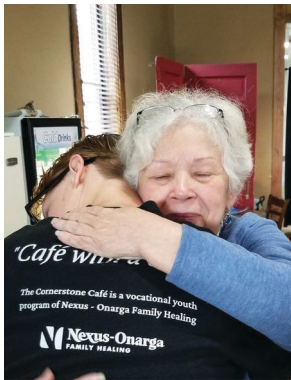


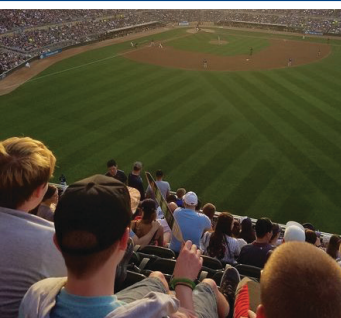


**Nexus**  
FAMILY HEALING



# Kindness, Understanding, Action

## 2021 Annual Report



## A LETTER FROM OUR PRESIDENT/CEO & BOARD CHAIR

# Facing a Crisis Head On

**Kindness, understanding, action** – three simple words that represent who we are as an organization, and who you are as valuable supporters of the work we do. These three words guide us forward as we face the nation’s largest youth mental health crisis to date.

For over 50 years, our strength has been to understand the current needs of our communities, approach with compassion, and adapt accordingly. With your support this past year, Nexus Family Healing was able to not only introduce a new approach to better serve the growing needs of those currently in our care but add new innovative programs for more children and families where there are gaps in service.

To address the influx of youth with more complicated mental health and behavioral issues, we introduced a new innovative treatment model across all our residential services. The **Empowering Restorative Engagement (ERE) model** is a **trauma-informed approach** that provides our staff, youth, and families with skills and knowledge necessary to manage behaviors and feel confident and safe in a highly acute situation. In addition to rolling out a new residential model, we continued to fill gaps through the addition of a new group home, Willow Trails, and residential facility, Luther Hall.

Children and adults in crisis have a new resource with the opening of the **Southeast Regional Crisis Center (SERCC)** in **Rochester, MN**. Nexus is the proud operating partner of this new facility.

Schools, along with their students and families, received additional support as Nexus Family Healing responded to the skyrocketing needs with **enhanced mental health services** in **Austin, MN, schools** and **expanded targeted case management** in schools in the **Fargo, ND**, area.

Families have additional support for their children when facing mental health crises. Nexus-FACTS Family Healing, in partnership with Hennepin County, Minnesota, now offers **Family Response and Stabilization Services** to better support families and reduce child psychiatric emergency room visits.

As a nonprofit organization, community partnerships are key to our ability to sustain our existing services while expanding to offer new resources. With your help, Nexus Family Healing will continue adding mental health resources to reach children, adults, and families early as needs arise while also ensuring that more acute care is available when needed. We want to be there for families when they are first facing challenges, before child protection, law enforcement intervention, or psychiatric intervention is needed – *before it’s a crisis*.

Every child should have access to mental health services, when and where they need it most – in homes, schools, communities, crisis centers, and residential care. Because of your support, we can continue to provide critical care to those we serve today and bring hope to others searching for a path forward.



**Dr. Michelle K. Murray**  
President/CEO  
Nexus Family Healing



**Jeri Quest**  
Board Chair

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***Restoring Hope. Reshaping Futures.***



Photo from left to right: Under Armour donations, The Onarga Military School Alumni, Hormel Foods team members and gifts.

## Your Support Makes A Difference

Nexus Family Healing is grateful for our community supporters who help further our mission and bring extra support for the youth and families who turn to us during their most challenging times.

**Ticket to Dream Foundation** provided amazing support for youth in foster care in both Minnesota and North Dakota! This included backpacks, school supplies, laptops, support for activity fees, and much more. These gifts supported the education and experiences critical to youth development and provided a great boost to the self-esteem of hundreds of children in foster care.

**Under Armour** made a big impact on youth at Nexus-Woodbourne (MD), providing more than 400 pairs of new sneakers as well as winter coats to keep youth warm during the winter months. Our youth were ecstatic when they saw stack upon stack of new shoes for them to browse through and select just the right pair. Many had never had such an opportunity!

