2020









The Year that Changed Everything

Family Service Association
OF REDLANDS

A Message from the President, Ellen Weisser



As the pandemic raged on, Family Service came to the rescue of over 1800 families in need of food, emergency shelter, rental assistance and other vital goods and services. Many of our newer clients had become homeless or were at risk of homelessness due to job loss, caregiving or health issues. School was not in session, businesses were closed and families had needs like never before seen.

In June we launched a one day per week food box drive-through distribution program with an average of 100 cars each Tuesday. The boxes were available to all county residents who were in need. The boxes included fresh fruit and vegetables, bread, and milk when available. The Redlands Unified School District gladly partnered with us for our food efforts. The Redlands Charitable Resource Coalition, led by Pastor Craig Turley, also began distributing bagged lunches every day of the week and Redlands Family Service became the host site. All services that staff provided were executed in a safe manner to lessen the risk of our staff and volunteers becoming exposed to the virus and for the safety of our clients. We never closed our doors.

Our generous donors, supporters, and valued partners contributed mightily to help us accomplish the important work we do - serving families in crisis with basic safety-net services. Our staff and volunteers embraced our clients with ingenuity and all the heart and soul needed at this most vulnerable time, even when their own family issues and fears persisted.

In partnership with San Manuel Band of Mission Indians, the cities of Redlands and Yucaipa, Bank of America, and more, the Housing Assistance and Advocacy Program paid 195 months of rent toward the fight against homelessness. Families facing eviction or already homeless sought help through our agency and our case managers worked tirelessly to partner with landlords and property managers to secure housing. The affordability issues wrapped around housing costs and the pandemic causing job loss and health issues - for many became a looming recipe for disaster. Family Service stepped in for 136 families, 36 of which were already without shelter.

We hope to become a bigger part of the solution with a new Housing Village of 10-12 affordable housing units right here on our own campus in Redlands.

We commenced a Diversity, Equity, and Inclusion committee to address social issues that are plaguing our community and our world today. Promoting human dignity will always be the cornerstone of our mission.

We began 2021 with optimism that so much heartache would be behind us, but as the ramifications of the pandemic and social unrest continue to surface - we recognize that there is plenty of need ahead and we are up to the task.

Respectfully submitted,

Ellen Weisser

2020 Family Service President



123 Years of Building Strong Families

2020 Service Counts

Family Service and Housing Advocacy Points of Contact

	2020
Total Families	1,861
Total Individuals	6,503
Food Distribution	
Emergency Food - number of families	1,013
Drive-Thru Food Bags (May through December)	23,314
Meals Served (January through March only)	1,440
Donated Food - weight by pounds	148,287
Clothing Distribution	
Families	556
Total Individuals	2,093
Housing Assistance - Family Service	
Emergency Rental Assistance - number of families	123
Months of Rent Paid	195
Rapid Re-Housing	
Homeless families moved into stable housing	36
Motel Vouchers Issued 309 individuals representing 133 children off the street	688
Motel Vouchers - number of bed nights	1,127
Support Services	
Transportation - gas vouchers or bus passes	56
Training Contacts - individuals (January through March)	23
Volunteer Services	
Volunteers	435
Volunteer hours	4,192
Holiday Distribution	
Children's Easter Baskets	255
Easter Food Boxes	86
Thanksgiving Food Boxes	95
Christmas Food Boxes	84
Adopt A Family	139

Fighting Homelessness!



As the pandemic raged on and households were affected by job loss, school closures and caregiving, Family Service continued on in the fight against homelessness.

Executive Director, Kyra Stewart, describes emergency rental assistance, move in deposits and motel voucher services that were provided – as the "organizations proudest achievement from year to year."

As homelessness numbers continue to grow, the case management, wrap around support and crisis intervention is crucial to stabilizing families.

In 2020, we provided **123 families** with **195 months** of emergency rental assistance. Of those 36 were homeless. We worked diligently with landlords, motels and other agencies to get the homeless families housed and to stop the threat of homelessness with other families served.

Stories of Stabilization – Every number has a story, every story is a life.

A recently unemployed mother who is also a domestic violence victim applied for housing assistance with Family Service. After interviewing with a case manager, Family Service assisted her with a move-in deposit to a safe location away from the danger that she was previously experiencing. She also received food, clothing, hygiene kits, transportation assistance and case management support.

A single unemployed mother with three children was screened for emergency rental assistance in the summer of 2020. Prior to the screening, her 18 year old daughter was helping with bills but due to COVID-19, her employment ended. The mother, who was a waitress also lost her job and the family was suddenly facing homelessness.

