

REACH OUT MORONGO BASIN

2018 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 reached its 20th year of service to the community in 2018 and new growth to programs and services was realized through collaborative efforts.

The year saw a new collaboration with the Town of Yucca Valley for operations of the Yucca Valley Senior Center to expand services. This collaboration sees Reach Out staff working in partnership with Town of Yucca Valley staff to open the center for extended daily hours, adding new activities and programs and assisting in the day to day administrative oversight and duties allowed for opening of the site for extended hours during the week adding new activities and programs. These services are additional to Reach Out's traditional services of transportation, homemaker and chore assistance, Family Caregiver programs and other services to the community.

Overall the number of clients enrolled in programs and services increased 13% in 2018 marking the second year in a row of rising needs. Though transportation remains our most requested service we again saw an increase in requests for respite services through our Family Caregiver Support program for caregivers caring for aged family members or family members with Alzheimer's or on Hospice. Because of the increased need for Family Caregivers services we instituted an "Out of Home" respite program where caregivers could bring their loved ones to the Twentynine Palms Senior Center during morning activities for socializing and as a respite break for the caregiver.

Planning for additional programs of Caregiver Peer Support Groups was implemented and Reach Out staff also enrolled for training to be certified Fall Prevention Coaches to bring classes to local seniors in 2019. As an ever evolving organization we continue to strive to meet the varied of all we serve and 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 *

- 1534 unduplicated clients were assisted with direct services throughout the Morongo Basin in 2018
 - 487 clients – Town of Yucca Valley
 - 588 clients – City of Twentynine Palms
 - 106 clients – Village of Joshua Tree
 - 353 clients – Wonder Valley, Yucca Mesa, Landers, Pioneertown and Morongo Valley

Board of Directors:

* Kurt Schappner, *President* * Alfreda Wright *Vice President* * Olivia De Haulleville *Secretary* * Richard Lundine, *Treasurer* * Marietta Terrill, *Member at Large* * Ursula Gilmore, *Member at Large* * Carlos Reyes, *Member at Large* *

Staff:

* Robin Schlosser, *Executive Director* * Sharee Hinson, *Administrative Assistant/Volunteer Coordinator* * Coleen Tolth, *Volunteer Coordinator – Yucca Valley* * RoxC'Anne Smith, *Volunteer Coordinator – Yucca Valley* * Scott Clinkscales, *Office/Volunteer Coordinator – 29 Palms* * Barbara Finnegan, *Transportation Coordinator* * Kim Raspberry, *Transportation Coordinator* *

Transportation Highlights:

- Reach Out's four vans drove 40,658 miles (2868 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 13% increase in the number of miles driven and 19% increase in number of trips logged in 2018 from the previous year.

Volunteer Highlights:

- 112 volunteers provided 7824 hours of service to neighbors in need and operational support in 2018. Of these service hours 6,031 hours were performed by community volunteers and 1793 hours were donated by staff for fundraising and community outreach events
- During its 6th 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 28 senior and disabled homeowners were helped with repairs, painting and major yard work.
This included a large scale project coordinated by Reach Out Morongo Basin with the City of Twentynine Palms Code Enforcement and Naval Chiefs from MCAGCC.
- Volunteers provided 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 2018:

- Center was open for 248 days in 2018 (excludes weekends and holidays)
- Hosted an average of 60-70 people daily - about 17,000 per year for lunches and recreation activities.
- Assisted 3401 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 1 Free Flu Shot clinics in coordination with Walgreens to provide shots to seniors and community
- Hosted 1 Free Flu Shot clinic/POD Site Training in coordination with San Bernardino County Dept of Health and Morongo Basin CERT to prepare for Point Of Distribution Activation in event of pandemic or bio terrorism.
- Hosted Emergency Preparedness Expo sponsored by So. Cal Edison
- 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 6 week Cyber Security Awareness Training for seniors and community members
- Provided assistance/transportation to Seniors for Outings and Field Trips - Asian Buffet and Joshua Tree National Park
- Set up and coordinated monthly free haircuts for seniors at Stud Cuts in Twentynine Palms
- Operated as a Cooling Center staffed by ROMB employees for 5 days (extended hours and weekends) during extreme heat warnings with 51 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

Yucca Valley Senior Center Highlights

- Reach Out staff began working with Town of Yucca Valley staff in August 2018 to oversee operations of the Yucca Valley Senior Center. Reach Out staff assists with opening/closing center, reception duties, coordinates with and assists Town staff in execution of programming. Through these combined efforts the Yucca Valley Senior Center hours were extended to:
 - Monday, Tuesday, Wednesday and Thursday 9:00 a.m. – 3:00 p.m.
 - Friday 9:00 a.m. – 1:00 p.m.
- Provided information and referrals for senior and disabled residents.
- Provided scheduled transportation services 4 days per week to medical and dental offices as well as transportation to Senior Center for lunch and activities
- Hosted special events with Town Senior Center staff
- Assisted with Senior Center administration overseeing lunch program and activities
- Recruit, train, coordinate and recognize Reach Out volunteers.
- Coordinate and oversee caregiving program.
- Coordinated and hosted 2 Free Flu Shot Clinics sponsored by Walgreens Pharmacy

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.

In 2018 Reach Out Morongo Basin and staff received the following recognitions:

- 2018 Business of the Year by the Twentynine Palms Chamber of Commerce
- 2018 Individual of the Year - Executive Director Robin Schlosser by the Twentynine Palms Chamber of Commerce
- 2018 President's Award - Executive Director Robin Schlosser by the Basin Wide Foundation

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 **\$7,240** of unrestricted funding for programs and services
- Local Churches donated **\$2,836** with unrestricted monthly donations as well as in-kind volunteer support.
- Fundraising earned **\$20,856** from the sale of Stater scrip cards, reflective address signs, Van Fund contributions plus special events including:
 - 14th Annual Parade of Homes
 - Opening Night of Theatre 29
 - Community Clean Up Day
 - Street Fair and Car Show – Twentynine Palms
 - Labor Day Bash – 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 **\$107,235** 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)
 - City of Twentynine Palms Partnership
 - Archdioceses of San Bernardino
 - Officers Spouses Club – Marine Corps Air Ground Combat Center 29 Palms
 - Edison International
- Miscellaneous Income was received in amount of **\$2,504**
- 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