



ANNUAL REPORT 2020 / 2021

FAMILY SERVICE ASSOCIATION 21250 BOX SPRINGS RD. SUITE 212, MORENO VALLEY, CA 92557

Family Service Association is a tax-exempt 501(C)(3) nonprofit organization. Contributions are tax-deductible as allowed by law. EIN 95-1803694.



STATEMENT FROM OUR BOARD CHAIR

Despite the uncertainty brought on by the evolving pandemic, Family Service Association (FSA) responded in remarkable ways. This Annual Report is a testament to the vital work we accomplished in 2020-2021, and to those who made it possible.

Through FSA's dedication and ongoing commitment, we provided food and nutritious meals to thousands of seniors across the region. Thanks to an innovative partnership with the Southern California Gas Company, we helped uplift dozens of small businesses that were financially strained and needed support to stay afloat. Our child development team provided quality care to families with young children through the swift implementation of new health and safety standards. FSA's clinical team counseled and advocated for families who experienced domestic violence and child abuse, which sadly does not stop even during a pandemic. Above all, with every point of contact, FSA's services were delivered through compassion, empathy, and trust.

For the past twelve years, I have had the privilege of working alongside FSA's Board of Directors and incredible team members. I am grateful to all of our donors, partners, and advocates who fulfill FSA's mission each day. Thank you for inspiring us and for joining us in strengthening the Inland Empire together.

David Demers
Board Chair



STATEMENT FROM OUR CEO

As I reflect on the past year at Family Service Association (FSA), I am amazed at what we have accomplished. Together with our board of directors, team members, donors, partners, and volunteers, we were able to comprehensively support the community during one of the most difficult periods in decades. Family Service Association strengthened over 13,000 people through critical services like early education, food and nutrition, behavioral health support and child abuse prevention, resulting in changed lives.

The impact of Family Service Association cannot be measured solely through data and numbers. It's also measured through the heartfelt words and stories heard from our program participants who felt inspired, hopeful, and protected through our work. During a time filled with uncertainty and anxiety for so many people, it became essential to preserve some form of community connection and normalcy; and thankfully, FSA provided that support.

As I step into my second year at FSA, I thank my loyal colleagues and board members for welcoming me and providing tremendous support and guidance. I am honored to work alongside the FSA family. Thank you for the privilege of serving you. Together, we are making a difference in the lives of tens of thousands of people in Riverside and San Bernardino Counties, a responsibility that compels us forward.

Cheryl-Marie Hansberger
Chief Executive Officer



OUR IMPACT

In the past year Family Service Association touched the lives of over 13,000 individuals across the Inland Empire region by providing a range of quality services and compassionate care. Our team worked tirelessly to support the recovery and rebuilding of our communities who are heavily impacted by the COVID-19 pandemic. Some of our highlights included:

- A total of 1,204 young children were educated, nurtured and cared for at FSA's 10 Child Development Centers.
- Nearly 3,170 community members were helped through a range of services at FSA's community and senior centers.
- A total of 8,647 seniors were provided nutritious home-delivered and curbside meals throughout 27 sites in the Inland Empire. Nearly one million meals were served to help keep seniors healthy, energized, and cared for.
- Over 200 individuals received high-quality counseling, therapy, and case management support through our clinical services department.
- Over 10,000 PPE supplies were distributed throughout the region to keep community members protected from COVID-19.

Photograph: Volunteer Eshana Naveed, FSA Food and Resource Distribution Event.



SERVING OUR REGION THROUGH INNOVATION AND PARTNERSHIP

Family Service Association is known for developing innovative programs and forging cross-sector collaboration to meet our community's most pressing needs. In August 2020, FSA partnered with the Southern California Gas Company (SoCalGas) to provide much-needed relief to thousands of seniors and dozens of small businesses throughout the Inland Empire.

Through the "Fueling Our Community" campaign, FSA provided more than 40,000 meals to seniors in 24 cities in the Inland Empire – many of which were located in rural and underserved areas. In addition to preparing meals from our in-house kitchens, FSA also distributed \$25.00 gift certificates from local restaurants which allowed participants to visit their favorite food spots and contribute to the local economy. The COVID-19 pandemic led to months of lost revenue and shortages in cash flow for small businesses throughout our region. Through this innovative partnership with SoCalGas, almost \$100,000 was infused into the economy, mostly through local eateries and restaurants that had been hit hard from the pandemic. After months of strain, gift certificates offered an immediate sense of security to restaurant owners and supported the reopening of their businesses.



"I had two older adult kids, so with my youngest child I was starting over again and was nervous. FSA's parenting group helped teach me how to talk and play with my daughter. It also helped me become more patient and less stressed; I am now able to handle my stress so much better. I am very thankful for all the help I received throughout the parenting classes."

