



**2025
Annual Report**



The Community Leader in delivering exceptional, responsive and consumer focused behavioral health services

**Serving children, families and adults in
Fillmore, Goodhue, Houston, Wabasha and Winona counties**

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Mission

To be the community leader in delivering exceptional, responsive and consumer focused behavioral health services.

Vision

To provide exceptional mental and behavioral support and services to enhance the well-being of our communities through a non-profit structure.

Values

- Integrity
- Community Focused
- Continuous Improvement
- People Focused
- Financial Stewardship
- Respect
- Compassion
- Empowerment
- Partnerships & Collaboration

2025 Board of Directors



Brad Anderson
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Goodhue County
Commissioner



Mike Wobbe
Vice President
Wabasha County
Commissioner



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Secretary
Houston County
Representative



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Winona County
Representative



Mac Baird
Goodhue County
Representative



Karrie Kelly
Wabasha County
Representative



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Fillmore County
Representative



Marie Kovecs
Winona County
Representative



Mitch Lentz
Fillmore County
Commissioner



Denise McDowell
Winona County
Representative



Mary Polus
Winona County
Representative



Dwayne Voegeli
Winona County
Commissioner



Cindy Wright
Houston County
Commissioner



HVMHC Executive Director, Erik Sievers (far left) and HVMHC Board President Brad Anderson (far right) thank Mac Baird (middle) for his service as a HVMHC board member.



A Message From our Board President

This year the Board Members at HVMHC have again amazed me with their thoughtful and diligent dedication to the work we strive to do keeping the focus on better service for our clients. Those clients are spread throughout our service area, in the larger cities, small towns and across our vast rural landscape. That challenge is to deliver the right care in the right setting at the right time overcoming staffing, access and transportation challenges of rural Southeast Minnesota. We as an organization work to minimize the barriers by working with community partners with improvement to our model of care as the end goal. Staff regularly report to the board to keep us abreast of the work and the needed investments and collaboration to achieve better outcomes. We are very thankful for the excellent professionals in our organization and the work they do each and every day to serve clients with dignity, compassion and empathy.

Last year in this annual report I commented on the work of past boards to ensure the continuity of this organization in delivering service over the past 60 years. That has challenged us as a board to continue evolving to deliver services using a client centered model of care. The landscape for working with our federal and state legislative partners is also challenging. The funding streams for supporting our clients and the services we deliver are constantly under scrutiny. Unreliability is challenging in a person's life when a person is doing well, and life is unimaginably difficult when navigating with mental health challenges, food security and housing stability affecting one's day to day life. We as board members have these concerns as we work with the HVMHC staff to address these social determinants of health.

There has been a change in the meeting schedule for the board this year with not having monthly meetings and going to more of a quarterly meeting schedule. We are still meeting in our committees, and the Executive committee has taken on a little different role in meeting the staff needs by meeting between meetings and as needed with the Executive Director and staff. This change was to make sure we had actionable items for our dedicated board members at each meeting. We have had some turn over on the Board and I would like to thank the members for their years of service and their dedication to the organization with their time and talents. We have also added new members to the board and we welcome them and appreciate their interest in serving others through their involvement in the organization. We look forward to the continued work to serve our communities with services that help citizens live a fulfilling life and thank the communities for the support that makes this work possible.

Sincerely,

Brad Anderson
Board President

3 Goodhue County Commissioner, District 2



A Message from our Executive Director

This past year has been one of meaningful progress and growth for Hiawatha Valley Mental Health Center as we continue working to meet the evolving behavioral health needs of the communities we serve. Guided by our mission to provide exceptional, responsive, consumer-focused behavioral health services, we strengthened and expanded several key programs. HVMHC became a five-county provider of Mobile Mental Health Crisis services, increasing our ability to respond quickly and compassionately when individuals and families face urgent mental health needs. We also expanded the reach of our Peer Support Networks, increasing opportunities for individuals in recovery to connect, build relationships, and support one another. Recognizing the growing impact of opioid use in our region, we also introduced Medication-Assisted Treatment (MAT) services, expanding access to evidence-based treatment and providing additional pathways to recovery.

