



I HAVE A
VOICE THAT
MATTERS

ANNUAL REPORT 2021

Fontana Resources *at Work*

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EXECUTIVE DIRECTOR REPORT

Strategic Highlights

Expanding Programs

- FRW faced an unusual year in that our services were dramatically impacted by the COVID-19 pandemic leaving us with how to provide services during quarantine with referral sources scrambling to give direction where guidelines changed almost daily. Members of FRW staff were asked to serve on a task force with our regional center to assist in providing the service provider perspective on how to continue to provide alternative services, and again when reopening for more traditional services were to be reestablished on July 1, 2021. FRW met criteria for both alternative and reopening of services. FRW is confident in our ability to reopen and provide a combination of Traditional and Alternative Services beginning July 1, 2021.
- An addendum was added to our Community Integrated Training Program that allows us to provide supports to participants who are attending college.
- Discovery Program was vendored and we entered the SourceAmerica 14(c) Transition program that will assist us in providing training and supports for hiring a qualified job developer.

Financial Highlights

Fontana Resources at Work FY2021 Audit on file. Viewable upon request. (Financial condensed report pg. 10.)

Operating Highlights

FRW continues to address the needs of our participants and the future of services. We have made further steps in moving in the direction of full community-based services by relocating our services to downtown Fontana where we are more visible and have greater access to our greater community.

Embrace Change. change happens every day, we grow by addressing how the change can make a positive difference in the way we serve.

Management has participated in multiple opportunities to further employment and community participation. As with everyone, COVID-19 has had dramatic affect on staffing, but through virtual services we have been able to maintain connection with stakeholders. This year has been a rollercoaster ride of emotions and changes influenced by the atmosphere of not just our community, but by State and Federal rulings. A great positive is that the State Legislators, Assembly and Senate, voted to fund the Rate Study that identified our system as being \$1.8 billion underfunded. Through negotiations with California Governor Newsome, an approval was achieved, and the funding of the study will be spread out over five years. The first installment will be implemented in April 2022.

The future is bright and full of promise. FRW is taking the following steps in the achievement of its goals.

- Joined SourceAmerica in the 14(c)Transition program moving all participants to minimum wage or higher
 - Received a grant from SourceAmerica to fund this process and higher a full time program specialist to ensure its success
 - Expect to be fully transitioned out of sub-minimum wage certificate requirements by FY 2023
- Enhancing our training program
- Board of Directors has challenged themselves to being accredited through CARF Governance in FY 2023
- Continuing to seek additional program opportunities to better serve our participants

Sylvia E. Anderson,
Executive Director
FY 2021

OPERATIONS REPORTS

Quality Control & H.R. Annual Report - Fiscal 2021

Fiscal 2021 panned out to be an excellent year regarding our federal products contract, 90,000 Army Expert badges were produced & shipped 6 months ahead of schedule. Zero defects were noted by the federal government (zero returned). The Army Sharpshooter badge 72,900 were produced & shipped zero defects were noted by the federal government (zero returned). With a balance of 27,000 left to ship FRW is on track to be 3 months ahead of schedule per the contract.

With the COVID 19 pandemic FRW was able to maintain services to our participants & all staff were able to maintain their jobs. HR assisted other departments in the new protocols needed to open our doors to our employees & participants to continue work here at the base. Staff turnover was around 15% for the fiscal year compared to 39% last fiscal. Staff endured the extra work needed to meet the needs of the company.

In the Safety Department this year FRW had 0 recordable incidents during the year. This resulted in a windfall for FRW from our insurance company & lowered our MOD for the current year the lowest it has ever been.

All administrative needs were met on time or ahead of schedule during this fiscal year. With the upcoming changes to all departments HR will be there to assist & to continue our mission to serve the needs of the participants & staff.

Joe Varela

Administrative Operations Manager
FRW



Staff Cinco de Mayo Celebration

Production



Fiscal Year 20-21 was a good year for Production. We hired 6 participants as part-time regular employees. We also completed 215,000 badges, including: 100,000 Army Sharpshooters, 90,000 Army Experts, and 25,000 Marine experts. This team of expert employees completed all contracts six months ahead of schedule! Predictions from DLA Troop Support indicate the FY 21-22 will bring orders for an additional 150,000 badges.

On the commercial side, we continue to provide services to A&R Tarpaulin and are in negotiations with a start-up company, Structural Integrity Games, for the project of painting models.

Danny Cervera,
Production Manager



Training and Program Development

The 2020-21 Fiscal year saw significant changes in program and program development. Over the course of the year, new ways of conducting business safely had to be implemented with program addendums. Several of these were done and implemented. Safety trainings had to also be implemented for the continuation of business and the returning to program. During this time, Discovery was modified and approved. A College Addendum was added to the 055 Program to help with implementing support for college students. I finished and was certified as a Person-Centered Thinking Trainer. Began training staff. This is incomplete.

