



WASHBURN
CENTER FOR CHILDREN



THE FACES OF WASHBURN

Washburn Center for Children
2009 Annual Report





WASHBURN

CENTER FOR CHILDREN

The forest is beautiful, but for children, through time immemorial, it is also the place where darkness and the unknown live. With Washburn's care and support, however, children gain the strength and self-knowledge to step out from the darkness into the light.



EXECUTIVE DIRECTOR STEVE LEPINSKI AND BOARD PRESIDENT RICHARD NEUNER

“There are many faces of Washburn. From our staff, to our state and county partners, to our generous supporters, it takes the united effort of many people to make Washburn’s work possible.”



Dear Friends,

Our children's mental health is the foundation on which they build their lives and their futures. As the community's leading resource for children with social, emotional and behavioral problems, Washburn Center for Children continues to grow and strengthen its service and training capacity. Now in our 126th year, we remain committed to the vision that Twin Cities families have access to a state-of-the-art center for children's mental health.

In spite of a very challenging economy, Washburn Center for Children achieved impressive results in 2009:

- Served more than **2,000 children** for the first time in its history (an increase of 58% during the past four years)
- Expanded the **school based mental health program** from two clinicians in two schools in 2005 to 17 clinicians in 17 schools by the fall of 2009
- Distinguished itself as a **center of excellence in children's mental health** by expanding the use of evidence based practices and other promising therapies, enhancing its work with child trauma and broadening its training of the next generation of child clinicians
- Distributed nationally a training program based on a **"developmental repair"** model of children's mental health pioneered by our clinical staff
- Continued our track record of **sound financial management**, ending the year with a balanced operating budget

The next few years will provide exciting opportunities as well as significant challenges. Washburn Center for Children will seek to secure a long term facility solution to meet the rising demand for children's mental health services and to serve even more children. In addition, the passage of national legislation on mental health parity and health care reform will likely have an impact on the funding and policy environment within which Washburn operates.

There are many faces of Washburn. From our staff, to our state and county partners, to our generous supporters, it takes the united effort of many people to make Washburn's work possible. As you read about the people highlighted in this report, I believe you'll see how the support of the entire community is critical to Washburn's mission of helping children with social, emotional and behavioral problems lead more successful lives.

When a child is hurting, we hurt too. When a child heals, our community heals with them.

Thank you for your support of Washburn Center for Children—and for helping children heal.



Richard Neuner
Board President



Steve Lepinski
Executive Director

OFFERING QUALITY CARE

“Washburn values its staff and provides access to training to ensure that clinicians are offering children the best, most up-to-date care. In 2009, Washburn’s training efforts included:

- Expansion of the clinical intern and post doctoral fellowship programs, in addition to training 60 undergraduate, graduate, doctoral and post-doctoral interns.
- 22 Washburn therapists completed Trauma Focused Cognitive Behavioral Therapy (TF-CBT) training, and Washburn implemented a consultation and supervisory model to sustain the effective implementation of this model
- 8 additional therapists completed Eye Movement Desensitization and Reprocessing (EMDR) training
- Ongoing training and consultation with Dr. Anne Gearity in the day treatment program
- Training and consultation on early childhood models with national trainer Lesley Koplou, MS, LCSW
- Two supervisors completed the Evidence Based Practice training through the Minnesota Department of Human Services



With staff trained in a variety of best practices, Washburn is a center of excellence that offers a continuum of care. Whether a child needs more or less intensive care, they can often continue to be served at Washburn. Families are able to receive an array of services under one roof, rather than navigate several different systems within the community.”

-ARLENE SCHATZ, LICSW, WASHBURN CLINICAL DIRECTOR

PRO GOLFER HOSTS TOURNAMENT



Washburn’s 23rd annual **“Helping Hands for Kids” golf tournament** featured **Tim Herron**, a four-time winner on the PGA. Tim gave tips on the driving range and participated in the tournament with gratitude for the services he received at Washburn as a child.