The **Onarga Military School Alumni Association** continued its tradition of financial support to celebrate Nexus-Onarga Youth with a special dinner and gifts during the holiday season. We are grateful for their generosity and special message to our youth: “Know you are never alone and are loved by those who guide and care for you.”

**Hormel Foods team members** generously “adopted” the Nexus-Gerard youths’ holiday wish lists and making them a reality. The youth could not believe their eyes as carload after carload arrived at Nexus-Gerard filled with gifts for all of them!



Ticket to Dream Foundation “Book Fair” donations for youth in foster care.

The work of Nexus Family Healing wouldn’t be possible without the support of individuals who value making an immediate difference in the life of a child or family in crisis. Here are examples of how donations make a difference:

**\$250** provides gas cards and other resources that help support families during their child’s care

**\$500** provides gardening supplies that allow youth to develop skills creating on-campus gardens

**\$1,000** furnishes an apartment with necessities for a youth aging out of foster care

**\$6,500** supports the recruitment and training of one foster family

**\$10,000** provides specialized training for a team of staff supporting youth in recovering from trauma

**\$15,000** provides 100 therapy sessions for children and families unable to afford care

**\$25,000+** provides start-up support to expand mental health services in an underserved community

# Meeting the Challenge with Innovation

While we faced many challenges from the growing mental health crisis to staff shortages and pandemic restrictions, Nexus leaned into our determined nature to address the issues and continue to support those who need us most. We partnered with other organizations to tackle community needs and also looked inward to develop new methods to best serve our current clients. These are just a few of our highlights.

## SOUTHEAST REGIONAL CRISIS CENTER



Nexus Family Healing is the operating partner of the Southeast Regional Crisis Center (SERCC), which opened in July 202 and in its first year, served over 800 youth and adults in southeast Minnesota. It has provided first responders and the community an alternative to the emergency room, where the number of visits to the E.R. for mental health related issues continues to rise. Open 24 hours a day, seven days a week, the center offers mental

health assessments, short-term residential care, and connection to aftercare services. SERCC was made possible through a collaboration of 10 southern Minnesota counties, Mayo Health System, Blue Cross and Blue Shield of Minnesota of Minnesota, Medica, UCare, and other community partners.

## SCHOOL-BASED SERVICES

Our school-based case management services from Nexus-PATH jumped from a presence in 6 schools to 22, where our case managers work closely with each student in the program as well as their family and their school team to implement an individualized care plan. Nexus-Gerard partnered with schools to identify students who may

need Mental health services and our therapists provided diagnostic assessments and individual therapy services for those students. Investments from local United Way agencies, community supporters, and schools made this work possible.

## COMMUNITY LIVING AND RESIDENTIAL SERVICES



The addition of Willow Trails group home for girls ages 12 – 18, provided options in the Twin Cities metro area for those in need of a safe, supervised setting. Staff work side by side with youth supporting emotional healing, character growth and social maturity while confronting underlying trauma and mental health needs.

The addition of Luther Hall in Fargo, ND, expanded the continuum of services offered by Nexus-PATH. Luther Hall serves youth ages 10-17, providing individualized and comprehensive care addressing mental or behavioral health challenges that require a higher level of intervention than can be safely provided at home or in foster care.

## FAMILY RESPONSE AND STABILIZATION SERVICES

Hennepin County of Minnesota partnered with Nexus to provide Family Response and Stabilization Services, a mobile response team for youth and their families within the county. This program is a mobile response team for youth and their families in partnership with Hennepin County. This program delivers immediate, in-person support to families with a child or teen experiencing complex mental health, behavioral and emotional needs. It serves biological, adoptive and foster families using a client driven and culturally informed model that is

innovative and the first of its kind in Minnesota. When families call, staff gather basic information and send a family response team to their location within one hour if necessary. The situation is de-escalated, immediate concerns are addressed, and over the next 72-hours families are connected to other supports, including an optional eight-week stabilization service. This program helps stabilize youth and families so they can thrive in their homes and in the communities in which they live.

