



Eggs, Milk, & Butter

2020 ANNUAL REPORT

Looking Back on a Year Like No Other

Dear Friends,

In 2020, the world faced an unprecedented situation. The devastating effects of the COVID-19 virus impacted us all in countless ways. Those facing food and housing insecurity were hit especially hard.

Now, as a sense of normalcy is returning, it is clear that for many in our community, “normal” still means instability in such foundational areas as rent, utilities, and food on the table. For some, this is a new and alarming situation that they have never before encountered. The need in Orange County has never been greater.

South County Outreach has a long history of providing support to Orange County residents in these critical areas, and 2020 was a record year in terms of aid provided. Over the past year, we ensured that thousands of families and individuals had nutritious food in the kitchen, roofs over their heads, and working utilities.

We have seen the amazing power of kindness and generosity from countless donors, ranging from larger gifts from individuals, foundations, communities, and corporations, to smaller, clearly sacrificial gifts from people who were concerned about their neighbors and wanted to make a difference. Some sent in their own relief checks with notes instructing us to help those who needed it more. The Kroger Co. Zero Hunger | Zero Waste Foundation, in partnership with Ralph's and Food4Less, provided funding so we could purchase a new, refrigerated truck to transport perishable food. Every gift makes an impact on the work we do and is vital for our programs.

Moving forward, our goal is to build on our momentum and increase our reach to help to those in need. In 2021, the agency has welcomed clients back into the food market for personalized shopping. We have also launched our **Eggs, Milk, and Butter** initiative to provide these fresh staples to families to promote healthy cooking at home. We plan to continue broadening the scope and personal experience in the food market, while continuing to emphasize dignity and respect – our core values as an organization.

In the critical area of housing assistance, South County Outreach has been chosen by the County of Orange to help administer a major housing subsidy program in 2021, with the vital mission of keeping people in

their houses, safely off the streets, and able to continue as active members in their communities. We are honored to have been entrusted with this important function and believe that it is due to our longstanding, foundational experience providing homeless prevention services.

Our revenue-generating thrift store, Upscale Resale, spent the latter half of 2020 preparing to move to a new location, tripling its size and storefront, as well as its capacity for goods. We have immediately seen an increase in revenue, directly offsetting critical overhead costs and increasing our agency's ability to help those in need.

Thousands of wonderful volunteers have contributed their time and energy to work with clients in several ways, from reception and intake, to the food market and the thrift store. The resilient staff at South County Outreach worked countless hours and on weekends this past year, steering the organization through this challenging period with wisdom and tenacity.

Our board of directors is composed of talented, experienced professionals and community stakeholders who are highly engaged. The members are each part of active committees, meeting regularly to provide their expertise and guidance in key aspects of the organization, while meeting as a group to weigh in on the organization's financial and strategic direction. This year, like most, we welcomed several excellent new members to the board, bringing additional talent and knowledge to our team.

Looking back over the last year, the staff, volunteers, and board members at South County Outreach were honored to have made a significant impact in the lives of thousands in our community. Looking forward to the years ahead, we are committed to making this impact even greater, ultimately helping us achieve **an Orange County community where no one goes to bed hungry or without a place to call home.**

