

# ANNUAL REPORT

# 2019





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## DIRECTORS

SCOTT MALONEY, MSW, LGSW  
Executive Director

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Finance

BRENDA CHILMAN, MA  
Community Engagement

APRIL SUTOR, MPA  
Innovation & Collaboration

ASHLEIGH DOWIS, MEd, LPCC  
Clinical Services

KELLI DECOOK, MSW, LGSW  
Child Welfare Services

Dear Friends,

For over 50 years, Family Service Rochester has been a trusted community partner providing mental health, senior independence, child well-being, and family stability services. Throughout the last few years we have seen an increasing need to ensure everyone in our community can reach their full potential. As you will see from this year's annual report, 2019 has been another year of significant growth for our organization. The number of households served and staff needed to provide those services has grown exponentially. This led us to opening our second location at 1625 Highway 14 East in December. If you have not had an opportunity to visit, please consider doing so—we would welcome the opportunity to further share what's in store for 2020 and beyond.

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 135 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.

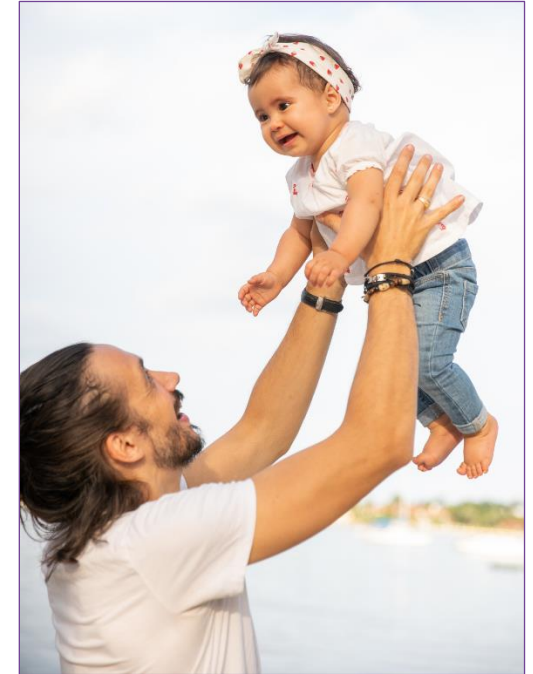
**Everyone Has Strengths:** We first look for and acknowledge the many resources, past successes, abilities, talents, and dreams of others.

**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 2019, we served over 3500 households in Southeast Minnesota, a 15% increase in households over the last year. Some of the 2019 accomplishments are listed below.



## Child Welfare

- Partnered with Olmsted County on their Pathways to Prosperity and Well-Being initiative addressing economic mobility using a two generation, whole family approach
- State, national, and international leaders approached FSR to provide information, training, and consultation on the work we are doing to support families and children

## Mental Health

- Expanded Therapeutic Services into Dodge, Goodhue, Steele, Wabasha, and Waseca counties
- Partnered with Families First to begin School Based Therapist services into Early Head Start
- Clinical Academy continued to thrive and gained national attention

## Senior Independence

- Expanded Neighbors Helping Neighbors (NHN) to City of Faribault in Rice County
- Added paid Household Helper positions to reduce consumer's wait time for services
- Delivered 60% of NHN services through volunteer support in order to maintain a sliding fee scale
- Inaugurated Meals on Wheels fundraising gala - Denim, Diamonds, and Dice

# Child Welfare

OVER **1,700** children in our community were served through our collaborative efforts



**47**

FSR staff members partner with families to improve child well-being



"Without Jen [FSR Social Worker] I don't know that I ever would have left my husband and be where I am at today. There is a good chance I would of ended up dead and my daughters left without nobody to care for them. I have a long way to go, but I can say I am happy, safe, healthy and aware of my needs. I will always be thankful for Jen coming into our life."

- Service Recipient

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.

**FATHER Project** exists to assist fathers in overcoming barriers that prevent them from supporting their children economically and emotionally. Through a wide array of services including career development, case management, parenting support groups, along with father/family activities, FATHER Project staff are able to help dads become more actively involved in their children's lives. In 2019, over 70 fathers benefitted from receiving services many of which obtained employment, secured stable housing, and reported increased parenting skills. In partnership with Olmsted County Child Support Office, FATHER Project has also witnessed increases in financial support for children of FATHER Project participants.

