



annual report/ 2020





As the world came to a stop, FSA's programs accelerated due to the community's increased needs. The National Pandemic created a community crisis never before experienced in our lifetimes.

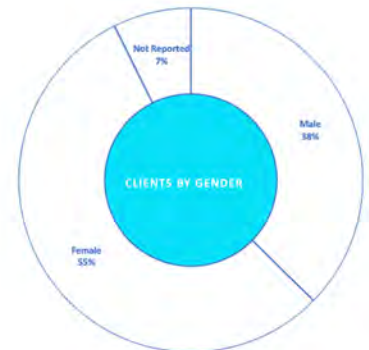
FSA's Teams met these increased demands as they have always done since 1953; committed to the challenge with dedicated caring hearts.

FSA's Board of Directors stood in solidarity and supported team members and their families during these uncertain times. Their commitment to the well being of our community helped ensure that families remained strong.

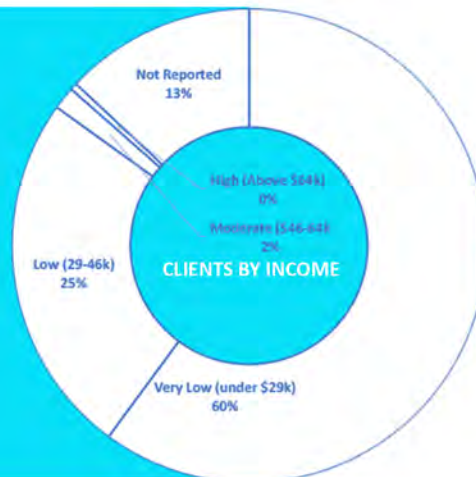
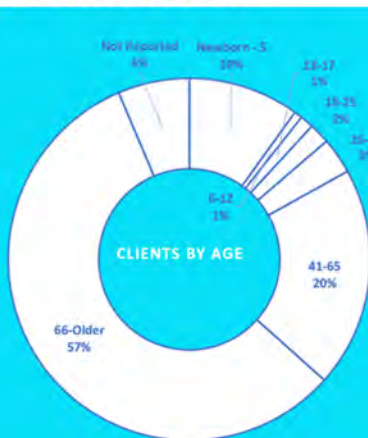
FSA Board of Directors

Paul Jensen - Chair
 Irv Hendrick - Vice Chair
 Jane Adams - Past Chair
 Tim Blevins - Audit Chair
 Ernie Hwang - Treasurer
 Chris Mardis - Secretary

Denise Brown
 Korede Ajiboye
 Jane Block
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 Lugena Wahlquist
 Margi Wild
 Miguel Contreras



OUR COMMUNITY



SOME WORDS FROM OUR LEADERSHIP

This has been a very demanding year so, at this time, I would like to take the opportunity to recognize our staff and volunteers for their tremendous contribution to the support of FSA and its programs. In this very trying time, our staff stepped up to meet the current challenges. Our child development centers have continued to provide needed child care so parents can go to work to earn a living and provide essential services. The food program has dramatically increased with the ever-growing need for the support of our seniors. The behavioral health clinics adapted its counseling services to ensure that families and children have access to professional and supportive care. The HOPE Collaborative continues to advocate for the wellbeing and safety of children in our community. And, while State Mandated closures of our community and senior centers are in affect, they continue to coordinate support services for the community.

Family Service Association provides the community with support for individuals from birth to our senior population and is committed to continue to meet the varied needs of our community

- Paul Jensen, FSA Board Chair

Family Service Association has a 66 year history of serving the children and families in the Inland Empire. In March of this year, FSA was faced with an unimaginable crisis that challenged the continuation of critical services to our community. No one could have foreseen the impact of COVID-19 on the community as families struggled to survive financially while keeping their family members safe and healthy.

At a time when our services were most needed, FSA staff pulled together to determine if we could and would be able to support our families, children and seniors. It was decided we could and would. With the support of our Board of Directors we moved forward establishing protocols to keep everyone safe while they distributed meals and cared for children. Community partners were with us providing personal protection equipment that was needed to protect from COVID, keeping staff and clients protected and safe.

