Annual Report

2025

The Phoenix Residence, Inc.
Phoenix Service Corporation

People with Disabilities Matter and are Valued and Respected Members of our Community

The Phoenix Residence, Inc.

Phoenix Service Corporation
Life Moving Forward



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Bruce from Foss House with a Direct Support Professional Jessica Snider at our annual bowling event.



Above: Kim from Lydia House with Program Supervisor Marcus at our monthly Lunch Bunch gathering.

Cover: Molly and Deborah at Janet Court celebrating their birthdays together.

Our Mission & Leadership

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

Darlene Scott
President & CEO

Alan Berner
Vice President of Community Services

Brandi Sterry
Director of Nursing

Kim Phillips
Program Director

Megan Avakian
Director of Community Services

Mary Thirsten
Vice President of Operations

Corrie Kopischke
Financial Controller

Nicole Bechel
Director of Human Resources

Niki Novak
Director of Quality Assurance

Yvette Huff
Community Support Service Coordinator

BOARD OF DIRECTORS

The Phoenix Residence, Inc.

Sandra Burrowes Chairwoman
Jennifer Buchanan Past Chairwoman
Jamie Grupe Vice Chairman
Kirsten Gregerson Treasurer
Darlene Scott President/CEO
Garret Colao Director
Julie Nagorski Director
Elizabeth Johnson Director
Linda Hood Director
Jeffrey Points Director

Phoenix Service Corporation

Irene Wright Chairwoman
Jenny Buchanan Vice Chairwoman
Deborah Gillis Secretary/Treasurer
Darlene Scott President/CEO
Kim Human Director
Linda Hood Director

A Message from the President & CEO



Darlene M. Scott
President & CEO
The Phoenix Residence
Phoenix Service Corporation

People with disabilities matter. Their lives, voices, choices, and services matter.

At a time when we continue to hear rhetoric and degrading comments directed toward people with disabilities and others who represent the diversity of our communities, our responsibility is clear: we must lift people up, affirm their dignity, and remind them that they are valued members of our community. They belong.

People with disabilities make our communities stronger. Their experiences, perspectives, talents, and contributions help us better understand one another and recognize the value within every person. At Phoenix, our commitment is not simply to provide services—it is to support people in living meaningful lives with dignity, respect, opportunity, and choice.

We also recognize that the integrity of Medicaid-funded services has come under increased scrutiny because of the actions of some bad actors. Anyone who attempts to defraud the Medicaid system or exploit resources intended for people with significant needs should not be permitted to serve as a provider.

At the same time, it is important to acknowledge that most Medicaid providers are honest, mission-driven organizations committed to delivering essential services. Responsible providers and the people they support are also harmed when fraud disrupts the system, damages public trust, and creates unnecessary barriers to accessing care.

At Phoenix, we take pride in operating with honesty, integrity, and accountability. We recognize that no organization is perfect. When we make a mistake, we own it, learn from it, and do everything within our power to correct it. Accountability means being transparent, keeping our commitments, and continuously improving the quality of our programs and services.

As we reflect on the past year and look toward the future, we remain steadfast in our belief that every person deserves to be seen, heard, respected and supported. We will continue advocating for people with disabilities, strengthening the services they depend upon, and working to ensure that everyone supported by Phoenix knows this fundamental truth:

You matter. Your life has value. Your voice matters. You belong.

Making a Difference in Our Community

People with disabilities are valued members of our community — and the services that support them must be protected.

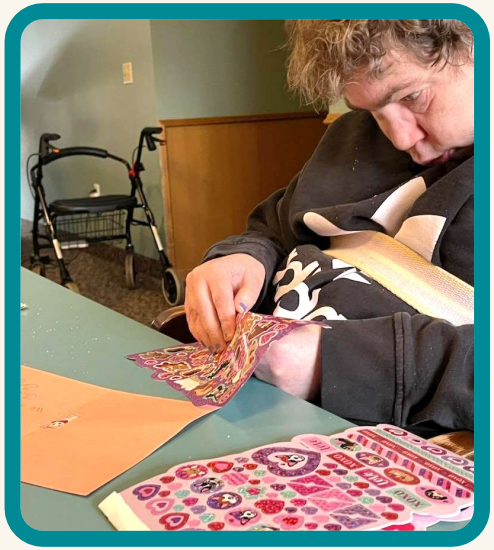
Every day the people we support are out in the community making a difference: advocating for disability rights at the Capitol, supporting local businesses, and sending Valentine's Day cards and gift baskets to a nearby retirement home. Their generosity continues to inspire us.

The impact they make at their day programs, local shops, and community events reminds us that every voice matters. While this year has been difficult, we will keep fighting for them every day. They matter and we must protect them.

"Every voice matters."



Angela and Tanita from Chaparral House at Disability Day at the Capitol with Assistant Program Director Kim Guderjan



Linda and her housemates at English House made Valentine's Day cards and gift baskets for residents at the nearby Gable Pines at Vadnais Heights facility. Such a sweet gesture they've done for several years!

