

# 2023



## ANNUAL REPORT Family Service Rochester





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

In 2023, our diverse array of programs in mental health, senior independence, child welfare, and family stability, experienced expansion in both reach and impact. Responding to requests for assistance from various communities across Southeast Minnesota, we extended our reach into 12 Southeast Minnesota counties. As we strive to ensure that every individual realizes their full potential and makes meaningful contributions to society, we reap the rewards of a stronger, more resilient community. By empowering our neighbors, workforce, and colleagues, we contribute to the vibrancy of our communities, fostering environments where people can thrive in every aspect of their lives.

Scott Maloney, Executive Director

## 2023

### Mental Health

- School-Based Mental Health leadership and staff provided 10+ hours of training to Rochester Public Schools staff and parents.
- Presented at Suicide Awareness and Prevention Event.
- Summer Girl Scouts of America event.
- Provided 4 paid clinical internship.
- Centralized intake processes.

### Senior Independence

- Attained Minnesota Department of Human Services licensure to deliver Caregiver Support & Respite Services.
- Partnered w/AARP, City of Rochester & residents to complete neighborhood walk and park audits.
- Sheperded Live Well at Home grant extension legislation.
- Dramatically increased housekeeping services.

### Family Stability & Child Well-Being

- Expanded FATHER Project program into Dodge County and Family Advocacy in Recovery & Restoration (FARR) program into Goodhue County after participating in successful legislative action to increase funding for services impacting target populations.
- Provided Family Involvement Strategies (FIS) training and technical assistance with Carlton County.



## 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 **Outpatient Mental Health Services** are provided at our northwest location in Rochester, MN. Our services include Psychological Evaluations, Diagnostic Assessments, Treatment Planning and individual, couple, family, and group psychotherapy.

We aim to reduce barriers to receiving quality mental health services by providing services to all ages, using telehealth to reduce transportation barriers, and by offering our services on a sliding fee scale.

In 2023, we also revamped our intake process to improve our customer’s experience when seeking out services.

Our team of outpatient therapists are trained to engage clients with a culturally responsive, strength-based, and trauma-informed lens. Additionally, we focus on training our therapists with evidence-based practices. In 2023, 3 FSR therapists received training in Cognitive Processing Therapy. Two therapists completed foundational Dialectical Behavior Therapy training, and 1 therapist completed Eye Movement Desensitization and Reprocessing (EMDR) training.

Outpatient Therapy	Community-Based Therapy	Family-Based Therapy	School-Based Mental Health
451 Clients Served	24 Clients Served	90 Clients Served	457 Clients Served
4,273 Service Hours	293 Service Hours	1,876 Service Hours	7,310 Service Hours
Clinical Academy	9 Interns	683 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.

**1,245**  
seniors received

**43,880**  
services

**36,250**  
meals delivered

**546**  
senior  
assessments

**2,646**  
transports  
assisted

**25,927**  
hours of service

## Program Highlights

**Senior Nutrition** assures our most frail and vulnerable adults of any income access healthy, nutritious foods that play an important role in their health and well-being. Meals on Wheels and groceries are delivered by volunteers throughout the week. We also provide a group dining experience in Rochester and Byron. Along with a meal, all diners enjoy a friendly visit and socialization.

Through *Neighbors Helping Neighbors*, older adults and persons with disabilities enjoy a variety of services that help them to remain living in their homes. In 2023 we added **Caregiver and Respite Services**. Volunteers responded to 191 respite requests while our certified Caregiver Counselor provided 86 counseling hours from July-December. A caregiver may access supportive counseling, assistance navigating community resources, and arrange for services that ease the burden of care providing for persons with dementia and other chronic conditions.

Staff also successfully shepherded state-wide legislation - **Live Well at Home Grant Extension** - that supports Home and Community Based Services designed to help older adults remain in their homes.

**Volunteers** are the life-blood behind assisting our consumers with tasks. Volunteers delivered 60% of Neighbors Helping Neighbors services and 99% of Meals on Wheels. We orchestrated fall Days of Caring for six Rochester service clubs.



## 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 engaged in several collaborative efforts with Olmsted County Child and Family Services to offer families support to address their individualized needs.

