

# 2022



## ANNUAL REPORT Family Service Rochester





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

In 2022, Family Service Rochester continued to see an increased need for services. Our programs that address mental health, senior independence, child wellbeing, and family stability continue to grow in terms of the numbers of individuals served and geographically. Though the majority of our services are delivered within Rochester, we offer programs and services in 12 different counties and continue receive requests to provide more. It is an honor to be trusted to deliver services across Southeast Minnesota. 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 ensure that our communities remain vibrant places to live, work, and play.

**2022**

Scott Maloney, Executive Director

**Mental Health**

- Added Rochester Public Schools and Chatfield Public Schools to School-Based Mental Health.
- Increased Clinical Supervision roles to meet the training and development needs of our therapists.
- Expanded Dodge and Olmsted Community Corrections partnership to include Counseling and Psychological Services.

**Senior Independence**

- Conducted Co-Design research for DHS with BIPOC & Rural elders on Home and Community-Base Service
- Facilitated 4 community groups in writing Age Friendly Olmsted County 3-year plan
- Expanded University of Minnesota Rochester & Winona State University partnerships serving seniors

**Family Stability & Child Well-Being**

- Family Advocacy in Recovery & Restoration (FARR) program expanded to Dodge, Steele, and Waseca counties supporting pregnant and parenting mothers struggling with substance use.
- Successful transition to new Targeted Case Management services funding structure.
- Continue to advance training and technical assistance around Family Involvement Strategies throughout the region.



## 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.

Outpatient Therapy	Community-Based Therapy	Family-Based Therapy	School-Based Mental Health
544 Clients Served	63 Clients Served	156 Clients Served	371 Clients Served
5,203 Service Hours	534 Service Hours	5,686 Service Hours	5,625 Service Hours
Clinical Academy	10 Interns	615 Service Hours	

### Program Highlight

#### Community Based Mental Health

**Community Based Mental Health** programming adds to Family Service Rochester’s menu of flexible service delivery options. In Community Based Mental Health, mental health therapists move throughout the greater Rochester area to deliver services. This allows us to reduce barriers to accessing services, like transportation and wait times for some of our most vulnerable community members.

We also then have the opportunity to provide services in supportive environments where we can collaborate with others to provide comprehensive care. Our therapists also provide mental health consultation and training to other service providers and by doing so, we are able to support the health and wellbeing of the systems that our clients use.

In 2022, FSR provided 554 hours of direct service, 5 onsite mental health trainings, and 82 consultation hours, in eight community locations. Our community-based partnerships included Jeremiah Program, Gage East Housing, Family Circle Learning Center, 125Live, 180 Degrees – Von Wald Shelter home, Byron Pre-K, Salvation Army, and Dodge & Olmsted Community Corrections.



## 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 Nutrition and Neighbors Helping Neighbors.*

**Senior Nutrition** provides: home delivered, prepared meals (Meals on Wheels) seven days a week to some of the most frail and vulnerable older adults in the greater Rochester area; a congregate dining experience accompanied by social activities; and FRESH food/grocery delivery. Senior nutrition volunteers deliver a friendly visit and assurance along with nutritious food to hundreds of older and disabled adults across Olmsted County.

Through **Neighbors Helping Neighbors**, older adults and persons with disabilities receive services that help them to remain living in their homes. Typical services include: Home Modifications & Repairs, Safety Visits; Seasonal Chores; Lawn and Snow Care; Caregiver Respite; Technology Assistance; Mental Health Care; Assisted Transportation; Friendly Visiting/Companion; Housekeeping; Packing and Moving.

#### *Volunteers*

**Volunteers** play a pivotal role in Senior Independence service delivery. In 2022, nearly 45,000 hours of services were delivered by volunteers which equates to 21.6 full time people. The Independent Sector values these 44,942 hours of volunteer service at \$1,280,847. When we say our volunteers are PRICELESS, we mean it!

