

# 2023 Annual Report

*Connecting Individuals with  
Disabilities to Their Community*



The  
**Phoenix**  
Residence, Inc.



Phoenix Service Corporation  
*Life Moving Forward*





# About Phoenix

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*Above: Joell from Furness House enjoyed her time at the Minnesota State Fair*

*Right: Raynisha and Hung from Viking House at the movies*

## *Our Mission*

Phoenix provides support to adults with disabilities living in residential and nonresidential settings, helping them remain independent and active in their own community.

## *Key Staff*

### **President & CEO**

Darlene Scott

### **Vice President of Operations**

Mary Thirsten

### **Vice President of Community Services**

Alan Berner

### **Financial Controller**

Corrie Kopischke

### **Director of Nursing**

Brandi Sterry

### **Director of Community Services**

Megan Avakian



# Board of Directors

## *The Phoenix Residence*

Jennifer Buchanan  
Chairwoman

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Director

Garret Colao  
Past Chairman

Eric Schultz  
Director

Kirsten Gregerson  
Secretary

Julie Nagorski  
Director

Jamie Grupe  
Treasurer

Elizabeth Johnson  
Director

Darlene Scott  
President/CEO

Jim Woodard  
Director

Jeffrey Points  
Director

Richard Ivance, M.D.\*  
Director

*\*Served part of the 2023 Board of Directors term*

## *Phoenix Service Corporation*

Jenny Buchanan  
Chairwoman

Eric Schultz  
Director

Deborah Gillis  
Vice Chairwoman

Allison Armstrong  
Director

Irene Wright  
Secretary/Treasurer

Richard Ivance, M.D.\*  
Past Chairman

Darlene Scott  
President/CEO

*\*Served part of the 2023  
Board of Directors term*

***Thank you to all our board members  
for your guidance and support!***



# Message from the President

As we reflect on the past year, I am incredibly proud of the progress we have made advancing our mission to support individuals with physical and intellectual developmental disabilities (I/DD). Our focus on community engagement has been the driving force behind many of our successes highlighted in this report.

Community participation seems to happen organically for people who do not have disabling conditions. It is simply a matter of finding an activity of interest and engaging. However, for a person with physical challenges, it requires more intentionality and planning to participate in activities. We are working diligently here at Phoenix to make our engagement in the community as seamless as possible for those we support. It is essential to work in partnership with families and other supporting organizations to employ and equip people with the required training to support individuals not only physically, but emotionally and socially as well. Ultimately helping them connect with others and tackling the barriers to engage, including workforce, transportation, and accessibility.

It is my honor to share these accomplishments with you. The heart of our work is the belief that every individual deserves the opportunity to participate fully in their community, regardless of their ability. This year, we have expanded our outreach, creating more inclusive spaces where the individuals we support can engage, contribute, and thrive. By working in partnership with others and enhancing our volunteer outreach, we have not only increased access to resources, but also raised awareness about the unique strengths and talents of those we serve.

Individuals are engaging in social gatherings with family, going to sporting events, concerts, and overnight getaways, as well as coming together to spend time with friends at our Central Office location, which has become the party hub for those desiring these activities. In this edition of the Phoenix Annual Report, we will describe some of those special moments we have celebrated in the community, including Ted working as security with one of his favorite people Shawn, Diane dancing to tunes at a concert during a weekend getaway with Michelle, The Gee brothers visiting their family in D.C. with their mother, Angela and Tanita getting dolled up to dance the night away at prom, and Mike meeting one of his favorite anchors at the State Fair, are all among stories we share in this Annual Report.

Thank you for your continued support and your partnership in our mission to help people live their best lives.

Darlene Scott  
President & CEO

# Out in the Community

*Life couldn't be better out in the community! In 2023, we finally settled into our pre-COVID routine of engaging with our community members and partaking in nearby activities. We also decorated holiday cookies and played bingo at several Phoenix-wide events with the addition of a new Activities Coordinator. Thank you to all our staff who helped make this happen!*

## Community Events

Ted from English House loved working security with his best pal, Shawn, on Labor Day weekend! Shawn, who's part of our maintenance team, works at Ziggy's in Stillwater, and brought Ted along for one of his shifts. He did what he loves to do—meeting and talking with people. He even got asked if he would like to go out for sushi sometime!



Mike from Drexel Court had the best day meeting his favorite news anchor, Leah McLean, at the Minnesota State Fair! He always makes it a point to visit the Channel 5 booth every year. It's the only station he watches and he loves greeting Leah every time she's on TV. Mike looks forward to meeting some of the other news anchors or reporters some day!

Diane from Eric's House had the time of her life during a weekend getaway trip to Mystic Lake Casino's RibFest this summer! Direct support professional Michelle took her on this adventure, where Diane's favorite activities included the concerts and playing bingo. Diane said it reminded her of the trips her mom took her on.





# Out in the Community



Angela and Tanita from Chaparral House got all dolled up to dance the night away at River Valley Project Explore's Prom. Project Explore is a local community education organization that supports and provides activities for adults with disabilities. Chaparral House has participated in several of their activities throughout the year. The women said their favorite part of the evening was the dancing. They also had a blast getting dressed up and having their hair done!

The Gee brothers from Janet Court loved visiting their family in Washington D.C. They visited the National Museum of African American History and Culture Center, the Bethesda Woodmont Triangle for dinner, and the Clarksburg Shopping Mall.

