



Empowered women.
Empowered families.

2020 ANNUAL REPORT



Wayside
RECOVERY CENTER



Dear friends of Wayside,

2020 was an incredibly difficult year. We experienced a pandemic, social unrest, and many other challenges. But despite increased costs and periods of low enrollment, we were able to avoid layoffs, furloughs and program closures by being one of the first nonprofits in the state to secure a Payroll Protection Loan that has since been forgiven. Our Foundation partners responded with support for emergency equipment, cleaning, and hazard pay and generous individuals donated to make sure our clients and staff had whatever they needed to stay safe, healthy, and thriving. **We share our sincerest thanks with each and every one of you.**

It was also a year of expansion and change as we began our journey to becoming a Certified Community Behavioral Health Clinic, developed culturally informed services for African American families, and took on a lead role in substance use disorder reform as part of the Department of Human Services 1115B waiver demonstration project. This journey is important to increasing access for our families and providing more comprehensive, culturally affirming integrated healthcare services. **Our clients and their families don't come in pieces and neither should our services.** The growth and change of 2020 and the coming years are designed to better meet and support their complex needs. We are excited to see our expanded services continue to grow and evolve to create more holistic healing spaces for clients and families.

And we are grateful for your continued support through it all. In the 1960's, you made it possible for Wayside to pioneer alcohol treatment specifically designed for women. In the 1990's, your support allowed Wayside to be the first in the state to invite children into residential treatment along with their mother. And in 2020, you were there to help our women and families—and our organization—continue to thrive through a global pandemic and social unrest. **We look forward to sharing their success and the hope of recovery with you for years to come.**

Thank you,



Ruth Richardson

Ruth Richardson
Chief Executive Officer



Cheryl Jensen

Cheryl Jensen
Board Chair

2020 MOMENTS of empowerment



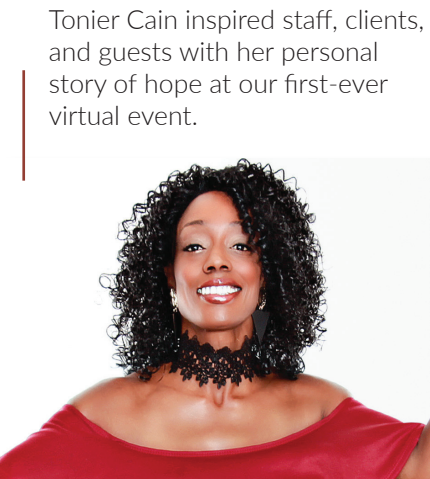
Staff and clients danced in the parking lot of the Women's Treatment Center courtesy of mobile D.J. Joe Masek. The event was featured in the New York Times.



In February we launched the first outpatient substance use disorder and mental health treatment program designed specifically for women in the nursing profession. State Senator Erin Murphy, RN, Health Professionals Services Program Manager, Monica Feider, and Registered Nurse in recovery, Ruth Conoryea, joined us for an open house.



2020 challenged everyone in different ways, but the community stood with us throughout it all. 141 new donors supported Wayside for the first time this year. Thank you!



Tonier Cain inspired staff, clients, and guests with her personal story of hope at our first-ever virtual event.



More than 700 community members attended three virtual Narcan training and curbside pickup events hosted at the Center of Belonging.



September is National Recovery Month. Wayside staff and clients participated in a social media campaign celebrating the individual paths of recovery by sharing what recovery means to them.



WHO WE
serve

The average stay at Wayside is 52 days.

- 85% of our clients live below the poverty line.
- 85% receive a mental health diagnosis at intake.

Minnesota has the highest disparity rate of overdose deaths in the entire nation. While Black and Indigenous residents use substances at the same rate as White residents, Indigenous Minnesotans are 7 times as likely to die from a drug overdose and Black Minnesotans are twice as likely. This level of racial disparity echoes across every key social determinant of health in our community: housing, employment, education, child protection, infant and maternal outcomes, and physical and mental health.