988 seniors received 42,861 services

36,250 meals delivered

1,615 FRESH food boxes delivered

975 transports assisted

44,982 hours of service



## 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.

Case Management	Guiding Partners to Solutions	Family Access Center	Family Involvement Strategies
782 Families Served	1,943 Individuals Served	152 Families Served	330 Families Served
34,325 Service Hours	1,543 Service Hours	12,673 Service Hours	12,697 Service Hours

*"The PACE staff make me feel comfortable discussing my family's struggles and are helpful in finding ways to address them. I appreciate their assistance with improving communication barriers we were having with the school. Because of the support and resources PACE was able to provide, my oldest son is now attending RCTC." – PACE service recipient*

### Program Highlight

#### Parent and Children Excel (PACE)

The value of education cannot be highlighted without acknowledging systemic barriers that get in the way of regular school attendance, especially for families of color.

PACE was designed, in collaboration with Olmsted County Child & Family Services, to address disparities and disproportionality that manifests in the form of negative educational outcomes for children of color.

PACE is a diversionary approach to prevent families of color experiencing educational concerns from entering into the child protection system.

The team of 6 social workers and 1 program manager partner with families to recognize and respond to academic concerns by providing wrap-around case management services to address socio-economic factors that prevent consistent school attendance and support family stability and well-being.

In 2022, FSR social workers supported 117 families in the PACE program by providing over 7,000 hours of direct assistance.

## FSR Spotlight: Diversity, Equity, and Inclusion

Recognizing the changing demographics of our region with a desire to ensure all employees feel a sense of authentic belonging, in 2022 the agency engaged the Diversity Council in Rochester, Minnesota to conduct an equity assessment of the organization. Our internal FSR Diversity, Equity, and Inclusion (DEI) workgroup convened throughout the fall to develop the following Mission and Vision along with an ambitious plan for 2023.

**Mission:** The diversity, equity, and inclusion workgroup is committed to Family Service Rochester's Vision and Mission which includes our unwavering values and beliefs that diversity, equity, and inclusion are central to our impact on building a safe and vital community that fosters strong individuals, healthy families, and capable children.

**Vision:** At Family Service Rochester we know that having varied perspectives generates varied ideas to solving complex challenges in an ever changing and increasingly diverse world.



# Volunteers

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

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

**In March of 2022, Neighbors Helping Neighbors piloted a service titled “Rapid Rides” to meet consumers' short-notice transportation requests.** With this service, consumers now have the option to request rides within 24-hour notice or less. The service offers an affordable transportation option for unexpected or unplanned transportation needs. The Rapid Rides service continues to be offered to older adults in Olmsted County and Rice County.

Accessible transportation services are critical for enabling older adults to live independently. The vast majority of older adults – nearly 90%, according to AARP – choose to age in place in their homes and communities. Successful community living requires access to medical and other essential services. While the health impact of reduced access to needed medical services is obvious (missed appointments, emergency hospital visits, lack of continual care), social isolation due to lack of transportation can have an equally adverse effect on health and mental health. Without accessible, reliable, and affordable transportation, many older adults could face the possibility of placement in a long-term care facility (National Aging and Disability Transportation Center).

Family Service Rochester’s Neighbors Helping Neighbors program offers affordable, volunteer-based transportation assistance for medical and non-medical needs. In 2022, NHN volunteers provided 975 assisted transports—an 8% increase from the previous year.

With requests for transportation services increasing, the need for more volunteers continues to rise.

