



**COMUNIDADES LATINAS UNIDAS EN SERVICIO**  
Many cultures, one dream. Muchas culturas, un solo sueño.

## 2009 SOAR & ANNUAL REPORT





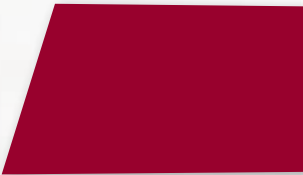
# CLUES in 2009

Comunidades Latinas Unidas En Servicio (CLUES) publishes the Services Operations Agency Report (SOAR) and Annual Report as an invitation to the community to become part of the agency's work to make a difference in the lives of the individuals and families served. With 28 years of experience providing culturally appropriate behavioral health and human services, CLUES continues to enhance and expand to meet the needs of Minnesota's increasingly growing diverse communities. Although 2009 presented challenges due to the national economic crisis, CLUES continued moving forward to meet the needs of over 10,000 clients.

In order to more accurately reflect the range of diverse communities the agency serves, CLUES changed its tagline to "Many cultures, one dream" in 2009. While CLUES has many faces and provides a wide range of services, as an organization it represents connectedness and hope.

The agency's six core services, which include Mental Health Services, Chemical Health Services, Aging Well Services, Family Services, Economic Advancement Services, and Community Health Worker Services, help individuals and families overcome barriers to achieve their dreams for the future.

**MISSION STATEMENT** *CLUES enhances the quality of life of Latinos in Minnesota.*



## SUCCESS STORY

At the age of 13, Maria\* (name changed) felt an overwhelming sense of confusion when she learned her parents had decided to get a divorce. As family stress increased, Maria became depressed and did not want to get up in the morning to go to school. She soon began to fail her classes and stopped doing household chores. To help her cope with the confusion and emotional pain she was experiencing, Maria and her family sought help at CLUES, where they received individual and family therapy.

To help Maria overcome her depression and establish emotional balance, CLUES staff members began providing Maria with more intensive, individual therapy and referred her to the internal psychiatrist for medication evaluation. The antidepressant medication that the psychiatrist prescribed for Maria enabled her to resume her normal activities as she worked through the changes occurring in her family life. With this additional support and therapy, in addition to a support group for teenagers that Maria attended at her local church, Maria continued to address the emotional root of her depression. Maria's mental health began to improve dramatically and, as a result of her therapy and the coping skills she learned at CLUES, she no longer needs medication. Maria's mood has improved significantly and her depression has gone into remission. Not only is Maria doing much better at school, but she has increased her communication skills and has an increased sense of self-worth. Thanks to the mental health therapy and assistance she received at CLUES, Maria now has a closer relationship with both her mother and father and enjoys all age-appropriate activities.

*Not only is Maria doing much better at school, but she has increased her communication skills and has an increased sense of self-worth.*

# Mental Health Services

## OVERVIEW

CLUES is a Rule 29 Clinic, which means it is licensed by the State of Minnesota, at the highest threshold of clinical care as an outpatient mental health facility. With a co-therapeutic, and dual diagnostic method of treatment partnered with the Chemical Health Services of CLUES, Mental Health Services provide psychotherapeutic counseling, psychiatric care and medication management, emotional management therapy, family and group therapy.

## OUTCOMES

- In 2009, CLUES' Mental Health Services served 330 clients with a total of 2,239 client visits.
- 79% of 330 clients demonstrated improved Global Assessment of Functioning (GAF) scores and reported increased ability to deal with personal and emotional problems.
- 77% of the 56 youth served in the case management program demonstrated increased utilization of community resources by successfully participating in the treatment plan designed by their case manager and mental health therapist.

## FUTURE GOALS

- Receive funding to support the cost of uncompensated care for adults and children seeking mental health services.
- Formalize the training curriculum for the graduate-level practicum program and implement the use of feedback surveys to evaluate the quality of the program.
- Create a culturally specific, trauma-focused training for continuing education credits for other mental health workers in the community.

## HIGHLIGHTS


- CLUES' Mental Health Services continued to offer its graduate-level practicum program for students who want to gain clinical experience as a component of their graduate requirements. This program allowed Mental Health Services to treat more clients and increase the availability of bilingual and bi-cultural practitioners, effectively meeting a gap in services.
- In 2009, Mental Health Services staff began providing school-based mental health services to students at Suburban Ramsey County Schools. The goals of these services include: improving student functioning at home, in school, and in the community; improving academic performance and attendance; decreasing symptomatic behavior; and educating school professionals about how to work with the Latino community more effectively.
- Mental Health Services were reinstated in CLUES' Saint Paul location. Clients are able to access therapy once more for individuals, families, and couples.

