2010-11
annual report
Greetings,

Since our last Annual Report, Pride has turned 35 years young and discussion seems to be what the next 35 years will bring. As you can see from the information contained in this Annual Report, the Board has been working hard to make sure the next 35 years continue to bring quality services to North Dakotans.

Pride’s Mission, Vision, and Values reflect our commitment to quality services. This is indicated in the four-year accreditations Pride continues to receive from “The Council on Quality and Leadership” (CQL).

Pride’s Senior Leadership Team (the six folks who report directly to me), have incrementally taken over more and more duties and responsibilities of the services. Most of the team has been with Pride for many years and they have trained me to stay out of their way and let them do what they are very capable of doing – providing quality services!

Our program team (Program Coordinators and Team Leaders) has many combined years of providing services. This team has the responsibility and authority to make sure that quality services are being delivered daily, while helping plan the future with each individual receiving services. The individuals receiving services continue to control their own team and future, and we continue to teach them to be self advocates for their wants and needs.

A great example of leadership-to-quality services was demonstrated by a Team Leader - who helped a person attend a medical appointment. After the appointment she learned that the individual needed to have someone stay with her for the next eight hours. She called to tell me she was going to staff the hours. Pride did not have a contract to provide any hours to this individual, who lived in a building where other people were receiving services. She made the correct decision - “People-Helping People.”

Our DSP’s (Direct Support Professionals) are the backbone of our organization and are responsible for most of the positive results Pride has achieved. Daily, I hear about their high performance and dedication. A couple of weeks ago one of the youth mentors spent the whole day helping a child reach his dream of going to a power plant. He went above and beyond anyone’s expectations. He took it upon himself to make this dream come true, and connected with the child and family in a way that was incredibly positive for the child. Pride, like most, is an inverted pyramid with me at the bottom and the folks who do the real work of Pride at the top. I enjoy looking up and finding ways to improve the system to make their work easier, particularly those who do the heavy lifting, our DSP’s.

Our Board members meet monthly advising us on issues of quality services and helping set direction, funding priorities, and policies. They recognize that accomplishments and success at Pride come in small steps and over many years.

Many of the successes could not happen without the support of our donors. They make it possible for Pride to provide the extra support that is not within the budget. To our many donors, we say “Thank You.” Without your support and contributions, our successes would not be possible.
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

**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.
Services Should

- 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.

Pride’s Board

The Board of Directors in 2010-2011 were:

- Anna Anderson, President; parent of an individual who is receiving services, and longtime advocate for people with intellectual disabilities;
- Lisa Meier, Vice President, legislator, and community advocate;
- Norlyn Schmidt, Past President and brother of an individual receiving services;
- Bev Patch Larson, Secretary/Treasurer, retired Bismarck School Psychologist;
- Russell Swagger, Vice President of Student & Campus Services at United Tribe Technical College;
- Terry Woelber, retired banker and parent of two individuals receiving services;
- Sam Friedt, longtime resident in one of the homes managed by Pride; and
- August Schaeffer, retired Bismarck School District Principal.
Steve Nilles was recently awarded local “Male Athlete of the Year” at the Special Olympics banquet on May 4, 2011. Steve received a plaque in honor of his achievements. The Special Olympics coaches were asked to choose the male athlete of the year based on the criteria of being a team player, and a responsible and enthusiastic athlete. The coaches determined that Steve should be chosen on this basis. Steve was very excited and pleased to receive this award at the banquet. Congratulations Steve!!!

All the Way from China to Learn

Michelle and Maria traveled all the way from China to learn about the United States and improve their English. Pride was fortunate to have the two college students spend time at the different programs.

