
NORTH HOMES CHILDREN AND
FAMILY SERVICES

2020
ANNUAL
REPORT



www.northhomes.org

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EXECUTIVE SUMMARY

Board of Directors

- Rachel Weis, Chair
- Jon Frimanslund, Vice-Chair
- Chris Lynch, Treasurer
- Char Alto, Secretary
- Ryan DeBay
- Kyle Hedulnd
- Kelly Kirwin
- Keith Murphy, MD

Executive Leadership

- Jim Christmas, President and CEO
- Rochelle DelGreco, COO
- Luke Francisco, CFO
- Laurie Meyer, Corporate Secretary and Compliance Officer
- Hilary Emerson, Director of Human Resources
- Bill Faver, Clinical Director
- Heidi Seaton, Quality Assurance Director
- Kim Anderson, Regional Services Officer
- Connie Ross, DHS Residential Programs Administrative Director
- Suzette Mallum, DOC Residential Programs Administrative Director

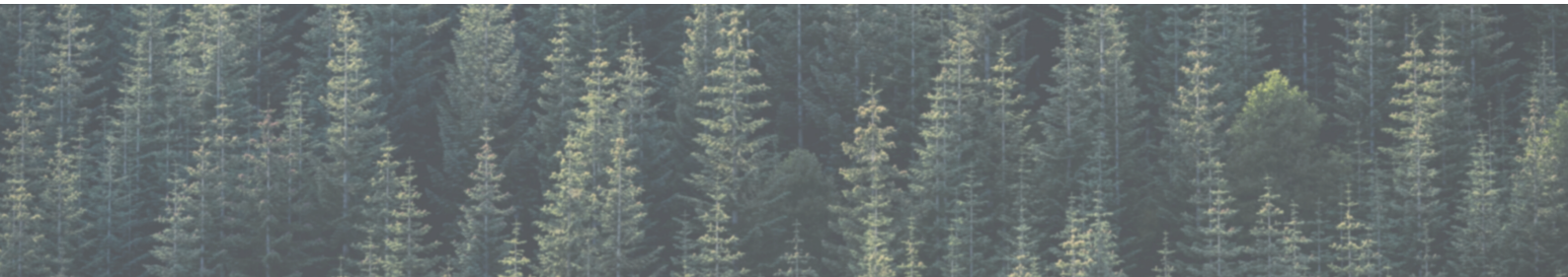
Associations

North Homes has been accredited by the Council on Accreditation (COA) since 2009. North Homes is also licensed to provide services under the authority of the Minnesota Department of Human Services and the Minnesota Department of Corrections.

We continue to take pride in collaborating with other community groups, organizations and stakeholders in the communities we serve. North Homes' staff sit on a variety of local, county, and state advisory and collaborative boards.

Other memberships include:

- Aspire MN
- Association of Children's Residential Centers
- Minnesota Social Service Association
- Minnesota Juvenile Detention Association
- Minnesota Corrections Association
- National Association for Children's Behavioral Health
- National Association of Social Workers
- National Alliance on Mental Illness
- Youth Intervention Programs Association



FOUNDER STATEMENT

Needless to say, it has been quite a year! Yes, COVID happened, and like everyone, it impacted us personally and professionally. That said, I am so proud to report that we faced this new reality with our mission in front of us. We navigated this unprecedented challenge, keeping our much needed services intact, while adjusting to the urgent COVID mitigation measures. Some of these measures included:

- A large portion of our workforce adjusted to working remotely from home.
- Therapists, social workers, and case managers delivered services through tele-health.
- COVID policies with quarantine protocols were implemented on our residential units.
- Payroll Protection Funding (PPP) was secured to retain and/or re-employ many laid off employees.
- Mass workforce vaccinations were administered in collaboration with the Grand Itasca, Fairview, and Sanford systems.
- Utilization of remote meetings, staffings, etc., were implemented to keep operations running as smoothly as possible.

In spite of these challenges, we continued to press forward with very significant initiatives in 2020. We secured funding and conducted all the due diligence necessary to build a new Wellness Center and to renovate a portion of our current ITASKIN Center to a Psychiatric Residential Treatment Facility (PRTF). When completed, this will provide 52 beds for this much needed level of care in our state.

A huge thank you goes out to the Blandin Foundation and IRRRB for their assistance in funding this effort on behalf of our Region's most emotionally challenged young people. We also anticipate this initiative adding approximately 40 FTE's to our community's workforce.

In 2020, we continued to experience a great deal of growth in our school-based mental health services. As you can see in this report, this has become one of our primary service areas.

I would also like to highlight 2020 being a major year in the enhancement of our Finance Department. Luke Francisco, CFO, and his team have been invaluable in managing the COVID challenges, and positioning us for continued growth.

Finally, 2020 shed a glaring light on the socio-economic and racial disparities across our country and state. In working with hundreds of children, whom are marginalized by trauma, poverty, mental illness, and/or racial disparities - we are all aware of the steep hill we have to climb to afford them the opportunities and hope so many of us take for granted. As a first step in a response to this, we have added “compassionate care” to our mission statement. While symbolic, it calls upon our leadership and staff to learn and practice the skills and attitudes necessary to empathize, empower, and celebrate the diversity of all the children and clients in our care.

In closing, I want to take this time to extend a huge thank you to our frontline staff. Those staff that have continued to work 24/7 in congregate care are always essential employees in our work and for our continuum. The care they continued to provide throughout these uncertain times cannot go unnoticed. Youth Counselors, Shift Managers, Direct Care Staff - Thank you for all you have done and continue to do to support youth in our care.