## SUCCESS STORY

After receiving his fourth DWI and unsuccessful treatments in other places, Jorge\* decided to give CLUES a try. Initially, Jorge was hesitant to participate and share past experiences and the consequences of his alcohol use. He knew, however, that he would have to change his way of drinking if he wanted to stay out of prison. During his first month of treatment, Jorge just observed other group members and maintained a negative attitude toward treatment. After a particularly intense exercise about powerlessness over alcohol, 24-year-old Jorge finally shared his short, but sordid history of alcohol use. From that day forward, Jorge was more willing to share his problems and feelings.

Halfway through treatment at CLUES, Jorge learned that his girlfriend was pregnant with their first child. The stress of being unemployed and expecting a child almost led Jorge to relapse, but this time around, he implemented the relapse prevention strategies he had acquired in group therapy. Jorge was open about his feelings in therapy and appeared to be comfortable with sharing his fears with other group members.

Jorge graduated from CLUES' chemical dependency treatment and on his graduation day, he stated how proud he was of his success. Jorge continues to visit his counselor every two months and brings along his seven-month-old baby girl. At the end of 2009, Jorge celebrated two years of sobriety.



*Jorge graduated from CLUES' chemical dependency treatment and . . . at the end of 2009, Jorge celebrated two years of sobriety.*

# Chemical Health Services

## OVERVIEW

CLUES is a Rule 31 Clinic, which means it is licensed by the State of Minnesota, at the highest threshold of clinical care as an outpatient chemical health facility. The services provided are chemical health assessments, outpatient treatment, as well as Alcoholics Anonymous (AA) and Narcotics Anonymous (NA) group therapy for adults. It also provides chemical health prevention education through culturally-appropriate materials. Clients have access to a nutritionist, psychiatrist, psychologists, individual, and group therapy, in addition to Licensed Alcohol and Drug Counselors (LADCs).

## OUTCOMES

- 96% of clients reported a high level of satisfaction with Chemical Health Services' chemical dependency treatment programs and experienced a higher level of confidence to move toward healthy behaviors.
- In 2009, CLUES Chemical Health Services conducted 1,366 Rule 25 and other chemical health assessments and provided outpatient, chemical dependency and MICD (Mental Illness/Chemical Dependency) treatment to 200 clients.
- In 2009, 465 clients participated in Alcoholics Anonymous and Narcotics Anonymous support groups, and 163 clients attended DWI classes conducted in Spanish by CLUES staff.

## FUTURE GOALS

- Revise and improve CLUES' treatment curriculum founded on the latest evidence-based practices that apply to the population served by the agency.
- Implement intensive training on motivational interviewing techniques for counselors.
- Continue to collect client satisfaction surveys and improve the satisfaction response from 96% of clients in 2009 to 100% in 2010.

## HIGHLIGHTS

- Chemical Health Services researched the latest culturally appropriate best practices and designed new treatment modules, thus providing a higher level of care for clients as they work toward sobriety.
- In 2009, Chemical Health Services staff implemented the use of electronic charting to improve efficiency and service to clients in treatment and facilitate communication between Chemical Health Services and Mental Health Services regarding clients with dual disorders.
- CLUES' Chemical Health Services, African American Family Services, and Hmong American Partnership worked in collaboration to enhance services to the Latino, African American, and Hmong communities.

## SUCCESS STORY

After living in Minnesota for over ten years, 33-year-old Peruvian Liliana\* had become an expert at balancing her roles as a wife and mother of two daughters while working full-time. When her parents moved to Minnesota to live with her in 2009, however, Liliana found herself ill-prepared to undertake the role of caregiver to her aging parents, Vilma\* and Eduardo\*. Both parents faced health concerns: Vilma had been diagnosed recently with dementia, and Eduardo struggled to manage his diabetes successfully. Unsure of how to begin caring for the special needs of her parents, Liliana contacted

CLUES' Aging Well Services to access their Caregiver Support Program. She began attending CLUES' monthly Caregiver Support Group to build the skills she needed to care for her aging parents while also learning valuable ways to take care of herself and reduce the level of burden and stress that can result from acting as a caregiver. Working one-on-one with CLUES staff members, Liliana gained a better understanding of dementia and diabetes and increased her knowledge of the support services to which her parents were entitled. In order to provide Liliana the personal time she needed to maintain her household and create personal balance, Vilma and Eduardo also began attending CLUES' Adult Day program. All members of the family now feel a stronger sense of well-being and independence. Liliana has the proper skills and insight to help her parents stay healthy as they age, she gets continued support from CLUES services, and Vilma and Eduardo can interact with their peers at the day center while learning ways to stay active and independent. Together, this family now enjoys a positive outlook on life, knowing that they possess the knowledge and tools to face their future.



