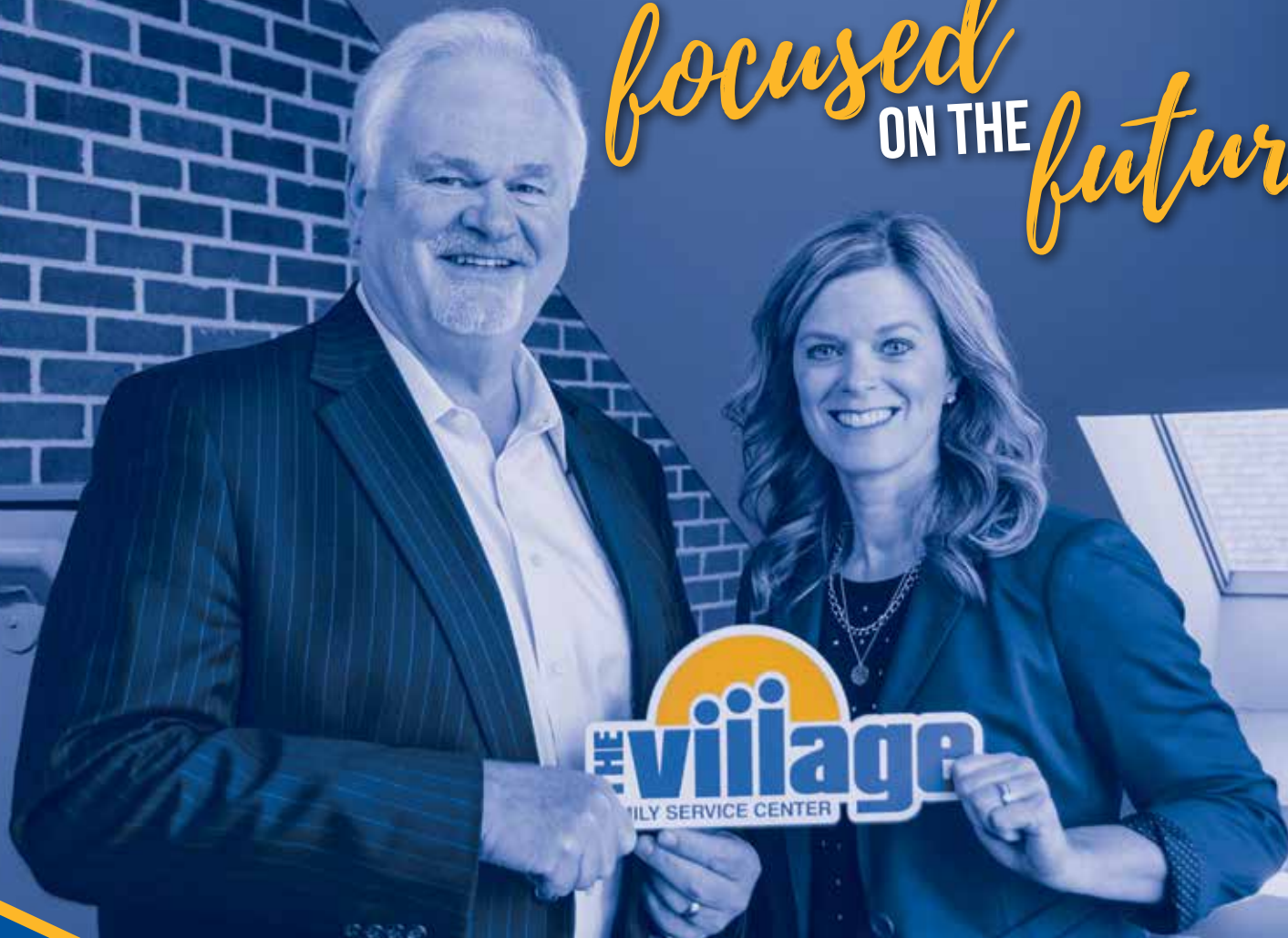


*focused*  
ON THE *future*



**2021 ANNUAL REPORT**

## LEADERSHIP TEAM

**Kelly Olson,**  
*President and CEO*

**Candy Haugen,**  
*Vice President of HR*

**Luke Klefstad,**  
*Division Director*

**Joni Medenwald,**  
*Division Director*

**Amie Lahren,**  
*Executive Assistant & Board Relations*

**Shelley Treib,**  
*Chief Financial Officer*

## BOARD OF DIRECTORS

**Thomas Rohleder,**  
*Chairperson*

**Jeanne Narum,**  
*Vice Chairperson*

**Timothy Saylor**

**Paul Zenker**

**Gail Bernabucci**

**Chris Champ**

**Ellen Cooke**

**Dr. Louise Dardis**

**Rich Duysen**

**Sandra Skallerud**

**Dr. Cory Steiner**

**Lorrie Thoemke**

**Richard Warner, Ph.D.**

### 2021 Board Meeting Dates

January 20 <i>(executive committee)</i>	March 24 April 28 <i>(annual meeting)</i>	June 23 September 22 December 15
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## MISSION

To enhance the lives of those we serve

## VISION

To meet community needs and enhance overall well-being with innovative services and integrated care models

## VALUES

- **Integrity:** We operate in a trustworthy manner, holding ourselves accountable as an organization and individuals.
- **Excellence:** We strive for the highest level of quality in all we do.
- **Service:** We offer client-centered, compassionate care with an emphasis on collaboration.
- **Communication:** We foster a diverse environment that encourages respectful, open, and honest dialogue.

