

FamilyMeans

**BETTER IS POSSIBLE**



# 2018 Annual Report

# A LETTER FROM FamilyMeans' President and Board Chair

Since our humble beginnings in 1963, stemming from a United Way Committee chaired by Katherine B. "Kitty" Andersen and Grace Stoltze, FamilyMeans opened its doors to individuals who sought help to overcome life's challenges. Today, we serve over 16,000 people directly with a community impact that is even larger.

In 2018, we responded to the greater needs of our growing communities:

- In recent years, our school-based mental health program has expanded from one to six school districts straddling the St. Croix River.
- Caregivers and the people they care for needed additional venues for support and resources, so Memory Cafés were established in four locations around Washington County.
- For the first time, Financial Solutions provided more sessions from our certified counselors online or via telephone than in person; this allowed clients across Minnesota and Wisconsin to benefit from services even when face-to-face was not feasible.
- Youth Development at Cimarron and Landfall launched the Ready-To-Be program to further prepare teens for life after high school.

As one client recently summed up our work: "Thank you so much for your kind advocacy on my behalf... you help me feel like I am not alone!"

In the fall, our board worked on a new strategic plan to take us through 2021. The strategies enable us to continue to advocate and facilitate positive life changes. FamilyMeans will continue offering client-centered, asset-building, evidence-based programs that strive for excellence in care and outcomes.

FamilyMeans is enormously grateful for the longstanding donors who continue to pave the way for our programs, and for the emerging donors who are partnering with us to keep our communities strong. Now more than ever, our donors are key to keeping FamilyMeans a valuable, local resource.

Making "better possible" for our clients is accomplished through strong leadership, experienced staff, dedicated volunteers, and loyal supporters. Thank you for the role you play in FamilyMeans' success!

Sincerely,

**Arba-Della Beck, President**

**Elizabeth McGinley, Board Chair**



## Mission

*FamilyMeans strengthens communities by helping individuals and families\* through challenges in all life stages.*

## Vision

*FamilyMeans envisions vibrant and resilient communities where everyone lives to their fullest potential.*

*\*A family consists of people, whether living together or apart, related by blood, marriage, adoption, or the commitment to care for or about one another.*

**Something is a little different this year...** To save money and resources this annual report is shorter. Donor, staff, and volunteer lists can be found at [FamilyMeans.org/2018annualreport](http://FamilyMeans.org/2018annualreport).

# 2018-2019 Leadership



## Board of Directors

### Front Row (L-R):

Brad Hallett  
Elizabeth McGinley, *Chair*  
Brian Gunderson, *Vice-Chair*  
Don Schuld

### Back Row (L-R):

Josh Zignego  
Cary Stewart, *Treasurer*  
Kristin Kroll, *Secretary*

### Back Row (L-R) Cont'd:

Arba-Della Beck, *President*  
Susannah Torseth  
Johan Nielsen  
Heidi Hubbard, MD  
Lynn Ogburn

### Not Pictured:

Charles Bransford, MD  
Linda Skoglund

## Management Team

Arba-Della Beck, MSW, MBA, *President*  
Jim Kroening, *Director of Financial Solutions & Operations*  
Katie McNulty, *Director of Development & Communications*  
Karen Reier, *Director of Finance*  
Erin Rowilson, LMFT, *Clinical Director of Counseling & Therapy*  
Beth Wiggins, MSW, LISW, *Director of Caregiving & Aging*  
Tom Yuska, MA, *Director of Youth Development*



## CAREGIVING & AGING

**2,122 SERVED**

### In-Home Respite



### Memory Café



### Group Respite



### In-Home & Group Respite

5,941 Volunteer hours of relief provided to caregivers  
97% report reduced isolation.

### Coaching and Consultation

Provided over 1,230 hours to over 250 caregivers  
96% of caregivers report the ability to provide care longer.

### Memory Cafés

This new service welcomes individuals with memory loss and their caregivers for facilitated conversation, community resources, support, and community connection.

Locations across Washington County - Cottage Grove, Hugo, Lake Elmo, Woodbury  
Sessions attended by over 100 individuals.

### Education

93 education sessions about caregiving and aging topics.

### Support Groups

696 hours of caregiver support group sessions.