*Working one-on-one with CLUES staff members, . . . all members of the family now feel a stronger sense of well-being and independence.*

# Aging Well Services

## OVERVIEW

Highlighted in a national research study done by Evercare, Aging Well Services helps older Latino adults improve their physical, emotional, and spiritual well-being through socialization and education on disease management and prevention. Increased community interaction and learning opportunities for older adults and their caregivers on issues including health and wellness, transportation, day center services, and advocacy are also provided.

## OUTCOMES

- 57 older adults participated in the CLUES Adult Day Center. 49 were referred by a community worker for formal services, and nine participated in the capacity of “respite”, or relief and support for a working caregiver. These older adults utilized a total of 4,083 units (days) of adult day services care in 2009.
- During the year, CLUES collaborated with 27 external organizations to provide activities for clients, including 157 educational activities and 113 activities that focused on health promotion, disease management, community integration, and independent living skills.
- Aging Well Services staff members provided supportive services to 62 caregivers who provide primarily uncompensated care to older Latino adults living in the community, prolonging or eliminating the need for long-term care placement.

## FUTURE GOALS

- Continue to expand the Caregiver Support Program to include implementation of various tools and interventions consistent with CLUES’ CS/SD and the State of Minnesota work plan to develop and formalize a caregiver coaching and counseling program.
- Partner with the State of Minnesota and Alzheimer’s Association Minnesota-North Dakota to develop staff competency, program design, and implement services to meet the increasing needs of older Latino adults and their caregivers faced with the challenges of Alzheimer’s disease and dementia.
- Continue to formalize intergenerational programming within the Adult Day Center to promote social relationships, self-esteem, opportunities for sharing and exchange, and to challenge and change mutual stereotypes, attitudes, and fears that may exist between older adults and youth.

## HIGHLIGHTS

- In 2009, CLUES’ Aging Well Services was awarded a Community Services-Community Services Development (CS/SD) grant by the State of Minnesota for the development and enhancement of the agency’s existing Caregiver Support Program and services.
- CLUES adopted and implemented several evidence-based practices that were family-centric and/or caregiver-centric to enhance the quality of life and care for older Latino adults in the community.

## SUCCESS STORY

Anita\*, mother of seven-year-old Elena\* and four-year-old Rosa\*, began attending parenting education classes through CLUES' Family Services Division as required by her Child Protection Reunification Service Plan. Elena had recently been removed from the home and placed in foster care as the result of physical abuse. When she initially began attending CLUES' group parenting sessions, Anita sat quietly in the back of the room, displaying no emotion. As her time in the program progressed, Anita began to open up little by little to the group. She shared that her difficulty in dealing with Elena's behavior had led her to beat her child with a wire cable. She explained, "Elena and Rosa don't obey."

Through the group parenting education sessions, Anita learned more about the detrimental effects of violence within families. She received information about the stages of child development as well as alternative methods for discipline rather than corporal punishment. CLUES' staff members recognized Anita's additional, complex needs that required resolution before reunification with her daughter would be possible. Anita suffered from depression, anxiety, and post-traumatic stress due to abuse she had experienced throughout her own life.


To address these issues, CLUES assigned Anita to an in-home family therapist who referred Anita to additional treatment. Anita was able to receive appropriate medications to improve and stabilize her depression.

Anita was empowered to make dramatic and positive changes in her life. She has secured full-time employment and has learned to proactively access resources. She has learned to identify reliable people to assemble a strong support network for herself and her daughters. Having made these changes, Anita was deemed suitable to once again parent her children. Elena and Rosa have been reunited with their mother, and the child protection case was closed.

According to Anita and her children, their interactions and communications have significantly improved.

Anita has created a safe environment for her children, free from violence. Elena and Rosa have been given a better opportunity to live outside of the cycle of violence they had been seemingly destined to follow.

Anita states, "I am deeply grateful to the CLUES staff for giving me tools to enhance my parenting skills and to manage my emotional challenges."



*Anita was empowered to make dramatic and positive changes in her life ...  
Elena and Rosa have been reunited with their mother.*

# Family Services

## OVERVIEW

CLUES' provides in-home family services in the form of life-skills training to improve home functioning, parenting skills to educate parents about child-rearing, parenting support, case management, and activities for fathers. CLUES provides sexual assault prevention, intervention, safety planning, counseling, and follow-up ancillary services to help survivors overcome their circumstances.

