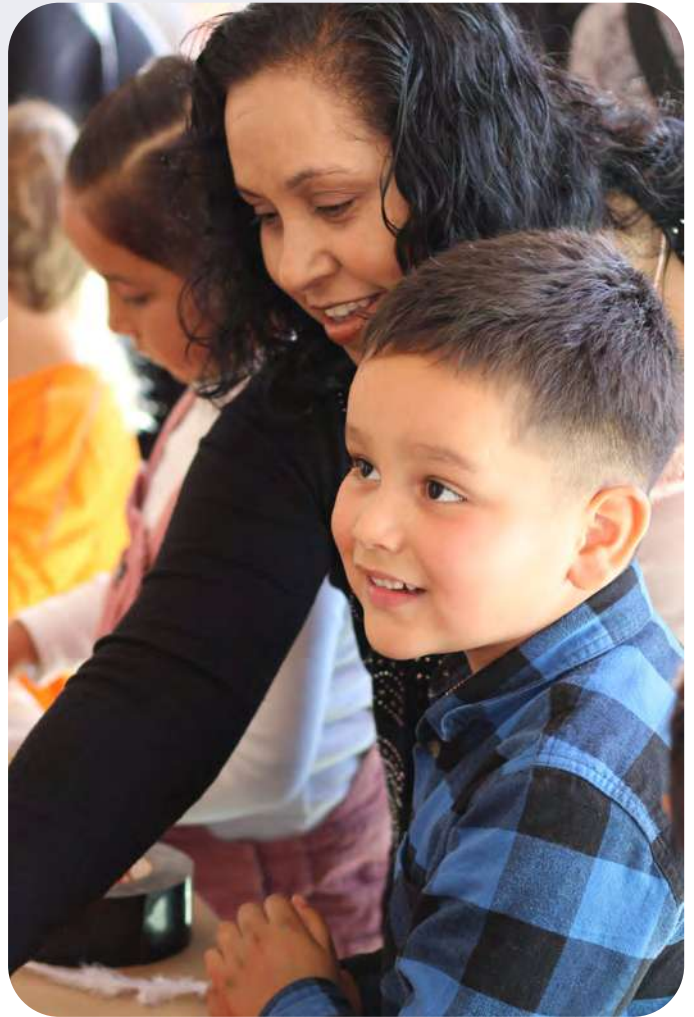


2022

COMMUNITY IMPACT REPORT



Trust

Dignity

Respect
& Cultural Sensitivity

Equity

Collaborative Action



www.upvalleyfamilycenters.org | (707) 965-5010

1440 Spring Street, St. Helena, CA 94574 | 1500 Cedar Street, Calistoga, CA 94515

From the Executive Director

As a community-based family resource center, we strive to be available, accessible, and relevant to people's needs. Our role is to accompany a family, an older adult, a teen, or an immigrant - on their journey and to serve as a navigator, a coach, and a trusted ally in pursuit of their goals. **We are proud to stand with community members when they face a challenge or confront systemic inequity, and to say, "You are not alone."** It might be the most important thing we do.

In 2022, the upvalley region and our world continued to adapt to societal shifts resulting from the pandemic and changed our daily lives at school, work, and in our social interactions. **The UpValley Family Centers increased our capacity to meet growing needs by expanding successful partnerships and creating new ones.** This

past year we committed to bringing more services to local schools - through collaborative projects such as the **SHINE Youth Wellness Initiative** and the **Calistoga Community Schools Initiative**. We launched the **Keep Napa County Housed Project**, working with partners countywide on eviction prevention and emergency rental assistance efforts. And we united with grassroots community leaders, **Promotoras and Adelante parents**, opening opportunities for civic engagement and bringing forward issues to local decision-makers that residents face.

You have understood and believed in the vital role of the family center. As a supporter, a partner and an advocate for healthy and inclusive communities - thank you for standing with us. **Your involvement matters.**

With gratitude,
Jenny Ocón, MSW
Executive Director

Board of Directors Fiscal Year '22

Kristen Georges, President
Bonnie Schoch, Vice President
Kathye Citron, Secretary
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Stephen Isaacs
Sam Martin

UVFC Staff at Back to School 2022



Mission:

UpValley Family Centers **provides guidance, support and resources** in the community, in the home, and for the individual, **so that everyone can achieve a better life.**

In 2022,
we served
4,594
community
members



Vision:

We envision that **through healthy relationships and networks of support**, all people are **safe, valued and prepared** to create the future they want for themselves, their families and their community.



