



2023-2024
Report to the Community

rooted in community



Dear Supporters,

At NYFS, we take being community-driven to heart, and this year of our journey together has us even more deeply rooted in our relationship with you, our partners and supporters. We are so proud of all that we have accomplished together. Above all, we completed our organizational turnaround in the spring of 2024 and were able to enter our current fiscal year as a financially sustainable organization. We accomplished this by investing in the organization and staff, and we rapidly increased our revenue to cover our expenses. We have expanded the number of clients we have served by almost 50%, and more than doubled our client appointments annually. We are working with clients for as long as they continue to need care – ensuring both breadth and depth in our services.

We have also gotten clear about our mission scope and strengths. We have:

- Grounded in our work as a trauma-informed and culturally-responsive provider.
- Deepened our dedication to ensuring access to care for all clients.
- Launched new services that are evidence-based, effective, and attuned to the needs of every developmental stage throughout the lifespan.
- Ensured staff have robust training and opportunities for continuing professional development.
- Worked hard to ensure our organization is responsive to the wellbeing and work sustainability of staff.
- Invested in workforce development by creating an innovative training program for post-licensure clinicians called our Clinical Ladders Program.
- Created specialized services for victim-survivors of domestic and sexual violence in our new Restoring Power Program.

This year also required some hard decisions about what programs we could offer sustainably with the systemic challenges of insurance billing that does not cover the cost of providing care. We had the largest and most persistent multi-year funding gap in our NETS Day Treatment Program and made the difficult decision to close that programming at the end of the school year. Through right-sizing our services to our funding streams and organizational strengths, we have stabilized and are able to meet our mission for years to come.

Thank you for the many ways you have offered support and invested in our future with us. We are thrilled to be thriving and achieving our organizational goals in service of our mission. We could not do it without your support.

Thank you,

A handwritten signature in black ink that reads "Angela Lewis-Dmello".

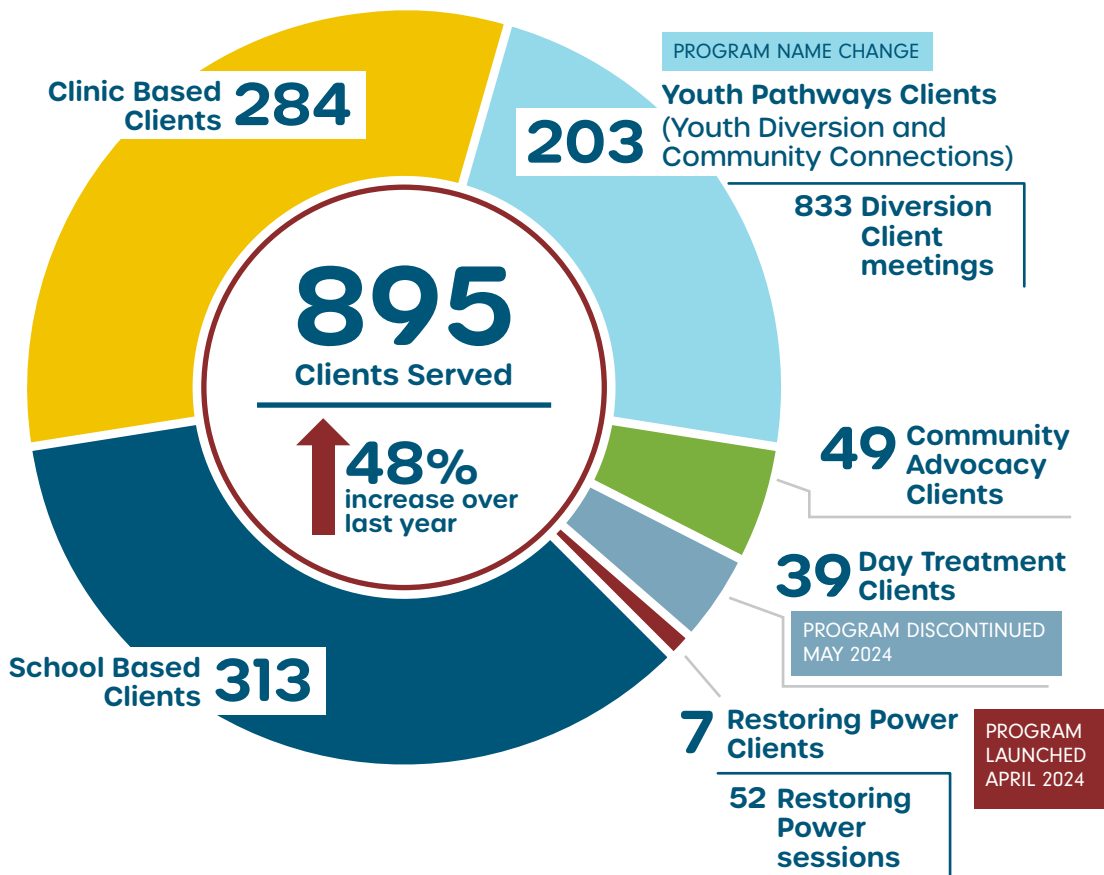
Angela Lewis-Dmello
NYFS President & CEO

