed
- **My condition has improved as a result of having peer services:** 62% agreed
- **Services were available at a time that were good for me:** 88% agreed
- **Average wait time from first touch point to initial evaluation:** 6 business days
- **66% of CCBHC clients are seen within:** 10 business days
- **Staff were willing to see me as often as necessary:** 87% agreed
- **I was able to see a psychiatrist when I wanted to:** 73% agreed
FUNDRAISING
WE CAN’T DO IT WITHOUT YOU

OVER 770 INDIVIDUAL DONORS GIFTED OVER $1,200,000 TO PEOPLE INCORPORATED DURING 2017. This included more than 150 individuals who made gifts to support our efforts for the first time! In addition, 23 foundations gifted more than $465,000 to support specific projects and initiatives. We are grateful for this generous support, totaling over $1.9 million and exceeding our 2017 goal! Donors supporting us $1,000 and up are listed below.

HERITAGE CIRCLE
Individuals who have included People Incorporated in their planned giving

- Jan and Paul Anderson
- Dallas and Roger Betz
- Jane Ellen and Michael Bleeg
- 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
- Barb Schiltgen
- Alice D. Hummer*
- Barb and Peter Hout
- Betty Karre
- Reverend George Kniereimen
- Sidney Lange*
- Vera J. Likins Trust Estate
- Pat and Gary Mahre
- Julie Manwaring
- Dr. Catherine A. Mayer
- Mary Kay McMillon
- Nancy McKillops
- Mary (‘Molly’) Bigelow McMillan*
- Robert E. Marlow*
- Residuary Trust
- Barbara and Costas Nichols
- Patrick ODougherty
- Pam Plourde*
- Thomas H. Rogers*
- Norman Rose*
- Allan and Debby Schneider
- The Frederick and Lillian Schwarz Charitable Trust
- Betty Stafferson*
- Arlene Swanson*
- Dr. Joe Vander Zanden
- Mary White
- Nancy Wray
- John and Phyllis Wray
- Nancy Wray
- Mary White
- Joe Vander Zanden
- Mary White
- Nancy Wray
- 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
- Caco Baillon
- Joanne and John Benson
- Howard and Jane Bergstrom
- 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 Drew and Mimie Pollard
- Joan Duddington
- Phillip and Sandra Edwardson
- Betty and Henry Ernst
- Pete and Sue Felipe
- Barbara Flanigan
- William Flanigan and Nancy Zingale
- Anmari Florence
- 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 Barb Schiltgen
- Janet Houck and Ron Parker
- John and Ruth Huss
- Millie Hutenmacher
- Frank and Barbara Janisch
- Mark Jarrett
- David and Louise Jones
- Lucy Rosenberry Jones
- Art and Martha Kaemmer
- Bob Karles and Sandy Robinson
- Miriam and Erwin Kelen
- Pat Koppa
- Sara Kreiling
- Ed and Sandy Krzyzanowski
- Dan Kunin and Connie Bigelow Kunin
- Don and Bev Liebenstein
- Sue Litickey
- Gail Lowery
- Joan Madsen
- Pam Markussen
- Dr. Catherine A. Mayer
- La Vanne Mayer
- Malcolm McDonald
- Barbara and Jack McGowan
- Genevieve McMillon and Bryan Hassing
- Nancy McKillops
- Mary (‘Molly’) Bigelow McMillan*
- Roberta Megard
- Kay Menacher
- Bob and Yvonne Momsen
- Geraldine Moore
- 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 Hintzman
- Wendy Osby
- Jenny Pang and Jeffrey Sullivan
- Bob and Betsy Parish
- Jim and Donna Peter
- Bill and Lori Peterson
- Dale and Jeri Peterson
- Patsy Ploetz
- Doris Rausch
- Clarence and Isabelle Rhodes
- Marrian Riley*
- Claudia Riley
- Felicity 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 Shaktman
- Cathy and Ted Spear
- Bill Spring
- Betty Stafferson
- Trisha Stark
- Sallie Stoltze O’Brien*
- Laura Storey
- Jacqueline and John Teisberg
- Jane Thanes
- 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 Wangensteen
- 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

- Matthew Chrastek
- Lisa Fensterman
- Tim McGuire and Diane VanDeberg
- Don Olson
- Tom Richardson and Don McCall
- Mary Senkbeil
- Bernie Sheats
- Tacy Stocking and Scott Stokes
- Dawn and Jeremy Topel

