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VailPlace

EXECUTIVE POSITION PROFILE

ORGANIZATION

Vail Place

POSITION

Executive Director

APPLICATION DEADLINE

Applications will be accepted until July 13, 2022 with review of candidates beginning immediately.

We encourage and appreciate early applications.

COMPENSATION

\$150,000 - \$180,000

BRIEF

Ballinger | Leafblad is pleased to conduct this search for Vail Place, in Hopkins, MN

CONTACT

Bob Schoenbaum, bob@ballingerleafblad.com

Marcia Ballinger, PhD, marcia@ballingerleafblad.com



ORGANIZATIONAL OVERVIEW

Vail Place is a community resource center for adults with serious mental illnesses. It serves as a single point of access and coordination for most everything a person pursuing recovery needs: essential daily living services (housing, employment, health and wellness, etc.); and connections to other critical community resources (medical, dental, benefits, etc.).

All housing services are directed toward safe, affordable independent living in the community. Services are offered both at Vail Place and at the individual's home, and all services are coordinated with community agencies and relevant individuals.

Learn more at [Vail Place](#)

MISSION

TO HELP PEOPLE WITH SERIOUS MENTAL ILLNESSES AVOID CRISIS, ACHIEVE STABILITY, AND PURSUE ACTIVE, FULFILLING LIVES BASED ON THEIR INDIVIDUAL ABILITIES. WE DO THIS THROUGH A WORK- AND RELATIONSHIP-ORIENTED APPROACH THAT EMPOWERS EACH PERSON TO TAKE CONTROL OF HIS OR HER RECOVERY.



HISTORY

Vail Place is named after Dr. David Vail, a national pioneer in promoting the humanitarian treatment of people with mental illnesses in community-based settings.

In the late 70s, a group of Twin Cities community leaders saw the need to create a new community mental health center to support people with mental illnesses being released from our state hospitals. They decided to name this new agency Vail Place after Dr. David Vail, a psychiatrist, and the Medical Director of Minnesota's Department of Public Welfare for 11 years before he died at the early age of 45 in 1971. Dr. Vail was a national pioneer in helping people with mental illnesses live successfully.

During his tenure, Minnesota was recognized as a leader in humanizing its mental health facilities - changing them from custodial institutions to treatment programs designed to meet the specific needs of their residents.

Dr. Vail's work also led to the system of community support we have today. In 1980, most Minnesotans with mental illness had been moved out of institutions. The founders chose the "Clubhouse Model" as the best approach to meet this need. In August 1981, the first Vail Place Clubhouse opened in Hopkins, Minnesota. A second location opened in 1988 in the Uptown area of Minneapolis. Over the years, Vail Place expanded beyond the Clubhouse model and acquired housing units offering low-cost, permanent and transitional housing and support services for adults with serious mental illnesses.



Position Profile | Executive Director, Vail Place

CORE VALUES

Clubhouse Model- The foundation of our service approach, this model is built on the belief that every person has the potential to sufficiently recover from the effects of mental illnesses to lead a personally satisfying life as an integrated member of society; and that every person can take an active role in the development and ongoing management of his or her own recovery.

Recovery-Based - Self-direction, empowerment, and respect are considered basic rights of everyone Vail Place serves. We don't "do for" people; we believe in their ability to do for themselves. This empowers individuals to take responsibility for their own lives, intentionally choosing their own path.

Peer Support - The side-by-side, strengths-based nature of our Clubhouse Programs provides opportunities for members to teach, encourage, and support their Clubhouse colleagues. Tangible peer support experiences encourage members to take the same type of active role in their life outside the club, in relationships with family and friends, and involvement in the broader community.

Trauma Informed Care - Trauma-Informed Care (TIC) is a strengths-based approach to engage people with histories of trauma that is grounded in an understanding of and responsiveness to the impact of trauma, emphasizing physical, psychological and emotional safety for both providers and survivors. All Vail Place employees receive ongoing training in the core principles and values of TIC, and also of Emotional Intelligence (EI) - a set of principles focused on self-awareness, self-management, awareness of the reactions of others, and effective communication and conflict resolution techniques.

Culturally Appropriate Services - Vail Place is deeply committed to offering a culturally inclusive atmosphere and providing culturally appropriate services. We have experience serving people from a broad range of backgrounds (including, but not limited to, Asian, African, Latino, LGBTQ, and vision and hearing impaired) and have staff with particular expertise and experience.

