

# 2024



## ANNUAL REPORT Family Service Rochester





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

In 2024, our programs in mental health, aging services, child welfare, and family stability continued to create meaningful change across Southeast Minnesota. Through this work, we are building stronger, more resilient communities where individuals, families, and neighborhoods can truly thrive. Notably, we launched a strategic plan to guide us over the next two years; deepened our commitment to employees; and, advanced our DEI initiatives. We also completed plans to open a Family Resource Center in 2025. Thank you for your continued support, partnership, and dedication to creating safe, thriving communities where strong families and healthy children can succeed. Together, we build better lives.

Scott Maloney, Executive Director

## 2024

### Mental Health

- Supported the Olmsted County Adult Mental Health Local Advisory Council in it's first year
- Expanded SBMH programming in Lake City School District
- Partnered with Community Education to support students in summer Gender Sexuality Alliance (GSA) programming

### Aging Services

- Added 2 more Certified Caregiver Consultants and 5 support groups.
- Increased services in Rice County 45%.
- Partnered with the OMC's Active Aging Clinic to provide navigation support and increase understanding, safety, and access to services for patients and caregivers during their medical appointment.
- Scaled transportation and household helper services to meet growing demand.

### Family Stability & Child Well-Being

- In partnership with Olmsted and Goodhue County Child Protective Services, FSR became a Parents As Teachers Affiliate organization to support families with young children.
- Completed preparations to launch a Family Resource Center in Olmsted County to strengthen families with support, resources, and activities to build community and reduce child abuse and neglect.





## Mental Health

Our mental health therapists grow and develop by participating in evidence-based practice (EBP) training. EBP training is a pathway for therapist to achieve certification, which requires participating in classroom instruction, completing hours of consultation, self-study and evaluation. FSR's investment in EBP helps the communities we serve access quality mental health care.

Outpatient Therapy	Community-Based Therapy	Family-Based Therapy	School-Based Mental Health
335 Clients Served	15 Clients Served	58 Clients Served	421 Clients Served
4,350 Service Hours	89 Service Hours	1,425 Service Hours	5,790 Service Hours
Clinical Internship	8 Interns	736 Service Hours	

### Program Highlight

Our Clinical Services therapists grow and develop by participating in evidence-based practice (EBP) training. EBP is a pathway for therapist certification that includes participating beyond the classroom in hours of consultation, additional instruction, and evaluation.

In 2024, FSR therapists participated in 2,060 hours of training, with 1034 hours evidence-based training in:

- Eye Movement Desensitization Reprocessing (EMDR) - a form of therapy helps people heal from trauma or other distressing life experiences.
- Dialectical Behavior Therapy (DBT) - a form of therapy developed by that helps people build practical skills for managing over-whelming emotions, improving relationships, and navigating life's challenges.
- Cognitive Processing Therapy (CPT)- form of therapy designed to treat Post-Traumatic Stress Disorder.
- Trauma-Focused Cognitive Behavior Therapy TF-CBT)- an evidence-based treatment for children, adolescents, and their parents/caregivers impacted by trauma.
- Cognitive Behavioral Interventions for Trauma in School (CBITS)- a school-based, group and individual intervention that uses cognitive-behavioral techniques.



## Aging Services

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.

**1,596**  
seniors received  
services

**49,092**  
services  
received

**38,289**  
nutrition services  
provided

**675**  
senior  
assessments

**3,144**  
transports  
assisted

**31,917**  
hours of service

## Program Highlights

In 2024, our **Caregiver and Respite Services** continued to expand to meet the region's needs, growing from 1 to 3 Certified Caregiver Consultants on staff and the creation of 5 support groups for caregivers. We entered an impactful partnership with Olmsted Medical Center providing navigational support for caregivers and care recipients when meeting with medical staff at OMC, connecting needs and concerns with compassion and resources.

Through a variety of services, **Neighbors Helping Neighbors** works to meet the needs of older adults and people living with disabilities in SE Minnesota to support their independence and wellbeing. By increasing the number of Household Helpers, residents received 3,981 household helper visits, a 77% increase when compared to visits in 2023. 3,981 times Household Helpers helped to reduce fall risks and social isolation, while also supporting independence and maintaining a healthy environment. Our transportation services connected our community to medical appointments, grocery stores, social engagements, and community gatherings.

