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 / familyserviceassociation

  / fsaca

# 2024-2025 Annual Report



# Our Mission:

To address poverty, hunger, and health, from infancy to older adults, in families and under-served communities.

#FamilyStrengthIsCommunityStrength



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# Letter from our Board Chair & CEO

Dear Friends,

**This past year was one of transformation, resilience, and renewed purpose for Family Service Association (FSA). Together, we strengthened our internal operations, increased services, and deepened our partnerships to better serve children, families, and seniors across Riverside and San Bernardino Counties.**

In the 2024 - 2025 fiscal year, **22,835 individuals** received comprehensive services through FSA — from nourishing meals to quality childcare to behavioral health therapy. These numbers represent far more than data; they reflect the lives touched and the communities strengthened through your support.

We were honored to be recognized as the **City of Moreno Valley's Nonprofit of the Year**, a distinction that reflects the dedication of our staff, volunteers, and community partners who work tirelessly to advance our mission each day. We are deeply grateful to our funders for their generous support, which makes our work possible. In addition, FSA is proud to collaborate with dozens of government partners whose commitment and partnership help us achieve lasting impact in the communities we serve.

This year also marked a moment of reflection and gratitude as we honored the legacy of **Paul Jensen**, who faithfully served on our Board of Directors for 37 years. Paul's steadfast leadership helped guide FSA from its roots as a mental health provider to a multi-service agency supporting communities with early childhood education, senior nutrition, housing, and child abuse prevention. His impact will continue to shape our work for years to come.

As we look ahead, we remain committed to advancing innovation, strengthening our infrastructure, and ensuring that every person we serve has the opportunity to thrive. At FSA, we believe that Family Strength is Community Strength. It is with a keen focus on this belief that we will build stronger and healthier communities, together.

With gratitude,



**Jill Rasmussen, MSW**  
**FSA Board Chair**



**Cheryl-Marie Hansberger, Ed. D**  
**Chief Executive Officer**

# Special Tribute to Paul Jensen

## Honoring the Legacy of Paul F. Jensen

Family Service Association is deeply grateful for the life and leadership of Paul F. Jensen, who faithfully served on our Board of Directors for 37 years.

During his remarkable tenure, Paul helped guide FSA through pivotal moments of growth and change. Under his leadership, the agency expanded from a sole focus on mental health services to offering child development, senior nutrition, senior housing, and child abuse prevention programs. He also provided steady guidance through the challenges of the COVID-19 pandemic and three CEO transitions, always bringing thoughtful leadership, financial wisdom, and a kind, practical approach to his service.

Beyond FSA, Paul dedicated his career to education as a teacher, principal, administrative coach, consultant, and ultimately as Director of Secondary Education for the Jurupa Unified School District. His influence touched countless lives, both in classrooms and in the community.

Paul was born in El Centro, California, in 1944 and went on to earn degrees from Cal Poly Pomona (B.S. in Business Administration) and the University of San Diego (M.Ed.). With his beloved wife, Kathi, he raised their two sons in Redlands, where the Jensen family became a cornerstone of community life. After Kathi's passing in 2022, Paul moved to Anaheim Hills to be near his children and grandchildren, who were the center of his world.

Paul's legacy is one of family, service, and community. He was a devoted husband, father, grandfather, father-in-law, and friend. He is missed immensely by all of us at FSA. His imprint on our mission and his example of servant leadership will continue to inspire us for years to come.





# Building Brighter Futures

Children’s earliest experiences shape their path for life. Our ten Child Development Centers are designed to give children the strong start they need.

Each year, more than 1,000 infants, toddlers, and preschoolers receive high-quality early education and nurturing care in our centers. Our model emphasizes early literacy, language development, and social-emotional growth through play-based learning. Families with children as young as **12 weeks through age five** benefit from free to low-cost care, making early learning accessible across several cities in Riverside County.

The impact of FSA’s Child Development services extends beyond the children we serve. By providing safe, reliable, and high-quality early learning, we help families and communities thrive.

For parents and caregivers, access to affordable care makes it possible to remain employed, pursue education, and support their households. More than 75% of families enrolled in our centers are working families, many relying on two incomes to make ends meet. The confidence parents have in our programs allows them to focus on their jobs without worry which contributes to a stronger, more productive workforce.

