



**Community Engagement**



**Conserving Energy**



**Feeding the Hungry**

# COMMUNITY ACTION PARTNERSHIP OF ORANGE COUNTY

2016 Annual Report

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## PREAMBLE

The Community Action Partnership of Orange County (CAPOC) believes that poverty in all its forms and manifestations is degrading to the individual and represents a clear threat to the continued health and prosperity of our nation.

## OUR MISSION

Therefore, CAPOC is dedicated to enhancing the quality of life within Orange County by eliminating and preventing the causes and effects of poverty by mobilizing and directing resources to assist, educate and promote self-sufficiency.

## OUR VISION

An Orange County Where All Community Members Attain Self-Sufficiency.

# WORKING TOGETHER TO BUILD A BETTER ORANGE COUNTY

October 1, 2017

We each have a role in building a better community, and in 2016 Community Action Partnership of Orange County's (CAPOC) donors, corporate and foundation partners, volunteers, Board of Directors, clients, and staff proved that working together is the only way to make positive lasting change. As we reflect upon this past year, we are amazed by how much was accomplished as we worked harder than ever to serve over 400,000 low-income children, families, seniors, veterans, and individuals with disabilities.

The stories and data in this report communicate the work we do and the impact we have to the families that walk through our doors. We have grown stronger through initiatives designed to increase the capacity, efficiency, and overall impact of our agency.

Support from friends like you allows us the opportunity to provide many services to low-income residents living in Orange County. Our OC Food Bank successfully distributed more than 22 million pounds of food, including 3.4 million pounds of fresh produce, to 197,420 families. Our Energy & Environmental Services Department was busy assisting more than 3,000 households pay their bills during times of crisis and helping qualified participants save money through home weatherization. Our Community Partnerships & Services Department served 196,378 people through 64 programs, all with the ultimate goal of creating a healthier community with more self-sufficient residents.

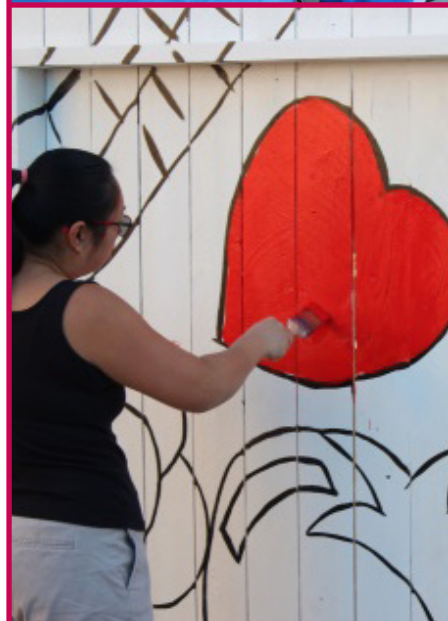
One of our biggest efforts for the year was a focus on a five-year Strategic Plan where we evaluated our mission, programs, and wrote our vision for the future. Over the next few years, we have outlined the opportunities our agency has to increase organizational capacity by investing in staff, technology, training, and Board development.

Your support is critical to what we are able to accomplish each year in Orange County. Thank you for your continued commitment to the communities we serve.

Thank you,



Alicia Berhow



# HELPING PEOPLE & CHANGING LIVES

With the support of friends like you, we are able to change lives. Julie and Rob's story are just one example of the impact we can make every single day. The couple, who have been married for 25 years and have three high school aged children, enrolled into our Healthy Marriage and Families program in July 2016.

As their children are getting ready to leave the nest, the couple realized they have become strangers to each other. "You get caught up with chores, children, work and life in general, and you and your husband become strangers to one another," Julie noted. They hadn't dated each other in over 20 years and had become emotionally disconnected, but these workshops helped them learn how to become a couple again.

Rob initially believed that being a good provider meant he was also being a good husband and father. During the workshop he came to realize that Julie and their children needed more commitment and affection from him. As a result of tools given at a workshop to help "keep the fun alive", they had a great time attending a concert together. Now they feel that they can effectively communicate emotions, are dating each other on a monthly basis, and are working as a team.

Since the workshops, disagreements have been minimal and when things start getting out of control they refer to their handbook and utilize the tools that were given to them. She stated that their "disagreements now have no resentment and we learned to have respect for one another and use kind words."

After completing the healthy relationship workshops Julie and Rob decided to also take our financial stability lessons. During these workshops they realized they didn't always see eye to eye when it came to finances. Julie was the one who took care of the finances and tried to save, while Rob liked to spend and didn't want to be aware of the household finances. The tools shared on budgeting have effectively helped them to analyze and minimize additional debt, and have made Rob very aware of their household finances and how he spends money. During the holiday financial workshop they learned tips such as giving homemade gifts or shopping at thrift stores. This allowed them to avoid additional debt during the holidays and relieve stress on the relationship.

When the opportunity is offered, Rob now works extra hours to help pay off their debt. Julie started a savings account and pays into it every week with a goal of saving \$1,500 by the end of the year. At the end of the financial stability workshops we referred Julie and Rob to the Orange County Consumer Credit Counseling (OCCCC) to help consolidate their loans. They continue to be active members at our Family Resource Center and we look forward to seeing their family become more self-sufficient.

