Nexus
FAMILY HEALING

Restoring Hope. Reshaping Futures.

2019 Annual Report

Changing. Growing. Together.

It is difficult to reflect on 2019 when so much has changed in 2020. It seems inconsequential to think about the past given the current pandemic. However, the past, and our focus on change, have set us up to meet the challenges our families in need face today.

In 2019, we designed our 5-year vision around 4 pillars: 1)increase our expertise treating trauma and creating family healing; 2) create long-term sustainability through the innovative integration of resources and services; 3) prepare the organization for thought leadership in order to effectively share our expertise; and 4) enhance employee experience.

Little did we know that our decision to focus on integration and rebrand in a way that better reflects our commitment to family healing would become so relevant and necessary so fast.

For us, organizational integration is about aligning our resources, creating a clear brand identity, vision and mission, and utilizing our services to complement each other so that families can be better served – wherever they may be in their journey and however they may need our help.

When faced with the pandemic, we quickly realized the value of having common technologies, standard practices, and collaborative leadership. We found that our cohesive approach had created room for greater responsiveness and innovation, enabling us to continue to meet the needs of the families that count on us. Integration had removed barriers and allowed us to pivot. We moved from an organization where our agencies operated independently to a strong unified team who could effectively meet the challenge of 2020's unchartered environment.

Our change trajectory is nowhere near complete; we have only just begun. Our ability to constantly change will create even healthier families, stronger communities, and a better world.

Throughout this journey, we have received so much support from our employees, partners, and donors - support that has specifically helped us in serving families better during a pandemic when they need it more than ever. Thank you for all of your support in helping Nexus Family Healing to heal the past, break the cycle, and change the future.
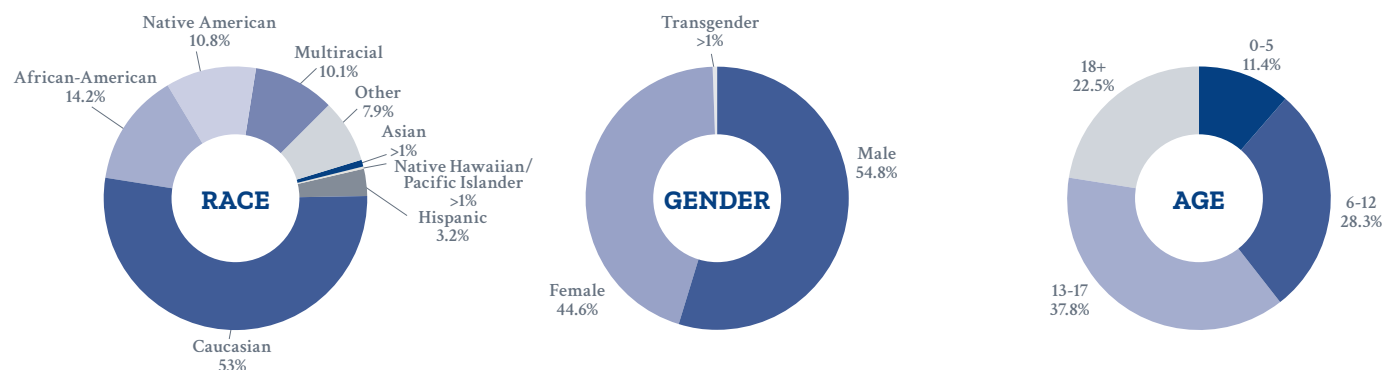
DR. MICHELLE K. MURRAY
CEO/President
Nexus Family Healing

PAUL ZIMMER
Board Chair

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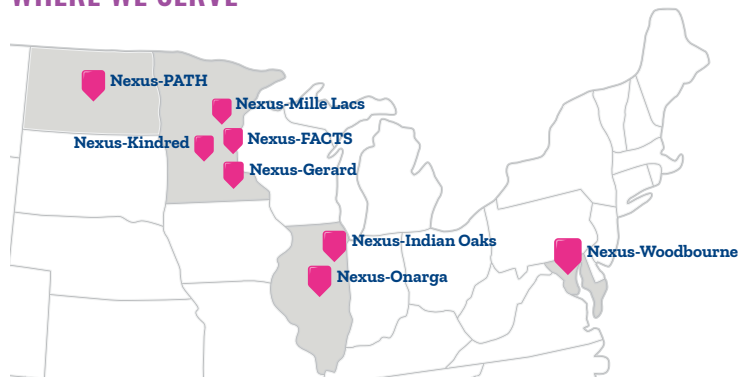Nexus Family Healing