“I’m proud to support Washburn and give back to an organization that has helped me,” said Tim, who was diagnosed with dyslexia at Washburn in the 1970s. **“Washburn has helped me get to where I’m at in my life today.”**

The tournament drew 112 golfers to the Medina Country Club and helped raise more than \$70,000 to benefit children served at Washburn.



“Every inner city public school should have this resource...”

LILLIE PANG, PRINCIPAL OF LONGFELLOW COMMUNITY SCHOOL

Desmond’s outbursts in the classroom disrupted his learning and peers, so his teacher turned to Washburn for help.

“When Desmond doesn’t know how to control his anger, the environment in the classroom changes for all of the children,” explained Principal Lillie Pang of Longfellow Community School. “Washburn’s presence at Longfellow helps create a safe, calm environment to learn—for everyone.”

Longfellow is one of 17 schools in the Minneapolis, Bloomington and Eden Prairie school districts served by Washburn’s school based program. In addition to meeting with students, therapists consult with teachers to develop individualized strategies for educating children with social, emotional and behavioral challenges.

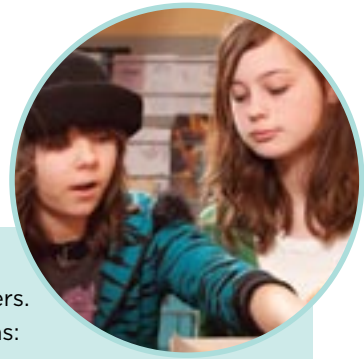
“Mental health is a pivotal part of education. We’re grateful to have Washburn onsite as a readily available resource for families and teachers,” Lillie said. “Every inner city public school should have this resource.”

Taking a holistic approach, therapists also engage the child’s parents, giving children like Desmond consistency both at home and school.

On a daily basis, Lillie sees the impact of the therapists’ efforts with families. “It leads to strong families, strong children and ultimately strong students,” she said.

“Children with social and behavioral challenges are a part of our community; we want to give them the skills to successfully remain a part of the community,” Lillie said.

2009 HIGHLIGHTS



- Served 2,150 children and approximately 6,000 family members. The children range from birth to age 17 with challenges such as:
Behavioral problems **Anxiety**
Attention Deficit Disorder **Trauma**
Depression **Loss, grief or life changes**
- Increased the **school based mental health program** from two schools in 2005 to 17 schools in three school districts in 2009.
- Expanded to meet the growing need for services by adding two therapists to the **crisis stabilization program**, as well as four case managers and **Intensive Community Based Services (ICBS)** to the case management program.
- **Developed training materials** to standardize the intake process and enhance the quality of diagnostic assessments.
- Strengthened the agency's **early childhood mental health** capacity through a state grant that funded intensive training for staff working with very young children.
- Published and distributed ***Developmental Repair: A Training Manual*** by Dr. Anne Gearity. This treatment model was developed and implemented in Washburn's day treatment program.

NAMI MINNESOTA AWARD: 2009 PROVIDER OF THE YEAR

The National Alliance on Mental Illness of Minnesota (NAMI Minnesota) selected Washburn to receive its **2009 Provider of the Year Award** for its demonstrated excellence, respect and best practices.

"With a 126 year history of excellence in serving children and their families, Washburn has continually responded to new research and has met the changing needs of children and families," said Sue Abderholden, Executive Director of NAMI Minnesota.

"Washburn is commended for bringing research into practice and for collaborations in the community, particularly with schools and Spanish speaking populations."



“Our clients deserve excellence...”

**MATT WITHAM, LMFT, ASSISTANT SUPERVISOR OF
WASHBURN'S DAY TREATMENT PROGRAM**

When 6-year-old Annie first came to Washburn's day treatment program, her flashbacks from previous traumatic experiences would last more than an hour. Unable to control her emotions, she'd kick, scream and sometimes not even know where she was.

“Who wants to be spit at and kicked during their workday?,” asked Matt Witham, a four-year Washburn employee. “But my colleagues and I are here, experiencing that. And I'm inspired by our work. The staff at Washburn desire to be the best at what we do.”