## OUTCOMES

- 92% of 881 parents reported increased discussion about high risk factors affecting the family, including inappropriate alcohol/drug use and family violence.
- 90% of 60 custodial and non-custodial parents demonstrated satisfaction with the ability to develop and maintain healthy co-parenting of their child(ren) while going through a separation, divorce, or dealing with family violence issues.
- 90% of 600 families dealing with divorce, separation, or family violence learned how to create and sustain a healthy environment for their children and help them to succeed.
- In 2009, 43 Latino fathers received parenting skills education, support, and information on community resources through CLUES' Fatherhood Project.

## FUTURE GOALS

- Extend services to outlying areas such as Anoka and Washington Counties.
- Expand domestic abuse services to provide more support groups to victims of domestic violence.
- Provide counseling services to children who witness domestic abuse.

## HIGHLIGHTS

- Family Services assisted 881 individuals from Dakota, Anoka, Hennepin, and Ramsey Counties.
- In 2009, Family Services staff members responded to a surge in the number of domestic violence cases by creating support groups for victims of domestic violence. These groups guided individuals through the process of requesting an order for protection from the courts, educated them about the impact of violence on children, and taught them how to make a safety plan with their children.

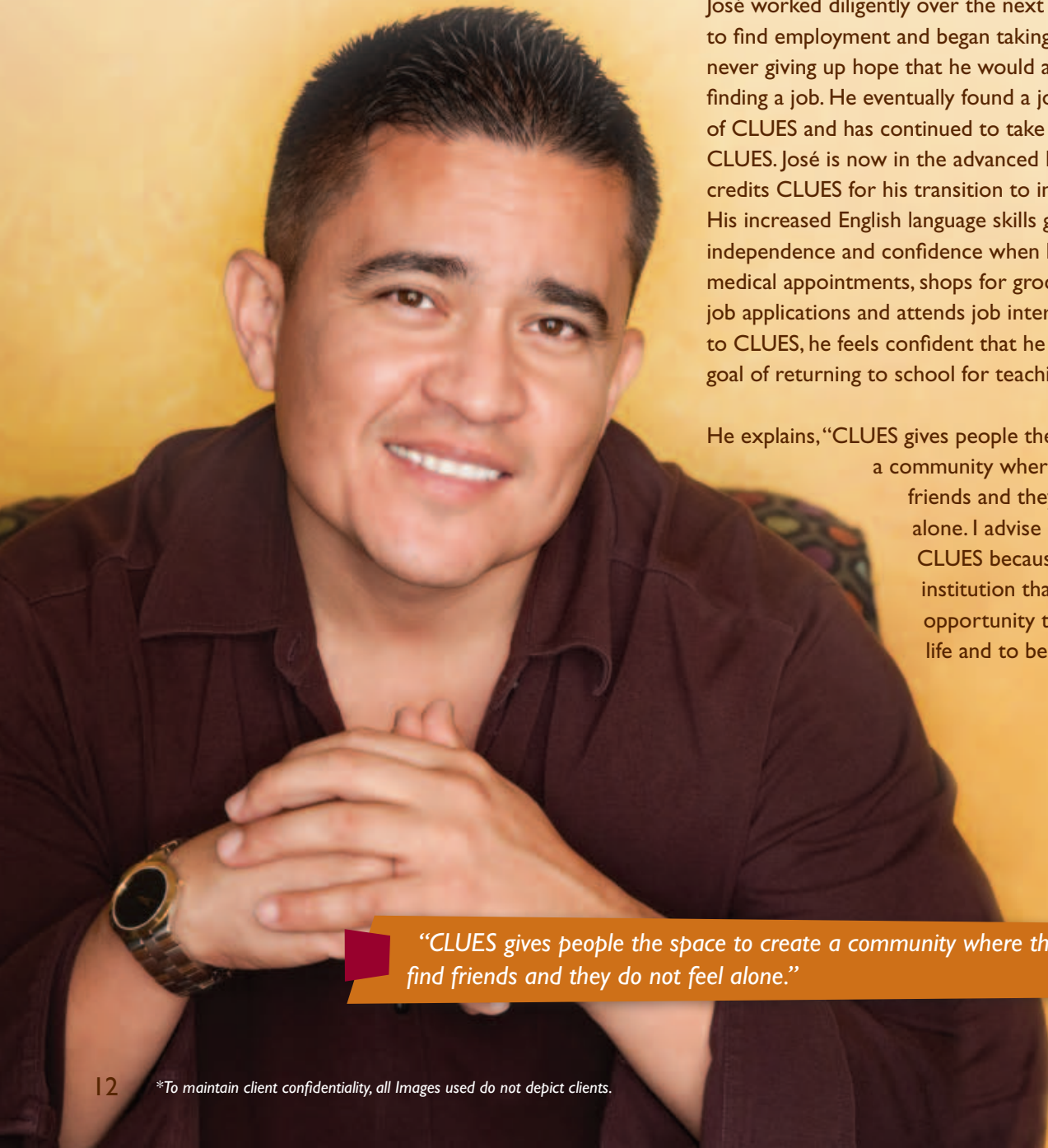
## SUCCESS STORY

When José immigrated to Minnesota from the Dominican Republic in 2009, he did not know English or have a job. With little money in his pocket, he intently searched for work opportunities. He soon realized that it would take a lot longer than he anticipated to secure a job due to a rough economy and his language barrier. At that time, a friend told him about CLUES. José came to CLUES early the next morning before the doors opened. CLUES' Service Response staff members set an initial meeting for him with an employment counselor and gave him

resources on where to find a hot meal. José returned the next day and met with a job counselor. Together, they drafted an employment plan outlining José's strengths and looked for jobs that matched José's skills and background. They also discussed how he could overcome his linguistic and cultural barriers to employment through CLUES ESL classes and work-readiness workshops. In addition, his employment counselor gave José other community resources that he could access, such as transitional housing, healthcare options, and support groups.

José worked diligently over the next several weeks to find employment and began taking English classes, never giving up hope that he would achieve his goal of finding a job. He eventually found a job with the help of CLUES and has continued to take ESL classes at CLUES. José is now in the advanced ESL class and credits CLUES for his transition to independence. His increased English language skills give him independence and confidence when he attends medical appointments, shops for groceries, fills out job applications and attends job interviews. Thanks to CLUES, he feels confident that he can achieve his goal of returning to school for teaching licensure.