Paul Zimmer
Board Chair

About Nexus Family Healing

Each year, Nexus Family Healing helps over **3,800 youth and families** find individualized paths to emotional, behavioral, and mental health. Our foster care, outpatient/community mental health services, and residential treatment programs span across four states – **Illinois, Maryland, Minnesota, and North Dakota** – while caring for families no matter where they're from. At Nexus, we believe **every child** is worth it – and **every family matters**. We see that each time we help a child change the course of their life, we create the potential for healthier families, stronger communities, and a better world. Simply put, changing one life changes everything.

WHO WE SERVE

RACE

- Native American 10.8%
- Multiracial 10.1%
- African-American 14.2%
- Other 7.9%
- Asian >1%
- Native Hawaiian/ Pacific Islander >1%
- Hispanic 3.2%
- Caucasian 53%

GENDER

- Transgender >1%
- Male 54.8%
- Female 44.6%

AGE

- 0-5 11.4%
- 18+ 22.5%
- 6-12 28.3%
- 13-17 37.8%

WHERE WE SERVE

- Nexus-PATH
- Nexus-Mille Lacs
- Nexus-Kindred
- Nexus-FACTS
- Nexus-Gerard
- Nexus-Indian Oaks
- Nexus-Onarga
- Nexus-Woodbourne

OUR ORGANIZATION

45 years of helping kids & families

25 locations across 4 states

1200+ employees

35% of our staff identify as people of color*

*African-American, Native American, Latinx, Asian, or two or more races

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

> "We decided we'd be the last stop for kids that had gone through many other disruptions."
> — *Foster Parents*

Our Impact

The youth who come to Nexus struggle daily with issues related to trauma. Trauma can mean many different things, but most often we see it presented in the forms of abuse, neglect, exposure to violence, and family disruptions. In fact, **over 75% of the youth we treat have already experienced 4 or more traumas** in their lifetime.

Trauma experiences create areas of concern, like difficulties with anger, anxiety, depression, and much more. When youth enter Nexus care, they come to us with an average of **12** areas of concern. After treatment, youth have successfully reduced their daily areas of concern to 7 – meaning they are significantly more able to succeed in school, at work, with their family and friends, and within the larger community.

73 youth united with safe, loving, and welcoming adoptive families

147 newly licensed foster care homes to provide safe homes for children in need

79% youth were regularly attending school or work at six month check-up after treatment

492 registered foster families opening their homes

Changing a Life

Over 20 years ago, a teen named Malcolm* came to Nexus-Onarga Family Healing to overcome his problematic behaviors that stemmed from traumatic experiences and a rough background. Malcolm's team at Nexus-Onarga looked past his behavioral issues and could see his good heart. Malcolm's case worker made a big impact in getting him on the right path and he was able to look to his case worker as the father figure he never had.

After completing his treatment at Nexus-Onarga, Malcolm went on to graduate high school and beyond. Today, Malcolm finds his passion is giving back to his community by serving as an emergency medical technician. He has three beautiful children, a lovely partner, a home, a great job, and deep ties to family.

Malcolm credits Nexus-Onarga for helping him forge a different path to turn his life around. We are proud to see his success and the exceptional person he has become.

*Name altered for privacy

3800+ youth
and their families were served in 2019

VISION
Healing the Past, Breaking the Cycle, Changing the Future
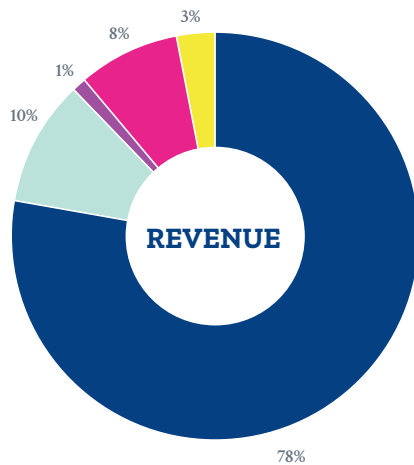
How Our Families Rate Our Services

