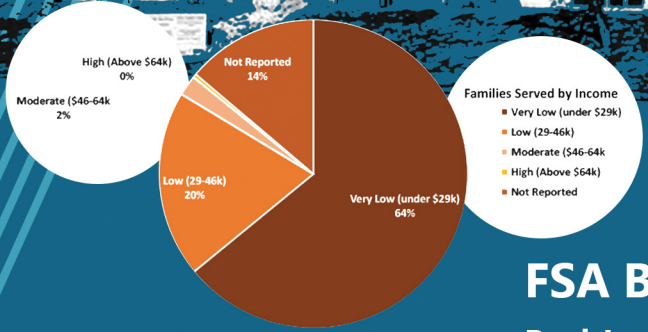




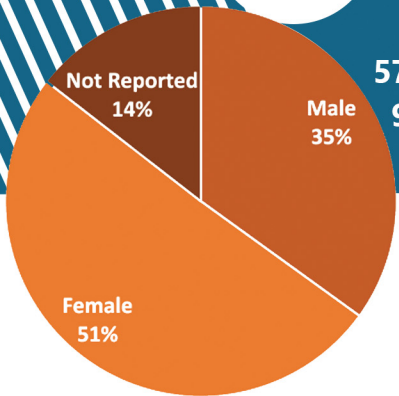
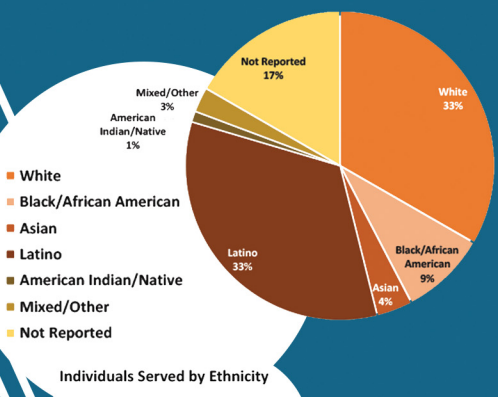
annual report/2019





FSA Board of Directors

- | | | | |
|---------------|---------------|-------------------|------------|
| Paul Jensen | - Chair | Korede Ajiboye | - Director |
| Irv Hendrick | - Vice Chair | Jane Block | - Director |
| Jane Adams | - Past Chair | Dave Demers | - Director |
| Tim Blevins | - Audit Chair | Stephen Jones | - Director |
| Ernie Hwang | - Treasurer | Carla Lidner Baum | - Director |
| Chris Mardis | - Secretary | Jeff Rajcic | - Director |
| Denise Brown | - Director | Jill Rasmussen | - Director |
| Antonio Perez | - Director | Lugena Wahlquist | - Director |
| | | Margi Wild | - Director |
| | | Miguel Contreras | - Director |