Celebrating Life's Little Moments



Tracey from Western House on a weekend trip to the North Shore



Baking cookies for Kim L.'s birthday at Howard House



Brian from Ludden House showcasing his latest painting



Everyone joined in on craft day at Viking House



Jackie at Carver House enjoyed a visit from the Maplewood Fire Department on her birthday

Fundraisers & Events

In 2025, our generous community came together for three major Phoenix events, each rooted in a shared commitment to helping the people we support feel valued, connected, and at home.

The Russ Douglas Phoenix Golf Classic

Despite a few rounds of rain, **you all helped us raise $51,622** for our annual golf tournament. With support from Dan “The Common Man” Cole from KFAN FM 100.3 and a heartfelt story shared by the Joarnt family from Ludden House, the day reminded us that every gift helps sustain the caring homes and meaningful relationships at the center of our organization.

Made in the Shade 5K Walk, Run & Roll

We joined six other disability providers for a day of connection, inclusion, and celebration — and proudly celebrated Chaparral House for earning 2nd Place in the assisted category of the Art Contest. **Together, you all raised about $16,000** to support our homes.

Gertens Plant Sale

Our annual Gertens Plant Sale gave supporters another simple, joyful way to plant seeds of generosity for Phoenix. From hanging baskets and perennials to vegetables and herbs, there was something for everyone! **From your support, we raised $4,029** to benefit our community.

Together, these events did more than raise funds. They strengthened belonging, built awareness, and reminded us that Phoenix is surrounded by people who care deeply about our mission.

Thank you to everyone who supported us or shared in these moments! Your generosity helps create homes where people are supported, included, and known.



Left: Viking House at our annual Made in the Shade 5K Walk

Right: Tracey at Western House arranging his Gertens plants on the deck



2025 Fundraising Totals

$51,622	$18,414	$4,029	$155,091
Russ Douglas Phoenix Golf Classic	**Made in the Shade 5K Walk, Run & Roll**	**Gertens Plant Sale**	***Sustain Our Services* Campaign**

$229,157
raised to date through the relaunched *Sustain Our Services* campaign

$203,872
used in 2025 toward wage increases for our direct support staff

Every gift helps sustain the caring homes and meaningful relationships at the center of our organization.

Thank you to all our sponsors!

To view complete lists of our Major Sponsors, please visit phoenixresidence.org/past-events.html

A Strong Start for *Sustain Our Services*

In 2025, we officially relaunched our *Close the Gap* campaign as *Sustain Our Services*, creating a renewed path forward for long-term support.

In its first full year, you, our supporters, fully embraced this relaunched campaign and helped raise $155,091 to strengthen the future of Phoenix.

This support comes at a critical time as we navigated workforce challenges and ongoing uncertainty in disability services. At the heart of this campaign is a simple but powerful goal: to help provide our dedicated staff with the wages and benefits they deserve, so they can continue offering the compassionate, person-centered care the individuals we support rely on every day.

This brings our total to $229,157 for the relaunched campaign. In 2025, we used $203,872 towards wage increases for our staff.

Thank you for believing in this campaign from the very beginning! We wouldn't be here without you.

CAMPAIGN TO DATE

$229,157

2025 GIVING

$155,091

LEARN MORE

phoenixresidence.org/give

PHOENIX SERVICE CORPORATION

Helping People Move Forward

Dedicated to assisting individuals live a life of choice through interdependence, community networks, and circle of friends.

Update from Phoenix Service Corporation



Megan Avakian, Director of Community Services

Throughout 2025, Phoenix Service Corporation (PSC) strengthened its commitment to supporting people with disabilities through thoughtful growth, operational excellence, and a willingness to adapt to unexpected changes.

Adapting to Change

When disruptions to SNAP benefits created uncertainty, we used carefully managed pooled funds to bridge gaps in food access until benefits were restored. The loss of Housing Stabilization Services also created ripple effects across Minnesota's social services field.

"The whole social services field felt the impact of the services being taken away broadly," said Megan Avakian, Director of Community Services. We moved eligible individuals to Individualized Home Supports (IHS) when possible and worked more closely across teams and agencies to help people sustain housing.

Building Stronger Partnerships

We expanded relationships with housing developers and property owners across the metro area, becoming more involved in planning future affordable housing. **"It's been fun to expand from supporting individuals in current apartments to being more involved in the planning process,"** said Megan.

Growth in People Served

The number of individuals we supported grew from 901 at the start of 2025 to 1,113 by year's end. **"It's rewarding to know that because of us, more people can receive the support they need or move into a new apartment,"** said Megan.

Quality & Accountability

We strengthened supervisory audits, implemented a new billing system, and maintained strong review outcomes across Housing Support and Case Management services.

Looking Ahead

2025 reminded us that our work is strongest when we stay flexible, connected, and open to new ideas. It challenged us to think differently, lean on one another, and strengthen partnerships across our community.

Through it all, we stayed focused on what matters most: helping people find stability, access support, and move forward with dignity.

Reflections from the Team

2025 asked our team to think differently and lean on one another. Four staff members reflected on the year's biggest changes.

