We have worked diligently toward the promise of change. We updated our image with a name change removing words rehabilitation and workshop. We chose instead to bring a more positive image by rebranding us as:

- **Fontana**, because that is where we do business and how we are identified
- **Resources** – as that is what we are, a resource to both the clients we serve and to our community
- **at Work** because that is what we do, we are at work in our community helping employers become familiar with an under employed work force (our clients) who want to “Achieve Independence Through Employment.”

We continue to assist our staff with the federal and state changes and look forward by developing new programs that will help our clients grow in their community awareness and reach their potential to achieve their choice for employment.

- We have worked hard to stabilize our staff turnover and to help our employees grow in their positions as we prepare for the promise of change.
- We have realized the promise of additional funds to help stabilize our programs with state resources for wage/benefit pass through for direct care staff in both our work activity and our supported employment. We also realized a very small increase to help offset administrative costs.

We hosted our 6th annual Lobtoberfest with promise of a new M/C for year 7. (I am grateful for this!) Bruce Atlas, Southwest Airlines agreed to be our M/C for our 7th Annual event. We also decided to change it up a bit and add a Mystery Theatre aspect to our dinner for FY 2017. The move has been a promising one and has been greeted with great anticipation by our perspective guests.

- We joined the Inland Empire Regional Chamber of Commerce with a promise for broader outreach and marketing to our immediate and surrounding community businesses. This has proven to be a very beneficial membership for FRW.
- With the reimbursements from Community Develop Block Grant HUD Funds we have been able to secure a healthier financial status by applying dollars to a rainy day fund and to move forward with plans for our kitchen, begin reviewing the addition of a storage room, staff break room and a first aid station. We are also planning the installation of a covered outdoor lunch area for our consumers and staff. The covered lunch area should be in place no later than December/January depending on county planning commission requirements. If no plan review is necessary it should be in by September/October. We look forward to our upgrades.

We say a very special thank you to our staff and managers for leading us through another year. For the encouragement and advancement of our programs to assist our clients in their growth to their highest level of employment!! **Job well done!**

**Achieve Independence through Employment**
Revenue

- Government Contracts: $620,361.76
- Non-Government Contracts: $80,838.20
- Purchase of Service: $1,067,516.25
- Fundraising: $9,862.00
- Other: $409.00

Total Revenue: $1,778,987.21

Expenses

- Staff Salaries: $791,036.31
- Client Wages: $354,473.77
- Payroll Taxes: $102,778.10
- Workers Comp: $91,968.61
- Benefits: $9,824.34
- Insurance: $48,932.51
- Utilities: $37,618.07
- Fundraising: $8,937.62
- Materials & Supplies: $208,532.43
- Other Direct Expenses: $35,869.81
- Indirect Expenses: $128,703.61

Total Expenses: $1,818,635.18

Net Operating Income: $(39,647.97)

Net Income: $284,908.85

Assets

- Cash & Inventory: $618,903.93
- Property & Equipment: $2,257,129.14
- Total Assets: $2,876,060.07

Liabilities & Capital

- Current Liabilities: $188,292.46
- Long Term Liabilities: $498,231.19
- Total Liabilities: $686,523.65

Capital

- Beg. Fund Bal.: $2,099,887.71
- Chg. Fund Bal.: $(195,20.14)
- Net Income: $284,908.85
- Total Capital: $2,189,536.42

Total Liabilities & Capital: $2,876,060.07

The organization is on a strong footing and I am confident in our progress. I foresee a very strong future.

U. Jones, CFO

Achieve Independence through Employment
The Marketing Department branding platform for 2016 encompassed “CHANGE.” The inspirational quote “Change begins from within” remained on a chalkboard in my office from the beginning to the end of our fiscal year.

The above quote viewed by staff/clients we serve daily and guests as they tour our organization. In a continuous effort to tell our story better, a platform of transparency was shared throughout the Inland Empire community on a regular basis. Over the past year many changes have occurred to not only increase stewardship but, to increase employment services for the individuals we serve/advocate for. Our commitment remains focused where we have the most opportunity to make a difference. That difference will always be Employment First.

