



Phoenix Service Corporation
Life Moving Forward



The
Phoenix
Residence, Inc.

ANNUAL REPORT

2024

EMPOWERING THROUGH COMPASSION AND COMMITMENT



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About Phoenix

Inside This Report

Mission & Key Staff.....	2
2025 Board of Directors.....	3
Message from the President.....	4
Stories of Special Relationships.....	5-6
Fundraisers & Events.....	7-9
<i>Sustain Our Services</i> Update.....	9
Phoenix Service Corporation Update.....	10-11
Success Story.....	11
PSC Agency Spotlight.....	12
Financials.....	13-16
2024 Donations.....	17-21
Thank You.....	22

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 Human Resources – Nicole Bechel
Director of Community Services – Megan Avakian
Community Support Service Coordinator – Elizabeth Larson
Program Director – Kim Phillips
Director of Quality Assurance – Shielika Thompson

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President/CEO

Kim Human
Director

Linda Hood
Director

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

President's Message



At The Phoenix Residence Inc. and Phoenix Service Corporation, our mission is deeply rooted in compassion and unwavering commitment to the people we support and those who partner with us in this meaningful work. This year's theme, *Empowering Through Compassion and Commitment*, is a reflection of our core belief that people—PEOPLE—are at the heart of everything we do. And that love always wins!

In this edition of our annual report, we will share a few love stories and special connections that have brought so much joy to us and the couples we are highlighting. Helping people live their best life and develop meaningful relationships is at the core of living a life with purpose and passion.

As we navigate an era marked by shifting norms and uncertain funding, our unwavering commitment to empowering individuals through resolute and compassionate care remains constant. At Phoenix, we deeply value each person, recognizing the dignity and worth of all members of our community, especially those who are most vulnerable.

I hope the stories we share in this annual report make you smile, as it makes our heart smile realizing that we make a difference in the work we do and that people's lives are enhanced through our efforts.

We strive to uphold respect and provide the highest quality of service for every individual we serve. We are committed to remaining steadfast in the services we provide of quality and standards.

PEOPLE – Our value is to care for and to prioritize each individual we serve.

We mean it when we say PEOPLE is our Value Statement:

- Person-centered support
- Environments that foster dignity and belonging
- Outcomes shaped by respect and empathy
- Partnerships built on trust and collaboration
- Leadership by example
- Empowerment through dignity and humility

Every person matters. Every decision and action must reflect the value and humanity of the individuals we serve and those who serve alongside us.

The environments where people live, work, and engage must uplift them. The interactions we have, whether big or small, must honor their worth. And above all, we must partner in this work, empowering one another to lead with integrity, respect, and compassion.

Together, let us lead with heart, serve with purpose, and build a community where everyone is empowered and valued.

A handwritten signature in black ink that reads "Darlene M. Scott". The signature is fluid and cursive.

Darlene Scott
President & CEO

A Trip to the Ball Park

"Take me out to the ballgame!" has been a popular song around here! We loved cheering on our Minnesota Twins at several games this year! We always plan a company-wide trip to a Minnesota Twins game, and this year we had nearly half of our homes attend. Go Twins!



"Mikey loves the Twins! He likes to eat all the yummy food and just takes it all in. We go at least 3-4 times a year."

*- Assistant Program Director Jen Gottschling
about Mikey from Drexel Court*

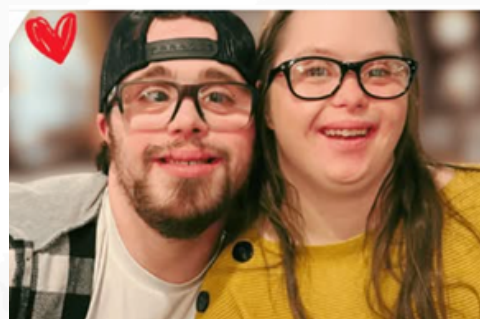
Love is in the Air

They say you find love when you least expect it, and that certainly was true for Angela from Chaparral House! All it took was being in the right place at the right time, and the rest they say is history!

For years, Angela and Matthew attended the same dance class, but didn't pay much attention to one another. That all changed when both of their mothers signed them up for a speed dating event held by Find Love Safely, a personalized matchmaking service for adults with intellectual and developmental disabilities.

As soon as Matthew sat down at Angela's table, the sparks flew! "I felt nervous a little but happy," said Angela about the event. "He's handsome and charming," as she described him. "He's a handful."

After the event, the two were inseparable! They have gone on date nights, bowling, hiking, mini golfing, out to eat, and to local county events, like Prague Days in Farmington, just to name a few.



The two were even featured in a story on Find Love Safely's website. Visit www.findlovesafely.com/success-story/matthewandangela to learn more!

Bill and Diane's Love Story



Bill and Diane's love story has been years in the making, but they finally made it official by recently getting married! With family and friends by their side, the two were overjoyed when they said, "I do."

Bill and Diane first met in 2019, when Bill moved into Ludden House, where Diane lived. Diane's first impression of Bill was that he was a good person and Bill appreciated that she loved sports – a pastime that would play a pivotal role in their future relationship.

"I love how we are able to talk to each other, laugh, and watch sports," said Diane. Bill simply sums her up as "Diane is who she is, and I love that." They both agree that communication is key to a successful relationship.

Over the years, some of their favorite memories have been attending Twins games together. One day, Bill hopes he can bring Diane to visit his sister in Arizona.

"When you get that feeling that they are the one, don't let the opportunity pass by," concluded Bill.