As one of the supervisors of the day treatment program, Matt works with Annie and other children with severe emotional disturbances, helping them identify and regulate their emotions so they can eventually be successful in their families, school settings and community.

“Washburn strives to be a center of excellence and promotes that at every level—from people greeting clients at the door to the therapeutic clinicians who partner with the children's parents,” Matt said.

So it's not surprising that when Annie graduated from the day treatment program, Washburn's front desk staff attended her graduation celebration.

“Our clients deserve excellence—to be a part of an agency that provides that is a privilege,” said Matt.

2009 PROGRAM OUTCOMES

Day Treatment

85% of the children who completed the day treatment program were functioning at a higher level and avoided placement in a more restrictive setting.

Home Front

96% of youth served through the home front program avoided out-of-home placements, such as residential treatment facilities or juvenile delinquency programs. 95% of youth served through the crisis stabilization program avoided out-of-home placement, including hospitalization.

Case Management

100% of families who completed satisfaction surveys reported that Washburn's services helped their child improve and cope with problems.

Family Focus

84% of parents demonstrated increased positive parenting techniques which fostered early childhood development, school readiness and positive parent/child interactions.

School Based

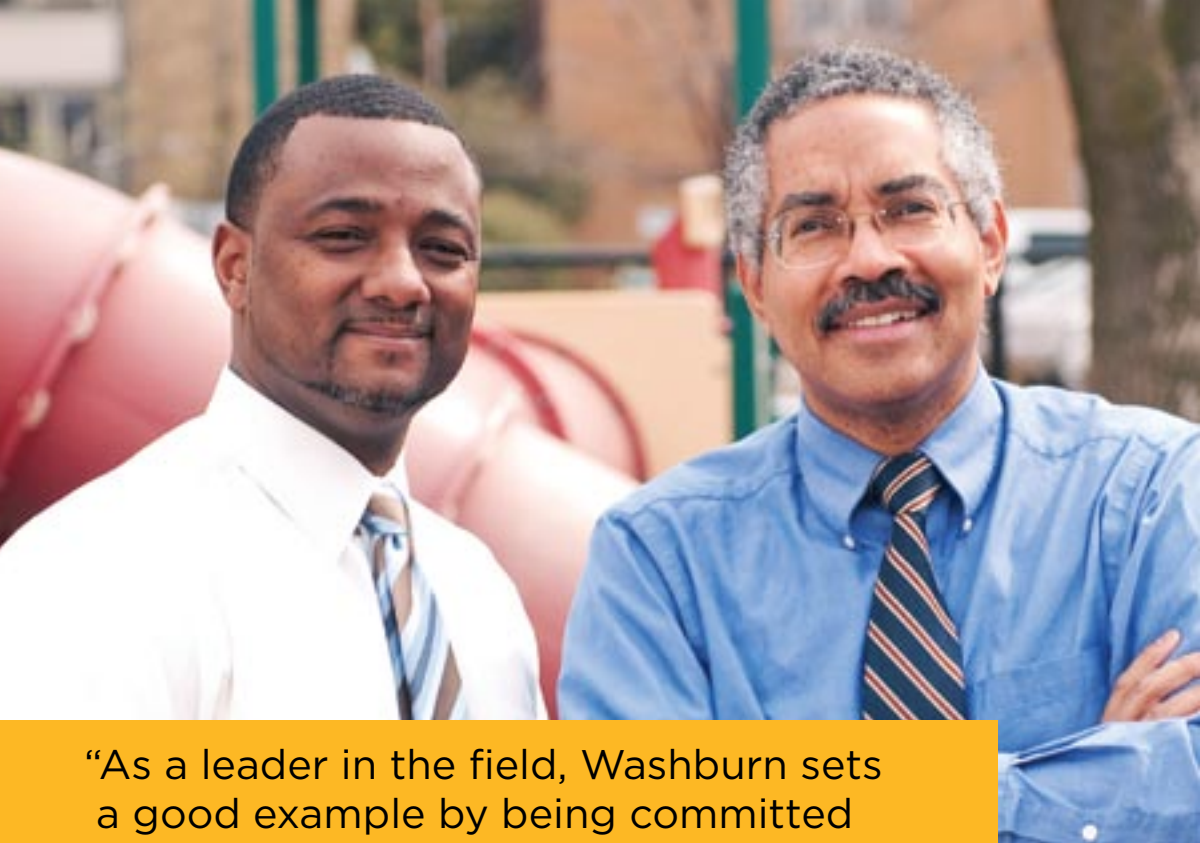
100% of school social workers responding to a satisfaction survey said Washburn's school based services somewhat or significantly decreased the number of times a child was referred to the principal's office for discipline.

