

40 YEARS VailPlace



Cultivating hope and inspiring change to promote mental health recovery.



A Message from our Executive Director

2021 WAS A YEAR OF RE-FOCUSING on our mission amid an ongoing pandemic and as we celebrated 40 years of Vail Place.

From our humble start as a small Clubhouse in a storefront on Main Street, in Hopkins with staff and two members to a robust agency that is at the forefront of integrated care providing a wide range of programs to serve people whatever their level of need. Our dedication to the mission and our foundational approach – building services around each individual’s wants and needs – remains the same in 2021 as it did in 1981.

In the late 70s, a group of Twin Cities community leaders saw the need to create a new community mental health center to support people with mental illnesses being released from our state hospitals. They decided to name this new agency Vail Place after Dr. David Vail, a psychiatrist, and the Medical Director of Minnesota’s Department of Public Welfare for 11 years before he died at the early age of 45 in 1971. Dr. Vail was a national pioneer in helping people with mental illnesses live successfully.

During his tenure, Minnesota was recognized as a leader in humanizing its mental health facilities – changing them from custodial institutions to treatment programs designed to meet the specific needs of their residents.



Dr. Vail’s work also led to the system of community support programs we have today. We are proud to honor his legacy of groundbreaking accomplishments on behalf of people with mental illnesses.

This past year, as we celebrated 40 years and the numerous milestones achieved over the years, we know that our work isn’t done with challenges and opportunities ahead for Vail Place. Thank you for walking alongside us as we embark on the next 40 years of making a difference in the lives of the people in our community.



With gratitude,

A handwritten signature in blue ink that reads "Vicky".

Vicky Couillard
Executive Director

MEMBER SPOTLIGHT

Frank: Finding Fulfillment

We have come close to connecting almost 3,000 people to the support they needed this past year, and wanted to introduce you to one of these people, Frank, a member of our Uptown Clubhouse.

Frank knows Vail Place has been the lifeline and support he has needed for the past 13 years. “The first time I was hospitalized I was still in high school. Overall, I’ve been in and out of the hospital 15 times. 13 times I was in the hospital for a month. One time I was there for three months and once for 5 months after my dad passed away.” Since joining the Vail Place Community, Frank has only been in the hospital once and that was just for an afternoon.



After making his way from his hometown of Arlington Heights, Illinois to Minneapolis, Minnesota with his brother 13 years ago, the first thing Frank did was find Vail Place. The second? He found his local recreation center with an ice hockey rink. Ice hockey is still one of Frank’s favorite hobbies and he never missed watching his favorite NHL team, the Chicago Blackhawks.

Today, you will find Frank at the Uptown Clubhouse participating in-person or virtually. When he first came to the Clubhouse, he started out doing maintenance and cleaning around the Clubhouse, then transitioned to working the front desk, checking guests in and out. Frank is also a current member of the Advisory Council for the Uptown Clubhouse and an active participant in our History Theatre Performance each year.



“Vail Place is a safe place for persons with mental illness. As much as that scared me to share this at first, you become more comfortable with it.”

– FRANK, UPTOWN CLUBHOUSE MEMBER

Frank is now working part-time at Edina Morningside Community Church, where he has held a Transitional Employment (TE) position through the Clubhouse since last year, doing maintenance and custodial work for the Church. TE is a structured employment program where the Clubhouse develops a relationship with an employer in the community filling open positions with interested members.

Thanks to the support of our community, Vail Place is able to provide the help and support Frank needs. For far too many, wellness and a full life seem out of reach, for those folks Vail Place can be the lifeline they need.



Clubhouse Community Support Program

This program is based on the internationally-acclaimed Clubhouse Model – designated as an Evidence Based Practice by SAMSHA – the program supports a wide range of needs: providing employment and housing opportunities, social connectedness, skill building, along with supporting health and wellness.

IN 2021 WE HELPED OUR COMMUNITY TO REGAIN GOOD HEALTH

- Assisted our community to navigate the various twists and turns of the pandemic, vaccinations, and the ongoing evolving safety needs of individuals. We were able to support a successful vaccine clinic for over 100 members and assist our community to achieve an over 90% vaccination rate while also supporting our community members to navigate healthfully if infected.

