



**Zumbro Valley**  
*Mental Health Center*



# ANNUAL REPORT 2013

*Restoring Hope... One Life at a Time*

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## Our Vision

Zumbro Valley Mental Health Center will be the preferred provider of a unique and diverse spectrum of mental and chemical health services. We help people to live and grow in their home communities.

## Our Mission

Zumbro Valley Mental Health Center is your community partner for responsive, effective and affordable mental health and chemical health care.

## Our Purpose

Zumbro Valley Mental Health Center exists to address the mental health and chemical health needs of community members, regardless of their social position or status. Our purpose is to improve the mental and chemical health of the communities we serve, thereby contributing to a safe, healthy community that increases personal growth, responsibility and independence. Vital to this commitment is a system of high quality services that are based on the best available knowledge about what treatments improve mental health, chemical health, self-sufficiency and personal fulfillment.

Mary is a middle-age woman who had been diagnosed with schizophrenia and was experiencing delusions. Prior to being admitted to Residential Treatment, she had stopped taking medications and been hospitalized 4 times in the previous year. Mary's treatment focused on learning to schedule her daily activities, becoming more comfortable with other people and utilizing mindfulness when experiencing delusions. She recently was discharged to individual living, but continues her treatment at Zumbro Valley Mental Health Center. Mary now always takes her medications and has had no hospitalizations since discharge. She says that Residential Treatment changed her life and will forever be grateful for the program and staff.



Bob is a young man whose bar-hopping and violent behavior resulted in weekly visits to detox or to jail. Years of this behavior had exhausted his support network of friends and family, and he was appointed a Zumbro Valley case worker. Joe began taking his prescriptions to stabilize his mental illness and decided to begin using Antabuse for his substance abuse. He has been sober for months, reunited with family and changed his circle of friends to people that respect his sobriety. Joe has not been in jail or detox since beginning work with Zumbro Valley and is now seeking employment.

Abshir is a shy, teen-age Somali boy who is the eldest sibling of a troubled family. He recently joined Zumbro Valley's Celebrate Families! program and, after forming a bond with his outreach worker, has begun externalizing and trusting adults again. Abshir's mother also joined the program to learn how to better care for her family and meet the emotional needs of the children. During her time with the Celebrate Families! program, she has gained an understanding of her substance abuse, how to evaluate what is best for her children and to find positive alternatives to the partying that absorbed her life style before Celebrate Families!



*Restoring Hope...  
One Life at a Time*

# Recognition

Thank you for restoring hope...one life at a time

## Partners

Tom and Margie Bellinger  
 Cascade Animal Medical Center  
 Hathaway Brush Service  
 IBM  
 Dr. Margaret Lloyd  
 Mathy Construction  
 Mayo Clinic  
 Mayo Clinic Facilities Operations Care Group  
 Merchants Bank  
 Trader Joe's  
 VFW Post 1215

## Builders

Affiliated Emergency Vet Services  
 The Bon Ton Stores  
 Cumulus Radio  
 Heritage Animal Clinic  
 Dr. David Katzelnick  
 KTTCC  
 Holly Lamb  
 Leashes and Leads  
 Sheila McNallan  
 Meadowview Vet Clinic  
 Northern Valley Vet Clinic  
 Olmsted Medical Center  
 Pine Island United Fund  
 Quarry Hill Animal Hospital  
 QoL meds  
 The Ruff Break  
 Sue Stanek

## Supporters

Shery Block  
 Dave and Debbie Cook  
 Cherished Pet Cremation  
 Elaine Eberhart  
 Tina Liebling  
 Kelly and Tracy Lee  
 Mary Pattridge  
 Preston Village Community Chest  
 Pro Image  
 Sean and Darci Rice  
 William Ryan

Kylene Allen  
 Jeff Allman  
 Dr. Ann Anderson  
 Aubrey Anderson  
 Shirley Anderson  
 Kelly Armstrong  
 Nancy Back  
 Barb Baker  
 Lisa Beck  
 Dawn Bell  
 Amy Benike  
 Deb Blomberg  
 Laura Blomgren  
 Patty Boehmke  
 Don Boyum  
 Fran Bradley  
 Ana Braun  
 Ginny Brown  
 Amanda Burnett  
 Pat Carlson  
 Pat Carroll  
 Indrani Nagpaul-Chaudhry  
 Kay Comisky  
 Jill Cordes  
 Jen Cozik  
 Aleisha Crouch  
 Marcie Dabelstein  
 Laura Davis  
 Tessa Davis  
 Melissa Domaille  
 Tom Eastman  
 Amy Egan  
 Kevin Egan  
 Judith Eichman  
 Brianna Elwood  
 JoAnn Fiss  
 Eileen Foegen

