



Faith In Action
San Gorgonio Pass

2025

ACCOUNTABILITY REPORT

Faith in Action of the San Gorgonio Pass

Community Impact • Partnerships • Outcomes

*Serving the San Gorgonio Pass through housing support,
resource navigation, health access, and community partnerships.*

RECOGNITIONS & DISTINCTIONS



Riverside County Continuum of Care
Homeless Agency of the Year Award

2024 & 2025

Awarded in Two Consecutive Years



Candid Platinum
Seal of Transparency

2026

*Recognizing our commitment to
accountability, transparency, and
open sharing of nonprofit data.*

www.fia-sgp.org



Contents

02 Table of Contents

03 Foreword: No One Walks Alone

04 What Services Does FIASGP Provide?

05 Community Health Worker Services

06 Navigation Center Outcomes & Housing Impact

07 Program Impact

08 Closing Reflection

To learn more, visit www.fia-sgp.org.

Foreword

NO ONE WALKS ALONE

By Carol Allbaugh

President, Faith in Action of the San Geronio Pass

In the San Geronio Pass, stability can change quickly. One missed paycheck, one illness, one rent increase, or one lost document can turn an ordinary week into a crisis. Faith in Action of the San Geronio Pass exists for those moments.

Each day, FIASGP helps neighbors move through systems that can be difficult to face alone. Through housing navigation, food support, healthcare referrals, benefits assistance, identification documents, employment support, and life skills programming, FIASGP helps people take the next step toward stability.

**FIASGP doesn't simply respond to crisis.
It helps build the path beyond it.**

It can begin with something as simple as helping someone replace a birth certificate or apply for benefits, but those small steps often become the doorway to something bigger. For one neighbor who had spent years without stable housing, repeated visits to our Navigation Center slowly turned into trust. With support from FIASGP, they restored key documents, reconnected to benefits and healthcare, and eventually moved into safe housing. What began as a request for basic needs became a path back to dignity and independence.

The people who come through our doors are not case numbers. They are parents, seniors, veterans, workers, young adults, people living outside, and families trying to hold on. Their stories remind us that hardship is rarely caused by one thing. Housing, health, income, transportation, documents, and support systems are all connected.

This report reflects that reality: a record of service, partnership, persistence, and community action. Every meal shared, document secured, rental payment coordinated, health appointment connected, and client housed is part of a larger story: helping people regain stability, trust, and hope.

Because in the San Geronio Pass, no one should have to walk through hardship alone.

In service,

Carol Allbaugh

and the FIASGP Team

OUR SERVICES

COMPREHENSIVE SUPPORT. REAL RESULTS.

FIASGP provides compassionate, person-centered services that address immediate needs and remove barriers so individuals and families can achieve stability and long-term success. Our programs are free, confidential, and open to all community members.



HOUSING NAVIGATION

Helping individuals and families find and maintain stable housing. Our team assists with housing referrals, landlord mediation, rental assistance resources, and ongoing case management.

WE HELP WITH:

- Housing search support
- Landlord communication
- Rental assistance referrals
- Housing stability planning



EMERGENCY ASSISTANCE

Providing immediate relief for individuals and families facing urgent crises. We connect community members to resources for food, clothing, shelter, utilities, and other basic needs.

WE HELP WITH:

- Food and essential items
- Utility assistance resources
- Emergency referrals
- Crisis intervention support



VITAL DOCUMENTS

Helping clients obtain critical documents needed to access services, housing, employment, and benefits.

WE HELP WITH:

- ID cards and driver's licenses
- Birth certificates
- Social Security cards
- Record review assistance



BENEFITS ENROLLMENT

Assisting individuals and families in applying for public benefits and connecting to healthcare coverage to improve well-being and financial stability.

WE HELP WITH:

- BenefitsCal / CalFresh
- Medi-Cal enrollment
- Molina enrollment
- IEHP enrollment
- Utility discount programs
- Other public benefits



EMPLOYMENT & LIFE SKILLS

Empowering clients to build skills, gain employment, and create a path toward self-sufficiency. We provide coaching, job readiness training, and ongoing support.

WE HELP WITH:

- Job readiness coaching
- Resume and interview support
- Employment referrals
- Life skills workshops



OUR COMMITMENT

We meet people where they are—with dignity, respect, and without judgment. Our goal is to connect every individual with the resources and support they need to thrive.



COMMUNITY HEALTH WORKER (CHW) SERVICES

HOW FIASGP CHWS SUPPORT HEALTH, STABILITY, AND ACCESS.