These accomplishments, among others, are made possible by the extraordinary dedication and compassion of our employees, who bring professionalism, empathy, and commitment to their work every day. I am continually inspired by their passion for helping others and their belief in the power of recovery. We are blessed with an amazing Board of Directors who care for our employees as well as for those we serve. We are also deeply grateful for the support of our communities including partners, donors, volunteers, and advocates whose encouragement and investment make our work possible. Your support strengthens our ability to respond to the needs we see every day. Most importantly, we are honored by the trust placed in us by the individuals and families we serve. Their courage and resilience remind us why this work matters.

Looking ahead, Hiawatha Valley Mental Health Center remains committed to thoughtful growth, strong partnerships, and responsible stewardship of the resources entrusted to us. As community needs continue to evolve, we will remain focused on strengthening access to care, supporting recovery, and ensuring that individuals and families across our region have a trusted place to turn for help, hope, and healing.

Sincerely,

Erik Sievers, MSW, LICSW, MBA
Executive Director
Hiawatha Valley Mental Health Center



Mission In Action

Exceptional, Responsive, Consumer Focused Care

Story of Hope from Adult Community Based Services - IPS

After being out of work for five years, Jessica was ready for a change, but the thought of finding employment felt overwhelming.

Her counselor at Hiawatha Valley Mental Health referred her to Goodwill-Easter Seals Minnesota's (GESMN) Individual Placement and Support (IPS) program, a partnership between GESMN and HVMHC, which provides personalized job placement and support to Olmsted, Winona and Wabasha County residents.

In January 2025, Jessica began working with her career navigator, Sara. At first, Jessica doubted whether she could land a job, let alone feel confident in one. "Jessica lacked confidence that she could do a good job or even get employed," Sara recalled. Together, they applied for roles and navigated multiple interviews. Early rejections were discouraging, but Jessica stayed determined. "Jessica pushed through her discouragement and doubts," Sara said. Having someone to talk to throughout the process made a big difference. "I was encouraged by the one-on-ones," Jessica shared.

From Self-Doubt to 'Employee of the Month'

Jessica's persistence paid off. In May, she was hired as a cashier at Fleet Farm and quickly stood out as a leader. She was recognized as Employee of the Month for her customer interactions, initiative and ability to organize products.

Sara noticed the transformation, "Her confidence has grown immensely and is noticed by people around her." Jessica even pushed herself outside her comfort zone by positioning herself at the end of the register to greet customers and start conversations.

When they first met, Jessica kept conversations short. Now, she engages fully and often leads discussions. At a recent appointment, Jessica proudly identified her own mental health growth and her new ability to set boundaries.



Mission In Action

Exceptional, Responsive, Consumer Focused Care

New Career Goals

Today, Jessica balances work with raising two teenagers. Her long-term goal is to work full-time in the mental health field. She already holds a bachelor's degree in social work and hopes to earn her master's degree.

Jessica has now achieved her immediate career goal: securing employment and financial stability so she no longer has to rely on savings to make ends meet.

New Skills and a Bright Future

Through IPS, Jessica developed problem-solving skills, creativity, confidence and initiative. Sara helped her clearly understand job opportunities and encouraged her growth every step of the way.

With newfound confidence, a job she enjoys and clear goals for the future, Jessica is ready for what comes next. Sara shared, "Jessica is confident in pursuing long-term goals in education and advanced employment," already taking the initiative to research her next steps. Her drive to help others and grow professionally is also reflected in her volunteer work.

For the past year, Jessica served as a facilitator for the National Alliance on Mental Illness (NAMI), leading peer discussions on living with mental illness. Her favorite part? Listening to deep conversations and hearing ideas and experiences shared among group members. She is giving back to others who balance mental health and their careers.

This story was originally posted on the Goodwill Easter Seals Website and can be viewed in its original format at:

<https://www.goodwilleasterseals.org/about/blog/jessica-found-confidence-community-and-career?>



Mission In Action

Exceptional, Responsive, Consumer Focused Care

Story of Hope from HVMHC's 24/7 Mobile Crisis Response

Lee remembers staring at her phone.

She had the number for the crisis line in front of her, but dialing it felt overwhelming. What if they couldn't help? What if she didn't know what to say?

She dialed the number – and hung up.

Then she tried again. And hung up again.

Several times she started the call, her finger hovering over the screen as doubt crept in. Finally, she told herself to let it ring.

Someone answered.

On the other end of the line was a member of the crisis team at HVMHC, who offered calm, compassionate support in a moment when Lee needed it most. The conversation didn't solve everything at once, but it did something incredibly important: it helped Lee pause, breathe, and begin thinking about what came next.

