



ANNUAL REPORT 2018

NAMI Sioux Falls

Email: Sara Lindquist
director@namisiouxfalls.org

Tel: 605-610-7226
1000 N. West Ave. STE 245
Sioux Falls SD 57105

TABLE OF CONTENTS ON SUBJECT

TO OUR STAKEHOLDERS_____	4
Year of Growth and Trials_____	5
Focus on what really matters_____	6
Candle Vigil_____	9
Calander_____	10
FINANCIAL SUMMARY Cash Flow_____	11
FINANCIAL STATEMENTS_____	14
NOTES TO FINANCIAL STATEMENTS_____	15



nami

National Alliance on Mental Illness

**Sioux
Falls**

TO OUR STAKEHOLDERS

Strategic Highlights

My main goal as the new executive director was branding for NAMI Sioux Falls.

Financial Highlights

We increased our overall revenue by over 30%, cut spending and reviewed programs. We have made major changes to the NAMI Sioux Falls programs for 2019.

Cuts: Budget, monthly evening educational events, Faith NET/Pastoral Tool Kit, memberships

Change in events: No WALK for the Candle Vigil, DTS more affordable and more community involvement, new coordinator for event.

New funding: Boxes, Wish List Christmas Tree program, 3rd Quarter event, Candle Vigil and DTS event 4th quarter.

- Subject to change

Operating Highlights

2018 was a very difficult year for NAMI Sioux Falls. I would like to address these upfront to let you know.

- New board and new executive director
- Two president changes
- Two moves
- Overall internal challenges.

However, with all those obstacles, frustrations and adversity, we flourished anyway. I truly believe HUMOR made this happen.

I am not perfect and I take my work very serious- I love my volunteers and I love making a difference- I believe we are.

Now on to the report...

My goal first year was not to change much. I needed to focus on the organization and how it functioned. In 2019 I plan on re-vamping nearly everything.

My focus:

2019 Goals are ALREADY being implemented:

- Cuts-BUT enhancing programs with more potential.
- Development of new programs that fit the needs of the Sioux Empire Area
- Efficiency with NEW data program
- Streamlining
- New developments in fundraising
- Better partnerships
- Better social media

Year of growth and trials...

*I want to thank **ALL** my volunteers, members and sponsors for their dedication, assistance and gifts!*

Thank you!

Sara Lindquist

Focusing on what really matters

Program Accomplishments and Improvements

1) **In Our Own Voice** is a presentation given by two adults in recovery to educate the public about life with one of these medical conditions. 2 presentations were performed. There are currently 4 active presenters in Sioux Falls. Presentations are given in colleges, churches, mental health centers and other civic groups. In Our Own Voice is the best anti-stigma program that exists. Presentations are given without cost to the requesting organization. We are promoting this more in 2019.

2) **Family to Family** has been deemed an Evidence Based Practice, which proves what families have known for 20 years: Family to Family WORKS! Family to Family is a 12-week series of classes for family members, offered without charge to those attending. The course teaches family members the knowledge and skills needed to understand and cope with their loved one's illness. NAMI has a Memorandum of Understanding with the Veterans Administration to bring the Family to Family program to its family members whose lives are affected by mental illness. Two classes were performed. NAMI Sioux Falls is in need of additional Family to Family teachers to meet the demand for these important classes. Our classes have grown in 2018.

3) **A one-day Pastoral Care Toolbox workshop** was held this fall to help staff of churches gain a deeper understanding of mental illness and ways to communicate when someone is experiencing an increase in symptoms. 15 people attended and expressed deep appreciation for the information. I went to the pastor and asked some questions on why the poor attendance, he thought the mental health program was too much. The attendance from my understanding has always been low. I started to think of other ways to change this to attract more people. After meeting with religious leaders, I have decided to cancel this program. This program needed to be cut for budget purposes, so in 2019 we will not have this available. The costs of mailing, food and time was too much. I did research other ways and I believe I am able to reach out to this community in directed speaking engagements that are established within the community. I am working on those relationships in 2019 to approach this community in a different way.

4) **Informational tables** were available at 8 events in Sioux Falls this past year. Approximately over 400 individuals stopped for information during each of these opportunities. This is an improvement from 2016 with 11 tables and the same amount of contacts. More focused on outreach and marketing processes. Programs we attended: South Dakota Salutes, Backpack program, Suicide Prevention, Turner County Fair, Health Connect, Sanford Health, Raven Industries and the Sioux Falls Public Schools.

