

Hiawatha Valley

MENTAL HEALTH CENTER

Annual Report

2021



*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

2021 BOARD OF DIRECTORS

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A Note from the Chairperson

The year 2021 was the year of pandemic uncertainty. Sometimes it felt like we all were on a yo-yo at our place of work and in our daily lives. It's getting better, no it's not, we can get back to normal, no not yet. This pandemic has set records for everyone in so many different ways. Challenges for parents of school age children, delivering care to those we love, addressing the needs of those with health issues and being respectful of others needs and fears. Yes we should all have learned from the past two years what community and commitment is about.

Here at Hiawatha Valley Mental Health Center finding answers to the service level we want to deliver while navigating the challenges of the pandemic's surges was challenging. The leadership along with the Board worked diligently to weigh the needs of clients with the need to protect them and our staff from Covid. I am in awe of the unwavering, consistent and creative way our staff and leadership found to make changes to our model of care for our clients. This is a tribute to the strength of our organization and the professionalism of our employees. I thank them and all our Board members for keeping the focus on the people we serve.

This pandemic will pass and we need to capitalize on what we have learned from our response and be able to continue investing in creative ways to deliver better service post pandemic. This pandemic may have been a challenge but I view it as an opportunity to do better in our service to clients. We have learned much about the resiliency and tenacity of our employees. By being involved in this organization during this unprecedented time has heightened my appreciation of our community and citizens coming together to serve the most vulnerable members of our society. Thank you to the citizens who are engaged in your communities and for the care you have unselfishly shown to those around you. We at Hiawatha Valley Mental Health Center will continue our part of that service to the communities we serve.

Brad Anderson
Goodhue County Commissioner
District 2

From our Executive Director

The word resiliency is the word that best describes 2021 for our agency and the communities we serve. Even in the midst of the COVID-19 pandemic, Hiawatha Valley Mental Health Center saw many opportunities for growth. Through it all and all the challenges that have come with the pandemic, the employees of our agency, in partnership with many of you, continued to work alongside those in need of behavioral health services and supports and did amazing things.

Our agency saw an increase in need for our help as the demand for every service provided by Hiawatha Valley Mental Health Center became an important support for many. We have proceeded thoughtfully and collaboratively by growing in key areas and establishing new strategic partnerships.

Resiliency within our agency:

Within our agency, a number of committees and groups were established in 2021 to improve the services that we provide and best support each other at Hiawatha Valley Mental Health Center including:

- Consumer Advisory Committee
- Wellness Committee
- Cultural Humility Group

Also, within our agency, we improved what we offer to the community through improving the physical spaces in our housing programs and continuing to provide telehealth services.

Resiliency with partners and within our communities:

Our agency values include collaborating and partnering with others to improve the care we provide. One partnership that formed in 2021 was with Genoa Pharmacy. This has been a great new service for many. We began a new partnership with the WRAP+ program which has enabled us through our Training Committee to offer free training throughout the year. Our continued partnerships with many schools in Southeastern MN was strengthened as the needs of children increased due to the emotional challenges many have suffered during the pandemic. Our agency partnered with many school districts to provide additional programming to help them and the children and families in their communities better live the lives they want to.

On behalf of Hiawatha Valley Mental Health Center, I would thank our dedicated and amazing employees, partnerships with others, and the generosity of the community. It is all of us together in service for others what made 2021 a year of resiliency and growth.

Sincerely,

Erik Sievers, MSW, LICSW, MBA

Executive Director

Hiawatha Valley Mental Health Center



Exceptional, Responsive, Consumer Focused

A story of growth

This is a story about exceptional care and growth by an individual whose name has been changed for privacy reasons. This individual received services through our school based behavioral health program. This program is partially funded by School Districts, County Collaboratives and Minnesota Department of Human Services. This is one of the many stories of growth and hope that are common through this program and throughout Hiawatha Valley Mental Health Center.

Dave's Story, as told by his therapist:

Dave was struggling with managing his emotions and as a result, experiencing behavioral challenges at school. Specifically, Dave was struggling with his anger and he was becoming physical, breaking school items and being disrespectful to teachers. He was also experiencing difficulty with peers; overall conflict.

Dave began therapy through Hiawatha Valley Mental Health Center's School Based Behavioral Health Program. This was a big first step for him; as he had expressed inability to trust adults. When I first started meeting with Dave, expressing emotion and his needs was not common and quite distressing at times. Dave showed progress in therapy and in November/December 2021, he was experiencing less peer challenges and overall conflict. Due to his growth and improvement, Dave shared that therapy was not helping anymore and things were going "okay".

