

2021



ANNUAL REPORT
Family Service Rochester



We listen to what people need and together, we build better lives.

As we moved from 2020 to 2021, the COVID 19 pandemic continued to put a strain on our community's well-being. The pandemic has affected our friends and neighbors, our workforce, and Family Service Rochester's ability to provide services. However, as with all great challenges, opportunities arise. In 2021, Family Service Rochester experienced an increase in service utilization across nearly all of our 30 plus programs designed to address mental health, child welfare, family stability, and senior independence.

Scott Maloney, Executive Director

2021

Mental Health

- Expanded clinical services to include psychological evaluations.
- Added of Kasson Mantorville School District to our SBMH program.
- Formed new partnership with 180* to co-locate mental health services and provide training and support.

Senior Independence

- Awarded an AARP Community Challenge Grant for multi-generational upgrades at Friendship Park.
- 1 of 7 nationwide to receive a Meals on Wheels America/Home Depot Foundation grant for veterans' home rehab.
- Senior Independence youth volunteer received Mayor's Medal of Honor.

Family Stability & Child Well-Being

- Hired a Parent Partner to partner with mothers involved in Child Protective Services due to chemical use.
- Expanded supervised parenting time services to support children in foster care and their parents.
- Evaluation of PACE showing positive impact on racial disparity in the child welfare system.



Mental Health

Our Mental Health Professionals partner with individuals, couples, and families across the lifespan to provide counseling services through a strengths based and trauma-informed lens. They possess various expertise and are trained in a variety of therapeutic interventions addressing the full spectrum of mental health, relational, or family system challenges.

Program Highlight

Family Service Rochester's School Based Mental Health (SBMH) programming provides co-located mental health services in school districts across southeast Minnesota.

Our goal is to increase accessibility to mental health services while reducing the disruption to academic time for students. SBMH Therapists have a multi-faceted positions that encompass providing direct client services, clinical collaboration, community outreach, and training and support for school staff.

SBMH Therapists are essential members of their school community and integrated into school multidisciplinary teams. **Family Service Rochester provided mental health services to 367 students in 7 school districts across southern Minnesota.** In 2021, Family Service Rochester expanded our services to Kasson-Mantorville School District where we are serving students grades K-12.

In 2021, we provided SBMH services to Byron School District, Cannon Falls School District, Dover-Eyota School District, Kasson Mantorville School District, Kenyon-Wanamingo School District, Lake City School District and Plainview-Elgin-Millville School District.

Outpatient Therapy	Family-Based Therapy	School-Based Mental Health	Clinical Academy
853 Clients Served	256 Clients Served	367 Clients Served	9 Interns
6,235 Service Hours	8,681 Service Hours	5,505 Service Hours	831 Service Hours



Senior Independence

Our professional staff and volunteers work with older adults and persons with disabilities, and their caregivers to assist them in living safely in the homes and neighborhoods they love.

Program Highlight

Senior Independence is comprised of two lines of service: Senior Nutrition and Neighbors Helping Neighbors. We helped 771 senior households remain independent in 2021.

Senior Nutrition provides: home delivered, prepared meals (Meals on Wheels) seven days a week; congregate dining experience accompanied by social activities; and, FRESH food/grocery delivery.

Senior nutrition delivers a friendly visit and assurance along with nutritious food.

Through Neighbors Helping Neighbors [NHN] older adults and their care partners create a senior independence plan that articulates strengths and needed home and community based services that help them remain living in their homes. Typical services include: Home Safety Visits; Seasonal Chores; Lawn and Snow Care; Caregiver Respite; Technology Assistance; Mental Health Care; Assisted Transportation; Friendly Visiting/Companion; Housekeeping; Packing and Moving; and, Clean-outs.

Volunteers play a pivotal role in service NHN delivery. In 2021, 72% of all tasks (over 12,000 hours) were performed by volunteers.



600+ volunteers provided 12,000+ hours of service

**325
people**



received

**36,250
meals**



Family Stability & Child Well-Being

Our social workers engage families in partnership to enhance child and family safety, mental health, and well-being. We are also engaged in several collaborative efforts with Olmsted County Children and Family Services to offer families support to address their individualized needs.

Program Highlight

Family Advocacy in Recovery & Restoration (FARR) provides culturally appropriate prevention and intervention services through community-based, multi-generational wraparound services to support recovery, parenting, child development and family well-being.

The program serves pregnant and/or parenting women (and their children) in Olmsted and Winona Counties struggling with chemical dependency who desire sober peer supports and individualized case management. FARR social workers partner with participants to address person-centered goals focusing on sobriety, mental health, parenting, child development, employment, education, and resource navigation.

Weekly support and education groups and monthly sober activities are held to enhance sober peer supports for participants.

