



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

## A Message from our President and Executive Director

**2022 WAS A PIVOTAL YEAR FOR VAIL PLACE.** We experienced the transition of several long-time leaders, celebrated their invaluable contribution to our mission, and welcomed new leadership to our team. We also experienced the cultural transition away from a global pandemic; a continued and resolute focus on safety, inclusion, equity, and diversity; the exponential increase of unaddressed mental health, chemical abuse, and housing needs in Minnesota; and the significant reduction of County funding for Community Support Clubhouse Programming during what may be one of the most critical mental health crises of our lifetime.

While 2022 was full of challenges, it also opened doors that brought new and exciting energy to our team and organization. While Hennepin County changed course in their support of our Clubhouse model, Ramsey County and Lake County embraced it. While we have experienced pressures in our workforce, our long-time staff members are helping us engineer new strategies to engage existing team members, recruit new staff to our workplace, and put their voice on our future goals. While our funding is more restricted, our Clubhouse members and persons supported are helping us design new ways of convening that maximize our time and their voice. We have seen a new level of empowerment emerge across the organization, a priority to connect more face to face, and a refreshing openness to new partnerships and ways of living our mission.

I had the honor to join Vail Place in October 2022 and it is a breath of fresh air to be in a healthy, thriving, and relational environment. The mission of our organization is about healing, connection, and transformation. I credit Vicky Couillard, my predecessor, for preparing Vail Place so that we can build even greater solutions for those with mental health and chemical abuse challenges now and in the future.



Thank you all,

A handwritten signature in black ink, reading "Karina Forrest Perkins". The signature is fluid and cursive, with a long horizontal line extending to the right.

Karina Forrest Perkins MHR  
*President and Executive Director*



## MEMBER SPOTLIGHT

# Martha: Introducing the Art of Basketry to the Clubhouse

We often hear that recovery is a journey, but we rarely have the permission, understanding, or privilege to learn what that actually means in someone's life. Martha Bird gave us permission to understand her journey and the following is a remarkable part of her story.

Martha has been a member of our Clubhouse community for the last decade and one of her many gifts is being an artist. As many of us know, the circumstances that lead us to our current celebrations are not without struggle. While working as an RN, Martha experienced a disabling back injury and the doctor put her on bed rest. After two years with no improvement this took a toll on Martha and resulted in a bout of depression. As a way to get out of her house and reconnect with the world, Martha took a class on basketweaving and excelled.

Basketry became her passion and she immersed herself in classes. In 2016, Martha decided to embrace the power of her own voice and to cultivate her ability to express herself through art. At the same time, she continued to grapple with post-traumatic stress disorder, a long-term stigmatized mental illness that has created terms like "basket-case." Through her art making and subsequent presentations on the topic she is able to draw attention to colloquial words like this and phrases that are bearers of potentially harmful misperceptions. She designed a lecture titled, "Reclaiming Basketry; Working Through Stigma to Reach Creative Potential" and has since presented on this topic to several organizations across the United States.

When COVID struck, Martha lost her studio space, but luckily retained her tenacity and advocacy skills. As you may know, our Clubhouses quickly shifted to virtual programming in response to COVID, allowing us to reach more members safely, leaving our facilities

under-utilized. Martha had an idea and called Chad Bolstrom, the Director of Clubhouse Programs. She pitched a plan that would allow her access to the top floor of the Uptown Clubhouse as a temporary studio space. This plan would help her stay connected to the Clubhouse and to the art she loved both of which helped her stay on a positive path for her recovery. Chad encouraged Martha to consider how she could serve the community through this partnership and suggested she teach other members basic basketry skills. This suggestion initially worried Martha, who had never taught. After some consideration, Martha reached out to the Clubhouse staff to see if they would support her in this venture to boost her confidence.

In 2022, Martha submitted and was awarded a grant for \$5,000 from MRAC (Minnesota Regional Arts Council) to teach basket making skills to her fellow Clubhouse Members. The classes were highly successful, and the members all referred to Martha's teaching skills as kind, patient, and effective. The members loved what they learned and how they learned it from Martha. In 2022, Vail Place connected nearly 3,000 people to the support they needed for their stability and recovery. For Martha, a member of our Uptown Clubhouse, Vail Place had served as a lifeline and support for nearly a decade. Now Martha has built her skill as a teacher of this beloved art form and has enriched the lives of those in her classes and recovery community.

Staff and members look forward to more opportunities to learn about basketry, empowerment, fighting stigma, and their own journeys and to do it with and alongside Martha Bird. Thank you, Martha, for your courage and your beautiful gifts to us.



