

Illustration by Cristian Segura

# 2015

## Annual Report



**FamilyMeans**

# Mission:

FamilyMeans strengthens  
communities by  
strengthening families.

# Vision:

FamilyMeans envisions communities in which all members are able to live to their fullest potential with dignity and respect, and where resilient people weave strong bonds of support to help each other deal with the dynamic challenges of family and community life.

# Family:

A family consists of two or more people, whether living together or apart, related by blood, marriage, adoption or commitment to care for one another.

On the cover: The cover drawing of the new Cimarron youth building was created by Cristian Segura, a former Cimarron youth participant who is now enrolled in college where he is studying art and illustration.



## A letter from FamilyMeans' board chair and president

Each year thousands of people turn to FamilyMeans for help. We have therapists who help couples strengthen their relationships and others who help families grieve the loss of a loved one. We have mental health counselors in the schools helping students and financial counselors helping individuals and couples to become debt free. Our staff with expertise on aging provides guidance and support to caregivers caring for a loved one.



Arba-Della Beck, president, and  
Rebecca Cummins, board chair

Yet, how do we know we make a difference in people's lives? This is a question we are asked from donors, foundation staff, potential clients and our board. We strive to make a difference to all of the people we serve. And we believe we do.

In order to ensure we are doing our work well, we evaluate it on a continuous basis. We want families to know they can have confidence in the skills of our staff. And, most importantly, they don't need to face difficult times alone.

There are many other ways we are evaluated to be sure we're providing the best possible services to our clients and the community:

- Our Board of Directors provides oversight on policy and finances, and helps to create a strategic plan that guides the agency's future with input from staff, volunteers, clients and community members.
- An internal group of employees meets monthly to review the quality of our program outcomes and to make recommendations for improvements that are shared with the Board.
- Annually, FamilyMeans has a full financial audit, which is reviewed by the Board of Directors as well as the Board Audit Committee.
- Every four years we take part in a rigorous accreditation process by the Council on Accreditation for services to Families and Children. We completed our seventh such accreditation in 2015, which resulted in receiving the highest rating.
- Internally, counselors review their peers' files to determine appropriate diagnosis and documentation. Ongoing professional development and training is provided to make sure we're keeping up with industry trends, best practices and providing the best possible service available.

Most important is the feedback we receive from clients who tell us how we are doing. All of the input we receive from clients, volunteers, staff, donors and the board allows us to continuously evaluate our work and provide the best care and best experience possible.

We are grateful to everyone who supports FamilyMeans so generously. Your gifts make it possible for us to help so many.

Thank you!

Arba-Della Beck, president

Rebecca Cummins, board chair



2015-16 FamilyMeans Board of Directors

Providing high-quality programming makes a positive difference in the lives of those who come to FamilyMeans. For that reason, the agency puts emphasis into measuring the outcomes of each client's experience and the overall services provided. This is done through surveys, research, interviews, tracking participation and other tools of measurement that, in turn, help FamilyMeans incorporate best practices and provide programs and services that are relevant to the clients we serve. FamilyMeans is about strengthening communities by strengthening families. Here is a look into FamilyMeans' programs, and just a few of the activities the agency was involved in throughout 2015.

### Helping families through the stages of aging

Tom Love looked forward to Fridays and being able to enjoy the Day Out program at FamilyMeans with other adults who also live with memory loss. Each Friday, for four hours, these seniors are paired with volunteers to participate in activities that include songs, art, exercise and other creative forms of fun that bring them joy. This block of time on Fridays allows caregivers, like Tom's wife Katie, to attend a support group or have personal time to do as they please. For some caregivers, it's the only time they have each week to run errands, meet up with friends, visit the doctor or get some uninterrupted rest.

"It's a gift seeing Tom so happy and enjoying himself," said Katie Love about Tom's involvement in Day Out last year. The Loves also participated in FamilyMeans' in-home respite program in 2015 that has, for the past 30 years, matched respite volunteers with people who receive care. Together, the volunteer and care receiver spend time each week sharing

conversation, playing cards and enjoying other activities or, sometimes, just sitting quietly in the comfort of the care receiver's home while the caregiver has a break. The in-home respite program is designed to support caregivers of people of all ages who have an illness, frailty or disability.

