

CARING FOR OUR COMMUNITIES

**HSI**

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*Although the needs have grown and changed over the last 36 years, there is one constant: HSI remains committed to helping our communities because we believe that the future of our communities lies in the strength of our communities.*

## HSI IS A PLACE WHERE LIVES ARE TRANSFORMED AND FUTURES ARE RECREATED

At Human Services Inc. (HSI), we help transform lives and recreate futures. Since 1969, we have assisted our most vulnerable residents overcome and prevent life impairments by developing individual potential and promoting meaningful participation in family and community life.

Each year, we see over 8,000 families and individuals struggling with problems associated with aging, chemical dependency, mental illness, and domestic or sexual abuse. Although we recognize that meeting immediate needs is important, our primary focus is on long-term results. HSI services range from direct treatment and management of disabilities to an array of support services, such as transportation, nutrition, job support, housing assistance and many others. Our seven locations throughout Washington County provide easy access to services. For those unable to come to us, HSI delivers services in homes, schools and community organizations.

As Washington County grows we see more diverse and often more serious needs, creating a greater demand for specific services. These trends challenge HSI to be more efficient, more flexible and more responsive. By providing the most effective treatment models possible, HSI's flexible community-based design allows us to match community needs with services. The stories presented in the following pages testify to the success of this model and our efforts.

Much of our success comes from our employees and volunteers, whose passion and dedication to HSI's mission lets us continue our work. When we help families and individuals recover from mental illness, chemical dependency, physical and sexual abuse, the world becomes a better place for us all. When we help seniors live independently and troubled children remain at home and in school, we restore the fabric of family and community life.

*We believe that the vitality and stability of our communities rests on the strength of individuals and families within them. Working one by one with people in need, HSI builds on the powerful, healing strength of families and communities.*

# CORE VALUES

Although the needs have grown and changed over the years, at HSI there remains one constant—the commitment to serve our communities.

We believe that the future of our communities lies in their strength and in the spirit of their people. After an intensive planning process, HSI adopted the following core values that continue to guide our operations. Now as we near the end of our third decade of service to Washington County, HSI remains dedicated to a full continuum of care available to individuals and families in our community.

## FAMILY

The family remains the strongest force for creating and sustaining health and well being. HSI's success often depends on our ability to strengthen and support a family within its community.

## COMMUNITY

Links to the community are crucial to long-lasting success for our clients. HSI links each client to appropriate community support systems and also works to strengthen these systems through community participation.

## EXCELLENCE

Delivering quality services is the hallmark of an outstanding professional human service organization. At HSI, we rely on integrity, quality and professionalism to develop a solution for each client.

## ACCESSIBILITY

We can't assist clients who can't reach us. Thus we strive for accessibility to minimize economic, geographic or cultural barriers to our services.

## COLLABORATION

Working with others provides opportunities for HSI to accomplish more than we could do alone. Collaboration increases not only the efficiency but also the value of our client-centered services.

## LEADERSHIP

Every day provides a new leadership challenge. We overcome these hurdles by developing new and innovative solutions for those struggling with life impairments.

## EFFECTIVENESS

We understand the relationship between invested resources and return outcomes. HSI constantly works to utilize more efficient management systems and eliminate duplication of efforts.

## PARTNERSHIPS

By focusing on Washington County communities, we create a coordinated and integrated human service system. Partnerships allow us to provide a full continuum of care.

*As HSI begins our fourth decade of service to Washington County, we are dedicated to continuing our tradition of innovative, effective and compassionate care.*





## A MOTHER'S STORY

*Dan is my youngest child. When he was little, he was a gentle, funny and loving child who did well in school. After the death of his older brother, things began to "haul him down". Although our doctor told me it was my imagination, I sensed something was wrong.*

*When Dan was about 15 years old, he struggled with low self-esteem and depression and began using drugs. His high school years were horrible. We tried to get him help for his drug usage, but he would not cooperate.*

*In 1989 our family moved to Newport and connected with HSI. Here Dan felt "grounded" and our family finally understood what was happening and got help for his mental illness. They helped Dan find an apartment and a job. HSI treated us with respect, empathy and compassion. No matter what Dan had done or how sick he was, he still was my son, the child I once held in my arms and loved.*

## MENTAL HEALTH

One in five adults has a mental or emotional disorder. One in 20 deals with serious, persistent mental illness. Mental illness affects more Americans than heart disease, cancer and lung disease combined. It is the nation's leading medical issue. Mental illness affects individuals of all ages, races, religions or incomes.