**+10**  
Child Development  
Centers

**+1227**  
Children enrolled



## Excellence in Early Learning: NAEYC Accreditation

We are proud that 8 of our 10 Child Development Centers are accredited by the **National Association for the Education of Young Children (NAEYC)**. This distinction is earned by less than 10% of early childhood programs nationwide.

This year, three of our centers successfully achieved reaccreditation with nearly perfect scores, highlighting the commitment of our early educators and staff to the highest standards of learning. We anticipate that our remaining two centers will also earn accreditation in the near future, further strengthening our network of high-quality programs.

## Community Spotlight: A Storytime to Remember

At our Alvord Child Development Center, children and families were treated to a special book reading with **Mark and Giselle Cloud**. Mark, who serves with Southern California Edison and is also a children’s author, read from his own book Hello Riverside as well as Fun At The Office, a playful story inspired by the TV show The Office.

The event was engaging for both children and parents. Moments like these reinforce one of our most important goals: **to make literacy fun, meaningful, and accessible** for every child and family we serve.







## Spotlight: Mei Chin Lu & Lillian Lee

At 101 years young, Mei Chin Lu (left) and her daughter, Lillian Lee (right), are familiar faces at the Loma Linda Senior Center. Mei Chin has been part of our Senior Nutrition Program for **more than a decade now**.

Mei Chin's secret to longevity includes a "vegetarian diet, no soda or alcohol, a strong faith in God, and staying active" in her community. For her, activity isn't just about exercise – it's about connection. Each day, Mei Chin and Lillian join friends at the senior center, where good food and good company keep them thriving.



## Powered by Volunteers

This past year, 733 volunteers gave their time, energy, and compassion to make the Senior Nutrition Program possible. Our volunteers come from all ages and background, but they share one common goal: giving back to their community and ensuring older adults are taken cared for.

At the 27 sites where we serve in-person meals, volunteers gather daily to cook, serve, and support program operations. Whether assisting with enrollment, serving meals to those unable to walk, or offering a helping hand wherever needed, their efforts make it possible for thousands of seniors to enjoy a nutritious meal in a welcoming environment.



**+12,954**  
Seniors Served

**+863,218**  
Meals Served

**+733**  
Volunteers



# Aging with Dignity

California is experiencing an unprecedented demographic shift. By 2030, older adults will outnumber children for the first time in history. As this population grows, so does the need for comprehensive support systems that allow people to age with dignity.

FSA operates one of the most comprehensive senior nutrition programs in the region that offers congregate and home-delivered meals at no-cost. Our goal is to ensure that seniors can maintain their independence, delay nursing home placement, have consistent access to nutritious food, and experience meaningful social connection.

Our in-person dining sites provide a warm, healthy meal and friendly conversation which is essential to combating isolation. For homebound seniors, our program also offers home-delivered meals accompanied by regular wellness checks and access to community resources. Oftentimes, our delivery driver is the only source of connection a senior may have all day.

In the past year, FSA served 12,954 unduplicated older adults through the Senior Nutrition Program. Behind this number are thousands of individual stories – stories of neighbors who are healthier because they have reliable meals, of families who worry less knowing their loved ones are cared for, and of seniors who feel a renewed sense of belonging and dignity.

Riverside County is one of six California counties projected to experience a 248.2% increase in adults ages 65 and older between 2010 and 2060, according to the Riverside County Office on Aging.



# Behavioral Health Services

Since our founding in 1953, we have walked alongside families through counseling and support services. At the time, military families faced unique challenges, divorce rates were rising, and parents sought guidance to nurture healthy homes. While FSA has since expanded into a wide network of social services, behavioral health remains at the heart of who we are.

Today, we provide critical mental health services across Riverside County. Since 2012, FSA has partnered with the California Governor's Office of Emergency Services to deliver professional therapy at no cost to victims of abuse and violence. This program ensures that individuals and families have access to the healing support they need to rebuild their lives after trauma.

We also hold agreements focused on early childhood and family well-being, including in-home visitation services designed to prevent child maltreatment. Through these programs, FSA's clinicians and case managers work directly with parents to provide the tools, skills, and encouragement to help them create safe, nurturing environments for their children.

**As part of our three-year strategic plan**, FSA is committed to expanding behavioral health services to better meet the growing need for early intervention and professional care for children.

