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MISSION

Our mission is to strengthen individuals we serve through regional community behavioral health services.

VISION

To be our region’s preferred provider of exceptional community behavioral health services.

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.

Stewardship: We utilize our human and financial resources responsibly.

“The Village offered me help and hope I didn’t know existed. I have gotten help at other facilities, but with The Village I am certain my future will truly be OK. Thank you for helping me!”

–Counseling client
Greetings,

2017 was a year of transition for all of us at The Village Family Service Center, in terms of both leadership and operations. With change inherently comes challenges, and the opportunity to discover new possibilities, focus our work on what makes a difference, and fall back on the steady guidance provided by our mission and values. Just as fire strengthens steel, the past year has made The Village a stronger organization.

Since late December I have had the privilege of serving as The Village’s Interim CEO in addition to my role on the Board of Directors. In that time I have had the chance to interact with staff members across our organization and to observe in person the outstanding services we provide. Our staff are experts in their fields, and each one is committed to continual improvement. Their work strengthens our clients and creates positive change in their lives.

As an agency, we strive to provide easy access to integrated services. We have defined our programs along a Behavioral Health Community-Based Continuum of Care. Data show the outcomes we provide are significant, placing us as a best-in-class provider.

The Village’s past and present both are marked by a strong response to community issues, adapting our programs to meet current needs. Our legacy is one to be cherished and respected, and our future is brimming with potential. The unrelenting challenges in our communities and the quickening pace of society are driving the need for our work more than ever.

We will continue to build on what we do best – serving children, individuals, and families. Our values will provide a firm foundation to move forward, even as we experience growing pains. In the end, this growth will result in a stronger, more capable Village.

What we do here we cannot do alone. We are thankful to have the loyal support of the community, an engaged donor base, an involved Board, dedicated staff, and families who trust us with their care.

Together we can be #VillageStrong, and change our region for the better.

Sandra Skallerud, Interim CEO
FROM ALL WALKS OF LIFE: NEW VILLAGE PROGRAM SAVES LIVES

Clients of The Village’s Intensive Outpatient Program (IOP) in Fargo come from all walks of life. Professionals. Unemployed. Stay-at-home moms. Homeless.

By the end of their time in the program, they’ve found they are a lot more alike than different.

They’ve also found stability. Sobriety. Housing. Employment. People who were planning to file for long-term disability have decided to engage in the workforce again. Parents have gotten their children back from Child Protective Services. Couples headed for divorce found their way home.

“The IOP program at The Village literally saved my life,” said one client. “After two serious suicide attempts, The Village was the first place (even after 21 days in inpatient) to tell me the seriousness of my actions and walk me through the steps to heal and move forward.”

The Village IOP provides an important level of care, bridging a gap in mental health services, says Supervisor Jennifer Reid. It’s a step down for clients coming from an inpatient or partial hospital setting, and something more than weekly counseling sessions. Clients seeking mental health services for the first time can be admitted almost immediately.

Soon after The Village launched IOP at the Fargo office in June 2017, daily client numbers reached three times what was planned for, demonstrating how needed the program is in the Fargo-Moorhead community.

Division Director Darrin Tonsfeldt says the addition of IOP means primary care providers in the area now have a place to refer clients who may have spent their lives in and out of treatment.

“It allows us to help individuals suffering from more serious mental health issues,” Darrin says. “When the community looks at The Village, we really do have a continuum of behavioral health care.”

IOP meets for three hours a day, four days a week. Clients gather in a group setting for processing support and skills-building and receive a variety of education from community and agency resources. They’re provided case management, individual and family therapy.

The program is completely customized to each person’s situation. Most clients take part in IOP for six to 12 weeks before discharge.

Change happens fast in group settings, Jennifer says, as the participants support each other and push each other to grow.

The experience normalizes their mental health challenges.

“(IOP taught me) how to handle and cope with my anxiety, which helps with my depression,” one client said. “I am grateful for The Village and the counselors that have helped so much.”

“I am so relieved that this option is here,” another client said, “it feels like a literal life saver.”

2017 VILLAGE HIGHLIGHTS

“We just can’t say enough how great the process was and staff are to work with through this very personal experience.” —Adoption client

12,658 counseling appointments made by Village EAP clients

48 clients served by new Intensive Outpatient Program during last half of 2017

5 additional outpatient counselors who joined the Fargo and Bismarck Regional Counseling Services team

694 standards on which The Village received the highest possible rating score by Council on Accreditation reviewers

164 high school seniors helped by The Village Truancy Intervention Program who graduated (78% success rate)

465 organizations contracted with VBI for EAP services at the end of 2017
LETTER FROM THE CHAIR

Change. It’s the environment we live in, and it’s a constant for every business and organization.