He explains, "CLUES gives people the space to create a community where the people find friends and they do not feel alone. I advise people to go to CLUES because it is an institution that gives you the opportunity to change your life and to be successful."

A portrait of José, a man with short dark hair, wearing a dark brown polo shirt and a watch on his left wrist. He is smiling and has his hands clasped in front of him. The background is a warm, yellowish-gold color.

*"CLUES gives people the space to create a community where the people find friends and they do not feel alone."*

# Economic Advancement Services

## OVERVIEW

Nationally recognized by the Annie E. Casey Foundation and National Council of the Raza, Economic Advancement Services highlights education, employment, and financial empowerment programs that assist individuals and families to overcome barriers to economic prosperity. Programs help clients increase English language literacy and education levels, obtain and retain better jobs, learn to save, and accumulate assets. Also, The Learning Together Program is a youth and adult mentoring program that teaches newcomers about the value of post-secondary education, and how to navigate other systems in the United States, like the legal and healthcare systems.

## OUTCOMES

- CLUES' Employment Department served over 2,300 clients with job skills training and assistance.
- 100% of Economic Advancement Services clients were helped to overcome barriers to employment through culturally appropriate advocacy, information, and referral.
- CLUES' Education Department assisted 620 clients with English language proficiency and provided almost 21,000 contact hours to students.
- CLUES' Financial Empowerment Program helped 350 clients learn how to make informed financial decisions and adopt healthy financial behaviors. In 2009, the program also helped 1,100 taxpayers with free tax preparation assistance.
- Eighty percent of families participating in activities of the Learning Together Program reported high satisfaction with the program, as well as improved family communication, increased participation in their child's education, and increased use of community resources and services.

## FUTURE GOALS

- Promote student retention and progress within the Education Department by increasing the number of student contact hours.
- Expand the Learning Together Program to serve more families through partnerships with public schools.
- Develop a training curriculum for the Employment and Education Departments that includes an ESL component to provide conditional skills to jobseekers which will enhance their opportunities to secure permanent employment.

## HIGHLIGHTS

- In October, CLUES received a new contract to provide employment placement services to refugees.
- In Phase II of CLUES' Learning Together Program, parent participants reported increased involvement and elevated confidence as they became more involved in their children's education.
- In May of 2009, CLUES increased access to its Economic Advancement Services by opening a Career and Community Resource Center in Saint Paul where jobseekers, employers, and community members can find services in the areas of employment, financial training, and community resources in a comprehensive, one-stop center.
- CLUES received a contract to provide Minnesota Family Investment Program (MFIP) Welfare-to-Work employment services in Ramsey County. This contract has allowed CLUES to expand its capacity and presence in the eastern part of the metro area.