Sincerely,



Cheryl Flohr

Cheryl Flohr

Chair, Board of Directors



LaVal Brewer

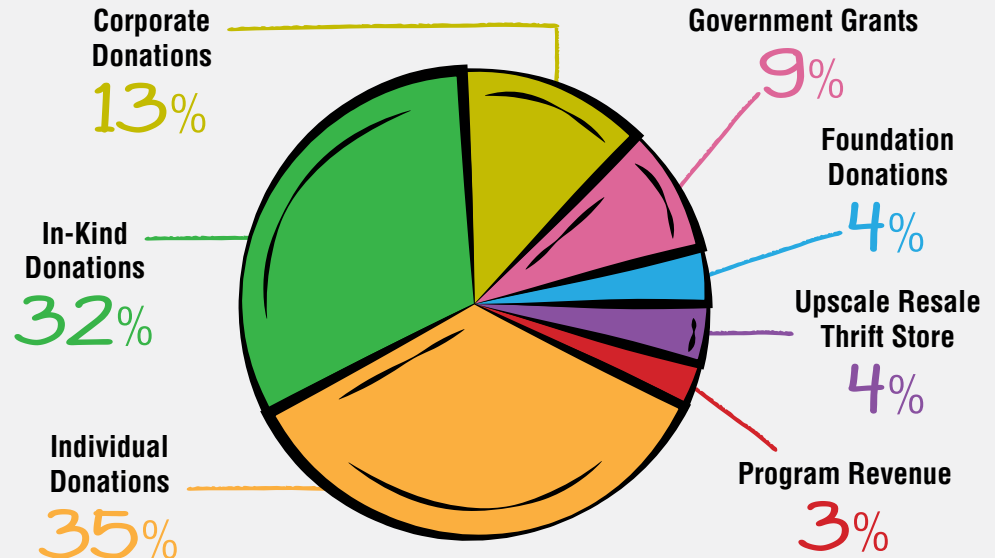
LaVal Brewer

President & CEO

Financials

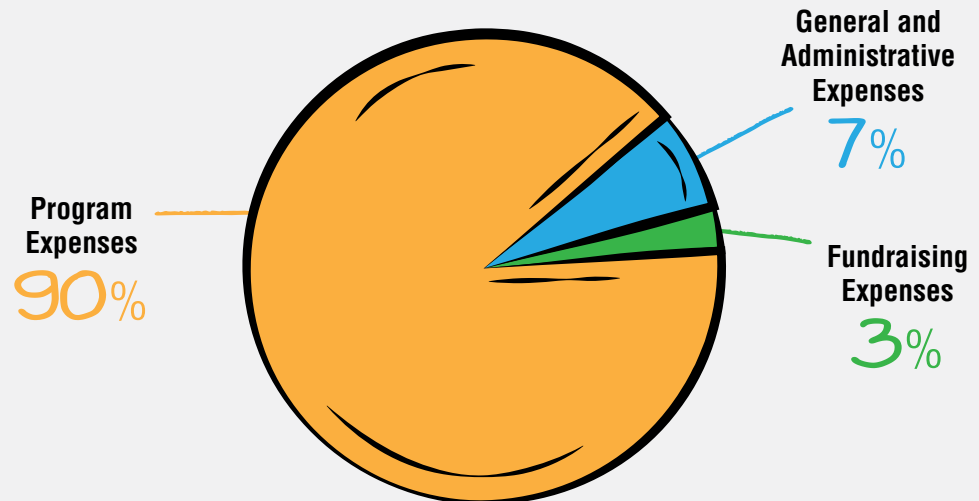
2020 Total Revenue

**\$4.2
Million**



2020 Total Expenses

**\$3.6
Million**



South County Outreach recognizes how revenue diversification mitigates the risk to any program or service we provide. Our healthy, balanced approach to funding and spending has been a hallmark of our 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.

2020 Recap: Significant Impact During the Crisis



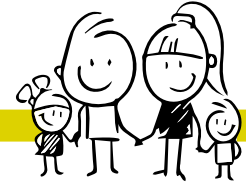
737,146
pounds
of wholesome,
high-quality food
distributed