In January 2022, Dave showed his growth by advocating for himself and said he "needs" therapy. He expressed that therapy helps him, and he would like to see me one time per week. He expressed with lessened therapy as he was transitioning out of the service, he noticed anger within himself, and feels that meeting is "actually" helpful.

Today, Dave continues in weekly therapy and has reported feeling that therapy/our relationship is a place where he can talk and that he feels trusting. As a result of the commitment and dedication by Dave, the therapy provider by Hiawatha Valley Mental Health Center, as well as the support of his school and family, Dave has less anger outbursts at home and at school, per parent and teacher report. Dave still feels anger, and plans to continue to work on this. Additionally, he is working on developing healthy relationships with those around him. Dave's future is bright!



New Partnerships and Services

Genoa Pharmacy



On February 1, 2022 Genoa Healthcare became a pharmacy provider for those who live in our housing programs and participate in our medication clinic in Winona. Late in 2021, Genoa moved into our Winona Clinic. They are now available as a pharmacy for all who receive services through Hiawatha Valley Mental Health Center. Genoa is a specialized national pharmacy provider and has expertise in medication needs for those with behavioral health needs. Their services are known nationally to produce a 90% adherence rate, reduce hospitalizations, and reduce the number of emergency room visits. Genoa is a great addition to our agency and is a tremendous resource for those who come to our agency for services.



Winona County Criminal Justice Coordinating Council (CJCC) applied for and received a Justice and Mental Health Program Grant. The goals of the program is to:

- 1.) Promote strategies to identify and reduce risk of harm to people with mental health and substance abuse needs that are involved with the juvenile justice system
- 2.) Implement evidence-based practices
- 3.) Develop and implement cross cultural trainings
- 4.) Enhance jail mental health and substance abuse services
- 5.) Provide extensive cross-training for criminal justice, social service, and behavioral health providers.

We are playing a key partnership role in the following programs:

- 1.) Community Connector
- 2.) HVMHC's training committee will take the lead in arranging cross-training for criminal justice, social services, and behavioral health providers in the area. We offered numerous trainings at no cost in 2021.

Agency Highlights

Hiawatha Valley Mental Health Center welcomed 28 new employees to the agency in 2021.

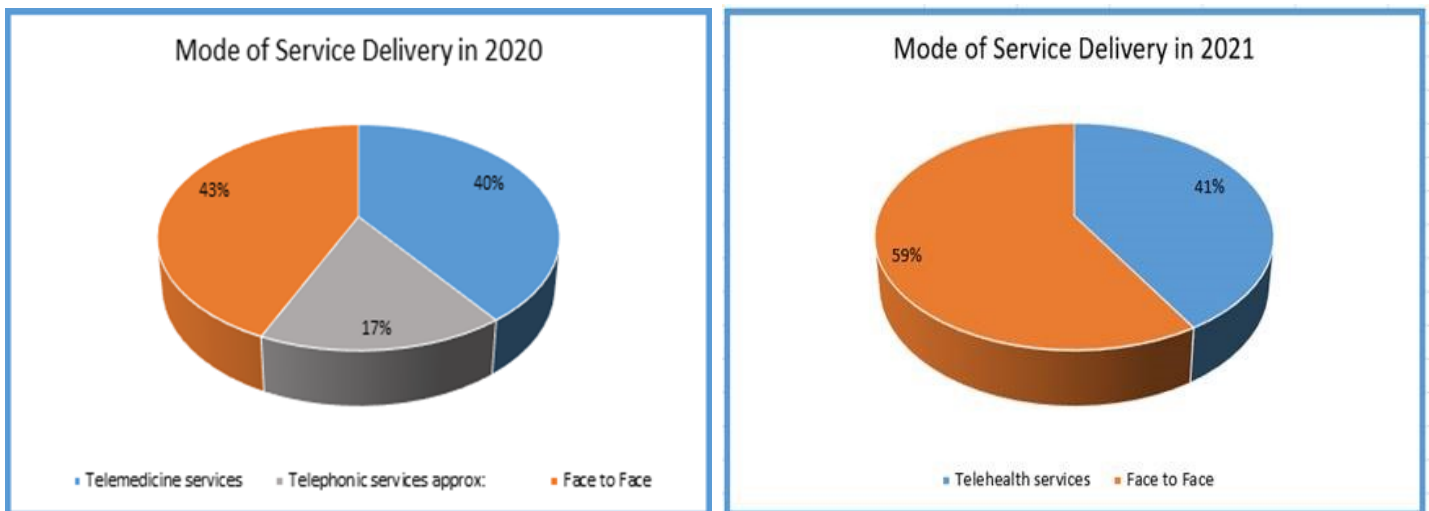
We added two Peer Specialists to our services and supports available in Wabasha County and Goodhue County. Peer Specialist are those who have mental health needs and offer a tremendous support and lived experienced perspective for those in need.

