

Pride, Inc.
ANNUAL BOARD
REPORT

1200 Missouri Avenue
Bismarck, ND
September 26, 2007

Prepared for the
Board of Directors

By the Management Team of:
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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 26, 2007. At the meeting, the Board of Directors approved the annual board report as presented by management, and elected new officers.

This year the Board and management wanted to celebrate its successes. While the success stories are true, consumer's names have been changed to protect their privacy. Management wanted the year end report to reflect a new focus and the new Council on Quality and Leadership (CQL)survey process.

As the Chief Executive Officer for Pride, it has been a privilege to work with this Board and management team. They have used the core values to deliver services and placed the needs of the people receiving services above all other consideration. The management team's knowledge and expertise is evidenced everyday as Pride continues to improve. When services are compared to national standards, Pride is always considered one of the top providers in the country.

The Board has spent countless hours in meetings and researching best service options to set the proper direction for Pride and support the management team. This year the Board was forced to make some unpopular decisions: balancing service needs, staff needs, regulations, and funding that would not cover cost of services. When balancing these competing factors, the Board has always placed the individual receiving services first. Their dedication to the mission started thirty-one years ago is appreciated.

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. **YOU DO MAKE A DIFFERENCE!**

Success Stories:

Patrick's four wheel dream comes true.

For several years, Patrick has talked and dreamed about having a Quad Runner. His support team reinforced how important it was for him to work so he would have the money available to purchase and operate such a vehicle. Over the years, he has held and quit numerous jobs. Two years ago, he walked into A&B Pizza, asked for work, and secured a job. His support team was thrilled when Patrick came home that day and informed them he had gotten a job. With the support of his team, he maintained his job and saved his money.

Staff helped him take the required courses to operate his four wheeler. Patrick's father supported him in purchasing, licensing, and insuring a Quad Runner. Patrick paid for part of it and his father loaned him money for the remainder. He has paid his father back, is debt free and enjoys driving in the country.

Chemical Dependency

"Tim" is a chronic alcoholic with only very short times of sobriety during the last 10 years. Tim was unable to work for long periods of time and had lost contact with his wife and daughter. He came to Heritage Recovery Center in June 2006, started a construction job in July and has been working full-time. Tim is taking weekend passes to visit his wife and daughter to rebuild their relationship. He has been sober for over a year and has made great progress in his therapy groups.

"Bill" arrived in June 2006. When he arrived, he had lost his license, had recently contemplated suicide, was unemployed, very moody and cynical about life and did not participate in any of the required activities. Bill now has his license, is working as a manager at a local business and has really stepped up to help others with their recovery. Bill recently had a relapse but was able to talk openly about it and move forward quickly. His attitude is very positive and he is able to take feedback and learn from his mistakes. At Heritage Recovery, we recognize that people will relapse; they receive support to accept their mistakes and we continue to work with them in therapy.

Life after a car accident

Life after a car accident can be difficult; just ask Tom. Tom is a traumatic brain injury survivor. The injury was due to a car accident related to his drug and alcohol use. His throat was slit and he was legally dead for 10 minutes.

When Tom was admitted into the acute care unit, he was withdrawn, did not take part in the community and would refuse to complete his programming. He needed to be convinced to attend Pride's Job Club.

The first day of Job Club, Tom was quiet and did not participate. By the third class, he took regular part in the class discussion and started joking around. At the end of the classroom sessions, the best way to explain Tom would be outgoing and fun loving.

As part of the Job Club experience, Tom worked at Walmart. He tried several different departments and after the first week two department managers were arguing over who he would work for. Tom has since completed the Walmart job application and has started employment with them.

A second and some times a third chance is all it takes.

Janice used to work at Pride's Production Center years ago and was asked to leave the program due to disruptive behaviors. After trying many different things she is now back at the Production Center working on contract sites. With support, she is interacting well with her peers and staff and states she is enjoying working again. Over time and with encouragement, she has become dependable, arriving on time each day, and is eager to begin contract work.

