

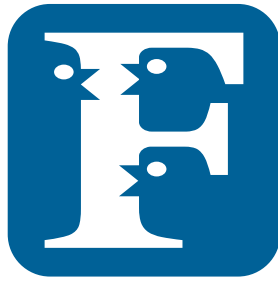


# 2016

## Annual Report



**FamilyMeans**  
A BETTER LIFE IS POSSIBLE



# FamilyMeans

**A BETTER LIFE IS POSSIBLE**

At FamilyMeans, our work is life's challenges.  
We listen without judgment, offer encouragement and  
believe in you even when you might not.  
You can count on 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: FamilyMeans made a change to its waste and recycling program in 2016, which will result in diverting an estimated 16,772 pounds of recyclable material from the landfill each year and saving \$5,700 annually. One change was switching to reusable mugs, as seen on the cover, and eliminating one-time use cups for staff and visitors to FamilyMeans.

## A letter from FamilyMeans' board chair and president

This past year FamilyMeans board members had more than 90 face-to-face meetings with stakeholders to learn about their impressions of the agency and discuss a myriad of topics:



Arba-Della Beck, president, and  
Johan Nielsen, board chair

- medical professionals who refer to FamilyMeans
- collaborations with schools, churches and other agencies
- community leaders who previously served on FamilyMeans' board or were former employees
- generous donors, foundations and local United Ways that help us fund our programs

All of these conversations provided insights and helpful feedback on how we could be more available to the families and kids who need us.

The conversations also led to the need for greater marketing of our services so people know who we are and how to reach us for help. Many stakeholders shared that FamilyMeans is innovative and responsive to community needs. Many donors said we are a trusted investment and that their gifts are used well to help people dealing with life's challenges.

We were encouraged to do more with aging services in preparation for future growth of the rapidly-growing aging population. We learned our financial services could benefit those dealing with student loan debt and that our school-based therapy work in 31 area schools is making a positive impact for students. And while all of this is good, we learned none of it is helpful if we remain the best-kept secret in our community.

The result? FamilyMeans ended 2016 with a plan to proactively review who we are and what we do through a fresh perspective that we believe will help others better identify with the agency when they face challenging times in their lives. We have refreshed our brand, which included updating our website and messaging, and created new color palettes and program names to best identify what we offer and how we want to be known. We are continuing to revamp and improve our marketing efforts, and these efforts will continue to evolve through the coming months and years.

FamilyMeans continues to meet the critical needs of our community and we can only do that because of our partnership with you. Whether you are one of the people providing us with feedback on our work or a generous donor supporting our services, your support makes it possible for so many to have a better life.

Please know you are always welcome to contact us if you are curious to learn more about any of our programs or have any questions.

Sincerely,  
Arba-Della Beck, president, and  
Johan Nielsen, board chair



2016-17 FamilyMeans Board of Directors





**Libby Luecke, MA, LMFT, therapist**



**FamilyMeans**  
 COUNSELING AND THERAPY

*"I recently had the opportunity to share the journey of one of my clients who is an example of why FamilyMeans is an important asset to our community. It is evident how much work she put into the therapy process and her own healing. Now, after quite a few hard years and a lot of hard work, she is an active member of our community. Her growth is beautiful! She continues to fight her battle with mental health, but she knows what she needs to do and FamilyMeans will continue to be here to support her."*

FamilyMeans Counseling and Therapy program provided 7,384 sessions to 929 clients in 2016 in their Stillwater and Hudson locations. In addition, another 6,259 sessions took place with 825 students in the 31 schools where FamilyMeans' therapists provide school-based counseling services in the following districts: Stillwater, Mahtomedi and Oakdale/Maplewood/North St. Paul in Minnesota and in New Richmond and Hudson in Wisconsin.

