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Danny Boyas, Homeless Prevention Case Manager
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Paige Smith, Administrative Assistant
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Brittan Zamora, Volunteer Manager

2019 ANNUAL REPORT 30th Anniversary 1989 - 2019



END HUNGER - HOUSE HOPE

(949) 380-8144
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2019 ANNUAL REPORT

30 Years of Changing Lives

30th Anniversary :: 1989 - 2019



Letter from Board Chair and CEO

Dear Friends,

Our world is changing. It is as if we went with Alice down the rabbit hole and have come back into a world that's similar but uniquely different. As South County Outreach closes its 30th anniversary year, the organization and its clients face entirely new challenges in health and financial safety.

The Agency During Quarantine

While most of the world has been quarantined for months on end, the team at South County Outreach has been showing up to the facility every day, working long hours and weekends, meeting the urgent needs of hungry families. Because our wonderful volunteers were under the same quarantine restrictions, the staff moved from its regular assignments in grant writing, social services and housing coordination to work in the pantry.

The small team of staffers, joined by a handful of stalwart volunteers, has spent the best part of each day unloading pallets and crates of food by the truckload. Clients phoned in or emailed their requests and the team delivered box after box outside the pantry as people drove up. In the late afternoons, staff members went back to their desks to tackle their normal work.

Thousands of pounds of food continue to move through the South County Outreach pantry, one of the largest in the county, all to meet the rising need of our community's residents. Donors have been incredibly generous, contacting us to ask how they can help. Grants and gifts have helped fill empty shelves, as food flies out the door in response to a surging need. To these and all of our donors, we offer our deeply grateful thanks.

This has been an unprecedented time, but South County Outreach has remained open throughout the crisis so our clients had somewhere to turn for food and housing.

Regarding the Year Ahead

The tsunami caused by the novel coronavirus is still building throughout our society as this annual report goes out for distribution. The report, by definition, covers our impact in 2019: the year just past. It was a significant year, with many accomplishments. However, as we look to our new normal, we are exploring uncharted territory.

It is clear that many people who have been living with little financial buffer to get them through are falling into desperate times. Without regular jobs and income, they will not be able to make up the unpaid rent. The need for organizations like South County Outreach has never been greater.

As you read the report, you will find a heartwarming story of the ongoing contributions made by South County Outreach. What you won't yet see is the battle being fought every day in 2020 at the organization, providing food to ever-growing lists of families and taking desperate calls from those who face eviction, looking for help.

About the Year Behind Us

In 30 years, as the cost of living has continued to grow, so has the need for the services we provide. We are thankful to our donors, volunteers and partners who have risen to this growing demand, and who continue to support our mission to prevent hunger and homelessness by helping people help themselves.

The year 2019 brought us our greatest year of individual donor giving. As partners in hope, you have helped us prevent homelessness and feed families.

In 2019, we fed 5,729 people. We continue to believe that access to nutritious food is a right to all. It is heartbreaking that there are children and seniors who go without food regularly, but heartwarming to know that we made a difference in the lives of some of those most vulnerable in our communities.

Together, we provided transitional housing for 18 families with children, most of which had a single mother as head-of-household. We prevented homelessness for nearly 150 families with our rental and utility assistance programs. We continue to place an emphasis on prevention and housing families with children.

In 2019, we had the honor of being named California's Nonprofit of the Year for State Senate District 36. We are proud of this achievement, but know that without people like you – our volunteers, donors and partners – this great achievement would not have been possible.

New Leadership at the Helm

As this report is being printed, a new leader for South County Outreach has been named. LaVal Brewer is the new president and chief executive officer for the agency, following the departure of Lara Fisher, who has retired. Under her direction, the agency has become more financially stable and professionally managed, with clear processes in place throughout the organization to ensure consistent operations. Lara has represented us to the community in countless forums, participating in a collective dialogue about the unique needs of feeding and housing the working poor in our area, while raising South County Outreach's stature as a leader in addressing these critical issues.

LaVal comes to us from OneOC, where he was the director of business development and partnerships. Previously, he was the executive director for Playworks Southern California, and has worked as a nonprofit consultant and in leadership positions for the YMCA. LaVal has demonstrated excellent competencies in fundraising, strategy, leadership, team building and budget management. We are excited to welcome him to the organization.