Our first step in this expansion will focus on families with young children in our Child Development Centers. Many children experience challenging behaviors and parents often seek guidance on how to best support their child. Over the next year, we plan to develop and implement an evidence-based Mental Health Consultation Program. This initiative will place Clinicians directly in our centers to observe classrooms, provide real-time feedback and coaching to educators, and work directly with parents when concerns arise.

**+208**

Families Received  
Behavioral Health  
Treatment

**+784**

People Received  
Resources with an FSA  
Case Manager

## Building Bridges to Resources & Support

At the heart of our work is connection. Every day, our team of dedicated Case Managers are out in the community, meeting with families face-to-face to ensure they have access to the resources that could make a difference in their lives. With a focus on parents of young children, this program, funded through First 5 Riverside, is helping families navigate complex systems and gain support for everything from early childhood education to basic needs. Our Case Managers served as a vital bridge between families and the services that promote stability, growth, and healthy development.



# Paul F. Jensen Mission Villas

FSA began providing affordable housing options in 1998 with the development and construction of Mission Villas Senior Housing. Mission Villas is a beautiful, 54-unit community that offers safe, affordable housing for older adults in the City of Jurupa Valley.

In March 2025, the complex was renamed the Paul F. Jensen Mission Villas to honor the legacy of longtime Board Member **Paul F. Jensen**, whose leadership and dedication helped strengthen FSA's mission and expand housing opportunities for seniors. His vision for community and service continues to live on through the residents who call Mission Villas home.

Mission Villas provides residents with stability, dignity, and connection. Seniors benefit from affordable apartments and receive access to FSA's network of supportive services, including nutrition programs and community-based activities. A dedicated on-site Resident Services Coordinator plans activities and connects residents to vital resources, helping older adults maintain independence and stay engaged.



## Community Spotlight: A Garden Transformation

In March 2025, Mission Villas became the site of a remarkable community partnership. FSA Board Members, staff, and volunteers joined members of **The Grove Community Church** for a full day of work to transform the community garden. This event celebrated The Grove's **100-year anniversary** and was part of their **100 Days of Service** initiative, a congregation-wide effort to serve communities across the region.

By the end of the day, the space had been revitalized into a vibrant, welcoming area with raised garden beds designed for ergonomic use. Residents were thrilled with the transformation and are now planting herbs and vegetables in the new garden beds.

**+58**  
Seniors Accessed  
Affordable Housing

# Community & Senior Centers

We are proud to operate a network of community and senior centers in areas across Riverside and San Bernardino County. These centers serve as hubs where children, families, and older adults come together to access resources, share meals, and build connections that strengthen community life.

Each center reflects the unique character of its neighborhood while offering programs that support health, wellness, and joy. This past year brought many memorable highlights:

The **Norton Younglove Community Center in Highgrove** partnered with Loma Linda Market and Feeding America to host weekly food distributions, ensuring that local families had consistent access to fresh groceries.

The **Norton Younglove Senior Center in Calimesa** provides a welcoming space where seniors can connect through arts and crafts, community events, and shared creativity. The Center also offers educational classes on topics such as medication safety, online and technology support, grief counseling, and financial guidance. These workshops help older adults stay informed, engaged, and empowered.

At the **James A. Venable Community Center in Cabazon**, our annual Christmas in Cabazon event welcomed hundreds of families for a festive celebration complete with gifts for children and a delicious holiday meal. Our Annual Veteran's Day luncheon honored those who served our country alongside their families.

**+4,500**  
People Utilized Services at  
FSA-Operated Centers





# H.O.P.E. Collaborative

In October 2013, the Department of Public Social Services designated Family Service Association as the Child Abuse Prevention Council for Riverside County. Our mission is to promote the safety of children and prevent child abuse & neglect.

According to the California Welfare Indicators Project (CCWIP), the County of Riverside reported **42,367 allegations** of child maltreatment during the 2024 calendar year. Of these allegations, **5,682 were substantiated**. While these numbers highlight the ongoing challenges faced by in our region, we remain committed to the hope that child abuse can be eliminated. We work toward this goal by facilitating collaboration, providing education and trainings, offering supportive services to victims and their families, and advocating for policies that protect children and strengthen families.

### Key Highlights:

**Rally for Prevention** – HOPE hosted a Rally for Prevention in Riverside County’s Third District under Supervisor Chuck Washington. Community members lined a busy street in blue shirts and pinwheels, holding handmade signs with messages like “No Excuse for Abuse.” The rally sparked conversations, raised awareness, and reinforced that protecting children is a shared responsibility.

