

REACH OUT MORONGO BASIN

2017 ANNUAL REPORT

Mission Statement: The purpose of Reach Out Morongo Basin is to provide support, assistance, education, and referrals to those in need in the Morongo Basin.

Executive Summary: Reach Out Morongo Basin saw the culmination of years of work come to fruition with the addition of four new vans for our transportation program which remains our most requested service. Through the generosity of Morongo Basin Transit Authority and their Transportation Assistance Grant (TAG) we acquired a 2016 Toyota Sienna Braunability ADA compliant wheelchair van in January 2017. In addition, a donor who wished to remain anonymous purchased 2 new 2017 Toyota Sienna 8 passenger vans and a second 2017 Toyota Sienna Braunability van for our organization. With the addition of these new vehicles we will be expanding our transportation program and implement a part time driver for additional services to San Bernardino and Coachella Valley areas and for services to our Yucca Valley office in February/March 2018.

The number of clients enrolled in our programs and services increased by 15% in 2017, the first such increase since 2015 yet the nature of services requested has evolved some in the past year. Though transportation services remain our most requested service for the first time we saw an increase in requests for respite services through our Family Caregiver Support program for caregivers caring for family members with Alzheimer's or on Hospice. As an ever evolving organization we continue to strive to meet the needs of all who need us and we are driven to provide the best service possible to our low income, senior and disabled neighbors here in our Morongo Basin.

Services Provided:

* Friendly Visiting & Telephone Reassurance * Personal Business Assistance * Shopping & Errands *
* Yard Work * Minor Home Repairs * Information & Referrals * Non-Emergency Medical Transportation *
* Respite Care * Family Caregiver Peer Counseling * Family Caregiver Supportive Services*

- 1329 unduplicated clients were assisted with direct services throughout the Morongo Basin in 2015
 - 422 clients – Town of Yucca Valley
 - 501 clients – City of Twentynine Palms
 - 93 clients – Village of Joshua Tree
 - 313 clients – Wonder Valley, Yucca Mesa, Landers, Pioneertown and Morongo Valley

Board of Directors:

* Kurt Schauppner, *President* *, *Olivia De Haulleville *Secretary* *, * Richard Lundine, *Treasurer* *
*Carlos Reyes, *Member at Large* * Evangelist Alfreda Wright, *Member at Large* * Marietta Terrill, *Member at Large* *

Staff:

*Robin Schlosser, *Executive Director* * Sharee Hinson, *Administrative Assistant/Volunteer Coordinator* *
Coleen Tolth, *Volunteer Coordinator –Yucca Valley* * Scott Clinkscapes, *Office/Volunteer Coordinator – 29 Palms* * Barbara Finnegan, *Transportation Coordinator*

Transportation Highlights:

- Reach Out's three vans drove 35,634 miles (2327 trips) to medical, dental, and other health-related appointments within the Morongo Basin and to the Coachella Valley and the San Bernardino areas. Transportation was also provided for grocery shopping, pickup and delivery of prescriptions and rides to social services appointments as needed. This represents a 3% increase in the number of miles driven and 3.8% increase in number of trips logged in 2017 from previous year.

Volunteer Highlights:

- 126 volunteers provided 8698 hours of service to neighbors in need and operational support in 2016. Of these service hours 6,460 hours were performed by community volunteers and 1615 hours were donated by staff for fundraising and community outreach events
- Moving into the 5th year of collaborations with the Marine Corp Air Ground Combat Center volunteers from multiple battalions came out in coordinated service projects throughout the year to aid senior and disabled homeowners. Volunteers from the Robert E. Bush Naval Hospital, Navy Chiefs, 1st Tanks Battalion and 3/7 Infantry Battalions as well as numerous single active duty Marine and Naval Personnel participated in multiple projects during the year. During these projects 49 senior and disabled homeowners were helped with repairs, painting and major yard work.
- Volunteers provided bi-monthly free haircuts, answered phones, drove clients to appointments, made reassuring phone calls, helped with filing and paperwork, assisted visitors to the senior center and helped at community outreach and fundraising events.

Twentynine Palms Senior Center Highlights

Reach Out Morongo Basin oversees the operations of the Twentynine Palms Senior Center for the City of Twentynine Palms. This partnership allows seniors to access the facility Monday through Friday from 9 am to 5 pm making it the only senior center in the Morongo Basin open full time. In addition, staff is on call in event of a community wide disaster or mass power outage as the Senior Center is an emergency contact point and a designated cooling center.

