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

Steve Connelly
RDO Equipment

Al Erickson
Retired

Erik Hatch
Hatch Realty

Michelle Kommer
State of North Dakota

Laura Ness Owens
Doosan Bobcat North America

Thomas Rohleder
Catholic Health Initiatives

Toni Sandin
Sandin Law

Sandra Skallerud
Retired

THE VILLAGE FAMILY SERVICE CENTER

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

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.

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

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

BOARD OF DIRECTORS
Thomas Rohleder  
Chairperson  
Catholic Health Initiatives

Steve Connelly
RDO Equipment

Ellen Cooke
Retired

Dr. Louise Dardis
Retired

Al Erickson
Retired

Jeanne Narum  
Noridian Healthcare Solutions

Timothy Sayler
Retired

Sandra Skallerud
Retired

Lorrie Thoemke
YMCA of Cass and Clay Counties

Richard Warner, Ph.D.
Retired

Paul Zonker
Edward Jones Financial Advisor

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Jan. 23 | Feb. 27 | March 27
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Nov. 27 | Dec. 18

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

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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 Pederson,
President and CEO

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.
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
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.

43 searches for adoptive families were completed.

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

Financial Resource Center clients were able to pay back $2.1 million owed to creditors.
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)

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

2019 Grants
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

STATEMENT OF FINANCIAL POSITION
(includes The Children’s Village Family Service Foundation)

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<th>2019</th>
<th>2018</th>
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<tr>
<td>TOTAL ASSETS</td>
<td>$11,211,741</td>
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<td>LIABILITIES</td>
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<tr>
<td>TOTAL NET ASSETS</td>
<td>$7,772,987</td>
<td>$7,761,414</td>
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Financials + Grants
on the move
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.

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.
The St. Cloud office started a Dissociative Coping group for adults with severe PTSD.

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 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.

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.

Fargo staff enjoy the many samplings at a chili cookoff.

The Alexandria staff helped spread joy during a United Way event.

The Communications staff got into the spirit at Bowl For Kids’ Sake 2019!
Strengthening kids and families
IN 15 COMMUNITIES

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.

*Company-specific EAP offices