

FINAL REPORT

A mini-grant from the Center for Community Engagement, California State University Chancellor's Office stimulated planning for a countywide town hall dialog around safety net issues in Orange County. Cal State Fullerton's Center for Internships & Community Engagement (CICE) partnered with the county's social services hotline referral provider, 2-1-1 Orange County, to convene key informant focus groups and to stage the town hall dialog. CICE also conducted an online survey of service providers and commissioned four faculty members to develop white papers on the four town hall sub-topics: health, housing, hunger and employment.

The dominant theme that emerged from the focus group dialogs was how the current economic crisis is affecting people who may never have accessed safety net resources before. As in other budget down cycles, service providers are challenged to meet increased demand with decreased resources (both public funding and all forms of private support including individual giving, foundation grants, corporate sponsorships and gifts-in-kind, workplace giving drives, volunteer efforts, and all forms of fund raising). To exacerbate these challenges that service providers normally experience during an economic downturn, the county's high rates of unemployment, homelessness, hunger and uninsured have driven client loads to unprecedented levels.

If the conditions that create the higher rates were "normal," the problem for service providers would be based largely on matters of providing clients with proven interventions and resources. However, because the clientele is so different from those who typically have sought assistance before, service providers are challenged to develop new interventions that are appropriate and effective to meet the needs. A new logic model is needed to clarify causes and effects of homelessness, unemployment, hunger, and poor health for people who may never have grappled with those problems before. When the problem isn't related to client behaviors but to the volatility of the economy, and when solving the economic crisis is beyond the scope of service providers, what client interventions are useful? How do we prevent this new client base from developing additional problems as their conditions persist (mental health and depression were cited by all focus groups as additional problems emerging in the wake of clients' primary concerns).

Questions about effectiveness of resource allocations also arose. In a county whose cost of living is unusually high for the state and region, what is the best use of housing dollars? Is it appropriate to provide subsidized or free food, utility support, or other resources to families whose limited financial resources are used to maintain their current housing? And if so, is that support displacing clients with even fewer resources who may already have fallen through the housing safety net? Service providers find themselves in a virtual emergency room in which they must triage every case to determine where their support will make the lifesaving difference or prevent even more damage. While we heard that housing was the most challenging form of assistance to offer and that families should make use of other forms of aid in order to maintain their housing, concerns about resource allocation decisions were shared.

A town hall meeting cannot solve such large questions, and ours was not intended to do so. Participants expressed their appreciation for the value of convening stakeholders of all types and sizes to compare their experiences and gain greater perspective on current conditions and the outlook for the future.

FOCUS GROUPS

To prepare for a panel discussion that would be the core function of the town hall meeting, CICE and 2-1-1 Orange County identified four topics and recruited community leaders to chair focus groups about each.

| | |
|-------------------|---|
| health | Sandra Rose, Community Relations & Public Affairs Director, CALOPTIMA |
| hunger | Director, OC Food Bank |
| housing | Executive Director, Neighborhood Housing Services |
| employment | Executive Director, County of Orange Workforce Investment Board |

Chairs worked with CICE and 2-1-1 Orange County to recruit key informants for their focus group discussions. A total of 46 people participated in the four two-hour meetings, scheduled during the two weeks prior to the town hall event.

Chairs prepared outlines of their respective focus groups' discussions, which they presented during the panel discussion at the town hall meeting.

Attached are:

- focus group plan
- participant list

(Chairs' outlines are included in the attachments for the town hall meeting.)

TOWN HALL MEETING

The theme of the town hall meeting was "How Safe is OC's Safety Net?" To consider that question, several agenda items were included, ranging from a summary of 2-1-1 Orange County's services and call volumes during 2009; results of CICE's safety net survey; and brief reports from three county agencies (social services, health care agency, and homeless prevention). The core event was the panel discussion featuring the reports of the focus group chairs, to which audience members responded with questions.

The facilitator of the panel discussion and audience Q&A was Karen Roper, Director of the County of Orange's Housing and Community Services Department (now known as OC Community Services). In this role, Karen oversees the Office on Aging, Veterans Service Office, Community Investment Division/Orange County Workforce Investment Board, Human Relations Commission, Orange County Housing Authority, Homeless Prevention Division, and Community Development Division.

The event was held at Delhi Community Center in Santa Ana (located in central Orange County). We received 162 advance registrations for the town hall event, and there were perhaps 25 walk-ins.

The very full agenda did not allow sufficient time to address all audience questions. A blog was developed and published to all invitees and participants as a way to sustain ongoing dialog. <http://ocsafetynet.blogspot.com/>

Attached are:

- overview of town hall plan
- event flyer
- the agenda
- 2-1-1 Orange County review for 2009
- CICE safety net survey results
- focus group chairs' presentation outlines
- 10-year plan to end homelessness
- registration list

ATTACHMENTS

FOCUS GROUP PLAN

Chairs

Each focus group Chair will lead a discussion among 10-12 key informants within his or her respective topic area (health, hunger, housing, and employment), and summarize the group's discussion at the Town Hall event.

Key steps for focus group chairs are:

- identify 15-18 key informants to participate in your focus group
- set a meeting date and time for the focus group (schedule a 2-hour timeframe, and plan on 90 minutes for discussion)
- confirm the participation of at least 10 key informants who represent a wide range of perspectives and stakeholders (government, nonprofit, funders, clients or client advocates, policymakers); seek diversity of opinion and experience; the dynamics can be good whether or not people are already acquainted
- ideally, the site for the focus group should be comfortable and within reasonable driving distance for most participants; basic hospitality should be available but isn't necessary
- capture the group's discussion for your report at the Town Hall event (see following page).

Since the focus group chair will be summarizing the group's discussion and reporting out at the Town Hall event, he/she should take whatever notes are necessary to prepare for that role. The chair may ask a staff member to take notes (similar to meeting minutes) to capture the basic threads of the discussion. Tape recording the focus group's discussion (if acceptable to all participants) may be helpful preparation -- but also may require the chair to spend time later reviewing the tape and organizing notes and comments. Notetaking style and approach depends on whatever the chair requires as preparation for his/her report at the Town Hall.