We began providing care coordination through our first Care Coordinator. This role is designed to coordinate integrated medical and behavioral health care for consumers.

We started a Local Advisory Council (LAC) where we can take the feedback of consumers to better our agency.

We continue to be members of area children and family and service collaboratives and we are active members of area mental health task forces and coalitions.

We continue to grow in diversifying our approaches to caring for others:



Agency Highlights

Improvements were made to our Housing Programs thanks to the financial support of the Winona Community Foundation, United Way of Olmsted County and others.



Community Impact



Reducing Stigma through Awareness & Education:

Bringing Light into Darkness:

Hiawatha Valley Mental Health Center hosted our first annual Mental Health Awareness event in October thanks to Solomon's Song and WNB Financial for their support. Thank you also to all of you who showed up to the event to share your story and support each other. Every event is a step towards reducing the stigma that is associated with mental illness and addiction. We look forward to *Bringing Light Into Darkness* in Winona on Thursday, October 6, 2022.

Education and Training:

As part of our WRAP + program we provided 10 free trainings to over 450 people.

HVMHC provided various trainings throughout the community regarding our services and supports for: Gundersen Health System, Winona Health, local universities, and other groups and organizations in the area.

Our School Based Behavioral Health team partnered with Lewiston-Altura Schools and Winona State University to present on the Trauma Informed Educator's Project as well as other trainings throughout the year.

Prevention:

On October 23rd, we participated, through ASAP, in National Take Back Day where the community safely disposed of 100 pounds of unused or unwanted prescription drugs.

We participated in Winona Counties Sequential Intercept Mapping as well as with Houston County in an Equity Retreat.

HVMHC offered training for Law Enforcement Officers in Winona.

In partnership with Resilient Winona County, provided learning collaborative sessions for



Services and Supports:

Overall Number of clients served: **2179**

Total number of services provided in 2021:

- Adult Rehabilitative Mental Health Services: **19,898**
- Children's Therapeutic Services and Supports: **910**

- School Linked/Based Behavioral Health Services: **9,106**
- Outpatient Mental Health Services and Substance Use Services: **13,059**
- Early Childhood Services: **355**
- Medication Clinic: **2,002**
- Psychiatric Services: **3,086**
- Mobile Crisis Services-
 - Phone screening- **146**
 - In-person assessment/intervention- **170**
 - Follow up contact- **133**

Certified Behavioral Health Clinic

The Future to Provide the Best Care

Hiawatha Valley Mental Health Center is implementing an integrated community behavioral health model of care that aims to improve service quality and accessibility. This new integrated care model is aimed to do the following:

- Provide integrated, evidence based, trauma-informed, recovery-oriented and person and family-centered care
- Offer a full array of services that include clinic and community based mental health, substance use disorder treatment, and primary care screening services
- Establish collaborative relationships with other providers and health care systems to ensure coordination of care



HVMHC was approved in January of 2022 to begin providing this model of care. Our hope is that by becoming a Certified Community Behavioral Health Clinic, we will:

- Increase access to mental health and substance use disorder services
- Advance integration of behavioral health with physical health care, and
- Improve utilization of evidence-based practices on a more consistent basis

With this new state certification, Hiawatha Valley Mental Health Center will continue to offer and provide all services and supports, as we do today, with the addition of: Mental Health Case Management, Peer specialist services and Care Coordination activities for everyone in our service area.

Hiawatha Valley Mental Health Center will look to expand what we offer in these key areas:

- 1.) Veterans & Military: We will focus on what more we as a community can be doing for our veterans and military personnel
- 2.) Integrated Care: We will focus on how to better, as a system, coordinate and integrate physical health and behavioral health care through improved partnership and one plan of care
- 3.) Screening: We will provide behavioral health and physical health care screening
- 4.) Data: We will focus on using data to inform you all of clinical and programmatic decisions

As always, we will listen to you, partner with others in the community and provide the best possible service for those in need.

