



MARSH & McLENNAN
AGENCY

SPONSORSHIP



FSA

FAMILY SERVICE ASSOCIATION

**THE ANNUAL
REPORT
2018**

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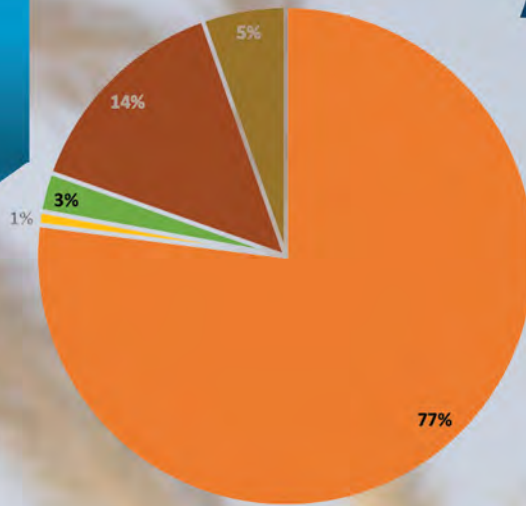
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Judith Wood



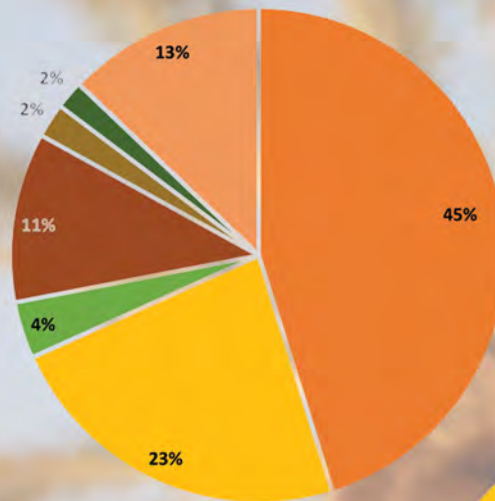
Audited Numbers



Revenue (By Source)

- Government Grants and Contracts
- Rental Income/Misc
- Fundraising and Contributions
- In-kind Contributions and Rent
- Client Fees

Total: \$25,732,606



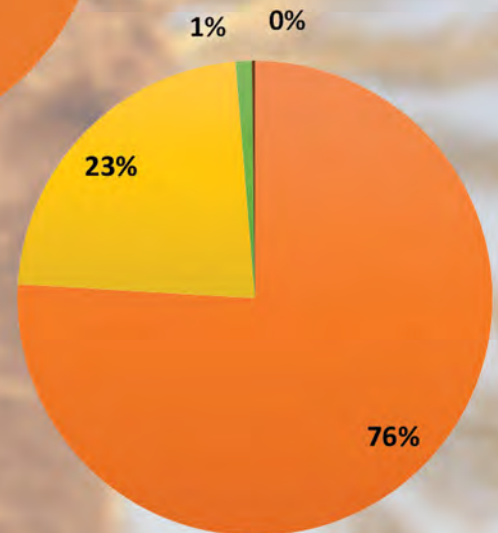
Expense (By Department)

- Child Development
- Senior Nutrition
- Community and Senior Centers
- Clinic
- Hope Collaborative
- Mobile Fresh & Diabetes Prevention
- Admin/Fundraising

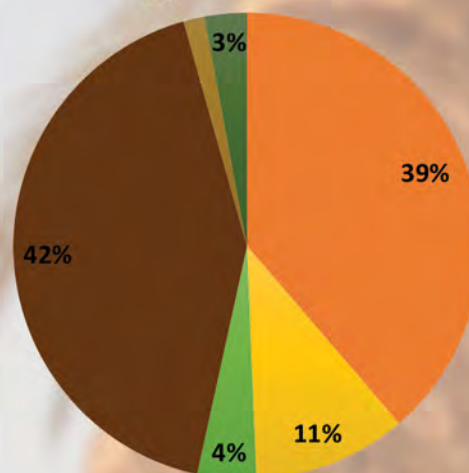
Total: \$25,908,721

Families Served by Income

- Very Low (under \$29k)
- Low (29-46k)
- Moderate (\$46-64k)
- High (Above \$64k)



1%



Individuals Served by Ethnicity

- White
- Black/African American
- Asian
- Latino
- American Indian/Native
- Mixed/Other

