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RESOURCE 2012 Annual Report



Our Mission

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RESOURCE empowers people to achieve greater personal, social and economic success.

Our Commitment We are committed to undoing racism and promoting diversity.

2012 Board of Directors





Nancy Carlson

Solutions Manager General Mills



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Deborah J. Atterberry President Jan.-Oct., 2012



Kelly Matter President Nov.-Dec., 2012



Karen Hovland Vice President



Kim Feller Vice President







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We are excited to share our 2012 annual report with you and are thankful to you for helping us empower over 17,000 people to "grow their potential" and the potential of their children and the communities in which they live. We hope you enjoy the remarkable stories of triumph in the following pages.

While our organization has experienced changes in leadership during the past year and many changes in the world around us, we remain steadfast in our commitment to providing the services that have the most powerful impact on members of our community who want to create a better life for themselves and their families. We also remain committed to reducing racial disparities in employment and access to needed services.

A few of the main accomplishments and outcomes in 2012 included:

■ In spite of a tough job market, over 3,000 RESOURCE clients found employment sufficient to achieve full self-sufficiency and an additional 5,000 found full-time or part-time jobs that moved them toward self-sufficiency.

■ Ninety-one percent of the over 1,000 adults with mental illness who received case management services from RESOURCE avoided psychiatric hospitalization.

186 individuals received one or more industry-specific employment credentials, making it easier for them to attain better careers.

■ RESOURCE opened Building Resilient Families, a family residential treatment program for pregnant, post-partum, and parenting women and their children. This is the ONLY treatment center in the state that provides housing and recovery services for mothers and their children up to age 17.

We are fortunate to have some of the most innovative and mission-focused staff and some of the most committed board members, volunteers, contributors and community partners. Together, we are able to meet the changing needs of our communities. We look forward to continuing our work and "growing potential" in 2013 and beyond.

Kelly Matter

Kelly Matter President

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Bill Telleen Board Chairperson

through education and employment outcomes

People Served: 12,365

Programs:

- Youth & Young Parent Programs
- Bright Futures
- First Opportunity
- Fresh Start
- Girls Care
- Harrison Neighborhood Program
- New Chance
- Young Dads

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Youth Futures

Women's Programs

- Career Transitions for Women
- Older Worker AARP Financial Security Project
- Women Achieving New Directions
- Women In Transition

Welfare-to-Work Programs

- Dakota County MFIP
- Hennepin County
- FastTrack/Diversionary Work
- MFIP
- Subsidized Employment
- Ramsey County
- MFIP
- , Supplemental Services
- Transitional Work Experience
- Refugee Employment Services
- Refugee Social Services

Adult Programs

- Adult Workforce Investment Act (WIA) Programs
- Close the Gap
- SKILLS
- TRAILS

Dislocated Worker Programs

- Company/Industry Specific Projects
- Projects Serving Small Layoffs
- Jobs for Veterans

Special Projects

- Career Strategies for Men
- North St. Paul Workforce Center Customer Service
- Project RENEW/RENEW Minneapolis

Employment Action Center grows potential by empowering and preparing individuals and families to achieve their educational and employment potential, while building diversity and decreasing racial disparities.

2012 Highlights

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■ EAC provided services to 12,365 low-income adults, single parents, laid-off workers, veterans, at-risk youth, teen parents, welfare recipients, new Americans and their families to ensure their economic success, academic achievement, and family stability. Sixty-two percent of those served were people of color, and 14% were refugees or immigrants. Program participants' 18,442 children also benefited from the services their parents received.

- EAC launched three new programs:
 - Older Worker AARP Financial Security Project to help 50 low-income, unemployed job seekers ages 50-64 to update their skills and secure jobs
 - Fresh Start to help 125 young ex-offenders ages 18-21 to finish high school or a GED, receive post-secondary education, gain work experience, and find employment
 - Girls Care to assist 60 female ex-offenders ages 14-18 to complete educational and employment goals and participate in community service

Skills Gap Programming was implemented across EAC's entire Welfare-to-Work division to promote GED success, lifelong learning, and career pathways in growth industries.

EAC was selected to provide Dislocated Worker services to Curwood/Cooperative Print Solutions, GCA Services, and Minnesota Legislature workers. EAC established a Dislocated Worker Business Advisory Committee composed of HR professionals.