## SUCCESS STORY

When the *Jóvenes de Salud* (Healthy Youth) started an after-school program to teach youth about healthy nutrition, Martha\* recognized her opportunity to introduce her granddaughter Sarah\* to nutritious foods that taste good. One afternoon, the *Jóvenes de Salud* demonstrated how to make healthy food, specifically a whole wheat pizza bagel topped with tomato sauce and fresh spinach. Sarah, unaccustomed to eating spinach, exclaimed in disgust, “Ewww, gross!” and refused to eat the nutritious snack. Sarah’s regular snacks of choice were far from healthy, and she could not understand why anyone would want to put spinach on pizza. While the *Jóvenes* prepared other recipes, Sarah kept

glancing at the bagel and eventually took a bite. A smile spread across her face as she realized how delicious the bagel was. She quickly finished the snack and asked for more.

Martha and Sarah continued to attend the *Jóvenes de Salud* after-school program, and Martha reported that their participation influenced Sarah to try healthy foods, changing her food choices to include more fruits and vegetables. Martha offers encouragement as Sarah makes healthy food choices, and together they cook nutritious recipes at home for the rest of their family to promote healthy eating habits. Sarah also loves telling her friends about the new healthy treats she creates.



*Now Sarah and Martha cook nutritious recipes at home for their family to promote healthy eating habits.*

# Community Health Worker Services

## OVERVIEW

Community Health Worker Services (CHWS) offers an innovative approach to improving the lives of the Latino community through health promotion and prevention programs. Both adults and youth are elected from the community as leaders to educate their peers, families, and communities about the adverse health effects of tobacco use, obesity, breast and cervical cancer, diabetes and heart disease. Also a national award winner, the CHWS has published many articles and documents such as the “DREGAN” Diverse, Racial and Ethnic Groups and Nations report. Through home visits, meetings, health fairs, sports tournaments, the *Ventanilla de Salud* (Little Window of Health), a program in collaboration with the Mexican Consulate, *Jóvenes de Salud* (Healthy Youth), a program in collaboration with The Association for Nonsmokers – Minnesota, and community events, Community Health Worker Services reaches out to the community and effects positive, long-term lifestyle change.

## OUTCOMES

- CLUES’ Community Health Worker Services informed and educated 37,510 people and distributed 22,313 brochures about healthy behaviors at community events and celebrations during 2009.
- CHWS conducted 3,070 home visits to educate families about healthy behaviors and educated 1,092 members of the Latino community about the importance of healthy nutrition through the Hennepin County *Fiestas Saludables*, or Healthy Parties program.
- During 2009, approximately 700 students from Twin Cities Metropolitan Area high schools participated in at least one *Jóvenes de Salud* group meeting, and more than 1,200 participated in community outreach events.
- Community Health Workers referred a total of 678 members of the Latino community to cancer screenings, 402 individuals to annual physical exams, and 238 Latino smokers to *QuitPlan* services for tobacco-cessation assistance and support.

## FUTURE GOALS

- Expand CLUES’ partnership with the Center for Latino Affairs of Minnesota State University, Mankato (MSU) to work with the MSU Latino Students Tobacco Control Program.
- Increase the hours of service at the *Ventanilla de Salud* to meet the high demand for services.
- Increase the number of referrals of at-risk Latinos to cancer screenings.

## HIGHLIGHTS

- In 2009, the *Ventanilla de Salud* program, in partnership with the Mexican Consulate, expanded to include more events in rural areas to more effectively connect individuals living in outlying areas to health resources.
- With the help of CLUES’ Community Health Worker Services, the Minnesota State University Center for Latino Affairs expanded to include a college wellness program component.
- CLUES’ Community Health Worker Services sponsors a soccer tournament organized by the North East Independent Soccer League and assisted in its expansion. The league, originally based in only the Ecuadorian community, now includes a wider range of individuals from other Latino communities, changing the social norms which once accepted smoking and exposure to second-hand smoke on the soccer field into a tobacco-free, fair, and healthy soccer tournament.

# Strategic Service and Organization

Described below is the agency's progress toward the goals established in the CLUES 2008-2012 strategic plan.

## Goal #1: Business Development

*Design a Family-Centric, Coordinated Care Delivery Model with an Inter-Agency Referral Matrix.*

**Result:** CLUES researched and established the protocols for the Inter-Agency Referral Matrix legally vetted an Organized Healthcare Arrangement (OHCA) required for the participant agencies, and set the stage for the development of a Family-Centric, Coordinated Care Delivery Model.

**Pilot the Learning Together Program** (*Programa de Aprendiendo Juntos*) with the Saint Paul Public Schools System.

**Result:** CLUES piloted the Learning Together Program at Cherokee Heights Elementary School and will expand the program to six additional schools in 2010.

## Goal #2: Mental Health Services

*Render Adult Mental Health Services through the procurement of an Adult Mental Health Contract with governmental agencies that has a billable rate that exceeds breakeven.*

**Result:** CLUES holds many contracts with major, third-party insurance providers to afford mental health services to adults at breakeven rates.