Obsessive compulsive disorder

Eric used to sit in a corner and not interact with anyone. For years he needed his own corner desk and would never leave it to work. Work had to be brought to him, which limited the amount of work he could produce, the type of work he could do and his income. With support from the team he has started to come out of his comfort zone and work in many different areas of the Production Center. Now he is willing to go to any room in the center and work, and rarely sits at his desk anymore. He is willing to try new jobs and new tasks.

Consulting with Mayo Clinic, placed Jane at Pride Manchester House.

Jane is an 8 year old girl living with her mother. She is very bright, artistic, and has a sense of humor, but her extreme emotional behavioral needs exceeded her mom's ability to parent her. After numerous out of home placements, hospitalizations, and consults with Mayo Clinic, she was placed at Pride Manchester House for treatment.

She was sexually abused when she was four and a victim of physical abuse at seven. She initiated sexual contact with others, both older and younger children; snuck out of her home and peeked into other people's windows and engaged in head banging, biting, and scratching herself until she bled. One day while her mother was driving, she kicked the car into park. Jane demonstrated extreme verbal tics, including high pitched screams and swearing, as part of her Tourette's syndrome. These tics occurred involuntarily up to 100 times per hour. She would rage for hours at a time. She spoke of wanting to kill herself and had no friends.

After receiving intensive residential treatment with clear structure, boundaries, consistency, for a period of six months, Jane made significant progress. She learned to self calm, to practice "tic time" in order for her to release her tics privately and settle herself down, and accepts redirection from adults. She loves praise and 1:1 attention, striving to be a helper and a friend. She became more and more playful and was generous and kind to others. She was gradually transitioned back to her home

Extensive domestic violence = behavior problems for John

John is a twelve year old boy living with his mother. He witnessed extensive domestic violence before his father left the home. He was highly aggressive and destructive. He worried excessively, had sleep disturbances, poor self esteem, poor concentration, poor gross motor skills, and significant education delays. He demonstrated self injurious behaviors and had been hospitalized numerous times.

He had extreme social anxiety which affected his ability to make friends, attend community events, or work with others in a group. He frequently had auditory and visual hallucinations and was very distressed by obsessive thoughts.

John received intensive residential treatment for seven months. He made significant improvement in all areas, especially in mood stability and anger management. His reality perception improved with the assistance of anti-psychotic medication. As he grew in skills and confidence, his social anxiety lessened and he was able to remain in school for a full day without needing a time out. He benefitted from a strict behavioral management approach to earn privileges with positive behaviors.

He required preparation and rehearsal for new situations, people or places. He allows additional transitional time between tasks and 1:1 feedback in a quiet setting. He is a very caring young man who tries to please others.

Near the conclusion of treatment, John learned his mother was pregnant and he exhibited extreme fear and anxiety that he would be a poor big brother. He attended sibling classes at an area hospital and toured the nursery. He worked closely with staff to identify personal strengths and ways to be a positive role model. Following an extended period of transition, including numerous supported visits in his home and school, John was discharged home and enjoys being a big brother and a helper for his mom.

Reconnecting with family

“Bob” came to Redwood while having a lot of concerns with alcohol addiction. The addiction alienated him from his family. He lost his wife, his 4 sons wanted nothing to do with him; and his brothers and sisters had given up on him. A diabetic and consistent drinking made Bob very sick. He can not even remember the first few months at Redwood.

Bob has been alcohol free for over 4 years. With help from staff he administers his own medication and monitors his diabetes. He looks back on pictures of himself and is amazed at how much weight he has lost and how healthy he now looks compared to then. He walks around 4 miles each day with the resident dog Yeller and is eating healthy. He had decided to choose Redwood as his home and continues to live there while trying to reconnect with his family.

