



*on the move*

2 0 1 9 A N N U A L R E P O R T

## BOARD OF DIRECTORS

**Thomas Rohleder**  
*Chairperson*  
Catholic Health  
Initiatives

**Timothy Saylor**  
Retired

**Sandra Skallerud**  
Retired

**Steve Connelly**  
RDO Equipment

**Lorrie Thoenke**  
YMCA of Cass and  
Clay Counties

**Ellen Cooke**  
Retired

**Richard Warner,**  
**Ph.D.**  
Retired

**Dr. Louise Dardis**  
Retired

**Al Erickson**  
Retired

**Paul Zenker**  
Edward Jones  
Financial Advisor

**Jeanne Narum**  
Noridian Healthcare  
Solutions

### 2019 MEETING DATES

Jan. 23 | Feb. 27 | March 27  
April 24 | May 22 (*Annual Meeting*)  
June 26 | Sept. 25 | Oct. 23  
Nov. 27 | Dec. 18

## THE CHILDREN'S VILLAGE FAMILY SERVICE FOUNDATION

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 allow their legacy to live on through the families and children served by The Village.

**Matt Leiseth**  
*Chairperson*  
Hornbacher's Foods

**Laura Ness Owens**  
Doosan Bobcat North  
America

**Steve Connelly**  
RDO Equipment

**Thomas Rohleder**  
Catholic Health  
Initiatives

**Al Erickson**  
Retired

**Toni Sandin**  
Sandin Law

**Erik Hatch**  
Hatch Realty

**Sandra Skallerud**  
Retired

**Michelle Kommer**  
State of North Dakota

## SENIOR LEADERSHIP TEAM



**Jeff Pederson**  
*President & CEO*



**Candy Haugen**  
*VP of Personnel, Administration,  
and Board Relations*



**Kelly Olson**  
*Chief Clinical Officer*



**Beth Mohan**  
*Chief Financial Officer*



**Luke Klefstad**  
*Division Director*



**Joni Medenwald**  
*Division Director*

### OUR MISSION

To strengthen individuals we serve through regional community behavioral health services.

### OUR VISION

To be our region's preferred provider of exceptional community behavioral health services and employer of choice.



### OUR 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.

## EXCITEMENT, EXPANSION, AND EXCELLENCE

These three words encapsulate 2019, a year The Village Family Service Center was “on the move” in more ways than one.

Excitement surrounded the relocation of Village offices in Fargo, Bismarck, and Moorhead. Co-locating our Fargo outpatient counseling team, EAP counselors, Intensive Outpatient Program, and First Step Recovery program integrates our services, allowing us to care for clients in a seamless manner. By doubling the space for children’s therapy appointments in Moorhead, we can better meet the behavioral health needs of the community. A new, larger location in Bismarck provides exciting opportunities for the future.

Not only did these physical spaces expand, many of The Village’s regions and programs saw year-over-year growth in 2019. More students were positively impacted by increased school-based mental health services. More families stayed together safely thanks to the expansion of Family Centered Engagement in North Dakota. We are

grateful that people felt comfortable reaching out for help and trusted us to guide them through their difficulties, whether they were struggling with mental health, addiction, debt, or an unplanned pregnancy.

Excellence is a core value for The Village Family Service Center. We strive for the highest level of quality in all we do. In 2019, The Village’s dedicated staff continued to provide first-rate service – 93% of surveyed clients would give us an excellent rating. Donor and community support were exemplary, allowing even greater access to behavioral health services that change lives.

Thanks to this eventful year, The Village moves into the next decade poised to strengthen the lives of more kids and families. Thank you for the role you’ve played in this positive movement.