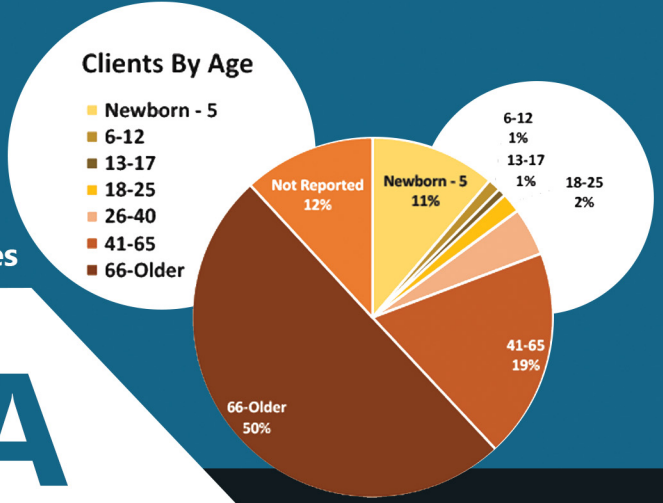


577 Volunteers
99,993 Volunteer Hours
349 Total Number of Employees

Clients by Gender

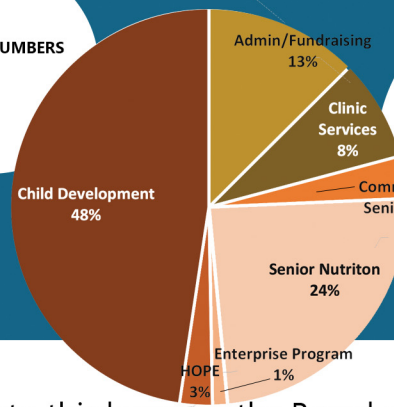
- Male
- Female
- Not Reported

FSA



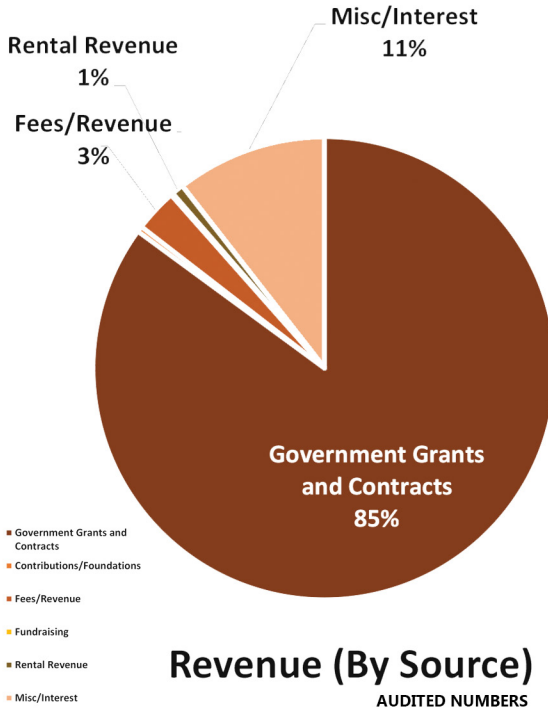
SOME WORDS FROM OUR LEADERSHIP

AUDITED NUMBERS



Expense (By Department)

- Admin/Fundraising
- Clinic Services
- Community and Senior Centers
- Senior Nutrition
- Enterprise Program
- HOPE
- Child Development



- Government Grants and Contracts
- Contributions/Foundation
- Fees/Revenue
- Fundraising
- Rental Revenue
- Misc/Interest

This is my thirty-third year on the Board of FSA. It has been exciting to see the changes and growth of the organization during this time. But the most exciting thing is to see the commitment of the staff. As I visit programs throughout the Inland Empire I see examples, shown in so many ways, of their tremendous dedication and enthusiasm.

The agency continues to change as it seeks ways to provide needed support to the community in an ever-changing environment. Our biggest change this year is the appointment of a new CEO, Judy Wood. Judy has had a long-time relationship with FSA as our COO of Child Development. In this capacity she has guided the programs to include ten centers with an additional center in the construction phase, making up approximately one half of the FSA budget. Along with this tremendous growth comes the development of a program recognized for excellence. Judy has now applied her skills to all of the programs of FSA.

FSA is a resilient agency and will continue to look for ways to support the community and fulfill our mission of building our community one family at a time, through compassion, advocacy and comprehensive model services, which foster self-sufficiency and sustainable impacts.

- Paul Jensen, FSA Board Chair



This past fiscal year has been one of change and transition for Family Service Association. As we move forward into this new fiscal year FSA continues to serve families throughout the Inland area always keeping in mind the needs of the community and how best to provide those services and reach those in need.

Our talented staff members are dedicated and highly skilled in providing our services and support to families throughout the year. Family Service Association has come through the year of change and transition strong, focused and committed to serving the residents of the Inland area, and impacting their quality of life as we have done for over 65 years. I am pleased and proud to be part of this dedicated family serving community, FSA.