Daniel said his favorite part was going on the plane, and Kennedy said his favorite part was seeing all his family. They both also enjoyed the food they had there and being able to see the sky from the plane.



## Phoenix Events

### Thanksgiving Bingo Holiday Party



# Fundraisers & Events

We heard from so many of you that you look forward to our yearly fundraisers, and we couldn't be more thrilled to recap the incredible success of our 2023 events. From swinging clubs on the lush greens of the golf course to walking around the lake in a sea of blue t-shirts, each event brought its own unique energy and contributed to our fundraising goals.

Held at the picturesque River Oaks Golf Course, our Russ Douglas Phoenix Golf Classic drew golfers of all skill levels who competed in a friendly yet spirited atmosphere.

It was our first year back to a full tournament, after an altered golfing-only event in 2022. The tournament looked a little different as the pandemic encouraged us to rethink how we approach this event. We introduced several new features! Instead of our usual sit-down dinner and silent auction, we hosted our first-ever Social Hour and Live Auction after golfing, and it was a success!

Following the success of the golf tournament, we laced up our sneakers for our annual Made in the Shade 5K Walk, Run & Roll. The scenic stroll around Lake Bde Maka Ska showcased the beauty of our surroundings and the support of our community. We had a great time catching up with old friends and making new ones, warming up with The Firm, and enjoying music from the Skunk Hollow Band.

Adding a touch of green to our calendar, our Gertens Plant Sale bloomed with generosity and support. Green thumbs and gardening enthusiasts alike flocked to the sale, always amazed at the great quality of the plants.

Together, these three fundraisers exemplified the power of community and passion in making a difference.

***We extend sincere gratitude to everyone who participated, volunteered, sponsored, or donated to these events. You truly made a difference!***

## FUNDRAISING TOTALS

**\$41,068** from Russ Douglas Phoenix Golf Classic

**\$15,205** from Made in the Shade 5K Walk, Run & Roll

**\$4,623** from Gertens Plant Sale

**\$177, 617** from *Close the Gap* Campaign

# Major Sponsors

## Russ Douglas Phoenix Golf Classic

### Platinum Level

Geritom Medical  
South Robert Street  
Business Association  
Tom Cherry and Darlene Hafner

### Gold Level

David and Lynn Myhr  
Eric Schultz  
John's ProCare  
K&L Building & Remodeling  
Minnesota Coaches  
NFP & Medica  
Old National Bank

### Silver Level

Darlene Scott  
Jamie Grupe  
John Kuhrmeyer &  
The Canopy Group  
LB Carlson  
Lunds & Byerlys

### Bronze Level

CBS Construction  
Jane Hess and Mike Kroll  
Mark and Judy McClellan  
Mary Thirsten  
New Coast Properties  
Success Computer Consulting



*Above: Our sponsors enjoyed a great day on the course!*

*Right: Program Director Kim Phillips and volunteer Pat Callinan attended to our raffle table.*



***Thank You to All Our 2023 Sponsors!***



# Major Sponsors

## Made in the Shade 5K Walk, Run & Roll

### Phoenix Level

Larry Quist  
Myhr Family  
Old National Bank  
Paul Severson

### Cardinal Level

Deb Kilgore  
Joseph Podolan  
LB Carlson  
Mark and Judy McClellan  
Mary Thirsten  
Steve and Cheryl Moore  
White Bear Lake VFW Post 1782

### Bluebird Level

Darlene Scott  
John's ProCare  
Mark and Kim Calhoun  
Mary Peltier  
Michael Krois  
Pat Callinan  
Pat Casey  
Shelley Peltier  
The Therriens  
Vadnais Heights Lions Club  
William and Mary Frances Stoneburg

### Hummingbird Level

Brandi Sterry  
David and Karen Olson  
Elizabeth Stoneburg  
Greg and Liz Severson  
James and Sandra Mishler  
Jennette Wasmund  
Justin and Katie Roering  
Liz and Carleton McCambridge  
Louise Davidson  
Norman and Rose Joarnt  
Patricia Caughron  
Peg Olin  
Randy and Paulene Roering  
Sandra and Stephen Burrowes  
Steve and Gail Severson  
Tom Severson  
Wally Sherseth  
Wendy Price  
White Bear Lake Lions Club



*Above: Diane from Eric's House at the event with Program Supervisor Eucharis Sike and Direct Support Professional Sahara Hussein*

*Right: Suburban House with then-Program Supervisor Michelle Tinsley and Direct Support Professional Agye Agyeman-Prempeh*



# Close the Gap Update

2023 marked five years since we launched our *Close the Gap* Campaign, and we are so grateful for all your support! With your help, we've been able to provide our direct care staff with the wages and benefits they truly deserve.

***Thank you for being a part of this effort!***

**Total Raised Through  
June of 2024:**

**\$1,140,492**


***In 2023, we used \$218,723  
of the funds for wage  
increases for our staff.***



*Above: It's been incredible to see how much our Giving Tree has grown since the beginning!*

*Right: We joined advocates from across the state at the annual Disability Services Day at the Capitol in March.*





# Update from Phoenix Service Corporation

*At Phoenix Service Corporation (PSC), we specialize in helping vulnerable populations find the support and services they need to lead happy and fulfilling lives and sustain independence living in their own homes. We do this through four programs: Case Management, Housing Support, Housing Stabilization Services, and Transitional Services. Here's what we've been up to in the last year!*

If we were to describe 2023, it would be one of growth, development, and relationship building. We spent much of 2023, bringing in referrals, hiring new staff, building the partnerships we have, and implementing new processes along the way.

