

ANNUAL REPORT

2018





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Executive Director

JANICE DRAXLER
Human Resources & Operations

CRYSTAL SMITH
Finance

BRENDA CHILMAN, MA
Community Engagement

APRIL SUTOR, MPA
Innovation & Collaboration

JANE BUFFIE, MSW, LICSW
Clinical Services

KELLI DECOOK, MSW, LGSW
Child Welfare Services

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Mayo Clinic

BRUCE GUDLIN, Board Secretary
US Bank

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Pastor-Bethel Lutheran Church

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Retired Nurse

KARYNN FETTE
Olmsted County

JENNIFER HODGMAN
Rochester Police Department

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Townsquare Media

TAMMY SHEFELBINE
Dunlop and Seeger

JEREMIAH HALLORAN, Board Vice President
First Alliance Credit Union

CHERYL SCHAEFER, Board Treasurer
Think Mutual Bank

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Conflict Management & Resolution

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Metafile

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Godwin Dold

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JANET SWANSON
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Dear Friends,

When, as a community, we make sure that everyone can reach their full potential and fully contribute to our society, we all benefit. Maximizing the potential of the people who are our neighbors, our workforce, and our colleagues ensures that our communities remain vibrant places to live, work, and play.

Community well-being is something we build. Like any structure, it requires materials and a team to build it. As you will see from this year's annual report, our Family Service Rochester team continues to provide the bricks and mortar of well-being by providing services and support to address mental health, child well-being, and senior independence.

Sincerely,

Scott Maloney
Executive Director

Building strong, healthy families and capable children

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 the agency provides more than 30 programs to meet ever-changing community needs. Our staff of over 125 provides a wide range of human services that strengthen, support, protect, educate and empower individuals and families in our community.

What sets us apart from other organizations are the 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.

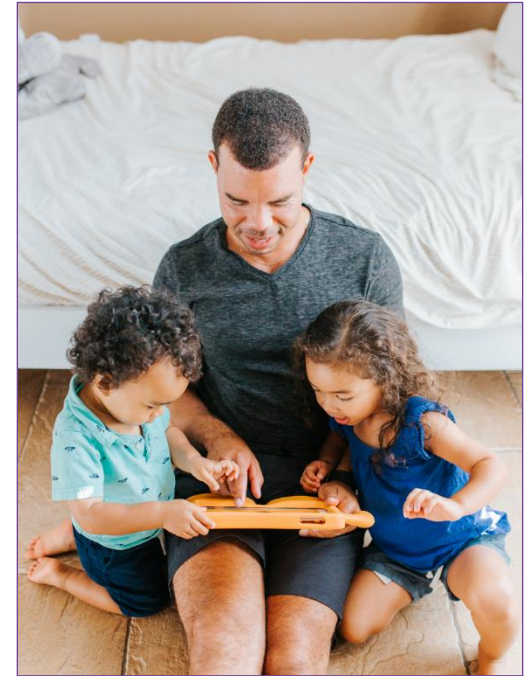
Everyone Has Strengths: We first look for and acknowledge the many resources, past successes, abilities, talents, and dreams of others.

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.

Embracing these principles has allowed our organization to grow tremendously. In 2018, we served over 3100 households in Southeast Minnesota, a 23% increase in households over the last two years, as well as a 27% increase in hours of service. Some of the 2018 accomplishments are listed below.



Child Welfare

- Provided training and consultation on Family Involvement Strategies to the State of Colorado, Winnebago Tribe of Nebraska, and the Federal Children's Bureau
- Restructured our supervisory team to take on increased responsibility with family support programming
- Reignited Father Project

Mental Health

- Expanded services into Dakota County
- Delivered Adolescent Dialectical Behavior Therapy
- Delivered Thinking 4 a Change group curriculum
- Expanded school based mental health efforts into Goodhue County

Senior Independence

- Expanded our Meals on Wheels program into Stewartville
- Delivered 62% more chore services than in 2017
- Started Place Based efforts in Meadow Park



Child Welfare



"The individual who helped me was an amazing worker. She went above and beyond more than I would have ever imagined. This worker gave me hope and I am so thankful. This worker was a life changer and no words can explain it. A+"