Providing Transitional Services



"One of the most rewarding part of doing Transitional Services is helping [individuals] successfully transition into their new homes. Despite challenges with move-date accuracy this year, we continued to grow and improve. We look forward to strengthening relationships with the individuals we support, vendors, and case managers while providing a positive transition experience."

Jovana Hughes
Case Aid

Loss of Housing Stabilization Services



"I found myself feeling quite frustrated knowing that this extremely important service was going to end with nothing lined up to replace it, leaving vulnerable populations without the support they desperately needed. The people on my caseload expressed frustration and confusion and continued to ask for their previous housing worker for months after the service ended."

Sara Sterner
Washington County Case Manager Supervisor

Disruption to SNAP Benefits



"It felt great to know that we were able to help the individuals we serve during a time when they truly needed it. Our assistance helped eliminate some of the stress and uncertainty of having to worry about whether they would be able to stretch their limited funds to cover their needs. Being able to provide assistance when it was needed most showed them that we genuinely care about their well-being."

Yvette Huff-Atkinson
Community Support Service Coordinator

Loss of Housing Stabilization Services



"The response from both Case Managers and the individuals receiving services was one of shock, disbelief, and concern. Many individuals became anxious about losing essential waiver-funded supports and were uncertain about how their needs would be met…The termination of HSS created a substantial service gap, particularly for individuals who relied on the service to access and maintain stable housing."

Luah Soko
Hennepin County Case Manager Supervisor

Client Success Story



Nan Yang

After experiencing a stroke, Nan started receiving CADI Waiver services and supports that helped her remain comfortably at home with her children. She enjoys gardening and attending her weekday day program — services that allow her to keep doing the things she loves with the people she values.

Nan's success is supported by her children, who help coordinate her services, communicate with her case manager, provide transportation to her day program, and assist her with maintaining her garden. Her son, Leng, shared that these services have been pivotal to her progress following her stroke, and hopes other Hmong families can learn about and benefit from waiver services.

Her case manager, Rose O'Connor, worked closely with Nan and Leng to coordinate services, and ensures an in-person Hmong interpreter is available at meetings so Nan can fully participate in discussions about her care.

One of Rose's favorite comments from Nan: She wishes she could attend her day program on weekends, because she loves it so much.

Celebrating Our Team

We have so many incredible staff at PSC, but a few of them stood out in 2025.



Luah Soko

Hennepin County
Case Manager Supervisor

From Hennepin County:

"I wanted to take a moment to tell you the wonderful things that Mel [the family she works with] said about you and your work. She finds you responsive and informative and really feels supported by you. I think it speaks volumes that even in a situation where she has brought questions to the county, she made a point to tell us about her satisfaction with you."

From Her Supervisor:

"Luah is a model staff in the human services field. She supervises with balanced strength and compassion, and naturally keeps her eyes focused on individuals' needs. Her passion for those we support is admirable."



Angela Taye

Dakota County
Case Manager Supervisor

From Her Supervisor:

"I want to take a moment to recognize and shout out Angela Taye for the outstanding work she has been doing with the individuals she serves. Her compassion, knowledge, and experience truly shine through in her daily practice, and it has been a pleasure to watch her continue to grow and develop in in her role as a case manager.

Most recently, a parent of one of the clients for whom Angela is providing coverage reached out to me directly to share their appreciation and to sing Angela's praises. "She has done more for [him] in a week than the previous case manager did the entire time we had him."

Angela has since been promoted to Case Manager Supervisor of Dakota County.

Celebrating Our Team

Celebrating 28 years of service of a longtime staff member.



Liz as a Direct Support Professional during her early days at Phoenix.

Elizabeth “Liz” Larson

Former Community Support Service Coordinator



At the end of 2025, we had the honor of celebrating our former Community Support Service Coordinator Liz Larson, who has been with us for 28 years and left in May of 2026 to pursue other opportunities.

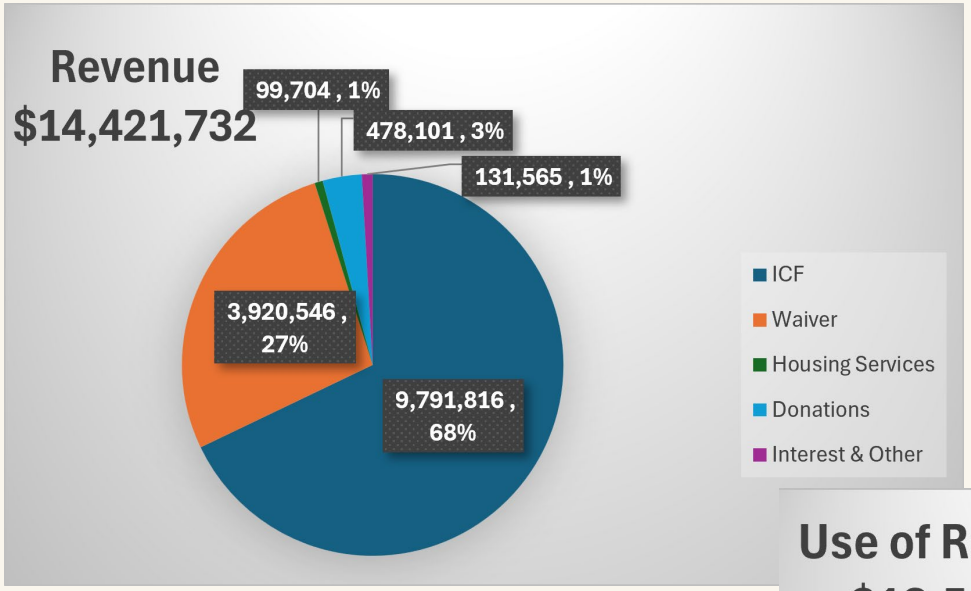
Liz was a hard one to let go! She joined The Phoenix Residence right out of high school as a Direct Support Professional, which she excelled at for seven years. She then transitioned to an Activity Assistant, helping plan all of Phoenix’s activities. When the big building closed, Liz was promoted to Program Manager of Foss House, which she held for 12 years. For the final tenure of her time here, she transitioned over to Phoenix Service Corporation as our Community Supports Service Coordinator, where she grew and developed our Housing Support Program into what it is today.