Carrie Forsyth  
 Desi Foye  
 Ines Gaudet  
 Heather Geerts  
 Lindsey Geier  
 Scott Gerdes  
 Susie Gessner  
 Erin Getschmann  
 Shelby Glander  
 Janice Glinski  
 Carrie Gossman  
 Kylie Gossman  
 Areia Grafton  
 Dr. Nancy Greenwald  
 Sharon Greenwald  
 April Grunwald  
 Jolene Haley  
 Crystal Henslin  
 Alex Hickok  
 Patricia Hill  
 Michele Hoffman  
 Bryce Horner  
 Lori Hutchinson  
 Kristie Jacobson  
 Laura Jacobson  
 Tom Jacobson  
 Chelsey Johnson  
 Joshua Johnson  
 Kayla Johnson  
 Alyssa Johnsrud  
 Teresa Joswick  
 Rachel Kasten  
 Melissa Kerlin  
 Pam King  
 Sandy Kintzele  
 Grant Kocer  
 Morgan Kocer

Edith Koch  
 Ashley Kothenbeutel  
 Sue Lambrecht  
 Elizabeth Lawson  
 Amanda Leightner  
 Duraye Marshelle  
 Julie Maxwell  
 Emily McLean  
 Megan Meyer  
 Cindy Nordmann  
 Tina Nunemacher-Tews  
 Craig and Sarah Oslund  
 Abi Ottenberg  
 Dianne Patten  
 Jen Phutseevong  
 Shereen Prochnow  
 Jean Prokott  
 Anne Pronschinske  
 Christy Richards  
 Heather Robinson  
 Alisa Rolands  
 Nicole Rusch  
 Gary Rustin  
 McKenzie Sagdalen  
 Vicki Samike  
 Payton Scripture  
 Cathy Shea  
 Peter Somers  
 Kimberly Splinter  
 Julie Stanton  
 JJ Teskey  
 Debra Wacholz  
 Stephanie Wehrs  
 Jaclyn Werner  
 Linda Wieser  
 Warren Wong  
 LisaYngsdal

## Friends



## Grants

Hearth Connection  
 Minnesota Dept. of Human Services  
 Olmsted, Steele, Dodge, Fillmore, Goodhue, Houston, Mower, Winona,  
 Wabasha and Waseca counties  
 United Way of Olmsted County



# Looking Ahead,

## Thinking Strategically

Dear Friends,

For decades, medical and behavioral health care have been viewed as separate systems of care. The stigma associated with behavioral health has influenced everything from the reluctance of people to seek care to the lower reimbursement rates paid by insurers. The result has been fragmented health care systems and ineffective interaction between providers treating the same patient.

Our organization is at the forefront of an effort taking place across Minnesota to change how government officials, health care professionals, insurance companies and the general public perceive how medical and mental health are inter-related. In the upcoming year, several local and state initiatives will occur that will raise the role of mental health in our community, including:

- The Community Health Improvement Plan (CHIP), a collaborative effort of community health-based organizations — including Zumbro Valley Mental Health Center — is investigating the need for enhanced integration of medical-mental health services at the local level. This initiative is in the process of designing a roadmap to improve health care in the community, with access to and treatment for mental illness a major concern. According to this group's community survey, mental health issues (illness and depression) were cited as the one of the most pressing community health concerns impacting Olmsted County.
- The Minnesota Dept. of Human Services continues its work to design a behavioral health home model that will operate under a "whole person" philosophy and assure access to and coordinated delivery of primary care and behavioral health services for adults and children with serious mental illness. Multiple Zumbro Valley Mental Health Center staff sit on state committees developing the framework for this model, which is designed to serve the needs of complex populations that serve the majority of the people our organization treats.
- The State of Minnesota continues to expand health coverage to residents through its MNsure plan options. Through this initiative, an additional 4,700 Olmsted County residents will gain insurance coverage in 2014, increasing the likelihood that many will visit community providers such as ours to receive treatment for their medical and behavioral health issues. Zumbro Valley Mental Health Center is already involved in partnerships with community medical providers, government agencies and other non-profit organizations to connect these individuals with services.