**Cover Photo:** With Jeff Pederson's retirement effective Dec. 31, 2021, Kelly Olson was named the next **President and CEO of The Village Family Service Center**, the first woman to ever hold the position.

## A LETTER FROM THE CEO



As a therapist, I strive to help individuals and families move forward after difficult times. As the new President and CEO of The Village Family Service Center, it is my honor and privilege to lead this organization and its amazing team forward as we slowly emerge from the COVID-19 pandemic and address the resulting challenges.

Work environments and employee expectations have evolved. Client needs have increased. Telehealth has changed the landscape of our services. While a counselor utilizes evidence-based therapy models, The Village's path forward will be guided by a robust strategic plan and various cultural initiatives.

We continue to evaluate how to best meet community needs and attract and retain a quality workforce. The strategic anchors and goals identified during our recent strategic planning process will help strengthen employee culture, increase partnerships, and effectively support our facilities, technology, and finances.

Healthy growth at times necessitates pruning the elements that no longer serve us. In 2021, due to persistent staffing issues, we made the difficult decisions to close our Devils Lake and Roseau offices and to stop offering Supervised Parenting Time at our Minot location.

There also was a lot to celebrate, including new initiatives, engaging events, client success stories, and The Village's 130th anniversary.

As we prepare for the next **130 years of service**, the continued support of staff, donors, volunteers, and other stakeholders is essential. Thank you for your dedication to ensuring no one has to go it alone.



**Kelly Olson, MS, LMFT**  
*President & CEO*

**130 years**  
of service  
thevillage  
FAMILY SERVICE CENTER

## CHILDREN'S VILLAGE FAMILY SERVICE FOUNDATION BOARD

The Children's Village Family Service Foundation is a sister corporation to The Village Family Service Center. The foundation manages a trust fund that helps support The Village Family Service Center. Many people leave gifts through the foundation, which allows their legacy to live on through the families and children served by The Village. Learn more about making a legacy gift to The Village at [TheVillageFamily.org/Giving](http://TheVillageFamily.org/Giving).

**Matt Leiseth,** *Chairperson*

**Jayne Gust**

**Erik Hatch**

**Michelle Kommer**

**Jeanne Narum**

**Thomas Rohleder**

**Tim Saylor**

**Sandra Skallerud**

# 80,291 served

## ADOPTION AND PREGNANCY COUNSELING

Social workers help women facing unintended pregnancies craft individualized life plans, work to place each child in the best possible adoptive home, provide search and disclosure services, and offer community outreach and education.

**839 people served**



“Thank you for creating this **safe place** to share in creating a plan to help children!”  
– **Family Centered Engagement participant**

## FAMILY CENTERED ENGAGEMENT / FAMILY GROUP DECISION MAKING

Trained facilitators guide families and service providers through important decisions regarding the safety, care, and protection of children.

**2,979 people served**



“My experience with The Village has **changed my life** in a very positive, meaningful, and long-lasting way.”  
– **Counseling client**

## COUNSELING SERVICES

Licensed counselors help children, individuals, couples, and families deal with a wide variety of relationship, behavioral and mental health needs. In addition to in-office sessions, counseling services include an Intensive Outpatient Program for mental health.

**6,544 people served**



The Village sponsored booths at **Pride in the Park** events in Minot, St. Cloud, and Fargo (pictured).

## VILLAGE BUSINESS INSTITUTE

VBI improves the health and well-being of employees through The Village employee assistance program, crisis management, worksite-based training, HR consulting, coaching, and workplace mediation.

**63,474 people served**



“The Village truly saved my life.”  
– **Counseling client**

**94%**  
OF CLIENTS SURVEYED  
WOULD GIVE THE VILLAGE  
AN EXCELLENT RATING!



## IN-HOME FAMILY THERAPY

Therapists help parents navigate children’s needs, teach effective parenting and work diligently to help families be successful; services are also provided in area schools.

**1,711 people served**



**\$1.96 MILLION**  
PAID TO CREDITORS IN 2021

## FINANCIAL RESOURCE CENTER

Financial counselors provide proactive advice for money matters, such as budgeting and reaching financial goals, as well as a debt management program.

**1,573 people served**

**24**  
NEW DEBT  
MANAGEMENT  
PLANS IN '21

“I felt **peace of mind** following the sessions. Having a plan is huge!”  
– **Financial Resource Center client**



To celebrate **Recovery Month** in September, First Step Recovery put up a Recovery Wall and hosted a community screening of the documentary **“The Anonymous People.”**



**93%**  
OF LITTLES IMPROVED  
THEIR EMOTION  
REGULATION SKILLS

## BIG BROTHERS BIG SISTERS

We clear the path to a child’s biggest possible future by creating professionally supported, one-to-one mentoring matches so kids can realize their full potential.

