ANNUAL REPORT

2019

FAMILY SERVICE ASSOCIATION OF REDLANDS

Keeping up with the needs

Keeping up with the needs in our region was the name of the game in 2019. With homelessness growing by more than 20% in San Bernardino County, the families we are seeing in our agency are dealing with complex crises and housing issues that often need creative out of the box solutions. We needed to collaborate in even more deep and meaningful ways than years past. Affordable housing options for low income families are few and far between and low wage workers – though employed, are struggling more and more to make ends meet as the cost of living continues to grow and housing becomes less available. Evidenced by our motel voucher program more than doubling in numbers this past year, the cases we processed in 2019 do not have quick remedies.

Because of our donors and supporters, Family Service connects families in crisis with basic safety net services that are crucial to the overall success of the household unit. With your generosity, volunteerism, donations and time- we are able to wrap our arms around insecure and underserved people in the region. We have provided employment support, daily meals, educational opportunities and scholarships to name a few – to people who are in the most vulnerable times of their lives.

This year, we joined a partnership with the City of Redlands obtaining a new Homeless Emergency Aid Program award that provides emergency motel vouchers for people experiencing homelessness in Redlands. This funding allowed us to provide shelter options for people who were awaiting housing solutions through other social service providers.

We are grateful for the ongoing grant we have also received from the San Manuel Band of Mission Indians to support out Housing and Path to Success Program. San Manuel and the San Manuel Casino also provided emergency funds through Family Service to aid victims of the Wildfires we experienced in our area last fall.

We are also grateful to funders such as the Annenberg Foundation and the Weingart Foundation for their grant support that allows for crucial and unrestricted operating dollars – keeping our doors open and active.

2019 was a productive, collaborative and exploratory year as we refreshed an important three year Strategic Plan. The plan vows and envisions an agency that will explore and implement housing projects in an effort to be a more comprehensive solution to the current homeless issues. Focus areas also include education, health and wellness and social enterpise.

We enter 2020 excited for the future, well sustained and equipped with the knowledge and resources to forge ahead. We hope this annual report provides a meaningful snapshot to the work we have accomplished. Thank you –to each and every one of you who continue to invest in the work we do

Grateful and Humbly Yours,



Kyra Stewart, M.Ed. Executive Director



Carol Snedgress

Carol Snodgress Board President



Pictured here is Kyra Stewart receiving the generous donation during a Breakfast Club meeting at the Redlands Country Club.

Historical Partnerships

The Breakfast Club of Redlands was founded in 1946 as a philanthropic and social organization dedicated towards the mission of Family service. The two long standing entities have been partners for decades and share an important and historical relationship vital to the services provided each year.

In 2019, Family Service benefitted by receiving important scholarship funding – strengthening the employment and educational aspect of the agency.

The funding is received due to the hard work of the ladies who host a successful annual luncheon and fashion show and this year was led by Sally Moore, benefit Chairwoman and other key leaders of the Club. Beth Allevato was the 2019 President and the event was hosted at the University of Redlands Orton Center and was themed "Our Town".



Donor Appreciation

Cyndi and Dean Hovey of Redlands received **Family Service Association of Redlands**' **highest honor, the Alfred H Smiley Philanthropic award** – at the organization's annual donor reception held May 16th 2019 at the Contemporary Club of Redlands.

The award is named after the first president of Family Service which was formed in 1898 with the mission to *"Alleviate Poverty, Encourage Self Sufficiency and Promote the Dignity of All Served."*

The Hovey Family, known as "quiet philanthropists" have contributed to the organizations' general operating efforts with yearend and other fundraising campaign support over the years. The Hovey family own a very successful business known as **Hovey Tile Art** in Mentone and have been married for 39 years. Their tiles can be seen in celebrity houses such as Martha Stewart, Meg Ryan and also can be seen in the New York Subway system, Ellis Island and Wrigley Mansion. Their work has been highlighted in the *Architectural Digest* as well as other publications. *"The Hovey family give of their time and resources with a happy heart,"* said Kyra Stewart, Executive Director.