## EMPOWERING RESTORATIVE ENGAGEMENT

The Empowering Restorative Engagement (ERE) model was brought to the organization by our CEO and further developed by the Nexus Clinical team. It combines multiple methodologies into one model that best fits the elevated needs of the youth in our care. At the heart of ERE is the practice of building positive, healthy,

trauma-informed relationships between staff and youth. Healthy relationships are necessary in managing stress and anxiety and help foster resilience. They are also a key indicator in long-term positive outcomes for youth recovering from trauma.

## BY THE NUMBERS

# Making a Difference, One Family at a Time

The statistics around mental health from the past few years paint a very difficult picture. One in five children ages 3 to 17 have a mental, emotional, developmental, or behavioral disorder.<sup>1</sup>

One in three high school students reported persistent feelings of sadness or hopelessness;<sup>2</sup> 19% of teens (12-17) reported seriously considering attempting suicide.<sup>1</sup> Sixty percent of youth with major depression do not receive any mental health treatment.<sup>3</sup> It can be overwhelming to look at the need, but for our dedicated staff, we focus on helping each unique individual and family in our care.

The youth we help have experienced incredible levels of trauma. **Nearly 70% of those in our care have already experienced 4 or more adverse childhood experiences (ACEs) in their lifetime.** People who experience 4 or more ACEs are 460% more likely to be depressed, 12 times more likely to attempt suicide, 5 times more likely to develop heart disease, and are about 1.5 times more likely to be physically inactive and have severe obesity. On average, the life expectancy for someone with an ACE score of four or more is 20 years shorter than someone who scored zero.<sup>4</sup>

Below are the percentages of the youth we serve who have experienced various adverse/traumatic experiences:

<b>Disruptions in Caregiving/Attachment Loss</b>	<b>82%</b>
<b>Neglect</b>	<b>62%</b>
<b>Emotional Abuse</b>	<b>58%</b>
<b>Witness to Family Violence</b>	<b>53%</b>
<b>Parental Criminal Behavior</b>	<b>53%</b>
<b>Physical Abuse</b>	<b>46%</b>
<b>Sexual Abuse</b>	<b>35%</b>
<b>Bullied by Others</b>	<b>33%</b>

Over **3,600** youth, families, and adults accessed one or more Nexus services in 2021.



**887**

in our Residential Treatment programs

**1,975**

through our Community Mental Health Services

**1,175**

in our Foster Care & Adoption programs

### Sources:

<sup>1</sup> Centers for Disease Control and Prevention. (2022, June 3). Data and Statistics on Children's Mental Health. Retrieved from <https://www.cdc.gov/childrensmentalhealth/data.html>

<sup>2</sup> U.S. Department of Health and Human Services. (2021, Dec 6). Protecting Youth Mental Health: The U.S. Surgeon General Advisory. Retrieved from <https://www.hhs.gov/sites/default/files/surgeon-general-youth-mental-health-advisory.pdf>

<sup>3</sup> Mental Health America. (2022). The State Of Mental Health In America. Retrieved from <https://www.mhanational.org/issues/state-mental-health-america#:~:text=In%202019%2C%2024.7%25%20of%20adults,three%20are%20going%20without%20treatment.>

<sup>4</sup> Blue Cross Blue Shield of North Carolina. (2021, Feb 11). How Childhood Trauma Affects Adult Health (And What You Can Do About It). Retrieved from <https://blog.bcbnsnc.com/2021/02/how-childhood-trauma-affects-adult-health-and-what-you-can-do-about-it/>

## Our Services

### Outpatient/ Community Mental Health Services

We provide telehealth and in-person appointments for children, teens, adults, couples, and families needing mental health and trauma recovery support. We also support our communities with in-home, in-school, walk-in crisis clinics and support, and other onsite therapy services.

