PERSON-CENTERED care as UNIQUE and MULTI-FACETED as the individual around whom it’s built.

Supporting MENTAL HEALTH and WELLNESS in our COMMUNITY through collaboration and integration of care.

OUR MISSION

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 VISION

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

OUR VALUES
A MESSAGE FROM
JILL AND KEN

We will seek opportunities to tell our story, collaborate with others, influence thinking and create a sustainable system for serving our most vulnerable.

Drafting the letter for the annual report is always a challenging task, not because there ever seems to be a lack of interesting things to reflect on from the past year, just the opposite; “where do we begin?”

2018 was an extraordinary year in so many ways. Our continued commitment to the service quality our clients expect from us both drives and inspires us every day. We know that the services we provide make our clients lives better, and although that is a potent confirmation of our efforts, we also know that there is so much more to be done. Our commitment to the communities we serve in the form of direct service partnerships function to make the community a bit smaller and more manageable as we strive to provide a truly integrated service continuum to those in need.

Our commitment and partnerships through the Training Institute, combined with our obligation to bring quality behavioral health training to our communities here in Minnesota and beyond, remind us that with every word we reduce stigma and get closer to a broader understanding of those who suffer in silence. We are proud of the work that happens at People Incorporated every day, and as we welcome our 50th year of service in 2019, we are also reminded that there is so much more to be done.

We see record numbers of homeless and disenfranchised adults, families and children, desperate to start on a path to health and a better life. Minnesota and the United States experienced record numbers of suicide and overdose deaths in 2018. All of these factors and more, prompt us to advances so that we can continue to improve outcomes as we learn from our past and set course for the next 50 years.

People Incorporated will always continue to serve the communities needs to the best of our ability. We will also strive to set a strategy that redefines our workforce, ensuring that we are meeting our clients and community partners where they are, ensuring a path towards recovery. We will seek opportunities to tell our story, collaborate with others, influence thinking and create a sustainable system for serving our most vulnerable.

As we close 2018, and move on to our 50th year, our resolve to serve in an innovative, integrated and quality manner has never been stronger. We at People Incorporated, with all of you, are poised to do amazing work as we begin our journey into the next 50 years.

Jill Wiedemann-West, M.A.
CEO, People Incorporated

Ken Duncan, Board President,
People Incorporated
Impact in community drives everything we do.

Our continued COMMITMENT to the service quality our clients expect from us both drives and inspires us every day. We know that the services we provide make OUR CLIENTS LIVES BETTER...Our commitment to the communities we serve in the form of direct service partnerships function to make the community a bit smaller and more manageable as we strive to provide a truly integrated service continuum to those in need.

— Jill Wiedemann-West, CEO of People Incorporated
2018 A YEAR IN PICTURES

Volunteers Packing Kindness Kits  
Sgt. Jamie Sipes at the CAC Event  
Chaska High School Students  
Mental Health Trainees

Children's Program Playground  
2018 People Incorporated NAMIWalks Team  
People Incorporated receiving the Public Health Award with the other two recipients

Ron Powers and Ellen Ewald  
Training Institute Expands in a New Eagan Location  
Rev. Harry H. Maghakian with his wife Judy at the Gratitude Event  
Gratitude Event on April 20th, 2018

Ceo, Jill Wiedemann-West providing a call to action at a CCBHC networking event in Washington, D.C.  
Janelle Nelson, Kristen Felegy, Kellan Tittle, Melissa Poepping and Jessica Hill at the WWII Monument in Washington, D.C.  
AJ Playing with children at the K-12 Day Treatment Program
ARTABILITY STATISTICS

107 Public Workshops

218 Unique Public Attendees

705 Total Attendees

465 Program Workshops

535 Unique Program Attendees

2018 ARTABILITY

Artability Art Show and Sale 2018
## Income Reimbursement Sources

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Sources</td>
<td>42,282,117</td>
<td>85.8%</td>
</tr>
<tr>
<td>County Sources</td>
<td>2,125,874</td>
<td>4.3%</td>
</tr>
<tr>
<td>Contributions/Grants</td>
<td>1,554,457</td>
<td>3.2%</td>
</tr>
<tr>
<td>Commercial Insurance</td>
<td>1,643,759</td>
<td>3.3%</td>
</tr>
<tr>
<td>Private Pay</td>
<td>1,674,294</td>
<td>3.4%</td>
</tr>
</tbody>
</table>