*"In my year working at Landfall, I watched a shy, nonverbal sixth grader be welcomed by the Teen Center participants. With acceptance, he has become social in his own way. Despite his communication being solely through gestures and facial expressions, he joins in the fun of games and activities with everyone else."*



**FamilyMeans**  
 YOUTH DEVELOPMENT

*Benefits of the Youth Development programs in Landfall and Cimarron include greater academic performance, reduction in risky behaviors and supervised environments offered year-round to kids ages 5-18. Plus, 93 percent of the teens responded yes on a survey that asked: is there an adult here who you will listen to and respect? The kids show respect to their peers, as well."*

Seventy percent of the elementary-age youth participants said they are involved because their friends are, too. The 353 children and teens who took part in Youth Development programs in 2016 resulted in 10,739 visits among the Teen Centers in Landfall and Cimarron, the Landfall Investigation Station and Cimarron Kidspace programs where the elementary-age kids converge. Another 80 kids took part in the bike programs offered in both Landfall and Cimarron.



**Natalie Ibarra, Teen Center coordinator at Landfall**



**FamilyMeans**  
 CENTER FOR GRIEF AND LOSS

*"A client with whom I have worked for more than two years recently shared how good it feels to be at peace. She reflected on a time when she did not think that would be possible. Together, we were able to celebrate her hard work. It was a lovely moment that signifies the hope inherent in the work we do."*

*The Center for Grief and Loss is unique. The space itself...the beautiful gardens, the wailing wall, the cozy office spaces within old homes....it makes so much sense to talk about the loved ones you've lost in a space that feels like home.*

*The Center team works together closely and the therapists share a deep understanding of and respect for grief and trauma. With that understanding comes a responsibility to tailor the therapeutic approach to best support each client and family."*

In 2016, the Center for Grief and Loss provided 4,750 sessions to 379 clients in addition to providing EAP sessions, critical incident debriefs and therapeutic services through a handful of contracts with outside organizations.



**Ameer Christensen, MA, LAMFT, therapist**

*“The duties of caregivers are endless. I find great joy in helping caregivers navigate the road to balancing their duties. It is often that a caregiver will recognize an urgent need in the person they care for; however, it becomes difficult for a caregiver to recognize an urgency to take care of his or her own needs. When I can help a caregiver to incorporate self-care into their routine, I know we are on the right track to creating balance in his or her life.”*



FamilyMeans' Caregiving and Aging program staff and volunteers provided 12,462 hours helping 1,764 individuals through the tailored services. More than 300 people received care through the group and in-home respite services. Another 280 people accessed coaching and counseling as well as the support groups offered. And more than 1,350 people took part in education opportunities that are offered both at FamilyMeans and requested by organizations throughout the Twin Cities.



**Sarah Gavin, social worker**



**Eli Snyder, certified credit counselor**



*“My favorite part about being a certified credit counselor is helping people to realize that true financial freedom not only exists, but that it is not often as far off from an achievability standpoint as they think. Financial Solutions benefits the community by allowing people free access to advice from financial professionals without pressure to buy a product of service. And it is free to meet with a counselor and review options so there's nothing to lose!*

*Seeing the light at the end of the tunnel is a highly-motivating experience for those seeking to improve their financial situation.”*

FamilyMeans' Financial Solutions staff helped 1,273 families through the debt management program on their journeys to become debt-free. The agency disbursed \$5,869,402 back to creditors and ended the year with 902 active debt management clients. In addition, the agency provided financial counseling sessions to 1,224 families and another 6,873 individuals took part in general financial education, conferences, fairs and events.

*“At any given time, 20 percent of the American workforce experiences some kind of personal challenge in their lives.*



*Employers understand that outside stressors impact how the work is done in their workforce. By providing a confidential resource so their employees and the employee's family members can access the help they need, the company is able to keep productivity from decreasing and allows employees to keep working at their highest potential.*

*Last year, 39 EAP clients continued beyond their initial free sessions feeling the benefits of seeking help outweighed the cost.”*

FamilyMeans Employee Assistance Program (EAP) worked with 19 organizations in 2016 to provide either full-service contracts or specialty-services contracts with the agency. EAP is a company-paid benefit that is voluntary and confidential, providing access to FamilyMeans' services in the Financial Solutions, Counseling and Therapy, and Caregiving and Aging programs.