No more destructive behavior

“Paul” survived on his own in Bismarck for a number of years. He would live in hotels throughout the city. Every few months his mental health would become diminished and he would find himself destroying the hotel room or apartment he was living at; causing hundreds of dollars of damage and putting his safety at risk. He would get kicked out and find himself moving from hotel to hotel or into Ruth Meiers. After finding a new place the cycle would start again. He found himself moving to Redwood Village after his last mental health crisis. To his surprise this was a whole new adventure. He was able to maintain his medication, develop friends at his home to talk to when he is having a destructive behavior and received support from the staff directing him to appropriate behavior. He enjoys many activities in the home and trips to Bismarck for other activities. He spends much of his day visiting with friends, listening to music and teaching the staff about politics and philosophy.

Accreditation a big success.

Pride, Inc. went through its accreditation process on March 5th-8th, 2007. It was a successful review for Outcomes 2005, as we received our second four year accreditation. Pride’s Basic Assurances (Dignity/Respect; Legal and Human Rights; Self Determination and Choice; Community Settings; Social Capital; Community Partnerships; Shared Leadership; Continuous Learning; Open Communication; and Continuous Improvement) were reviewed and we met all 10 Factors at 100%. During the review, the CQL team spent time with the stakeholders of Pride (people served, employees, family members, and outside entities in which we have a relationship).

CQL commented that throughout the course of the review, “Pride, Inc. staff demonstrated a high degree of dedication, openness, and willingness to share information and ideas which has always been the case with this organization. Pride’s commitment to being a learning organization was evident in all interactions.” Team members at Pride, Inc. show a true commitment to the people they serve; it shows through the measurement of personal outcomes people achieve in their lives.

★ Stars everywhere

People receiving services

- ★ Two people receiving services found employment when they began cleaning 1200 Missouri Avenue.
- ★ Staff slept on the living room couch after one person was discharged from the hospital and needed more support while recovering.
- ★ Hospice provided services in the group home for the first time this past year. This allowed the consumer with end stage cancer to live in his home.
- ★ Flu shots were administered to people receiving services.
- ★ Pride Production started keeping food at their location for people who forget their meal or have no meal available.
- ★ Pride staff continue to complete individual income taxes for individuals served.
- ★ Program Coordinators are assisting people to complete wills and advance directives.
- ★ Youth mentor program and the Salvation Army teamed up to make sure children receive an after school snack while receiving services at Pride.

Staff and Volunteers

- ★ Pride started hosting a quarterly lunch and social for team members and individual served giving them an opportunity to visit and enjoy a meal.
- ★ Employment Coordinator, Darcy Severson, was nominated by Lori Sitter and received the Arc Professional of the Year award, at the local level.
- ★ Long time employee, Betty Lapp, retired from the Basin Avenue program.
- ★ Shirley Nagel passed away in October, 2006 after battling lung cancer. We miss her smile and willingness to help out where ever there was a need.
- ★ Residential services partnered with the U of Mary to assist students by giving tours and had a booth at Community Days to recruit new staff.
- ★ Suzy Jans, Tony Baker, Justin Prokop, Dave Schlosser, and Jennifer Neumiller participated in leadership training.
- ★ Kay Hanson attended the National DDNA conference in New Mexico in May, 2007 and she has been asked to sit in on the Health Departments task force for dealing with a pandemic.
- ★ Turn over decreased - One hundred and eight staff left Pride during 2006-2007, as compared to one hundred and twenty two the prior year.
- ★ Kay Hanson, Susan Owens and Karen Horan presented at the Statewide Trainers meeting on how Pride teaches Standard Precautions.
- ★ Amy Cleveland was hired as the Administrator for Redwood Village.
- ★ Kevin Marchus, CPA was hired as Comptroller.
- ★ Karen Horan, Val Scalzo, Nicole Hager, Nora Jangula, Marnie Stone, Suzy Jans, and Shantell Meidinger attended Four Roles of Leadership training.
- ★ Pride was instrumental in working with the 2007 Legislature in obtaining a \$.60 per hour and 4% increase for 2007 and a 5% increase in 2008.
- ★ Shantell Meidinger serves on the Arc Board as secretary, and Becky Nygaard serves as a consumer representative.
- ★ Barb Murry serves as President of ND Association of Community Facilities , and President Elect of Bismarck Rotary.
- ★ Tony Baker serves on the Board of Christmas in April.
- ★ Corey Stewart serves as an officer in the Bismarck Elks.
- ★ Darcy Severson serves on the Mayors Committee on Employment for Persons with Disability and the Transition Task Force.
- ★ A 30 minute program on Pride was produced and aired on the "Who Cares" program on Community Access television.

