Transforming lives by providing hope, healing and empowerment through treatment, intervention and education.

2015 Annual Report
Dear Headway Supporters and Friends,

As support for mental health is talked about more frequently and openly than ever before, it is clear that Headway is doing important work. Knowing this, we are driven to provide excellent care to those who need it, as well as to be properly prepared to embrace and care for more individuals seeking help. Over the past year, we expanded our programs and our reach, improving the lives of the individuals and families we serve every day.

Our Brooklyn Center Day Treatment Program site opened November 2015, and it is already full. We were pleased to have found this location, which allowed us to double our Day Treatment capacity from 30 to 60 and continue partnering with District 287. We are proud of our inaugural students who recently graduated from the program this past May and June. We look forward to making it possible for students to get the mental health treatment they need while still continuing their learning.

In addition to serving more students at the new treatment program, we served 20,086 more family members and individuals with our established programs compared to last year. Ensuring our services are accessible to all children and families, we increased the amount of free and reduced-cost services to $754,385. Headway’s growth in programs and services was matched by our budget, so we can effectively impact more families in the coming years - we raised $3,269,352 through grants and individual contributions.

Between our established mental health care programs and our new initiatives, we are creating meaningful change. This could not be done without our dedicated Headway team, community partners, our board of directors, supporters, and donors, who drive Headway to transform lives and strengthen communities.

Patrick Dale, CEO

About Headway

Headway Emotional Health Services provides comprehensive mental health care in the Twin Cities area. Each day, Headway touches the lives of hundreds of people, helping them overcome obstacles in their lives through treatment, intervention, and education.

Originally called Storefront Youth Action, and later The Storefront Group, Headway was founded in 1970 by a group of suburban parents who wanted to help children and families in crisis in their communities. Headway is a highly integrated, collaborative organization with a professional, diverse staff of 150 therapists, psychiatrists, case workers, and administrative staff. We are passionate about finding and providing lasting solutions for individuals and families. We help those who are facing challenges in their personal or family lives with programming and services that address mental health issues, parenting, a troubled marriage, difficult teen situations, domestic violence, divorce, and behavioral issues in the classroom.

Our programs fall under three focus areas: Mental Health, Educational Support, and Family Support Services.
Our Services

Mental Health for Children and Adolescents

**In-School:** We work daily in 81 schools, providing convenient and accessible on-site services to youth to address school success, truancy, and mental health through support, advocacy, and case management. Headway therapists are working primarily in the Anoka/Hennepin, South St. Paul, and Burnsville school districts, with services also provided at individual schools in other districts.

**Outpatient Counseling:** We offer highly effective general outpatient therapy and counseling for children and teens who are depressed, have neurological or behavioral issues, have been sexually or physically abused or neglected, or have severe mental health issues.

Outpatient counseling for children and adolescents includes therapists who specialize in: play, family and group therapy; Trauma-focused Cognitive Behavioral Therapy; Sexual Abuse Treatment; Anger Management; Eye-Movement Desensitization Reprocessing (EMDR), and Adolescent Dialectical Behavioral Therapy, an innovative program for youth who are suicidal, self-injurious and have difficulty managing emotions and sustaining relationships.

**Psychological Assessment & Testing:** As needed, psychological assessment and testing is conducted by a Clinical Psychologist. Assessments include risk, diagnostic, psychosexual, and adult certification of juveniles. Testing includes neuro-behavioral, cognitive, objective and projective personality, diagnostic and parent/teacher behavioral reports.

“When we started working together three years ago, Kyle’s mental health issues were so severe that his mother was unable to keep working because of his frequent hospitalizations. Now, Kyle is attending school at an alternative center, and he is set to transition into his mainstream school. With this turnaround in his mental health, his mother is able to work again and support the family.”

— Headway Targeted Case Manager
Our Services

Mental Health for Adults

**Outpatient Counseling:** We help individuals looking for emotional health support through highly effective general outpatient therapy and counseling.

**Medication Management:** We monitor assessment, prescriptions, evaluation and treatment, such as managing dosage changes.

**Men’s Anger Management:** We offer an Anger & Abuse Group Therapy Program for men with general anger management issues as well as more serious domestic abuse and child protection cases.

**Dialectical Behavioral Therapy (DBT):** We provide individual therapy, skills groups and coaching for men and women who are suicidal, self-injurious, and have difficulty managing their emotions and sustaining relationships.

**Psychological Assessment & Testing:** As needed, psychological assessment and testing is conducted by a Clinical Psychologist. Assessments include risk, diagnostic, and psychosocial surveys. Testing includes neuro-behavioral, cognitive, objective and projective personality, and diagnostic behavioral reports.

**Other Adult Services:** We offer Group Therapy, Psychiatric Services, Domestic Violence Counseling, and Sexual Abuse Treatment.

Educational Support

**Day Treatment:** We provide Day Treatment programming combining academic instruction and interactive therapy for teens (grades 7-12) who are experiencing significant emotional and mental health issues that cannot be resolved in a standard outpatient mental health setting.

**In-School:** Our school-based services support school success by addressing mental health issues.

**Outpatient Counseling:** We offer general outpatient therapy, counseling and group therapy to couples or families in need of support.

**Truancy Case Management:** For kids identified by schools or law enforcement as truant or at risk for educational neglect, we work with educators and families to get students back in school and engaged in the classroom.
Our Services

Family Support

**Mental Health Case Management:** Our Case Management Services staff provides guidance and support for families whose children are at risk for abuse or neglect, and for those with children who have severe and long-term mental health needs.