CHWs helped residents improve access to healthcare, connect to benefits, schedule medical appointments, receive follow-up support, strengthen housing stability, and navigate community resources.



HEALTH EDUCATION AND OUTREACH

Educating members on preventive care, chronic condition management, health literacy, and available healthcare resources.



HEALTHCARE NAVIGATION

Helping members schedule appointments, understand insurance benefits, communicate with providers, and access needed care.



SOCIAL SUPPORT SERVICES

Connecting members to housing, food assistance, employment services, benefits, transportation, and other community resources.



CULTURAL AND LINGUISTIC SUPPORT

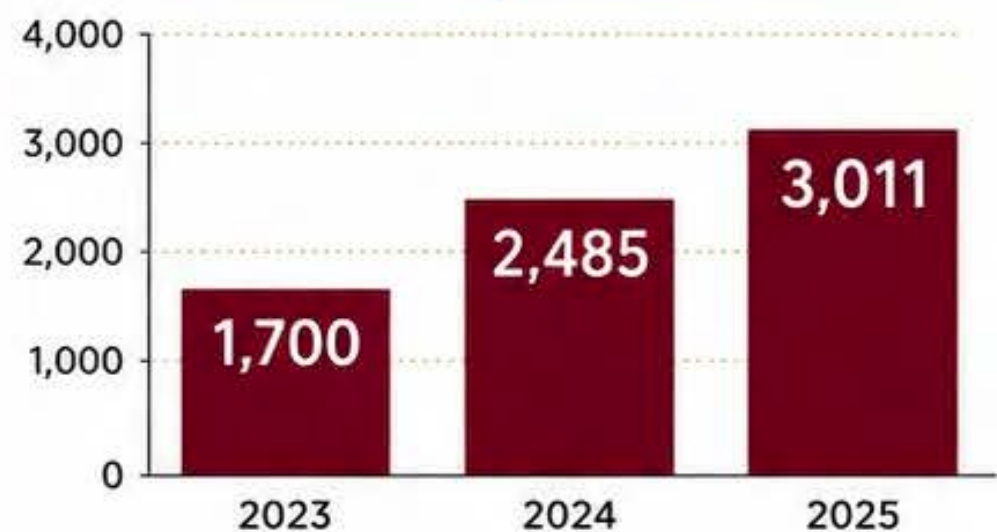
Delivering services in ways that reflect the cultural and language needs of the community.



CHRONIC DISEASE SUPPORT

Providing health coaching, follow-up, and referrals for members managing ongoing health conditions.

NAVIGATION CENTER GROWTH



WHAT CHWS HELPED CLIENTS ACCOMPLISH

- Connected clients to healthcare and preventive services
- Supported benefits navigation and enrollment
- Coordinated medical appointments and follow-up care
- Referred clients to housing and community resources
- Provided social service referrals and advocacy
- Improved health outcomes and housing stability

COMMUNITY HEALTH WORKER SERVICES



HEALTH EDUCATION
& ADVOCACY



BENEFITS
NAVIGATION



MEDICAL APPOINTMENT
COORDINATION



ENHANCED CARE
MANAGEMENT



SOCIAL SERVICE
REFERRALS

Our CHWs support individuals in accessing the care and resources they need to improve health outcomes and housing stability.

