



2018 ANNUAL REPORT | VILLAGE RISING

A LETTER FROM JEFF AND STEVE

VILLAGE BOARD OF DIRECTORS

Steve Connelly
Chairperson,
RDO Equipment

Richard Henderson
Retired

Thomas Rohleder
Vice Chairperson,
Catholic Health Initiatives

Karen Mellum, Ph.D., LP
Altru Health System

Al Erickson
Treasurer,
Retired

Jeanne Narum
Noridian Healthcare
Solutions

Tammy Hauck
Secretary,
The Dakota REIT

Timothy Saylor
Essentia Health

Ellen Cooke
Retired

Sandra Skallerud
Retired

David Dougherty
NDSCS-Fargo

Richard Warner, Ph.D.
Retired

2018 MEETING DATES

Jan. 24 | Feb. 28 | March 28 | April 19* | May 23
June 27 | Sept. 26 | Oct. 24 | Nov. 28 | Dec. 19

*Joint Annual Meeting

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. Learn more about making a legacy gift to The Village at TheVillageFamily.org/Giving

Greg Hammes
Chairperson,
Bell Bank

Nicole Anderson
Secretary/Treasurer,
The Village

Al Erickson
Retired

Matt Leiseth
Vice Chairperson,
Hornbacher's Foods

Steve Connelly
RDO Equipment

Richard Henderson
Retired

Roger Reierson
Flint Communications

Dear Friends,

2018 was a year of transition for The Village Family Service Center, and we rose to the challenge, providing quality behavioral health services to children, individuals, families, and businesses across the region. Our dedicated and committed staff is the reason our services are recognized as "Best in Class" by the Council on Accreditation!

In April 2018, we began serving The Village in our current roles – Jeff as President and CEO and Steve as Chairperson of the Board. Since then, Jeff has had the pleasure of traveling to every regional office. We've both been able to learn more about our services and listen to members of our amazing team. Their professionalism, compassion, and excitement about our future impresses us.

Our past and our present have been marked with so many uplifting success stories in assisting people on their life's journey. Success does not happen by chance. Rather, it comes through perseverance, dedication, continued learning, and being able to empathize with others. This is what The Village staff has done, does, and will do into the future.



Jeff Pederson,
President and CEO



Steve Connelly,
Board of Directors
Chairperson

As you glance through the annual report, you will be impressed with the number of people's lives we have served and supported this past year. The needs of our communities continue to grow at an enormous pace. Our programs and services will expand in the regions we serve to meet these human needs. We will continue to build on what we do best in carrying out our mission and vision. And we will do it by living out our values each and every day. We will rise to the occasion.

We can't do it alone and are so very thankful for our loyal community supporters, engaged donors, involved board members, compassionate and dedicated staff, and the families who trust us to provide the best quality outcomes. Thank you. As the saying goes, "It takes a Village."

The Village is rising to better serve our clients, employees, and stakeholders. We look forward to working with you in the future in building healthier communities for all.

LEADERSHIP TEAM



Candy Haugen
VP of Personnel,
Administration,
and Board
Relations



Kelly Olson
Chief Clinical
Officer



Nicole Anderson
Chief Financial
Officer



Luke Klefstad
Division Director



Joni Medenwald
Division Director

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OUR MISSION

Our mission is 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.

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.

LYN AND NICK



“The fact that we were there as a family, and Heather could see our interactions without Nick knowing anyone was watching, it helped it feel like there was that objective party there. She’s listening to how you’re interacting. She’s watching through the one-way mirror. She would coach us how to approach it differently. It gave us a better understanding of how we were responding as parents. It’s changed our relationship totally. We understand better how to respond to him. We know what we need to do. We feel like we have a toolbox that works.”

Lyn Telford of Fargo, on her experience with Parent-Child Interaction Therapy (PCIT) and Village therapist Heather Siek.



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.