With the increasing demand for food, FSA took the lead during this community crisis and continued to safely serve meals to our most vulnerable seniors in the Inland Empire. We opened our child development centers to care for the children of essential workers in a united effort that helped hospitals and essential businesses continue to provide services to our community during the National Pandemic.

I am proud to be a part of this agency that has once again met the challenge, provided for the needs of families in the Inland Empire and will continue to do so into the future. FSA STRONG!

- Judith Wood, FSA CEO



FINANCIAL REPORT

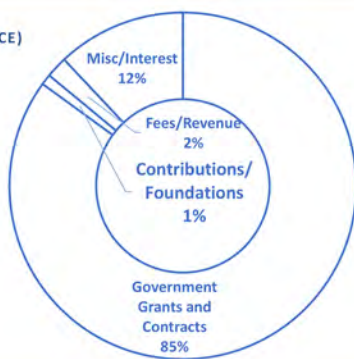


"Fluidity" has become the theme word through the COVID Days. It can be unsettled and changeable but also flows through ever-changing situations, this is FSA. Within the first month of our world experiencing business closures and families hunkering down in their homes, I was humbled by the response from our community and partners to offer their continued support, for the quick ramp up time from our leadership and department support who strategized and implemented new ways to deliver services. FSA enhanced its technical backbone aiding many staff with the ability to work virtually. Through online platforms our team remained connected and offered flexibility in our programs to provide continued care to the individuals we serve. The support from new and existing partners aided in our program services outcomes. FSA's facilities team secured each location from end-to-end health and safety protocols to keep our workforce safe and healthy.

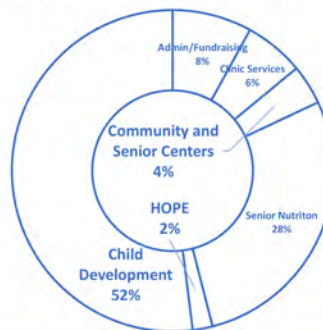
Hardship has the opportunity to bond humanity in the production of perseverance, a building of character, and a sharing of hope. We are grateful for and look forward to the ability to foster self-sufficiency and sustainable impacts to the community we serve.

- Alicia Chacon-Bidwell, CFO

REVENUE (BY SOURCE)



EXPENSE (BY DEPARTMENT)



UNAUDITED NUMBERS

FAMILY SERVICE PROFESSIONAL BUILDING

HUMAN RESOURCES

With well over 300 employees across the Inland Empire, FSA's Human Resources Department was impacted by the COVID-19 Pandemic in so many ways. Our team was confronted with the challenge to determine how to maintain our workforce, obey the labor laws, protect our employees, and comply with the new Department of Labor regulations. We worked around the clock to meet the high volume of calls and emails to keep staff informed and comforted at a time when information was changing daily. FSA leaned on its partners and other professionals in the Human Resources field to ensure that we engage in best practices.

FSA's Board and Leadership Team were committed to protecting the income and benefits of all employees during this crisis. Our team is honored and thankful to have met that challenge by leaving no employee without a paycheck. As we continue to navigate this evolving situation, we share in the same commitment: take care of the employees, keep them working, keep them safe and try to alleviate some of their fears while serving our communities.



- Kathleen Vicario, Human Resource Officer

741 Volunteers

64,613 Volunteer Hours

327 Total Number of Employees

CHILD DEVELOPMENT CENTERS

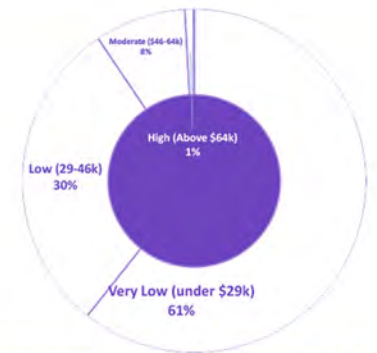
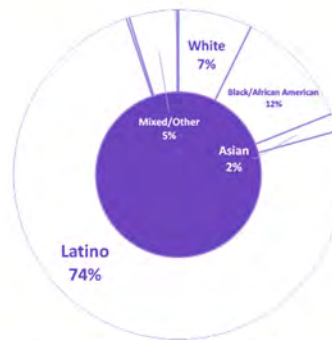
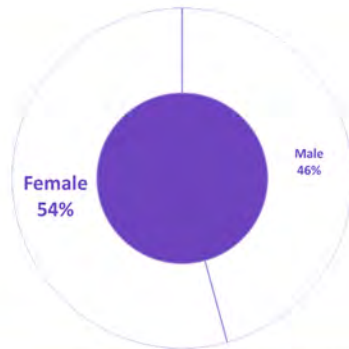