Transforming
lives by
ensuring
access to care
that nurtures
healing,
cultivates
community, and
inspires hope.

Highlights & Outcomes

FY July 1, 2023 – June 30, 2024

CLIENT OVERVIEW BY PROGRAM:



451 New Clients	198 Case Management meetings	3,116 Play Therapy sessions children age 11 & under
673 Mental Health assessments	746 Family and Couple sessions	

TOP 3 DIAGNOSES TREATED:

Generalized anxiety disorder	Post-traumatic stress disorder	Major depressive disorder
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\$86,120 of care was provided at low or no cost to clients with financial barriers to care.

NYFS PARTNERS:

MUNICIPALITIES

Arden Hills
Birchwood Village
Falcon Heights
Hugo
Little Canada
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New Brighton
North Oaks
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St. Anthony
Vadnais Heights
White Bear Lake
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Together we accomplish so much more than we could ever do on our own!

RESTORING POWER



NYFS is thrilled to have launched its new Restoring Power Program for domestic and sexual violence victim-survivors in 2024. NYFS has long been committed to comprehensive trauma-informed services and to ensuring that we are responsive to community needs in our geographic area.

We learned through an internal assessment that 75% of our clients reported to their providers that they experienced domestic or sexual abuse, and that there were no organizations located in the 16 municipalities that we serve addressing this need. We had many staff with expertise in treating these forms of trauma and a vision for an integrated advocacy and therapy model serving clients comprehensively. We are honored to have received stable, multi-year funding through the Office of Justice Programs Crime Victims Services to launch prevention and intervention services.

And launch we have! With internal expertise we were able to develop our program and services efficiently and began seeing clients in April 2024, just six months after receiving funding. The vision for the program is to have a variety of services offered for all ages and needs. We want to provide thoughtful safety and stabilization services through civil and legal advocacy and case management – helping to provide emotional support, safety planning, system accompaniment, information, and access to resources.

With the high number of youth in our services, our model includes both adult and youth-specific advocates.

We want clients, in partnership with advocacy, to have access to opportunities for therapeutic healing from trauma individually and in the community.

We have seen the incredible power of group therapies, so clients in this program can receive individual trauma treatment and group services for children witnessing domestic violence, adults experiencing domestic violence, teenagers learning about healthy relationships, and adults experiencing sexual assault. This constellation of services provided by collaborative team members ensures wraparound support for clients - all free of charge.

As part of this work, NYFS is invested in the Coordinated Community Response Model for ending domestic and sexual violence in our communities. This model directs us to work closely with all potential partners to ensure the safety of our community members. We have been active in getting connected and sharing about our services – we have joined local coalitions, met with many local and regional governmental services, other not-for-profit organizations and local schools, and have been conducting training on these topics for our community.

We want clients, in partnership with advocacy, to have access to opportunities for therapeutic healing from trauma individually and in the community.