2012 Outcomes

In spite of a tough job market, 3,280 EAC participants found employment sufficient to achieve full self-sufficiency. In addition, over 5,000 individuals found full-time or part-time jobs that moved them toward self-sufficiency.

■ The Close the Gap Scholarship Initiative exceeded its enrollment goal by 47%. Sixty low-income adult participants received advanced training opportunities. Program graduates earn an average of \$11.45 per hour.

86% of the low-income, unemployed women who received Women In Transition job search assistance found employment averaging \$13.81/hour within 90 days. 67% of the working-poor single mothers served by Women Achieving New Directions increased their incomes by an average of 54%. Fifty-nine percent of those placed were women of color.

Thirty-nine Bright Futures participants received a high school diploma or GED and had a repeat pregnancy rate of 0%--compared to a rate of 17% for Minnesota teen moms not in the program.

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From living in a van to a job

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Jessy

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"I was living in a van in winter with no place to cook, do laundry, or take a shower. I was willing to do any kind of work and I could get jobs, but I couldn't keep them because I didn't have money for gas to get to work. When I did have a little money, I often had to choose between gas and food. It was hopeless.

"Then, I got connected with Griselda at Employment Action Center. She provided me with gas cards but mostly with encouragement. My mom was a drug addict who died of an overdose, so I don't have any family. Griselda had true understanding of my situation. She actually cared.

"I started to become more organized and was getting the resources I needed to move forward. She didn't do it for me, but she gave me solid job leads, resume help, access to a computer, and interview clothes.

"I have a sales job now and I'm still struggling, but I have a future. I don't know exactly what it will be, but I hope to eventually get married and have a home. Without Griselda—and Marc and Karen— I would probably not be here today."



through effective assessment and training that leads to jobs

People Served: 1,057

Programs:

Assessment Services

Training & Education Services

- Workplace Essentials Training
- Business & Computer Applications Specialist Training
- Accounting Support Training
- Healthcare Technician Training
- Computer Technician Training
- Microsoft Office Specialist Certification Training
- Maintenance Custodial Skills Training
- Core Manufacturing Training
- Dialect Modification Training
- Customized Training

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Employment Services

Retention & Disability Services

Special Projects

- Phillips Foundation Sectoral Employment
 Initiative
- Project RENEW
- Green Employment Initiative
- Pathways to Advancement
- Project Lead the Way
- The LEARN Program
- Minnesota Job Skills Partnership Project

(Service locations: Minneapolis, St. Paul, Burnsville, and St. Cloud)

The Minnesota Resource Center grows

potential by preparing people with disabilities or other barriers to employment to succeed in the job market. Specifically, MRC provides vocational assessments, training and education, job placements, and employment-retention services that help people find and keep good jobs.

2012 Highlights

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MRC provided training, employment, evaluation, and/or job-retention services to 1,057 individuals. Forty-one percent of those served had a disability, and 30% were people of color.

A total of 904 individuals participated in MRC career skills training classes or received one-to-one skills training. In addition,146 individuals participated in introductory computer training courses under 20 hours in length.

MRC developed a new Core Manufacturing Skills Training Course in partnership with Dakota County Technical College.

MRC was awarded two new federal training and employment projects, along with foundation funding to continue its services for immigrants and refugees in Central Minnesota for a second year.

MRC replaced its Vocational Evaluation Services with a variety of new assessment service options including Career Camps, Transferrable Skills Assessments, Community-Based Assessments, and Certification Testing.

MRC signed an articulation agreement with Anoka-Ramsey Community College to allow graduates of MRC's Computer Technician Training Program to transfer 5 credit hours towards a 2-year associate degree in Computer Networking and Telecommunications.

2012 Outcomes

Eighty-nine percent of those who started an MRC training class completed it successfully.

A total of 186 individuals received one or more industry-specific employment credentials.

97% of 166 individuals at risk of losing their jobs retained their employment with the help of MRC Employment Retention and Disability Services.

Seventy-two volunteers served on one or more of MRC's Business Partnership Councils. Council members contributed \$148,595 in in-kind donations of volunteer time or equipment—more than twice the previous year's amount.

■ Ninety-three percent of the 689 consumers and referral sources who completed evaluations rated MRC services and staff as "Excellent" or "Very Good."

Tom

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"I was assaulted and ended up in a coma for a week and had half of my skull replaced. I had been a plumber, which provided great benefits for my family and seven kids. After my injury, I tried to get back into plumbing, but couldn't. My neurologist suggested I get employment help and I ended up at MRC.