Case Management	Guiding Partners to Solutions (GPS)	Family Access Center (FAC)	Family Involvement Strategies (FIS)
<b>653</b> Families Served	<b>1,137*</b> Individuals Served	<b>238</b> Families Served	<b>365</b> Families Served
<b>29,187</b> Service Hours	<b>1,649</b> Service Hours	<b>9,233</b> Service Hours	<b>11,615</b> Service Hours

\* Individuals May Be Duplicated



# Mental Health

The mental health clinical team is comprised of 36 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 2019 we served:

Outpatient Services	<b>775</b> Clients Served	<b>7,293</b> Service Hours
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Family Based Services	<b>202</b> Families Served	<b>8,807</b> Service Hours
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School Based Mental Health	<b>371</b> Clients Served	<b>4,697</b> Service Hours
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Clinical Academy	<b>16</b> Interns	<b>616</b> Service Hours
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"My internship experience at FSR has been enriching to say the least. I've found the staff to be very knowledgeable and responsive to all of my learning needs. In my time with FSR it has become abundantly clear that the organization really has clients' needs at the heart of all we do. I'm proud to be a part of an organization that cares so deeply for individuals and community."

-Clinical Master Level Student

**Outpatient Mental Health Services** added Eye Movement Desensitization and Reprocessing (EMDR) therapy. This is an interactive therapy technique used to relieve psychological stress, most often related to a trauma event.

**Clinical Academy** accepted 16 master level interns to work in multiple sites and program areas. This program gained national attention for its innovative approach to providing unique clinical internship experiences.

"The services my family received have helped me better deal with my grandsons and their behaviors. The staff are always kind, helpful and understanding."

- Outpatient Client

Our clinical programs continued to grow not only in size, but also geographically.

## **Collaborative Intensive Bridging Services**

expanded into four additional counties, Dodge, Goodhue, Steele, and Waseca.

**School-Based Mental Health Services** Plainview-Elgin-Millville School District approached us requesting a therapist for their elementary school, allowing us to expand these services into Wabasha County.



# Senior Independence

**Neighbors Helping Neighbors and Meals on Wheels** are about people remaining active, engaged and healthy. Mark and Ruth just celebrated 65 years of marriage and 62 years in their home. They've relied on their children and grandchildren for lawn, snow and other tasks for many years. "Everyone's grown and gone now" remarks Ruth. "And things get harder to do these days you know". Mark's doctor noticed some profound weight loss and suggested Meals on Wheels for a hearty meal each day. Following an in-home visit with FSR staff, both Mark and Ruth began home delivered meals as well as seasonal outside chores and help with house cleaning 2X a month. "With a little help the house work doesn't get out of control" added Ruth.



Senior Independence services assist older adults and persons with disabilities to remain living safely 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, spring and fall clean-up, and home safety checks.

When Mark returned to his doctor 3 months later, she was pleased to note Mark's weight gain and improved vitality. Now when family visits they spend time together playing cards, visiting, and going out—not just doing chores.

Meals on Wheels diners may order meals up to 7 days a week. Neighbors Helping Neighbors offers a variety of chores, transportation, companionship, social activities and engagement opportunities in Olmsted and Rice counties.



# Community Building & Volunteer Support

## Meadow Park Initiative

Meadow Park Initiative's long-term goal is to improve the quality of living and health outcomes of residents through neighborhood renewal. Our Spanish and Somali speaking community organizers have established trust and built relationships with residents to empower residents and implement community level improvements.

Neighborhood accomplishments:

- Summer soccer league with 70+ youth playing 5 days a week
- Formed neighborhood council
- Organized residents around safety concerns and apartment conditions
- Cleaned up neighborhood through Litter Bit Better



## Volunteer Hours

Neighbors Helping Neighbors	5,065
Meals on Wheels	9,551
Family Access Center	1,381
FSR Board	270
Fundraising	480
<b>TOTAL</b>	<b>16,747</b>

## Volunteer Support

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

- children opportunity 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

## Leading Age-Friendly Community Planning Process

Olmsted County joined the AARP Network of Age-Friendly States and Communities. The network helps participating communities become great places to live for people of all ages.

FSR leads the age-friendly assessment and planning process. We facilitate planning activities and the preparation of an action report with Olmsted County assisting in understanding how local data informs opportunities and priorities for collective action.

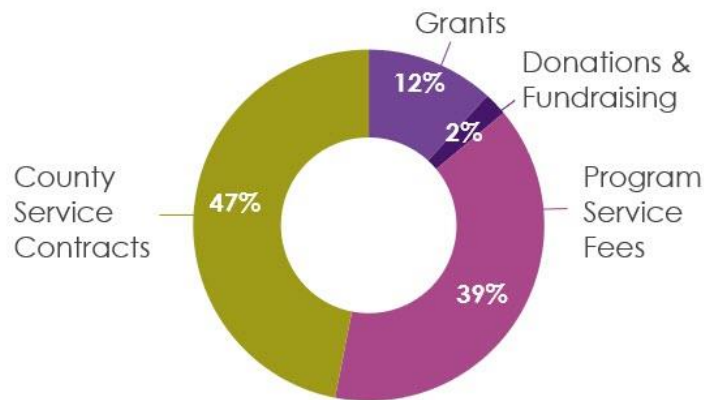
# Financial Summary

2019 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: Dakota, Dodge, Fillmore, Freeborn, Goodhue, Houston, Olmsted, Rice, Steele, Waseca, and Winona.