Together, they started to put a plan in place.

HVMHC's crisis services are available 24 hours a day, seven days a week, and free of charge to the caller, providing immediate support for people experiencing mental health challenges and helping them stabilize in the moment while connecting them to ongoing care.

For Lee, that call became a turning point.

Instead of facing everything alone, she had someone walking beside her – helping her sort through what she was feeling and identify the steps she could take to regain control of her life.

Looking back, Lee says the hardest part wasn't the conversation. It was letting the phone ring.

But that moment of courage opened the door to support, stability, and a path forward.



Lee Seeling sharing her story during BLID 2025



Commitment to the Community

Celebrating 60 Years in Southeast MN: 1965-2025

In 2025, HVMHC celebrated 60 years of serving southeastern Minnesota. Founded in 1965 by a group of concerned citizens in Houston, Wabasha, and Winona counties; the organization has grown to also serve Fillmore and Goodhue counties while continuing its mission of providing compassionate and community-based mental health care.

Throughout the year, HVMHC marked this milestone with events that brought community members together, promoted mental health awareness, and celebrated the partnerships that have supported the organization for six decades.

60th Anniversary Celebration Events in 2025

- **April 9 – La Crescent Bringing Light into Darkness Community Event**

Held at La Crescent High School, the evening included a community resource fair, a screening of the documentary “My Ascension,” and a panel discussion featuring local mental health professionals.

- **September 11 – 6th Annual Bringing Light into Darkness (Winona)**

This annual suicide awareness event featured a community resource fair, free children’s activities, food trucks, and community speakers sharing messages of hope. Students from Winona Senior High School also introduced their new peer-led suicide prevention club, The Hope Squad.

- **October 2 – Caledonia and Wabasha Clinic Open Houses**

Community members were invited to tour the clinics, meet staff, and celebrate 60 years of service.

- **October 4 – Falling into Lanesboro Fest (Fillmore County)**

Because HVMHC does not have a physical clinic in Fillmore County, staff participated in this community event in the heart of the county to celebrate the anniversary with residents from across the region, hosting a family-friendly petting zoo and outreach activities.

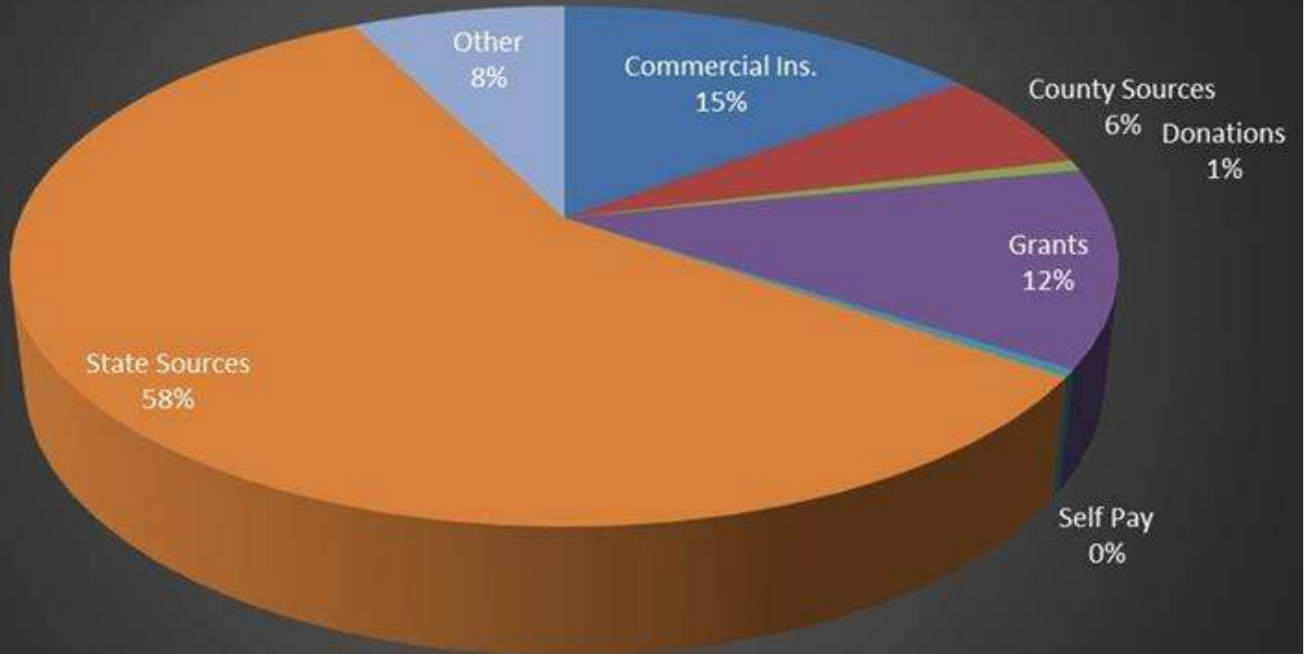
- **October 23 – Red Wing Clinic Open House**

