

*The following is presented to you as part of the Annual Board Report to help keep you more informed about the operations of Pride, Inc.*

*We hope that this will help keep you informed about Pride, Inc.*

Pride  
ANNUAL BOARD  
REPORT

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Bismarck ND  
September 21, 2006

Prepared for the  
Board of Directors

By the Management Team of:  
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## **YEAR END SUMMARY**

MISSION STATEMENT

INTRODUCTION

STRATEGIC PLANNING GOALS REVIEW

### **Pride's Vision Statement**

Pride will be a visionary leader in pioneering innovative strategies and approaches to maximize personal growth and potential of the people it serves.

### **Mission Statement**

Pride is people helping people realize their potential to live and work in the community.

### **Core Values**

Pride asks that all Team Members remember Pride's core values while working at Pride.

Pride wants to ensure that our services:

- Add value to the lives of the individuals Pride serves;
- Empower individuals (and, when appropriate, their guardians and family members) with the ability and desire to be actively involved in all the decisions affecting their lives;
- Foster self worth and personal success;
- Offer an integrated continuum of services;
- Give evidence of quality services to the people Pride serves; and
- Maintain the financial viability of the services.

Pride is a value-driven organization, which means that Pride is committed to developing its team and its services around four key values:

Dignity: Promoting and respecting life and the worth of every human being.

- Services: Providing a continuously improving quality of service to meet the changing needs and expectations of the people Pride serves.
- Trust: Serving others with honesty and integrity.
- Teamwork: Working together to ensure that Pride's mission and values are upheld in everything Pride does.

## **YEAR END SUMMARY**

### ***INTRODUCTION***

Welcome to Pride's Annual Board of Directors Meeting for fiscal year 2005-2006.

This year's emphasis was on completing a goal established in the Strategic Needs identified in 2003-2004; consolidating operations and moving into 1200 Missouri Avenue and 1205 West Avenue A. Pride, Inc. also fulfilled its contract obligations with The Council, while Pride Manchester, Inc. received accreditation from (COA). The agency(ies) cooperated to make the best use of their resources and shared staff expertise to support each other. Meetings were held with the State of ND to explore the optimal way of serving the people now residing at Redwood Village and the financial needs of the home.

Pride, Inc. sold the land on Lockport Avenue to the City of Bismarck. The funds were used to purchase 1205 West Avenue A and 1200 Missouri Avenue. Pride Wilton, Inc. purchased the Heritage Apartment building to serve people with chemical dependency and adults with low incomes. The adult day services continues to be located at 1041 Basin Avenue.

The major Strategic Needs identified in the 2003-2004 plan with Pride, Inc. working toward receiving donations to pay off mortgage(s) and provide additional services; and increasing Foster Care for the children referred to the Manchester home continues to be of importance to the management team. Foster care for the children at Manchester will need to become a legislative

issue before more service options become available. Transportation options were increased with the lease of two mini buses, one for Wilton and one at the Life Skills Center. A new location for Sweet Avenue program continues to elude Pride. Pride should consider building.

The mortgage on the Bozeman property was retired, and arrangements for long term financing on the Basin Avenue property are being developed. The stock market has made some improvements strengthening Pride's cash financial position. Pride Inc.'s annual income for the fiscal year ending June 30, 2006 was in excess of six million dollars, Pride Manchester was one million three hundred thousand dollars, Pride Wilton was six hundred thousand dollars, and the Heritage Apartments was forty-five thousand dollars. The projected combined budget for fiscal year ending June 30, 2007 will be more than eight million dollars (Pride six million five hundred thousand, Manchester one million five hundred thousand dollars, and Wilton seven hundred thousand dollars). Payroll expenses accounted for 80% of the total budgeted expenses.

**Strategic Priority #1:**

**To ensure best use of our resources and expertise to provide optimum integration and services.**

- Pride continues its focus on community initiatives and developing social capital.
- An Open House was held at Basin Avenue, 1205 West Avenue A., and 1200 Missouri Avenue.
- A new building was secured for the Production program at 1205 W. Ave. A.
- A new building was secured for Administrative Operations.
- The Gracefully Aging program at the Basin location was licensed by the Aging Division to enable non-disabled seniors to utilize the program.
- Another volunteer was secured for the Basin location who volunteers 2 mornings a week to interact with the consumers.
- Another successful Celebration of Trees was held in 2005, which brought in revenue and made the community more aware of Pride services.
- Pride registered the trade names of Celebration of Trees and Festival of Trees with the Secretary of State as another non-profit was proposing doing a competing Celebration of Trees in Bismarck.
- Three residents from Heritage have attained one year of sobriety.
- Four residents from Heritage worked as "norm" production workers at Pride Production.
- Pride DD services is contracting with Manchester RN for nursing supervision over technical aspects of the LPN's job duties.