- ★ Over fifty staff volunteered for the McQuade softball tournament. Pride has been involved in this event since it was started.
- ★ Fifty-seven generous businesses set a new record for the donations to Pride's fifth Celebration of Trees. Trees went out to families in need throughout the community. A record of \$20,275 was pledged to Pride's donation account. Thanks to the Tom and Francis Leach Foundation, Kirkwood Mall, KXMB-TV CBS 12, Clear Channel Radio and the Bismarck Tribune, the major sponsors of the event. Over 500 volunteers donated their time to the Celebration.

✓ **Out Our Services**

Residential:

- ✓ Tours were given to prospective consumers and their families of the different Pride programs.
- ✓ Angel Paul, completed the HUD review which came back with great reviews on the files and property.
- ✓ ISLA services continue to be stable.
- ✓ Gracefully Aging continues to grow.
- ✓ Pride continues to be a member of the Community Eldercare Service Network.
- ✓ Heritage Recovery Center served 21 individuals
 - 16 males,
 - 5 females,
 - Age group: 4-(19-29) 5-(30-39) 7-(40-49) 5-(50-59)
 - Six have stayed for over one year. Twenty found employment and two attended college classes.
- ✓ Manchester received 79 Referrals For Placement, 44 were diverted to less restrictive services, 25 received Transition Services, and 7 received other placements.
 - 24 Children were placed in Psychiatric Residential Treatment– 75% Boys, 25% Girls,
 - 100% of the children successfully completed treatment,
 - Average Age 9.2 years,
 - Average stay is 6.2 months,
 - Discharge Destination: 63% Home, 37% Foster Care,
 - Follow up Status: 12 months post discharge: 94% Remain at home/foster home, 6% required for additional services.
- ✓ Redwood reduced the number of people receiving services.
- ✓ Individuals living at the Sweet Avenue program planned for moving into individual apartments.

Vocational

- ✓ The RSVP payroll system was purchased for payroll.
- ✓ Contracts were maintained over the year.
- ✓ Production planned several learning opportunities for consumers to participate in throughout the year including a visit by Kevin Lawrence from KFYR television on severe weather safety, a flag ceremony put on by the Vietnam Veterans and Abate of ND (this will now become an annual ceremony), sexual harassment in the workplace, tour of the police department and in-service on stealing, pedestrian safety, and fire safety.
- ✓ The Basin programs adopted a soldier, stationed in Afghanistan, that they corresponded with while he was stationed overseas. The consumers organized a supply drive and the items were sent over to be distributed to a local school.
- ✓ Consumers from the Life Skills program are now volunteering weekly at Brighten's Thrift Store. Several activities were planned throughout the year and the first annual talent show took place. Many community sites and businesses were toured, and another volunteer was secured for the Gracefully Aging program.

