



COMMUNITY ACTION
PARTNERSHIP
ORANGE COUNTY

2020 ANNUAL REPORT





Mission

We seek to end and prevent poverty by stabilizing, sustaining and empowering people with the resources they need when they need them. By forging strategic partnerships, we form a powerful force to improve our community.

Vision

We see generations of healthy communities where poverty ceases to exist.

In conjunction with our Backpacks for Success program, where students receive a new backpack filled with school supplies, the students were also given new or gently used donated books to take home. Photographed prior to the COVID-19 pandemic. On far left is Rosa Renteria, Center Manager.



The Strength of Family

Strong families are the foundation for healthier communities. Families can play a key role in ending poverty in Orange County.



Dear Friends,

We began 2020 with the hope and confidence needed to fulfill some ambitious goals. We set our sights on completing our brand refresh, strengthening and expanding our network of partners, aligning our programs more closely together and ramping up our advocacy efforts to tackle the root causes of poverty and end it once and for all.

When the pandemic hit, we immediately saw COVID-19's all-encompassing impact on families through school and business closures, food insecurity and intergenerational stress and conflict. During the first wave of COVID-19, we increased our services to **address the immediate needs** of those simply trying to survive, accommodating thousands more people at our Food Bank, Diaper Bank and Family Resource Centers. Our programs transitioned to an online format around the time of the first wave of protests against racial and social injustice. From financial empowerment to education to healthy marriages, we continued to serve the families hardest hit by both crises.

The daunting challenges of COVID-19 have sparked CAP OC into designing innovative ways for us to **empower communities**. We have fully integrated a Whole Family Approach, transforming from single-issue solutions to comprehensive, multigenerational services. We also linked our Weatherization Program to our Homeless Prevention Program. Another partnership between healthcare and housing will work to improve the health outcomes for homeless individuals with chronic medical conditions who are enrolled in our new Housing Navigation program.

This year has shown us that strength, compassion and justice can win. For every stressful, anxious moment we faced in navigating ways to serve our neighbors so severely impacted by the COVID-19 pandemic, there were more moments of resilience, growth and determination.

In this report, we reflect on the resolve we've gained, bonded by the clarity and tenacity that *we can end poverty* by stabilizing, sustaining and empowering *entire families* throughout the pandemic and beyond.

Thank you for standing alongside us this year and every year. Thank you for continuing the fight with us to level the playing field for our marginalized friends and neighbors. Thank you for recognizing that when we all have what we need to thrive, we all win.

In Gratitude and Service,



G. Scott
GREGORY C. SCOTT
PRESIDENT & CEO



Alicia Berhow
ALICIA BERHOW
BOARD CHAIR



All Together Now: The Whole Family Approach

In 2020, we began to look at our programs and realign them to include a family-led strategy. The Whole Family Approach provides adults and children with the tools they need to set goals, create plans and to achieve those goals *together*. This approach has been proven effective in improving the family's economic and social well-being, carrying with it the potential to break the cycle of intergenerational poverty.

CAP OC works with grandparents, parents and children to provide each with the knowledge and skills to work together achieve long-term change and stability—together. The Whole Family Approach recently began a "Success Coaches Program," in which our staff walks side by side with families. By empowering our program participants to develop their own goals and supporting them every step of the way to achieve them, we have a real chance to impact poverty.





The Diaper Bank program launched in the midst of the pandemic and delivered 3 million diapers. Check out "Tom Tom," a stork-inspired delivery truck that brings diapers to agency partners throughout Orange County.

Leading Through Crisis

CAP OC's COVID-19 response and impact addressed food insecurity, provided rental and utility assistance and helped our neighbors in need secure basic necessities.

Helping Families Put Food On The Table

JANUARY-DECEMBER

2019 **VS.** 2020

19M Meals
or 23 million pounds of food

52M Meals
or 63 million pounds of food

— A THREEFOLD INCREASE —

Addressing The Needs Of Those With Little Ones

3.2M Diapers
Distributed through CAP OC's newly launched Diaper Bank program to partner agencies throughout Orange County

250K per month
The average number of diapers delivered by Tom Tom the stork truck to 40 community partners across Orange County

Shaping Financially Sound Families

The Wells Fargo Family Stabilization Program provided relief to families most affected by the economic fallout of COVID-19, thanks to funding from the Wells Fargo Foundation and United Way Pandemic Relief Fund. Virtual Financial Empowerment workshops were also provided, which included 185 Facebook Livestreams, which resulted in 6,000 views.