- Service Recipient

OVER 1,700 children in our community have been impacted through collaborative efforts

47 FSR staff members partner with families across child welfare

Program Highlight: Family Involvement Strategies

The fundamental goal of Family Involvement Strategies (FIS) is the engagement of the extended family network in a decision-making process when their children come to the attention of the child welfare and/or juvenile corrections system. FSR employs a team of 9 FIS licensed social workers who coordinate and facilitate an

integrative planning process where family systems, community members and child welfare agency professionals partner to develop plans for the safety, permanency and well-being of children. In 2018, 1,058 of these meetings were held in Olmsted, Dodge, Fillmore, Goodhue, Houston, Rice, Freeborn, Steele and Waseca Counties.

Case Management	Guiding Partners to Solutions (GPS)	Family Access Center (FAC)	Family Involvement Strategies (FIS)
684 Families Served	1,042* Individuals Served	250 Families Served	340 Families Served
29,422 Service Hours	1,717 Service Hours	11,540 Service Hours	11,189 Service Hours

*Individuals May Be Duplicated

Through FSR's 10 child welfare programs, licensed social workers engage families in partnership to support safety, stability, mental health, and child and family well-being. Our collaborative effort with Olmsted County Child & Family Services offers families the needed support to address each family's individualized needs.



Mental Health

The mental health clinical team is comprised of 31 staff members who partner with individuals, children, and families to provide counseling services, walking side by side along life's journey.

We have four clinical program areas. In 2018 we served:

Outpatient Services	764 Clients Served	6,642 Service Hours
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Family Based Services	122 Families Served	6,044 Service Hours
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School Based Mental Health	283 Clients Served	3,361 Service Hours
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Clinical Academy	10 Interns	433 Service Hours
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"FSR is a well-led organization; I was both challenged and supported at the same time. And while I felt stretched in my experience I was not set up to fail."

-Clinical Intern

Family Based Services

Currently, we deliver counseling services within family's homes in three counties. Trained therapists work with families in assessment and goal setting to strengthen family stability, increase safety and child well-being. Services range from early intervention to intensive services, ultimately decreasing out of home placements.

School Based Mental Health

We doubled our school based mental health counseling services in 2018 now serving four school districts. Therapists' offices located in the schools allow students easy access to counseling services, ultimately removing barriers and decreasing missed class time.

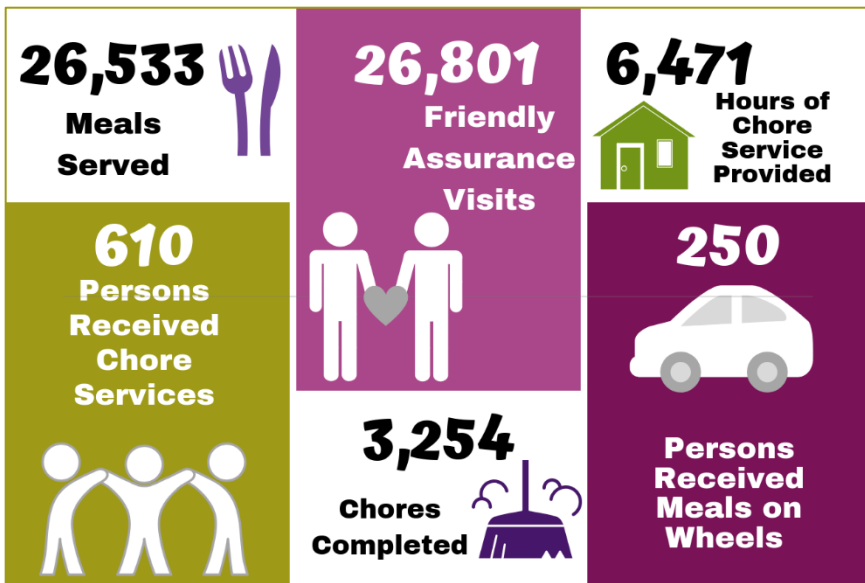
"I feel all schools should have similar accommodations to meet the growing needs of mental health issues in children and young adolescents. This has been a positive experience for our family and helps us with keeping him on track for school and life." - Parent of a Student

Clinical Academy

The Clinical Academy was developed in 2017 with a mission to build extraordinary experiences developing mental health professionals. In 2018, ten students completed Academy internships. The Academy is funded in part by the Otto Bremer Trust.