AGENDA FOR FOCUS GROUPS

Self introductions.

Brief overview of town hall/agenda (Judy Bowden and Kathleen Costello)

Questions for group:

- What does the "safety net" mean to you/your field?
- How Safe is OC's Safety Net?
- What are the unique conditions of the safety net in the last year?
- What are the prospects for the safety net in the coming year?

At the Town Hall event, focus group chairs will summarize each group's discussions, and then invite the audience to explore these questions:

1. Projects, partnerships, resources in the sub-topic areas that
 - a) existed before town hall
 - b) identified during town hall
 - c) developed as a result of town hall
2. What did the town hall reveal as the:
 - a) greatest asset in this area?
 - b) greatest challenge in this area?
3. What next steps were identified?

"How Safe is OC's Safety Net?" Town Hall
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FOCUS GROUP PARTICIPANTS

HOUSING

Glenn Hayes, Neighborhood Housing Services
Sharon Ellis, Habitat for Humanity
Karen Francis, Orange County's United Way
Ellen Jacobs, Legal Aid Society OC
Lacy Kelly, League of CA Cities
Larry Landauer, Regional Center of OC
Dawn Lee, OC Partnership
Pam Lee, Fullerton Interfaith Emergency Service
Kelly Lupro, County of Orange
Linda Morad, City of Fullerton
Margie Wakeham, Families Forward
Jean Watkins, Salvation Army
Michael LaCour-Little, CSUF faculty
Judy Bowden, 2-1-1 Orange County
Kathleen Costello, CSUF

EMPLOYMENT

Andrew Munoz, County of Orange Workforce Investment Board
Alicia Berhow, OC Business Council
Rob Claudio, EDD: OC Regional Manager, Workforce Services
Armando de la Libertad, Wells Fargo
Carlos de la Riva, City of Santa Ana
Karen Francis, Orange County's United Way
Stephanie Koontz, County of Orange Workforce Investment Board
Reay Lindsey, County of Orange Workforce Investment Board
Connie McKenney, County of Orange Workforce Investment Board
Ron Milone, County of Orange Workforce Investment Board
Rita Slayton, City of Anaheim
Wallace Walrod, OC Business Council
Lois Wilkerson, Coastline Community College & Westminster 1-stop and WIBs
Doug Wooley, Goodwill
Judy Bowden, 2-1-1 Orange County
Kathleen Costello, CSUF

HEALTH

Sandra Rose, CalOptiona
Maria Castaneda Calleros, CalOptima
Dan Castillo, MSI Program
Carrie DeLaurie, Mercy House
Ellen Lee, CSUF Health Science Dept.
Gloria Mayer, Institute for Healthcare Advancement
Karen McGlenn, Share Our Selves
Cheryl Meronk, Council on Aging
Ana Nogales, Casa de la Familia
Julie Puentes, Hospital Assn of Southern CA
Brenyale Toomer-Byas, Orange County's United Way

"How Safe is OC's Safety Net?" Town Hall

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Ericka Waidley, Campfire

Judy Bowden, 2-1-1 Orange County

Kathleen Costello, CSUF

HUNGER

Mark Lowry, OC Community Action Partnership; Food Bank

Dolores Barrett, OC Community Action Partnership

Ed Ewart, South County Outreach

Karen Francis, OC United Way

Donna Henderson, OC Social Services Agency

Sara Johnson, CSUF faculty

Pamela Kahn, OC Department of Education

Jim Palmer, OC Rescue Mission

Donna Robinson, OC Health Care Agency

Brenyale Toomer-Byas, Orange County's United Way

Bob Wright, Second Harvest Food Bank

Judy Bowden, 2-1-1 Orange County

Kathleen Costello, CSUF

TOWN HALL PLAN

Overview

Safety Net Issues in Orange County Town Hall forum, winter 2010

WHAT: A series of focus group discussions among key informants, followed by a public Town Hall Forum, around Orange County's human services and social services safety net issues. The purposes of the forum are:

- To engage communities in conversations about needs and assets as a result of this current economic crisis.
- To strengthen partnerships between campuses and communities and raise awareness of the impacts of this economic crisis.
- To provide a foundation of information to prepare CSU campuses to respond to a call for proposals for the SAFETY NET program, if funded by Learn and Serve America.

BACKGROUND: With the 8th-largest global market, California's dynamic, knowledge-based economy is a major facet of the international economy. However, as a result of the current global economic crisis, California has among the highest unemployment and foreclosure rates in the country. Additionally, with a \$42 billion deficit, the state will be challenged in its efforts to meet our rapidly evolving technology, demographic changes and workforce transitions in the years ahead.

The needs in California resulting from the economic crisis are sobering:

- The California Budget Project estimates that more than 500,000 Californians will be homeless sometime this year.
- More than 13% of Californians have an income below the federal poverty level, in spite of the fact that many are employed, some with two or three jobs.
- In 2007, 1 in 28 CA households suffered low food security. Now, this trend is only increasing; the Greater Los Angeles Food Bank reported that food pantry demand increased by 41% in November 2008.
- According to a 2008 report by the McKinney-Vento Education Programs, of the 2.2 million children living in poverty in CA, more than 292,624 (13%) are homeless.

WHEN: Tuesday, April 6, 2010, from 8:30 a.m. to noon.

WHERE: Delhi Center, Santa Ana

WHO: 2-1-1 Orange County
California State University, Fullerton

The steering committee will consist of community leaders representing safety net service providers, as well as funders, policy makers and government agencies, who will help frame the questions to be explored and desired outcomes. The town hall event will be open to all of the above, plus CSUF students/faculty and the public.

"How Safe is OC's Safety Net?" Town Hall
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TOWN HALL FORMAT

Overall topic: "How Safe is OC's Safety Net?"

Moderator: Karen Roper, Director of Community Services, County of Orange

Sub-topics (4 focus groups, with the chair of each group composing the panel for the Town Hall):

- hunger: Mark Lowry, OC Community Action Partnership
- employment: Andrew Munoz, OC Workforce Investment Board
- health: Sandra Rose, CalOptima
- housing: Glenn Hayes, Neighborhood Housing Services

Focus Groups: convene 4 focus group discussions with 10-12 key informants (one discussion for each of the sub-topics) held 1 to 2 weeks before Town Hall. Chair(s) of each focus group compose the panel for the Town Hall and report out on their groups' discussions.