FSA's Child Development Centers responded quickly to the threat of COVID-19 and implemented preventative actions that would protect against the spread of the virus. All ten centers began offering an online distance learning curriculum that would support the social and emotional wellbeing of young children. In addition, FSA modified the structure of its in-person programming to comply with California Department of Public Health and the California Department of Education (CDE) Early Learning and Care Division (ELCD) guidelines. Learning centers and activities were set six feet apart and were primarily based in an outdoor classroom setting. The outdoor curriculum engages children in sensory-rich activities, while also helping to ease the spread of COVID-19. Each Child Development Center also provided Grab and Go Meals for families to ensure that children had daily access to a nutritious meal.

Although the Pandemic has paused and changed daily life for so many people, FSA continues to support families, caregivers, and young children. We understand the importance of early childhood brain development and its impact on young children. For this reason, our teams continue to offer safe and supportive services that nurture children's brain development and help keep them socially connected.

FSA's ten Child Development Centers also began offering free and low-cost services to families of essential workers. During a time when families have experienced job loss, lost wages, and often require two sources of income, our centers stand strong to provide support and care during this financial hardship.

- May Eslava, Child Development Centers, COO



#MoreThanChildCareFSA

WHO WE CARE FOR



Both Ms. Olivia and Ms. Samantha are extraordinary teachers that genuinely care for their student's education and well-being. When my youngest son started, he did not talk much and did not like being dropped off. Now, he looks forward to school, talks much more, knows his colors, is learning to write his name and is learning his numbers. The small in class projects that are done are what my son enjoys the most. From making binoculars, creating a head visor to designing his own bead necklace, all of these projects have aided in his growth. The support that he has and still is receiving is phenomenal. We have seen tremendous growth in him and continue to look forward toward his development.

Alvord Childhood Development Center is a sound and strong preschool which centers around the growth and development of not only the child but of the family as a whole. For those that are needing certain resources, the office has those leads which many are unaware that are available to them.

Lastly, I want to thank the entire staff of the Alvord CDC site. When my older son attended, he gained confidence, received support and acquired a strong educational foundation that set him up for success for kindergarten. The same can be said for my younger one who is still attending.

- Alvord Child Development Center Participant

I'm so grateful for Magnolia Child Development Center. My children are well taken care of. The staff is amazing, they accommodate my children's needs and my children adapted very well to their class room environment and staff. I have no complaints, they are amazing facility and would highly recommend.