### Clubhouse Community Support Program

This program is based on the internationally acclaimed Clubhouse Model. This model is designated as an Evidence Based Practice by SAMSHA, the Substance Abuse and Mental Health Services Administration. Our Clubhouse supports a wide range of needs: providing employment opportunities, social connectedness, daily activities, and activities supporting health and wellness.

#### 2022 HIGHLIGHTS:

##### ■ Coming back together – A successful return... again!

After a brief setback caused by local COVID cases, our community got back to work and restarted most of our normal Clubhouse activities being mindful of maintaining safety for everyone. Beyond the daily activities of the Clubhouse, we returned to large scale events like Tour de Vail, the Uptown Art Fair, our local NAMI Walk, the Clubhouse International Seminar in Baltimore, and our Winter Party. In August during the State Fair Mental Health Day, we had the honor of joining Governor Waltz and Lieutenant Governor Flanagan to discuss challenges and successes in our mental health system. We followed this discussion with a performance by our Vail Place Clubhouse rock band - The Renovators! We had the largest audience ever and was a special 2022 highlight for our members.

##### ■ Returning to work

2022 also ushered in our return to full employment support activities throughout the Clubhouse - serving nearly 100 members in their paid employment efforts for the year. We were able to fully resume our transitional employment program supporting 16 members throughout the year with 75% of them successfully completing their TE placement and going on to their next job!

##### ■ Demonstrating Leadership in the Clubhouse and Beyond

Greater member leadership continued to be a positive outcome of the pandemic. More members served as primary drivers for activities, from leading podcasts to acting as the principal chef for lunches and other special events. Members continued service on our Governing Board and our Advisory Council and are more committed than ever to influencing the Clubhouse culture and how we provide an engaging and rewarding environment for everyone.

Due to our increased virtual connections and improved technology, we connected even more with our greater Minnesota partners interested in building an accredited Clubhouse network statewide. This Clubhouse Coalition now has 15 active partners statewide and are leading in public policy, expansion strategy, and fundraising.

699

total members

99

members employed

66 average daily attendance

#### 2022 CHALLENGES:

##### ■ The COVID Pandemic –

###### Ongoing impacts of the pandemic and related costs

Whether it was in our need to move back to virtual-only services early in the year, maintenance of more rigorous COVID cleaning and masking protocols in support the health of all the colleagues once we returned, or the ongoing support for our community from a distance as they worked to manage their experience of the illness, our community shared the weight of this lift together side-by-side.

##### ■ A Changing Economy

COVID brought changes to our economy that impacted our members as well. While the impact was severe at times, our Clubhouse members and staff found solutions together. We continued to provide food and meal support by serving nearly 4,000 meals and linking individuals to food shelf supplies from local partners. Our continued Nourish to Flourish partnership with the University of Minnesota Extension Service was a welcome longstanding relationship in such a season of change. Our staff and members continued our extensive outreach efforts, completing over 21,000 follow up and reach out attempts to assist members with day-to-day problem solving that included the ever-evolving shift in financial pressures.

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*"Vail Place became the centerpiece of my life for more than two decades."*

— JONATHAN, CLUBHOUSE MEMBER

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*"It's been my refuge from the rest of the world... It's family – that's all I can say."*

— CARLA, CLUBHOUSE MEMBER

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*"It gives me a sense of purpose and hope."*

— CHRIS, CLUBHOUSE MEMBER

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*"I like the support and know that I'm not dealing with mental health by myself."*

— JAMES, CLUBHOUSE MEMBER

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*"It helps with isolation and loneliness."*

— CLUBHOUSE MEMBER

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## Targeted Case Management (TCM)

Adult Mental Health Targeted Case Management services at Vail Place are provided with a trauma-responsive, and person-centered focus. Case managers help individuals navigate the complexities of the social service, mental health, and health care systems, including:

- **Working to set and achieve goals;** providing assistance finding a doctor or therapist; moving out of homelessness; finding affordable housing; acquiring employment; applying for benefits; going back to school; volunteering; stabilizing symptoms to stay out of the hospital; and developing a support system.
- **Working with people through crisis, during and after hospitalizations,** and helping navigate and follow court-ordered treatment requirements.
- **Working to overcome language and cultural barriers** – case managers are multi-lingual in Somali, Amharic, Oromo, Spanish, and Hmong.
- **Working to connect people with in home and mental health support to achieve recovery,** independence, and lead fulfilling lives.
- **Connecting individuals to and coordinating with other needed health professionals** including substance use disorder treatment and health care specialists.
- **Working to help provide needed housing assistance,** information, and resources.