- ✓ Mr. Kyle Zeiszler, a Boy Scout, chose the Basin location to complete his Eagle Scout project which consisted of landscaping and building planter boxes around the building.
- ✓ Another 5 year custodial contract was awarded from the federal government for services to continue at the federal buildings in Bismarck.
- ✓ Two additional job coaching positions were added to the department.
- ✓ A Job Club was started. The class was developed for individuals who have had difficulty in the past with community based employment.
- ✓ United Way donation started a new summer employment program for youth. Seventeen youth participated in the program.
- ✓ Pride Services included:
 - Vocational Services for 212.08 people
 - Residential Services for 106.67 people
 - Children & Family Services for 82 children
 - Case Aide Services for 14 people
 - Representative Payee services for 89 people
 - Gracefully Aging services for 3 people
 - Heritage Recovery Center can serve 10 people
 - Pride Manchester House can serve up to 9 children
 - Redwood Village is licensed to serve 16 people
 - Program Coordination services for 121 people
 - Behavior Analyst services for 72 people

▶ **Quality Indicators**

- ▶ The HIPAA security policies were completed.
- ▶ Respite services policy was developed.
- ▶ The Declaration of Universal Human Rights has been implemented as the agency's new rights review.
- ▶ Modifications were made to the medical policies to include the changes for First Aid and CPR.

Risk Management

- ▶ On site drug testing was started to enhance effectiveness of services.
- ▶ The Safety Committee obtained DVD training on Gate belts, Hoyer Lifts, Wheel Chair, Nebulizers, CPAP training, and Diabetic testing. This will be more cost effective and efficient in training staff as consumers age and develop additional health concerns.
- ▶ Fire alarms were tested.
- ▶ Fire/health inspections were completed at the group homes, Redwood Village, Heritage Apartments, Basin Avenue, and Manchester.
- ▶ Medication errors rate for Pride 0.02%, or 5 errors out of 23,343 doses of medication. Medication errors at Manchester is .0004%.

Accreditation / Licensure

- ▶ Karen Horan, Val Scalzo, and Shantell Meidinger received rater liability certification.
- ▶ The Council on Quality and Leadership completed the accreditation review with Pride on March 5-8, 2007. A four year CQL agreement was received.
- ▶ Program coordination was started for the DD respite children.
- ▶ Annual HRC/BSC training took place on October 31, 2006.
- ▶ The program directors for the DD providers in this region sponsored a workshop for guardians. It was held in April, 2007, speakers from Advocacy services; Protective/Catholic guardian services; a guardian and two representatives sat on the panel.
- ▶ Pride is evaluating a new format to complete outcomes and self assessments. The new format should improve the data base used for CQL.

- ▶ Val Scalzo presented on Basic Assurance and Community Life during the NDACF conference.
- ▶ The Abused Adult Resource Center provided people with information for utilizing the abuse hot line. Cards were obtained and sent out to Team Coordinators.
- ▶ Representative payee services are being reviewed. The goal is to provide support for people without restricting their ability to manage their own checkbook.
- ▶ Plans are being developed to conduct the Community Life LENS, through CQL.

Awards

- ▶ The vocational department was awarded a 3 year custodial certification from NISH. Successful certification represents a non-profit's ongoing commitment to continual professionalism, process involvement, and customer satisfaction in the provision of custodial services to the federal government.

Community Inclusion / Social Capital

- ▶ A four person committee was formed and partnered with the Scout's Venturing program which is an outreach program. The committee plans activities that the consumers can participate in. The first activity was a Winter Fun Day scheduled in January at the Scout camp located at Lake Tschida, where the consumers participated in ice fishing. Activities took place in July and more are planned.
- ▶ Program Coordinators completed a social capital survey with each person on their caseload. A data base was developed for team members to access when looking for people's interests.
- ▶ Department Coordinators met with team members to identify mission statements and plans of action to move forward on the Community Inclusion initiative. Support Services developed their mission statement for the unit.
- ▶ A community inclusion binder has been assembled and distributed to all departments.
- ▶ Mary Allard is developing a monthly community events calendar which will be e-mailed to staff and people receiving services.
- ▶ The Board of Directors added a membership to include a person who is receiving services.