Mental illness includes a variety of disorders, including: schizophrenia, bipolar disorder, major depressive disorder, obsessive-compulsive disorder, panic and other severe anxiety disorders. Today, we also include adult attention deficit disorder as well as other severe and persistent mental illnesses that impact the brain.

Mental illness is treatable. At HSI, we strive to help people become productive in their own lives and in their community. Although most people with serious mental illness require medication to control symptoms, they also rely on other types of therapeutic support. These may include supportive counseling, therapy groups, assistance with housing, vocational rehabilitation, benefits assistance and other community services. All efforts are oriented to helping people with mental illness achieve the greatest possible independence and quality of life.

Our client's needs have led us to look at more non-traditional services as a way to provide support and help. Our adult psychiatry services, emergency and outpatient services and day treatment programs, provide those with serious mental illness much-needed community-based support. To help individuals coping with mental illness learn the daily living skills to become self sufficient, we offer in-home living skills training. HSI's community support systems and adult day programs use a highly structured approach that reduces hospitalization.

In addition, we provide both permanent and transitional supportive housing for individuals and families dealing with mental illness. With the need so great, supportive housing has become a key initiative for HSI.

All our mental health efforts stem from our goal to help people remain independent and function at the highest possible level within their community.

# SENIORS

Over the last 100 years, as life expectancy age has increased from 47 to 77 years, the number of elderly in our communities has grown. In Washington County, 20,450 residents are over age 60. By 2020, seniors are projected to number about 52,560. HSI's changing demographic presents a wide-range of challenges as the needs for more elderly and caregiver services become intensified.

Although many older adults lead productive lives, others face challenges to be independent. Isolation, cognitive degenerative diseases such as Alzheimer's or dementia, and physical impairments resulting from heart attacks or strokes are a concern for many. Frailty caused by aging ailments, like loss of bone-density, hearing and eyesight is another concern. While the goal for most is quality of life, a balance of living well and long is desired.

New trends emerged in elderly care in recent years. Families no longer opt for institutionalized care for their loved one. Instead, more and more choose to care for their senior members, even when their needs become more serious. With a new role as caregiver, families require education, training and flexible support services.

HSI's ElderCare division helps elderly and persons with special needs age with dignity and remain in their homes as long as it is reasonable and safe. To better meet the diverse needs, HSI uses a flexible programming approach. Working in partnership with other service providers, we can ensure that all clients' needs are met. Whether the senior needs help with basics, like transportation, personal care and nutrition, or requires more substantial assistance, HSI is there to help. From our service coordination, information and referral to informal case management, caregiver support and adult day program, all programs seek to retain the individual's dignity.

We anticipate dramatic growth in our senior services. All will be guided by our mission to deliver comprehensive community-based services that help seniors and families meet the needs of elders at an affordable cost.



## RUTH'S STORY

*I'm 85 years old and legally blind with retina macular degeneration. So, I can't drive any more. I never thought the day would come that I couldn't drive myself and be independent. However, I don't quit living and don't intend to!*