## ***Diversifying Ourselves***

On the Case Management side, we submitted a request for proposal and are excited to have been awarded a contract with Washington County Case Management following a competitive process. We started building our team to work with the county, including a new Case Manager Supervisor. Work officially began in January of 2024. Altogether, we acquired 151 new clients in our Case Management program, a 27% increase, and added five new Case Management positions, a 33% increase.

***“We love working with Washington County in housing and wanted to continue diversifying the people we serve,” said Megan Avakian, Director of Community Services.***



# Update from Phoenix Service Corporation

But Case Management is not the only area we grew in! **We are happy to report, we also expanded in our Housing Support and Transitional Services programs.**

In our Housing Support Program, we hired one new staff in 2023 and assisted 12 more individuals experiencing homelessness, helping them find housing in Dakota, Washington, Hennepin, and Ramsey counties. During COVID, we struggled to hire staff, so this is a big win for us!

With this new staff member, our relationships with landlords and property management companies expanded, giving people a second chance at life after experiencing homelessness. Many of our landlords asked us to expand our program to new or existing buildings. In 2023, we signed on to four new property owner and developer projects.

In our Transitional Services Program, we had even more of an impact! We helped 104 people in 2023 move into their own home, up from 84 in 2022.

## *Improving Our Practice*

Internally, we developed new procedures to accommodate our growing team and maintain healthy financials. We incorporated new hybrid case manager positions to help cover gaps in staffing, developed better staff to manager ratios, and implemented an annual raise policy.

Additionally, we updated our office space to include more designated workspaces and encouraged our staff to work on-site more often. We wanted to provide a diverse workspace that better suits a modern office environment for our employees.

“PSC staff are enjoying the updated office space,” said Megan. “We took feedback from employees on the office space and how they would use it.”



***Throughout 2023, we embraced new opportunities, forged partnerships, and achieved notable growth. We are excited to see what lies ahead in the coming year!***

# Update from Phoenix Service Corporation

## *A Success Story*

Mindy Nordstrom hasn't had the easiest life, but she's turned it around recently with the help of our Housing Support Program.

When we received Mindy's referral in May 2023, she had been homeless for several years after health problems took over her life. While living in transitional housing for quite some time, she continued advocating for herself to receive independent housing. And luckily, she found us!

Mindy is a thoughtful and caring person, and she just recently hit her 1-year mark in her one-bedroom apartment. She knows everyone in her building and enjoys providing them with resources and food whenever she can. Mindy shares whatever food she does not intend to eat when she returns from the food

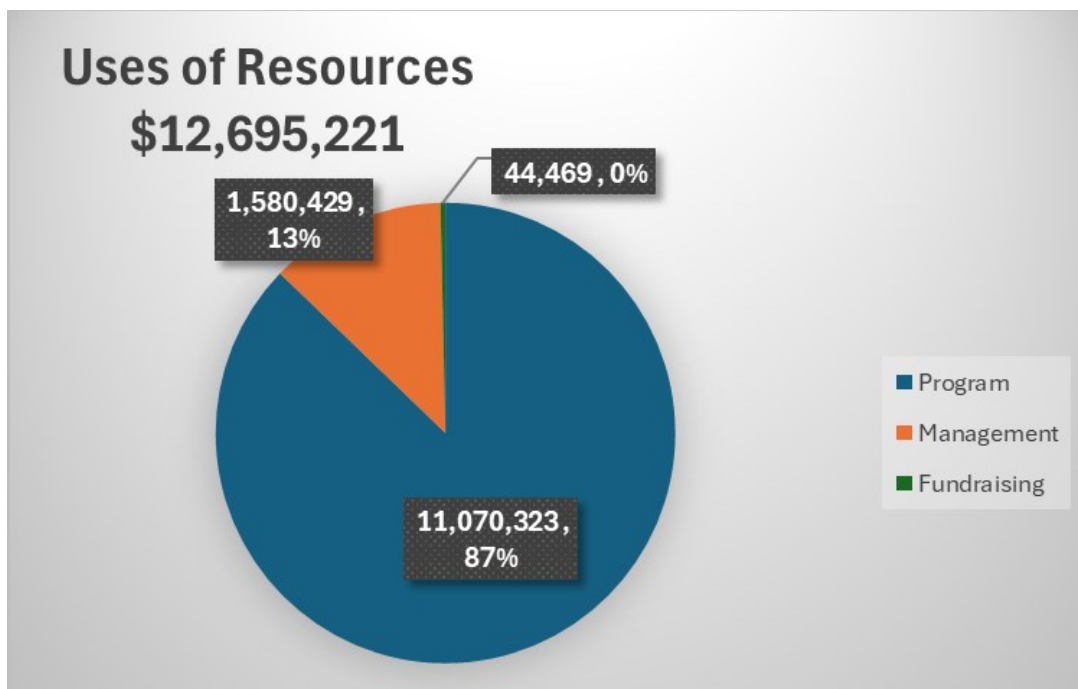
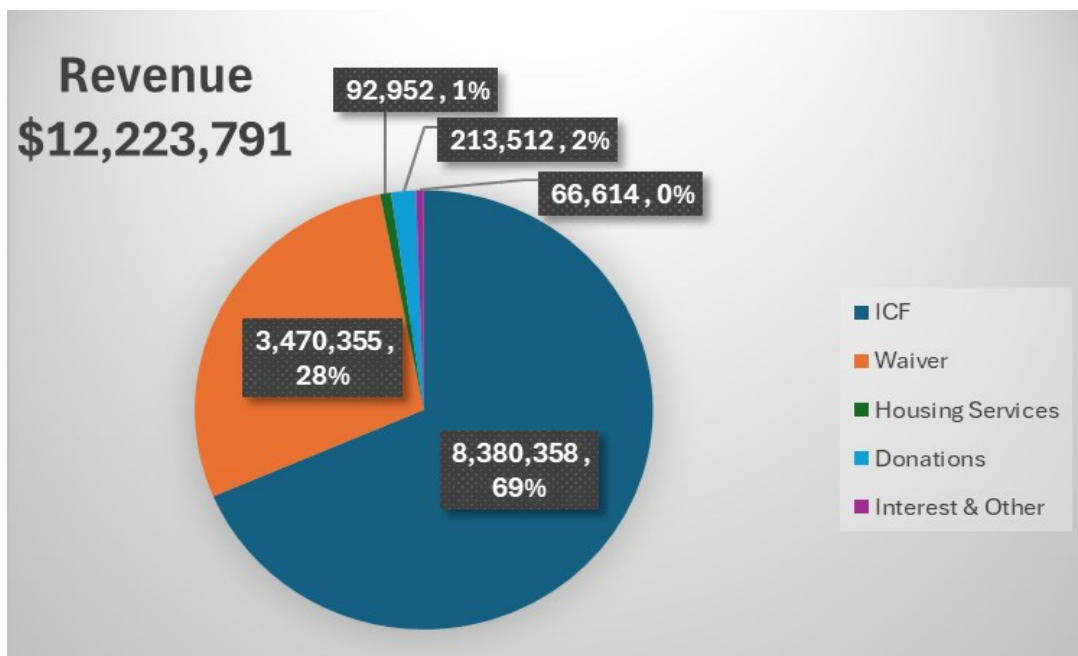
shelf. Mindy has a garden at her building; she enjoys watching it grow and sharing it with others in the building. Mindy's generosity and kindness created a welcoming environment where everyone looks out for one another.