"I went through MRC's Maintenance/Custodial Skills Training, which was extremely well taught. We studied carpet cleaning, chemicals used to clean floors, basic construction, electrical work, plumbing, air conditioning, painting, and a lot more. Because I needed to get to work quickly, I appreciated that the training was short and that it covered the skills that employers are looking for. I earned an Energy Auditors Certificate, Pool Operators Certificate, and Boiler's License.

Glað to be back to work

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"Because an MRC Business Partner is executive director of the Minnesota Association of Church Facilities Managers, MRC knew about a job opening for a maintenance engineer at Richfield United Methodist Church, and It only took me 21 days to find a job. I am glad to be back at work."

Ground Ottential by helping people recover from chemical health issues

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People Served: 1,233

Programs:

RRC Assessment & Treatment

- Access Services
- Rule 25 Assessments

RRC Clinical Treatment

- Relapse-Prevention Treatment for Men &
 Women
- Integrated Co-Occurring Disorders Treatment for Women & Men
- Treatment for Families

RRC Integrated Family Program

- Outpatient & Residential Family Treatment
- Recovery Maintenance

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- · Family Recovery Housing
- Children's Programming
- Parenting Education & Support

RRC Open-ended Continuing Care & Recovery Maintenance

- Case Management
- Recovery Support Groups & Programming
- Individual & Family Recovery Housing
- Employment/Financial Literacy
- Health Education/Nursing
- Psychiatry
- Culturally Responsive Support Services
- Multicultural Recovery Coaching and Peer Mentoring
- Collaborative Services from Community Partners (Nutrition Education, Law Clinic,
- etc.)

Recovery Resource Center grows potential

by helping people recover from chemical health issues. RRC specializes in assisting individuals who have a history of relapse. Because most RRC clients lack many basic necessities of life such as a place to live, a positive support network, and a job, RRC also assists them in meeting those needs.

2012 Highlights

RRC provided Rule 25 chemical health assessments for 1,337 individuals and families. Thirty-one percent were referred to RRC for treatment and 51% were referred to other treatment providers. Eighteen percent were not referred to treatment.

RRC provided chemical-health treatment and/or recovery-maintenance services to 1,233 individuals—with an estimated 4,338 children. Over 76% of those served were people of color. The number of clients assisted was 13% higher than during the previous year.

RRC opened Building Resilient Families, a family residential treatment facility for pregnant, post-partum, and parenting women and their children. This facility is the ONLY treatment center in the state that provides housing and recovery services for mothers and their children up to age 17.

RRC added a part-time staff psychiatrist to provide medication management and consulting services.

RRC was selected to be a National Council for Behavioral Health Trauma Informed Learning Community. As a result, RRC staff will receive tools, resources, and training to provide trauma-informed care and develop RRC's capacity to be a trauma-informed organization. 85% of RRC clients have experienced trauma in their lives.

RRC and Spectrum Community Mental Health laid the groundwork for an integrated behavioral health center that will integrate Spectrum and RRC into one unit (with multiple locations) to more effectively meet the needs of individuals with mental-health and/or chemical-health issues

2012 Outcomes

Sixty-three percent of all RRC clients achieved sobriety and were successfully discharged from services—an impressive result for a program serving people with an average of six previous relapses.

Over 85% of former participants reported being involved in supportive recovery activities at the time of follow-up.

One hundred and one clients became employed, volunteered or went to school in 2012.

A total of 621 individuals and 75 families moved from homelessness to stable recovery housing.

Shamona

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"I was in addiction for ten years, losing jobs, losing houses, neglecting my kids, abusing my kids, involved in abusive relationships, and involved in prostitution. The State put my kids in foster care and ordered me to get treatment.

"I started at RRC in June 2011. I was in the singles program for three weeks and then there was an opening in the family program. I got my kids back, and they lived with me at RRC while I went through treatment, but I was still involved with Child Protection until December when I was awarded full custody of my children.

Two years of sobriety

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"The RRC Family Program had everything I needed as far as parenting, mental health, chemical health, nutrition, and independent living skills. With the help of my Higher Power, prayer and faith, I left the program successfully in April 2012.