New Program design, addendums and changes include all the following:

- Discovery Program
- Addendums
 - SEP Group -reopening
 - 055-reopening
 - SEP IP -reopening
 - Transportation -reopening
 - 055 College component.



Training during this time included the following:

- Person Centered Thinking Training
- Person Centered Thinking Training - Outside company
- Person Centered Thinking Trainer Training.
- Reopening Training
- Updated existing training
- Habilitation Training

All training has been set up and adapted to be accommodating to all needs. People may take the training in person, online, or on paper. Quizzes have been attached to prove the person has, in fact, taken the training. I have begun correspondence with Source America for training available only through them. Three staff have received ACRE Training in Discovery and 6 received training on Systematic Instruction.

A training schedule has been developed to help people with maintaining their annual training and support. An orientation checklist has been made for the completion of orientation training. An annual training checklist will also be implemented to keep track of the annual training completion for the purposes of annual reviews and maintenance of the training.

Plans:

Continue to expand and improve upon existing training, provide outside sources were available. Maintain current training catalogue. Write program design for ILS and SLS supports.

Nicole Ortiz

Training and Program Development Manager

Transportation, Contract & Resource Management

The past year was filled with many changes and growth. One of the changes made was to develop a new position to address a need in continued growth and employment opportunities for our participants. As program management developed there was no longer a need for the senior position. The Program Management team is highly intelligent and very motivated. This new position attends to the needs of current and developing contracts as well as managing our fleet for optimum service. We can and will continue to grow contracts for the Supported Employment.

With the addition of 6 new vehicles to its fleet (4 Fusion's, a cargo van, a wheelchair lift van, and an additional Transit van) for a total of 13 vehicles. This helps with all aspects of programs.

FRW now has an improved fleet, continues to grow contracts, and to grow program resources - this brings me to my new position - Transportation, Contract & Resources Manager. I look forward to developing this new position and assist FRW to continue to move forward.

Respectfully,

Paul Porter

Transportation, Contract & Resources Manager



PROGRAM REPORTS

Employment Services Year End Report for Fiscal Year 2020-2021

For this past fiscal year, we received approximately 26 referrals for employment services. We had 1 for a situational assessment in which we had to reject due to COVID-19. 25 Referrals were for placement with 19 reaching employment. We have maintained a working relationship with both local DOR offices, San Bernardino and Ontario, as well as our local employers. Out of the 19 participants, 11 have reached retention and are still employed. 5 participants recently started and have not yet reached 90 days. We also had two placements quit within 30 days because they did not feel ready for employment. 2 of the participants referred refused to find employment and participate with services being provided. For the fiscal year, employment services brought in over \$79,000 in funds and over \$231,000 in individual placement funds. The numbers could have been higher but due to COVID-19 shutdowns and restrictions, we were limited in the services we were able to provide.

We have increased our employer's list by 4 over the last year - we are excited to partner with Macy's, Sketchers, Superior Grocers, T.J. Maxx!

Respectfully submitted,

Maria Canizales

Employment Services Program Manager



CALIFORNIA LEGISLATURE & GOVERNOR NEWSOM INVEST

**\$2 BILLION FOR
DISABILITY SERVICES**

IN THE STATE BUDGET OVER THE NEXT FIVE YEARS!

California Disability Services
Association
June 29, 2021

The state legislature and California Governor reached an agreement on a budget plan that will invest \$2 billion into services for people with intellectual and developmental disabilities! This is a historic investment in people with disabilities, their families, and the workforce serving them. Please join us in thanking the leaders who made it happen, including Senate President pro Tempore Toni G. Atkins, Speaker Anthony Rendon, State Senator Nancy Skinner, and Assemblymember Phil Ting!

2021 Annual Report- Community Programs

Summary: CTP has fluctuated heavily during 2020-21 with it being the most effected by the Pandemic. We saw a slight decrease in number of participants served as protocols were tightened, lowered, and back again. The birth of alternative services has been very successful, reaching participants in ways we did not expect. While the lack of socialization was difficult, we were able to break down a lot of barriers in communication and overall quality of service. Student Services has steadily grown as the restrictions lessened. We have been receiving consistent referrals, covering Riverside County and even small parts of LA County in the process. We have a strong working relationship with the San Bernardino and Riverside DOR offices and are working on completing the circle so to speak with the Ontario office. Overall, Student Services is on the rise. Discovery is past the vendorization process and is fully approved. We have recently been awarded a 14(C) Transition Grant which will be used to bring on a full-time staff position to run the day-to-day program. Exciting growth potential is absolutely on the way.