VALUES

*We are spirited and resilient
We believe collaboration matters
We focus on solutions
We strive for excellence
We act with integrity*

CULTURE

Staff members at Vail Place enjoy their work and it shows. There is a strong sense of pride in the mission of the organization, respect and value for the clients served, and a collaborative environment where “it feels like everyone knows everyone.”

Words that the Vail Place staff use to describe their organizational culture are: person-centered, innovative, caring, team oriented and quality-focused. Vail Place continues to grow and serve clients with an exceptional staff.



Vail Place has received recognition by the Star Tribune as a Top Work Place 2019, 2020, 2021 and 2022.



PROGRAMS AND SERVICES

Clubhouse Community Support Program

The work of Vail Place is based on the “Clubhouse” model – designated as an Evidence Based Practice by SAMSHA – where each participant is considered a member, and each member is given the message that they are welcome, wanted, and valued as a colleague and as someone who has something to contribute to the rest of the group.

Vail Place does not “place” individuals in housing. Instead, it provides individuals with the resources and the support to find housing that suits their needs. Staff work with individuals to develop an individualized goal plan. The plan addresses areas of skill building and support systems required to succeed in independent community living.

Targeted Case Management (TCM)

Adult Mental Health Targeted Case Management services at Vail Place are provided with a trauma-informed and person-centered focus. Case managers help individuals navigate the complexities of the social service, mental health, and health care systems, including:

- **Working to set and achieve goals;** providing assistance finding a doctor or therapist; moving out of homelessness; finding affordable housing; acquiring employment; applying for benefits; going back to school; volunteering; stabilizing symptoms to stay out of the hospital; and developing a support system.
- **Working with people through crisis, during and after hospitalizations,** and helping navigate and follow court-ordered treatment requirements.
- **Working to overcome language and cultural barriers** – case managers are bilingual in Somali, Spanish, Amharic, Oromo, and Hmong.
- **Working** to assist individuals who have difficulty meeting health and vocational needs, thanks to a nurse and vocational specialist on the team.
- **Working** to help provide needed housing assistance, information, and resources via a housing navigator.

PROGRAMS AND SERVICES, cont.

INTEGRATED CARE DIVISION

Assertive Outreach and Stabilization (AOS) Services

An integrated care model designed by Vail Place to engage individuals in crisis experiencing mental illness, chronic substance abuse disorders, and a variety of social and health-related consequences. The goal being to help stabilize people in the community and ultimately reduce healthcare costs. Over the past year, Vail Place has doubled staff including adding one dedicated RN to meet the needs of individualized expanding partnerships.

Vail Care - Behavioral Health Home

A DHS-Certified Behavioral Health Home Service, this is a mobile, community-based service designed to improve the health of individuals living with mental illness, chronic health conditions and substance use disorders. It does this through a coordinated approach by a multi-disciplinary team who seamlessly work together to ensure increased access to and improved coordination with medical, dental, chemical, and behavioral health care providers while addressing those complex social factors that contribute to poorer health outcomes. The team operates in a variety of settings with the flexibility needed to effectively engage with individuals while meeting in their homes, in shelters, at a clinic or whatever location they request allowing the ability to address multiple health related and social issues at the same time.



VAIL CONNECT - A Partnership with North Memorial Health

A program offered as part of the Accountable Community for Health Project between Vail Place and North Memorial (NMH) with four primary services:

- Navigation services are mobile, short-term services typically lasting no more than four months, with the goal of stabilizing clients, improving their health outcomes, and connecting them to long-term primary and psychiatric care and community supports.
- Rapid Intake to Comprehensive Services that include direct referrals to Vail Place Case Management, Vail Care or housing stabilization services, thereby avoiding the typical 6-8 week delay in connecting to needed services.
- Weekly drop-in Housing Group that assists individuals in exploring housing options.
- The addition of Assertive Outreach and Stabilization (AOS) to the Vail Connect Model provides intensive services up to 18 months with access to Vail Place's Community Registered Nurses.