*Names have been changed to protect the identity of our clients.*



## 1 IN 5 ORANGE COUNTY RESIDENTS STRUGGLE WITH HUNGER

Cheng and Vivian are enrolled in the OC Food Bank's senior food box program. Due to limitations, they are unable to work and have a very limited monthly income. They live in Section 8 housing and must borrow their son's car every time they need to travel somewhere. Food sold in the supermarket is too expensive for their household. Receiving a monthly food box means they can spend their limited income on other necessities, such as rent and medicine. Cheng loves that our food boxes have a variety of healthy and nutritious food for the two of them to prepare and eat at home. The couple is grateful for the compassionate assistance of the OC Food Bank and note that having a support system keeps them from feeling lonely.

*Names have been changed to protect the identity of our clients.*



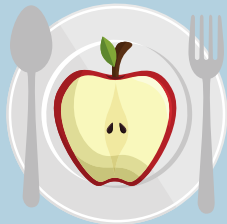
**"I WAS STRUGGLING TO PAY MY BILLS AND I'M A SENIOR SO, I AM GLAD THERE ARE SERVICES AVAILABLE TO HELP ME."**

José is a senior citizen living in the city of Anaheim. He was struggling to pay his electric bill and received a Disconnection Notice from Anaheim Public Utilities. José like many of the people we serve, survive primarily on their monthly Social Security benefit. Because he was worried and didn't have the funds to pay his bill, he searched for assistance. After both the city of Anaheim and a local community center recommended José see what services CAPOC could help him with, José called us asking for utility assistance and received more than he expected. Not only did we prevent his electricity from being shut off he also received the following installations:

- Carbon Monoxide Alarm
- Caulking
- Door Repair
- Door Replacement
- Duct Repair and Replacement
- Filter Replacement , Furnace
- LED Night Lights
- LED Replacement Bulbs
- Power Strips
- Refrigerator Replacement
- Smoke Alarm
- Weather Stripping
- 8 Window Replacements
- 2 Toilets Replaced

Our CAPOC staff also went to the house of Barbara, an elderly woman who previously worked in the White House doing advocacy work for women's rights. She is now living alone and having issues with her health. When we arrived at her house she was very talkative and delighted to just have people to speak with. She was moved to tears when she saw the new stove we were installing so she can continue to cook meals for herself and maintain her independence. *Names have been changed to protect the identity of our clients.*

# CAPOC IN 2016



**Over 22 million pounds of food (including over 4.5 million pounds of produce) were distributed to low-income children, families, seniors, and disabled persons.**



*794 clients utilized our Free Income Tax Preparation Services, realizing \$1,024,378 in federal and state tax refunds.*



*60,392 volunteer hours were donated to our organization, of which 11,623 hours were volunteered by low-income individuals.*

**360 parents improved their family relationships by enrolling in our Family Counseling program**

**131 students were enrolled in after-school tutoring.**



**33 unemployed residents received employment training.**



**20,376 residents improved their health through our wellness program initiatives**



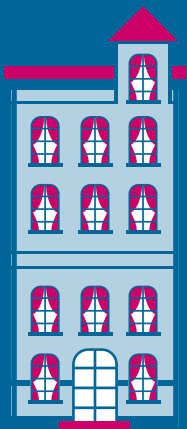
**29,588 senior citizens and individuals with disabilities were provided with resources to maintain their independence.**



**2,800 backpacks, filled with essential school supplies, were given to help children prepare for school and a brighter tomorrow.**



- **Over 7,000 school-aged children received monthly bags of produce filled with fresh fruits and vegetables.**
- **108 homeless, older adults were provided food boxes.**



**33 homeless individuals received shelter at low-rental housing units through a program managed by our Anaheim Independencia Family Resource Center.**



*3 students received their GED through the Department of Education's ACCESS Program located at our El Modena Family Resource Center.*

**21,795 people received emergency and non-emergency utility and weatherization services. 552 homes received energy efficient measures and weatherization services to reduce utility bills. 3,025 families received emergency utility payments in times of crisis.**



# 2016 EVENTS

## COMMUNITY ACTION AWARDS

The Community Action Awards on Saturday, June 4th, 2016 at the DoubleTree in Santa Ana brought together the Corporations, Individuals, and Community Partners who have excelled in changing the lives of families with low-incomes served by our agency. Congratulations to all of our Community Action Award category winners: Disneyland Resorts (Corporate Legacy Award), the National Association of Letter Carriers (Partners in Action Award), PIMCO Foundation (Impact of the Year Award), and Jo Pledge and Mike Mustoe from Japan Karate-Do Federation (Change Maker Award). Thank you to all of our event nominees!

## NEWPORT BEACH LIFESTYLE MAGAZINE

More than 500 invited guests attended Newport Beach Lifestyle's Third-Year Anniversary Celebration. The black-tie affair's silent auction raised funds for the OC Food Bank to help those who struggle with hunger and poverty in Orange County. As guests arrived at the private Pelican Hill estate in Newport Coast, they experienced the new Tesla SUV and a beautifully restored 1966 Austin Healy on display for photo ops. The red carpet then beckoned them toward a night of food, wine and festivity.

