



Pine
Habilitation
And
Supported
Employment, Inc.

2015 Annual Report

MISSION

The Mission of Pine Habilitation and Supported Employment, Inc. is to empower Program Participants to **live**, **work**, and **thrive** through the discovery and development of their individual abilities.



VISION AND VALUES

VISION:

PHASE is a community where compassion, expertise and opportunity merge to create a world of discovery and success.

VALUES:

Program Participant First

Large-Minded

Innovation

Service for Social Good

Ethical Integrity

Empowered

Excellence

Fun at Work

A MESSAGE FROM PHASE

Dear Friends,

2015 marked PHASE's 45th year of service to the community. The year was highlighted by the development of new programs and new partnerships. PHASE began planning the development of a pilot aquaponics employment program, designed to yield harvestable produce and fish through an environmentally sound closed loop system. Look to 2016 for more developments in this program. PHASE also entered into a strategic merger plan with Industries, Incorporated, a partner to the west in the provision of day and employment services to individuals with barriers to employment.

Empowering Program Participants to live, work and thrive through the discovery and development of their individual abilities guides the work of PHASE every day. In 2015, PHASE took this Mission and applied it toward the development of an inclusive 5-year Strategic Plan. A new Vision was realized, and potent objectives were developed to enhance service quality, diversify programs, and ensure long-term viability.

Throughout the year, PHASE served over 260 Program Participants throughout east-central Minnesota. While PHASE business enterprises continued to grow, such as PHASE Lawn Crew, PHASE Housekeeping, PHASE-Furnishings and PHASE-Recycling, more focus and energy was placed on assisting Program Participants to realize competitive independent employment in the community. Plans were launched in 2015 to expand this service—stay tuned for more on this in 2016!

Importantly, PHASE exists because of the tremendous support and service of the community in East Central Minnesota, including the dedicated and talented staff team members of PHASE, community businesses and resident partners, the volunteer PHASE Board of Directors, and Program Participants who entrust PHASE to serve them with respect, competence and diligence. We extend our gratitude to all of the volunteers, stakeholders, donors and team members that help us live and fulfill our Mission every day!

Respectfully,

Ronald Osladil
Chairman Board of Directors

Timothy Schmutzer
Executive Director

PHASE BOARD OF DIRECTORS

Ronald Osladil, Chairperson	John Cambronne
Don Petersen, Vice-Chairperson	John Eberhart
Dean Ogdahl, Treasurer	Lisa Koski
Todd White, Secretary	Cindy Olson
	Heather Wynn
	Arlene Osowski

PHASE EMPLOYEES

Susan Anderson-Horner	Joyce LaMere	Lauranne Gibson
Miranda Auger	Gail Lundberg	Arika Watrin
Dennis Bradshaw	Joan Mackedanz	Becki Wellman
Rebecca Bridenstine	Curt Mangan	Daryl Willert
Joel Burch	Thomas Matson	Danna Workman
John Carlson	Deb Meyer	
Ken Carter	Teresa Mikrot	
Ashley Chaffee	Mary Nelson	
David Chasson	Tracy Newman	
Steve Culbertson	David Nielsen	
Randy Davis	Rachel Nielsen	
Dan Downs	JoAnna Niemiec	
Ray Fenner	Amanda Opperud	
Kary Forrest	Wendy Opperud	
Jen Frederickson	Mike Orn	
April Fredlin	Amanda Peterson	
Kelli Gassert	Gina Pettie	
Mindy Gockowski	Brianne Potter	
Patricia Goetz	Ailene Raduenz	
Cheryl Gullickson	Julena Rahier	
Susan Hanson	Kim Rimer	
Josie Haugen	Laurie Robinson	
Tad Hilborn	Wendy Robinson	
Harold Horner	Tim Schmutzer	
Casey Johnson	Cheryl Seals	
Jill Johnson	Heather Sederberg	
Liz Kelly	Ed Storebo	
Josh Kester	Laura Tacheny	
Katie Kester	Amy Tendrup	
Marady Koland	Tara Thomas	
Lori Koski	Samantha Vanderplaats	
Brittney Kroon	Luke Vorderbruggen	

PHASE SERVICES

PHASE provides CARF Accredited and MN-245D Licensed services, including training, assistance, supported employment, employment development, integrated employment and community-integrated activities to individual with developmental disabilities, individuals with severe and persistent mental illness and/or individuals with traumatic brain injuries.

PHASE SERVICE TRACKS

TRACK 1:

Offers Program Participants intensive personal care, medical, light therapeutic and behavioral services. This Track is designed for those who need intensive physical support, with a focus on health, well-being, and enhanced support.

TRACK 2:

Offers a combination of recreational, inclusive and therapeutic support services, including person-centered recreational and community inclusive activities, paid work opportunities, relationship & life skills support, and personal interest development.