81 families enrolled through Wells Fargo

292 families enrolled through United Way

\$176K in total assistance awarded to families

Providing Rental And Utility Relief

CAP OC disbursed Emergency Rental Relief for people who could not pay their rent due to COVID-19-related circumstances and despite the moratorium, calls flooded the phone lines for utility assistance.

EMERGENCY RENTAL RELIEF

June 1-June 30, 2020:

98 households supported

\$1.5K in rental assistance

\$146.7K in total assistance

UTILITY ASSISTANCE PROGRAM

from April 1-December 31, 2020:

4,945 Utility Assistance applications processed

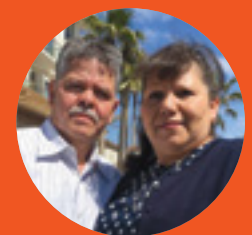
\$1.9M in Utility Assistance payments provided to OC Residents



“

My husband lost his job and we were struggling to make ends meet. We were also worried our vehicle would get repossessed because we were late on the payment and our savings were almost gone. The Financial Empowerment workshop taught us to work with creditors to defer payments. We also received a grant to pay our car payment and keep our only source of transportation. A thousand thanks to your entire team, those who give us food, those who teach classes, help financially and donate their time. We are speechless. Thank you.

—ROSAURA AND JOSE, HEALTHY MARRIAGE AND FINANCIAL EMPOWERMENT WORKSHOPS





In April 2020, the OC Food Bank, a program of CAP OC, partnered with Power of One Foundation (POOF) to help provide emergency food boxes to newly vulnerable and at-risk families. Photographed is Andre Roberson, President/Executive Director of POOF.

Addressing Immediate Needs



Helping Families Weather Food Insecurity & Hunger

The CAP OC Food Bank has worked constantly and creatively to meet the overwhelming need for food throughout the community. In a typical year, the food bank distributes more than 23 million pounds of food. Here is a quick snapshot of our 2020 distributions:

MARCH

Governor Newsom announces first stay-at-home order. Nearly 500 corporate volunteers cancel shifts at the OC Food Bank within 10 days of that order, which meant that nearly 25,000 Senior Food Boxes would go unpacked. CAP OC staff roll up their sleeves and pitch in to make sure those boxes were packed and distributed.

- Launch the Volunteer Hub online platform, which enables individuals recently laid off or furloughed to give back and volunteer.

- As unemployment and food insecurity spike, CAP OC draws major media attention and communicates need for volunteers and private donor support. The first major donor, The William, Jeff and Jennifer Gross Foundation, steps in with a \$250,000 donation to help address rising food insecurity.

APRIL

Regular drive-through food distributions and partnership with Power of One Foundation

begin. Amazon delivers food boxes to the homes of 35,000 vulnerable seniors each month.

MAY

Large quantities of prepackaged boxes of perishable food arrive via the USDA's new COVID-19 Farmers to Families program.

- CAP OC receives \$1.5 million from the County of Orange to purchase emergency food.
- CAP OC begins mass drive-through diaper distributions.

JUNE

Now distributing three times the quantity of food each month than at any prior time during the operation of the OC Food Bank.

JULY

CAP OC distributes our one millionth diaper.

AUGUST

Fluor builds a structure comprised of canned goods, honoring our COVID-19 first responders as part of a virtual "Canstruction OC—Best Of" event.

SEPTEMBER

The County of Orange provides an additional \$1.5 million for the purchase of food for economic victims of COVID-19.

OCTOBER

The State of California provides \$1 million for the purchase of food and an additional \$1 million for the purchase of food and \$1 million for diapers.

NOVEMBER

CAP OC participates in the annual We Give Thanks Thanksgiving event, feeding 7,000 households.

DECEMBER

"Tom Tom" the Diaper Bank's delivery truck made its first official "flight" in December just in time for the holidays.

100 families were provided holiday gifts, food and more through CAP OC's Adopt a Family program.



FEEDING SENIORS

Each month, our Senior Food Box program provides healthy, nutritious food to low-income seniors.

- In June, we served our highest numbers: **43% percent increase** of seniors accessing the program compared to last year.
- Amazon delivered food to more than 35,000 low-income seniors over age 60—a group at high risk of exposure to COVID-19 and many of whom are immunosuppressed.