**NYFS SAW A NEED:**

75% of clients reported that they experienced domestic or sexual abuse

NYFS Restoring Power program provides individual trauma treatment and group services for:

children witnessing domestic violence

adults experiencing domestic violence

teenagers learning about healthy relationships

adults experiencing sexual assault

HIGHLIGHT:

NYFS launched Adolescent Healthy Relationships group within the Restoring Power Program

This 12-week group provided peer support and education to seven participants between the ages of 13 and 17 explaining and exploring personal boundaries, understanding healthy and unhealthy relationship dynamics, practicing assertive communication, and more.

Graduating group participants said:

"The most valuable thing I learned was to respect myself and I have a voice."

"I learned how to express my boundaries."

Group therapy is a foundational pillar of healing from the effects of violence across all ages, and the Restoring Power Program has included a strong groups component since its inception for this reason. Experiencing a traumatic event is often incredibly isolating, and being a victim-survivor of tangible harm is frequently accompanied by social stigma. Therapy groups work to actively combat these effects of trauma by creating a community focused on mutual experience and healing.

**LOOKING AHEAD:**

NYFS plans to launch additional groups within this program, including a children's group and two groups for adult victim-survivors.

ADVOCACY:

Our advocacy services meet victim-survivors wherever they are on their journey, and help them to seek stability, support, healing, and hope.

NYFS provides thoughtful safety and stabilization services through civil and legal advocacy and case management, such as:

- safety planning [apply for Safe at Home, a program to keep their address confidential]
- emotional support
- legal advocacy [help a client file a restraining order or an order for protection]
- court and medical accompaniment
- education
- community referrals and resources

MACY'S STORY:

Macy came to us looking for support in navigating a complicated custody battle with the person who was abusing her. Our advocate helped them navigate the court system, access resources, and was able to meet their need for emotional support during this lengthy process.

"Thank you for meeting yesterday. It helped to show the audio and video to you and to be believed."



WORKFORCE DEVELOPMENT

NYFS is invested in clinical growth and development.

Internship Program continues to grow



In June, our first cohort of six clinical interns completed their internships with NYFS, three of whom were participants in our Steps Toward Equitable Practices Scholar (STEPS) Program. This program, which we launched in 2023, was developed to counteract the systemic inequities that clinicians of color face while pursuing higher education and entering the workforce.

As part of our commitment to high quality training, we ensured the entire 2024 intern cohort was trained in Narrative Exposure Therapy, a culturally responsive trauma treatment for use across the lifespan. One intern reflected on their growth during their internship, sharing, "I feel that I am ready to pursue professional development and a professional position in the clinical realm."

Every intern who completed our program in 2024 left equipped with multiple trainings in evidence-based care, a network of professionals to lean on, and invaluable experience; all have since successfully received initial licensure to begin practicing in the field.

Since then, our program has continued to grow! NYFS added a new internship opportunity within the Youth Pathways program, allowing us to provide internships to those seeking non-clinical focused career paths or those who are earlier in their education. We added three Youth Pathways interns to our team this fall in addition to the five clinical interns, making this our largest cohort yet! We are eager to continue establishing NYFS as a teaching institution in our community.

"Every intern left equipped with multiple trainings in evidence-based care, a network of professionals to lean on, and invaluable experience"

Recognizing the need for greater cultural diversity and culturally responsive skills in providers

At NYFS, we recognize the need for greater cultural diversity and culturally responsive skills in providers and are committed to investing in high-quality, intentional training, supervision, and support for our workforce. 90% of all mental health professionals (social work, psychology, marriage and family therapy) in the state of Minnesota identify as White. For many community members, this is a critical barrier to accessing care because having a provider that shares your culture supports positive treatment outcomes. As part of our three-year strategic plan, we are investing in integrating culturally responsive care at all levels of the

organization actively through work with board members, leadership, and staff, and adapting our client care to ensure that we are aligned with our values.

This year has seen NYFS strengthen our robust diversity, equity, and inclusion committee, called Community of Hope, which helps to drive organizational initiatives and offer quarterly half-day training to all staff on culturally responsive services. We further invested in ensuring linguistic access through document translation into four languages in addition to English, quality training for staff on use of an interpreter, and financial resources to ensure in-person interpretation for clients.