They lived with a host family and spent their days working and learning American customs. One of the hardest concepts for them to grasp was that of social services and volunteering. They were not aware of any programs in China that worked with individuals with special needs. Michelle commented that she had never met an individual with an intellectual disability and learned a lot. She was unaware of any centers in China that worked just to make life better for an individual with disabilities. The women spent about two months learning and becoming friends with the people receiving services from Pride.
At age 5, Jim was removed from his parents’ home and placed in foster care for the first time. By age 11, he had been in several foster homes and had lived with his grandparents. He witnessed domestic violence and alcohol abuse. He was neglected, physically abused and sexually abused by many people, including his parents, grandparents and his brother. Jim watched his stepfather choke his brother. He constantly worried about his mom, fearing for her life. Jim was terrified of bugs, reptiles and heights. He was anxious, depressed and highly aggressive. When he wanted to be left alone, he would act out sexually so others would avoid him. He was bullied and labeled “dorky.”

In 2004, Jim came to Pride Manchester House. He trusted no one. When upset or scared, he raged. Once he started to feel safe, Jim was able to talk about his life. He learned to identify his anger triggers and practiced safe ways to express his feelings. Consultation with a national expert in child abuse guided staff to help Jim deal with his abuse experiences. As his confidence grew, Jim’s delightful sense of humor emerged. One of his jokes was “If someone was dipped into the ocean, then was pulled out covered with shrimp, they’d be shrimp dip!”

After being at Manchester 11 months, Jim moved into a supportive foster home. He successfully entered a new school and made friends. He learned to swim, ride horses, climb ladders and was able to sleep without a night light. With consistent support from his foster family, Jim was able to master challenges that had previously been triggers to meltdowns.

This May, Jim graduates from high school. He is a confident young man who is excited to try new things and plans further education. His disarming smile and sense of humor bring joy to family gatherings. His foster parents wrote, “The work you did with him was a great help in getting him to this day. Thank you very much for all you do.”
Complications from a surgical procedure changed Linda’s life forever. Three months after her surgery, she experienced a stroke and laid flat on her back for six months. She had given up her will to live. The medical team recommended a nursing home, but her family refused to follow the recommendation and instead took her home.

The prognosis was that she would never regain mobility on her left side. Linda wanted to work and asked Vocational Rehabilitation Services for help. They referred her to Pride’s Employment Services program. Together Vocational Rehabilitation and Pride started assessing Linda’s needs and wants. Pride and Linda applied for a job at Sam’s Club and she was offered a position as a Product Demonstrator. At this time, Linda was using a push wheelchair for mobility and it was hard for her to get around. Vocational Rehabilitation assisted Linda in getting a motorized scooter to overcome some of the mobility issues of moving around the large area within the store.

Linda just celebrated her two-year anniversary at Sam’s Club and was promoted into marketing. When Linda was asked if she would be willing to share her success story, she stated, “I am not a success yet, I have three more steps until I am manager.” Linda is grateful to her family for not giving up on her, for the services she received from Vocational Rehabilitation, and for the assistance from Pride, Inc.

Linda believes the work we do gives people a reason to live. It allows them to feel like they have a purpose in life again when everything looks grey. She was also very thankful to Sam’s Club for giving her the opportunity to work. She says you could not find a more supportive organization. “Everyone here is great. They have assisted me with anything I need.” She gave the example of the people she works with assisting her to get her walker in and out of the car every shift. Anyone from a cart attendant to her manager will assist her.

Linda continues on her road to recovery, which includes weekly physical therapy. She continues to improve daily and proves a lot of people wrong every day as she walks with her walker into Sam’s to start her eight-hour work shift.

She wants people to know, “you can do anything you want, if you want it enough.”
Living With Bulla Phemphigoid

Bulla Phemphigoid is a rare auto-immune disease that causes skin breakdown, lesions and blisters. It occurs when the immune system mounts an attack against a thin layer of tissue below the outer layer of skin. The reason for this abnormal immune response is unknown. It is treated with very high dosages of Prednisone and chemotherapy to help control symptoms. Drugs and therapy improve symptoms, but they require careful monitoring for serious side effects.

Darold moved to Bismarck in 2007, and has done amazingly well for an individual with this condition! He has impressed his doctor and specialists with his resilience, positive attitude, and easy going nature. He has never complained, even with open sores all over his body, and wants to work.