In my first two months at FSA, I visited all our program sites and saw first hand the expertise, dedication and passion of our staff to our families and participants. They truly are mission-focused. I can honestly say that FSA's ten Child Development Centers have the best environment and teachers with the most enthusiasm I have ever seen, I say this as a parent and a professional with extensive experience with child development programs. Witnessing the incredible team work between our cooks in our senior nutrition programs and their volunteers who create an inviting atmosphere of warmth and comfort where our seniors come enjoy a nutritious meal. Seeing the wonderful camaraderie at our community and senior centers that offer excitingly diverse programs that engage everyone in our community who visits. Seeing the enormous smiles of delight from children and their parents at the HOPE Collaborative Christmas parties for families. I have seen our highly qualified Mental Health Providers providing a variety of treatment services helping to heal our families every day. I've seen the impact our Diabetes Prevention Program has on participants' behaviors and lifestyle.

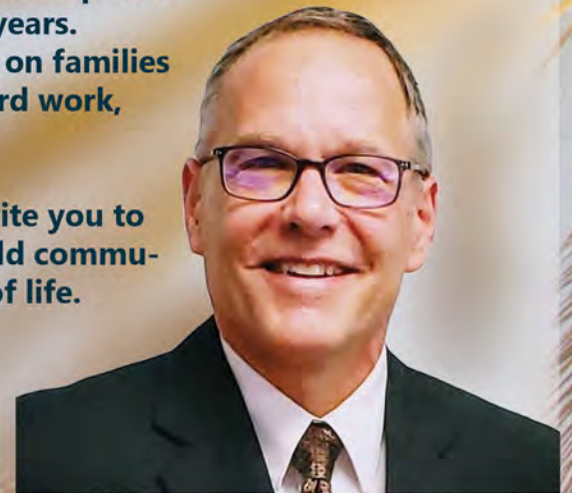
I am privileged to be FSA's CEO, succeeding Dom Betro, who retired after 33 years of prestigious dedication to our mission in Riverside and San Bernardino Counties. As is often the case, Dom had a great Chief Operating Officer, Veronica Dover, who was with the agency for 24 years. Together they dramatically increased the impact FSA has had on families and children in the Inland Empire. We thank them for their hard work, service, and commitment.

The coming year promises to be an exciting one for FSA. I invite you to be a part of it. You will not only find community, you will build community by strengthening families of all backgrounds and walks of life.

With gratitude,



Dan H. Hoxworth, CEO



I have had the honor of chairing the Board of FSA for three years. It has been a period of change and excitement for FSA. We honored Dom Betro for his tremendous service to our agency and the community. We welcomed our new CEO, Dan H. Hoxworth to both our community and agency and are delighted by the energy and new ideas that he is bringing to the agency and our Board. So it has been a time of transition and is soon to be a time of transformation.

Yet, with that said, what will stay the same is the commitment to and passion for our families and participants. At FSA, we support our families with their young ones from when they are a twinkle to seniors entering their twilight years and all the years in between. Our seniors socialize, eat nutritious meals, learn new skills, enjoy community activities, and stay mentally and physically healthy. In doing so, we build vibrant communities. We work around the clock to prevent hunger, to nurture children, to stop child abuse, to develop mentally stronger together to build a stronger community.

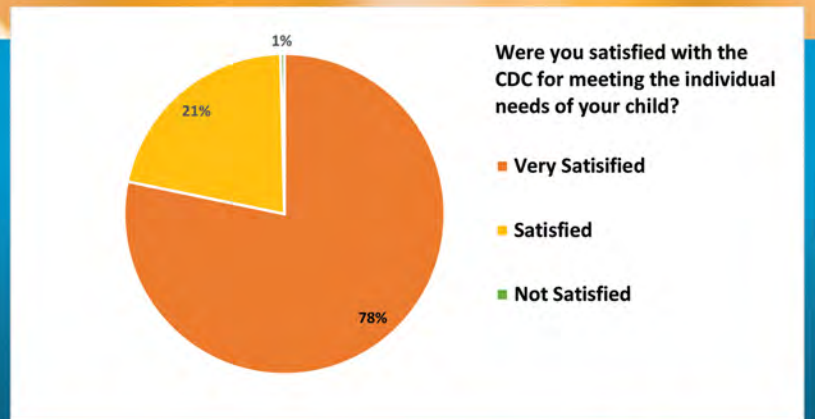
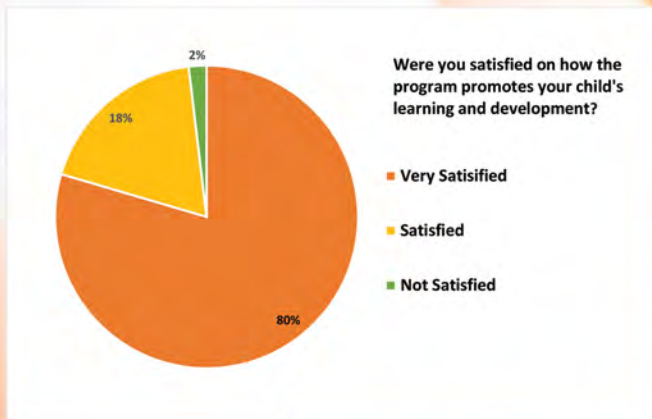
- Jane Adams, Chair