Preschool Outreach

88% of childcare providers who completed a preschool outreach satisfaction survey reported an increase in knowledge and/or skills which helped them better serve children displaying mental health problems.

Outpatient

93% of families served in the outpatient program said they would recommend Washburn to a friend in need of similar help. 86% of children who were seen for 10 or more therapy sessions improved their Global Assessment of Functioning (GAF) score, which clinicians use to rate a child's ability to function in school, social and family settings.



“As a leader in the field, Washburn sets a good example by being committed to cultural competency...”

**LARRY TUCKER, MA, LMFT AND BILL ALLEN, Ph D, LMFT,
CULTURAL COMPETENCE CONSULTANTS**

As a center of excellence in children’s mental health, Washburn is committed to offering culturally competent services. Bill Allen and Larry Tucker have helped Washburn on this journey.

For these consultants, “cultural competency” encompasses much more than one’s ethnicity.

“Cultural competency entails all the factors that shape one’s culture and values: age, gender, where they grew up, family dynamics and much more. These are aspects of clients that Washburn’s staff take into account during their daily work,” Bill explained.

Bill and Larry have organized a three-part diversity training called Building Cross-Cultural Competence.

“The fact that everyone in Washburn—from direct service to administration—participates in these trainings sends a powerful message that the agency’s whole mission is involved,” Bill said.

The goal of the training is to help Washburn staff better understand the differences between their culture and those they serve.

“Being aware of the differences that exist between people allows staff to engage clients in ways that really addresses the issues that bring them to Washburn,” Bill said.

“As a leader in the field, Washburn sets a good example by being committed to cultural competency,” Larry said. “Washburn believes it’s important to look at these issues, knowing it increases the quality of care people receive.”

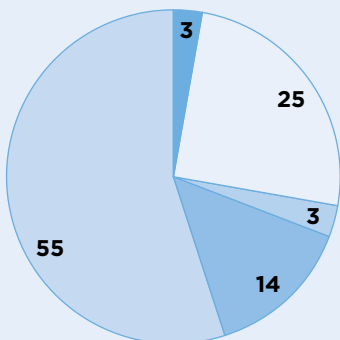
FINANCIAL SUMMARY

OPERATING FUND—STATEMENT OF ACTIVITIES YEARS ENDED DECEMBER 31, 2009 AND 2008

	2009	2008
REVENUE:		
General Support:		
Investment Income	165,342	450,441
Contributions	<u>906,103</u>	<u>897,775</u>
Total General Support	1,071,445	1,348,216
Service Income:		
County Contracts	932,851	904,378
Insurance and Client Fees	3,620,398	2,668,083
Other Service Fees	<u>28,643</u>	<u>11,755</u>
Total Service Income	4,581,892	3,584,216
United Way	186,906	186,906
Other Federal, State and Local Contracts	<u>738,985</u>	<u>566,862</u>
Total Revenue and Support	6,579,228	5,686,200
EXPENSES:		
Salaries and Benefits	5,274,177	4,460,770
Expendables	545,127	460,929
General Operating Expenses	327,909	396,771
Facilities	<u>416,438</u>	<u>362,412</u>
Total Expenses	6,563,651	5,680,882
EXCESS OF SUPPORT AND REVENUE OVER EXPENSES	15,577	5,318