- Magnolia Child Development Center Participant



Visit us at:
<https://www.fsaca.org/child-development>

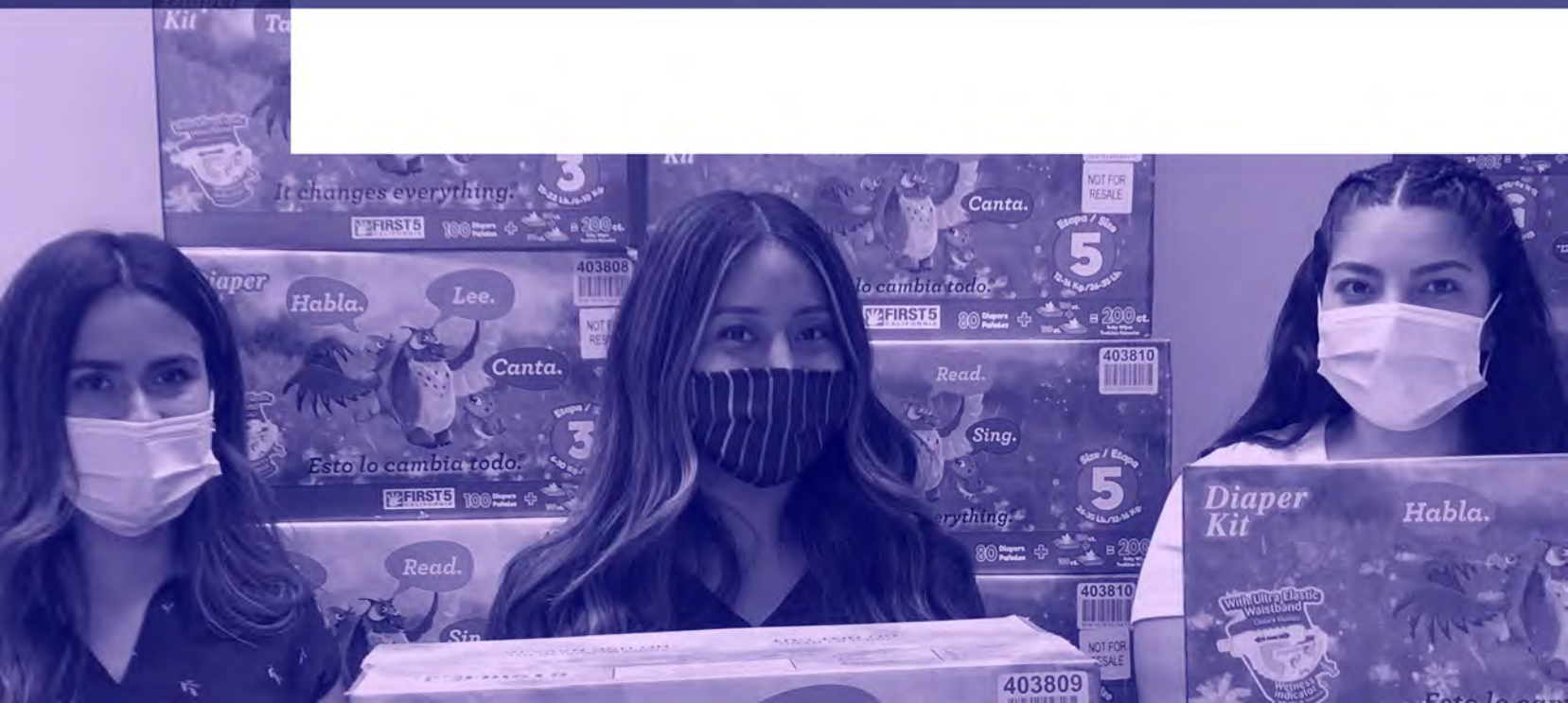
BEHAVIORAL HEALTH CLINIC



The 0-5 Preschool Program prior to COVID consisted of providing services to groups of children, parents and teachers. The pandemic's presence impacted our ability to provide in person services to these groups and individuals along with impacting the availability of our clientele due to the changes in their schedules and household demands. Our program focused on meeting our clientele's needs by shifting to telehealth services and allowing our clients to obtain services from the comforts of their homes. We were able to provide parents with support in creating new routines, creating rules and managing their children's challenging behaviors along with assisting parents in managing their own stress levels.