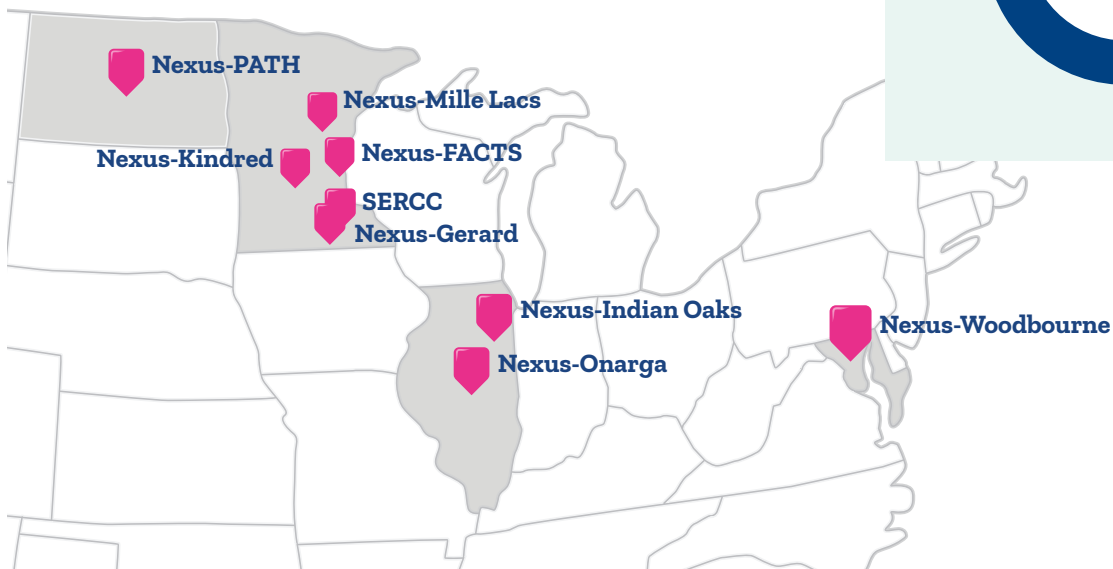
### Residential Treatment

We provide short- and long-term treatment programs at our residential facilities for children, teens, and young adults from ages 6–21 who need intensive support and care.

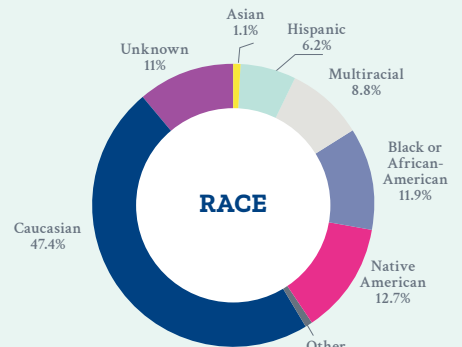
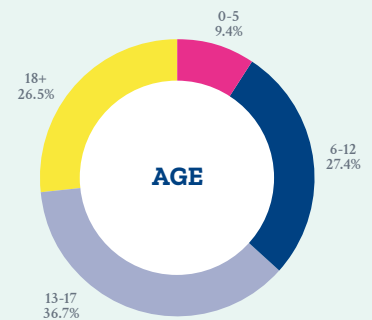
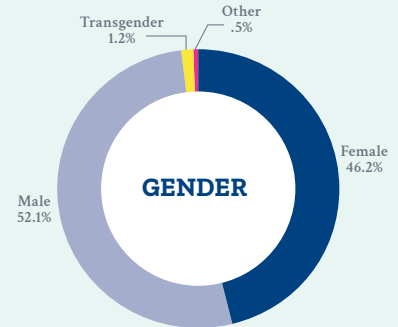
### Foster Care & Adoption

Children enter foster care due to an unsafe and/or unstable home environment. We provide foster homes to care for these kids while their families get back on their feet. We work hard with the child's custodial team to reunite families. When that isn't possible, we provide adoption services that result in a loving, stable home.

## Where We Serve



## Who We Serve



## IMPACT

# How We Help

We help reduce areas of concern for youth affected by trauma so they can be significantly more successful with school, work, their family, and within our communities.