TRACK 3:

Offers on-going, paid employment within a PHASE Enterprise, such as PHASE-Recycling or PHASE-Furnishings. This Track provides on-going staff support in a group setting, including job skills development, community-inclusive work, and the opportunity to shape the direction and practices of the enterprise through membership in the Business Advisory Group.

TRACK 4:

Offers on-going, paid employment in a community business or setting. In this track, Program Participants are provided on-going support in small groups as part of a paid employment position in a community setting.

TRACK 5:

Offers Program Participants a path to competitive, integrated employment within the community. In this Track, an Employment Counselor provides one-to-one services to identify strengths, employment goals, job opportunities, and benefits analysis to create and realize an individualized plan resulting in competitive employment in the community.

TRACK 6 (IN DEVELOPMENT):

This Track will offer Program Participants the opportunity to learn about and develop a business of their own, or with a group of partners, including learning opportunities through a business mentoring and apprentice program with business leaders in the community.

TRANSPORTATION

PHASE provides daily transportation services to nearly 200 Program Participants. This service is offered to assist individuals to transport between home and employment sites. Between a fleet of 26 PHASE vehicles, and a subcontract with Arrowhead Transit, PHASE provides daily routes in Pine, Chisago, Kanabec and Isanti counties.

SERVICE EVALUATION

PHASE Program Participant Satisfaction & Outcome Surveys

PHASE asked individuals receiving services to rate the impact we have through a survey. The survey used a Likert-Type scale, ranging from *Strongly Agree/Great* to *Strongly Disagree/Poor* on a series of statements relating to program/service quality, communication and Program Participant choice. The following are the summarized results of the survey:

Program/Service Measurement

Program participants evaluate the ability of PHASE to meet their standards of performance on several criteria, including goal/service identification and support, service access, and progress toward goals, responsiveness, person-centered planning, and consideration of culture in service planning. The overall rating PHASE received was as follows:

87% of respondents responded, "Good" or "Great".

7% of respondents responded, "Neutral".

4% of respondents responded, "Fair".

2% of respondents responded, "Poor".

Communication Measurement

Program participants also evaluate their satisfaction with the level and quality of communication they experience while at PHASE, rating listening, response, and respect. The average rating in this area was 8.9 out of a maximum score of 10.

Program Participant Choice Measurement

Program participants rate the way PHASE meets their needs, encourages opportunity to make choices, and support exercising their rights. The average rating for this series of questions was 8.9 out of a maximum score of 10.

94% of respondents said they would recommend PHASE services to others.

Based on feedback from program participants, PHASE focused energy and action on improving systems to better enact comprehensive person-centered planning. PHASE will continue in this effort, while working to expand community employment opportunities & successful job placement, and work toward an overall improvement in rural transportation.

SERVICE EVALUATION

In The PHASE Grant & Community Employment Services Program, trained counselors work with a diverse population in the community to meet the goal of matching the Program Participant with competitive and stable employment.

<u>Target Outcome</u>	<u>Result</u>
Place five Participants in community Employment:	Met*
Average a 30+ hour work week:	Met
Average wage of >\$10.00/hour:	Met

RISK MANAGEMENT & ACCESSIBILITY

PHASE sets goals each year to identify, monitor and mitigate risks, as well as to identify and reduce accessibility barriers for Participants, employees and the public.

<u>Target Outcome</u>	<u>Result</u>
Identify & minimize physical barriers to site:	Met
Reduce stigma associated with population served:	Met
Reduce communication barriers in provision of services:	Not met
Reduce barriers to employment to maintain diverse workforce sensitive to unique needs:	met
Reduce financial constraints that may restrict access:	Met
Reduce barriers to transportation & accommodations:	Met
Reduce barriers to community inclusion:	Met
Reduce environmental barriers to service delivery:	Not met
Reduce technology barriers in service delivery:	Met
Reduce service access barriers to services:	Not met

**For the full report and Accessibility Plan, contact Lori Koski at 320-245-2246.*

<u>Target Outcome</u>	<u>Result</u>
Risks and Control Mechanisms identified:	Met
Mitigate and replace lost revenues due to weather closures:	Met
Align program team structure to reflect new regulations:	Met**
Identify strategic on-going cash flow targets:	Met
Independent Financial Audit:	
No Material Weaknesses:	Met
Significant Deficiencies/Deficiencies two or less:	Met
Meet Revenue & Expense targets:	Met

*only five individuals referred to program. All five placed in community employment.

**Defining Program Team structure outcome met, but recruitment of qualified personnel not yet met.

Based on the results above, modified and new goals and outcomes are identified relating to risk management, accessibility barriers, and financial planning and execution. These plans are generally reviewed by organizational committees, and serve to assist the organization to measure its impact, improve its ability to deliver services, protect its assets and guide the organization in self-evaluation.