1,600
residents
received
food each month

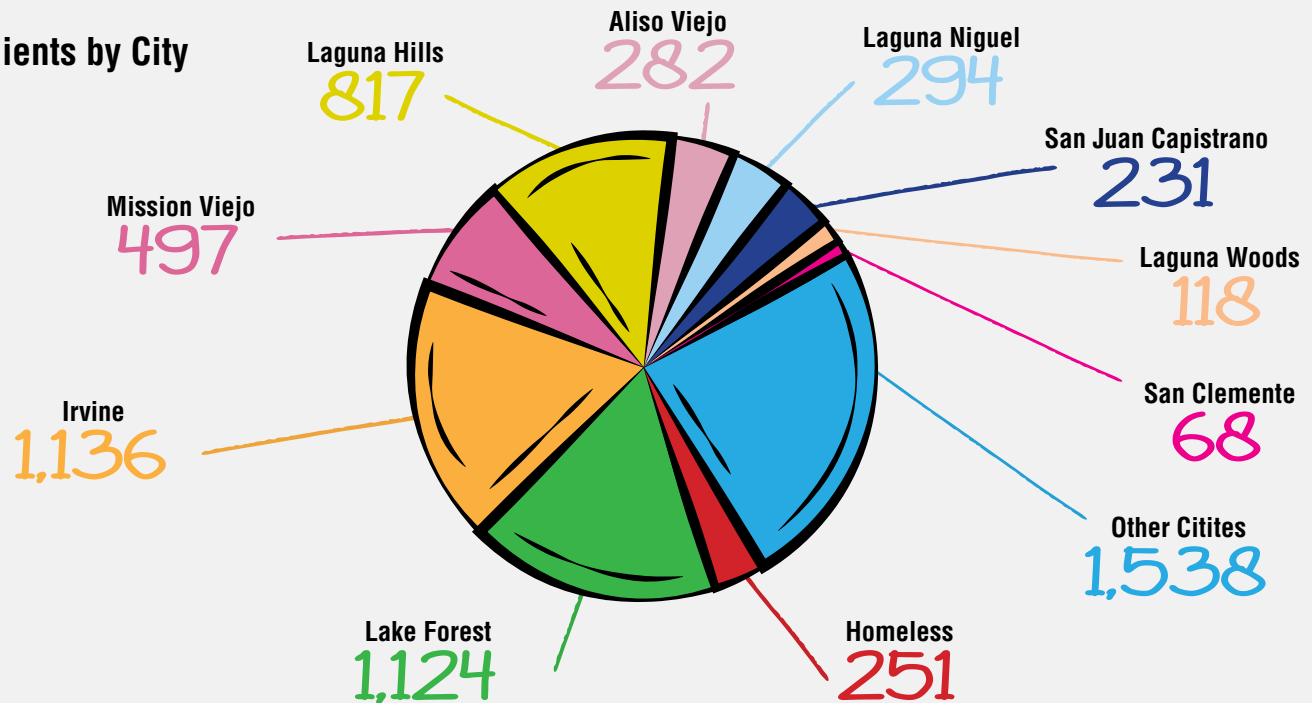


362
food drives
held throughout
Orange County



58%
of clients
reported a female
head-of-household

Clients by City



Milestones

- Provided fresh food to **1,994** children.
- Housed **26** homeless families, including **40** children.
- Paid **\$338,908** towards rent and utilities for **215** households.



Volunteers

- Volunteers in 2020: **1,798**
- Total volunteer hours worked in 2020 **27,997**
- Corporate partners: **262**
- Faith partners: **35**
- School & civic partners: **22**



Our Community in Need

227,097 Orange County residents applied for unemployment in 2020.

A minimum-wage worker makes less than

\$25,000 a year, and the average monthly rent for a 2-bedroom apartment in South Orange County is nearly **\$2,400**.

We received requests for help from **2,720** households at risk of eviction or utility disconnection, or experiencing homelessness.



The Power of Food

Clients appreciate being able to receive eggs, milk, and butter as well as fresh produce and protein from the food market. These items are essential for a balanced diet but are the most expensive items to purchase at the store.

We've heard countless success stories about clients who have benefited from SCO's services, allowing us to play a small part in helping them along their journey to get to where they are today.

One success story that stands out is that of Mary and her husband, who have been clients of SCO for two years. The couple got married 30 years ago and have lived together in the same condominium in Aliso Viejo throughout their entire marriage. Mary's husband escaped a Communist country before their marriage, so "we know how to make a dollar stretch," she explained.

In the beginning, Mary worked as a nanny, while her husband worked as a mechanical engineer. Unfortunately, Mary's husband would occasionally be out of work, which made it difficult for the couple to grow their savings. Although they did not have to factor in the expense of raising and supporting children, most of their money went toward paying off their mortgage. The high cost of living and unforeseen expenses meant that they were constantly on the back foot. The Great Recession of 2008 was another setback, forcing them to seek a loan modification for their mortgage.