### 2022 HIGHLIGHTS:

- Case Management increased in-person service delivery by completing 2,760 in-person visits for the year, most often meeting individuals in their home to accommodate the persons served. Additionally, we maintained flexibility in how our services were provided and connected with individuals over the phone or by telehealth to ensure the health and safety of employees and people served.
- We increased collaboration with the criminal justice system and assisted individuals to receive needed mental health support. This reduced adverse police interactions and subsequent incarcerations, something we know is traumatic and destabilizing for an individual living with mental health challenges.
- Our Case Management leadership focused on building diverse, inclusive, and supportive teams and work environments to increase program quality, stability, and staff retention. We transitioned from consultant guidance to staff-led activity in the areas of safety, inclusion, equity, and diversity. This included book clubs, education, affinity groups, and policy changes.
- 2022 helped us adjust our case manager recruitment efforts to better serve the new workforce and what they want and need in their careers. Additionally, we co-designed a new supportive supervisory structure to increase staff retention and maintain quality staffing levels.

**958**  
total served

**74%**  
people served  
completing goals

**89%**  
avoided  
hospitalization

**90%**  
clients in stable  
living environment

*“My son’s case manager was able to get him into an in-patient program promptly to address his needs. His case manager is amazing at her job, she has been a bright spot in many a dark moments with my son.”*

— FAMILY MEMBER OF A CLIENT RECEIVING TARGETED CASE MANAGEMENT SERVICES

*“Thank you for having on your staff someone as highly skilled, compassionate, and patient as Emily. She has worked with my niece in her care for the past two and a half years, and has been unfailingly consistent, kind, and helpful to her.”*

— FAMILY MEMBER OF A CLIENT RECEIVING TARGETED CASE MANAGEMENT SERVICES





## Assertive Outreach and Stabilization (AOS) Services

Assertive Outreach is an integrated care model designed by Vail Place to engage individuals in crisis experiencing mental illness, chronic substance abuse disorders, and a variety of social and health-related consequences. The goal of this program area is to help stabilize individuals within the community setting, improve their healthcare experience, reduce healthcare costs, and ultimately improve population health. Our staff team includes system navigators and an agency RN to holistically support each person's needs and goals.

### SOME 2022 HIGHLIGHTS:

- We continued another year in partnership with HealthPartners and BlueCross BlueShield. This partnership assists individuals who may be utilizing the emergency room for their mental health stability. Our program helps them better achieve what they want and need while reducing the need for crisis response. 2022 also saw our partnerships increase with a new partnership with UCare's Intensive Community Based Services program.
- All individuals served with Vail Place team members receive a nursing referral to assess for co-occurring medical conditions and support.
- 15% of individuals served received medication management support and 24% of individuals served were provided individualized health coaching.
- Our services helped to reduce crisis response 84% of the time as it related to return and follow up visits.

**173**

total served

**76%**

engagement rate

*"Thank you for your help. Please don't stop, we need more people like you."*

— JENNIFER, HEALTHPARTNERS CLIENT

*"After I got done talking to you I found a piece of peace. And just the idea that someone's gonna try to help me. Pretty cool."*

— ANONYMOUS BLUECROSS BLUESHIELD CLIENT

*"I am continually amazed at how much AO has done for people and how many opportunities they find."*

— HEALTHPARTNERS PROVIDER SURVEY QUOTE

## Vail Care – Behavioral Health Home

A MN-DHS Certified Behavioral Health Home Service is a mobile, community-based service designed to improve the health of individuals living with mental illness, chronic health conditions, and substance use disorders.

### 2022 HIGHLIGHTS:

- Out of the 180 participants living with Diabetes, Asthma, COPD, and/or chronic pain, 68% of them were willing to work with our Community Health Workers and our registered nurse to strengthen their ability to manage these chronic conditions.
- 32% of active tobacco users were willing to engage with this team to reach their goal of tobacco cessation or harm reduction related to their use.
- All three of the Vail Care CHWs have completed training to be Tobacco Treatment Specialists and we plan to continue embedding tobacco prevention and cessation into all our integrated care programs.

**272**

total served

**184**

received health & wellness services

**120**

received comprehensive care management

*"You guys give me positive choices. The CHW helps me with my dietary and weight goals."*

— VAIL CARE CLIENT

*"I've got a great team. I like how you help me, you are rooting for me, and you want me to succeed."*

— VAIL CARE CLIENT



## Vail Connect at North Memorial

Vail Connect is a part of our Accountable Community for Health Project in partnership with North Memorial and is where we offer navigation services, rapid intake to comprehensive services, a weekly drop-in housing group, and an assertive outreach and stabilization linkage to all our Vail Place services.