HOUSING DIVISION

Vail Place provides housing services such as:

- Housing search assistance
- Referrals to housing resources
- Ongoing in-home support
- Assistance in accessing resources for application fees and security deposits
- Assistance in accessing resources for moving expenses
- Assistance in accessing furniture resources
- Basic skills education
- Assistance with accessing and managing rental subsidies
- Tenant / Landlord Rights and Responsibilities information
- Advocacy

Vail Place housing staff also offer:

- Benefits assistance
- Budgeting assistance
- Supportive problem solving
- Coordination of services
- Individualized goal planning

HOUSING DIVISION

Housing Program and Services

Vail Place offers housing support to help people find safe and affordable housing, working to find innovative ways to work directly with people in need of a home. In 2021 Vail Place created a Housing Division, which encompasses all of the individual housing programs and services under one umbrella, allowing for greater integration, utilization and leveraging of resources to better meet the mission.

TCM Housing Services

This program assigns a housing specialist to referred individuals receiving case management services in Hennepin County who need extra assistance around their housing goals, providing resources and support to overcome barriers to new housing acquisition.

Housing Stabilization Services

The Housing Stabilization Services program launched statewide in 2020 and is intended to support an individual's transition into housing, increase long-term stability in the community, and avoid future periods of homelessness or institutionalization. Eligible individuals are currently homeless, exiting an institution or licensed/registered setting, or meet the state's definition of being at-risk of homelessness.

Ross Program

The Resident Opportunities and Self Sufficiency (ROSS) program was established via grants awarded from the U.S. Department of Housing and Urban Development (HUD) to the Hopkins Housing and Redevelopment Authority and the St. Louis Park Housing Authority. Service Coordinators work directly with residents at designated public housing buildings to provide education, consultation, programming, and resources to tenants. The ROSS Program has a goal area of providing digital inclusion to the residents served.

Louisiana Court Long-Term Homeless Program

In partnership with PPL, the city of St. Louis Park and MHFA, Vail Place has 18 units of affordable housing at the Louisiana Court Apartment complex in St. Louis Park for Long-Term Homeless individuals who have a serious and persistent mental illness. This is a transitional program with a 5-year term. Vacancies are filled through working with Coordinated Entry and tenants pay 30% of their income for rent; Vail Place manages a subsidiary (through MHFA) to cover the balance of the rent.

Vail in the Park

Vail Place owns an 8-unit apartment building in St. Louis Park called Vail in the Park, providing permanent subsidized housing where tenants pay 30% of their income toward rent in the city of St. Louis Park subsidizing the balance. All units are filled through Vail Place's internal waiting list and assigned to a housing specialist for support in maintaining housing.

Rapid Rehousing Program

The Vail Place Rapid Re-Housing program connects prospective renters to local vacancies and provides financial assistance, renter education, and tenancy supports to result in positive rental relationships and outcomes. The program transitions unhoused people who are currently living in shelters to a new home.

The Rapid Re-Housing program and is offered as part of the Hennepin County Emergency Funding Cares Act, a response to the COVID public health emergency. Vail Place partners with local shelters who perform assessments and prioritize people who can be referred to the program. Case managers at Vail Place work to find housing based on a person's needs in terms of location, size, preferences and other specifics. The program also uses a large part of its funding for rental assistance and deposits, which can be barriers for people of lower-income looking for housing.



Vail House

A 23-bed 24/7 group residential “Home” in Minneapolis providing transitional housing and support services that address the comprehensive needs of people who are homeless and living with mental illness and chemical dependency. Vail House provides a sober, supportive, and healing environment with a focus on skill-building to find and maintain stable, long-term housing, expand employment and educational opportunities, and successfully integrate with community life.



VAIL PLACE THEATER ARTS PROGRAM

Vail Place and the [History Theatre in St. Paul](#) have enjoyed an eight-year partnership in performances that tell real stories of mental health recovery and work toward reducing the stigma surrounding mental illness. Each year in cooperation with renowned History Theatre, members and staff participate in the Vail Place Theater Arts Program. Professional artists from History Theatre work with members to develop moving theater pieces based on their own experiences.

Vail Place members receive mentorship from History Theatre professionals in the Vail Theater Arts Program during intensive workshops. The mentorship includes creative writing exercises and learning theater processes. Scenes, poetry recitation, monologues, songs, and dances are some of what our members experience during their work with History Theatre artists which culminates in live performances for the public.

Creative expression through the arts is a well-known way to help adults with mental illnesses with their recovery.

HOUSING STABILIZATION SERVICES

This service is a new statewide program at Vail Place in partnership with the Minnesota Department of Human Services and several other providers. It is part of a new Minnesota Medical Assistance benefit to help people with disabilities, including mental illness and substance use disorder, and seniors find and keep housing. Vail Place housing support staff helps existing clients qualify for these new services. These services:

- Support an individual’s transition into housing,
- Increase long-term stability in housing in the community, and
- Avoid future periods of homelessness or institutionalization.