Last fall, FamilyMeans introduced a new group respite program called Saturday Connections in which both the caregiver and care receiver can participate together in staff-facilitated activities and a shared meal.

FamilyMeans continues to be part of Minnesota's statewide dementia



Rebecca Erickson and Tom Love enjoy dancing during an afternoon at Day Out. Editor's note: Sadly, on Feb. 25, 2016, Tom Love passed away from complications of Alzheimer's disease.

collaborative through the Stillwater Area ACT on Alzheimer's initiative, which interviewed 99 community members and is now active on the community's selected goal: to provide personalized expert guidance to people with dementia and their caregivers.

FamilyMeans also began providing free memory screenings in 2015 where anyone with concerns about memory loss can take a brief test and receive an assessment from a social worker that may then, if desired, be shared with the person's physician for a further evaluation. In fact, the memory

screenings and the Saturday Connections program grew from feedback provided by community members about services that would be beneficial to offer as the population of older adults increases.

In 2015, FamilyMeans' staff and volunteers provided 14,893 hours of caregiver support to families.

### Enriching the lives of local youth

Years ago, as part of the Youth Development Initiative, FamilyMeans asked families living in Cimarron what would be helpful to have in their community. The overwhelming response was activities and opportunities geared to the kids. Since 2008, enrichment activities have been provided year-round for children and teens and, in March 2015, FamilyMeans opened the doors to a brand new youth facility with the goal of attracting 80 percent of the Cimarron youth to the program within a three-year period.

Less than a year later that goal has been achieved as 204 of the 256 kindergarten through 12th grade students living in Cimarron participated in the programs offered.

The new space was created in hopes more kids would participate as the previous space was too small for the number of children showing up for activities, and too restrictive for the teens to participate. Today, kids walk through the doors of Cimarron feeling welcome in a place they can call their own and knowing there is enough space for everyone to join in. FamilyMeans saw a 32 percent increase in participation since the new facility opened last spring.

The middle school-aged participants within the Youth Development Initiative at Landfall and Cimarron received a boost this past year with the implementation of the Explorers program, designed to



FamilyMeans' new youth center in Cimarron opened in March 2015, where school-age children and teens can participate in year-round enrichment activities.



A teen and child enjoy a board game at Cimarron.



Middle school-age students take part in a Rube Goldberg marble activity.



reenergize the middle schoolers who have been in the program for some time by providing more developmentally appropriate challenges such as exploring game design and building Rube Goldberg machines.

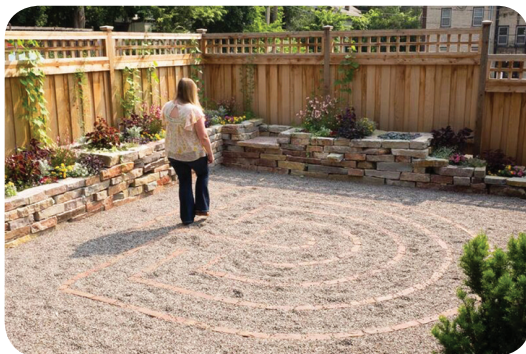
"The Explorers program curriculum model will also allow staff to better define and measure learning and competencies to reflect back to youth the knowledge they've gained and bolster their sense of self as learners," said Tom Yuska, director of the youth programs. "Participants will earn proficiency badges in one or more learning workshops that are offered specifically to the middle school kids."

As the staff fine-tune the Explorers model to balance the interests of the kids with the availability of experts to teach workshops, they're also structuring the learning to define the varying proficiency levels the kids may obtain through the challenges offered.

### Creating comfort during difficult times

FamilyMeans completed a renovation at its Center for Grief, Loss & Transition site in St. Paul where the outdoor space was transformed to create a healing experience upon arrival. Updated gardens, meditation spaces and stepping stones invite people onto the property and a wailing wall and labyrinth are focal points where visitors can leave a note or spend time in quiet thought.