Bill and Diane with longtime Assistant Program Director Shawna Zechmeister



Fundraising & Events

A Look Back at Our 2024 Events

From rain-soaked walks to sunny tee times and blooming gardens, our 2024 events were filled with energy, generosity, and community spirit.

FUNDRAISING TOTALS

\$46,848.37 from Russ Douglas Phoenix Golf Classic
\$14,636.55 from Made in the Shade 5K Walk, Run & Roll
\$4,820.55 from Gertens Plant Sale
\$115,869 from *Close the Gap* Campaign

Russ Douglas Phoenix Golf Classic

This year's Russ Douglas Phoenix Golf Classic was one for the books! With 126 golfers and eight new sponsors—the highest number of new sponsors in nearly a decade—we enjoyed a picture-perfect day on the course. The return of our Social Hour and the reintroduction of the virtual Silent Auction stirred excitement amongst our golfers, while our Live Auction added some friendly competition. We hadn't offered this many auction items in quite a while! All proceeds from this event supported our *Close the Gap* Campaign.

A big thank-you to all our donors, volunteers, and the Kurten family for making it a successful and memorable day! Tears were shed when they shared their family's story.



*Thank you to all our golfers for spending the day with us!
Right: Bill from Douglas House stopped out to say hi.*

Fundraising & Events

Made in the Shade 5K Walk, Run & Roll

A little rain didn't stop us from celebrating the 33rd annual Made in the Shade 5K Walk, Run & Roll! Nearly 100 Phoenix participants gathered at Lake Bde Maka Ska, joining six other disability providers for a day of walking, music, food, and connection.

As Helen Keller said, "Alone we can do so little; together we can do so much." And that was certainly evident at this event! The crowd of magenta shirts around the lake was certainly unforgettable!



Made in the Shade 5K

Daniel and Karen Landgren
Darlene Scott
David and Lynn Myhr
Deb Kilgore and Carl Fritsch
Geoff and Kaylene Roering
Greg and Liz Severson
Howard and Carol Kurten



Above Left: Drexel & Carver Homes, Above Right: Wendy from Eric's House with family, Upper Right: Jackie from Carver House with parents from her home

Major Sponsors 2024

Russ Douglas Phoenix Golf Classic

American Pride	Lunds & Byerlys
Construction	Mark and Judy
CBS Construction	McClellan
Commercial Steam Team	Mary Thirsten
Darlene Scott	Minnesota Coaches
David and Lynn Myhr	Myslajek, Kemp &
Garret Colao	Spencer Ltd
Geritom Medical	Next Day Access
Jane Hess and Mike Kroll	NFP & Medica
Jerry Leopold	Old National Bank
John Kuhrmeyer &	Sandra Burrowes
The Canopy Group	South Robert Street
John's ProCare	Business Association
K&L Building &	Success Computer
Remodeling	Consulting
LB Carlson	TSE, Inc.
Liz McCambridge	Vallis Advisors, Inc.
Lotus Pharmacy	Wendy Severson

Jennette Wasmund
John's ProCare
LB Carlson
Lynn Bradshaw
Mark and Kim Calhoun
Mary Peltier
Mary Thirsten
Mike and Judy Semsch
Nisie Pitzl
Old National Bank
Patricia Casey
Patricia Mader
Paul Bunyan Resort
Paul Severson
Peg Olin
Randy and Paulene Roering
Shelley Peltier
Steve and Cheryl Moore
Steve and Gail Severson
Susan Amundsen Butler
Tom Severson
Tom Strutz
Vadnais Heights Lions Club
William and Mary Frances Stoneburg
White Bear Lake Lions Club

Thank You to All Our 2024 Sponsors!

Fundraising & Events

Gertens Plant Sale

Our annual Gertens Plant Sale once again blossomed with community support! With hanging baskets, vegetables, herbs, perennials, and more—including several new items this year—there was something for every green thumb. Gift cards made great Mother's Day surprises, and every purchase directly benefited the individuals we support. Even better? Buyers could choose which home to support, making it a truly personal way to give back.

***Thank you to everyone who showed up, gave back,
and helped make these events such a success!***



Dan from Centerville House enjoying the flowers



A New Vision for Close the Gap Campaign

At the end of 2024, we made a major announcement. We announced the relaunch of our *Close the Gap* Campaign – changing the name and logo to *Sustain our Services*! Although the pandemic is gone, we continued to struggle with the workforce crisis. It was time to plan for our future and the future of disability services through this initiative. However, our goal of this campaign has not changed. We continue to provide our staff with the wages and benefits they deserve. What will change is the longevity of it. Sustaining this campaign for the long term will help us thrive and grow well into the future. We appreciate your continued support!



**To learn more about this campaign, please visit our website at:
www.phoenixresidence.org/give/sustain-our-services-campaign.html**

Update from Phoenix Service Corporation

At Phoenix Service Corporation, 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 home. 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!

2024 was a year of modest, steady growth at Phoenix Service Corporation. We intentionally focused on maintaining quality services with the individuals we support, while continuing to expand our service team, the number of people we support, and building more partnerships.