89%
of our clients
fall below
the median
income for
Napa County
(\$88,596)



89%
of clients surveyed
in 2022 feel more
confident after
receiving our
services



6,741
people attended
our community
events in 2022

Client Age

14%
under age 18

58%
age 18-64

26%
age 65 & up

2%
Unknown/declined to state

Client Race/Ethnicity

66%
Hispanic/Latino/a

15%
White

4%
Other

15%
Unknown/declined to state

Client Spoken Language

27%
English

48%
Spanish

11%
Bilingual

3%
other

11%
Unknown/declined to state

Children, Youth, and Schools

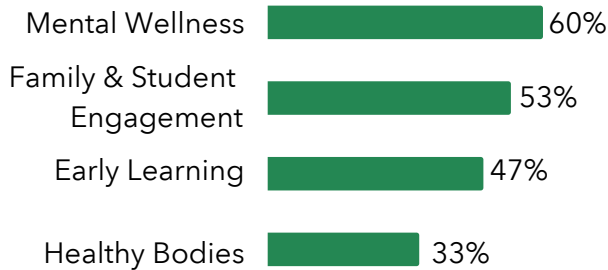
Calistoga Community Schools Initiative (CCSI)

As the backbone organization for CCSI, UpValley Family Centers helped Calistoga Joint Unified School District (CJUSD) secure a major new grant from the California Department of Education in 2022. Over the next five years, this additional \$2.6 million will help public and private partners provide new and expanded services.

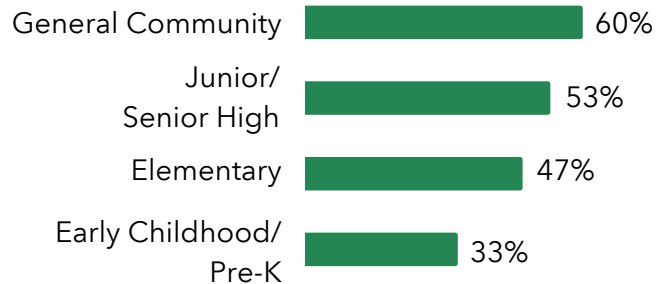
In a fall 2022 survey, UpValley Family Centers and 14 other organizations reported dedicating more than 88,300 staff hours annually to CCSI.

Partner Survey: Service Areas + Populations

CCSI partner service areas



Age groups/grade levels on which CCSI partners focus

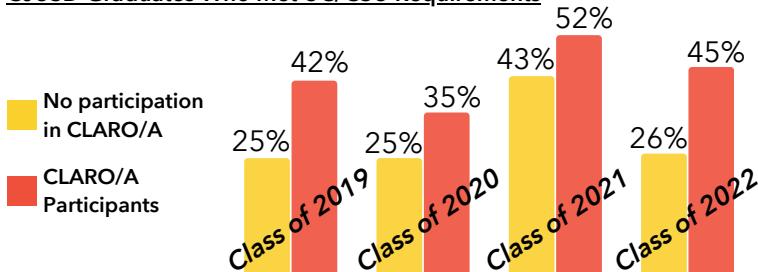


CLARO/CLARA Youth Mentoring Program

The Family Centers' CLARO/A program is a key part of how CCSI helps youth succeed academically.

CLARO/A participants are up to 19% more likely to meet UC/CSU requirements at high school graduation than non-participants.

CJUSD Graduates Who Met UC/CSU Requirements



In 2022, **109 teens participated in CLARO/A** through weekly groups and/or one-on-one mentoring on school campuses in Calistoga and St. Helena. CLARO/A **creates space for youth to have reflective and restorative conversations** about self-identity, race/ethnicity, mental wellness, and builds coping skills.

94%
of CLARO/A
participants are
socioeconomically
disadvantaged.

Community Engagement

Civic Engagement & Voter Outreach

In October 2022, our volunteer promotoras partnered with the Adelante parent leadership group to lead a candidate forum in Calistoga prior to the November 2022 election. **The forum gave community members the opportunity to directly engage with candidates for Calistoga City Council, Mayor, and Board of Supervisors.** Adelante members curated the questions, and the forum was conducted in Spanish with simultaneous English translation.



Community members had the chance to speak informally with candidates after the forum.

The forum touched on a range of issues, including:

- **Protections for renters**
- **Recreational and enrichment activities for teens**
- **Concerns about the cost of groceries and water bills**
- **The use of American Rescue Plan funds**
- **Working conditions and pay scales for farm workers**
- **Health and social services for immigrants.**

This was a meaningful opportunity for upvalley's sizable Spanish-speaking community to have representation in the electoral process and equitable access to understanding candidates' positions on the issues the community sees as most important.



Immigration Services

There continues to be a pressing need for affordable, quality immigration legal services in Napa County. According to 2021 Census data, 29,285 Napa residents are foreign-born. Of those, **13,840** (47% - nearly half) **are not yet U.S. Citizens.**

In 2022, our immigration staff **reached over 4,000 people** through high-touch community education and outreach. Staff also provided **248 legal consultations**, helped **52 people file for citizenship**, and **20 people to renew DACA** (Deferred Action for Childhood Arrivals) applications.