2017 was a year of change for The Village. What we demonstrated as we journeyed through 2017 together was the resilience of this organization and the commitment of our employees. Those two factors – resilience and commitment – contributed to The Village ending the fiscal year in a stronger position than we started.

In this annual report, we’ve provided a timeline of key events for 2017, statistics regarding the services we provide, outcomes for the clients we serve, and our financial position. The numbers tell the story of a Village that is stronger, growing, and adapting to the needs of the dynamic communities we serve.

When The Village started 127 years ago, no one could have predicted the work we are doing today. As we continue to adapt, our core values are the compass we use to navigate a changing world.

Change is constant. No matter the headwinds, The Village remains steadfast. Impactful. Strong.

VILLAGE BOARD OF DIRECTORS

Richard Henderson, Chairperson, Retired
Steve Connelly, Vice Chairperson, RDO Equipment
Tammy Hauck, Secretary, The Dakota REIT
Al Erickson, Treasurer, Gate City Bank
Carrie Bjorge, Bell Bank
David Dougherty, NDSCS-Fargo
Karen Mellum, PhD, LP, Altru Health System
Tom Nelson, Border States
Richard Warner, PhD, Retired
Timothy Sayler, Essentia Health
Sandra Skallerud, Retired

2017 BOARD MEETING DATES

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THE CHILDREN’S VILLAGE FAMILY SERVICE FOUNDATION BOARD OF DIRECTORS

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.

Greg Hammes, Chairperson, Bell Bank
Matt Leiseth, Vice Chairperson, Hornbacher’s Foods
Carrie Bjorge, Bell Bank
Al Erickson, Gate City Bank
Richard Henderson, Retired
Roger Reierson, Flint Communications
2017 SERVICE OUTCOMES

85% of school-based BBBS “Littles” showed improved academic performance, as reported by their teachers.

97% of EAP clients surveyed said they were helped with their questions or concerns.

$1.97 million was paid to creditors on behalf of Financial Resource Center clients, reducing their debt and saving funds that may have been lost to bankruptcy.

96% of Family Team Decision Making participants surveyed said it was a positive experience.

95% of First Step Recovery patients surveyed said they benefited from the program.

84% of 343 families receiving Family-Based Services avoided placement.

89% of Family Group Decision Making participants surveyed have a more connected relationship with family members or other meeting participants.

97% of surveyed clients would give The Village an excellent rating.

77% of community-based “Littles” saw an improvement in relationships with other adults, according to their parents.

15 adoption placements were completed.

85% of school-based BBBS “Littles” showed improved academic performance, as reported by their teachers.

473 counseling hours were provided to pregnancy clients.

89% of Family Group Decision Making participants surveyed have a more connected relationship with family members or other meeting participants.

“My son has had numerous experiences he would have never had if not for the Big Brothers Big Sisters program.”

–Parent of “Little”

2017 TIMELINE

JANUARY

Project Hope, a new therapy group for teen girls who have experienced trauma, begins in St. Cloud.

Roseau office offers a 6-week grief support group.

FEBRUARY

Giving Hearts Day raises over $78,000 for three Village programs.

MARCH

Bowl for Kids’ Sake events raise $92,000 to benefit Big Brothers Big Sisters.

The Village hosts 50th annual North Dakota Picnic in Mesa, AZ.
IN-HOME FAMILY THERAPY HELPS MINOT MOM FIND HER STRENGTH

Eleven-year-old Colton stood next to his estranged father’s gravesite with his mom and younger brother, and read aloud the letter he’d written to his dad at Village counselor Maggie Bohannon’s suggestion.

Maggie, who works in The Village’s Minot office, provided in-home family therapy to Colton, his brother, Drake, and mom, Shannon*, after a series of events — including divorce, termination of Dad’s parental rights, and medical issues — threw the family into chaos.

Shannon says with Maggie’s help, she’s learned better ways to deal with her sons’ behaviors, set boundaries with her parents, and strengthen her family’s bonds.

“She’s helped me to see I’m stronger than I think I am most days,” Shannon says.

