REACH OUT MORONGO BASIN

2025 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 2025 brought changes and new growth for our organization. With the Town of Yucca Valley remodeling their senior center and repurposing offices, Reach Out Morongo Basin relocated and moved into a new office space! Located on the corner of Church and Pima Trail this allowed for extended hours and a location across the street from our local Department of Aging and Adult Services – Public Guardian offices. With this new office and conference area we are working with various groups to provide educational seminars and activities for clients. This also helps us to be more accessible to our clients on the west end of the Basin.

Our transportation program saw its growth explode for the second year in a row. With an almost 33% increase in the number of trips (14,979 one way) and miles (104,068) in one year we have almost doubled our capacity since 2023. This means more of our senior and disabled neighbors are getting the transportation help they need. Our four drivers provide transportation to the Coachella Valley five days a week and Loma Linda bi-weekly. We have two drivers providing service to local doctors, shopping and errands – bank, post office, etc. as well as trips to 29 Palms Senior Center for socialization and activities. Even with the increase in services we are still seeing one to two weeks' wait for appointments as the need continues to increase. We continually seek ways to improve our program and fill the variety of needs here in our rural region. It has taken years of hard work, various grants and fundraising efforts to get to this point and we are proud of how far we have come, though we continually seek to improve. All of this has made a difference in the ability of our clients to comfortably age in place.

The Modernization of Older Californians Act – Support Services grant we were awarded brought us the Aging in Place (OM) program in late 2024. Funded by the San Bernardino County Department of Aging and Adult Services – Public Guardian (DAAS-PG through a contract with the California Department of Aging, eligible senior and disabled adults were provided mobility scooters, lifting furniture, durable medical equipment and home modifications such as walk-in showers and wheelchair ramps to aid in living independently in their communities and prevent institutionalization. This program assisted over 40 individuals during its term and will be winding down in early 2026.

The Community Supplemental Food Program (CSFP), a collaboration with the 29 Palms Community Food Pantry and FIND Bank provides monthly food boxes to seniors 60 and over. This is another program that saw explosive growth as more and more seniors faced financial hardships. In one year we saw a 33% increase in our distribution. From 200 boxes at the end of 2024 we increased to 300 boxes monthly in spring 2025. With a drive through pick up at the 29 Palms Senior Center and delivery to over 120 homebound seniors these efforts helped with food insecurity in the 29 Palms community. In 2025 approximately 180,000 lbs of food was distributed including pre-boxed commodities with canned meats, vegetables and fruit as well as boxed/powdered milk, juice, rice or beans. Seniors also received a variety of fresh produce and a one pound block of cheese on a monthly basis.

Our Family Caregiver Support Program provided peer counseling, caregiver training, assistive technology and more to unpaid family caregivers. This included respite services both in-home and out-of-home day at the 29 Palms Senior Center are provided to allow respite for caregivers and socialization and activities for care recipients.

Reach Out was the recipient of a SCAN Healthplan Emergency Assistance Fund grant with allowed us to provide assistance not covered by traditional funding or agencies. Motel Vouchers, bus passes, rental and utility assistance, emergency food, swamp cooler and air conditioner repairs and more were provided to 36 seniors over the age of 55 and 4 caregivers. This was the second time Reach Out was awarded funds from the SCAN Healthplan Foundation and it has help many of our neighbors with much need help.

Reach Out also provided yard work and homemaker services, personal business help and so much more! We are fortunate

to be ever evolving and flexible enough to meet the needs that others can't. As always, we strive 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* Transportation to Shopping & Errands *
* Yard Work * Minor Home Repairs * Information & Referrals * Non-Emergency Medical Transportation *
*Respite Care * Family Caregiver Peer Counseling* Family Caregiver Supportive Services*Fall Prevention Program

- 2738 unduplicated clients were assisted with direct services throughout the Morongo Basin in 2025
    - 1008 clients – Town of Yucca Valley
    - 1237 clients – City of Twentynine Palms
    - 112 clients – Village of Joshua Tree
    - 381 clients –Wonder Valley, Yucca Mesa, Landers, Pioneertown and Morongo Valley

Board of Directors:
*Alfreda Wright, *President* *Abigail Mann, *Vice President,* Anthony (Tony) Schmid, *Treasurer* *
Justin Merino, *Secretary* *Beth Williams, *Member at Large* * Lori Jo Cosgriff, *Member at Large**
Pamela Garcia, *Member at Large**

Staff:
*Robin Schlosser, *Executive Director* *Diane Magnani, *Office Assistant – 29 Palms* * Crystal Sunday, *Office Assistant/Driver – Yucca Valley** Douglas Crawford, *Driver**Teri Shackelford*, Driver**Michael Kippe*, Driver**

Transportation Highlights:
Reach Out's program covers a 3449 square mile rural region with 80-85% unmaintained dirt roads. Our five vans drove 104,068 miles (14,969 trips) in 2025. This was a 33% increase over 2024.

- Transportation for Yucca Valley residents logged 3617 trips to local doctor, grocery shopping, pharmacy etc. within the Town of Yucca Valley. 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 11352 trips and were provided 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.
- To meet increased demand, we provided out of area runs daily, often sending two vans to the Coachella Valley or one to Coachella Valley and one to Loma Linda.
- Two of our vans serviced residents daily on the west and east ends or our service area for medical appointments, grocery shopping, errands – bank, post office, bill pay, etc. and for senior center activities including lunch, excersize classes and out-of-home respite.