Senior Independence & Volunteer Support



Senior Independence services assist older adults and persons with disabilities to remain safely living in the homes and neighborhoods they love.

Through Neighbors Helping Neighbors (NHN), volunteers and vendors provide services that include household maintenance and repair, friendly visiting, housekeeping, transportation, grocery shopping, snow removal, lawn care, and home safety checks.

Meals on Wheels provides home-delivered, dietetically correct, hot, nutritious meals and a friendly visit 365 days a year in Rochester and Stewartville.



Volunteers are the foundation of the independent living services we provide for seniors and persons with disabilities. Their contributions of time and talent extend our ability to provide affordable assistance with household chores, daily meals, and other support. Volunteers also contribute significantly to our capacity to provide children opportunities for safe, conflict free access to both parents when their families are disrupted.



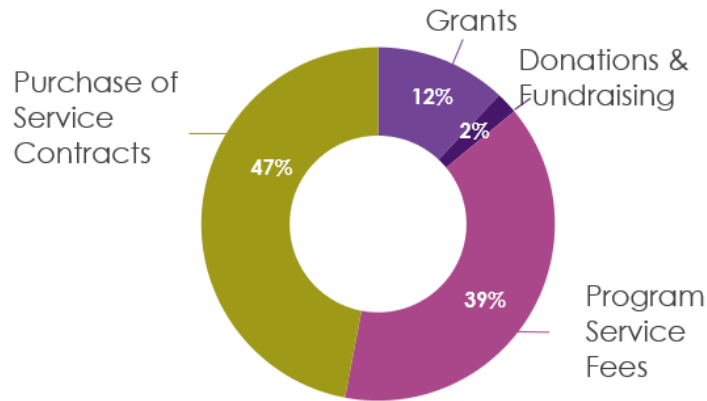
Financial Summary

2018 was a strong year for Family Service Rochester financially. We were able to increase the number of people served while maintaining revenues above expenses.

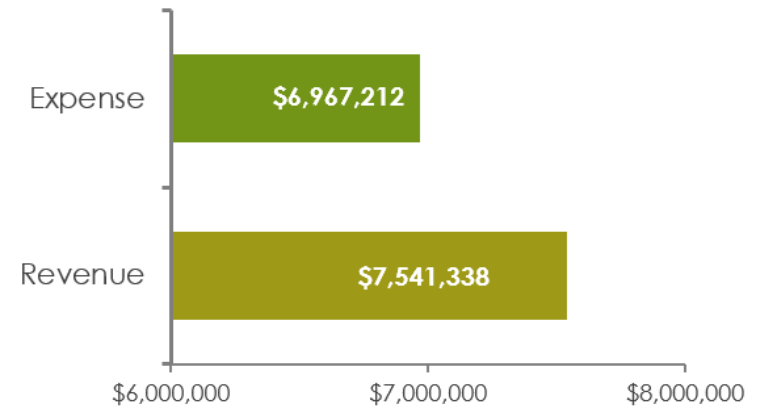
We continue to expand geographically. We hold purchase of service contracts with the following counties: Dakota, Dodge, Fillmore, Freeborn, Goodhue, Houston, Olmsted, Rice, Steele, Waseca, and Winona.



