

ANNUAL REPORT 2023



HEAL
GROW
THRIVE







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LETTER FROM THE PRESIDENT & CEO KELLY OLSON



I am honored to present The Village Family Service Center's 2023 Annual Report, reflecting on our growth journey, challenges, and unwavering commitment to our mission. This year has brought successes and necessary adjustments as we continue to evolve and respond to the needs of our community.

While we faced difficult decisions, including the closure of two programs—the Financial Resource Center and the Adoption and Pregnancy Program—these actions were taken thoughtfully and with a focus on the future success of The Village. We recognize the importance of aligning our resources with the current needs of our community and ensuring that every program we offer maximizes its impact. These decisions, though challenging, are a testament to our resilience and commitment to strategic growth and sustainability.

We celebrated a significant milestone by relocating our Grand Forks office to a new building. This new space provides a welcoming and accessible space for our clients and staff, reinforcing our presence and impact in the community.

In response to our clients' evolving needs, we have increased our focus on training in evidence-based therapy models. By ensuring our staff is equipped with the latest tools and techniques, we can enhance the quality and effectiveness of our services.

The Village Board of Directors, Senior Leadership, and I have been strategizing for the future by creating strategic pillars that guide our decision-making. These pillars include developing bold and specialized services, fostering a culture of growth and learning within our organization, and emphasizing meaningful community partnerships. These initiatives aim to strengthen our impact and ensure we remain agile and responsive to the changing needs of those we serve.

At our core, The Village exists to help people heal, grow, and thrive through life's challenges. This guiding purpose drives everything we do and inspires us to innovate and adapt as we strive to make a positive difference in the lives of individuals and families within our communities.

SENIOR LEADERSHIP



ERIN BONN

HR Manager



CHAD DEJONG

Chief Financial Officer



LUKE KLEFSTAD

ND Division Director



AMIE LAHREN

Executive Assistant
& Board Relations



JONI MEDENWALD

MN Division Director

"I AM SLOWLY ABLE TO WORK THROUGH PAST TRAUMA SO I CAN *heal*" - CLIENT QUOTE

BOARD OF DIRECTORS

Louise Dardis, Chairperson

- Retired

Dr. Cory Steiner, Vice Chairperson

- Northern Cass School District

Paul Zenker, Treasurer/Secretary

- Edward Jones Financial Advisor

Gail Bernabucci

- Retired

Chris Champ

- Retired

Rich Duysen

- Retired
- Liaison to Clay County Collaborative
- Liaison to Ottertail County Collaborative-Community at Large

Jayne Gust

Brandy Pyle

- ND State Representative

Tom Rohleder

- CommonSpirit Health

Timothy Saylor

- Retired

Sandra Skallerud

- Retired

Lorrie Thoemke

- YMCA of Cass and Clay Counties
- Liaison to BBBS Advisory Committee

2023 BOARD MEETING DATES: 2.23 • 3.22 • 6.28 • 9.20 • 12.20



Big Brothers Big Sisters held their annual Bowl for Kids' Sake event at new location, Kingpinz.



President & CEO Kelly Olson had fun participating in games for Fargo's holiday party.



The Village sponsored booths at Pride in the Park events in Alexandria, Minot, St. Cloud, and Fargo.



First Step Recovery staff celebrate Recovery Month at the annual Recovery Event held at The Village.



We had the honor of hearing Sam and her son Lennox's story at the 2023 Wine & Dine event. Sam (left) is pictured here with Lennox and his Village Therapist, Alyssa Wennerberg (right).



Moorhead crew get their festive groove on as they celebrate the holidays in style.



Bismarck staff attended a Lark's baseball game during Blue Cross Blue Shield's Strike out the Stigma campaign where funds were raised to help support The Village.



IMPACT REPORT

mission

To enhance the lives of those we serve

vision

To meet community needs and enhance overall well-being with innovative services and integrated care models

values

Integrity
Excellence
Service
Communications

\$400,000+

We provided over \$400,000 in free or reduced-fee services to **those in need**, demonstrating our commitment to making behavioral health care accessible to all.

96%

of surveyed clients would recommend us to friends and family. The Village stands out as a **top choice** for behavioral health needs.

34.9%

In support of our communities, 34.9% of our counseling sessions were supported by Medicaid/Medicare sources, demonstrating our commitment to assisting those who may not be able to find help elsewhere.

COUNSELING SERVICES

Licensed counselors help children, individuals, couples, and families with various relationship, behavioral, and mental health needs. In addition to in-office sessions, counseling services include an intensive outpatient program, school-based and in-home family therapy.

Counseling Sessions: 68,067

Clients Served: 8,994



EMPLOYEE ASSISTANCE PROGRAM, TRAINING, & CONSULTING

The Village improves the health and well-being of employees through The Village Employee Assistance Plan. Additional offerings include Training and Consulting, such as crisis management, worksite-based training, coaching, and workplace mediation.

EAP Counseling sessions: 9,937 | People Trained: 8,179

Covered Lives: 61,835

FIRST STEP RECOVERY

The 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.

Numbers Supported: 515





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.

Numbers Engaged: 309

FAMILY CENTERED ENGAGEMENT /FAMILY GROUP DECISION MAKING

Trained facilitators guide families and service providers through essential decisions regarding children's safety, care, and protection.

