

ACCESSIBLE.

RESILIENT.

ESSENTIAL.



2 0 2 0

A N N U A L

R E P O R T

“ONLINE SERVICES WERE SO *accessible,*
IT HELPED ME OVER THE HUMP OF GETTING HELP.
I FEEL MORE EMPOWERED.” *-client testimonial*

MISSION

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 and employer of choice.

VALUES

Excellence:

We strive for the highest level of quality in all we do.

Communication:

We foster a diverse environment that encourages respectful, open and honest dialogue.

Service:

We offer client-centered, compassionate care with an emphasis on collaboration.

Stewardship:

We utilize our human and financial resources responsibly.

Integrity:

We operate in a trustworthy manner, holding ourselves accountable as an organization and individuals.

TABLE OF CONTENTS

3 Letter from the CEO and Board Chairman **4-5** Year in Review
6 Outcomes and Statistics **7** Financials and Grants **8** Map of Service Area

LEADERSHIP TEAM



CANDY HAUGEN

VP of Personnel, Administration,
and Board Relations



KELLY OLSON

Chief Clinical Officer



LUKE KLEFSTAD

Division Director



JONI MEDENWALD

Division Director



SHELLEY TREIB

Chief Financial Officer

BOARD OF DIRECTORS

Tom Rohleder†	Rich Duysen	Cory Steiner
Chris Champ	Jeanne Narum	Lorrie Thoemke
Ellen Cooke	Tim Saylor	Dick Warner
Louise Dardis	Sandy Skallerud	Paul Zenker

2020 Board Meeting Dates

Jan. 22 | March 26* | April 8* | April 29* | May 27 | June 24 | Sept. 23 | Dec. 16

*Joint meeting with Foundation Board

THE CHILDREN'S VILLAGE FAMILY SERVICE FOUNDATION

The Children's Village Family Service Foundation was established in 1962 with the purpose being to exclusively provide permanent support for the programs of The Village Family Service Center. The foundation is a trusted entity that many people choose to name in their estate plan, allowing their legacy to live on through The Village's programs.

Matt Leiseth†

Erik Hatch	Sandy Skallerud
Michelle Kommer	Laura Ness Owens
Toni Sandin	Jeanne Narum
Tom Rohleder	Tim Saylor

† Board Chairperson

LETTER FROM THE CEO AND BOARD CHAIRMAN

None of us could have imagined what 2020 had in store a year ago. Faced with a global pandemic that exacerbated mental health, addiction and personal finance issues, The Village never wavered in its commitment to clients and community.

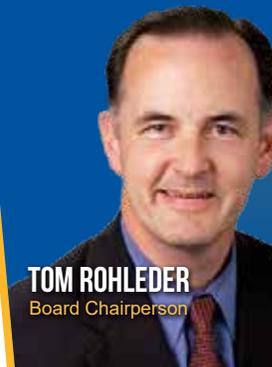
We remained **ACCESSIBLE**. As cases of COVID-19 increased in North Dakota and Minnesota, our services transitioned to telehealth. Secure Zoom rooms provided a safe place for counseling sessions. We pivoted our Intensive Outpatient Program, First Step Recovery and St. Cloud-based anger management groups online. Suddenly group therapy looked a bit like "Hollywood Squares."

We stayed **RESILIENT**. Therapy providers expertly cared for clients while dealing with the same stressors. Adoption social workers did virtual home studies. Big Brothers Big Sisters staff shared ways mentors could support

their Littles from a safe distance. The Village Financial Resource Center secured funding to offer free financial counseling sessions. The Village Business Institute launched The Business Bite, a series of free webinars.

We are **ESSENTIAL**. The need for quality, affordable behavioral health services has never been greater. Clients shared how grateful they were to have support during an isolating time. When asked what the best part of their experience with The Village was, one client responded, "the ease of switching to online sessions and still feeling like you are getting the **best care**."

Finally, we are **GRATEFUL** to our donors, staff, and volunteers for your role in ensuring we were able to remain accessible and essential, and most importantly to our clients who displayed resiliency and strength during this trying period. As we enter our 130th year of service, our commitment to the communities we serve is as steadfast as ever. Thank you for your continued support.



TOM ROHLEDER
Board Chairperson



JEFF PEDERSON
President & CEO

2020 *year in review*

In December 2020, Lutheran Social Services of North Dakota made the difficult decision to cease actively providing adoption-related services, ending its 21-year collaboration with The Village. The Village continues to provide adoption services, including search and disclosure services for clients of LSSND, which announced its closure on Jan. 15, 2021. LSS adoption records were subsequently transferred to The Village.