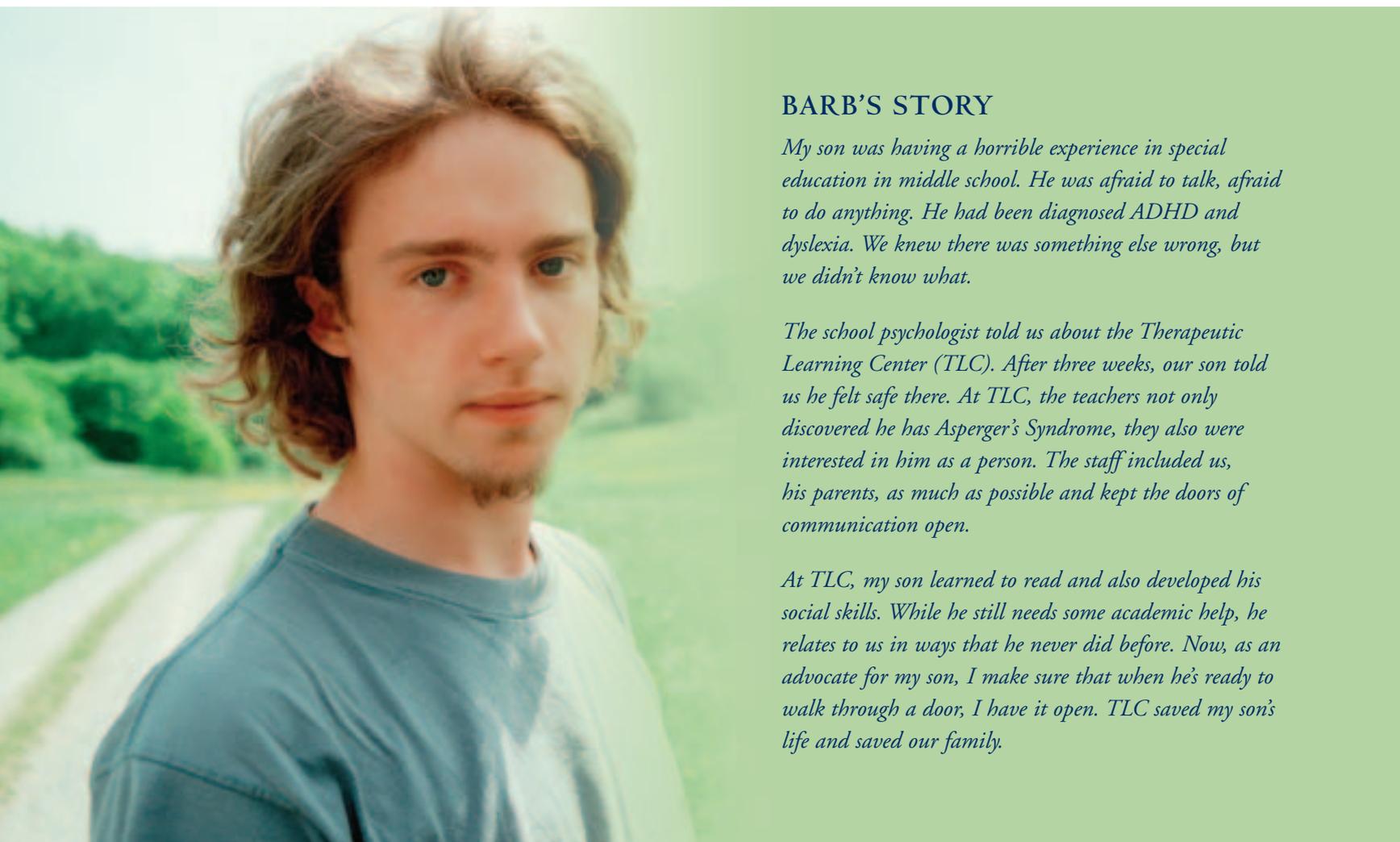
*A friend suggested that I take a bus provided by HSI. Although I'd never taken a bus, I called HSI. That was four years ago and I've been riding their bus ever since. I am never happier than when I get on the HSI transporter. My driver, Bob, always gives me a hug—and I would hug all the drivers if I could.*

*HSI's drivers are all terrific! I've seen the care and the real interest they give to all kinds of people, helping them on and off the bus. To those of us in need, HSI's drivers are a blessing. HSI truly lets me keep my independence.*

# CHILDREN & FAMILIES

Mental health is a critical component of children's learning and general health. Yet many children have social and emotional health problems that interfere with normal development and functioning. In the U.S. today, one in ten children suffer from a mental illness. In Washington County, more than 2,000 children require special needs to address their developmental, behavioral or emotional problems. These children and adolescents are at a high risk of social isolation. Many are on the verge of being removed from their school and/or their home.

Childhood mental disorders include: anxiety disorders; attention deficit and disruptive behavior disorders; autism and other pervasive developmental disorders; eating disorders, depression, bipolar disorder, childhood-onset schizophrenia; and tic disorders.



## BARB'S STORY

*My son was having a horrible experience in special education in middle school. He was afraid to talk, afraid to do anything. He had been diagnosed ADHD and dyslexia. We knew there was something else wrong, but we didn't know what.*

*The school psychologist told us about the Therapeutic Learning Center (TLC). After three weeks, our son told us he felt safe there. At TLC, the teachers not only discovered he has Asperger's Syndrome, they also were interested in him as a person. The staff included us, his parents, as much as possible and kept the doors of communication open.*

*At TLC, my son learned to read and also developed his social skills. While he still needs some academic help, he relates to us in ways that he never did before. Now, as an advocate for my son, I make sure that when he's ready to walk through a door, I have it open. TLC saved my son's life and saved our family.*

For preschoolers, children, and adolescents struggling with mental health issues, societal pressures are immensely challenging. They face social, behavioral, and even academic challenges that cause poor relationships with peers and adults. Most have to work harder than their peers to fit society's context. Managing their symptoms, though, helps these children and adolescents develop stronger relationships, find self-fulfillment and attain personal success.