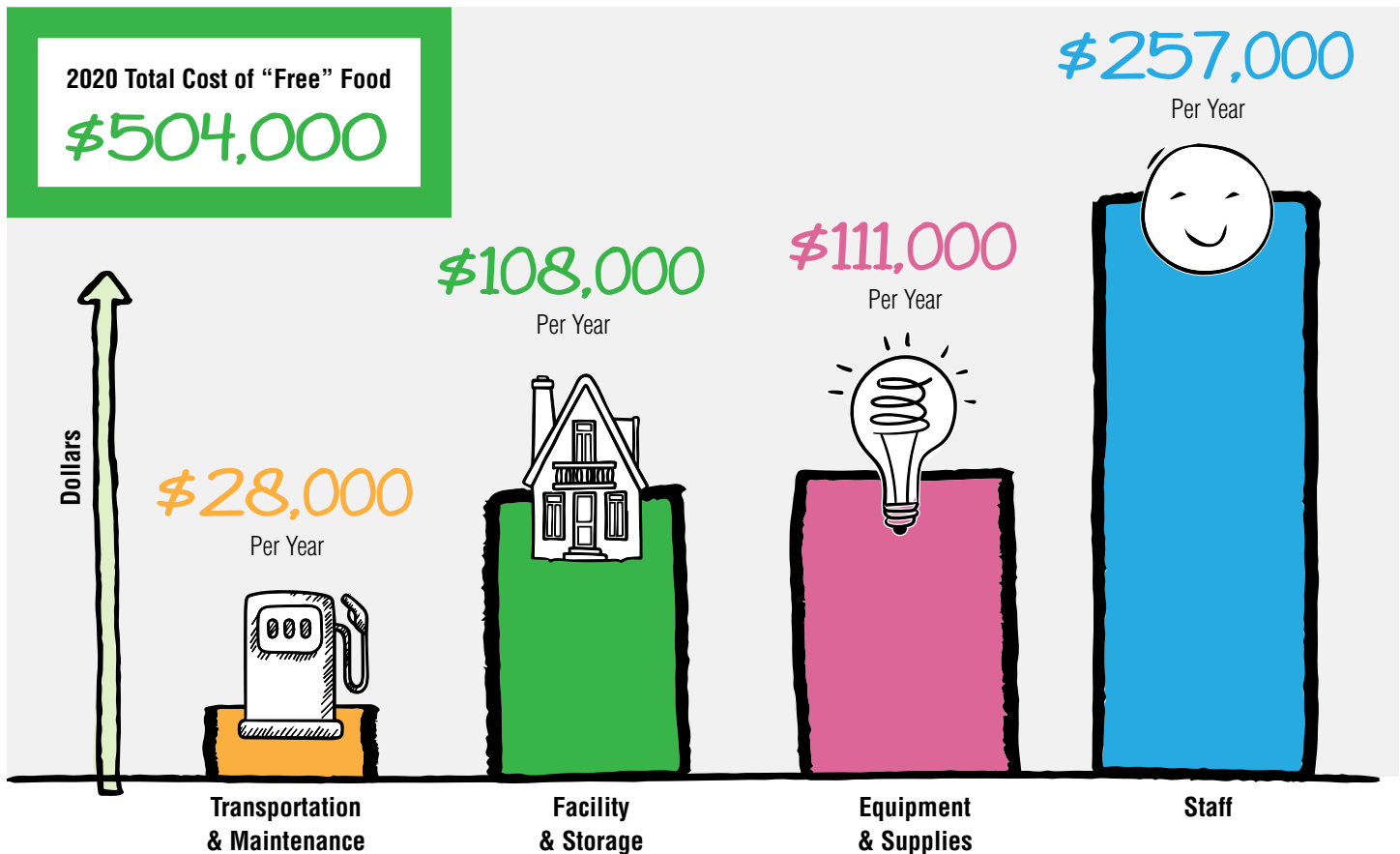
Now, Mary's husband is retired and suffering from dementia, and they've been relying entirely on social security and Mary's minimum-wage income as an in-home health care aide. Then one day, Mary searched for outreach programs in her area and came across SCO.

For the last two years, Mary and her husband have received food market services from SCO that have enabled them to make ends meet and afford more than just the cost of living. They also appreciate being able to receive eggs, milk, and butter, as well as fresh produce and protein from the food market. These items are essential for a balanced diet, but are often the most expensive items to purchase at the store. Thanks to our resource program, Mary and her husband have been able to hold onto their condo in Aliso Viejo that they've called home for 30 years. It is truly a pleasure to see success stories like that of Mary and her husband, proving that even a simple food market can make a world of difference in people's lives.

The Real Cost of "Free" Food

Feeding 1,600 residents each month takes a lot of food! SCO distributes over 700,000 pounds of food each year. The majority of this food is donated to us, from community food drives to our grocery rescue program. However, there are many items that are difficult to get donated so SCO also purchases food every week for our clients. We spend \$65,000 a year purchasing food to insure we have healthy and nutritious options for our clients. We regularly purchase produce, eggs, milk, and butter - items that are essential and compliment the food we get donated. After all, what good is a box of mac and cheese without the essential ingredients of milk and butter?

In addition to purchasing food, SCO spends \$504,000 a year to run our food program. From transportation to storage and refrigerators to staffing, it takes a significant amount of resources to distribute all that food each year. We appreciate all of the food donations we receive, but don't forget: there is a real cost to getting this "free" food in the hands of the clients who need it the most!



Did you know SCO purchases fresh eggs, milk, and butter every week for our clients?

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Manuel Cervantes – Pantry Operations Coordinator

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Bunni Ickes – Upscale Resale Manager

Tanner Lappano – Homeless Prevention Case Worker

Danny Lopez – AmeriCorps Fellow

Teresa Mondello – Upscale Resale Assistant Manager

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Patrick Young – Maintenance Lead

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