

Pride, Inc.
Pride Manchester, Inc.
Pride Wilton, Inc.
ANNUAL BOARD
REPORT

1200 Missouri Avenue
Bismarck, ND
September 18, 2008

Prepared for the Board of Directors

By the Management Team of:
Charles Bisnett, Lori Sitter, Val Scalzo,
Shantell Meidinger, Susan Gerenz, and
Kevin Marchus.

Finance

2008 Budgets	
Pride	\$8,460,000
Pride Wilton	550,000
Pride Manchester	<u>1,350,000</u>
Total	\$10,360,000

Pride Services included:

Residential Services for 108 people;
Children & Family Services for 108 children;
Vocational Services for 260 people;
Children & Family Services for 108 children;
Case Aide Services for 9 people;
Representative Payee services for 83 people;
Gracefully Aging services for 4 people;
Program Coordination services for 126 people;
Behavior Analyst services for 76 people;
Heritage Recovery Center can serve 10 people
at one time and helped 20 people throughout the
year;
Pride Manchester House can serve up to 9
children at one time and helped 21 children
throughout the year; and
Redwood Village is licensed to serve 16 people
helping 21 different people last year.
A Safe-Bed was started, a program to keep
children in a safe living environment during
family crisis. It can serve three children. Three
crises beds were established, a program for
teenagers who are in need of a temporary living
environment while working through personal
issues.
A 12 unit apartment building was acquired to
serve people in the least restrictive environment.

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 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.

INTRODUCTION

Pride's Annual Board of Directors Meeting was held on September 18, 2008. At the meeting, the Board of Directors approved the annual board report and budget as presented by management, and elected new officers.

This year the Board and management wanted to recognize all the changes that have taken place with the reorganization.

Miss. Val Scalzo has shifted duties and will now be responsible for the agency Quality Assurance program. Miss. Scalzo has nineteen years of experience with Pride.

function in this role. She will take that experience, knowledge, and skills and apply them to all the companies affiliated with Pride.

Mr. Kevin Marchus, CPA., will be responsible for coordinating all business management, and human resource functions, as well as grants, marketing and fund raising for all companies affiliated with Pride. He has one year of experience with Pride and has been a CPA since 1981.

Miss. Lori Sitter with 15 years of experience with Pride will be expanding her role as Vocational Services Administrator. She will become involved in long-term planning for capital improvements, investments and growth. She will continue to monitor the day to day operations of Vocational Services

Miss. Susan Gerenz, M.Ed will be responsible for all children's programs affiliated with Pride. She will be responsible for expanding the programs to meet the community growing needs.

A decision was made to separate the Residential Services duties and employ another Residential Services Administrator. This will allow Pride to bring some services back in-house and develop more residential services. Miss Shantell Meidinger will continue her services to Pride as a Residential Services Administrator.

It has been an exciting year to work at Pride. The core values have been used to refocus the mission and make changes that will improve services. When services are compared to national standards, Pride is considered one of the top providers in the country and we want to continue to be known as a leader in the field.

The Board worked hard to support the management team, and was forced to make some unpopular decisions as they apply to team members and benefits. The Board has taken a proactive approach to benefits and has implemented incentive plans to encourage team members to make healthier choices. While not popular, the board has been ahead of its time providing incentives to exercise, quit smoking, lose or gain weight if needed, and receiving a yearly physical. The result have been dramatic. People have quite smoking, started exercising, and collectively lost over 300 pounds.

This Annual Board Report is provided to better inform you about Pride and share in our successes.

To our many donors, we thank you. Without you our successes would not be possible.

We would like to share some **Success Stories** with you.

YOU DO MAKE A DIFFERENCE!

Starting over at 39

Can you imagine not having anything of your own? Things like furniture, cooking utensils and personal space were not a part of Karen's life until March 2008.

Pride became Karen's Representative Payee in November 2007, which enabled her to pay bills and have spending money. In March 2008, Karen was approved for ISLA hours and she was able to move from a crowded apartment into a small efficiency respite apartment. On April 18, 2008, Karen moved into her very own two bedroom apartment. With donations from the community and Pride staff, Karen was able to furnish the entire apartment.

According to her work supervisor and staff, Karen is a changed person. She is more talkative and smiles more. Karen has told staff that she likes living alone and having her own things. Thanks to Pride, Inc. and other community agencies, Karen is in her own place and thriving!

Measuring Success, One Child at a Time

Pride Manchester House recently received a touching letter from a graduate of our program. His mother wrote to us 5 ½ years after her son successfully completed treatment and we wanted to share this with you.

"It's been some time since Bill came home from Manchester. He is still hospitalization free and stable for the most part. I was just thinking how

blessed I was to have your staff to help us gain the knowledge and skills we as a family need to learn to deal with life. Most importantly, Bill learned the skills he needed while in your hands.

I still remember the polished rocks he made with you. They sit in his cabinet of special items. Bill goes to get them when he's having a bad day as a reminder that he can do it in this world, one step at a time. Bill still talks of you and your staff as if we had just seen you last week.

