



Northern Pines Agency Update

JANUARY 2011 / QUARTER 4

NORTHERN PINES: 2010 AND 2011 BY EXECUTIVE DIRECTOR GLENN ANDERSON

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2010 was another great year for Northern Pines. We continued to grow, expanding services in every department. Our ACT team grew to 80 clients. Mobile Crisis Outreach “rolled” on nearly twice as many mental health crises than in 2009. School-based services continued to expand, and the Behavioral Health Aide program grew in size and geographic reach. Linda Hertz joined NP and we now have three advanced practice nurses at Northern Pines (Linda, Rosemary, and Patty Jo). There are more Certified Peer Specialists, more part-time employees working with Daryl Moon in our Re-Op Division, more ARMHS staff, and more clinical staff.

With all this growth, NP was bursting at the seams, so we went shopping for some rental office space and ended up buying the Maple Street building! We also moved into the CTC building in Baxter, co-locating NP Crisis Services and the State Operated Services CTSS staff with the Crisis Line.

Besides all this growth, we continued to improve Northern Pines’ financial situation in two key areas: sustainability and operating capital. 2010 will be our third straight year with more income than expenses.

It’s a good thing, too, because 2011 is going to be the most fiscally challenging year for mental health since 1980, when there were huge cuts in spending on services to Minnesota’s poor and disabled citizens. Our budget was approved by the Board at its December meeting and it has a modest margin, holds the line on discretionary expenses, and requires that every employee and team meet productivity and operational goals set by their department leaders. As in 2010, there are

no across-the-board salary increases (since our reimbursement rates have not changed) but NP is absorbing the large increase in health insurance premiums and allowing the cost to employees to remain the same as in 2010. We are also retaining and expanding the individual and team productivity bonus structure instituted back in 2009. Year-end agency-wide bonuses will continue to depend on overall profitability, but since the plan is to be profitable in 2011, we hope to be able to continue the year-end bonuses.

We have plans to deal with a range of cuts coming down from the State, including cutting expenses, improving efficiency, maximizing third-party payer income, and expanding profitable programs where there are unmet needs. Since every position and department has an important role to play in our success, there are no plans to cut back on staffing. Instead, we’re planning on strategic growth in several areas:

1. Integration of primary and behavioral health care. Our application to become a Federally Qualified Health Center has been submitted and we should hear by July whether our proposal has been selected for funding. If we are selected, we’ll be getting \$650,000 per year for two years for startup and operating expenses to add 5 primary care providers to Northern Pines.

2. Adding addictions services and programs. Once upon a time, Northern Pines had a Rule 31 license and provided chemical dependency counseling in Little Falls and Staples, but our license was not renewed back in 2007 because we didn’t have any CD staff. Our focus will be on Integrated Dual Disorders Treatment



Glenn and MN Representative John Ward at our Maple Street building open house. (See page 3 for more open house photos.)

(IDDT), one of the federally recognized “evidence-based practices.” As a mental health center, our main target population is people who have both a mental illness and a chemical use problem, but we’ll be able to serve people with just CD as well.

3. Broadening access to NP services. When our RN Case Managers become advanced practice nurses around July, we’ll be setting up shop in Cass County and Wadena County, using them as a nucleus for developing new full-service sites in these counties. We hope to open a full-service site in Aitkin County as well, building on the school-based, ACT, MCO, and ARMHS services we currently provide there on an outreach basis.

4. Developing the Re-Op (Resource Opportunities) program. Daryl Moon has been hiring consumers on a part-time basis to expand our housing support program (moving furniture) into new service areas such as janitorial and maintenance work and, if we become an FQHC, medical transportation.

But I’m stealing others’ thunder here. Look inside this newsletter for a host of other exciting projects and new program development.



CHILDREN & FAMILIES DIVISION NEWS

BY SHELLY RICHARDSON

The Children and Families Division would like to wish all of Northern Pines Staff a Happy New Year! Over the last few months members of our team have taken on new challenges to help our clients and agency grow. Just a few highlights are listed here.