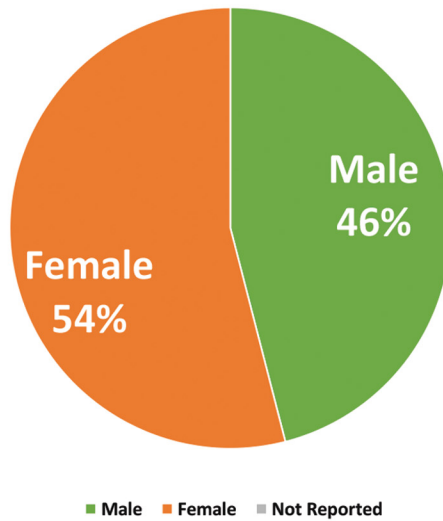
- Judith Wood, FSA CEO

CHILD DEVELOPMENT CENTERS

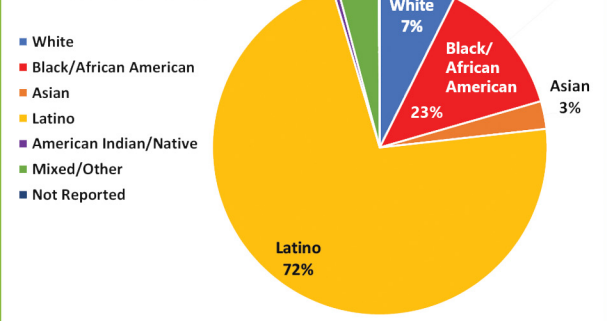
In 1988 with child care needs expanding, operation of the Rubidoux Child Care Center was implemented. With more than 31 years of providing child developmental support, it comes as no surprise that 6 of our 10 FSA Child Development Centers are accredited by the National Association for the Education of Young Children (NAEYC) and all FSA Child Development Centers are rated a Tier 4 out of 5 possible in the Riverside County Quality Start-Quality Rating Improvement System. Our highly qualified and dedicated staff cared for 2,020 children throughout Fiscal 2018-2019, providing a safe, stimulating and enriching environment for our communities' future.



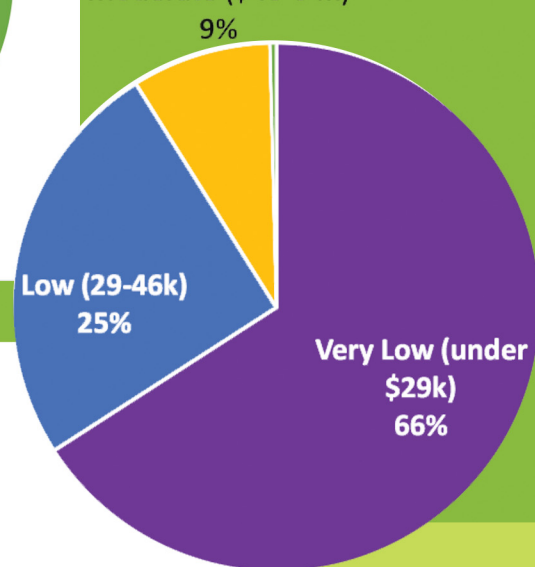
Individuals Served by Gender



Individuals Served by Ethnicity



Families Served by Income

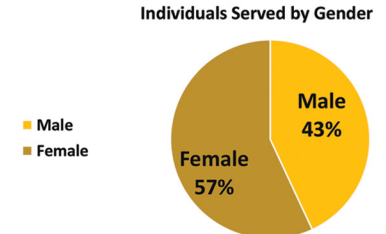
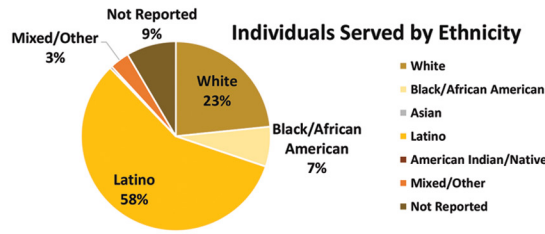
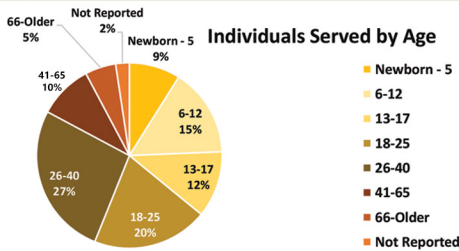