Town Hall: Brief presentation of results of online survey of safety net providers. Focus Group reports from chairs. Audience Q&A. Town Hall dialog.

White papers: CSUF faculty members will be asked to develop a white paper in conjunction with his/her community partner counterpart, based on the input from the focus group and Town Hall. Papers will be incorporated into the Town Hall report and posted online.

Findings that CSUF is required to report on:

1. Projects, partnerships, resources in the sub-topic areas that
 - a) existed before town hall
 - b) identified during town hall
 - c) developed as a result of town hall
2. What did the town hall reveal as the:
 - a) greatest asset in this area?
 - b) greatest challenge in this area?
3. What next steps were identified?

How Safe is Orange County's Safety Net?

A Town Hall Meeting Presented by



CALIFORNIA STATE UNIVERSITY
FULLERTON

Tuesday, April 6, 2010

8:30 a.m. to 12:00 p.m.

Delhi Community Center, 505 E. Central Ave., Santa Ana 92707

Moderator:

Karen Roper, Director of Community Services, County of Orange

Panelists:

Glenn Hayes, Neighborhood Housing Services

Mark Lowry, Community Action Partnership

Andrew Munoz, Orange County Workforce Investment Board

Sandra Rose, CalOptima

To register for this event, please visit:

<http://www.surveymonkey.com/s/OCSafetyNetRegister>

Registration deadline is April 2, 2010

Please join us to discuss the condition of Orange County's safety net in today's economy. Join service providers, policymakers, funders, government agencies, elected representatives and board members as we explore the new realities in our communities. Your participation in this open forum is encouraged!

For more information, please contact:

Judy Bowden
Executive Director
2-1-1 Orange County
jbowden@211oc.org

Kathleen Costello
Cal State Fullerton Center for Internships &
Community Engagement
kcostello@fullerton.edu

*Supported in part by a grant from the Center for Community Engagement,
California State University Chancellor's Office*

4-6-2010

"How Safe is OC's Safety Net?" Town Hall
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TOWN HALL

AGENDA

"How Safe is Orange County's Safety Net?"

Tuesday, April 6, 2010
8:30 a.m. to noon

| | |
|---|--|
| Welcome | Judy Bowden, 2-1-1 Orange County |
| Facilitator | Jeannie Kim-Han, Cal State Fullerton |
| 2-1-1 Orange County in 2009 | Judy Bowden |
| Safety Net Survey Results | Kathleen Costello, Cal State Fullerton |
| Panel Discussion | |
| Moderated by Karen Roper, Director of OC Community Services, County of Orange | |
| HOUSING | Glenn Hayes, Neighborhood Housing Services |
| HUNGER | Mark Lowry, Community Action Partnership |
| EMPLOYMENT | Andrew Munoz, Orange County Workforce Investment Board |
| HEALTH | Sandra Rose, CalOptima |
| break | |
| Safety Net Perspectives | Dr. Michael Riley, Orange County Social Services Agency |
| Safety Net Perspectives | Amy Buch, Division Manager, Orange County Health Care Agency |
| 10 Year Plan to End Homelessness: A Tool for the Safety Net | |
| | Karen Roper, OC Community Services |
| Town Hall dialog | audience Q&A moderated by Karen Roper |
| Adjourn | |