Our **Nutritious Food Security** services are both essential and impactful as we work to alleviate the strain caused by successive increases in food prices. Through Meals on Wheels, FSR Fresh, Community/Social Dining, grocery shopping, and transportation to and from food shelves, FSR actively works in collaboration with other organizations to meet the growing needs in the community.





## 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

**Guiding Partners to Solutions (GPS)** is a collaborative program designed to support individuals and families facing barriers to accessing essential resources. This program, provided in partnership with Olmsted County Health, Housing, & Human Services, connects participants with resource navigators who help them overcome challenges related to housing, food insecurity, employment, education, mental health, and more.

In 2024, the GPS responded to over 1,311 requests for support through drop-in service, phone/email contacts and regular community outreach at Rochester Public Library, Salvation Army noon meal, Women’s Shelter and Riverside Elementary School. GPS social workers are now certified to register individuals and families in the Coordinated Entry system required to access housing resources and funding.

Staff are active members on community provider groups working together to address homelessness. By addressing systemic barriers and providing community outreach, GPS aims to bridge resource gaps and ensure that community members receive the support they need to thrive.

Case Management	Guiding Partners to Solutions	Family Access Center	Family Involvement Strategies
151 Families Served	1,311 Individuals Served	131 Families Served	307 Families Served
5,127 Service Hours	3,014 Service Hours	11,725 Service Hours	12,903 Service Hours

# Volunteers

Hundreds of volunteers choose FSR as their way to connect with people needing assistance in their community. Their contributions of time and talent help provide:

- Affordable assistance with transportation, meal delivery, household chores, companionship, & more.
- Safe, conflict-free access for children to spend time with loved ones when their families are disrupted.
- Organizational leadership and governance.
- Assistance with fundraising and events.

## Volunteer Hours



Aging Services	Companionship	625 hours
	Caregiver Respite	555 hours
	Handy Work	1,082 hours
	Housekeeping	284 hours
	Senior Café/Fresh/Grocery	3,202 hours
	Meals on Wheels	8,990 hours
	Seasonal Chores	3,027 hours
	Transportation	1,843 hours
	Other Services	702 hours
	Family Access Center	425 hours
Board of Directors	342 hours	
Committees	197 hours	
Fundraising	346 hours	
COMBINED SERVICE	21,700 hours	

**In 2024...**

**FSR saw an influx of 328 new volunteer registrations.**

These individuals' and group leaders' commitment to their community truly makes a difference in the lives of others. Together, building better lives, spreading kindness, and creating an impact!

**Over 900 people chose to volunteer through FSR.**

Individuals of varying ages, organizations, groups, service clubs, faith communities, families, and businesses participated in some way to help. Their logged hours can be seen by program and service to the left.

**Over 70 groups (500+ people) gave back through service hours in southeast Minnesota.**

Group volunteering is something that ebbs and flows with the seasons. We often see businesses, schools, and organizations partner with us for seasonal yard cleanup, delivering Meals on Wheels, and helping run events. Most of these groups are local, but some are from out of state, here for a conference, and still dedicated to helping others through volunteerism wherever they go. A handful of groups step-up last minute to help someone in immediate need, and many plan weeks in advance to schedule their promise to help.

Some services provided through FSR rely heavily on volunteers and their willingness to help their community.

**Thank you to all our amazing volunteers!**



## FSR Spotlight: State Board Appointments

In 2024, **Katherine Driskell**, MSW, LICSW, Program Manager of School Based Mental Health at Family Service Rochester, was appointed by Governor Walz to the Minnesota Board of Social Work. The board promotes and protects the public health, safety, and welfare through the licensure and regulation of persons who practice social work in the state. Katherine is a member of the Family Service Rochester Leadership Team.

In 2024, **Dave Beal**, Marketing and Communication Manager at Family Service Rochester, was appointed by Governor Walz to the Minnesota Board on Aging. The board develops, coordinates, evaluates, and administers federal and state funds for programs for the aging; makes grants to seven area agencies on aging and non-profit agencies; and serves as an advocate for older persons. Dave also serves at FSR as the Age Friendly Olmsted County Coordinator.

