



VailPlace



**Cultivating hope and inspiring change  
to promote mental health recovery.**

2018 ANNUAL REPORT





## A Message from our Executive Director

*2018 was a year of expanding horizons for Vail Place. Existing partnerships growing and new ones developing. And giant steps taken toward realizing our vision of developing a truly integrated, whole-person approach to care. An approach that meets the needs of people with serious mental illnesses ... and of everyone in the community.*

*We're bringing it all together thanks to our unshakable spirit of collaboration and innovation. Together, we will continue to deliver on our promise to make our community a healthier and better place to live.*

## Solutions Through Collaboration

Collaboration is at the heart of all the work Vail Place does. It is, in fact, the heart of the evidence-based Clubhouse Model. Vail Place introduced the model to Minnesota 38 years ago and is central to spreading it's collaborative, whole-person approach in our region. We are the cornerstone of the MN Clubhouse Coalition, a Clubhouse International Orientation Site ... and a dynamic partner in spreading our vision of a truly integrated, person-centered model of health care.

Vail Place took a great leap forward toward that vision as part of an Accountable Community for Health (ACH) with North Memorial Health Care (NMHC). A dramatically effective part of this partnership is our Rapid Access service to Case Management which resulted in an over 80% decrease in unnecessary re-hospitalizations!

Our ACH collaboration also includes serving as a community rotation site for resident physicians at Broadway Family Medicine Clinic (BFMC), part of our ACH partnership. Residents come to our Clubhouses to learn about our approach, our programs, and our community-based services. They, in turn, provide health education for members.

Another important collaboration is with Bethlehem Lutheran Church and the Mental Health Connect Program. Vail Place provides Mental Health Navigator staff who connect individuals and families to community resources and services.

Our partnerships are also creative. Take our collaboration with the History Theatre for our Theater Arts Program – members learn the power of the arts and creative expression for recovery as they develop personal stories that serve as the basis for many outreach presentations.



Vail Place receives 2018 MACMHP Program Innovation and Community Collaboration Award.

# OUR PARTNERS

## Our Case Management Program is Growing!

We have watched our case management services expand significantly with the addition of Team North providing support to our North Memorial partnership. With increased referrals from Hennepin County, the case management program is now the largest Vail program in terms of people served (10% growth), staff and budget size. This growth has included expanded reach into the areas of housing support services—in partnership with Hennepin County—and employment opportunities.

We are proud of our focus on providing culturally appropriate services with Somali, Hmong, Spanish, Amharic, and Arabic speaking staff. Services that meet the needs of people to stabilize their mental health, access housing, employment and benefits support and increase their overall quality of life.

### 2018 Vail Place Case Management Statistics

**726**  
total served

**165**  
total served  
(housing)

clients with  
stable living

**675**

**100%**  
low income  
residents

ages  
served

**18-65+**



**56% / 44%**  
female/male ratio

### A Way Out

Theres always a way out  
dont ever have a single doubt  
you can be happy  
just let your inner child out.

For each of your loads and bundles  
there is always a bright light  
to guide your way out  
of those dark tunnels.

You may have trouble with life but  
dont give up because you struggle  
to keep moving forward in strife.

You are strong enough  
to pick yourself up off the ground  
your humor and laughter  
is suddenly found  
and you choose to spread it around  
instead of allowing yourself  
to drowned.

So remember as you go about  
this one thing and just know  
there is always a way out.

BY LACY

*Lacy is an energetic, 31 year old, who dyes her hair in brilliant blues, greens and pinks. Several years ago she started working with the Vail Place case management program during a period of homelessness. Since that time, Lacy has worked alongside her case manager to secure housing and other support services in the community. Lacy is proud to share that she is four months sober and starting a new part-time job as a daycare teacher, where her creativity and caring nature can flourish.*



## No Longer Lonely— Fatuma's Story

Before arriving at Vail Place in November 2017, Vail Place member Fatuma felt sicker and lonelier than she ever had. Diagnosed with schizophrenia, anxiety, and paranoia as a teenager, Fatuma (now 38) struggled with mental illness most of her life.