Increasing Needs in Orange County

A Presentation by 2-1-1 Orange County

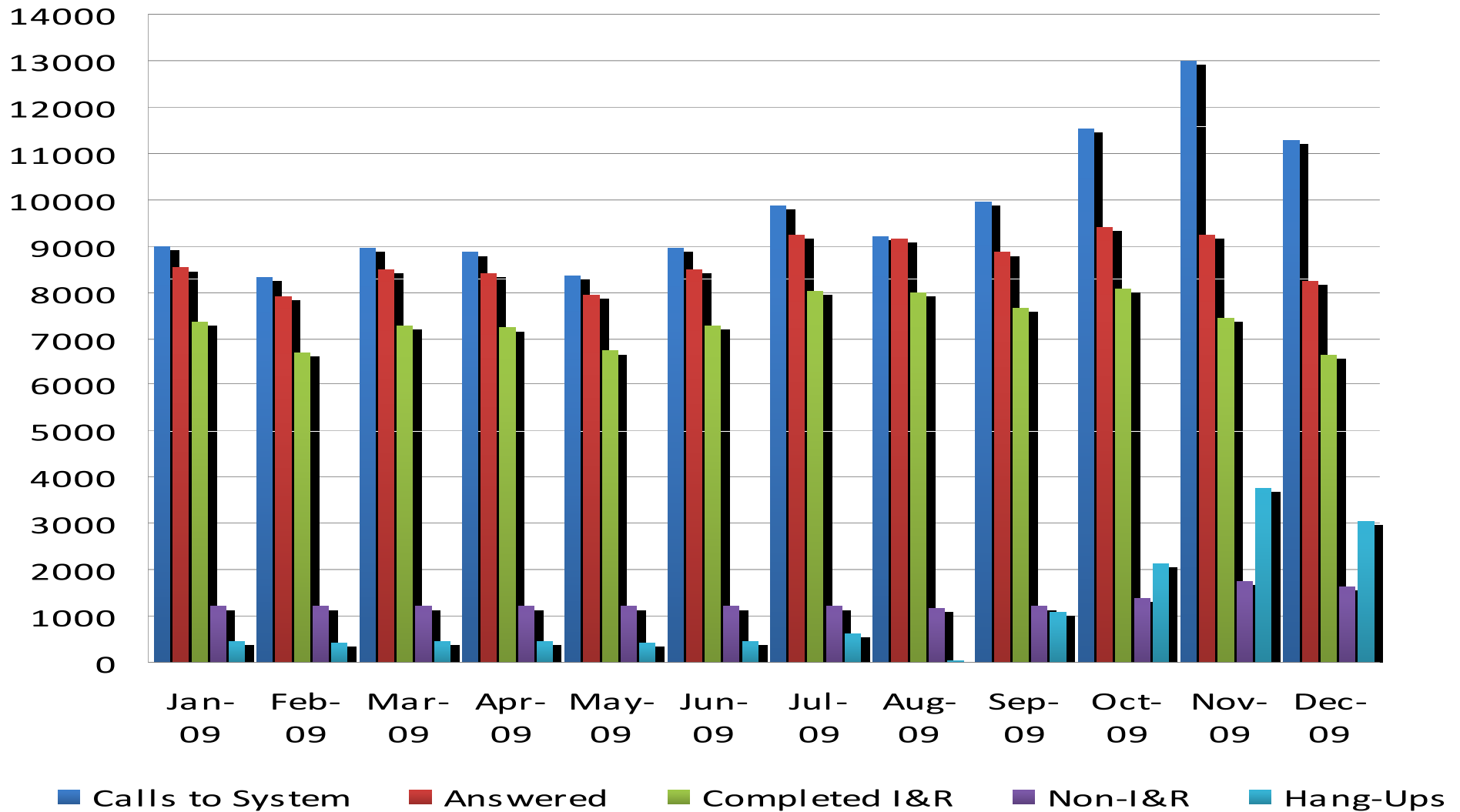


Overview

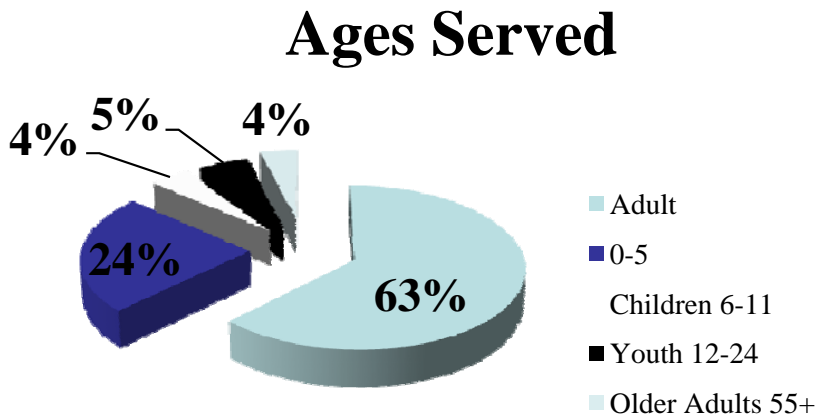
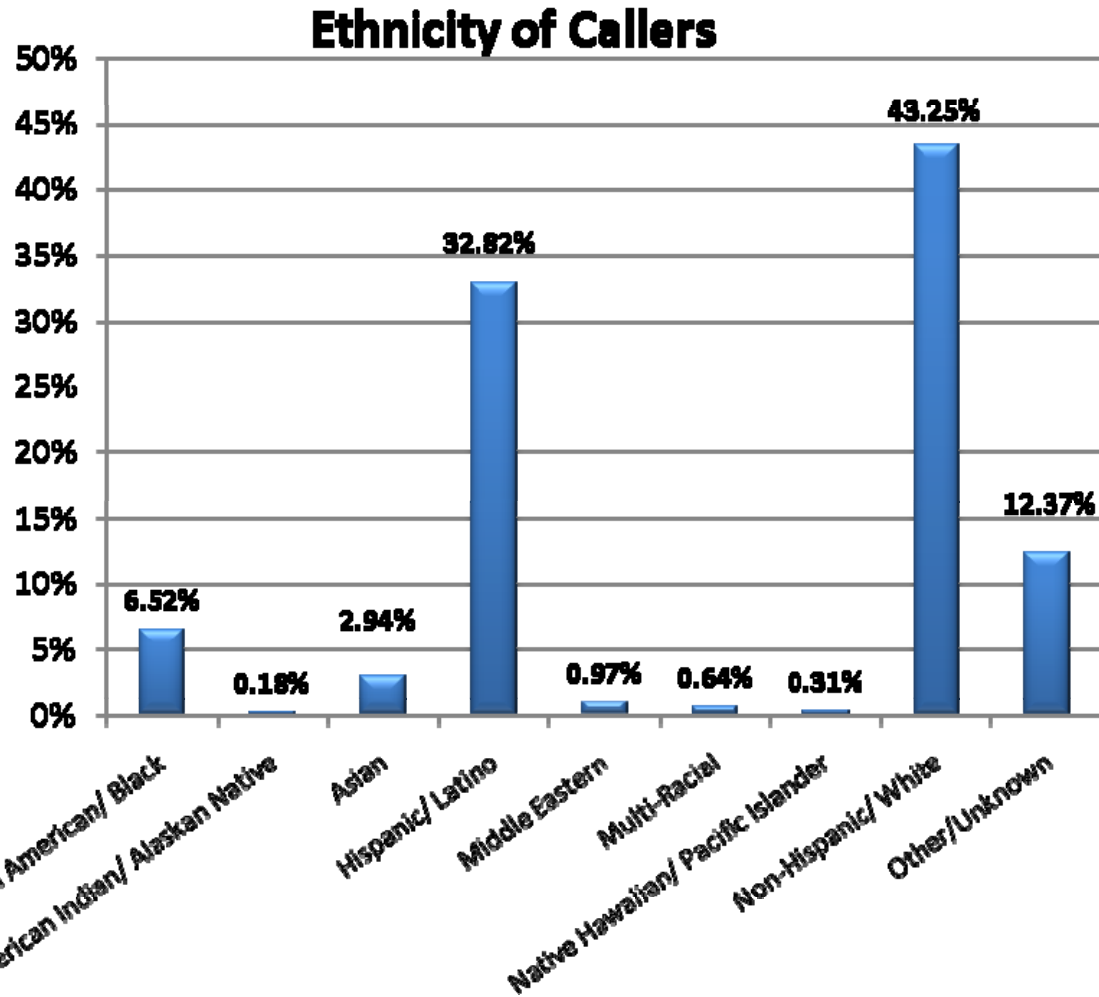