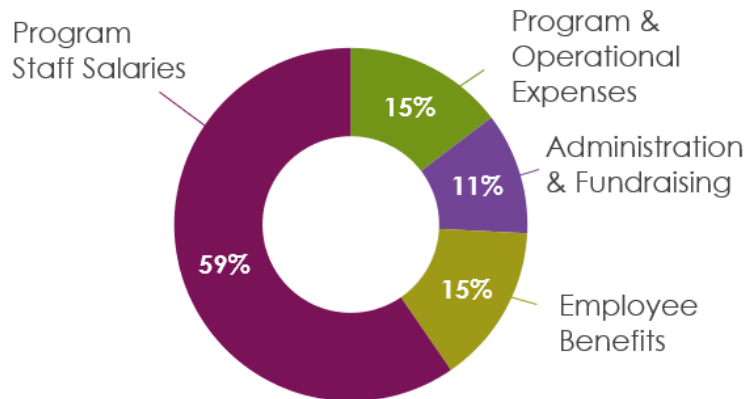
2018 REVENUE MIX



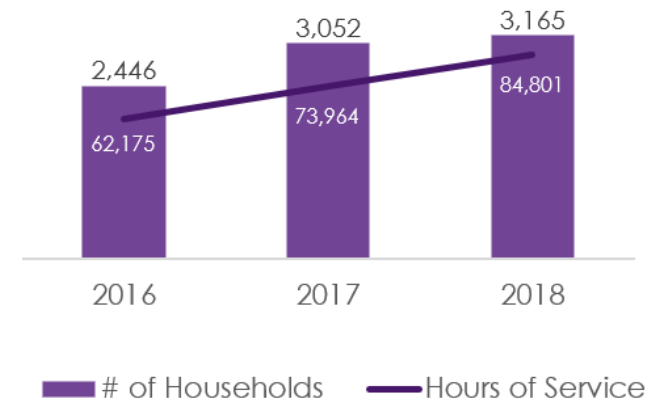
2018 REVENUE & EXPENSE



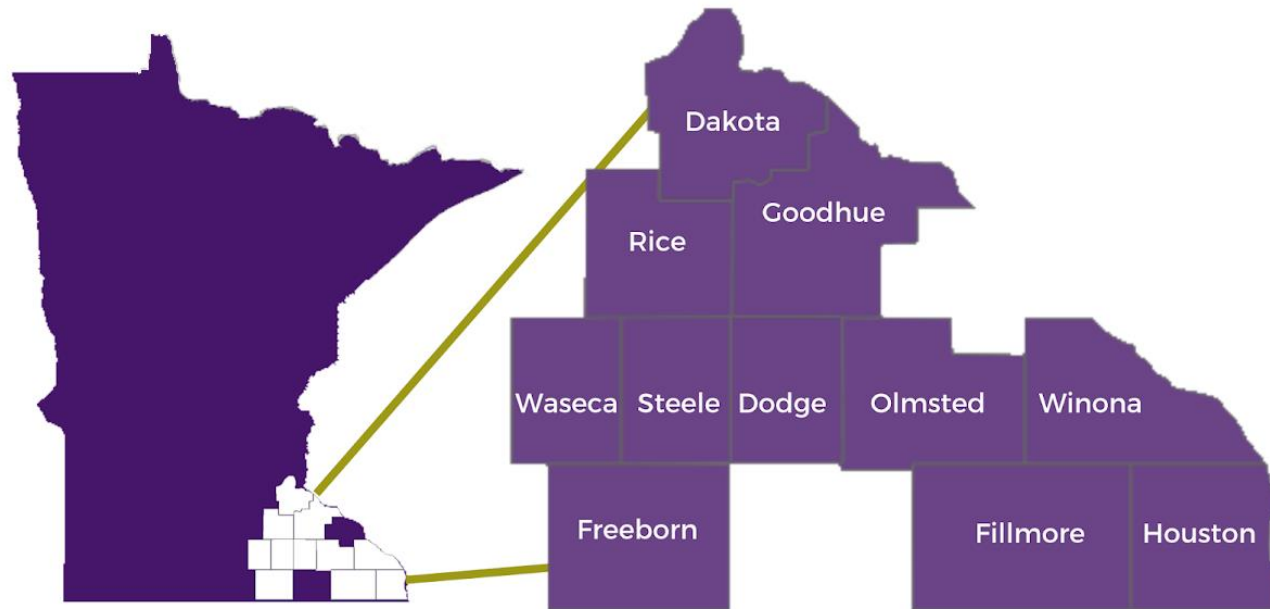
2018 FUNCTIONAL EXPENSE MIX



NUMBER OF HOUSEHOLDS SERVED



Providing Service in Southeast Minnesota



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