Welcome—New Employees in 2021

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

Director of Residential Services: Megan Toney

Receptionists: Journey Neal, Barbara Van Cor, Amarissa Ruiz

Outpatient Clinical Trainees: Anthony Hollingsworth, Lisa Ellenburg, Jennifer Miles, Lisa Rogers

Residential ARMHS Client Assistant: Alexis Tazelaar

Residential Worker: Melissa Skappel

Child Case Managers: Calli Hansen, Ashley Teebo, Madeline Beuning

ARMHS Practitioners: Jessica Ziebell, Jim Lorenz, Jake Kirschner

APRN: Elizabeth Schossow

Executive Assistant: Rebecca Larson

Intake Coordinator: Karen Grossell

IT Technician: Curtis Harrison

Maintenance Assistant: Chris Stark

School-Linked Clinical Trainees: Chyan Johanningmeier, Brittany Raven

Crisis Response Practitioner: Katie Lagace

Residential Support Staff: Brooke Adler

RN: Lynne Kern

Mental Health Practitioner: Karina Erikson

What do employees of Hiawatha Valley Mental Health Center have to say about our agency?:

“HVMHC is the most flexible company I've ever worked for. They will accommodate your need for a work/life balance the second you start.”

“Very flexible and always willing to hear new ideas and implementing them when possible. Co-workers and management are great to work with.”

“Honored to be part of this agency as it continues to improve year after year.”

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.



Thank you for your service to HVMHC, we wish you well in your retirement!

