



south county
outreach

2017 ANNUAL REPORT



THE ROAD TO IMPACT

Community Centered

Thanks to the remarkable dedication of our partners – both those that dedicate funding and time – in 2017 fewer people in South Orange County needed monthly assistance for food!

While we are deeply proud of this progress and all that we have achieved together so far, we remain mindful of the great challenges that lie ahead. Those who were hungry needed us more often and the numbers of families facing homelessness or at risk of homelessness grew. To meet those challenges, we know we must be responsible stewards of the financial resources with which we have been entrusted.

For that reason, I am pleased to share the 2017 Annual Report. Our intent is to give you a clear and accurate picture of our ongoing efforts to carry out our vision to END HUNGER. HOUSE HOPE.

The reason why this is so important to us is that we know where we want our investments to go to:

- Ensuring more children and young people are not hungry and thrive
- Empowering homeless families, especially single parents, to re-establish permanent housing
- Combating ongoing evictions that affect our working poor
- Inspiring people to take action locally
- Supporting the health of our seniors with nutritious foods, connection, and basic needs

Our communities face problems that have persisted for generations, but have expanded in recent years. Problems that no single person or organization can solve on their own. By collaborating with so many partners in our communities, we work to put a face to the statistics and continue to raise awareness to the importance of finding a solution.

By taking good care of the money given to us, we can ensure that as much of it as possible goes toward these goals. It is an honor to join forces in this cause with our partners.

To all of you, I extend my deepest thanks.



Kerry Franich
President, Board of Directors

City	Residents Served	%
Laguna Woods	133	2%
San Clemente	163	3%
Laguna Niguel	317	5%
Aliso Viejo	326	5%
San Juan Capistrano	335	5%
Rancho Santa Margarita	341	5%
Homeless	381	6%
Other*	403	6%
Laguna Hills	547	9%
Mission Viejo	660	11%
Irvine	1,145	19%
Lake Forest	1,458	24%
Total Residents Served	6,209	100%

*Rancho Mission Viejo, Silverado Canyon, Trabuco Canyon, Dana Point, Foothill Ranch, Laguna Beach, Ladera Ranch (combined = 1%)

Our Mission

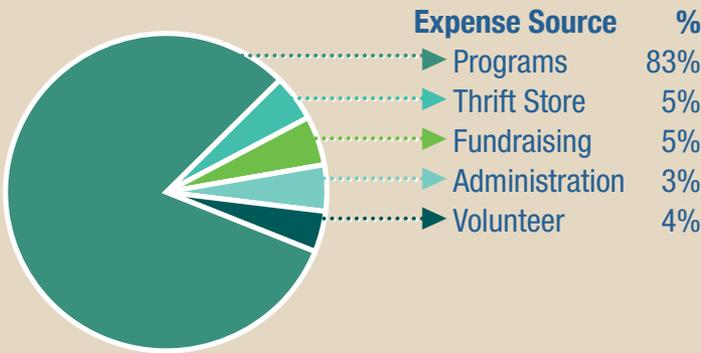
Preventing Hunger and Homelessness By
Helping People Help Themselves

Client Focused

2017 Total Income \$3.13M



2017 Expenses \$3.03M



2 Donations of \$100,000

43 Grants Funded

131 Corporate Partners

1,456 Financial Donors

\$29K Condo Renovation Donation

\$112K In Rental Assistance

\$200K Bank of America Grant

\$500K In Volunteer Time

EXIT 92

2017 Liabilities & Net Assets

Liabilities	\$633,132
Net Assets	\$1,427,799
Total Liabilities & Net Assets	\$2,060,931

2017 Assets

Current Assets	\$1,082,244
Total Assets	\$2,060,931

2016 Liabilities & Net Assets

Liabilities	\$494,987
Net Assets	\$1,411,797
Total Liabilities & Net Assets	\$1,906,784

2016 Assets

Current Assets	\$889,196
Total Assets	\$1,906,784

Client Impact

Orange County Social Worker Finds Assistance Just a Phone Call Away

As a social worker working in Orange County, Leslie had referred many of her most vulnerable clients and families to South County Outreach's food pantry but had no idea that she would also be in need of services.