Last year, 52% of the clients who accessed services at Wayside identified as Black, Indigenous, or Person of Color (BIPOC). In 2020 Wayside launched a three-pronged approach to increasing health equity for clients accessing our services:

1. As a federally Certified Community Behavioral Health Clinic, Wayside now provides services to address whole health that are more affordable and more accessible. 42% of staff hired in our expansion identify as BIPOC to more closely reflect the diversity of clients who access our services.
2. Established a culturally specific Family Services team dedicated to providing wraparound support for African American women, children, and families including children's mental health services and parenting support for fathers.
3. In our ongoing work with CultureBrokers, LLC we engaged a diverse group of staff, current and past clients, Board members, organizational partners, funders, and other key stakeholders to produce a diversity and inclusion gap report that will serve as the basis for our strategic planning and ongoing process improvements.

CONTINUUM OF Care

RESIDENTIAL & OUTPATIENT TREATMENT

Women's Treatment Center

Women receive gender-specific, trauma-informed, and culturally responsive treatment for substance use disorder and mental health while gaining skills and resources for living successfully in recovery. Services are customized to meet each women's unique needs including level of care, health and wellness, education, employment, and housing.

Alma* arrived at Wayside in July 2020 with her 6-month-old son. Her Child Protection case stipulated that this would be her final attempt at recovery to retain custody of her child. "I was nervous at first," she said. "I had tried other programs before and didn't have a good experience." After meeting with her Case Manager and Peer Recovery Specialist, Alma was eager to enroll in Wayside's family support services. "I had never heard of another program that could continue to offer support for up to two years," she said. Alma successfully completed treatment in October 2020 and she and her son now live in their own apartment. Alma continues to receive ongoing recovery support from Wayside and is working toward her GED.

**Name and image changed to protect client confidentiality.*



alma's story

Family Treatment Center

Wayside is now one of only five providers in the state where women can enter treatment with their children. Two family treatment facilities were forced to close during the COVID-19 pandemic. Family treatment services are critical to whole family health and preventing substance use in future generations. Women receive substance use disorder and mental health services, parenting support and education, and family therapy to ultimately break the generational cycle of addiction and trauma. We work assertively with child protection to reunify families and prevent separation. Children receive mental health services, developmental assessments, and referrals to early intervention services to reverse the effects of trauma.

In 2020, **88 children** were **reunified** with their mothers within 6 months of discharge from their residential treatment stay.

Outpatient Substance Use Disorder Treatment

Our outpatient treatment services are designed to help women before their substance use meets criteria for residential care and/or as a step down from treatment once residential programming has been completed. Treatment options include individual therapy and group counseling focused on relapse prevention and long-term health and wellness.

Last year we **increased access** to substance use disorder treatment for **230 women** by offering virtual Rule 25 assessments.



CONTINUUM OF Care

MENTAL HEALTH SERVICES

Individual Therapy

We are experienced in working with depression, anxiety, trauma, stress, relationship issues, grief and loss, parenting difficulties, and social and behavioral concerns.

Family Therapy

Therapists address common family dynamics and difficulties like communication, blended families, intimacy/sexuality, supporting a loved one in recovery, and transitions like marriage, parenting, loss, divorce, and care-giving.

In-Home or In the Community

Even after a client discharges from our active care experience, we work to ensure her successful recovery by offering in-home services, wellbeing checks, and coaching, education and family therapy to enhance parenting skills and child development. We work with just parents or parents and children together to strengthen relationships, and support families through difficult ages and transitions. We meet families in their most comfortable, safe, and accessible environment.

95% of clients were receiving mental health services or were connected to a provider at discharge.
That's a 143% increase in 2020.

"I almost called in the middle of the night. Once I decided I needed help again, I knew I could call Wayside and they would point me in the right direction without judging me."
- Wayside Client



RECOVERY SERVICES

"I don't believe I would have survived without Wayside Supportive Housing. Living here we are blessed over and beyond with what most, if not all, single moms need. You are my guardian angels!" -Wayside Client

Peer Support

Peer Recovery Specialists provide resources and guidance for a healthy recovery lifestyle as women transition back into the community after residential treatment. Peers provide a trusted foundation for continued care from someone who has been there, including emotional support and connections to mental health services, housing, education, and primary and pediatric healthcare.