Doing Your Best Today,
A DBT GROUP FOR ADOLESCENTS,
BEGAN AT THE MOORHEAD OFFICE.

“My 5-year-old client was struggling to stay engaged. He ended up placing me (i.e., the tablet) in his cat house. He was pretending to be a cat and so I pretended to be a cat. I was successfully able to get him reengaged and we had a wonderful session talking and playing as cats. I feel like this picture summed up 2020: being flexible, willing to adapt, and thinking outside the box.”

-Janet Amundson,
MA, LPCC (Grand Forks)

“WHEN THE PANDEMIC STARTED, I was pretty apprehensive. It’s a big change. I had to adapt and that was pretty scary. At the same time, I felt safer being at home in an environment that I can control. A lot of the group felt the same way. It’s a little different being online, looking through the camera. I wasn’t sure if we’d have the same kind of connections. But everybody adapted pretty well, and we were still able to make those connections. We were still able to work through our issues and talk as if we were in the same room.”

-Chris

Intensive Outpatient Program
client, on attending group virtually



“PROVIDING SERVICES DURING THE PANDEMIC CHALLENGED ME to stretch beyond my comfort to meet client needs. I learned I was able to provide an increased support to clients in a heightened time of need by providing more accessible services through telehealth. Clients have shared with me their appreciation for continued services and like them, I am thankful we have been able to continue our work in new and creative ways.” *-Steph Cummings, MS, LPCC (Minot)*



A GIVING TREE AT CORE HEALTH IN FARGO COLLECTED GIFTS FOR *45 Littles* IN THE BIG BROTHERS BIG SISTERS PROGRAM. THE CHIROPRACTIC CLINIC ALSO DID A SCHOOL SUPPLY DRIVE IN AUGUST.



Professional golfer Tom Hoge (*pictured*) selected The Village as his charity of choice for the 2020 **Play It Forward Charity Golf Event**, presented by Bell Bank. The match, which also featured LPGA's Amy Olson, Hollywood star Josh Duhamel, and 3-time Stanley Cup Champion Matt Cullen, benefited charities operating at the frontlines during the COVID-19 pandemic.

The Village created a **Diversity, Equity, Inclusion and Accessibility Committee** to address what the organization can do internally and in our communities to fight against racism and prejudice.



The Village's 2020 **Wine & Dine** gala pivoted to a virtual event on Nov. 20. Guests picked up their meals at the Delta by Marriott, bid on silent auction items online, and tuned into a livestream produced by Livewire, hosted by Megan Zee and Jay Farley, with music by Kathie Brekke & The 42nd Street Jazz Band (*pictured*).

THANKS TO THESE ORGANIZATIONS WE RECEIVED **\$752,911** IN GRANT FUNDS HELPING THE VILLAGE REMAIN *accessible*.

2020 GRANTS

St. Joseph's Community Health Foundation
 Otto Bremer Trust
 Capital One
 Alex Stern Family Foundation
 BCBSND Caring Foundation
 Kiwanis of Fargo
 Devils Lake Area Foundation
 Citibank
 Elmer and Kaya Berg Foundation
 Beito Foundation
 Safe Havens
 Lake Region Community Fund
 MDU Resources Bismarck
 Victor and Nina Cranley Charitable Foundation
 Stop Violence Against Women:
 North Dakota Department of Health
 West Central Initiative

Alexandria Area Community Foundation
 Robert E. Herman Charitable Trust
 Northwest Minnesota Foundation
 Verendrye Electric Trust, Inc.
 Community Foundation of Grand Forks, East Grand Forks and Region
 Otter Tail Foundation
 Dakota Medical Foundation
 Sam's Club Store #8172
 Clay County COVID Response Fund
 ND Department of Commerce ERG
 Great Western Bank
 Prosperity Now/Capital One Smart Growth Marketing Program
 Myra Foundation
 Cass County Electric Cooperative Foundation
 Central Minnesota Community Foundation

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

86,140 PEOPLE SERVED IN 2020

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. **1,391 people served**

12 ADOPTION PLACEMENTS

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. **339 people served**

OF THE 6 LITTLES WHO GRADUATED HIGH SCHOOL IN 2020, 5 WENT ON TO HIGHER EDUCATION, MOST THE FIRST IN THEIR FAMILY TO DO SO!

Mental Health Counseling:

Licensed counselors help children, adults, couples, and families deal with a wide variety of relationship, behavioral and mental health needs. In addition to individual sessions, counseling services include an Intensive Outpatient Program for mental health. **6,063 people served**

CLIENTS ACCOMPLISHED 80% OF THE GOALS THEY SET!