## OLD VINE CAFE

To kick off our holiday giving, we hosted a donor appreciation event at Old Vine Cafe in Costa Mesa. This event thanked our current supporters and helped raise funds to help low-income families during the holiday season. Guests enjoyed delicious wine and hors d'oeuvres pairings, a silent auction, and the opportunity to mingle with others passionate about helping those less fortunate, all while learning how to best help out in their community.

## HOPE FOR THE HOLIDAYS

This year 22 families at our two Family Resource Centers were "adopted" for the holiday season. They were provided with new clothes, toys for the children, and holiday food baskets. In addition to all of the families that were adopted, we distributed 1,300 toys to all eligible families at our Family Resource Centers. Seniors at our El Modena Family Resource Center had their end of the year party, celebrating with food and gifts. The Beacon Church adopted all of our seniors this year and brought them gifts from their wish lists.





## CANSTRUCTION®

The Ninth Annual Canstruction Orange County design-build competition showcased 16 enormous structures on display at South Coast Plaza (in conjunction with the Festival of Children) and the Anaheim Regional Transportation Intermodal Center (ARTIC). Canstruction starts with one can of food as a catalyst for change, to represent the building blocks needed to end hunger in Orange County. Thanks to all of the 2016 Canstruction teams, donors and supporters, 73,400 cans of food and more than \$30,000 were donated to the OC Food Bank! Pictured is the 2016 winner "Celebrate Life on a Full Stomach" by Jeffrey Rome & Associates.

## NALC STAMP OUT HUNGER

Every second Saturday in May, the U.S. Postal Service's National Association of Letter Carriers (NALC) pick-up donated goods from millions of doorsteps. The door-to-door effort is the nation's largest single-day food drive. In 2016, letter carriers participated on a voluntary basis and collected 207,761 lbs. of food to benefit the OC Food Bank. This food drive not only collects the OC Food Bank's largest amount of food in one day, but also raises much needed awareness regarding food insecurity in Orange County.

## NATIONAL FAMILY VOLUNTEER DAY

Representatives from some of Orange County's largest companies worked side-by-side, around eleven assembly lines, packing food boxes for low-income seniors at our OC Food Bank on Saturday, November 19, 2016. Employees from Disneyland Resort, Edison International, Experian, Ingram Micro, Pacific Life, Wells Fargo, KPMG-LLP, First American, Trane, Edwards Lifesciences, LongTail Alpha, University of Phoenix, States Logistics, and the Islamic Society of Orange County were among 1,373 volunteers who assembled 30,901 food boxes. This has grown to become one of the largest National Family Volunteer Day events in the country.

## SHARE THE HARVEST

In December, 650 PIMCO employee volunteers, friends, and family members gathered at the OC Fair & Event Center in Costa Mesa to pack 12,000 boxes containing holiday meals for clients of the OC Food Bank. The annual Share the Harvest is an event sponsored by the PIMCO Foundation, PIMCO's charitable giving and employee volunteer program. This is the ninth time PIMCO has held Share the Harvest in order to positively impact the low-income residents of Orange County. PIMCO, their employees, and the PIMCO Foundation are investing in the well-being of our community by providing 12,000 vulnerable families the gift of food during the holiday season.



# FEATURED PARTNERS & PROGRAMS

## HEALTHY MARRIAGES

The Orange County Healthy Marriage and Families Program (OC-HMF) is a county wide project that provides culturally competent healthy marriage and relationship education at FaCT Family Resource Centers. The program offers three (3) primary services: healthy marriage and relationship education, workforce readiness, and financial stability and capability services. The goal is to improve the well-being of low-income parents and children in Orange County by strengthening marriages as a foundation for supporting stable, nurturing family environments. In 2016, the program served 63 adults and 52 youth at the following family resource centers: Anaheim Independencia FRC, South Orange County FRC (Lake Forest), Minnie Street FRC (Santa Ana), El Modena FRC (Orange) and La Habra FRC. The program is expected to serve even more in the future.



## KABOOM! & TARGET

More than 200 volunteers from Target, the OC Sheriff's Department, organizers from KaBOOM!, and residents of the Anaheim community have teamed up to build a new community playground at our Anaheim Family Resource Center. Designed in August when children from the neighborhood put crayons to paper to draw their dream playground, the new play space includes the Wildwood Climber and an adventure bridge. The new playground will bring 600 kids in Anaheim one step closer to having the childhood they deserve. As part of the construction, volunteers assembled the playground from start to finish in less than six hours. They mixed and poured thousands of pounds of concrete and moved enough safety surfacing to cover more than nine NBA-sized basketball courts.



## REFRIGERATED TRUCKS

The OC Food Bank was previously in possession of older trucks that were going to be out of code. With the Refrigerated Truck Program the Food Bank was able to purchase 2 environmentally friendly refrigerator trucks that met current emission standards. The refrigerated trucks help the Food Bank pick up and distribute produce and perishable goods, not only helping to feed those in need but also diverting the product from the landfills.