Finance

2007 Budgets

Pride	\$8,060,000
Pride Wilton	500,000
Pride Manchester	<u>1,350,000</u>
Total	\$9,910,000

Real estate (loans)

	Loan Type	Interest Rate %	Expiration/ interest adjustment	Balance July 30
Basin Ave.	Contract/Deed	5.	2/01/2010	\$227,544
1200 Missouri Ave.	ABC Bond	4.75	2/01/2011	879,201
312 Wilton	ABC Bond	4.75	3/18/2011	289,717
112 North 5 th Street	ABC Bond	4.75	3/18/2011	717,417
1205 West Ave. A	Library	5.	12/22/2008	136,862
1102 S. 3 rd St.	Credit Unit	7	12/01/2013	<u>149,030</u>
				\$2,399,771

Real estate (managed or leased)

1913 E. Capitol Ave.	611 Gateway Ave	3318 E. Rosser Ave
3011 E. Rosser Ave.	417 Shirley St.	507 Gary Ave.
1005 NW 18 th	406 Bowen Ave.	1112 Bozeman Dr.
1220 Missouri Ave.	2600 Manchester Street	1419 Sweet

New Innovations, Partnerships and Growth

School to Work Transition

Pride has partnered with United Way, Bismarck and Mandan Public Schools, and Oliver-Mercer Special Education to provide School to Work alternatives for youth, ages 14 - 21. In 2007, this program was expanded by utilizing Pride's quality staff to provide after hour and summer employment opportunities for youth with disabilities. Referrals came in quickly and the program is now serving 17 youth. A grant has been submitted to United Way to continue this program next year, and a second grant has been submitted to the ND State Council on Developmental Disabilities to expand this successful program this fall.

Job Club

Pride, in partnership with Vocational Rehabilitation and Consulting Services, has started a job club designed to better prepare people with a variety of disabilities to join the workforce. This successful program began in May of 2007 and has had a waiting list since it's inception.

Services to End Violence Against Abuse of Women with Disabilities

Pride has partnered with the Abused Adult Resource Center to submit a grant which focuses on education, training, and enhanced services to end violence against and the abuse of women with disabilities. We are waiting to hear on this new project.

Heritage Recovery Center

This program, operated with partnership with West Central Human Service Center's Addiction Unit expanded from eight to ten beds, which allows residents to remain in the program while transitioning to more independence.

Heritage Apartments

Pride is partnering with Youthworks to make apartments available to youth in the their program.

Salvation Army

The Youth Mentor program is working with the Salvation Army to make sure that the youth receiving services have food available to them.

Senate Bill 2363 Tax Incentive for Charitable Giving

State residents may receive Tax Credits when making a charitable Gift. North Dakota taxpayers who support not-for-profit organizations, such as Pride, Inc., can receive a significant tax benefit. The legislation focuses on two types of giving; deferred giving – irrevocable planned gifts made by individuals or outright giving – gifts (most often cash) made by business entities to Pride, Inc. To meet the requirements for the above tax credit, the gifts must qualify under federal income tax laws.

If you are interested in the new tax credit, please consult with your professional tax advisor for guidance for your situation.

Change in Tax Code

For the first time ever taxpayers who have reached the age of 70-1/2 may give money directly from their IRAs to charities, tax free. Please consider this as one of your many options to help Pride continue it's mission.

Shoppers Can Support Pride through partnership with Central Market

Shop at Central Market

Ask the cashier to stamp your receipt with the "we Care" small, red heart.

Mail your original receipts (no copies, please) to Pride, Inc.

Pride will mail receipts to Central Market to collect funds.

Central Market will send Pride a check equal to 1% of customer receipts.

It's that simple.

Pride, Inc.

PO Box 4086

1200 Missouri Ave.

Bismarck, ND 58502-4086

A Few Strategic Needs

Foster care of the children referred to Manchester Home.

Donations toward the scholarship program.

Donations toward the building(s).

Donations toward the Relief Fund.

Transitional work support for children who do not meet the existing services requirements.