



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





## A MESSAGE FROM OUR EXECUTIVE DIRECTOR

"In 2016 we leveraged our increased capacity and stronger brand to step into a more visible leadership role in our community and our industry. Moving forward, we'll be working with our partners to expand the integration of physical and mental health services that we've always championed, focusing on meeting the changing needs of our members, sharing the benefits of Clubhouse throughout our region, and stepping up our public profile to remove the stigma of mental illness and promote integrated health care."

## A Program Rich in History, Positioned for the Future

Vail Place provides community-based support based on the internationally-proven Clubhouse model as well as case management, collaborative community programs, housing, and outreach services throughout the Twin Cities. The Clubhouse model provides a whole-person approach to mental health recovery that has been at the forefront of promoting integrated health care for people with serious and persistent mental illnesses.

### PROGRAM ACCOMPLISHMENTS

- › **2,060** individuals served in programs (Clubhouse, CSP, Housing, Employment, Case Management)
- › **837** individuals served through Clubhouse and CSP programs
- › **354** individuals\* served in Housing Programs (Clubhouse, CSP, Hamilton House and Dow ROSS Program, Louisiana Court Long-term Homelessness Program)
  - › **94%** of people served in housing programs retained housing for at least 6 months
- › **224** individuals served in Employment programs
  - › **\$904,713** in earnings by employed program participants
  - › **\$125,857** value of program participants who volunteer time in the broader community at \$23.56/hour
  - › **79%** of people served in employment program retained their job for 12 months or longer
- › **41** individuals served thru Mental Health Connect (partnership between Vail Place and Bethlehem Lutheran)
- › **604** individuals served in Case Management
  - › **85%** of people in Case Management program avoided unnecessary hospitalization/re-hospitalization
  - › **90%** of people in Case Management program have stable housing in the community
  - › **73%** of people achieved greater independence upon completion of Case Management service

*\*Does not include Vail House*



## Vail Place and North Memorial Partner to Achieve Remarkable Results

Vail Place in partnership with North Memorial Health Care (NMHC) was the recipient of a State Innovation Model grant in 2015 and charged with creating an Accountable Community of Health. The Total Care Collaborative was developed and the partnership resulted in several care models to address the needs of individuals with mental illnesses and co-occurring physical health diseases. The care models include:

- › Rapid Access to Case Management** – Vail Place developed a team of case managers to take direct referrals from the Psychiatric Inpatient Unit at NMHC reducing the wait time for an intake from six weeks to same day/next day. The benefits to the patient include improved care transitions and collaborative discharge planning. **Positive outcomes include a 77% decrease in inpatient visits and a 51% decrease in Emergency Department (ED) visits after engagement with this model.**
- › Care Navigation** – Vail Place hired a Care Navigator (thanks to a grant from Medica) to provide short-term services to individuals who don't need the level of care and length of care associated with Case Management. The Care Navigator is embedded into the NMHC Mental Health and Addiction Clinic for collaboration, consultation and streamlined referrals.
- › Rising Risk Care Conferences** – This Model brings together a variety of partners for case consultation, referrals, and resource sharing. The interdisciplinary team meetings include ED physicians and social workers, Care Navigators, Community Paramedics, Clinical Care Coordinators, and hospital administration. The goal of this model is to reduce unnecessary ED visits and connect individuals with health care and community providers.

The next phase in this partnership will be the development of Vail Care, a Behavioral Health Home (BHH) to provide team-based, mobile care to individuals on Medicaid who have mental illness and metabolic syndrome (increased blood pressure, high blood sugar, excess body fat around the waist, and abnormal cholesterol or triglyceride levels) that occur together, increasing risk of heart disease, stroke, and diabetes. This program will accept referrals from healthcare systems, agency programs, and community providers. This service provides care management, care coordination, transitions of care, and individual support.