IN 2021 WE REOPENED / REBOOTED OUR COMMUNITY

- We successfully reopened our clubhouses and were able to engage in some moments of normalcy last summer, including the return of our in-person working community preparing food, doing presentations and performances in the community at the State Fair and beyond; joining the Ragnar relay, camping trips, and providing employment support and much, much more.
- Our Clubhouses continued to build on our learnings from virtual experiences, building out new hybrid operations, extending the “work ordered day” to those unable to come to the physical Clubhouse and supporting the development of greater technology skills and sharing of member strengths.
- Increased member leadership and ownership in the community continued with the return of members acting as primary leaders in A/V Club productions, preparing and delivering meals back to our community and taking the electronic reins in our social media and other communications.

669
total members

157
members employed

42
average in-person daily attendance

24
average virtual daily attendance

“There’s always someone to listen to me.”

— FRANK, CLUBHOUSE MEMBER

“You’re visible, you have a purpose, something to get out of bed and go do. It makes a difference.”

— CLUBHOUSE MEMBER

“It’s been my refuge from the rest of the world... It’s family – that’s all I can say.”

— CARLA, CLUBHOUSE MEMBER

“I like the support and know that I’m not dealing with mental health by myself.”

— JAMES, CLUBHOUSE MEMBER

“It helps with isolation and loneliness”

— CLUBHOUSE MEMBER



As Vail Place celebrates 40 years, we are excited to highlight our many accomplishments and milestones over the years. The resilience of Vail Place is shared in this timeline by showing our innovative spirit and the generous support and commitment within our community through the years.

In the Beginning

Vail Place is named after Dr. David Vail, a national pioneer in promoting the humanitarian treatment of people with mental illnesses in community-based settings.

PRESIDENT LYNDON JOHNSON PRESENTING DR. VAIL WITH AN AWARD FOR HIS EFFORTS ON BEHALF OF NEW MENTAL HEALTH LEGISLATION

Targeted Case Management (TCM)

Adult Mental Health Targeted Case Management services at Vail Place are provided with a trauma-informed and person-centered focus. Case managers help individuals navigate the complexities of the social service, mental health, and health care systems, including:

- **Working to set and achieve goals;** providing assistance finding a doctor or therapist; moving out of homelessness; finding affordable housing; acquiring employment; applying for benefits; going back to school; volunteering; stabilizing symptoms to stay out of the hospital; and developing a support system.
- **Working with people through crisis, during and after hospitalizations,** and helping navigate and follow court-ordered treatment requirements.
- **Working to overcome language and cultural barriers** – case managers are bilingual in Somali, Spanish, Amharic, Oromo, and Hmong.
- **Working** to assist individuals who have difficulty meeting health and vocational needs, thanks to a nurse and vocational specialist on the team.
- **Working to** help provide needed housing assistance, information, and resources via a housing navigator.

2021 HIGHLIGHTS:

- A record numbers of individuals needing additional mental health supports in Hennepin County were referred to Vail Place.
- Vail Place expanded our case management program adding two additional teams, for a total of five teams to meet the growing mental health needs of the community.
- Case Management leadership focused on building diverse, inclusive and supportive teams and work environments to increase program stability and staff retention.



“Thanks for the services of Vail Place. The organization, staff, and team support are life savers and I have learned so much about myself and my life is important to me now, thanks for being understanding and caring.”

— TCM CLIENT

“My case worker is absolutely fabulous. She listens to me and helps me figure out what needs to be done to help resolve situations. Additionally, she helps me formulate plans of action for everyday problems I have so that I can better organize my thoughts which allows me a greater chance at succeeding at those goals. She is a great source of support and validation and goes out of her way to help me when I have everyday problems like dealing with my landlord. I’m very thankful that she’s my case worker.”

— TCM CLIENT



1980

Most Minnesotans with mental illness had been moved out of institutions. A group of mental health professionals and community leaders, realizing the critical need for community-based services, chose the “Clubhouse Model” as the best approach to meet this need.

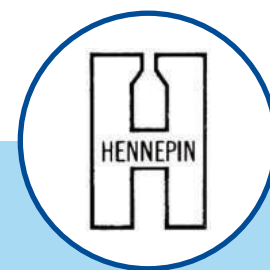
FIRST VAIL PLACE CLUBHOUSE OPENS ON HOPKINS MAIN STREET, AUGUST 1981



1988

Responding to the growing need for community-based mental health services, Vail Place opened a second Clubhouse location in Uptown Minneapolis.

MINNEAPOLIS MAYOR DON FRASER OFFICIATES AT THE CLUBHOUSE DEDICATION



1989

Vail Place is awarded contracts by Hennepin County to run two of their seven Community Support Programs (CSPs).