Leslie's husband, George, was laid off from his job in April. Leslie looked at their checking account in July and realized that she would not be able to pay all of their rent. Her single income was not enough. Their rent had been late before, but the landlord had been lenient, as long as the full amount was paid. Their landlord issued a 3-day notice to pay or vacate. For the first time Leslie called South County Outreach for herself rather than calling on behalf of a client.

With assistance of a \$1,000 rental payment from South County Outreach, the eviction was avoided. "I felt so much relief when I heard that I had been approved for rental assistance because I knew my kids would have a roof over their head."

She watched as her family struggled when she was a young girl. Never did she think she would need assistance as an adult. And certainly not as a 43-year-old married mother of three. Because of her background, Leslie was instilled with a sense of duty to make sure her kids were always housed. It had inspired her to choose a career in social work, to help other families navigate difficult times.

"I feel we are over a huge hurdle and I am so thankful that my kids continue to have a roof over their heads." George is now back to work and with their combined incomes they are able to cover all their bills.



Homeless Prevention Program

Providing rent and utility assistance is one of our most significant achievements in preventing homelessness. The cost to prevent an eviction and subsequent homelessness for a family is approximately five times less than the cost to re-house them once they have lost their home. Thirty-six percent of those residents assisted were children, 6% of them were seniors living on fixed incomes but only 22% were unemployed. The impact of homelessness is lasting for children, devastating for seniors, and costly for the community.

IMPACT: In the last five years, South County Outreach has prevented homelessness for nearly **2,400** residents. In 2017, we returned calls to **1,902** households at risk of eviction. **Seventy** percent of those helped had never had an eviction before.



Housing Programs

South County Outreach purchased its first condominium to house a homeless family in 1994. Today, 17 condominiums remain dedicated to homeless families. Our approach to ending homelessness includes three tiers of housing – transitional, affordable and rapid rehousing. While homeless, children are exposed to frightening, harmful and traumatic experiences. Protecting the health and well-being of our most vulnerable residents by providing shelter and support services for families with nowhere else to turn is core to our mission.

IMPACT: In the last five years, our condominiums have provided transitional and affordable housing to **148** families (**187** adults and **292** children). Annually, we receive calls from more than **400** families needing shelter. In 2017, we housed **30** households at the cost of **\$316,000**.



100% Of Transitional Housing Program clients work



821 New households



1,150 Families did not return in 2017



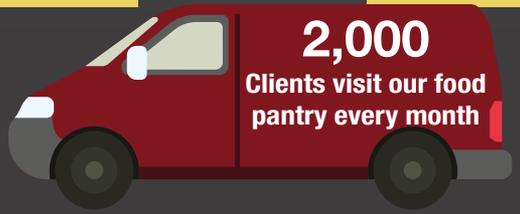
Items donated to Thrift Store
107,600



3,800
Food donation pick-ups



Food Distributed
825,719 lbs



2,000
Clients visit our food pantry every month



Food Pantry

The Food Pantry provides healthy food at no cost. The Food Pantry, the only South Orange County pantry open 5 days a week, has 11 commercial refrigerators/freezers allowing for nutritional perishables not available at nearby food pantries. The client choice model, meaning clients shop in a supermarket-like atmosphere as opposed to receiving a packaged bag of goods, reduces waste and maintains dignity during a time of crisis. Being able to provide a supply of vegetables, fruits, meats, and dairy products is an ongoing focus. They are critical for many low-income families to help provide a balanced diet.

IMPACT: In the last five years, South County Outreach has distributed **4,526,461 lbs.** of food to **36,216** clients. In 2017, the oldest client was **98**-years-old and the youngest was **15** days old.



Computer Learning Lab

The Computer Learning Lab exists to help improve employability through workforce development and offers training in Microsoft Office Suite, resume building and internet job search techniques. It is also a site for financial literacy workshops and aptitude assessments. The majority of students taking classes are over 50-years-old and 50% of those students have a college degree. The link between computer skills and income is one of the clearest routes out of poverty through increased wages.

