

Hiawatha Valley

MENTAL HEALTH CENTER

Annual Report

2020



*The community leader in delivering
exceptional, responsive and consumer focused
behavioral health services.*

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

Mission:

The community leader in delivering exceptional, responsive and consumer focused behavioral health services.

Values:

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

BOARD OF DIRECTORS

President: Brad Anderson, Goodhue County Commissioner

Vice-President: Macaran Baird, Goodhue County Community Representative

Secretary: Betsy Rowekamp, Winona County Community Representative

Treasurer: Erick Enger, Wabasha County Community Representative

Marie Kovecsi, Winona County Commissioner

Mike Wobbe, Wabasha County Commissioner

Bob Burns, Houston County Commissioner

Elaine Graf, Houston County Community Representative

Mandy Hansel, Winona County Community Representative

Ellen Smith, Winona County Community Representative

A Note from the Chairperson

This year has been a year of everything zoom, except it has not zoomed by. All meetings for the Board of Directors have been virtual. We do get the work done and we do have good discussions, but it is challenging to build the working relationships we all crave. Rest assured, the programs are serving our citizens well and our amazing leaders and staff are meeting the challenges head on. I along with all our Board Members are extremely proud of the work and services our staff deliver each and every day.

The challenges of virtual appointments and delivering healthcare to clients has heightened staff creativity. The staff have worked on the best ways to connect with clients and they have explored the best method to serve the client. The Board has been working to ensure the staff have the resources and technology to connect to the clients and help them with their mental health needs. The staff certainly stepped up to this unprecedented challenge and did an amazing job in an enormously stress filled time. I am so proud of their work ethic and perseverance.

This pandemic will pass, but we all need to continue our vigilance to protect ourselves and those we interact with. The talent of this Board and the leadership of the Hiawatha team will continue delivering excellent healthcare to the citizens in our area. Thank you to the communities we work in for the continued support and generous resources you as citizens entrust to Hiawatha Valley Mental Health Center. - **Brad Anderson, Board Chairperson**

A NOTE FROM OUR EXECUTIVE DIRECTOR

Hiawatha Valley Mental Health Center, like many, experienced significant change in 2020 due to the COVID-19 pandemic. The past year brought challenges and uncertainty for our agency, our employees and those who live in the communities we serve. Even with those challenges, we have continued to provide exceptional, responsive, consumer focused behavioral health services in Wabasha, Winona, Goodhue, Houston, and Fillmore Counties. Through this pandemic, we have never stopped providing our services, but adjusted the ways in which we provide help, support, and treatment to those in need.

In 2020, we provided the largest amount of service through telemedicine and telephone ever at our agency. We provided 21,120 services by telemedicine which is close to 50% of all the services provided. In 2019, we only provided approximately 3% of our services by telemedicine. We provided 8,860 services by telephone which is approximately 20% of all the services provided.

In addition, we created more than 30 free webinars to help provide mental health tips and support to individuals throughout Southeastern Minnesota. Some of the webinars were made possible thanks to the generosity of Solomon's Song and the United Way of Goodhue, Wabasha and Pierce Counties.

What made this all possible?

Great Employees: The employees at Hiawatha Valley Mental Health Center stepped up in spite of all the challenges the pandemic has created. They found unique and improved ways to meet the need of consumers, all while supporting each other. It has not been easy, but they remained mission focused on the agency mission and purpose.

An Active Board of Directors: The Board of Directors at our organization has led us through 2020 and will continue this year and beyond. They had the courage to respond and act in the early stages of the pandemic and have been a stable presence throughout the past year.

Strong Relationships with Community Partners: Our agency values people, community, partnership and collaboration. Through the pandemic, we have leaned on our partners and they have leaned on us to continue to provide quality healthcare in our communities.

Generous Giving and Support: We are grateful for the tremendous community support throughout 2020. Community members gave financially at a greater level and their generosity directly helped our consumers. Counties were also generous in their giving of county allocated CARES funds. The CARES funds given through Winona, Wabasha, Houston, Fillmore, and Goodhue Counties were utilized by HVMHC to provide a physically safe environment for our staff and consumers.

Our organization has learned a lot from this past year! We are a very resilient agency and so are those living and working in our communities. We learned that even in the most challenging times, we can be a support for those in need.

We will continue to adjust how we offer behavioral health services and over time transition back to a more traditional model of care. We are eternally grateful for the continued support.