- FSA Program Participant

DELIVERING LIFECHANGING SERVICES

Throughout the pandemic, Family Service Association (FSA) remained committed to offering its core clinical services that provide professional support and care across the region. These services have always been vital for community members, but with the pandemic, it became even more critical that individuals and families had access to therapeutic services. As society became largely virtual, many community members experienced isolation, stress, and anxiety. FSA's Clinical Department provided weekly parenting classes and one-on-one sessions during the pandemic that helped support new parents and parents with young children who were struggling to adjust to the changing situation. Our team of clinical therapists and case managers were able to teach families and help them navigate the daily challenges that arose from working, learning, and schooling at home.

fsaca.org/mental-health



The blue pinwheel is a national symbol for child abuse prevention and the bright future that all children deserve.



CHILD ABUSE PREVENTION AND TREATMENT

The protection of children is everyone's responsibility. Since 2013, FSA has convened Riverside County's Child Abuse Prevention Council (CAPC), known as the HOPE Collaborative, to work towards the shared vision of a safe and secure environment for all children. COVID-19 presented many challenges for families including loss of employment, school closures, lack of healthcare, and many other familial stressors. To mitigate these stressors that can lead to child maltreatment, our team coordinated ongoing food and resource events throughout high-need communities in Riverside County. Families were supported with information and services on mental health, physical health, parenting classes, internet safety, and much more.



FORGING STRONG FAMILIES

At a basic level, if our communities don't have access to quality childcare services, then it becomes nearly impossible for families to reach financial security and foster strong, healthy relationships. Family Service Association is committed to providing quality childcare that offer relief. FSA's Child Development Centers educated and nurtured 1,204 young children last year – during a time in which our region's essential workers relied on childcare to serve our communities.

The COVID-19 crisis revealed what we have already known: Childcare services are essential for parents, employers, and the broader public and economy. Our region's frontline workers did not have the privilege of working from home and many families do not have the option of paying high-costs for childcare services. Throughout the pandemic, Family Service Association welcomed the children of essential workers and families by providing reliable, and safe care in an engaging environment.

“FSA's Child Development Center has helped my son read, count, and learn new words and letters. It's even helped us bond as a family. We are thankful to the teachers and staff for all that they do to keep our child connected to school.”

– *Leslie, Program Participant*

Photograph: Settle Family, Participants at FSA Alvord Child Development Center



OUR JOURNEY IN TRAUMA-INFORMED CARE

The core of FSA's mission and services have always reflected a philosophy of care and compassion. But over the past year, we took this to the next level by integrating a trauma informed framework into our programs and services. Our entire workforce of over 300 team members were trained in understanding trauma, adverse experiences, the physiological consequences and physical ailments associated with trauma, and the power that a shift in perspective can bring towards healing. As FSA continues to make strides in becoming trauma-informed, we are confident that these efforts will inspire and nurture a community-wide transformation.

"FSA's trauma informed trainings have created a big impact as we work with one client, one coworker, and one community member at a time to make simple, trauma informed changes."

-Tanya Aviles, FSA Lead Clinician

GOVERNANCE

2020-21 BOARD OF DIRECTORS

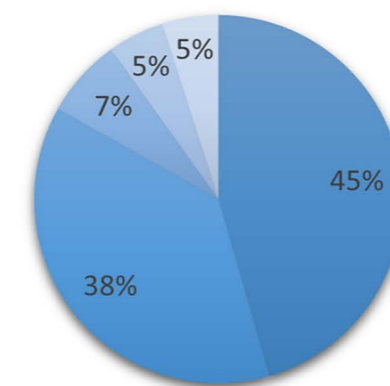
Chair David Demers	Members Jane Block Denise Brown Tim Blevins Irving Hendrick	Chief Executive Officer Cheryl-Marie Hansberger
Vice Chair Jane Adams		Chief Operating Officer Shannon Gonzalez
Treasurer Ernie Hwang	Carla Lidner Baum Lugena Wahlquist Jeff Rajcic Jill Rasmussen	Chief Operating Officer – Child Development Services May Eslava
Secretary Chris Mardis	Stephen Jones Margaret Wild Miguel Contreras Olukorede Ajiboye	Chief Human Resources Officer Scott Lowther
Past Chair Paul Jensen		Chief Financial Officer Darryl Peters

2020-21 FINANCIALS

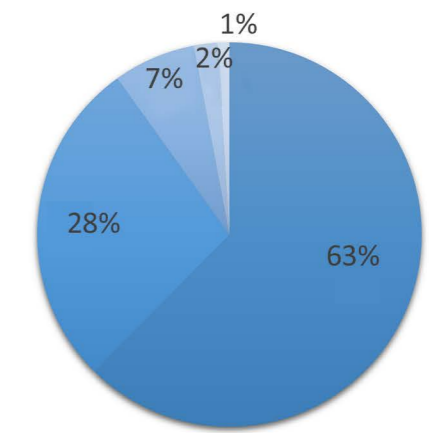
Total Revenue: \$25,347,741

Total Expense: \$22,719,371

REVENUE BY SOURCE



REVENUE BY PROGRAM



■ Federal ■ State ■ Local ■ Fundraising ■ Investment & In-Kind

■ Child Development ■ Senior Services
■ Clinical/ Child Abuse Prevention ■ Community Services
■ Building Enterprise

All figures are pending a final audit.