A handwritten signature in black ink, appearing to read 'Jim', with a long, sweeping underline.

Jim Christmas, Founder, President, CEO



2020 OVERVIEW

Emphasizing compassionate care

The initial start to 2020 was promising and strong for North Homes. We were continuing to expand our two newest school-based programs in Mahtomedi and White Bear Lake school districts. The Psychiatric Rehabilitative Treatment Facility (PRTF) project was in full motion, including finalization of building design, grant and loan applications, and site prep for the build.

However, the end of Quarter 1 changed our position and outlook drastically with the onset of the COVID-19 pandemic and the first Governor's Stay at Home order that went into effect March of 2020 for the state of Minnesota. Many of our services and programs had to be suspended temporarily.

As with many agencies, we had to pivot and become as responsive and supportive as possible under new constraints and circumstances. Any and all staff that could work remotely were moved to do so. Residential staff continued to serve our youth in need throughout the pandemic.

One major impact of COVID-19 was that we had to press pause on our plans for the PRTF project. Our financial position changed due to the pandemic, and as an agency we had to go back to the ideation phase and consider some alternate options to still move forward with the PRTF. We were able to move forward with construction of a new Wellness Center, though we were no longer able to add a building to the ITASKIN Center campus. Rather, we made the decision to close the Secure Detention Unit within the ITASKIN Center. This allowed us to consider remodeling that wing of the building and to move the PRTF program to the ITASKIN Center building.

We were also able to move forward with applying for and receiving a Certified Community Behavioral Health Clinic (CCBHC) planning grant through MN Department of Human Services (DHS). This grant is designed to help North Homes prepare to be certified as a CCBHC. After this planning grant is complete, North Homes will be able to begin the DHS application process in July of 2021. We have a CCBHC Planning Committee working on this. Two other agencies were awarded similar preparation grants in Minnesota.

One of the most important changes to occur in 2020, however, was our decision to update our mission:

to provide a community-based continuum of COMPASSIONATE care to
children and families

This change was proposed by our Founder and CEO, Jim Christmas and spurred by the murder of George Floyd in Minneapolis by Derek Chauvin, former officer of the Minneapolis Police Department. As acknowledged by Christmas, the racial disparities in our state are “amongst the steepest in this country,” and that systemic racism affects the lives of the youth and families we serve.

Our original mission was to provide a community-based continuum of quality care to children and families. While this change may seem small, as founder and CEO Jim Christmas shares, “compassionate care entails understanding, honoring, and treating the elements of racial and ethnic diversity and discrimination.” We also know when we make a strategic commitment to approach our care with compassion, high quality services will continue to follow.



Our updated mission statement is
*to provide a community-based
continuum of compassionate care to
children and families*

CLIENTS SERVED

When establishing total clients served in all programs we have a total of 6,028 clients. This highlights the number of services we provided.

When removing client duplication across agency services, we have 3,383 unique clients served.

We saw an increase in total clients served from 2019 (5,889), though a decrease in unique clients served (3,706).

When comparing regional areas served, our "Central" area continues to serve the most clients at 3,158 duplicated and 1,696 unique. Our smallest region is the "Metro" area, with 219 duplicated clients served and 189 unique. This is to be expected as we only recently began some school-based services there in 2019.

North Homes is proud to continue to see our clients access a number of programs and transitioning between services to best meet their behavioral health needs.

6,028

TOTAL CLIENTS

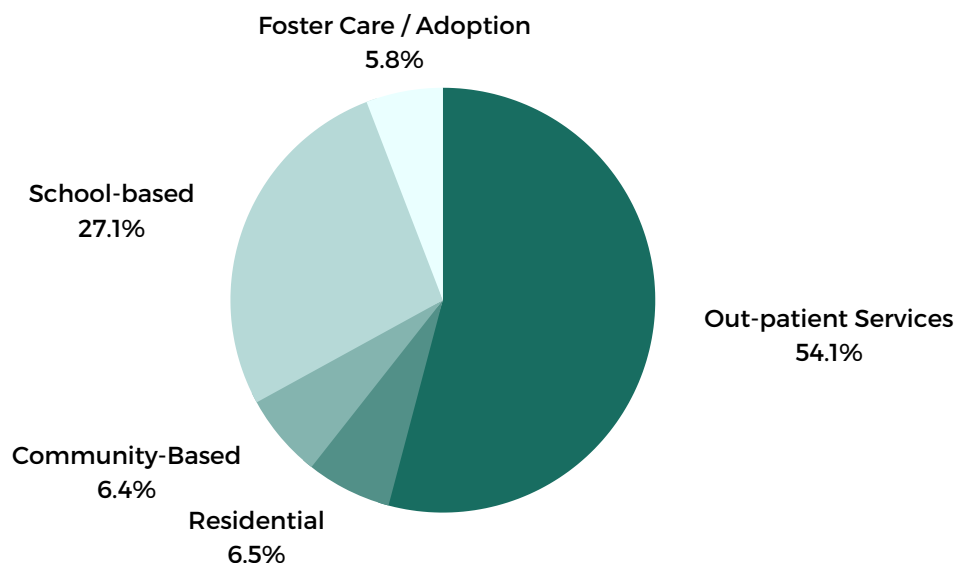
This includes client duplication across agency and within program areas