Artability Art Show and Sale 2018

Chief Todd Axtell and Tim Burkett, Former People Incorporated CEO

Charlotte Johnson, Otto Bremer Trust Co-CEO and Trustee, and Jill Wiedemann-West, People Incorporated CEO
2018 ORGANIZATIONAL REVENUE

$47,659 (IN THOUSANDS)
Program Revenue

$1,554 (IN THOUSANDS)
Grants and Contributions

$67 (IN THOUSANDS)
Other Income

$49,280 (IN THOUSANDS)
TOTAL REVENUE

REVENUE AND EXPENDITURES 2008-2018

REVENUE
EXPENDITURES

## Statement of Financial Position

<table>
<thead>
<tr>
<th>December 31, 2018 and 2017</th>
<th>2018 (in thousands)</th>
<th>2017 (in thousands)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and Cash Equivalents</td>
<td>$5,087</td>
<td>$4,768</td>
</tr>
<tr>
<td>Accounts and Pledges Receivable</td>
<td>$5,781</td>
<td>$6,150</td>
</tr>
<tr>
<td>Investments</td>
<td>$1,995</td>
<td>$1,949</td>
</tr>
<tr>
<td>Holdings at Community Foundation</td>
<td>$2,324</td>
<td>$2,116</td>
</tr>
<tr>
<td>Property and Equipment, Net</td>
<td>$13,372</td>
<td>$13,304</td>
</tr>
<tr>
<td>Other Assets</td>
<td>$1,016</td>
<td>$903</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>$29,575</td>
<td>$29,190</td>
</tr>
<tr>
<td><strong>LIABILITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts Payable and Accrued Expenses</td>
<td>$4,169</td>
<td>$4,595</td>
</tr>
<tr>
<td>Other Current Liabilities</td>
<td>$639</td>
<td>$402</td>
</tr>
<tr>
<td>Long-term Debt</td>
<td>$3,885</td>
<td>$3,622</td>
</tr>
<tr>
<td>Other Long-term Liabilities</td>
<td>$176</td>
<td>$191</td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Without Donor Restriction</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Undesignated</td>
<td>$6,412</td>
<td>$6,189</td>
</tr>
<tr>
<td>Designated for Investment in Property</td>
<td>$9,240</td>
<td>$9,425</td>
</tr>
<tr>
<td>Board Designated for Endowment</td>
<td>$615</td>
<td>$592</td>
</tr>
<tr>
<td>With Donor Restriction</td>
<td>$4,439</td>
<td>$4,174</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES AND NET ASSETS</strong></td>
<td>$29,575</td>
<td>$29,190</td>
</tr>
</tbody>
</table>
People Incorporated’s spectrum of interrelated programs ranges from children’s mental health services to intensive residential treatment and homeless outreach for adults. In 2018, staff reached more than 12,000 INDIVIDUALS with person-centered care in 65 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.

**INDIVIDUALS WHO TOOK PART IN SERVICES IN 2018 IDENTIFY AS:**

- **White** 60% (7234)
- **African American** 16% (1886)
- **Other/Unknown** 9% (1128)
- **Biracial** 7% (887)
- **Latino** 3% (308)
- **Asian** 2% (199)
- **Native American** 2% (281)
- **African** 1% (114)

- **80%** less likely to have legal and/or incarceration issues thanks to our services
- **77%** used less drugs and/or alcohol
- **66%** were able to keep and/or maintain their housing without help

**CLIENTS CAME TO US FROM THE FOLLOWING COUNTIES:**

- **Hennepin** 41% (4891)
- **Anoka** 28% (3346)
- **Ramsey** 14% (1719)
- **Dakota** 9% (1089)
- **Washington** 1% (156)
- **Sherburne** 1% (99)
- **Chisago** 1% (61)
- **Hennepin** 41% (4891)
- **Anoka** 28% (3346)
- **Ramsey** 14% (1719)
- **Dakota** 9% (1089)
- **Washington** 1% (156)
- **Sherburne** 1% (99)
- **Chisago** 1% (61)

**I WAS SATISFIED WITH THE SERVICES I RECEIVED AND FELT TREATED WITH DIGNITY AND RESPECT**

**94% AGREED**

**I FELT BETTER AT MANAGING MY LIFE, I DO A BETTER JOB AT MANAGING MY MENTAL HEALTH SYMPTOMS THAN I WOULD ON MY OWN, WITHOUT HELP**