The empowering possibility of “Making a Difference” in the lives we serve isn’t just a collaborative effort, but our highest priority. We are driven to break down barriers that place obstacles for our clients. While California experienced many budget cuts that change the dynamics of our organization day-to-day. The fire of change within the organization was UN-stoppable.

The key metrics to FRW/ISS marketing efforts is centered on a consistent message that showcases brand awareness, benchmark practices, advocating and engaging our community. A few highlights that “CHANGE” the direction of our brand for the better.

✓ Established Goals were meet for the Marketing Department Annual year 2016
✓ Building relationships within the Inland Empire Community remained a priority.

1. Organizational name change to reflect a onward/upward brand image /increase awareness for the individuals we serve. Fontana Resources at Work dba Industrial Support Systems.
2. Community Partnerships expanded far beyond Fontana, CA.
3. Social Media platform following/engagement has doubled. i.e.: Clients, Providers, Shared Posts, Community Leaders and other CRP’s engagement/likes/shares. Create Campaigns that drive awareness for organization and how the community can educate others, support and/or get involved.
4. Improve awareness by increasing value
   - The various relationships with other organizations, businesses and community leaders is supported more. These relationships have produced referrals and community partnerships when ASK.
   - i.e.: Community In-Kind Partnerships that save the organization expenses and stabilizes the bottom line to further expand employment training opportunities for the clients we serve. Steinmart (Gift Wrapping w/Love) 10% of proceeds was provided to the victims families of the San Bernardino Shooting.

Achieve Independence through Employment
MARKETING (CONT.)

- 2nd Annual Meet & Munch extremely successful (Invited businesses in surrounding community to introduced features & benefits of organization and how our clients can be of service to their business) The organization & attention to detailed for the event; lead to Vice President of Inland Empire Regional Chamber to inquire if we would partner with them for a Networking Business Series.

- Due to maintaining our Chamber membership with the Fontana, Rancho and I.E. Chamber of Commerce this continues to build solid professional partnerships that over time will increase employment opportunities for our clients.

5. Delivering valuable information & professional presence via monthly marketing meetings with key team members; creating consistency and a solid foundation to achieve more for the organization and its brand. The organization marketing collateral has receive more notice than ever before.

6. Social Media Training for Clients to attend/facilitate community events, conferences, workshops, speaking opportunities and grant courses to stay abreast and in front of disability industry. In addition continue to educate the surrounding cities within the Inland Empire community and beyond.

Kimberly Clark
Marketing Development Specialist

Achieve Independence through Employment
Annual Report/HR-2016

I will continue to parallel the needs of this changing organization and focus on the growth and success.

Over the past year, the department has focused on continuous improvement to increase efficiency, retention and accountability, while improving services to our clients and expand administration. The department will continue to provide leadership and support to staff.

As ISS continues to incorporate continuous improvement and change, human resources will play a critical role in ensuring that we have a high-performing and engaged workforce equipped to deliver results.

Achieve Independence through Employment
Year in review for Fiscal Year 2016

This past fiscal has brought about some significant changes here at FRW/ISS, some positive some negative. We continue to experience staff turnover. We lost some personal in both our Case Management staff as well as in Job Development, and Job Coaching, (that’s the negative). However in forever moving forward we have assembled what I believe to be the strongest team ever, (the positive). We have also made chances in the way we use our staff. We no longer use a Production Supervisor; we have combined the roll of the Case Manager, and Production Supervisor, services are now being provided by a Case Managing Instructor. This provides our consumers with a better opportunity to achieve their IHSP goals, and also it gives the Case Manager firsthand knowledge of what the consumer’s needs are. We also added to our staff a new Job Developer in Brian Grayson. Brian made 9 IP placements and 1 direct placement in the short time he has been with FRW/ISS. We also welcomed a new employer in Moreno Valley at March Air Force Base, CW Resources. This origination has hired 8 consumers from our program to provide janitorial services on the base and is looking to hire more within the next fiscal year. We also renewed some existing contracts with the Department of Food and Agriculture, Ontario building for janitorial services. Also we picked up another option year on the Upland Army Reserve for janitorial services. However on the down side we lost a long time contract of 10 years with the San Bernardino county Fire Marshal’s office.