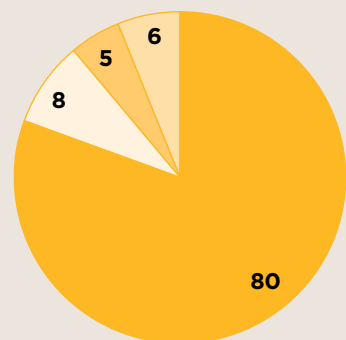
2009 INCOME

Investment/Endowment Income	3%
Government Grants and Contracts	25%
United Way	3%
Private Contributions	14%
Service Fees from Insurance, Clients, Other	55%



2009 EXPENSES BY FUNCTIONAL TYPE

Salaries and Benefits	80%
Expendables	8%
Operating Expenses	5%
Facilities	6%



**STATEMENT OF FINANCIAL POSITION—COMBINED ALL FUNDS
AS OF DECEMBER 31, 2009 AND 2008**

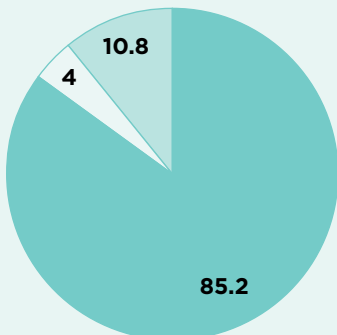
	2009	2008
ASSETS:		
Cash and Equivalents	22,620	125,726
Receivables:		
Contributions	298,220	186,431
Service Fees	927,827	668,876
Note	15,198	19,166
Prepaid Expenses	94,123	75,287
Long Term Investments	5,658,925	4,461,155
Land, Building and Equipment (less allowances for depreciation)	<u>1,706,897</u>	<u>1,779,886</u>
Total Assets	8,723,810	7,316,527
LIABILITIES AND FUND BALANCE:		
Accounts Payable	52,013	61,837
Line of Credit	110,414	-
Accrued Expenses	324,513	200,797
Deferred Revenue	25,000	30,000
Long Term Debt and Retirement Obligation	<u>77,800</u>	<u>48,092</u>
Total Liabilities	589,740	340,726

Fund Balance	8,134,070	6,975,801
TOTAL LIABILITIES AND FUND BALANCE	8,723,810	7,316,527

A certified audit is available at the agency.

2009 EXPENSES BY EXPENSE CENTER

Programs for Clients	85.2%
Development	4.0%
Administration	10.8%



2009 DIRECT PROGRAM COSTS

Outpatient Services: \$1,339,081	
School-Based Services: \$1,253,072	
Day Treatment: \$878,618	
Home Front: \$1,344,065	
Family Focused: \$610,071	
Outreach and Other Activities: \$167,841	

PROVIDING A DOORWAY TO HOPE AND OPPORTUNITY

When the Washburn orphanage was founded in 1883, the main entrance was on 49th Street. It was the doorway to hope and opportunity for hundreds of children. In honor of that heritage, the 49th Street Society helps to assure that Washburn will continue to be accessible to children and their families now and in the future.

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49th Street Society members contribute gifts of \$1,000 or more each year. Their commitment provides leadership, inspiration and financial support to make profound improvements in the lives of children in our community.



* Denotes staff in 2009.



“We’ve been able to understand our son so much better with Washburn’s help...”

CHRISTINE, JEFF AND THEIR SON SPENCER, CLIENTS*

In frustration, five-year-old Spencer pushed his mom away and screamed, “I just want you to spend time with me.”

“Spencer has a sensory processing disorder that makes it difficult to express his emotions appropriately,” his mom Christine said.

Or, as Spencer explained, “Sometimes I can’t say all of what I’m feeling. There are just too many words in my head.”

At age three, Spencer’s parents noticed gaps in his developmental benchmarks and connected with Washburn’s early childhood outreach program. Washburn staff observed Spencer at his preschool and helped teachers develop individualized discipline and learning strategies.