**Diane Cragoe, EAP coordinator**





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

FamilyMeans is grateful to the many volunteers who provide agency support through their time and talent in a number of ways including administrative tasks, event assistance and community participation. In 2016, FamilyMeans' 236 volunteers provided 13,136.5 hours of service. Thank you for your generosity and all that you do!

### 2016 Volunteers

Marian Adkins  
 Hannah Alme  
 Anne Amundson  
 Brianna Amundson  
 Julissa Anderson  
 Anonymous  
 Ben Asper  
 Val Aune  
 Angela Bakri  
 Lauren Bastzell  
 Peg Bear  
 Ann Bellows  
 Mary Belschner  
 MaryAnn Benner  
 Becky Bloch  
 Cary Bolstorff  
 Chris Brady  
 Chuck Bransford  
 Mariah Branson  
 Aly Brasch  
 Victor Brasch  
 Carolyn Briol  
 Jeff Brown  
 Mary Brown-Lundmark  
 Carol Brozek  
 Coral Buchman

Ann Bushnell  
 Bill Bushnell  
 Margaret Carasik  
 Kim Carmean  
 Andrea Carrillo  
 Jeff Chaney  
 Chuck Claus  
 Sam Coburn  
 Dick Connor  
 Barry Conway  
 Kymberlee Cook  
 Claudy Corvil  
 Iridiana Cuevas  
 Becky Cummins  
 Dan Cunningham  
 Amelia DaBuzzi  
 Kelly Davis  
 Marian Deilke  
 Ryan Desch  
 Kari Drompp  
 Haley Drost  
 Ron Dunner  
 Susan Dustin  
 Alex Eder  
 Griffin Egan  
 Nancy Eichten

Rebecca Erickson  
 Randy Esperza  
 Lorie Etter  
 Bill Etter  
 Pamela Fear  
 Cole Fernandez  
 Emily Fitzgerald  
 Kristine Forsythe  
 Ty Frazier  
 Nancy Freppert  
 Mary Gale  
 Talisha Garcia  
 Alison Gates  
 Sandy George  
 Brandon Gleww  
 Molly Griffith  
 Sjessteena Grillo  
 Katie Gruba  
 Murph Hallock  
 Marlene Hallock  
 Sophia Hange  
 Jenny Hanlon  
 Katie Harris  
 Peggy Hayden  
 Sebastian Hearne  
 Faythe Hendry

Amie Hiles  
 Lizzie Holder  
 Barbara Holland  
 Ryan Huppert  
 Shaun Hurley  
 Susan Hutcheson  
 Don Irwin  
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 Kate Kugler  
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 Jenna McClellan  
 Maura McDaniel



The Grace B. Stoltze award, the agency's highest honor given to volunteers for remarkable service, was created in 1990 after its namesake, Grace B. Stoltze, who was one of FamilyMeans' founders and recognized the importance of volunteerism.

**Grace B. Stoltze Honorees:**

Jack Hooley	1991	James Gillespie	2009
Katherine B. Andersen	1993	Patrick Brady	2011
Coral Buchman	1995	Lorie Etter	2012
Peggy Quinn	1996	William Wilkening	2014
Gloria and Mark Desch	1999	David Anastasi	2015
Kathy Lindahl	2005	Barbara Holland	2017
Margaret Carasik	2007		