NUTRITION ON THE GO

Working with partners like the Power of One Foundation, the OC Food Bank provided food for weekly mass drive-thru food distributions.

CAP OC served 1.8 million individuals through these distributions since late March.

FUELING FAMILIES

CAP OC Family Resource Centers (FRCs) provide:

- After-school programs
- Counseling
- Workshops
- Socialization
- Free tax preparation and more

While regular services were unable to continue during the pandemic, our FRC staff quickly implemented drive-through and pickup food distributions for the community.

Thank you to the Anaheim Community Foundation, which helped support Anaheim Independencia FRC in providing **1600 boxes of emergency food.**

CAP OC's **El Modena Family Resource Center** recorded dramatic increases in food programs compared to 2019:

MEALS ON WHEELS

149%

SENIOR GROCERY PROGRAM

240%

CLEMENTINE THE MOBILE FOOD TROLLEY

124%



A Constant Source of Stability

CAP OC has, and always will, work to stabilize families in crisis so they can survive. Pandemic or not, we reach out with practical tools and resources that cover basic needs when and where they are needed, through the following resources:



DIAPER BANK

Officially launched in 2020, this program could not have come to life at a better time. With more families struggling under the weight of historic economic hardships during the pandemic, CAP OC—through our countywide network of partners—provides monthly supplies of free diapers to low-income families. This year, we’ve distributed more than 2.5 million diapers, and we anticipate the need to remain consistent well into 2021.



FOOD BANK

The most basic and ongoing of needs, the demand for food skyrocketed this year. Having experienced up to a 412 percent increase in demand in the spring, the Food Bank was tasked with procuring a record number of pounds of food to meet the need. Thanks to USDA supplemental food deliveries and generous donations, in 2020, we were able to supply 52 million meals to Orange County residents from all walks of life.