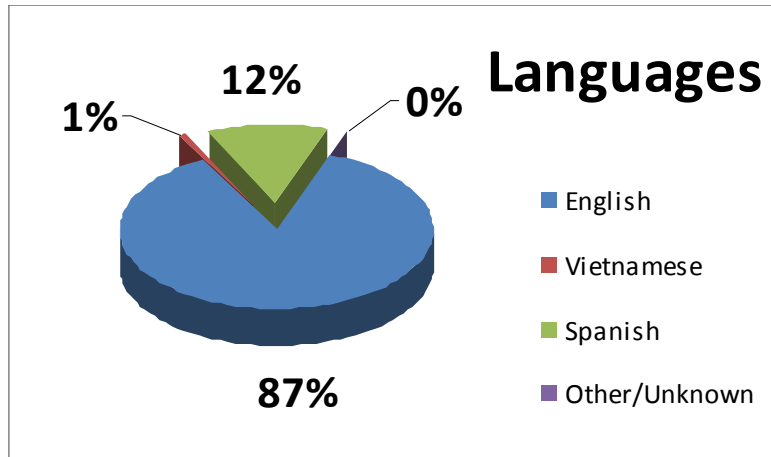
- Calls are at record levels
- All cities are experiencing increased call volume
- Basic needs and income security top the list

