



Family Service Association (FSA) has been accredited by the Council on Accreditation since 2002. This signifies that FSA's programs and services meet standards of quality set forth by the accrediting body. It involves an in-depth self-review of FSA's programs and services against currently accepted best practice standards, an on-site visit by an evaluation team comprised of experts, and a subsequent review and decision by the accrediting body. Accreditation review cycles occur every five years.

To ensure compliance and agency excellence, FSA utilizes a Continuous Quality Improvement (CQI) system that includes the distribution of client satisfaction surveys, site audits, outcome studies, advisory council meetings, chart audits, policy and procedure implementation as well as regular staff and community meetings. A major component of the CQI system is program evaluation. Program evaluation assists FSA by measuring the effects of a program against its goals to inform decisions about the organization's future direction. Program evaluations are conducted annually in each major department and results are summarized at year's end. FSA's CQI efforts are led and overseen by a steering committee comprised by agency executive staff, program administrators, agency leads and select Board Members.



2017 Impact Report

Mental Health . Senior Services . Child Development . Community Centers . Housing . Food Access



Our Motto:
Family Strength is Community Strength

Our Mission:
Building community one family at a time, through compassion, advocacy and comprehensive model services, fostering self-sufficiency and sustainable impacts.

The vision that guides FSA's efforts to accomplish its mission is that of an agency making a difference in the world by strengthening both families and individuals, and creating a strong and vibrant society. Our motto "Family Strength is Community Strength," represents our vision of helping people to build caring communities, strengthen families, and improve lives. Since 1953, FSA has been serving low-income, ethnic minority families that lack the resources of many of their middle-class counterparts. Current agency services include Mental Health, Community/Senior Centers, Child Development, Senior Nutrition, Senior/Affordable Housing, Mobile Fresh (our "grocery store on wheels"), and also our HOPE Collaborative, which is the designated Child Abuse Prevention Council for Riverside County. FSA has been accredited since 2002 by the Council on Accreditation (a non-profit accreditor of human services since 1977), attesting to its programmatic and administrative capacity.

During this fiscal year, throughout Riverside and San Bernardino Counties FSA's services have impacted



24,343
Individuals Annually

With quality programs and services at



52
Program Sites

All with the help of



392
Employees



2,065
Volunteers

Carmen Garcia is an 85-year-old mother, grandmother and great grandmother. Carmen came to the Calimesa Senior Center doubting that she would be able to participate in any of the exercise classes. "The staff was very friendly and encouraged me to give the Fit After 50 Class a try." After successfully completing her first class, Carmen continued to go to Fit After 50 twice a week. "My doctor was always asking if I did any exercising, so when I saw my doctor and I told him what class I was involved in, he was very happy to hear this." Carmen's doctor was ecstatic that she was exercising and he actually had a picture of the class in his office. Before Carmen started the class, she had to use a cane to get around but now she can walk farther without the use of her cane. "I know this class is good for me, I can tell the difference."

Carmen enjoyed the class so much that she has started doing some of the exercises when she is home. All of our FSA-operated senior and community centers offer a variety of activities. Carmen began to try other programs offered. "I appreciate that the classes don't cost anything. I have been taking advantage of the lunch and bingo program." Carmen is now a regular visitor to the Calimesa Senior Center. Her exercise band and cane are all that she needs to have a wonderful time at the center. "I enjoy coming to the senior center, and am happy that I stuck with the class from the beginning and I am excited to see how much better I get as time goes on."



Physical Activities for Seniors

Programs Highlighted This Year



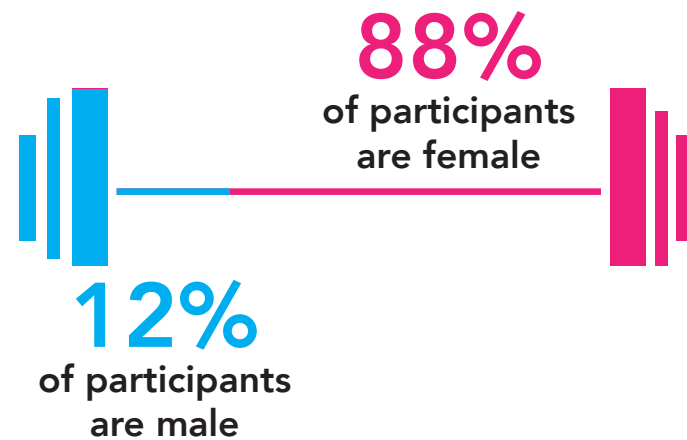
Physical fitness helps seniors maintain independence by increasing strength, mobility, range of motion and balance, which aids in fall prevention. Seniors who participate in an exercise program not only benefit physically but emotionally as well. Moderate exercise can help manage stress and improve mood, as well as reduce feelings of depression. These group classes also help participants make connections with one another. FSA's community and senior centers run fitness classes such as: Fit After 50, Yoga, Sit & Be Fit and a variety of dance classes.