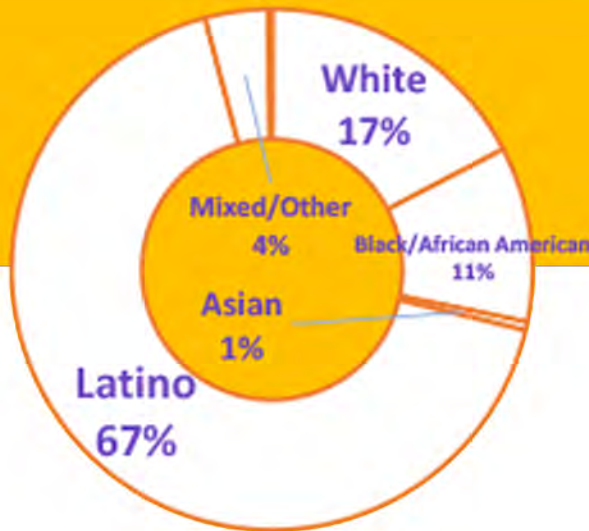
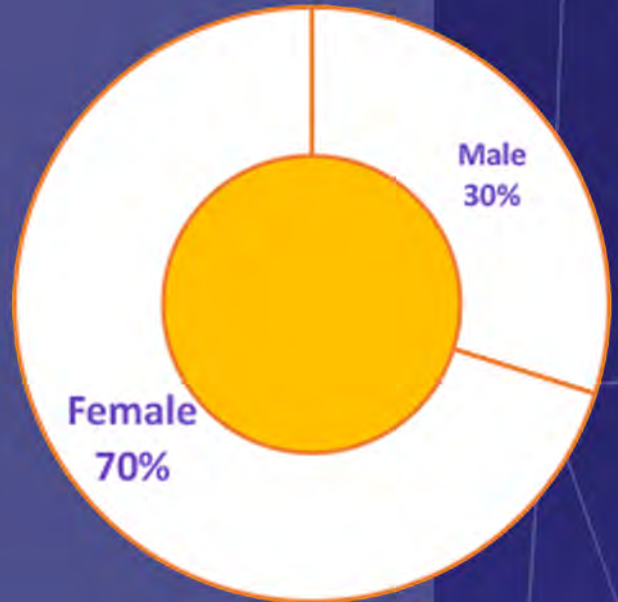
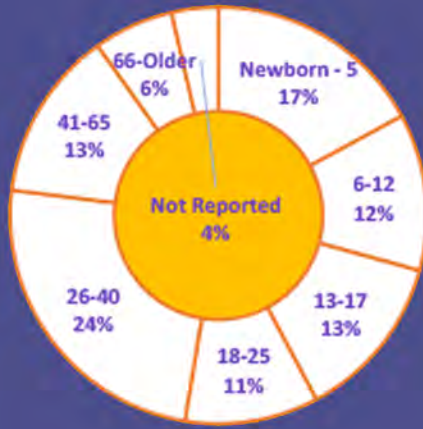
Additionally, we were able to help parents strengthen their parent/child relationships through the use of evidenced based strategies and providing them with a family strengthening gift bag. In addition, we were able to economically assist by gifting each family a fifty (\$50.00) gas or grocery store gift card. We aided children in adapting to the changes in their environment by teaching them how to follow rules, regulate and express their emotions, problem solve and enhance their social skills in a fun virtual platform through the use of puppets. The implementation of telehealth has allowed our program to continuously care and support our community during these challenging times. Also, via telehealth, our program is able to continue benefiting and strengthening the families in our community and engaging clientele from various locations throughout Riverside County.

- Tanya Denise Aviles M.S., 0-5 Preschool Program Lead Clinician



#MoreThanBehavioralHealthFSA

WHO WE EMPOWER



Visit us at:
<https://www.fsca.org/mental-health>

SENIOR NUTRITION



The onset of COVID-19, fueled the need for food services and an increased demand for meals across the Inland Empire. FSA pioneered the curbside delivery model and upheld the highest health and safety standards to ensure that the threat of COVID-19 did not prevent seniors from accessing vital nutrition services.

With the support from our Board and Staff, our team immediately shifted program operations throughout all 27 sites in the Inland Empire. Within thirty days into the Pandemic, we were doubling the amount of seniors served and witnessing an upward trend. The demand continues to rise, and new participants are enrolling in the program each day - making this the largest number of participants that we have ever encountered in our history of serving the community.

In many ways what we have encountered during this time is an affirmation of what we already knew: the success we experience here at FSA comes from consistently thinking outside of the box. We are honored and thankful for the ability to confront adversity with solutions that are driven by compassion, determination, and a deep rooted knowledge of our families and community.