## FARM 2 FAMILIES

In 2016, the OC Food Bank received 4,510,829 pounds of much needed fresh and nutritious produce. We sourced from local distributors, wholesalers, and directly with California growers through the Farm to Family program. In 2016, we received 3,180,043 pounds of our total produce through the Farm to Family program. The Farm to Family program helps the Food Bank distribute nutritious, fresh produce to our most vulnerable members in Orange County. We also package the produce into 5 lbs. bags to deliver to school age children throughout Orange County. In 2016, the Food Bank distributed over 7,000 bags of fresh produce to kids every month.

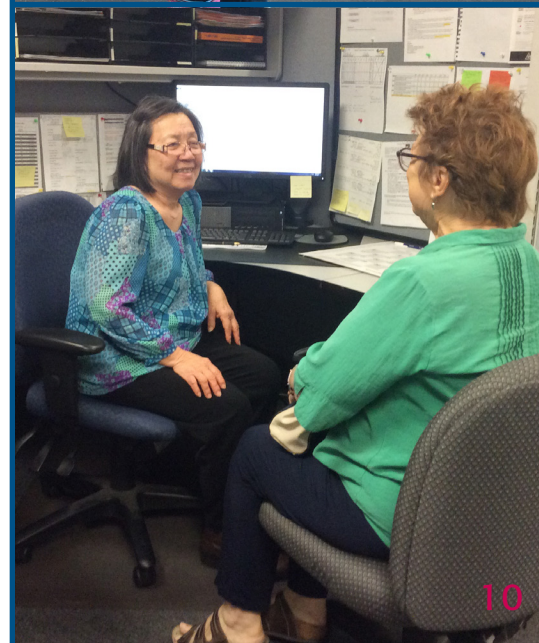
## BACKPACKS 4 SUCCESS!

This summer, our Backpacks 4 Success! program provided 2,800 students in under-served and disadvantaged Orange County School Districts with fully supplied backpacks from donors, businesses, and organizations, which is 500 more backpacks than we were able to distribute last year! Eligible K-12 students received a backpack with: pencils, erasers, colored pencils, crayons, glue sticks, paper, and other grade appropriate items. 78% of low-income students start the school year with no or inadequate school supplies, putting the student and the teacher at a disadvantage from the very first day of school. We make sure that children living in poverty have an equal opportunity in education which begins by first making sure they have the tools that are vital to their success!

A special thank you to the Employees Community Fund of Boeing California for raising funds and supplies to help supply backpacks at Oakview Elementary in Huntington Beach! We also received support from the Orange County Sheriffs and Lance, Soll & Lunghard.

## UTILITY ASSISTANCE

The Energy and Environmental Services Department oversees administration of the Low-Income Home Energy Assistance Program (LIHEAP) in Orange County. LIHEAP offers several kinds of services to help low-income households meet their home energy needs. In 2016, the Department processed 8,205 LIHEAP eligible households with Utility Assistance, which 3,470 of those applications were in danger of being either disconnected or had a past due notice. As a component of LIHEAP, all applicants received energy budget counseling, and education on basic energy efficiency practices.



# DONORS

We can not express enough the enormous gratitude we feel towards our generous donors. For five decades, you have been making a difference in the lives of hardworking Orange County residents struggling with hunger and poverty. We apologize in advance for any inadvertent omissions or errors.

## **\$50,000+**

Hoag Memorial Presbyterian  
PIMCO Foundation  
William and Nancy Thompson Foundation  
William and Sue Gross Family Foundation

## **\$10,000 - 49,999**

Bandai Foundation  
Bank of America Charitable Foundation  
Capital Group Co Charitable Foundation  
Cargill Incorporated  
Edison International  
Festival of Children Foundation  
Garden Grove Tourism Promotion Corporation  
The Ginder Family Foundation  
Glaukos Corp.  
Kaiser Permanente  
Diane Montgomery  
O.L. Halsell Foundation  
Pacific Life Foundation  
Ralphs/Food 4 Less Foundation  
S.L. Gimbel Foundation  
James L Salzer  
Claire Schecter  
Share Our Strength  
St. Joseph Community Partnership Fund  
Wilson W. Phelps Foundation

## **\$5,000 - 9,999**

Accident Fund Holdings, Inc. (CompWest)  
BJ's Restaurants Foundation, Inc.  
Brock Foundation  
Thomas W. Burns  
CR&R  
Disney Worldwide Services, Inc.  
Todd Evett  
Fluor Community Involvement Team  
Fluor Enterprises, Inc.  
The Ginder Family Foundation  
Sandeep and Megan Gugneja  
Dana Hutchins  
Daniel and Vivien Hyman  
Elizabeth MacLean  
Jeffrey Pearson and Herb Netal  
Southern California Institute of Food  
Technologists Section - SCIfTS  
Todd and Denise Talbot  
The First American Corporation  
UPS Foundation, Inc.  
Wells Fargo Foundation