We believe that a child cannot be helped if we solely focus on the child or the child's environment. Our comprehensive children's mental health programs include case management, in-home or school-based therapy and behavioral management services, day treatment programs, and early identification and intervention programs supported by child psychiatry. Services are best delivered when they are community-based and family-

centered. As parent involvement is crucial for successful treatment and family stability, all our programs include strong family participation and advocacy. For those with more intense issues, family treatment services, parenting classes and therapeutic support are also available.

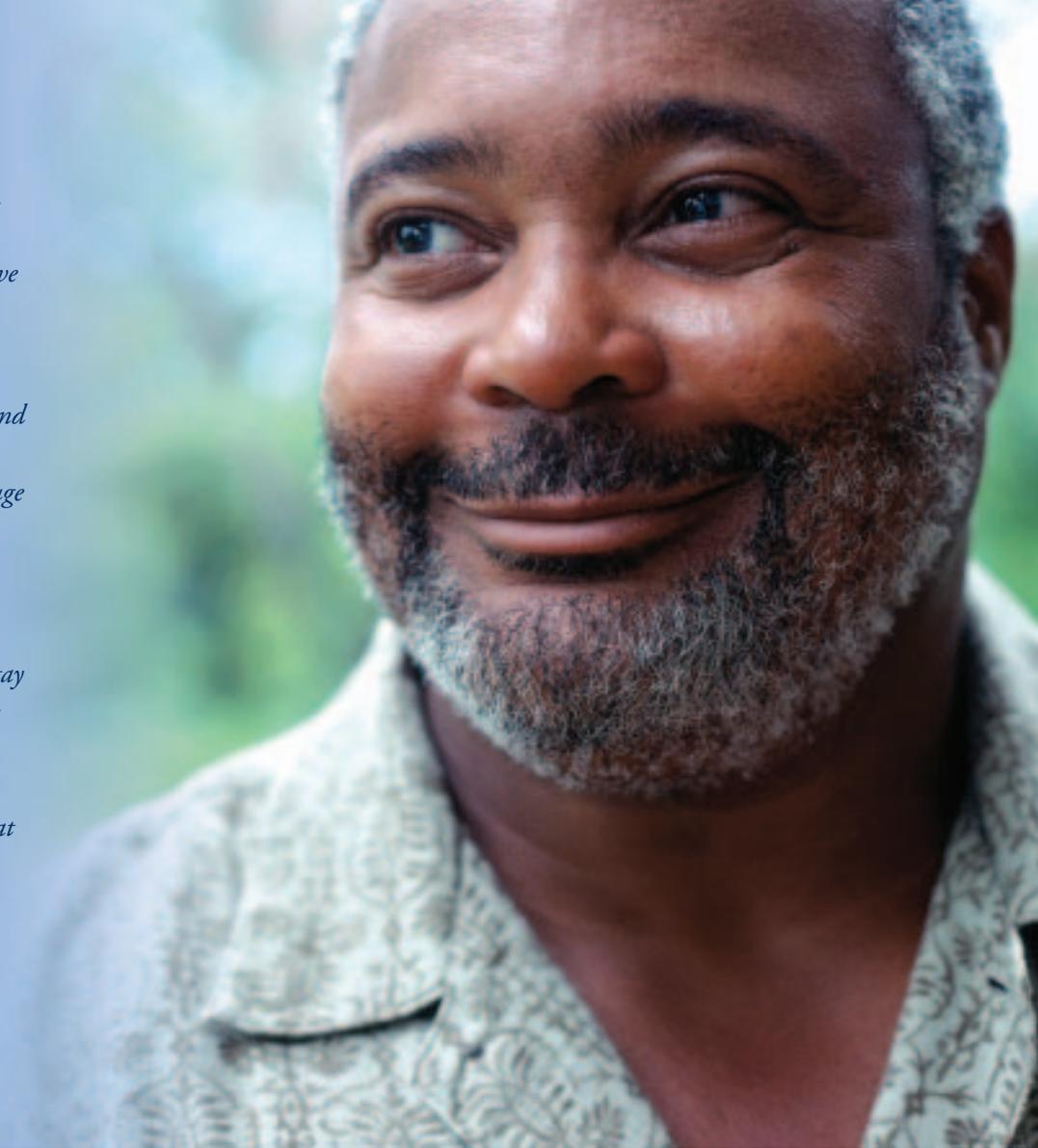
HSI's child and family mental health division has grown tremendously in the past 20 years. Our mission to keep children in their home and avoid costly out-of-home placement has helped us develop a strong service structure. And with our vital continuum of care approach, we will continue to reach families and children across the spectrum of care and needs.