72,202 people served

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 and access to a Clinical Nurse Specialist. **6,398 people served**

FIRST STEP RECOVERY

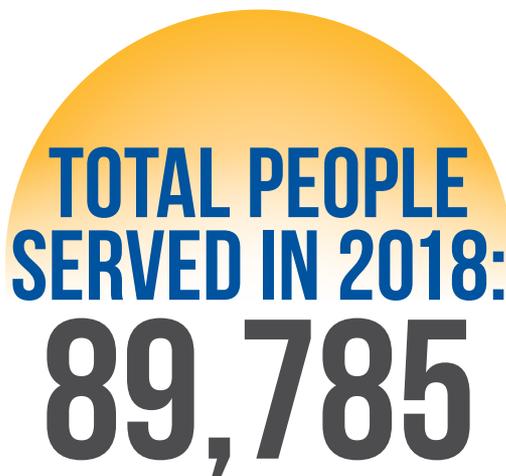
Our licensed addiction treatment facility provides comprehensive, confidential treatment of substance use disorders, supporting those who are addicted as well as their family members. First Step staff also provides hospital consultations. **2,690 people served**

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. **2,380 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. **2,137 people served**



TRUANCY INTERVENTION PROGRAM

Advocates work with K-12 students and their families in Clay County to promote school attendance. **1,534 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.

537 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. **431 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. **125 people served**

VILLAGE LOCATIONS

as of 12/31/18



BISMARCK

107 West Main Ave., Ste. 350
701.451.4900

DEVILS LAKE

224 4th St. NW, Ste. 5
701.662.6776

FARGO

Main Office

1201 25th St. S.
701.451.4900

First Step Recovery

3201 Fiechtner Dr.
701.293.3384

GRAND FORKS

1726 S. Washington St.
701.746.4584

MINOT

20 1st St. SW
701.852.3328

ALEXANDRIA

4133 Iowa St., Ste. 105
320.762.8851

MOORHEAD

1401 8th St. S.
701.451.4811

ST. CLOUD

110 6th Ave. S., #100
320.253.5930

NATALIA



“From the moment we met the adoptive parents, I had this overwhelming feeling of happiness knowing what an amazing set of parents she will have. There is not a doubt in my mind she will grow up to be an amazing, smart, funny, and loving little girl.”

Natalia, birth mother, who created an open adoption plan through The Village and Lutheran Social Services of North Dakota

2018 OUTCOMES



95% of surveyed clients would give The Village an **excellent** rating.



20 adoption placements completed. *babies!*



72% of Truancy Intervention Program students said academic progress improved.



112 new Debt Management Plans (DMP) established. Our DMP clients had a **75.4%** success rate exiting the program and a delinquency rate under 6%.



96% of First Step Recovery clients **showed improvements** based on pre- and post-treatment questionnaires.



300 trainings provided by The Village Business Institute.



80% of **372** families receiving Family-Based Services avoided out-of-home placement.



81% of Littles in the Big Brothers Big Sisters community-based program performed better academically, and **92%** experienced increased self-confidence, according to their parents.



133 clients served by Intensive Outpatient Program (Mental Health) in Fargo. An afternoon group was added to IOP in October 2018.

92% of Employee Assistance Program clients said they were helped with their questions or concerns.





Hannah Pederson, MS, LPC

TAKING IT TO THE SCHOOLS

The Village's **School-Based Mental Health** program expands access, improves outcomes for students across ND, MN

Nearly every week since he was in kindergarten, Toby* would have an outburst in class. Sometimes they were so intense, he'd bang his head against the desk until his nose bled.

That changed in third grade, when Village Therapist **Nicole Franklin, MSW, LCSW**, began providing **School-Based Mental Health Services** at Harvey (ND) Public Schools. Nicole helped Toby work through his past traumatic experiences, and advocated for him to receive an Individualized Education Program.

For the first time since starting school, he's gone months without a classroom incident.

