

Attachment A

NYFS
Northeast Youth
& Family Services

Transforming Lives



We have heart.

innovate

trust

connect

2021-2022 Report to the Community

Reflections from the President and CEO



Together we are transforming the lives of our clients and community, and I am thrilled to be able to do this work with you.

It is incredible to think about all that Northeast Youth & Family Services (NYFS) has accomplished during the 2021-2022 fiscal year. As we continue to deepen our work, I want to give you a glimpse into how we are adapting and expanding what we offer in response to community and client-driven needs.

We've responded to multiple community crises by increasing access to mental health crisis support, offered trainings on the effects of the pandemic on mental health, and crucially, expanded our Diversion Services to include Community Connections. This seven-week program helps youth develop social and emotional skills while expanding their horizons and helping them deepen their commitment to their own futures through service, post-secondary education exposure, career exploration, and mentorship.

While the pandemic required us to quickly adapt to new realities and needs, we are now fully integrating these changes into our business model and organizational infrastructure. **Most notably, we have embraced the opportunities that telehealth care offers and see how this option reduces or eliminates barriers of time and transportation while increasing our ability to offer vital mental health support to those who might not receive it any other way.**

Finally, we thoughtfully and compassionately navigated a change in executive leadership – celebrating the vision

community-centered



committed

and investment of outgoing President and CEO, Tara Jebens-Singh. I am thankful to have experienced an intentional and collaborative onboarding process which provided a comprehensive understanding of the organization, its current strengths and challenges, and its opportunities for growth. I am grateful for a welcoming, committed, and talented staff and board of directors who are ready to move us into the next chapter of our collective story, grounded in our powerful mission and client-centered values.

While past few years at NYFS, and in our community, have been marked by rapid change, one thing remains the same – our commitment to service through collaboration with our partners. **Together we are transforming the lives of our clients and community, and I am thrilled to be able to do this work with you.**



Angela Lewis-Dmello, LICSW
President & CEO

Our Partners

MUNICIPALITIES

Birchwood Village
Falcon Heights
Hugo
Little Canada
Lauderdale
Mahtomedi
Mounds View
New Brighton
North Oaks
Roseville
St. Anthony
Shoreview
Vadnais Heights
White Bear Lake
White Bear Township

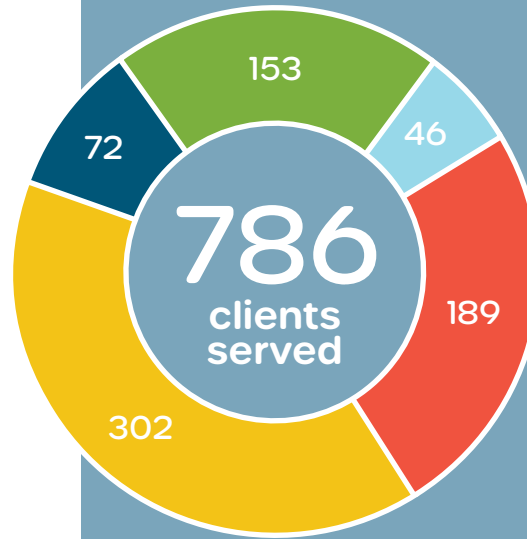
SCHOOL DISTRICTS

Roseville Area Schools
Mounds View Public Schools
White Bear Lake Area Schools

LAW ENFORCEMENT AGENCIES

Mounds View
New Brighton
Roseville
St. Anthony
White Bear Lake

Highlights & Outcomes FY 2021-2022



PROGRAM:

- ◆ Diversion
- ◆ Elderly Services
- ◆ School Based
- ◆ Clinic Based
- ◆ Community Advocate

21,696
total
appointments

496 meetings with
72 Community
Advocacy Clients

447 meetings with
153 Diversion clients

657 family and couples
therapy sessions with
138 client families

337 Assessments
for Mental Health
Services

\$64,000

of care was provided at low or
no cost to clients with financial
barriers to care.