2017 ANNUAL REPORT
### Foundations

<table>
<thead>
<tr>
<th>Amount Range</th>
<th>Name</th>
</tr>
</thead>
</table>
| $50,000 — $99,999 | Katherine B. Andersen Fund of The Saint Paul Foundation
| $25,000 — $49,999 | Fred C. and Katherine B. Andersen Foundation
| $10,000 — $24,999 | Frels Family Foundation
| $5,000 — $9,999 | Harlan Boss Foundation for the Arts
| $5,000 — $9,999 | Medtronic Your Cause, LLC
| $1,000 — $4,999 | David Winton Bell Foundation
| $1,000 — $4,999 | Medtronic Your Cause, LLC
| $5,000 — $9,999 | Legacy Fund of The Saint Paul Foundation
| $5,000 — $9,999 | The Martha S. Holmes Fund of The Saint Paul Foundation
| $500,000+ | John and Ruth Huss
| $100,000 — $499,999 | F. R. Bigelow Foundation
| $25,000 — $49,999 | Greater Twin Cities United Way
| $10,000 — $24,999 | The Saint Paul Foundation

### Corporations, Organizations & Churches

<table>
<thead>
<tr>
<th>Amount Range</th>
<th>Name</th>
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</thead>
</table>
| $10,000+ | Allina Health System
| $5,000 — $9,999 | Bremer Bank
| $2,500 — $4,999 | Ham Lake Area Chamber of Commerce
| $5,000 — $9,999 | Advent United Methodist Church
| $1,000 — $2,499 | Allianz Life Insurance Company of North America
| $1,000 — $2,499 | Aon
| $2,500 — $4,999 | Open Your Heart to the Hungry and Homeless VSA Minnesota
| $25,000 — $49,999 | High Profile Grounds Maintenance, Inc.
| $5,000 — $9,999 | Advent United Methodist Church
| $1,000 — $2,499 | Westminster Presbyterian Church
| $25,000 — $49,999 | The Presbyterian Church
| $2,500 — $4,999 | The Minnesota Conference of the United Methodist Church
| $5,000 — $9,999 | The Minnesota Conference of the United Methodist Church
| $1,000 — $2,499 | The Minnesota Conference of the United Methodist Church

### Individuals

<table>
<thead>
<tr>
<th>Amount Range</th>
<th>Name</th>
</tr>
</thead>
</table>
| $500,000+ | John and Ruth Huss
| $200,000 — $499,999 | Trisha Stark
| $100,000 — $199,999 | Robert E. Marlow* Residuary Trust
| $25,000 — $49,999 | Elizabeth DeBaut and David Hartwell Jan Hogan-Schiltgen and Bob Schiltgen
| $10,000 — $24,999 | Alden and Mimie Drew
| $5,000 — $9,999 | Caco Baillon
| $10,000 — $24,999 | Marge and Tom Barrett
| $1,000 — $4,999 | Claire and Peter Abel
| $2,500 — $4,999 | Ham Lake Area Chamber of Commerce
| $5,000 — $9,999 | Advent United Methodist Church
| $2,500 — $4,999 | High Profile Grounds Maintenance, Inc.

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*Deceased
PROGRAMS
People Incorporated serves almost 14,000 clients through nearly 60 programs in the Twin Cities.

INTERVENTION & ENGAGEMENT
Crisis residences
Domestic abuse and anger management

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 services
Housing First
Housing with services
Independent Living Services (ILS)
Intermediate care for developmentally disabled
School-linked mental health
Service coordination
Transition living
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 & FOUNDATION HEALTH
Movement and alternative therapies
Nutrition
Psychiatry and nursing

BOARD OF DIRECTORS
Ken Duncan, Chair
Marc Hadley, Treasurer
Bob Hennesssey, Secretary
Sr. Sue Ernster
Ellen Ewald
Bill Frels
Bill Mahlum
Nancy McKillips
Kelly Puspoki
Susan Rydell, Ph.D., L.P.
Chad Saunders
Kyle Thomas
Ann Tulloch
Wendy Waddell
Kathy Wellington

LEADERSHIP
Jill Wiedemann-West, MA, Chief Executive Officer
Jim Olson, MBA, Chief Financial Officer
Jodie Brend, CPRP, LPCC, Vice President, Operations
Gary Norman, MSW, LICSW, Vice President, Operations
Katie O’Brien, RN, Vice President, Operations
Mike Turpin, JD, General Counsel
Karen Kaplan, Director, Human Resources

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