



T A H O E
YOUTH & FAMILY
 S E R V I C E S
 A SAFETY NET OF SERVICES FOR YOUTH AND FAMILIES

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Annual Report
2019-2020



OUR MESSAGE

Persevering in a Year with Multiple Challenges 2020-2021 A message from the President and the Executive Director

Since 1971, Tahoe Youth & Family Services' mission has been to provide services *to promote the healthy development of children, families and individuals through counseling and support programs*. Our mission is as vital today as it was 50 years ago. We serve families, children and young adults who find themselves in difficult and unexpected real- life situations. Our vision and values guide us as we work with each other, our clients and our community to fulfill our mission.

2020-2021 was a year fraught with challenges and difficult decisions. Tahoe Youth & Family Services made many changes due to the pandemic from how we provide our services to how we fundraise. Our staff rose to the occasion by quickly moving from seeing clients in person to providing services through Telehealth. Responding to the needs of our community, our counselors put together a "Live Facebook Chat" to assist with the many challenges families faced due to the pandemic. COVID Policies and Procedures were adopted and physical changes to both offices were made. Finally, the board renewed their commitment to fundraise by thinking outside the box by offering a virtual trifecta of events engaging our sponsors and our community members. As vaccinations are underway, our staff and board are embracing 2021 with renewed energy knowing a better year lies ahead.

To increase input on our services, we will complete the survey to our clients, donors, community partners and community leaders in Douglas County and South Lake Tahoe which stalled due to the pandemic. Tahoe Youth & Family Services will expand our community impact by collaborating with partners through joint policy and advocacy efforts; building strategic alliances to create positive community change; and improving our programs; our capacity; and our financial stability.

For those of you who have worked with us to accomplish so much over the years, we cannot thank you enough. Your time, financial support and energy, have been essential to our growth. Collaboration with our partners and our Community have contributed to our success and continues to be an important value we share. **Thank you for all that you do!**

Karen S. Carey
Executive Director

Cheryl Bricker
President, Board of Directors



IN YOUR WILLS & TRUSTS

PLANNED GIVING

Planned giving is a form of charitable giving that involves contributing one's assets through wills and estate plans. Making a donation through a planned gift is a wonderful way to leave a legacy. It is one of the best ways you can ensure healthy development services will be available for children, adults and families through counseling, and other supportive services.

Most planned gifts are by a simple bequest in a will naming an organization to receive a gift. Some donors work with their attorney, accountant, or financial advisor to provide for future gifts while reserving interest income using a charitable remainder trust, charitable gift annuities, or pooled income funds.

A planned gift is a future gift to a nonprofit organization to enhance its work. Planned giving is a way for individuals to add satisfaction and meaning to their lives by assisting organizations close to their hearts. Assets used to fund planned gifts include life insurance, IRA beneficiary designations, and appreciated assets such as securities and real estate.

Our legal name is Tahoe Youth & Family Services. Even small bequests can make a meaningful difference in the lives of children, adults and families.

We would be honored to discuss with your attorney ways to include us in your estate plans. Please contact our Executive Director, Karen Carey at (775) 782-4202 or (530) 541-2445. If you have already included us in your future plans, THANK YOU. Please let us know how we can help ensure your requests are fulfilled.

**LISA MALOFF &
RICKY REICH**

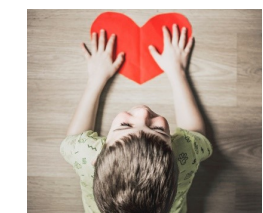
A SPECIAL THANK YOU



**To each and every DONOR,
SUPPORTER & ADVOCATE...**

THANK YOU

Tahoe Youth & Family Services
We couldn't do what we do without you.



WHY WE ARE HERE

“I have been able to learn so much about myself, and I have found respect and dignity for myself...I realize I have been able to find my voice and realize the past only had a hold on me but never defined me. I would recommend TYFS to anyone, and have, to many friends and acquaintances.” K.H.

“I really like TYFS, I am very comfortable being here and I like that I can say anything I want and people will be nice to me...I feel like I respect myself more.” M.M.

“Thanks to Tahoe Youth and Family Services and their staff I will be able to continue my career goals and help this community and many others” M.A.



WHO WE ARE

MISSION

To promote the healthy development of children, families and individuals through counseling and support programs.

VISION

We envision resilient communities that achieve healthy outcomes through affordable behavioral services. We are an inclusive supportive ally to anyone in crisis.