*Jeff*

**Jeff Pederson,**  
President and CEO

*Tom*

**Thomas Rohleder,**  
Board Chairman

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# program statistics

# 88,078 people served



## ADOPTION AND PREGNANCY COUNSELING SERVICES

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. **1,351 people served**



## BIG BROTHERS BIG SISTERS

We clear the path to a child's biggest possible future by creating professionally supported, one-to-one mentoring matches for kids who want to realize their full potential. **435 people served**



## 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. **1,380 people served**



## MENTAL HEALTH COUNSELING

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. **6,468 people served**



## 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. **2,093 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. **2,664 people served**



## 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. **1,838 people served**



## SUPERVISED PARENTING TIME AND CHILD EXCHANGE

Our Minot, ND, center provides structured observation of parents and their children when supervised visitation is required, and is a safe, neutral location for parents to exchange children for visits. **147 people served**



## TRUANCY INTERVENTION PROGRAM

Advocates work with K-12 students and their families in Clay County to promote school attendance. **1,271 people served**



## THE 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. **70,431 people served**

# THE VILLAGE WAS *on the move* IN 2019, POSITIONING ITSELF TO BETTER SERVE CLIENTS NOW AND IN THE FUTURE!



**IN MAY**, Fargo Counseling, Employee Assistance Program, and Intensive Outpatient Program co-located with First Step Recovery in a **new, larger building** at 2701 12th Ave. S., Fargo. This created space for employees at our annex location to move into the 1201 25th St. S. office. The consolidation of three Fargo sites to two neighboring facilities allows for **better coordination of care**, expansion of services, and increased ability to host community outreach and professional education events.

## THE VILLAGE'S BISMARCK OFFICE



moved in July to 2207 East Main Ave. The **larger site** provides the opportunity for that location to expand, meaning **quicker access** to services for community members.



**IN OCTOBER**, it was the Moorhead office's turn. Having outgrown its existing location, a new building was constructed at 815 37th Ave. S. The portion leased by The Village **doubles the space available** for children's mental health services, with additional room for expansion.

A special **THANK YOU** to the Otto Bremer Trust, which granted The Village \$250,000 to offset the cost of building renovations and relocation expenses for the Fargo and Moorhead offices.

A man and a child are seen from behind, working together to make paper rockets on a blue wall. The man is on the left, holding a white paper rocket with blue dots. The child is on the right, holding a red paper rocket with yellow dots. There are also green and yellow paper rockets on the wall. The background is a solid blue wall.

# *Xavier's journey from* **BATTLEGROUND** *to playground*

**IN HIS SHORT LIFE,** Xavier\* experienced so much trauma. His parents battled substance use disorders, which caused him and his siblings to be neglected. Child Protective Services became involved, and Xavier lived in several foster homes before moving in with his adoptive family at age 5.

As a result of his early childhood experiences, Xavier was diagnosed with Post-Traumatic Stress Disorder (PTSD). His body and mind were in constant fight, flight, or freeze mode. He thought adults could not be trusted to meet his needs. He had difficulty sleeping and would hide food to make sure he wouldn't go hungry. At the same time, he was grieving for the past life he had lost – the toys, kids and pets he had to leave behind. Despite all he had endured, he still loved his biological parents and struggled to reconcile those feelings.

## FOR XAVIER, SCHOOL FELT LIKE A WAR ZONE.

The sights, sounds, and smells were constant triggers for him. He would run from the classroom and hide in a locker or restroom. If someone tried to contain him, he would lash out, hitting or kicking anything in his way. It took all his energy just to make it through the school day, so he fell behind academically.

Xavier also struggled at home. Adjusting to this new setting and respecting boundaries was a challenge. His relationship with others was strained. Everyone walked on eggshells around him. His adoptive parents were at a loss of how to help him.

Then Xavier and his adoptive parents started therapy at The Village Family Service Center. Through therapy, Xavier learned new coping strategies, and his parents were taught how to nurture him in ways that he had missed out on.

As a small child would learn to do instinctively, Xavier finally began to make eye contact with his parents. He started



to believe caring adults would meet his needs. He became more engaged, animated, and happy. His ever-present scowl was slowly replaced with full-face, toothy grins. He finally felt what all children should feel – he felt safe.

As the family prepared to move to a new house in a different town, therapy allowed his parents to reassure Xavier that this move would be different than others he had experienced. No one would be left behind or separated. His favorite toys and clothes would be going with them. It was going to be a fresh start as one cohesive family.