3,383

UNIQUE CLIENTS

This removes all client duplication across agency services

PERCENT OF CLIENTS SERVED BY PROGRAM AREA



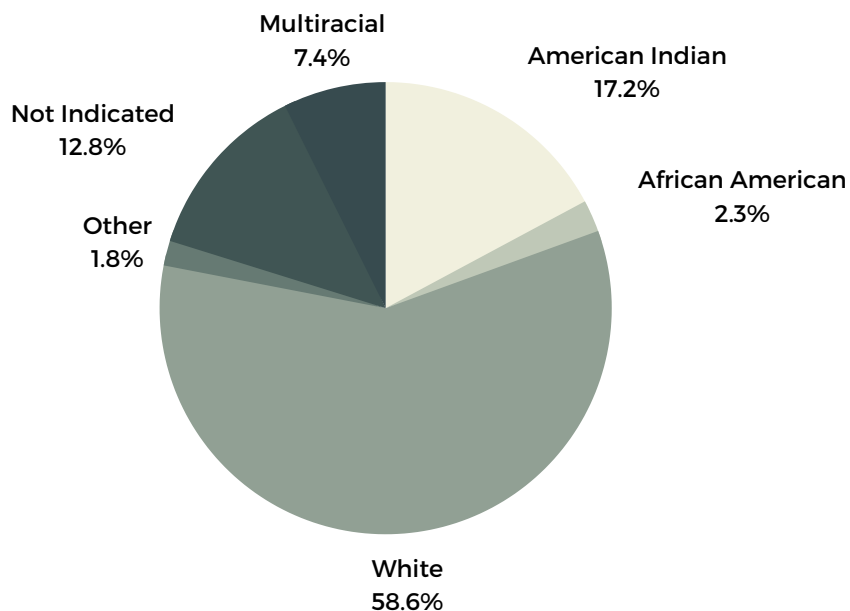
Clients who identify as White continue to make up our largest racial and ethnic demographic served at over 58% - similar to what we saw in 2019. There was a small increase in our clients who identify Multiracial from 2019. There was a noticeable increase in clients who identified as American Indian/Alaska Native at 17.2% of clients in 2020, up from 14.1% in 2019. We were also excited to see a decrease for our "not indicated" clients (those who did not complete this section of paperwork) from over 17% in 2019, to 12.8% in 2020. Even with this continued downward trend, North Homes continues to work to improve.

Some notes on labels:

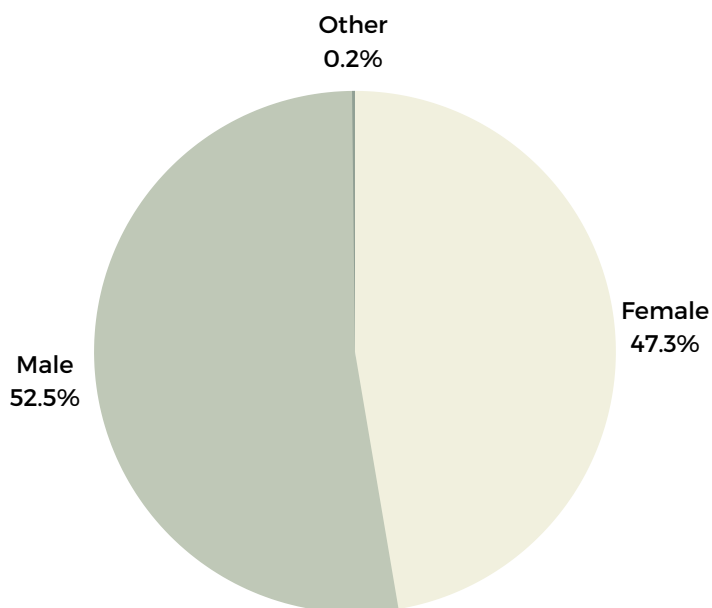
- Other includes clients who identified as Asian/Asian American, Native Hawaiian/ Pacific Islander, Hispanic/Latino, Other Race, and those who declined to specify
- Not Indicated includes clients who did not complete this section of paperwork.
- Multiracial includes clients who identified with more than one racial/ethnic identity

We did not see much change in services provided to clients based on sex from 2019.