Strengths: The true strength of CTP is the flexibility and ability to offer a custom level of service. Alternative Services being offered to those with more issues socializing has been a huge benefit for the program overall. The Paid Work Experience portion of Student Services has a great opportunity to reach a population that will in all ways allow for a true sense of transition as each student advances in various offered programs. It bridges the gap between the Educational Center and Program Services. We serve as a liaison between the teachers and DOR staff, which has proven to improve the overall communication tenfold.

Areas of Opportunity: CTP is in a state of slow return and has its growing pains. Reorganizing the day to day will be the biggest area of opportunity moving forward. There is still a lot that is not set in stone with expectations from referral source all the way up to State and Federal Directives. We have opportunities to solidify our expansion of Student Services. With the growing referral rate, we can push to connect as many areas as possible with us to provide more work experience. The new position dedicated solely to this program will be a huge benefit. Staffing in the end is our biggest area of opportunity to further grow our community-based programs.

Respectfully Submitted,

Darold Morris

Community Programs Manager



FINANCIAL STATEMENTS

Statement of Financial Position

FONTANA RESOURCES AT WORK
STATEMENT OF FINANCIAL POSITION
JUNE 30, 2021

ASSETS	
CURRENT ASSETS	
Cash	\$ 1,073,349
Investments	2,033,191
Accounts receivable	<u>202,316</u>
Total Current Assets	<u>3,308,856</u>
 PROPERTY AND EQUIPMENT	
Property and equipment	501,157
Less: accumulated depreciation	<u>(203,509)</u>
Total Property and Equipment	<u>297,648</u>
 TOTAL ASSETS	 <u><u>\$ 3,606,504</u></u>
 LIABILITIES AND NET ASSETS	
CURRENT LIABILITIES	
Accounts payable	27,411
Accrued payroll	59,887
Accrued vacation	<u>50,947</u>
Total Current Liabilities	<u>138,245</u>
 NET ASSETS	
Without donor restrictions	<u>3,468,259</u>
 TOTAL LIABILITIES AND NET ASSETS	 <u><u>\$ 3,606,504</u></u>

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Fontana Resources at Work as of June 30, 2021, and the changes in its net assets and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

THE ACCOMPANYING NOTES ARE AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS

BOARD OF DIRECTORS

OFFICERS

Dolores Armstead, President

Jim Coulson, Vice President

Allison Bracy, Treasurer

Artist Gilbert, Secretary

DIRECTORS

Angela Collins

Draymond Crawford

Arby Fields

Richard Granados

Jenna Guzman-Lowery

Amy Malone

Zack Stewart

AFFILIATIONS

AbilityOne

California Disability Services Association

SourceAmerica

VENDORING/ACCREDITATION

CARF

California Department of Rehabilitation

Department of Developmental Service

Inland Regional Center



STAFF

Sylvia Anderson, Executive Director

Joe Varela, Administrative Operations Manager

Marina Chacon, Finance

Jazmine Garcia, Acct. Clerk

Paul Porter, Contract & Resources Manager

Drivers

Amelia Uribe, Jose Zamora

Site Attendants:

Fidel Algarate, David Delaney

Nicole Ortiz, Training & Program Development Manager

Maria Canizales, Employment Services Manager

Eileen Thompson, Job Developer

Sonia Sanchez, Case Manager

Job Coaches

Xavier Ames

Albert Castenada

James Clark

Lillyana Illescas

Jennifer Martin

Mariana Vera

Darron Wallace, Fleet Supervisor

Kyvetta Dupree

Ismael Rubio

Darold Morris, Community Programs Manager

Camilo Aguirre, Program Assistant

Group Leaders:

Tiera Alums

Stephanie Barron

Diamond Carrillo

Dyniss Johnson-Thornton

Yvette Maya

Nicole Peralta

Group Leaders (cont.)

Valerie Sosa

Brianna Thomas

Danny Cervera, Production Manager

Trevor Carr

Kelson Collins

Daniel Cortez

Ryan Mansfield

Charlie Rodriguez

Fredy Rodriguez

Miguel Tejeda



COMMUNITY PARTNERS

Fontana Chamber of Commerce-Ambassador Program

Inland Empire Regional Chamber of Commerce

Exchange Club of Fontana

Citizen's Business Bank



EMPLOYERS

A&R Tarpaulin

Allard Engineering

Amazon

California Department of Food and Ag

California Department of Transportation-CalTrans

Casa Ramona

Cross and Crown Lutheran Church

CW Resources - March Air Force Base

Defense Logistics Agency - Troop Support

Dr. Eosakul

FedEx

Fontana Teacher's Association

Kid's Connection

Macy's

Ontario Airport

Party Warehouse

Penco Precision, Inc.

Ring Can Corporation

Riverside County Fleet Services

Shakey's

Sunearth

Superior Grocers

TJ Maxx

Trauma & Healing Foundation

United Parcel Service

U.S. Army Reserve - Thrall Hall

Utility Trailer of Southern California, LLC