## FSR Spotlight: Diversity, Equity, and Inclusion (DEI)

In 2024, Family Service Rochester made significant strides in fostering a more inclusive and equitable workplace. Our educational initiatives included two book clubs, three movie discussions, and four guest speakers at All Staff meetings, featuring experts from United Way, Beyond The Yellow Ribbon, ABC Disability Services, and Rory Londer on substance abuse.

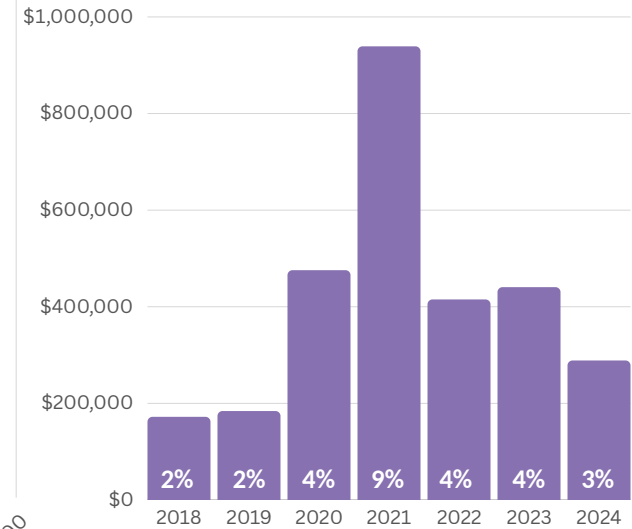
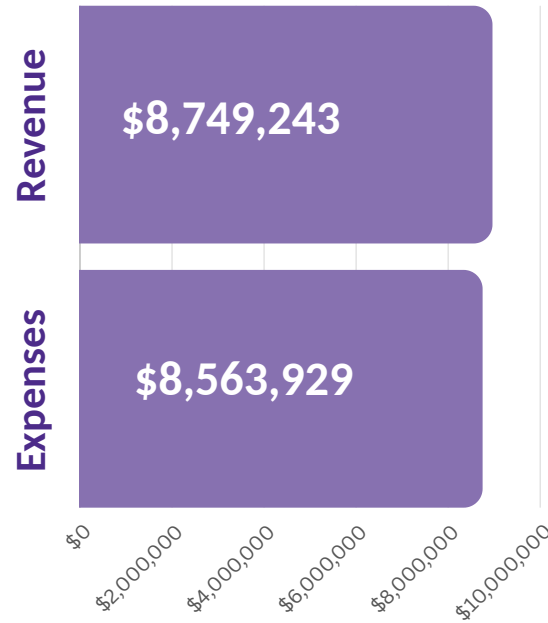
As part of our strategic plan, our dedicated DEI committee—comprised of staff members who meet twice a month—continued to drive meaningful change by discussing our DEI strategy and implementing key recommendations. This year, we completed an accessibility checklist for our North and South buildings, installed new bathroom signs incorporating multiple languages and braille, and removed barriers around accessibility buttons at entryways. We also reviewed and shared updated translation and interpreter procedures with managers and continued refining our employee opt-in process for demographic data collection. Additionally, we conducted an employee engagement survey in March 2024 and compiled a list of BIPOC-owned establishments for inclusive small-group gatherings.

Our annual employee retreat focused on compassionate leadership with an inclusivity-centered approach, further strengthening our commitment to diversity, equity, and inclusion.

Family Service Rochester remains dedicated to creating a welcoming and inclusive environment for all individuals we serve and employ.

