OUR MISSION:

Faith in Action Georgetown is a non-profit organization helping seniors maintain their independence and quality of life by providing transportation and other support services free of charge.

OUR SERVICES:

- One-on-one transportation
- Go-Van-Go group van rides
- Buddy Program care calls
- Errands
- Medical Equipment Closet
- Information & Referrals

A YEAR TO REMEMBER:

Our Drive Up Volunteer Kick Off event restarted one-on-one rides during COVID.

In early September, Vickie Orcutt and Alexus Flores completed FIAG's first client intake since COVID.

Chet Garner of The Daytripper hosted our virtual choral concert in September.

We launched ballot delivery assistance during the November election.

Our sock drive continued in 2020 but with drop offs at our office on Dawn Drive.

Volunteer appreciation was a drive by event with balloons, signs and gifts!

Faith In Action Georgetown | P.O. Box 743, Georgetown, TX 78627 | 512-868-9544 www.faithinactiongt.org

20 ANNUAL 20 REPORT

Faith in Action Driving Seniors

EXECUTIVE DIRECTOR'S LETTER

2020 was quite a year, and even in 2021, we aren't quite over it. We learned many lessons during this trying time, and are grateful to say that we not only survived, but THRIVED, in 2020. Thanks to all of our supporters and Board Members who continue to cheer us on as we innovated to meet needs, pivoted in times of change and adapted to be of use in a changing world.

Out of necessity we launched new programs like our Buddy Program during COVID, thinking it was a short-term addition. However, it's been so popular that we decided to adopt it as part of our regular support outreach. We also added voting registration and ballot drop off drives for the first time in our history, realizing many of our seniors were opting for mail-in voting, a first for many of them as well. When vaccines hit the market, we immediately began offering vaccine rides for seniors in need.

2020 was a year of firsts for many of us, including on a fundraising front, as we relied heavily on virtual options to spread the word and share our story. The response was overwhelming, and we were thrilled to exceed our fundraising expectations.

We are so grateful and blessed that through all the storms - figurative and actual - that we endured in 2020, you have been there encouraging us to keep going. Because of you, we are here to celebrate 20 years of service. Here's to 20 more!

Vicki

IN 2020 WE...

SMASHED RECORDS

We were forced to be innovative this year with our fundraising ... and it paid off!

Virtual Choral Concert
Raised over $32,000

Giving Tuesday
Raised over $9,000

OFFERED NEW PROGRAMS

Always adapting to meet current needs, we introduced new programs and reshaped others to help during COVID.

Buddy Program
Our Buddy Program was a response to the COVID crisis, helping our seniors combat social isolation. **5,976** Buddy calls were made in 2020.

Voting Registration
Voting registration assistance was launched. **98%** of clients said this was helpful.

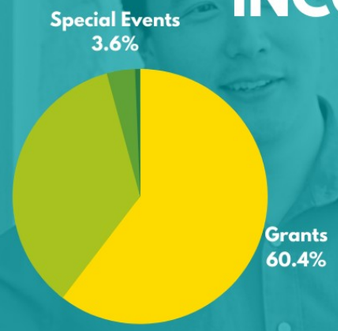
ADAPTED EXISTING PROGRAMS

Go-Van-Go
Although our Go-Van-Go Program was delayed for a bit, we retrofitted the van with plexiglass dividers to help with social distancing and safety.

Volunteer Orientation
Volunteer Orientations were moved online and we provided drivers with safety kits including masks, hand sanitizer and safety protocol placards.

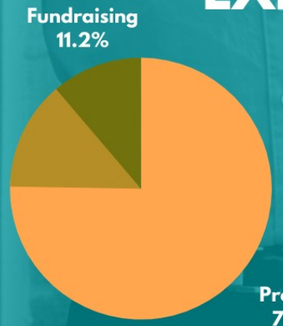
2020 NUMBERS

INCOME



Grants	$302,919
Contributions	$177,629
Special Events	$18,576
Other income & interest	$3,181

EXPENSES



Program	$301,392
Management & General	$54,130
Fundraising	$44,957

CLIENT FEEDBACK

- **95%** report FIAG calls have provided **social/emotional support** since COVID.
- **97%** say services are **easy to use**.
- **91%** say FIAG has provided a way to **stay connected** through regular phone calls.
- **87%** report being able to **live in their current residence** because of FIAG services.
- **91%** claim FIAG provides helpful **aging resources**.
- **98%** say FIAG helps **increase independence**.
- **94%** share that services are **available** when needed.
- **83%** say FIAG's **free services** make transportation **affordable**.

1-1 DRIVES	VOLUNTEER HOURS	BUDDY PROGRAM	VAN RIDES	ENROLLED SENIORS	TRAINED VOLUNTEERS
3,536	9,711	5,976 calls	365	534	166