99% on opportunity for family contact

96% on childs treatment and services provided

95% on staff efforts to involve family in the treatment

95% on staff ability to understand child's ethnicity

93% on staff efforts to help child achieve goals

How Our Referral Agents Rate Our Services

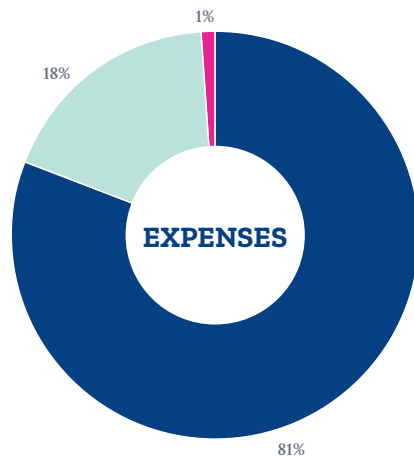100% on overall care

98% on staff efforts to help child cope better

Financials

Revenue

Contract Revenue	75,071,850
School Revenue	9,539,339
Program Revenue	581,973
Other	7,545,191
Donations, Grants, Events	2,921,795
Total	95,660,148

Expenses

Program	74,505,696
General and Administrative	16,163,925
Fundraising	1,036,277
Total	91,705,898

Board of Directors

Linda Barnhart
Retired HealthEast VP

Lisa Bjergaard
ND Div. of Juvenile Services

John Haydon
VP of Marketing & BD, Kraus-Anderson

Scott Humphrey
Retired President, CEO One Hope United

Kevin Johnson
Owner, The Johnson Leadership Group

Cyndi Lesher
Retired CEO Xcel Energy

Jim Leste
Vice President of Support Operations,
Childrens of Minnesota

Mette McLoughlin
VP Human Resources, Avivo

Jeri Quest
Owner, Quest Brand Consulting

Greg Sanders
Professor, North Dakota State University

Paul Zimmer
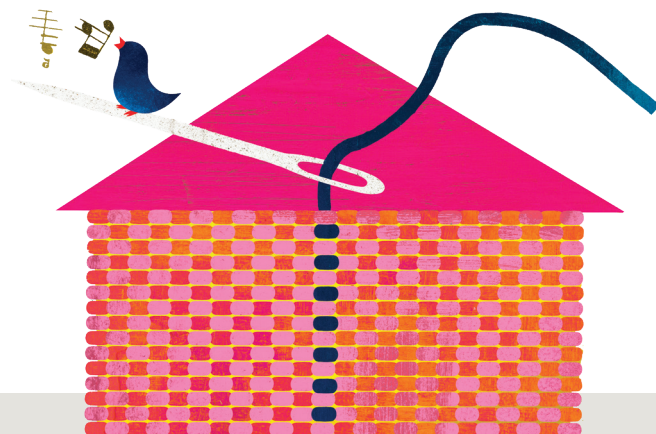Courey, Kosanda & Zimmer, P.A.

Dr. Michelle Murray
President, CEO Nexus Family Healing

VALUES
**Innovation, Compassion, Agility, Responsiveness, Excellence
And, we execute on these values with synergy and grit.**

No child is ever beyond hope.

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

ILLINOIS

Nexus-Indian Oaks Family Healing
101 N. Bramble Street
Manteno, IL 60950
815-802-3700

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

MARYLAND

Nexus-Woodbourne Family Healing
1301 Woodbourne Avenue
Baltimore, MD 21239
410-433-1000

MINNESOTA

Nexus-FACTS Family Healing
1385 Mendota Heights Rd., Suite 200
Mendota Heights, MN 55120
651-379-9800

Nexus-Gerard Family Healing
1111 28th Street NE
Austin, MN 55912
507-433-1843

Nexus-Kindred Family Healing
103 Marty Drive, Suite 201
Buffalo, MN 55313
763-271-1670

Nexus-Mille Lacs Family Healing
407 130th Avenue South
Onamia, MN 56359
320-532-4005

NORTH DAKOTA

Nexus-PATH Family Healing
1202 Westrac Drive, Suite 400
Fargo, ND 58103
701-280-9545