Families Served by Income

- Very Low (under \$29k)
- Low (29-46k)
- Moderate (\$46-64k)
- High (Above \$64k)
- Not Reported

BEHAVIORAL HEALTH CLINIC

Discovering the need for quality and affordable counseling, The Junior League of Riverside founded Family Service Association in 1953, and quickly established a reputation for providing exactly that; high quality and affordable counseling services. Today as that need continues to grow, FSA's Behavioral Health Services continue that tradition of quality and care, providing 838 participants in Fiscal Year 2018 - 2019 with the support and healing they need.



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 2018-2019 with two Certificates of Recognition from the California Legislature Assembly; Eduardo Garcia from 56th Assembly District and Sabrina Cervantes 60th Assembly District.

- Brought awareness of reporting child abuse to 615 individuals through 25 Mandated Reporter Trainings.
- Held 22 Educational Workshops that are directly related to child abuse, reaching 902 individuals
- Hosted 52 Outreach Events
- Gifted 1,292 foster youth with presents and holiday cheer through HOPE for the Holidays



@rivcoHOPE



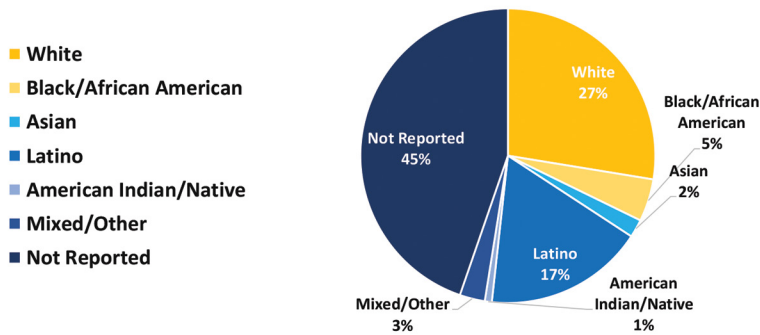
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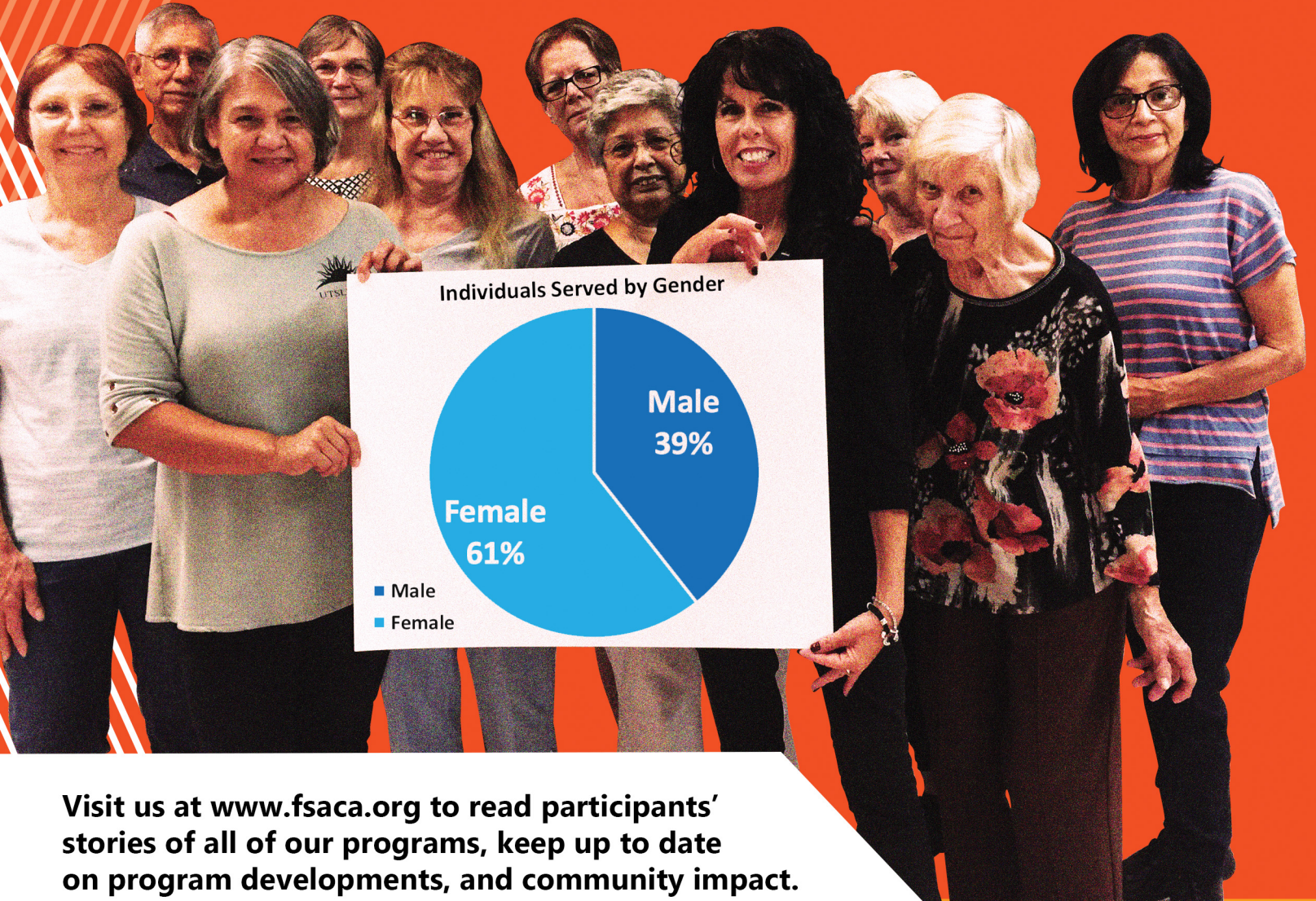
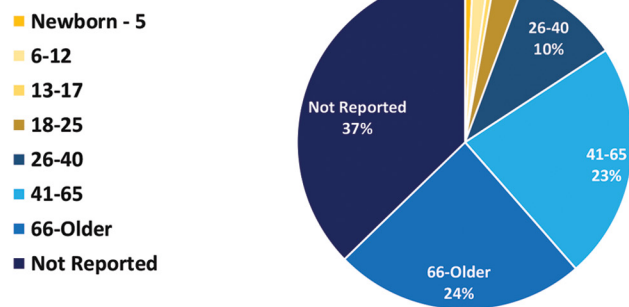
Individuals Served by Ethnicity



Community And Senior Centers

Thirty years ago, in 1989, Family Service Association began operating its first senior center with Glen Avon. Since then it has continued the tradition of excellence while providing community resources through our dedicated team at three senior centers and two community centers. Fiscal Year 2018-2019 saw 5,993 community members participate at our centers' events and classes throughout Riverside and San Bernardino County. In this same year, FSA's centers distributed supplementary food (commodities) to 10,492 participants in Riverside County.