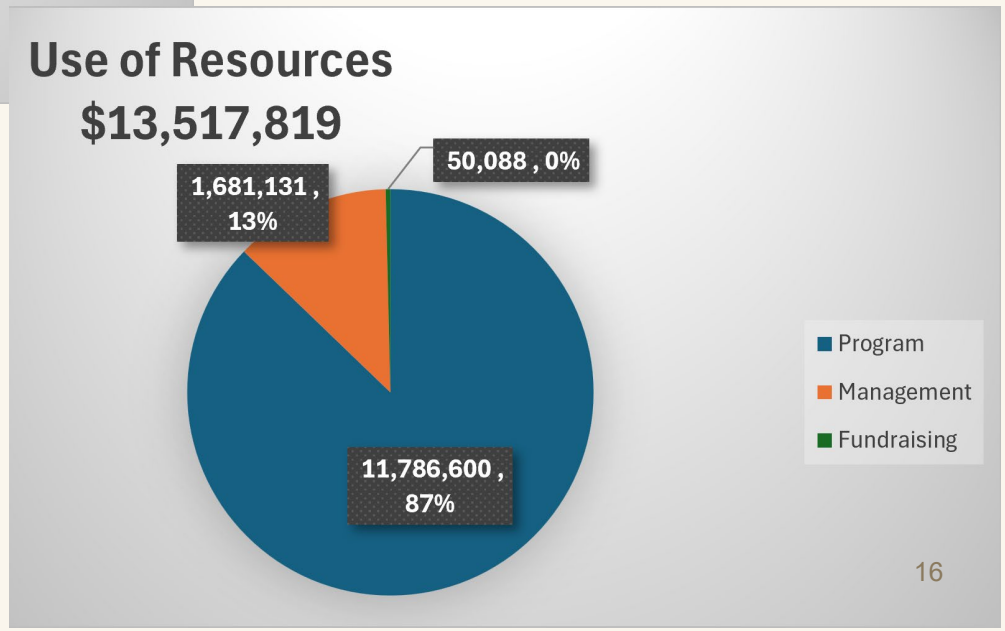
Throughout her time here, she became a strong advocate and built close relationships with the individuals she worked with, was a long-time Special Olympics coach, and became known as the “party planner.”

Thank you Liz for everything you did! You will be missed!

