

About Us

Since 1985, Family Assistance 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 throughout San Bernardino County.

As community needs have been identified, the agency has grown to fill gaps in services. For example, since 2012, we have opened two new shelters, two new transitional housing programs, a youth drop-in center and an anti-human trafficking program: The Open Door.

The Open Door Program empowers families, victims, and survivors who have been affected by human trafficking and/or sexual exploitation by providing the opportunity to heal & transform their lives.

It is our goal 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.

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



Hotline Numbers

Anti-Human Trafficking Hotline
909-333-7476

Domestic Violence Hotline
760-949-4357

Youth Crisis Hotline
909-335-2676

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.



at
Family Assistance Program

Services to assist survivors
of human trafficking

813 North D Street
San Bernardino, CA 92401
909-333-7476

TheOpenDoor@FamilyAssist.org

What We Care About

Due to the growing number of commercially sexually exploited children and adults The Family Assistance Program has created the Open Door Program to provide mentorship, advocacy and support to victims and survivors of sexual exploitation

Our unique trauma informed program is led by empowerment advocates who are survivors of sexual exploitation themselves. Each person that enters our program is treated with respect, dignity and the opportunity to grow and flourish. We meet each person where they are at, not where we think they should be. We also know that these individuals are victims and not criminals.

Open Door Policy

It is our goal to provide an open door policy, which means that no matter the circumstances we will meet the client where they are at and no client will be turned away or denied access to reenter the program.

No Fail Policy

Participants benefit from time spent in our program, regardless of how long. The program offers a strong No Fail Policy, meaning it is impossible for any participant to fail at this program. Support will always be available if and when they chose to access it.

Our Services

- **Mentoring** – Our empowerment advocates play “big sister” roles while providing support, encouragement, and hope to our participants. Each advocate is a survivor of sexual exploitation and understands on a very personal level the hardships and struggles of those they mentor.
- **Face-to-Face Contact** – Advocates visit participants at their location as well as provide outings and incentives to assist participants in reaching their goals.
- **Case Management** – Considering the need of the participant, the advocate will assist in obtaining and coordinating necessary services and provide referrals where needed, including educational and vocational support.
- **Court Support** – Our advocates are available to support and provide advocacy to participants as they navigate through the courts and criminal justice system.
- **Shelter Services** – Our trauma-informed staff is committed to providing a structured, yet compassionate environment. All Family Assistance Program Shelters accept male, female, and LGBTQ victims of sexual exploitation.
- **Other Services** – We offer several avenues of empowerment such as Survivor Support Groups, Equine Therapy, and “Ending the Game,” a survivor-led intervention curriculum. We provide Family Empowerment and Crisis Intervention, and offer Community and agency education and training.

How We Can Help

Our main concern is the immediate health and well-being of our participants.

We strive to:

- Provide an intensive program to help participants make better decisions
- Help participants identify permanent and healthy solutions
- Provide a nurturing environment for participants to grow

How You Can Help

If someone you know has been sexually exploited, please pass along our contact information to that person.

This program provides services at no cost. Donations are accepted and volunteers are needed to assist in providing services to our participants. Please contact the office below to volunteer, to give or to inquire about current needs.

Community involvement is essential in the growth of our program and those we serve. We have multiple ways you can get involved and utilize your talents.

Family Assistance Program

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www.FamilyAssist.org