The final anniversary celebration welcomed community members to tour the clinic, meet staff, and learn more about local mental health services.

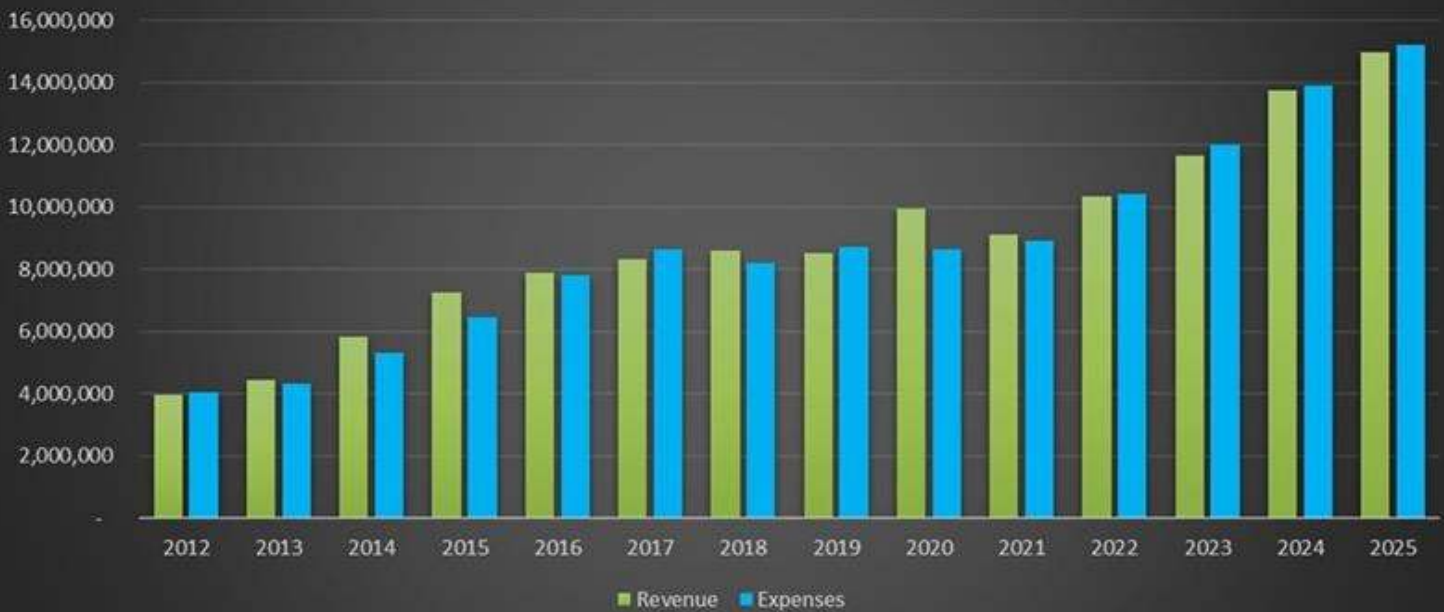


Financial Highlights

2025 Income Sources



Revenue & Expenditures



Strategic Initiatives 2023-2025

1. Quality Assurance:

Improvements moved from identifying measures and creating data reports, to reviewing data elements and making recommendations.

