



## **Friends in Sonoma Helping**

### **2020: The Story Behind the Statistics**

The initial impact of COVID on FISH was the massive loss of volunteers when Shelter In Place was announced and those over 65 years old were advised to adhere to strict new CDC guidelines. Next came the changes to our service delivery. As an essential service, FISH remained open to provide food via a new delivery system. Safety protocols were put in place for food distribution and FISH switched to a Drive-In model. The Clothing Room closed and remained closed until the fall.

As business and restaurants closed, the need for utility and rental assistance skyrocketed due to high unemployment. Fortunately, applications for utilities and rent were easily accessed from the FISH website and over a single weekend over 100 applications were received. As all of this was happening, FISH needed to establish a network of translators as our partner nonprofit was no longer able to provide translation service. The result was more work and fewer volunteers. After a bit of a scramble, a number of Spanish translators volunteered to assist FISH by taking phone calls and providing translation services for utilities and rent.

As we progressed through the year, FISH was able to continue its core services; food, financial support for rent and utilities, rides to medical appointments, needed medical equipment and information to community leaders regarding the emerging needs.

The needs within the community and the financial demands on FISH were met by support through donations and grants. FISH received a record \$528,660 in grant monies during 2020. Due to a flurry of online giving the last two days of 2020, the 1.1 million dollars of FISH expenditures were exceeded by the 1.4 million dollars from grants, foundations, businesses, organizations and individuals.

The following statistics help tell another part our story:

Services by the number served:

15,000 Phone calls  
2,262 families received food  
828 families were provided rental assistance  
458 rides were given to medical appointments  
358 families received utility assistance  
68 individuals received medical equipment

Cost of Services in 2020:

Rent:           \$787,000  
  
Utilities:       \$77,260  
  
Food:           \$49,400  
  
Phone Calls     \$29,500  
  
Transportation: \$8,040

Donations:

44% Individual donors  
  
38% Grants  
  
6% Foundations  
  
6% Bequests  
  
4% Businesses  
  
2% Organizations

**2020 Total Expenses: \$1,012,547.14**

**2020 Total Income: \$1,421,460.50**