**82% AGREED**
Certified Community Behavioral Health Clinics (CCBHCs) are designed to provide a comprehensive range of mental health and substance use disorder services to vulnerable individuals. CCBHCs are responsible for directly providing (or contracting with partner organizations to provide) nine types of services, with an emphasis on the provision of 24-hour crisis care, utilization of evidence-based practices, care coordination and integration with physical health care. The demonstration program represents the largest investment in mental health and addiction care in generations. Six clinics in Minnesota were selected for the demonstration project spanning from 2017-2019, and People Incorporated was one of them.

**CCBHC SURVEY RESULTS**

- **We served 8,470 discrete consumers through CCBHC specifically.**
- **982 of those 8,470 consumers received more than one CCBHC service.**

**Percentage Agreed:***

- **Staff returned my calls within 24 hours:** 81%
- **Location of services was convenient:** 90%
- **Staff were willing to see me as often as necessary:** 88%
- **My condition has improved:** 82%
- **Services were available at a convenient time:** 89%
- **I was able to see a psychiatrist when I wanted to:** 69%

**Average wait time from first touch point to initial evaluation:** 2.7 business days

**94% of CCBHC clients are seen within 10 business days.**
Gifts come in many ways — the gift of time, such as volunteering to weed a garden or hosting a drive at your church or business to gather socks for people living on the streets; the gift of service, such as serving on the Board of Directors or a committee, or advocating for the needs of people dealing with mental health challenges; the gift of planning, like including People Incorporated in your estate plans, and the gift of money, like committing to make a monthly gift and simply giving outright gifts of appreciated stocks or cash. No matter how you give to People Incorporated, your gifts are greatly appreciated and touch the lives of thousands of people each year. Thank you so much!
**FOUNDATIONS**

$100,000-$499,999
- F. R. Bigelow Foundation
- Saint Paul Foundation

$50,000-$99,999
- Aroha Philanthropies
- The Legacy Fund of the Saint Paul Foundation
- Otto Bremer Trust

$25,000-$49,000
- ECMC Foundation
- Open Door Foundation

$10,000-$24,999
- The Charlson Foundation
- Fred C. and Katherine B. Andersen Foundation
- Hardenbergh Foundation

$5,000-$9,999
- Harlan Boss Foundation for the Arts
- Hugh J. Andersen Foundation
- Katherine B. Andersen Fund of The Saint Paul Foundation
- Ray Edwards Memorial Trust
- Richard M Schulze Family Foundation

$1,000-$4,999
- The Minneapolis Foundation
- Poehler-Stremel Charitable Trust
- Wells Foundation

**CORPORATIONS, CHURCHES AND ORGANIZATIONS**

$5,000-$9,999
- Allina Health System
- Bremer Bank
- Franciscan Sisters of Adoration
- Open Your Heart to the Hungry and Homeless
- VSA Minnesota

$2,500-$4,999
- Advent United Methodist Church
- Bassford Remele
- Genoa, a QOL Healthcare Company
- High Profile Grounds Maintenance, Inc.

$1,000-$2,499
- Bremer Bank - Lake Elmo
- Firm Ground Architects & Engineers, Inc.
- Netsmart Technologies Inc
- Roszak Financial Success Computer Consulting

$500-$999
- Bituminous Roadways Inc.
- Fridley Lions Club
- Medtronic
- New Life Presbyterian Church

**50TH ANNIVERSARY**

$50,000 and above
- Anonymous
- Katherine B. Andersen Fund of The Saint Paul Foundation
- David and Karen Olson

$10,000-$2,499
- Alden Drew and Mimie Pollard
- Jan Hogan-Schiltgen and Paul Schiltgen

$5,000 - $10,000
- Linda L. Boss
- Carval Investors
- Jill Wiedeman-West
- Jan and Paul Anderson
- Jody Gunderson

$1,000 - $4,999
- Nancy L. McKillips
- Stillwater Investment Management, LLC
- Marsh & McLennon Agency
- United Heartland

**SUSTAINER CIRCLE**

- Rosalin Chrest
- Jennifer Connolly
- Wendy Darst
- Linda Davison
- Katie and BJ Dinter