## **\$2,500 - 4,999**

Paul and Alison Cocotis  
Mr. and Mrs. Chris Dialynas Family Foundation  
Disneyland Resort  
Betsey and Brian Dougherty  
Edwards Lifesciences Foundation  
Employees Community Fund (ECF) of Boeing  
California



Rocky and Deborah Gentner  
Jane Ellen and Stephen Giamporcaro  
Joseph Gill  
Erick Grau  
Stephen Habernig  
Thomas Kurkjian  
Scott Mather  
Carol McCallum and Susan Sadowski  
Roy and Debra Osterberg  
Saint-Gobain Corporation Foundation  
Sempra Energy Foundation  
Dr. and Mrs. Lawrence Serber  
Stater Bros. Charities  
Taco Bell Corporation  
Walmart #2517  
Barbara Wiener

**\$1,000 - 2,499**

Linda Alfaro  
Applied Medical  
Manjit K. Bain  
Jamil Baz  
Benevity Community Impact Fund  
Robert Bernacchi  
Marilyn Brewer  
California Financial Services Association  
CJ Segerstrom & Sons  
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Kevin Do  
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Experian  
David Fisher  
Daniel Gil  
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Glenn Hayes  
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Ingram Micro  
Jim Isbell  
KPMG LLP  
Bhiksuni Thich Nu Ngoc Lien  
Bao-Ngoc Liu  
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Milliman  
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Andy Nguyen  
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Joan and Hugh Randolph  
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Robyn and Jeffrey Rothschild  
SCAN Health Plan  
Gary Smith  
South Coast Plaza  
St. Vincent De Paul Society  
Cathleen Stahl  
Melissa Stanisai  
Brad Strelman  
Karen Strubbe  
Ursula Walsh  
Wells Fargo Community Support Campaign  
Misty Weltzien  
Nancy Williams  
Bernie Wolfe





**\$500 - 999**

Lucille Andrews  
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 Marianne Bitler  
 Eric Bodyfelt  
 Michael Bogardus  
 Marie Bridgers  
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 Lorinda Kasten-Lowerre  
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 Dale Knudtson  
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 Paul Nguyen  
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 Katherine Nutt  
 OC Fair & Event Center 32nd  
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 Joe Pacheco  
 Melissa Pascual  
 Cathy I. Paxton  
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 Alvin L. Penry  
 Pink Unicorn Foundation  
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 Precept Group / BB&T  
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 Carol Runzel  
 Helen Schleiderer  
 Brent Schwarz  
 Ronald & Judith Shenkman  
 Vachanjeet Singh  
 Smart & Final Charitable  
 Foundation  
 Scott Smith  
 SOCO Few  
 State Logistics Services, Inc.  
 Debby Tan  
 Troy Tegeler

TelecomPionners -- De Anza  
 Chapter #68  
 Tony Valentine Construction  
 Robert Trazo  
 Shaun Turner  
 Daryl and Debra Votaw  
 Martha Wells  
 Karin & Scott Wheeler  
 Susan Wilson  
 Adam Zagorski

**\$250 - 499**

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 Wayne and Coralie Allen  
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 Ruth Ann Hyson  
 Mark Archer  
 Chris Baldwin  
 Eva Ballard  
 Alicia Berhow  
 Andrew Borchman  
 Building Trades Network  
 Community Outreach Foundation  
 California Community Foundation  
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 Mary Cobb  
 Rita Collins  
 Anthony Corbin  
 David Corfman  
 Danish American Club in Orange  
 County  
 Mark Davidson  
 David De Wenter



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David Engebretson  
David & Lois Erikson  
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Lourdes Fajardo  
Kathy Walsh and Curtis Gibbs  
Todd and Anne Gordinier  
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Dennis Kursewicz  
Emilie L. Weir  
David Lane  
Chin-Jane and William Lee  
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Lelchuk Family Donor Fund

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Todd Walsh  
Christopher Wener  
Linda M Whitney  
Jill Williams  
Ben Wirick  
Wilson and Jessie Wong  
Jacye Dung Yenson

# HOW YOU CAN HELP

**We have a variety of strategies and approaches that get results. We can work with you to make your donation fit the program area or service you wish to support.**

- A **\$50** gift can provide 100 children with a bag of fresh produce along with nutrition education.
- A **\$100** gift can supply 5 children with fully stocked backpacks before school starts.
- A **\$250** gift can provide a family of 3 with a holiday turkey meal, winter clothes, and toys for kids.
- A **\$500** gift can buy 50 food boxes to feed 200 people a total of 1,400 meals.
- A **\$1,000** gift will help sustain the costs of funding a Community Garden for 1 year.
- A **\$2,500** gift will help provide energy saving measures for 10 households.
- A **\$5,000** gift can provide a week of hot lunches for 200 seniors at our Family Resource Centers.
- A **\$10,000** gift can sponsor 5 neighborhood cleanups.
- A **\$25,000** gift can provide the staff and supplies for our Summer Youth Program.
- A **\$50,000** gift can provide fresh fruits and vegetables to 400 families every week for a year.

# TAKE THE NEXT STEP

**When You Take Action, You Change Lives!**

Contact Community Action Partnership of Orange County  
TODAY to see how you can change the lives of those less fortunate!