PRI Financials

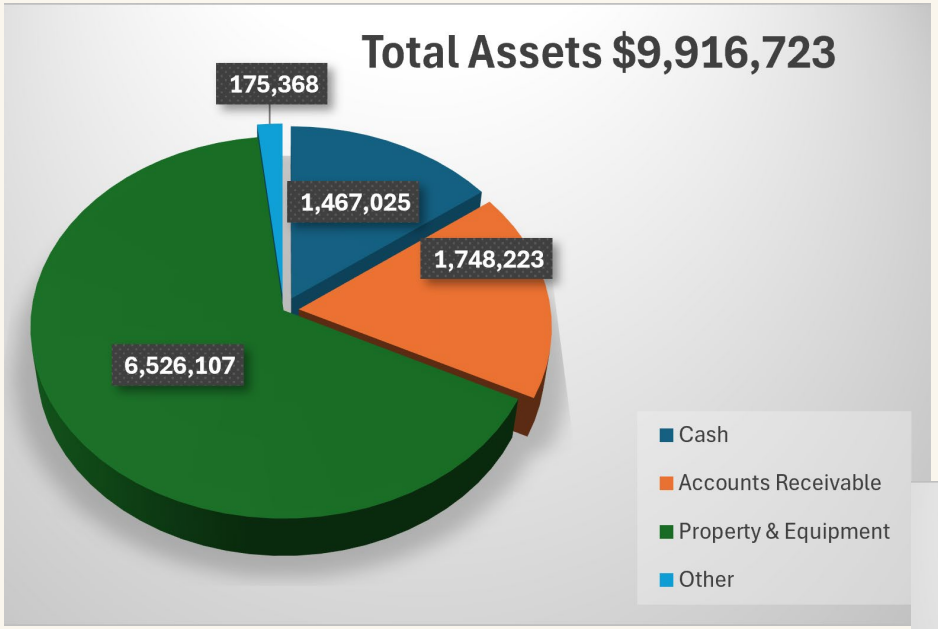
STATEMENT OF ACTIVITIES

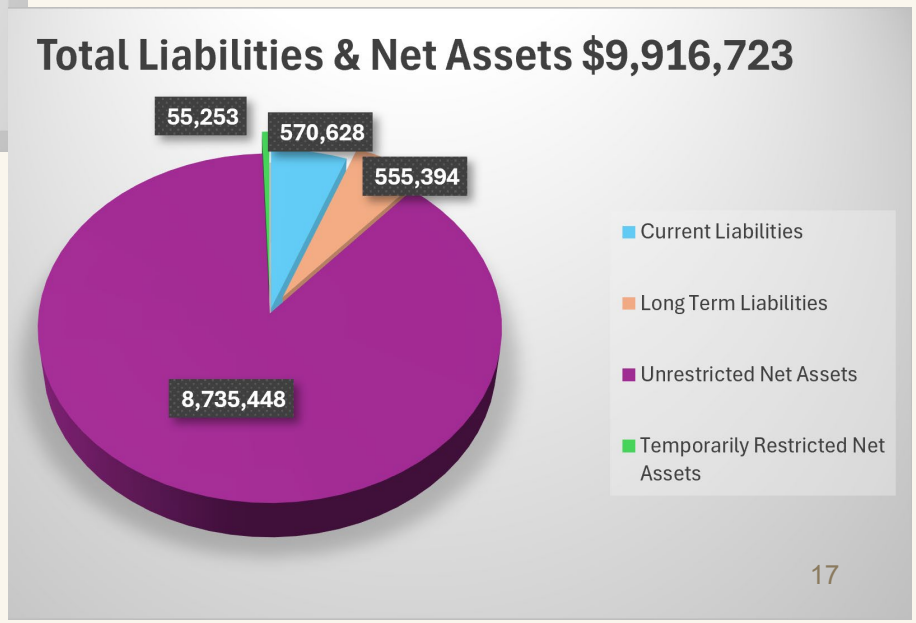




PRI Financials

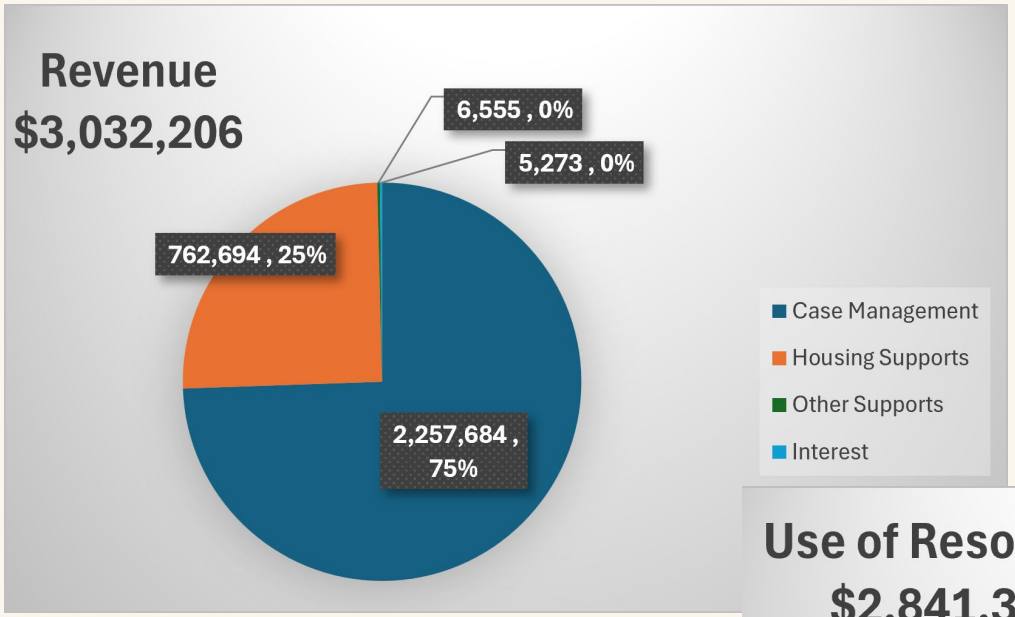
STATEMENT OF FINANCIAL POSITION

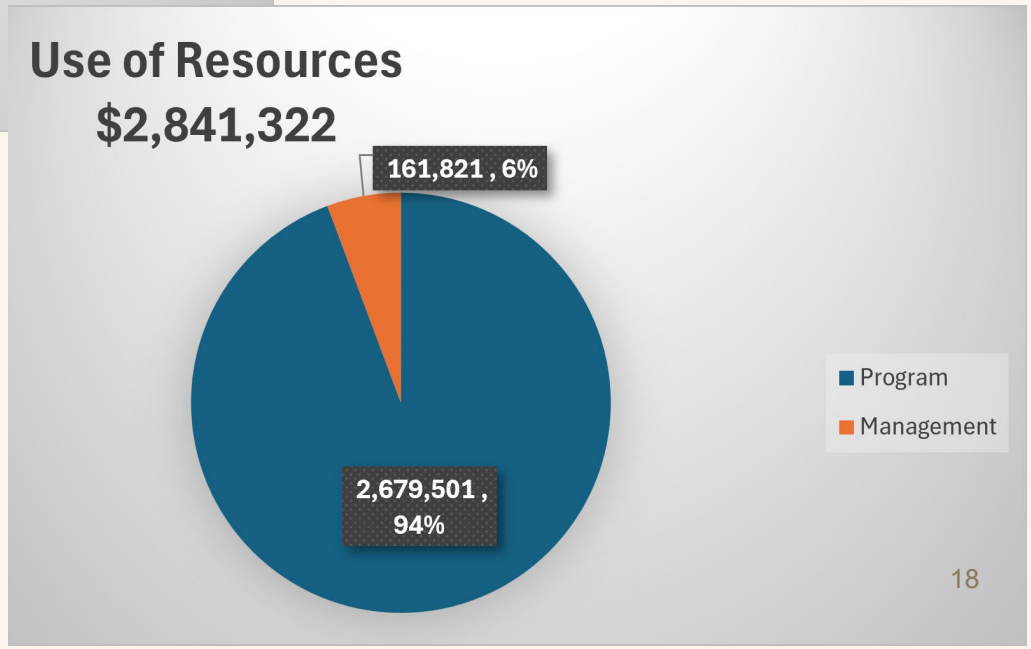