"It's really been a process of me teaching him how trauma has been affecting his brain and how we can fix that," Nicole says. "I feel like his life has been changed. I feel like his teacher's life has been changed. Without my involvement, I'm not sure where his school path would have led."

INCREASED ACCESS, REDUCED STIGMA

Harvey Public Schools is one of several districts that began contracting with The Village in 2018 to have a counselor provide services in the school one or more days a week. The decision has been well-received by the community. By October, more than 30 students – 8% of the student population – had been referred for services. Of those students, 90% were not receiving any mental health counseling services.

Access is one of the biggest hurdles in rural communities. For example, Nicole is the only licensed therapist within 75 miles of Harvey.

Hannah Pederson, MS, LPC, provides school-based services in Hawley, MN. Like Nicole, she's experienced a positive response and great results.

"The school platform is really unique in that the access for mental health services is a lot easier for everyone involved," Hannah says. "It allows for more consistent therapy services. We're seeing a lot of progress with reduced symptoms of anxiety, reduced behavior at school or home, and increased self-esteem."

She says schools proactively engaging with The Village also sends a powerful destigmatizing message: "They're telling the kids and the communities that their mental health matters."



Nicole Franklin, MSW, LCSW

DECADE IN THE MAKING

The Village piloted School-Based Mental Health Services in 2008 in Parkers Prairie, MN, and later expanded into schools in Alexandria and Foley, MN. In the fall of 2017, The Village launched school-based programs at Northern Cass in North Dakota and Hawley, MN.

The success of those programs, especially Northern Cass, led to a

flood of requests from across North Dakota. Schools in **Bismarck, Casselton, Harvey, Hillsboro, Kindred, Milnor, Minot, West Fargo**, and **Wyndmere** all signed on in 2018, as well as Athlos Academy in **St. Cloud, MN**.

Village counselors now treat kids in 20 schools across both states.

"Every time we open a school, we are taken aback by the need," says The Village's Chief Clinical Officer **Kelly Olson**.

Many of the younger children have experienced some type of trauma, such as divorce, absent parents, domestic violence, or addiction. High school students often seek help for anxiety, depression, and problems with relationships or with peers, such as bullying.

When therapists provide services on-site, the entire family benefits. Parents don't have to take time off work to drive their child hours to and from therapy appointments. Students don't miss half or full days of school. "I think for kids it's more relaxing because it's in an environment they're familiar with," Hannah says.

But the advantages go beyond attendance and convenience, Kelly says. The Village's School-Based Mental Health program results in better outcomes for each child and positively affects the mental health of the student body.

The counselors can treat the child within the context of where they spend the majority of their days, she says. They also serve as a resource for the teachers and staff, giving them the language and tools to help the students and a better understanding of the effect trauma has on children's mental health.

"The more we integrate, the more we can have an impact on their life," Kelly says.

**Name changed to protect privacy*

REVENUE

Program Revenue	\$11,447,517
Private Grants.....	\$403,114
Fundraising Events.....	\$389,117
Wills, Bequests & Estates.....	\$94,902
United Ways	\$422,641
Contributions	\$260,854
Foundation Support.....	\$208,396
Other Revenue	\$2,025,042

Total Revenue \$15,251,583

EXPENSES

Personnel	\$10,283,761
Contract Labor.....	\$817,056
Professional Fees.....	\$279,626
Occupancy.....	\$848,021
Equipment & Repairs.....	\$126,024
Printing, Publications & Dues	\$143,398
Travel & Training	\$357,569
Telephone	\$136,350
Events.....	\$104,659
Advertising.....	\$96,734
Depreciation	\$113,717
Supplies.....	\$194,535
Other Expenses.....	\$1,629,868

Total Expenses\$15,131,318

Change in Net Assets\$120,265
Unrestricted (Unaudited)

STATEMENT OF FINANCIAL POSITION

	<u>2018</u>	<u>2017</u>
Total Assets	\$4,241,113	\$4,299,811
Liabilities	\$3,187,960	\$3,362,606
Total Net Assets	\$1,053,153	\$937,205

