

The Andrew Connection

Meet Karen Foy, our Executive Director



Karen was very reluctant to be featured on the cover of this Andrew Connection – but we convinced her people would be interested!

During her “pre-Andrew” years, Karen grew up in Adams, MN, graduated from Mankato State University and received her Master’s Degree from the U of M. She worked at Glen Lake State Sanatorium, Oak Terrace Nursing Home and taught at the U. of M.

Karen arrived at Andrew Residence in 1978; 32 years ago - five years after Andrew opened its doors, when our program was in its infancy. In the 1980’s, under Karen’s leadership, Andrew began integrating psychiatric nursing services with psychiatric rehabilitation. Because Karen sets the bar high, Andrew Residence has become an award winning, nationally recognized facility that offers quality service shift after shift, day after day, year after year.

Karen places trust in Andrew staff to do the best job possible for our residents. Karen’s standards are high. She expects Andrew to be very clean and safe – not just adequately so (and, yes, we have seen her in a nice dress and heels enthusiastically cleaning walls and windows).

Karen wants the food to be delicious – not just to meet basic nutritional needs.

Karen listens to all sides of a situation and, ultimately, makes decisions that are in the best interests of our residents and our staff. She is a fierce advocate for both.

Karen has dedicated her professional life to Andrew Residence. She stays in communication with Andrew around the clock – always attentive to staff who contact her at home or on her cell phone, even when she is at a Gopher basketball or football game or a Vikings game (she is one of the biggest Minnesota sports fans around...).

Karen comments, “one of the favorite parts of the day is when a family member or friend of a resident stops to chat with me. It’s one of the ways I take the ‘pulse’ of what is going well and ways we may need to improve”. So, please stop in to greet Karen next time you visit!

The Andrew Connection is printed quarterly by Andrew Residence as a service to the family and friends of our residents!

Please come to our Family and Friends Program!

The third Thursday of each month.
Each presentation will begin at 7:00pm

Upcoming Family Group Topics:

March 18: Co-Occurring Disorders

April 15: Family Communication

May 20: Movie, The Soloist, and Discussion

A Message from Our Executive Director, Karen Foy

Dear Family and Friends,

Like you, we are all looking forward to seeing the spring blooms popping up soon!

Parking around Andrew is quite a challenge during the winter and dealing with the various City parking regulations has been difficult. This is the reason we have changed the date of our **next Family and Friends Dinner – to April 11th** (rather than March 21st, as announced in the last Andrew Connection). We worried that our guests would be even more challenged than usual to find a parking space! Thank you for your flexibility.



As you may have seen, the burned house next door to Andrew has been razed. When we know what the lot owner has planned for this property, we will let you know!

We continue to pay close attention to good infection control practices as they relate to protecting our residents and staff from the flu. Most of our residents and staff have received both the seasonal and H1N1 flu vaccine. Flu season has not yet come to an end, and therefore we continue to encourage you to consider postponing visits if you are feeling ill yourself - for the benefit of our residents and staff as well as yourself.

The 2010 Census is coming to Andrew, and all of our residents will be asked to complete Census forms early in April.

This year we are placing a focus on safety related to limiting clutter throughout Andrew - in public areas, staff areas and resident rooms. This will help prevent falls and keep the environment calmer and friendlier. Please help us by noting any areas you feel we can improve, and especially by encouraging your loved one to keep his/her personal space as neat as possible.

My best wishes to you and I hope to see you at the Family Dinner on April 11th.

“Personal Needs Money” Reduction starts April 1st

Starting April 1st, due to the State of Minnesota financial status, the State will use a larger percentage of a resident's benefit check for “room and board”. This will reduce the resident's “Personal Needs Money” - what remains after “room and board” is paid and with which residents purchase items such as clothing, gifts, etc. This affects everyone in Minnesota who receives Group Residential Housing (GRH) benefits, not only Andrew residents. Our understanding is that the following will occur:

- Residents who are over 65 years of age will not be affected and will continue to get \$89 Personal Needs Money each month.
- People who get SSI (Supplemental Security Income) alone will have their Personal Needs Money reduced from \$121 to \$89 each month; a \$32 per month reduction.
- People who receive RSDI (Retirement Survivors Disability Insurance) only will have their Personal Needs Money reduced from \$121 to \$89 each month; a \$32 per month reduction.
- Those who receive SSI and RSDI will have their Personal needs Money reduced from \$141 to no less than \$89.

Naturally, many of our residents are concerned about this change, which directly impacts them. Staff are working closely with residents to help them plan ahead for this change and to budget their funds accordingly. If you have any questions please contact floor staff or call Gary Olson of our Financial Services Team.



Andrew Residence Family Services

Treatment Planning Meetings

We consider you an important part of the treatment team. Every three months each resident participates in a meeting to review progress of the last quarter and to plan for the next. If your family member gives permission for you to attend, we would welcome your participation in these meetings. Please talk to your family member or staff on his/her floor for more information.

Family & Friends Dinners

Please come **Sunday, April 11, 2010 (a change from the previously announced 3/21 date)**. These fun events, from 11:30am – 1:00pm are a time for each resident to invite friends and family to share a delicious meal at Andrew. Each resident can host 2 guests free. Additional guest meals are \$10 for adults and \$5 for children 12 and under.

Family Contacts

Two family members serve on our Advisory Board and they welcome you to contact them if you would like a family perspective: Helen K. (952-884-1690) or Nikki E. (952-933-5320).

Family Council

Although we have an active Community Council in which residents are involved, we do not have a Family Council at this time. Please contact Hilary Greene at (612) 333-0111 if you are interested in starting one.

Education and Support

We recommend the following organizations to you for support groups, educational programs, and advocacy:

NAMI-MN
(National Alliance On Mental
Illness - Minnesota)

Phone: 651-645-2948
Toll Free: 1-888-473-0237
website: www.namimn.org

Mental Health Association of
Minnesota

Phone: 612-331-6840
Toll Free: 1-800-862-1799
website: www.mentalhealthmn.org

<u>Floor</u>	<u>Program Director</u>
2nd	Katie Shaughnessy kls@andrewres.com
3rd	Nicole Moore nas@andrewres.com
4th	Maisie Fossie mkp@andrewres.com
5th	Rita Grev rlg@andrewres.com

Resident Floor Phone Numbers

2nd	612-333-1148
3rd	612-333-1232
4th	612-333-1364
5th	612-333-1442



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Fax: 612-338-1734

Email: info@andrewres.com

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**The Mission of
Andrew Residence
is to promote
compassion and
respect in a
therapeutic residential
community where
quality mental and
physical health
services are provided.**

Results of Family Survey

Thank you to those who completed our recent biennial Family Survey. As in previous years, the response rate was low (13%), but we value the opinions of those who responded. The vast majority of responses were in the “Excellent/Very Good” areas. Some of the highest scoring topics include welcoming you when you visit, providing good meals in our pleasant Dining Room, the cleanliness of Andrew, the quality of our staff, teaching residents skills to enhance independence and manage symptoms of their illness. We are particularly pleased that respondents seem to feel they have better access to a private spot to meet with their loved one when visiting.

We have noted the following lower scoring items – having a more “home like atmosphere”, increasing the variety of in-house services, special events, services in the community, and opportunities to socialize. Also noted was the need to provide helpful, timely information to families and friends, which we can do when your resident has a signed Release of Information that we can do so.

If you have any questions about the Survey or would like to receive your own Survey Summary, please contact Hilary Greene, our Quality Coordinator.