Navigation Center Outcomes

ANNUAL IMPACT AT A GLANCE

3,011

TOTAL VISITS

Across two Navigation Center locations

739

ACHIEVED OUTCOMES

Documented service outcomes in 2025

14

INDIVIDUALS HOUSED

Successfully housed through HHAP-4

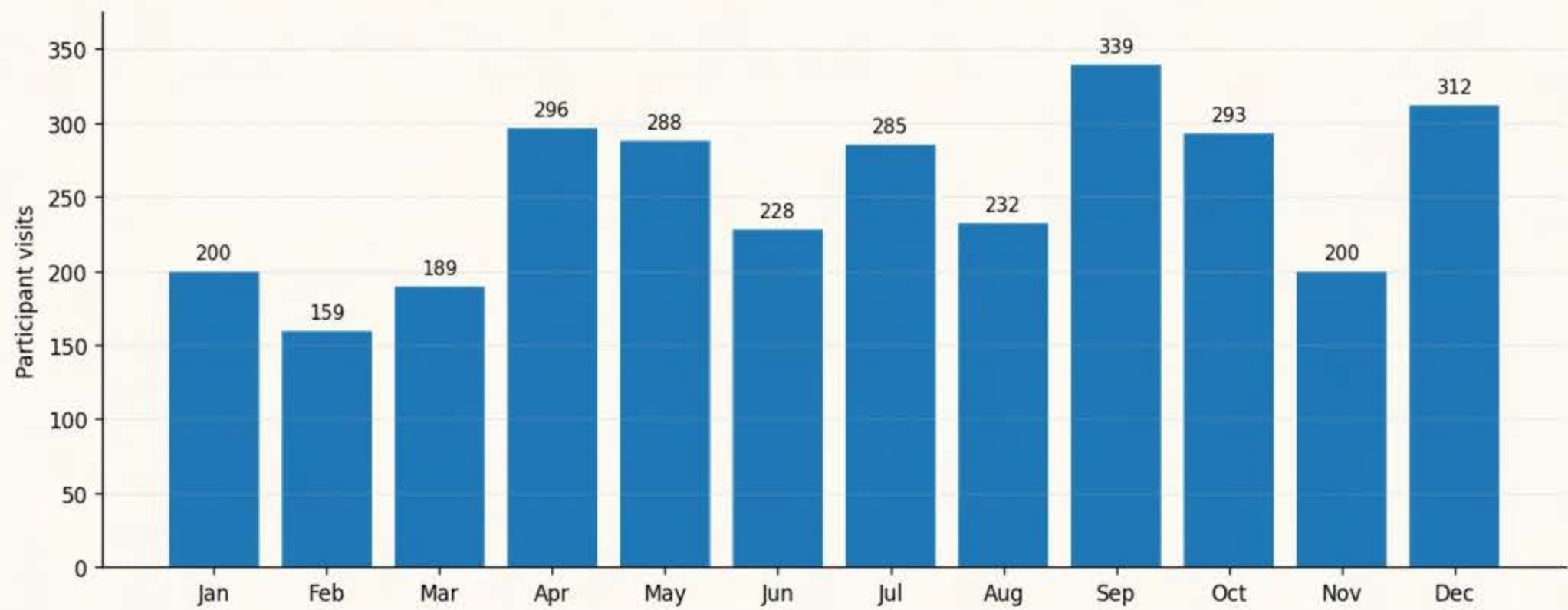
97

HOME CONNECT REFERRALS

Connections to coordinated housing access

Monthly Participant Visits | 2025

The monthly pattern shows sustained demand for navigation and support services throughout the year.



What these outcomes represent

FIASGP combined Navigation Center access with housing support, benefits navigation, vital-document assistance, and referrals. In HHAP-4 Rapid Rehousing, 16 individuals were actively enrolled and 14 were successfully housed; 2 were pursuing Permanent Supportive Housing and 5 were referred to workforce development services.

Benefits & Resource Navigation

- 63 LIHEAP applications
- 31 BenefitsCal enrollments
- 13 SSI/SSDI benefit applications
- 58 California ID fee waivers
- 26 birth certificate applications
- 20 notary services
- 21 HMIS enrollments

Every visit is a step toward stability, access, and long-term self-sufficiency.

Year of Changing Lives

COMMUNITY PRESENCE. PARTNERSHIP. TRUST. IMPACT.

Every outreach event, office visit, class, partnership, and conversation helps move people toward stability, dignity, and opportunity. Together with our community, we are building stronger pathways and brighter futures across the San Geronio Pass.



Recognition and leadership in service to the community

Honoring dedication and excellence as we work together for lasting impact.



Outreach that brings help directly to residents

Meeting people where they are with resources, compassion, and connection.



Trusted partnerships strengthen local support systems

Collaborating across agencies to expand access and build community.



Learning spaces that connect people to resources

Workshops and classes that build knowledge, confidence, and opportunity.



A visible, welcoming presence in the San Geronio Pass

Opening doors and showing up consistently for the people we serve.



Building trust

THROUGH COMMUNITY-BASED SERVICE

Consistent presence and integrity create the foundation for meaningful relationships and lasting change.



Connecting residents

TO HOUSING, HEALTH, AND BENEFITS

We help individuals and families access the support they need to thrive and stay secure.



Creating pathways

TO STABILITY AND SELF-SUFFICIENCY

Every connection and resource helps build momentum toward a stronger, more independent future.

Together, we turn compassion into action, and action into lasting impact.



Faith In Action
San Geronio Pass

Thank You

Thank you for standing with our community.

To our partners, funders, board members, staff, volunteers, and community supporters—thank you for helping make stability, access, and opportunity possible for individuals and families across the San Geronio Pass. Your support strengthens our mission and expands our impact.

Faith in Action of the San Geronio Pass



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*Together, we are building stronger pathways
to dignity, stability, and hope.*