

**END
HUNGER.
HOUSE
HOPE.**



south county
outreach

2018 ANNUAL REPORT

No matter the day, every child deserves food on the table, a roof over their head, and hope for the future.

TODAY.

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south county
outreach

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END HUNGER. HOUSE HOPE. TODAY.

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SOUTH COUNTY OUTREACH

2018 Was A Lesson In Overcoming Obstacles

As many of you know, on August 15, 2018, a faulty toilet exchange valve in the South County Outreach office caused water to flood our food pantry, computer lab, and staff offices. The flood caused more than \$140,000 in damage, and disrupted our program delivery for more than three months.

The flood was an important reminder that crisis affects everyone. It may not occur overnight—like a flood—but instead, may progress slowly as a result of job loss, illness, divorce, or even the unexpected shutdown of the federal government. The crises that often lead to eviction and homelessness occur in many forms, and the rebuilding that ensues is often costly, stressful, and slow-moving.

Thankfully, in the aftermath of our crisis, various donors and volunteers showered South County Outreach with all kinds of support that allowed us to continue offering services, and quickly repair and re-open our food pantry. In so doing, they showcased the importance of having a network of support that enables those in crisis to overcome their obstacles.

South County Outreach is that network of support for those presently facing homelessness. And, when our clients find a home, the effects of homelessness often endure long after. A few of the common obstacles our clients must overcome are:

- Depleted savings accounts.
- Wages that do not keep up with the cost of living.
- High day-care costs.
- Lingering effects of eviction judgments and poor credit.

South County Outreach exists to provide solutions to those families presently in crisis. Your investment in South County Outreach and our community is part of that solution! We are grateful for the support of our volunteers, the cities we represent, the schools and faith groups in our local communities and the many businesses, corporation and individual donors who contribute annually. We assisted more than 5,000 people in 2018, and with your continued support, look forward to helping even more in 2019.

Best,



Kerry Franich
President, Board of Directors



OUR MISSION:

365 days a year, our mission at South County Outreach is to end hunger and homelessness in Orange County by helping people help themselves.

How Do We Do It?

Our Food Pantry.

Our Thrift Store.

Our Housing Programs.

Our Homeless Prevention.

Our Learning Lab.

And You.

Early in the morning on August 15, we arrived at South County Outreach to find over three inches of water soaking through the Food Pantry, front offices, and Computer Learning Lab.

In a single day, our ability to serve the community shrank to numbers we couldn't believe... and neither will you:

AUGUST 14

11,513

173

20

4,325

80

A SINGLE DAY BEFORE THE FLOOD

LBS. OF FOOD RECEIVED

PEOPLE SERVED IN OUR FOOD PANTRY

STUDENTS TAUGHT IN OUR COMPUTER LEARNING LAB

LBS. OF FOOD DISTRIBUTED THROUGH CLIENT'S CHOICE SHOPPING

TOTAL VOLUNTEERS FOR THE DAY

AUGUST 15

13,639

9,809

2,328

\$143,226

THE DAY OF THE FLOOD

GALLONS OF WATER FLOODED OUR FACILITY

LBS. OF FOOD WE HAD TO GIVE TO OTHER LOCAL FOOD PANTRIES

HOURS OF REPAIR TIME

TOTAL COST OF REPAIRS

AUGUST 17

330

18

0

1,044

15

THE DAY AFTER THE FLOOD

LBS. OF FOOD RECEIVED

PEOPLE SERVED IN OUR FOOD PANTRY

STUDENTS TAUGHT IN OUR COMPUTER LEARNING LAB

LBS. OF FOOD DISTRIBUTED THROUGH LIMITED DISTRIBUTION POST-DAMAGE.

TOTAL VOLUNTEERS FOR THE DAY

Every day, our volunteers assist **more than 50** families in the pantry.