In FARR's first full year of operation, 54 women and 79 children were served. One of the optimal outcomes of FARR is healthy pregnancy and birth. **In 2021, 100% of the babies born to FARR participants were free of drugs and/or alcohol at birth.**

Case Management	Guiding Partners to Solutions	Family Access Center	Family Involvement Strategies
662 Families Served	1,071 Individuals Served	204 Families Served	297 Families Served
32,523 Service Hours	1,164 Service Hours	6,327 Service Hours	11,303 Service Hours



FSR Highlight: Veteran's Home Repair and Rehab

Family Service Rochester was one of seven Meals on Wheels programs in the nation awarded Helping Homebound Heroes funding in 2020. FSR received grant funding again in 2021.

During this second year, we were able to complete over 40 projects including grab bars, smoke detectors, ramps, chair lifts, window replacements, gutters, new home siding, and more.

In 2021, funding support for these projects totaled nearly \$100,000 and included older veterans residing in Rochester, Byron, Stewartville, Oronoco, Mazeppa, Cottage Grove, and Faribault.



Helping Homebound Heroes is a partnership of the Home Depot Foundation and Meals on Wheels America to improve the lives of older veterans and their families. With funding assistance for home modifications and repairs, the program helps ensure veterans can successfully and comfortably live at home.





FSR Highlight: Age-Friendly Olmsted County

An age-friendly community is one that is safe and secure, has affordable and appropriate housing and transportation options, and offers supportive community features and services. Once in place, these resources enhance personal independence; allow residents to remain in their homes and communities as they age; and foster residents' engagement in the community's civic, economic, and social life.

Family Service Rochester is leading the Age-Friendly Olmsted County (AFOC) planning process in Olmsted County.



In 2021, FSR coordinated the preparation of the *Age-Friendly Olmsted County Community Findings Assessment Report* based on an analysis of local, regional, state, and national data and a review of other key research reports .

Following the publication of these findings in June 2021, FSR convened community stakeholders to begin creating a three-year action plan.

AFOC participated as a member of the design team and as a stakeholder in the Coalition for Rochester Area Housing Senior Housing Community Co-Design Project. Summer/Fall 2021.

The preparation of the action plan is expected to be completed by the 2nd quarter of 2022.

46%

of Olmsted County residents believe that our community **promotes senior independence.**

Olmsted County 2019 Community Health Needs Assessment

35%

of Olmsted County **retired** residents believe that our community **promotes senior independence.**

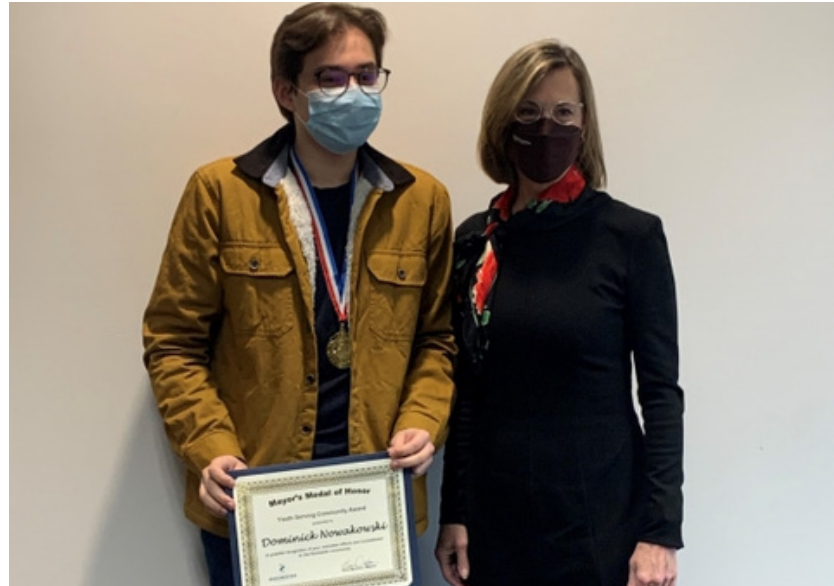
Volunteers

Volunteers contribute to our ability to deliver on our mission by providing: .

- Children opportunities for safe, conflict-free access to both parents when their families are disrupted.
- Affordable assistance with household help, home maintenance, outdoor chores, transportation, meal prep, pet care, companionship, shopping, meal delivery.
- Organizational governance and leadership.
- Fundraising.

Volunteer Hours

Household Chores	1,998
FRESH Food Boxes	5,784
Outdoor Chores	2,471
Transportation	791
Meals on Wheels	9,267
Board	357
Fundraising	255



Dominic Nowakowski (l) and Mayor Kim Norton (r)

FSR volunteer Dominick Nowakowski was selected to receive the 2021 Mayor's Medal of Honor for Youth Serving Community. The medal is awarded to youth under age 21 who show "significant involvement, initiative, and support of our community."

This past spring he applied for and was awarded a grant for a project he created and coordinated where 25 other students either planted flowers in the yards of community seniors or provided a potted plant arrangement.