5) **Public education** presentations were given to 3 different groups throughout the year. All groups were very small. I have decided to stop this program. This was not a good way to spend NAMI Sioux Falls valuable resources. I felt the professional speakers deserved a larger audience than what we had. We have some great speakers: Dr. Bean and Erin Srstka are a few that I was privileged to have. Absolutely fantastic. Due to budget issues, I cut this program and I believe other opportunities for outreach are available in a different fashion.

6) **NAMI Connection** is a recovery-focused peer support group, offered at no-cost to attendees, that offers respect, understanding, encouragement and hope for adults living with a mental illness. Groups were held 3-4 times a week in Sioux Falls. Even though due to attrition of facilitators, we doubled our size with this support group numbers, due to NAMI SF different marketing approach. NAMI South Dakota held a training recently low turn-out rate. NAMI SD also did a refresher classes for current facilitators and an additional 1 facilitator were trained to help keep the group vibrant in Sioux Falls. We continue to seek more individuals in recovery to lead Connections groups. Our groups have doubled in 2018.

7) **Family Support Group** is a confidential and safe group, offered at no-cost to attendees, of family members helping other families who are living with mental health challenges. In the Family Support Group, families join a caring group of individuals helping one another by utilizing their collective lived experiences and learned wisdom. Family members can achieve a renewed sense of hope for their loved one living with mental health challenges. We now offer the Family Support Group every week. We offer two meetings a week. We are needing facilitators.

7) **Ending the Silence**

We are starting to get into the public schools and we did a number of presentations throughout the Sioux Empire area. NAMI SD is leading this due to their grant with the State of South Dakota.

NEW

I implemented a quality control and teamwork program with support groups (I also would like our classes too). This has never been done before with NAMI Sioux Falls. I work closely with national on their compliance standards- this gives our groups credibility the way the program was intended. This also shows a level of customer service with concerns and answers to group members and facilitators.

I also developed a team to come together with their concerns and come up with solutions. This has proved to be awesome!

New

Business Wellness

Is a NAMI Sioux Falls design and was implemented in 2018. Employers need education about mental illness and its impact on their business. Family members whose loved one is not doing well have greater difficulty concentrating and often have lower productivity while on the job. We did our first pilot with the help of one of

my board members. This program received a positive review. We just need more programs to deliver for this experience. 4x a year presentation on mental health and the workplace. This program also offers a follow up with questions and I blended IOOV with this to help start promoting this program more.

Support:

NEW-The Exchange- AWESOME FEEDBACK!

NAMI Sioux Falls had an information and referral phone line that is staffed Monday through Friday during normal working hours. This needed to be changed based on wants and needs experience based on the specifics of the caller and their family. I changed this process, we had over 150 calls with very specific goals, directions and expectations, with a new design to help with quality and doubling up on services in the community- this helped tremendously with lowering the frustrations and crying with family members on the phone. The program is named The Exchange. With the help of my board member, Becca Anderson, we developed a list of programs for a tiered level process. With 211 partnership and their changes, they have taken calls that are not as complex. The program The Exchange is a pinpointed, individualized program through the mental health system, it is operating at a bare bones process, but we look to develop this more with sponsors help. I want to give people the right solution and not just a referral. Most of these are from family members seeking support, education and appropriate services for their loved one. More frequently the calls have a theme of discontent with the services that are/are not available in the Sioux Falls area. There are requests for specialized services and most practitioners list numerous areas they practice in.

We have a particular need for targeted services for, caregiver assistance, childhood illnesses, and work for the mentally challenged. There is also a need for supported housing to help adults with serious mental illness remain living in the community rather than a group home or assisted living facility.

Individuals living with mental illness are great employees when the business understands the symptoms and educates their staff about working with someone who has one of these medical conditions. There is a strong need for supported employment.

Advocacy:

In Sioux Falls more than 35,000 citizens have a diagnosable mental illness in a given year; 40,000 adults live with serious mental illness. Much work needs to be done to help these citizens achieve their highest level of recovery.

I also noticed assistance with resource guidance, family and prison system help and caregiver help. Single people are in great need to specific programs because they do not have assistance or help. This area is a focus for me as today's society many families are not married.

1) NAMI Sioux Falls continues to work with local law enforcement, other non-profits to provide Crisis Intervention Team (CIT) training. CIT is a community collaboration and results in improved outcomes for the individual in crisis as well as for the officers involved. The objectives are:

- to reduce inappropriate admissions to the hospital, jail and detox
- improve access to after-crisis follow-up and mental health and substance abuse treatment
- improve service integration and coordination among agencies and providers to help patients better navigate complex systems
- improve awareness about and access to services to assist people in entering the healthcare system for mental health and substance abuse services prior to the crisis state

Two trainings were held in 2018 with all seats full. Additionally, NAMI Sioux Falls members have presented personal stories and helpful suggestions for handling an adult experiencing mental health symptoms during the CIT training held at the SD Penitentiary.