Trude Anderson and Rona Lortz, members of our in-home counseling team, are offering monthly parenting classes in the Brainerd and Little Falls area. **Nurtured Heart Approach to Child Care** is a two-day evidence-based training that helps parents who are open to ideas for meeting their child's challenging behaviors. The classes are held in the evening from 5:30–8:30. If you are interested in referring clients or community members please contact Trude or Rona for more information.

Anna-Maija Lee, a new full-time staff with our Brainerd High School Program, will begin a 16-week after-school **Grief and Loss Group for Teens** on-site at the High School. This group will be open to all adolescents in the area. For more details contact Anna-Maija.

Outpatient therapists, **Amy Brandt and Therese Meyer** have invested in expanding our services for adolescents to include Dialectical Behavioral Therapy (DBT). Both will explore options of **Adolescent DBT** in Northern Pines' catchment area within the next six months, after completing all requirements and training.

Kim Westaway, the 7th and 8th grade school based mental

health Program Coordinator at Forestview Middle School, **promoted community education and prevention efforts** by presenting on behalf of Northern Pines to over 100 parents and children at Brainerd's Bethlehem Lutheran Church. The youth minister requested educational information on adolescent dating violence. Kim incorporated red flags for power and control issues, and information from Microsoft on texting and social networking relating to privacy and dating. If you know of any community members interested in education and/or prevention presentations, feel free to contact Kim.

Our division would also like to publicly acknowledge and thank **Alissa Edwards**, Data Collections and Analysis team member, for all her efforts in administering **phone and internet satisfaction surveys** to area families and school personnel involved with our School Based Mental Health Programs. This effort aides our division in demonstrating dedication to Northern Pines' commitment to quality service with the children and families we serve. Thank you Alissa!

The Children & Families Division continues to grow through our inspiring leadership and agency mission. With the New Year come many new and exciting opportunities for our staff, clients and community.



NORTHERN PINES AND CENTRAL LAKES COLLEGE TO COLLABORATE ON COMMUNITY EDUCATION

Beginning February 24, 2011, Northern Pines will partner with Central Lakes College to host every-other-month mental health community education classes covering current, pertinent issues for community members. The topic in February will be: Understanding and Treating Obsessive-Compulsive Disorder, taught by Lynnette Wagner, MSW, LICSW.

Lynnette is a mental health professional and colleague in The Insight Network. Lynnette's specialty is working with those diagnosed with Obsessive-Compulsive Disorder and other anxiety disorders. She has been trained by the Behavioral Therapy Institute in Exposure/Response Prevention sponsored by the Obsessive-Compulsive Foundation (www.ocfoundation.org). Lynnette also facilitates an OCD support group in St. Cloud. With the freedom of being an independent clinician, Lynnette is able to meet people in their homes and community setting to work on the issues most prevalent to them.

Understanding and Treating Obsessive Compulsive Disorder (OCD)

Instructor: Lynnette Wagner, MSW, LICSW

Central Lakes College cafeteria Brainerd campus

Thursday, February 24 from 6 to 8 p.m.

Free and open to the public.

Contact Holly Biggins with any questions.



Lynnette Wagner

OPEN HOUSE AT MAPLE STREET BUILDING

Northern Pines staff and guests at our Brainerd Maple Street building open house held December 21, 2010, and hosted by our Children & Families Division. Many of the division's staff are now housed there.



NORTHERN PINES LAUNCHES ITS NEW WEBSITE AT WWW.NPMH.ORG

There's much to see at our new website: www.npmh.org
{If it's not online yet, it will be within days, so please check back.}
Take a look at all of its features and the information it holds.
You're invited to provide any feedback on the website to:
Holly Biggins at 218.820.5327 or hbiggins@npmh.org.

