

# 2025



## ANNUAL REPORT Family Service Rochester



*Sixty Years of Solutions  
1965-2025*



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

In 2025, our work in mental health, aging services, child welfare, and family stability continued to make a meaningful impact across Southeast Minnesota. Through these efforts, we are strengthening communities and empowering individuals, families, and neighborhoods to grow and thrive. This year, we proudly opened the Family Resource Center, expanded programs to reach more people, advanced our strategic plan, and deepened our commitment to supporting and investing in our employees. Thank you for your continued support, partnership, and dedication to building safe, thriving communities where strong families and healthy children can succeed. Together, we build better lives.

Scott Maloney, Executive Director

**2025**

**Mental Health**

- Expanded School-Based Mental Health (SBMH).
- Launched in-home behavioral health services for older adults (65+).
- Continued to provide leadership for the Olmsted County Adult Mental Health Local Advisory Council.
- SBMH staff presented at state and national conferences on trauma treatment outcomes and Eye Movement Desensitization and Reprocessing in school settings.

**Aging Services**

- Selected for a Community Care Hub pilot in partnership with Mayo Clinic and Juniper.
- Awarded funding by the Housing Coalition to launch the new Housing Outreach and Mentorship Empowerment (HOME) program.
- Supported record number of caregivers through our Certified Caregiver Consultants with OMC.
- Housekeeping Services experienced a fifth consecutive year of growth

**Family Stability & Child Well-Being**

- Guiding Partners to Solutions (GPS) broadened weekly outreach efforts to include Olmsted Medical Center and Olmsted County Court.
- Strengthened capacity within the Parent Partner program.
- Began providing intensive case management with individuals experiencing homelessness.
- Expanded delivery of Family Involvement Strategies in Winona County,



## 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.

### Program Highlight

FSR invests in evidence-based training to strengthen therapists' skills in group therapy, while supporting their own areas of specialization in group services. Training and certification pathways expand access to high-quality, research-informed group care, improving mental health outcomes for the communities we serve.

Group therapy programs are a key area of growth and impact. Expanded evidence-based groups and specialized offerings increase high-quality, structured mental health groups, strengthening outcomes across the communities we serve.

Our therapists expanded their knowledge and confidence through training and real-world experience leading the following groups: **Dialectical Behavioral Therapy (DBT) Groups** for adults and adolescents help develop practical skills in emotional regulation, distress tolerance, interpersonal effectiveness, mindfulness, and support long-term mental health recovery.

**DBT Group for Family Advocacy in Recovery and Restoration (FARR)** creates an integrated pathway between substance use recovery and mental health skill-building.

**Sexual Offender Group for Men** addresses a critical community gap by offering structured and evidence-informed interventions focused on accountability, relapse prevention, and healthy relationship development.

Outpatient Therapy	Community-Based Therapy	Family-Based Therapy	School-Based Mental Health
464 Clients Served	17 Clients Served	44 Clients Served	497 Clients Served
6,833 Service Hours	177 Service Hours	2,394 Service Hours	8,408 Service Hours
Clinical Internship	7 Interns	425 Service Hours	



## 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.

### Program Highlights

Through a collaborative partnership with Mayo Clinic and Juniper, the **Community Care Hub Pilot** is expanding access to services delivered by FSR that help reduce falls and improve the overall health and wellbeing of older adults in our community.

This innovative model is designed to keep people healthy, independent, and safe by providing targeted support where it is most effective. Research indicates that this approach not only strengthens health outcomes but also reduces costs for both individuals and the broader community by lowering the number of return visits to the hospital. The results of this pilot have the potential to inform best practices nationwide.

In 2025, our **Household Helpers** continued to see growth as we provided 4,398 services to the community, a new record of services. These housekeeping services not only decrease fall risk but also improve quality of life and increase opportunities for connection, as 78% of our housekeeping clients live alone. This also marks the 5th consecutive year of service growth.

Throughout a year marked by rising food prices and increasing food insecurity, FSR provided stability and nutrition for the community. With the dedication of volunteers and support from community partners, **Meals on Wheels, FSR Fresh, Senior Café, and transportation services** consistently met community needs both throughout the year and during moments of significant hardship.