### A Phone Call Changed Everything

With the help of her doctor and Hennepin County mental health professionals, Fatuma found Vail Place and a new community of friends and support. Vail Place was also instrumental in finding Fatuma a job as a part-time receptionist. She is slowly finding that balance between challenging herself, while not pushing herself too much. And every day, she comes to Vail Place.

*"I didn't know what I was missing during all that time I was so alone. I would have come to Vail Place a long, long time ago if I knew how great it was. It is amazing."*

—FATUMA

## Board member Char Chmielewski talks about the organization's impact

When Board Member and Tour de Vail Committee Chair Char Chmielewski first became involved with Vail Place seven years ago, she anticipated coming at the experience solely from a business perspective.

What she didn't expect was how deeply her heart would be touched by the courage and resilience of Vail Place members, or the huge impact the organization would have on her personally.

"I have so much compassion for the members at Vail Place," Char says. "Although it's heart-breaking how hard it can be for them sometimes just to live life on a daily basis, at the same time I feel so proud that they are taking their lives back, diving into the programs and just doing the work."

On a personal level, Char's association with Vail Place has impacted her own life tremendously. As she says, "I didn't find Vail Place – Vail Place found me."





# OUR COMMUNITY



## 2018 Board of Directors

### OFFICERS

Emily Pearl – CHAIR; Target Corporation  
Scott Kerssen – FIRST VICE CHAIR; Project Manager, Safenet Consulting  
Char Chmielewski – SECOND VICE CHAIR; Vice President, Client Services, Optum  
Dan Garry – TREASURER; University of Minnesota Alumni Association  
Angie Dahl – SECRETARY; American Society for Blood & Marrow Transplantation

### Key Staff Members

Executive Director – Vicky Couillard  
Director of Operations – Jen Boulton  
Director of Clinical Services – Jolene Peterson  
Director of Integrated Care – Shelly Zuzek  
Director of Development – Stefano LoVerso  
Program Director – Chad Bolstrom  
Program Director – Jamie Fann  
Finance Director – Sandy Hicks

## DIRECTORS

Amy Browne, Senior Director, Information Technology, Cardiovascular Systems  
John Duffy, President, Ingredient Technologies, Inc.  
Pat Hagan, Senior Financial Advisor, Ameriprise Financial Services  
Jack Haggerty, Vail Place Member  
Calynn Hendrickson, Vail Place Member  
Margaret Humphrey, Vail Place Member  
Elizabeth Knight, General Counsel/Compliance Officer, Catholic Charities  
Catherine McGlinch, Sr. Director of Development, Neurosciences, Heart & Lung, University of Minnesota Foundation  
Sharon Oswald, Program Manager, Delta Dental of Minnesota  
Nick Paluck, Pricing Consultant, Xcel Energy  
Cynthia Theis, Associate Vice President of Institutional Advancement, Minneapolis College of Art and Design  
Richard Whitman, Vail Place Member



# FINANCIAL POSITION 2018

## ASSETS

Current assets	\$1,140,931
Fixed Assets (net)	\$2,353,794
Other assets	\$64,560

**Total Assets** **\$3,559,285**

## LIABILITIES

Current	\$521,994
Long-term	\$771,182

**Total Liabilities** **\$1,293,176**

**Total Net Assets** **\$2,266,109**

## REVENUE

Private Revenue	\$731,285
Public Revenue	\$4,542,102
Other Revenue	\$60,971

**Total Revenue** **\$5,334,358**

## EXPENSES

Personnel Expense	\$3,855,996
Operating Expense	\$971,133
Other Expense	\$324,053

**Total Operating Expenses** **\$5,151,182**

## INCOME

Operating Income Before Depreciation	\$183,176
Depreciation	\$285,000

**Net Income** **(101,824)**

*Numbers are unaudited.*



### Administrative Offices

23 9th Ave. South  
Hopkins, MN 55343

Main: 952.938.9622

Fax: 952.938.7934

### Vail Hopkins Clubhouse

15 9th Ave. South  
Hopkins, MN 55343

### Vail Uptown Clubhouse

1412 W. 36th St.  
Minneapolis, MN 55408

### Vail House

1025 6th St SE  
Minneapolis, MN 55414