- Behavior Analysts assisted in training at Redwood; as well as consulting on individuals with Psychiatric concerns.

**Strategic Priority #2:**

**To bring in new revenue, increase, or shift existing revenues to address increased severity of consumer needs and inflationary costs.**

- Janitorial, housekeeping and collating/packaging contracts were maintained over the year.
- The tourism contract grew into a weekly on-site contract at PreSort Plus.
- Production secured another contract with the ND Game & Fish department.
- A new contract with Reel Wing Decoy's was secured and should provide year round production work.
- The Gracefully Aging program at Basin served it's first private pay senior.
- Another part-time job coaching position was hired to support the numerous VR referrals received.
- Employment services took over working with the SMI extended services. Consumers and the contract sites were transferred under the supervision of the assistant crews supervisor.
- The youth mentor program is partnering with the Kids Care Program which is a program sponsored by BCBS. Two children were served in the program.
- Ten youth have been served in Bridging the Generations program, along with four seniors. Ten mentors have worked in this program.
- Youth mentors were hired in Hazen.
- Heritage Recovery Project is managing the Heritage Apartments.

**Strategic Priority #3**

**To enhance team members morale, understanding, satisfaction, happiness and longevity.**

- Starting grade 700 wages increased to \$7.85/hour effective July 1<sup>st</sup> and team members grade 700 and above received a minimum increase of 2.65% on July 1<sup>st</sup>.
- Five new computers and two laptop computers were installed in all of the group homes.
- Manchester House leased ten new computers and a new server. The old computers were upgraded and then utilized in other programs at Pride that are needing more computers.
- Team members enjoyed the annual Holiday party on January 06, 2006 at the AmVets.
- Team members were recognized for years of service awards at the holiday party.
- The Marketing Committee planned a successful 30<sup>th</sup> Anniversary for Pride. Billboards were purchased, with a 30 year celebration picture, magnets and postcards distributed, a word find was distributed through the Tribune, and a well attended open house and picnic was held.
- Pay code and miscellaneous payroll information was added to the back side of team members' pay stubs so that they can better understand their paycheck information.
- Basin, Manchester and Missouri Avenue locations all have touch screens installed so that staff can better access the time & attendance system.

#### **Strategic Priority # 4**

**To educate and prepare for increased care options for the elderly, addressing their desires and rights.**

- Pride was licensed as an Adult Day Care service provider by the Aging Services Division of DHS. This service provides respite for seniors. Referrals come from West Central Human Service Center. One private pay individual was served this year.
- Pride is a member of the Community Elder Service Network

#### **Strategic Priority # 5**

**To increase options and add to the continuum of care for children.**

- Pride expanded services to children in both the Bridging the Generations program and in the Youth Mentor program, which grew to over 80 children.

#### **Strategic Priority # 6**

**To explore alternatives for consolidating the operation of Pride, Inc. and reducing costs, while maintaining community integration for the individuals we serve.**

- The consolidation is taking place. Some cost savings will be noticeable as early as January 2007. A new initiative will have to be started to pay off the loans developed to accomplish this goal.

#### **Other Highlights for 2005-2006**

- Alan Miller featured Pride's job coaching services on his KFVR segment "Do my job for a day" and highlighted 2 individuals supported by Pride.
- The application for the NISH certification process was submitted and accepted. The NISH program is now certified for a three year period and recognized as utilizing a customer-focused, quality assurance management system.
- An on-site NISH compliance review took place and went well.
- A NISH representative was brought into the agency to conduct formal DOL training in regards to conducting service and piece rate time studies.
- The Pride Inc. Business Office received the "Technology Award" for DFC's Western North Dakota area. The award was given in recognition of Pride's continued commitment to improve its technology to better serve their consumers.
- The time & attendance system was upgraded and all employee ID's were renumbered and all position codes were renamed and then entered into the HR module in preparation for the trainer's recording system to be tracked through the HR module. Data has been entered into the HR module for the tracking of team members' training and annual evaluations in the new HR system. All staff annual evaluations' due dates can now be tracked through the HR system. Data is still being entered into the HR module in preparation for the tracking of team members' training in the new HR system. A former team member is still helping us to develop the HR reports and to structure the HR module for Pride to better utilize this accounting module.
- The Business Office implemented an auditing system to monitor Rep Payee accounts. Currently there is 90 - 95 Rep payee checkbooks that are audited annually.
- Pride donated \$1365 to the local United Way Campaign.
- Pride Inc. and Pride employees donated \$1,877 to the Katrina Relief Fund.