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"Now I have two years of sobriety and have been working and going to school part-time for a year. My major is criminal justice. I plan to be a juvenile probation officer. Despite all the abuse and neglect I put my children through, they are doing well. I am very proud of them They are my motivation."



by helping people

People Served: 2,528

Community Support Programs (CSP)

- The Lighthouse CSP
- Charaka CSP
- Northwest CSP

Case Management Services

- Spectrum Case Management Program
- Spectrum Intensive Treatment Team (SITT)
- HealthChoices

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Spectrum Care Guide Services

Supportive Housing Programs

- Spectrum Homeless Project
- Collaboration of Housing Resources (COHR)
- Lydia Apartments
- Group Residential Housing
- Women's Housing Partnership
- Currie Avenue Partnership

Spectrum Community Mental Health

grows potential by helping people with a serious mental illness to live and thrive in the community. Spectrum helps consumers locate support services, obtain safe and affordable housing, deal with employment issues, and find—or build—a supportive community.

2012 Highlights

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Spectrum provided case-management, community-support, housing, or other services to help 2,528 individuals with a serious mental illness move toward mental health recovery.

Spectrum developed a customized smoking-cessation program for community support program members based on research on smoking patterns of individuals with a serious mental illness.

Spectrum's community support programs added several new recovery and wellness groups including Chemical Health, Yoga, Wellness Challenge, Healthy Meals for One, PhotoVoice, NAMI Connections, and Stand Up to Stigma.

Spectrum ArtWorks artists exhibited and sold their art at five community venues.

Spectrum and Recovery Resource Center laid the groundwork for an integrated behavioral health center that will integrate Spectrum and RRC into one unit (with multiple locations) to more effectively meet the needs of individuals with mentalhealth and/or chemical-health issues.

2012 Outcomes

Ninety-one percent of the 1,123 adults with mental illness who received Spectrum case management services avoided psychiatric hospitalizations during their involvement in the program. In addition, 98% of case management clients had access to an ongoing source of medical care and 90% had at least one physician visit during the year.

Spectrum intensive case management services for Medica Behavioral Health enrollees with mental illness and/or chemical dependency reduced hospital bed days of participants by 44%.

A total of 121 individuals obtained housing as a result of Spectrum assistance. Most were long-term homeless and had multiple barriers to finding housing. Ninety-one percent of the 300 individuals receiving ongoing supportive housing services through Spectrum maintained their housing for at least one year.

Over 200 adults and children received information about child lead testing, healthy eating and nutrition, and health care resources at a Children and Family Health and Safety Fair organized by HealthChoices and Hennepin County.

Carmen

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"Before Spectrum, I was homeless for about a year and a half. I went to Spectrum for mental health reasons and got involved with Josh and Trish. I don't have bouts of schizophrenia too often, but when I do, I can count on Spectrum to come and help me out of an unsafe situation and make sure I'm in a safe place.

"Trish knew about my determination and drive to become a productive member of society. She gave me a piece of paper to write down my goals, and I took on that challenge. I wrote that my goals were finding housing, stabilizing my mental health, stabilizing my physical health, going back to school, keeping appointments with my psychiatrist and primary doctor, and staying on my medications. Trish asked the Spectrum Homeless Program if they could provide housing and pay the rent, and they did.

Achieved all my goals

"Now I am in my third quarter at MCTC and have achieved all of the goals on my list—plus going from weighing 308 pounds to 167 within one year. I feel hopeful and proud. Spectrum staff really care about the people they work with and their well-being. That is what encourages their clients' drive to achieve."

RESOURCE employment-and-training initiatives in high-demand industries

2012 Highlights

RESOURCE implemented four projects to provide employment-and-training services that aided community members in obtaining training and employment in high-demand industries such as healthcare, building operations, and manufacturing:

Green Employment Initiative, with funding from the Minnesota State Energy Sector Initiative (U.S. Department of Labor), assisted 81 dislocated workers, people with disabilities, immigrants, and refugees with career skills training and placement in manufacturing and building facilities jobs with a green focus.

Pathways to Advancement, with funding from the Minnesota Department of Employment and Economic Development (U.S. Department of Labor), helped 67 low-income adult job seekers obtain skills training and job placement services for employment within the business support, manufacturing and healthcare fields.

Minnesota Job Skills Partnership Low-Income Worker Training Project, with funding from the Minnesota Department of Employment and Economic Development, provided business and computer applications and core manufacturing training to 35 low-income Minnesotans.