Becoming a Credible Provider

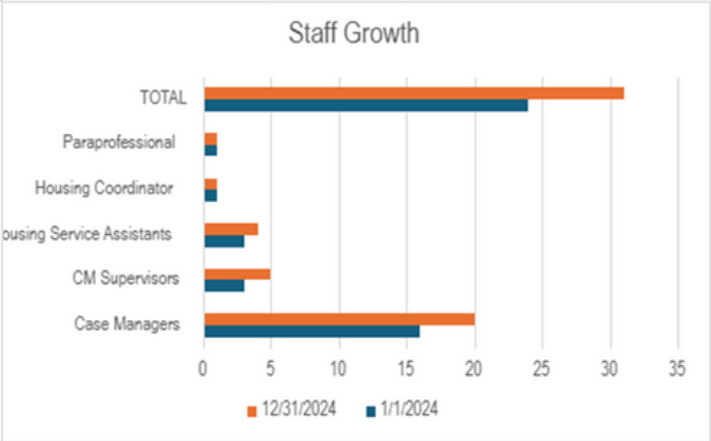
The need is there. **We consistently have the counties asking us if we can support more people in Case Management and housing referrals** from Coordinated Entry (the system that connects unhoused individuals with Housing Support Service providers). We have strengthened our relationships with property managers and owners, and have and have embraced opportunities with additional property development agencies.

We were also approached by several counties about exploring non-typical service opportunities they are trying as pilot programs. **We are excited to serve as an agency that can collaborate on creative interventions for community needs**, especially given the ever-changing state of the programs we work with.

We are also excited to announce that we began our contract for Case Management services in Washington County in 2024. We built relationships with them, learned their processes and systems, and began providing support in that county.

In our Transitional Services Program, we continued providing support at a steady rate and welcomed a new coordinator upon the retirement of our former one. In 2024, we supported 143 individuals in this program, which is up significantly from the 104 individuals in 2023.

And we seem to be hitting our stride! Through satisfaction surveys sent to our Case Management and Housing Support clients, satisfaction ratings were 90% and 91% respectively.



Housing Support Program Snapshot

- Supported approximately 70 individuals across Dakota, Hennepin, Washington, and Ramsey counties, with further expansion of Housing Stabilization Services.
- Supported an additional 20 individuals in the Supportive Housing Program for families in Ramsey County.
- Expanded our partnership with Velair Management Company with a new building in Washington County in late 2024. These four units specifically support individuals experiencing homelessness.

As always, our overarching goal of this program is to help individuals overcome housing barriers, achieve stability, and work toward personal goals that were previously unattainable due to housing insecurity.

A Success Story

Leann Anders was born in Minneapolis, but grew up going to school in Edina while living with her grandmother. She didn't finish school, but she did pursue a CNA certificate. Later, she moved to Wisconsin and had her children at the age of 24.

Leann said her life went downhill when she entered into a bad relationship and lost her home. Things picked back up when she got a job as an assistant manager. Unfortunately, she lost it after writing down the license plate of an individual who stole from the store.

Phoenix helped Leann secure a one-bedroom apartment and began providing support to her in 2024. Ever since she began working with us, she feels her worries have decreased. Leann half-heartedly joked, "If you guys didn't help out as much as you did, I'd be an even bigger mess."

She feels Phoenix has done great work and is happy to be a part of our program.

The best part of having her own place? Secure entry! Leann also loves to be carefree and not on edge since it's her own place. There's no one controlling her. In her free time, Leann works in the backyard, taking care of her plants and barbecuing with her neighbors. She finds these activities relaxing and keeps her mind focused.

Leann expressed that she is nervous about what will happen after she moves out of county subsidized housing. She wants to be successful, but is afraid of failure. However, that is not stopping her from pursuing new opportunities! Leann plans to go back to school and return to work. She says she loves working with people and wants to give back to the community. It's important to her to make others smile. In fact, she's interested in doing work similar to what we do at Phoenix Service Corporation.



A PSC Agency Spotlight

Meet Yvette Huff, a Housing Specialist at Phoenix Service Corporation. Although she just started with us in 2024, she is already bridging the gap between us and the partners we have.

Born and raised in Wisconsin, Yvette moved her family to Minnesota in 1993 to pursue new opportunities. After working in the schooling system, she decided she wanted to embark on a new career, which led her to us! Her mother struggled with mental health growing up, so our mission was personal to her.



In her role here at Phoenix, Yvette works with our Housing Support team to provide support to individuals experiencing homelessness. She works with these individuals to develop a budget and find them a home. She's there to help them navigate the housing system and start their journey towards a more stable, independent life.

Providing Much Needed Support

"People we work with have been through trauma," said Yvette. "I help educate landlords, so there is no judgment about clients and their situations. We all deserve second chances."

Once housing is found, she helps the individual sign the lease and sets them up for success afterwards. She connects them to healthy resources in the community, whether that be medical providers, treatment facilities, faith-based organizations, and transportation to these resources.

"Everyone has a story to tell," said Yvette. **"I'm here to listen and offer support in the process. What I love most about being a Housing Specialist is working with individuals who have faced tremendous hardships, yet still want a chance to succeed and have a safe place to call home."**

Yvette's exceptional work hasn't gone unnoticed. She received our 2024 Employee of the Year Award, was highlighted in a feature story with one of our vendors, Bridging, and has received several compliments from county social workers.

The transition from homelessness to housing can be a difficult one. But having the right support and tools can make that transition easier. And Yvette is proving to be the right person for the role!