## 2016 Volunteers

Liz McGinley	Beth Payne	Linda Skoglund	Lorraine Weber
Megan McGuire	Brittany Perry	Carmen Smith	Jenna Weiss
Tommy McGuire	Jess Petersen	Ella Snyder	Jordan Weiss
Becky McKim	Mathew Peterson	LeeJane Sonsalla	Revalon Wesson
Kylie McSherry	Noah Peterson	Pauline Soung	Mitchell White
Sue Meisner	Risë Pfouts	Jamine Spaulding	Allison Whitman
Anne Methany	Paige Polzin	Mark Stannard	Sylena Wickstrom
Alex Meyer	Amy Ptacek	Emma Steele	Charlie Wikelius
Perlita Mickenzie	Lois Raboin	Rose Steinbach	Kristen Wilcox
Cathy Mitchell	Geoff Ratté	Lashay Stevens	Bill Wilkening
Marissa Montgomery	Margaret Reagan	Mark Stevens	Carol Williams
Leslie Morginar	Ali Reller	Cary Stewart	Dawn Wilwert
Paul Munoz	Tammy Ring	Kay Stinson	George Wohlberg
Fran Myran	Mike Roe	Nicholas Stotreau	Carol Woods
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Jody Nyenhuis	Bob Schmidt	Ali Thul	Regina Zedell
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Michael O'Gorman	Don Schuld	Susannah Torseth	Josh Zignego
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Pat Parker	Bonnie Sherod	Chris Wallberg	
Bob Parker	Steve Sherod	Tina Wanner	
Nancy Pascutoi	Theresa Simms	Nettie Warner	

## New funding opportunity for school-based mental health

Thanks to the generosity of an anonymous donor, FamilyMeans welcomed matching gifts of up to \$100,000 to support expanded mental health services at Stillwater Area High School. The goal is that by the start of the 2017-18 school year, there will be a FamilyMeans therapist available to meet with students in the Wellness Center, located inside the high school, five days a week when school is in session.

Thank you to those who have already helped support this endeavor. We are nearly halfway there! If you are interested in making a contribution to help us reach our goal and be matched by this special funding opportunity, please visit [www.familymeans.org/donate](http://www.familymeans.org/donate) or call FamilyMeans at (651) 439-4840.



## Program Endowment Fund Donors

Gifts made in 2016

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

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*Please contact us about any errors or omissions.*





# legacy invest gift hope joy purpose inspire community transform future

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\*\* = includes gifts to United Way

Thank you to our many generous donors. Your gifts helped us serve nearly 15,000 people in 2016.

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Noel and Lauren Johnson	Paul Stone	Mary and Robert Coleman	Tracy Kempenich	Patricia E. Olson	United Way of Olmsted County, Inc. DDF
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Gary and Rosemary Lewerer	Stephen and Thea Welsh	Greg and Therese Feldmeier	Candice Lee	Ms. Susan Roeder	<a href="#">A special thank you to those who contributed through a Tasteful Summer's Evening, Memorial Walk for Hope &amp; Healing, Power of the Purse and Chilkoot Youth Bike Event.</a>
Janet Liedle	Jon and Ann Whitcomb	Kathleen Fernbach	Monica Leick	Barbara Ronningen	<i>We do our best to create an error-free list of all who donate, but please accept our apologies for any oversight there may be. If you notice an error or omission, please contact FamilyMeans so we can make any necessary changes. Thank you.</i>
John and Dana Lochner	Marsha Wilmes	Jenifer Finch	James and Cindy Lennon	Leah Rose	
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Jackie and Ray Marshall	Richard Yapp**	Stephanie Frost and Arlo Piers-Frost	Christine Loza	Maria Scheidegger	
Kristi and Dean Mattson	Tom and Anne Yuska**	Taylor Gause	Sheila Luhman	Janice Schlueter	
Cameron McConnell	John and Lucille Zignego	GE United Way Campaign	Holly Lundquist	Audrey and Robert Schmidt	
Donna and Charles McGinley	<b>To \$99</b>	Colleen Gegen	Tom and Anna Maakestad	Susan Schmidt	
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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