Each day, I am inspired by the work being performed by our staff as well as the courage of the people we serve. In the four months since our primary care clinic opened, I've heard from numerous individuals about how our integrated approach to care is making a difference not just in their lives but how they'll approach their health moving forward. These are the every-day examples of how our organization is restoring hope...one life at a time.

On behalf of the board and staff at Zumbro Valley Mental Health Center, and the 1 person in 5 in our community living with a mental illness, thank you for your continued commitment and support.



Dave Cook  
 Chief Executive Officer



Craig Oslund  
 Chair, Board of Directors



# Highlights



Mental health is being shaped by significant advances in knowledge and best practices. Chief among these has been an increased emphasis on co-morbid conditions and how people's physical condition affects their mental outlook. Among Zumbro Valley Mental Health Center's greatest strengths is its ability to anticipate and embrace change, along with a proactive spirit — the willingness to try new initiatives and to transform current methods of care — which was evident throughout the past year. During a year of significant change, our organization took the opportunity to take a leading role in several local and state initiatives to enhance access to and treatment for the thousands of Minnesotans living with a mental illness.

This focus continues to be grounded in our commitment to encourage clients to be active participants in their own care, education and treatment. To that end, our organization expanded its integration of programs and staff to include those with medical, dental and pharmacy expertise so treatment plans now reflect these aspects of clients' lives and offer each provider with a fuller picture in their visits with clients.

Other important accomplishments during the past year include:

- **Completion of primary care clinic.** After two years of planning, the primary care clinic was launched in late 2013 with the assistance of an appropriation from the Minnesota Legislature. The clinic's focus is to bring together medical and behavioral health services for the region's underserved populations.

The clinic serves as the hub of Zumbro Valley's integrated care model by providing the ability to treat co-morbid conditions simultaneously, which allows our staff to proactively reach individuals and care for them before their issues become more acute, expensive and costly in both long-term health and human potential. This team-based model of care provides the enhanced collaboration between medical and behavioral health providers necessary to improve health outcomes.



- **Recognition for Treatment of Depression.** An independent researcher — Minnesota HealthScores — found that Zumbro Valley Mental Health Center significantly exceeded state averages in the treatment of depression. According to their report, Zumbro Valley patients' likelihood for remission from depression and its symptoms was 43 percent higher than the state average six months after starting treatment. The report included patient data from 2012. This report also showed the organization consistently ranked above the state average for utilization of the PHQ-9 instrument, a multipurpose tool for screening, diagnosing, monitoring and measuring the severity of depression.

- **Launch of Child Guidance Clinic.** As part of its integration efforts in early 2013, Zumbro Valley developed this new program to enhance the treatment of mental illness in our community's children and adolescents. The Child Guidance Clinic features experts from multiple areas — psychiatry, therapy, counseling, social services — to work with children and their families. Through the program's team-based process, children and their parents play an active role in assessing strengths and needs, identifying goals, developing a treatment plan and evaluating progress.



## Restoring Hope... One Life at a Time



"Everyone here makes me feel like a normal person, not a homeless drug addict and that helps me in my efforts to get my life back to normal. The staff always make time for me. I don't know where I'd be without Zumbro Valley Mental Health Center."

Client - Recovery Programs



"The staff at Zumbro Valley Mental Health Center is great! I love the services received here. My new social worker is #1."

Client - Case Management



"I met someone who had a real bad drug problem. She said Zumbro Valley helped her and I saw she was doing very well. At that time, I was homeless, but she said they would help me with that too. I've been here every (day) since 3-4 years in and out."

Client - Homeless Services

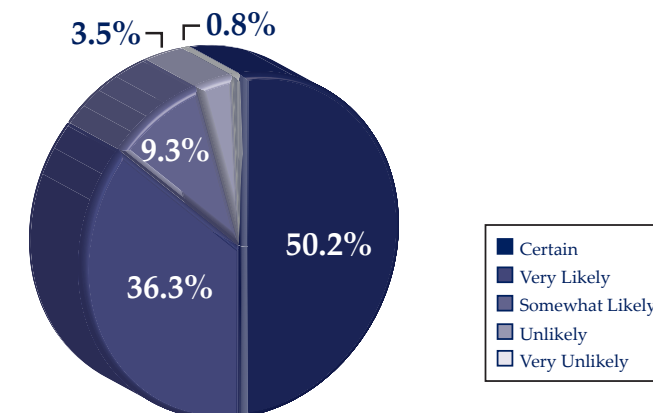


"I have been a patient at another provider for my mental health issues. I am much more satisfied with Zumbro Valley Mental Health Center and the results I have had as a patient here. A real team!"

