

Pride, Inc.
Annual Board Summary 2009



Prepared for the Board of Directors

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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 17, 2009. At the meeting, the Board of Directors approved the annual board report and budget as presented by management, and elected new officers. The Annual Board Summary is provided to better inform you about Pride and share in our successes.

The changes to the management structure in 2008- 2009 have been returning positive results.

Val Scalzo, Quality Assurance Administrator, has started developing an agency wide quality assurance program providing more accurate data for analysis and appropriate responses. To support the quality assurance program, Therap, a new computer base tracking system is being implemented.

Lori Sitter, Vocational Services Administrator, has expanded Vocational Services to Dickinson and contract employment continues to grow.

Residential Administrators, Tony Baker and Shantell Meidinger have been better able to support their staff.

Programs for Children continue to develop under the direction of Susan Gerenz, Children Service Administrator.

The Board worked hard to support the management team. They authorized Pride to support flood victims from Fargo and expand services to Dickinson. The health Insurance program was able to maintain premiums at the same level and a contribution was, again, made to the profit-sharing program.

To our many donors, we thank you. Without your support and contributions, our successes would not be possible.

Legislative Changes

The 61st Legislature was the longest session in the State's history. There were some bills that directly impacted the services provided by Pride.

Pride Wilton, d.b.a. Redwood Village, received a 6% annual inflator for 2009 and 2010. A wage and/or benefit enhancement of \$0.80 for all employees with the exception of the top Administrator and Director of Nursing.

The personal needs allowance increased from \$60 per monthly to \$85 per monthly, effective January 1' 2010.

Pride, Inc. and the program operated under the Developmental Disability rules received a 6% annual inflator for 2009 and 2010. A wage and/or benefit enhancement of \$1.00 for all employees except the top Administrator.

Legislative Studies

The Legislative Council selected numerous issues to study during the interim that could impact services.

HB1012 will look at individuals with traumatic brain injury.

HB 1269 will look at state laws and administrative rules that regulate basic care and assisted living.

HB 1391 will look at unmet health needs.

HB 1573 will look at a voucher system to provide choice for clients in various human services programs.

State Administrative Changes

There were also a number of administrative rule changes, some will positively impact services while others could severely restrict services. Especially negative to services, is the restriction placed on the people receiving services to only 30 days of absences.

We would like highlight a few Success Stories with you.

A Difficult Start

Keith, a seven-year-old boy who received psychiatric treatment services at Pride Manchester House, came to us with a very difficult start to his life. He was profoundly neglected as an infant, and his mother committed suicide when he was just a year old. Since his father was incarcerated, he was placed with a relative. While in this home, he received a traumatic brain injury at age 18 months due to "shaken baby syndrome." He was placed in multiple foster homes during the first 7 years of his life, as well as numerous inpatient psychiatric hospitalizations. Parental rights were terminated; he was an orphan.



Keith was placed at Pride Manchester House due to his uncontrollable aggression, unpredictable anger outbursts, and extremely poor coping skills. He was unable to relate to others and had stopped making any progress in school.

He arrived at Manchester, eyes downcast, expressionless and his belongings in a black garbage bag. His behavior quickly changed. He struck out at others, destroyed property and would cry and tantrum for hours. He was terrified of being alone.

Through intensive therapies, social coaching and specialized educational supports, he began to blossom. He had trusting relationships with adults, and made friends. He progressed from a 20 word vocabulary to reading from first grade books, writing sentences and mastering basic math facts. While his guardian had once feared he was unable to learn and would never live outside of an institution, she now had hopes of placing him in a foster home.

After an exhaustive search, a caring family was located who was willing to foster Keith. During the first trip to his potential home, Keith was highly anxious and frightened. Staff remained with him throughout the visit, and watched the changes take place when he met his new family. By the second day, he was talking about "his

room, his dog, and his house." On the trip back to Manchester, he was happily singing. When asked why, he responded, "Because, now I have a family!" His eyes sparkled.

Keith has been successful in his new home and school. In spite of some "bumps in the road," his new family loves him and is considering adopting him.

At Work

Tracy left work a few years ago. She had difficulty accepting instructions, following directions and getting along with co-workers in general. After being provided with more support and training she came back to work on a janitorial crew and is now working 5 days a week. She has adjusted well, is a hard worker, dependable and is an asset to the crew.

Marlene started cleaning one time a week at the Basin location. She has done a super job learning her new job tasks. This opportunity has increased Marlene's self esteem and has improved a financial concern.