**“Phoenix has completely changed my life! They have provided me with housing support getting me into my own apartment and helping me get settled with all aspects of my life,” said Mindy. “From taking me to the food shelf, to the laundromat, or anything else I need. They are so supportive and always there for me if I need any help.”**

# *The Phoenix Residence* Financials

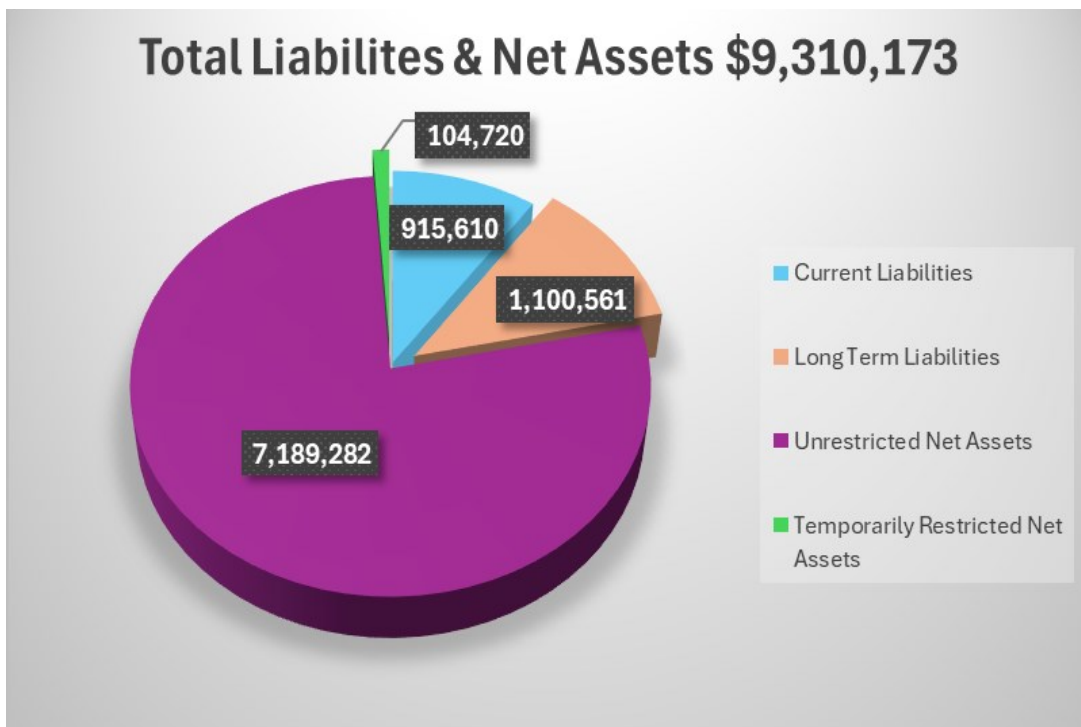
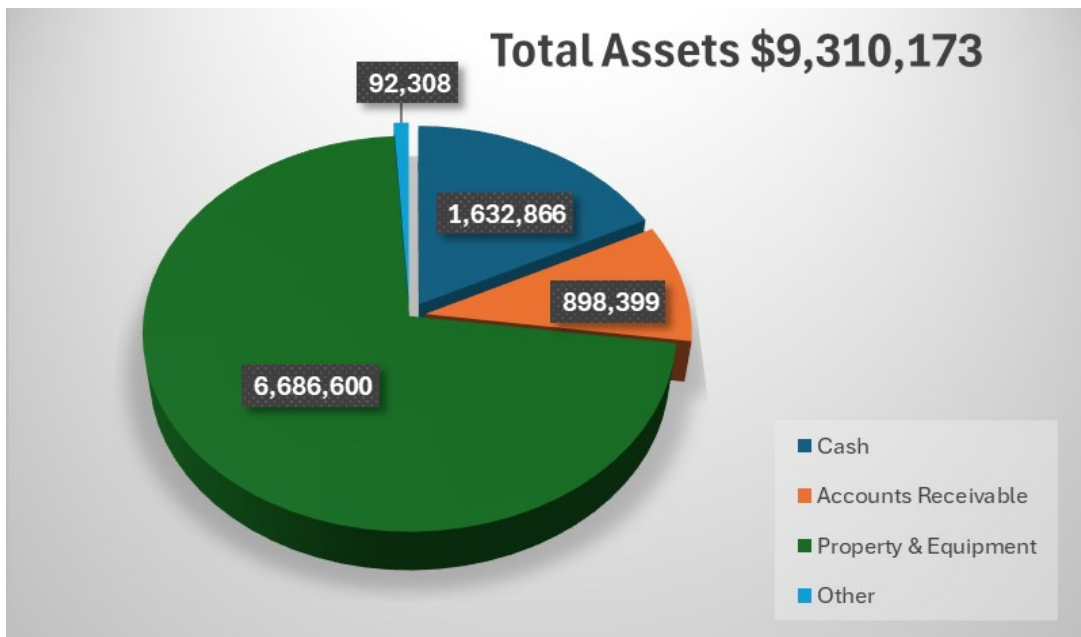
## STATEMENT OF ACTIVITIES