## THANKS TO THERAPY, XAVIER IS A CHANGED KID.

He is now equipped with the skills and emotional regulation to handle the stressors of school and home. Teachers describe him as quiet and likable. He has lots of friends and is making consistent

academic gains. At home, he can share his thoughts and feelings. He interacts with his siblings in an appropriate way and functions within the boundaries his parents set. He sleeps and eats better, and is a calmer, more joyful little boy.

Had it not been for The Village, Xavier's mom says he likely would not be able to be in a mainstream classroom or participate in after-school activities. He, and the whole family, likely would have needed much more intensive, time-consuming, and costly interventions and supports. While there is still work to be done in therapy, the results have been much more dramatic than his adoptive parents ever imagined.

*\*Name changed to protect client's identity*



# the difference you made

**100%** of Littles in the community-based Big Brothers Big Sisters program showed improvements in their grades and in attitudes regarding risky behaviors.



**75%** of families who took part in Family Centered Engagement were able to stay together and avoid a foster placement at the 6-month follow-up.



**416**

individuals donated a record **\$90,025** to The Village Family Service Center on Giving Hearts Day, Feb. 14.



**43**

searches for adoptive families were completed.

Financial Resource Center clients were able to pay back

**\$2.1 MILLION** owed to creditors.



# Financials + grants

## 2019 FINANCIALS (UNAUDITED)

### REVENUE

Program Revenue: \$12,224,152  
 Private Grants: \$795,604  
 Fundraising Events: \$407,369  
 United Ways: \$245,703  
 Contributions: \$659,400  
 Foundation Support: \$212,304  
 Other Revenue: \$2,308,456

**Total Revenue: \$16,852,988**

### EXPENSES

Personnel: \$10,859,478  
 Contract Labor: \$672,469  
 Professional Fees: \$200,046  
 Occupancy: \$927,474  
 Equipment and Repairs: \$286,388  
 Printing, Publications  
 and Dues: \$150,648  
 Travel and Training: \$308,239  
 Telephone and Postage: \$173,416  
 Events: \$105,480  
 Advertising: \$471,431  
 Depreciation: \$103,675  
 Supplies and Lab Fees: \$130,448  
 Other expenses: \$2,478,643

**Total Expenses: \$16,867,835**

*Change in Net Assets*

– Unrestricted: (\$14,847)

## STATEMENT OF FINANCIAL POSITION

(includes The Children's Village Family Service Foundation)

|                         | 2019                | 2018                |
|-------------------------|---------------------|---------------------|
| <b>TOTAL ASSETS</b>     | <b>\$11,211,741</b> | <b>\$11,165,499</b> |
| <b>LIABILITIES</b>      | <b>\$3,438,754</b>  | <b>\$3,404,085</b>  |
| <b>TOTAL NET ASSETS</b> | <b>\$7,772,987</b>  | <b>\$7,761,414</b>  |

## 2019 GRANTS

St. Joseph's Community  
 Health Foundation  
 Kiwanis of Fargo  
 Otto Bremer Trust  
 Capital One  
 Northwest Minnesota  
 Women's Fund  
 Devils Lake Area  
 Foundation  
 Citibank  
 Elmer and Kaya Berg  
 Foundation  
 Beito Foundation  
 Safe Havens

Lake Region Community  
 Fund  
 Minot Community  
 Endowment Fund  
 MDU Resources  
 Bismarck  
 Victor and Nina Cranley  
 Charitable Foundation  
 Stop Violence Against  
 Women: North Dakota  
 Department of Health  
 Forada Lions Club  
 Alexandria Area  
 Community Foundation

Robert E. Herman  
 Charitable Trust  
 Verendrye Electric Trust,  
 Inc.  
 Essentia Health  
 Community Foundation  
 of Grand Forks, East  
 Grand Forks and Region  
 Myra Foundation  
 Cass County Electric  
 Cooperative Foundation  
 Central Minnesota  
 Community Foundation's  
 Women's Fund  
 Walmart Store #1627

## UNITED WAYS

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

## 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  
 A Child is Waiting Fund

# 2019 in review



Office Sign Co. climbed to all heights to ensure **MOORHEAD** looked great by opening day!