Family Service intervened for the client and paid for one months rent while they waited on unemployment benefits. The family also received food and later holiday support to help them get through their crisis.

Thank you's From Clients



(edited for content)

In my time of need as all my household and extended family had COVIV and my husband was in the ICU, Family Service stepped in with food and things needed to get back on our feet. When I first entered the door, Lori greeted me with a warm smile and kind words. What better place to come to when you need a helping hand. I give props and my hat off to Paula, she listened, didn't rush calls and checked to make sure all the paper work was in. She offered food each time whether I needed it or not. This agency is 100% the best. I appreciate everything each and everyone did whether a kind word or a smile. May God bless you and heaven smile upon you.

- The F Family

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

My family and I would love to thank you for your help in our very hard time of need. You will always be remembered in heart. 2020 has been a complete history in itself. You are all HEROS" in this time of need. And standing on the front line ready to help. Thank you so much. May God bless you and keep doing what you all are doing with a warm heart and open hands. — ET

Your generosity helps me keep working without worrying about my basic needs to keep focused at work. I feel so blessed to have people on my side and caring about me. It's been really tough this year but with your help things have turned around. - I

Planning a Deeper Solution to Homelessness with the help of the Faith Based Community

In 2018, seeing the increased homeless counts published by our County, Family Service decided to launch a Housing Committee to explore deeper solutions that Family Service could administer. We wanted the solutions to be aligned with our mission and practical for the resources, land ownership and clients we serve.

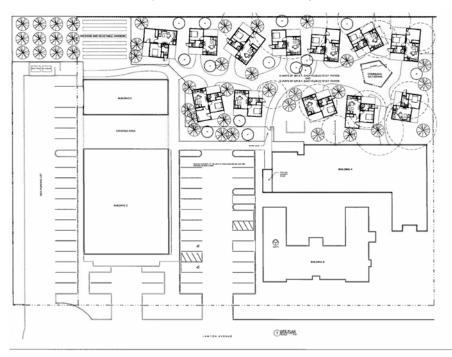


Led by Past President, Carol Snodgress and with the talents of real estate agents, business professionals, architects and investors, discussions about the possibility of creating a 10-12 unit tiny home village on the Redlands campus started to take light.

The perceived project finally got its legs when a grant from the First Baptist Church of Redlands known as

the *Gregory Legacy Grant* was facilitated by Board member, Deborah Crowley. She is a long standing member of both the church and the organization. A total of \$35,000 was received to start the conditional permit process and gave us the resources to firm up our housing plan in order to submit to the City for approval in the near future.

We are excited for the new partnership with the First Baptist Church of Redlands and grateful for the talent of the committee which is continuing to work diligently on this exciting project. We hope to become a deeper more meaningful part of the housing solution with stabilization and options for families and elderly in crisis.



Food Box Distribution

When the COVID-19 pandemic hit in early 2020, we quickly realized that there was an enormous need for food in our community. Grocery store shelves were bare, school was cancelled, and jobs were lost. It was then that we launched our weekly food box program with the help of two grants from The Will J. Reid foundation and various other donors. Our contactless drive through food box program is held every Tuesday and open to all residents of San Bernardino County.

In 2020, we served over 700 (unduplicated) families with food boxes and distributed more than 3,100 boxes of food. The primary recipients of the program include people who are in crisis due to job loss, school closures, loss of income, caregiving or suffering from illness.

In a commitment to the safety of staff and others, the distribution is done in an organized system in which staff members and volunteers ask to see identification through the vehicle window and then place food in the trunk of the vehicle. Typically each vehicle that comes through gets a box of nonperishable food, fresh fruits and vegetables, dairy products and bread.

In the fight against hunger we continue to help approximately 100 families each week with food. For more details please visit our website at redlandsfamilyservice.org.











Volunteering Builds Community

Our volunteers add incredible value to our organization. They assist us in achieving our mission and in a two fold purposeful manner, Family Service helps to provide opportunities for volunteers to learn new job skills, complete school/intern hours and build community.

In 2020, even through a global pandemic, Family Service provided opportunities for volunteers to get involved in various ways and we celebrate 435 volunteers who tracked 4,192 hours. Family Service recognizes the efforts of these giving volunteers through orientation, training, motivation and appreciation.

Volunteering brings people together, helps build socialization and friendship skills and broaden ties to the community.