*"The most valuable part of this program was allowing me to realize that I was not alone in this fight and that I had people I could turn to when I was afraid or didn't understand what was going on."*

*- Caregiving & Aging Client*



## 2,043 SERVED TOTALING 19,039 SESSIONS

**Outpatient Clinics - Stillwater, Hudson, and St. Paul**  
(Hudson Clinic now located at Hudson Physicians Hospital.)

95% of clients report that their ability to cope is better since working with FamilyMeans Therapists.

Individual Counseling



## School-Based Mental Health

Provided services in 35 schools in 6 districts on both sides of the St. Croix River.

91% of clients' parents and 93% of teachers felt services were helpful to their child/student.

Play Therapy



*"Having a way to express yourself in a safe environment and having someone to calm my anxiety. I enjoy a one-on-one environment. My ability to open up has improved. It's fun, and also I feel safe to talk about what I need to... and knowing they won't judge me."*

*- School-Based Mental Health Client*



## 479 SERVED TOTALING 6,185 SESSIONS

98% of clients report having a better understanding of the challenges they are facing.

Seven support groups are provided for topics from parent/spouse loss to Art In Therapy.



Memorial Walk for Hope & Healing



## FINANCIAL SOLUTIONS

### 7,962 SERVED

#### Budget Counseling



#### Budget & Debt Counseling

FamilyMeans Certified Credit Counselors conducted 1,162 financial counseling sessions.

92% of clients report having a better understanding of their financial situation and what they need to do to improve it following their sessions.

#### Debt Management Program



#### Debt Management Program

Managed over \$11 million of debt for 1,171 clients.

Paid off over \$5 million in 2018.

98% of clients report making better financial decisions since beginning the debt management program.

#### Community Education



#### Education

234 financial education presentations to almost 5,000 individuals.

Topics ranged from money management to identity theft protection.

*"This program has made a huge difference in our lives. We wouldn't have been able to do it on our own. It has been a grind, and at times very stressful, for us and our children. Learning to live within a set budget is good, but can be hard on kids. The alternatives would have been much worse, but we kept our cars, our home, sports teams, and fun activities and still are on the path to financial freedom."*

*- Debt Management Program Client*



## 246 SERVED

### Summer Bike Program

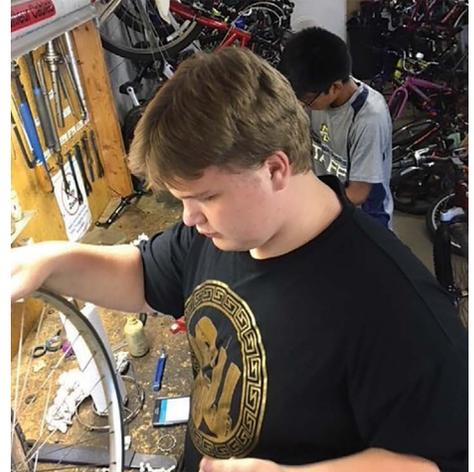
47 participants rode 4,732 miles

72% of participants used what they learned in the repair shop to fix other people's bikes.

Destinations from Taylors Falls, to Midtown Global Market in Minneapolis.

100% of participants visited places they had never been to before.

Summer Bike Program



### Ready-To-Be

84% of participants reported learning more about their personal strengths through Ready-To-Be activities.

#### Activities include:

- Career Panels
- Future Goal Planning
- Interview Practice
- Tutoring Sessions
- Money Management Education

Podcast Production



Nutrition Education



Mock Interviews



Theater Performance



*"My children have a safe place to go after school and during the summer. It is an extra time of fun and learning where they can interact more with other children and develop social skills."*

*- Parent of a Youth Development Participant*



## EMPLOYEE ASSISTANCE (EAP)

**3,671 SERVED**

FamilyMeans has contracts with school districts, manufacturing companies, healthcare agencies, and municipalities to help employers facilitate this employee benefit.

Employees can access services in program areas of Caregiving & Aging, Counseling & Therapy, and Financial Solutions, in addition to referrals for legal consultation.



## VOLUNTEERS

**271 VOLUNTEERS PERFORMED 11,212 HOURS**



FamilyMeans Volunteers

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, respite, and community participation.