Here are some of the highlights of 2017:

- Center was open for 254 days in 2017 (excludes weekends and holidays)
- Hosted an average of 60-70 people daily so about 17,000 per year for lunches and recreation.
- Assisted 3106 individuals with walk in/call for community information and referral services (separate from ROMB services)
- Held weekly free Zumba Classes for Seniors and Community to promote healthy activity
- Hosted 4 Medicare Advantage Plans throughout year to provide information to seniors on Medicare
- Hosted 6 HICAP -Health Insurance Counseling and Advocacy Program events - 3 Information Booths, 1 Seminar and 2 Enrollment Clinics
- Hosted 2 Free Flu Shot clinics in coordination with Walgreens to provide shots to seniors and community
- Hosted the Dept. of Aging and Adult Services monthly who provides assistance with HEAP (Home Energy Assistance Program), Farmers Market vouchers and bus passes for seniors without transportation
- Hosted 4 week Eat Healthy/Move More classes with San Bernardino County Dept of Public Health
- Provided assistance/transportation to Seniors for Outings and Field Trips -Pappy & Harriets/Asian Buffet and Joshua Tree National Park
- Provided bi-monthly free haircuts to seniors by a licensed beautician onsite
- Operated as a Cooling Center staffed by ROMB employees for 4 extended days during extreme heat warnings with 23 residents utilizing center during this time
- Oversaw operations of and coordinated with staff from the Senior Nutrition Program which provides meals to seniors age 60 and over.

Public Relations Highlights:

Reach Out as a community organization worked very hard to not only provide outstanding services to our clients, we strived to raise awareness of the needs within our communities and the unique challenges faced in our rural area. Our efforts have allowed us to build a solid reputation within our community and to be recognized by local and national organizations.

Professional Memberships

- Reach Out proudly holds current memberships in the following:
 - Basin- Wide Foundation
 - Faith in Action National Network
 - Twentynine Palms Chamber of Commerce
 - Yucca Valley Chamber of Commerce
 - Joshua Tree Chamber of Commerce
 - National Volunteer Caregiving Network
 - Academy of Grassroots Organizations of San Bernardino County
 - Alzheimer Foundation of America
 - California Association of Non Profits
 - Twentynine Palms Ministerial Association

Financial Highlights:

- Angel Donors contributed **\$11,241** of unrestricted funding for programs and services
- Local Churches donated **\$3,290** with unrestricted monthly donations as well as in-kind volunteer support.
- Fundraising earned **\$20,974** from the sale of Stater scrip cards, reflective address signs, Van Fund contributions plus special events including:
 - 13th Annual Parade of Homes
 - Opening Night of Theatre 29
 - Community Clean Up Day
 - 4th Annual Art Auction
 - Street Fair and Car Show – Twentynine Palms
 - 3rd of July – Landers
 - 4th of July – Twentynine Palms
 - Morongo Basin Old Car Club Show – Yucca Valley
 - Pioneer Days – Twentynine Palms
 - Orchid Festival - Landers
 - Hwy 62 Art Tours – Simi Dabah
 - Holiday Craft Faire in November
- Grant income in the amount of **\$252,674** was received from the following:
 - Department of Aging & Adult Services - Title III B - Senior Supportive Services
 - Department of Aging & Adult Services- Title III E - Family Caregiver Support Services
 - Morongo Basin Transit Authority Transportation Assistance Grant (TAG)
 - Town of Yucca Valley Partnership Funds
 - City of Twentynine Palms Partnership
 - Archdioceses of San Bernardino
 - Officers Spouses Club – Marine Corps Air Ground Combat Center 29 Palms
 - Edison International
 - Anonymous Funder for one time purchase of three new vans for transportation program
- Miscellaneous Income was received in amount of \$7,959

- In-kind support in the form of advertising and donations for events were received from Hi-Desert Publishing, Morongo Basin Broadcasting, The Sun Runner and Tortoise Telegraph, Desert Moon Pictorial Real Estate, ArtFx & Furnishings, Yucca Valley Digital Media Services and the Park Rock Café
- In-kind support of office space from the City of Twentynine Palms and the Town of Yucca Valley