Assertive Outreach and Stabilization (AOS) Services

An integrated care model designed by Vail Place to engage individuals in crisis experiencing mental illness, chronic substance abuse disorders, and a variety of social and health-related consequences. The goal being to help stabilize people in the community and ultimately reduce healthcare costs.

Over the past year we have doubled our staff including adding one dedicated RN to meet the needs of individualized expanding partnerships.

SOME HIGHLIGHTS OF 2021 INCLUDE:

- We extended our partnership with HealthPartners for another full year.
- Completed a full year of our partnership with BlueCross BlueShield.
- Expanded number of individuals served in AOS through our North Memorial Partnership in Vail Connect.
- As a result of the pandemic there has been a rise in the number of people with substance use disorders and ongoing difficulties finding community resources. AOS was here to help.



“The AOS team does excellent work outreaching members that have previously been difficult to connect with. The AOS staff provides whole person care and have gone the extra mile to make sure that members are connected to resources and services. The AOS team has been able and willing to adapt to modifications to improve service to members. The AOS team has provided feedback on ways to improve the program for members.”

— BLUE CROSS BLUE SHIELD PROVIDER SURVEY QUOTE

Vail Care – Behavioral Health Home

A DHS-Certified Behavioral Health Home Service, this is a mobile, community-based service designed to improve the health of individuals living with mental illness, chronic health conditions and substance use disorders. It does this through a coordinated approach by a multi-disciplinary team who seamlessly work together to ensure increased access to and improved coordination with medical, dental, chemical, and behavioral health care providers while addressing those complex social factors that contribute to poorer health outcomes. The team operates in a variety of settings with the flexibility needed to effectively engage with individuals while meeting in their homes, in shelters, at a clinic or whatever location they request allowing us to ability to address multiple health related and social issues at the same time.

2021 HIGHLIGHTS:

- Vail Care developed a hybrid model of service delivery seeing both in-person and virtually; nursing services have been delivered in-person throughout the pandemic.
- Enhanced focus on preventative and chronic health care by identifying gaps in care for program participants and actively coaching them to get appointments and routine screenings are scheduled and attended.



“It’s been helpful for me to check in with my CHW while I work on quitting smoking. She’s supportive and it’s been good to have someone to talk to.”

— JANE, VAIL CARE CLIENT

“The health coaching provided by our CHWs is essential to helping the people we serve reach their health and wellness goals. We are able to use our specialized training in health conditions to help educate and coach people to make improvements to their health.”

— WHITNEY, LEAD COMMUNITY HEALTH WORKER

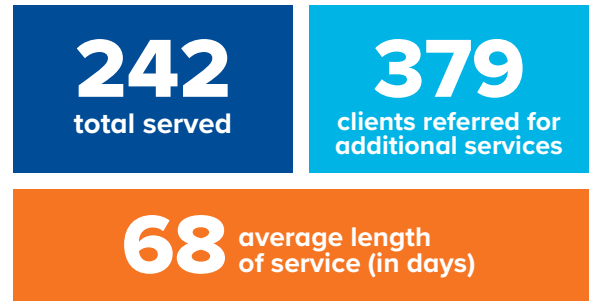
Vail Connect: A Partnership with North Memorial Health

A program offered as part of the Accountable Community for Health Project between Vail Place and North Memorial (NMH) with four primary services:

- Navigation services are mobile, short-term services typically lasting no more than four months, with the goal of stabilizing clients, improving their health outcomes, and connecting them to long-term primary and psychiatric care and community supports.
- Rapid Intake to Comprehensive Services that include direct referrals to Vail Place Case Management, Vail Care or housing stabilization services, thereby avoiding the typical 6-8 week delay in connecting to needed services.
- Weekly drop-in Housing Group that assists individuals in exploring housing options.
- The addition of Assertive Outreach and Stabilization (AOS) to the Vail Connect Model provides intensive services up to 18 months with access to Vail Place's Community Registered Nurses.

2021 HIGHLIGHTS:

- Migrated to an online referral system simplifying the process thereby increasing referrals to Vail Connect.
- Significantly increased our follow-up communication with providers creating a closer working relationship and better care for clients.



"I am always impressed by the level of support provided by Vail Connect. I appreciate how basically every time I make a referral, I get a 'how can we help' attitude instead of any resistance that we get from other referral sources!"