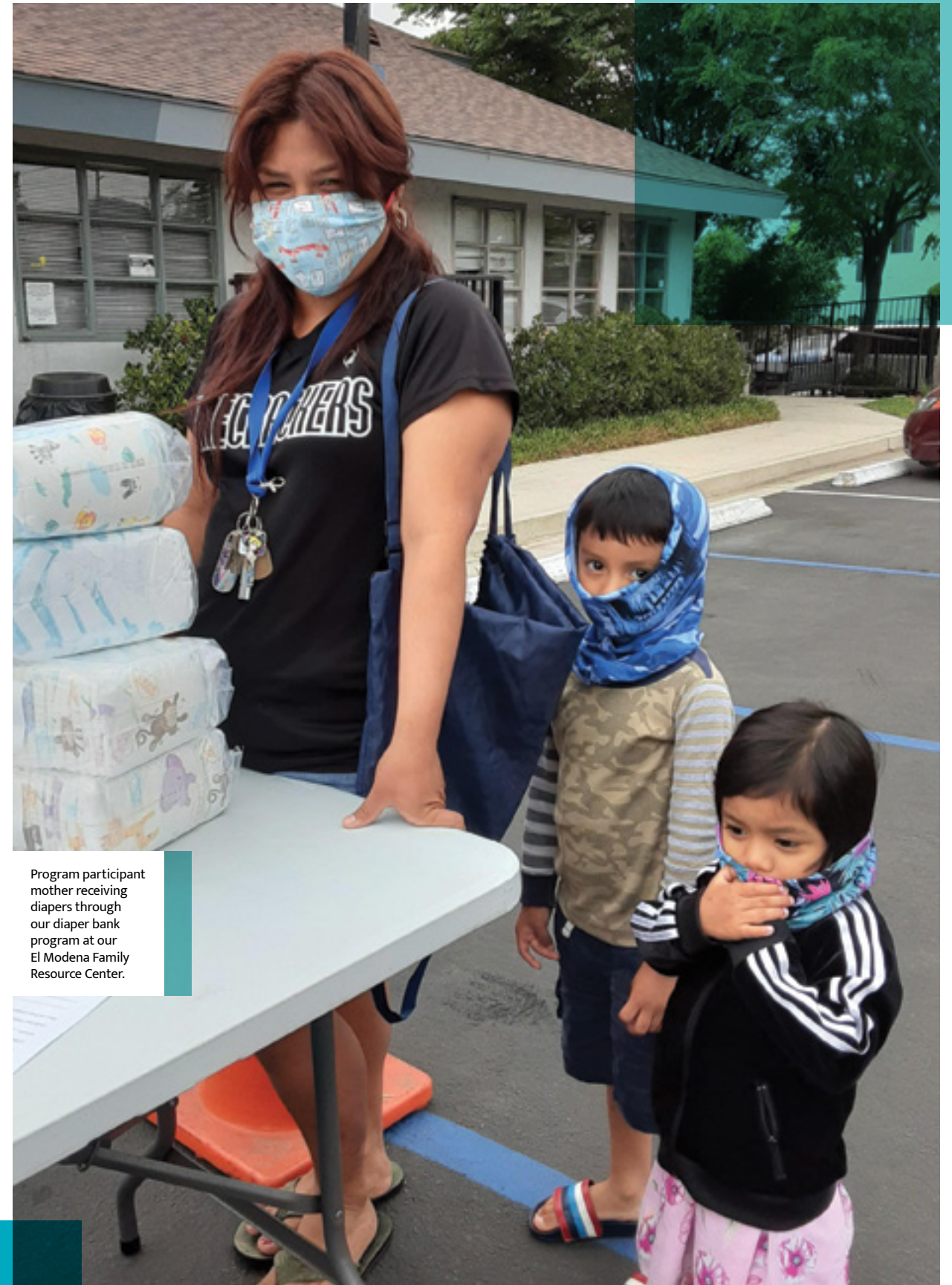
UTILITY AND RENTAL ASSISTANCE

CAP OC works with eligible households to meet and manage their home heating and cooling needs. We also help families stay in their homes through rental assistance and bill support. Our Utility Assistance program helps cover a costly utility bill once a year, allowing recently unemployed families to focus their money on food, medication or other necessities, while our Emergency Home Repair offers solutions to issues that would otherwise create added costs for struggling families.



EMERGENCY CRISIS INTERVENTION PROGRAM (ECIP)

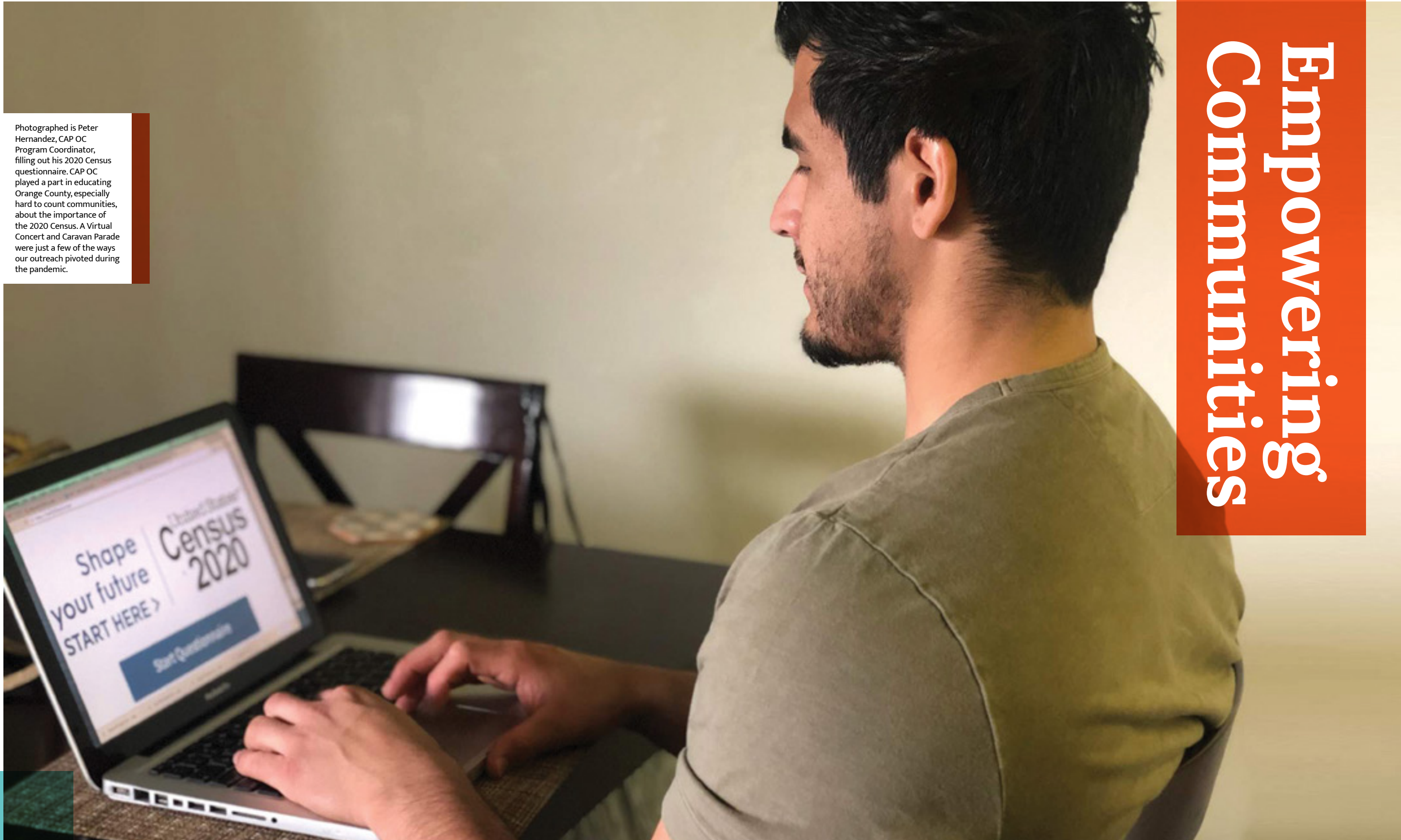
For our most vulnerable neighbors—those aged 60 and over, low-income families with children under 5 years old and people with disabilities or medical conditions—lapses in power can be dangerous. CAP OC’s ECIP repairs or replaces heating and cooling (HVAC) systems, as well as water heating appliances, to maintain safe temperature or climate control.