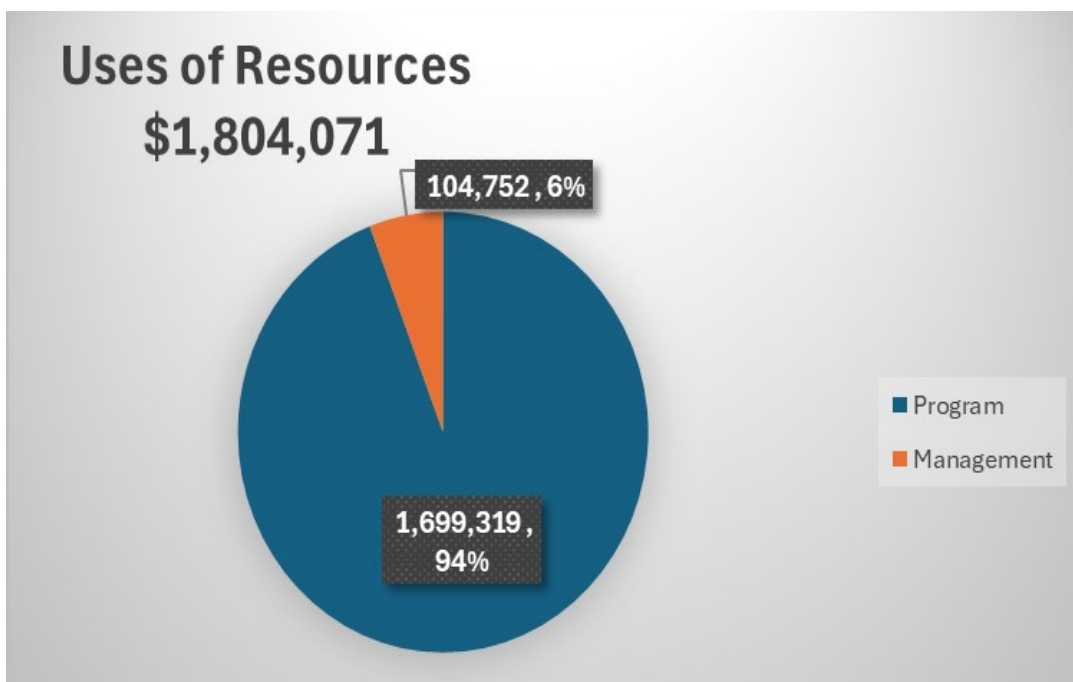
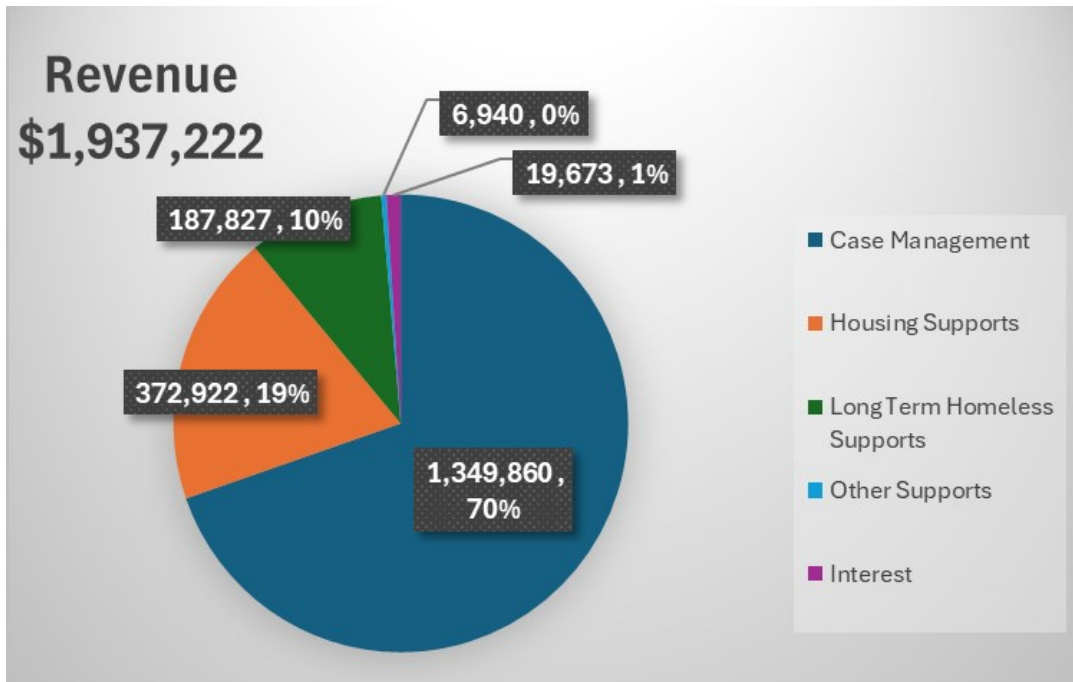
# *The Phoenix Residence* Financials