Client - Primary Care, Psychiatry

### ZUMBRO VALLEY CLIENT SATISFACTION SURVEY (2013)

Based upon your experience, how likely is it that you would recommend Zumbro Valley Mental Health Center to a friend or family member?



# From Our Clients



"We are very lucky to have these nice people to help us with any problem we have. The Homeless Services Team does an outstanding job. I would be lost without them."

Client - Homeless Services



"When I had my second nervous breakdown, my friends took me here. I loved the treatment I got and am doing much better. Thanks!"

Client - Therapy



"My navigator has been a delight to work with. She is sweet, considerate and caring. I think she really cares about others."

Client - CD Navigator Program

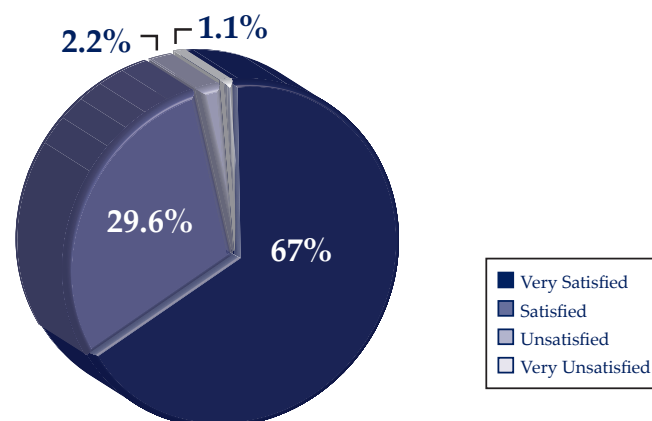


"I am very grateful to have been referred to Zumbro Valley Mental Health Center. Your services are first-rate and I am very happy with the staff people I have interacted with."

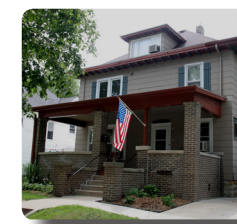
Client - Psychiatry

## ZUMBRO VALLEY CLIENT SATISFACTION SURVEY (2013)

How satisfied are you with your overall care at Zumbro Valley Mental Health Center?



- **Collaboration with Alternative Learning Center.** Zumbro Valley staff began providing on-site counseling services to ALC students in early 2013. Through this agreement, a therapist works at the school on a part-time basis to help students with mental health issues to understand the symptoms before they lead to serious problems at school, family conflicts, violence, drug abuse or self-harm.
- **Implement Footsteps 4 Recovery program.** The Dept. of Human Services awarded Zumbro Valley a three-year grant in mid-2013 to reduce the harm from substance abuse and homelessness in our community. To this end, staff developed the Footsteps 4 Recovery program to provide street outreach, housing, assistance with accessing services, meaningful activities and ongoing support for substance abuse to residents of Olmsted County. Over the next three years, program staff will work with hundreds of individuals and families to both secure stable housing and provide treatment for their alcohol and/or drug dependencies.
- **Serve as MNsure navigator.** Zumbro Valley partnered with MNsure to assist people from SE Minnesota to obtain insurance benefits. As a certified navigator, Zumbro Valley was part of a state-wide effort to help thousands of individuals and families enroll into health plans through the MNsure exchange.



After a careful review of the program's current and future challenges, the Zumbro Valley leadership team and board of directors made the decision to close THOMAS House. For more than 20 years, staff served hundreds of clients who needed group housing and key support services that THOMAS House provided.



# Meeting the Needs of the Communities We Serve

## Chemical Health Services

- **Connections and Referral Unit** – the Connections and Referral Unit provides detoxification services for people experiencing sub-acute intoxication due to chemical use. Other services include the 24-hour crisis hotline; monitored sobriety and monitored Antabuse services; urinalysis; and hair follicle testing.
- **Recovery Programs** – the Zumbro Valley Mental Health Center recovery programs provide outpatient substance use disorder services including assessment, treatment, DUI classes and educational groups, sober living skills training and assistance with housing. Additional services include: a harm reduction program for people with a long history of substance use disorders; counseling for those with cognitive disorders and in need of substance use services; programming for persons with dual diagnoses of mental illness and substance use disorder; and rehabilitative and independent living skills to help people learn important social and community survival skills.
- **Somali Recovery and Support Services** – culturally specific services to individuals and families of Somali ethnicity. Outreach staff provide educational meetings about substance abuse and its impact on one's health, information on current substance abuse trends, access to exercise programs and nutrition education on healthy eating and lifestyle choices.