**1,370**  
seniors received  
services

**46,104**  
services  
received

**35,475**  
nutrition services  
provided

**695**  
senior  
assessments

**2,667**  
transports  
assisted

**29,880**  
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.

### Program Highlight

Family Resource Center (FRC) has become a trusted hub for families seeking connection, support, and stability. A welcoming place for all families, the FRC offers free, relationship-based programs that strengthen protective factors and reduce everyday stress. In its first year, the FRC served 383 families, provided individualized support, access to essential resources, and meaningful connections to community services.

**Resource Navigation** helped 89 families navigate challenges, identify goals, and find solutions during difficult moments. **Kinship Care Services**, supported 12 families raising a loved one's children with guidance, legal referrals, and opportunities to connect with others sharing similar experiences. 72 **Connection and learning** events brought together caregivers and children in safe, playful spaces that foster healthy relationships, social skills, and confidence. The FRC assisted over 345 families with **essentials** such as diapers and household supplies, distributing over 100,000 diapers to help keep 493 babies and toddlers healthy, clean, and comfortable. In its inaugural year, the FRC has laid a strong foundation for lasting impact, helping families feel less alone, more supported, and better equipped to thrive together.

Comprehensive Family Support	Guiding Partners to Solutions	Family Access Center	Family Involvement Strategies
172 Families Served	1,216 Individuals Served	161 Families Served	318 Families Served
9,212 Service Hours	3,175 Service Hours	11,174 Service Hours	13,152 Service Hours

Family Resource Center	383 Households	1,470 People	5,000+ Interactions
------------------------	----------------	--------------	---------------------

# Volunteers

## Volunteer contributions of time and talent help provide:

- Affordable assistance with transportation, meal delivery, household chores, home maintenance, companionship, & more.
- Prepared & organized resources and clean play spaces.
- 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

Transportation	1,246 hours
Seasonal Chores	1,571 hours
Meals on Wheels	8,515 hours
Senior Café/Fresh/Grocery	3,373 hours
Handywork	360 hours
Companionship	645 hours
Caregiver Respite	245 hours
Housekeeping	173 hours
Other Services	173 hours

**Family Resource Center** 207 hours

**Family Access Center** 383 hours

**Board of Directors** 345 hours

**Fundraising Events** 242 hours

**COMBINED SERVICE** 17,596 HOURS

**IMPACT IN DOLLARS** \$559,552.80\*

\*(\$31.80/HR)

## In 2025:

**Over 1000 people chose Family Service Rochester (FSR) as their way to connect with and help people in their community.**

Individuals, organizations, groups, service clubs, teams, faith communities, families, and businesses all shared their time to help. Their combined hours can be seen by program and service to the left.

**Volunteers completed services in 7 counties across southeast Minnesota.**

Olmsted, Rice, Fillmore, Wabasha, Dodge, Le Sueur, and Steele Counties all saw volunteers helping in their communities.

**Over 700 people volunteered as part of a group, and over 100 groups partnered with us to give back to their communities across southeast Minnesota.**

Group volunteering is a year-round activity. We often see businesses, schools, clubs, and churches assist with seasonal yard cleanup, delivering Meals on Wheels, packing diapers, and planning events.

Groups provided services to clients in Rochester, Stewartville, Byron, and Faribault. Completing tasks for Neighbors Helping Neighbors, Meals on Wheels, FSR Fresh, the Family Resource Center, and fundraisers.

**306 new volunteer profiles for individuals and groups were created in FSR's Volunteer Portal.**

Together, volunteers are building better lives, spreading kindness, and creating an impact.

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

## FSR Spotlight: Celebrating 60 Years of Solutions

This past year marked an extraordinary milestone for Family Service Rochester, 60 years of solutions, impact, and community. Since 1965, our organization has grown from a small team with a big dream into a trusted community partner serving thousands of individuals and families across southeastern Minnesota through more than 30 programs supporting mental health, child well-being, family stability, and aging services.

Our 60th Anniversary celebration, our Diamond Jubilee, was a meaningful reflection of both our history and our future. The anniversary year began with an AM Espresso hosted in partnership with the Rochester Area Chamber of Commerce at our North location, welcoming community members, partners, and supporters to celebrate our legacy and ongoing work. We were honored to have a former Executive Director and multiple community leaders join us, underscoring the strong leadership and continuity that have shaped Family Service Rochester across generations.