Spencer also exhibited signs of childhood depression and met with Washburn therapists.

“We’ve been able to understand our son so much better with Washburn’s help,” Christine said. “The staff is sensitive to the health of the whole family.”

Christine and her husband, Jeff, know it will be a long journey to help Spencer cope with his challenges. They are grateful to have a helpful resource like Washburn. In fact, Christine recently contacted Washburn again, when she noticed Spencer having anxiety about entering kindergarten.

“As a parent, I want Spencer to be as strong as he can be now—I know those skills will stay with him forever,” she said. “Any time I hear someone say their child is struggling, I tell them about Washburn.”

**The clients’ names have been changed for confidentiality; photo is not of actual clients.*

DONOR LISTING

Individuals

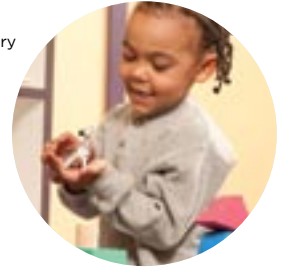
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“Our son discovered what he needed in order to succeed...”

**NICK AND CHIP PERRY AND BETH MILLER,
FORMER WASHBURN CLIENTS**

When Beth Miller and Chip Perry think about their son’s childhood, they remember countless trips to psychologists, speech therapists and pediatricians—all before Nick reached age 9.

After five frustrating years with little improvement in Nick’s academic skills, their family came to Washburn.

“Washburn looked holistically at Nick—and gave us the diagnosis we’d been searching years for,” she said.

Diagnosed with an attention deficit disorder and learning disabilities which affected the way he processed information, staff worked with Nick to give him tools he’d use well into his future.

“Washburn was a turning point for our family,” Beth said. “The advice and practical support took a huge stress off us.”

By the time he was in senior high, Nick no longer needed extra academic assistance. Last year, he graduated with honors from Pitzer College.

He’s currently teaching English at a Hong Kong university as part of a competitive fellowship. And, as a Fulbright Scholar finalist, he’s eagerly awaiting word about his next adventure.

“Frankly if you told us the day we walked into Washburn that our son would someday be a Fulbright Scholar finalist, we wouldn’t have thought it possible,” Beth explained, remembering the severity of Nick’s challenges.

“His work at Washburn gave him a strong sense of self,” she said. “Our son discovered what he needed in order to succeed.”

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“As we searched for a place to create a memorial to Kathryn’s mom, we were drawn to Washburn Center for Children. Washburn’s 126-year history, visionary leadership and stellar reputation gave us confidence that Pat’s legacy as a social worker and a role model could best be honored here. We are humbled to have so many family and friends join us in this effort.”

-Kathryn Klibanoff and
Jeremy Edes Pierotti

**Beginning in 2010,
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“The earlier you can intervene, the more helpful it will be to a child’s future...”

DEB FOWLER, Ph D, LP, DONOR

Deb Fowler was first introduced to Washburn 10 years ago, and she liked what she saw.

“Washburn impressed me from the very beginning,” she said. “The staff are excellent, mission-driven professionals. They work both with their heads and their hearts.”

The agency’s mission—to help children with social, emotional and behavioral problems, and their families, lead successful lives—addresses Deb’s personal passion.

“As a psychologist, I know that the earlier you can intervene in children’s mental health problems, the more helpful it will be to their future,” she said.

Deb is also aware of some of the difficulties Washburn faces. “The challenges Washburn has with funding this important work has been an ongoing concern of mine,” she explained.

In many instances, the reimbursement rates from insurance companies do not fully cover the cost of the intensive services Washburn provides.

“That’s a huge distraction,” she said. “I’d rather have staff be able to put their energy toward the great work they do, rather than worry about making up the difference.”

That is one of the reasons she and her husband John Schenk are compelled to support Washburn’s mission financially.

“Donating is a way we can help—and address a very real need in our community,” Deb said.



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