Supportcapoc@capoc.org or (714) 897-6670

[www.capoc.org/getinvolved](http://www.capoc.org/getinvolved) ▪ [www.ocfoodbank.org/contribute](http://www.ocfoodbank.org/contribute)  
Tax ID: 95-2452787





# CONTRIBUTION OPTIONS

## PLANNED GIVING

Planned giving is above all a gesture that comes from the heart. However, it is important to be informed about the tax regulations which will be applied. Please discuss with your tax advisor your options to leave Community Action Partnership a charitable bequest, gifts of life insurance, gifts of real estate, gifts of listed securities, charitable annuities, or charitable remainder trusts.

## CORPORATE MATCHING GIFTS

Corporate matching gifts are a great way for CAPOC's supporters to maximize contributions to the organization and increase the impact of their gift. By taking advantage of your company's matching gift benefits, you may be able to double or even triple the amount of a contribution. Many workplaces also offer the opportunity to make a donation to CAPOC through the simple process of a payroll deduction or by specifying CAPOC at your company's Combined Federal or United Way Campaigns.

## TEAM GIVING

Get your friends, co-workers, or family members to support one of our annual fundraising campaigns. We can set up an online giving portal specific to your group where you can either make this a competition amongst group members to see how much you can raise together!

## CORPORATE SPONSORSHIP

Support one of our 'friend'raiser events with a sponsorship. You will receive marketing benefits as well as the opportunity to engage with community-conscious individuals that support our agency.

## GRANT OPPORTUNITIES

Your support can impact even more low-income families by inviting CAPOC to apply to your company or foundation's grant cycle.

## HONOR AND MEMORIAL DONATIONS

Donate in memory or honor of a colleague, dear friend, or family member.



# STRATEGIC PLAN GOALS & OBJECTIVES

CAPOC embarked on a comprehensive five-year strategic planning process for 2017-2022 that was carried out over the last six months of 2016. This strategic plan relies upon primary and secondary research to update and better understand the needs of under-served communities in Orange County. CAPOC's programs were reviewed with the CAPOC Board, identifying what was working and what needed improvement.

Based on input gathered during the strategic planning process, CAPOC Board and staff developed five strategic focus areas and priority goals. As we worked to translate these goal areas into priority S.M.A.R.T. (Specific, Measurable, Attainable, Realistic, and Timely) goals.

## **Goal #1 - ENVIRONMENTAL STEWARDSHIP: Improve housing conditions, reduce energy burdens for low-income households, and make a measurable impact that reduces greenhouse gases in the environment.**

*Improve housing conditions and reduce energy burdens for low-income households through financial assistance, enhanced energy efficiency programs, and increased parity with energy efficient programs offered to the mainstream market.*

- 1. Objective (Short-Term):** Work to make existing energy programs more comprehensive, efficient, cost-effective, and easily accessible, setting the stage to expand our influence and services to other counties in Southern California.
- 2. Objective (Long-Term):** Expand our existing environmental programs, including water conservation, and implementing new sustainable energy efficiency programs to increase parity with current energy efficient programs offered to the mainstream public.

## **Goal #2 - ALLEVIATE HUNGER: Reduce food insecurity/hunger and provide healthier food options for low-income families by increasing food availability.**

*Increase food distributed by our Donated Food Program over the next five years through increased fundraising, food acquisition, and partnerships. Improve the quality of services offered to our Food Bank agency and community partners through technical assistance, community engagement, and expansion of our CalFresh outreach initiative.*

- 1. Objective (Short-Term):** Improve the quality of services provided to OC Food Bank agency and community partners through evaluation, technical assistance, outreach, and civic engagement.
- 2. Objective (Long-Term):** Increase the food distributed through the Donated Food Program by 50% over the next five years (900,000 additional pounds each year, totaling an increase of 4.5 million pounds in year 5).



**Goal #3 - CREATE FINANCIAL STABILITY: Create financial stability programs and services that train and support families during a financial crisis and prepare them for economic growth and self-sufficiency.**

*Increase financial stability by providing and enhancing an array of educational and financial literacy services. Provide access to job training programs at our Family Resource Centers, including socio-recreational activities for youth, after school tutoring programs for teens, earned income tax credit and tax preparation assistance for adults, and financial counseling for families to improve their circumstance and move themselves out of poverty.*

- 1. Objective (Short-Term):** Maintain and improve existing financial stability programs, including increased investments in the use of technology.
- 2. Objective (Long-Term):** Develop a CAPOC workforce development program focused on education, job placement, and skill development for clients to achieve a living wage and escape poverty.

**Goal #4 - STRENGTHEN FAMILIES AND BUILD SAFE & HEALTHY COMMUNITIES: Improve neighborhood safety, living conditions, and civic participation by coordinating, integrating, and focusing CAPOC services.**

*Work with local stakeholders to improve neighborhood conditions for those residing in low-income communities. Enhance agency efforts to manage an integrated, comprehensive, client service centered system. This program would include emergency assistance, education, case management, counseling, healthy living, and community engagement to improve our clients lives.*

- 1. Objective (Short-Term):** Assess, maintain, and support existing client services at our two Family Resource Centers, while expanding and improving services which are supportive of existing or new partnerships.
- 2. Objective (Long-Term):** Institutionalize the partnerships and programs developed in the federally funded Partnerships to Improve Community Health and other funders that support the promotion of nutrition, healthy drink, and active transportation for a healthy lifestyle for Orange County's disadvantaged communities.