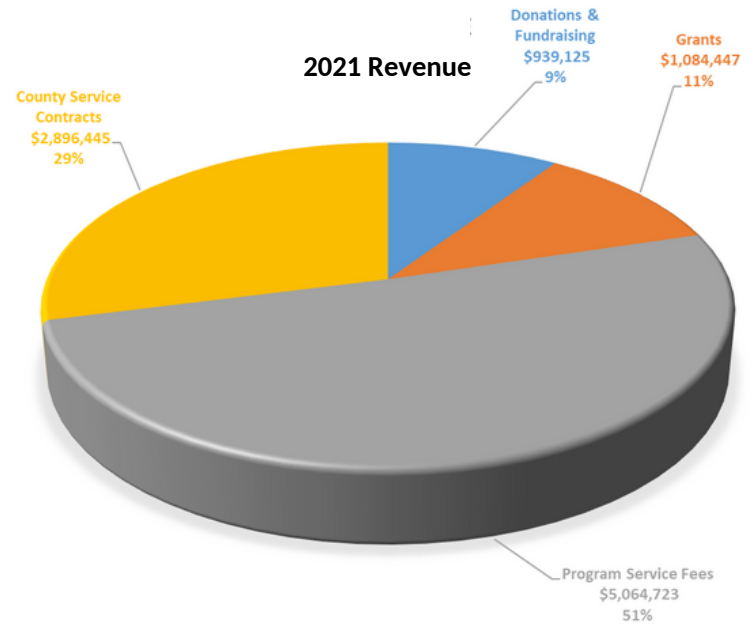
This fall he helped coordinate fall yard-cleanup for several seniors and also recruited seven high school students to help with grocery shopping for some of FSR's senior consumers.

Dominick is an extraordinary young man and volunteer.

Financial Summary

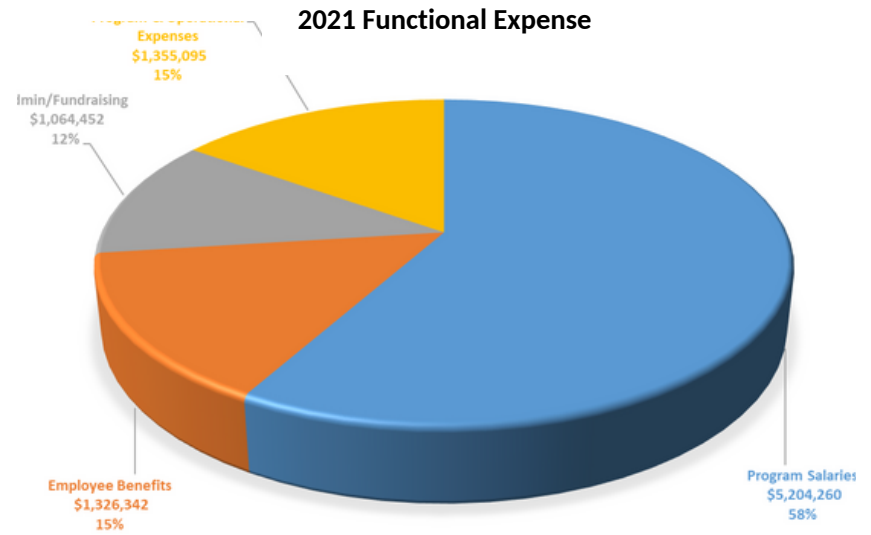
2021 was a strong year for Family Service Rochester financially. We were able to increase the number of people served while maintaining revenues above expenses. We continue to expand geographically.

We hold purchase of service contracts to provide services to the following counties: Carlton, Dodge, Fillmore, Freeborn, Goodhue, Houston, Olmsted, Rice, Steele, Wabasha, Waseca, and Winona.



2021 Revenue & Expense

Revenue	\$11,266,442
Expense	\$9,984,740





What sets us apart from other organizations are the Six Principles of Partnership we use to deliver the services we provide:

- **Everyone Desires Respect:** We acknowledge the uniqueness and dignity of every consumer, volunteer, donor, staff member, and guest.
- **Everyone Needs to be Understood:** We practice compassion and empathy by truly listening to what others are saying.
- **Everyone Has Strengths:** We first look for and acknowledge the many resources, past successes, abilities, talents, and dreams of others. **Judgments Can Wait:** We acknowledge and set aside our own assumptions, values and beliefs.
- **Partners Share Power:** We are mindful of our responsibility to empower others.
- **Partnership is a Process:** We recognize that partnership develops over time.



Family Service Rochester is a community-based organization providing mental health, senior independence, family stability, and child well-being services. We listen to what people need and together, we build better lives.

Family Service Rochester was founded in 1965 as a nonprofit organization with a staff of three and the mission to support and enhance the dignity and quality of life for individuals and families in our community. Today, Family Service Rochester provides more than 30 programs across 12 different counties. Our staff of over 150 along with 600 + volunteers provides a wide range of services addressing mental health, child-wellbeing, family stability, and senior independence.

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