Child Development

FSA's Child Development Centers provide a safe, stimulating and enriching environment with highly qualified and dedicated staff to care for children from infancy to preschool age.

- Each day, 1,517 children are in our care at one of our FSA Child Development Centers. The Centers provided 255,740 child days of enrollment for children 0-5 in Riverside County.
- 5 of our 10 FSA Child Development Centers are accredited by the National Association for the Education of Young Children (NAEYC).
- All FSA Child Development Centers are rated a Tier 4 out of 5 possible in the Riverside County Quality Start-Quality Rating Improvement System.



Fostering Individual & Family Stability, Health & Prosperity

"One of the hardest decisions of my life was to trust the well-being of my special needs daughter to others. Her first day of school was a big one for both of us. Her, being away from home all day; and myself, going to school to become a nurse.

We are grateful for the caring and compassionate people who looked after my baby. Thanks to them, I will soon be proud to add LVN to my name."

Dawna C., parent of Child in FSA Child Development Center

When she started, she wouldn't interact with peers and had trouble with walking and communication. The school helped mold her over the past year into a strong, independent child.



www.HOPECollaborative.org

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HOPE
collaborative



Awareness Conversation

The Hope Collaborative is the designated Child Abuse Prevention Council for Riverside County, whose mission is to promote the safety of children and to prevent abuse and neglect in Riverside County. Riverside County HOPE Collaborative members contribute to a shared vision of a safe and secure environment for all children in Riverside County. This is achieved through healing, outreach, prevention, and above all education.

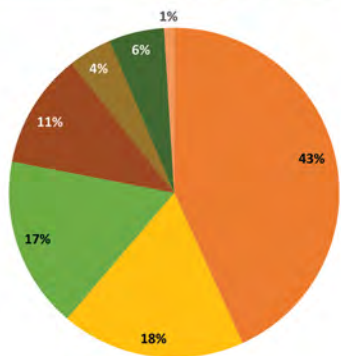
- Brought awareness of reporting child abuse to 428 individuals through 28 Mandated Reporter Trainings.
- Held 19 educational workshops which reached 996 individuals.
- Trained 38 teachers in Teacher-Child Interactions (TCIT),
- Hosted 33 outreach events.
- Gifted 805 foster youth with presents and holiday cheer through HOPE for the Holidays.
- HOPE recognized 10 community advocates and honored their continued efforts at the 5th Annual Hope Gala.

"I dropped out of high school in my senior year to join the Navy as WWII was in full swing. The ship I served on, USS YMS-472, was dispatched to go to Okinawa Island to sweep the area and destroy any remaining mines. This was just after the dropping of the A-bomb.

On our way to Okinawa, we were hit by a category 3 typhoon and our ship sank. I ended up in a raft with eight other survivors. we lost four good men before we were spotted and rescued. I documented and wrote a book about this ordeal entitled, "Six Days On A Raft" soon to be a documentary film.

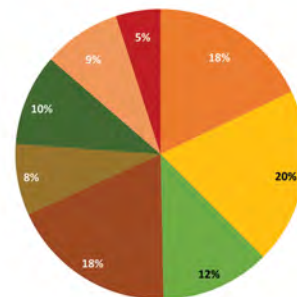
I am now retired and living in the City of Hemet. I am 95 years old and my new rescue is the FSA meals that I receive Monday through Friday. These meals have kept me healthy for the past two years and my driver is someone I look forward to seeing... she is so nice and always so happy to see me."

- In Memory of Herbert (Bill) H.



How often do you frequent the Senior Lunch Program?

- Daily
- 4x/week
- 3x/week
- 2x/week
- 1x/week
- x/month
- Special Events Only



Why do you attend this dining center?