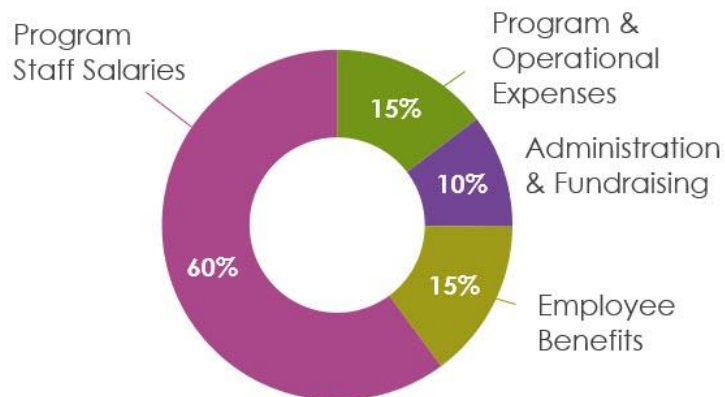
**2019 REVENUE**



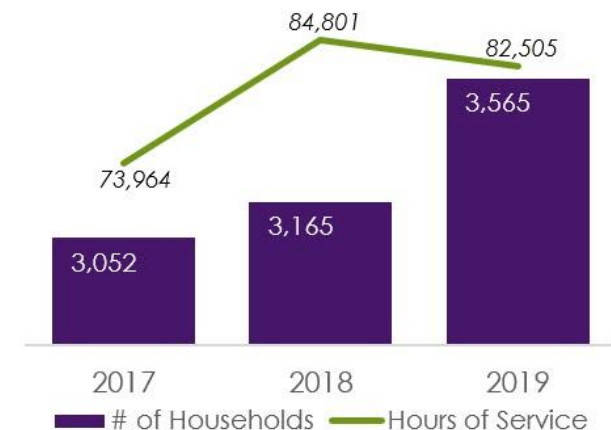
**2019 REVENUE & EXPENSE**



**2019 FUNCTIONAL EXPENSE MIX**



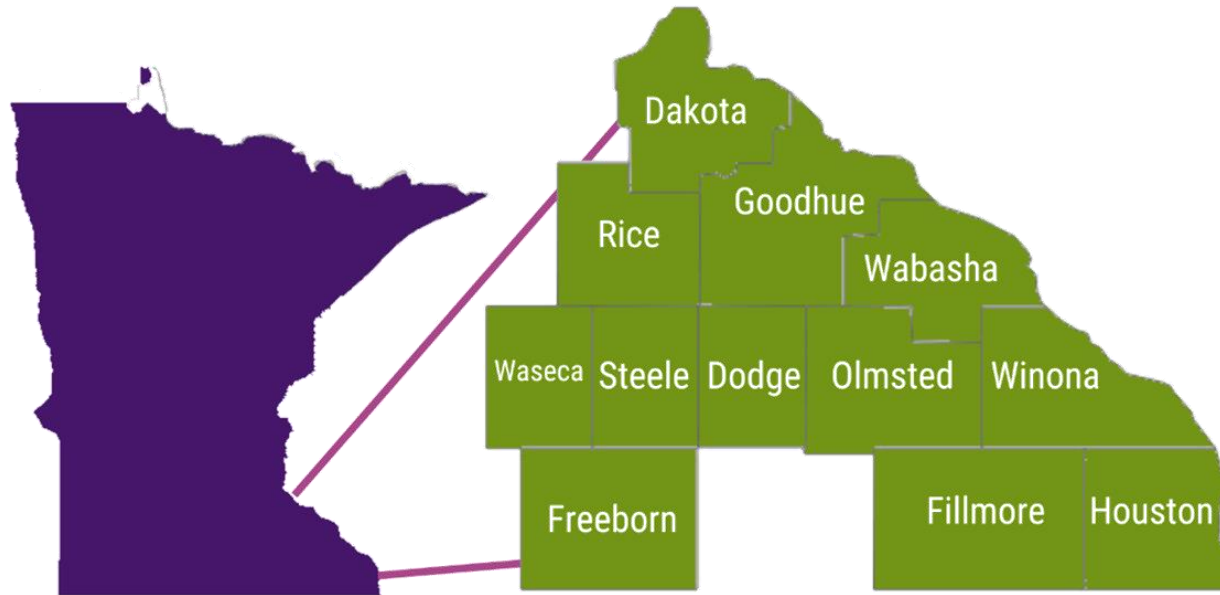
**NUMBER OF HOUSEHOLDS SERVED**







# Providing Service in Southeast Minnesota



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