

Key Events in 2010

- Acquired two accessible homes, allowing 8 individuals served in SLS to move to space that supports their increasing physical challenges.

- Honored 79 consumers who volunteered in the Mankato community during the year with Dinner and Dancing.

- Hosted 123 students who contributed 4,444 unpaid hours of their time to HMC.



- Supported consumers to assist with restoration of prairie at Minneopa State Park for the fifth year.

- Remodeled two apartments at Homestead to create more spacious, functional and bright living spaces.

- Increased by 33% the number of individuals that utilize the Representative Payee Services of the HMC.

- Awarded nearly \$21,000 in scholarships to 12 employees with funds provided by a Health and Community Based Services Grant from the Department of Human Services.

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Human Resources Statistics

• Number of employees	302	• Employees hired	16%
• Employees under age 25	54%	• Agency wide turnover	58%
• Applications received	956		

Financial Summary - Fiscal Year 2009/2010

Sources of Income

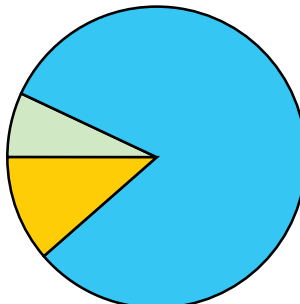
Service income (State, Counties, Cost of Care)	\$8,409,647
United Way	\$1,125
Donation, Interest, Other	<u>\$110,012</u>
	\$8,520,784

Breakdown of Total Expenses

Intermediate Care Facility (ICF/MR)	35%
Semi-Independent Living Services (SILS)	9%
Supportive Living Services (SLS)	49%
Management and General	7%

Management and
General
\$558,802
7%

Occupancy
\$897,064
11%



Program Services
\$6,512,326
82%

Strategic Planning for 2011

HMC is currently engaged in a Strategic Planning process that will provide direction for HMC for the next three years. It is an exciting discussion at this point! These are some of the questions that we are asking ourselves.

Staff Retention and Growth: How do we identify those staff that have the leadership capacity to transition to positions vacated by retiring members of the leadership team? How can we promote leadership growth in all staff? How can we improve retention in a field that offers few full time, well paid jobs?

Sustainability: HMC faces anticipated challenges that include reduced funding from the State of MN, ominous proposed changes to Medicaid, increasing medical needs of aging consumers, retiring leaders, and a smaller workforce to name some. What strategies are needed to ensure that our focus on quality service and adherence to the HMC Values are not eroded in the face of these and other challenges?

Increased needs for Technology: What technology solutions would improve the efficiency of our human resources, offer the data that allows us to make better decisions and communicate more effectively with our stakeholders? Will we have the financial resources necessary to make these investments?

Responding to opportunities:
What are anticipated trends in service delivery and how will HMC respond to the opportunities that these changes may present?

Comments or suggestions can be emailed to:

clee@harrymeyercenter.org

Look for a follow up summary of our strategic plan soon on our website.



Volunteers sorting seeds at Minneopa State park



[facebook.com/harrymeyercenter](https://www.facebook.com/harrymeyercenter)



Before: Cramped living room, apartment 4



After: Bright and spacious addition



Apartment 5



Expanded, attractive living room

HMC Stakeholder Satisfaction Survey: 2010

Stakeholders are primarily families, guardians and case managers of the persons served in HMC services across the three programs: SILS Inhome, SLS and ICF.

Several questions probed the stakeholder's opinion of whether or not they think that the setting is safe, supportive and well maintained.

Others questioned the stakeholder's level of satisfaction with HMC's staff. Are they courteous, focused on the needs of the person being served and responsive to the stakeholder?

104 stakeholders responded. The average score on each question was 98%!

There were 43 written comments. Of those, only 6 included a negative viewpoint. This is a sampling:

Re: health care needs: Very conscientious. Good follow up! Excellent with adequate and timely information...

- *HMC always approaches my client in a very respectful and appropriate manner. Your staff are wonderful.*
- *Staff have been wonderful to work with, considering the difficult and frustrating situations the client puts the staff into.*
- *We are the happiest we have ever been with the staff and we thought they were great in the past.*

You often hear ICFs referred to as "Institutions" which reflects negatively to this service. Read several ICF specific comments from those stakeholders:

- *You provide my brother with many leisure and home options that he enjoys. HMC staff are wonderful in the area of courteous and polite. Thank you for the great care you give.*
- *My clients are very well cared for through HMC and their interests are taken into consideration for outings, etc. I am very pleased with the care through HMC*
- *Staff provided wonderful end of life care.*
- *I sleep good knowing that my son is safe and happy.*



A not so great breakroom



After: An attractive, relaxing setting



Recent home purchase in Eagle Lake

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From January 2011 through June 2011

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