Individuals Served by Age Group



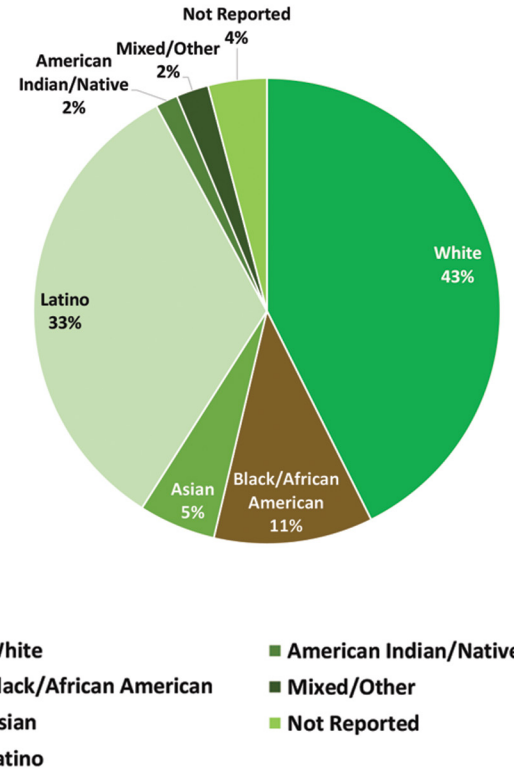
Visit us at www.fsaca.org to read participants' stories of all of our programs, keep up to date on program developments, and community impact.

Senior Nutrition

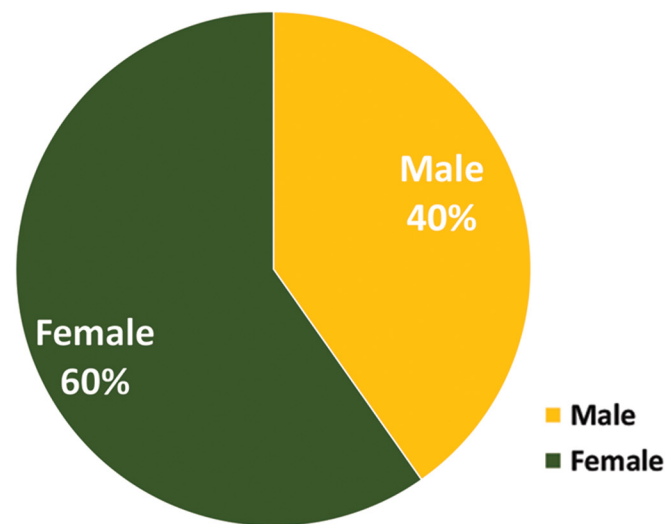
It was the mid-1990's when FSA's Senior Nutrition program started providing Riverside County with Home-delivered and Congregate Meals. Later in 2004, when these same great services were expanded to San Bernardino County. Providing a nutritious meal to our vulnerable population for more than 25 years has been our priority and in Fiscal Year 2018-2019 a total of 10,178 community members received such a meal throughout Riverside and San Bernardino County. For many of FSA's Senior Nutrition Program participants this is more than a meal, this is also the one time of day they receive any human interaction, an essential to quality living for all of us.



Individuals Served by Ethnicity

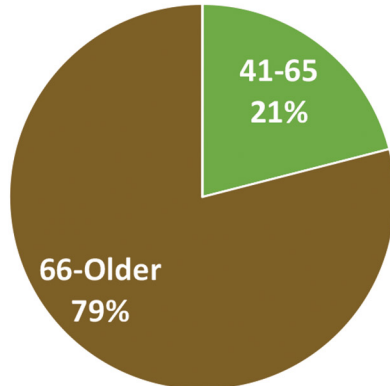


Individuals Served by Gender



Individuals Served by Age

- Newborn - 5
- 6-12
- 13-17
- 18-25
- 26-40
- 41-65
- 66-Older
- Not Reported



@FamilyService Association @fsaca

FSA

FAMILY SERVICE ASSOCIATION

FAMILY STRENGTH
IS COMMUNITY STRENGTH