-Tom Donahue, Senior Nutrition Program Administrator

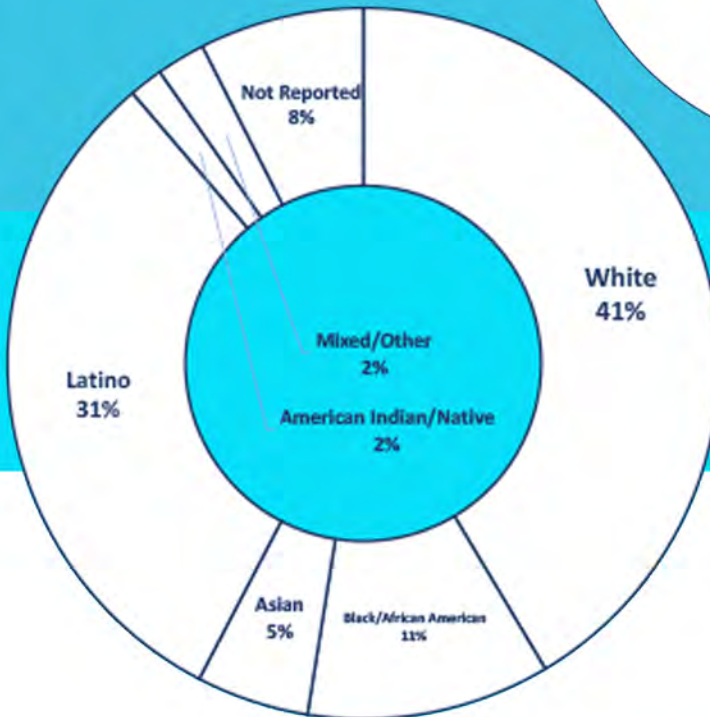
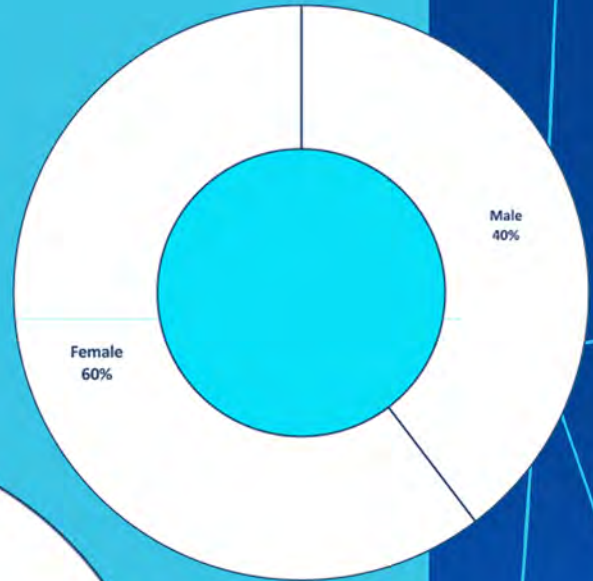
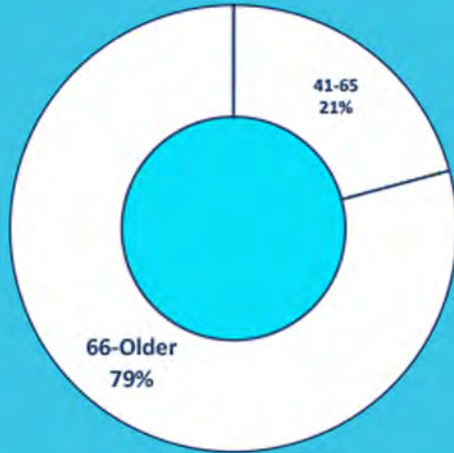
12% of participants are Veterans
39% of participants live alone
40% of participants are Female Head of Household