## Children's Programs

- **Child Adult Relationship Enrichment** – an early intervention program designed to increase parenting skills, meet child well-being needs and improve family stability and safety. A voluntary, 2-year program, it is designed to provide help for caregivers participating in on-going case management services.
- **Children's Guidance Clinic** – therapy-based program that features experts from multiple areas - psychiatry, therapy, counseling - to work with children and their families to assess strengths and needs, identify and develop goals, provide testing, refer to psychiatry as necessary and evaluate progress.
- **Youth Behavioral Health** – a collaboration of Zumbro Valley Mental Health Center, Family Service Rochester and Olmsted County Community Services, this innovative program provides case management and in-home services for families with children experiencing severe emotional disturbances. The program also provides an Early Intervention service working with Head Start children and families at risk for developing emotional disturbances. Early Intervention includes culturally sensitive services for Somali families.

## Community Support Programs

- **Adult Rehabilitation Mental Health Services** – educational services for adults with a severe mental illness that enhance psychiatric stability, improve personal and emotional adjustment and provide participants with independent living and community skills.
- **Case Management Services** – program that assists people with serious and persistent mental illness to function independently in the community. Case managers help participants find existing community resources, obtain referrals to medical, social and educational services and provide advocacy services when needed. In addition, our bilingual case management staff offer culturally sensitive programs for people of Somali and Southeast Asian descent.
- **CD Navigator** – this unique program is designed to provide intensive case management to individuals who have been unable to achieve their recovery goals through traditional treatment methods. Its range of intensive services provide the level of contact necessary for them to address their substance abuse and other corresponding issues.
- **Fillmore County Community Support and Psychological Services** – located in Harmony, this program includes assessment services, individual psychotherapy, case management and medication education services for residents of Fillmore County.

## Zumbro Valley Mental Health Center Zumbro Valley Mental Health Foundation Combined Statements of Activity and Changes in Net Assets For the Years Ended December 31, 2013 and 2012

<b>PUBLIC SUPPORT AND REVENUES</b>	<b>2013</b>	<b>2012</b>
<b>Patient revenues:</b>		
Private pay	\$88,416	\$83,010
Counties	\$3,417,301	\$3,243,300
State health plans	\$4,854,504	\$4,612,855
Federal health plans	\$340,567	\$316,420
Private insurance	\$876,495	\$758,314
Housing	\$560,742	\$587,114
Grants	\$390,044	\$403,053
Investment	\$7,018	\$4,551
Administrative and other income	\$69,450	\$69,098
Gain on sale of property and equipment	\$132,995	
<b>TOTAL PUBLIC SUPPORT AND REVENUES</b>	<b>\$10,737,532</b>	<b>\$10,077,715</b>
<b>EXPENSES</b>	<b>2013</b>	<b>2012</b>
<b>Program services:</b>		
Fillmore Community Support	\$118,947	\$109,999
Case Management	\$826,190	\$716,716
ARMHS	\$232,962	\$236,804
Psychotherapy	\$805,720	\$613,456
CMHRC	\$528,514	\$642,267
Recovery Programs	\$466,440	\$615,423
Intensive Community Rehab Services	\$393,401	\$399,768
On Call Crisis Services	\$50,121	\$47,137
Psychiatry	\$896,349	\$917,248
Connections and Referral Unit	\$1,280,866	\$1,209,329
IRTS Program	\$1,439,914	\$1,366,032
Thomas House Board and Lodge	\$53,818	\$84,529
Root River Day Treatment		\$75,386
Homeless Program	\$574,696	\$504,842
Housing Program	\$366,333	\$369,714
CD Pilot Project	\$292,022	\$300,490
Somali Grant	\$207,985	\$43,578
Primary Care	\$55,584	
<b>TOTAL PROGRAM SERVICES</b>	<b>\$8,589,862</b>	<b>\$8,252,718</b>
<b>Supporting services</b>	<b>\$1,656,465</b>	<b>\$1,584,016</b>
<b>TOTAL EXPENSES</b>	<b>\$10,246,327</b>	<b>\$9,836,734</b>
<b>INCREASE (DECREASE) IN NET ASSETS</b>	<b>\$491,205</b>	<b>\$240,981</b>

# Financial Statement

In 2013, the organization exceeded its financial goals and continued to improve its overall financial position. For the year, Zumbro Valley Mental Health Center earned revenue above expenses in the amount of \$491,205, the fifth consecutive positive financial year for the organization.