Program participant mother receiving diapers through our diaper bank program at our El Modena Family Resource Center.



Photographed is Peter Hernandez, CAP OC Program Coordinator, filling out his 2020 Census questionnaire. CAP OC played a part in educating Orange County, especially hard to count communities, about the importance of the 2020 Census. A Virtual Concert and Caravan Parade were just a few of the ways our outreach pivoted during the pandemic.



Empowering Communities



Providing Pathways Out of Poverty

Poverty is difficult, stressful and all-consuming during “normal” times. During a pandemic, it impacts families even more intensely. In 2020, CAP OC provided these programs and services to those who faced new levels of hardship due to COVID-19.

To Have and to Hold: Healthy Marriage & Families Program

Despite suspension of in-person appointments and workshops, CAP OC remains connected to all current and past Healthy Marriage & Family participants, providing case management, information and referral services. The classes, which teach conflict resolution, healthy communication and financial empowerment, transitioned to Zoom and participation and engagement increased.

Four adult cohorts and three youth cohorts were completely coordinated remotely from outreach to registration and classes. A support group was provided on Fridays: An open forum for all who needed to express a personal concern. Partner agencies were often invited to offer their services.

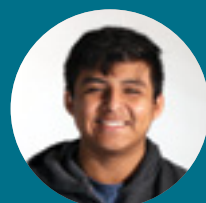
CAP OC added a direct Case Management service to the Healthy Marriage & Families program: Weekly food distribution to an average of 35 families per week.

At the start of the COVID-19 pandemic, the HMF program online transition

“

I was 13 when I entered the Karate Program at CAP OC. It has helped me a lot with anger management because I used to lash out at people. I participated in the Teen Program and found my career because they showed me what career options were available to me. I learned that I want to focus on construction and mechanical engineering.

-JULIO A., KARATE PROGRAM/TEEN PROGRAM PARTICIPANT



required facilitators to train participants on the use of smart phones and Zoom. This additional support helped participants gain technical skills that may help them in seeking employment or accessing additional resources.

Learning New Habits: Economic Empowerment

While in-person appointments have been disrupted, CAP OC continued financial empowerment via social media platforms. Participants learn how to create budgets, pay off debt, set savings goals and communicate openly about money matters.

- In 2020, 95 percent of participants enrolled in our economic empowerment program successfully graduated (40 of 42 enrolled participants).

Lightening a Burden: Vita Tax Services

Despite the pandemic, CAP OC maintained this valuable service for the community. Instead of in-person interactions, participants could apply for tax help online and over the phone, then drop off documentation on a drive-through basis to the Southwest Community Center.