Cyndi and Dean Hovey were presented the highest honor at the annual Donor Reception, the Alfred H. Smiley Philanthropic Award, May 16th, 2019

Donor Appreciation

Answering the Call Awards – At the Donor Reception, Family Service also presented "**Answering the Call**" Awards to people and organizations who responded to a need to fill a gap, launch new programs or provide support for an existing program.

One "Answering the Call" Award went to Cheryl Lossett, a long standing Redlands supporter and volunteer who works with an auxiliary group known as Friends of the Family and also gives generously to support the important work Family Service accomplishes.



Kyra Stewart, Carol Snodgress present Cheryl Lossett with the Answering the Call award



Kyra Stewart and Carol Snodgress present Tom Kaney with Answering the Call award

Tom Kaney, a strong player in the organizations' Annual Signature Fundraiser, *Dinner in the Grove*, was also honored for his creative ability to add an exciting new aspect to the dinner several years ago bringing in extra revenue through wood crafting cutting boards.

Also honored for their charitable work with the organization were **Bill and Barbara Lindsey** of **Lindsey Financial** of Redlands CA. The Lindsey family "answered the call" by taking a keen interest of families who live in poverty. Several high dollar commitments from Lindsey family over the years went directly into household units who were experiencing homelessness, illness and overall crisis.

"Donors are the backbone of this organization, said Carol Snodgress 2019 Board President.



Jeremy and Barbara Lindsey receive the Answering the Call award from Kyra and Carol

Service Counts

Family Service and Housing Advocacy Points of Contact

Total Families	2,081
Total Individuals	8,055

Food Distribution

Emergency Food (# of families)	. 249
Surplus Distribution (# of individuals)	8,209
Meals Served 1	1,217
Donated Food (weight by pounds)	2,981

Clothing Distribution

Families1,	641
Total Individuals	005

Housing Assistance

Emergency Rental Assistance (# of families)
Months of Rent Paid132
Rapid Re-Housing 34
(homeless families moved into stable housing)
Motel Vouchers issued
of families 230 representing 350 children off the street
Motel Vouchers (number of bed nights)

Support Services

Transportation (gas vouchers or bus passes) 1	02
Training Contracts (individuals)	86

Volunteer Services

Volunteers	€13
Volunteer hours	142

Holiday Distribution

Children's Easter Baskets	300
Easter Food Boxes	100
Thanksgiving Food Boxes	109
Christmas Food Boxes	193
Adopt A Family	129



122 Years of Building STRONG Families





We're In This Together

San Manuel Band of Mission Indians and Family Service providing employment, housing and fire assistance to vulnerable families

Employment is the Key

The **Path to Success** program continues at Family Service, grateful to a grant from the San Manuel Band of Mission Indians and serves as an additional layer of support for unemployed and underemployed clients in the region.



Clients who are referred to the program receive one on one time with our Full Time Case Manager/Employment Specialist, Marissa Gonzalez, who has seen amazing success and transformation with 31 people over the past two years acquiring gainful employment with her guidance and facilitation. The clients in the program gain access to a scholarship program which provides opportunities for vocational, trade and educational schalorship to help clients on their path to self -sufficiency.

2019 Path to Success Appointments - 219 (189 Employment appointments, 6 educational appointments and 16 were a combination of both employment and educational)

Scholarship Recipients - 13 Recipients with a total of 19 scholarships

Path to Success Client Summary

A single mother who had never been employed, struggling to pay for her family expenses- arrived at Family Service in early 2019 seeking help with creating a resume and looking for employment. Through a series of appointments, the Employment Specialist and client worked together to obtain all the correct documents and certifications to complete and submit job applications. With the help of the scholarship fund, the client was able to obtain her CPR/First Aid Certification and to apply for a Health Care Assistant position at a school district. When the job was offered to her, the San Manuel Scholarship Fund also paid for her Live Scan expenses to help the client secure employment. The single mother of three is still currently employed with the Redlands Unified School district.

Housing Assistance/Advocacy Program

One of Family Service's major and overall goals includes fighting and preventing homelessness. In 2019, San Manuel continued its partnership with Family Service and over 70 families were kept safe and away from the dangers of homelessness with emergency financial rental or move in assistance provided to families facing eviction or who are/were already homeless.