2) NAMI Sioux Falls is collaborating with Minnehaha County with the Triage Center project. This is a diversion program- a MOU was signed.

3) We offered a Prison Panel one- time last year.

7) I am pleased to announce that we have better relations with Avera. I have introduced Avera and Sanford to our newsletters as partners.

Outreach:

Midcontinent Communications aired the NAMI Public Service Announcements: I sent a thank you to Midco for giving us over \$ 36,000.00 of free advertising with NAMI Sioux Falls- this advertising reached all of the state and I did receive calls from Rapid City, because of it. We also had more exposure with the newspaper, TV and Radio.

Newsletter is sent out and we look at 1350 (or 225 for 6 issues) contacts for the year. We also added two more special editions due to the political elections. This added 450 more households with new information with invites to contribute by all parties. We also updated our newsletter and I thank Mrg Simon for the great work of the design.

Mental Illness Awareness Week- Candle Vigil 2018

In 1990, the U.S. Congress established the first full week of October as Mental Illness Awareness Week (MIAW) in recognition of NAMI's efforts to raise mental illness awareness. Since then, mental health advocates across the country have joined with others in their communities to sponsor activities, large or small, for public education about mental illness.

Mental Illness Awareness Week is recognized in Sioux Falls with a Candlelight Vigil and Walk on Sunday of MIAW. The event begins with a short scripture service, followed by a program of inspirational stories and messages as well as terrific music.

New

We received a number of customer requests not to do the Candlelight Vigil WALK this year and this included a major sponsor request. I have decided to remove the WALK portion for safety reasons, consideration to the City of Sioux Falls expense for patrol and sponsors request.

I want to make sure all people are welcomed. A new NAMI Sioux Falls policy is in place for politics as we had members try and make it a negative event. NAMI Sioux Falls needs all parties to work together and I believe in solutions not barriers.

This is also the first year we did fundraise at this event in 26 years. We raised \$300.00 for the evening, we also had a book author. About 50 people attended. I thank my volunteers for such a wonderful event. We received news coverage and had wonderful music, stories and treats donated by Avera Behavioral.

Calendar

January Bridging the Gap Festival – done

February New- Fundraising Boxes- Small businesses helping a little non-profit.

Annual Meeting

Basics Professionals

The Exchange

March

Basics

Family to Family

CIT

April

May

NAMI SD Walk

June

July

August

Turner County Fair

September

Health Connect

3rd Quarter Event

New- Lighten UP Festival (subject to change)

Backpack Program

October

Candle Light Vigil

South Dakota Salutes

November

New- **Wish List Christmas Tree program**- approved two locations Eastside and

Westside Coffea

DTS

Crisis Intervention Team and Mobile Crisis Team – team members

December

Awards program for volunteers 2nd annual

Financial Support- Cash Flow Statement

NAMI Sioux Falls relies heavily on the generosity of individuals to support the ongoing work of education, support and advocacy to improve the lives of people affected by mental illness. Individual donations, whether in a check written once a year, as a monthly deduction from a checking account, remembering a loved one with a memorial or setting up an endowment fund at the Sioux Falls Area Community Foundation are the lifeblood of NAMI Sioux Falls.

Ways that NAMI Sioux Falls members can contribute to the financial success of the organization include: making a regular donation, and telling friends and business contacts of the positive ways your life has been affected by NAMI programs and support.

- 1) **Operation Helpful Smile**, a program of the local HyVee stores, brought in \$1,200.00 this year. This event generally happens during the month of July. One week your donations at the cash register are given to NAMI Sioux Falls. This is another easy way to give, and your donation is doubled (up to a certain amount) by HyVee vendors. Hy-Vee is wonderful and they put out flyers and NAMI SF information.
- 2) **Sammons Group gave us \$25,000.00.** They loved my vision and passion. My board also was involved and I am very happy to report this.
- 3) **NAMI Sioux Falls held its Fourth annual Dancing with the Sioux Falls Stars** event on Saturday November 4th at The District. It was attended by 300 plus paying people and 97 volunteers, I learned that past numbers were not accurate. This will be corrected this year with a laser focus on costs. The Event Company was hired to organize the fundraiser and music, Addie and her team with The Event Company have a talent for design and I appreciate that talent. We now have Serendipitous Events planning this event and look forward teaming up with them.
- 4) **Small Grants, NAMI SD Walk, Legacy donations**

FINANCIAL SUMMARY

For a very small non-profit for first year full-time and part-time employees we did extremely, well. Usually you would see a loss, we had an increase in reserves. We had every possible obstacle you could imagine, but we pulled through. I want to thank my volunteers and board.