90% of all mental health professionals in the state of Minnesota identify as White



Wellness and Work Sustainability Plan

NYFS cannot achieve its mission without our dedicated and talented staff who work across all of our client services.

Our providers come to work every day committed to helping people heal from painful symptoms and experiences. Often this results in the challenging personal outcomes of doing trauma work — secondary traumatic stress, burnout, vicarious trauma, and moral injury.

At NYFS we are committed to providing the best possible environment for staff to thrive, be nourished, and be well — supporting their ability to work sustainably over time. Work sustainability is tied most powerfully to supervisory and organizational metrics that support staff wellbeing. In service of our dedication to providing an environment that supports both prevention and intervention for staff trauma exposures at work, NYFS created our first Wellness and Work Sustainability Plan this year. This document shares our commitment to staff wellbeing and the practices staff can expect to support their healing in the face of challenging professional exposures to trauma. This plan ensures staff know what NYFS sees as our concrete commitments to individual and team wellness and how to access them. We know this will make a difference for our providers and the clients they serve!

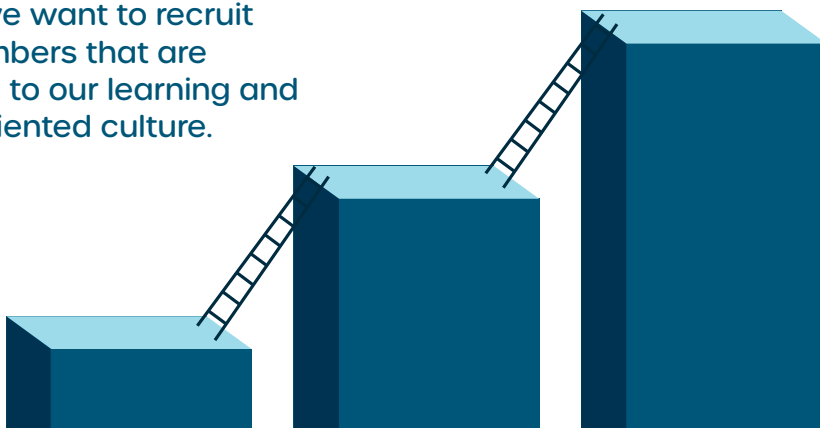
Clinical Ladders Program


NYFS is determined to address workforce challenges comprehensively — with creativity and innovative thinking.

One challenge that we turned into an opportunity this year was addressing gaps in our industry for ensuring investment in new provider professional development — and the development of specific, marketable skills.

At NYFS, we want to recruit team members that are dedicated to our learning and growth-oriented culture. We chose to innovate and develop a first-of-its-kind Clinical Ladders Program for new professionals to receive specialized training in trauma treatment, clinical supervision, family and couple therapy, and/or play therapy. NYFS invests in the team members' training and development, and then they are eligible to move up the ladder to a new job classification and pay structure based on developing these specific skills. **This means greater staff retention, continuity of client care, and more skillful tools at the disposal of our incredible clinicians!**

At NYFS, we want to recruit team members that are dedicated to our learning and growth-oriented culture.



...providing the best possible environment for staff to thrive, be nourished, and be well — supporting their ability to work sustainably over time. 

PROGRAM HIGHLIGHTS

FY July 1, 2023 – June 30, 2024



WHITE BEAR AREA FOOD SHELF COMMUNITY MARKET PARTNERSHIP

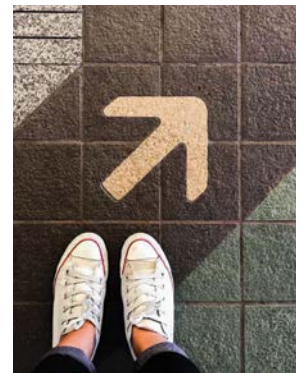
In May 2024, we started a partnership with the White Bear Area Food Shelf at their new Community Market, a no-cost grocery shopping center serving the needs of those in our community experiencing food insecurity. NYFS has Client Service Coordinators and Community Advocates on site at the Community Market every Tuesday afternoon to answer shoppers' questions about mental health, youth services, and everything else NYFS has to offer!