FSA works to solve the most pressing problems in Riverside and San Bernardino Counties by building collaborations among businesses, non-profits, funders, volunteers and the public sector, working to identify needs and in return develop programs that are asset based, responsive and deliver measurable results.

Data tracking and program evaluations allow FSA and its many community partners, funders and other supporters to see the impact of our efforts in the goals and outcomes in its programs and services. Through assessment and our continuous quality improvement (CQI) system, the CQI team chose to highlight: Kindergarten Readiness, Volunteers, Nurturing Parenting and Physical Activity for Seniors. To demonstrate impact, FSA closely tracked and evaluated the data from these four programs, looking broadly at outcomes achieved and the differences realized for those clients. Note that the data collected for this report was conducted in 2016.

The next issue of the FSA Impact Report will highlight these following programs: community engagement, senior housing impact, the impact of parent involvement in infant and toddler care, late life depression & older adult program services.

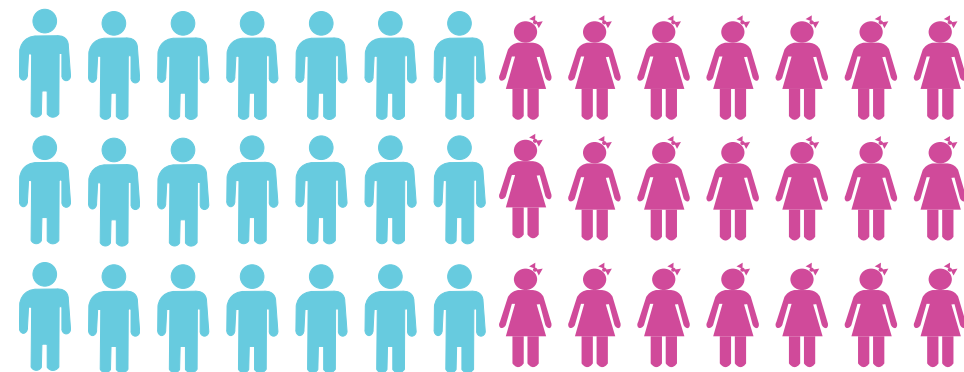


Kindergarten Readiness



FSA Child Development Services provides a well-balanced curriculum with an emphasis on children's social and emotional skills in an enriched cognitive environment. This setting ensures that children's needs (social, intellectual, physical, emotional and creative) are appropriately met at a variety of levels through our teachers who are highly qualified in Early Childhood Education.

In determining Kindergarten Readiness, the Desired Results Developmental Profile (DRDP) is utilized for each child. Children who attend California State Preschool Programs (CSPP) who are integrated into preschool programs demonstrate high levels of kindergarten readiness. Children are assessed during their first 60 days of enrollment and based on their assessment teachers will implement activities within their lesson plans to help each child individually by working on the areas that need improvement. The children are then re-assessed at six months and teachers will again implement activities within lesson plans to help improve the child's readiness. During this process, parents are involved through parent-teacher conferences where the parent will be informed on their child's progress in preschool and learn how to better help their child at home. Within each site, every child has an educational portfolio that includes observations, notes, pictures, artwork, and writings, which allows the teacher to demonstrate improvement when a child is assessed through the preschool program.



1,054
Children were enrolled
in Kindergarten
Readiness

Client Story



Julie was looking for a program that would help her improve her relationship with her four children. She was referred to the FSA Nurturing Parenting Program and quickly began her learning experience. Nurturing Parenting taught Julie that there are many effective and healthy methods that she could use to discipline her children. "Thanks to this amazing program I can truly say that in my family I have broken the chain of tradition of spanking and yelling that had been following our family for years." Julie was often asked to take home assignments to practice her newfound skills. After one of the assignments her four-year-old son said, "Mommy you love me because you don't hit me anymore."