- Tasty Food
- Balanced Nutrition
- Helps to make ends meet
- Visiting Friends
- Nutrition Education
- Fun Activities
- Learning about other services
- Unable to prep meals

More Than A Meal

To support the health and wellbeing of seniors in our communities, FSA offers congregate and home-delivered meals to seniors age 60 and over.

- Fiscal Year 2017-2018, the program served 552,040 meals to elderly members of our Inland Community.
- A total of 245,303 Congregate Meals and 306,737 Home Delivered Meals were served to our most vulnerable population, including our veterans.
- To meet the holistic needs of our seniors, the program provided 9,049 individuals with nutrition assessments, advocacy services, and linkage to community resources.

Senior
Nutrition

Community Health & Wellness

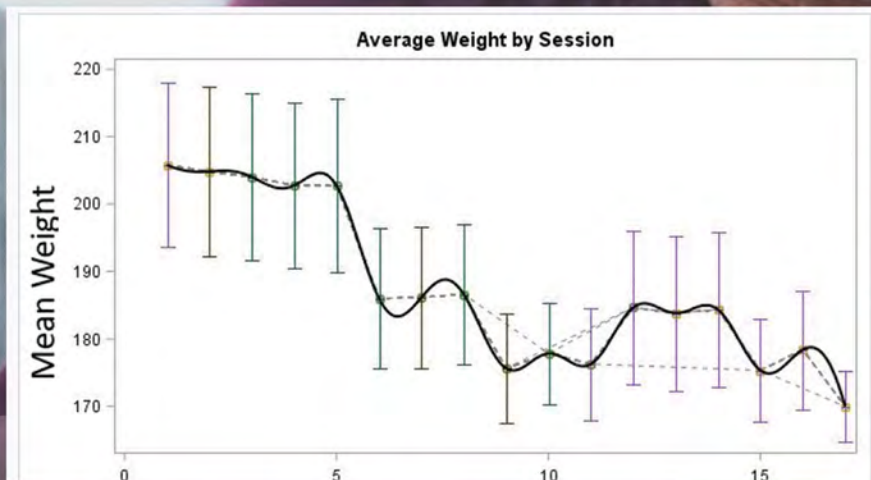
Comprehensive health and wellness services designed to promote long-term improvements in the health of our communities

- Last year 32 workshops of our Healthy Cooking Classes were held to teach members of our communities how to cook nutritious, affordable meals.
- Our evidence-based, Diabetes Prevention program helped 80% of participants reduce their risk of developing Type 2 Diabetes.
- A total of 1,000 classes were taught spreading awareness throughout our Inland Communities.

**MOBILE
FRESH**
By FSA

To deliver nutritious, affordable, accessible fruits and vegetables to improve the health and wellness of individuals as well as families in the counties of Riverside and San Bernardino. In 2018, 12,643 members of our Inland Communities were served, of which 67% came from Senior Centers and Senior Living Facilities.

With 54.5% of our communities' population reporting food insecurity, it is no surprise that Mobile Fresh meets a unique need of our economically vulnerable residents.