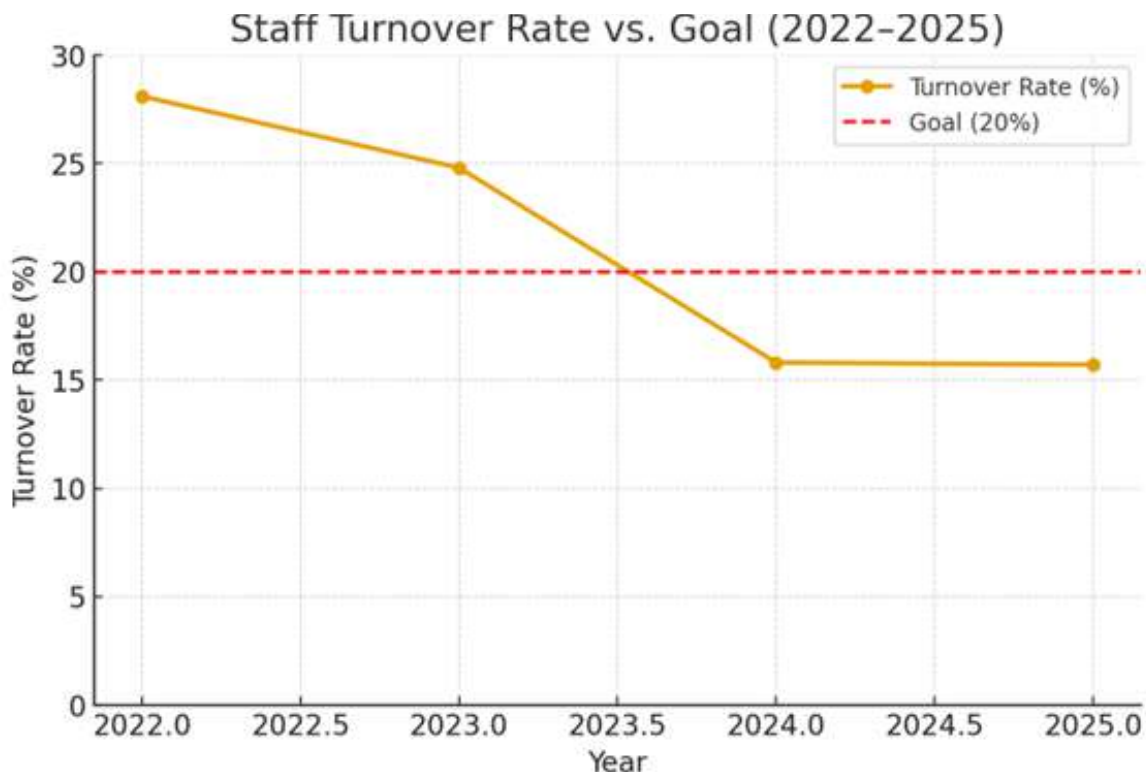
- Population data to inform our teams of the populations we are serving and adjust programming based on this data.
- Review and adjust the way that discharges happen to improve the data quality in this area.
- Clinic led measures for CCBHC.

This group made recommendations to adjust our screening protocols to ensure we are capturing all relevant data for our clinical measures.

- Created screening SOPS to be reviewed by program managers and are moving to implement improved practices.

2. Employee Engagement:

We achieved the goal of maintaining a turnover rate below 20%, reflecting ongoing success in staff retention and engagement. The 2025 year-to-date turnover rate stands at 15.7%, consistent with 15.8% in 2024 and a notable improvement from 24.8% in 2023 and 28.1% in 2022.



Strategic Initiatives 2023-2025

Employee feedback shows that HVMHC continues to maintain a strong, positive workplace culture. While most areas remain steady, recent results suggest the team should continue focusing on improving happiness and workplace relationships.

- **Overall Satisfaction:**

Employee satisfaction remains high rising from 87% in 2023 to 89% in 2024.

- **Survey Improvements:**

In 2025, HVMHC began using BambooHR surveys to get faster and more useful feedback from staff.

- **Quarterly Wellbeing Results (2025)**

July 2025:

- 1. Happiness: 4.2 / 5
- 2. Personal Motivators: 3.9 / 5
- 3. Company Motivators: 4.0 / 5
- 4. Relationships: 3.9 / 5

October 2025:

- 1. Happiness: 3.7 / 5
- 2. Personal Motivators: 3.9 / 5
- 3. Company Motivators: 3.8 / 5
- 4. Relationships: 3.5 / 5

- **Employee Net Promoter Score (eNPS):**

The July 2025 survey produced an eNPS score of 44, which is considered excellent and shows that far more employees recommend HVMHC as a great place to work than not.