Youth in residential treatment showed a 46% decrease in behavioral symptoms which include emotional dysregulation, trauma symptoms, and high risk behaviors as measured by the **Child and Adolescent Needs Assessment (CANS)**. This means the youth in our programs:

- **Have better school engagement**
- **Develop healthy interpersonal skills and self-control over their behaviors**
- **Are better able to live safely with their family**
- **Engage in community activities**

We provide safe, nurturing homes for youth in difficult family situations - whether that is for a while, or for a lifetime.

- **786** youth were supported through our foster care and adoption programs
- **118** youth were adopted from foster care; half were teens age 13-18

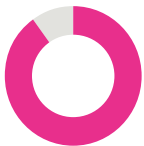
We partner with schools and communities to provide mental health support when and where it's needed most.

- **290** youth received mental health support through our school targeted case management and therapy services
- **337** individuals in crisis were helped through our mobile response and walk-in clinic

### We created a positive path forward for our youth and families:



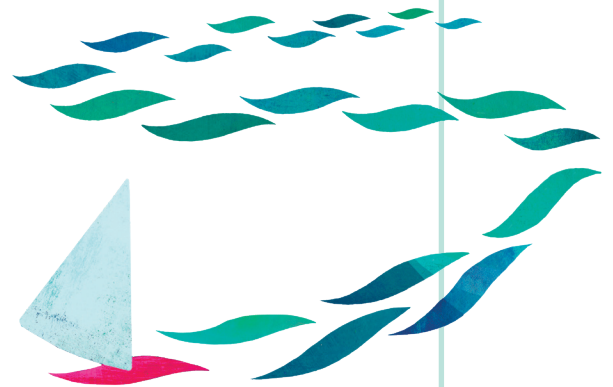
**98%** of our foster care and adoption clients believe the services received were beneficial



**90%** of youth believe their life is better because of services they received



**90%** of youth after residential care feel a connectedness to persons and community





# A Call for Help

Late one night, I took a phone call from an individual experiencing suicidal thoughts and not wanting to live. It was difficult to hear and understand them, and I knew I needed to quickly get this person's name, location, and what was currently happening in their life.

The person's speech was slurred and unclear at times, and I was able to assess that they were extremely suicidal. They were, at first, open to me contacting mobile crisis response or emergency medical services for onsite help. However, they soon became more distant and stopped responding to questions.

I worked to keep the person alert and on the phone while also alerting my coworker to the urgent situation. Together, our team contacted 911 to respond to the person's location (a local hotel) and contacted to the hotel staff to inform them of the situation so they could open the hotel room when the sheriff arrived.

While awaiting help, the person became completely unresponsive though I could hear their heavy breathing.



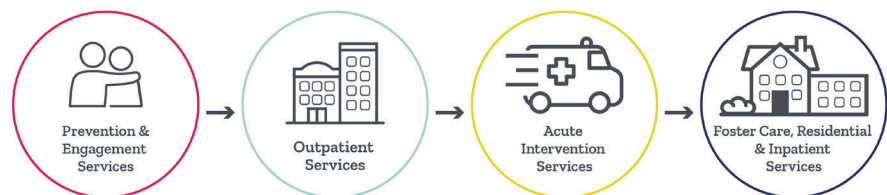
I continued to keep them on the line and offer reassurance that help was on the way.

Soon I heard commotion in the background, then a voice continually saying, "Stay with me - we are here to help."

This ended my call as first responders took over. I may never know the outcome and that can be frustrating, however it was clear that the person had already taken steps toward suicide. The fact that they thought of our services and realized there was another option is exactly why we do what we do.

*– Kelly Bettis, Mental Health Practitioner for SERCC*

## FUTURE Our Work Doesn't Stop Here



Nexus Family Healing offers help across the continuum of mental health care, from prevention and community-based services to more intensive residential treatment.

Our decades of experience providing a wide range of mental health support places us in the unique position to identify and respond to gaps that exist in the system. Pairing our steadfast and innovative culture with expanded community partnerships will allow Nexus to find ways to fill these gaps while keeping our current services strong.

It is imperative to keep our residential services strong and a viable option on the continuum of care. At the same time, there is a need to grow community mental health programs that interact early with children, adults, and families as needs arise. These programs, targeted at youth, reach children as young as 3 years old who struggle with anxiety, depression, disruptive

behaviors, and more. Investing in early interventions can provide long-term impact on not only a child or family, but on our community.