IMPACT: In the last five years, **2,673** students have completed 5 days of classes. In 2017, **122** classes were offered with **225** taking a full week's class.



WELCOME TO
SOUTH COUNTY OUTREACH
End Hunger. House Hope.



LOADING ZONE



Upscale Resale Thrift Store

As the social enterprise of South County Outreach and the only source of revenue, Upscale Resale sells gently used clothing and household goods to the community. Appropriate and adequate clothing removes poverty from employment searches and the humbling, visible signs of poverty when attending school. Kids miss school not because they do not have clothes with designer labels but because they simply lack more than one shirt or one pair of pants.

IMPACT: In the last five years, Upscale Resale has grossed almost **\$1,000,000** and has grown by **23%**. In 2017, clothing vouchers were distributed to **420** households and **14,566** items were sold.



Volunteers

Volunteers are crucial to South County Outreach services. Volunteers work the front desk completing registration, in the food pantry stocking shelves and assisting clients, and picking up and delivering food and other supplies. Additional volunteer opportunities include clerical support, client follow-up, instruction in the Computer Learning Lab, cashier/merchandise assistance at Upscale Resale, community food drives, program committees, board membership, and help at a variety of community events. Internships and student community service hours add to the mix of volunteers of all ages.

IMPACT: In the last five years, **8,765** volunteers have worked to improve lives. In 2017, with only **9** full-time staff members, South County Outreach engaged **260** regular weekly volunteers and **1,526** occasional volunteers.

LODGING – EXIT

20,805
nights of housing provided
to homeless families

DETOUR

94% Of rental clients
remained housed



Only 1 in 5 Households visit
our food pantry
every month

25
School
Donors

46
Church
Donors

Impacting People

Struggling to Smile: Mother-of-Four Forced to Live in Her Car

As doors locked and the street lights turned on, Jessica drove the streets of Orange County in her car to find a spot to sleep for the night. The mother of four had been sleeping in her car for three months. Jessica watched as people trickled into their homes before finally finding a corner to park. "I always waited as long as possible before parking the car to sleep for the night. I didn't want my kids to get funny looks from people walking by."

Jessica had no problem getting her oldest son to sleep. He was becoming used to the routine in the car. It took more care putting her two youngest sons to sleep because both of them have autism. After an exhausting day of dropping off and picking up her kids from school, using the library computer system to apply for jobs and searching for a place to rent, Jessica held her daughter in her arms and shut her eyes, knowing that she would have to start over again tomorrow.



Jessica was forced into homelessness when her husband left. She was left with no income to support her and her children, a lease she could not afford and very little work experience. She owns her car and luckily was able to survive off of her brother's income of \$640 a month, which he shared with her. With little money, she paid for food for a family of six, gas for the car she shared with her brother, the kids' school expenses and other daily needs that are often taken for granted.

After hearing about South County Outreach, Jessica visited the food pantry. That visit for food was her first step to getting out of her car. A permanent housing solution is still in the works. Finding an affordable rental for six continues to be a challenge. For now she has temporary housing and is seeking scholarships for a paralegal program. She says that she no longer has anxiety attacks because her family has found a support system and most importantly, are out of their car. She knows her path to long term housing will not be easy but is taking the next steps to avoid being homeless again.

California

WOMEN

3,409
women served

54%
of households are
lead by women

80%
of housing clients
are single moms

California

CHILDREN

2,422
children served

30%
are children under
the age of 6

1,268
received
backpacks and **868**
received summer
snack boxes

California

HOUSEHOLDS

63%
of households we
serve are employed

68%
of client households
are living on less
than \$31,000

40%
of rental assistance
clients increased
their income

California

SENIORS

795
seniors served

50%
of food clients need
food every month

40%
of seniors skip a meal
because they do not
have enough food

Mission Driven

Our Vision
End hunger. House hope.



28 Years of Service in our Community



Freeway

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Freeway

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