Vail Connect reduces re-hospitalization and Emergency Department visits by providing:

- Rapid Intake to Comprehensive Services that include direct referrals to Vail Place Case Management or Vail Care Behavioral Health Home, thereby avoiding the typical 6–8-week delay in connecting to needed services and supports.
- Navigation services are mobile, short-term services typically lasting no more than six months, with the goal of stabilizing clients, improving their health outcomes, and connecting them to long-term services such as mental health providers, primary care, and community supports.
- Weekly drop-in Housing Group that assists individuals in exploring housing options.
- Assertive Outreach (AO) providing intensive services up to 18 months for someone to work both with a systems navigator and agency nurse.

### 2022 HIGHLIGHTS:

- We were able to start our weekly drop-in housing group in person by mid-2022. We started this group at a new location, Broadway Family Medicine Clinic.
- We experienced a 34% increase in referrals compared to 2021 with 35% of individuals served graduating to long term supports (Targeted Case Management or Behavioral Health Home).
- We changed our model slightly with North Memorial and now receive over 45% of our referrals from North Memorial Health Hospital's medical and emergency departments.

**236**  
total served

**90**  
clients referred for  
additional services

**71** average length  
of service (in days)

*"These services are important to me because they are used to set people up for success and aide to maintain supports in multiple areas. Helping individuals gain independence and security in themselves is extremely rewarding."*

— HANNAH B., TEAM LEAD SYSTEMS NAVIGATOR,  
VAIL CONNECT

*"These services are important to me because I live alone and it's nice to have someone in person to talk to about my mental health since I cannot leave the house because of my COPD."*

— WENDY, VAIL CONNECT CLIENT

*"I was able to find housing in a short time, and I get to find support that I have needed for a long time."*

— HEATHER, HOUSING GROUP AND VAIL CONNECT CLIENT



## Housing Program and Services

Vail Place has offered housing support for many years to help people find safe and affordable housing by finding innovative ways to work directly with people who need homes. In 2021 Vail Place created a Housing Division, which encompasses all of our individual housing programs and services to allow for greater integration, utilization and leveraging of resources to better meet our mission.

The Vail Place housing program continues to grow year over year and expand our reach.

**446**  
total served

### 2022 HIGHLIGHTS:

- Existing community alliances include Coordinated Entry, DHS, Housing Link, PPL, Homes For All, local housing and redevelopment authorities, county housing coalitions, Opportunity Starts at Home, and MHFA. Our partnerships allow us to promote synergy, expand referral sources, resource share, and coordinate services effectively.
- Staff focus on providing thorough services that lead to safe, stable, and affordable living environments in the community.
- Staff work alongside each person to educate and develop individualized goal plans that identify settings to properly meet needs, as well as maintaining support well after move-in.

### 2022 CHANGES/CHALLENGES:

- Remaining agile in our service delivery throughout the public health emergency. Staff have found a properly balanced approach to supporting individuals via a combination of virtual/in-person interactions and maximizing use of technology. Programs have continued to remain effective despite health emergency obstacles.
- Many landlords have experienced some level of economic fallout due to the eviction moratorium. The Vail Place housing division provided tenancy supports to 498 individuals in 2022. During that time, housing support staff assisted participants in mediating issues, budgeting, and accessing financial aid when needed, to ensure positive rental standing and avoid financial burden for our partnered property owners — most of whom are private landlords and small businesses.

*"Vail Place is important to me because they found us a stable place to live while we began a life together, it gave us a fresh start."*

— ANONYMOUS

*"I want to share how thankful I am, very grateful, for the Rapid Rehousing Program that helped me in finding a place to live; I'll do my part by being respectful to others in the house and living up to my responsibilities. Thank You!!"*

— HLBERTO

### TCM HOUSING SERVICES

This program assigns a housing specialist to referred individuals receiving targeted case management (TCM) services in Hennepin County. Referrals can come from any Hennepin County TCM provider with a client who is in need of extra assistance around their housing goals, providing resources and support to overcome barriers to new housing acquisition. The TCM-Housing program served 121 people in 2022.

### HOUSING STABILIZATION SERVICES

The Housing Stabilization Services program launched statewide in 2020 and is intended to support individuals who are at-risk-of-homelessness, by supporting a transition into new housing, increasing long-term stability in the community, and avoiding future periods of homelessness or institutionalization. Eligible individuals are required to have Medical Assistance and meet the state's definition of being at-risk of homelessness. The Housing Stabilization Services program served 128 people in 2022.