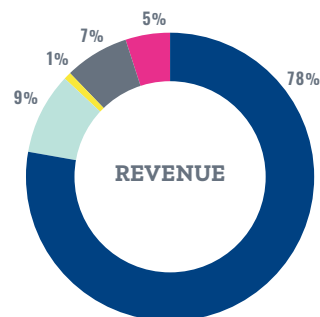
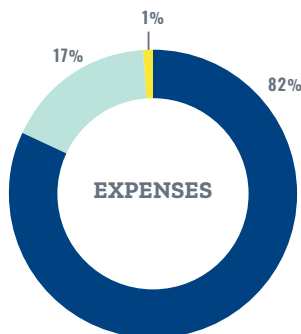
In the next year, we are already set to fill gaps in transition services, early childhood prevention, and school programs.

- Launch a new crisis shelter for teens with local partners in Minnesota
- Grow early childhood programs
- Strengthen and expand school-based mental health programs and resources

# Financials

	2021	2020
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	10,009,584	12,034,858
Operating investments	41,717,013	37,855,593
Accounts Receivable	11,722,581	11,530,072
Prepaid Expenses and the current assets	517,856	414,363
<b>Total current assets</b>	<b>63,967,034</b>	<b>61,834,886</b>
<b>NONCURRENT ASSETS</b>		
Property and equipment, net	34,774,705	34,649,399
Related party receivables	2,621,529	2,173,895
Investment - other long term	501,083	
Other assets	3,719	7,319
Goodwill	806,316	393,043
<b>Total noncurrent assets</b>	<b>38,707,352</b>	<b>37,223,656</b>
<b>Total assets</b>	<b>\$102,674,386</b>	<b>\$99,058,542</b>
<b>CURRENT LIABILITIES</b>		
Current portion - bonds and notes payable	1,893,195	1,696,345
Accounts payable, other accrued expenses and other liabilities	2,979,130	4,194,337
Contract advance payments	490,655	352,661
Accrued salaries and benefits	4,997,148	4,976,165
<b>Total current liabilities</b>	<b>10,360,128</b>	<b>11,219,508</b>
<b>NONCURRENT LIABILITIES</b>		
Bonds payable, net of current portion and debt issuance costs	13,934,838	13,779,091
Notes payable, net of current portion	1,570,186	2,026,528
Other	274,353	824,384
<b>Total noncurrent liabilities</b>	<b>15,779,377</b>	<b>16,630,003</b>
<b>Total liabilities</b>	<b>26,139,505</b>	<b>27,849,511</b>
<b>NET ASSETS</b>		
Without donor restrictions	75,797,917	70,699,289
With donor restrictions	736,964	509,742
<b>Total net assets</b>	<b>76,534,881</b>	<b>71,209,031</b>
<b>Total liabilities and net assets</b>	<b>102,674,386</b>	<b>\$99,058,542</b>

The operating activities of Nexus-Woodbourne Family Healing are not included in Nexus' Consolidated Financial Statements as the entity has a different fiscal year from Nexus.



**Expenses**

Program	73,480,834
General and Administrative	15,232,099
Fundraising	916,806
<b>Total</b>	<b>89,629,739</b>

**Revenue**

Contract Revenue*	73,659,805
School Revenue	8,718,478
Program Revenue	710,012
Other	6,871,955
Donations, Grants, Events	4,995,339
<b>Total</b>	<b>94,955,589</b>

\* Contract Revenue consists of Federal, State/County, Insurance and Private Party payments



# Our Mission

Changing the course of a child's life by stabilizing families and strengthening mental health.