BOARD OF DIRECTORS

President, Cheryl Bricker
Secretary, Michael Millward
Treasurer, Judy Breza
Member, DeAnna Imelli
Member, David Stevenson
Member, Courtney Moore

ADVISORY COUNCIL

Dr. Erin Jones
Lisa Whear
Alex Uribe
Lindsay Chichester
Anne Luerken
Donovan Jackson
Sue Novasel

STAFF

Executive Director, Karen Carey
Anna Aquilar
Shawnee Bowen
Michelle Brooks-Intern
Brittnie Brown
Patricia Damian
Shelly Fowler
Brian Gomez
Sandy Granucci-Intern
Tasha Hamilton
Debra Higginson
Jesse Kilow-Nieto
Cheyanne Lane
Amber Von Holten
Dustin Wedekind
Cameron Wiebe
Mirelle Zamudio

CONTRACTORS: Betsy Fedor, Janet Stevens, Denese Lenker and Randy Brandmeyer



YOUTH RECEIVED

132

food items

55

hygiene kits

37

articles of clothing

29

showers

4

days of shelter placement

25

Homeless Aid Program

OUR SUCCESSES



“I began this program after suffering several debilitating losses at the beginning of the Covid 19 pandemic. I lost my house and was unemployed. This forced me to leave school at the local community college. I was forced to live in my car. I was referred to Tahoe Youth and Families. The staff helped me find a place to live and I received food cards which helped me sustain myself and find a job. This service is essential and if it were not for this program, I would surely have had to leave this area and never could have continued my studies and grown to help this community” M.A.

Comments from a young college student.



OUR CORE VALUES

Integrity... With respect, honesty, and trust we place immense value on integrity. Integrity includes responsibility to ourselves, our jobs, and our clients, and transparency in all our work, while maintaining client confidentiality. Integrity comes naturally with mindful, heartfelt, and effortless passion.

Community... Through collaborations and support, we promote inclusiveness and encourage a family-focused environment where all feel safe and supported.

Leadership... Our leaders are committed to our mission and values, foster empowerment of others, and serve as role models and mentors. We build courage, strength, compassion, and resiliency in our clients, their families, and our own communities.

Excellence... We strive to be excellent in our daily lives, as an organization, and our fiscal stewardship. We work to be positive influences for our colleagues, our clients and within our community; we create a pleasant, enriching atmosphere.



OUR SERVICES

DOUGLAS COUNTY NEVADA

Individual and Family Counseling

Solution-Focused Therapy

Play Therapy

Teen Group and Children's Group

Family Counseling

Mental Health and Substance Abuse Assessments

Individual Assessments

Substance Abuse Groups for Adults

A.O.D Court Ordered Evaluations

Nurses Support Group (*Certified by NV Nurses Board*)

Intensive Outpatient Program for Adults with Substance Abuse Challenges

SOUTH LAKE TAHOE CALIFORNIA

Mental Health Counseling for Adults, Teens & Youth

Individual and Family Counseling

Solution-Focused Therapy

Trauma Therapy

Family Reunification Services

Mental Health and Substance Abuse Assessments

Individual Assessments

A.O.D. Court Ordered Evaluations

Juvenile Treatment Center

Primary Intervention Program

Host Home Program

Homeless Emergency Aid Programs

HOW WE MEASURE SUCCESS

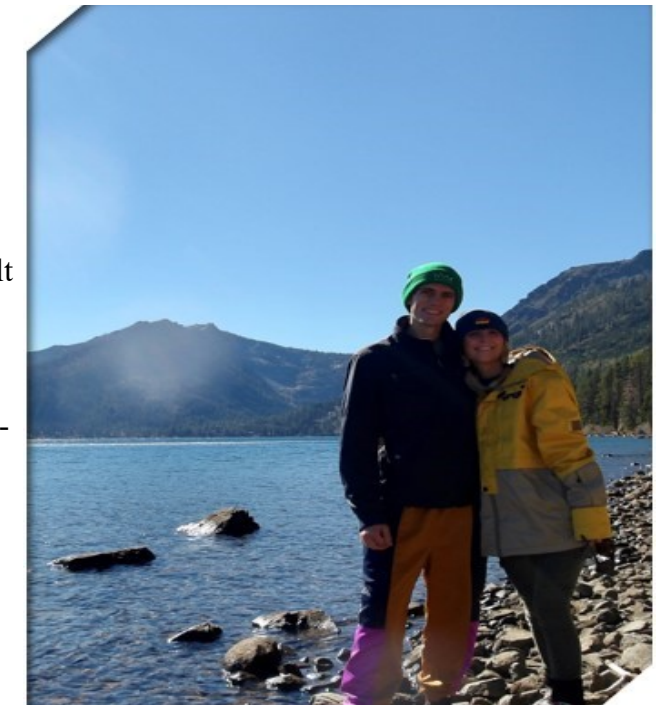
Tahoe Youth & Family Services are ongoing and target new community members who find themselves in difficult situations at different stages of their lives. Thus, success is measured at an individual level, client by client. Our Outcomes Assessment is a pre-post evaluation of our clients. Tahoe Youth & Family Services determines the client's status and improvement in nine life domains:

- Risk of Harm
- Recovery of Environment
- Acceptance and Engagement
- Overall Communication
- Area of Self-worth & Self-identity
- Work and or School performance
- Functional Abilities
- CO Morbidity
- Connections with others

Our Outcomes Assessment also includes four questions that clients self-report on personal improvement made upon conclusion of our services.

The following is a snapshot of our youth clients who were discharged by the end of this fiscal year: 100% of youth improved by 100% in Risk of Harm, School, Self-worth & Self-identity and with Connection with others. These same youth improved their Level of Resiliency by 88% and by 75% in their overall Communication.

All adults as well as youth fill out a Client Satisfaction Questionnaire quarterly which is reviewed by the Executive Director and the Clinical Director. If challenges are found, then individual clinicians are spoken to so changes can be made to help improve our client's satisfaction with our services.



FINANCIAL STATEMENT

THIS UPCOMING YEAR

Considering the many challenges that COVID brought to our community and nationally, Tahoe Youth & Family Services, fared fairly well. We moved all our in-person services to Telehealth within 24 hours of the NV Governor closing all businesses. Although our offices were closed for several weeks, all our staff continued to provide needed services virtually from their homes. This allowed us to continue to bill NV Medicaid. Telehealth has proven to be successful for delivering our services although due to virtual fatigue we are seeing a reduction in clients now. Due to many transitional aged youths losing their jobs in the hospitality and restaurant industry and at high risk of homelessness due to COVID, we expanded all housing assistance funding for Fiscal Year 2020 – 2021. Physical changes to our offices occurred in order to provide a safe environment for staff and clients as we looked to open in the future in a limited capacity. Tahoe Youth & Family Services received \$104,000 for the COVID PPP.

Tahoe Youth & Family Services had to cancel two fundraisers due to the pandemic. However, Board members and staff were creative and thought outside the box and created a virtual Trifecta to help make up for the lost revenues that occurred with the cancellation of two fundraisers. Many race participants donated on-line, and our Event Sponsors were very generous which helped kick start our fundraising efforts during this challenging year. Although there were some hiccups in some areas, we continue to move forward. We updated our Annual Fund Development Plan with the hopes of increasing unrestricted dollars such as:

A Holiday Appeal

A Trifecta of Recovery Events, (Miles for Recovery – September 2020, Minutes for Recovery - March 2021 & Movement in Recovery – June 2021).

An outdoor Private Dinner party is scheduled for the first quarter of Fiscal Year 2021-2022

We continued to add additional Board members from each of the communities we serve, and board training continued at each board meeting virtually. We also created an Advisory Council with seven members representing Douglas County and South Lake Tahoe

SUSTAINABILITY

We continue to develop diversified revenue streams to ensure continuous income. We also continue to be a fee for service organization and are a NV Medicaid and Medi-Cal provider. We have created mental health and substance abuse counseling packages providing our clients opportunities to receive a discount on our services if paid upfront.

We continue to strive to keep counseling costs below the average rates so more families can access these vital services. During this upcoming Fiscal Year, we will explore the possibility of increasing these costs due to the increased cost to maintain qualified licensed professionals on our staff.

It is hoped that as more people get vaccinated Tahoe Youth & Family Services will be able to continue our last year’s plan of having a major in-person fundraiser along with continuing our Friend Raising parties to increase our outreach to community members and create more friends. We will continue to increase the number of government and private grants.

Tahoe Youth & Family Services has created an Emergency Succession Plan for the Chief Financial Officer and the Executive Director. We have created a Gift Acceptance Policy as well as an Operating Reserve Policy which we hope to begin contributing to this next fiscal year. We will complete our Agency Succession

plan which looks at all aspects of Tahoe Youth & Family Services including all policies and procedures and create an Investment policy. Finally, a Planned Giving Brochure will be created along with other documents to distribute throughout the community to attorneys and financial planners. This will contribute to our long-term sustainability plan for the future of Tahoe Youth & Family Services.