The **ALEXANDRIA OFFICE** hosted its first session of Girls 360° Group, an eight-week group that empowers teen girls. Grant funding allowed the group to be offered at no cost.

**HOME RUN HEROES**, an annual partnership between The Village and **FM RedHawks**, marked its 20th anniversary. Sponsors pledge a dollar amount to donate to The Village for every home run hit.



The Village and **First Step Recovery** celebrated Recovery Month in September by hosting a series of four free community lectures as well as the annual **MICHAEL KASPARI MEMORIAL RUN FOR RECOVERY**, which featured guest speakers Peggy Stenehjem-Titus of First Step, North Dakota Attorney General Wayne Stenehjem, and restaurant owner and community advocate Jonathan Holth.



I scream, you scream, we all scream for **DYNASTY DELIGHT!** This limited-edition ice cream was a collaboration among Cass-Clay Creamery, Hornbacher's and North Dakota State Athletics, and \$1 from every carton sold was donated to **Big Brothers Big Sisters of The Village**.



**FARGO** staff enjoy the many samplings at a chili cookoff.

The **ST. CLOUD OFFICE** started a Dissociative Coping group for adults with severe PTSD.



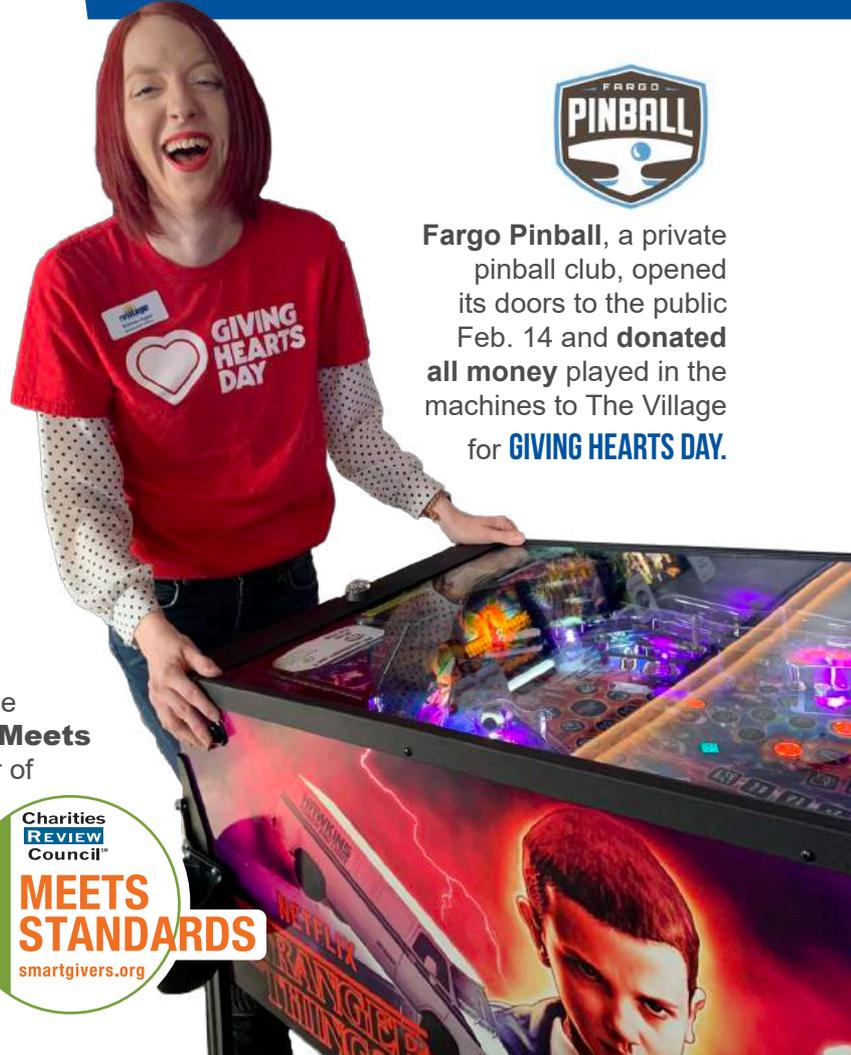
First Step Recovery unveiled a **NEW LOGO** to reinforce its connection to The Village in advance of the program's move into the new Fargo office.