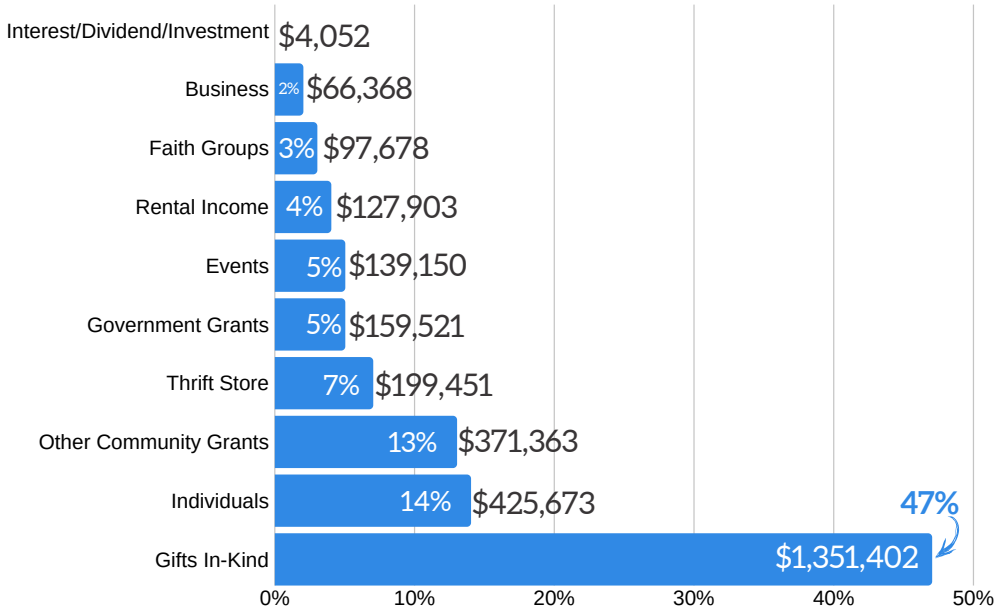


"TODAY, my CHILDREN will have a future, a HOME, and FOOD because of what you all have given me."

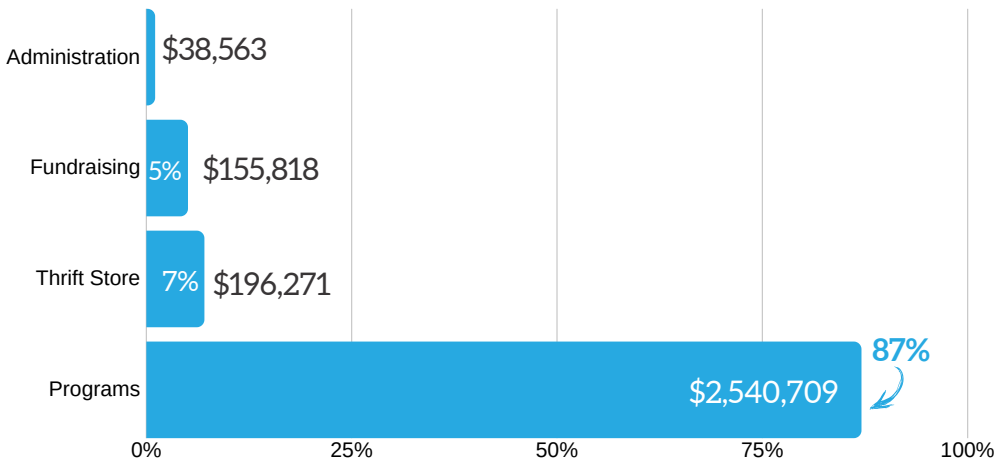
- PETER | South County Outreach Client

2018 CONTRIBUTION PROFILE.

Total Income: \$2.94M



Distribution of Income: \$2.93M



*"You've given my family the best present of all - HOPE.
Your team will always be in my thoughts."*

- THE MOORE FAMILY | South County Outreach Clients



Today, they will eat dinner at a table - not in their car.

2018 NOTABLE NUMBERS.

2018 Liabilities & Net Assets

2018 Assets

Liabilities	\$541,517	Current Assets	\$966,499
Net Assets	\$1,504,368		
Total Liabilities & Net Assets	\$2,045,885	Total Assets	\$2,045,885

In 365 days, we've received donations from

1,527 FINANCIAL DONORS

Including support from

135 CORPORATE PARTNERS

Which helped us provide

\$112K IN RENTAL & UTILITY ASSISTANCE

But that's not all... we also

Provided
56K TOTAL SERVICES

Distributed
270K POUNDS OF PERISHABLES

Received
41 GRANTS

Held
216 FOOD DRIVES

Hosted
1.3K VOLUNTEER SERVICE PROJECTS

Worked With
29 FAITH GROUPS

In 365 days, **40 local schools** and **29 faith groups** helped make a difference.