## Nexus Family Healing Board of Directors 2021 – 2022

**Dr. Michelle K. Murray**  
President/CEO  
Nexus Family Healing

**Jeri Quest**  
Owner  
Quest Brand Consulting Board Chair)

**Marcia Ballinger**  
Co-founder and Principle  
Ballinger | Leafblad

**Linda Barnhart**  
Retired Healthcare/Nurse Executive  
HealthEast, Park Nicollet

**Anthony Bass**  
Senior Executive Director  
American Cancer Society, Inc., Minnesota

**Lisa Bjergaard,**  
Director  
North Dakota Division of Juvenile Services

**Patrick Devine**  
Superintendent  
Waconia Public Schools

**John Haydon**  
Vice President -Marketing & Business  
Development  
Kraus-Anderson Construction Company

**Booker Hodges**  
Chief of Police  
City of Bloomington, MN

**Scott Humphrey**  
Retired President/CEO  
One Hope United

**Kevin Wayne Johnson**  
Owner  
The Johnson Leadership Group

**Cyndi Leshner**  
Retired President/CEO  
Northern States Power Company - Minnesota

**Scott Lynch**  
Senior Vice President, Chief Legal Officer,  
Blue Cross and Blue Shield of Minnesota

**Mette McLoughlin**  
Vice President of Human Resources  
Avivo

**Gregory Sanders**  
Retired Professor  
North Dakota State University

**Paul Zimmer**  
Partner  
CKZ Law Firm

## Nexus Family Healing Senior Leadership

**Dr. Michelle K. Murray**  
President/CEO

**Bobbi Kochevar**  
Chief Operating Officer

**Scott McGuire**  
Chief Financial Officer

**Jennifer McIntosh**  
Chief Human Resources Officer

**Paula Minske**  
Vice President of Clinical Services

**Margaret Vimont**  
Vice President of Strategy and Service Development

## Nexus Foundation for Family Healing

*Supporting Nexus Family Healing*

**Joelene Evenson**  
Senior Director

**Meghan Butterworth**  
Regional Development Director (Maryland)

**Matt Drat**  
Regional Development Director (Illinois)

**Colleen Hardy**  
Regional Development Director (North Dakota)

**Colleen Rourke**  
Gift Officer – Special Events/Corporate  
Partnerships

**Dorothy Skobba**  
Foundation Operations Manager

**Dan Coonrad**  
Foundation Coordinator





# No child or family is ever beyond hope.

Whatever your needs, Nexus Family Healing is here to help. Learn more at [NexusFamilyHealing.org](https://NexusFamilyHealing.org) or contact any of our locations directly. Let's start the journey of healing. Together.

## ILLINOIS

### Nexus-Indian Oaks Family Healing

101 N. Bramble Street  
Manteno, IL 60955  
815-802-3700

### Nexus-Onarga Family Healing

110 North Locust Street  
Onarga, IL 60955  
815-268-4001

## MARYLAND

### Nexus-Woodbourne Family Healing

1301 Woodbourne Avenue  
Baltimore, MD 21239  
410-433-1000

## MINNESOTA

### Nexus-FACTS Family Healing

1385 Mendota Heights Rd., Suite 200  
Mendota Heights, MN 55120  
651-379-9800

### Nexus-Gerard Family Healing

1111 28th Street NE  
Austin, MN 55912  
507-433-1843

### Nexus-Kindred Family Healing

*Locations throughout Minnesota*  
5985 Rice Creek Parkway, Suite 202  
Shoreview, MN 55126  
612-331-4429

### Nexus-Mille Lacs Family Healing

407 130th Avenue South  
Onamia, MN 56359  
320-532-4005

## NORTH DAKOTA

### Nexus-PATH Family Healing

*Locations throughout North Dakota*  
1202 Westrac Drive, Suite 400  
Fargo, ND 58103  
701-280-9545

## ADDITIONAL SERVICES

Nexus Family Healing is the operating partner for:

### Southeast Regional Crisis Center

[www.crisisresponsesoutheastmn.com](http://www.crisisresponsesoutheastmn.com)



NEXUS FAMILY HEALING | 505 HWY 169 NORTH, SUITE 500, PLYMOUTH, MINNESOTA 55441 | 763.551.8640 | [NEXUSFAMILYHEALING.ORG](https://NexusFamilyHealing.org)

Nexus Family Healing is a nonprofit, 501(c)(3) organization and is a tax-exempt public charity under section 501(c)(3) of the Internal Revenue Code, EIN #41-1419064.