



THE village
FAMILY SERVICE CENTER

ANNUAL REPORT

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CONTENTS



LETTER FROM THE CEO page 3

SENIOR LEADERSHIP TEAM page 3

MISSION / VISION / VALUESpage 4

BOARD OF DIRECTORS.....page 4

FUN IN THE SUNpage 5



BY THE NUMBERS page 6

FINANCIALSpage 7



LETTER FROM THE CEO



It is with great joy that I present the annual report for 2022, which signifies my inaugural year as President and CEO of The Village Family Service Center. This past year has been dedicated to strengthening relationships and building a solid foundation for our future endeavors.

We began our journey by successfully completing a comprehensive strategic plan, laying the groundwork for the future of our organization. This roadmap has served as our guiding light, providing clarity as we have worked on restructuring for improved efficiency and effectiveness.

One primary focus of mine has been nurturing strong relations. By fostering open lines of communication and actively engaging our board members, I have welcomed their valuable insights and guidance, propelling our mission forward. Recognizing the power of collaboration and teamwork, I embarked on visits to each region and made it a priority to attend team meetings with every program. This approach has encouraged a culture of transparency and open dialogue, ensuring that every staff member feels valued and heard.

Looking ahead, I am thrilled by the potential opportunities that await us as an organization. Our unwavering commitment to transparency, collaboration, and community engagement will guide us forward. Our primary goal is to ensure our organization adapts to the ever-changing landscape of the workforce and our industry, nurturing an environment that promotes personal and professional growth.

We extend our heartfelt gratitude for your steadfast support and partnership as we embark on this transformative journey. Together, we have the power to make a lasting impact on the lives of those we serve.

LEADERSHIP TEAM



Chad DeJong
Chief Financial Officer



Luke Klefstad
Division Director



Amie Lahren
Executive Assistant and
Board Relations



Joni Medenwald
Division Director



Candy Haugen
Vice President
of Personnel,
Administration, and
Board Relations
(January – August)

2022 BOARD MEETING DATES

3.23 • 4.27 • 5.17
6.22 • 9.28 • 12.14

In 2022, Candy Haugen bid farewell to her **35-year-long tenure** at The Village as she embraced retirement. We express our heartfelt gratitude to Candy, not only for her dedicated service but also for her remarkable mentorship and invaluable guidance. Her retirement marks not just an end to her time with us, but also a joyous celebration of a truly extraordinary career that has left an enduring legacy of excellence and inspiration. **Thank you, Candy,** for all that you have done!

BOARD OF DIRECTORS

Thomas Rohleder, Chairperson,
CommonSpirit Health

Louise Dardis, Vice Chairperson, *Retired*,
Liaison to Clay County Collaborative

Timothy Saylor, Treasurer, *Retired*

Paul Zenker, Secretary,
Edward Jones Financial Advisor,
Liaison to BBBS Advisory Committee

Gail Bernabucci, *Retired*

Chris Champ, *Retired*

Rich Duysen, *Retired*

Jayne Gust, Sanford Health

Brandy Pyle, ND State Representative

Sandra Skallerud, *Retired*

Dr. Cory Steiner, Northern Cass School District

Lorrie Thoenke, YMCA of Cass and Clay Counties

In 2022, *The Village Board of Directors* and *The Children's Village Family Service Foundation Board of Directors* merged to create one unified board. By doing this, The Village board members are able to streamline operations, reduce duplication of efforts, and eliminate inefficiencies. This effort was a positive step towards creating a **stronger** Village that is better equipped to achieve its mission and serve its community.

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: 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.



FUN IN THE SUN



President and CEO Kelly Olson at an FM All-Staff Picnic



BBBS Director Susan Smith at the Red River Market



Communications Coordinator Maggie Glander enjoying the fun at TedX-Fargo



Moorhead Therapist Samantha Plumski and her family at FM Pride in the Park



BY THE NUMBERS

ADOPTION AND PREGNANCY COUNSELING

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.

Number Served: 969

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.

Number Served: 324 (108 Littles)

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 for mental health, school-based, and in-home family therapy.

Number Served: 8,175

FAMILY CENTERED ENGAGEMENT /FAMILY GROUP DECISION MAKING

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

Number Served: 3,447

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.

Number Served: 1,590



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. First Step staff also provides hospital consultations.

Number Served: 2,118

VILLAGE BUSINESS INSTITUTE

VBI improves the health and well-being of employees through The Village Employee Assistance Plan.

Some offerings within The Village EAP include crisis management, worksite-based training, HR consulting, coaching, and workplace mediation.

Number Served: 60,238



TOTAL NUMBER SERVED:

76,861

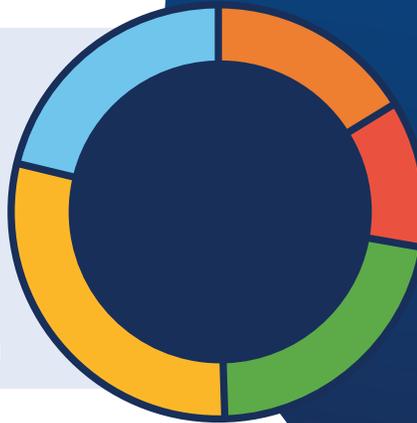


\$1,349,105 was paid to creditors on behalf of clients in 2022. **32** new Debt Management plans were established in 2022.