Other key financial highlights include:

- Client revenue from private insurance payers increased by 6.5 percent from the previous year
- The cash reserve increased to \$797,622, an increase of \$350,021 from the previous year, and brings the days cash reserve to 32
- Accounts receivable decreased to \$643,827, a decline of \$146,574 from 2012
- Foundation net assets increased for the fifth straight year and totaled \$195,852 at year's end
- Loans from Olmsted County and Merchants Bank both were retired in 2013

In addition, Zumbro Valley took advantage of historically low bond rates to refinance its debt for the main campus buildings and property. Under the new arrangement, the interest rate decreased from 5.25% to 2.44%, which will save the organization over \$40,000 annually in interest payments and about \$600,000 over the next 20 years.

## Zumbro Valley Mental Health Center Zumbro Valley Mental Health Foundation Combined Statements of Financial Position December 31, 2013 and 2012

ASSETS	2013	2012
<b>Current Assets</b>		
Cash and cash equivalents	\$797,622	\$447,601
Accounts receivable, net of allowance	\$643,827	\$790,401
Prepaid expenses and other	\$22,570	\$13,649
<b>TOTAL CURRENT ASSETS</b>	<b>\$1,464,019</b>	<b>\$1,251,651</b>
<b>Property and Equipment, net of depreciation</b>	<b>\$6,964,483</b>	<b>\$7,193,238</b>
<b>Other Assets</b>	<b>\$412,417</b>	<b>\$31,544</b>
<b>TOTAL ASSETS</b>	<b>\$8,840,919</b>	<b>\$8,476,433</b>
<b>LIABILITIES AND NET ASSETS</b>	<b>2013</b>	<b>2012</b>
<b>Current Liabilities</b>	<b>\$873,567</b>	<b>\$1,048,578</b>
<b>Long-Term Debt</b>	<b>\$5,253,795</b>	<b>\$5,205,503</b>
<b>Net Assets</b>	<b>\$2,713,557</b>	<b>\$2,222,352</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$8,840,919</b>	<b>\$8,476,433</b>

- **Intensive Community Rehabilitation Services** – unique program that offers individuals diagnosed with a serious and persistent mental illness a range of clinical and rehabilitation services to prevent hospitalizations, civil commitments, incarcerations and other adverse outcomes. Services are designed to help participants develop their own support networks, enhancing their ability to live independently.

### Housing

- **Housing Options** – Zumbro Valley Mental Health Center offers individuals with serious mental disorders help with finding and maintaining safe, affordable housing in the community. Housing Options include shared housing, subsidies, Northgate Apartments and the Shelter Plus Care subsidies.
- **Homeless Services** – this team provides intensive case management to 38 single adults who meet the definition of long-term homelessness. Services focus on securing safe, stable housing, basic needs, benefits assistance and employment.

### Intensive Residential Treatment

- **Residential and Crisis Stabilization** – on-site program that provides 90 days of residential care for up to 12 adults requiring a treatment-oriented environment to manage their mental illness. Services include crisis stabilization, nursing, family education, illness management and recovery, independent living skills training, integrated dual diagnosis treatment and discharge/aftercare planning.
- **Crisis Stabilization** – on-site program available for up to four adults requiring immediate support with their behavioral health symptoms. The program provides crisis care for up to 10 days at our facility.

*Both programs are licensed by the Minnesota Department of Human Services.*

### Outpatient Therapy Services

- **Counseling and Therapy** – range of psychological services designed to help children, adolescents and adults to identify mental health issues and to develop strategies to manage them. The multi-specialty team of behavioral health specialists utilize a client-centered approach that includes testing, evaluation and therapy in both individual and group settings.
- **Psychiatry** – multi-disciplinary team of psychiatrists, nurse practitioners, registered nurses and medical assistant that offers comprehensive testing, medication management and therapy services.