Shannon and her husband separated in 2010, when the boys were 4 and 2. Their divorce was finalized in 2012, and for a while, her ex had visitation rights. But those visits often didn’t go well, and the boys’ behaviors would worsen when they returned home. A couple years later, their father petitioned to have his parental rights terminated. Shannon decided it was best not to contest it, and that she would raise and support her sons.

In 2015, their father was diagnosed with colon cancer, and a year later, he passed away. That news created a whole new round of grief, anger, and confusion for the boys.

In the midst of all that, Drake had surgery to repair a damaged kidney, and since has started having seizures. “He’s just a little boy, and that’s a lot of stuff to go through,” Shannon says.

Both Colton and Drake have ADHD and oppositional tendencies. Shannon had previously tried different counselors and types of counseling, but says she never felt like they made progress and that “people thought I was crazy or exaggerating or not parenting well,” she says.

To have Maggie come into their home and see their daily struggles made Shannon feel less alone and affirmed that her family’s issues weren’t her fault.

Now Shannon knows how to help Colton cope with his anger or frustration. She has games she can play with the boys to get them to open up. She’s establishing herself as the leader of their household, and not leaning too much on her parents.

“That was huge that she helped us with that because I didn’t know how to do that for him,” Shannon says.

Thanks to The Village, Shannon says she doesn’t feel so alone.

“We really truly appreciate everything Maggie’s done,” she adds. “I don’t know how we would have managed.”

*Names changed to protect clients’ identity

Maggie Bohannon
Therapist

Maggie Bohannon (Therapist)

in-home family therapy helps minot mom find her strength
**2017 Program Statistics**

The Village Business Institute

VBI improves the health and well-being of employees through services such as employee assistance programs, crisis management, worksite-based training, coaching, and workplace mediation. **69,422 people served**

Counseling

Licensed, professional counselors help children, individuals, couples, and families deal with a wide variety of relationship, behavioral, and mental health issues. In addition to in-office sessions, services include an Intensive Outpatient Program and access to a Clinical Nurse Specialist. **5,493 people served**

First Step Recovery

Our licensed addiction treatment facility provides comprehensive, confidential treatment of alcoholism and other substance use disorders, supporting those who are addicted as well as their family members. First Step staff also provides hospital consultations. **2,601 people served**

Financial Resource Center

Financial counselors provide proactive advice for money matters, such as budgeting and reaching financial goals, as well as debt management. **2,482 people served**

**Total People Served in 2017:** **87,891**

In-Home Family Therapy

In-home therapists help parents navigate children’s needs, teach effective parenting and work diligently to help families be successful, stay safe, and stay together. **2,353 people served**

Truancy Intervention Program

Advocates work with K-12 students and their families in Clay County to promote school attendance. **1,837 people served**

Pregnancy Counseling

Social workers help women facing unintended pregnancy craft individualized, creative life plans, and provide community outreach and education. **1,690 people served**

**June**

Wild Hog Golf Tournament is held in Grand Forks.

New Village website is unveiled, leading to increase in appointment requests.

**July**

The Village receives Charities Review Council's Meets Standards seal.

Christine Bushy, In-Home Family Therapy Supervisor, is accepted into Fargo Moorhead West Fargo Chamber’s 2017-18 Leadership class.

The Village Intensive Outpatient Program launches.

Big Brothers Big Sisters of The Village honored as one of 36 Quality Award Winners at national conference.

Nokomis Child Care Centers close.
A flag pole and rock garden is installed in front of the main Fargo office in honor of Gary Wolsky’s three decades of service to The Village.

Kristie Majette, St. Cloud Clinical Supervisor, is accepted into St. Cloud Area Chamber Leadership program.

Professional golfer Tom Hoge wins the 53rd Annual Bobcat North Dakota Open, benefitting The Village.

The Village’s St. Cloud office moves to a larger downtown location.

Adoption Services
We work to place each child within the best possible adoptive home, and also offer adoption education as well as search and disclosure services.

510 people served

Family Engagement Conferences
Trained facilitators guide families and service providers through important decisions regarding the safety, care, and protection of children within the family system.

640 people served

Big Brothers Big Sisters
We match youth who need mentors with carefully screened volunteers in the Fargo-Moorhead community to form safe, caring relationships.

672 people served

Supervised Parenting Time and Child Exchange
Our Minot, N.D., center provides structured observation of parents and their children when supervised visitation is required, and provides a safe, neutral location for parents to exchange children for visits.