**349 people served**

## FIRST STEP RECOVERY

This Fargo-based program provides a continuum of outpatient treatment services for adults who struggle with substance use and offers education and support for family members of those involved in our programming. First Step staff also provides hospital consultations.

**2,822 people served**

“I’m **a year sober** today because of you!”  
– **Ryan, on Sept. 30, 2021**

# OUTCOMES

# grants AND financials

## REVENUES

Program Revenue	\$12,049,519
Private Grants	\$553,556
Contributions	\$341,098
Fundraising Events	\$367,754
United Ways	\$164,979
Foundation Support	\$250,004
PPP Loan Forgiveness	\$2,047,894
Administrative Fees	\$2,017,101
Other Revenue	\$83,326

**TOTAL REVENUES ..... \$17,875,232**



## EXPENSES

Personnel	\$11,303,935
Contract Labor	\$429,146
Professional Fees	\$332,487
Supplies & Lab Fees	\$44,180
Telephone & Postage	\$141,898
Occupancy	\$920,840
Equipment/Repairs	\$155,216
Printing/Publications/Dues	\$116,720
Travel & Training	\$178,623
Events	\$91,668
Client Expenses	\$24,898
Advertising	\$110,811
Depreciation	\$155,035
Administrative Charge	\$2,019,001
Insurance Expense	\$102,385
Other Expenses	\$75,844
Bad Debts	\$155,925

**TOTAL EXPENSES ..... \$16,358,613**

**CHANGE IN NET ASSETS- UNRESTRICTED ..... \$1,516,619 UNAUDITED**

*Includes PPP Loan Forgiveness*

## THE VILLAGE FAMILY SERVICE CENTER STATEMENT OF FINANCIAL POSITION (UNAUDITED)

	2021	2020	CHANGE
Total Assets	\$12,061,305	\$12,547,148	(\$485,843)
Total Liabilities	\$3,561,230	\$5,603,834	(\$2,042,604)
Total Net Assets	\$8,500,075	\$6,943,314	\$1,556,761

NOTE: The Village received PPP funds in 2020 and recorded their forgiveness in 2021



To kick off the 57th Annual Bobcat North Dakota Open, **Bigs and Littles** from BBBS took part in a golf clinic with instructor Dave Schultz at the Fargo Country Club.



Village staff in **St. Cloud** participated in a fundraising event called Tending for a Cause on Nov. 3.

## CHILDREN'S VILLAGE FAMILY SERVICE FOUNDATION STATEMENT OF FINANCIAL POSITION (UNAUDITED)

	2021	2020	CHANGE
Total Assets	\$7,522,235	\$7,209,148	\$313,087
Total Liabilities	\$677,045	\$622,074	\$54,971
Total Net Assets	\$6,845,191	\$6,587,074	\$258,117

## UNITED WAYS

- United Way of Cass-Clay
- United Way of Grand Forks, East Grand Forks & Area
- Souris Valley United Way
- United Way of Central Minnesota
- United Way of Douglas & Pope Counties
- United Way of Barnes County

## 2021 GRANTS

- Alex Stern Family Foundation
- Alexandria Area Community Foundation
- Beito Foundation
- BNSF Railway Foundation
- Capital Electric
- Capital One
- Cass County Electric Cooperative Foundation
- Citibank
- Community Foundation of Grand Forks, East Grand Forks and Region
- Elmer and Kaya Berg Foundation
- Hector Foundation
- Kiwanis of Fargo
- MDU Resources Foundation
- Medica Foundation
- Midco Foundation
- Myra Foundation
- Otter Tail Foundation
- Robert E. Herman Charitable Trust
- Runestone Electric
- St. Joseph's Community Health Foundation
- Safe Havens
- Stop Violence Against Women: North Dakota Department of Health
- Tom and Frances Leach Foundation
- US Bank
- Verendrye Electric Trust, Inc.
- Victor and Nina Cranley Charitable Foundation



Amanda and Blaine Boohar shared their story of adopting their son, Isaac, at The Village's **2021 Wine & Dine** gala on Nov. 12.

*focused*  
**ON THE**  
*future*



\*Company-specific EAP offices

Scan the QR code below to view our  
**2021 Year-in-Review** video!



**800.627.8220 | [www.TheVillageFamily.org](http://www.TheVillageFamily.org)**



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[/TheVillageFSC](https://www.instagram.com/TheVillageFSC)

**Equal Opportunity Employment Policy:** The Village Family Service Center will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, or status with regard to public assistance. The Village Family Service Center will take Affirmative Action to ensure that all employment practices are free of such discrimination. Such employment practices include, but are not limited to, the following: hiring, upgrading, demotion, transfer, recruitment or recruitment advertising, selection, layoff, disciplinary action, termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.