**Summer Kick-Off** – HOPE hosted the Summer Kick Off event in partnership with the City of Hemet and Valley Restart to provide 280 attendees with free resources, meals, adult education, mental health services, daycare, eye exams, and immunizations.

**Blythe Family Resource Fair** – HOPE organized a community resource fair at Todd Park in the City of Blythe, located in Riverside County’s Fourth District under Supervisor Manuel Perez. This event connected families to critical services, raised awareness about child abuse prevention, and supported local organizations in creating safe, nurturing environments for children.

**+13,751**

Individuals Reached at  
Events & Trainings

**+6,547**

Gifts & Clothing Collected  
for Foster Children

**+469**

Mandated Reporters  
Trained



The  
abuse  
bright



# Stronger Through Collaboration

In April, FSA partnered with the **County of Riverside** to host the annual flag-raising ceremony at the Riverside County Administration Center in honor of National Child Abuse Prevention Month. Now in its third year, this annual event brought together more than 200 community members to honor the lives of children lost to abuse and neglect while renewing the collective commitment to protecting our youngest and most vulnerable.

Leaders from across the County shared heartfelt remarks on the importance of prevention, awareness, and partnership. **District 2 Supervisor, Karen Spiegel**, played a central role in planning the event alongside the HOPE Collaborative.

The ceremony was both solemn and hopeful, reminding all in attendance that safeguarding children is a shared responsibility. A performance by second graders from Jackson Elementary closed the day on an uplifting note, leaving the community inspired to continue working side by side for a safer, brighter future for every child.

Throughout the month of April, the Children's Memorial Flag was displayed on the Riverside County Administration Center. Each figure on the flag symbolizes that **one in five children** will experience abuse in their lifetime, serving as a powerful reminder of why prevention and protection efforts remain so critical.

## Thank you to our speakers:

Jose Medina, Board of Supervisor, District 1  
Karen Spiegel, Board of Supervisor, District 2  
Sheriff Chad Bianco  
Jeff Van Wagenen, County CEO  
Bridgette Hernandez, Assistant Director, DPSS  
Katie Gilbertson, Regional Manager, District Attorney's Office



“ This month isn't just about awareness. It's about recognizing the **quiet**, often **invisible suffering of children**, and renewing our commitment to protect them. ”

– Katie Gilbertson, Regional Manager of Victim Services, DA's Office

“ I've often said it **takes a village**. We must work together to achieve the best outcomes for our children. Keeping them safe is a **collective responsibility** that requires the involvement of schools, businesses, law enforcement, government agencies, faith-based organizations, and, most importantly, parents themselves. ”

– Karen Spiegel, Board of Supervisor, District 2



# Innovative Solutions Through Workforce Development

The COVID-19 pandemic intensified an existing challenge in our community: a shortage of qualified early childhood educators. While families needed access to high-quality early learning, recruiting and retaining teachers has become a significant obstacle.

We responded to this challenge by developing an innovative workforce development partnership with the **Riverside Unified School District (RUSD)**. Through this collaboration, 60 students from John W. North High School spent the academic year gaining real-world experience at our Child Development Center in the City of Riverside. Every Monday morning, students worked alongside our early educators, supporting classroom activities, engaging with infants and toddlers, and learning about child development firsthand.

“This partnership demonstrates the strength of community collaboration and reinforces RUSD’s dedication to equipping students with the knowledge, skills, and experiences they need to excel in their future careers” said **Renee Hill, RUSD Superintendent**.

As the landscape of early education continues to shift, we will respond with innovative ideas, cross-sector partnerships, and workforce development efforts that meet the needs of children, families, and the next generation of teachers.



“ This internship has given me a deeper understanding of child development and has been a great opportunity to gain exposure to working with young children and help guide my career path. ”

- *Kayla Cabrera, student at John W. North High School (pictured right, middle)*





Strategic partnerships allow FSA to do more, reach further, and serve better.



## Expanding Our Network of Strategic Partners

Lasting community impact is only possible when we work together. This year, we expanded our network of partners across corporate, healthcare, and financial sectors to amplify our mission and strengthen the services we provide to children, families, and seniors.