The Center for Grief continues to provide top-notch service through its work in outpatient psychotherapy sessions, critical incident debriefs and educational offerings. A focus on trauma through a group model continues to evolve to support the significant population of individuals and families that seek help and healing due to traumatic circumstances.



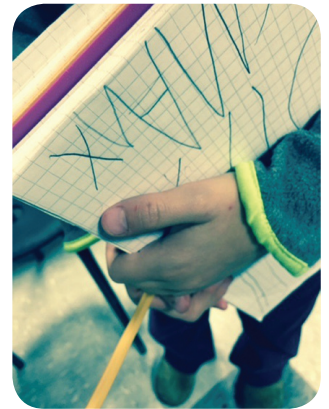
Visitors to the Center for Grief can walk the labyrinth or place a note in the wailing wall.

In 2015, the Center for Grief held three client events: The Memorial Walk for Hope & Healing; Grieving through the Holidays; and International Suicide Survivor's Day, an event of the American Foundation of Suicide Prevention. Each of these events take place in intimate settings with others who share similar experiences.

### Offering support where there is a need

School-based therapy continued to grow last year and, in response, FamilyMeans counselors have begun to spend more time in the schools to meet the needs of the students. In addition, FamilyMeans hired five therapists specifically to provide school-based therapy services. The increased onsite presence in the schools has also strengthened the relationships between school staff and the FamilyMeans' counselors assigned to the various locations.

"Being in the schools has proven effective in reaching more students, as well as families, who benefit from mental health support," said Pat Rogers, clinical director of FamilyMeans' counseling and therapy program. "It allows us to reach children who otherwise may fall through the cracks and, using standardized measures, we're able to monitor progress to determine what is working and where changes need to be made."



Students can meet with FamilyMeans' therapists within elementary, middle and high school settings in five school districts.

FamilyMeans has a presence in the school districts of Stillwater, Mahtomedi and Maplewood/North St. Paul/Oakdale in Minnesota, and in Hudson and New Richmond in Wisconsin. In 2015, FamilyMeans therapists worked with 738 students in 28 schools within the five school districts, resulting in 4,362 sessions between therapists and students. In addition, FamilyMeans served 1,125 clients, including both children and adults, in its Stillwater and Hudson office locations in 2015.

### Providing financial guidance for brighter futures

Sometimes people get in over their heads financially due to circumstances out of their control or poor choices that result in unexpected outcomes. Looking to improve their financial situations, nearly 3,000 individuals or couples sought financial help at FamilyMeans in 2015 through credit counseling sessions or debt management support. In fact, the agency's Debt Management Program (DMP) saw its highest success rate to date with 81 percent of families leaving the program successfully by paying off their debts. In 2015 alone, the DMP staff managed more than \$11 million and repaid more than \$7 million to creditors throughout the year.

"We continue to be one of the only local community-based credit counseling organizations in our service area," said Jim Kroening, director of FamilyMeans' Consumer Credit Counseling Service (CCCS). "We focus much of our work in a personal face-to-face fashion within an industry that has almost completely gone to phone and internet exclusive service."

More than 11,400 individuals sought CCCS services last year in the areas of counseling sessions, debt management, financial education workshops and through community outreach.

No matter the challenging or changing circumstances that bring people to FamilyMeans, it is the hope they will find guidance, support, solutions, confidence and even joy in the process of receiving the help they seek.

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## EAP provides access to FamilyMeans programs

FamilyMeans Employee Assistance Program worked with 19 organizations in 2015 that have either full service contracts or specialty services contracts with the agency. EAP is a company-paid benefit that is voluntary and confidential. It provides employees access to FamilyMeans' programs in the areas of Credit Counseling, Mental Health Services, and Caregiver Support and Aging Services.

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# respite give lead support expertise help teach inspire **Volunteer** joy learn

FamilyMeans is grateful to the many volunteers who time and again provide agency support through their time and talent in a number of ways including administrative tasks, event assistance and community participation. In 2015, FamilyMeans' 320 volunteers provided 15,516 hours of service. Thank you for your generosity and all that you do!