Sincerely,

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



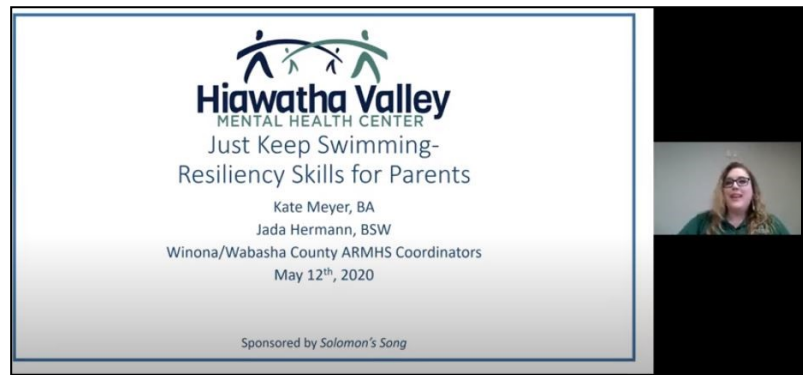
SERVICE HIGHLIGHTS

Through the COVID-19 pandemic our organization found unique ways to deliver exceptional, consumer focused services.



In Goodhue County, we purchased lawn chairs so consumers could attend Adult Rehabilitative Mental Health group programming outside at a local park.

Hiawatha Valley Mental Health Center started offering free webinars to help provide mental health tips and support to individuals in our community. All the webinars are still available on our website www.hvmhc.org.



We made changes in how we offer services. Consumers can now be seen in-person or through telemedicine. In 2019, we provided 97% of services in-person with 3% being offered through tele-medicine. In 2020, we provided 49% of services in-person and 51% of services through telemedicine.

Total number of billable services provided in 2020:

- Adult Rehabilitative Mental Health Services: 22,590
- Children's Therapeutic Services and Supports: 1,953
- School Linked/Based Mental Health Services: 10,450
- Outpatient Mental Health Services and Substance Abuse Services: 12,722
- Early Childhood Services: 766
- Medication Clinic: 1,688
- Psychiatric Services: 2,736

SERVICE HIGHLIGHTS



Adult Rehabilitative Mental Health Services

In March, as cases of COVID-19 started to increase in the state of Minnesota, Melody was making a transition in her life. She was in the process of moving into a new apartment in a new town. Also during this time, Hiawatha Valley Mental Health Center was making a transition of its own, moving mental health services from in-person to telemedicine to prevent the spread of the virus.

From the isolation inside her apartment complex, Melody was able to start participating in virtual Adult Rehabilitative Mental Health (ARMHS) group meetings. During those meetings, she was introduced to some of her apartment neighbors which helped her become more comfortable in her new space. The meetings also encouraged her to be resilient through the uncertainty around the COVID-19 pandemic.

With most of the state of Minnesota shutdown, Melody was determined to meet some of her goals including getting to know her new community and getting into better physical shape. With the help of her ARMHS practitioner, Melody set a goal to walk daily and learn what the community had to offer. She found the bank, the grocery store, post office and other businesses throughout the town. By all her walking, she lost more than 20 pounds.

Her resilience pushed her even further as for the first time in her life she bought new furniture, online, for her new apartment. She even purchased renter's insurance after learning during an ARMHS group session, the benefits of being prepared for emergencies during. To top off her achievements, at the turn of the new year, she was promoted at her place of employment. She attributes her success to the content of the ARMHS groups. She used the information discussed to improve her life during a historical and difficult time in our state. She is beyond excited for her future and we are so proud of her!

The United Way of Goodhue, Wabasha and Pierce Counties is a supporter of our ARMHS group program in Goodhue and Wabasha Counties.



SERVICE HIGHLIGHTS



A new location for the Caledonia Clinic

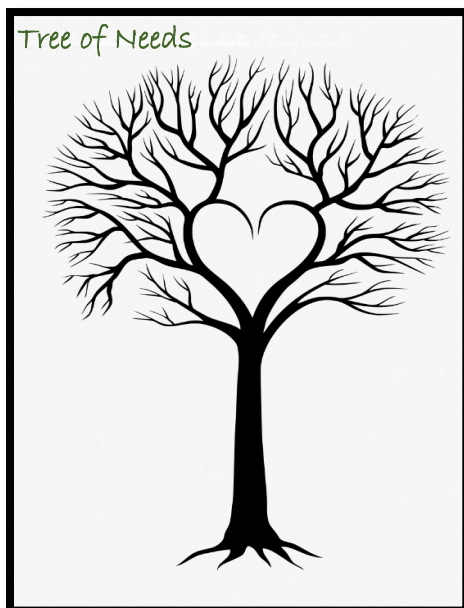
After months of planning and hard work, Hiawatha Valley Mental Health Center opened its doors at a new location in Caledonia. The clinic is now located at 221 South Kingston Street.