The September Diamond Jubilee celebration brought together board members, donors, staff, volunteers, partners, and friends to honor six decades of service and to invest in what comes next. Prior to the event, the Board of Directors was presented with a \$1,500 challenge gift from U.S. Bank Private Wealth Management. It was a match that was proudly exceeded through the generosity and commitment of our Board of Directors. We were also deeply grateful to receive a \$10,000 matching gift from Mayo Clinic, demonstrating strong confidence in our mission and future.

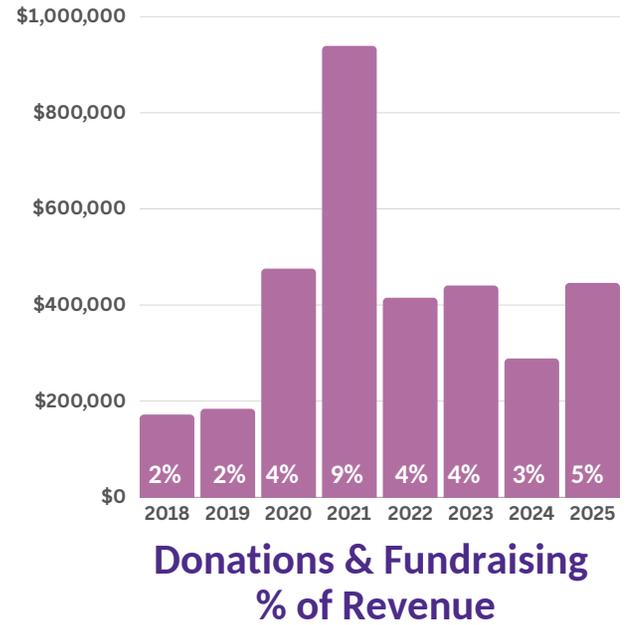
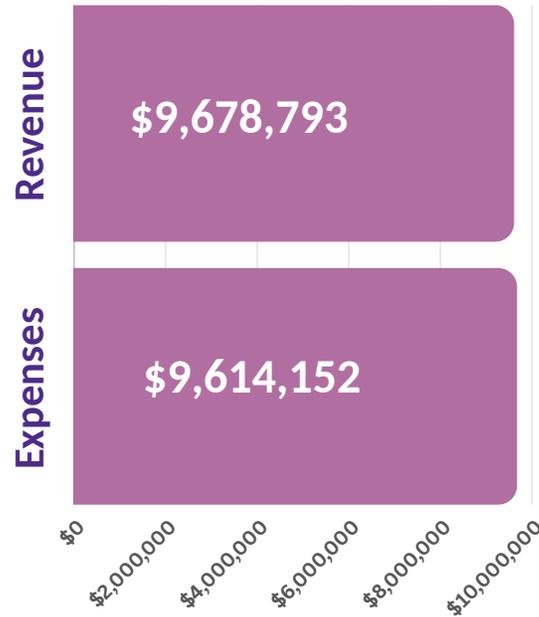
Together, these efforts helped us meet, and surpass, our ambitious goal of raising \$60,000 for our endowment. This achievement strengthens the long-term sustainability of Family Service Rochester, ensuring that we can continue to provide critical services and responsive solutions well into the future.

Our 60th year was more than a celebration; it was a testament to the power of community, partnership, and shared commitment. As we honor the past 60 years, we also look ahead with gratitude and determination, committed to being here for generations to come.