Phillips Family Foundation Sectoral Employment Initiative provided healthcare support training and job placement services to 32 low-income single parents.

2012 Outcomes

- 92% of all training participants completed their training successfully.
- 215 individuals received training in business and computer applications, core manufacturing, building facilities, or health care.
- 141 individuals received industry-specific credentials.
- 77% of those seeking employment were placed directly from training.

2012 Awards, Recognitions & Accreditations

• RESOURCE Women's Programs division director Lonna Szczesny received a Lifetime Achievement Award from the Minnesota Women's Consortium.

• RESOURCE was re-licensed as a post-secondary school through the Minnesota Office of Higher Education.

• RESOURCE was re-accredited as a post-secondary institution of higher learning through NCA CASI (North Central Association Commission on Accreditation and School Improvement).

• RESOURCE was awarded three-year CARF accreditation.

• RESOURCE signed an articulation agreement with Anoka-Ramsey Community College to allow graduates of MRC's Computer Technician Training Program to transfer 5 credits towards a 2-year AS degree in Computer Applications and Communications. MRC also signed five articulation agreements with Dakota County Technical College in Office Skills Training and Accounting Skills Training.

• RESOURCE received the Minnesota Department of Human Services "Commissioner's Circle of Excellence Award" for excellence in chemical health services.

• RESOURCE center director Heidi Kammer received the Minnesota Association of Resources for Recovery and Chemical Health (MARRCH) President's Award for her leadership on healthcare reform and integrated dual-diagnosis treatment.



2013 RESOURCE Achieving Dreams Award Winners

RESOURCE's highest honor, the Achieving Dreams Award, was presented on Feb. 27, 2013 to:

 Hennepin County Commissioner Gail Dorfman (RESOURCE Overall Award)
 Men's Wearhouse (EAC Award)
 Toby Casey, Caterpillar Paving Products, Inc. (MRC Award)
 Greater Twin Cities United Way WINGS (RRC Award)
 Hearth Connection (Spectrum Award)



2012 Financial Information

The audited financial statements are available upon request.

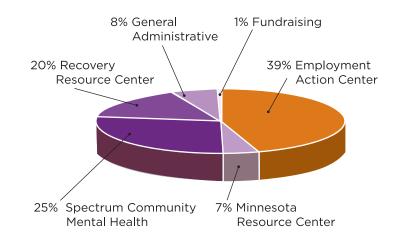
Revenues: \$24,556,938

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67% 27% 3% 3%

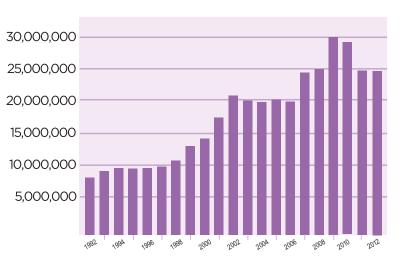
Government Contracts Program Service Fees United Way Contributions

Expense: \$24,554,529



Revenue Trends

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Statement of Activities

For the twelve months ended December 31, 2012

Support and Revenue	
Government Contracts	\$16,348,985
Program Service Fees	6,591,254
Contributions	689,395
United Way	837,496
Other	89,808
Total Support and Revenue	24,556,938

Expense

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Employment Action Center	9,419,493
Minnesota Resourc Center	1,806,478
Spectrum Community Mental Health	6,204,843
Recovery Resource Center	4,999,372
Management and General	1,963,891
Fundraising	160,452
Total Expense	24,554,529
Change in Unrestricted Net Assets	\$2,409

Statement of Financial Position

As of December 31, 2012	
Assets	
Cash and Equivalents	\$2,426,164
Accounts Receivable	3,108,494
Property and Equipment	5,086,651
Other	394,155
Total	\$11,015,464
Liabilities and Net Assets	
Accounts Payable	\$209,290
Accrued Expenses	1,475,367
Debt	4,321,067
Other	702,921
Unrestricted Net Assets	3,589,191
Temporarily Restricted Net Assets	714,378
Permanently Restricted Net Assets	3,250
Total	\$11,015,464

