

## **Fallbrook Quarterly Report**

**July – September 2020**

### **Overview**

The Fallbrook office was officially opened on July 7<sup>th</sup>. The planning to establish this satellite office started in June with a few team members. The process was relatively simple since the office we are currently utilizing was already in existence.

Guidelines were established to ensure that protocol and processes were followed. We first thought that once a month would be sufficient however, we decided that if we were going to make an impact in the community, we had to have a consistent and more frequent presence. One Team member was assigned to Fallbrook once a week through September. We have started the monthly rotation and scheduled a different navigator each month until the end of the year.

### **Activities/Services to Community**

- First day shenanigans and set-up
- Ribbon cutting with Fallbrook Regional Health District, The Fallbrook Chamber of Commerce, & a few Michelle's Place board members, and staff
- Emailed notification of new office to Fallbrook, Bonsall, and Rainbow clients in our existing system
- Calls made to Fallbrook clients that did not receive our new office notification
- 5 food boxes picked up at Fallbrook office by clients
- 4 families participated in the Back to School event; picked up 10 backpacks and a total of \$400 in Kohl's gift cards
- We received 2 donations of wigs and prosthesis from the community
- 3 appointments with Fallbrook clients (breast/ovarian cancer) in need of prosthesis, knitted softies, and resources
- Navigation and encouragement calls made to clients during these 3 months

### **Community Outreach**

- Fallbrook community was made aware of the new office opening through social media, newspapers, and email i.e., The Village News, The Valley Business Journal, Facebook, Instagram, and Constant Contact
- Introduction visits (not all available) were made to several medical facilities and organizations – a total of 16
- 2 Team members attended the Fallbrook State of the Chamber via zoom

### **Next Steps**

- Continue introduction visits; senior living facilities, Hospice of the Valley, Sage Yoga - Be Well
- Melissa establishing a relationship with Champions for Health, another Fallbrook Regional Health District grantee
- Offer an Educational Webinar to community
- Ensure clients in Fallbrook, Rainbow, and Bonsall are aware of our upcoming Holiday events