- Amy Elholm
- Mary Haley
- Jessica Holt-Woehl
- Megan Krueger and Kevin Schniepp

- Karen Kaplan
- Mary Lanners
- Amanda Lawson Davis
- Jodi and Randy Lewis
- Mary Kay McJilton

- Essie McKiernan
- Jim Olson
- Joy Pitzl
- Melissa Poepping
- Alita Portillo

- Amber Ruth
- Ryan Sandquist
- Constance Smith
- Wyatt Thomas
- Russ Turner

**HERITAGE CIRCLE**

- Jan and Paul Anderson
- Dallas and Roger Betz
- Tim and Linda Burkett
- Lee and Ann Carlson
- Joan and Jack Corbett

- Alden Drew and Mimie Pollard
- Donald E. Garretson
- Susan and Bert Gross

- Jan Hogan-Schiltgen and Paul Schiltgen
- Barb and Peter Huot
- Patty Kane
- Pat and Gary Mahre

- Julie Manworren
- Dr. Catherine A. Mayer
- Mary Kay McJilton
- Nancy McKillips
- Barbara and Costas Nichols

- PatricksOdougherty
- Allan and Deborah Schneider
- Dr. Joseph P. VanderZanden
- Mary White
- Nancy Wray

**INDIVIDUALS WHO HAVE INCLUDED PEOPLE INCORPORATED IN THEIR PLANNED GIVING**

- Jan and Paul Anderson
- Dallas and Roger Betz
- Tim and Linda Burkett
- Lee and Ann Carlson
- Joan and Jack Corbett

- Alden Drew and Mimie Pollard
- Donald E. Garretson
- Susan and Bert Gross

- Jan Hogan-Schiltgen and Paul Schiltgen
- Barb and Peter Huot
- Patty Kane
- Pat and Gary Mahre

- Julie Manworren
- Dr. Catherine A. Mayer
- Mary Kay McJilton
- Nancy McKillips
- Barbara and Costas Nichols

- PatricksOdougherty
- Allan and Deborah Schneider
- Dr. Joseph P. VanderZanden
- Mary White
- Nancy Wray
MAGHAKIAN CIRCLE

Anonymous (3)
Nancy Alexis
Charles and Adair Anderson
David and Virginia Anderson
Jan and Paul Anderson
Joyce and Albert Anderson
Caco Baillon
Joanne and John* Benson
Carol Bierbrauer
Rich Braun
Jodie Brend
Tim and Linda Burkett
Rick and Barb Burrock
Sue Cammack
Roland Carlson
Mike Chutich and Susan Gretz
Earline and Joe Coleman
Barbara Conklin
Carol and Ted Cushmore
Tom Davis
Elizabeth DeBaut and
David Hartwell/Open Door Foundation
Katie and BJ Dinter
Alden Drew and
Mimie Pollard
Joan Duddington
Betty and Henry Ernst
Pete and Sue Felipe
Barbara Flanigan
William Flanigan and
Nancy Zingale
Annmarie Florest
Ann Marie Florest
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 Goergen
Norman Greenberg and
Beth Silverwater
Wanda Heidebrecht
Jan Hogan-Schiltgen and
Robert Schiltgen
Matt Horn
Janet Houck and
Ronald Parker
The John and Ruth Huss Fund
Millie Huttonmaier
Frank and Barbara Janisch
Mark Jarrett
David and Louise Jones
Lucy Jones
Art and Martha* Kaemmer
Gary Kallevig
Patricia Kane
Bob Karels and Sandy
Robinson
Jerry and Marge Kazmierczak
Pat Koppa
Sara Kreiling
Sara Kreiling
Ed and Sandy Krzyzanowski
Dan Kunin and Connie
Couglev Kunin
Don and Bev Liebenstein
Sue Litecky
Gail Lowery
Steven and Judi Madole
Sara Makovec-Soley
and Brian Soley
Dr. Catherine Mayer
La Vonne Mayer
Malcolm McDonald
Barbara and John McGowan
Geneviève McIlvain and
Bryan Hassing
Nancy McKillips
Robert and Robert* Megard
Gary Melquist
Keith and Jorie Miller
Bob and Yvonne Momsen
Geraldine Mooers
Myers Family Fund of The
Saint Paul Foundation
Dee Anne and Robert Nelson
Ruth Nelson
Mary and Ken Newton
Mark and Sandra Niblick
Barbara and Costas Nichols
Ford and Catherine Nicholson
Mark and Jackie Nolan
Family Fund
Katie O’Brien
Patrick ODougherty
Muriel and Roger* Olson
Kate O’Reilly and Ron
Hitzemann
Wendy Ostby
Jenny Pang and
Jeffrey Sullivan
Jim and Donna Peter
Dale and Jeri Peterson
Bill and Lori Peterson
Patricia L. Ploetz
Mary Radford and
Robert Dana
Doris Rausch
Claudia Riley
Felicity Riley
Calvin and Kristin Robertson
Ruth Ann Rose
The Philemon C. and Barbara
Blanch Roy, Jr. Fund of The
Saint Paul Foundation
Sterling and Geri Rule
Amber Ruth
Susan Rydell
Steve and Karen Sanger
Linda and John Satorius
Steven Savitt
Bernie Schmidt
Allan and Deborah Schneider
Susan and Steve Shakman
William Spring
Trisha Stark
Laura Storey
Jacqueline and John Teisberg
Jane Thames
Don and Carolyn Tisdlund
William and Anne Tisel
Ann and John Tulloch
Lawrence and Gail Turner
Elizabeth Vavra
Jean Velleu
Paul and Carolyn Verret
Edward and Virginia Vizard
Gordon and Blanch Wallace
Maxine Wallin
Peg and Doug Wagensteen
Susan and Jim Welna
Nancy and Frederick
Weyerhaeuser
Mary White
Cathy Whitman Spear
and Edward Spear
Claudia Wielgorecki and
Thomas Fisher
Dawn Wilson and John Hardy
Jerry Woelfel and Becky
Garthofner
John and Phyllis Wray
Nancy Wray