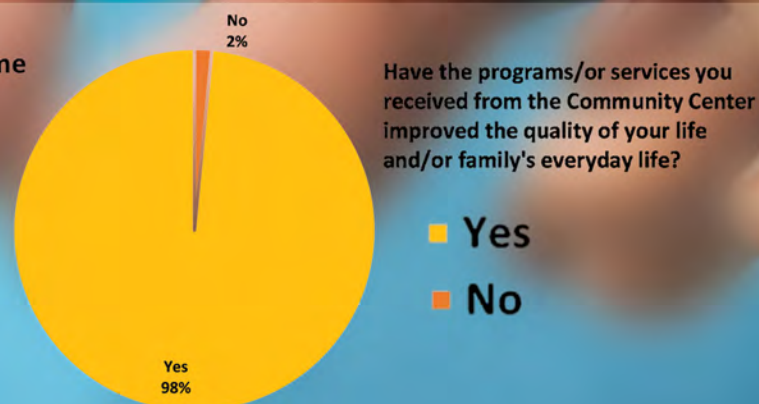
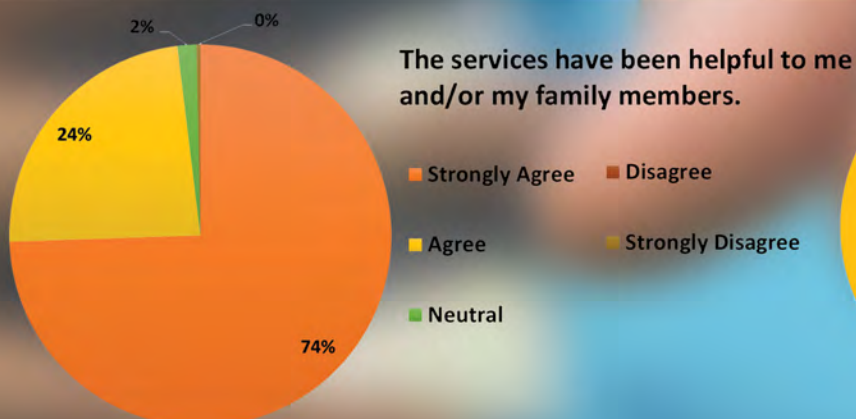
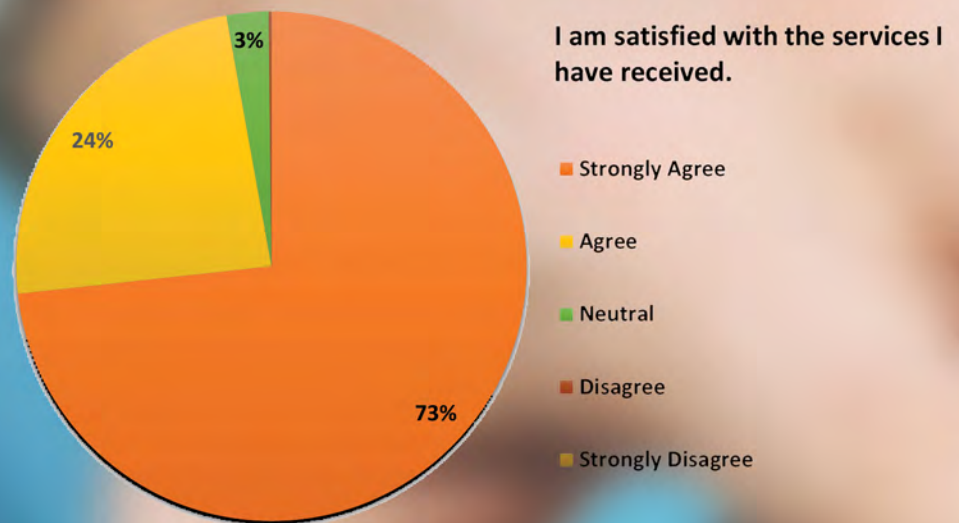
The Diabetes Prevention Program is a structured lifestyle program designed to address the prevalence of diabetes in the Inland Empire. The proven, science-based program has shown that reducing 5-7% of bodyweight through healthier eating and increasing physical activity to 150 minutes each week, can reduce the risk of developing Type 2 Diabetes by 58%. Since its inception, participants in the program have gradually lost weight and increased their physical activity.

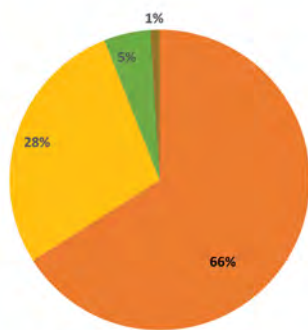
Continual Weight Loss/ Increased Physical Activity Within Program Participants

 www.facebook.com/MobileFresh
 [@FSA_MobileFresh](https://twitter.com/FSA_MobileFresh)
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Community Centers

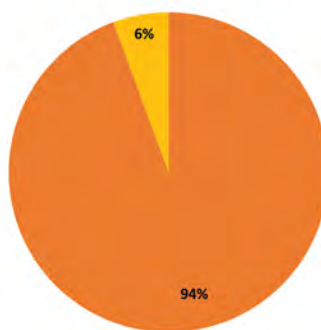
In addition to senior meals, FSA's Community Centers serve as a hub for the community where individuals can go to gather, socialize, and partake in various social services. These centers are a safe place where people of all ages can go to get helpful information, share a meal and get to know their neighbors. Some of the activities available at the centers include, but are not limited to: various food commodities, exercise classes, painting, afterschool programs, crochet, bingo, mobile device education, gardening clubs, and day trips. In 2018, FSA's Community Centers collectively served over 4,500 members of our Inland communities.





I know the goals I am working on and played an active role in setting those goals.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree



Have you seen any improvement in the issues that brought you or your family member to counseling?

- YES
- NO

About FSA Clinical Services

Since 1953, FSA has offered an array of behavioral health services, including multiple evidence-based and research informed practices. Our clinical services are tailored to individual and family goals, community-based, and utilize a strength-based approach to treatment.