Together we
accomplish so much
more than we could
ever do on our own!



Healing Happens in Many Ways

Trauma-informed and culturally-responsive care recognizes that there is no “one size fits all” version of healing.



NYFS’s mission is founded on access to critical services and acting as a safety net for our community’s mental health needs. We have seen the multi-layered effects of the pandemic on mental health care and are dedicated to meeting current and emerging needs. Because of this, our efforts are increasingly culturally-responsive and trauma-informed as we continue to evaluate and expand our services.

Trauma-informed care is all about serving our clients in the context of their lived experiences.

Many individuals in our community have chronic stress and histories of trauma. Often these experiences cause mental and physical health concerns. At NYFS, we believe that it is our responsibility to ensure that our services don’t cause further harm to any of our clients, not just those that have trauma. This is ongoing work that continues to evolve as we learn more over time. Because of this, our physical clinic

spaces in Shoreview and White Bear Lake, the organization’s culture, and the program services, policies, and practices themselves are developed to be trauma-informed and are reviewed regularly to reflect current best practices.

To be truly trauma-informed requires being culturally responsive – the deep integration of our client’s culture into their care. We partner with our clients to provide services in the ways that our clients say best support their healing and growth. This means understanding the context of oppression that many of our clients experience due to their intersecting identities and attending to that in therapy. It also means integrating an understanding of historical and intergenerational trauma on mental health. Many of the reasons people suffer are not due to their own psychology or relationships, but rather, due to the larger socio-cultural context of oppression experienced every day.

As Tara Hjelmberg, NYFS Director of Mental Health shares, “Trauma-informed and culturally-responsive care allows a space where each individual is seen, heard and understood in their context. It is only within this space that we can assist in the clients’ healing and overall wellness.”

empower



support

This responsiveness recognizes that there is no “one size fits all” version of healing. What each of us needs is different – and not everyone benefits from a western mental health model of individual weekly therapy sessions. **NYFS has been expanding our services to offer different culturally-responsive trauma treatments across the lifespan, including art therapy, and we look forward to expanding our play therapy and horticultural therapy offerings.** For those healing services we do not offer at NYFS, we continue to build referral relationships to cultural and community healing practices that serve the whole person. We believe this partnership with our clients encourages creativity and an expansive perspective on healing and recovery. ❤️

Serving Youth in Schools Amidst a Mental Health Crisis

Since the start of the pandemic, our community and our country have seen a three-fold increase in the number of youth with diagnosable mental health conditions as well as an increase in the urgency and severity of mental health needs.

Our youth have lived through a global pandemic during a crucial stage of their development and are more likely than previous generations to seek mental health care. These factors, combined with the sharp decline in mental health providers – especially those working with youth in nonprofits – has created an unprecedented strain on providers, individuals, and their loved ones. The American Academy of Pediatrics, the American Academy of Child & Adolescent Psychiatry, and the Children’s Hospital Association, have declared the **state of child and adolescent mental health a national emergency**.

NYFS School-Based Therapist Carolyn Babekuhl reflects, “Over the past two and a half years, the entire world has experienced trauma from the pandemic, including our children. They lost loved ones, financial stability, and missed significant developmental milestones. These challenges are not addressed just by returning to school in-person. Although students have returned to school, they have not had the opportunity to process these losses and it is expressed through their behavior. It is apparent that we need to prioritize the mental health of our youth at this time.”

At NYFS, our School-Based Mental Health services offer youth the benefits of developmentally-targeted therapy in a school setting where they have the greatest opportunity to regularly access the help they need or receive support when in crisis. In addition to heightened social and emotional concerns, we are seeing youth with significant (and often deferred) needs including high rates of post-traumatic stress disorder, anxiety with panic attacks, severe depression, and thoughts or plans of suicide. We ensure that youth can access these trauma-informed and culturally-responsive services on a sliding-fee scale.