— NORTH MEMORIAL PROVIDER SURVEY QUOTE



1993

Renovations of Triplex are completed and provide affordable housing for seven Vail Place members. This marks a new stage in the development of our housing services, which will see ongoing, significant growth.

TRIPLEX APARTMENT BUILDING IN ST. LOUIS PARK DONATED TO VAIL PLACE



1998

Vail Place begins to expand beyond its Clubhouse roots when it enters into a collaboration with State and County staff to provide multi-disciplinary coordination of services through Targeted Case Management.

VAIL PLACE "TEAM OF THE LAKES" CASE MANAGERS AT OUR MINNEAPOLIS LOCATION



2002

Opening of Vail in the Park, an 8-unit apartment building in St. Louis Park that provides low-cost, permanent, supported housing for adults with serious mental illnesses.

OPEN HOUSE FOR VAIL IN THE PARK IN ST. LOUIS PARK

Housing Program and Services

Vail Place has offered housing support for many years to help people find safe and affordable housing. We work each year to find innovative ways to work directly with people in need of a home. In 2021 Vail Place created a Housing Division, which encompasses all of our individual housing programs and services under one umbrella, allowing for greater integration, utilization and leveraging of resources to better meet our mission.

413
total served

The Vail Place housing program continues to grow year over year and expand our reach:

- Services have increased through seven different housing programs.
- Enrollment criteria, target population, and referral sources differ among programs, but support provided in pursuit of successful tenancy remains consistent.

2021 HIGHLIGHTS:

- Staff was focused on providing thorough services that lead to safe, stable, and affordable living environments in the community.
- Staff don't simply "place" renters in housing, but work alongside each person to educate them and develop individualized goal plans that identify settings to properly meet needs, as well as maintaining support well after move-in.

2021 CHANGES DUE TO COVID:

- Adjusting approach to services to provide a combination of virtual/in-person support – programs have continued to remain effective and secure new move-ins for members at our typical rate.
- Combating in-person restrictions at leasing offices by performing virtual showings and coordinating paperwork electronically or passing under tenant's door.

"I'm just grateful that someone is willing to give me a chance to get my life back together."

— TIMOTHY V., RAPID REHOUSING PARTICIPANT

"Thank you so much, without Vail Place I would have never been able to get into this apartment and live on my own again. I appreciate all the hard work and I will forever be grateful."

— ANONYMOUS HOUSING STABILIZATION SERVICES PARTICIPANT

TCM HOUSING SERVICES

This program assigns a housing specialist to referred individuals receiving case management services in Hennepin county who need extra assistance around their housing goals, providing resources and support to overcome barriers to new housing acquisition.

HOUSING STABILIZATION SERVICES

The Housing Stabilization Services program launched statewide in 2020 and is intended to support an individual's transition into housing, increase long-term stability in the community, and avoid future periods of homelessness or institutionalization. Eligible individuals are currently homeless, exiting an institution or licensed/registered setting, or meet the state's definition of being at-risk of homelessness.

ROSS PROGRAM

The Resident Opportunities and Self Sufficiency (ROSS) program was established via grants awarded from the U.S. Department of Housing and Urban Development (HUD) to the Hopkins Housing and Redevelopment Authority and the St. Louis Park Housing Authority. Our Service Coordinators work directly with residents at designated public housing buildings to provide education, consultation, programming, and resources to tenants.

The ROSS Program has a goal area of providing digital inclusion to the residents we serve. For example, last year at Hamilton House we connected ten people to low-cost internet, ten people with digital navigation services, five people with free smart phones, and nearly twenty people with free computers.

LOUISIANA COURT LONG-TERM HOMELESS PROGRAM

In partnership with PPL, the city of St. Louis Park and MHFA, Vail Place has 18 units of affordable housing at the Louisiana Court Apartment complex in St. Louis Park for Long-Term Homeless individuals who have a serious and persistent mental illness. This is a transitional program with a 5-year term. Vacancies are filled through working with Coordinated Entry and tenants pay 30% of their income for rent; Vail Place manages a subsidiary (through MHFA) to cover the balance of the rent.

VAIL IN THE PARK

Vail Place owns an 8-unit apartment building in St. Louis Park called Vail in the Park, providing permanent subsidized housing where tenants pay 30% of their income toward rent in the city of St. Louis Park subsidizing the balance. All units are filled through Vail Place's internal waiting list and assigned to a housing specialist for support in maintaining housing.