## 2015 Volunteers

Rayvon Aeraham  
 Christian Albright  
 Anne Amundson  
 David Anastasi  
 Joyce Anastasi  
 Kristie Anderson  
 Joan Arndt  
 Katherine Arnason  
 Shar Arnason  
 Ben Asper  
 Addison Aune  
 Val Aune  
 Charlotte Bachelor  
 Avery Barrios  
 Chuck Behrens  
 Mary Belschner  
 Mary Binger  
 MaryAnn Benner  
 Kjerstin Berg  
 Wesley Bergherr  
 Ed Biegging  
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 Mary Bjostad  
 Becky Bloch  
 Mathew Bohlig  
 McKenzie Bohlig  
 Michelle Bohlig  
 Carolyn Briol

Bonnie Brown  
 Dave Brown  
 Ellie Brown  
 Pat Brown  
 Mary Brown-Lundmark  
 Carol Brozek  
 Anne Bruce  
 Phillip Bruner  
 Coral Buchman  
 Karen Buege  
 Anne Bushnell  
 Bill Bushnell  
 Jody Bystrom  
 Robert Bystrom  
 Cindee Calton  
 Marilyn Calver  
 Priscilla Campbell  
 Margaret Carasik  
 Kim Carmean  
 Chuck Claus  
 Sam Coburn  
 Berry Conway  
 Kymberlee Cook  
 Elissa Cottle  
 Joyce Cotton  
 Iridiana Cuevas  
 Becky Cummins  
 Dan Cunningham  
 Crystal Dahl Rygg

Caryn Dahlberg  
 Kelly David  
 Samantha Decker  
 Marian Deilke  
 Gloria Desch  
 Mark Desch  
 Ryan Desch  
 Cynthia Diaz  
 Jane Dickinson  
 Shelly Doer  
 Brooke Doerfler  
 Jenifer Doherty  
 Kaitlyn Doyle  
 Kari Drompp  
 Mady Drompp  
 Maria Drompp  
 Haley Drost  
 Gene Ecker  
 Sandy Ecker  
 Edda Ehret  
 Nancy Eichten  
 Lindy Einan  
 Rebecca Erickson  
 Ute Erickson  
 Randy Esparza  
 Bill Etter  
 Lorie Etter  
 Jake Falzone  
 Kira Fischler

Emily Fitzgerald  
 Gail Fletty  
 Joni Fletty  
 Thomas Foels  
 Holly Forsberg  
 Mary Franz  
 Connie Fredkove  
 Ron Fredkove  
 Nancy Freppert  
 Fernando Gallardo  
 Ardee Gausman  
 Sandy George  
 Chuck Gierke  
 Deborah Giles  
 Jennifer Gillespie  
 Lorna Glasser  
 Mary Glennan  
 Dennis Grabowski  
 Sandy Grabowski  
 Gerrie Granquist  
 Katie Gruba  
 Marlene Hallock  
 Murph Hallock  
 Ella Hamilton  
 Jenny Hanlon  
 Maya Hanlon  
 Beth Hanson  
 Katie Harris  
 Marianne Harris

Peggy Hayden  
 Mary Heise  
 Michele Hermansen  
 Brenda Hoffman  
 Rose Hogmire  
 Nancy Hokonson  
 Lizzie Holder  
 Barbara Holland  
 Callie Hollerbach  
 Angie Hong  
 Alisha Huebel  
 Ryan Hupert  
 Don Irwin  
 Curt Jackson  
 Mary Jo Jackson  
 Julie James  
 Armstrong Janny  
 Judy Jepson  
 Adam Johnson  
 Doug Johnson  
 Sara Johnson  
 JoAn Kaiser  
 Bryan Kemnetz  
 Ivy Kemnetz  
 Jennifer Kemnetz  
 Angie Kennedy  
 Gretta Kennedy  
 Julia Klancher  
 Melissa Klemenhagen