### Volunteer Spotlight

#### FIRST IMPRESSIONS ARE THE MOST LASTING

Sally Hague and Lynda Stewart are the duo responsible for Vail Place orientation presentations at the Minneapolis Clubhouse. Sally, a volunteer with Vail Place since moving to Minnesota in 1992 and Lynda, a Clubhouse member since 2001, lead orientation meetings twice a month for new and prospective members. While their descriptions of the history of Vail Place and the Clubhouse movement are compelling, perhaps more important is the manner in which Lynda and Sally help newcomers understand the unique ways the Hopkins and Minneapolis Clubhouses provide safe, nurturing environments for adults with a serious mental illness. They have also trained additional volunteer and member teams as orientation presenters who are sure to carry on their personal, caring approach.



## Vail Place expands housing options with acquisition of Vail House

Vail House provides housing and services to support homeless adults with mental illness and chemical dependency needs. Up to 23 residents can be served in the communal, transitional housing. Vail House staff work with private landlords throughout Hennepin County to locate permanent housing for participants.



### 2016 VAIL HOUSE STATISTICS\*

- › Total Residents Served: **58**
- › Average Length of Stay: **12-14 MONTHS**
- › % of Low Income Residents: **100%**
- › Ages Served: **18-64**
- › Gender: **50% MALE/FEMALE RATIO**

*Statistics for program operations under PPL thru 6/30/16 & Vail Place as of 7/1/16.*



## Member Spotlight

After many years of struggling with mental illness and substance abuse, member Ralph found hope and a new community at Vail Place.

Ralph discovered Vail Place on the recommendation of a social worker at his doctor's clinic at North Memorial. He visited Vail Place specifically to get help with housing, but ended up finding more than he'd bargained for. He's been a member at Hopkins since the spring of 2016. Ralph even played a starring role as a Recovery Superhero in the Dr. Vail Hour.

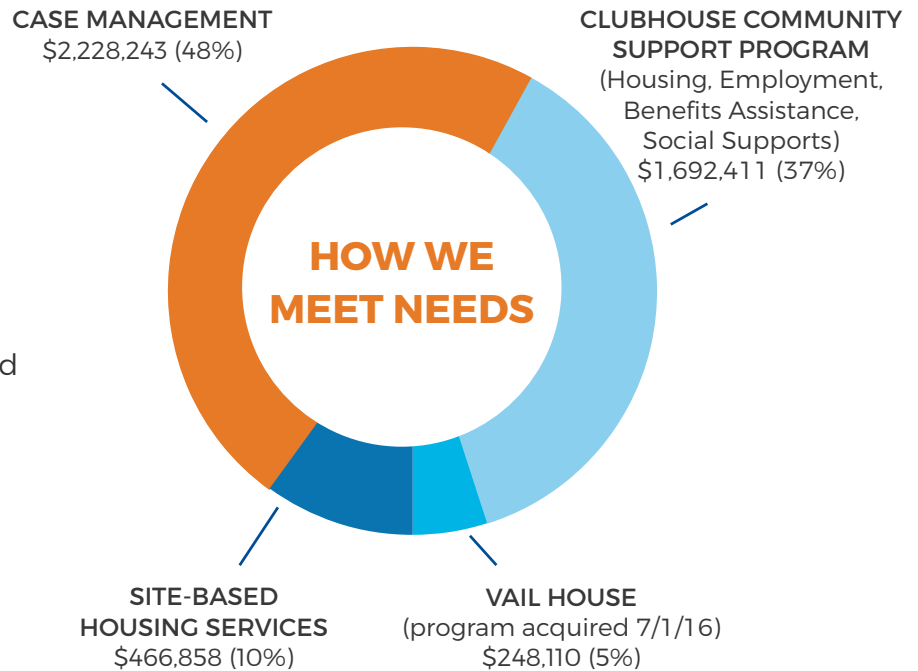
**"Vail Place has given me courage. It has helped me become more aware of what can come in my life if I stay the course, and has given me a place where I can feel loved unconditionally."**





## 35 Years of History

Vail Place is named after Dr. David Vail, Minnesota's nationally recognized mental health pioneer. In 1981 the agency started a Clubhouse in a storefront in Hopkins, and during the last 35 years has moved to the forefront of mental health in the Twin Cities.



“I love the sense of family I get from being a part of Vail Place, and the benefits of being part of such a vibrant community of people.”