We thank Lara for her significant role during the last decade, and look forward to LaVal's leadership, as the agency faces unprecedented needs in our community. Together, we believe that we can end hunger and house hope. We thank you for your help and support and ask for you to consider what that should mean for you in the year to come.



Cheryl Flohr

Cheryl Flohr
Chair, Board of Directors



Lara Fisher

Lara Fisher
Retired President & CEO



LaVal Brewer

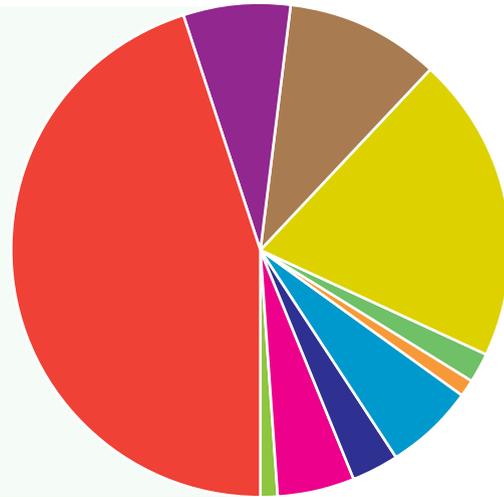
LaVal Brewer
President & CEO

Financials

2019 Total Income

\$3.35
Million

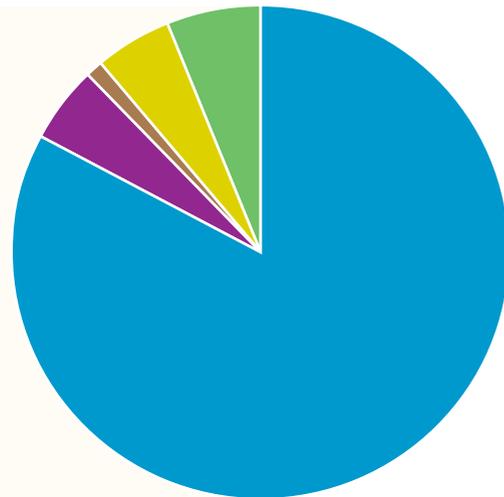
- Gifts In-Kind: 45%
- Government Grants: 7%
- Other Community Grants: 10%
- Individuals: 20%
- Faith Groups & Organizations: 2%
- Small Business: 1%
- Social Enterprise: 6%
- Rental Income: 3%
- Events: 5%
- Interest/Dividend/Investment: 1%



2019 Total Expenses

\$3.1
Million

- Programs: 83%
- Volunteer: 5%
- Admin: 1%
- Fundraising: 5%
- Thrift Store (Social Enterprise): 6%



2018

Current Assets: **\$966,499**
Total Assets: **\$2,045,885**

Liabilities: **\$541,517**
Net Assets: **\$1,504,368**
Total Liabilities & Net Assets: **\$2,045,885**

2019

Current Assets: **\$1,060,674**
Total Assets: **\$2,028,305**

Liabilities: **\$420,898**
Net Assets: **\$1,607,407**
Total Liabilities & Net Assets: **\$2,028,305**

Audited Financials

South County Outreach recognizes how the importance of revenue diversification mitigates the risk to any program or service we provide. A healthy, balanced approach to funding and spending has been a hallmark of financial stability. Building our investment fund through the establishment of reliable, flexible and varied sources of support provides critical stability with every shift in the economy.

30 Years of Comparison

South County Outreach Programs and Our Communities



30 Years of Rising Costs



Haley's Story

In 2019, 81% of our Transitional Housing clients were single mothers.

Stories like Haley Reed's show the added difficulties of finding employment, childcare and an adequate place to live when you are a single mom without a support system.

Haley Reed had been homeless before. In fact, she was born into it. Born to a heroin-addicted, schizophrenic mother and an abusive father, her first year was spent in a tent. At the age of nine, she and her siblings entered foster care and were split into separate homes.

After high school, she attended Hope University on a full scholarship. But Haley was not unlike other students her age—not fully prepared for college, and she dropped out. Haley traveled across the United States, taking jobs in Idaho, Minnesota and South Carolina. She finally returned to Orange County after reconnecting with her high school boyfriend and his family. Things were going okay, but after their daughter was born, the stress of being a dad was too much for her boyfriend, and he asked her to move out of his parents' home.