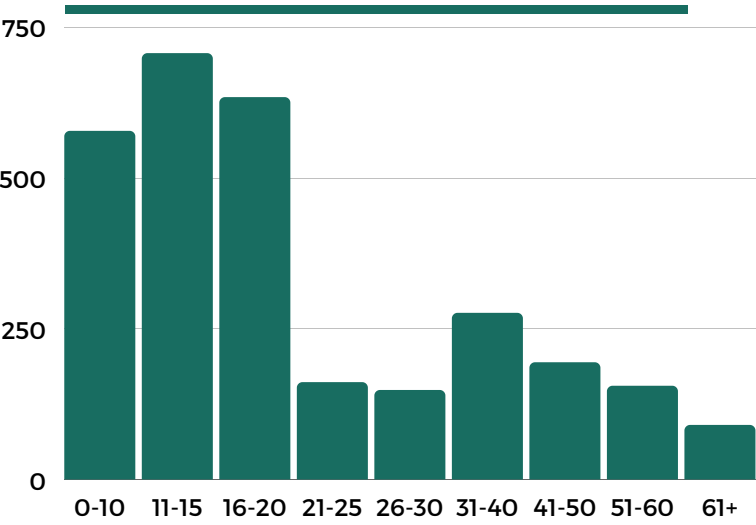
PERCENT OF CLIENTS SERVED BY RACIAL/ETHNIC IDENTITY



PERCENT OF CLIENTS SERVED BY SEX



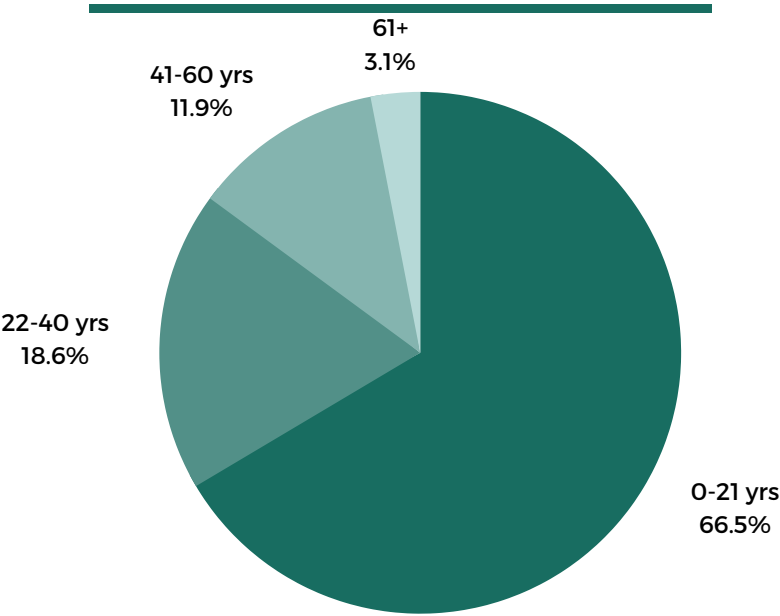
DISTRIBUTION OF CLIENTS, BY AGE GROUP



North Homes has long focused on providing services to children and adolescents since our founding. This focus continues to be reflected in our age demographics.

Our largest age demographic served continues to be youth, with those 0 to 21 years of age making up over 66% of our clients. Those aged 11-15 years old made up our largest group served.

PERCENT OF CLIENTS SERVED, BY AGE GROUPS



FINANCIALS

Many, (if not all) annual recaps carry the “what a year” sentiment. I think it is safe to say 2020 has earned it. As we reflect on a challenging year, I am humbled and thankful to be writing this with a perceived light at the end of this very long, dark, tunnel.

After a financially hard year in 2019, we started 2020 with strategic financial goals for a number of our programs. Then, the pandemic hit. Some programs were immediately impacted as shut-down orders. Other programs faced logistical challenges moving to telehealth. Our team responded to these challenges and continued delivering compassionate care to clients however possible.

While it may have been appropriate to wait out the storm, our client-centered team continued onward. We secured additional support through significant COVID relief funding in April and December, along with an expansion grant to begin the steps towards becoming a Certified Community Behavioral Health Clinic (CCBHC) in May. We also moved forward with new critical infrastructure investments that were required to keep our team focused on client-care in the long term, including: updating our Human Resources Information Systems and payroll; updating our entire VOIP phone system; implementing new telehealth solutions company-wide – just to name a few.

I was very encouraged by our outpatient programs’ financial improvement immediately prior to and during the pandemic in 2020. Adult Services, Outpatient Behavioral & Mental Health, and School-Based CTSS all improved on losses from 2019. A true testament to our team, many of which spent this time connecting with their clients by telehealth.

Adoption and Foster Care continued their long-held standard of successful placements both in permanent and temporary homes, finishing the year in a positive financial position despite the natural household hesitations in accepting youth due to the potential COVID spread.

Our residential treatment facilities deployed COVID-19 mitigations including an admissions unit that successfully prevented spread of COVID-19 through the balance of the year keeping clients and staff safe and healthy. The positive financial and health implications of these steps are really quite intangible.

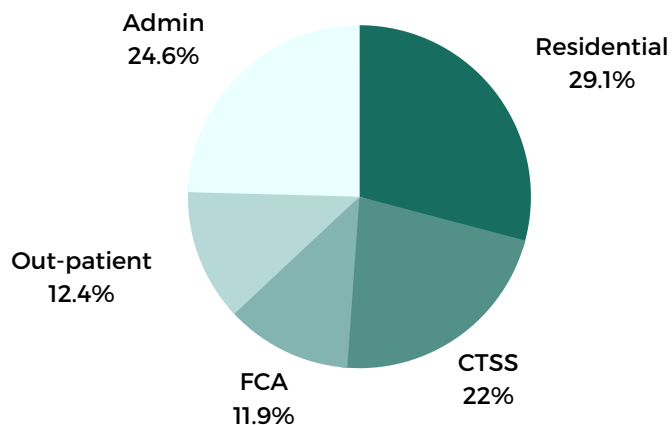
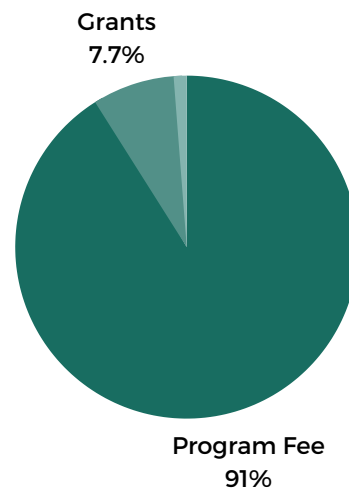
ALL of these efforts contributed to overall financial success and led to a 2.2% net income during 2020. I am extremely proud of our entire workforce and look forward to continued contributions in 2021 and using the “what a year” sentiment in cliché in the future!

