

## Who We Are

Since 1985, **Family Assistance Program**, formerly known as High Desert Domestic Violence Program, has been providing shelter and advocacy services to victims of domestic violence. Through the years, the agency has grown. We now operate shelters, transitional housing and offices in the Victorville, Hesperia, San Bernardino, Redlands, and Fontana.

As the community needs have been identified, the agency has grown to fill gaps in services. For example, since 2012, we have opened two new shelters and two new transitional housing programs.

It is our goal and continued effort to build stronger families by offering services that can benefit all community members. Our agency will continue growing to meet the needs of the community as they arise. In turn, all the services have been offered in an effort to assist families in creating safe and stable homes.

We practice **Trauma-Informed Care** which recognizes that clients have been traumatized and this impacts their decisions, actions and beliefs. Rather than ask "what is wrong with you?" staff ask "what happened to you?" and offer services to assist our clients. Our programs are **"No Fail"** and clients who leave are always welcomed back. No client is ever barred from receiving help.

Understanding the diversified needs of our community, we offer classes, advocacy, and various services in both English and Spanish.

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*Family Assistance Program empowers all individuals and families, regardless of age or gender, by providing knowledge and skills to live a healthy, safe, fulfilled life.*

Empowerment is the core of all programs at Family Assistance Program. We empower individuals to access services and make choices for the health of themselves and their families. Staff respects and supports the rights of our clients to make their own decisions. If a bad decision is made, then staff is available to help our clients learn and move on.

[www.familyassist.org](http://www.familyassist.org)

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Family Assistance Program

## Domestic Violence Services

### Hope House

This is a 30-day emergency shelter for survivors of domestic violence, their children and pets.

Resources include support and groups to help the participants to rebuild their lives and live free from domestic violence. Transitional housing is available for clients who need further help after completion of the Hope House Program.

[shelter@familyassist.org](mailto:shelter@familyassist.org)

### Restraining Order Clinic

The Temporary Restraining Order Clinic is available to the public on Wednesday from 8:00am-2:00pm, at the Victorville courthouse. We also offer appointments at our family center.

[gabby@familyassist.org](mailto:gabby@familyassist.org)

### Support Groups/Bilingual Groups

Support groups are a therapeutic method of healing we offer to our participants. In a peer setting they gather tools and share their personal experience, strength, and hope.

[cristina@familyassist.org](mailto:cristina@familyassist.org)

### Healthy Relationship Classes

These are preventative classes offered to all school districts in the High Desert and to any youth that wants to participate. This course addresses issues of abuse, sexting, and other relationship issues pertinent to their age group.

[melissa@familyassist.org](mailto:melissa@familyassist.org)

## Youth Services

### Our House Youth Shelter

We provide services to youth ages 11-17 who are homeless or runaway youth. Our aim is to provide a safe environment and facilitate family reunification whenever possible and in the best interest of the youth. We support our youth in a myriad of ways and help link them to services to meet their overall needs.

[ourhouse@familyassist.org](mailto:ourhouse@familyassist.org)

### The Fam Spot Drop in Center

Our Drop in Center is for at risk Youth to study and work on their interpersonal skills. We provide tutoring, a computer lab, snacks, and free Wi-Fi.

[patrina@familyassist.org](mailto:patrina@familyassist.org)

## Human Trafficking Services

### The Open Door

This program works with victims of trafficking and sexual exploitation to help them break free. The survivor/advocates provide mentorship, street outreach, survivor-led groups, case management and court support.

[theopendoor@familyassist.org](mailto:theopendoor@familyassist.org)

## Community Support and Services

### Anger Management Class/Bilingual

This class addresses issues that trigger the secondary emotion of anger. Participants are invited to attend this class by court- order or for self-help.

[melissa@familyassist.org](mailto:melissa@familyassist.org)

### Parenting Class/Bilingual

Individuals who attend this class are there to improve their parenting skills and interactions with their children.

[melissa@familyassist.org](mailto:melissa@familyassist.org)

### Volunteer Recruitment

We are always in the need for dedicated volunteers for different agency needs. All of our volunteers are required to pass a background check.

[jobi@familyassist.org](mailto:jobi@familyassist.org)

### Supervised Visitation

We offer court-ordered supervised visitation at our outreach office for a small fee.

[jobi@familyassist.org](mailto:jobi@familyassist.org)

### Individual and Family Counseling

Professional individual and family counseling is available to everyone in the community at no cost.

[melissa@familyassist.org](mailto:melissa@familyassist.org)

### **24 HOUR HOTLINES**

**Domestic Violence - (760) 949-4357**

**Youth Crisis - (909) 335-2676**

**Human Trafficking - (909) 333-7476**