Haley was not a drug user, had never been evicted, and was living in her car with her two-year old daughter. Foster care had left her without any relationship with her siblings. Haley moved into an emergency shelter, where she was finally connected with South County Outreach and our Transitional Housing Program.

She immediately got to work applying for dozens of jobs, and interviewing at a handful of local companies. Haley accepted a full-time administrative position at a national dental company, but there were still many obstacles to overcome, especially with childcare. "Zoey was always getting sick," Haley explained. "I had no back-up help at all. It was either daycare, or me having to be home with her."

In addition to having no support system, Haley also struggled finding affordable housing in the area. "All I could afford was a room rental. People do not want to rent a room to anyone with a child, especially a young child," she said. Haley reached out to 27 different apartment communities in Orange County, but was unsuccessful in finding something that fit her budget.

So she broadened her housing search to Phoenix and Las Vegas. Her company had openings in both cities and allowed employees to transfer locations with ease. Haley left South County Outreach having secured an affordable home in Las Vegas, a full-time job and more than \$1,800 in her savings account.

"I grew up in the [foster care] system, not having any family and being bounced around," she remembered. "I will do anything to keep my child from living that life, and South County Outreach gave me that chance."

“South County Outreach gave me a chance I could not find anywhere else. I was turned away by so many places because it was just my daughter and me. People only wanted to help bigger families or individuals.”

Food Pantry Clients

- Clients on disability = **16%**
- Female head of household = **1,255 households, 58%**
- Single adults = **748 households, 35%**
- Clients who were veterans = **100**
- Percent of households receiving food stamps = **Only 28%**
- Households we served that were unemployed = **Less than 2%**
- Food drives = **313**

Food Pantry Clients by City

Lake Forest: **1,349**
Irvine: **1,100**
Mission Viejo: **554**
Laguna Hills: **505**
Aliso Viejo: **292**
Laguna Niguel: **280**

San Juan Capistrano: **271**
Laguna Woods: **126**
San Clemente: **122**
Other Cities: **478**
Homeless: **399**

Total Clients Served

5,729
Clients

Total Households Served

2,159
Households

Homeless Clients

Homeless women, seniors and children served

- Homeless clients = **400**
- Homeless women = **246**
- Homeless children = **182**
- Homeless families = **116**
- Homeless seniors = **47**

2019: 400 homeless
2018: 342 homeless

15%
Increase

Average Length of Time Homeless

25
Months

Homeless Clients by City

(last city of residence)

Of the homeless clients who received emergency food, their prior city of residency was:

Aliso Viejo: **2%**
Irvine: **20%**
Laguna Niguel: **4%**

Lake Forest: **24%**
Mission Viejo: **21%**
Rancho Santa Margarita: **4%**

Other LA/OC: **5%**

Non-OC: **27%**

Only **5%** of homeless clients were from out of state

Milestones and Statistics

In 2019, 30 years after South County Outreach opened to assist local people in need, our business model remains the same: Helping People Help Themselves. Homeless Prevention remains our focus – keep households from becoming homeless and provide them with the nourishment and tools to remain in their homes.

MILESTONES

- Completed work on the **2020-2024 Strategic Plan**
- Completely remodeled four of our **17 Transitional Housing condominiums**
- Secured more **corporate partnerships and grants** than in previous years
- Housed **18 formerly homeless families**
- Provided more fresh, perishable foods to **low income households** than in any prior year
- Utilized more than **43,000 hours of volunteer time**
- Received a donation to purchase a **refrigerated truck**
- Realized more **fundraising dollars** that ever in the history of the agency

Each month provided emergency food to

2,000
residents

Prevented homelessness through rental and utility payments for

133
households

WHO NEEDS US

- Senior Breakout Total = **852 (15%)**
Over 90 = 6 Clients
Over 80 = 118 Clients
Over 70 = 289 Clients
Over 60 = 439 Clients
- Children Breakout Total = **2,243 (39%)**
0-5 Years of Age = 477 Clients
6-12 Years of Age = 1,038 Clients
0-12 Years of Age = 1,515 Clients

85%
of clients
Are categorized as extremely low income

The median income of a Food Pantry household
\$35,600
per year

54% of clients visit the Food Pantry fewer than 4 times each year
1-3
visits

Homeless Prevention and Housing Programs

HOMELESS PREVENTION

- Clients remaining housed one year after rental assistance = **100%**
- Clients who were over 70 = **7% of overall number**
- Clients who are female and head-of-household = **76%**
- Households that earned less than \$50,000 = **75%**
- Clients who are single-parent households = **82%**
- Calls for assistance = **1,926**