Job Fair

In early 2019, Family Service hosted a robust job fair at our Redlands Campus in which 42 clients arrived eager to meet employers. Vendors such as Amazon, Ross, Dignity Health and Diligent security arrived in an effort to make connections with people who were job searching. Family Service offered mock interviews, free business clothing access, on and offsite haircuts and ID vouchers.



Holiday Support for Families in High Need

Recognizing the importance of holiday and wrap around support for families in poverty, every year Family Service hosts a client Christmas party, an Adopt A Family opportunity, Spring Fling events and Fall Harvest Activities, Mothers Day Celebrations and more! Events always include food, crafts, gifts and family bonding activities.



San Manuel

Housing Client Summary

In December 2019, a low income single mother of three all under the age of 8 (including an 11 month old baby) came in seeking rental assistance to be able to move into her own home. Before coming to Family Service, the client was renting a small room for herself and her three young children. She was on maternity leave but a month prior had found a place to move into along with a new job. The client started full time work right before she entered case management at the agency but due to a car repair and medical necessities was in crisis in her household budget. Family Service in partnership with San Manuel Band of Mission Indians, paid the clients' move in deposit and she is now stabilized with her family, working full time and back on track.

A single disabled woman over the age of 55 on a fixed income and in crisis (because of a recent surgery) arrived at Family Service during the last quarter of 2019. As a recipient of disability (due to surgery) she was not allowed to work and therefore her income was significantly affected. The client was going to be able to go back to work in a month, but in the meantime the decrease in income left her unable to pay for one month's rent. The client was facing eviction and homelessness but thankful to the San Manuel grant, Family Service was able to provide a month of rental assistance and the client was able to stabilize her situation.

Wildfires

In October 2019, when wildfires raged through the Calimesa area many lost everything including housing and cars. The San Manuel Band of Mission Indians reached out to Family Service to become the intermediary to provide grocery cards, motel vouchers, essentials and housing assistance to those who were affected. Family Service stepped up to the challenge and we were able to host several fire orientations in both Yucaipa and Redlands and subsequently helped close to 20 families relocate. This effort continues to be a work in progress but we are proud of our recent efforts and the trust the Tribe places in our organization.



Thank You Letters

Thank you Family Service for assisting in helping my family obtain permanent housing in a great area. Without Family Service, me and my children would have not been able to get this apartment. I greatly appreciate it.



Thank you so much for all the help and support you have provided me. When I first came here I was homeless and had lost my hope in people, but you and Redlands Family Service has shown me so much compassion and have restored my faith in people. What you grays are doing here is so amazing! Thank you for everything! Love, Chavon

Thank you for your kindness, sympathy, compassion, and help financially! Now my family and I can have a place to call home again! Now we can move forward with our heads held high! I thank God for you! I will pay it forward! - Victoria

Thank you Family Service Association of Redlands! Because of your employment scholarship, I'll be able to get a job at Starbucks and save up money to stop living out of my car!

This scholarship has given me hope during this arduous time.

- Jeanine

Hunger Walk

Our 5K Redlands Hunger Walk was a huge success Saturday, June 1, 2019. We had more than 320 walkers and close to 20 resource tables as well as a huge variety of local sponsors and supporters.

A huge thank you to Kiwanis Noon Club for partnering with us to provide a pancake breakfast... what a great way to start our morning!



We also wanted to thank our sponsors:

Presenting Sponsor Beaver Medical Group Hovey Tile Art

Hunger Buster

Kiwanis- Redlands Noon Kiwanis Club Optimist Club of Redlands Foundation Retina Consultants of Southern California University of Redlands

Health Crusader

First Baptist Church of Redlands Bill and Marilyn Bunnell Redlands Community Hospital Granillo Orthodontics

Food Champion Jim and Carol Snodgress Hatfield Buick GMC Dr. James Patrick Caley, DDS Inzone Insurance Services, Inc Century 21/ Janey Cole Tilden and Nancy Spencer The Mera Family Pathway Church JAM

Meal Booster

Bear Valley Mutual Water Company The Needle Express Burgeson's Heating and Air Redlands Community Presbyterian Church SPW-Stout Payne Waner Wealth Management TBM Fire & Security

We appreciate all of you who volunteered, walked, sponsored and help spread the word about this amazing community event. All proceeds from the walk go to benefit our Meals Program and Food Pantry. Thank you for helping us help others in the community!