PSC Financials

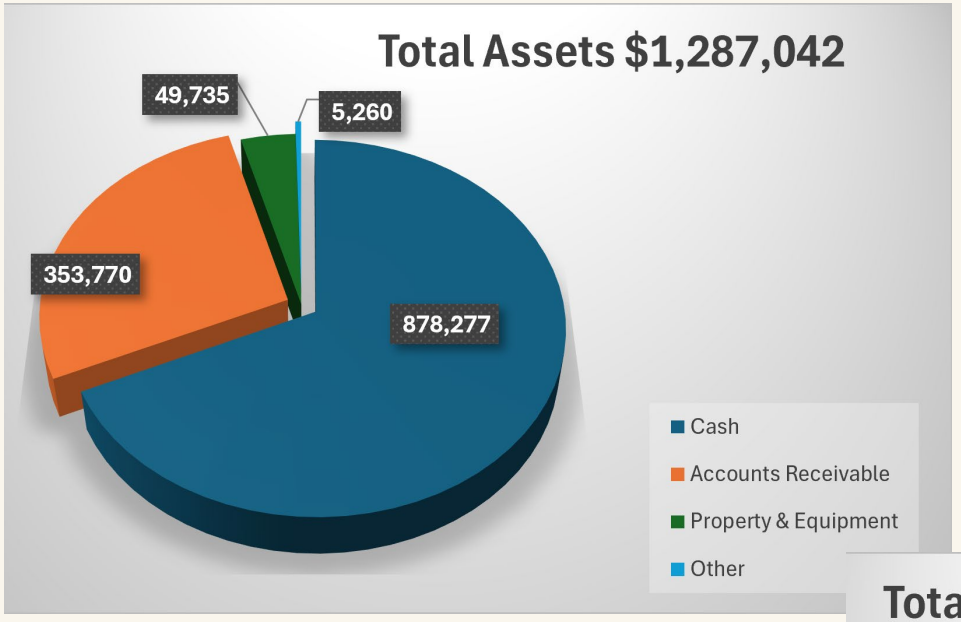
STATEMENT OF ACTIVITIES

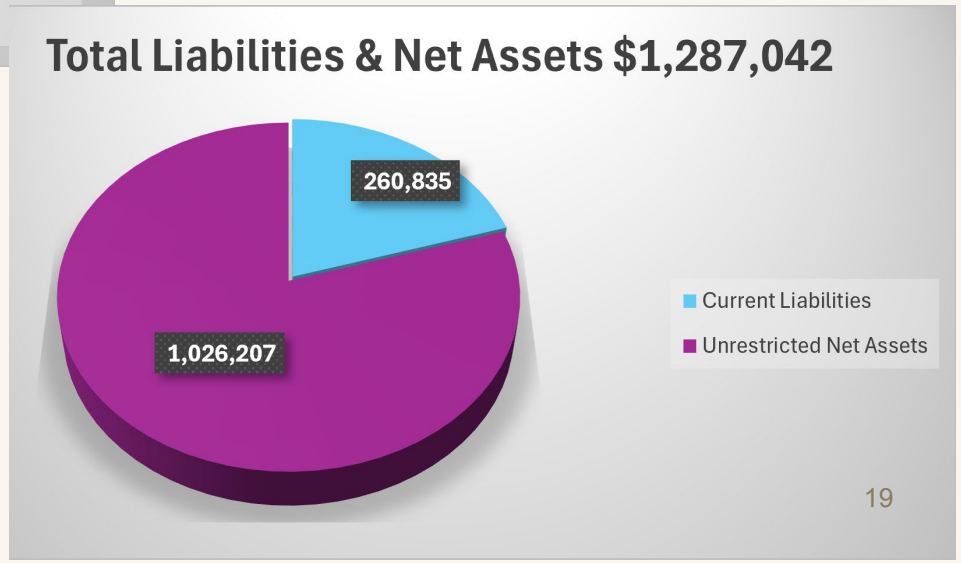




PSC Financials

STATEMENT OF FINANCIAL POSITION





2025 Donors

Donations received from January 1 – December 31, 2025.