Norman Snodgrass owns the building. He took it upon himself to completely renovate the space to meet the needs of Hiawatha Valley Mental Center with the help of some community grants.



The new space is structured with patient care at the forefront. Doorways are staggered for privacy and ductwork is curved so conversations can not be heard outside of the therapy session. The waiting area is handicap accessible. In addition, the new location allows for the organization to plan for potential growth in the future.

Currently at the Caledonia Clinic we offer: Substance Abuse Services, Outpatient Mental Health Services, School-Linked Mental Health Services, Adult Rehabilitative Mental Health Services (ARMHS) and Crisis Services.



Wraparound Care Coordination

In 2020, we started Wraparound Care Coordination. The program is a family driven process to help youth ages 3 through 17 with mental health and/or behavioral challenges and their families. Wraparound follows four different phases that allow the family more access, voice and choice over their current and future services and supports.

In Wraparound Care Coordination, we look at the whole picture, which, in this case, is our “Tree of Needs”. We see the behaviors as our primary target, much like you would see the leaves of a tree. We then look at the trunk of the tree, or the factors and environment in which both the child(ren) and caregiver(s) have grown up in. Lastly, we dig deep into the roots of the behaviors and the reasons why such behaviors might be happening.

Leaves/Branches = Behaviors (physical aggression, abuse, self-harm, fighting, property destruction, verbal aggression)

Trunk = Family Story (culture, history, experiences)

Roots = Underlying Needs (reasons WHY behaviors happen)

The goal of Wraparound Care Coordination is to leave the youth and their family with skills, resources and support that they can carry with them for the rest of their lives. The service is available for children ages 3 through 17 years old in Winona County.

HIGHLIGHTS

The community leader in delivering exceptional, responsive and consumer focused behavioral health services.



Due to the COVID-19 pandemic, we had to close our Peer Support Network in March. To continue supporting consumers we established Virtual Support groups three times a week for individuals to stay connected.

In order to help adults in our residential facilities connect with medical providers, therapist and support groups, we established tele-health stations right on site.

Six people graduated from the Dialectical Behavioral Therapy (DBT) program in 2020. DBT is an evidence-based psychotherapy approach that teaches consumers how to regulate emotions, cope with stress and improve relationships with others.

Funding support from the Winona Community Foundation allowed our organization to help more than 100 Hiawatha Valley Mental Health consumers during the pandemic. We were able to provide financial assistance for them to connect virtually with their provider(s). Also, we were able to help those financially struggling due to the loss of work hours or loss of employment.

Hiawatha Valley Mental Health Center invited students from the Winona REACH program into our Peer Support Center to learn about careers in behavioral health. The REACH program is for high school Juniors & Seniors to explore future career options in our community.

Based off of a sample of four of our School Linked/Based Mental Health providers, we successfully discharged 24 youth from services between January 1, 2020 and January 1, 2021.

Hiawatha Valley Mental Health Center staff members offered more than 30 trainings and free webinars to communities throughout Southeastern Minnesota in 2020. All the trainings were focused around a mental health topic.

At our Peer Support Network, we hosted four Senior Social Work interns, three Psychology interns and 15 Senior Nursing students from Winona State University. In addition, we utilized three Certified Peer Specialists on site.

Here's a quote from one of the interns; *"I was surprised and excited that my social work internship was so broad and introduced me to many different aspects of community-based behavioral health services. Facilitating a peer support group, attending multi-disciplinary team meetings, and connecting with guests at the Day Center were just a few of my weekly activities, and I believe these experiences will serve me well as I start my social work career."*



COMMUNITY IMPACT



We partnered with Winona Volunteer Services to distribute 250 boxes of free food to individuals and families in need. We also volunteered at the United Way of Goodhue, Wabasha and Pierce counties to help with its free food box distributions.

We collaborated with the Warming Center and Filling the Gaps to provide community resources for the homeless population.

After receiving CARES grant funding, we were able to partner with the C.A.R.E Clinic in Red Wing to offer free mental health services to patients at the clinic. The C.A.R.E Clinic provides health care for underserved low-income residents of Goodhue County.

We partnered with Solomon's Song to offer three, free public mental health webinars targeted for teens, parents and adults. Solomon's Song is a nonprofit organization in the Winona community dedicated to creating conversations that promote healthy living, celebrate diversity and stomp out stigma.

For National Depression Screening Day, we were able to partner with Bridges Health Winona and provide free depression screenings at the East End Rec Center.

We partnered with Habitat for Humanity in Winona to assist us in renovations of our Board and Lodge homes.