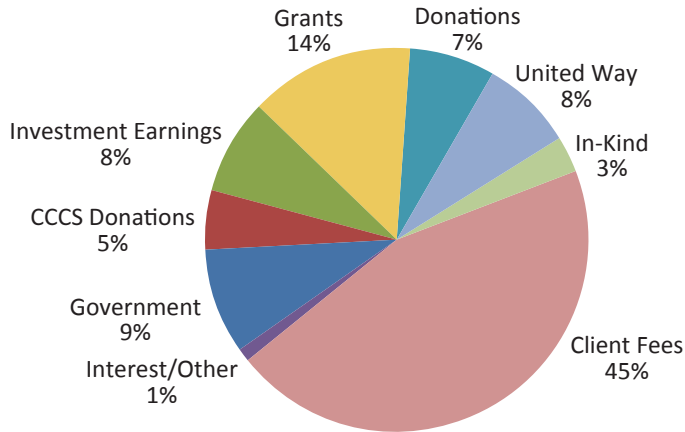
**Chilkoot Youth Bike Event** – Chilkoot Café and Cyclery, Stillwater

# Financial Report

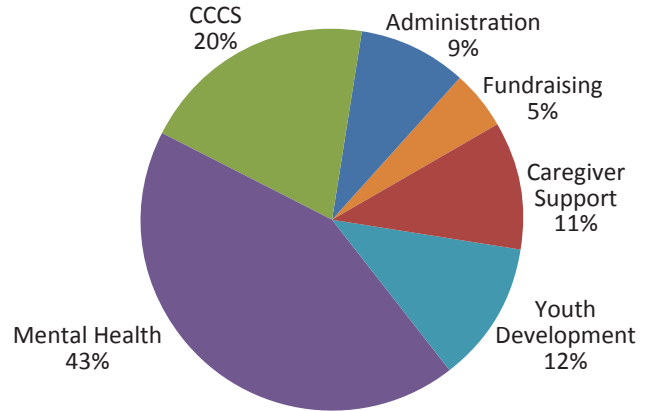
Audited

## Revenue & Support - Operations \$4,343,482

Other Revenue: Unrealized Gain on Investments \$374,042



## Expenses - Operations \$4,580,507



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 life lead

### Gifts-in-Kind

3M Company  
 3M Supply Chain Organization  
 3M Traffic Safety and Security Division  
 45 Degrees  
 Advanced Dermatology Care  
 AmericInn  
 Anonymous  
 Baglio's of Afton  
 Kathryn Ball  
 Brent and Jessie Batchelor  
 Laurie Bauer  
 Bay Dental Care  
 Arba-Della Beck  
 Betty June's  
 BierCycle  
 Carol Bjorklund  
 Carolyn Briol  
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 frank murphy Premier Fashions  
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 Rita Pollard  
 Purple Tree  
 Quince  
 River Jeans  
 Patricia Rogers  
 Rose Floral & Greenhouse  
 Salon Jolee  
 Sash  
 Anne Schwartz

Seasons on St. Croix  
 Simply Chic in Stillwater  
 Anne Smith  
 Jennifer and David Snyder  
 Jim Stahl  
 Stanley W. Yuska Living Trust  
 Stillwater Motors  
 Stillwater Trolley Co.  
 Student Assurance Service, Inc.  
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 Heather and Jeff Swanson  
 Leah Swenson  
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 The Saint Paul Hotel  
 Bonnie Treacy  
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 Teresa and Cornelis Vanderbent  
 Vern's Barber Shop  
 Dianne and Glenn Vierling  
 Aaron and Melisa Wahlstrom  
 Jenna and Nick Weiss

*Special thanks to the many Power of the Purse auction donors.*

## Program Funding Sources

3M Foundation  
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Dennis and Sonja\* Yon

\* In Memoriam

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Arba-Della Beck  
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Brynn Stember  
Dianne Vierling  
Aaron Wahlstrom  
Jenny West  
Suzy Wheeler  
Beth Wiggins  
Mary Wilkening  
Amber Williams  
Tom Yuska

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Ellie Romness  
(Caregiving and Aging)  
Lindsey Sachs  
(Counseling and Therapy)  
Cassandra Sawyer  
(Center for Grief and Loss)

## Contract

Allison Chant  
Amee Christensen  
Roberta Colby  
Nina Cook  
Dianna Diers  
Elizabeth Doherty  
Sue Dorsch  
Gerriann Fedorowicz  
Katie Heckman  
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