Mike Fahey

25 Years



Erin Stark

20 Years



Lori Kuenn

10 Years



Jen Whetstone

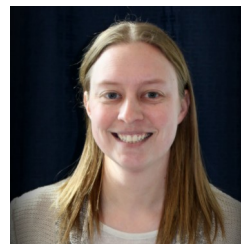
5 Years



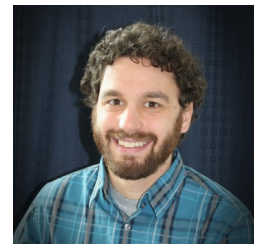
Alicyn Ziebell



Stephanie Rybold



Jenny Slabaugh



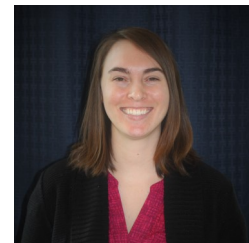
Dan Pizzi



Jesse Thill

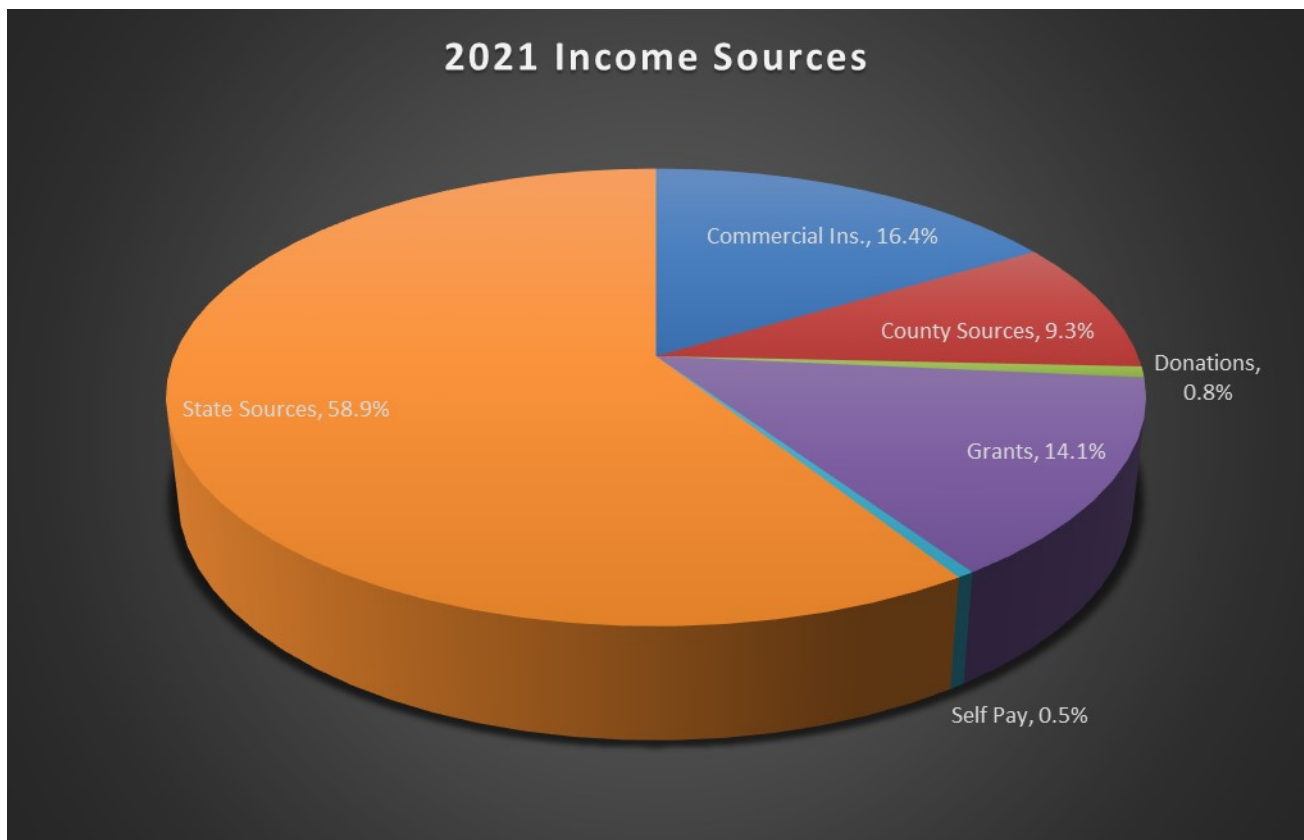
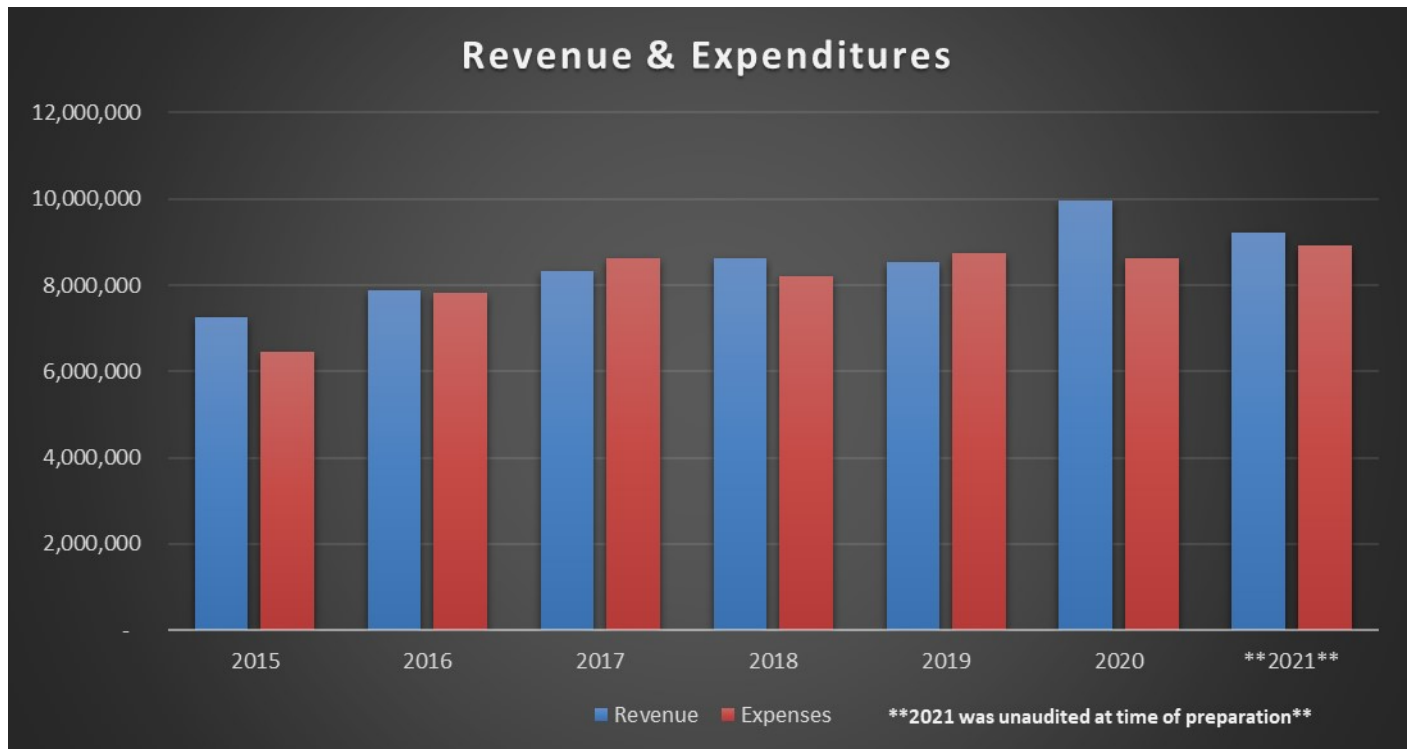


Merritt Bebout



Morgan Popp

Financial Highlights



Thank You to Our Supporters

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