## Goal #3: Chemical Health Services

*Administer dual-diagnostic, co-therapeutic services through the Mental Illness Chemical Dependency (MICD) contract renewal with Hennepin County.*

**Result:** CLUES achieved continuity of care for individuals and families who receive dual-diagnostic, co-therapeutic services through funds secured through government entities with a renewed contract with Hennepin County.

## Goal #4: Aging Well Services

*Expand the Caregiver Support Program through the Community Services and Community Development (CS/SD) government entity to enhance services delivered to caregivers within the community.*

**Result:** CLUES secured the CS/SD contract and now, more than ever before, provides relief and respite to caregivers of older adults to help prevent long-term placement needs.

## Goal #5: Family Services

*Implement Children's Therapeutic Services and Supports (CTSS) services in partnership with CLUES' Mental Health Services. Eliminate lower billable contracts.*

**Result:** CLUES has obtained CTSS certification.

# Plan Results

## Goal #6: Community Health Worker Services

*Teach healthy living skills, assist with the navigation of the health care system, secure provider status with the State of Minnesota, and receive reimbursement from Medical Assistance and other health care firms.*

**Result:** CLUES is currently in pursuit of this goal.

## Goal #7: Economic Advancement Services

*Employment Services to secure an additional Minnesota Family Investment Program government contract; Education Services to conduct feasibility study of classes at Sagrado Corazón in Minneapolis; Financial Empowerment Services to introduce a Financial Literacy Curriculum for los Bancos de la Familia (Banks for Families).*

**Result:** CLUES secured an MFIP contract with Ramsey County, continues to conduct a feasibility study of locations for English as a Second Language classes, and has become the preferred provider of financial literacy classes for eight major banks in Minnesota.

## Goal #8: Board of Directors and Leadership Team

*Refine the by-laws of CLUES; approve and implement amended by-laws.*

**Result:** CLUES' by-laws were amended in the early spring of 2010.

**Finance Committee:** Build a cash supply equal to six months of operating expenses.

**Result:** CLUES continues to work diligently on its annual and capital campaign to raise funds to support the organization.

**Human Resource Committee:** Realize the Human Resources Strategic Plan; support the professional and personal development of staff.

**Result:** CLUES launched a new employee review program to include individual development plans.

**Resource Development Committee:** Launch Individual Giving Program.

**Result:** CLUES won \$80,000 in \$1:\$1 match funding for all individual gifts given to the organization.

## Goal #9: Maintained Facilities and Current Technology for Agency

*Develop a long-term, agency-wide Technology & Facilities Plan.*

**Result:** CLUES is in the process of creating a Technology & Facilities Plan and is raising the funds to support such efforts.

# Financials – Statement of Activity

## SUPPORTS AND REVENUE

	Unrestricted	Temporarily Restricted	Permanently Restricted	2009 Total	2008 Total
Government Grants	\$2,810,947			\$2,810,947	\$2,075,489
Contributions	\$1,241,804	\$64,741		\$1,306,545	\$1,833,341
Interest	\$511			\$511	\$1,307
Client Paid and Private Insurance	\$530,629			\$530,629	\$468,767
Rental Income	\$181,511			\$181,511	\$192,059
In-Kind Contributions	\$256,826			\$256,826	\$303,944
Miscellaneous Income	\$26,150			\$26,150	\$54,631
<b>Total Support and Revenue</b>	<b>\$5,048,378</b>	<b>\$64,741</b>	<b>\$0</b>	<b>\$5,113,119</b>	<b>\$4,929,538</b>
Net Assets Released from Restrictions	\$518,236	\$(518,236)	\$0	-	-
<b>Total Support and Revenue</b>	<b>\$5,566,614</b>	<b>\$(453,495)</b>	<b>\$0</b>	<b>\$5,113,119</b>	<b>\$4,929,538</b>

## EXPENSE

	Unrestricted	Temporarily Restricted	Permanently Restricted	2009 Total	2008 Total
Program Services	\$4,407,861			\$4,407,861	\$3,949,140
Support Services:					
Management and General	\$543,234			\$543,234	\$660,280
Fundraising	\$452,214			\$452,214	\$260,993
<b>Total Support Services</b>	<b>\$995,448</b>	<b>-</b>	<b>\$0</b>	<b>\$995,448</b>	<b>\$921,273</b>
<b>Total Expense</b>	<b>\$5,403,309</b>	<b>-</b>	<b>\$0</b>	<b>\$5,403,309</b>	<b>\$4,870,413</b>
Change in Net Assets	\$163,305	\$(453,495)	\$0	\$(290,190)	\$59,125
Net Assets—Beginning of Year	\$3,424,363	\$1,329,500	\$13,500	\$4,767,363	\$4,708,238
Net Assets—End of Year	\$3,587,668	\$876,005	\$13,500	\$4,477,173	\$4,767,363