### CLUBHOUSE HOUSING PROGRAM

The Clubhouse provides fundamental tools that individuals need when it comes to housing assistance. Daily call-in hours at both clubhouse locations provide direct assistance without the need to schedule an appointment.

### ROSS PROGRAM

The Resident Opportunities and Self Sufficiency (ROSS) program was established via grants awarded from the U.S. Department of Housing and Urban Development (HUD) to the Hopkins Housing and Redevelopment Authority and the St. Louis Park Housing Authority. Our Service Coordinators work directly with residents at designated public housing buildings to provide education, consultation, programming, and resources to tenants. Our ROSS program served a total of 170 residents in 2022.



## Rapid Re-Housing Program

The Vail Place Rapid Re-Housing program is in its second year of operations and has demonstrated great success in securing housing for individuals exiting one of Hennepin County's emergency shelters.

Rapid Rehousing referrals are received directly from the shelter system to Vail Place Housing Case Managers to develop housing goal plans. The Rapid Rehousing program assists with helping individuals obtain housing in a timely fashion and maintain housing long-term by ensuring tenant lease requirements are being met, and offering rental assistance as needed. All active participants have since been housed and are working through our graduation to self-sufficiency stage.

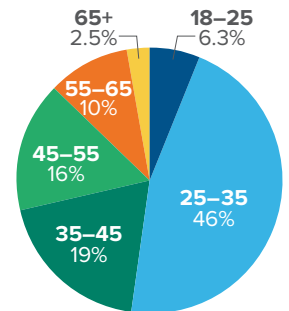
**79**  
total served

### CORE COMPONENTS:

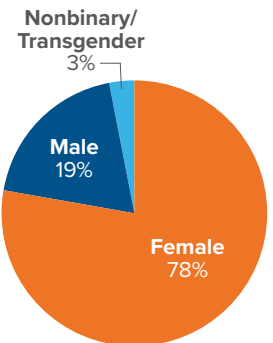
- **Build relationship with individual utilizing this service:** Address mental health needs/chemical dependency and/or other barriers that the person may be facing in their recovery journey and long term housing goals.
- **Rent and move-in assistance:** Aid and/or cover move-in costs, deposits, and the rental and/or utility assistance (six months or less) necessary to allow individuals to move out of homelessness and to stabilize in permanent housing.
- **Recruit landlords:** Address possible barriers to landlord participation such as concern about short term nature of rental assistance and tenant qualifications.

## VAIL PLACE DEMOGRAPHICS

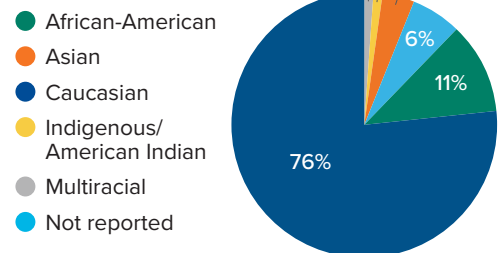
### AGE



### GENDER



### RACE/ETHNICITY



## LOUISIANA COURT LONG-TERM HOMELESS PROGRAM

In partnership with PPL, Vail Place provide tenancy supports to 18 affordable housing apartments at the Louisiana Court Apartment complex in St. Louis Park. Participants of this program are Long-Term Homeless individuals who have a serious and persistent mental illness. Vacancies are filled through working with Coordinated Entry and tenants pay 30% of their income for rent.

### VAIL IN THE PARK

Vail Place owns an 8-unit apartment building in St. Louis Park called Vail in the Park, providing permanent subsidized housing where tenants pay 30% of their income toward rent. All units are filled through Vail Place's internal waiting list and assigned to a housing specialist for support in maintaining housing.

## VAIL PLACE TRANSITIONAL SUBSIDY PROGRAM

Vail Place administers an internal transitional subsidy program for eligible members to apply to. The program is fully funded through private donations and is designed to offer up to two-years of income-based rent for individuals who are pursuing increased earnings or waiting for their application to rise to the top of permanent subsidized housing waitlists. A limited number of applicants are selected via an internal lottery drawing to enroll in the program's temporary income-based rental assistance for use in the private rental market. If selected, the participant will have a rent responsibility equaling 30% of their monthly income, at a housing location of their choosing that meets voucher payment standards. Vail Place in turn pays the remaining monthly balance to the landlord directly each month. Funding allowed for this program to serve and provide ongoing rental assistance to 10 households in 2022.