SUMMARY

Vail Place's Executive Director is a hands-on, mission-driven, and profoundly effective leader of both people and resources.

Expectations of Vail Place Leadership

Vail Place's mission is to transform the lives of people with mental illness through recovery-oriented community support services that help each person attain his or her greatest potential for self-sufficiency and fulfillment. To effectively and successfully lead teams and functions that deliver services, Vail Place expects its leaders to proactively embody and deliver on Vail Place values in the following ways:

- Mentor and support team members in a way that empowers them to actively learn and grow, as well as model expectations to front-line leaders who provide informal supervision to staff.
- Navigate the constructive feedback process and find ways to eliminate roadblocks or challenges to team and individual success, while also routinely sharing positive feedback and appreciation.
- Personify humility, self-awareness, and respect to build trusting and productive connection with team members, community members, and internal and external stakeholders.
- Engage and be actively present in Vail Place activities, meetings, and committees.
- Commit to and ensure rigor in compliance, data reporting, and meeting deadlines.
- Recognize and value Vail Place's ongoing commitment to diversity, equity, and inclusion conversations and changes.
- Be an agent of change through diplomatic and informed conversations with team members and peers regarding upcoming growth and initiatives.

MANAGEMENT RESPONSIBILITIES

The Executive Director reports to and works with the Board of Directors of 15-20 community professional leaders and members. This position is responsible for a budget of approximately \$10 million, 100+ employees, and five separate facilities. The Executive Director directs all Senior Director level positions: Director of Operations, Director of Advancement, Director of Finance, Director of Integrated Care, Director of Clinical Services, Director of Clubhouse Programs, Director of Housing Operations and the Office Coordinator.

The position is open due to the retirement of Vicky Couillard after serving Vail Place for 33 years, and as Executive Director for over 10 years.

ESSENTIAL RESPONSIBILITIES

Organize and Direct the Overall Management of Vail Place

- Direct organizational strategy to ensure that agency operations are consistent with the mission, goals, policies and standards of Vail Place.
- Develop and revise the mission and objectives of the organization with approval from the Board of Directors.
- Oversee employees and ensure that projects and short and long-term initiatives align with company culture.
- Ensure that policies for each area of the organization provide guidelines for the planning and operational activities of Vail Place.
- Create a highly effective team in the organization - both staff and board - to advance the mission and goals of the organization.

Fiscal and Development Oversight

- Oversee development of organization's annual budget and related funding contracts; monitor cash flow, revenue, and control expenditures to ensure fiscal health of Vail Place.
- Ensure that proper controls exist for all contracts, agreements and other financial instruments.
- Oversee development of annual revenue strategies, programmatic and budget priorities that support the mission of Vail Place.
- Oversee development of proposals for new ventures and development opportunities.
- Oversee all fundraising activities including special events, individual and major gifts, corporate, government and foundation giving.

Develop and Maintain External Agency Relationships

- Establish a highly visible personal profile and leadership position to promote Vail Place within the nonprofit sector and among potential funders.
- Represent the organization to the community, government bodies, funding sources, and to the human services network of agencies, to explain and engender support for the mission, of the organization as well as its proposed projects and programs.
- Educate key constituencies regarding conditions, limitations and barriers confronting clients
- Identify and articulate Agency positions that require legislative action and gain support from the Board of Directors on community issues.
- Develop positive relationships with foundations, corporations, professional and community leaders, and other external stakeholders including direct contact with donors.
- Identify, research, and initiate constructive partnerships with other organizations in support of the mission of Vail Place.

Develop and Direct Vail Place Management Team

- Select and provide administrative and/or supervisory direction to the organization's management staff.
- Create a climate within Vail Place that fosters quality performance and support a high level of employee job satisfaction.
- Establish and maintain effective management and communication systems.
- Promote and support effective teamwork throughout the organization.
- Foster and/or oversee the planning, implementation, and operations of new and existing programs, which support Vail Place's mission and objectives to meet community needs.

Provide Leadership to the Board of Directors

- Provide the Board of Directors with data, information and staff support necessary to complete its work.
- Inform the Board of Directors about progress toward accomplishment of the strategic goals and operating objectives.
- Inform the Board of Directors of internal and external trends and other issues that affect the current and long-term work of the agency.
- Serve as liaison between staff and the Board of Directors.
- Prepare and revise as necessary an organization plan that shows structure and resource needs to support Vail Place's growth and services.