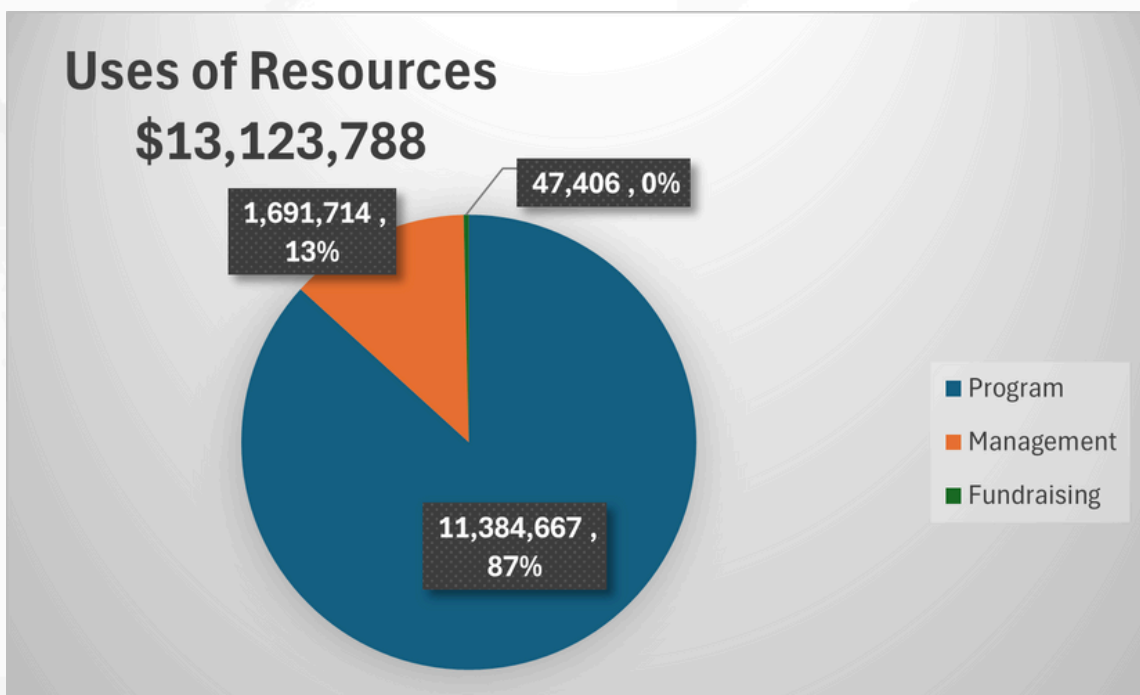
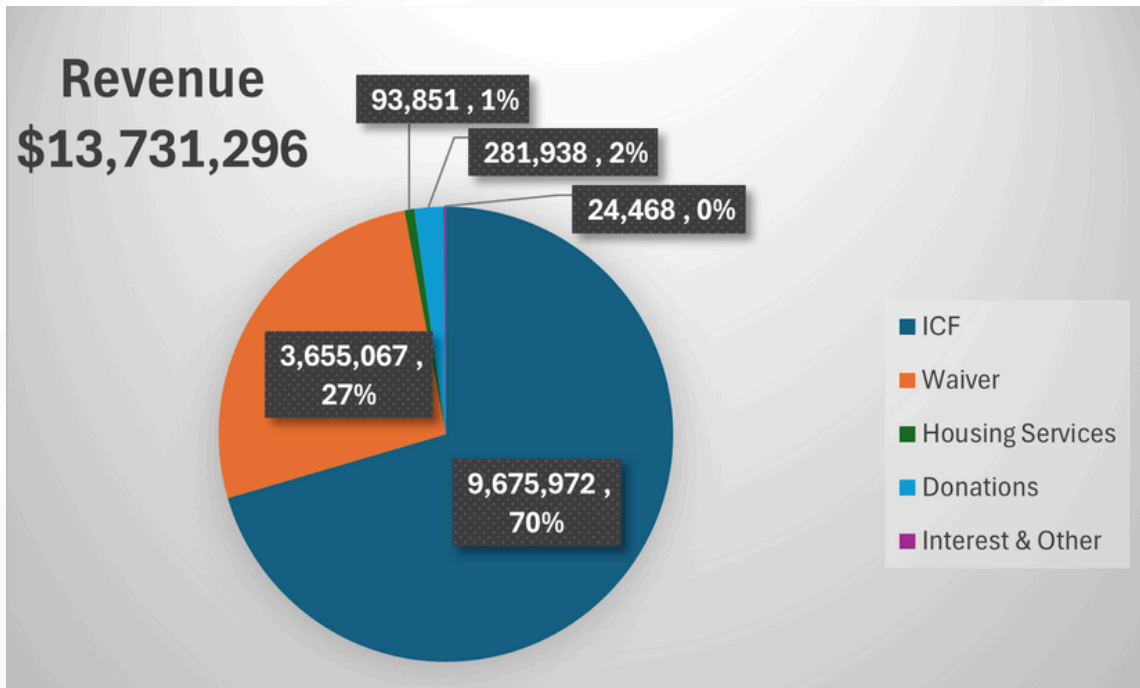
Thank you Yvette for all you do for us and the people you support!

"Yvette has transcended her role, gone above and beyond, and lived out the values of your organization ... She has always responded promptly and has been collaborative ... It has been an honor to work with her."