### **Facility Updates**

- Pride, Inc now owns ten properties ( Mandan, Sweet Basin, Bowen, Bozeman, Heritage, 1200 Missouri, 1220 Missouri, 1205 West Ave A, and 415 Shirley).
- Rec. Room at Mandan home was remodeled into a bedroom.
- Work was completed at the Mandan group home to install a second washer/dryer which was donated.
- Storage room at Sweet has been made into an exercise room.

### **Consumer Updates**

- The deadline to sign up for the Prescription Drug Program was May 15, 2006. As it stands to date, everyone that qualifies for the Prescription Drug Program has been signed up. Ongoing monitoring of the Prescription Drug Program will be required as the coverage program has been dropping some of the medications that were previously covered.
- Flu shots were offered.
- Agencies nurses were part of the Flu Coalition.
- Tax returns for 2005 were completed for the people receiving services at no charge.
- Manchester children have increased participating in community activities.
- The average Manchester length of resident stay remains at 5.5 months.

### **Accreditation/Licensure**

- Consulted with agencies to discuss policy on Positive Behavior Supports and Human Rights and Behavior Support Policies (Friendship in Fargo, Dakota Abilities in SD, and Easter Seals in NC).
- Annual training took place on 8/30/05 for all HRC/BSC members.
- Completed applications for CQL (Basic Assurance; Community Life; Responsive Services; and Shared Values).
- Shantell Meidinger, Karen Horan and Val Scalzo all successfully completed Rater Reliability training for Year 2006-2007.
- Manchester successfully completed national accreditation with the Council on Accreditation. They set a record for completing it in 7 months, compared to the average of 12-18 months. They were given an expedited accreditation, ranking its treatment program in the top 5% in the nation.

### **Risk Management**

- The medication error rate for Pride, Inc. was .011%; or 99.99% correct doses. There were 18,641 doses of medications supervised by team members.
- The med error rate for Pride Manchester Inc. was .0002%
- The frequency and length of seclusions and restraints at Manchester has dropped significantly this last year.
- The Risk Management Committee continues to meet.
- Random drug testing is completed monthly.

### **HIPAA**

- Completed draft of Security policies.

### A Few Strategic Needs

- A new location for Sweet Avenue residential program.
- Foster care of the children referred to Manchester home.
- Donations toward the scholarship program.
- Donations toward the building(s). We really need to start reducing long term debt.
- Donations toward the Relief Fund.
- Transitional work support for children who do not meet the existing services requirements.

### Financial Issues

With the purchase of 1200 Missouri Avenue, 1220 Missouri Avenue, 1205 West Ave A., and 112 North 5<sup>th</sup> Street, Pride, Inc., and Pride, Wilton Inc. increased its real estate debt.

<b>Location</b>	<b>Loan type</b>	<b>Interest Rate %</b>	<b>Expiration/ interest adjustment</b>	<b>Balance</b>
Basin Ave.	Contract for Deed	5.	February 1, 2010	\$287,173
1200 Missouri Ave	BCF Bond	4.75	February 1, 2011	\$945,200
1220 Missouri Ave	Contract for Deed	5.	February 1, 2011	\$ 84,381
312 Wilton	BCF Bond	4.75	March 18, 2011	\$294,302
112 North 5 <sup>th</sup> Street	BCF Bond	4.75	March 18, 2011	\$723,654
1205 West Ave A	Library Foundation	5.	December 22,2008	<u>\$138,980</u>
				\$2,473,690

Use of Funds in the Edward Jones account.

- In fiscal year 06-07 pay down 112 North 5<sup>th</sup> street (Heritage Apartments) by a minimum of one-hundred fifty thousand dollars (\$150,000) if pay done does not impede any grant funds; and move five thousand dollars (\$5,000.00) to the scholarship fund.
- In fiscal year 2007-08 pay off the Library Foundation note estimated at \$127,000.

Because of technical problems this report does not contain the:

Hourly Wage Comparison,

Production work and wage reports,

ISLA, Youth Mentor, Extend Services and Voc., Development Annual Comparison reports, and projected budget information.

Thank You.