New Rapid Re-Housing Program

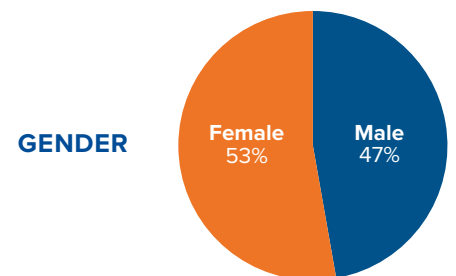
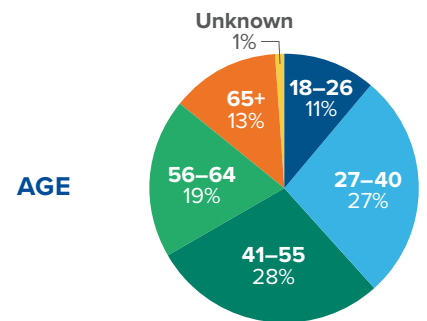
May of 2021 saw Vail Place awarded with a contract from Hennepin County to provide Rapid Rehousing services. This newest housing initiative targets people currently living in a Hennepin County emergency shelter, assisting them quickly obtain and maintain housing placements long-term. A cornerstone of this program is the availability of rental assistance with resources and services provided to meet the unique needs of each household.

59
total served

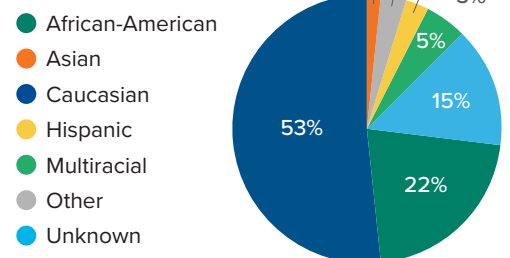
CORE COMPONENTS:

- **Build relationship with individual utilizing this service:** Address mental health needs/chemical dependency and/or other barriers that the person may be facing in their recovery journey and long term housing goals.
- **Rent and move-in assistance:** Aid and/or cover move-in costs, deposits, and the rental and/or utility assistance (six months or less) necessary to allow individuals to move out of homelessness and to stabilize in permanent housing.
- **Recruit landlords:** Address possible barriers to landlord participation such as concern about short term nature of rental assistance and tenant qualifications.

VAIL PLACE DEMOGRAPHICS



RACE/ETHNICITY



2006

Vail Place collaborations grow as federal and state funding support onsite supportive housing services in Hopkins public housing and rental assistance for long-term homeless in St. Louis Park.

DOW TOWERS IN HOPKINS



2011

Purchased an electronic health records software system to increase program effectiveness and enhance data tracking and analysis.



2015

Hopkins facility totally renovated and building next door purchased and renovated to provide needed space for existing programs and planned, strategic expansion.

Partnership with North Memorial Health and launch of Vail Connect programs.

Vail House

A 23-bed 24/7 group residential “Home” in Minneapolis providing transitional housing and support services that address the comprehensive needs of people who are homeless and living with mental illness and chemical dependency. Provides a sober, supportive, and healing environment with a focus on skill-building to find and maintain stable, long-term housing, expand employment and educational opportunities, and successfully integrate with community life.

2021 HIGHLIGHTS:

- A record was set in 2021 for most resident being employed, 17 individuals achieved their goal of successfully obtaining and retaining jobs that worked with their recovery, met their financial needs, and were satisfying to them.
- 4 residents returned to school
- 10 residents completed outpatient or aftercare programs



49
total served

121
average length of service (in days)

MY HUMBLE STAY AT VAIL HOUSE

“I came to Vail House after six weeks of Intensive Outpatient treatment. I was in a very toxic environment for 14 years prior to my treatment and needed a safe, peaceful place to stay while I received Mental Health therapy as well as time to let my mind and body heal. I wasn’t sure how I’d fit in with my new housemates and staff (20 or so in all – Yikes!!) after living alone for so long and avoiding dealing with my mental health issues and alcohol abuse for nearly 30 years. I was pleasantly surprised that I got along with everybody and even opened up to staff members about some of my deepest issues (I will never forget them and their compassion, I’ve never done any of this before – WOW).

Thanks to them and living in a safe, clean and (mostly) quiet environment (lol) I’ve made a lot of progress that otherwise would be impossible in a different setting, especially in such a short time.

I’m happy to report I’m feeling much, much better physically, mentally and spiritually as well as being sober for over 2½ years+ so far!! I still have a lot of ground to cover during my ‘re-boot’ but I’ve established a solid foundation to work from.