Calls Hitting the 2-1-1 System

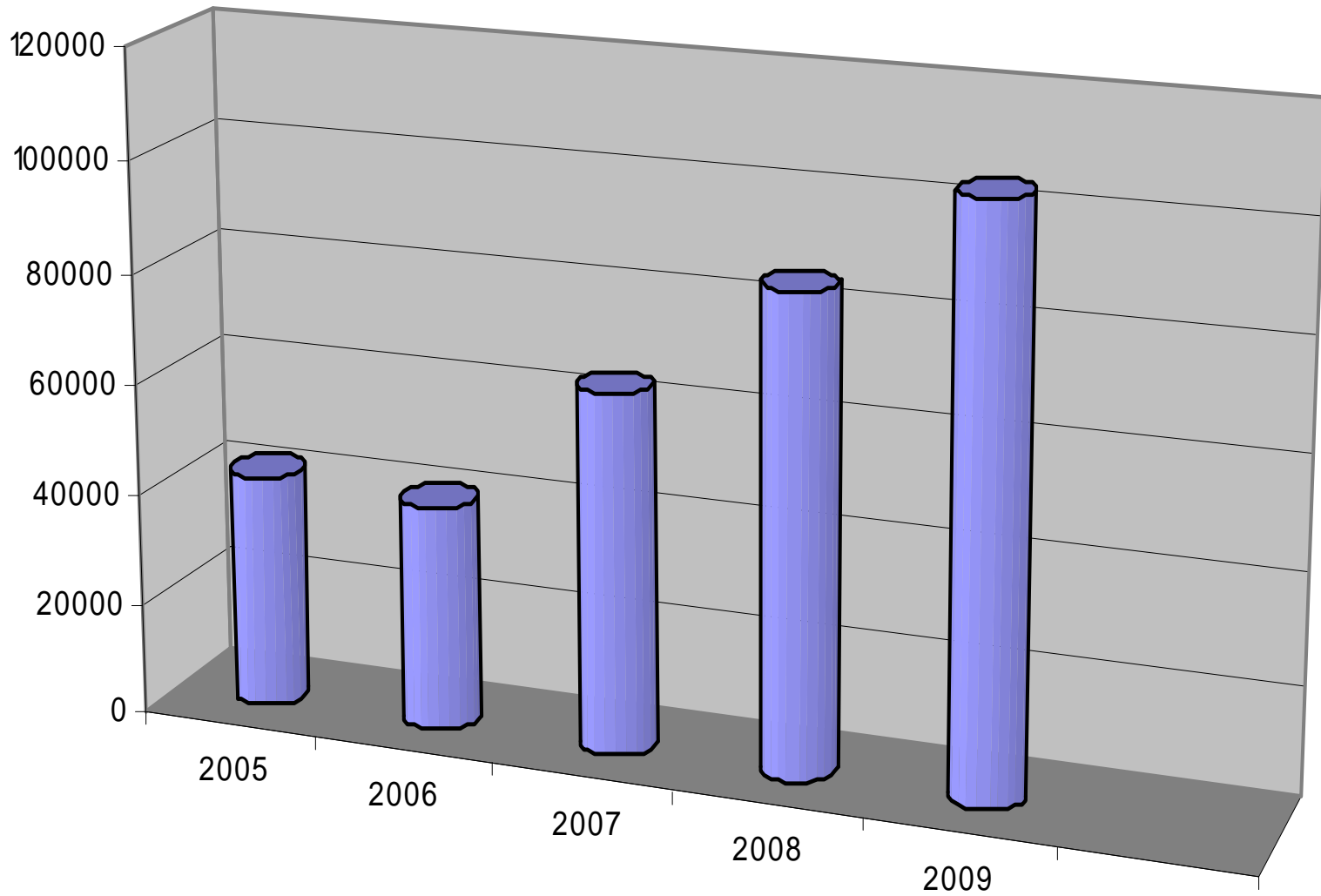
Month to Month call Comparison



Caller Diversity



Year to Year Call Comparison



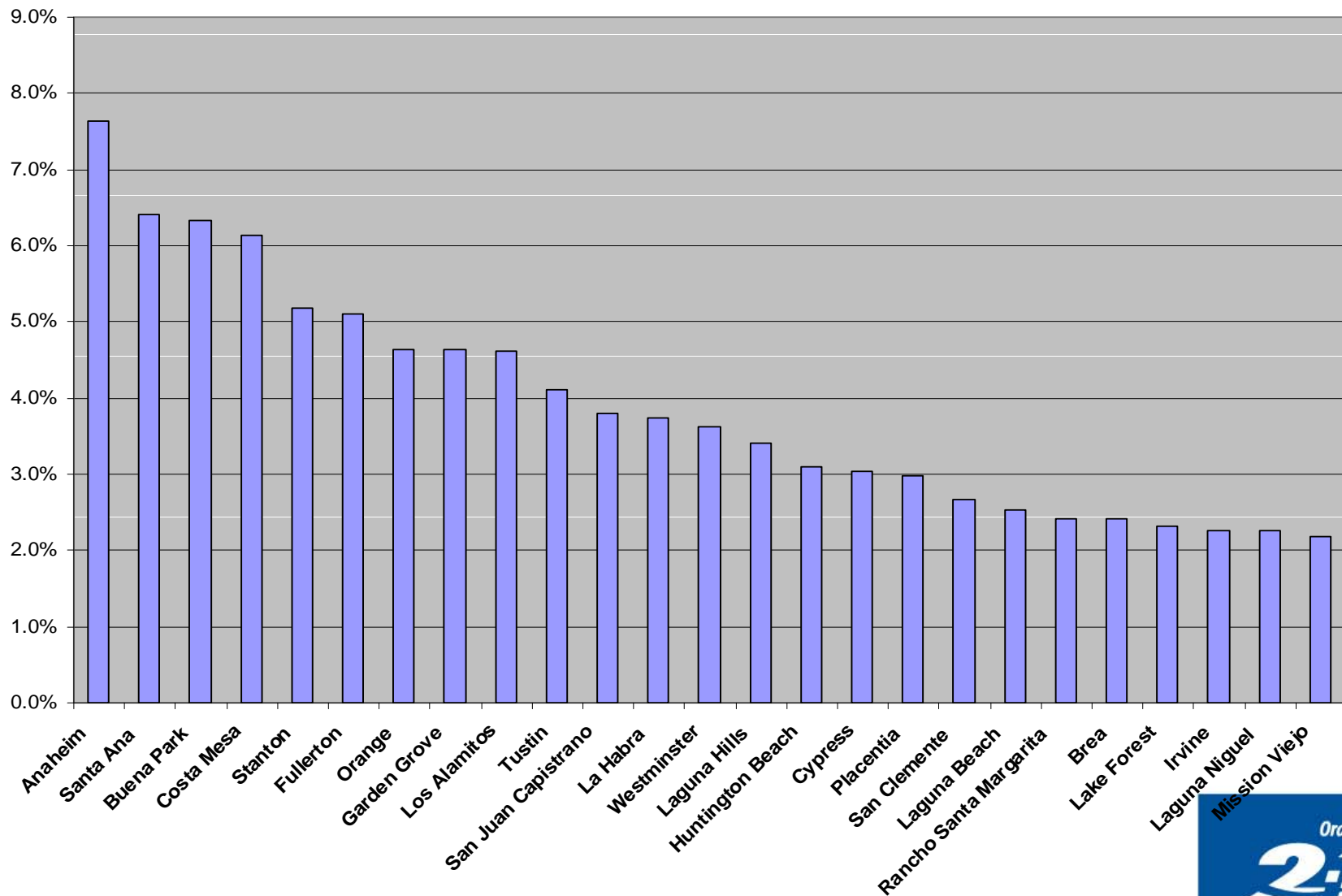


2-1-1 Data Goldmine

- Statistics by
 - Location/city
 - Size of household
 - Ages in household
 - Needs of caller
- Trend analysis
 - Demand on service type
 - Availability of services needed
 - Hot pockets