“

I have learned how to value myself ... and now I know that I shouldn't allow any type of abuse toward me. I learned how to manage my finances and how to create a resume. I feel very empowered to continue moving forward because although life hasn't been easy, I have always had love. This program also enrolled me into a rental assistance program that helped me pay my rent for one month and a biweekly food drive, which came as a blessing during the time I wasn't working.”

-NORMA B., HEALTHY MARRIAGE PROGRAM PARTICIPANT



Empowering Communities of the Future: 2020 Census Outreach

From 2018–2020, CAP OC received \$200,000 in grants to conduct community outreach to ensure that Orange County's communities were counted in the 2020 U.S. Census. Leveraging existing programs and partnerships, our Census strategies ranged from in-person outreach to virtual engagement through social media outreach and virtual phone banking. Through these efforts,

1,167,499 impressions were made in targeting Orange County's hard-to-count individuals.

Tackling Distance Learning with the CAP OC Tech Access Fund

Families in poverty already face barriers to quality internet service. When schools announced remote learning in the fall, thousands of families weren't prepared. From lack of WiFi and unstable internet connections to shortages of devices, many students faced new obstacles in accessing and completing assignments. The CAP OC Tech Access Fund set a goal to raise \$50,000 to provide students and their families with necessary laptops, webcams, microphones, tablets and broadband access to ensure students could continue to learn virtually.

In November, CAP OC launched the Academic Virtual Program through its Family Resource Centers with assistance from interns at UCI and other college campuses. The program meets every Wednesday and, if needed, individual tutoring sessions are offered via Zoom. CAP OC staff moderate the Zoom tutoring sessions.

Homeless Prevention Program

CAP OC was awarded the Emergency Solutions Grant through the City of Garden Grove to help provide assistance to families who are homeless or at risk of homelessness. This assistance may include rent, utility or other financial support to stabilize the family's housing situation. CAP OC staff work with each participant/family for six to 12 months to help stabilize them. Participants also receive Financial Empowerment services, classes and one-on-one support so they may gain the knowledge, skills and efficacy to manage their finances, set goals and create strategies for success. The

program began in September 2020 with five participants.

Housing Navigation Program

CAP OC joined the Whole Person Care Project in October to help chronically ill individuals stabilize their lives and move into affordable housing. Since joining the project, CAP OC has transitioned three homeless individuals/couples into their own apartments.

“

Having the clinic come to the center, especially during these times, was reassuring. The services and support that EMFRC offers means a lot to my family and me. It's moral support and emotional relief for us and the community. The Karate Program's virtual classes really helped youth stay engaged and connected. Also, CEAC members were able to meet through Zoom to continue helping families. The community is aware of the support the center provides. It is crucial in these times.

-GRISelda M., PROGRAM PARTICIPANT, EL MODENA FAMILY RESOURCE CENTER





Executive Leadership Council



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PRESIDENT & CEO



MALCOLM BROWN
CHIEF FINANCIAL OFFICER



WILLIAM "BILL" BAILOR
CHIEF OPERATIONS OFFICER



LASHANDA MAZE
VICE PRESIDENT OF PHILANTHROPY



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MARK LOWRY
DIRECTOR OF THE OC FOOD BANK

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GREGORY C. SCOTT
PRESIDENT & CEO



ALICIA BERHOW
BOARD CHAIR



ALBERTA CHRISTY
VICE CHAIR



DOUG WOOLEY, MBA, MA
BOARD SECRETARY

Not pictured, Michael Hernandez, Treasurer





Financial Statement of Activities

YEAR ENDED DECEMBER 31, 2019 (WITH COMPARATIVE TOTALS FOR 2018)