Our family now lives near the gulf coast of Mississippi, and even after losing everything in Hurricane Katrina, we continue to grow and thrive as a family. What life would have been like without Pride Manchester House, I can't imagine!"

Thank You,

Bill's Mother

Active in our Community

Over the past several years, Alice Messer, has become actively involved in a number of community organizations and volunteer efforts. Alice is a member of the Catholic Daughters organization. She attends prayer meetings and assists with serving desserts following the meetings. Alice also enjoys participating in their potluck dinners. She had the opportunity in May 2007 to attend the Catholic Daughters of America Convention in Dickinson, ND. A friend through the organization assisted Alice with transportation to Dickinson. Alice has stated that she likes being in

this organization as she likes being around people and making friends. Alice is also a member of the Eagles Club. She attends monthly meetings, plays bingo, attends dinners and dances. Alice also recently assisted with an Eagles breakfast for the Home on the Range for Boys. She has stated that the ladies in her group are nice to her. Alice is an active member of Corpus Christi Church. She enjoys greeting people as they come in for services. She has also assisted with making sandwiches for lunches served to members of the Church. Alice has made friends through Church and they have included her in activities and dinners at their homes. Alice is a member of the YMCA. She attends a water aerobics class weekly and has participated in many potluck lunches with her aerobics group. Alice recently volunteered with Carries Kids for Project Community. She assisted with serving drinks at the event. Alice has also assisted the Salvation Army with bell ringing during the holiday season and assisted in serving lunch at one of their functions. Alice is also very proud of the fact that she has been an employee of Pizza Hut for the past fifteen years. She noted that she has made friends there and she invites them to her annual birthday party.

Achieving Goals

In December 2007, Tanesia started working with a job coach who saw all the potential and took the time to get to know Tanesia so they could find a job she would excel at. Tanesia told her job coach what things she was interested in and they explored together real life experiences to find out if these jobs would fit Tanesia's strengths. Tanesia

and her job coach worked hard together to find her a job where there would be lots of opportunities and ability to move around to different positions. On February, thirteen 2008, Tanesia was offered a job at North Perkins as a dishwasher and started her training three days later. Tanesia was very excited to finally have a job as she has been working towards a goal of getting a cell phone. She has worked very hard to pay off many bills from her move from Devils Lake. Tanesia will be getting a promotion and a raise as a prep cook in the near future. For Tanesia it just confirms if you work hard, you'll be rewarded for your efforts. This has been an excellent experience as this has been Tanesia's first real job. As Tanesia continues to grow in her work experience there will be more opportunities for her to advance where she currently is.

In April Tanesia reached her goal of obtaining her own cell phone. This will assist Tanesia in being more independent in the community as well as being safe in the community.

Since moving to Bismarck, Tanesia has been working on getting her drivers license. There were a few bumps in the road. However, in March Tanesia started working with Dakota Center for Independent Living and took six classes to prepare for her written permit test. On 4/10/08 Tanesia passed her written permit test. Tanesia is currently preparing for the driver's road test.

Tanesia has expressed this is the most she has excelled in a long time.

Accreditation / Licensure

► Karen Horan, Val Scalzo, and Shantell Meidinger

continue to be certified in rater liability certification through CQL. The three are now training team members who complete outcome reviews on how to complete the interviews and scoring process.

► The Abused Adult Resource Center provided people with information for utilizing the abuse hot line. Cards continue to be given to people by supervisors.

► A Community Life LENS, and the Responsive Services through CQL was completed on April 8,9,10, 2008. Pride partnered with area sister organizations as well as members of the United Way Vision council to complete the LENS. The review in April was successful and Pride continues to be on-track with the CQL agreement.

The data from the Social Capital index in comparing 2006-2007 with 2007-2008 showed improvements in the overall index, going from 71% to 77%; as well as in the area of bonding, going 79% to 88% and bridging social capital was slighter lower, going from 65% to 60%.

Employee of the Month

In October of 2006, Joe started work with at the Ramkota Inn, as a laundry attendant. Joe has Cerebral Palsy which caused a sever deformity of the legs. When he first started at the Ramkota he had the assistance of a job coach but is now working independently.

Joe was named February Employee of the month. He received a gold name badge, a free meal for two, and a fifty dollar bonus in his paycheck. He is now supervised

Giving back to our community Community Inclusion / Social Capital

Pride continues to be involved with:

Scout's Venturing program;
Salvation Army Bell ringing ;
Carries Kids;
Churches;
Local Humane Society;
Day Caring;
Mandan Boys Soccer;
Parade Homes;
Home Builders;
McQuades softball tournament
Youthworks;
Brighton's Thrift Shop;
Med Center one food drive;
Seed of Hope;
Dakota Zoo; and
AARC

Members of Good Shepherd Lutheran Church continues to provide "Angel Tree Gifts" to individual's at Christmas.