- Luke A. Francisco, Chief Financial Officer



SUMMARY FINANCIAL POSITION

ASSETS	2020	2019
Cash	6,653,907	3,601,420
Accounts Receivable, Net	2,927,995	2,852,774
Prepaid Expense	113,521	66,672
Net Fixed Assets	9,462,326	8,160,609
Total Assets	\$19,157,7493	\$14,681,475
LIABILITIES AND NET ASSETS	2020	2019
Accounts Payable	501,213	357,535
Accrued Salaries	704,327	726,654
Pension Plan Payable	325,320	326,292
Accrued Vacation Payable	583,477	536,938
Deferred Revenue	325,000	75,000
Current Maturities of Long-term Debt	1,857,243	213,246
Long-term Liabilities	2,723,544	1,546,908
Total Liabilities	\$7,020,124	\$3,782,573
Net Assets	\$12,137,625	\$10,898,902
Net Assets - End of Year	\$19,157,749	\$14,681,575

FISCAL EXPENSES 2020**FISCAL REVENUE 2020****SUMMARY FINANCIAL ACTIVITY**

REVENUE	2020	2019
Program Service Fees	16,248,351	17,683,752
Grant Revenue	1,383,209	1,162,596
Contributions	-	-
Interest Income	12,558	12,101
Loss on Disposal of Fixed Assets	(500)	500
Rent Revenue	206,435	214,046
Total Revenue	\$17,850,053	\$19,072,995

EXPENSES	2020	2019
Residential Services	5,082,161	5,874,856
CTSS	3,844,154	3,966,087
Foster Care	1,426,840	1,632,795
Grants	476,198	827,353
Behavioral Health	1,859,580	2,152,512
Substance Use	305,824	400,642
Adoption	648,830	660,721
General & Admin Support	3,814,875	3,992,943
Total Expenses	\$17,458,462	\$19,507,909
Net Income	\$391,591	\$(434,914)

RESIDENTIAL PROGRAMS

483

TOTAL YOUTH SERVED,
DUPLICATED ACROSS
PROGRAMS

300

UNIQUE CLIENTS
SERVED

245

DHS LICENSED
PROGRAMS

76

DOC LICENSED
PROGRAMS

CLOSING OF SECURE UNIT

*Shifting agency needs required change
in programs*

After nearly twenty years of operation, North Homes made the difficult decision to permanently close the Secure Detention Unit in March of 2020. Our financial position changed due to the pandemic, and as an agency we had to restructure and reconsider plans for expansion for the Psychiatric Rehabilitative Treatment Facility (PRTF) and make changes to keep as many programs open and as many staff employed as possible.

We will continue to provide services and operate our other Department of Corrections (DOC) licensed boys homes: the Boys Program, Next Step, and Teens in Transition (TNT).



*Above: youth participating in the
SPARK wellness program*



Above: Wellness Center construction, November 2020

NEW LEVEL OF CARE

PRTF construction and development finally underway!

Minnesota is in the process of developing a new level of care to serve children in need of intensive mental health care – Psychiatric Residential Treatment Facilities (PRTF). PRTFs will provide active treatment to children and youth under age 21 with complex mental health conditions. PRTF is an inpatient level of care provided in a residential facility rather than a hospital. This is a new level of care and will not replace the need for the level of care provided in the current children’s residential mental health treatment facilities.

North Homes Children and Family Services has been actively exploring the opportunity to open a Psychiatric Residential Treatment Facility (PRTF) within our continuum of care since 2018, at the announcement by the U.S. Department of Health and Human Services decision to end Medicaid reimbursements to facilities identified as an institute for mental disease (IMD). This IMD status affected our Cottage Residential Treatment program, which was a 20-bed facility.

We applied for and were awarded funding to begin taking steps to open PRTF within our continuum of care. We had originally planned for the PRTF to include some updates to the current Cottage space as well as the construction of a new 22 bed facility along with the construction of a Wellness Center. The onset of the COVID-19 pandemic in March of 2020 forced our agency to revisit our plans and some of our program offerings. We made the decision to close the secure detention program that was housed within our ITASKIN Center building. Due to this change, we shifted from building a new 22 bed facility for the PRTF to renovating the old secure unit. We did move ahead with the construction of a new Wellness Center. Additionally, the Cottage building will transition to a Qualified Residential Treatment Program (Q RTP).

Construction began on both the Wellness Center and the ITASKIN Center in fall of 2020, with a planned opening of the PRTF fall of 2021. The Wellness Center will provide a therapeutic environment for youth to develop lifelong health and wellness skills.

Evidence-based, culturally competent care is the foundation of our Wellness Program. It will take a proactive and holistic approach to cultivate and improve the physical, psychological, and spiritual health of the youth in order to develop long-term resilience. It is equipped with a half court gymnasium, weight room, and programming space for cultural and spirituality opportunities. The North Homes Wellness Center is made possible through generous contributions from the Blandin Foundation and the IRRRB.

Newly hired Wellness Director, Alyce Applebee, is a Registered Nurse, NASM-Certified Personal Trainer, and has a B.S in Psychology. She has a progressive approach to healthcare and wellness, believing in both the necessity of modern medicine along with the power of proactive health behaviors. Alyce is committed and passionate about helping others understand the best way to take care of themselves.

North Homes Children and Family Services will partner and continue to collaborate with the Grand Rapids School District, #318 for educational services as well as Grand Itasca Clinic and Hospital to provide medical and psychiatry oversight of the program.

North Homes Children and Family Services is appreciative in local partners for this project that include; Blandin Foundation, IRRRB, First National Bank of Coleraine, and Woodland Bank. This level of service to children in our community would not have been possible without their financial support and belief in the vision of keeping families together and people connected to community.