	2019		2018	
	Without donor restrictions	With donor restrictions	Total	Total
REVENUES AND OTHER SUPPORT:				
Governmental contracts and grants	\$12,210,278	-	\$12,210,278	\$23,583,840
Commodities	8,588,465	-	8,588,465	7,072,889
Investment income	3,285	-	3,285	3,506
Private contracts	202,586	-	202,586	246,926
Donations	263,271	1,803,787	2,067,058	2,070,222
In-kind donations	1,150,000	-	1,150,000	-
Shared maintenance	154,645	-	154,645	132,428
Other	40,441	-	40,441	22,800
Net assets released from restrictions	1,745,922	(1,745,922)	-	-
TOTAL REVENUES AND OTHER SUPPORT	24,358,893	57,865	24,416,758	33,132,611
EXPENSES:				
Program services:				
Energy and Environmental Services	4,337,273	-	4,337,273	15,417,053
Community Services and Partnerships	2,637,954	-	2,637,954	2,512,054
Food Services	13,301,985	-	13,301,985	12,025,838
Agency	283,317	-	283,317	220,769
Total program services	20,560,529	-	20,560,529	30,175,714
Supporting services:				
Management and general	2,127,024	-	2,127,024	2,225,422
Fundraising	722,720	-	722,720	565,902
Total supporting services	2,849,744	-	2,849,744	2,791,324
TOTAL EXPENSES	23,410,273	-	23,410,273	32,967,038
Increase (decrease) in net assets from operations	948,620	57,865	1,006,485	165,573
Net assets at beginning of year	8,876,124	310,052	9,186,176	9,020,603
NET ASSETS AT END OF YEAR	\$9,824,744	\$367,917	\$10,192,661	\$9,186,176

President's Circle

Thank you to our 2020 President's Circle Donors that went above and beyond to help us navigate the pandemic and lead during an immense time of crisis for the community we proudly serve. These leadership gifts (\$50K and above) helped us pivot in a time of crisis, provide important resources to our neighbors in Orange County and helped CAP OC continue our work in alleviating poverty and hunger.

\$500K+

PIMCO FOUNDATION

\$250K and above

THE WILLIAM, JEFF AND JENNIFER GROSS FOUNDATION

THE THOMPSON FAMILY FOUNDATION

MOHAMED EL-ERIAN

\$100K and above

ANAHEIM COMMUNITY FOUNDATION

PACIFIC LIFE FOUNDATION

EDISON INTERNATIONAL

\$50K and above

BANK OF AMERICA CHARITABLE FOUNDATION

DISNEY WORLDWIDE

DAN IVASCYN

EMMANUEL ROMAN

JAMIE W. EL-ERIAN

WILLIAM & DOTTIE FEENEY

KAISER PERMANENTE FOUNDATION

KINGSTON TECHNOLOGY

KROGER

RHYNARD FAMILY FOUNDATION

SHARE OUR STRENGTH

You have been a critical partner to our work, and we thank you!

ST. JOSEPH HEALTH COMMUNITY PARTNERSHIP FUND

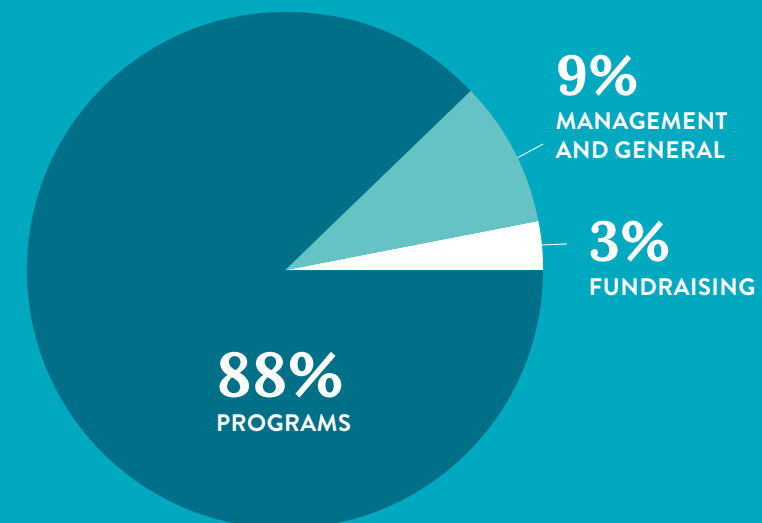
ST. JOSEPH HEALTH FOUNDATION

THE MARK S. TAPER FOUNDATION

TOTAL WINE & SPIRITS

WELLS FARGO FOUNDATION

WILSON W. PHELPS FOUNDATION



* From 2019 Audit



Want to help?

For those who would like to contribute (no amount is too small) or get involved we'd love for you to Join the Movement! You can Volunteer, Host a Virtual Food Drive or Donate! To learn more visit CAPOC.ORG.



**COMMUNITY ACTION
PARTNERSHIP**
ORANGE COUNTY

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capoc.org