Clinic Programs & Services

- Late Life Depression - Providing Service to Our 60 Years+ Population
- System of Care - Providing Service to Our 5-17 Year Olds with MediCal
- Child Abuse Treatment - Providing Support and Creating Resiliency for Minors Of Child Abuse
- Victims Of Crime - Providing Support To Our Survivor Population
- Differential Response - Preventative Parenting Classes for Caregivers Of 0-5 Years
- Home Visitation - Preventative Parenting Classes for Families with CPS Involvement
- Anger Management & Counseling - DPSS Referred and/or Walk-Ins Seeking Anger Management and/or Counseling
- Private Pay - Sliding Scale Services for Our Population Seeking Individual/Couple/Family and Anger Management
- Older Adults Community Services - Providing Service to Our 60 Years+ Population in San Bernardino County



Family Service Association is accredited by the Council on Accreditation (COA) since 2002. The review process signifies that our programs and services meet the highest standards of quality in human services.

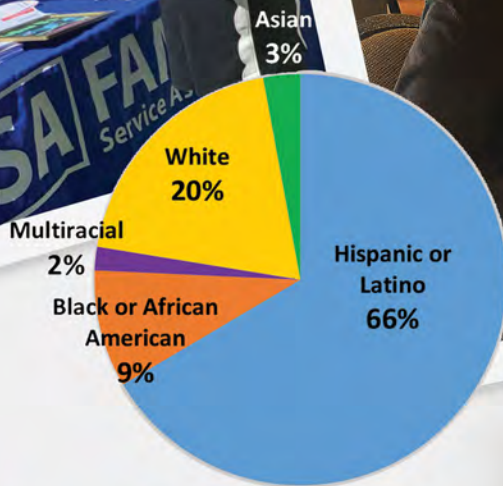
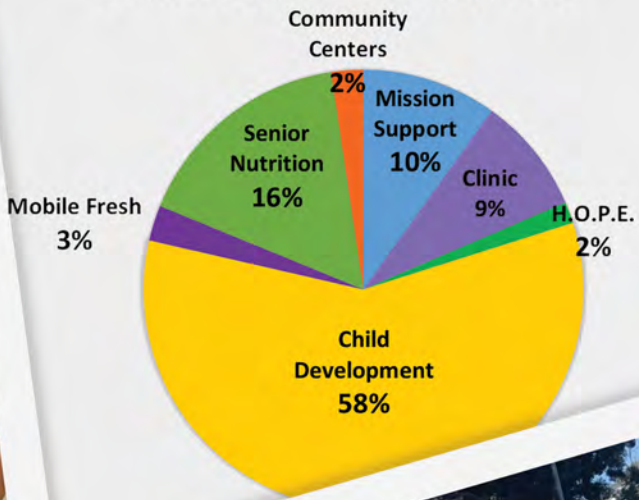
Our Dedicated Volunteers

**Our 916 Volunteers Contributed
108,184 Volunteer Hours**

- Facilitate activities including art, exercise, dance, games, and computers
- Distribute food to the community
- Serve nutritious meals to seniors and deliver to home-bound seniors
- Assist on Advisory Councils to give input on programs for local communities
- Help educate to prevent child abuse and neglect
- Engage children in learning
- Assist in Mental Health Clinics with program support
- Support building improvements and special events



EMPLOYEES BY DEPARTMENT



ETHNICITY/RACE

Our Talented Team

Every day at FSA, our over 381 staff members fulfill our mission to its fullest by their commitment to our participants. Our dedicated and highly skilled front line staff provide support to over 1,500 children and 2,400 seniors daily. They are assisted by programmatic teams that are devoted to continuously improving our positive impact on the lives we are privileged to assist. Finally, our Mission Support Team ensures that our programmatic teams have the technology, financial expertise, employee engagement and facilities to accomplish their work. We are #FSAProud.

fsaca.org



[www.facebook.com/
FamilyServiceAssociation](http://www.facebook.com/FamilyServiceAssociation)



@fsaca

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CM School Supply
Elderly Housing Development Operations Community (EDHOC)
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Goodman & Associates
HumanGood
Inland Empire Health Plan
Kaiser Foundation Hospitals, Moreno Valley
Kaiser Foundation Hospitals, Fontana
Langlois Fancy Frozen Foods
Loma Linda Market
Marsh & McLennan Agency
Regional Access Project Foundation
Riverside Community Health Foundation
Riverside University Health System
Riverside County Department 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
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