To date, 164 people have become U.S. citizens as a result of our program.

146 from **Mexico**, 3 from **Guatemala**, 2 from **Honduras**, 3 from **El Salvador**, 1 from **Chile**, 1 from **Trinidad and Tobago**, 1 from **Colombia**, 1 from **Bolivia**, 1 from **China**, 2 from the **Philippines**, 1 from **Spain**, 1 from **Finland**, 1 from **Madagascar**



Family and Senior Wellness



Senior Caregiver Outreach Project

In response to increasing needs for qualified caregivers from our clients, UpValley Family Centers embarked on a project to **recruit and increase retention of caregivers for seniors** in the UpValley region. Through outreach, we recruited possible new caregivers, conducted screenings and education about different types of caregiver positions, and **successfully added ten new caregivers** into the Napa County Caregiver Registry, creating more options for UpValley seniors and their families.

In 2022, we helped 74 families access essential caregiving services.

75% of caregivers indicated that they would like regular workshops to aid in their professional development.

60% expressed needing better pay and financial assistance with gas.

We surveyed the new caregivers to better understand their backgrounds, qualifications, motivations for doing this work, as well as the unmet needs and challenges they face that impact retention rates. We are now using the results of that survey to raise awareness about how caregivers can be better trained and supported to encourage more qualified individuals to join the field and to improve retention.

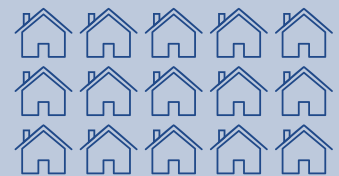
Preventing Homelessness

Many in our region are trying to recover economically from the pandemic while dealing with the impacts of inflation and cost of living increases. **UpValley Family Centers received a record number of requests for financial assistance in recent years, almost three times more than before the pandemic.** As rental rates have increased and housing stock is low, if families lose their housing, it can be very difficult to find new housing that is safe, affordable and in the same community as schools and jobs. We're committed to helping families remain housed, through utility and housing assistance, emergency financial aid, referrals to legal services, and resources for working with landlords.

"I cannot even begin to express my appreciation for this assistance at this moment in time. You have saved me and my son with all of your help and hard work." - UVFC client



In calendar year 2019, we assisted 115 resilient households with emergency financial assistance.



From 2020 - present, we've served an average of 335 households per year with emergency financial assistance.

Economic Success

Volunteer Income Tax Assistance (VITA)

Our VITA program provides **free income tax preparation services** to low-income households in Napa County's upvalley region. Last year, we helped **606 households** to receive **\$1,047,683 in tax credits and refunds**, an average of over **\$1,729 per family**. This included helping families understand and access the expanded Child Tax Credit (from the American Rescue Plan), which helped reduce the child poverty rate to a historic low (Center on Budget and Policy Priorities).

UVFC is **the only site in Napa County providing VITA services year-round** and focuses specifically on reaching disadvantaged, vulnerable, and isolated populations upvalley; we offer VITA in both Calistoga and St. Helena. UVFC **filed 13 applications for Individual Tax Payer ID Numbers (ITINs)** - a service that can be a future help to immigrants seeking US citizenship.



59% of filers were Latino/a



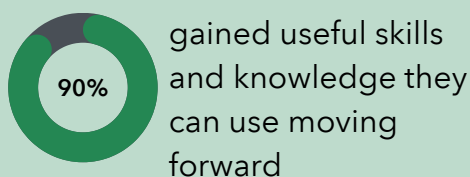
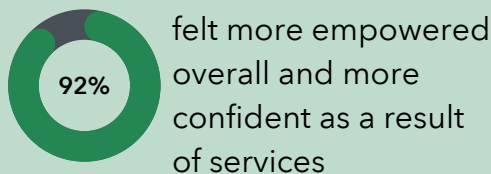
19% were connected to financial literacy education

We thank our 15 IRS-certified volunteers working alongside our staff to provide this service.

This program saved local filers an estimated \$69,250 in tax preparation fees.



UVFC surveyed 219 clients about their satisfaction with services and found:



Guided Referrals

A core service of the UpValley Family Centers is to offer local residents guided referrals: **providing accurate information based on their unique needs and facilitating access to resources**. Ways that our staff facilitate access include, providing in-language assistance, navigating government systems, helping clients understand and complete applications, and supporting with technology needs. Our **guided referral services are available for free** at our offices, at community events, via phone and online.

Guided referrals can be a vital lifeline, supporting the greatest needs of local families.