191 people served

“There is a clinical excellence along with respect for clients as well as coworkers that is obvious at this organization. The broad understanding of mental health conditions and ability to treat numerous conditions well was evident.”

–Council on Accreditation review
Michael Kaspari Memorial Run for Recovery draws over 220 participants and raises over $40,000 for First Step Recovery’s Family Program.

School-based counseling services expands into North Dakota through a partnership with Northern Cass Public School near Hunter, ND. Village counselors also begin offering services at Hawley, MN, elementary and high schools.

Fargo EAP counselors begin offering a 7-week Mindfulness Group.

The Council on Accreditation (COA) re-acredits The Village for four years, following a detailed review and analysis of administration, management, and service delivery functions against international standards of best practice, including an August site visit.

Lori Jo Rieber, Executive Assistant to the President, graduates from International Association of Administrative Professionals (IAAP) Leadership Academy.
The Village celebrates Adoption Awareness month.

Regional Counseling Services expand with the addition of new outpatient counselors.

The 11th Annual Wine and Dine raises record amount in support of The Village’s children’s services.

2017 Grant Funders

American Family Insurance
MDU Resources
City of Fargo
St. Joseph’s Community Health Foundation
Sam’s Club #8172
Cass County Electric Cooperative Foundation
Walmart Moorhead #1627
Alex Stern Family Foundation
Otto Bremer Trust
Verendrye Electric
Minot Community Endowment Fund
Devils Lake Area Foundation
Central Minnesota Community Foundation Women’s Fund
Cranley Foundation
Safe Havens
Stop Violence Against Women: North Dakota Department of Health
Capital Electric
Midco Foundation
BisMan Community Foundation
National Foundation for Credit Counseling
Citibank
Runestone Electric
Capital One
Myra Foundation

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Nicole Anderson joins The Village as Chief Financial Officer.

Board Member Sandra Skallerud becomes interim CEO.

An additional 1% employer match for retirement contributions is announced.

Pride Teens, a new group for LGBTQ+ teens in St. Cloud, is announced.

“The Village receives local support from the following United Way agencies:

United Way of Barnes County
United Way of Cass-Clay
United Way of Grand Forks, East Grand Forks & Area
Souris Valley United Way
United Way of Richland-Wilkin
Lake Region Community Fund
United Way of Central Minnesota
United Way of Douglas & Pope Counties

Bigs & Littles learned how to sew pillows at a BBBS event!

“IOP changed my life in the best way possible.”
–Intensive Outpatient Program client

FM Area Foundation Funds

Lloyd Dahley Estate
Prentiss H. and Joyce B. Cole Charitable Fund
Fred W. and Leopoldine Pardau Memorial Fund
McKay Family Foundation
William and Anna Jane Schlossman Fund
A Child is Waiting Fund

United Way Contributions

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When parents come to The Village for Parent Child Interaction Therapy, they’re exhausted, overwhelmed, and at a loss for what to do. “They feel like they are always walking on eggshells with their children,” says Nicole Sayre, a Licensed Marriage and Family Therapist with The Village’s Alexandria office.

“When families come to me, it’s high, high stress,” says Heather Siek, a Licensed Professional Clinical Counselor in Moorhead. Sometimes the child is at risk of being kicked out of school or daycare. In one family, the father was ready to move into his own apartment. He couldn’t deal with his child’s behavior issues any longer.

After taking part in Parent Child Interaction Therapy, or PCIT, that dad didn’t leave his family. Parents who’ve graduated from PCIT tell Heather and Nicole they enjoy their children again.

“They feel a sense of relief and greater confidence in their parenting abilities and how to handle future behavior or emotional concerns,” Nicole says.

PCIT is an evidence-based therapy model for children ages 2½ to 7. Therapists coach the parents through an earpiece and a two-way mirror, teaching them new, effective means of discipline. It’s one of several strategies counselors at The Village use to help their youngest clients and their families.

Now The Village will be able to help even more people through PCIT. Grant funding from the Minnesota Department of Human Services allowed Nicole and Heather to be trained in 2017 as PCIT trainers. They are able to teach the model to other Village providers, expanding the use of PCIT across the agency.
This is one example of how The Village is working to grow its behavioral health services for children.

“We’re dedicated to making sure we’re the premier behavioral health provider,” says Division Director Kelly Olson. “We want to make sure our therapists are well-equipped with the most cutting-edge therapies so we’re able to relieve symptoms at early onset and in early years.”