Case Management

Case Managers address barriers women may face accessing additional services to support their recovery needs like county assistance programs, housing vouchers, healthcare, or legal aid. Women can also receive additional support and advocacy during appointments and meetings with these providers such as support during the reunification process.

In 2020 we created a culturally specific Family Services team to provide wraparound services for women, children and families in the African American community, including case management, peer support, doula services, children's mental health, and support groups for fathers.

Supportive Housing

One of the biggest challenges our clients face is housing. Wayside provides safe and affordable housing for women and their families as they transition from treatment back into the community. Women receive additional services to support their long-term recovery including life-goal setting, financial management skills, relapse prevention, and parenting support.

Last year, 8 residents transitioned to permanent housing, including 5 families who moved into market rate housing with no subsidy.

CONTINUUM OF Care

MEDICAL SERVICES

In 2020 Wayside received a transformational \$4 million grant from the Substance Abuse and Mental Health Services Administration (SAMHSA) to become a federally Certified Community Behavioral Health Clinic (CCBHC). This achievement was the culmination of work beginning in 2014 to provide more integrated care—mental, chemical, and physical healthcare services—at a lower cost.

What is a CCBHC?

A CCBHC is a new clinic model designed to provide a one-stop mental health and substance use disorder treatment option for vulnerable individuals and families. We enhanced our comprehensive care model to include onsite medical and psychiatric services, expanded mental health and assessment services, same day access and crisis intervention, and expanded peer support and case management.



2020 Service Enhancements

1. **Integrated Primary Care:** Wayside now maintains a medical team consisting of a Primary Care Director (MD), Psychiatric Mental Health Nurse Practitioner and two General Nurse Practitioners to provide physicals, urgent care visits, Medication Assisted Treatment (MAT), follow-up visits and other medical services.
2. **On-site Medical Services:** We began providing medical services onsite to clients at our Women's and Family Treatment Centers, seeing an average of 8-10 clients per day, three days per week.
3. **Infrastructure:** Wayside implemented new clinical processes and carried out renovations to create three new exam rooms.

"They really care about you. It's nice to see someone face to face, and I feel safer knowing someone is right down the hall if something happens."

-Wayside Client

EXPANDING SERVICES FOR CHILDREN

Children's Mental Health

In Spring 2020, Wayside launched in-house children's mental health services at our Family Treatment Center. We now offer assessment and therapy services that are culturally responsive and tailored to each child's developmental needs. Therapists use interactive play therapy to help children work on emotional, behavioral and social strengths and challenges. Through therapy, children discover new ways to communicate their needs in a healthy way and learn appropriate conflict resolution skills. This two-generation approach helps children build resiliency to trauma and lowers their chances of developing substance use disorder in the future.

We provided mental health services to **26 children** at our Family Treatment Center in our first year offering this type of care for children.

Children's Group

In response to school and daycare closures during the Covid-19 pandemic, Wayside developed daytime programming for children living at our Family Treatment Center. With the support of the Sauer Family Foundation, the Minnesota Department of Justice Programs and individual donors, we provided two additional meals for children per day and hired early childhood educators to lead children's groups while mothers attended programming. Children received age-appropriate care, including support for distance learning, and participated in group activities to build social-emotional skills and bolster the parent-child relationship.

partner spotlight



Wayside Family Treatment partnered with Southside Family Nurturing Center to provide trauma-informed educational support to children in the early months of the pandemic. Southside created virtual group lesson plans and dropped materials off at Family Treatment to extend children's learning beyond the virtual groups. They also provided one-on-one virtual tutoring for older children. "Wayside clients experience many of the same trauma and stressors as the families we work with, so we started with relationship building," said Jennifer Bridges, Children's Program Director at Southside. "It's harder for older children to engage with a stranger on a screen, but by taking the time to get to know each child and working with their teachers, we were able to overcome those challenges."



meet teri & andrea

Teri was 49 years old the first time she walked through the front doors of Wayside Women's Treatment Center. After nearly two decades of alcohol and substance use, she was exhausted, grieving, and desperate for help. Today, Teri walks through the front doors of Wayside five days a week as Wayside's Recovery Manager and an empowered woman celebrating 12 years in recovery. "There's a saying in recovery, 'We only keep what we have by giving it away,'" Teri said. "That's the most rewarding part for me, that I get to share my experience with a woman who's new in recovery."