Paige Klemenhagen  
 Nancy Klitzker  
 Jane Knapp  
 Casey Knowles  
 Tim Koenning  
 Ken Kolbe  
 Bob Koss  
 Caitlin Kovacich  
 Madeline Kovacich  
 Anastasia Kovanova  
 Sarah Krebsbach  
 Barbara Kroll  
 Kristin Kroll  
 Angela Kub  
 Tanya Kugel  
 Roger Lamp  
 Rachael Langton  
 Monica Leick  
 Pat Leinen  
 Kathy Lesnau  
 Russell Lieder  
 Tirzah Lindala  
 Larry Loer  
 Eric Loyer-Trodahl  
 Larry Loyer-Trodahl  
 Kirsten Lunzer  
 Kathy Luoma  
 Aaron Lykset  
 Austin Lykset





## 2015 Volunteers

Bob Lyksett	Becky Ojanen	Mark Stannard
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Nancy Lyner	Bob Parker	Lisa Stevens
Rita Lynum	Pat Parker	Cary Stewart
Kathy MacDonald	Nancy Pascutoi	Christie Stinger
Vida MacDonald	Mike Perkins	Kay Stinson
Vicki Madison	Jess Peterson	Dean Straka
Michael Mallett	Bev Petrie	Devyn Sullivan
Nicole Mann	Risë Pfouts	Julie Sutter
Nicole Mara	Amy Ptacek	Heather Swanson
Dean Mattson	Toni Puente	Leah Swanson
Kristi Mattson	Mary Quaft	Callie Talbot
Angie Mazurkiewicz	Geoff Ratté	Jill Tammer
Jenna McClellan	Margaret Regan	Connie Thalacker
Cammie McConnell	Fernando Reyes	Shirley Theissen
Betsy McGinley	Mary Rivett	Cara Torseth
Chuck McGinley	Mike Roe	Susannah Torseth
Donna McGinley	Mallory Roeske	Christne Trevis
Liz McGinley	Terra Romero	Emily Vang
Cory McIntyre	Gail Rovinsky	Lee Vann
Becky McKim	Andrea Rustad	Philip Victor
Tom McPartin	Jonathan Rustad	Brandie Wagaman
Mary Meinecke	Linnea Rustad	Ann Wasescha
Sue Meisner	O.J. Rustad	Warren Wasescha
Anne Methany	Ruth Rustad	Lorraine Weber
Catherine Mayer	Mary Sample	Jenna Weiss
Roger Miller	Suganya Sathiamoorthi	Maddie Weiss
Tatiana Miller	Linda Schill	Nick Weiss
Cathy Mitchell	Bob Schmidt	Phillip Wendt
Abby Moeller	Pearl Schuft	Sandy Wendt
Lisa Monzel	Don Schuld	Kirsten Whitacre
Jake Mulford	Jessica Schuldt	Patty Whitaker
Shirley Munn	Heather Schweigert	Sylena Wickstrom
Mary Neary	Paul Shanafelt	Kristen Wilcox
Delores Nelson	Bonnie Sherod	Bill Wilkening
Penny Nelson	Steve Sherod	Marques Williams
Robert Nelson	Theresa Simms	Gloria Williamson
CJ Nguyen	Lorie Siver	Norma Wilson
Birgitte Nielsen	Doris Skevik	Etoy Wilson
Johan Nielsen	Kelsey Sletten	Dawn Wilwert
Kathy Noble	Carmen Smith	Carol Woods
Len Noyola	Joleyn Smithing	Kris Woolsey
Pam Nuffort	Mark Snow	Gary Wright
Jody Nyenhuis	Ella Snyder	Regina Zedell
Shannon O'Fallon	Shaun Sontag	Sarah Zeller
Lynn Ogburn	Mark Sovo	Tatjana Zemczunikov
Dave Ogren	Chelsea Stahl	Mary Zweber
Karen Ogren	Fiona Stahl	