In partnership with Resilient Winona County, we held a six month Trauma Informed Educators project. The project focused on developing a Trauma Informed Educators Community of Practice. A total of twenty education professionals from five districts and charter schools participated.

Hiawatha Valley Mental Health Center developed a partnership with the Winona Police Department to offer Mental Health Basics for the Non-Mental Health Provider training. So far we have trained about 35 of the 39 sworn officers on the Winona Police Department.

Years of Service Awards

We value our unique abilities, qualities and achievements, and all of our roles are important for our communities' and Organization's success.

20 Years



Paulette Drazkowski

15 Years



Gary Hempel

10 Years

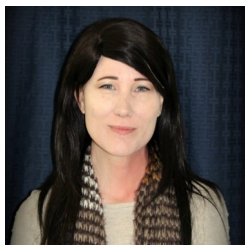


Vickie Knabel



Veronica Ives-Virnig

5 Years



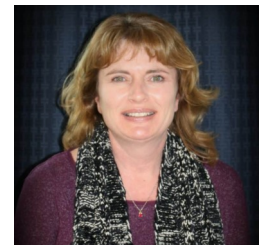
Anjelica Molitor



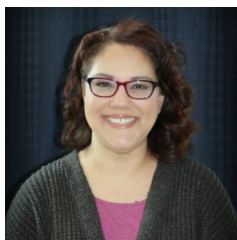
Kathleen Howard



Shonna Schauf



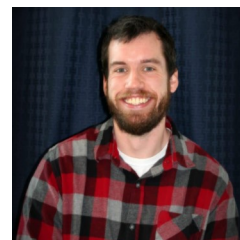
Tanya Kruse



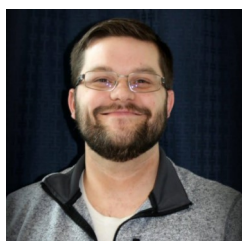
Danelle Lawson



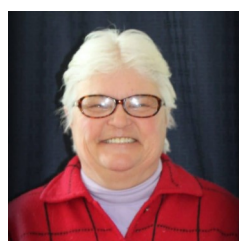
Steve Laehn



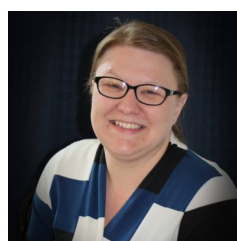
Brad Paulson



Casey Bohlman



Jane Stoyke



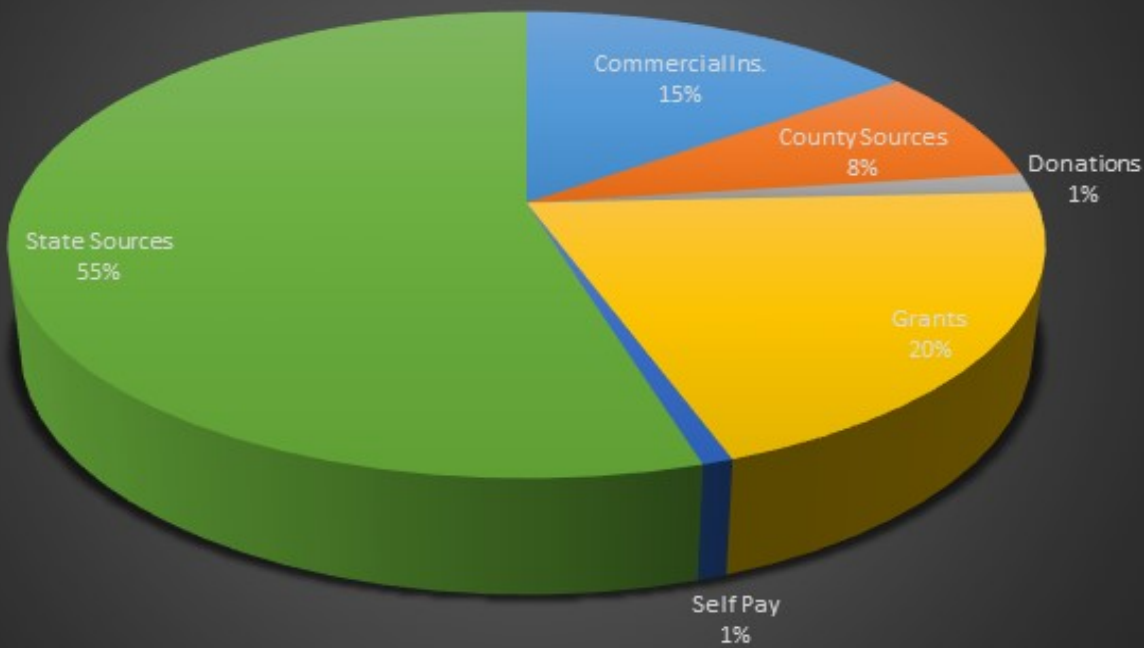
Shauma Meyer



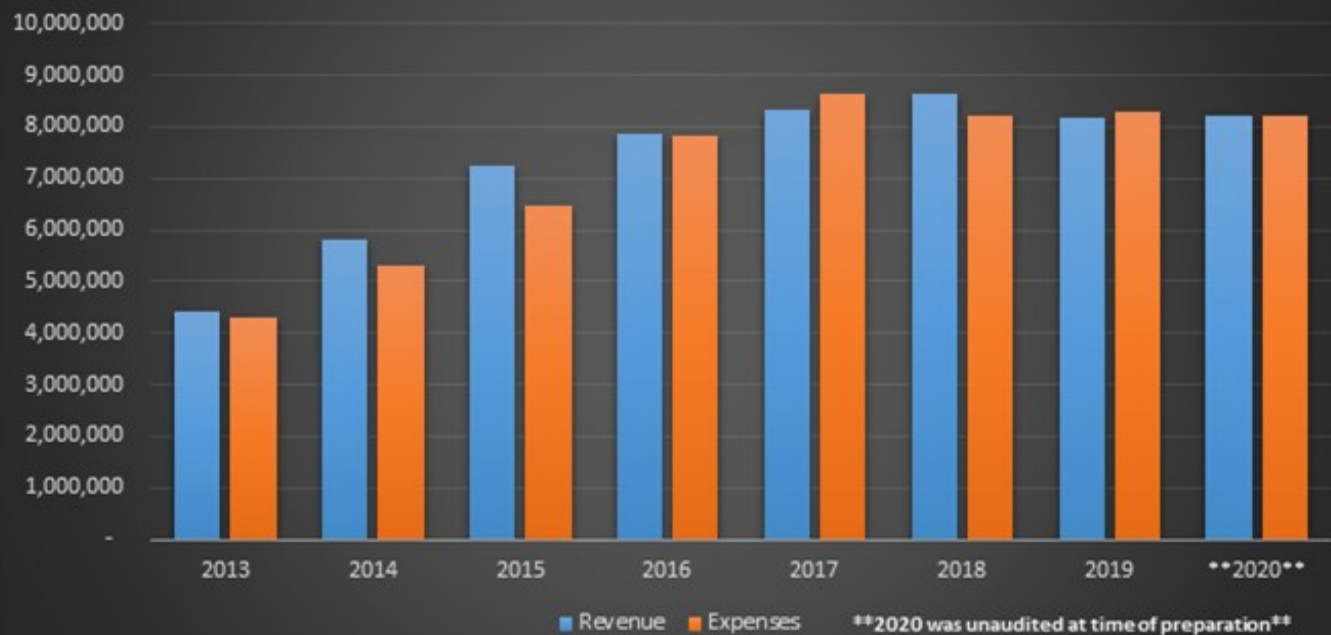