## Vail House

A 23-bed 24/7 group residential “Home” in Minneapolis providing transitional housing and support services that address the comprehensive needs of people who are homeless and living with mental illness and chemical dependency. Provides a sober, supportive, and healing environment with a focus on skill-building to find and maintain stable, long-term housing, expand employment and educational opportunities, and successfully integrate with community life.

### 2022 HIGHLIGHTS:

- 16 individuals achieved their goal of successfully obtaining and retaining jobs that worked with their recovery, met their financial needs and were satisfying to them.
- 8 residents returned to school.
- 10 residents completed outpatient or aftercare programs.
- 14 residents moved to independent housing.

45

total served

185

average length of  
service (in days)

*“I thought the time at Vail was good and Melissa was instrumental in helping me with Drug Court. All the staff were very helpful, I truly admired and want to thank them.”*

— SCOT, VAIL HOUSE RESIDENT

*“Vail House is really good about truly making a difference in client’s lives, helping people most in need, and meeting clients where they’re at and letting them guide that process.”*

— JACK R, VAIL HOUSE STAFF

*“I love the fellowship and having great coworkers at Vail House.” My supervisor has been great and has given me great training. My coworkers have been great, and this has been the best team I have worked on in a long time. The organization has been great, and the leadership has been phenomenal.”*

— BRANDY M, VAIL HOUSE STAFF



Vail Place relies on partnerships in all areas of our programming. Below are just a few of the many community partnerships that make it possible for us to be successful supporting individuals living with mental health challenges.



### Blue Cross Blue Shield

Vail Place partners with Blue Cross Blue Shield (BCBS) as an additional resource for our Assertive Outreach and Stabilization program. Vail Place was proud to host a Blue Bus Vaccine Clinic this year, in partnership with BSBC and MDH.



### Clubhouse International

As a member of the Clubhouse International community, Vail Place operates two Accredited Clubhouse Model programs in Uptown and Hopkins. The Vail Clubhouses have been designated as orientation sites to provide training for those interested in starting a Clubhouse model program or pursuing accrediting. Vail Place also leads the Minnesota Clubhouse Coalition bringing together programs from across our state interested in building an network of accredited and supported Clubhouse services for those living with mental health challenges.



HealthPartners®

### HealthPartners

HealthPartners (HP) has been an ongoing partner with Vail Place to provide Assertive Outreach Services (AOS). What began as an 18-month pilot has now developed into an annual program. This partnership has allowed us to provide person centered and integrated care thus improving satisfaction, improving the health of our community, and improving the individual's experience with care.



### History Theatre

Vail Place's Clubhouse Theatre Arts program continues to thrive (in year seven) as part of our partnership with the Minnesota History Theatre! Teaching artists from the History Theatre work on a weekly basis with members at each of our Clubhouses assisting them to tell their stories through scenes, monologues, poetry, song and movement culminating into an annual performance.



### North Memorial Health

Vail Place has partnered with North Memorial Hospital (NMH) since 2014 and the partnership continues to thrive! Vail and NMH leaders are expanding and enhancing our current service mix offered to NMH referrals, assessing what each individual needs and routing them to the most appropriate service level and/or community resources.



### Optum Health

We were fortunate to partner with Optum Health who, through their pro-bono initiative, provided an experienced, dedicated team who provided guidance, training, and hands-on consultancy in health care outcome reporting. Vail Place collects a significant amount of data on our various services. The Optum team helped simplify our data collection, identify strategic data extraction and reporting processes, and did all this in an efficient manner for our backroom. As a result of this key partnership, we are able to better use our data to benefit the individual we serve, ourselves internally, and our partners.



# Reflection on 2022

The financial landscape of 2022 was not an easy one. The year was full of transition, retirements of highly valued and long tenured leaders, and excitement for the future as we seek solutions and cast a new vision for the organization.

COVID, the volatile economy, the explosion of mental health crises, the workforce challenges and changes, and the struggle related to fundraising during a global pandemic all took its toll. While we showed resilience and endurance, we also sustained a financial loss.

Our goals for the year included continuing our resolute commitment to diversity, equity, and inclusion. We are excited that our new Executive Director is the first indigenous Executive at Vail Place as well as being skilled at equity and inclusion work. Ms. Forrest Perkins joined us in October 2022 and jumped right in working with us, the County, the state, and our partnerships. We are pleased that our prior leadership built such a strong foundation so that our new Executive Director can start in such a bold place.