$25,000 - $50,000

Jane Hess and Mike Kroll
Pat Burns

$5,000 - $10,000

David and Lynn Myhr
Geritom Medical, Inc.
Kurt and Gina Kastel
Old National Bank
South Robert Street Business Association
Steve and Cheryl Moore
Tom Cherry and Darlene Hafner

$1,500 - $4,999

Audrey Nicholson
CBS Construction
CHS
Commercial Steam Team
Cummings Mobility
Darlene Scott
Garret Colao
Greg and Elizabeth Severson
Howard and Carol Kurten
Jamie Grupe
Janet Johnson
John Bredesen Sr.
John's ProCare

$1,500 - $4,999

Joseph Podolan
K&L Building and Remodeling
LB Carlson
Linda Steinworth
Liz McCambridge
Lunds & Byerlys
Mark and Judy McClellan
Mary Thirsten
Mel and Chris Felling
Netrio
Next Day Access
NFP
Pye-Barker Fire & Safety
Randy and Paulene Roering
Sandra and Stephen Burrowes
Tom Severson
William and Mary Frances Stoneburg

$1,000 - $1,499

Barb Magnuson
Bonnie Featherstone
Gene and Dona Maki
Janice Schneider
Jeff and Debbie Schmitt
Jody Dvorak

$1,000 - $1,499

John Kuhrmeyer
Julie and Alex Elder
Lucy Tanner
Minnesota Coaches, Inc.
Mona Strom
Ned and Jean Therrien
Neil and Pat Smith
Nicholson Family Foundation
Paul Severson
Richard Prins
Rick and Diane Schmitt
Robert and Linda Tjernlund
Steve and Gail Severson
The Canopy Group
Vadnais Heights Lions Club



Sue from Foss House with Program Supervisor Roberta at a Style Show!

2025 Donors

A heartfelt thank you to all our donors!

$500 - $999

CBL Floors
Cindy and Bob Cross
Dave Douglas
David and Karen Olson
Deb Kilgore and Carl Fritsch
Gail Hassler
Handi Medical Supply
Janess Davis
Ken Ward
Leslie Matton-Flynn
Lynne Megan
Mike and Michele Stapf
Myslajek, Kemp & Spencer LTD
Patricia Casey
Sandra and William Crom
Twin City Janitor Supply, Inc.
White Bear Lake Lions Club



Clinton House dancing away at our Valentine's Day Party.

$100 - $499

Al Nedohon
Alan Berner
Alexandra Lape
Barbara K. Reisteter
Betsy Sagnes
Bill and Ericka Nelson
Bonnie Sykora
Brad Berner
Bruce Singer
Carol and Norm Linnell
Chris Dyrhaug
Dan and Jackie Larson
David Freeman
Derrick Banks
Diane Larson
Dr. David Rossmiller
Frank and Judith Pince
Geoff and Kaylene Roering
George and Shirley Hosch
Greg and Gayle Steiner
Helen Koland
Jacalyn Schuetzle
James Patrick
Jeff Crawford
Jen Weschcke
Jody Curl
John Witzmann

$100 - $499

Jon Berner
Joseph and Lauren Deeney
Justin Enwall
Karen Steiner
Kenneth Nathe
Kirsten and Eric Gregerson
Libby and Miguel Jeldes Johnson
Mark and Kim Calhoun
Mark and Linda Goddard
Mark Jaszewski
Mary Peltier
Matt and Jenna Severson
Michael Ohlhauser
Mike and Diane Chehoski
Mike and Joan Gasaway
Mike Boo
Nancy Ressler
Pat Callinan
Paul and Mary Bacigalupi
Paul and Mary Coons
Peg Olin
Robert and Helen Feiker
Robert Bristol Jr.
Rosemary Leopold
Sandy and Jim Mishler
Shelley Peltier
Stan and Jane Rein

2025 Donors

Thank you for making a difference!

$100 - $499

Taylor Jaszewski
Tom and Erin Linnell
Washburn-McReavy Funeral Chapels & Cremation Services
Yulia Borisova and Daniil Razumov

Up to $99

Arthur and Catherine Boylan
Barb Husaby
Barbara Soby
Bob and Sue Hedlund
Brenda and Andy Petcoff
Cindy Krueger
Dan and Deanna Roering
Dennis and Florence Rasmusson
Dennis Zoff
Dr. Cammie McConnell
Elaine Hutchinson
Fran and Linda Pierce
Heidi Odenbrett
Howard and Akiko Bureau
Jan Schumacher
Jason and Emily Kohout
Jean and Hugh Huelster

Up to $99

Julie and Hank Wagner
Julie and Jason LeClair
Kate Havelin
Ken and Mary Pat Hauck
Ken Bence
Kendra Nielsen
Liz Danielson
Louise Davidson
Mark and Sandy Games
Mary Carbelo
Maureen Nelson
Mike and Judy Semsch
Nina Flynn
Pam Kranz
Patricia Mooney
Richard and Nancy Bulthuis
Rose Sherman
Roxy Nelson
Tony and Carol Hauser
Tony and Roberta Mackiewicz
Vince Opat
Wally Sherseth
Wendy Price



Above: Staff celebrating the holidays!
Below: Matt from English House enjoyed Santa's visit!