My future plans involve housing (working on it), education, a job in the healthcare field (I was an EMT for 11 years), and to live as a much happier, healthier and authentic version of myself.”

— DJ, VAIL HOUSE RESIDENT



2016

Acquired Vail House (formerly Cabrini Transitional House), a 23-bed Group Residential Housing (GRH) facility in Minneapolis that provides transitional housing and support services for homeless adults with mental illness and chemical dependency needs.



2017

Launched Vail Care, a Medicaid-certified behavioral health home services program that helps people with complex mental and physical health needs set goals and strategies to manage their overall health.



2021

Launched our Housing Division, started the Rapid Re-Housing Program and solidified our Housing Stabilization Services.

Vail Place relies on partners in all areas of our programming. Below are just a few of the varied community partnerships that make it possible for us to address the complex needs and enrich the lives of the people we serve.



Blue Cross Blue Shield

2021 saw Vail Place partner with Blue Cross Blue Shield (BCBS) as an additional resource for our Assertive Outreach and Stabilization program. Vail Place was proud to host a mobile vaccine clinic in partnership with BSBC and MDH.



Clubhouse International

As a member of the Clubhouse International community, Vail Place operates two Accredited Clubhouse Model programs in Uptown and Hopkins. The Vail Clubhouses have been designated as orientation sites to provide training for those interested in starting a Clubhouse model program or pursuing Accreditation. Vail Place also leads the Minnesota Clubhouse Coalition bringing together programs from across the state interested in the model.



History Theatre

Vail Place’s Clubhouse Theatre Arts program continues to thrive (in year seven) as part of our partnership with the Minnesota History Theatre. Teaching artists from the History Theatre work on a weekly basis with members at each of our Clubhouses assisting them with telling their stories through scenes, monologues, poetry, song and movement culminating into an annual performance.



HealthPartners®

HealthPartners

HealthPartners (HP) has been an ongoing partner with Vail Place to provide Assertive Outreach and Stabilization Services (AOS). What began as an 18-month pilot is now an ongoing program. This partnership has allowed us to provide intensive support and care helping to stabilize people in the community and reduce healthcare costs.



Optum Health

We were fortunate to partner with Optum Health who, through their pro-bono initiative, provided an experienced, dedicated team who provided guidance, training and hands-on assistance in the area of reporting. Vail Place collects an incredible amount of data on our various services; the Optum team helped simplify our collection, extraction and reporting processes, saving us time and providing advanced outcome reporting. We continue to build on this work developing dashboards and reports critical to effective operations.



North Memorial Health

Vail Place has partnered with North Memorial Hospital (NMH) since 2015 and the partnership continues to thrive! Vail and NMH leaders are expanding and enhancing our current service mix offered to NMH referrals, assessing what each individual needs and routing them to the most appropriate service level and/or community resources.



Wasie Foundation

In 2021 our longtime partner and funder the Wasie Foundation generously offered a \$100,000 matching grant opportunity for all new donors or increased giving from current donors. We are grateful to our Vail Place community for their commitment to not only help us meet this generous match but to exceed it. This additional funding allowed us to expand our life-saving housing services and find service gaps in a variety of programs.

Reflection on 2021

In 2020 when the words “pandemic” and “unprecedented” became a part of daily conversation, Vail Place’s resilience and commitment to the communities we serve left us both financially and operationally strong and to usher in 2021 in a position of strength, hope and growing possibilities, and ready to honor our 40-year history.

Our goals for the year included continuing to build our virtual programing so the people most at risk of isolation could stay connected; continue our agency-wide commitment to diversity, equity, and inclusion to include focusing on hiring and performance evaluation practices; grow and develop our long-time partnerships and launch new ones; all the while remaining keenly focused on what we, as a community, could do to serve.

By mid-year, we hit our stride in our housing division; serving six programs, two of these were new in 2021. With this growth, we added a Housing Operations Director. We also added a new partnership to our Integrated Care division, and expanded our nursing services, providing nursing services across five Vail Place programs.

At mid-year, Vail Place also started feeling the effects of what is now known as the “Great Resignation”, a situation that has disrupted the workforce of the whole country. By end of year, we saw a 12% turnover rate and our average employee tenure dropped slightly. While these numbers were 30% lower than the national average, we could identify a clear link between staff turnover and revenue and expenses, and the impact was substantial. Staff shortages led to reduced program service revenue, at the same time, staff retention and rehiring led to higher wage cost. Fortunately, as part of our strategy around navigating the uncertainties around the impact of Covid-19 in 2021, we had built up our cash reserves during the past 18 months. This enabled us to invest in our workforce by adjusting salaries to better match market rate and strengthen our service model, retain experienced staff, and continue to meet the high demand for our services.