Our hats are off to you wonderful volunteers! Thank you for your dedication to serving others!













Rollie Moore Receives Ann McMahon Service Award

At the Annual Meeting in early 2021; Rollie Moore received the prestigious Volunteer of the Year Award for his years of service and leadership on the Finance and Facilities team. Rollie oversees major capital projects related to security, campus maintenance and other complex projects. Whatever the crisis or emergency, Rollie is always there to lead the team and create a solution to strengthen the community he loves.

Since 2016, each year, we honor a special Volunteer of the Year with the Ann McMahon Service Award. Ann is a long standing, hard working volunteer who served as a President for Family Service Association twice. Her community minded spirit and dedication is remembered every year with this name sake award in 2020.



Rollie Moore -Volunteer of the Year Award

Fall Food Drive

Best Practice Partnerships!

Faith Based, Business and Nonprofit working together for the common good.

On a beautiful, sunny fall Saturday in November, we all place marked time on our calendars, masked up, socially distanced and excitedly looked forward to a productive day of collecting food at the Redlands campus. The day was organized in partnership with the Church of Jesus Christ of Latter-day Saints in order to keep our food pantry stocked for the anticipated need in the year to come. Tables were set up, music played,

registrations were organized and volunteers were oriented all preparing for a busy day of incoming food.

Not knowing what to expect either from volunteers or food donors, (everyone needed to be aware of their own food stock and safety with the crisis we were in) – we all waited as the Church of Jesus Christ of Latter-day Saints volunteers started to bring their Stater Bros. bags filled to the brim with non-perishable food. Empty bags were donated by Stater Bros. and distributed to Redlands residents.



Slowly but surely as the day progressed, the incoming donated food piles grew and grew and the generosity of the residents as well as the concern for those in need became more and more evident.

With the leadership of Bob and Judy Cannon Family Service counted pound after pound and to our surprise we **collected over 32,000 pounds of food in ONE day!** The most we have ever collected and yes – in the middle of a pandemic.

The day was so amazing and hard working volunteer groups, board members and Family Service staff worked diligently to sort and accept the food we received!



Faith Based - Church of Jesus Christ of Latter-day Saints - Provided leadership, direction, drivers for pick up and drop off and volunteers on the day of.

Business - Stater Bros. Charities - Provided 15,000 bags which were distributed to the community.



Family Service - Administered weekly food boxes, received the food, responsible for receiving and set up.



Family Service Partnership with Redlands Charitable Coalition

Following the Center for Disease Control recommendations regarding communal dining, Family Service decided to shut down our daily meal services. We collaborated with the Redlands Charitable Resource Coalition as a partner site to allow them to start distributing daily bagged lunches to the homeless, at risk homeless and low income individuals and families of the region. Since the partnership started in mid 2020, thousands of lunches have been served.





Other ways you can support FSA



- Pick FSA as your Amazon Smile recipient
- Host a Facebook Fundraiser for us for your birthday
- Donate your time as a volunteer
- Donate food to our food pantry
- Host a food drive or hygiene drive on our behalf
- Donate monetary gifts
- Choose to leave a gift to FSA as a bequest (car, property, money, stocks and bonds).
- Donate your car to FSA (must be up to date on registration and in good running condition)

Family Service Team

Working Together for the Good



Operations were drastically changed during 2020 and our staff remained steady, flexible and resilient through the changes. Operational hours were adjusted, meals were cancelled and replaced with a weekly food box drive-through, classes were moved to a virtual forum, housing orientations were assessed through a survey link, sneeze guards were installed at every desk, mandated temperature checks and mask wearing were enforced and staff meetings were turned into Zoom meetings.

Through all of their own fears, childcare issues and safety protocols, our team worked diligently to continue to serve. We honor our team and appreciate all that they do to keep Family Service productive, relevant and with the continued capacity to serve in a safe environment.

THANK YOU FAMILY SERVICE TEAM!



(Back row,left to right): Cornell Fuqua, Josie Rawlinson, Samantha Morgan, Paula Petty, Jill Prendergast, Stacy Heredia, Crystal Lau, Vanesa Cantu, Adela Brawn

(Front row,left to right): Liza Mejia, Mary-Ellen King, Kyra Stewart, Lori Villarreal, Mandy Carlson



Thank You 2020 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!

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San Bernardino County Medical Society

2020

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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.



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Save the Date October 2, 2021

Din Din Der in the Grove

Dinner in the Grove 2021 will once again be held in the Dangermond orange grove east of Redlands.