- Hennepin County Outreach Worker

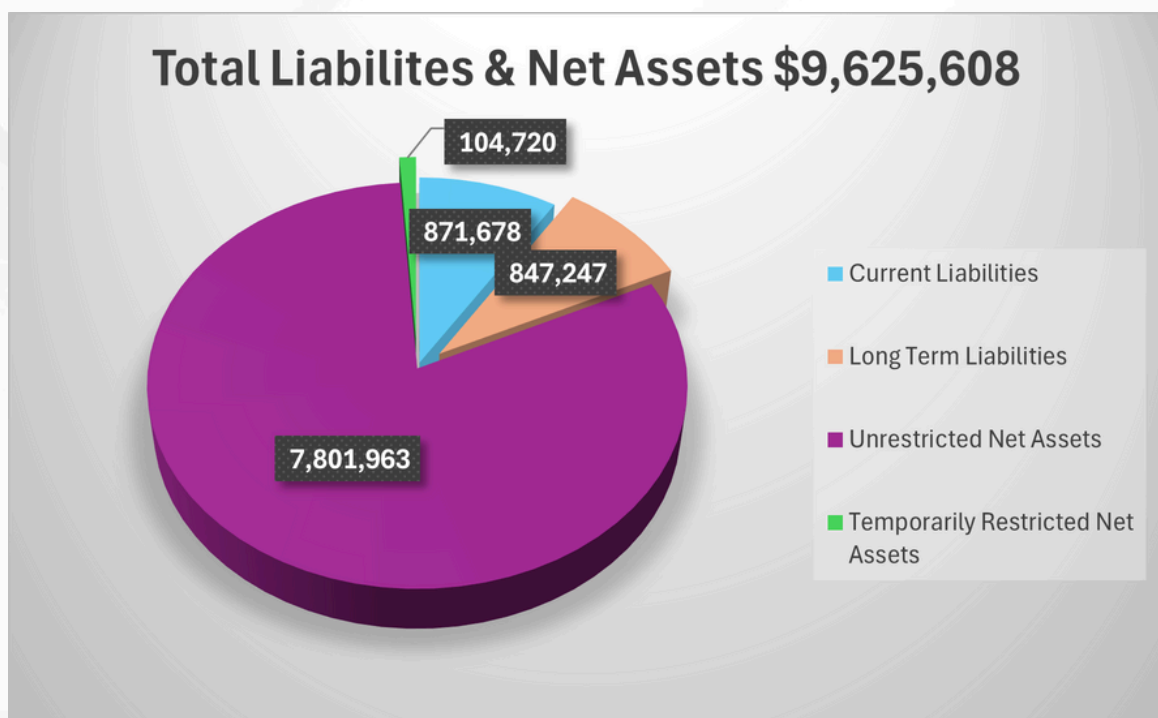
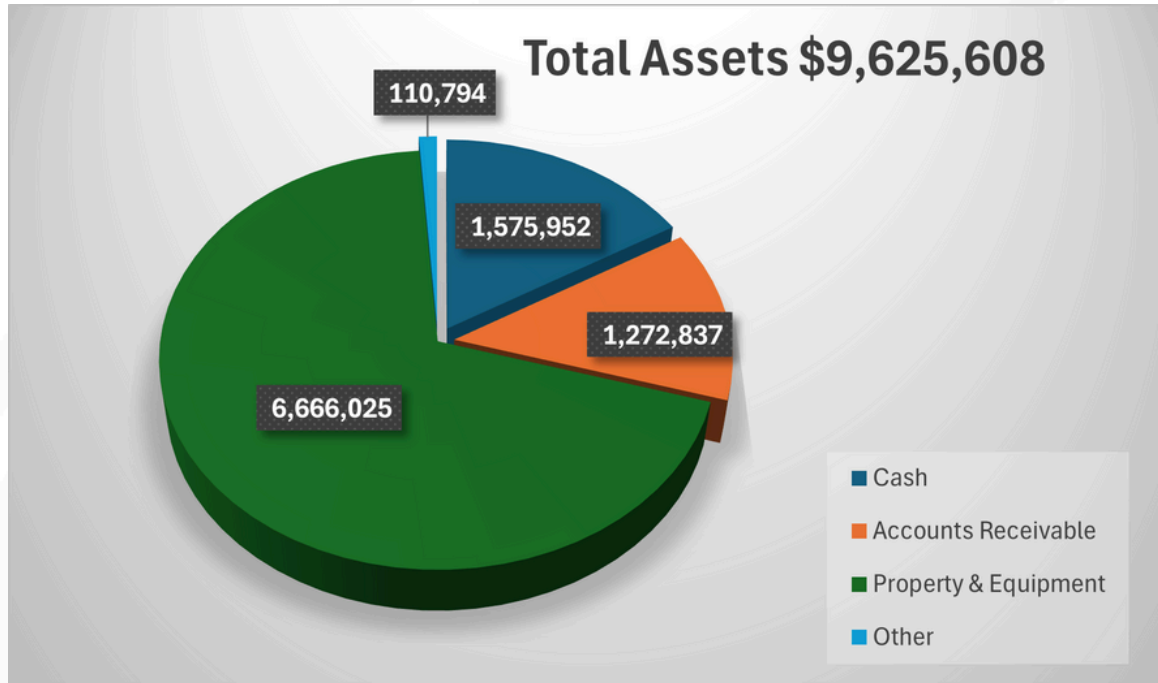
Phoenix Residence Financials