Pictured are some of Hiawatha Valley Mental Health Centers Leadership Team during the 2025 annual Holiday Breakfast. Each year in December the HVMHC Leadership Team cooks a breakfast for all HVMHC employees to enjoy.

Pictured from left to right, back to front: Adam Muschler, Isaac Mayer, Erik Sievers, Kate Dieter, Michelle Monerson, Jen Dieck, Rich Anthony, Sam Schamaun, and Tim Hunter.

Strategic Initiatives 2023-2025

3. Outreach/Marketing:

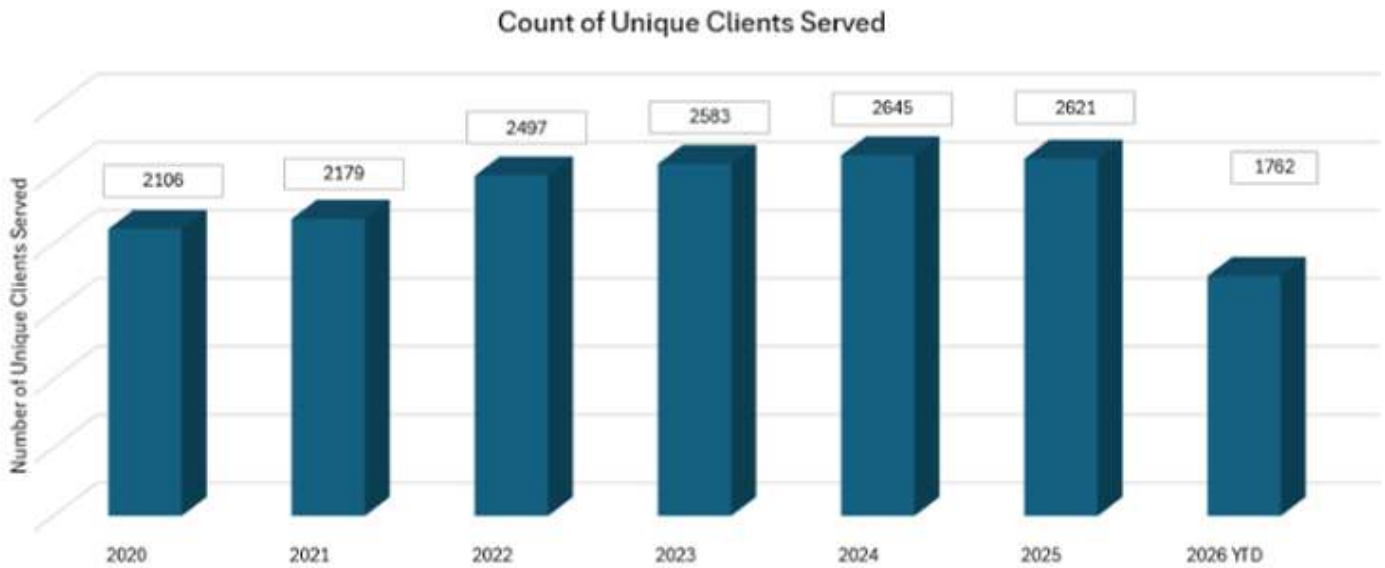
- HVMHC participated in 51 community events in 2025, continuing a steady year-over-year increase since launching this strategic initiative in 2023.
- We increased our presence through marketing across the region thanks to one time MN DHS funds for crisis promotion across the 5 counties
- We saw an increase business sponsorships in both numbers and dollars this year



4. Access to Services:

- Focus has been on review of our no-show policy
- Implementation of Vital Interactions to automate reminders in text, phone and email forms
- Rapid Access Program that allows triaging of highly acute clients into services faster. This program has been highly utilized for many in need and is continually being evaluated for expansion into other service areas
- Significant progress in reducing the time from the initial phone call to treatment
- The number of clients waiting for care has improved considerably. On average, clients now receive their first appointment within 10 days of their initial service request. At the Winona location, clients typically begin working with their therapist within approximately one month of the therapy recommendation.
- Waitlists in most areas has reduced and our average time to receive a service is shrinking to under 60 days post CE
- Last quarter of 2025 focused on new 2026 access initiatives
 - o Walk-in care for those in need
 - o Expansion of service hours and alternative modes of delivery services
 - o Utilization of peers in navigating our mental health system across all departments

Growth & Opportunity:



Care Coordination team has been an active part of building a system that improves outcomes, access, and overall well-being for clients.