NET ASSETS

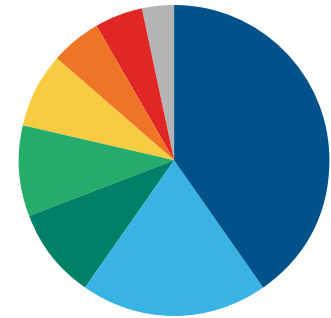
ASSETS

Current Assets	\$	1,171,449
Fixed Assets (net)		2,167,065
Other Assets		331,640
Total Assets	\$	3,670,154

LIABILITIES

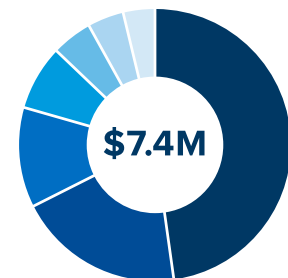
Current	\$	402,333
Long-term		433,885
Total Liabilities	\$	836,218
Total Net Assets	\$	2,833,936

HOW WE MEET NEEDS



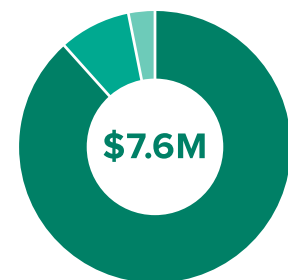
Case Management	\$ 3,067,424
Clubhouse Community Support Program	1,468,786
Integrated Care – Vail Care BHH	725,963
Vail House	711,469
Integrated Care – Assertive Outreach	603,033
Housing Stabilization	399,481
Site-Based Housing Services	376,698
Rapid Re-housing	239,953
Total	\$7,592,806

REVENUE



Fee for Service
Hennepin County Grants
Private Revenue
Assertive Outreach Partnership
Site-Based Housing
GRH
Other

EXPENSES



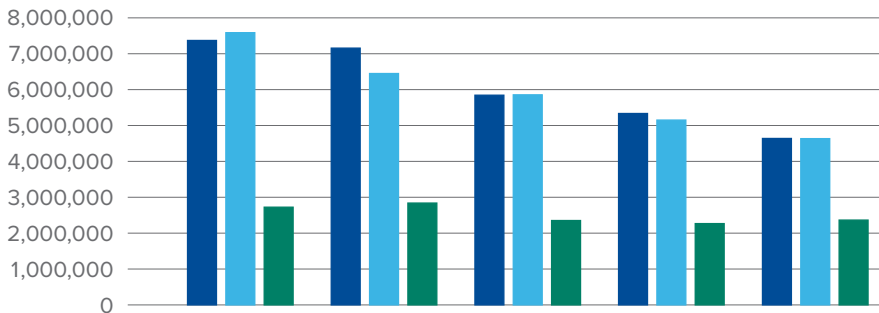
Program
Administration
Fundraising

OUTLOOK FOR 2022:

Thanks to the support of our community, the arc of Vail Place’s development over our history has always been upward. Sometimes incremental, sometimes in leaps and bounds. Our recent past has seen exponential growth spurred by necessity, opportunity, and vision. Vail Place is proud to report another year of strong support from our amazing donors who enable us to serve more clients than ever before. As we look ahead toward growth and expansion, we remain committed to fiscal prudence to ensure sustainability and high-quality programming for every community we serve. While we ended 2021 with a substantial deficit, our cash flow has remained stable. We continue to build agility into our operations and finances to better equip us to face the unknown hurdles yet to come. We continue to cross-train employees, streamlined processes, and employ technology in ways that lead to operational efficiencies. We continue to work at growing diversity in our workforce, develop talent, and support meaningful and fulfilling work for our staff.

Gratefully, our Vail Place community is used to meeting challenges... we’ve been doing it for 40 years.