Statement of Activities



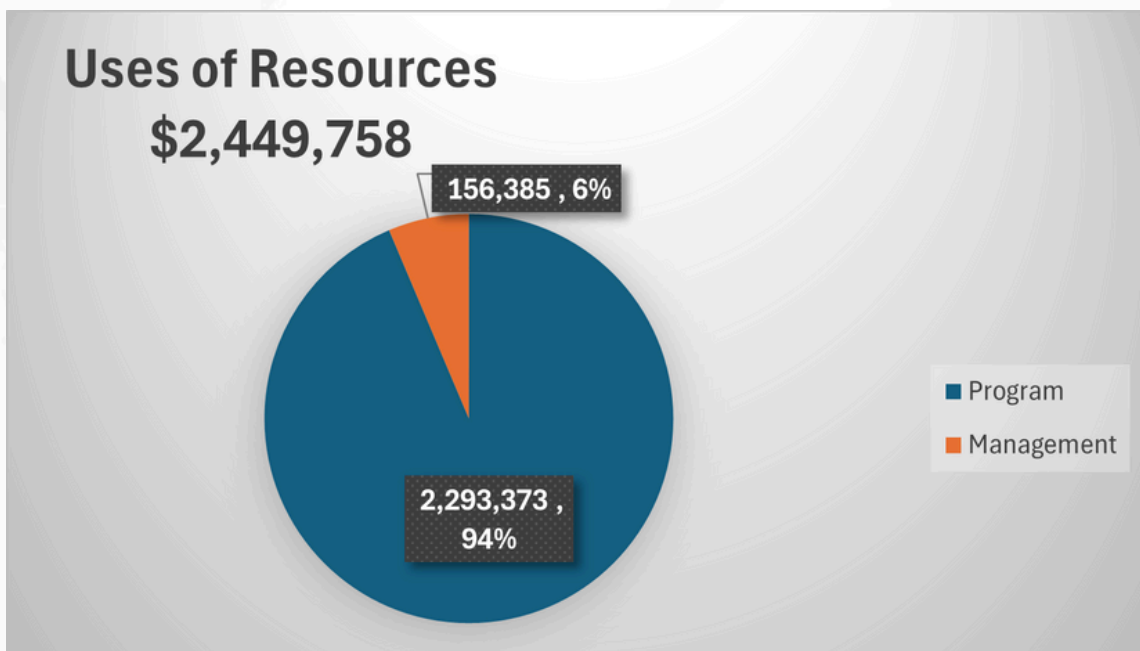
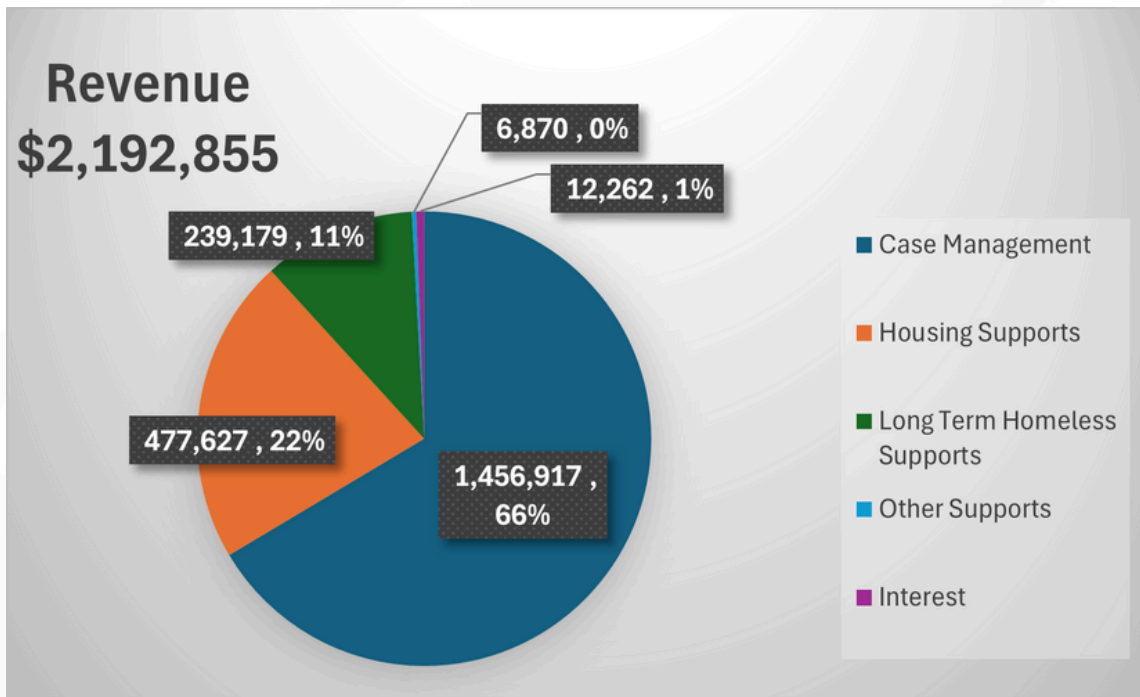
Phoenix Residence Financials