Below: Wellness Center near completion, winter 2021



WHOLE WELLNESS

Inspiring mind, body, and spirit

Wellness programming through North Homes utilizes a variety of proactive intervention tools for our youth. Our holistic curriculum has been designed to promote resiliency, knowledge, and social-emotional skills for youth of all backgrounds. Here are some of our specific program highlights:

Spark Fitness: Youth work with a Certified Personal Trainer in a small group setting. Here they will reap the physical and mental health benefits of cardiovascular and resistance training, both of which are proven to reduce symptoms of anxiety, depression, and PTSD.

Cultural Group: Youth participate in a variety of structured cultural activities where they have the opportunity to learn more about themselves and others through food, art, sports, and discussions.

CORE: CORE stands for Creating Opportunities for Resilience and Empowerment. CORE programming is an individualized Wellness approach for our highest risk youth. During CORE, youth learn coping skills, use sensory activities, and exercise in a safe and nurturing environment.

Nutrition: Youth have the opportunity to try new healthy foods to fuel their bodies, especially after a workout!

Mindfulness: Structured spiritual, team-building, support groups, and Rec-based activities teach the youth how to cultivate social skills and reduce stress.

"When I began working with Tyler, he was a fit kid, but his arm was broken and in a cast. We collaborated to find exercises that worked around his injury... he learned a lot about working hard despite setbacks and frustration. In the end, his hard work paid off. He beat a personal record he had set on the row machine prior to breaking his arm within a week of the cast coming off!"

- Alyce, Wellness Director



DEFINING SUCCESS

How evaluation and intensive residential treatment adds support and confidence to heal

Youth are referred to residential programs offered at North Homes Children and Family Services for a variety of reasons. Often times youth are struggling, and may use words like “broken”, “hopeless”, and “worthless” to describe themselves.

As an agency that provides Residential Treatment, our vision is to continue to be person-centered and trauma-informed. Each provider and staff members work diligently to ensure that every youth that enters through our doors, is able to leave with their own success story and that they are confident and recognize their self-worth and strengths.

Often times, providers, parents, and youth have different ideas of what ‘successful’ looks like to them. Success often looks like completing the program in the shortest time possible to the youth; however, success does not have a time-limit and does not follow one linear line. The treatment team sits down and creates a treatment plan that focuses on the youth’s personal goals, hopes, and dreams.

One youth, Tanya* had arrived to complete a 35-Day Evaluation, and was recommended to continue into the Intensive Residential Treatment Program. Tanya had a history of aggression, self-harm, and other behaviors and family conflict. She had numerous diagnoses as well, and had a challenging prognosis upon intake. Tanya also had been to and through a number of other interventions and programs.

While it was difficult for Tanya to engage with programming at first, she slowly opened up to participating in treatment services. Family therapy allowed Tanya and her mother begin repairing their relationship and communicate more respectfully and effectively. Through daily programming components, she was able to identify triggers and thoughts that made her feel anxious and was willing to speak to appropriate authority figures to process through her thoughts and feelings. She learned and practiced healthy coping skills and problem solving techniques that she was able to utilize when experiencing symptoms of depression and anxiety. She was able to improve interactions with peers wherein she was more mindful of their needs and was more inclined to respect their personal space.

**Name has been changed to protect identity and confidentiality.*

Tanya completed her Residential Treatment Program and discharged home to her mother.

Throughout her initial time at home, she continued to make healthy choices – even when her mother struggled with her own needs and challenges. In the months after her discharge, her case manager provided updates that she was doing well. Tanya was able to remain sober, go to school, and building healthy friendships. She eventually got to the point where she was doing so well, that her services with the county were closed.

Throughout Residential Treatment, a youth participates in numerous programming components that help to teach them healthy coping skills, problem solving skills, to increase self-esteem, reduce symptoms associated with their diagnosis, and to increase the formation of positive relationships with others. Not all treatment plans and goals are the same.

Success, in Residential Treatment, means that a youth is able to make progress towards their own personal goals and is then able to step-down to a lower level of care where they can continue to work towards their goals and dreams. We are so proud that Tanya has been able to achieve her goals and dreams. Goals and dreams are often fluid and changing and the treatment team adapts the treatment plan to reflect current baselines, progress, and goals on at least a quarterly basis.



FOSTER CARE & ADOPTION

289

TOTAL YOUTH SERVED
IN FCA PROGRAMS

216

FOSTER CARE

43

ADOPTION & CSR

27

RESPITE

15

CONCURRENT



BROOKS' FAMILY HONORED WITH QPI AWARD

*Over twenty years of providing foster care
and working to keep children and families
together*

Charles and Nancy Brooks have provided care for foster youth in their home for over the past two decades, and became a North Homes provider in April of 2001. The Brooks' primarily work with teenage boys and focus on independent living skills.

Working primarily with teenage boys with a focus on independent living skills, the Brooks understand the importance of maintaining, building, and repairing relationships with the youth's family and how working together benefits all. They have an open-door policy at their home and often have the youths' family members over for visits. The Brooks keep excellent lines of communication open between youth and families and work hard to keep the family updated.



They encourage the youth in their home to explore their connections with family and help support their visitation and efforts to build relationships. The Brooks often provide transportation for visits and, especially throughout the pandemic, they have ensured the youth have the technology necessary to visit family members via video conference.