- Social Determinants of Health, or SDoH Screener: clients identify non-medical influences in their lives that may impact their health care.
- Screening and referring clients to receive regular and scheduled primary care services, including but not limited to medical, dental, vision, and other related services. We have reached over 2/3 of our client population and half of our clients have now identified a primary care provider for routine medical needs. Approximately 2,220 clients have been offered this screening and support through 2025.
- Follow-up support and care following an Emergency Department (ED) visit. With client consent, our agency can receive notifications from across the nation if a client presented in an ED and create a follow up and support plan for a client returning home with appropriate medical or behavioral health support following an ED event. Our agency has approx. 1,400 active clients that have agreed to this collaboration with medical agencies.

Housing Programs:

- In 2024, Board and Lodge homes were at 67% capacity; as of today, they have increased to 92% capacity.
- Scattered Sites and HBL programs are typically at capacity.

Growth & Opportunity:

Housing continues to build its clientele and adapt to trends within the community. One example of this is the recent changes to the Food Share program. Residents of Board and Lodge homes are not impacted by Food Share, as food is provided through Housing Support. However, those living in Scattered Sites and HBL programs do rely, in part, on Food Share. To support these residents, ARMHS and Housing Support staff have adapted the activity calendar to include more food-related groups, increased in-house cooking, expanded access to community meals and food banks (including transportation support), and provided education on budgeting for groceries.

Substance Use Disorder (SUD) Services:

- Increased attendance for our SUD group (2 hours, 2 times/week).
- Group has reached maximum capacity, and every session has been held since July.

Adult Community Based Services (ACBS):

- Service levels remained strong in 2025, averaging 52% year-to-date—above the target of 50%.

Outpatient Mental Health (OPMH) Services:

- Utilizing a school-linked behavioral health provider with expertise in EMDR therapy to help reduce our client waitlist for specialized trauma-informed care.
- Extended our Dialectical Behavior Therapy (DBT) Skills groups to include a telehealth option, which effectively serves our satellite offices and clients facing transportation challenges.

Children's Community Based Services (CCBS):

- Has continued to grow their summer groups with a total of 7 groups offered this past summer and 49 members enrolled.

Staffing:

- Headcount has steadily grown from 141 employees in 2022 to 166 in 2024, where it remains in 2025.
- From January 1 to October 16, 2025, the agency welcomed 23 new hires across a variety of roles
- New leadership in Crisis and ACBS

Financial:

- Growth in the number of claims we have processed (4% over 2024) as well as an increase in revenue.
- Increased the amount of claim dollars billed by 9.5% over last year and 3.5% over our top year in 2022. This is revenue solely billed to a third party.
- Created a KPI Dashboard to report monthly on key performance indicators.

4 *New Key Strategic Initiatives for 2026-2028:*

Strategic Initiative 1: Improves Access with Delivery Alternatives

We are making it easier for people to get the help they need—when and how they need it. Our goal is simple: reduce barriers and meet people where they are.

Strategic Initiative 2: Expand Community Outreach, Partnerships & Connections

We are deepening our presence in the communities we serve by building partnerships, expanding outreach, and increasing awareness of our services. Through volunteer opportunities, community events, school engagement, and stronger relationships with local organizations and businesses, we aim to stay connected and responsive to community needs.

Strategic Initiative 3: Build Staff Resilience & Confidence

Our staff make our mission possible. We continue to invest in their growth and well-being and make HVMHC a supportive workplace. By fostering confidence, resilience, and a strong sense of purpose, we ensure high-quality care for those we serve.

Strategic Initiative 4: Expand Funding Sources

To continue meeting the needs of our communities, we are strengthening and diversifying our funding. This includes building relationships with donors and businesses, expanding fundraising efforts, and creating new opportunities for community support. Sustainable funding allows us to maintain and grow vital services.

Strong Partnerships

Outpatient mental health has expanded partnerships with universities to provide more opportunities for clinical practicum and internship students. Additionally, we have established opportunities in WI to be a placement site for bachelor’s level students to provide for them experience in our Goodhue County services.

The School Linked grant requires that SLBH offer in-services for staff and students to increase knowledge and awareness of mental health symptoms and needs. Recently, one of our providers in this program provided training for over 60 senior seminar students at Rushford Schools.