Diversity, Equity, and Inclusion (DEI)

Develop shared meaning and deeper understanding of diversity, equity and inclusion while building increased intercultural capacity across our agency.

Additional Tasks and Responsibilities:

- Participate in mandatory and assigned trainings, meetings, events, parties, picnics, and committees.
- Communicate and coordinate services with other team members as appropriate.
- Always represent Vail Place in a professional, courteous manner, including neatness and cleanliness.
- Maintain positive professional relations with all staff, members, clients, stakeholders, and partners.
- Follow and implement all program policies, procedures, and guidelines.

DESIRED QUALIFICATIONS

- BA degree in an appropriate discipline (e.g., social sciences, public administration, business administration)
- Minimum of 7 years of executive-level experience in overall program and administrative management or an organization of comparable budget, staff and program size and complexity, or a combination of equivalent experience and training.
- Financial management and public relations-adjacent experience.
- Exemplary and practiced written and public speaking communication skills.
- Passionate about trauma-informed care in the human services space.
- Can communicate Vail Place's mission to a variety of stakeholders.
- Proven track record of ethical and visionary leadership.
- Ability to develop and coach similarly talented and passionate people leaders, and continue Vail Place's track record of thoughtful and responsible budgetary discipline.
- Must have and maintain a valid Minnesota Driver's License, maintain automobile coverage, and have access to an automobile.

COMPENSATION AND BENEFITS

The salary range for this position is \$150,000-\$180,000. Compensation includes participation in the comprehensive benefits plan.

EQUAL OPPORTUNITY EMPLOYER

Vail Place, Inc. is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the organization will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

TO APPLY

Inquiries may be directed to Bob Schoenbaum bob@ballingerleafblad.com or Marcia Ballinger, PhD marcia@ballingerleafblad.com

Applications will be accepted until July 13, 2022 or until the position has been filled. There will be an immediate and ongoing review of candidates, so we encourage and appreciate early applications.

All inquiries will remain confidential.

MINNEAPOLIS - SAINT PAUL | The Twin Cities Region

COMMUNITY INFORMATION

The Twin Cities metro area includes Minneapolis, Saint Paul and the surrounding suburban area. Making up the 14th largest metropolitan area in the country, it is a unique blend of a small town and major cosmopolitan hub. Both urban cores boast a thriving business atmosphere. Saint Paul, as the state capital, is home to state government and has a more historical vibe. Minneapolis is the larger and more commercial of the two cities.

Separated by the Mississippi River, both cities share a common root of being river towns - and the great outdoors are still a major attraction for residents and visitors alike. There are over 100,000 acres of parks, walking and bike paths, and other outdoor spaces.

Outside of the central downtowns, however, both cities have many distinct neighborhoods, and residents identify more with their individual communities than with the larger city as a whole. The area has a diverse range of neighborhoods and homes, with an atmosphere of a small town feeling with the conveniences and cultural hallmarks of a big city.

The Twin Cities offer something for everyone, from six professional sports teams to a robust theater and arts scene. There is a thriving “foodie” culture offering award-winning restaurants (several chefs have been regional James Beard Award winners). Shopping is plentiful with area malls and unique shopping districts in both cities and in the suburbs.

Nearly every weekend in the summer there are several outdoor events for participants and spectators—triathlons, biking races, marathons, boat races, water skiing competitions, golf tournaments including several PGA tournaments. Winter is also celebrated with events such as the Saint Paul Winter Carnival, the City of Lakes Loppet Winter Festival and the U.S. Pond Hockey championships. And for those who want to get away from it all, ice fishing and snowmobiling are popular Minnesota pastimes.

RESOURCES

Meet Minneapolis | <https://www.minneapolis.org/>

Saint Paul | <https://www.stpaul.gov/>

Greater MSP Partnership | www.greatersp.org

Saint Paul Convention & Visitors Bureau | <https://www.visitsaintpaul.com/>

Saint Paul Chamber of Commerce | <https://www.stpaulchamber.com/>

Minneapolis Park & Recreation | <https://www.minneapolisparcs.org/>

Minnesota Compass | <http://www.mncompass.org/>

3.6M Population of
Greater MSP Region



60+ Museums in the Metro Area



300 Parks



1,750 Regional Lakes

Thriving Arts & Cultural
Districts



1,000+ Miles of Bike Trails 11