After graduating from High School, Chad started attending the work program at Pride Production. He has been involved in the program for several years learning how to work in the community. This year, he moved from the Production program to community-based employment on a crew setting. In the future Chad would like to work at an individual setting.

Award Winning Smile

Michelle is an amazing person. In March she had eight strokes which affected her right side. She had difficulty hearing, seeing, using fine motor skills with her right hand, and her cognitive ability was affected as well. Michelle was supported by many friends, staff, and family. With this support, she was released from the hospital after only 6 days. Family and staff continue to assist her with attending occupational and speech therapy; and working at Pride Production for 3 hours a day. Michelle just had her 40th birthday. She has overcome some very big obstacles; however, one would never know as she always greets you with her award winning smile.

Turning 103



Lulu Lester has been a resident of Redwood Village since April of 1995. She celebrated her 103rd birthday on 3/8/09. Many family and friends came from around the state to visit, reminisce, and share family photos. They enjoyed live music, cake, and ice cream. KFVR also did a segment on the nightly news about her amazing life.

Going Green

Pride continues to cut cost, improve efficiencies, and reduce paper work with "Therap Services." Therap is a web-based service that provides an integrated solution for documentation and communication needs of agencies providing support to people with disabilities. It offers a web page alternative to the immense amount of paper work that is done manually. The integrated suite of Individual, Staff, and Billing support has helped Pride to maintain individual records and notes; track and report incidents; perform audit and review; collaborate with staff members, state personnel, individuals' family; and generate different reports.

Pride has been using this system since January 2009. It is the intent to get all companies under the Pride umbrella on this system. The systems benefits allows for quicker return time on reporting of incidents, as well as passing information from one team member to another team member in a totally different location of Pride. Team members are able to utilize the system wherever there is an internet connection, at any time of the day. The system is also very useful when tracking trends for errors in medication monitoring, injuries, etc.

Pride is currently utilizing two of the three features in the Suite package offered by Therap, (individual support program and staff support). The individual support program covers all the modules that relate to how an agency provides support to the individuals. The "staff support" program provides tools that facilitate the monitoring and management of information regarding team member training and certification. It also allows agencies to manage total work hours of team members by setting up weekly and monthly schedules. Team members can also maintain and share quick and simple to-do lists among other staff members.

Eventually, Pride will be creating parent accounts. Parent accounts are set-up for team members who are not affiliated with Pride. An example of someone who would be on a parent account would be: a guardian; a family member; a 00 Program Manager; supporting agencies in addition to Pride; basically anyone on the individual's team who has access to the internet.

Take Charlie Home

Inez has wanted a dog for the past 2 years. Staff had assisted her in going to the local shelters, however, were unsuccessful in finding the right match. They started looking on-line for a dog that would be a better match. Wendi found Charlie on Bis-Man Online. The heading was "Take Charlie Home." The family who owned him was moving and unable to take Charlie with them. He is a Cavichon, Cavalier Bischon mix. They were originally asking \$175.00



Wendi first started corresponding with Charlie's owners. July and explained the situation.

Charlie would be going to a Pride group home, with 24 hour staffing, and large fenced in back yard. Inez looked at the picture of Charlie and wanted to see the dog and decide if he would work. Inez had seen so many other dogs that had not worked and didn't want to be disappointed again. Wendi went to see Charlie and invited the owners to the group home where Charlie was going to live.

The owner wanted Charlie in a loving and caring home. After visiting the home and the individuals living there, they offered Charlie to Inez at no charge. Inez loves Charlie and is actively working on his training with staff assistance.

Giving Back

Volunteers make a difference by contributing their time, energy, and talents to the causes they hold dear. Over the past several years, Pride has made efforts to give back to the community. Many of the people we support have developed an interest in volunteerism and participate in many organizations throughout the community. Friendships have been built and the community has come to rely on our expertise and willingness to help out when in need. The following area organizations and businesses have counted on the support of Pride to fill the void when additional help has been needed. The team members and the individuals served have learned that volunteerism is a two-way street, we have gained friendships, made connections, and most of all, have a sense of belonging as we can and are giving back to the community we live in.



Volunteer Sites 2008/2009

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;
Flood relief assistance with filling sandbags;
Humane Society;
Manchester House;
McQuade Charity Softball Tournament;
Meals on Wheels;
ND Children's Mental Health Walk;
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

Recovery

It was late December when Allen arrived on our door steps from West Central Human Service Center after falling in his apartment and splitting open his head. It was just another drinking episode for Allen. Allen, was just 40 years old and already diagnosed as a chronic alcoholic. He had not worked in over a year and had lost his driver's license due to several DUI's.