GIFT-IN-KIND

Sandy Abernathy
Chris and Terri Anderson
Elizabeth Block-Kloss
Bremer Bank - Lake Elmo
Sherry Burns
Cyd and Friends
Diane Dodd
St. Francis Xavier Catholic Church
Heather’s Health Coaching
Amanda Hedin
Hippy Feet GBC
Jamm Dance Co.
Jones Lang LaSalle
Jerry and Marge Kazmierczak
Nancy Marek and
James Wroblewski
Tim McGuire and Diane
Vandeberg
Minnesota Timberwolves
FastBreak Foundation
Minnesota Twins
Baseball Club
Minnesota Vikings
Community Relations
Nativity of Our Lord
Ian Noire
Laura Norris
Burton and Julie Nygren
Padelford Packet Boat Co
Ryan Rogers
Jess Rogers
Science Museum of
Minnesota
St. John the Baptist - Jordan
Susan and Greg Santema
Shepherd of the Valley
Lutheran Church
Sally Stockbridge
Sugar and Bloom
Surly Brewing Co
Vincent Transportation
and Limo Service
Mary Vorhes
Kathy and Steve Wellington
Jill Wiedemann-West
Mt. Zion Evangelical
Lutheran Church

*Deceased

We did our best to include everyone who gave a gift of $500 or more in 2018. Please contact the Development Department with any questions or corrections at: 651.288.3514 or email: give@peopleincorporated.org
People Incorporated serves more than 12,000 clients through more than 65 programs in the Twin Cities.

INTERVENTION & ENGAGEMENT
Crisis
Domestic abuse
Anger management
Parent support

OUTREACH & ACCESS
Homeless outreach
Community support programming
Community training and education
Central access
Fusion

SUPPORTIVE SERVICES & HOUSING
Epilepsy and mental health support
Deaf mental health supports
Children’s mental health
Adult foster care
Transitional support
Case management

TREATMENT & RECOVERY
Residential treatment
K-12 day treatment
Outpatient clinical services

WELLNESS & FOUNDATION HEALTH
Foundational health and wellbeing
Nutritional services
Tobacco treatment and support

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Karen Gulliver, PhD
Bill Mahlum
Humphrey McKenzie
Nancy McKillips
Seth Paradis, PhD
Kelly Puspoki
Chad Saunders
Kyle Thomas
Kathy Wellington

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Jim Olson, MBA, Chief Financial Officer
Gary Norman, MSW, LICSW, Vice President of Operations
Katie O’Brien, RN, Vice President of Operations
Mike Turpin, JD, General Counsel
Karen Kaplan, Vice President of Human Resources