Gerrards Craft Beer and Wine Tasting Festival 2019

Gerrards Market and Esri

We are thankful to the over 300 guests who made this evening in March 2019 a flourishing event. There were 63 vendors at the event serving lots of delicious samples of food and drinks. A special thank you to Gerrards for having this fundraiser on our behalf and a special thank you to Esri for hosting the event in their cafe.

Thank you Gerrards for your year-round support!



Volunteers, Giving of their time and talent

We are blessed with the work of our volunteers. In 2019, 913 unique volunteers donated 8,442 hours to Family Service. They came as groups, individuals, for one-time projects, or on a regular basis. They worked in the office, sorted food and clothes at our Donation Center and worked in our kitchen serving meals to community members. They administered programs for our clients and taught classes. We are blessed.



Volunteers, Giving of their time and talent

Featured Volunteers John Sun



John Sun was recently honored at our Annual Meeting for his dedication in our daily meals

services by receiving the Ann McMahon Service Award. John Sun has been volunteering at Family Service for 3 years. He lived in Redlands for several years but currently lives in Running Springs. He faithfully drives down the mountain weekly to prepare breakfast for our clients. He also stays after breakfast and volunteers in the client computer lab.

John is a semi-retired Software Engineer and College Lecturer for Computer Science. John volunteers for us to honor the memory of his daughter Isabel, who passed away 4 years ago. Isabel used to volunteer for Family Service in the Donation Center. She had a heart for vulnerable people and loved helping others. Each day John is here volunteering he does it to honor Isabel's memory. He wants her legacy to live on and feels that he is doing that by helping with things she held very dear to her heart like volunteering here at Family Service.

The Ann McMahon Service Award

In 2016, we named an award in honor of Ann Mahon in honor of her hardworking yet gentle spirit and her intensity of the work she has accomplished in the community. Ann Mc Mahon is a previous Family Service Board president who has served twice in this important leadership role.







Dinner in the Grove



Arrowhead Christian Academy

The Dinner in the Grove benefiting Family Service Association of Redlands was an even more exciting event this year than in the fourteen-year history of the event. Normally held in the beautiful orange grove of Jack and Laura Dangermond in East Redlands, organizers this year worried through the week about weather predictions for rain. Finally, on Thursday, they made the call to move the Saturday dinner to Arrowhead Christian Academy (ACA), the only facility that was open and available to accommodate the 430 guests.

Fifteen years ago, the first Dinner in the Grove was held in the orange grove of Hal and Cornelia Grant after Char Burgess and Shelli Stockton convinced the Board of Family Service that a fund raiser could be developed based on a birthday party Char had created for her husband as a "Dinner in the Grove". "People loved that event so much", Char said "that I knew it could be a great opportunity to make money to benefit one of our great Redlands organizations."

Being on the Board of Family Service at the time, it seemed that organization would be perfect. That first dinner drew about 125 people.

Fifteen years later, Char and Shelli still co-chair the event and are now joined by a much larger committee of hard workers who make the whole event happen. Ellen Weisser was the chair of the very successful silent auction with the help of Lori Hatfield and Susan Martinez. Sue Morasco chaired the marketing design portion of the responsibility. Ann McMahon chaired the art portion of the auction. Vicki Watson chaired the wine pull. Staff from Family Service who worked tirelessly to keep up with all the demands were Jill Prendergast, Director of Fund Development and Donna Olson-Jones, Office Assistant. Decorations transformed the dual gyms we used at literally the last minute and were done by Pam Null, Marsha Maclean, and Jani VanGorp. Tom Kaney brought beautiful cutting boards creating a unique aspect to the fundraiser.