## It's the end of an era for FamilyMeans' St. Croix Garden Tour



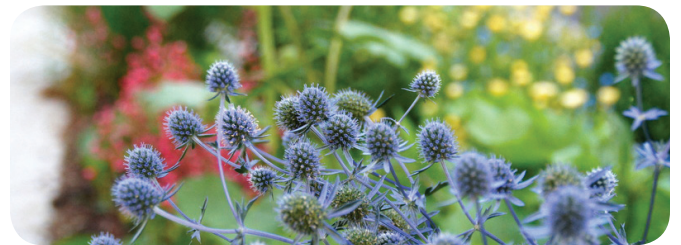
After a successful 23 years, FamilyMeans' annual St. Croix Garden Tour has come to an end. The decision was made due to competing events in the Stillwater area coupled with finding new gardeners each year with garden owners available to participate on the same weekend. In addition, there are many more garden tours

taking place in the Twin Cities that didn't exist when FamilyMeans' tour began in 1993.

Over the years FamilyMeans' St. Croix Garden Tour featured more than 200 residential gardens throughout the St. Croix Valley. The event itself was more than a fundraiser for FamilyMeans; it built community as garden owners welcomed hundreds of guests into their yards to share their creativity and love of gardening. The event engaged more than 500 volunteers over the years, including many repeat volunteers, who served the roles of greeter, garden host, garden coordinator, master gardener, volunteer coordinator and treasurer.



FamilyMeans' St. Croix Garden Tour raised more than \$200,000 over the past two decades that directly supported programs and services within the agency, which serves more than 18,000 people each year.



## Program Endowment Fund Donors

Gifts made in 2015

Thanks to the following donors whose endowment gifts will support families for generations to come.

Carolyn Allard	Culver Davis	Sandra Holcomb	Jane Luke	William Wilkening
Cathy Arnfelt	Craig DeWolf	Patricia Houston	Carolyn Minor	Ann Wolff
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Alice Colombo	Dean Hodnett	Bonita Kuslich	Elizabeth Welke	

*Please contact us about any errors or omissions.*



# legacy invest hope joy purpose inspire community gift **future** transform

## 2015 Annual Fund Donors

\* = includes gifts to Center for Grief, Loss & Transition

\*\* = includes gifts to United Way

Thank you to our many generous donors. Your annual fund gifts helped us serve 18,131 people in 2015.

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## Community Events Benefiting FamilyMeans

**Book Angels** – Valley Bookseller

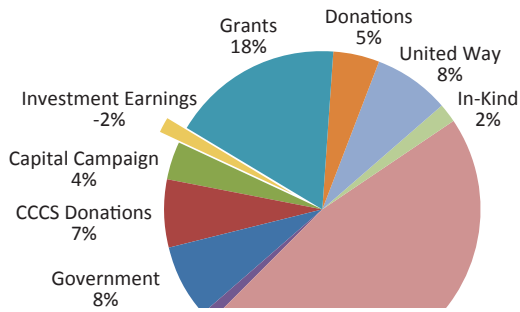
**Holiday Gift Drive** – Stillwater Motors; Student Assurance Services, Inc.; First Presbyterian Church of Stillwater; Stillwater Sunrise Rotary and Valley Bookseller

**Chilkoot Youth Bike Event** – Chilkoot Café and Cyclery, Stillwater

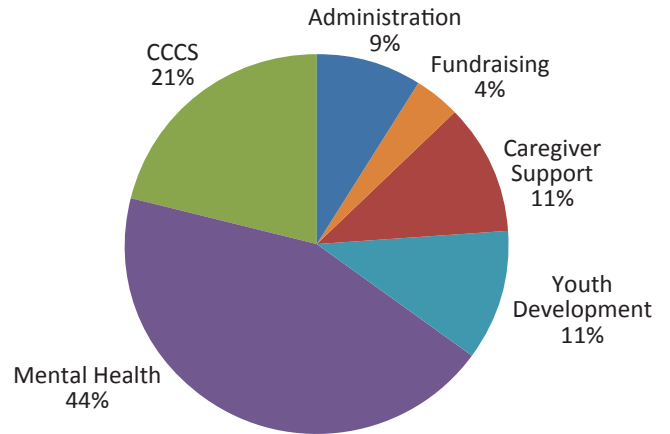
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Audited

## Revenue & Support - \$4,572,885



## Expenses - \$4,450,735



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 invest Community life fulfill  
 lead

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