## STATEMENT OF FINANCIAL POSITION



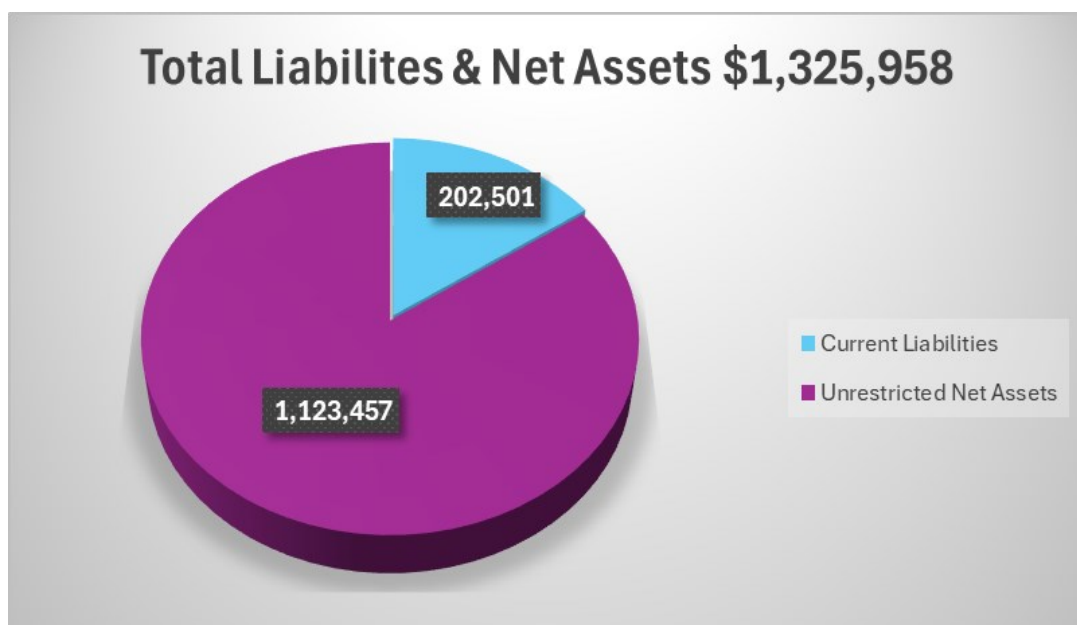
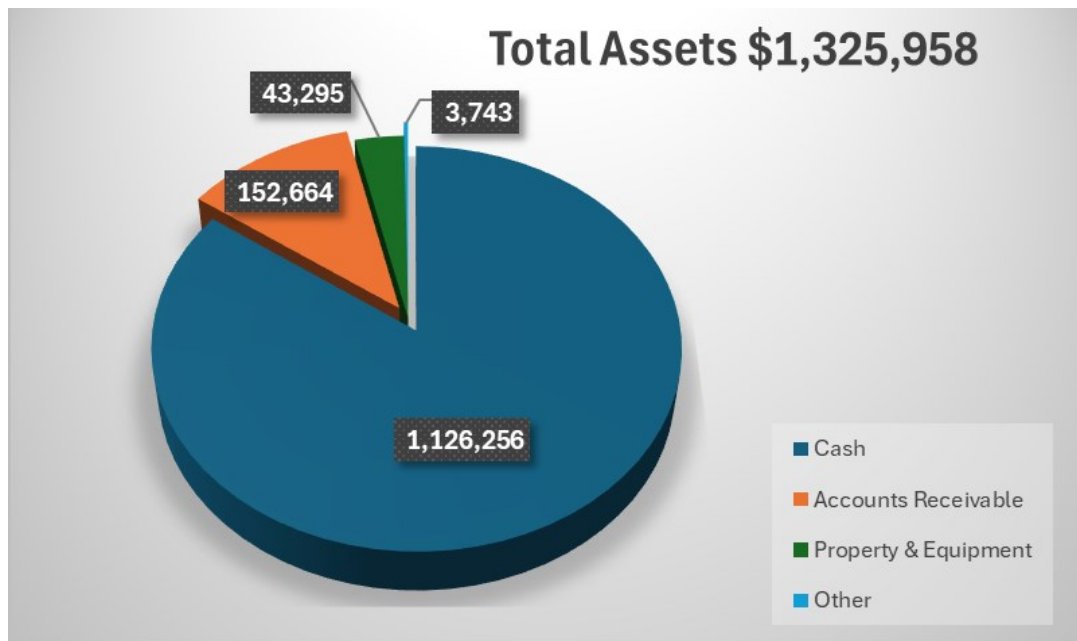
# Phoenix Service Corporation Financials