This past year we have seen an increase in referrals from both sources: Department of Rehabilitation and Inland Regional center, our new appearance has been a tremendous help with referrals, and I’m sure it will continue. Our Contract Coordinator (Mike Wright) continues to help increase revenues by bringing in contract work

We have also began the process to have additional programs vendored: transportation and a program design is being written for a Community Based Day Program.

I believe FRW/ISS is moving in the right direction. My apologies if I have forgotten anything it has been a busy year.

Respectfully submitted by

L. Paul Porter
Consumer Services
Program Manager

This fiscal year has been a great one here at Fontana Resources at Work dba Industrial Support Systems. As we move forward we will continue to provide and improve the quality of work and customer service that you can count on from FRW/ISS. Many changes are taking place at FRW/ISS as we look for new and improved ways to serve our community and more importantly our clients. Throughout the last year FRW/ISS has rolled out some new products and services from our supported employment program. Our clients can now install and maintain sprinkler systems as well as some small construction projects. This year we plan to improve our existing services by offering our customers more of a one-stop-shop for all their janitorial, landscaping, and general construction needs. We look forward to working within our community to make another great year here at FRW/ISS.

Mike Wright, SEP Contract Manager

Achieve Independence through Employment
Achieve Independence through Employment

**PLANT OPERATIONS**

Production Department

After a strong finish FY 2015 we were looking for a stronger start for FY 2016. Over the period from January 2015, through June 30, 2015 (2nd half of FY 2015) we produced badges providing $451,077 in sales. We started with only $129,015 in the first half. By comparison non-government business was only $38,315 for the entire fiscal year 2015. We lost our largest non-government customer, Haticon in the beginning of (calendar) 2015 when it was acquired by another business located in Sacramento, which is where they moved.

In early 2014 we made it a goal to get the Marine Badges back. In November of 2014 we received an allocation for 35,000 of the Marine Expert Badges. It was the first time we’d had Marine badge contract in 12 years. We were expecting to be producing by the beginning of FY 2016 but it took seven months for the customer to change the pricing classification. Without contracts the price hadn’t been changed in over 12 years. We completed deliveries of the Marine Expert Badge in March of 2016 for over $220,000. We’ve received an allocation for the second Marine Badge we provide, the Marine Rifle Sharpshooter. We will be submitting the first articles over the next month. Sales from the contract will be over $125,000.

In June of this year Source America notified us that the plating/finish for the three Army Rifle Qualification Badges we provide were going to be changed from having the oxidized silver finish to the “mirror like” finish like the Marine Rifle Qualification Badges. Pricing for the three new items has been submitted. At this point the committee for purchase is reviewing reports we’ve provided for the new items. ISS will no longer provide the old style; they are being replaced by the new style which will now be the Rifle Qualification Badges.

In non-government business we started doing business with a customer we were working with in the late 90s and the beginning of the last decade. At present we will be working on three items 2 of which are breaker bars for breaking glass on fire extinguisher stations. This keeps three to four people working on a fairly regular basis.

Around March of 2016 we received word about a company that looking for a source to package, store, and ship one of their new product lines. The company is Terran LLC. Their product is called “COLOR IT” coloring pencils set and refill sets. The product and some of the packaging materials are produced in Taiwan and China. We were originally supposed to be receiving the product in mid May 2016 but the product didn’t arrive to us until August. We are attempting to keep the packaging process here. This organization currently sells this product line through Amazon. They are involved in providing other products including, gel pens, cutting boards, and ice wraps.

**Steve Bowen, Plant Ops Mgr.**

FY 16 proved to be a little challenging in production. With Hadicon and PattonAir closing, but we got through it. Kimash returned and we added Terran, Inc. to our workload. We also did 35,700 Marine Expert Badges and 66,100 Army Marksman Badges, with a new contract for 36,000 in FY 2017. We are looking into various ways to change our production floor and work load. We believe that FY 2017 will be a good year for production and the company as a whole.

Danny Cervera, Production/Operations Assistant
FRW is still able to maintain its “ship at will” status with the federal government regarding our federal contracts for the Army & Marine Corp. Weapons Qualification Badges. FRW was able to ship on or ahead of schedule for all orders for Army Marksman badge, Marine Corp. Expert badge. Over 70,000 units were shipped this past fiscal year & not one was rejected. FRW was awarded an additional Army Marksman contract this year for 36,000 units which will commence shipping as soon as possible.