Volunteer Highlights:
- 37 volunteers provided 2985 hours of service to neighbors in need and operational support in 2025. Volunteer hours of service were also provided for fundraising and community outreach events.
- During its 12th year of collaborations with the Marine Corp Air Ground Combat Center volunteers from multiple volunteer groups from various battalions came out in coordinated service projects throughout the year to aid senior and disabled homeowners
- Volunteers answered phones, 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 2025:

- Senior Center was open to the public for 247 days.
- Hosted an average of 60-80 people daily for lunch and activities.
- Assisted 4633 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 – Valentine's Day, St. Patrick's Day, Easter, Memorial Day BBQ, 4th of July BBQ, Labor Day BBQ, Veterans Day Party, Halloween, Thanksgiving and Christmas Party.
- Collaborated with the Twentynine Palms Community Food Pantry to provide Community Supplemental Food Program (CSFP) commodities to area seniors. Commodities are provided by FIND Food Bank and are distributed monthly to 300 seniors. Delivery of 120+ boxes is made monthly to shut in seniors or those with no transportation. Boxes include canned and dry goods, fresh produce, and cheese.
- Oversaw operations of and supported staff from the Senior Nutrition Program which provides meals to seniors 60 and over. This included assisting with set up and serving of meals. This also included instances where Reach Out provided, prepared and served meals when nutrition provider was unable to staff or accommodate service at this site.
- Coordinated healthcare seminars and outreach events with Morongo Basin Healthcare District
- Coordinated Medicare Open Enrollment seminars with HICAP and Medicare Advantage Plans.
- Coordinated and scheduled art classes, exercise classes, educational seminars and more.

Yucca Valley Highlights

Reach Out Morongo Basin staffs an office in Yucca Valley across the street from the Department of Aging and Adult Services offices. Staff was available for assistance with paperwork, scheduling of appointments, help with looking things up on computers even a friendly chat for a lonely senior. Staff also provided local transportation for residents on the west end of our service area.

- Participated in health fairs and information booths at Yucca Valley Senior Center to promote services.
- Manned offices in Yucca Valley four days per week from 9 am to 5 pm -an increase in hours over 2024.
- Hosted informational seminars with Medicare plans, CSFP food distribution for food insecure seniors and more.
- Provided information and referrals for senior and disabled residents.
- Provided scheduled local transportation services for Yucca Valley area residents to medical and dental offices, shopping and other destinations.

Public Relations Highlights:

Reach Out as a community organization worked very hard and not only provided 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, state and national organizations.

- Executive Director Robin Schlosser served as vice-chair of the Public and Specialized Transportation Advisory Coordination Counsil (PASTACC) which is the advisory council to the San Bernardino County Transportation Authority.
- Executive Director Robin Schlosser served as vice-chair to the East Desert Regional Steering Committee which is the regional advisory committee to the San Bernardino County Office of Homeless Services.
- Executive Director Robin Schlosser served as Southern California Ambassador to the National Volunteer Caregiving Network.

- Reach Out Morongo Basin was invited by Caltrans to present at their 2025 Transit Academy on their FTA 5310 Expanded Transportation program. This presentation promoted the unique services and collaborations Reach Out provides in our rural region serving senior and disabled clients.

Professional Memberships

Reach Out proudly holds current memberships in the following

- Public and Specialized Transportation Advisory Coordination Council (PASTACC)
- California Association for Coordinated Transportation (CalACT)
- Basin-Wide Foundation
- Faith in Action National Network
- Yucca Valley Chamber of Commerce
- National Volunteer Caregiving Network
- Academy of Grassroots Organizations
- Alzheimer Foundation of America
- California Association of Non-Profits
- Twentynine Palms Ministerial Association
- Twentynine Palms Downtown Business Association

Financial Highlights:

- Angel Donors contributed $**11,117** of unrestricted funding for programs and services.
- Local Churches donated $**2050** of unrestricted monthly donations as well as volunteer support.
- Dividends earned **$84,882** providing unrestricted funding for programs and services
- Fundraising earned **$13,336** from the sale of Stater scrip cards, online fundraising, participation in community events and outreach, plus special events including:
    - Parade of Homes
    - 4th of July in 29 Palms
    - Wild West Hoedown
    - Orchid Fest - Landers

- Grant income in the amount of **$591,988** was received from the following:
    - California Dept. of Transportation – FTA 5310 - Caltrans
    - Department of Aging & Adult Services - Title III B - Senior Supportive Services
    - Department of Aging & Adult Services- Title III E - Family Caregiver Support Services
    - SCAN Healthplan – Emergency Assistance Fund
    - Department of Aging and Adult Services – OM Aging in Place Program
    - Basin Transit - Transportation Assistance Grant (TAG)
    - City of Twentynine Palms Partnership Grant
    - Town of Yucca Valley Measure Y Partnership Grant
    - National Volunteer Caregiving Network – MASH grant

- Miscellaneous Income was received in the amount of **$6883.**

- In-kind support in the form of advertising for events were received from Morongo Basin Broadcasting – Z107.7FM, Horizon Gold Mountain News Media and Desert Moon Pictorial Real Estate

- In-kind support of office space from the City of Twentynine Palms