GRANTS

St. Joseph's Community Health Foundation
 Capital One
 Million Dollar Round Table
 Northwest Minnesota Women's Fund
 Inter-Agency Forum
 Alex Stern Family Foundation
 FM Area Foundation
 Devils Lake Area Foundation
 Elmer and Kaya Berg Foundation
 Beito Foundation
 Safe Havens
 Lake Region Community Fund
 Runestone Electric Association
 Community Trust
 Capital Electric Cooperative, Inc.
 Wells Fargo
 Victor and Nina Cranley
 Charitable Foundation
 Stop Violence Against Women:
 North Dakota Department of Health
 Verendrye Electric Trust, Inc.
 Essentia Health
 U.S. Bank
 Midco Foundation
 Myra Foundation
 Cass County Electric Cooperative Foundation
 Julianne Williams Fund of the
 Central Minnesota Community Foundation
 Walmart Store #4352

FM AREA FOUNDATION FUNDS

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

UNITED WAYS

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

SANDY

“**M**y son’s behavior right now is about the best it’s ever been. I’ve never found a counselor that has helped like Kim or Katie have. I would recommend The Village wholeheartedly. It’s a benefit for the community to have The Village here.”



Sandy Nelson, West Fargo mother of three. The Nelsons received in-home family therapy and outpatient counseling services from Village counselors Kim Douglas (pictured right) and Katie Youngbauer. Both of Sandy’s sons have mentors through Big Brothers Big Sisters.



BIG BROTHERS BIG SISTERS

of The Village adopted new branding from the national office. The new logo and color scheme communicate the unique role we play as Defenders of Potential.

The Village PARTNERED WITH THE AMERICAN FOUNDATION FOR SUICIDE PREVENTION

to make an anonymous online screening tool available to the Fargo Police Department and Cass County Sheriff's Office. Village EAP counselors review questionnaires submitted through the **Interactive Screening Program** and connect distressed officers to mental health services.



St. Cloud Village Staff

PRIDE TEENS, a group for LGBT youth, started in **St. Cloud, MN** on Jan. 15.



The Village was **VOTED BEST COUNSELING SERVICES** by Fargo Locals Love Us.



JEFF PEDERSON

was named President and CEO of The Village in April 2018.

Eide Bailly selected The Village as the first-ever North Dakota nonprofit to receive its **RESOURCEFULLNESS AWARD**, a \$10,000 prize that recognizes creative, sustainable and impactful revenue generating initiatives.





a-maze-ing!

Cal and Ashley Berry of Minot, ND, honored their adoption journey with The Village and LSSND through the corn maze at their pumpkin patch, Berry Acres. They also hosted **Paislee Rae Day** on Sept. 29 in remembrance of their infant daughter.

YOUTH CULTURAL LIAISON PROGRAM

launched in Devils Lake, ND, designed to reduce the over-representation of Native American and other minority youth in the Juvenile Justice System.



Karla Sigette
YCLP Coordinator



WINE & DINE 2018

was held Nov. 14 at the Holiday Inn, supporting the work of The Village.



From left: FCE Facilitators Joann Jesser, Jessi Sorenson, Samantha Langley, Morgan Devine

FAMILY CENTERED ENGAGEMENT

a facilitated team process to make critical decisions regarding the removal of children from their home, began in North Dakota on Oct. 1. The goal is to achieve the least restrictive and **safest placements** that are in the best interest of the children. The Village provides services in central North Dakota, Burleigh, Stutsman, and Grand Forks counties, with more areas served in 2019.

A new addition to our Moorhead, MN, counseling staff is **DR. SPENCER REID**, a golden retriever and trained therapy dog who works alongside Clinical Supervisor Shauna Erickson.



good boy



1.800.627.8220 • www.TheVillageFamily.org
#BeTheVillage



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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.