**Goal #5 - BUILD ORGANIZATIONAL CAPACITY: Increase CAPOC's economic and operational efficiency by providing stable funding, while updating and/or securing new facilities, equipment, technology, and resources.**

*Enhance agency efforts to maintain and build internal and external organizational capacity, including facilities and commercial vehicles, to manage, sustain, coordinate and expand existing programs, and to develop new programs and partnerships that meet the needs of low-income people.*

- 1. Objective (Short-Term):** Increase agency cash reserves for six months of operating liquidity, invest in new trucks for the OC Food Bank, and commit resources for organizational development and training of the Board and staff.
- 2. Objective (Short-Term):** Increase Fund Development giving goals by 10% annually to fund on-going cash needs of the OC Food Bank's Farm to Family program and on-going costs to maintain and upgrade existing programs and facilities.
- 3. Objective (Long-Term):** Acquire ownership or explore lease options of a warehouse with increased office space, and analyze the need for satellite distribution facilities.
- 4. Objective (Short and Long-Term):** Establish a coordinated care model at CAPOC to decrease the likelihood of a crisis situation (housing, food, and utility) faced by our clients and that directly links as many client services as possible to a single point of entry or coordinated service delivery system, including partner agencies, resulting in an improved system of service delivery for better client outcomes.

# OUR PROGRAMS

## OC FOOD BANK

**THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP):** Government surplus commodities supplied to 26 sites serving families and 18 organizations serving meals to homeless persons

**COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP):** Each eligible senior receives one (1) nutritionally balanced food box each month. Mass food distributions occur at 68 community sites.

**DONATED FOOD PROGRAM:** This is food donated by food industry and through food drives. Donated food is provided to 375 member charities including churches, soup kitchens, shelters, senior centers, and community centers. These organizations serve homeless persons, the unemployed, people with disabilities, seniors on fixed incomes, and the working poor.

**CALFRESH (AKA FOOD STAMPS) OUTREACH:** Conduct one-on-one outreach daily at community sites. We also recruit households to participate in an Application Assistance Workshop, offered in cooperation with the Orange County Department of Social Services. Three workshops held monthly.

## COMMUNITY PARTNERSHIPS & SERVICES DEPARTMENT

**FAMILY RESOURCE CENTERS (El Modena and Anaheim Independencia):** Our two family resource centers provide an environment that helps families become safe and stable. Children get help with their homework and enjoy the company of their peers in our after-school activities. Families and seniors learn about available services designed to help them reach self-sufficiency. The centers provide free tax preparation services, emergency assistance, case management, counseling, parenting classes, hot lunches for seniors, domestic violence prevention, access to health care, adult education (ESL), leadership development/civic engagement, and community events/activities.

**HEALTHY RELATIONSHIPS:** OC Healthy Marriage and Families Collaborative engage low-income communities throughout Orange County confronted with chronic poverty, economic instability, and family fragmentation by providing couples with healthy relationship skills workshops, increasing individuals and couples strategies for obtaining and maintaining meaningful employment, increasing families financial literacy and stability through participation in a variety of services, and educates teens, father and young men about the importance of engaged, healthy relationships.

**NUTRITION EDUCATION AND OBESITY PREVENTION (NEOP):** Provides nutrition education at community events, school events, health fairs, and other qualifying locations. Trains community leaders to provide nutrition education classes and encourage healthy changes in their communities. Provides nutrition education on healthy beverages and encourages the consumption of water.

**COMMUNITY BUILDING INITIATIVE (CBI):** The goal of the program is to reduce the BMI of 5th graders at two targeted elementary schools, Whitaker and Gilbert. The areas of focus are community space (parks), the school environment, and the family environment. Parent leaders from the Whitaker and Gilbert communities of Buena Park continue their efforts to make their communities a healthier place to live by gaining knowledge and skills in leadership, advocacy, and nutrition to improve the well-being of their communities.



**COMMUNITY GARDENS:** We are fortunate to support two community gardens in Stanton. The Tina/Pacific Miracle Garden and the Stanton Community Garden create spaces for residents to grow their own fruits and vegetables. These community gardens help deter illegal activity in the neighborhood and is a common area for neighbors to come together and share their harvests.

**HEALTHY COMMUNITIES INITIATIVE:** The Healthy Communities Initiative works to prevent and reduce obesity by providing nutrition education and physical activity opportunities in the neighborhoods surrounding the 35 Title I Schools in Fullerton, Placentia, La Habra and Buena Park School Districts.

**HEALTHY CITIES:** Our Healthy Cities program targets two low-income underserved communities, Garden Grove and Westminster. Healthy eating and active living is promoted in the effort to reduce childhood obesity among Latino and Asian populations. The team provides nutrition education, peer training and support, physical activity, and health promotion at community events, schools, and churches in 10 neighborhoods surrounding Title I schools in Garden Grove and Westminster. The program also garners behavioral change pledges and conducts a 3-6 month follow-up with program participants.