At NYFS we serve three school districts in the Roseville, Mounds View, and White Bear Lake areas, offering care from elementary through high school-age students. We work in meaningful partnership with school staff, supporting the overall mental health needs of youth in the schools we serve. Sometimes this includes active mental health response to school personnel, teachers, and students following a crisis or tragedy. **We are there to serve the whole school as comprehensively as we can.**

Even as the need strains our system’s ability to ensure care to those who most need it, we feel immense hopefulness as the narrative around youth mental health is changing. And it is the youth who are leading the way in ensuring their own healthy futures. ❤️

“The problems we are seeing are greater in both number and intensity. There are more students who are struggling with their mental health, and because there are more needs across the whole system of care, we are filling a gap for youth who actually need a higher level of care.”

– Steven Lutes, School-Based Mental Health Programs Manager



Intuitive Team-Based Care

Northeast Treatment Services (NETS) Day Treatment program serves youth who have mental health needs that cannot be successfully treated in weekly psychotherapy visits, but don't need intensive outpatient programming or the short-term stabilization of a hospital inpatient setting. NETS youth receive longer-term intensive healing support but can remain in their homes and communities while accessing a broad range of services. Day treatment also offers an alternative to residential treatment, which removes youth from their family and community.

Most youth that come to our day treatment services face many obstacles, often reporting upwards of seven or eight significant life traumas. They may hold all of that suffering in, or they may push it out into the world through unhealthy coping or harmful behaviors. **At NYFS, our day treatment team wants to help these youth every moment that they are with us for services, to learn a better way of engaging their emotions and their relationships so that when they really start to feel better — they have the tools they need to succeed outside of NYFS.**

NYFS's day treatment services are unique, and so much of this is due to our exceptional team. "As a team we are a cohesive unit. Built on trust," says NETS Therapist LaTarsha Bronaugh. "We strive to be open, understanding, flexible and give one another grace. That transforms into putting client and family needs at the center of their healing journey while at NETS."

Similar programs are known for being a training site for new mental health providers — resulting in high turnover of staff. At NYFS, **we average 8-10 years on the day treatment team, some staff working in the program for more than 20 years. They have a wealth of experience and a beautiful rhythm in the work together — doing so in compassionate, creative, and intuitive ways.** This translates directly to the care they provide. There isn't a crisis they can't handle or a youth with whom at least one of them can connect. They provide seamless trauma-informed, culturally responsive care. ❤️



"With this team, no challenge ever feels insurmountable. The team is balanced; filled with numerous abilities, passions, and expertise combined with decades of experience. This allows our authentic selves to truly shine. With such a trusting, committed, and cohesive group we can provide the supportive, caring, and nurturing environment that our clients so desperately need and are lacking in their own lives and relationships."

— Ben Moburg,
NETS Day Treatment
Practitioner

Better Outcomes, Brighter Futures



The Diversion program serves as an alternative to the traditional juvenile justice system for youth who are charged with misdemeanor and status offenses such as theft and alcohol or drug use. With targeted support, they are able to redirect their lives and get back on track. Youth attend educational seminars with their parents or caregivers, perform community service work, and pay restitution. But addressing the offense and its impact is only part of this restorative justice program.

NYFS Diversion Coordinator Jackie McGovern says that **working with youth to learn what is going on in their life is key to understanding what circumstances may have contributed to the negative behavior.** "By addressing the root causes of the behaviors, the youth is able to receive the help they need