Visit [FamilyMeans.org](https://www.familymeans.org) to see a complete list of all of our wonderful volunteers in 2018!

*"I like to volunteer because it is a way of giving back all the blessings I have received, and I get much in return."*

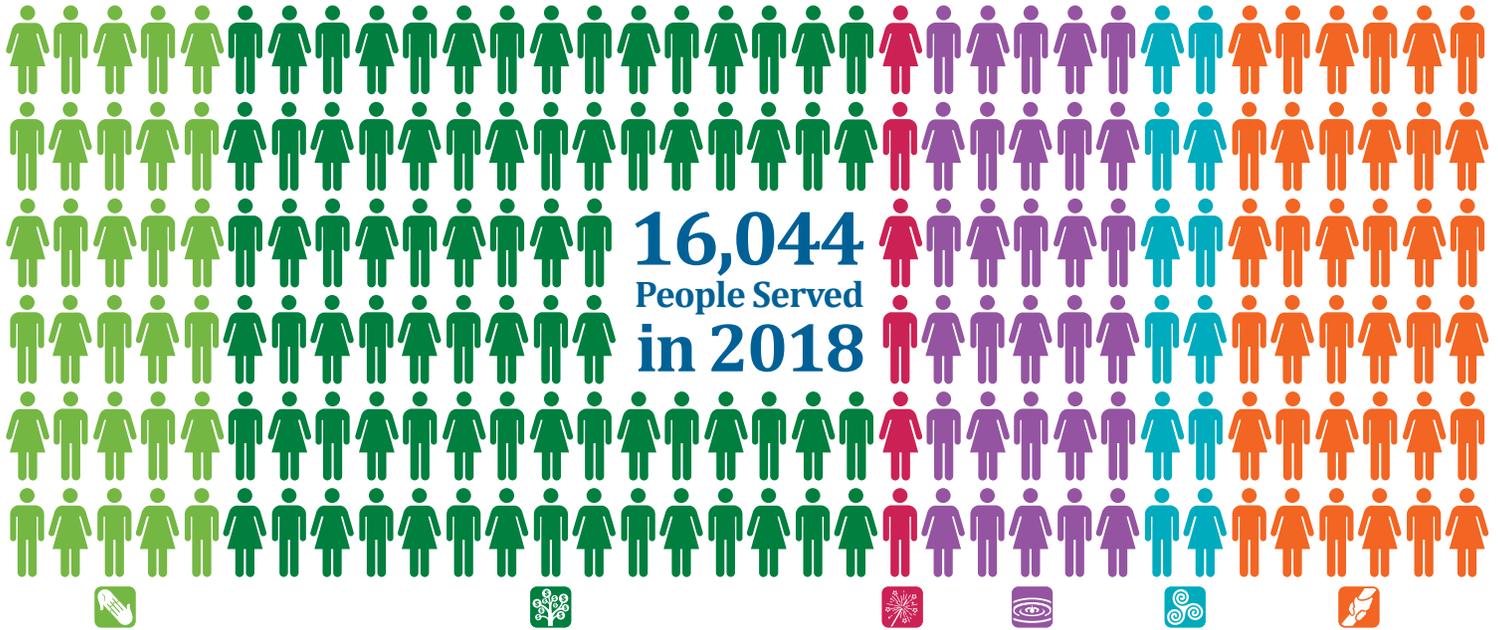
*- FamilyMeans Volunteer*



# FamilyMeans

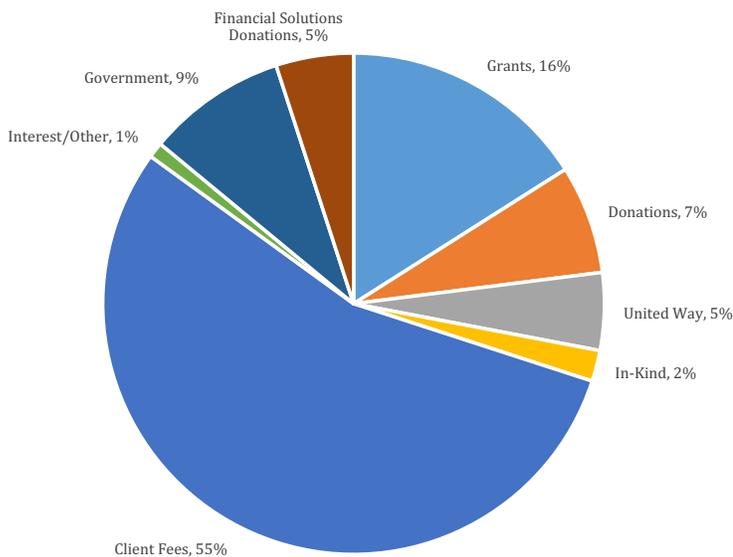
BETTER IS POSSIBLE

## Service by the Numbers

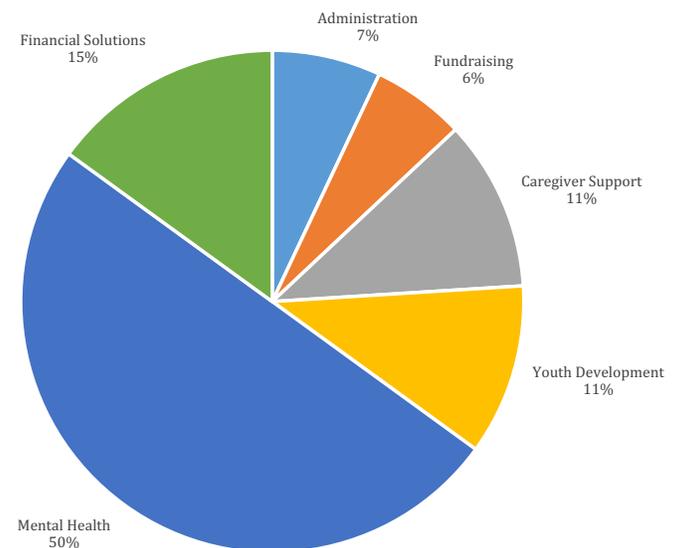


## Financial Report Audited

Revenue & Support – Operations \$4,355,989



Expenses – Operations \$4,714,876



# Generations of donors have supported FamilyMeans and 2018 was no exception!

Individual donors answered our appeals.

Event attendees opened their purses and wallets.

Foundation and institutional partners approved our grants.

Loved ones dedicated memorials.

Stillwater District 834 families promoted the Wellness Center Challenge.

Legacy Circle members planned for future gifts.

Businesses provided in-kind support.

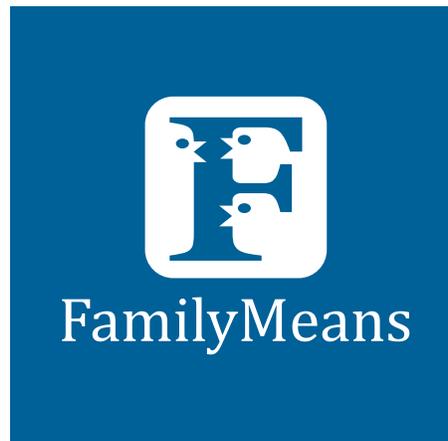
All of these (and more!) expressions of donor trust and generosity allow the agency to fulfill its mission.

**WITH YOU,  
BETTER IS POSSIBLE.**



FamilyMeans is proud to celebrate  
**55 Years**  
of serving the St. Croix Valley and beyond  
as a place where people can get help and emerge stronger from life's challenges.  
This success is due, in part, to our wonderful donors, staff, and volunteers!

**Thank you!!!**





**COUNSELING & THERAPY**



**CAREGIVING & AGING**



**YOUTH DEVELOPMENT**



**FINANCIAL SOLUTIONS**



**CENTER FOR GRIEF  
& LOSS**



**EMPLOYEE  
ASSISTANCE (EAP)**



FamilyMeans is accredited by the Council On Accreditation and is licensed to do mental health counseling, financial counseling, and debt repayment in Minnesota and Wisconsin.



**FamilyMeans**  
BETTER IS POSSIBLE

**Minnesota Locations:** Cimarron, Landfall,  
Rochester, St. Paul, and Stillwater  
**Wisconsin Locations:** Eau Claire, Hudson

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