Statistics FY 2009-10 Financial Information

Prepared for the Board of Directors

By the Management Team of:
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Thank you staff, volunteers, and donors for helping Pride fulfill its mission.

Your support of the Celebration of Trees helped Pride support individuals in the community.

The donation account wrote 110 checks for a total of $36,095.66. The funds were used for: food, clothing, housing, transportation, medical and utilities bills.
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 16, 2010. During the annual meeting, the Board of Directors approved the 2009-2010 annual board report and the budget for 2010-2011 as presented by management, and elected new officers.

Pride is very fortunate to have dedicated board members. The board members are:

- Anna Anderson, President; and parent of an individual who is receiving services and long time advocate for people with developmental disabilities;
- Lisa Meier, Vice President, legislature, and community advocate.
- Terry Woelber, Secretary/Treasurer; retired banker and parent of two individuals who are receiving services;
- Norlyn Schmidt, past president and brother of an individual who is receiving services;
- Bev Patch Larson, retired Bismarck School psychologist;
- Russell Swagger, Vice President of Student & Campus Services at United Tribe Technical College;
- Sam Friedt, long time resident in one of the homes managed by Pride; and
- August Schaeffer, retired Bismarck School District Principal;

TO LEARN ABOUT PRIDE GO TO PRIDEINC.ORG
The Annual Board Report is provided to better inform everyone about Pride and share in our successes. The successes at Pride come in small steps and sometimes over many years. Many of the successes could not happen without the support of our donors. The many donations make it possible for Pride to provide the extra support not provided within the budget.

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

While the economy has struggled, at Pride we viewed it as an opportunity to evaluate services and make them more efficient. Pride has also looked hard at the best way to use the lower interest rates to provide additional living units for individuals who traditionally had to share a house or an apartment with roommates.

Pride was able to secure financing for some needed projects. The life skills and adult day services building on Basin Avenue received a new roof and insulation. At 1200 Missouri Avenue a new roof, air conditioner, and heating plant were installed. Over time this will save in energy cost. In 2011, Missouri Avenue will be looking at replacing all the windows. Pride also secured a single family home for two women who had always lived in an apartment, started the planning for a seven unit apartment building that will be able to accommodate people using wheelchairs, and purchased an apartment building in Mandan.
We would like to highlight a few Success Stories with you.

**Mandan Group Home to move**

The four men and four women living in the group home have lived together for several years and have become family to each other. They have shared birthdays, holidays; took trips and vacations together and participated in many actives as a group. They have always wanted to move into their own apartments while still keeping the family environment.

This summer, Pride made it possible for the people to move as a group to their own apartments, right in their same neighborhood. They will all be living in the same apartment building and be able to continue the family environment while having their own space and separate apartments.

When the idea of moving was brought up, they were so excited to have more privacy and yet stay as a family unit, one individual grabbed staff’s hand and sincerely said, “Thank you thank you.” Others started packing and planning the furniture, cookware and other items they will need to live independently. They have a lot of work ahead of them from visiting rummage sales, thrift stores, to packing boxes and making room for extra furniture, and finding that special thing that will make their new apartment home.
Flourishing into a teenager

Cindy is a 13 year old girl referred to Manchester due to her suicidal thoughts, runaway risk, lack of social skills, and mood instability. She is an abuse & neglect victim, has post traumatic stress disorder, reactive attachment disorder, mood disorder, Tourette’s syndrome and borderline intellectual functioning.

Cindy resides in a highly rural area of North Dakota, with a shortage of mental health services and supports. She was ostracized from her peers at school, and was constantly teased due to the family living in poverty and her lack of social polish. After school, she returned home and stayed on the family farm, interacting only with her family and farm animals, as there were no peers living near the home.

During her treatment at Manchester, Cindy learned to develop trusting and safe relationships with others. She was able to make friends and have others enjoy spending time with her. Cindy became much more self confident and was able to ask for help when needed. She learned how to share the feminine side of her personality, instead of just being a tomboy. She thrived on positive attention and frequently offered to help others.

After five months of treatment, Cindy was able to be placed with a loving and supportive foster family. She started in a new school and was able to make new friends. She successfully completed her program and was delighted to return to her biological family at the end of the school term.
It is hard to lose weight
Patti has struggled with her weight most of her life and has in the past considered bariatric surgery. She was not able to qualify for the surgery and instead decided to join Weight Watchers. Patti has attended weekly meetings for the past 2 ½ years. In June she reached a milestone of losing over 100 pounds.

She had a party at work to celebrate, but there was no cake, she chose to serve only fruits and vegetables on the menu for the party. Patti works with her staff to plan healthy meals and to fit exercise into her evenings. She now has the stamina and endurance to handle a more physical job. She has been working on the Select Inn crew two days a week and doing very well. Patti is earning some extra money with her job at the hotel which she has enjoyed spending on new clothes. She was able to buy her first pair of jeans without elastic in them this past winter. She has had to buy smaller jeans since then and is now able to buy fitted tops also. Patti loves how she feels and looks. She enjoys the attention that she gets from people and the variety of clothing that she now has to pick from.
**Therap computer software brings about many changes:**

Pride began using an electronic web-based service for individual record keeping in January, 2009. It is a service that allows team members to access information through the internet; therefore, being able to “log on” anywhere in the world where a connection can be made to internet services. The system allows team members to complete reports as soon as an event occurs, once the team member has saved the document it automatically shows up in other team members review list of reports when they log onto the system. There is no longer the delay in waiting for a report to arrive by paper copy. The risk management for reports is almost immediate as the supervisor, administrator, Program Coordinator and supporting team members are able to review the report and make recommendations or changes to the individual plan, as needed. Timelines have been reduced a great deal in information sharing. The system allows Program Coordinators to make changes quickly to the plan, as well as supporting team members to make adjustments to formal objectives. Once these updates are made, anyone having access to that individual will be able to access the record for all updates.