"This program has greatly impacted my behavior and life...I can show my kids love and empathy by showing them respect towards the way they think and their personalities." Julie's husband wasn't entirely onboard with the Nurturing Parenting Program but as he noticed the changes in dynamics between his wife and children he was eager to learn. "I started teaching my husband what we had learned in class and he started reading the book as well." After both parents learned and started to effectively apply these new skills, their family life quickly improved. "Neither my husband or I spank our kids, instead we have started to implement time out which is working well. I am so happy and now I can reflect on how spanking my children was actually harming them." Julie and her husband have since graduated the Nurturing Parenting Program.



83%

Of parents who have completed the program have decreased child abuse levels from either high risk to medium or medium risk to low



Parent Ages
5% 18-23
91% 24-44
2% 45-54
2% 55-69

Nurturing Parenting

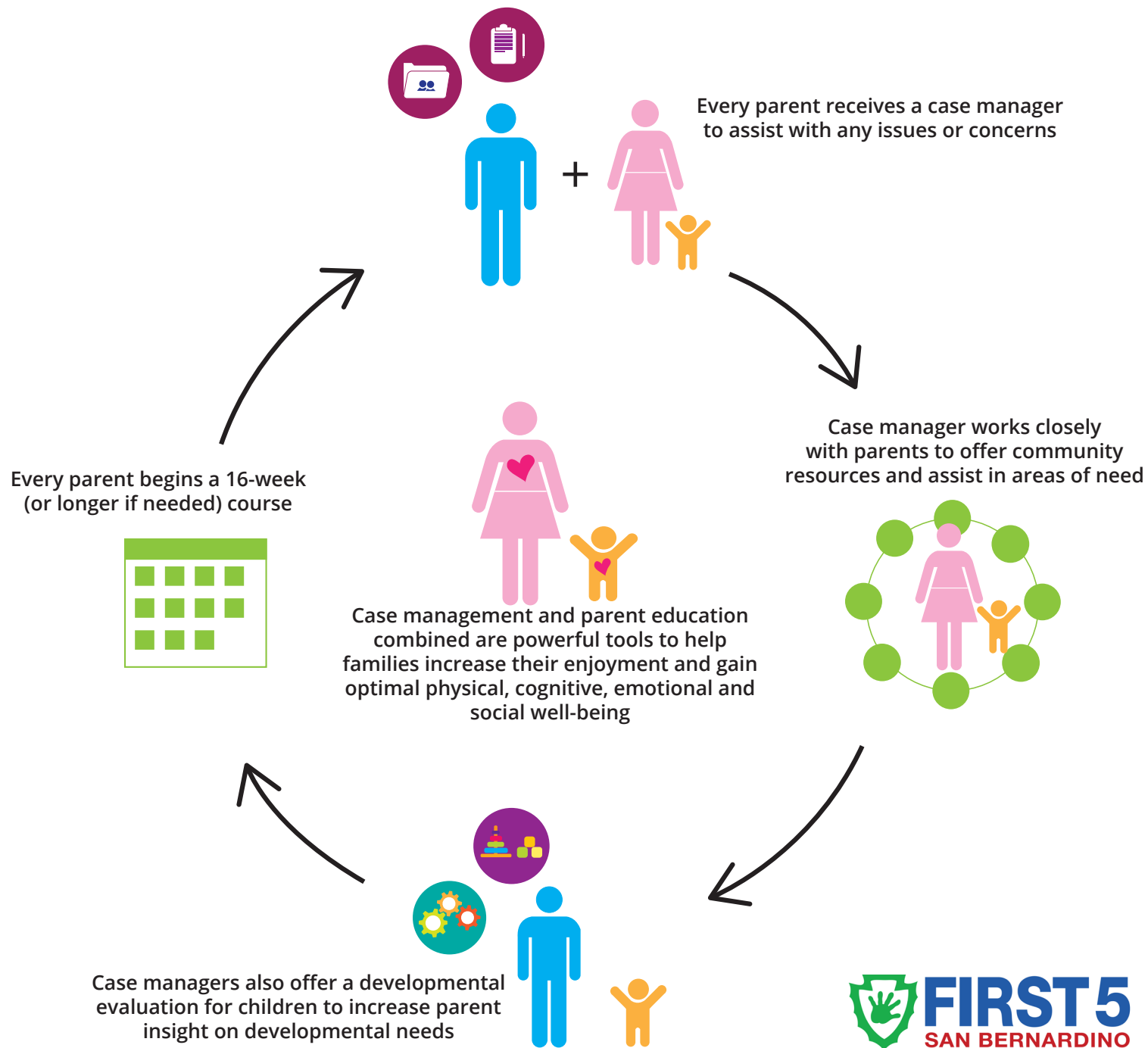
Client Story

Our Nurturing Parenting Program offers an evidenced-based parent education curriculum to help decrease the risk of potential child abuse. Two of our clinics offering this program serve the Fontana community as well as the Morongo Basin. This class is offered free of charge along with free child care. It is available to parents, or any caregiver, of a child between the ages of 0-5. Classes highlight popular parenting themes and review the importance of discipline, consistency, positive reinforcement, establishing family values and rules, increasing children's self-esteem and encouraging independence. Self-reflection exercises are used to gain insight on personal parental challenges and how our own childhood can influence how we parent today. Sharing of peer parental experiences in a non-judgmental environment allows parents to relate to each other and receive peer support.



Veronica Amial began her experience with Alvord Child Development Center as a parent. She was looking for a center that would prepare her child for kindergarten. "I was always very worried about my son going to kindergarten because I did not feel he knew enough..." When her son started attending Alvord CDC, Veronica began to help as a parent volunteer in his class. Through her volunteering she realized the positive impact the creative curriculum was having on the children. "As I volunteered throughout the year, I experienced firsthand how the teachers had a great connection and communication with the children," said Veronica Amial. She realized the positive impact the creative curriculum had on the children. Veronica's son graduated from Alvord and was more than ready for kindergarten. "When he started kindergarten, he knew all the letters of the alphabet! I was absolutely pleased and grateful because my son learned so much at the FSA Alvord Child Development Center."