### Program Highlight

**Family Access Center (FAC)** offers a safe and secure setting for children to maintain relationships with parents and other significant adults. These important relationships can be disrupted through divorce, domestic violence, child maltreatment and other conflicts. Supervised and monitored parenting times and safe exchanges offer the opportunity to maintain vital relationships and prevent children from being placed in the middle of conflicts or unsafe situations.

In 2023, Family Access Center’s trained staff and volunteers provided a safe environment for 1710 parent-child interactions and over 560 safe exchanges.

Due to these services over 210 children and 275 caregivers received services allowing children to safely maintain relationships with their loved ones.

In a caregiver survey conducted in 2023, 87% of caregivers reported without FAC their child’s contact with their loved one would be greatly decreased or non-existent and 94% stated they would recommend FAC services to a friend.

Case Management	Guiding Partners to Solutions	Family Access Center	Family Involvement Strategies
703 Families Served	1,615 Individuals Served	151 Families Served	344 Families Served
30,032 Service Hours	1,835 Service Hours	12,482 Service Hours	13,072 Service Hours

# Volunteers

The agency of choice for hundreds of volunteers, FSR provides a wide range of volunteer opportunities for families, service clubs, individuals, school groups, businesses, faith communities and people of all ages.

Whether looking to give back during school breaks, regular snow shoveling, a monthly meal route, weekly respite care, calling bingo, periodic rides to appointments, fill-in lawn mowing, serving on our board or fundraising team—volunteers are sure to find an opportunity that fits their schedule and talents.

Volunteers contribute their time and talent to the people we serve every day of the year.



Senior Independence Services	<b>Companionship</b>	572 hours
	<b>Fresh Food Bags</b>	2516 hours
	<b>Grocery shopping</b>	171 hours
	<b>Handyworker</b>	431 hours
	<b>Housekeeping</b>	230 hours
	<b>Home Safety Check</b>	52 hours
	<b>Lawn mowing</b>	234 hours
	<b>Seasonal Chores</b>	1,508 hours
	<b>Snow removal</b>	1,354 hours
	<b>Transportation</b>	1,822 hours
	<b>Family Access Center</b>	587 hours
	<b>Board of Directors</b>	225 hours
<b>Fundraising</b>	250 hours	

## 2023 Volunteer Spotlights

### Rolf Haaland:

Joining in 2022, Rolf assists with lawn mowing, snow shoveling, grocery shopping, transportation, handiwork, and companionship.

### Larry Scilley:

For 25 years, Larry has delivered Meals on Wheels and coordinated other Kiwanis club members' weekly routes.

### Char Robinet:

Char celebrated her 30th year volunteering with Meals on Wheels in 2023.

### Greg Hurlebaus:

Assisting with multiple locations, Greg has helped with snow removal since 2021.

### Mary Fay:

Volunteering since 2020, Mary assists with Meals on Wheels, transportation, grocery shopping, and FSR FRESH delivery.

### Greg Parker:

Greg has been involved with Friendship Place for more than 20 years and the 21st Century Learning Center Program for 5 years.

### Jerome Permann:

Starting with Meals on Wheels in early 2023, Jerome also assists with transportation, lawn mowing, and yard work.

### Homestead Trails Neighborhood Association:

Multiple members from this Rochester neighborhood association lend a hand with transportation, Meals on Wheels, lawn mowing, snow removal, yard work, handiworker, housekeeping, FSR FRESH, pet care, friendly visiting and more.

### Stewartville National Honors Society:

A group from the Stewartville National Honors Society focuses their community service by delivering a weekly Meals on Wheels route.

## FSR Spotlight: Meadow Park Initiative



A collaborative effort with Friendship Place, Rochester Public Schools, United Way of Olmsted County and FSR provided after school enrichment and homework help from September to May 2023 and Summer Camp June-August 2023 in the Meadow Park neighborhood. Reading Champions, Winona State University education students, Mayo High School students and community members volunteered with the program. 80 youth participated to improve school performance.

49 youth in grades K-8 participated in Summer Camp Field Trip Fridays, Stem Squad, Outdoor Adventures Extreme Sports Modified, Arts Explorer, Anglers, and Water Fun. Nine volunteers/chaperones contributed 195 hours.