In the Safety Department FRW only had one recordable incident for the fiscal year. Consumer tripped over her own feet rushing to the restroom falling & receiving a hairline fracture on her wrist.

The last First aid / CPR / AED training conducted for six staff members also included two consumers being certified. Both passed with flying colors & were awarded their certifications good for two years.

Only one corrective action was written to S.E.P. dept. regarding consumer data book not being transported with consumers in vehicle. All direct line staff that drive consumers to site were retrained on specifics required when transporting consumers accordingly.

Submitted by: Joe Varela
Quality Assurance Manager
FRW
FY 2016 BOARD OF DIRECTORS

- Rita Higgins, President
- Draymond Crawford, V. Pres.
- Jim Coulson, Sec./Treas.
- Members-at-large
  - Dolores Armstead
  - Octavious David
  - Artist Gilbert
  - Carlos Saavedra
  - Yvonne Williams

STAFF

- Sylvia Anderson, Executive Director
  - Joe Varela, Quality Assurance Manager
  - Kimberly Clark, Marketing Development Specialist
  - Tamme Pairman, Office Manager
    - Sandra Enriquez, Receptionist
  - Paul Porter, Program Manager
    - Nicole Ortiz, Voc. Ed. & Training Specialist
    - Brian Grayson, Job Developer
      - Jazmine Gonzalez, Community Job Coach
    - Case Managing Instructors
      - Maria Canizales
      - Darold Morris
      - Angie Ramirez
      - Sonia Sanchez
    - Nancy Hughes, Vocational Skills Instructor
    - Mike Wright, SEP Contract Coordinator
      - Job Coaches
        - Ashley Aguayo
        - James Clark
        - Belinda Crafton
        - Isay Garcia
        - Robert Juarez
        - Ed Rehm
        - Angelica Reyes
        - Darron Wallace
    - Site Attendants
      - Fidel Algarete
      - Dave Delaney
      - Kraig Mottar
    - Drivers
      - Larry Jones
      - Jose Zamora
  - Steve Bowen, Plant Operations
    - Danny Cervera, Production/Operations Assistant
- Ulric Jones, CFO
  - Yanina Aguirre, Payroll Clerk

Achieve Independence through Employment
In Memory

Shannon Johnson,
Bennetta Bet-Badal,
Aurora Godoy,
Isaac Amanios,
Larry Kaufman,
Harry Bowman,
Yvette Velasco,
Sierra Clayborn,
Robert Adams,
Nicholas Thalasinos,
Tin Nguyen,
Juan Espinoza,
Damian Meins,
Michael Wetzel,

kindle in the hearts of all people the true love of peace

Fontana Resources at Work

Continues to remember the victims, their families, and Inland Regional Center employees.

December 2, 2015
OUR PARTNERS

Employers
- Allard Engineering
- Anderson
- AR Tarpaulins, Inc.
- Casa Ramona
- CDFA
- Citizen’s Business Bank
- County of Riverside, Fleet Services
- CW Resources
- Cross and Crown Lutheran Church
- Department of Transportation
- Defense Logistics Agency - Troop Support
- Duffer
- Dr. Eosakul
- Fontana Optometric Group
- Fontana Teacher’s Association
- Guerra
- Kimash Mfg. Co.
- Morris Auto Supply
- Pellitteri
- Penco Precision
- Rice-Laabs
- Ring Container Technologies
- Sales Max, Inc.
- San Bernardino County Sherriff’s Sub-Station, Montclair
- Shakey’s, Rancho Cucamonga
- Upland Army Reserve
- Utility Trailer

Accreditation
- CARF

Associations
- AbilityOne
- California Disabilities Services Association
- SourceAmerica

Chambers of Commerce
- Fontana
- Inland Empire Regional
- Rancho Cucamonga

Civic & Fraternal Organizations
- Exchange Club of Fontana
- Fontana CAP
- Fontana Rotary
- Kiwanis Club of Fontana
- Thrivent Financial

Funding Sources
- California Department of Developmental Services
- California Department of Rehabilitation
- Inland Regional Center

www.industrial-support.org  Industrial Support Systems  @tfrwiss