## STATEMENT OF ACTIVITIES



# *Phoenix Service Corporation* Financials

## STATEMENT OF FINANCIAL POSITION





# 2023 Donors

*Thank you for making  
dreams come true!*

## **\$10,000 - \$50,000**

Jane Hess and Mike Kroll  
Pat Burns

## **\$2,000 - \$9,999**

Darlene Scott  
Dave and Lynn Myhr  
Eric Schultz  
Geritom Medical, Inc.  
Janess Davis  
Janice Schneider  
John Bredesen Sr.  
John's ProCare  
K&L Building and Remodeling  
Kurt and Gina Kastel  
LB Carlson  
Linda Steinworth  
Mark and Judy McClellan  
Mid-America Marketing  
Old National Bank  
Paul Severson  
South Robert Street Business Assoc.  
Steve and Cheryl Moore  
Tom Cherry and Darlene Hafner

*Donations received from  
January 1 - December 31, 2023.*



*Deb and Tanazia from Clinton House*



*Aaron and volunteer Gina from Centerville House*

## **\$1,000 - \$1,999**

Andrew M. Collins  
Barb Magnuson  
CBS Construction  
CHS  
Deb Kilgore and Carl Fritsch  
Derrick Banks  
Greg and Liz Severson  
James Patrick  
Jamie Grupe  
Jeff and Debbie Schmitt  
John Kuhrmeyer  
Joseph Podolan  
Larry Quist  
Liz and Carleton McCambridge  
Lucy Tanner  
Lunds & Byerlys  
Mary Thirsten  
Minnesota Coaches, Inc.  
NFP  
Patricia Casey  
Randy and Paulene Roering  
Sandra and Stephen Burrowes  
Success Computer Consulting  
Tom Severson  
William and Mary Frances Stoneburg

# 2023 Donors

*Thank you for making  
a difference!*

## **\$250 - \$999**

Bonnie Featherstone  
Bonnie Sykora  
Carol and Norm Linnell  
Dave Douglas  
Don and Sharon Rask  
Dona and Gene Maki  
Dr. David Rossmiller  
Gail Hassler  
Howard and Carol Kurten  
Irene Wright  
Jeff Martin  
Jody Dvorak  
Joe and Lauren Deeney  
Ken Ward  
Lance and Amy Broadbent  
Leslie Matton-Flynn  
Mark and Kim Calhoun  
Mary Peltier  
Medica  
Michael and Laurie Udenberg  
Michael Krois  
Mike Stapf  
Ned and Jean Therrien  
Pat Callinan  
Paul and Mary Bacigalupi  
Paul Gilbertson  
Robert and Linda Tjernlund  
Shelley Peltier  
Sherry Gray and David Blaney  
Steve and Gail Severson  
Steve and Lou Pfeiffer  
Tom Strutz  
Twin City Janitor Supply, Inc.  
Vadnais Heights Lions Club  
Wendy Price  
White Bear Lake VFW Post 1782

*We sincerely apologize if anyone was unintentionally omitted or misspelled from this list. Please contact us at 651-294-7964 or [jlaron@phoenixresidence.org](mailto:jlaron@phoenixresidence.org) so we can correct it. Thank you so much for your generous donation!*



*Douglas House loved celebrating Halloween!*

## **\$100 - \$249**

Alexandra Lape  
Anne Dooley  
Bell Bank Mortgage  
Betsy Sagnes  
Bob Nye  
Bruce Singer  
Dan and Jackie Larson  
David and Karen Olson  
Dianne and Mike Chehoski  
Elizabeth Danielson  
Elizabeth Stoneburg and Phillip Romine  
Erik and Barb Nordley  
Garret Colao  
Gary Reagan  
Geoff and Kaylene Roering  
George W Martin III Living Trust  
Greg and Gayle Steiner  
Gregory Hames  
Helen Koland  
James and Sandra Mishler  
James and Susan Finell  
Jeff Crawford  
Jeff McDonald  
Jeff Points  
Jennette Wasmund  
Jody Curl  
Josephine Bredesen  
Joyce Bezdichek  
Justin and Katie Roering  
Karen and Graham Cameron  
Karen Steiner  
Kathleen and Michael Ebinger

# 2023 Donors

*Thank you for your support!*



*Top: Bruce from Foss House with Program Supervisor Lakeshia*

*Middle: Sameera from Viking House making a pizza*

*Bottom: Bill and Lannae from Douglas House at Monster Jam*

## \$100 - \$249

Kathleen Karsko  
Keith and Kathleen Rainford  
Kirsten and Eric Gregerson  
Linda and Dennis Bauchwitz  
Louise Davidson  
Lynn Bradshaw  
Mark Jaszewski  
Michael Boo  
Mike and Marti Green  
Nancy Walsh  
Norman and Rose Joarnt  
Patricia Caughron  
Paul Coons  
Peg Olin  
Polly Fox  
Riverview Promotions  
RJ Zayed  
Susan Quist and Dale Hulme  
Theresa Lippert  
Wally Sherseth  
WCMC  
White Bear Lake Lions Club  
Yulia Borisova and Daniel Razumov