Jesse Thill

FINANCIAL HIGHLIGHTS

2020 Income Sources



Revenue & Expenditures



THANK YOU TO OUR SUPPORTERS

Friend \$100-\$500

Grace Presbyterian Church
Sequoia Society
David and Kathleen Christenson
Mark McGrory
Papenfuss Family
Deborah Niebuhr
Aaron and Lisa Hanesworth
Larry and Judy Connery
Homer United Methodist Church
Steak Shop Catering
Charles and Audrey Ellingson
Jack Miller
Doug Grout
Paul Busch
Jeff and Laurie Frost
Randy and Lori Meincke

Partner \$501-\$1000

Dan and Julie Buehler
Marie Kovetsi
Wieser Brothers General Contractor
Houston Area Community Foundation

Founder \$1001+

The Storm Trail Race Series
David and Lynn Theurer
WNB Financial
Bob Kierlin
Bob and Deb Leaf
Dare L. White & William F. White Foundation
Merchants Bank-Winona
Solomon's Song
BK5K Youth Fund
John and Betsy Rowekamp
Winona Community Foundation
Mac Baird
Goltz Pharmacy
AcenTek
Wabasha Kellogg Community Foundation
Red Wing Shoes Foundation
United Way of Goodhue, Wabasha & Pierce Counties
Helen Leaf Haun and Michael Leaf Memorial
Eric Bartleson Memorial

*If you would like to donate to Hiawatha Valley Mental Health Center go to our website
www.hvmhc.org and click on the "Donate" tab.*

*Hiawatha Valley Mental Health Center is a 501 (c) (3) nonprofit organization.
All donations are tax deductible for the extent allowed by the law.*