Statement of Financial Position



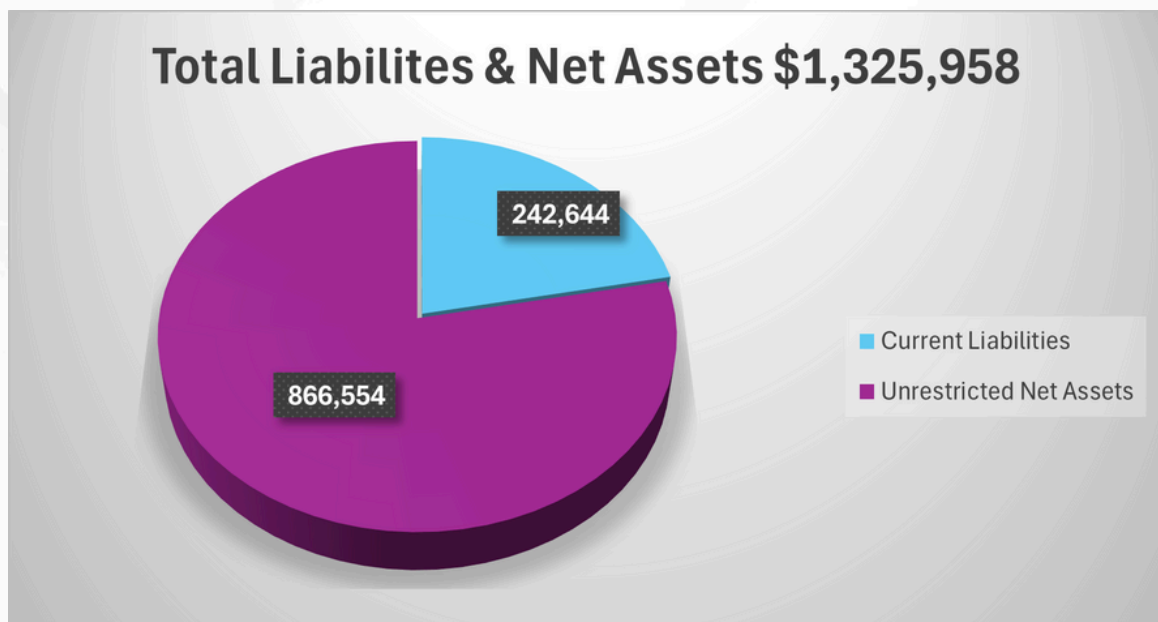
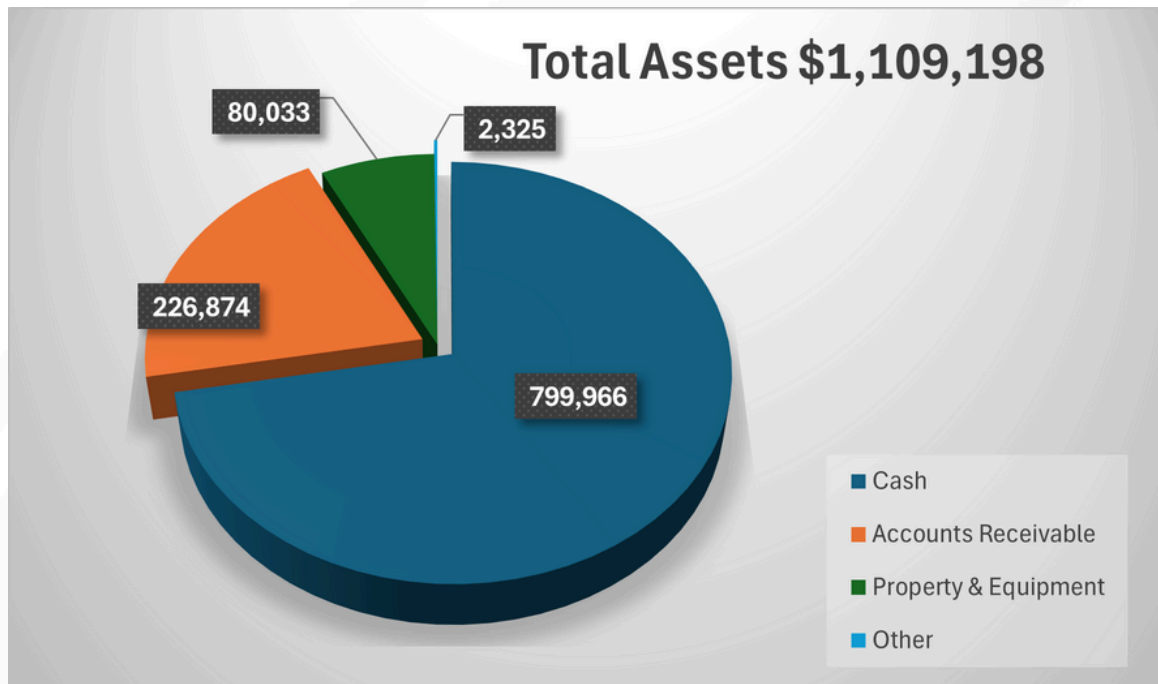
Phoenix Service Corporation Financials

Statement of Activities



Phoenix Service Corporation Financials

Statement of Financial Position



2024 Donors

\$50,000

Pat Burns

\$5,000 - \$10,000

David and Lynn Myhr

Deb Kilgore and Carl Fritsch

Geritom Medical

Jane Hess and Mike Kroll

Kurt and Gina Kastel

Old National Bank

South Robert Street Business Association

Steve and Cheryl Moore

Tom Cherry and Darlene Hafner

\$1,001 - \$4,000

Bonnie Featherstone

Christine Koppen

CHS

Darlene Scott

Garret Colao

Gene and Dona Maki

Greg and Liz Severson

James Patrick

Jamie Grupe

Janess Davis

Jerry Leopold

John Bredesen Sr.

John Kuhrmeyer

John's ProCare

Joseph Podolan

K&L Building and Remodeling

LB Carlson

Linda Steinworth

Liz McCambridge

Lotus Pharmacy

Lunds & Byerlys

Mark and Judy McClellan

Mary Thirsten

Mel and Chris Felling

Next Day Access



Gwen from Caswell House decorating cookies at our annual Halloween Party.

\$1,001 - \$4,000

Nicholson Family Foundation

Patricia Casey

Paul Severson

Randy and Paulene Roering

Sandra and Stephen Burrowes

Steve and Gail Severson

Tom Severson

William and Mary Frances Stoneburg

\$1,000

American Pride Construction

Barb Magnuson

CBS Construction

Commercial Steam Team

Janice Schneider

Jeff and Debbie Schmitt

Ken and Crystal Alme

Lucy Tanner

Minnesota Coaches, Inc.

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Vadnais Heights Lions Club

2024 Donors

\$101 - \$750

Alexandra Lape
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NFP

\$101 - \$750

Nisie Pitzl
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Paul Coons
Paula Ness
Robert Bristol, Jr.
Seward Community Co-op, Inc
Shelley Peltier
Steve and Lou Pfeiffer
Tom and Erin Linnell
Tom Strutz
Trestle Inn

Below: Paul from Douglas House and Joell from Furness House celebrating their birthdays!