### Partner Highlights:

**Kaiser Permanente** partnered with FSA to make this our largest Hope for the Holidays toy drive yet. Nurses, physicians, administrative staff, and business partners came together to contribute more than \$65,000 in gifts, ensuring that children and teens in protective care received comforting and meaningful presents. In addition, the **Build-A-Bear Foundation** donated \$20,000 in cuddly bears, giving children across our region a soft reminder that they are loved and cared for.

**Amazon** became a weekly partner in our senior nutrition program. Their employees prepared and packed meals, bagged fresh fruit, and connected with seniors at community dining sites. Their dedication lightened our workload and brought joy to seniors who look forward to friendly faces as much as their meals.

**Altura Credit Union** joined us at food distribution events throughout our community centers, providing essential support that allowed us to serve hundreds of families with dignity and care. Their presence reflects the power of local businesses investing directly in the neighborhoods they serve.

**Procter and Gamble (P&G)** became a key funder of our Child Development Services. As one of the largest employers in the City of Moreno Valley, P&G understands the importance of ensuring that employees have access to childcare.

Pictured Below: Altura Credit Union volunteering at the Norton Younglove Community Center in Highgrove, CA.



Pictured Below: Amazon volunteering at the George White Senior Center in Fontana, CA.





# Governance

To best serve our diverse programs and community needs, FSA maintains three Boards of Directors. Our primary Board provides oversight for the agency’s operations and services. The HOPE Collaborative Board functions as Riverside County’s Child Abuse Prevention Council, addressing child abuse prevention and family strengthening initiatives. Finally, the Senior Housing Corporation Board provides governance for Mission Villas, FSA’s affordable housing complex for seniors.

## Family Service Association Board

FSA’s Board is comprised of 17 community leaders who bring diverse experience to guide the agency’s strategic direction, ensure financial stewardship, and strengthen our capacity to serve all generations.

<b>FSA Chair</b> Jill Rasmussen <i>Retired Social Work Professor, La Sierra University</i>	<b>Members (continued)</b> Ida Sanchez <i>Retired Manager, Southern CA Edison</i>
<b>Vice Chair</b> Tim Blevins <i>Retired Financial Advisor, Ameriprise</i>	Jane Adams <i>Retired Deputy Director, San Bernardino Dept of Aging &amp; Adult Services</i>
<b>Secretary</b> Chris Morin <i>Principal, Crowd Theory Consulting</i>	Jeff Rajcic <i>Owner, CM School Supply</i>
<b>Audit Chair</b> Ernie Hwang <i>CEO, Icon Business Bank</i>	Dr. Margaret N. Wild <i>Retired Coordinator, UC Riverside Early Childhood &amp; Family Studies</i>
<b>Past Chair</b> David Demers <i>Retired Deputy Director, Riverside Dept. of Social Services</i>	Dr. Carla Lidner-Baum <i>Dentist</i>
<b>Members</b> Jennifer O’Farrell <i>CEO, Healthy Valley Foundation</i>	Miguel Contreras <i>Executive Director, Gateway College and Career Academy</i>
Elizabeth Pinney Muglia <i>Director, Riverside Unified School District</i>	Rick Mercadefe <i>Senior Vice President, Customers Bank</i>
Michael Fine <i>CEO, Fiscal Crisis &amp; Management Assistance Team</i>	Lugena Walquist <i>Retired Administrator, Riverside University Health Systems</i>
	Dr. Martinrex Kedziora <i>District Governance Advisor, San Bernardino County Superintendent of Schools</i>

## HOPE Collaborative Board

The HOPE Collaborative Board brings representatives from across child-serving sectors and all five Riverside County Supervisorial Districts to address the unique needs of each region.

<b>HOPE Chair</b> Dr. Carla Lidner-Baum <i>Dentist</i>	<b>District 5 Chair</b> Marina Lopez-Rabindranath <i>Community Health Systems, Inc</i>
<b>Co-Chair</b> Robert Masson <i>Retired Riverside Sheriff’s Association</i>	<b>District 5B Chair</b> Cherylyn Klemens <i>Riverside University Health Systems</i>
<b>Secretary</b> Lorie Lacey-Payne, <i>Riverside University Health Systems</i>	Katie Gilbertson <i>Riverside County District Attorney’s Office</i>
<b>District 1 Chair</b> Kytzia Rayos <i>Courage to Build Knowledge Charter School</i>	Sandra Penaloza <i>Riverside County Office of Education</i>
<b>District 2 Chair</b> Elvira Lopez <i>Reach Out</i>	Dulce Cendejas <i>Riverside County Probation Department</i>
<b>District 3 Chair</b> Jade Pernell <i>Community Member</i>	Roberta (Bobbie) Neff <i>Community Volunteer</i>
<b>District 4 Chair</b> Angela Munoz <i>John F. Kennedy Memorial Foundation</i>	Lisa Walcker <i>Riverside County Department of Social Services</i>
<b>District 4B Chair</b> Dr. Susan Fleming <i>Palo Verde Unified School District</i>	Alejandrina (AJ) Ocegueda <i>Riverside County Child Assessment Team</i>
	Marcus Walls <i>Superior Court of Riverside, County of Riverside</i>