Additionally, we are excited about growing and developing our long-time partnerships while we launch new ones; leveraging dashboard and financial reporting to educate our teams; using our data and reporting to better tell our story to external stakeholders; and, remaining focused on the mission to best serve the community.

### SOME PROGRAM HIGHLIGHTS FOR 2022 INCLUDED:

- One of our newest programs, Assertive Outreach in our Integrated Care division, brought in a new partnership that allowed us to continue growing this specialized offering. As a result of our positive activity in this area, we were able to add a second division director.
- We submitted our renewal for Clubhouse funding to Hennepin County and in October were notified that we were only receiving funding for one of our Clubhouse locations. This change would effectively reduce our Clubhouse funding by \$500,000 for the 2023 year. This was a tough moment for us as our Clubhouse model is the core of who we are and what we do. We are so grateful that our new Executive Director and Board of Directors decided to not close our Clubhouse program, but instead to seek ways to expand it! At the end of 2022, several donors stepped up to close the gap for this program. While this was a source of concern in 2022, our future is bright for 2023.
- Our Targeted Case Management program had an increase in reimbursement for the year. Our TCM leadership encouraged employees to move back out into the field and see clients in person when possible. This both motivated our team members and clients and was a source of stress as our team navigated the move from virtual to in-office activity.
- By Q4, it was determined that for one program, Vail House, it was time to pull away from this service for us to better align with our mission.

### OUTLOOK FOR 2023:

While the year ended with a loss, we still managed to grow by 12%. Although this is a decrease from 2021, it is a big improvement from 5 years ago. Vail Place is very proud of our continued support from our donors as their support has aided our current and future goals. The Vail Place community has supported us for over 40 years, and that has enabled us to serve our mission proudly. As we look ahead to rebuild post COVID and emerge partially from this virtual era, our focus will be on the needs of our members, clients, and staff. We are grateful for the stabilizing leadership that joined us in our fourth quarter and we are looking forward to a steady and consistent 2023 to make up for our financial losses due to the pandemic.

## NET ASSETS

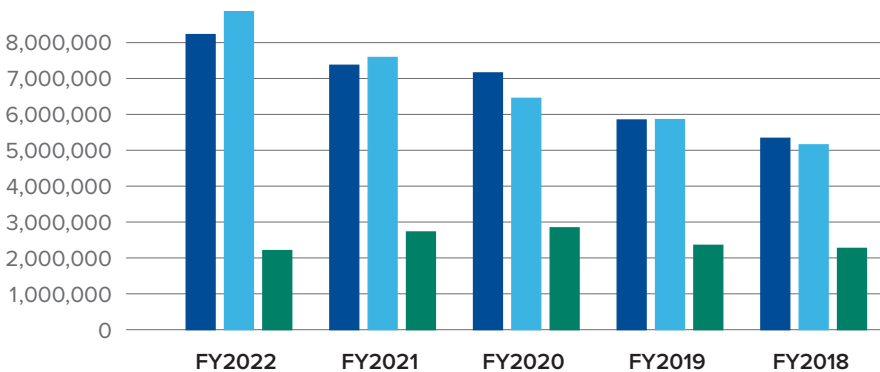
### ASSETS

Current Assets	\$ 1,004,926
Fixed Assets (net)	2,010,245
Other Assets	275,227
<b>Total Assets</b>	<b>\$ 3,290,399</b>

### LIABILITIES

Current	\$ 720,389
Long-term	401,027
<b>Total Liabilities</b>	<b>\$ 1,121,416</b>
<b>Total Net Assets</b>	<b>\$ 2,168,983</b>

## FIVE-YEAR ANALYSIS



## ANNUAL GROWTH REVENUE

	FY2022	FY2021	FY2020*	FY2019	FY2018
<b>TOTAL REVENUE</b>	8,220,551	7,370,440	7,156,229	5,844,396	5,344,358
<b>% GROWTH</b>	12%	15%	9%	10%	8%

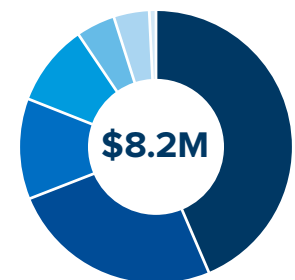
\* Includes Paycheck Protection Program Grant

## HOW WE MEET NEEDS



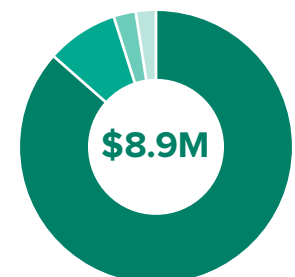
Case Management	\$3,395,092
Clubhouse Community Support Program	1,502,392
Vail House	672,724
Vail Care	852,857
Integrated Care	749,788
Site-Based Housing Services	764,162
Rapid Re-housing	928,994
<b>Total</b>	<b>\$8,866,008</b>