NORTHERN PINES IS NAMED NAMI MINNESOTA'S 2010 PROVIDER OF THE YEAR



Northern Pines Executive Director Glenn Anderson accepted the NAMI Minnesota Provider of the Year Award at the NAMI state conference at the St. Paul River Center on November 6, 2010. Glenn poses with the award plaque in the photo above with Northern Pines jail therapists Mary Millicent (left) and Jennifer Maxwell (right) at the NAMI conference. Glenn credited Mary and Jennifer with helping to make the jail services grant a success. The grant was a major project on which Northern Pines and NAMI Minnesota collaborated in 2010.

FROM THE BUSINESS OFFICE... JAN MARCEAU

It is hard to believe that I have been at Northern Pines for twenty years. I began working three days a week in 1991 as a case manager for Wadena County clients at our Wadena office, which was located in the old Tri-County Hospital. We had no computers, and there was a measure of chaos when the first five arrived, and no one knew how to turn them on! In 1998, I added an extra hat, working as support staff in Staples and Wadena, to become a full-time Northern Pines employee.

A year later, a position in the Little Falls office was created for a Quality Improvement Coordinator, and my days have been spent there ever since. The primary goal was to tap the knowledge about insurance providers that Pat Sobania had in her head, and put it on paper. That was no easy task; it took about a year to gather the information and put it into a book for support staff. Since then, the role of my job has taken a lot of twists and turns. With the advancement of NP technology, the billing process has become more streamlined. I now spend most of my time on the computer trying to resolve claim denials, getting clinicians credentialed and re-credentialed, billing clients, and working on various reports and contract problems...and, oh yes, continuing to tap into Pat's knowledge!



ADULT COMMUNITY BASED SERVICES NEWS BY JOEL KELLER, ACBS DIRECTOR



Again, much has happened over the past few months in our division. At Northern Pines, we have a high value on education. We in ACBS have just completed our first experience of having an Intern from The College of St. Scholastica. Teri Gerhardt, a senior in the Bachelor of Arts in Social Work program at CSS, worked out beautifully as part of our team of practitioners at our Brainerd location. Teri shadowed a few different practitioners and had a small caseload during her internship. About that same time, Tammy Kmecik, one of our established Mental Health Practitioners, began her Masters degree in Social Work at St. Cloud State University. As part of her degree, Tammy arranged to do an internship with the Northern Pines Mobile Crisis Outreach Team, while retaining a 60% caseload in Brainerd. Due to natural growth and other internal changes we have hired two new MH Practitioners. Renee Walz is based in our Staples Office, and Amber Schultz has her office at *Our Place* in Brainerd. Welcome ladies; we're glad to have you onboard! One of the highlights of the year at *Our Place*, the Crow Wing County Drop-In Center in Brainerd, is our annual Thanksgiving Dinner for those we serve. This past Thanksgiving we served approximately 150 guests that day! This was a combined effort of the teams from Brainerd ACBS, Crow Wing County Social Services and a couple of NP Board Members. Thank you to all involved! Our program continues to grow as we see the great need in our communities across our region.

FROM THE NORTHERN PINES PHOTO ARCHIVES

Large Attendance for Open House Sunday

More than 200 persons attended the open house at the Northern Pines Mental Health Center Sunday.

They were taken in small groups through the newly re-decorated offices and the functions of the center were explained by staff members. Refreshments were served.

1964



COUNTY COMMISSIONER—Here Mr. and Mrs. Oscar Provost, Crosby-Ironton, start their visit through the mental health center. Their guide is Miss Linda Bentler, receptionist. Provost is a member of the Crow Wing County Board of Commissioners and is also one of Crow Wing county's members of the Community Board of Mental Health which administers the program. The other member is Miss Monica E. Tricker, Brainerd. (Dispatch Photo.)

THIS QUARTER'S EMPLOYEE RECOGNITION AWARDS GO TO... JESSICA WALES AND KIM COOK



During the past few months (and years) **Jessica Wales** has always gone above and beyond her job description as a mental health practitioner at the Brainerd High School. If a client or their family is in need, she works to advocate within our system or the social service system to get things done.

Jess also works tirelessly at applying for grants so that our summer student program is able to continue to do fun things, including applying for Twin's tickets AND applying for a grant to get the bus paid in order to go.