In May, 2010, training occurred with the DD Program Managers, where they were given access to items within Therap to assist in the notification process as well as cut down on the paper trail. This is still in the “pilot” stage. However, the intent is to go paperless with the items in Therap. It is anticipated that by September, 2010, we will go paperless.

In February, 2010, Pride started the conversion of the staff training records into Therap. With Therap, the staff trainer can check a box for the training each staff complete and enter the date and a permanent record is available on line. Faster, cleaner, less chance for error and more accurate!
The system is a great tool for tracking items such as: seizure activity, tracking medications and if they are discontinued, being able to document for what reason. Therap also is used to track Immunizations. The plan is to start with utilization of Therap for more health tracking items such as appointments. We are continuing to work out a few more glitches in how to ensure everything is transferred from the current system into Therap.

**Orphaned at 7**

Kelsey is a seven year old girl referred to Manchester due to her aggressive and out of control behaviors. She is a victim of abuse and neglect, and witnessed significant domestic violence. As the oldest of five siblings, Kelsey was charged with taking care of her brothers and sisters, ranging in age from age six to infants. Her biological father was incarcerated, and her mother fled her home state to remove the children from ongoing attacks and risks of violence.

When initially placed at Manchester, Kelsey was assaultive, made self harm statements and destroyed property. She was unable to trust adults and lacked coping skills to manage her stress and frustration. She learned that parental rights were being terminated for her mother and that she would be orphaned in a short time. The resulting grief and loss issues were devastating.

Kelsey worked hard to build trusting relationships with others, and to practice safe ways to calm when angry. She worked on reducing highly reactive behaviors and improving respect issues. Assessments showed severe language delays, and services were initiated to assist her in identifying needs and expressing her feelings.

After nearly seven months of treatment, Kelsey was demonstrating a readiness to move to a foster care home. Although still struggling with the loss of her mother, she
indicated a wish to find a “forever family” that would adopt her, love and cherish her. She continues to have contact with her brothers and sisters and thrives with the nurturing of her new family.

After 12 years Becky gets to move
This past year when Becky was presented with the opportunity to move from her group home into a two bedroom apartment with a roommate, she started collecting boxes and packing!! Moving to an apartment had been a goal of Becky’s for years, so when the option was presented to her, she jumped at the opportunity. She had been living at the group home many years and was excited and nervous about her move. Becky has settled into her new home with the support of family, housemates, friends, and staff. Becky is very happy to be in an apartment and enjoying the independence.

Starting your own business
Joe always wanted a job where he could put his love and knowledge off music to use. Staff helped Joe get connected with Paul at Night Life. Paul explained to Joe how expensive the equipment to start his own DJ service would be. Joe did his part and he started saving and saving and saving. After Joe had enough money he met with Paul again who helped Joe acquire the equipment to start his own DJ services.

Joe has D-J’d two events, one for a staff’s daughter’s birthday and a dance for Pride, Inc. Joe was generous and did his first two gigs for free as he wanted the experience.
He is now planning on doing parties and dances for a small fee for his time and energy. Joe has a variety of music available and has recently purchased a disco ball. Joe is very knowledgeable about songs and artists and likes to be quizzed on them.

He loves to DJ. It is a dream come true.

**Enjoying Work**

Michael is now being served vocationally and is working on a housekeeping crew at the Radisson Inn. He was quite unhappy with the agency he was vocationally working through due to being shuffled from job to job. He is now very happy on the housekeeping crew and thriving under the supervisor’s support.

Tammy, John, Chad, and Richard started a new volunteer opportunity this spring at Seeds of Hope. Their volunteer job is to take old books apart, by separating the cover from the inside pages.

**Volunteer Sites 2009/2010**

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; Med Center One 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

**TO VOLUNTEER AT PRIDE, 258-7838 X144**
Staffing
The staffing as of June 30, 2010, included 13 people working in administration, 14 in General Client and 273 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 55 Direct Support. 

Services
Pride Services averages for fiscal year 2010:

- Vocational Services: 268
- Behavior Analyst: 75
- Program Coordination: 126
- Pride Manchester House: 39
- Children & Family Services: 120
- Redwood Village: 16
- Nursing: 111
- Case Aide Services: 9
- Residential Services: 111
- Heritage Recovery Center: 7
- Representative Payee: 101
- Gracefully Aging: 4

Finance
2010-11 Budgets
Pride Inc. $10,810,852
Pride Wilton Services: 737,676
Pride Manchester Services: 1,761,423
Donations: 10,000

TOTAL $13,319,951
2009 Celebration of Trees supporters were:

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

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