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. **1,876 people served**

"THEY REALLY SHOWED COMPASSION AND LISTENED TO THE NEEDS OF THE FAMILY. I FEEL THEY WILL REALLY FOLLOW THROUGH AND NOT LET THE BALL DROP."

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. **1,152 people served**

\$2.31 MILLION OF DEBT REPAID IN 2020



Great Western Bank presented Tina Anim, Financial Resource Center Program Manager, a \$5,000 grant to support credit counseling services.



First Step Recovery client Thad Stafford celebrated 2 years of sobriety in 2020. Read his story at TheVillageFamily.org/Thad

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. **2,932 people served**

"I FEEL LIKE I AM NOT ALONE ON THIS JOURNEY OF SOBRIETY AND THAT GIVES ME A LOT OF COMFORT."

-First Step client

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. **1,773 people served**

77% OF 311 FAMILIES SERVED AVOIDED FOSTER CARE PLACEMENT

2020 *financials*

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. **84 people served**

307 HOURS OF SERVICE

Truancy Intervention

Program: Advocates worked with K-12 students and their families in Clay County to promote school attendance. **863 people served (2019-20 school year)**

The collaborative that funded TIP did not renew its contract for the 2020-21 school year, causing it to cease as a Village program as of June 30, 2020 due to a lack of funding.

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. **69,667 people served**

“BEING ABLE TO VISIT OPEN AND HONESTLY ABOUT ISSUES IN MY LIFE WITH A PERSON WHO IS COMPLETELY OBJECTIVE HAS BEEN A LIFE-CHANGING EXPERIENCE FOR ME. I WISH I WOULD HAVE DISCOVERED COUNSELING AND EAP A LONG TIME AGO!”

THE VILLAGE FAMILY SERVICE CENTER STATEMENT OF FINANCIAL POSITION

	2020	2019
Total Assets	\$12,543,195	\$10,456,041
Liabilities	\$5,748,232	\$3,185,992
Total Net Assets	\$6,794,963	\$7,270,049
Change in Net Assets (Unaudited)	(\$475,086)	

**ON AVERAGE,
THE VILLAGE HAS
195 EMPLOYEES**

2020 VILLAGE FINANCIALS (UNAUDITED)

REVENUE

\$11,666,413
\$752,911
\$188,898
\$191,244
\$483,805
\$250,004
\$75,782
\$2,011,555
\$35,763

Program Revenue
Private Grants
Fundraising Events
United Ways
Contributions
Foundation Support
Rentals
Administrative Fees
Other Revenue

\$15,656,375 Total Revenue

EXPENSES

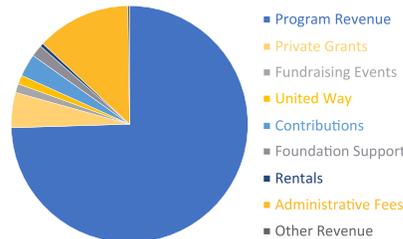
\$11,364,754
\$281,432
\$199,525
\$899,442
\$147,816
\$125,201

\$173,931
\$176,769
\$72,578
\$124,091
\$153,469
\$48,662
\$81,128
\$1,991,523
\$149,624
\$72,380

Personnel
Contract Labor
Professional Fees
Occupancy
Equipment and Repairs
Printing, Publications and Dues
Travel and Training
Telephone and Postage
Fundraising Events
Advertising
Depreciation
Supplies and Lab Fees
Insurance
Administrative Fees
Bad Debt
Other expenses

\$16,062,325 Total Expenses

Change in Net Assets – Unrestricted: (-\$405,950)



THE CHILDREN'S VILLAGE FAMILY SERVICE FOUNDATION STATEMENT OF FINANCIAL POSITION

The Village Foundation Board diligently oversees its investments and closely monitors the structure of its portfolio for risk, long-term stability, and performance.

	2020	2019
Total Assets	\$7,220,925	\$7,046,941
Liabilities	\$695,699	\$605,465
Total Net Assets	\$6,525,226	\$6,441,476
Change in Net Assets (Unaudited)	\$83,750	



CHARITY NAVIGATOR RATES THE VILLAGE AS 100% TRUSTWORTHY!

we **ARE** here for you

A C C E S S I B L E | R E S I L I E N T | E S S E N T I A L



Strengthening kids and families
ACROSS THE REGION



800.627.8220 | www.TheVillageFamily.org

 /TheVillageFamily  /VillageFamily  /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.