## Senior Housing Board

A seven-member Board oversees FSA’s Senior Housing Corporation, ensuring Mission Villas provides stable, affordable housing for seniors.

<b>Chair</b> Jane Adams	<b>Secretary</b> Tim Blevins
<b>Vice Chair</b> Dave Wahlquist	<b>Members</b> David Demers Dr. Carla Lidner-Baum Ida Sanchez
<b>Treasurer</b> Ernie Hwang	

## Staff Leadership

Cheryl-Marie Hansberger, Ed. D. <i>Chief Executive Officer</i>	Tom Donahue, BA <i>Senior Nutrition Administrator</i>
Shannon Gonzalez, MPA <i>Chief Operating Officer</i>	April Smith, LMFT <i>Behavioral Health Director</i>
Mary Reed, MBA <i>Chief Financial Officer</i>	Janet McDonald, MAECEL <i>Child Development Administrator</i>
Victoria Dawson, MBA <i>Vice President of Operations</i>	Stephanie Soto, MPH <i>Community Services Director</i>
Jada Brathwaite, MSHRM <i>Chief Human Resources Officer</i>	Lisa Gonzales <i>Executive Secretary</i>



From left to right: Victoria Dawson, Shannon Gonzalez, Cheryl-Marie Hansberger, Jada Brathwaite, and Mary Reed.



# Donors

Family Service Association could not fulfill its mission if it weren't for our generous donors, partners, and stakeholders. Every donation is meaningful and helps strengthen our community through compassionate and supportive services. Thank you for being a part of our family.

## Government Funders (Federal, State, County)

California Department of Education  
California Department of Social Services  
California Office of Emergency Services  
First 5 Riverside  
Riverside County CID - First District  
Riverside County CID - Second District  
Riverside County CID - Third District  
Riverside County CID - Fifth District  
Riverside University Health System  
Riverside County Dept. of Public Social Services  
Riverside County Office on Aging  
Riverside County District Attorney's Office  
Riverside County Office of Education  
San Bernardino County Dept. of Aging & Adult Services  
Office of Child Abuse Prevention

## Government Partners (City)

City of Banning

City of Beaumont

City of Chino

City of Calimesa

City of Colton

City of Grand Terrace

City of Hemet

City of Joshua Tree

City of Jurupa Valley

City of Loma Linda

City of Menifee

City of Moreno Valley

City of Ontario

City of Perris

City of Rancho Cucamonga

City of Redlands

City of Rialto

City of San Jacinto

City of Twentynine Palms

City of Jurupa Valley

City of Upland

City of Yucaipa

## Foundation, Corporate, and Community Partners

Amazon

American Medical Response

Altura Credit Union

Athens Services

Bolton Insurance

Build-A-Bear Foundation

Cross Word Church

CM School Supply

Desert Healthcare District and Foundation

Inland Empire Community Foundation

Inland Empire Health Plan

Inland Empire Health Plan Foundation

Inland SoCal United Way

Jeffery R. Bruce Charitable Fund

Kaiser Permanente Southern California

Kiwanis Club of Riverside

Marathon Petroleum

Molina Healthcare

Morongo Band of Mission Indians

My Stuff Bags Foundation

OctoClean Franchising Systems

Pacific Premier Bank

Parsons Corporation

Procter & Gamble

Quality Management Group

The Gabbert Justice Donor Advised Fund at IECF

The Peggy Fouke Wortz Friends of the Family Fund at IECF

Sizzler

Southern California Edison

Southern California Gas Company

The Green Foundation

The Grove Community Church

Wabash National Corporation

Walmart Store #5425

Walmart Store #6378

Wescom Foundation

West Coast University

Yuhaaviatam of San Manuel Nation

Zenith Insurance Company

Zoom Recreation, Inc.