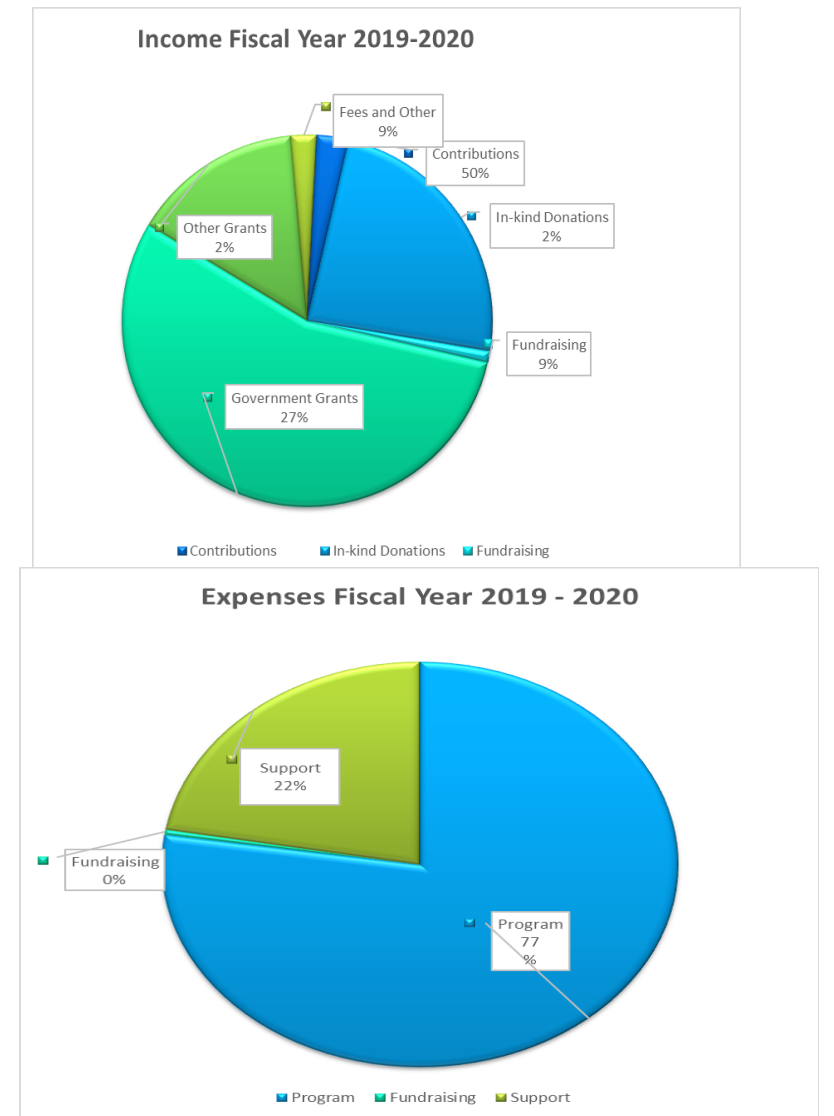
Sustainability is not just about raising funds. It is also about being mission-driven, focusing on intermediate and long-term goals, maintaining a stable and skilled staff, improving activities as opposed to re-inventing them. We are working on demonstrating program effectiveness and high credibility with our clients and community as well as building long term partnerships and collaborations.

During fiscal year 2019 – 2020, Tahoe Youth and Family Services audit had no findings. This year ended with a positive balance of \$29,572.21. Although we saw improvement in some areas, we still had financial challenges including:

- Insufficient unrestricted/ fundraising dollars raised.
- Increased costs associated with being able to recruit qualified counselors.
- Decrease in counseling referrals in South Lake Tahoe.
- COVID challenge and having to adapt to telehealth due to the challenges of switching over from in- person to telehealth.
- Decline in revenues due to COVID with reduction in clients because of fear of the pandemic and on-line fatigue.

The **good news** is the pandemic was not a financial disaster and we are still open for business!

FINANCIAL STATEMENT-



Expense Summary

Programs: \$717,844.14
 Fundraising: \$ 3,763.35
 Support: \$206,265.89
 In-kind \$24,170.17

Total \$952,043.55

Income Summary

Contributions : \$487,490.61
 In-Kind Donations: \$24,170.17
 Fundraising: \$91,783.18
 Government Grants: \$269,705.96
 Other Grants: \$20,850.00
 Fees and other \$87,615.84

Total: \$981,615.76