## A FRIEND'S STORY

*My life was at a low point when I came to group. Between the consequences of my DWI and the separation of my wife and daughter, I did not have much direction. I went primarily into group determined to make a successful sobriety.*

*The main thing I have learned is to speak my mind honestly. By dealing with problems while they are small, I rarely get overwhelmed. It has made a huge difference in my relationships and life in general. With a sober mind, I can focus on what really is important.*

*My sobriety plan is an excellent way to help me stay on the path. It is strange to think of all the things I did not accomplish because of my abuse. I am grateful to have another chance at life and the memories of things left undone. Without HSI, that chance may not have come.*



## CHEMICAL HEALTH

Substance abuse is a national public health problem affecting millions. It is a disease that can strike anyone, regardless of age, cultural background or profession. In 2003, an estimated 21.6 million persons age 12 or older were classified with substance dependence or abuse. The Midwest has slightly higher levels of substance abuse than the nation overall. Counties, like Washington County that are urbanized yet not metropolitan, report the highest illicit drug use and alcohol abuse or dependence.

Increased substance abuse is directly tied to an increase in crime and greater demands on the criminal justice system. It also results in higher healthcare costs and additional demands on child protective services and schools. An inability to maintain employment, increased personal violence, a disengaged family life and homelessness often plague families where substance abuse is present. On a personal level, those who abuse experience less control over daily living, have low self-worth and suffer from deteriorating health and relationships.

Most chemical health professionals recognize that many people needing help with chemical dependency, also need help with other issues. As a result, we work hard to integrate our services. As a strong mental health service provider, it is a natural transition for us to co-treat this population. Our individualized services provide Washington County residents with the help they need to be successful and productive.

HSI is committed to providing a continuum of care that addresses and understands client's unique needs. Our services for both adolescents and adults include prevention, educational services, intervention, assessment, treatment placement and support. Central to our chemical health program is our intensive case management support for those struggling with more complex or serious abuse issues. Through a community-based treatment program, counselors assist residents to eventual sobriety. Our philosophy remains ever strong—to provide harm reduction, foster stability and re-unify families.



## JONATHON'S STORY

*When I went to court on a domestic violence issue, I came to HSI to get an evaluation. Although I was looking for one-on-one counseling, the evaluator decided a group would be best. It was better than I anticipated and the two instructors were fabulous.*

*The program taught me the tools and techniques to keep situations from escalating. Since completing the course, I haven't had a situation where I've felt in trouble. Now I can see things coming and don't let them escalate.*

*The program can be a real eye-opener. You have to face up to the fact that what you're doing isn't productive. You have to understand that you dealt with the situation poorly, which is a hard thing to come to grips with. No matter what started the situation, you have to find ways to resolve it other than violence. Because the violence has to stop.*

## ABUSE

Domestic and sexual violence is not a private matter. It is a critical national problem that impacts every community, work place and school. It affects all racial, social, ethnic, economic and religious groups. In 2004, thirteen women and nine children were murdered as a result of domestic violence in Minnesota. Thousands more received services and emergency safe housing as a result of domestic abuse.

The experience of violence, for victims, witnesses and family members has serious social and emotional consequences. Many victims experience mental distress and feel humiliation or guilt. Fear, anxiety, panic attacks, feelings of emptiness and sadness may drive them to act out or to withdraw from others. Some victims require medical attention to confront the possibility of sexually transmitted diseases, HIV/AIDS or pregnancy. Legal complications, financial problems and family disruption add to the stress.

Over time, victims of violence may be at risk for substance abuse, problems at school or on the job and difficulty participating in healthy supportive relationships. Although many parents believe that they can hide domestic violence from their children, children living in abusive homes report otherwise. Research suggests that between 80-90 percent of these children are aware of the violence. Without intervention, children living in violent homes are at increased risk for victimizing others or being re-victimized as they grow into adulthood.

As important as it is to help the victim/survivors of violence and abuse, it is also important to understand and work with offenders. Many individuals who commit acts of domestic violence have been victims themselves or have witnessed domestic violence. Men who as children witnessed their parents' domestic violence are twice as likely to abuse.