2012 Funders & Contributors

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Morgan Family Foundation

The Mosaic Company Employees

2012 Government Funders

Dakota County Dakota County Employment and Economic Assistance Department Hennepin Carver Workforce Investment Board Hennepin County Board of Commissioners Hennepin County Community Services Hennepin County General Assistance Hennepin County Group Residential Housing Hennepin County Housing, Community Works & Transit Department Hennepin County Human Services & Public Health Department Hennepin County Medical Center Minneapolis Employment & Training Program (METP) Minnesota Department of Corrections Minnesota Department of Employment & Economic Development (DÉED) Minnesota Department of Human Services Minnesota Department of Human Services, Alcohol & Drug Abuse Division Minnesota Department of Human Services, Child Safety and Permanency Division Minnesota Department of Human Services, Community Partnerships Division Minnesota Department of Human Services, Refugee Program Office Minnesota Department of Public Safety, Office of Justice Programs Minnesota Department of Health Minnesota State Arts Board Minnesota State Colleges and Universities Minnesota Valley Action Council Ramsey County Community & Economic Development Ramsey County Housing and Redevelopment Authority Regents of the University of Minnesota St. Louis Park Housing Authority Special School District No. 1 Community Education Services, Adult Basic Education Program State of Minnesota Stearns-Benton Employment & Training Council University of Minnesota U.S. Department of Health & Human Services U.S. Department of Health and Human Services, Temporary Assistance for Needy Families (TANF) U.S. Department of Housing & Urban Development U.S. Department of Labor U.S. Department of Labor, Veterans Employment & Training Services U.S. Department of Labor, Employment & Training Administration U.S. Probation & Pretrial Services: District of Minnesota U.S. Substance Abuse & Mental Health Services Administration (SAMHSA)

2012 Contributing Foundations, Companies and Organizations 4J2R1C Limited Partnership AARP Foundation Accenture Employees Advance Companies Alerus Financial Allina Health Employees Amano McGann Employees American Association of Neurologists Employees Ameriprise Ameriprise Financial Hugh J. Anderson Foundation Backdahl Uptown Transfer, Inc. Bank of America The Blake School Students Blue Cross Blue Shield Matching Fund BlueGreen Alliance Foundation The Bolton Family Foundation The Bon-Ton Store, Inc. The Boston Foundation Cahill Financial Advisors, Inc. Employees Cargill Employees Carolyn Foundation Caterpillar Foundation Central Minnesota Community Foundation CH Robinson Employees Cigna Employees Clifton Larsen Allen Employees Common Roots Cafe Community Shares of Minnesota Compass Airlines Employees Cornerstone Solutions Elsie's Restaurant and Bar Emerson Process Management Express Scripts Employees Family Housing Fund Fidelity Information Services Employees Food Perspectives GAP Employees, Albertville GAP Matching Fund General Mills General Mills Employees Gillette Children's Hospital Employees GiveMN Greater Twin Cities United Way Heading Home Minnesota Metro Partners Fund HealthPartners Hearth Connection Vernon & Iona Heath Fund Highland Bank Employees Hmong American Partnership Initiative Foundation Jefferson High School – Girls Hockey Team Jefferson PeeWee Hockey Team Jostens Foundation Land O' Lakes Land O' Lakes Employees LifeSource Employees Lil Explorers Childcare Center Employees and Families Carl & Aune Lind Family Foundation MAG, Inc. Mall of America Maria's Café Medica Medica Behavioral Health Medtronic Employees Metropolitan Health Plan The Minneapolis Foundation Minnesota Board of Public Defense

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Minnesota Council of Nonprofits Minnesota Vikings

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Last year, RESOURCE helped 17,183 individuals who were working hard to improve their lives:

- 3,340 laid-off workers and other unemployed or underemployed adults seeking employment
- 8,351 parents on welfare working toward self-sufficiency
- 674 "at-risk" youth struggling to survive and thrive
- 1,057 adults with disabilities or other barriers to employment seeking jobs and training
- 1,233 individuals grappling with substance-abuse problems--most with a history of relapse
- 2,528 adults with a mental illness living and participating actively in the community.

The 24,540 children of those served also benefited indirectly from their parents' success in discovering their potential and achieving their dreams.

RESOURCE serves all members of our diverse community

- 7,756 (45%) Africans & African Americans
- 7,053 (41%) European Americans
- 883 (5%) Asians & Asian Americans
- 614 (4%) Hispanics/Latinos
- 558 (3%) Native Americans
- **319 (2%) Other**

1,770 (10%) of those served were immigrants or refugees.

RESOURCE operates out of 34 sites throughout the Twin Cities and St. Cloud metropolitan areas.



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