## REVENUE



- Fee for Service
- Hennepin County Grants
- Private Revenue
- Assertive Outreach Partnership
- Site-Based Housing
- GRH
- Other

## EXPENSES



- Program
- Administration
- Fundraising

# People at Vail Place: Some Things Change, Some Things Stay the Same

In a year where “quiet quitting” and hiring challenges dominated national landscape, **Vail Place was once again voted a Top 200 Workplace**. 2022 was the fourth year Vail Place earned this achievement through a commitment to people-focused benefits and culture. Vail Place had an **overall engagement of 66%**, well above this year’s benchmark of 56%. Vail Place’s long track record of people-centered culture continued to shine through. As one employee beautifully expressed: “[Vail Place] has a magic blend of meaningful work, high level of support, and flexibility.” Listening to and reflecting the values of **resilience, hope, innovation, and collaboration**, as well as leaning into our culture strengths of **inclusivity, support, and consideration**, Vail Place continued to put employees first by:

- Combating another year of higher-than-expected increase to our medical insurance by **significantly increasing employer subsidization for the majority of our participants**, with the goal of **keeping costs flat** for many of the participants in a year where the cost of living was particularly high.
- Promoting several high-performing employees into new or existing manager or director-level roles, **affording more opportunities for growth and professional pathways** for other employees with the aim of **focusing on retention in 2023 and beyond**.
- Continuing our DEI efforts through regular all-staff meetings, committee work, affinity groups, and **the creation and rollout of an anti-racist and anti-oppressive statement** with the goal of reinforcing commitment to equity work through performance expectations, policies, and practices.

And as always, we found ways to **connect, support, and care** by:

- Having our first in-person all-staff meeting since 2019, which included moments of individual and group gratitude, as well as transparency on the vision for Vail Place’s future as it relates to our employees.
- Listening actively and with an eye to action when constructive feedback is shared.
- Building our overall people strategy, including ongoing conversations and planning for our total rewards and compensation offerings.

**Thank you to all Vail Place employees, both new and established, for navigating a year that included many changes while community and programmatic needs remained high. Vail Place employees are a valued and central part of our mission, and we appreciate you!**



## Key Staff Members

**Karina Forrest Perkins**  
President and Executive Director

**Jamie Fann**  
Senior Director of Administration

**Chad Bolstrom**  
Director of Clubhouse Programs and Public Policy

**Tyler Keyes**  
Director of Housing Programs

**Katee Crawford**  
Director of Advancement

**Jolene Peterson**  
Director of Clinical Services

**Ruth Johnson**  
Director of Integrated Care



## Tour De Vail: 14 Miles for Mental Health



Our 21<sup>ST</sup> Annual Tour De Vail was another successful event! Individuals and families from all over greater Minneapolis took to the streets to walk, run, bike or “roll and stroll” their 14 miles over 5 days. To keep our walkers engaged and motivated we had interactive games to participate in and the event culminated with an outdoor party at Vail Place headquarters, complete with an ice cream social! The day coincides with Hopkins’ annual Raspberry Festival and Parade,

so the whole community comes out! If you missed out on the fun in 2022 don’t forget – we’re doing it again this year! Put on your walking shoes and get ready to walk and roll July 11–15, 2023!

## Dr. Vail Hour, “The Final Performance”

The Dr. Vail Hour that was an annual tradition in our community. This event was an opportunity to showcase our impact, our work, and our community in an annual artistic performance. This year was our last performance of its kind and as of October 19, 2022, we experienced our final performance. Each year an original script was written and showcased, and the performance includes staff, members, and volunteers. While all performers were on stage in 2022 as they were “Making a Case with The Facts”, “The Mystery of Vail Place, The Musical” was another successful live performance and was hosted at the Metropolitan Ballroom and Clubroom. Included below is a song from the musical.

*No matter where you are  
No matter where you’ve been  
Vail’s got your back  
Whatever the shape you’re in.  
We meet you where you are  
From crisis to stability  
Vail means facility, mobility, tranquility  
From Assertive Outreach  
To Clubhouse Programs  
Vail’s there for you  
Whatever the shape you’re in  
Vail will see you through*



## 2022 Board of Directors

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Vail Place Member, Hopkins Clubhouse

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Vail Place Member, Uptown Clubhouse

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Vice President of Institutional Advancement,  
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