Darold loves the work he does at Pride Production. He communicates this with his smile, gets along with everyone, and lights up the room even on a bad day! When there’s a complication, he goes with the flow. He works on all the contracts at Pride Production, learns fast, and can be counted on to do it right the first time.

Darold loves being outside, fishing, carnivals, picnics, eating, sports and sleeping. He is an avid Bobcats and Wizards fan. He will not let his medical condition keep him for doing the things he loves.
The Pride staffing as of June 30, 2011, included 13 people working in Administration, 14 in General Client and 280 Direct Support Professionals (DSP’s). Pride Wilton had 2 people working in Administration and 13 DSP’s. Pride Manchester had 4 people in Administration and 55 DSP’s.

Service Satisfaction 2010-2011

Satisfaction Ratings

How Likely to Recommend Services?

Enjoy satisfying work! Apply at PrideInc.org
I’m satisfied with Pride Productions, and the way the supervisors think of different ways to get my daughter involved in the working process.

“Hi Michelle, I just want to give a gigantic amount of praise to Jani, her crew, and to you. KH could not have been given a better experience on any other housekeeping crew as he was given at Ramkota. You are all fantastic!”

- Laura Mildenberger, CBCE Teacher

“Thank you so much to Pride, Inc., and their entire staff for the excellent service they consistently provide us with. Our company relies on the timeliness and attention to detail that they demonstrate each time their services are requested. We look forward to our continued business relationship with them for years to come.”

“Pride provides us with a service that is somewhat of a Trade Secret. However, I do tell people what Pride does that is completely unrelated to our work.”

“I’m satisfied with the group home as a whole. It’s big enough for everyone, although most of the bedrooms are much too small. I think the group home is never very clean, especially the bathrooms. One thing they are very good about is celebrating and decorating the home for Holidays. I think this helps keep the spirit up for the clients. The clients all seem to get along, they are a very good match for each other.”

“Thank you so much for suggesting I attend Job Club. Although I was gung ho, I felt I really didn’t need it. I thought I knew everything I needed to know to be able to get back into the job market. I was wrong. Darcy and Brenda showed me how to ‘tweak’ my resume. In addition, I learned how to answer interview questions regarding my extended retirement. I no longer feel the need to blurt out personal information concerning my health that has no bearing on whether I can perform necessary job requirements. They showed me how I was sabotaging myself.

Pride, Inc., really has a great program. It was well organized, informative, and very current. The unexpected bonus was how much fun we had! I now feel confident that I can present myself in a positive light to prospective employers and still be totally truthful about my medical history.

Again, thank you for encouraging me to attend the Job Club. In addition, thank you for having faith in me.”
Vocational Highlights for 2010/2011

Pride’s Job Club and hard work have helped Brian reach his dream. He moved to North Dakota from Indiana and started a job at Knife River. But he was not happy. He wanted to drive truck, but that would require a Class A license. Brian’s skills sets were limited and he had difficulty filling out applications, creating resumes and interviewing. Brian’s Vocational Rehabilitation counselor referred him to Pride’s Job Club.

Brian started attending Job Club in 2010. He was assisted in applying for the parking valet position at Medcenter One. He was very successful and stayed at that job for almost a year. His dream was still to drive truck. He had talked to Harlow’s Bus Service about a bus driving job, but was told that he needed to get the passenger bus endorsement. Pride picked up a copy of the commercial driver’s license guide and assisted Brian with studying for the test. Staff asked him the questions at the end of each chapter and discussed the answers.

Brian passed the written and driving test and received the endorsement. He began working for Harlow’s as a driver hauling crew workers for the oil field, but was only working every other week. He decided that he wanted to get his Class A driver’s license, so he and staff found the website for the CDL license and practiced the tests three times a week for three and-a-half months. When Brian answered a practice question wrong, he was provided with clues or words that would help him remember the answer. While practicing for the test, staff assisted Brian in getting a job with Jule’s Distributing. Brian was able to drive truck for them as long as he had a co-worker along. In April 2011, he received his Class A license and is now successfully employed by Jule’s Distributing.