Wine was provided by Rod Shelfo and Gerrard's Market and beer by Escape Brewery. Party Plus provided all the logistics support. The food was catered by EUREST from Esri and this year, the Headmaster of ACA, Brian Bell, was pressed into supporting all of the last minute detail that goes into such a location move at the last minute.

Dinner in the Grove - cont.

"We can't thank ACA enough for their generosity, their kindness and general cooperation" said Char Burgess. "When I contacted Chris Boatman, Director of Facilities and Community Services for the City of Redlands, he helped me immensely with the idea of ACA and what a wonderful facility it is."

In total, the event this year grossed the highest dollar amount ever, over \$189,000, all of which will go directly to help those who are struggling in the community of Redlands and using the services provided by Family Service Association.

"A huge thank you to all our guests, every one of whom attended the event and spent money to support the effort" said Shelli Stockton. "Like always, our community rallied around our efforts on behalf of Family Service, including taking in stride the huge last-minute change of venue. These types of efforts are what makes Redlands special."



Family Service In Action























Family Service In Action























Thank You 2019 Donors

For providing a hand up, not just a hand out, to local children and their families. We couldn't have done it without you!

Ambassador (\$25,000+)

Belden, Janice Clem, Clara Mae Esri San Manuel Tribal Administration



Founder (\$15,000 - \$24,999)

Hovey Tile Art Lindsey, Bill & Barbara Maupin Financial Advisors

Benefactor (\$10,000 - \$14,999)

Beaver Medical Group, LP Berry, Donald & Ellen Marie Breakfast Club Of Redlands Inc. Heinze, Bob & Betsy McLaughlin, David & Diana Myron F. Ratcliffe Foundation The Annette M. Willams Charitable Foundation The Will J. Reid Foundation

Guardian (\$5,000 - \$9,999)

Burgess, Larry & Charlotte	Riordan, Barbara
Cutler, Tom & Julie	Rochford Foundation - Burrage Mansion
Fidelity Charitable - Glorify Christ Fund	Rosen, Elaine
First Baptist Church Of Redlands	Snodgress, James & Carol
First Congregational Church	Snowden, Paul & Joanne
Gerrards Market	Spencer, Tilden & Nancy
Hansberger, Dennis & Karen	The Community Foundation
Harris, Kenton	Thibedeau, Richard & Kristin
Knudtson, Ruth	Varner, Bruce
Majestic Realty Foundation	Weisser, Stan & Ellen
Metro Nissan Of Redlands	Wells Fargo Foundation
Redlands Community Hospital	Zdunowski, Gene & Donna

Steward (\$2,500 - \$4,999)

Abushanab, Daniel & Heather Angelides, Dean & Laura Ally Financial Inc. Berg, Tom & Deborah Belote, Jim & Patti Brown, Debbie Bryan, Vaughn & Ann First Presbyterian Church Garcia, Robert Gerrard-Rice, Gail Hamilton, Sharalyn & Edison, Sam Hatfield, Bill & Lori Hatfield Buick - GMC Heinze, Robert Hone, Philip Loma Linda University Health Lossett, Cheryl **Mission Pediatrics**

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19

Humanitarian (\$1,000 - \$2,499)

Kiwanis Club Evening Kiwanis Club Noon Knight, Jane Knox, Kevin & Shannon Knudsen, Jim & Olivia Krause, Richard Long, Larry & Ann Martin, Faydell Pressly Martinez, Jeff & Susan McCall, Allan McMahon, David & Ann Meals, Robert Meier, Ann Mera, Steve & Mary Ann Messersmith, Mark & Linda Milloy, Wayne & Doris Minor, Andy & Sarah Mirau, John & Susan Mitchell, David & Nina Morris, Teresa Munz, Larry & Cindy Osborne, Sarah Pacific Premier Bank Pacific Western Bank Patel, Jayesh & Rekha Patterson, John & Myra Pesavento, Richard & Luciana Portney, Jamie Power, Alexander Poyzer, Lorrie Rada, Deborah Ramsay, John & Susan Rettig, Franz & Susan Rivera, Christina Rochford, Tim & Carol Rold, Kerry & Vicki