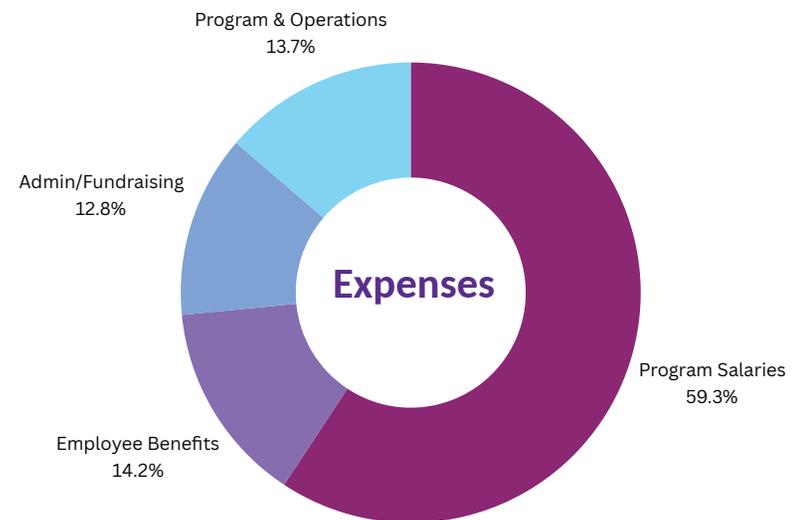
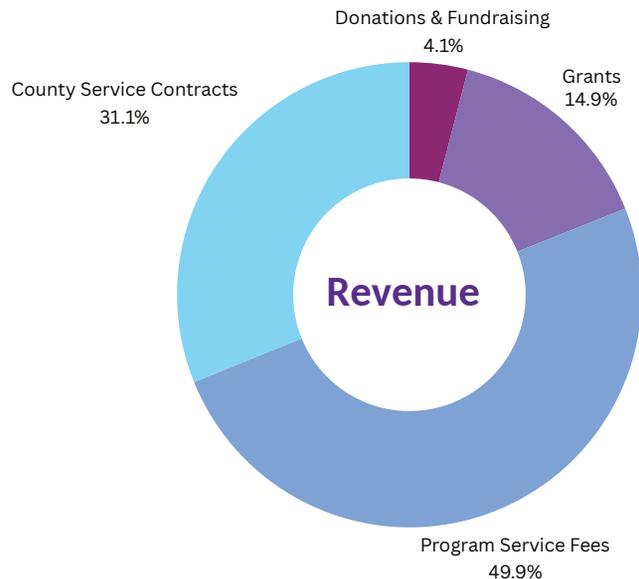
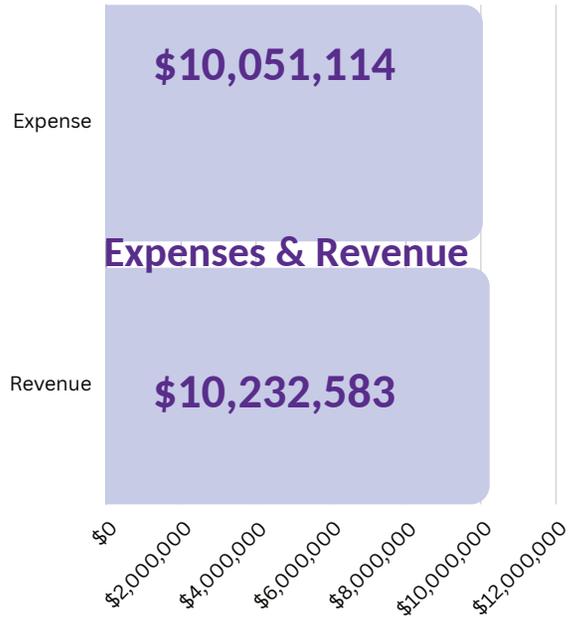


# Financial Summary

2022 was a strong year for Family Service Rochester financially.

We increased the number of people served while maintaining revenues above expenses. We continued to expand geographically.

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





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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- APRIL SUTOR, MPA  
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- KELLI DECOOK, MSW, LGSW  
Child Welfare Services
- CRYSTAL SMITH  
Finance
- JENNIFER PINSKE, CFRE  
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- CINDY LEFEBRE-WESTENDORF  
Human Resources

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