The Brooks have always been a strong proponent of maintaining family connections, and are supporters of the Quality Parenting Initiative, or QPI. QPI is a national movement for foster care change, made up of a network of states, counties and private agencies committed to ensuring that all children in care have excellent parenting and lasting relationships so they can thrive and grow. QPI is built on the belief that excellent parenting with strong, positive relationships is the best intervention we can offer children to enable them to heal as they grow up to become adults. Creating a system that ensures excellent parenting requires the support and involvement of birth families, relative caregivers, foster families, young people, and others in the child welfare system.

Charles and Nancy were honored with an award through QPI, highlighting their work and commitment to keeping children connected to their families. Congratulations, and thank you Brooks family!

GETTING "REEL"

A partnership with The REEL Hope Project helps capture stories of children waiting for adoptive families

Through a Public Private Adoption Initiative (PPAI) grant, our North Homes adoption program is able to provide child-specific recruitment (CSR) services to find permanency options for youth or sibling groups in foster care. Rather than the traditional process of working directly with a family, CSR focuses on the needs and interests of individual youth.

One way our CSR workers is able to spread awareness of the youth they work with is through a partnership with The REEL Hope Project, another Minnesota-based nonprofit.

The REEL Hope Project produces 2-minute videos that capture stories of Minnesota Waiting Children searching for adoptive families. In 2020, one of our youth, Cameron, was able to have a video completed.

Cameron is a non-verbal, autistic youth. It took months to plan due to the restrictions and shutdowns caused by the COVID-19 pandemic. While there were challenges and extra precautions that had to be discussed and finalized, the real challenge was filming a young man who has a mind of his own and loves to do his own thing. Cameron was very shy when the film crew first arrived. He kept going back to the cars, trying to go for a ride to get away from the attention. After a little coaxing, Cameron was able to enjoy a snack and the group walked to a park. Swinging is always a favorite. Our CSR worker, Chad Rebiske, was able to narrate Cameron's story and the REEL Hope crew captured his personality perfectly. The end product is fantastic and is one of many available to be viewed at www.thereelhopeproject.org



OUT-PATIENT SERVICES

2,674

TOTAL UNDUPLICATED
CLIENTS SERVED

2,142

OUT-PATIENT MH
SERVICES

641

SUD SERVICES

CENTER STAGE: TELEHEALTH

Pandemic forced changes in delivery of services and care, some of which may be here to stay



While there were numerous challenges during the pandemic, one of the hardest accommodations for our staff and clients was having to shift to providing virtual visits over telehealth. Either via video conferencing or over phone call, the move to providing telehealth services was new for many of our staff. Committed to supporting clients, staff worried about the impact this could have on relationships and progress.

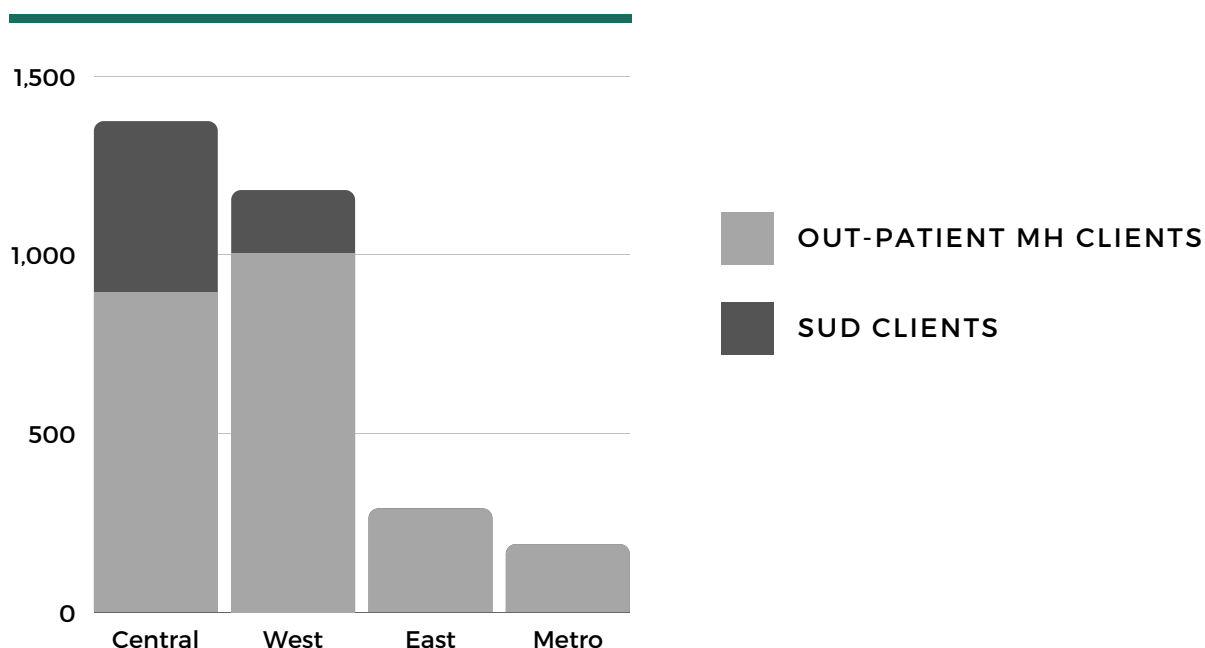
While telehealth has not worked for all our clients, a survey conducted by our Quality Assurance department has shown that clients feel that they have largely benefited from telehealth services, with 84% of 92 respondents saying yes to this statement. Additionally, 54% of those who responded stated they would choose telehealth options after the pandemic has subsided.

Some of the reasons that clients shared for what works about telehealth include the flexibility, not having to worry about driving into the office for an appointment, and feeling that the service has been more personal.