## FSR Spotlight: Age Friendly Olmsted County



In 2023, Age Friendly Olmsted County (AFOC) completed the first year of its three year Action Plan. Progress was made in all three of the plan's actions areas and seven out of its eight goals.

With the leadership of its lead agency, Family Service Rochester (FSR), local legislators, and other statewide partners, AFOC's goal of reforming state grants that support aging in place was accomplished.

Along with other local partners, FSR expanded caregiver support and respite services. AFOC began work improving aging in place readiness planning by developing with Rochester Local an online guide to aging and joined in efforts by the Housing Coalition for the Rochester Area to assist older adults and their families in making decisions regarding appropriate housing. AFOC also participated in the state digital equity planning by forming a digital connection committee.

In the fall, AFOC conducted two community engagement events. The first was conducting walk audit with nearly 100 volunteers in the Slatterly Park Neighborhood that received national notice from AARP and served as a pilot for incorporating them into the City of Rochester's sidewalk maintenance program. The second event, a park audit, launched another collaboration with the City of Rochester to develop age friendly parks. The park audit was conducted at the Rolling Green neighborhood park and included residents and staff from Benedictine Living Community-Rochester Madonna Towers.

Finally, work was initiated with Rochester Local to develop an online resource guide to aging in Olmsted County. The site will launch in early 2024.

## FSR Spotlight: Diversity, Equity, and Inclusion



At Family Service Rochester (FSR) we acknowledge that establishing a robust internal commitment to Diversity, Equity, and Inclusion (DEI) not only strengthens our organization and plays a pivotal role in our services, but also advances community wide initiatives.

In 2023, FSR made significant strides in promoting diversity, equity, and inclusion throughout its operations. The DEI Committee finalized a comprehensive strategic plan, which was shared with all staff and the Board of Directors. Several impactful activities were organized to foster understanding and discussion around DEI issues, including:

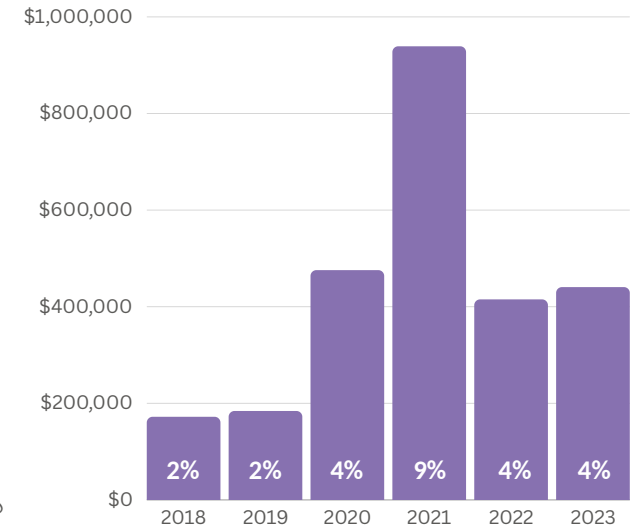
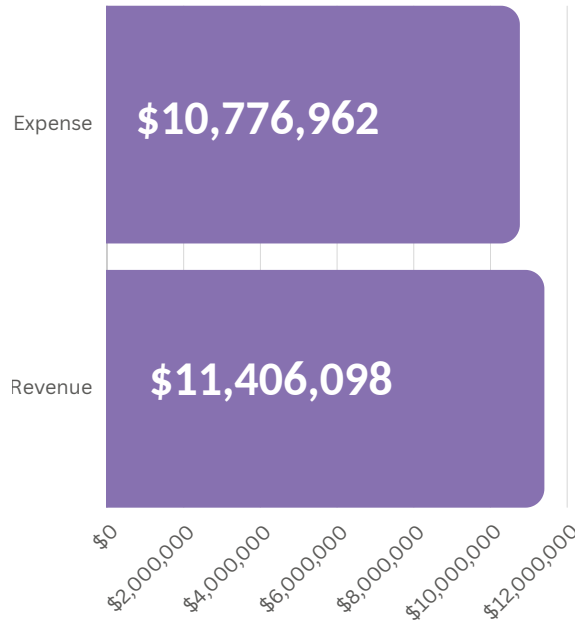
- Screenings and discussions of films such as "Paris is Burning," "Moonlight," and "Blood Memory," accompanied by insights from guest speaker Jo Robbins, and a book study on "My Grandmother's Hands."
- Joanne Reeck delivered a thought-provoking session on microaggressions during the DEI retreat.
- FSR took tangible steps to support BIPOC communities by compiling a list of BIPOC-owned businesses for catering smaller events, promoting economic empowerment.
- The organization also demonstrated its commitment to inclusivity by reviewing and recommending changes to its Paternal Leave Policy.
- FSR actively participated in community events, sponsoring MLK Day, the OutFront Youth Summit, and having a presence at PrideFest, while also using social media to honor and acknowledge related holidays.
- Guest speakers were invited to All Staff meetings to educate about diverse organizations FSR often collaborates with, including IMAA, Pamoja Women, and the United Way, enhancing partnerships and mutual understanding within the community.