## Up to \$99

Al and Midge Nedohon  
Anneliese Adams  
Annette Nesseth  
Barbara Green  
Ben Pierce  
Beth Galde  
Cecily Brown  
Dan Lippert  
Daniel and Karen Landgren  
David Schiller  
David Somers  
Elaine Hutchinson  
Ellen Lippert-Zmyslo  
Fran and Linda Pierce  
Gail Weber  
Heidi Brewer  
Howard and Akiko Bureau

## Up to \$99

Jackie Murphy Nowaczewski  
Jan Schumacher  
Jeremy Caughron  
Jim Wibbens and Susan Buchanan  
John Mader  
Joseph and Nancy Zschokke  
Julie Bromenschenkel  
Ken Bence  
Kendra Nielsen  
Larry Burns  
Laura Emerson  
Laura Linnemeyer  
Lisa Brown  
Maggie Klaassens  
Margaret and James Duevel  
Margaret Schiller  
Mark and Linda Goddard  
Mary and Daniel Murray  
Mary Kay Hokanson  
Mary Troyer  
Matt and Jenna Severson  
Matt Spector  
Nancy Galligan  
Nikki Carson  
Pam Jackson  
Pam Kranz  
Pat Burke  
Paul Steger  
Pete and Annie Green  
Queen Esther Chapter 26  
Quinn and Jen Schmitt  
Richard and Nancy Bulthuis  
Robert and Sharon Thibault  
Robert Shingledecker  
Rosemary Leopold  
Sandra Thompson  
Scott Madsen  
Susan Winterhalter Gannaway  
Thomas and Mary Bezdichek  
Tim and Kathryn Lippert  
Tina Hayes  
Tom and Erin Linnell  
XCEL Energy



# 2023 Donors

*Thank you for making the  
world a better place!*

## Memorials

### In Memory of Regina Turbes

Annette Nesseth  
Barbara Green  
Cecily Brown  
Dan Lippert  
Darlene Scott  
Elizabeth Danielson  
Ellen Lippert-Zmyslo  
Gregory Hames  
Karen and Graham Cameron  
Kathleen and Michael Ebinger  
Laura Emerson  
Margaret and James Duevel  
Mary and Daniel Murray  
Mary Thirsten  
Mike and Marti Green  
Nancy Galligan  
Pat Burke  
Pete and Annie Green  
Theresa Lippert  
Tim and Kathryn Lippert

### In memory of Billy Martin

Carol and Norm Linnell

### In Memory of Barbara Yoch

Howard and Akiko Bureau

## Honorariums

### In honor of Sarah Hansen

RJ Zayed

### In Memory of Larry Quist

Al and Midge Nedohon  
Anne Dooley  
Beth Galde  
Darlene Scott  
David Schiller  
Jim Wibbens & Susan Buchanan  
Julie Bromenschenkel  
Mary Thirsten  
Sherry Gray and David Blaney

### In Memory of Kris Dyrhaug

Alexandra Lape  
Dave Douglas  
Mary Thirsten  
Robert and Sharon Thibault  
Sandra Thompson

### In Memory of Marissa Bourdage

Pam Jackson  
Polly Fox

### In memory of Sally Miller

Greg and Gayle Steiner

### In memory of Pat McDonald

Greg and Gayle Steiner

### In Memory of Kathy Gilbertson & Family

Paul Gilbertson

## In-Kind Donations

Alan Berner  
Alexis Bailly Vineyard  
Barb Husaby  
Bill and Sandy Husaby  
Carol and Norm Linnell  
Castle Danger  
Brewing Co.  
Dan and Jackie Larson  
Darlene Scott  
Elaine Hutchinson  
Great Lakes Aquarium  
History Theatre  
Hotel Crosby  
Jenny Buchanan  
Keys Café  
Kim Guderjan  
Kim Phillips  
Lance and Amy Broadbent  
Lisa Brown  
Mary Thirsten  
MatchStick Restaurant & Spirits  
Nikki Bechel  
Paul Severson  
Plaza TV & Appliance  
Portside Stillwater  
River Oaks Golf Course  
Sandy Husaby  
Sarah Hansen  
Shelley Peltier  
Southview Country Club  
Superior National Golf Course  
The O'Shaughnessy Theater  
The Saint Paul Hotel  
Waldmann Brewery  
Ziggy's on Main

*Donations received from  
January 1 - December 31, 2023.*



*Left: English House  
enjoyed our annual  
Holiday Singalong.  
Thank you to the Capetz  
family for joining us!*

# Thank You!

Thanks to your commitment and generosity, we provided the individuals we support with the person-centered care they deserve. We could not have done this without you, so thank you for supporting us!

***From All of Us Here at  
The Phoenix Residence, Inc.  
and Phoenix Service Corporation***



*Michelle from Viking House enjoyed some ice cream at a Twins game.*



*The folks at Lydia House loved viewing the fall colors on a train ride along the Saint Croix River Valley.*

## Contact Us

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