*Figures collected from Riverside County Senior Nutrition Participants



#MoreThanAMealFSA

WHO WE NURTURE



Visit us at:
<https://www.fsaca.org/senior-services>

COMMUNITY AND SENIOR CENTERS



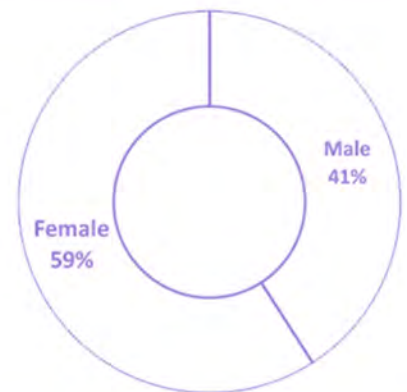
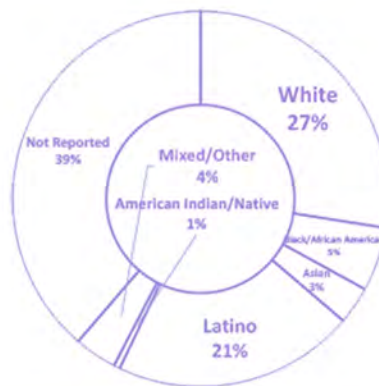
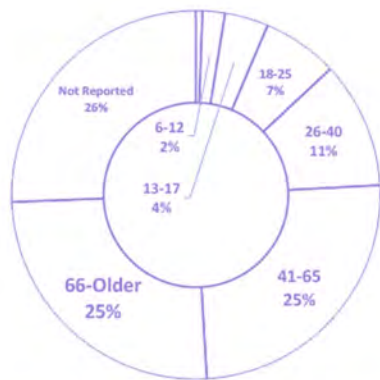
FSA's Community and Senior Centers and the HOPE Collaborative (Child Abuse Prevention Council of Riverside County), were significantly impacted by the COVID-19 Pandemic. The very nature of these programs consists of reaching out to and engaging with the community, so in turn, when social distancing mandates occurred it put a sudden stop to all operations.

Because the communities and populations being served are the most vulnerable and in-need, we quickly came up with solutions and adapted operations to be able to continue serving individuals and families. With the many limitations on what can continue and what cannot, priorities were set in continuing the most vital services, including: senior meals, food commodities, and information on available resources and support.

Two major strategies were executed that ensured the safety of both our staff and our community. One was, drive by pick up model for meal and commodities distribution, and the second was the use of media. Specifically, with the HOPE Collaborative, the use of media became the new way of sharing child abuse prevention information and available resources to families. Trainings, workshops, and regional collaborative meetings were also set up to occur remotely.

We would love nothing more than to be able to interact with our community in person, and return to activities that that allow for social gatherings. We have applied some new and effective ways of operating, and look forward to expanding overall services.

- Dariana Ortiz, M.S., LMFT, Program Services Administrator



#MoreThanANumberFSA



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www.hopecollaborative.org

HOPE COLLABORATIVE

The H.O.P.E. (Healing, Outreach, Prevention, Education) Collaborative, which is the Child Abuse Prevention Council for Riverside County, was established under FSA in 2013. H.O.P.E. Collaborative's great work in sharing their vision of a safe and secure environment for all children in Riverside County was awarded in Fiscal Year 2019-2020 with a Certificate of Recognition from the Office of Senator Richard D. Roth for the collaboration in the Moreno Valley Family Health Center Annual Backpack Giveaway and with two Certificates of Recognition from Assembly Member Eduardo Garcia for the collaboration for the Day of the Child Events held in Cathedral City and Coachella.

- Brought awareness of reporting child abuse to 472 individuals through 18 Mandated Reporter Trainings.
- This year, a total of 30 community events were attended, reaching 1,857 individuals.
- Gifted 1,292 foster youth with presents and holiday cheer through HOPE for the Holidays.



CENSUS 2020 EFFORTS

Over the past two years, FSA has served as a Regional Coordinator to lead census outreach efforts in the communities we serve. FSA worked with community and government partners to coordinate activities such as door-to-door canvassing, phone-banking and community education efforts to increase participation. Although the COVID-19 Pandemic created new challenges and barriers for achieving a complete count in the 2020 Census, FSA successfully pivoted amid the new conditions. We held virtual activities and repurposed get-out-to-count events that also supported COVID-19 response and recovery efforts.

FSA's Community Centers also helped promote the Census and allowed people to get in-person assistance with the questionnaire. Our Centers helped support vulnerable populations that are traditionally undercounted in the Census, including families with young children, seniors, the disabled population, and those with limited English-speaking proficiency. FSA's Community Centers were able to reach 2,290 families in the Inland Empire and helped 106 individuals complete the questionnaire directly on-site with staff assistance!



-Ahlam Jadallah, Grants & Development Specialist

FSA

FAMILY SERVICE ASSOCIATION

FAMILY STRENGTH
IS COMMUNITY STRENGTH