**Healthy Families:** Our Hennepin Healthy Families Home Visiting program serves young children from prenatal to age four and their first-time parents at high risk for child neglect or abuse. Trained home visitors provide long-term, clinically supervised, intensive home visits that focus on strengths and relationship building.

**Diversion:** We help juvenile offenders ages 10-17 referred to us by Hennepin County with services ranging from restorative justice programming to diversion groups to outpatient therapy.

**Divorce Education:** We offer Divorce Education seminars designed to help couples and families go through a functional divorce or separation and minimize the impact on children.

**Parenting Seminars:** We provide parenting education seminars and assessments to help merging couples and families create functional relationships and positive family dynamics.

— Headway Case Manager

“My daughter didn’t ask to be anxious. Headway Day Treatment was the help she needed.”

— Parent of Headway Client

“Ryan was missing school, very thin, suicidal. Our Headway case manager found him one day living with strangers, no food to eat and sleeping in a bed with bedbugs. We connected him with The Bridge for a safe place to sleep and a food shelf, and re-enrolled him at school. He now feels connected and safe, and regularly attends school.”

— Headway Case Manager
2015 Service Statistics and Accomplishments

Agency-wide:

Number of service hours Headway provided throughout the Twin Cities: 110,826

Number of unduplicated individuals served: 18,610

Number of impacted family members: 57,691
  – more than half of those family members are age 18 or under

Value of free and reduced-cost services Headway provided: $754,385

In-school Mental Health Services:

Percentage of in-school services provided for free to uninsured or underinsured children and their families: 34%

Value of free and reduced-cost services Headway provided in-school to children and their families: $366,841

Key Accomplishments:

• Headway was the mental health provider for the Partner in Accountable Communities for Health 2014 grant awarded to Northwest Alliance by the State of Minnesota, in partnership with District 11 Anoka Hennepin schools.

• Headway expanded in-school mental health services by adding more therapists, primarily in the Burnsville-Eagan-Savage and Anoka-Hennepin school districts, two of the largest districts in the Twin Cities Metro Area. Including Anoka and Burnsville, Headway served 7,400 students in 81 schools.

• We launched co-located mental health services at Minnesota AIDS Project and at YouthLink and YouthLink shelter programs for homeless youth.
Impact

In our most recent Client Satisfaction Survey, the people we work with gave us high marks:

- **82%** agree or strongly agree that Headway is helping them make progress in the area that brought them to us.

- **91%** are happy or extremely happy with services they have received at Headway.

- **93%** would recommend Headway to a friend or co-worker.

- **82%** say their child is making progress in working with Headway.

“I have been living with mental illnesses since I was 13... hospitalized more than 10 times since I was 19. After being in therapy for the last six months, I feel more stable than I have in my whole life... I love what Headway has done for me.”

— Headway Client
# Statement of Financial Position

## ASSETS 2015

### Current Assets:
- Cash: -
- Accounts Receivable - Net: $2,073,523
- Pledges Receivable: -
- Fiscal Agent Receivable - Custodial Funds: 11,759
- Prepaid Expenses: 246,992
- **Total Current Assets:** 2,332,274

Land Buildings and Equipment - Net: 941,654

**TOTAL ASSETS:** $3,273,928

## LIABILITIES AND NET ASSETS

### Current Liabilities:
- Cash Overdraft: $18,726
- Current Portion of Long-term Debt: 91,462
- Line of Credit Payable: 271,979
- Accounts Payable: 174,870
- Accrued Expenses: 201,601
- Deferred Revenue: -
- Funds Held for Others: 14,800
- **Total Current Liabilities:** 773,438

### Long-term Liabilities:
- Long-term Debt, Net of Current Maturities: 763,891
- **Total Liabilities:** 1,537,329

### Net Assets:
- Unrestricted: 1,683,655
- Temporarily Restricted: 52,944
- **Total Net Assets:** 1,736,599

**TOTAL LIABILITIES, NET ASSETS AND EQUITY:** $3,273,928
## Financial Review

### SUPPORT AND REVENUE 2015

- Contributions (inclusive of in-kind revenue) $299,404
- Fees for Service $8,520,966
- Government Grants and Contracts $2,969,948
- Special Events - (net of Expenses of $12,617 in 2014 and $13,232 in 2013) $21,743
- Investment Income $22
- Rental Income $27,167
- Other Income $1,079
- Net Assets Released from Restrictions -

**TOTAL SUPPORT AND REVENUE** $11,838,171

### EXPENSE

**Program Services**
- Mental Health Services $5,398,020
- Educational Support Services $2,538,757
- Family Support Services $2,413,663

**Total Program Services** $10,350,440

**Support Services:**
- Management and General $1,100,042
- Fundraising $145,879

**Total Support Services** $1,245,921

**TOTAL EXPENSE** $11,596,361

- Change in Net Assets $24,810

**NET ASSETS – BEGINNING OF YEAR** 1,494,789

**NET ASSETS – END OF YEAR** $1,736,599
Board of Directors

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*Community Member*
“Michael had no long-term horizon, didn’t care about anything, was disengaged and had no foundation to start the recovery journey... Today he is a productive senior in high school, involved in extra-curricular activities and thinking about college. Headway gave us traction, a positive track record of real accomplishments and a new beginning.”

— Parent of Headway Client