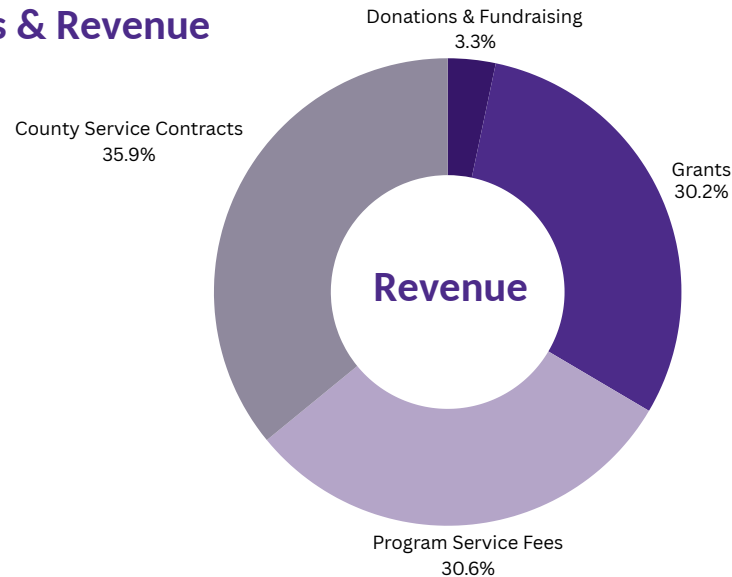
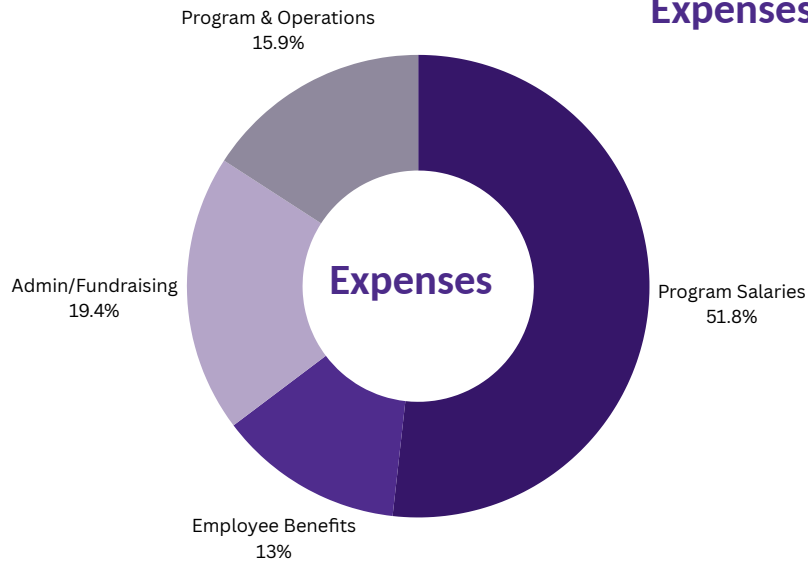
# Financial Summary

2024 proved to be a strong year for Family Service Rochester. We successfully maintained revenues above expenses, continuing our commitment to fiscal responsibility and efficiency. Numerous 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. Family Service Rochester delivered more than 30 programs that served individuals from 13 different Minnesota counties, including: Carlton, Dakota, Dodge, Fillmore, Goodhue, Houston, Kandiyohi, Mower, Olmsted, Rice, Steele, Wabasha, and Waseca. Our staff of around 150 along with 900 + volunteers provide a wide range of services addressing mental health, child-wellbeing, family stability, and senior independence.

**DIRECTORS**

- SCOTT MALONEY, MSW, LGSW  
Executive Director
- KELLI DECOOK, MSW, LGSW  
Child Welfare Services
- ASHLEIGH DOWIS, MEd, LPCC  
Clinical Services
- TOM HAYDEN, MM, MPH  
Aging Services
- CINDY LEFEBRE-WESTENDORF  
Human Resources
- JENNIFER PINSKE, CFRE  
Community Engagement
- CRYSTAL SMITH  
Finance

**2024 BOARD OF DIRECTORS**

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First Alliance Credit Union
- MARK KASKE, *VICE PRESIDENT*  
Pharmaceutical Specialties, Inc
- ANDREA NIESEN, *SECRETARY*  
Klampe Law Firm, LLC
- MIKE HEMMINGSON, *TREASURER*  
Preferred Credit, Inc
- DAVE BERG  
Gloria DEI Lutheran Church
- CHRISTINE BERQUAM  
Aflac

- MATHEW BJORNGAARD  
United Way of SE Minnesota
- KANIKA COUCHENE  
State of MN
- MICHELLE DOBSON  
US Bank
- ALYSSA FORDHAM  
CRW Architecture
- ERIK FURNESS  
Meshbesh & Spence, LTD
- RYAN MANGUSON  
Rochester Police Department

- JULIO MOLINA  
First Alliance Credit Union
- RYAN PENTICOFF  
Sam's Club
- KIRKLAND REYNOLDS  
Christ United Methodist Church
- MICHELE VALLETTA  
Retired Olmsted County
- ALAINE WESTRA  
Think Bank
- BUD WHITEHORN  
CERT



**Together, we build better lives.**



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