The Community Market is located at 2446 County Road F East, White Bear Lake, MN 55110 and is open to the public Mon/Tues/Wed/Fri from 1-4pm.

YOUTH PATHWAYS: NAME CHANGE AND PROGRAM DEVELOPMENT

Youth Pathways is our new program name for Youth Diversion and Community Connections. We are excited about this future-oriented name, as we look to provide multiple pathways for youth and families to receive support, navigate justice system involvement, and make choices about the "pathway" forward that best represents their goals and desires for their future. NYFS has also been strengthening our services through program development and staff training. We are implementing restorative justice principles for accountability and repairing harm, while also integrating motivational interviewing to identify internal motivation and support youth in their goals.

"My child made a poor choice, and the silver lining was this program. He realizes now that his choices impact both his future and his family." – Parent of participant



WHITE BEAR LAKE CLINIC RE-OPENING FULL TIME

NYFS is excited to have reopened our White Bear Lake Clinic! In addition to a new play therapy space created with financial support from the Greater White Bear Lake Community Foundation, our White Bear Lake clinic features trauma informed design principles which strive to create spaces that promote safety, dignity, and well-being for all people. The grand reopening celebration, which took place in October 2023 with the help of the White Bear Area Chamber of Commerce, brought together 35-40 community members for a ribbon cutting and tour. We're thrilled to continue serving White Bear Lake in this beautifully designed space and deeply grateful for the mutual support between NYFS and our community.

NEW PSYCHOLOGICAL EVALUATION PROGRAM

NYFS launched a Psychological Evaluation Program for children between ages 3 and 17. We strive to create a safe and supportive environment that respects the experiences and perspectives of all families. Psychological evaluations offer a deeper understanding of a child's strengths and needs by taking into account their behavior, emotions, and cognitive abilities. We value caregivers' expertise and see our role as complementing their insights with additional tools. Guided by a trauma-informed approach, we strive to offer diagnostic clarity and identify pathways for ongoing support.

A therapist in the community shared, "I sent a family to you recently that had marvelous things to say about your approach and they are so happy to have answers about their child."

At NYFS, we believe in an inclusive approach that empowers families with knowledge and support to help understand children's unique strengths and challenges.