Though 12 years have passed, Teri can still remember the tough outer shell she had when she first arrived at Wayside. She had a wonderful childhood and warm, loving family, but they never really talked about the tough things. She had become used to "pulling herself up by her bootstraps" and solving problems on her own. Then she met her counselor, Andrea. Andrea had been working at Wayside for 7 years, but she had just earned her Licensed Professional Counselor (LPC) license. Teri was one of her first clients. In an early therapy session, Teri was sharing her story when Andrea began to cry. "It meant so much to me," Teri remembered. "That's how I learned to come out of my own shell."



Five years earlier, Teri's son had been paralyzed by a gunshot wound. "I remember the crying session," Andrea said. "Teri was half at Wayside and half with her son at the time. I asked her how it made her feel when I cried, and she told me it made her uncomfortable."

"She asked me if I had grieved what happened to my son," Teri recalled. "I said of course I had, that was five years ago. But I really hadn't yet. Andrea set me up with grief groups at Wayside, so I was finally able to grieve while I was here. For

her to identify that, the pieces I needed as the woman Teri was, meant everything to me. Recovery is not cookie-cutter."

"That's one of the things I've come to admire about Teri over the years," Andrea said. "She's really learned how to take care of herself when the big stuff happens." Today, Andrea is Wayside's Sr. Director of Mental Health Services. "We see potential in clients always," Andrea said. "But when you get to see them live out that potential firsthand, it's so powerful. I am so grateful Teri can use the gifts she has here at Wayside."

"Staff that are onsite play a huge role in recovery. They are our first glimpse of sobriety," Teri said. "Every single staff person at Wayside really makes us feel safe, welcome, comfortable, and accepted. There is awesome work being done here, and it is so personal and one-on-one. Even if I didn't work here there is no doubt I could pick up the phone 12 years later and call Andrea if I needed to."

"The clients are why we do the work that we do," Andrea said. "I have met so many amazing women over my 18 years at Wayside. I am honored to have worked with them and that they've wanted to share parts of their life with me."

"And that's just it," added Teri. "Staff see so many clients per year, but they provide this level of support every single time. If we could see all the changes that take place inside each and every woman, it would be incredible."

"When I first left Wayside, I was grateful for the treatment I had. But what I didn't realize was that my recovery would continue to grow," Teri said. "Even now in my 12th year, I'm still learning things. 30-90 days is not going to make somebody not want to use. And with any journey, your beginning is the most important."

"For me, Wayside helped me learn who Teri was. I was empowered as a woman, not just as someone in recovery. I was empowered as a person when I walked out that front door; I knew who I was and what I needed to do to change my life. I had a plan, which I had never had before."



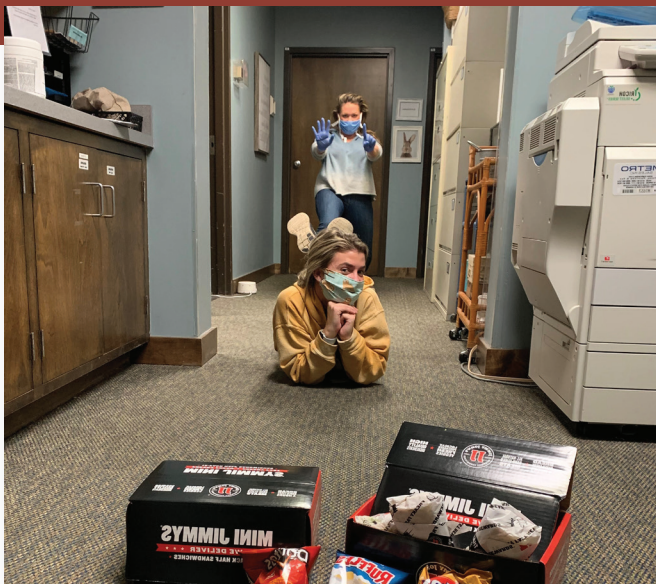
Teri & Andrea today -
Wayside colleagues