Brian no longer receives Social Security or SSI. He is employed fulltime and independent.
Volunteer Sites 2010-2011

Pride is committed to giving back to the community through volunteerism,
Pride has affiliations with the following entities:

AARC
Abused Adult Resource
Baptist Nursing Home
Brighton's Thrift Store
Carrie's Kids
Celebration of Trees
Circle C Ranch
Corpus Christi
Dakota Stage
Dakota Zoo
Humane Society
Manchester House

Meals on Wheels
Medcenter Ones
Parade of Homes
Ronald McDonald House
Salvation Army School
Cross Country Meet
Seeds of Hope
Sons of Norway
Special Olympics
St. Vincent’s Nursing Home
Trinity Lutheran Church
United Way Day of Caring

Urban Harvest
Wizards Basketball
YMCA
North Dakota Children’s
Mental Health Walk
Toys for Tots
McQuade Charity Softball
Tournament

Have fun! Work at Pride! Apply at PrideInc.org
Flood Relief Assistance with Filling Sandbags and Delivering Water

Have fun! Work at Pride! Apply at PrideInc.org
Your support of the Celebration of Trees helped Pride in turn support many individuals in our community. This year the Donation Account wrote 93 checks that totaled $29,110. Funds were used for food, clothing, housing, transportation, medical needs, utility bills and other expenses.

Thanks to These 2010 Celebration of Trees Supporters

Advanced Business Methods
American Bank Center
American Family Insurance-Dee Heintz/Don Ressler’s Auto Glass
Awesome Signs
Basin Electric Power Cooperative
Bill Barth Ford/Mazda
Bismarck Cancer Center
Bismarck-Mandan Elks Lodge 1199
Bismarck-Mandan Mayors Committee on the Employment of People with Disabilities
Bismarck Tribune
BNC Bank
Brady Martz & Associates
Brown & Saenger
Capital City Lions Club
Capital Electric Cooperative, Inc.
Cedric Theel Dodge, Toyota, Scion
Chuppe Clinic
Cookies For You
Cornerstone Bank
Creative Clay
Dacotah Paper
Dakota Eye Institute
Dutch Mill Florist
Elizabeth Kramer, Mary Kay Director
Employees of Pride, Inc.
Enable, Inc.
Energy Tech Systems
Family Vision Clinic
First Community Credit Union
Flash Printing
Frey, Inc.
Hallmark Homes
HIT, Inc.
House of Color, Inc.
Ideal Image Dentistry - Dr. Landgrebe & Dr. Brady
Just Jewelry - Karen Horan
Keller Williams Realty
KFYR, Y-93, Rock 101, KQDY, ESPN 710, KBMR
Kirkwood Mall
Kramer Agency
KXMB CBS12
Leach Foundation
Medcenter One Children’s Hospital
Merry-Go-Round Preschool
Metro Area Ambulance Service
Missouri Valley Optimist Club of Bismarck-Mandan
Missouri Valley Petroleum
Modern Eyes
Newman Outdoor Advertising
North Dakota Grain Growers Association
Northern Coatings, Inc.
Odin’s Tire & Auto Repair
OT Office & Technology
Order of Eastern Star
Padgett Business Services
Qwest Communications
Red Trail Petro
Ressler Chevrolet
Rivers Edge Plumbing & Heating
Rock 30 Games
Sam’s Club
Schlosser Excavating, Inc.
Seifert Electric
Starion Financial
SUPERVALU, Inc.
The Arc of Bismarck
Thrivent Financial for Lutherans
Twin City Roofing, Inc.
U.S. Bank
United Tribes Technical College
University of Mary Alumni Association
Wells Fargo Bank
Zorell’s Jewelry
Make a difference! Apply at PrideInc.org