There are some concerns as well, though, and those clients who have either not continued services during the pandemic have voiced missing the atmosphere of friendly staff and the face-to-face contact. They also shared feeling distracted or disengaged.

As our out-patient behavioral health offices slowly open and allow for more in-person client opportunities in 2021, staff and clients are envisioning a more blended and flexible approach moving forward.

OUT-PATIENT AND SUBSTANCE USE DISORDER CLIENTS SERVED, BY REGION



"Love the flexibility [telehealth services] provide!"

- Out-patient client



COMMUNITY-BASED SERVICES

ADULT SERVICES HIGHLIGHTS

Focusing on documentation and expanding housing support services

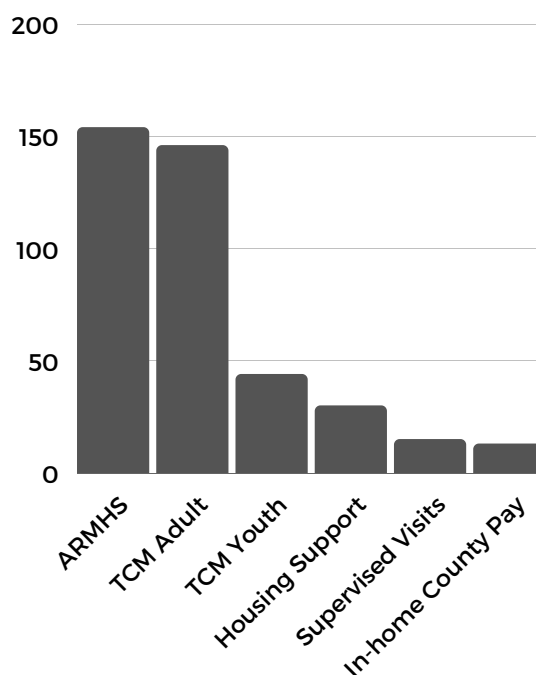
Our Adult Services Team kicked off 2020 with an emphasis on clinical documentation and compliance.

At the end of 2019, our Adult Services team transitioned to a new Clinical Supervisor - Amy Mallum, LICSW, MSW. Amy has helped to lead the adapting of forms to ensure clinical documentation compliance and quality content.

Additionally, we are excited that our Housing with Supports for Adults with Serious Mental Illness (HSAMI) Grant was announced that it would transition to and become a Medicaid eligible program starting in 2020. Housing Stabilization Services is a Medical Assistance benefit to help people with disabilities and seniors find and keep housing.

Lorna Mix, our Adult Services Director has been working with her team, as well as supporting a coalition of providers and partners in the Itasca County area to prepare to launch the service July 2020.

NUMBER OF CLIENTS SERVED, BY COMMUNITY-BASED PROGRAM



SCHOOL-BASED PROGRAMS

MAINTAINING CONNECTIONS

Staff resilient and flexible throughout continuous change

With the first lock-down and closures of schools in Minnesota in March of 2020, many of our school-based practitioners and therapists found themselves suddenly having to navigate and find new ways to provide services.

While many families early on in the closure opted to hold on receiving skills instruction or therapy, as the lock-down and closure continued, these services once again became highly needed resources.

Our school-based staff have remained resilient, creative, and flexible throughout the pandemic. As schools slowly started to open, staff were ready to go back and support youth in-person. They have also been able to quickly pivot at the unexpected closings, quarantines, and being able to offer hybrid opportunities as some youth have stayed home.

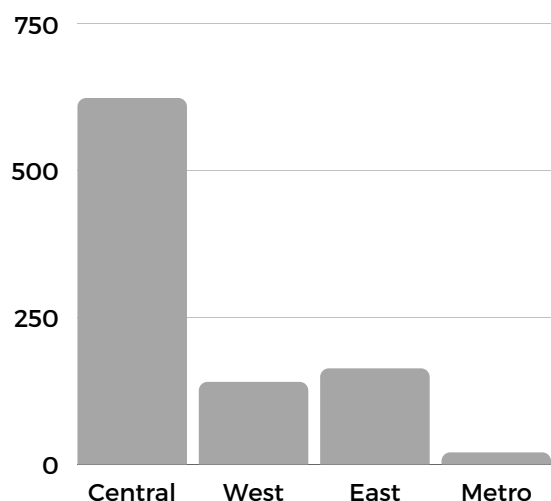
Thank you to our incredible staff for continuing to offer this critical service to youth across the state!



40+
SCHOOLS WHERE
WE PROVIDE
SERVICES

14
NUMBER OF
SCHOOL
DISTRICTS WE
CONTRACT WITH

NUMBER OF CLIENTS SERVED, BY REGION OF SERVICE PROVIDED





Administrative Office
303 SE First St, Suite 1
Grand Rapids, MN 55744

ITASKIN Center
1880 River Road
Grand Rapids, MN 55744
Phone: (218) 327-3000

DOC Residential Program Office
621 NE 6th Ave
Grand Rapids, MN 55744

Community Mental Health Center
(Grand Rapids)
413 13th St. SE
Grand Rapids, MN 55744
Phone: (218) 999-9908

Bemidji Admin Office and
Community Mental Health Center
4225 Technology Dr. NW
Bemidji, MN 56601
Phone: (218) 751-0282

Duluth Admin Office and
Community Mental Health Center
324 W. Superior St. Suite 150
Duluth, MN 55802
Phone: (218) 733-3000

Deer River Admin Office and
Community Mental Health Center
313 Main Ave. E
Deer River, MN 56636
Phone: (844) 466-3720 (Toll Free)

www.northhomes.org