# Financials – Balance Sheet

## ASSETS

	2009	2008
<b>CURRENT ASSETS</b>		
Cash and Cash Equivalents	\$86,454	\$96,271
Accounts Receivable	\$568,117	\$374,238
Grants Receivable/Current	\$70,000	\$160,000
Pledges Receivable/Current	\$74,950	\$142,300
Prepaid Expenses	\$34,555	\$24,274
<b>Total Current Assets</b>	<b>\$834,076</b>	<b>\$797,083</b>
<b>OTHER ASSETS</b>		
Grants Receivable, Net of Current Portion, Discount and Allowance	-	\$19,060
Pledges Receivable, Net of Current Portion, Discount and Allowance	\$61,182	\$232,420
<b>Total Other Assets</b>	<b>\$61,182</b>	<b>\$251,480</b>
<b>LAND, BUILDINGS &amp; EQUIPMENT</b>		
(Net of Accumulated Depreciation at December 31, 2009 and 2008 of \$1,710,725 and \$1,469,499 respectively)	\$4,768,434	\$4,985,807
<b>Total Assets</b>	<b>\$5,663,692</b>	<b>\$6,034,370</b>

## LIABILITIES AND NET ASSETS

	2009	2008
<b>CURRENT LIABILITIES</b>		
Accounts Payable and Other Accrued Liabilities	\$57,169	\$35,692
Accrued Wages and Payroll Taxes	\$35,961	\$56,529
Accrued Vacation	\$101,272	\$97,539
Other Liabilities	\$73,844	\$60,000
Line of Credit	\$65,000	-
Current Portion of Long-Term Debt	\$145,317	\$184,100
<b>Total Current Liabilities</b>	<b>\$478,563</b>	<b>\$433,860</b>
<b>NONCURRENT LIABILITIES</b>		
Long-term Debt, Net of Current Portion	\$707,956	\$833,147
<b>Total Liabilities</b>	<b>\$1,186,519</b>	<b>\$1,267,007</b>
<b>NET ASSETS</b>		
Unrestricted:		
Undesignated	\$(327,493)	\$(544,197)
Designated-Property and Equipment	\$3,915,161	\$3,968,560
<b>Total Unrestricted</b>	<b>\$3,587,668</b>	<b>\$3,424,363</b>
Temporarily Restricted	\$876,005	\$1,329,500
Permanently Restricted	\$13,500	\$13,500
<b>Total Net Assets</b>	<b>\$4,477,173</b>	<b>\$4,767,363</b>
<b>Total Liabilities and Net Assets</b>	<b>\$5,663,692</b>	<b>\$6,034,370</b>



## COMUNIDADES LATINAS UNIDAS EN SERVICIO

Many cultures, one dream. Muchas culturas, un solo sueño.

### St. Paul Office Headquarters

797 East 7th Street  
St. Paul, MN 55106  
651-379-4200

### Minneapolis Office

720 Lake Street  
Minneapolis, MN 55407  
612-746-3500

### Aging Well Services

882 South Robert Street  
West St. Paul, MN 55118  
651-379-4280

### Education Services

Sacred Heart Church  
846 6th Street East  
St. Paul, MN 55106

### *El Milagro*

3751 17th Avenue South  
Minneapolis, MN 55407

## CLUES 2009

### *Organizational Highlights*

- In May, the Annie E. Casey Foundation and the National Council of La Raza recognized CLUES' family-centric, coordinated care model with their national Family Strengthening Award. This prestigious award honors exemplary, community-based organizations that help to strengthen and improve outcomes for families by connecting them to the resources they need to succeed.
- In September, CLUES' Economic Advancement Services hosted an on-site, peer-to-peer training session with partner, service provider members of National Council of La Raza's national affiliate network of Hispanic-serving, non-profit organizations. In the training session, CLUES shared its design for a family-centric, coordinated care program which highlights best practices so that affiliate organizations may more easily adopt and replicate CLUES' program model.
- The General Mills Employee Visual Arts Club, in coordination with the Hispanic Network at General Mills, painted and generously donated a mural to CLUES. The agency celebrated the mural with an unveiling celebration in November 2009. The mural, titled "Window of Opportunity/ Ventana de Oportunidad", now adorns the entryway of CLUES' Saint Paul headquarters.

**Visit us online at [www.clues.org](http://www.clues.org)**