Allan and the staff started developing goals. Allan really wanted to obtain his driver's license, gain full-time employment and stay sober. A few weeks after that first cold December night, he began working at a temporary job. The job provided him with the ability to start saving money to pay all his back fines. After they were paid, he was able to obtain his driver's license.

Allan was doing so well at his job, they gave him full- time hours which he has maintained for more than a year. He was able to establish a savings account, purchase a car, and started paying back past medical bills.

Allan has surprised everyone, his mother called and is very "pleased and surprised" with Allan's progress. West Central could not believe the change in Allen and he is very proud that he has remained sober for 19 months! The longest ever. He knows that there could be relapse, but he has truly turned his life around.

A Good Move

Jodi moved from Williston to Bismarck in November of 2007 with a goal of seeing her dad. Her dad lives in St.Cloud. In 2008, Jodi traveled with a staff to meet her dad in St. Cloud so that she could spend the weekend.

Jodi came back with lots of pictures and she had so much fun that she wanted to go again as soon as possible. Jodi and her dad decided that it would be nice if she could come and visit on the 4th of July (2009). Jodi and her team talked about helping Jodi become more independent and learn how to use the train to go to St. Cloud. On July 1st 2009, staff and Jodi drove to Minot to get on the train. Jodi now has the ability to use the train and travel to visit her dad.

Finance

2009-10 Budgets Pride		
Pride		\$10,731,385
Pride Wilton		\$713,896
Pride Manchester		\$1,709,000
Total		\$13,154,281

Staffing

The staffing as of June 30, 2009 included 12 people working in administration, 14 in General Client and 257 Direct Support Professionals working at Pride. Pride Wilton had 2 people working in administration and 14 Direct Support Professionals. Pride Manchester and Safe Bed had 4 people in administration and 42 Direct Support

Services

Pride Services averages for fiscal year 2009: Vocational Services

Vocational Services	264
Program Coordination	133
Children & Family Services	129
Nursing	109
Residential average	107
Representative Payee	92
Behavior Analyst	73
Pride Manchester House	23
Redwood Village	16
Heritage Recovery Center	7
Case Aide Services	5
Gracefully Aging	4
Safe-Bed	2

2008 Celebration of Trees supporters were:

Advanced Business Methods	
American Bank Center	American Family Insurance-Dee Heintz
Don Ressler's Auto Glass	Animal Kingdom Anytime Fitness
Basin Electric Power Cooperative Bill Barth Ford	Bismarck Cancer Center
Bismarck-Mandan Elks Lodge 1199	Bismarck-Mandan Mayors Committee on the Employment of People with Disabilities
Bismarck Tribune BNC Bank	Bobcat Company
Brady Martz & Associates	Brown & Saenger
Capital City Construction	Capital City Lions Club
Capital Credit Union	Capital Electric Cooperative, Inc.
Chuppe Clinic	Cookies For You Creative Clay
Dacotah Paper	Dakota Eye Institute Dakota Music, Inc.
Edgewood Vista Senior Living Communities	Elizabeth Kramer, Mary Kay Director Enable, Inc.
Family Vision Clinic	Fireside Office Solutions
First Community Credit Union	Flash Printing HIT, Inc.
House of Color, Inc.	KFYR, Y-93, Rock 101, KODY, ESPN 710, KBMR
Kirkwood Mall	Kmart
Kramer Agency KXMB CBS12	LaBelle Day Spa
Leach Foundation	Mandan Dairy Queen
Metro Area Ambulance Service	Modern Eyes
Newman Outdoor Advertising	North Dakota Grain Growers Assoc.
North Wal-Mart	Northern Coatings, Inc.
Odin's Tire & Auto Repair	OT Office & Technology
Padgett Business Services	Pride, Inc.
Ressler Chevrolet-Subaru	Rock 30 Games Sam's Club
Schwan GM Auto Center	Seifert Electric
Sign-A-Rama	Snap Fitness
South Central Regional Water District	South Wal-Mart
Starion Financial	SUPERVALU, Inc.
The Arc of Bismarck	The Bead Chicks
The Dental Center -Dr. Hieb	Thrivant Financial for Lutherans
Tina MorastAgency, Farmers Insurance Group	Twin City Roofing, Inc.
U.S. Bank	United Tribes Technical College
University of Mary Alumni Assoc.	Wells Fargo Bank
YTB -Your Travel Business	Zorell's Jewelry

Thank You