The experience went so well with Veronica's first son that she enrolled her younger child, Moises. However, Moises's enrollment at Alvord did not work out because it was quickly discovered that he had autism and required special services. "The Director helped me find a homebased Head Start for him and encouraged me to take child development classes." After taking a few child development courses Veronica's passion for this subject grew immensely. The Alvord Child Development Center was looking to hire a teacher's aide and Veronica immediately applied. "I knew I wanted to be part of their team. I knew what great teachers, support and communication this center had." Veronica has now been a staff member at Alvord for six months and is aiming to get her Bachelor's degree in Early Childhood Development. "Thank you, Alvord Child Development Center for helping my sons and encouraging me to take classes. My world opened up and I can never express my gratitude enough."



Volunteers



Family Service Association has more than 50 sites where volunteers can assist. Volunteers help with special events, preparing and serving seniors lunch, teaching classes, distributing food and connecting the community with resources, assisting with child development, interning in the mental health clinics, serving on advisory groups, assisting the HOPE Collaborative Team to prevent child abuse and neglect, and helping with programs at the senior and community centers. Volunteers help FSA achieve its goal of serving all ages in the community and ensuring that “Family Strength is Community Strength.” To celebrate and recognize all of the important work volunteers do, every year FSA hosts a Volunteer Recognition Event to truly thank all of the volunteers for their time and efforts. As an organization we try to help as many people as we can but our impact wouldn’t reach so many if it wasn’t for the help of our volunteers.



Client Story



Tony Serra started volunteering as a computer instructor at the Norton Younglove Senior Center in Calimesa in 2009. He had recently retired from a “Fortune 600” corporation. Over the years, he has taught 35 beginner and intermediate computer courses with about 525 adults completing the 10-week sessions. His oldest student was age 84. “In the modern world, how to use the computer is a valuable asset. The internet is a huge storehouse of information. I tell my students that millions know how to use the computer, you can do it, too!”

Each week, Tony teaches a class of about 12 – 18 students. Two volunteers, Richard Ririe (who started in 2009) and Cindi Messler (a volunteer since 2012) assist the students as they work on class projects. “It’s been a lot of fun and challenging in a lot of ways,” said Tony Serra. “With the beginner class, I knew we would have inexperienced students who had never touched the computer,” he continued. “But the Intermediate class surprised me. I thought they would be seniors who were familiar with computers from their work. Instead, we got seniors who were just moving from beginner to a little more advanced. I realized I had to design the course to fit the needs of these students,” said Tony Serra.

He developed a survey to place students at the appropriate class level. He also created instructional materials for the course. Since computer technology is constantly evolving, the class is re-designed for the latest technology. Handouts focus on the Windows version (such as Windows 10) that the student owns so they can practice their new skills at home. The classes give older adults an opportunity to make friends, learn new skills, and keep up with the changes in society.