FIVE-YEAR ANALYSIS



	FY2021	FY2020*	FY2019	FY2018	FY2017
● INCOME	7,370,440	7,156,229	5,844,396	5,344,358	4,638,743
● EXPENSES	7,587,551	6,448,491	5,854,866	5,151,182	4,634,100
● NET REVENUE	2,723,486	2,838,393	2,351,703	2,266,109	2,363,991
% GROWTH (net of PPP Grant)	15%	9%	10%	8%	4%

* Includes Paycheck Protection Program Grant

Continuing Our Focus on Our People

LIKE MANY WORKPLACES, Vail Place continued to juggle the complex world of workplace health and safety in the face of the continuing COVID pandemic with the national trends of low unemployment and a higher-than-usual uptick in resignations.

Despite these hurdles, **Vail Place was once again voted a Top 175 Workplace**. 2021 was the third year Vail Place earned this achievement through a commitment to people-focused benefits and culture. Vail Place had an **overall engagement of 77%**, well above the benchmark of 61%. There was an overall theme of authenticity, care, and support in our survey results, which one employee perfectly summarized by commenting, **“I feel supported and genuinely cared about by staff, hopeful because of the forward-thinking nature of the agency.”** Listening to and reflecting the values of **resilience, hope, innovation, and collaboration**, as well as leaning into our culture strengths of **inclusivity, support, and consideration**, Vail Place continued to make strides by:

- Addressing inequities and supporting our diverse workforce by adding a 3rd personal holiday and recognizing Election Day as an additional paid holiday, as well as adding staff-led LGBTQIA+ and BIPOC affinity groups.
- Providing Nice Healthcare as an additional benefit, at no cost to employees, which offers on-demand telemedicine and in-person services for a variety of health and wellness categories, including a mental wellness offering.
- Expanding our agency-wide work in diversity, equity, and inclusion to include a step-back reflection on our hiring and performance evaluation processes.
- Increasing employer subsidization of medical benefits to offset a 22% increase of rates in 2022.

And as always, we found ways to **connect, support, and care** by:

- Celebrating new family members, pets, spouses, and milestones via both in-person and virtual gatherings.
- Prioritizing gratitude and acknowledgment of our team members and their efforts.
- Listening actively and with an eye to action when constructive feedback is shared.

In addition, despite the national trends and challenges accompanying providing services in the ongoing landscape, **Vail Place grew by more than 7% in 2021**, officially reaching a total employee headcount of 100 employees by December. This growth, as well as a higher-than-usual turnover of staff means 33% of Vail Place employees have worked here for under one year. For an organization that has an industry-high retention rate, this redoubles our commitment to employee engagement and a focus on employee supports and benefits.

Thank you to all Vail Place employees, both new and established, for navigating another challenging year and being such an integral part of our growth and mission in 2021!



Key Staff Members

Vicky Couillard
Executive Director

Chad Bolstrom
Director of Clubhouse Programs

Tyler Keyes
Housing Program Director

Jennifer Boulton
Director of Operations

Katee Crawford
Director of Advancement

Jamie Fann
Director of Housing Operations

Sandy Hicks
Finance Director

Jolene Peterson
Director of Clinical Services

Shelly Zuzek
Director of Integrated Care

Tour De Vail: 14 Miles for Mental Health



Our 20TH Annual Tour De Vail was another successful event! Individuals and families from all over greater Minneapolis took to the streets to walk, run, bike or “roll and stroll” their 14 miles over five days. To keep our walkers engaged and motivated we had interactive games to participate in and the event culminated with an outdoor party at Vail Place headquarters, complete with an ice cream social! The day coincides with Hopkins’ annual Raspberry Festival and Parade,

so the whole community comes out! If you missed out on the fun in 2021 don’t forget – we’re doing it again this year! Put on your walking shoes and get ready to walk July 13-17, 2022!

Dr. Vail Hour: Our Annual Signature Event

The Dr. Vail Hour is an annual tradition in our community. This event is an opportunity to showcase our impact, our work, and our community in an annual performance. Each year an original script is written and showcased, and the performance includes staff, members and volunteers. While all performers were on stage with Bright Eyes, Wise Eyes, and Eyes that Smile, “Witness For The Vail Solution You Be The Judge” was another successful performance in 2021 and was hosted virtually for the second year in a row. Included below is the theme song from the musical. We will be hosting an original musical again in 2022... in person this year at the Metropolitan Theatre with a live performance and with lunch being served. You won’t want to miss it. Save the date, Thursday October 13, 2022.

*Bright eyes! To see what each person needs
And Wise eyes! To help them to succeed
No matter where they are
No journey is too far*

*Bright eyes! Wise Eyes!
Eyes that smile, while all the while they see you through all you do,
they’re focused on the best of you...*



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