NYFS Staff

Mosope Ani
Intern Therapist

Vanessa Anton
Intern Therapist

Carolyn Babekuhl, MSW, LICSW
School Based Therapist

Emily Burrup
Youth Pathways Intern

Kendra Coop, MSW, LGSW
School Based Therapist

Amanda Donley, MA
Restoring Power Youth Advocate

Jessie Everts, PhD, LMFT
Director of Operations

Becca Feia, MSW, LGSW
Clinic Based Therapist

Sarah Geisbauer
Client Services Coordinator

Lexa Harmon
Restoring Power Adult Advocate

Melanie Haynes, MSW, LGSW
School Based Therapist

Jacqueline James, MA
Clinic Based Therapist

Danielle Jones
Youth Pathways Intern

Elizabeth Keillor
Intern Therapist

Lauren Kelzenberg
MSW, LGSW
School Based Therapist

Molly Keran
Youth Pathways Intern

Cari Kokotovich, PsyD, LP
Psychological Evaluation Supervisor

Abigail Lane, MSW, LICSW
Community Services Program Manager

Jennifer Lenart
Development Associate

Angela Lewis-Dmello
MSW, LICSW
President & CEO

Sarah Lockhart, MSW, LICSW
Director of Mental Health

Samantha Lueck, MSW, LGSW
Restoring Power Therapist

Carl Luepker, MCMHC, MED
Clinic Based Therapist

Steven Lutes, MSW, LICSW
School Based Program Manager

Leah Martin, MSW, LICSW
Clinic Based Program Manager

Isabela Mastel
Intern Therapist

Samuel McGinnity
Youth Pathways Supervisor

Morgan Merritt
Community Advocate

Kasi Misseldine
MA, ATR
Restoring Power and Art Therapist

Caleb Petersen, MA
Clinic Based Therapist

Jennifer Prock
Director of Finance

Trisha Sargent, MSW, LICSW
Intern Program Supervisor

Vanessa Shuck, MSW, LGSW
Clinic Based Therapist

Angela Siegle-Pugh
MA, LMFT
REACH Therapist

Jaclyn Suchy, MA
School Based Therapist

Leng Thao
Client Services Coordinator

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

Joanna Tyler
Client Services Coordinator

Ka Vang
Senior Human Resources Generalist

Leona Vann, MSW, LGSW
Clinic Based Therapist

Amy Watkins
Intern Therapist

Rachel Weiss, MA, ATR-P
School Based Therapist

Chay Young
Office Manager

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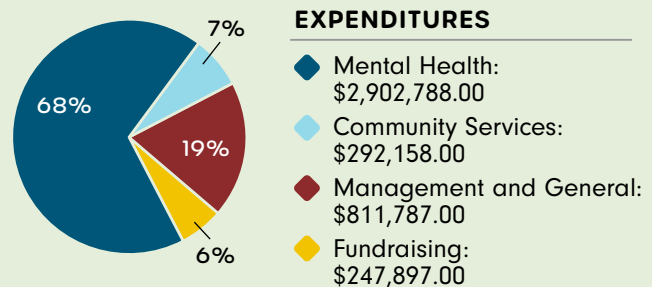
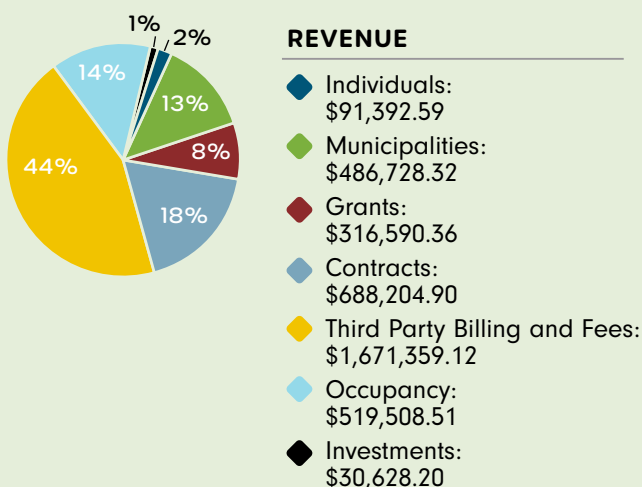
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Statement of Activities

	Without Donor Restrictions	With Donor Restrictions	Total
SUPPORT AND REVENUE			
Support:			
Grants and Contributions	\$167,018	\$170,000	\$337,018
Municipality Contract Revenue	486,728	-	486,728
In-Kind Contributions	117,396	-	117,396
Total Support	785,122	\$170,000	941,142
Revenue:			
Program Service Fees	2,430,529	-	2,430,529
Rental Income	519,509	-	519,509
Investment Inc (Loss)	30,628	-	30,628
Total Revenue	2,980,666	-	2,980,666
Net Assets Released from Restrictions	192,778	(192,778)	-
Total Support and Revenue	3,944,586	(22,778)	3,921,808
EXPENSES			
Program Services:			
Mental Health	2,902,788	-	2,902,788
Community Services	292,158	-	292,158
Total Program Services	3,194,946	-	3,194,946
Supporting Services:			
Management and General	811,787	-	811,787
Fundraising	247,897	-	247,897
Total Supporting Services	1,059,684	-	1,059,684
Total Expenses	4,254,630	-	4,254,630
INCREASE (DECREASE) IN NET ASSETS	(310,044)	(22,778)	(332,822)
Net Assets - Beginning of Year	911,431	88,820	1,000,251
NET ASSETS - END OF YEAR	\$601,387	\$66,042	\$667,429



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Northeast Youth and Family Services
3490 Lexington Ave. N.
Shoreview, MN 55126

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Thank you for your support!

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LOCATIONS:

Shoreview Headquarters
3490 Lexington Avenue North, Suite 205
Shoreview, MN 55126
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Fax: (651) 486-3858

White Bear Lake Clinic
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White Bear Lake, MN 55110
Phone: (651) 429-8544
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