### The **INTENSIVE OUTPATIENT PROGRAM**

in Fargo started a Continuing Wellness Group, providing **8 weeks** of continued mental health support for individuals who have graduated from IOP.



The **ALEXANDRIA** staff helped spread joy during a United Way event.



Fargo Pinball, a private pinball club, opened its doors to the public Feb. 14 and **donated all money** played in the machines to The Village for **GIVING HEARTS DAY**.

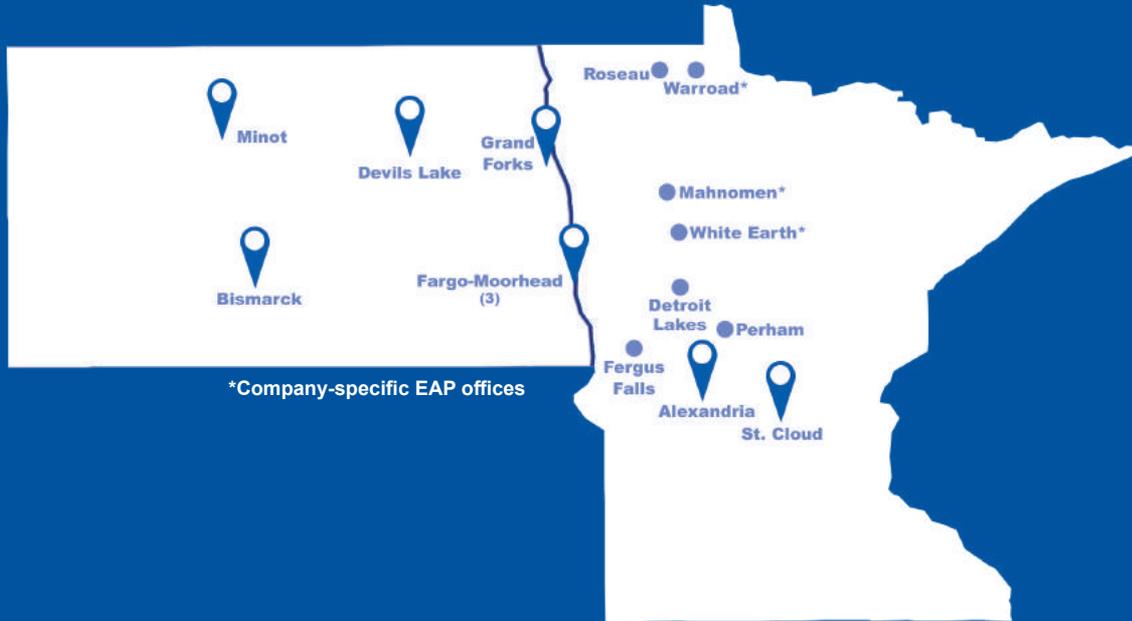


The **COMMUNICATIONS** staff got into the spirit at Bowl For Kids' Sake 2019!

The Village was again awarded the **Charities Review Council's Meets Standards** seal, a visual marker of nonprofit strength. To earn the designation, The Village took part in a web-based review process that examines **25 ACCOUNTABILITY STANDARDS**.



# Strengthening kids and families IN 15 COMMUNITIES



[www.TheVillageFamily.org](http://www.TheVillageFamily.org)



[/TheVillageFamily](https://www.facebook.com/TheVillageFamily)



[/VillageFamily](https://twitter.com/VillageFamily)



[/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.