3
persons
Average household size

\$1,726
dollars
Average rent paid by clients

HOUSING PROGRAM

- Number of transitional housing clients housed after 1 year = **12**
- Number of female head-of-households = **18**
- Calls for housing = **300**
- Average household savings for family after completing our housing program = **\$1,600**
- Number of case management sessions provided = **850**
- Average age of children = **7**
- Average monthly household income = **\$2,060**

50%
of persons
Fled from domestic violence

Average family size
4 people
(1) Single Parent
(3) Children

VOLUNTEERS

- Average tenure of volunteers = **5 years**
- Average hours committed by a volunteer = **168 hrs. per year or 4.2 weeks of 40 hours or 3 hours per week for 52 weeks**
- Total cash donors = **967**
- Volunteers in 2019 = **1,767 provided 43,167 hours**
- Corporate partners = **163**
- School and civic partners = **50**
- Faith partners = **49**
- Adopt-A-Seniors = **230**
- Backpacks distributed = **1,871**
- Holiday programs for children = **1,771**

History of Services



Food Pantry – 1989

Providing food was the first service that South County Outreach offered in 1989. That first year, 1,500 individuals received food. As an emergency food source, our first-time clients grew by 8% in 2019. Through food drives, grocery rescue and purchasing needed food items, we secure and distribute almost 1,000,000 lbs. of food each year to 2,000 residents per month. As many of our clients are the working poor, the Food Pantry provides a variety of nonperishable and perishable foods to be taken home and made into nourishing meals.



Volunteers – 1989

An important aspect of our founding is volunteerism - individuals, families, faith communities, businesses, schools, corporations and organizations – supporting all aspects of South County Outreach, including assisting clients in our program areas, hosting food and clothing drives and participating in our back-to-school and seasonal holiday programs. Volunteers logged a combined 43,167 hours in 2019. Though worth their weight in gold, with a minimum wage allowance of \$12 an hour, our volunteers contributed more than \$500,000 to our bottom line.



Homeless Prevention Program – 1991

As the backstop to households becoming homeless, our Homeless Prevention program has been utilizing rental and utility assistance payments with case management to intervene at the initial threat of homelessness since 1991. From time to time, hard-working people experience a financial setback. Efforts have been focused on a single, one-time payment to prevent an episode of homelessness for a senior, family or individual. In 2019, we spent more than \$90,000 on assistance checks to landlords and utility companies on behalf of nearly 150 struggling households. Assistance is available for households throughout Orange County.



Housing Programs – 1994

In 1997, our first condominium was purchased to provide safe housing for a homeless family. Today we offer a comprehensive continuum of housing including Affordable Housing, Rapid Rehousing and Transitional Housing, as well as a Second-Step housing program. Last year, our comprehensive program moved 26 families, including 48 children, from homelessness to housed through the use of 17 South County Outreach-owned condominiums. Our case management team worked with families on financial management, taxes, credit repair, debt reduction, education and enhanced employment through individualized plan development. Our housing programs are available to homeless families throughout Orange County.



Computer Learning Lab – 1999

Our Computer Learning Lab has offered free computer classes to promote workforce development for clients who are trying to increase skills to obtain better-paying jobs. As unemployed and underemployed residents seek to increase their financial stability, South County Outreach has been dedicated to helping improve workforce knowledge and skills.



Upscale Resale Thrift Store – 2001

Upscale Resale opened as the social enterprise of South County Outreach in 2001. Providing gently used clothing and housewares to the community, the store generates \$200,000 in revenue to support our administrative costs. It is also a source of items for our households in need – children's school clothing and work attire can be expensive; exiting homelessness into a permanent home requires items that were not used when living in a car. More than 400 shopping vouchers were redeemed by clients last year.

Preventing hunger & homelessness



south county

OUTREACH



Housing and food do more than provide nourishment and safety; they provide dignity and the strength to be motivated. Our clients come to us in need. They may have faced a health problem, the loss of a loved one, have been laid off, or simply do not make enough to afford housing. They have nowhere else to turn. We are grateful that, with your help, we continue to prevent hunger and homelessness by helping people help themselves.