Ways to Give

Give online or via check payable to Family Service Association

Provide ongoing support through monthly giving

Leave a legacy by including FSA in your planned giving

\*All Contributions are tax-deductible.

fsaca.org/donate

## 2024-2025 Donors & Supporters

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Achille Hebert

Ahlam Jadallah

Ailene Zamora

Alejandrina Ocegueda

Amanda Perez

Amber Burton

Ana Miramontes

Anadeicy Gonzalez

Andy Brown

Ann Petrick

Arielle Padilla

Arvind Loganathan

Barbara Doud

Barbara Wallace

Beatrice Jones

Ben Robinson

Bennie Espinosa

Bharat Bhatt

Brian and Mandi Perrone

Brian McIntosh

Brian Small

Carla Lidner-Baum

Carmencita Hebert

Chantal Downing

Chasity Testa

Chris Morin

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Rita Haigwood

Rose Martin

Rosie Islas

Ruth Ramirez

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Shannon Gonzalez

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Steve Galvez

Steve Stilwell

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Susana Garcia

Susana Gomez

Terri Lang

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Traci Olson

Trina Cortez

Trina Tran

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Wendy Smith

Yanelly Ayala

Yvonne Hernandez



# Financial Statement

Statement of Activities (Income & Expenses) 7/1/2024 - 6/30/2025

Revenue	
Government Contracts	\$26,855,828
Contributions	\$404,330
Child Development Parent Fees	\$7,822
Investment Earnings	\$467,400
Miscellaneous Income	\$287,240
<b>Total</b>	<b>\$28,022,322</b>
Operating Expenses	
Program Expenses	\$27,847,942
Child Development	\$16,407,369
Senior Meals & Nutrition	\$9,247,304
HOPE Collaborative	\$593,947
Behavioral Health Services	\$897,882
Community Services	\$701,439
General & Administrative Expense	\$370,696
<b>Total Operating Expenses</b>	<b>\$28,218,638</b>
Net Income Prior to Depreciation	(\$196,316)
Depreciation	\$690,356
Net Income Prior to Extraordinary Income	\$886,672
Extraordinary Income	
Restricted Income - Capital Outlay Projects	\$2,899,765
Restricted Revenue	\$929,704
<b>Net Income</b>	<b>\$2,942,797</b>

## Statement from our Chief Financial Officer

Family Service Association continues to fight for limited resources provided by State and County agencies. Driven by COVID ARPA funding that expired in 2025, the agency has been able to accomplish one-time capital improvements across all locations. These improvements allowed an increase in structural integrity as well as enhancements to classroom environments lending to improved learning environments. Unfortunately, this one-time funding has ended. Family Service Association faces increased cost of goods and services as the rate of inflation continues to rise. The current Inflation rate as of 2024 is 2.9% up from 1.2% in 2020. In addition, based on funding guidelines, FSA has approximately 33% of required expenses to the agency that are not reimbursable and therefore have an impact on the monthly net income.

# 2025 – 2028 Strategic Goals

Strong outcomes for the children, families, and seniors are only possible when we build a strong foundation within our organization. Over the past year, we have taken important steps to align our work with a clear strategic direction: one that balances operational excellence with community impact.

**Our 2025–2028 Strategic Plan centers on five areas of focus:**

## Expanding Community & Social Services

Families depend on FSA for childcare, seniors count on us for food, housing and connection, and neighbors turn to us for behavioral health support. Our commitment is to grow these programs in collaboration with the community, meeting the most pressing needs where they exist.

## Investing in Talent

Attracting and retaining qualified staff remains one of our greatest challenges – and greatest opportunities. By standardizing our hiring and training practices, we are building a workforce equipped to meet growing community needs.

## Streamlining Operations and Compliance

We are strengthening our internal processes to ensure efficiency, accountability, and cost-effectiveness. By improving compliance and reducing risk, we safeguard our ability to serve families for years to come.

## Enhancing Visibility & Engagement

To sustain and expand our work, we are strengthening relationships with donors, partners, and the broader community. Through updated outreach, marketing, and technology, we are raising awareness of the issues families face and how FSA is responding.

## Strengthening Governance

Strong leadership ensures long-term stability. We are investing in board development, succession planning, and governance practices that position FSA for sustainable growth and bold action in the years ahead.





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