*"I leave South County Outreach feeling **DIGNIFIED**
and **UNASHAMED**. Thank you."*

- LISA | South County Outreach Client

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**.

100% OF TRANSITIONAL HOUSING CLIENTS WORK

In 365 days, we've...

- Renovated a condominium, so families feel **more at home**.
- Provided Transitional and Affordable housing to **71 people**.
- Housed **25 families** at the cost of **\$332,638**.

126 SESSIONS OF INDIVIDUAL TUTORING FOR CHILDREN IN OUR HOUSING PROGRAMS

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 homelessness for a family is approximately **five times less** than the **cost to re-house** them once they have lost their home.

In 365 days, we've prevented homelessness for over

149 ORANGE COUNTY HOUSEHOLDS

And returned calls to

1.4K HOUSEHOLDS AT RISK OF EVICTION

In 365 days, over **100,000** in-kind items were **donated** to Upscale Resale.



"The items you've donated to me are truly APPRECIATED. Thank you for HELPING WOMEN with limited resources."

- YAMINI | South County Outreach Client

In 365 days, 300 *regularly scheduled volunteers* made an impact.



" TODAY, I don't have to worry about my boys going to bed HUNGRY."

- KEVEN | South County Outreach Client

FOOD PROGRAM

In 365 days, we've received

883K LBS OF FOOD

With over

4,220 FOOD DONATION PICK-UPS

To feed

5,709 ORANGE COUNTY RESIDENTS



Including

2,208 CHILDREN

70% are children
under 12 years old

787 SENIORS

47% are seniors over
70 years old

3,106 WOMEN

65% of our senior
clients are women

In 365 days, we've...

Served over 2,000 monthly clients with our **Client's Choice** pantry model with 290k pounds of food received from **Community Food Drives** and 593k pounds of food received from **Grocery Rescue**.

Today, our Food Pantry provides **nutritious**, perishable and non-perishable food in a **dignified** and **respectful** manner.



"I'm a SENIOR citizen, and I'm a VETERAN. Today, I'm grateful to South County Outreach for getting GOOD QUALITY food that KEEPS ME ALIVE."

- CHUCK | South County Outreach Client

VOLUNTEER ENGAGEMENT

In 365 days, we've engaged

2,198 REGULAR &
OCCASIONAL
VOLUNTEERS

Who have donated

44K HOURS OF
VOLUNTEER
TIME

To save

\$607K IN
HOURS
WORKED



WITH ONLY 9 FULL-TIME STAFF...

Our **volunteers are crucial**: Volunteers **register new clients**, stock shelves and **assist families** in the Food Pantry, along with **pick up** and **drop off** barrels for food drives. They also participate in our **seasonal programming** for clients, **teach** Computer Learning Lab classes, work in the **Thrift Store**, and answer the calls of **those in need**.

COMPUTER LEARNING LAB

In 365 days, we've...

Taught 80 classes and workshops to 179 students on subjects including the Microsoft Office suite, LinkedIn skills, and resume building.

UPSCALE RESALE THRIFT STORE

As South County Outreach's sole source of revenue, Upscale Resale sells gently used clothing and household goods to the community. Upscale Resale provides clothing and household vouchers to our clients to help them apply for jobs, make a house feel like a home, or feel more confident and prepared in school.

In 365 days, we've grossed

\$199K IN REVENUE
FROM UPSCALE
RESALE

With over

58K DONATED ITEMS
SOLD TO THE
COMMUNITY

WHO WE HELP

39%

OF OUR
CLIENTS
ARE

CHILDREN

88%

OF OUR
HOUSING
CLIENTS ARE

SINGLE,
WORKING
MOMS

80%

OF ALL CLIENT
HOUSEHOLDS
ARE LIVING ON

LESS THAN
\$31,000

94%

OF OUR
RENTAL
CLIENTS

AVOIDED
EVICTION

In 365 days, we've...

Served 104 veterans, 526 children under the age of 5, and 621 seniors living on less than \$1,900/month, given 409 individuals clothing and household vouchers, and provided 10,493 nights of housing to homeless families.

CITIES SERVED **5,709** TOTAL RESIDENTS SERVED