OUR COVID-19 RESPONSE

Our greatest challenge during the COVID-19 pandemic was maintaining the health and wellbeing of our clients and preventing disruption to their long-term stability. Residential treatment with communal living increased the risk of exposure and put our residential staff at higher risk as well. To ensure the safety of our clients and staff we:

- 1. Transitioned all outpatient services to virtual **telehealth** within 72 hours in March 2020, before the Governor's Shelter in Place Order.
- 2. Increased **health screening** to identify symptoms or the potential presence of the virus for clients and staff daily and allowed only essential contractors onsite.
- 3. Provided **professional grade cleaning** and personal protective equipment (PPE) to contain the spread of the virus.
- 4. Made COVID-19 **testing** available for all staff and clients.
- 5. Temporarily **paused new intakes** when a client tested positive. Initially, Minnesota Department of Health required residential facilities to cap census and cease new admits when a client tested positive. This requirement was eventually lifted.

In 2020, Wayside had **6 confirmed cases** of COVID-19 among clients at our residential facilities out of **390 served** (0.015%).



I have been in awe of our staff and clients and the community we have worked together to create. We all have managed to cope with the uncertainty in the most beautiful way. I have witnessed more compassion, kindness, empathy, and optimism in the last few weeks than I have in my entire career. Clients have told me that the support they feel has made a huge impact on their ability to cope. We continue to listen to how we can help clients feel supported and act quickly to implement solutions like video chats with family, virtual support groups, and art supplies, fitness equipment, books and movies. I am so proud to be part of a community that has overcome these trials with such grace. I think it is a testament to our staff and our clients that even in the worst of times we are able to continue our mission successfully. We are so grateful to those who have donated and helped support Wayside.

-Dahna Jacobson, Counselor Manager at Women's Treatment

our deepest gratitude

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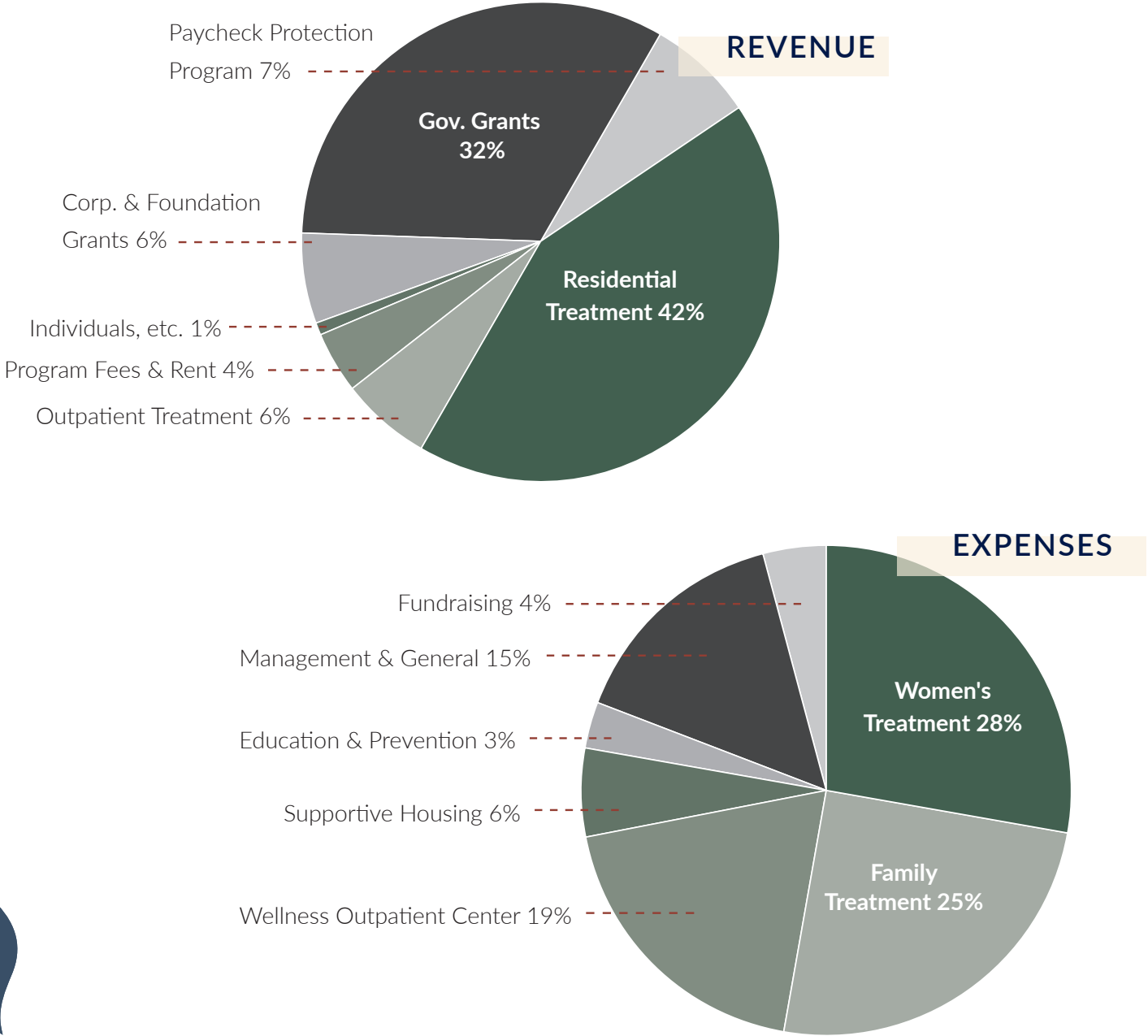
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FINANCIAL OVERVIEW