Total Participants: 3,172



74,825

PEOPLE IMPACTED



GRAND FORKS

In July, our Grand Forks office relocated to 4324 University Avenue, Suite B, Grand Forks. This upgraded space includes 16 individual therapist offices, a dedicated play therapy room equipped with an observation window, and a welcoming lobby area designed for children to play. The Village proudly hosted an open house on October 5th, welcoming the Grand Forks community to explore the new building.

An **additional 500 sessions** a year will now be available thanks to this new space!

DONOR FUNDS

We are grateful for the incredible support received by donors, which has had a profound impact on our organization and the care we provide. Here's how donations have made a difference:

- Empowering staff with specialized training in trauma-informed care like Brainspotting, Dialectical Behavior Therapy (DBT), and Polyvagal Theory.
- Financial assistance to those who were uninsured or under-insured.
- Enhanced play therapy resources like toys that better reflect a client's identity.



WINE & DINE 2023



The Village Family Service Center's annual Wine & Dine fundraiser not only celebrated community togetherness but also highlighted our unwavering **dedication** to mental health initiatives and the profoundly transformative impact of trauma therapy.

One of our **exceptional** Village providers, Alyssa, initially started providing care for client Sam's son, Lennox, to address his anxiety-related sleep issues. Sadly, during their second appointment, Sam's husband, Cody, was confronted with the devastating news of his third cancer recurrence. This life-altering event prompted Alyssa to pivot and refocus the therapeutic approach to address the new challenges the family was facing.

Alyssa, an expert in her field, helped Lennox and Sam cope with their emotions individually and **together as a family**. Equipping Sam with tools to navigate their grief journey, Alyssa helped prepare Sam and Lennox for the unimaginable event of losing Cody, a loving husband, and father.

At The Village Family Service Center, we are committed to meeting our clients wherever they are in their journey and pride ourselves on our ability to adapt and progress alongside them. This impactful therapy **strengthened the bonds** between a mother and her son, showcasing the critical importance of our services and the urgent need for sustained support for mental health initiatives.

**"THE BIGGEST THING FOR ME WAS THE FEELING OF NOT GOING THROUGH
THOSE *winnagimable* CONVERSATIONS ALONE." - SAM**

GRANTS

Alex Stern Family Foundation
BNSF Railway Foundation
Capital Electric Charitable Trust
Cass County Electric Cooperative Foundation
Community Foundation of Grand Forks, EGF,
& Region
Enhance Alexandria
First Interstate Bank
FM Area Foundation
Hector Foundation
Hillsboro Community Foundation
Inspiritus Community Health Foundation
Jamestown Community Foundation
Kiwanis of Fargo

Lisbon Community Endowment Fund
MDU Resources Foundation
Milnor Community Foundation
Myra Foundation
Otter Tail Foundation
Otto Bremer Trust
Robert E. Herman Charitable Trust
Runestone Electric
Tom and Frances Leach Foundation
US Bank Foundation
Verendrye Electric Trust, Inc.
Victor and Nina Cranley Charitable Foundation

UNITED WAY PARTNERS

United Way of Barnes County
United Way of Cass-Clay
United Way of Central Minnesota
United Way of Douglas & Pope Counties
Souris Valley United Way



Alexandria Regional Program Supervisor, Kristin Goracke, accepts check from Roger Thalman from the Alexandria City Council for the Enhance Alexandria Grant program.

COMMUNITY SUPPORT

- Grants: \$535,800
- Fundraising: \$385,700
- Contributions: \$339,000
- Foundation: \$250,000
- United Way: \$119,900

Total: \$1,630,400



PROGRAM REVENUE (NET)

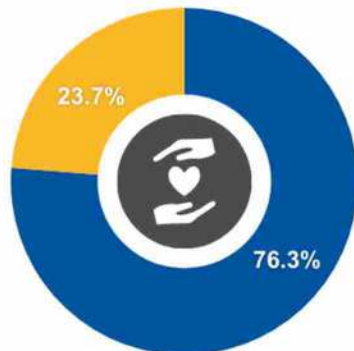


- Counseling: \$10,406,800
- EAP & Training: \$1,655,300
- First Step: \$1,016,300
- Other: \$147,700

HOW FUNDS WERE SPENT

- Programs and Service Costs: \$10,884,700
- Administration & Management: \$3,389,100

The Village allocates 76.3% of its total expenditures **directly to its core mission**, surpassing industry benchmarks of 65% - 70%.



STATEMENT OF NET ASSETS (CONSOLIDATED)

2023

Net Assets, Beginning of Year	\$7,726,100
Change in Net Assets Unrestricted	\$1,988,000
Change in Net Assets with Restrictions	(1,726,000)

Net Assets, End of Year

\$7,988,100

Total Assets	\$11,330,100
Total Liabilities	(3,342,000)

Net Assets

\$7,988,100

Without Donor Restrictions	\$7,297,500
With Donor Restrictions	\$690,600

\$7,988,100

you don't have to go it alone





heal > grow > thrive



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[/TheVillageFamilyServiceCenter](https://www.linkedin.com/company/TheVillageFamilyServiceCenter)

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.