TO OUR DONORS, PARTNERS, STAKEHOLDERS AND VOLUNTEERS

Family Service Association could not fulfill its mission if it weren't for our generous donors, partners, stakeholders, and volunteers. Every donation is meaningful and helps strengthen our community through compassionate and supportive services. Thank you for being a part of our family.

Government Funders (Federal, State, County)

First 5 Riverside
California Department of Education
California Office of Emergency Services
Riverside University Health System
Riverside County Dept. of Public Social Services
Riverside County Economic Development Agency
Riverside County Office on Aging
Riverside County District Attorney's Office
Riverside County Office of Education
Cal State San Bernardino Reentry Initiative
San Bernardino County Dept. of Aging
and Adult Services

Government Funders (City)

City of Chino
City of Calimesa
City of Grand Terrace
City of Hemet
City of Jurupa Valley
City of Loma Linda
City of Menifee
City of Moreno Valley
City of Ontario
City of Perris
City of Rancho Cucamonga
City of Redlands
City of Rialto
City of Riverside
City of Twentynine Palms
City of Yucaipa

Foundation

Riverside Community Health
Foundation
Kaiser Foundation Hospitals, Moreno
Valley
Kaiser Permanente Southern
California Fund for Charitable
Contributions
Inland SoCal United Way
Inland Empire Community Foundation
The Peggy Fouke Wortz Friends of the
Family Fund at IECF
Grace Helen Spearman Foundation
Jeffery R. Bruce Charitable Fund

Partners

CopperPoint Insurance Companies
G2 Insurance Services LLC
Inland Empire Health Plan
Inland Vineyard Church
Invitation Homes
Loma Linda Market
Marsh & McLennan Agency
Public Health Institute
San Manuel Band of Mission Indians
Savvy Chic Inc.
SCAN Health Plan
Southern California Gas Company
United Methodist Church
Zenith Insurance Company

Sustainers, Connectors, Supporters

Aijaz Balkhi
Ana Miramontes
Andrayah Mendoza
Anika Coontz
Arbazz Mohammed
Bill Brueck
Bill and Sue Johnson
Brennan Doyle
Carla Lidner Baum
Carrie Tam
Cathy Margolin
Catrina Choudhry
Cheryl-Marie Hansberger
Chris Mardis
Christina Villalbos
Clarence Ashley
David Demers
David Thieleman
Dawn Wright
Debbie Saks
Deborah Knoblock
Denise Brown
Deshon Allen

Diana Giradina
Duane Neese
Elizabeth Gonzales
Ernest Doucette
Ernie Hwang
Erycka Sanchez
Frances L Baker
Heidi Hernandez
Henri Martherus
Irving Hendrick
Jahmal Johnson
James Harven
Jane Adams
Jane Block
Jeff Rajcic
Jerry Saks
Jill Rasmussen
John Martherus
Katherine Wider
Kathleen Vicario
Katie Gilbertson
Kiia Cooksey
Larry Carter

Laura Farmer
Lawrence Herring
Linda and Dennis Lovett
Linda Pevlor
Lugena Wahlquist
Marc Aquino
Margaret Steyer
Margaret Wild
Marisela Hernandez
Maro Ibarburu
Matthew Duffield
Michael Fore
Michelle Granger
Miguel Contreras
Olukorede Ajiboye
Pam Nusser
Pam Wright
Paul Jensen
Rachel Mann
Rene Reed
Richard and Josephine Erickson
Robin Brockie
Sam Namminga

Shantell Juarez
Shannon Gonzalez
Shefali Mistry
Stephanie Burnham
Stephen Jones
Thomas Shalhoub
Tien Cao
Tim Blevins
Tom Donahue
William Coneff

fsaca.org/donate

Ways to GIVE

- Make a tax-deductible gift to FSA or donate in someone's name. The gift of giving in honor of a friend or loved one to commemorate a special day is timeless.
- Provide ongoing support through monthly giving.
- Check with your employer to see if your company has a matching gift program.
- Join our legacy by including FSA in your planned giving.