confidence & resilience

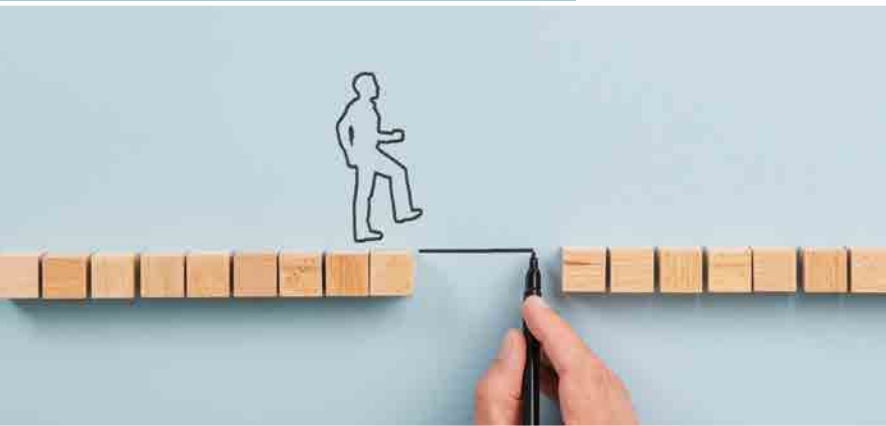
and is much less likely to reoffend in the future. We are here to help them change the trajectory of their lives. We focus on their future, not just on their past offense."

Successful graduates of the Diversion program who still need additional support can enroll in our new Community Connections program - a seven week group-based experience for youth that **builds social skills, self-confidence, and resilience through career exploration, volunteer activities, and connections with other**

community service organizations. The program aims to help address risk factors that youth face by providing youth with alternatives through positive social interaction with peers, interaction with positive adults in the community, and access to community resources. ❤️

"The last few years have been really tough on our youth. A lot of those connections, and feeling like being a part of a community, have gone away. Youth and their families are really struggling and that's why programs like these are so important."

— Erika Scheider, Roseville Chief of Police



Bridging the Gap Between Law Enforcement and Community Support

“Officers are on the scene when there is a crisis, and we definitely need their help in those moments. But they are not trained or equipped to assess and work on the issues that led up to the crisis point. Often these problems are multi-layered and require long hours of work to rebuild trust and help residents get and stay connected with additional support systems in our community.”

— Joshua Grant,
NYFS Community
Advocate

NYFS Community Advocate Joshua Grant has a unique and necessary role in the communities we serve. He works with residents who have been involved with local law enforcement but have needs that cannot be sufficiently addressed by law enforcement alone. “Officers are on the scene when there is a crisis, and we definitely need their help in those moments,” he says. “But they are not trained or equipped to assess and work on the issues that led up to the crisis point. Often these problems are multi-layered and require long hours of work to rebuild trust and help residents get and stay connected with additional support systems in our community.”

Joshua works with individuals and families experiencing chronic mental health issues, family instability, complex medical needs, chemical dependency and other problems that require a high degree of care. **By addressing these underlying issues, the need for law enforcement intervention is greatly reduced and officers are freed up to spend more time on other work while the resident receives the more intensive support they need.**

compassion



trust

The Community Advocate Program currently serves the cities of Mounds View, New Brighton, Roseville, St. Anthony and White Bear Lake and has been well received by residents and law enforcement.

“We believe in the co-production of public safety,” says Tony Paetznic, New Brighton Director of Public Safety. “We all have a role to play in making our communities a better place to live and work.” ❤️

NYFS Staff

Carolyn Babekuhl, LICSW
School Based Therapist

Laurie Berlin, LMFT
School Based Therapist

Latarsha Bronaugh, LPCC
*NETS Day Treatment
Therapist*

Miaa Bulchaa
Senior Program Assistant

Mai Chang,
Senior Program Assistant

Joshua Grant
Community Advocate

Denise Greene
Building & Office Manager

David Gullickson
Accounting Assistant

Tara Hjelmberg, LMFT
Director of Mental Health

Molly Larson
Program Assistant

Angela Lewis-Dmello, LICSW
President & CEO

Steven Lutes, LICSW
*School Based Services
Manager*

Amelia Maijala
*Marketing, Communications
and Development Specialist*

Samuel McGinnity
*Diversion Community
Connections Coordinator*

Jackie McGovern
*Community Services
Manager*

Ben Moburg
*NETS Day Treatment
Practitioner*

Laurie Moser, LMFT
*NETS Day Treatment
Manager*

Alex Moti
Information Analyst

Kathryn Muellner, LICSW
*NETS Day Treatment
Therapist*

Andy Peach,
*NETS Day Treatment
Practitioner*

Angie Siegle-Pugh, LMFT
REACH Therapist

Jocelyn Thoemke, LMFT,
ATR-BC
Clinic Based & Art Therapist

Becky Tjornhom
Front Office

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John Skillings
Rep: Community

Our mission
is transforming
lives today –
creating a
better tomorrow
for youth, adults
and families in
our community.