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

Donations received from January 1 – December 31, 2025.

Memorials & Honorariums

Memorials

In Memory of Larry Therrien
Bill and Ericka Nelson
Cindy Krueger
Darlene Scott
Dennis and Florence Rasmusson
Julie and Hank Wagner
Julie and Jason LeClair
Mark and Kim Calhoun
Mark and Sandy Games
Mary Thirsten
Maureen Nelson
Patricia Mooney
Roxy Nelson
Shelley Peltier
Stan and Jane Rein
Tony and Carol Hauser

In Memory of Mary Jaszewski
Robert and Helen Feiker
Taylor Jaszewski
Thomas and Julie McDaniel

In Memory of Polly Young
Jacalyn Schuetzle
Nina Flynn

In Memory of Shirley Carlton
Ken and Mary Pat Hauck
Rose Sherman

In Memory of Cathy Turbes
Elizabeth Danielson
Kate Havelin
Kendra Nielsen

In Memory of Barbara and Fran Yoch
Howard and Akiko Bureau

In Memory of Kathy Burke
Mary Thirsten

In Memory of Michael Hosch
George and Shirley Hosch

In Memory of Mary Claire, Peg, & Sarge Schmitt
Jeff and Debbie Schmitt

In Memory of Stephen Gregory Lape
Alexandra Lape

In Memory of Patrick Langevin
Jen Weschcke

In Memory of Betty Stapf
Mike and Michelle Stapf

In Memory of Pat Branch
Carol and Norm Linnell

Honorariums

In Honor of Paul Dwyer
Betsy Sagnes

In Honor of Laura Quist-Knox
Linda Pierce

In Honor of Jillian Jaszewski
Jane Hess and Mike Kroll
Mike and Joan Gasaway

In Honor of the Turbes Family
Anonymous

In Honor of Janie Kurten
Howard and Carol Kurten

In Honor of Kathy Owens
Cindy and Bob Cross

In Honor of Alex Jeldes
Janet Johnson

In Honor of Michael Hutchinson
Elaine Hutchinson

In Honor of Devan Odenbrett
Heidi Odenbrett

Donations received from January 1 – December 31, 2025.

In-Kind Donations

3M Open
Annie Mascia
BarkBox
Bell Museum
Bent Paddle Brewery
Big Bowl
Black Stack Brewery
Brandi Sterry
Café Latte
Can Can Wonderland
Carleton McCambridge
Celeste of Saint Paul
Hotel + Bar
Children's Theatre
Company
Commanding Edge
Commercial Steam Clean
Cracked Barrel Winery
Crew Carwash
Crooked Pint
Dan and Jackie Larson
Darlene Scott
Deb Kilgore
Dixon Golf
Dolittle's Woodfire Grill
Gertens
Great Lakes Aquarium
Handi Medical Supply
History Theatre
Holman's Table
Jamie Grupe
Jessica Case
John's ProCare
Judy McClellan
Key's Café
Kirsten Gregerson
Kwik Trip
LB Carlson
Lift Bridge Brewery
Lift Bridge Lodge
Mary Thirsten
Maryan Connell
Minneapolis Institute of Art
Minnesota Historical Society
Minnesota Landscape
Arboretum
Minnesota Renaissance
Festival
Minnesota Timberwolves
Minnesota Twins
New Scenic Café
Newland Architecture
Odyssey Resorts
Plaza TV & Appliance
Porter Creek Hardwood Grill
Pryes Brewing Company
Radisson Hotel
St. Paul Downtown
Raising Cane's
Rick Bronson's House of
Comedy
River Oaks Golf Course
Riverview Promotions
Rush Creek Golf Course
Saint Paul Saints
Sarah Hansen
Science Museum
of Minnesota
Seward Community Co-op
Stillwater Trolley
The Mediterranean
Cruise Café
The Pillowcase Group
Top Golf
Urban Air Adventure Park
Valleyfair
Wandering Leaf Brewery
Ziggy's on Main



Michael from Douglas House with Appointment Coordinator Dean Blomgren at Made in the Shade



Donations received from January 1 – December 31, 2025.

Thank You

Your generosity helps create homes where people are supported, included, and known. Thank you to everyone who gave, volunteered, advocated, and shared in these moments throughout 2025!

People with Disabilities Matter and are Valued and Respected Members of our Community



Above: Caswell House at the Minnesota State Fair

Right: Sarah and Wendy from Newport House having a spooky time at the Halloween Party!



CONTACT US

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651-227-7655

phoenixresidence.org

phoenixservicecorp.org

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Charities Review Council MEETS STANDARDS smartgivers.org