SERVICE EVALUATION

Feedback from
Program
Participants &
Stakeholders

PHASE...

“It’s not a cookie-cutter program!”

“Finds community jobs.”

“Wants Program Participants
to succeed.”

“Respects my talents.”

*“...works at find-
ing the right job
for each Program
Participant.”*

SERVICE EVALUATION



Program Participant Feedback

When asked about something PHASE does very well, respondents stated:

“Staff treats me with respect and is helpful.”

“It’s a good place to work—I enjoy every day.”

“(PHASE) pays well.”

“Communicates well.”

“Great staff!”

“Helped me get a job.”

“Staff understands me.”

“...very respectful—very uplifting and happy environment.”

“PHASE can provide a sense of hope and accomplishment toward the lifelong goals of the Program Participant.”

When asked about something PHASE can do better, respondents stated:

“Remain flexible with stance and service policy.”

“...Staff wages to retain the quality ones.”

“Get new trucks.”

“More activities.”

“Higher pay.”

“More one-on-one time.”

“...More work.”

SERVICE EVALUATION

PHASE 2015 Stakeholder Surveys

PHASE asked stakeholders in the community to rate our services. The survey used a Likert-Type scale, ranging from *Strongly Agree* to *Strongly Disagree* on a series of statements relating to program/service quality, communication, and Program Participant choice and rights. The following are the summarized results of the surveys:

Program/Service Measurement

Program services easy to access:

84 % of respondents agree or strongly agree.

PHASE transportation meets needs of Program Participant:

88 % of respondents agree or strongly agree.

PHASE provides support that helps Program Participant succeed:

82 % of respondents agree or strongly agree.

Program Participants make progress toward their chosen goals:

90 % of respondents agree or strongly agree

PHASE services helped improve the life of the Program Participant:

87 % of respondents agree or strongly agree.

PHASE staff takes the culture of Program Participants into consideration when planning and providing services:

87 % of respondents agree or strongly agree.

Communication Measurement

PHASE staff members are respectful in their interactions:

90 % of respondents agree or strongly agree.

PHASE staff clearly communicates about program services:

74 % of respondents agree or strongly agree.

PHASE will listen and respond when I have a concern or need.

84 % of respondents agree or strongly agree.

Participant Choice & Rights Measurement

PHASE helps Program Participants identify goals important to him/her:

88 % of respondents agree or strongly agree.

PHASE staff helps Program Participants exercise their rights and responsibilities:

90 % of respondents agree or strongly agree.

PHASE staff upholds the rights and choices of Program Participants:

80 % of respondents agree or strongly agree.

95 % of respondents would recommend PHASE Services to others.

92% of respondents stated that PHASE services are integrated into the community.

PHASE STATEMENT OF ACTIVITIES

For fiscal year ending December 31, 2015

Revenues and Supports

Fee for Service (DT&H)	\$	3,400,312
Employment Services	\$	346,910
Rehabilitation Services	\$	78,344
PHASE-Furnishings	\$	72,773
Recycling Distribution & County Contract	\$	276,117
Interest Income	\$	992
Contributions/In-Kind Contributions	\$	23,505
Miscellaneous Income	\$	7,547
Total Support and Revenue	\$	4,206,500

Expenses

Program Services:		
Salaries and Related Taxes & Benefits	\$	2,481,573
Other Program Expenses	\$	825,599
Depreciation	\$	163,309
Supporting Services:	\$	
Management & General	\$	591,856
Depreciation	\$	14,065
Total Expenses	\$	4,076,502

Liabilities

Current	\$	330,258
Long-Term	\$	840,633
Total Liabilities	\$	1,170,891

Assets

Undesignated	\$	707,004
Property, Equipment, Net of Debt	\$	1,320,157
Designated for Capital	\$	72,150
Total Assets	\$	2,099,311
Total Liabilities and Net Assets	\$	3,270,202
Change in Net Assets	\$	129,998

**PHASE North
& Administration**
106 Main Street
Sandstone, MN
55072
(320) 245-2246



PHASE South
23385 Freeway Blvd
Pine City, MN
55063
(320) 629-7805



PHASE Recycling
104 Main Street
Sandstone, MN
55072
(320) 245-2442



PHASE empowers Program Participants to **live, work** and **thrive** through the discovery and development of their individual abilities.

PHASE extends its gratitude to the following financial contributors:

Initiative Foundation
MN State Horticultural Society
Thrivent
Finlayson-Giese Lions Club
Daniel & Renee Frey
Mille Lacs Corporate Ventures and its Grand Casinos
Lake State Credit Union - Community Improvement Foundation

The Toro Company
Knights of Columbus
Immaculate Conception Church
Bethlehem Lutheran Church



Live. Work. Thrive.