In 2022, UVFC made **1,295 guided referrals**. The top five most common referrals were for:



Emergency food and housing resources



Mental health/counseling services



Health insurance/health services



Legal services

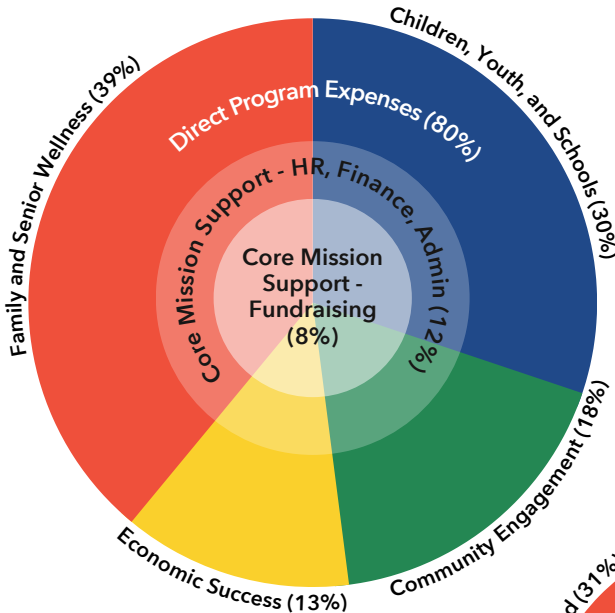


Caregiving

UpValley Family Centers - Finances

Total Expenses \$3,637,065

Direct program expenses \$2,898,934
 HR, finance, admin: \$444,955
 Fundraising: \$293,176



Direct Program Expenses

- Children, Youth, and Schools \$874,146
- Community Engagement \$516,159
- Economic Success \$377,873
- Family & Senior Wellness \$1,130,756

Our expenses totaled \$3,637,065 in 2021-22 and reflected our focus on meeting diverse community needs, as well as continued support for pandemic and wildfire relief and recovery.

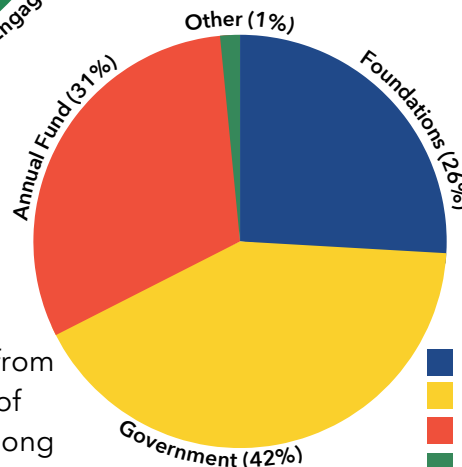
We ended FY22 with a cash reserve of 5.7 months' operating expenses, strengthening our long-term sustainability. We received a clean, unqualified audit for FY22, the highest level of assurance an audit firm can issue. Our audit is available upon request.

Tax ID: 80-0023012

Annual Fund

This includes individual donations, corporate gifts, service club contributions, and event proceeds.

22% of Annual Fund revenue comes from Multi-Year Gifts - a significant source of support for our ability to plan for the long term, and to respond to emerging needs.



Total Revenue \$3,701,590

- Foundations \$959,038
- Government \$1,539,952
- Annual Fund \$1,145,214
- Other \$57,386

We'd like to give special thanks to our donors that have provided 5+ years of consecutive funding to help grow and sustain our work. Institutional funders are listed below; for privacy, individual donors are not listed.

Adventist Health - St. Helena | Bank of America Foundation | Cal Mart | California Department of Social Services | Calistoga Community Chest | Calistoga Joint Unified School District | Calistoga Spa Hot Springs | The Cave Company | Citi Community Investing and Development | City of Calistoga | City of St. Helena | Damian Maldonado Memorial Foundation | The Doctors Company | Federated Women Of Upper Napa Valley | First Presbyterian Church of St. Helena | Grace Episcopal Church | Jones Family Vineyards | Kaiser Permanente | Latino Community Foundation | Mary A. Crocker Trust | Mechanics Bank | Michael Wolf Vineyard Services | Napa County | Napa County Office of Education | Napa Valley Community Foundation | Napa Valley Vintners | Pacific Gas and Electric Company | Palisades Investors/Burbank Housing | Providence Queen of the Valley Medical Center | Rotary Club of Calistoga | S.H. Cowell Foundation | Silicon Valley Bank | Silverado Farming Company | Soroptimist International of Calistoga | St. Helena Kiwanis Foundation | St. Helena Unified School District | Trinchero Family Estates | United Way of the Bay Area | UpValley Electric | Wells Fargo Foundation | Westamerica Bank | The Wiseman Company