**MOVE MORE, EAT HEALTHY:** Our goal is to provide nutrition education and increase physical activity opportunities through sustainable policy, infrastructure, systems and programs in Buena Park, La Habra, Fullerton, and Placentia. Programs include Rethink Your Drink, Read the Label, MyPlate, incorporating Fit Kid Centers at schools, and promoting physical education and activity.

**PARTNERSHIPS TO IMPROVE COMMUNITY HEALTH (PICH):** PICH is a collaborative project with non-profits, cities, the local health agency, educational institutions, and organizations in Orange County. Our project focuses on increasing the community's access to healthy foods, physical activity, active transportation, and water consumption.

**HOMELESS AND HOUSING SERVICES:** Provide affordable long term housing and supportive services.

## **ENERGY & ENVIRONMENTAL SERVICES DEPARTMENT**

**WEATHERIZATION SERVICES:** Weatherization services are measures applied to a home to assist in making the home more comfortable as well as hopefully assist in lowering monthly electric and gas bills. Some of the possible measures include caulking around the windows, weather stripping around exterior doors, threshold repair/replacement, energy efficient water measures, hot water heater blanket, pipe wrap (for insulation), electric outlet and switch gaskets, ceiling insulation, etc. New measures include, Solar PV, Solar Hot Water Heating and Low-Flow toilets.

**HVAC (Heating, Venting and Air Conditioning):** Qualifying clients may receive a clean and tune, repair or replacement to hot water heaters, inside the home heaters, and air conditioning units.

**UTILITY ASSISTANCE:** Utility assistance is a credit applied to either an applicant's electric or gas bill (once per year).





# BOARD OF DIRECTORS (AS OF OCTOBER 1, 2017)

*Community Action has a tripartite Board of Directors, consisting of a one-third representation from the low-income community, the private sector, and the public sector.*

## **Board Officers**

Alicia Berhow - Board Chair  
Michael Hernandez - Treasurer  
Douglas Wooley - Secretary

## **Representatives of the Poor**

James Colquitt - NAACP of Orange County  
Connie Jones - Southwest Community Center  
Nahla Kayali - ACCESS California Services  
William O'Connell - Colette's Children's Home  
Burt Winer, Ph.D. - Institute of Advanced Studies

## **Representatives of Private Organizations**

Alicia Berhow - Orange County Business Council  
Vijay Chidambaram - Chinmaya Mission LA and The Capital Group  
Michael Hernandez - CA Private Business  
Anuradha Prakash, Ph.D. - Chapman University

## **Representatives of Public Officials**

Robert Banelos - Rep. Congressman Lou Correa  
Alberta Christy - Rep. OC Board of Supervisors  
Patricia Healy - Rep. OC Board of Supervisors  
Rhonda Reardon - Rep. OC Board of Supervisors  
Douglas Wooley - Rep. OC Board of Supervisors

## **STAFF**

Malcolm Brown - Chief Financial Officer  
Sally Andreatta - Director, Energy & Environmental Services  
Dolores Barrett - Director, Community Partnerships & Services  
Curtis Gibbs - Director, Planning & Fund Development  
Mark Lowry - Director, OC Food Bank  
Janelle Mitchell - Director, Human Resources

# FINANCIALS

Since our inception in 1965, CAPOC has matured into more than a \$20 million a year organization, enabling us to help alleviate poverty, improve lives, and create financial stability for Orange County's most vulnerable populations.

	Year End Dec. 31, 2016	Year End Dec. 31, 2015
<b>Revenue, gains, and other support:</b>		
Governmental contracts and grants	\$12,967,979	\$11,281,834
Commodities	6,898,127	6,763,577
Investment income	8,990	11,533
Private contracts	456,284	591,650
Donations	1,392,911	1,487,590
Special Events		
Revenue	67,210	215,077
Direct Expenses	(43,723)	(112,047)
Shared maintenance	148,947	167,637
Other	26,495	16,796
<b>TOTAL REVENUE, GAINS AND OTHER SUPPORT</b>	<b>\$21,923,220</b>	<b>\$20,423,647</b>
<b>Expenses</b>		
Program Services		
Energy and Environmental Services	5,771,200	4,784,569
Community Partnership and Services	3,456,964	2,616,321
Food Services	10,815,497	10,897,635
Agency	193,054	160,348
Total Program Services	20,236,715	18,458,873
Supporting Services		
Management and general	1,341,444	1,371,872
Fundraising	326,967	358,393
Total Supporting services	1,668,411	1,730,265
<b>TOTAL EXPENSES</b>	<b>\$21,905,126</b>	<b>\$20,189,138</b>
Increase in net assets	18,094	234,509
Net Assets at beginning of year	9,254,923	9,020,414
<b>NET ASSETS AT END OF YEAR</b>	<b>\$9,273,017</b>	<b>\$9,254,923</b>





**Community Action Partnership of Orange County**

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