2022 FINANCIALS

COMMUNITY SUPPORT

• Fundraising	\$449,550
• Contributions	\$335,298
• Grants	\$326,781
• Foundation	\$250,004
• United Way	\$176,998
	\$1,538,631

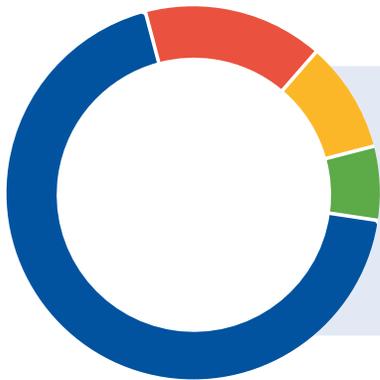


2022 GRANTS

- Alex Stern Family Foundation
- Alexandria Area Community Foundation Ruth McDonald Fund
- Beito Foundation
- Capital Electric
- Capital One
- Cass County Electric Cooperative Foundation
- Central Minnesota Community Foundation/ Women's Fund
- Citibank
- Elmer and Kaya Berg Foundation
- MDU Resources Foundation
- Midco Foundation
- Myra Foundation
- Otter Tail Foundation
- Otto Bremer Trust
- Red River Rainbow Seniors
- Robert E. Herman Charitable Trust
- St. Joseph's Community Health Foundation
- Tom and Frances Leach Foundation
- US Bank Foundation
- Verendrye Electric Trust, Inc.
- Victor and Nina Cranley Charitable Foundation

PROGRAM REVENUES

• Counseling	\$8,727,750
• VBI	\$1,868,250
• First Step Recovery	\$1,128,175
• Other	\$199,823



UNITED WAYS

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

HOW FUNDS WERE SPENT

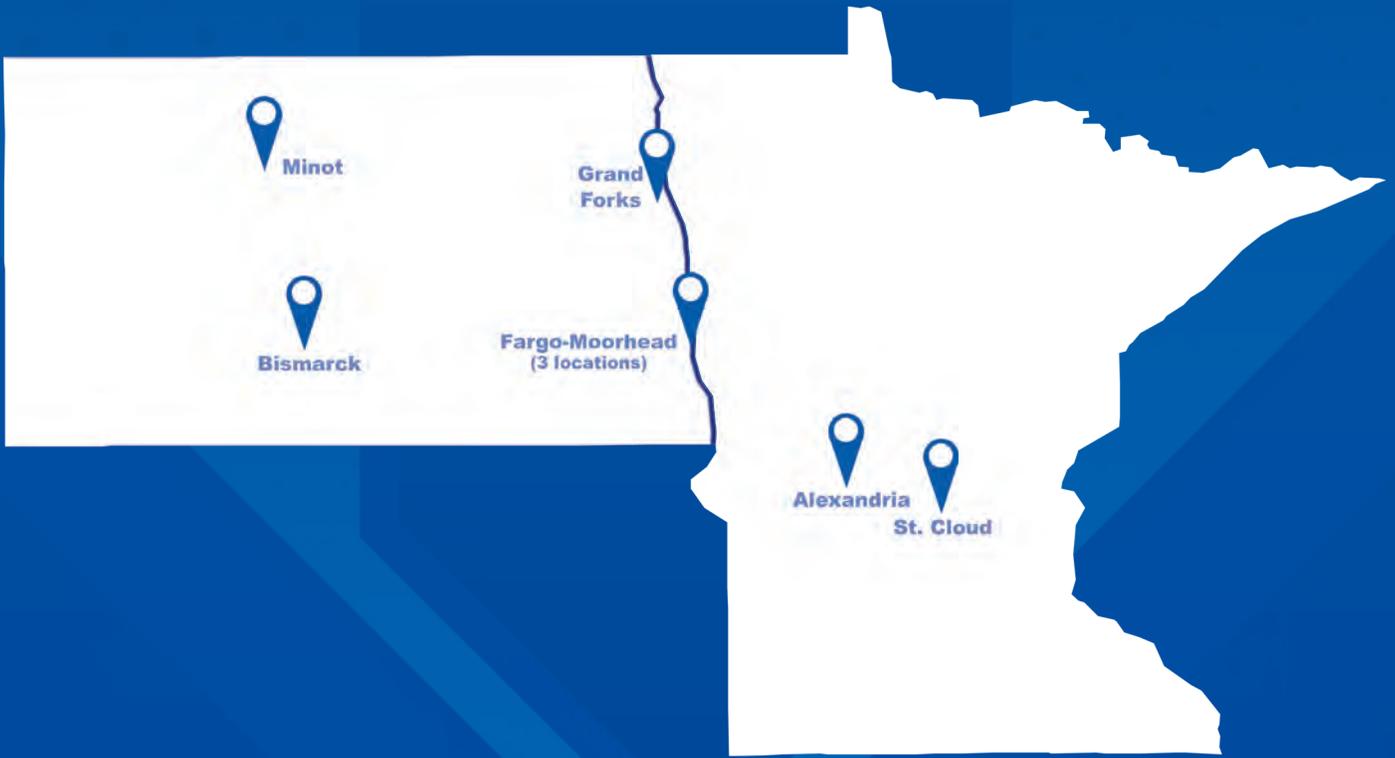
• Programs & Service Cost	\$10,568,165
• Administration & Management	\$3,657,880



STATEMENT OF NET ASSETS (CONSOLIDATED)

	2022
Net Assets, Beginning of Year	\$8,784,490
Change in Net Assets Unrestricted	(1,172,530)
Change in Net Assets with Restrictions	(100,650)
Net Assets, End of Year	\$7,511,310
Total Assets	\$10,672,885
Total Liabilities	(3,161,575)
Net Assets	\$7,511,310
Without Donor restrictions	\$5,094,640
With Donor Restrictions	2,416,670
	\$7,511,310





BEHAVIORAL HEALTH SERVICES

that change lives!



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.