2024 Donors

Up to \$100

Al Nedohon
Alvin King
Angela Goodrick
Anne Dooley
Carnesa King
Dan and Deanna Roering
Daniel and Karen Landgren
Donald Weiss
Elizabeth Danielson
Evone Tinsley
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Pam Kranz
Paul Bunyan Resort
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Peg Olin
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Rick and Diane Schmitt
Russ and Kathy Trout
Sandy and Jim Mishler
Sherry Gray and David Blaney
Washburn-McReavy Funeral Chapels
& Cremation Services
WCMC
Western National Insurance Group
White Bear Lake Lions Club
White Bear Lake VFW Post 1782
Wilson Tool International



*A fun time had by all at our Phoenix gatherings.
Top: Jonathan from Ludden House, Middle: Julie from
Eric's House, Bottom: Michael from Chaparral House*

2024 Donors

Memorials

**In Memory of Grandpa Russ Douglas,
Geoffrey, Callie, Jack and Steve**
Mike and Diane Chehoski

In Memory of Mary Claire Schmitt
Jeff and Debbie Schmitt

In Memory of Nathan Joarnt
Jean Purdy
Paula Ness
Rick and Diane Schmitt

In Memory of Margaret, Robert and John Ludden
Maureen O'Brien

In Memory of Larry Quist
Fran and Linda Pierce

In Memory of Sharon Severson
Frank and Judith Pince

In Memory of Matthew Joseph McGuire
Nisie Pitzl

In Memory of Betty Stapf
Mike and Michele Stapf

In Memory of Marlene Weiss
Donald Weiss

In Memory of Stephen Lape
Alex Lape

In Memory of Georgia Patrick
Mary Thirsten

In Memory of Nancy Bezdichek
Carol and Norm Linnell

In Memory of Rosemary Eberhard
Paul Severson

In memory of Patrick Langevin
Jen Weschcke

In Memory of Mark Pfaff
Mary Thirsten



*Above: Joe from Foss House
celebrating St. Patrick's Day!*

Below: Mary Kay from English House

Honorariums

In Honor of Paul Dwyer
Ken and Crystal Alme

In Honor of Laura Quist-Knox
Sherry Gray

In Honor of Jill Jaszewski
Jane Hess and Mike Kroll

In Honor of Laurel Bredesen
John Bredesen Sr.



2024 Donors

In-Kind Donations

Aaron Bjorge
Alan Berner
Alexis Bailly Vineyard
Ames Center
Andiamo Italian Ristorante
Artistry Theater
BarkBox
Bell Museum
Benihana
Bent Paddle Brewery
Betty's Pies
Black Woods Grill & Bar
Blue Door Pub
Broders' Cucina Italiana
Cafe Latte
Can Can Wonderland
Carleton McCambridge
Castle Danger Brewing Company
Celeste of St. Paul Hotel + Bar
Chanhassen Dinner Theater
Charlie's on Prior
Cheesecake Factory
Children's Theatre
Chipotle
Circus Juventas
Coastal Seafoods
Commanding Edge
Costco
Crooked Pint Ale House
Dan and Jackie Larson
Darlene Scott
Dootlitt's Woodfire Grill
Dual Citizen Brewery
East Lake Liquor Store
Fair Anita
Fresh Thyme
Gasthaus Bavarian
Great Lakes Aquarium
Green Mill

Hi-Lo Diner
History Theatre
Hope Breakfast Bar
Island Lake Golf Course
Jester Concepts Restaurants
Joseph McKenzie
Kate Pops
Keys Café
Kim Guderjan
Kirsten Gregerson
Lake Avenue Restaurant & Bar
Lake Superior Railroad Museum
Lakeview National Golf Course
Laura Linnemeyer
LB Carlson
Lost Spur Golf Course
Lumberjack Inn
Mary Thirsten
MatchStick Restaurant & Spirits
Merlin's Rest
Minneapolis Institute of Art
Minnesota Gophers
Minnesota Historical Society
Minnesota Twins
Minnesota Wilds
Mister Car Wash
Moon Palace Books
New Scenic Café
Northern Rail Traincar Inn
Northrup Auditorium
Nova Restaurant Group
Oak Marsh Golf Course
Odyssey Guided Experience Program
Original Pancake House
Owamni Restaurant
Pier B Resort Hotel
Plaza TV & Appliances
Portillo's Hot Dogs



The individuals at Clinton House loved dressing up for our annual Halloween Party!

Pryes Brewing Company
Raising Cane's
Red Cow
River Oaks Golf Course
Rush Creek Golf Club
Rustic Inn Café
Saint Paul Saints
Sarah Boone
Sarah Hansen
Soderberg's Floral & Gift
St. Paul Hotel
Stillwater Trolley
Superior National Golf Course
Target
Tavern23
The Escape Game
The Hilltop
The O'Shaughnessy Theater
Theatre Latté Da
Tito's Handmade Vodka
Total Wine & More
Trader Joe's
Treasure Island Resort & Casino
Twin City Grill
Uptown Woodworks
Valleyfair
Wuollet Bakery
Your Enchanted Florist
Yumi Japanese Restaurant & Bar
Ziggy's on Main
Zipps Liquors

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***



Left: Wendy from Eric's House loved taking an overnight trip with Nurse Consultant Dede Muimba to Mystic Lake Casino Hotel.

Above: The homes in our South East group joined together for a barbecue at Carver House.

Contact Us

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Saint Paul, MN 55107
651-227-7655

www.phoenixresidence.org | www.phoenixservicecorp.org

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