We appreciate
the support
of our staff,
volunteers,
donors, and
our community.

You make this
work possible.

Thank you. 

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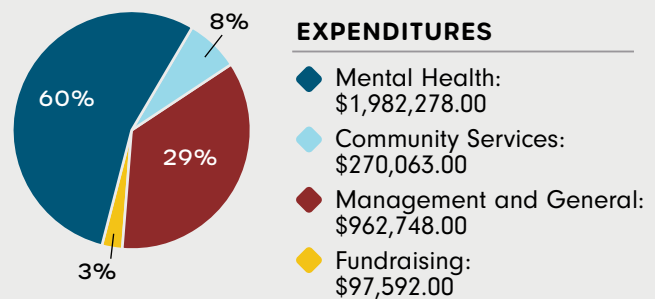
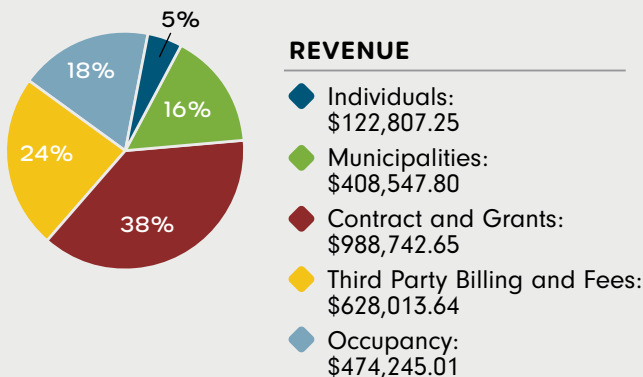
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Statement of Activities

	Without Donor Restrictions	With Donor Restrictions	Total
SUPPORT AND REVENUE			
Support:			
Grants and Contributions	\$ 278,281	\$ -	\$ 278,281
Municipality Contract Revenue	502,435	-	502,435
Employee Retention Credit	220,576	-	220,576
Loan Forgiveness	430,776	-	430,776
Total Support	1,432,068	-	1,432,068
Revenue:			
Program Service Fees	1,485,531	-	1,485,531
Rental Income	474,245	-	474,245
Investment Loss	(11,713)	-	(11,713)
Total Revenue	1,948,063	-	1,948,063
Net Assets Released from Restrictions	15,000	(15,000)	-
Total Support and Revenue	3,395,131	(15,000)	3,380,131
EXPENSES			
Program Services:			
Mental Health	1,982,278	-	1,982,278
Community Services	270,063	-	270,063
Total Program Services	2,252,341	-	2,252,341
Supporting Services:			
Management and General	962,748	-	962,748
Fundraising	97,592	-	97,592
Total Supporting Services	1,060,340	-	1,060,340
Total Expenses	3,312,681	-	3,312,681
INCREASE (DECREASE) IN NET ASSETS	82,450	(15,000)	67,450
Net Assets - Beginning of Year - as Restated	1,391,220	15,000	1,406,220
NET ASSETS - END OF YEAR	\$ 1,473,670	\$ -	\$ 1,473,670



NYFS

Northeast Youth & Family Services

3490 Lexington Ave N, Suite 205
Shoreview, MN 55126



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If you need help – reach out today.
If you can offer help – please donate.

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or **mail** your donation to
NYFS, 3490 Lexington Ave. N.
Shoreview, MN 55126

LOCATIONS:

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Shoreview, MN 55126
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@NYFS2



NYFSorg



Northeast Youth &
Family Services



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