In addition to victim services, our offender treatment services helps abusers to understand the impact of their behavior on their children. When appropriate, they talk with their children about what has happened in their family. With our help, most leave treatment with a greater sense of accountability for their own actions, improved skills in managing their behavior and emotional lives and a greater understanding of the damaging effects of violence.

# GIVING BACK

*"It is the responsibility of every human being to aspire to do something worthwhile, to make this world a better place than the one he found." – Albert Einstein*

## A LASTING REMEMBRANCE - LEAVING A LEGACY

Charitable and philanthropic groups play important roles in the state of Minnesota and in Washington County. From giving seniors a hot meal, to linking mentors with children in need, to providing a strong cultural environment, charitable organizations provide crucial services.

Carefully consider how an organization's mission reflects your personal beliefs and values. Consider, too, how your community might be affected if that organization did not exist.

Your decision to provide HSI with financial support beyond your lifetime will dramatically affect many people in your community. In addition to potential current tax benefits, the continuing benefits your gift provides will give you enormous personal satisfaction.

If you are considering a legacy gift, we suggest you contact us about your intent. We want to ensure that your estate gift is appropriately directed. Call our Development Office at 651-251-5079.

*Endowment gifts ensure that there will be a permanent source of support for needed programs and services for our most valued and important citizens, today and in the future.*

## IN-KIND GIFTS

If you value the community service that HSI provides, please contribute. As a non-profit, 501(c)(3) organization, HSI relies on the community we serve for support and generosity. In-kind donations are a meaningful way for companies and individuals to help support HSI. Your gift will play a key role in continuing our mission. In-kind gifts are donated services and items; all ideas are welcome. The opportunities are endless. All in-kind donations are tax-deductible.





# MAKE A DIFFERENCE

*Make a difference in the lives of others. There is a giving niche for every individual and organization.*

## BECOME AN HSI VOLUNTEER

Want to share your time and make a difference in your community? HSI has a variety of interesting volunteer opportunities. Times are flexible to fit most schedules. Our experienced staff can help you or your group make a positive match. To find out the right volunteer opportunity for you, visit [www.hsicare.org](http://www.hsicare.org) and click on Current Community Volunteer Opportunities or call our Volunteer Coordinator at 651-439-9691. There is no greater gift than helping one another!

## SPECIAL EVENTS

### HSI ANNUAL CHARITY GOLF CLASSIC

Each fourth Monday in July, HSI is proud to partner with various sponsors, businesses and individuals to present our annual golf classic. This enjoyable event, held at the beautiful Stillwater Country Club, raises funds that help support programs for those in our community who struggle with issues related to aging, transportation, emotional disorder, mental illness, chemical dependency and domestic/sexual abuse.

Sponsorships provide businesses an opportunity to promote their organization as well as support HSI's important work throughout the community. For more information about the HSI Charity Golf Classic, please call 651-251-5010.

### GREY CLOUD ISLAND 10K RUN FOR HSI

Aggregate Industries located on Grey Cloud Island, is an aggregate producer in the Twin Cities since the early 1900's. Aggregate has consecutively donated all proceeds of their U.S. Track & Field Association certified 10K race to HSI.

"This race is one way we can be a role model of corporate citizenship and demonstrate our commitment to long-term involvement and leadership in the community," says Race Director Patty Christensen.

All are welcomed to run or walk and enjoy the natural beauty of the river, woods and wildlife. For more information about the 10K call 651-251-5013.

## TRANSPORTER SPONSORSHIP

HSI Transporters are essential for many elders and people with special needs to maintain their independence. Our door-thru-door handicapped accessible transportation provides access to daily living needs, like the grocery store as well as doctor and pharmacy visits. We provide approximately 80,000 rides traveling over 500,000 miles throughout Washington County annually.

Community support is crucial to this service. Income is typically a barrier for many of the people we serve, making it important for us to keep fees low. Sponsorship support makes this possible. Your generosity is recognized on the sides and rear of a transporter for a year and visible throughout our community.

**HSI**

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HSI, a life changing resource, is a non-profit corporation supported by citizens-for-citizens. County funding, along with generous philanthropic gifts, make our services available to all Washington County residents. We provide services and programs for those struggling with problems associated with aging, emotional disturbances, mental illness, physical and sexual abuse and chemical dependency

[www.hsicares.org](http://www.hsicares.org)