### Primary Care Services

- **Primary Care** – clinic that provides basic medical services and lab testing to clients and individuals in other underserved populations who do not access it elsewhere in the community. Clinic staff stabilize people's medical condition(s) and coordinate their medical and behavioral health needs to help improve their overall quality of life.

*Restoring Hope...  
One Life at a Time*

# Together

## We Can Build Strong Communities

Zumbro Valley Mental Health Center partners with local and regional organizations, providing leadership on cooperative efforts to identify and address behavioral health problems and reduce stigma in the region.

Key initiatives include:

- **Alternative Learning Center.** Collaboration developed to help ALC students diagnosed with a mental illness to better understand their symptoms and provide access to counseling and therapy. A Zumbro Valley therapist serves at the school on a part-time basis to work with students and their caregivers before the illness leads to serious problems.
- **Chemical Dependency Navigator Services.** In this 10-county program, Zumbro Valley navigators provide intensive case management services to individuals who have been unable to achieve their recovery through traditional treatment methods. Staff employs a variety of evidence-based practices, including integrated dual disorder treatment, motivational interviewing and illness management and recovery to assist people in their recovery efforts.
- **Footsteps 4 Recovery.** The Homeless Services Team utilizes outreach and advocacy to help homeless people with substance abuse issues find housing and receive treatment. Funded by a grant from the Minnesota Dept. of Human Services, the focus of this initiative is to help end homelessness in Minnesota.
- **Housing Consortium.** Collaboration of key service providers in Olmsted County that serve the area's homeless population. Created in July 2012 by Zumbro Valley Mental Health Center, this group includes housing facilities, service providers and Olmsted County Behavioral Health who meet monthly to discuss individual cases and update one another on current openings within their facilities.
- **On-Call Crisis Program.** Zumbro Valley Mental Health Center continues to provide crisis assessment and intervention for adults with a mental illness. Through a grant from Olmsted County Community Services, staff works with county residents during weekday evenings and 24-hour service during weekends and holidays to help reduce costlier hospitalizations for mental health symptoms.
- **Rapid Access Clinic.** This collaboration of Zumbro Valley Mental Health Center, Olmsted County Community Services, United Way of Olmsted County and community mental health professionals focuses on serving adults with an urgent, but not emergent, need for psychiatric care. The clinic was designed to bridge this gap, reducing wait times for initial psychiatric appointments and avoiding more costly care in emergency rooms and inpatient settings. Rapid Access Clinic staff serve an average of 75 people per year.
- **Somali Recovery and Support.** Collaboration with the Minnesota Department of Human Services – Alcohol and Drug Abuse Division that provides culturally specific early intervention for individuals from Olmsted County's Somali community with addictive behavior, support and referral resources to those with addiction and education to families and individuals. Through this program, Somali outreach workers are working with this population to help eligible participants develop service plans on the negative impacts of alcohol and drug use and, when applicable, refer them to area health care and substance abuse providers for treatment.
- **Youth Behavioral Health.** Together with Olmsted County and Family Service Rochester, Zumbro Valley provides families in our community with case management and early intervention services to families of children with severe emotional disturbances.

# Board of Directors

## Board of Directors

Craig Oslund, *Chair – Olmsted County*  
 Anne Pronschinski, *Vice Chair – Olmsted County*  
 Dianne Patten, *Treasurer/Secretary – Fillmore County*  
 Bill Ryan, *Past Chair – At Large*  
 Don Boyum – *Fillmore County*  
 Rep. Tina Liebling – *Olmsted County*  
 Dr. Margaret Lloyd – *Olmsted County*  
 Marc Prestby – *Fillmore County*  
 Cathy Shea – *At Large*  
 Sister Linda Wieser – *Olmsted County*  
 Paul Wilson – *Olmsted County*  
 Warren Wong – *Olmsted County*

## Leadership Team

Dave Cook, *Chief Executive Officer*  
 Gary Chaikin, M.D., *Medical Director*  
 Judy Eichman, *Chemical Health Services*  
 Heather Geerts, *Clinical Director*  
 Scott Gerdes, *Chief Financial Officer*  
 Ashley Kothenbeutel, *Residential Services*  
 Tracy Lee, *Chief Operating Officer*  
 Sean Rice, *Marketing, Development and Customer Service*  
 Tina Nunemacher-Tews, *Community Support Programs*



Restoring Hope...  
 One Life at a Time