Through these initiatives, FSR continued its journey toward fostering a more inclusive and equitable environment for all stakeholders.

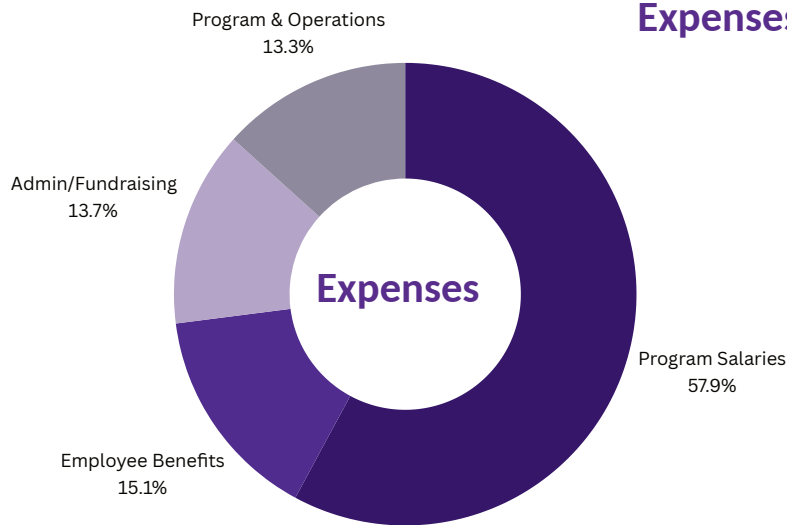


# Financial Summary

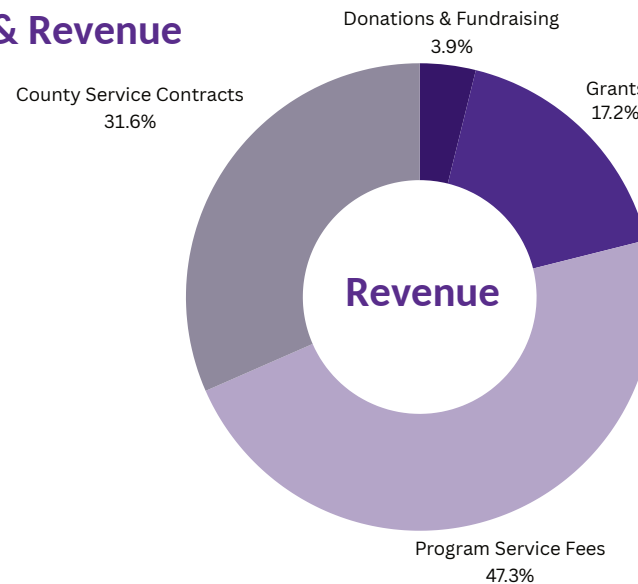
2023 proved to be a strong year for Family Service Rochester. We successfully maintained revenues above expenses, continuing our commitment to fiscal responsibility and efficiency. We provided essential services to communities in Carlton, Dodge, Fillmore, Freeborn, Goodhue, Houston, Olmsted, Rice, Steele, Wabasha, Waseca, and Winona. These partnerships allowed us to extend our reach and impact, fulfilling our mission to support individuals and families throughout Southeast Minnesota.



**Donations & Fundraising and % of Revenue**



## Expenses & Revenue





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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