Recently, a parent expressed that Jess has helped her son "make it through" high school and that he would not be graduating without her help.

Thank you Jess, for always going above and beyond!

There is no one more deserving of the Director's Special Recognition than Long Prairie office support staff **Kim Cook**! Her efficiency, thoroughness, willingness, organization, and people skills all result in a well functioning and smooth running office.

Kim works well with both clients and staff. She will go out of her way to assure that the appropriate service is sought and provided and the client's needs are met. Kim is very knowledgeable; she is our "go to" person. She even keeps Linda P. in line...not an easy task! Kim is an asset to Northern Pines and we in Long Prairie are all grateful to have her with us.

Thank you Kim, for your hard work and dedication!



WELCOME TO NEW STAFF!



Amber Schultz, ACBS
Mental Health Practitioner



Dustin Bartkowitz,
Re-Op Staff



Ann Stalboeger, LICSW
Intern, Clinical Outpatient



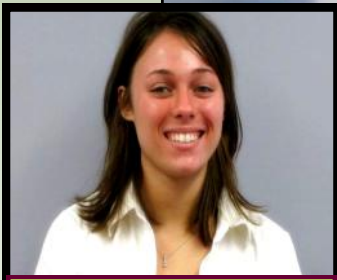
David Tagtmeier
Mental Health
Behavior Aide



Gary Vensland
Re-Op Staff



Robert Collison,
Re-Op Staff



Melanie Hoheisel, Mental
Health Behavior Aide



Joel Lane, Re-Op
Staff



Anthony Caquelin
Re-Op Staff



Brian Haakenson
Re-Op Staff



Elizabeth Hart, LPCC
Intern Clinical Outpatient



Michael Eidenschink, Men-
tal Health Behavior Aide



Renee Walz, ACBS Mental
Health Practitioner

NORTHERN PINES MENTAL HEALTH CENTER

Enhancing *lives* Restoring *hope*

Northern Pines offers:

- ◆ Adult Rehabilitative Mental Health Services
- ◆ Assertive Community Treatment Program
- ◆ Certified Peer Support services
- ◆ Child and adult mental health case management
- ◆ Children's Therapeutic Services and Supports in schools & at home
- ◆ Community Education and Prevention
- ◆ Community Support Programs
- ◆ Consultation and services to county jails and inmates
- ◆ Drop-in centers
- ◆ Family Links respite & parent liaison program
- ◆ Family sexual abuse treatment program
- ◆ Mental health behavioral aides in clients' homes
- ◆ Mobile Crisis Outreach and crisis stabilization
- ◆ Outpatient psychotherapy
- ◆ Psychiatry (adult and child)
- ◆ Psychological assessments

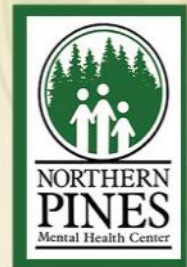


Northern Pines Mental Health Center Mission Statement:

Northern Pines Mental Health Center is an integrated system of services committed to individuals, families, and communities. We are dedicated to providing appropriate clinical mental health care along with preventative, educational, and supportive programs throughout Central Minnesota.

Serving: *Aitkin, Cass, Crow Wing, Morrison, Todd and Wadena counties*

With offices in Brainerd, Little Falls, Long Prairie, and Staples.



Brainerd
520 NW 5th Street
218.829.3235
or **800.566.3235**

OFFICE LOCATIONS

Brainerd (56401)

520 NW 5th Street
823 Maple Street

Our Place: 606 Front Street

Baxter (56425)

ACT Office

7111 Forthun Road

Little Falls (56345)

1906 5th Ave SE
Post Office Box 367

Baxter (56425)

Crisis Services Office

14385 Edgewood Drive

Long Prairie (56347)

16 East 9th Street

Staples (56479)

616 NE 4th Street

Please direct questions or comments
about the newsletter to:

Holly Biggins, newsletter editor

hbiggins@npmh.org or 218.820.5327

Northern Pines is a
United Way agency