Trauma is an increasing issue for young people, and PCIT can play a role in helping children who’ve experienced traumatic events.

“When kids have a history of trauma, they typically will have behavioral issues, which will cause a strain in the parent-child relationship. The model of PCIT really focuses on repairing that relationship and making that attachment as strong as we can,” Heather says. PCIT also provides parents with developmentally appropriate ways to discipline that don’t traumatize the child again.

Another example of a cutting-edge, evidence-based treatment is Child-Parent Psychotherapy (CPP), which is designed for children ages 0 to 6 who have a history of trauma. Efforts are underway to ensure more Village providers are trained in CPP, as well. Kelly says CPP has a significant impact on children’s symptoms.

When The Village can intervene at an early age and focus on the family system, the child’s overall prognosis is better. Fewer medications are prescribed, and treatment costs are lower. Improved access to research-supported therapy models benefits communities. And most of all, it benefits kids and families.

“The parents don’t always feel like they’re yelling,” Heather says. “They feel they have tools that can be effective. They feel more in control. Their self-esteem improves, and their children seem happier.”

**BEHAVIORAL HEALTH ADVANCED TRAINING**

The Village strives to make sure its therapists are trained in the latest therapy models. In addition to Parent Child Interaction Therapy (PCIT) and Child-Parent Psychotherapy (CPP), here are a few examples:

**Attachment Bio-Behavioral Catchup (ABC):** Home-based, family-focused, evidence-based treatment for infants ages 6 months to 2 years who have early attachment trauma histories and their primary caregivers.

**Trauma-Focused Cognitive Behavioral Therapy (TF-CBT):** Evidence-based treatment for children and adolescents impacted by trauma and their parents or caregivers. The child and caregiver learn new skills to process thoughts and feelings around the traumatic experience.

**Eye Movement Desensitization and Reprocessing (EMDR):** Visual, auditory or tactile means are used to stimulate the brain hemispheres, allowing “stuck” memories to be reprocessed and negative thoughts and beliefs to be replaced.

**Circle of Security:** Evidence-based intervention program promotes a secure relationship between child and caregiver, supporting and strengthening children.
A YEAR AT THE VILLAGE IN PHOTOS
When Tom Dawson joined the insurance agency his grandfather founded, he quickly learned the importance of supporting your community. It was modeled for him by his grandfather, father, and uncle.

A recent college graduate, Tom volunteered as a mentor with Big Brothers Big Sisters. He developed a close bond with his Little Brother, Jimmy. Not only was the time they spent together impactful to Jimmy, “I’m confident the experience made me a better father,” Tom says.

Now 40 years later, the Dawson family continues this strong tradition of serving civic and nonprofit organizations, including The Village Family Service Center.

“As with the many diverse programs and services The Village offers and the thousands of people that it impacts, it is a very easy organization to support,” says Tom, president of Dawson Insurance in Fargo. “It touches all facets of our community, it’s strong financially and has an impeccable reputation.”

It’s important for Tom and his wife, Georgia, to show their three sons, Zack, Alex and Mike, and their families the importance of philanthropy.

“Not-for-profits like The Village are essential to the lifeblood of a community, and in order to succeed they need your time, money, and energy,” Tom says.

Alex Dawson, marketing specialist at Dawson Insurance, remembers his dad handing him and his brothers the envelope to place in the church collection plate every Sunday. “Giving back to the community and to those less fortunate was something that was instilled in me at a very young age,” Alex says.

Several years ago, Alex was asked to donate an original painting to The Village’s Wine & Dine art auction. “I feel this is what really opened the door and allowed me to get a better understanding of their mission,” he says.

The Village’s counseling services and First Step Recovery program are particularly meaningful to Alex. “I benefited from similar services in my youth, and I know I wouldn’t be where I am today if it hadn’t been for them,” he says. “Even if we’re not directly impacted, it’s probably not difficult to imagine someone in our lives who may come to rely on these services.”

Alex is working with The Village Business Institute to provide wellness training at his office on topics like money management, stress management and work-life balance.

A young father, he has a newfound appreciation for The Village’s emphasis on youth and family, as he nurtures the next generation of givers in the Dawson family tree.

When you support The Village, you bring hope, foster healing, and change the lives of children, families, and individuals in your community! To learn more, visit www.TheVillageFamily.org/giving.
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.