OUR MISSION:

To provide education, support and advocacy for individuals and families impacted by mental illness (brain-based disorders). We strive to effect positive change in our local mental health system, and increase the public and professional understanding of mental illness.

FINANCIAL STATEMENTS

Statement of Financial Position

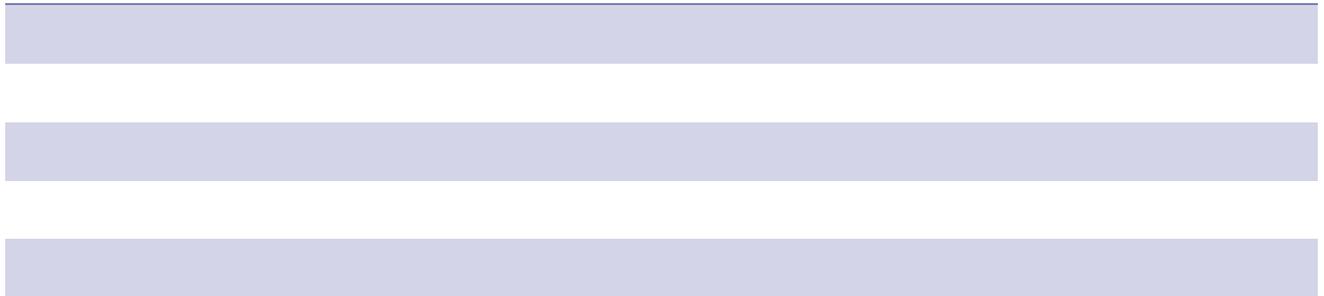
- Liabilities are employees
- Growth of Reserves

Statement of Revenue & Expenses (2018)

- Gross Revenue \$124,006.00
- Less Expenses \$104,207.00
- Net Revenue \$19,799.00

Statement of Comparisons in Revenue & Expenses

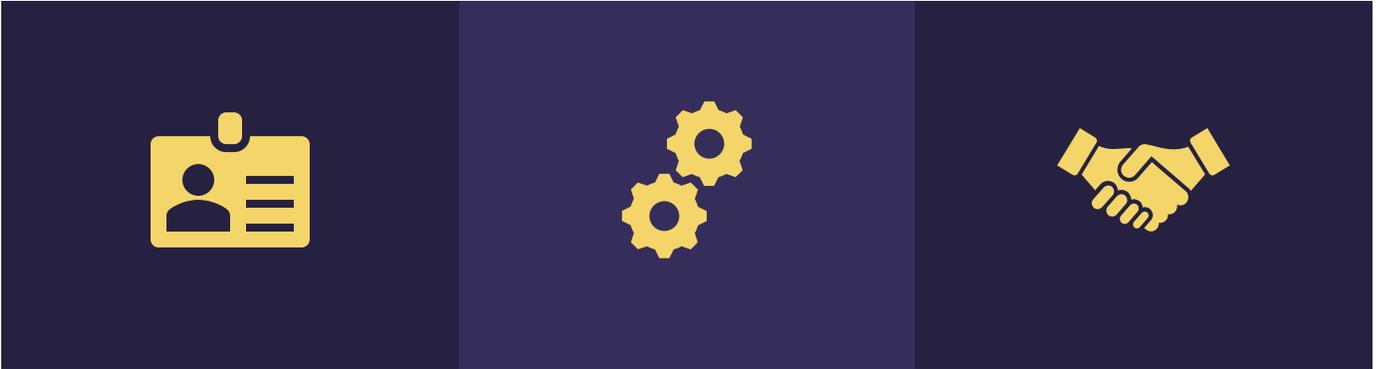
	2018	2017	2016
TOTAL EXPENSES	\$104,207	\$60,617	\$40,234
NET REVENUE	\$19,799	\$14,842	\$14,190



NOTES TO FINANCIAL STATEMENTS

Endowment

I would like to start our first endowment, but I will need more help to achieve this. I also will be trying to have a high interest rate account.



Debt

There is no debt.

Debt

We have no debt. All bills are paid promptly.

Going Concern

NAMI Sioux Falls needs to build their own credit and establish this for business purposes.

"It is all about teamwork and having fun."

Contingent Liabilities

Insurance and employee compliance are very important.

Takeaways

Over all the organization is in good standing, but we need to work towards having more funding opportunities, capacity and teamwork.

Thank you.

Sara Lindquist

Executive Director