**VAIL PLACE BOARD CHAIR EMILY PEARL**

“Coming to the Clubhouse woke me up as a person. I’m a new man now and I owe it to Vail Place.”

**VAIL PLACE MEMBER BO JOHNSON**

## 2016 Board of Directors

### OFFICERS

John Duffy – CHAIR; President, Ingredient Technologies, Inc.  
Emily Pearl – VICE CHAIR; Target Corporation  
Roger Sorensen – TREASURER; TCF Financial Corporation  
Patrick Stroh – SECRETARY; Mercury Business Advisors

### KEY STAFF MEMBERS

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Director of Case Management Programs – Jolene Peterson  
Director of Contracting and Compliance – Shelly Zuzek  
Director of External Affairs – Stefano LoVerso

### DIRECTORS

Amy Browne, Cardiovascular Systems  
Angie Dahl, Director; Be The Match Foundation  
Stephanie Devitt, SDK Communications  
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Katie Doll, Optum  
Patrick Hagan, Ameriprise Financial Services  
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Desi Heaven, Hopkins Vail Place Member  
Calynn Hendrickson, Hopkins Vail Place Member  
Scott Kerssen, Safenet Consulting  
Elizabeth J. Knight, Catholic Charities  
Catherine McClinch, University of Minnesota Foundation  
Sofya Mikhelson, Fairview Health Services  
Annette Ralph, Xcel Energy  
Cindy Theis, Minneapolis College of Art and Design

# FINANCIAL POSITION 2016

## ASSETS

Current Assets	\$896,950
Fixed Assets (net)	\$2,823,835
Other Assets	(8,227)

**Total Assets** **\$3,712,559**

## LIABILITIES

Current Liabilities	\$120,966
Long Term Liabilities	\$1,227,601

**Total Liabilities** **\$1,348,568**

**Total Net Assets** **\$2,363,991**

## PROFIT & LOSS

Private Revenue	\$638,604
Public Revenue	\$3,585,800
Other Revenue	\$414,339

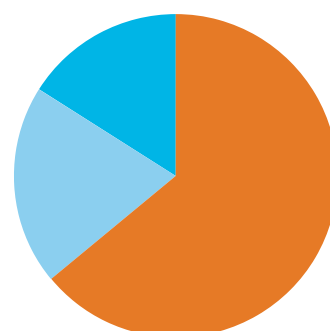
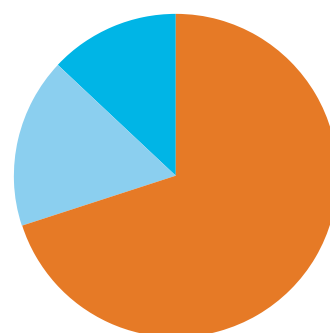
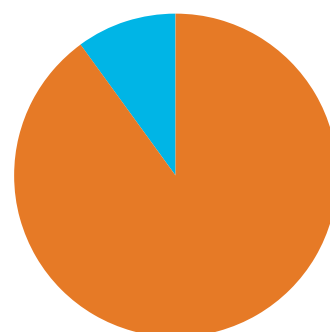
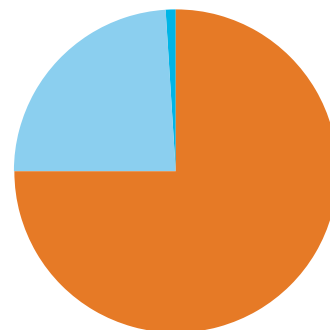
**Total Revenue** **\$4,638,743**

## EXPENSES

Personnel Expense	\$3,183,338
Operating Expense	\$826,976
Other Expense	\$623,786

**Total Expense** **\$4,634,100**

**EXCESS REVENUE OVER EXPENSE** **\$4,644**



*Numbers are unaudited.*

### HOPKINS CLUBHOUSE

15 9th Ave. South  
Hopkins, MN 55343

### MINNEAPOLIS CLUBHOUSE

1412 W. 36th St.  
Minneapolis, MN 55408

### ADMINISTRATIVE OFFICES

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