2020 REVENUE BY SOURCE - UNRESTRICTED

| | |
|---|--------------------|
| Residential Treatment | 3,550,751 |
| Outpatient Treatment | 526,168 |
| Program Fees & Rent | 368,649 |
| Individual Contributions & Special Events | 114,941 |
| Corporate & Foundation Grants | 488,330 |
| Government Grants | 2,736,468 |
| Gifts In Kind | 44,757 |
| Paycheck Protection Program | 633,937 |
| Other Income | 22,756 |
| Debt Forgiveness | 49,198 |
| Release from Restrictions | 0 |
| Total Revenues | \$8,535,955 |

2020 EXPENSES BY PROGRAM

| | |
|----------------------------|--------------------|
| Women's Treatment Center | 2,360,003 |
| Family Treatment Center | 2,120,501 |
| Wellness Outpatient Center | 1,579,829 |
| Supportive Housing | 450,298 |
| Education & Prevention | 287,958 |
| Management & General | 1,256,445 |
| Fundraising | 345,653 |
| Total Expenses | \$8,400,687 |

2020 FINANCIAL POSITION

| | |
|---|--------------------|
| Current Assets | 2,571,898 |
| Property Equipment, Net | 2,542,446 |
| Total Assets | 5,114,344 |
| Liabilities | 2,357,684 |
| Net Assets | 2,756,660 |
| Total Liabilities & Net Assets | \$5,114,344 |





Wayside
RECOVERY CENTER

3705 Park Center Blvd.
St. Louis Park, MN 55416

651-242-5555

waysiderecovery.org



Breaking the cycle of addiction and trauma for women, children and families.

2020 ANNUAL REPORT



It takes more than just 90 days of treatment to overcome generations of substance use and historical trauma. Our personalized model of care works, yet only 48% of services are covered by insurance or government contracts.

We can't do it without you.

95% of the women and children who receive services at Wayside have experienced poverty, homelessness, abuse, and/or discrimination. Your support will help families triumph over deeply rooted health disparities and empower them with the tools they need to recover, stabilize, and thrive.

Donate now at waysiderecovery.org/donate or send a check with the enclosed envelope.

Thank you.

You can empower women & children.