Rotary Club Of Yucaipa Salon Success Academy Sanborn, Michelene Schneider, Roger & Aida Seiberling, Monroe & Pat Serros, Edward & Linda Shelby, Kirk & Clover, Caryl Sherman, Jan Shimoff Law Corporation Shimoff, Paul & Susan Shook, James & Brenda Sommer, James & Diana **Stellar Solutions Foundation** Stephany, Ron & Winifred Stevens, Debra Stewart, Steven & Dona Stindt, Jeralyn Stockton, Dave & Cathy Swant, Justin & Emily Talley, Terry & Janise The Estate Of Mary K. Latendresse Threatt, Beth Tincher, John & Karen Tolerico, Frank & Ann Tolsma, Rvan & Miriam Tri-City Acoustics, Inc Tveten, Jon & Jane Vines, Terry & Geneil White Horse Vapor Wiens, Marion Wilder, David & Lynn Wilson, Richard & Liz Wilson, Richard & Nancy Yegge, Steve & Sandi Yurkosky, Pete & Brandy Zdrojewski, John & Donna



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Provider (\$100 - \$249)

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Only contributions received January 1 to December 31, 2019 are listed here.



Gifts in Honor/Memory of...

In Honor of Bill Buster Glick, Brian

In Honor of Char Burgess Doolittle, Phillip

In Honor of Diane Johnson's Birthday Swinson, Becky

In Honor of James P. Frazier Frazier, James D.

In Honor of Joyce Dangermond Dangermond, Jeffrey

In Honor of Mike Remy Stellar Solutions Foundation

In Honor of Nancy Mann Stevens, Debra

In Honor of Rob Stuart Napoli, Anna Marie

In Memory of Jack Griffith Benoff, Steve & Martha

In Memory of Jack Griffith Griffith, Karen

In Memory of Jo Nolin Nolin, James

In Memory of Malcolm Heppenstall Beswick, Carole

In Memory of Marjorie Denies Kruse, Jeannett In Memory of Mr. & Mrs. Myron F. Ratcliffe Myron F. Ratcliffe Foundation

In Memory of Pansy Jacinto Knox-Allen, Marlene

In Memory of Pansy Jacinto Jacinto, Tony & Darlene

In Memory of Peggy Power International Day Spa

In Memory of Raquel Lebredo Bicos, Andy & Olga

In Memory of Raquel Lebredo Lebredo, Nick & Judi

In Memory of Sue Griffin Slinkard, Natalie

In Memory of Thelma Foerester Bordelon, Les & Cheryl

In Memory of Wilbur & Stella Gregory Napoli, Anna Marie

Merry Christmas to Diane & Merlin Johnson Swinson, Becky

On Behalf of Kurt Johnson Solomon Colors, Inc.



In-Kind Gifts...

AAA Alarm Systems Tom & Alice Ahern Albertsons #1319 Arnold's Backflow Arrowhead Christian Academy Arthur Commerical Press Steve Bell Burgeson's Heating & Air **Carpet Care Plus** Cemex Citrograph Escape Brewery Escoto Construction Fsri Pam Ford Gerrards Market Dennis & Karen Hansberger Roger & Marjorie Harmelink

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Bequest

A bequest is an easy way to remember and carry on your belief in the work Family Service Association of Redlands after your death. A bequest can be made through your will or trust and does not come into being until your passing. You continue to use the asset throughout your lifetime, but upon your death the gift is made and will be used as you request. Bequest can be made for a specific amount or a percentage of your estate. Thank you to all our friends who believe in our mission and want to see our work continue in the future.

If you would like more information on including Family Service Association of Redlands in your will, please contact Jill Prendergast or Kyra Stewart at Family Service 909-793-2673

The Leaders

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Family Service Association of Redlands 612 Lawton Street | Redlands, CA 92374-3013 909.793.2673 | Fax: 909.793.7324 www.redlandsfamilyservice.org



Save the Date September 26, 2020

Dinner n the Grove Dinner in the Grove 2020 will once again be held in the Dangermond orange grove east of Redlands.