In February 2025 HVMHC partnered with RIPple to install a 24/7 Naloxone distribution box outside of the Winona HVMHC clinic -420 West Sarnia St - Winona



From Left to Right, Bill and Mandy Hansel of Storm Sporting Events presents their 2025 donation check to HVMHC’s Brad Anderson, Erik Sievers, Mike Wobbe, Teresa O’Donnell-Ebner, and Kim Kolstad.



Houston schools where a recipient of our September community giveback promotion for Houston County. Each month HVMHC collects items for a needy cause at each clinic location and then donates items across our 5 county service area.



HVMHC Crisis Responder Merritt Bebout (far right) drops off food supplies at the Wabasha Food shelf. Supplies were raised during a monthly giveback drive.

Years of Service Milestones

HVMHC Welcomed 31 new employees and hosted 19 Interns in 2025. There were was one staff retirement in 2025. Paulette Drazkowski retired after 25 years of service to HVMHC. We wish Paulette the best in her retirement.



Kaitlyn Bjerketvedt
5 Years of Service



Emily Erickson
5 Years of Service



Melissa Fitzpatrick
5 Years of Service



Heather Johnson
5 Years of Service



Elizabeth Krage
5 Years of Service



Megan Kruckenberg
5 Years of Service



Isaac Mayer
5 Years of Service



JoAnna McRae
5 Years of Service



Vicky Picha
5 Years of Service



Ami Scholes
5 Years of Service



Leslie Swartling
5 Years of Service



Charles Volkart
5 Years of Service



Tanya Kruse
10 Years of Service



Jane Stoyke
10 Years of Service



Paulette Drazkowski
25 Years of Service

Years of Service Milestones Continued



Top Left: JoAnne McRae, Erik Sievers, Sally Blume, Chuck Volkart, Leslie Swartling, Katie Donahue, Emily Erickson, and Jen Whetstone recognizing, JoAnne, Chuck, Leslie, and Emily for 5 years with HVMHC.

Top Right: Erik Sievers (Center) presents, from left to right, Kaitlyn Bjerketvedt (5 years), JoAnne Skinner (5 years), Isaac Mayer (5 years), and Ronnie Ives-Viring (15 years) certificates for years of service with HVMHC.

Bottom: From left to right, Steve Laehn (10 years), Ami Sholes (5 years), Kate Dieter (Director of ACBS) Vicky Picha (5 years), Erik Sievers (Executive Director), Jesse Thill (5 years), Tanya Kruse (10 years), Megan Kruckeburg (5 years) celebrate employee milestones for 2025.



Thank You to our 2025 Annual Donors

Friend \$1 - \$500

Claire Abbott
Anonymous
Bill & Jen Apley
Scott & Pam Bender
Irma Bjork
Gerald Chichanowski
Tara Choudek
David & Kathleen Christenson
Judith Fletcher

Doug Grout
Julie Kiehne
Bob & Deb Leaf
Randy & Lori Meincke
Gerald Neal
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Paul & Judy Ulland Family Fund
Denise Smith
Dwayne Voegeli
Charles & Deborah Wray
Cotter Schools -Active Minds Group

Gundersen Health by Emplify
La Crescent Lions Club
La Crescent Rotary Club
Lake City Kiwanis Club
Lake City Legion Post 110
Lake City Rotary Club
Red Wing Lions Club
Sequoia Foundation
Thrivent Financial - Blackbaud giving fund
Wabasha Ambulance Service

Partner \$501 - \$1,000

Mac Baird
Paul Busch

Denise McDowell
Grace Presbyterian Church
La Crescent Community Foundation
Merchant's Bank

Winona Knights of Columbus
Wabasha AA Group
WNB Financial

Founder \$1,001+

Jerry & Patricia Papenfuss
Mary Polus
John & Betsy Rowekamp

David & Lynn Theurer
Dare & William White Foundation
Elizabeth Callender King Foundation
Fastenal Company
Gary McNally Tractor Ride Benefit
La Crescent Knights of Columbus #5115

Lake City Lions Club
Storm Sporting Events
Trustmark Corporation
Wabasha-Kellogg Area
Community Foundation

Bringing Light into Darkness Sponsors Winona - September 11, 2025

Community Sponsors

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