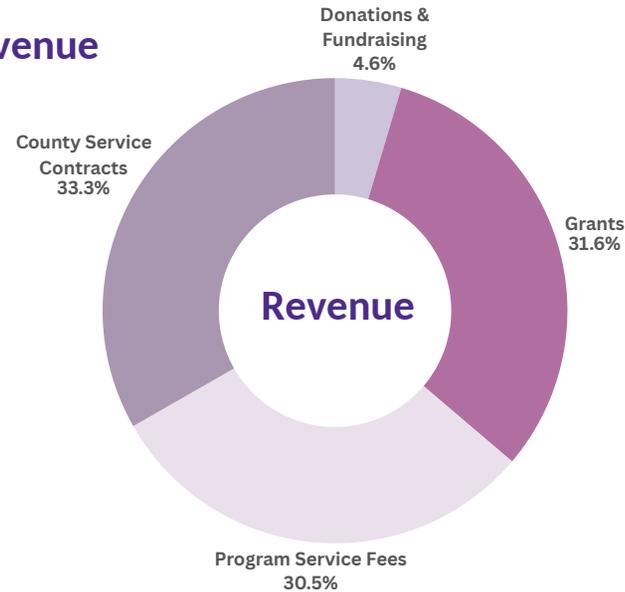
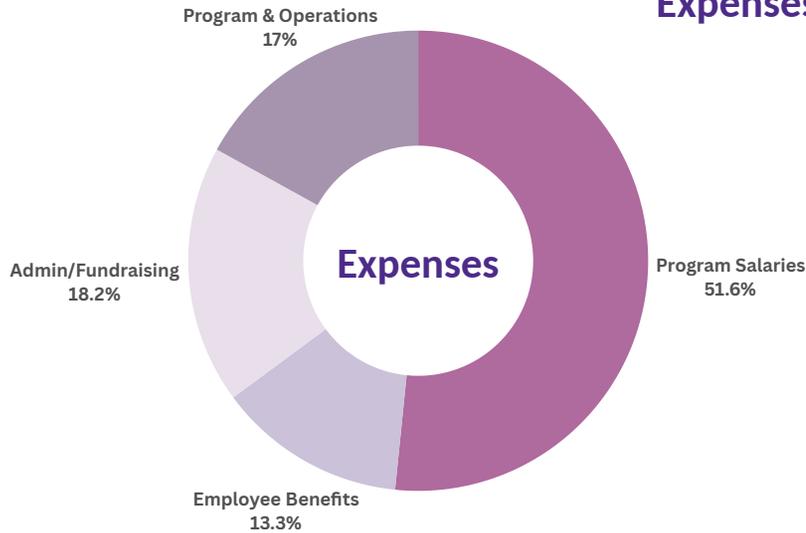


# Financial Summary

2025 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.



## 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 delivers more than 30 programs that serves individuals from 12 different Minnesota counties, including: Carlton, Dodge, Fillmore, Goodhue, Houston, Mower, Olmsted, Rice, Steele, Wabasha, Waseca, and Winona. Our staff of around 150 along with 1000 + 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
- TOM HAYDEN, MM, MPH  
Aging Services
- LINDSEY HICKEY, PH.D.  
Mental Health Services
- CINDY LEFEBRE-WESTENDORF  
Human Resources
- JENNIFER PINSKE, CFRE  
Community Engagement
- CRYSTAL SMITH  
Finance

**2025 BOARD OF DIRECTORS**

- JENNA TAUBEL, *PRESIDENT*  
First Alliance Credit Union
- MARK KASKE, *VICE PRESIDENT*  
Pharmaceutical Specialties, Inc
- ANDREA NIESEN, *SECRETARY*  
Klampe Law Firm, LLC
- MIKE HEMMINGSON, *TREASURER*  
Preferred Credit, Inc
- KALI ALDRICH  
Schmidt Goodman
- DAVE BERG  
Gloria DEI Lutheran Church
- MATHEW BJORNGAARD  
United Way of SE Minnesota
- TROY BRENHAUG  
Premier Banks
- KANIKA COUCHENE  
State of MN
- MICHELLE DOBSON  
US Bank
- ALYSSA FORDHAM  
CRW Architecture
- ERIK FURNESS  
Meshbesh & Spence, LTD
- RYAN MANGUSON  
Rochester Police Department

- RYAN PENTICOFF  
Sam's Club
- KIRKLAND REYNOLDS  
Christ United Methodist Church
- MICHELE VALLETTA  
Retired Olmsted County
- ALAINE WESTRA  
Think Bank



**Together, we build better lives.**



4600 18th Avenue NW | Rochester, MN 55901 | 507-287-2010 | [familyservicerochester.org](http://familyservicerochester.org)

