

# REACH OUT MORONGO BASIN

## 2020 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:**

The year 2020 brought more changes to our organization (and the world) than we have seen in our 22 years of service to the Morongo Basin. With our year starting out ‘normally’ things were rolling along well and we looked to be ready for another great year.

And then in March everything came to a screeching halt. Due to the Covid-19 Pandemic we had to shut down many of our programs and close the senior center in Twentynine Palms and our office in Yucca Valley to the public. With these sudden closures we had to rapidly come up with plans to make sure our seniors and disabled neighbors were going to be taken care of. Seniors who depended on the daily lunches were suddenly told they could not come in, rides to doctors had to be cancelled; even a trip to the grocery store was now something they could no longer do safely. And due to the shelter in place orders we had even more seniors call to sign up for services so they could stay safe in their homes.

Though there was a lot of uncertainty Reach Out and its staff stepped up to the plate and literally hit the ground running. Within days we began calling seniors to check on them and make sure their needs were being met. We began delivering meals to seniors at their homes. We delivered food boxes, groceries and prescriptions and held drive through food distributions. We made thousands of calls to chat and be a listening ear so our seniors knew they were not alone. As more information came out we were able to modify our vans to be able to provide transportation to doctors’ appointments, grocery shopping and other errands again. We began to provide some one-on-one services where we were able to safely socially distance and to provide chore and yard work help.

Though many of the programs we are doing now are not as ‘hands on’ as previously they still have a big impact on the people we are serving and we seem to be busier than ever. As an ever evolving organization we continue to strive to meet the varied needs of all we serve, even in the face of a global pandemic, 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\*

- 1470 unduplicated clients were assisted with direct services throughout the Morongo Basin in 2018
  - 476 clients – Town of Yucca Valley
  - 624 clients – City of Twentynine Palms
  - 98 clients – Village of Joshua Tree
  - 272 clients – Wonder Valley, Yucca Mesa, Landers, Pioneertown and Morongo Valley

### **Board of Directors:**

\* Kurt Schauppner, *President* \* Alfreda Wright *Vice President* \* Ursula Gilmore *Secretary* \* Richard Lundine, *Treasurer*  
\* Marietta Terrill, *Member at Large* \* Olivia de Haulleville, *Member at Large* \* Julie Sarmiento, *Member at Large*\*

**Staff:**

\*Robin Schlosser, *Executive Director* \* Sharee Hinson, *Administrative Assistant/Volunteer Coordinator* \*  
Kyra Minatrea, *Volunteer Coordinator –Yucca Valley* \* Channin Harlan, *Volunteer Coordinator – 29 Palms*\*  
Devin Main, *Transportation Coordinator*\*Drake Jensen, *Transportation Coordinator*

**Transportation Highlights:**

- With our transportation program changing due to Covid-19 we saw an increase in the number of trips for the year though there was a drop in the miles driven. This was due to our meal delivery program which saw our Reach Out vans delivering meals to seniors in Twentynine Palms and Yucca Valley. In addition, medical transportation and rides to the store were suspended for several months.

Reach Out's four vans drove 31,724 miles (10,908 trips). Increase in trips was attributed to delivery of meals to homebound seniors.

- Transportation from our Yucca Valley office logged 1936 trips to deliver 4840 meals for residents of the Town of Yucca Valley. In addition, 520 trips were provide by Yucca Valley staff for local destinations – doctor, grocery shopping, pharmacy etc. These figures do not include ‘down the hill’ trips provided by drivers out of our Twentynine Palms office.
- Transportation from our Twentynine Palms office logged 5892 trips to deliver 14,730 meals for residents of City of Twentynine Palms. An additional 2560 trips were provide by Twentynine Palms staff for local doctors appointments, shopping, commodities delivery and other errands as well as ‘down the hill’ medical appointments for Morongo Basin residents.

**Volunteer Highlights:**

- 63 volunteers provided 3980 hours of service to neighbors in need and operational support in 2020. Of these service hours 2325 hours were performed by community volunteers and 1655 hours were donated by staff for fundraising and community outreach events. When at all possible
- During its 8th 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. During these projects 12 senior and disabled homeowners were helped with yard work and minor home repairs.
- 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. With the advent of Covid-19 the center was closed to the public on March 13, 2020 however it was staffed full time to provide telephonic services and to be a point of contact for seniors and the community.

Here are some of the highlights of 2020:

- Center was open to the public for 49 days and was staffed 206 days.
- Hosted an average of 60-70 people daily when open to the public.
- Assisted 3786 individuals with walk in/call for community information and referral services (separate from ROMB services)
- Organized and held multiple holiday parties and events for seniors – Veterans Day Pizza Party and Valentine’s Day Bash (pre-Covid)

- Set up and coordinated bi-monthly free haircuts for seniors at Stud Cuts in Twentynine Palms (pre-Covid)
- Oversaw operations of and supported staff from the Senior Nutrition Program which provides meals to seniors age 60 and over. This includes assisting with set up and serving of meals as needed.
- Delivered 14,730 meals to 2946 seniors from March through December to assist Senior Nutrition Program
- Distributed 691 food boxes to seniors provided through CDBG Cares Act grants and Waste Not MB
- Distributed 236 food boxes to the 29 Palms Community provided through CDBG Cares Act grant funds
- Distributed 120 gift bags to seniors for the Christmas Holidays. Bags included scarves, candy, hygiene goods, promotional items and \$10 gift cards to Stater Bros.

### **Yucca Valley Senior Center Highlights**

- Due to Senior Center closure to the public hours Reach Out office hours were modified to accommodate changing needs:
  - Monday, Tuesday, Wednesday from 8 am to 2 pm
  - Thursday and Friday as needed
- 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. Assisted with Senior Center lunch program including set up and serving of lunch as needed during normal operations.
- Delivered 4840 meals to 968 individuals affected by Covid-19 shelter in place orders.
- Recruit, train, coordinate and recognize Reach Out volunteers.
- Coordinate and oversee caregiving program for town residents.
- Distributed 180 gift bags to seniors for the Christmas Holidays. Bags included scarves, candy, hygiene goods, promotional items and \$10 gift cards to Stater Bros.

### **Public Relations Highlights:**

Reach Out as a community organization worked very hard and not only provides 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.

- Reach Out Morongo Basin was recognized as a ‘Hometown Hero’ by the Yucca Valley Chamber of Commerce

### **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
  - 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 **\$12,383** of unrestricted funding for programs and services
- Local Churches donated **\$2519** of unrestricted monthly donations as well as in-kind volunteer support.
- Fundraising earned **\$7357** from the sale of Stater scrip cards, reflective address signs, plus special events including:
  - 16<sup>th</sup> Annual Parade of Homes
  - Cash for Trash Community Clean Up
  - Giving Tuesday Online Fundraiser
  - Holiday Craft Faire in November
  
- Grant income in the amount of **\$213,222** 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
  - CDBG CARES Act 2 Grant – City of Twentynine Palms
  - Morongo Basin Transit Authority Transportation Assistance Grant (TAG)
  - City of Twentynine Palms Partnership
  - Town of Yucca Valley Partnership
  - County of San Bernardino – Covid Compliant Business Grant
  - Officers Spouses Club – Marine Corps Air Ground Combat Center 29 Palms
  
- Miscellaneous Income was received in amount of **\$5807**
  
- In-kind support in the form of advertising and donations for events were received from Hi-Desert Publishing, Morongo Basin Broadcasting, 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