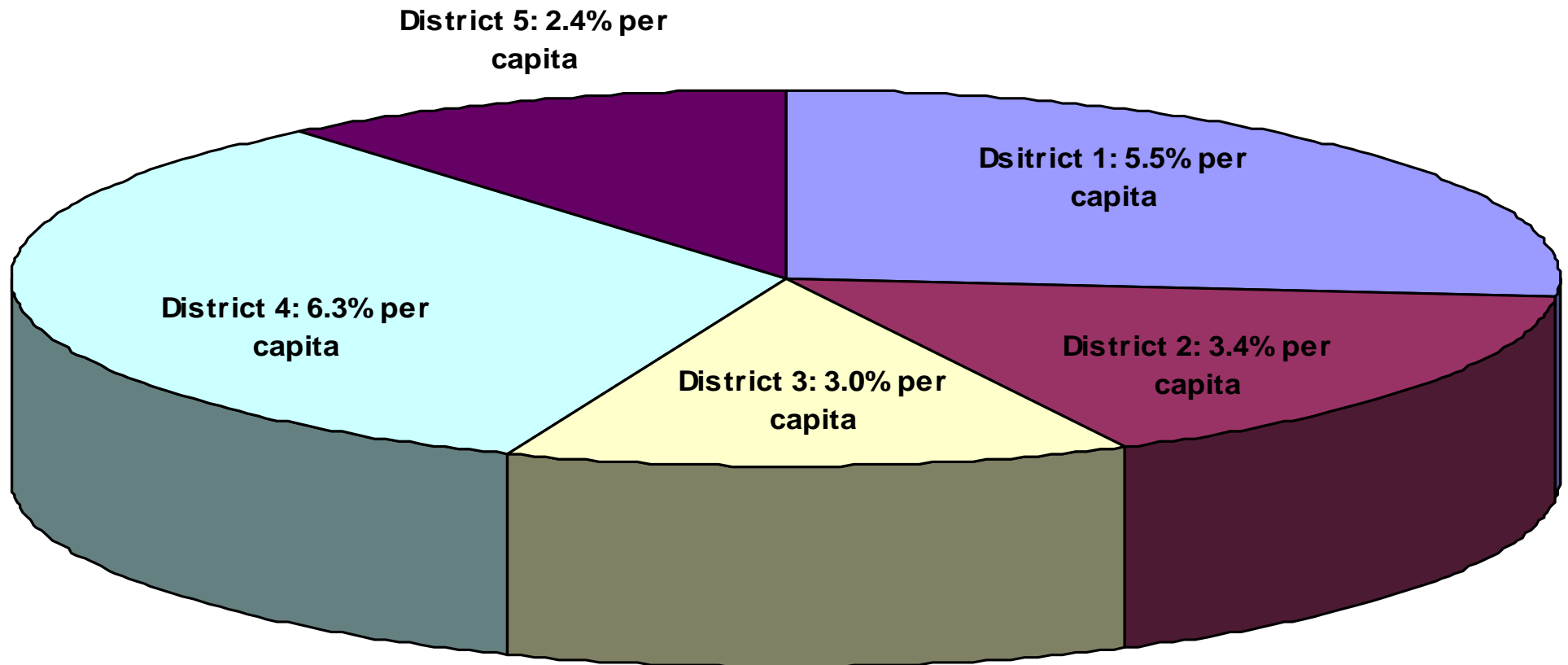
Cities – Top 25 per Capita

Calls Per Capita Jul 2008 to Feb 2010



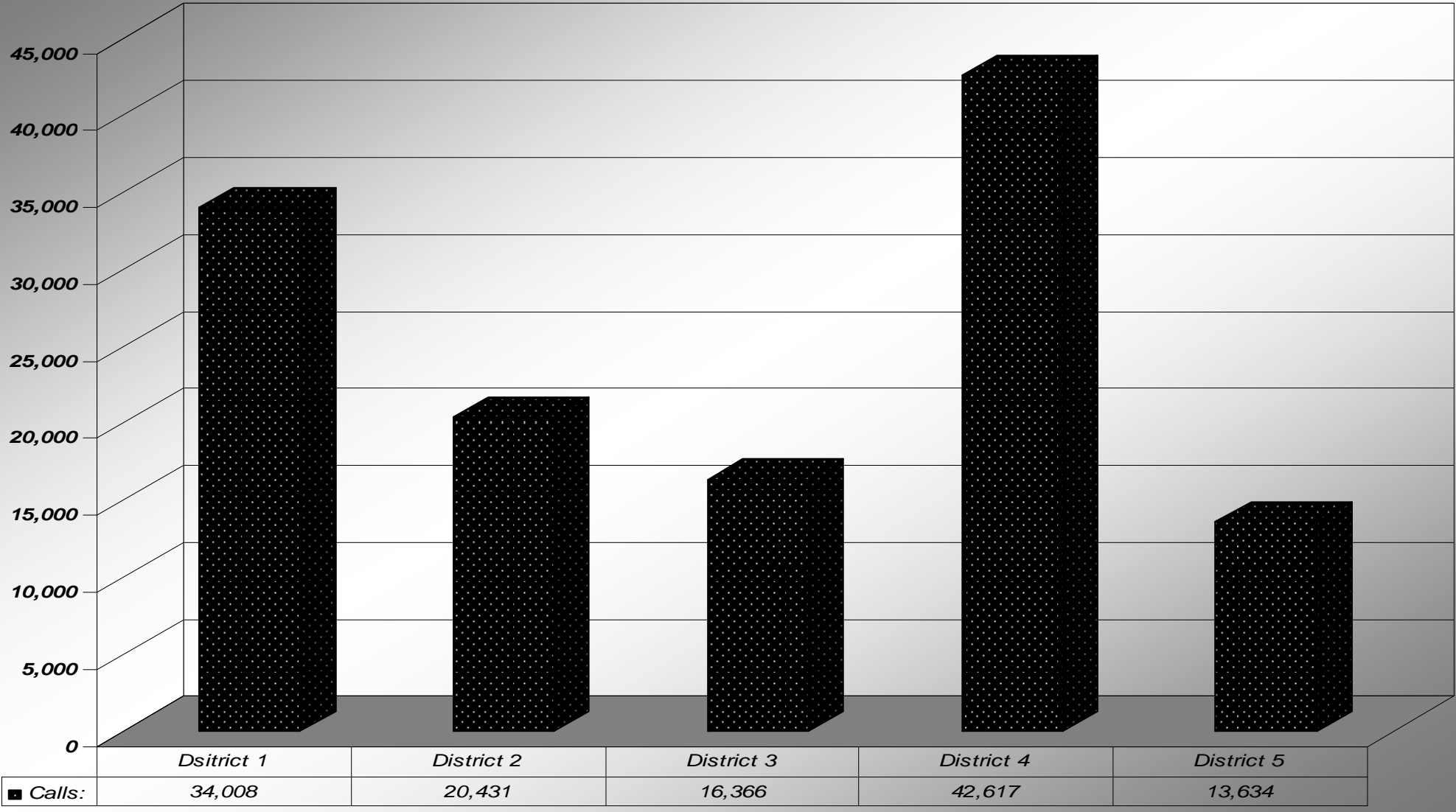
Per Capita Calls by District

Jul 08 thru Feb 10



Total Calls by County District

July 08 thru Feb 10



■ Calls:

District 1

District 2

District 3

District 4

District 5

34,008

20,431

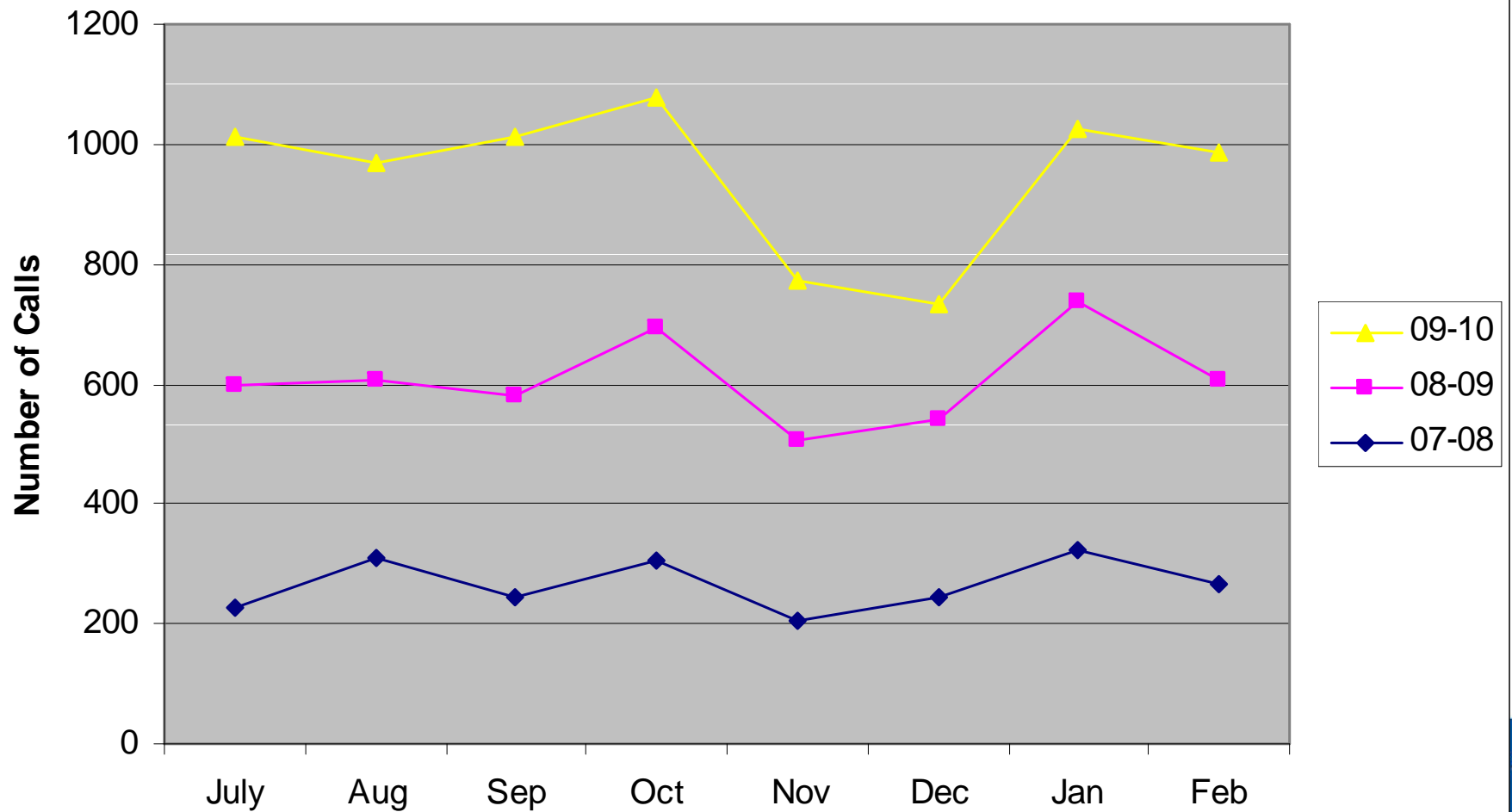
16,366

42,617

13,634

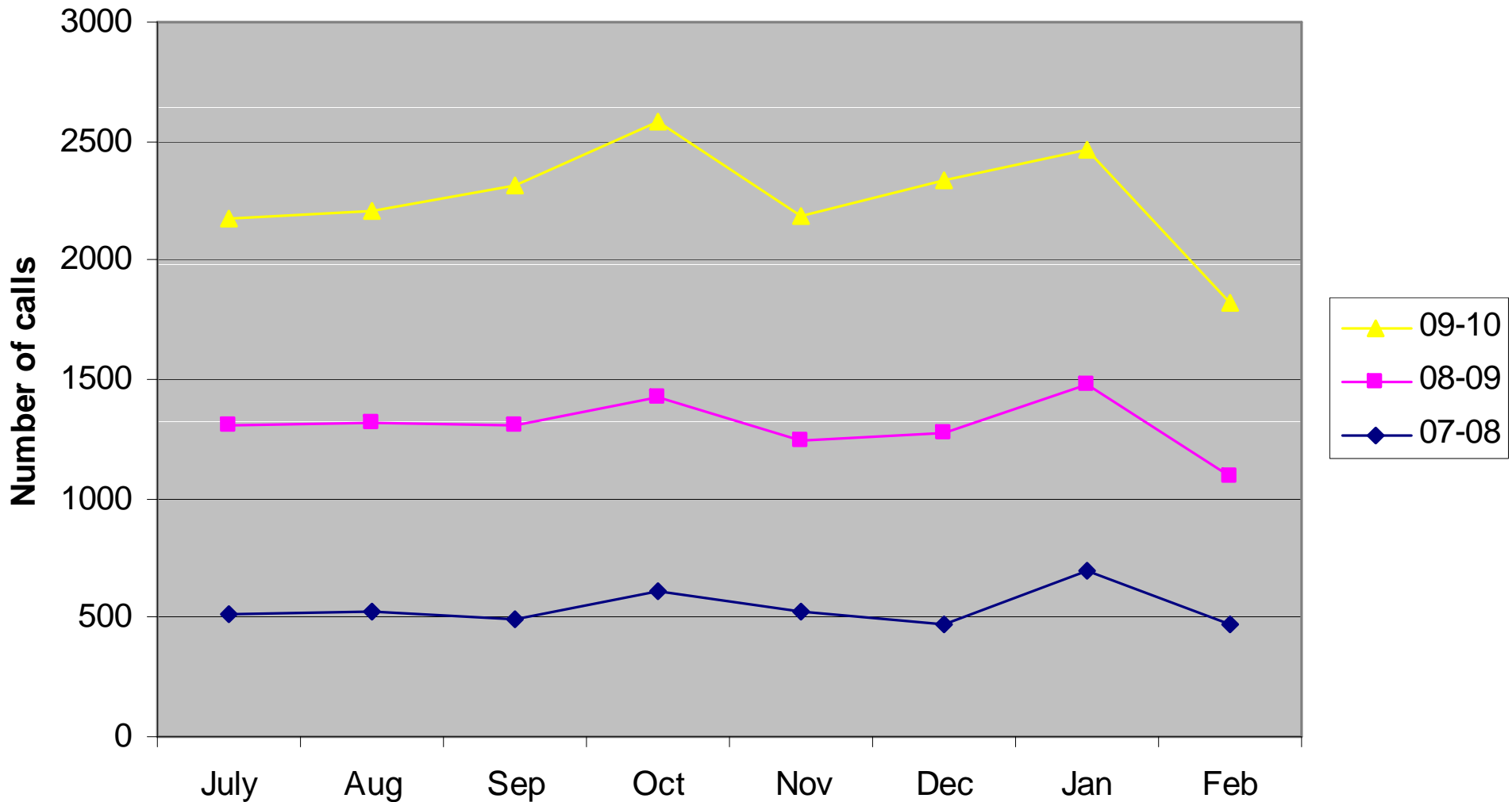
Housing

Requests for Housing



Requests for Rental Assistance

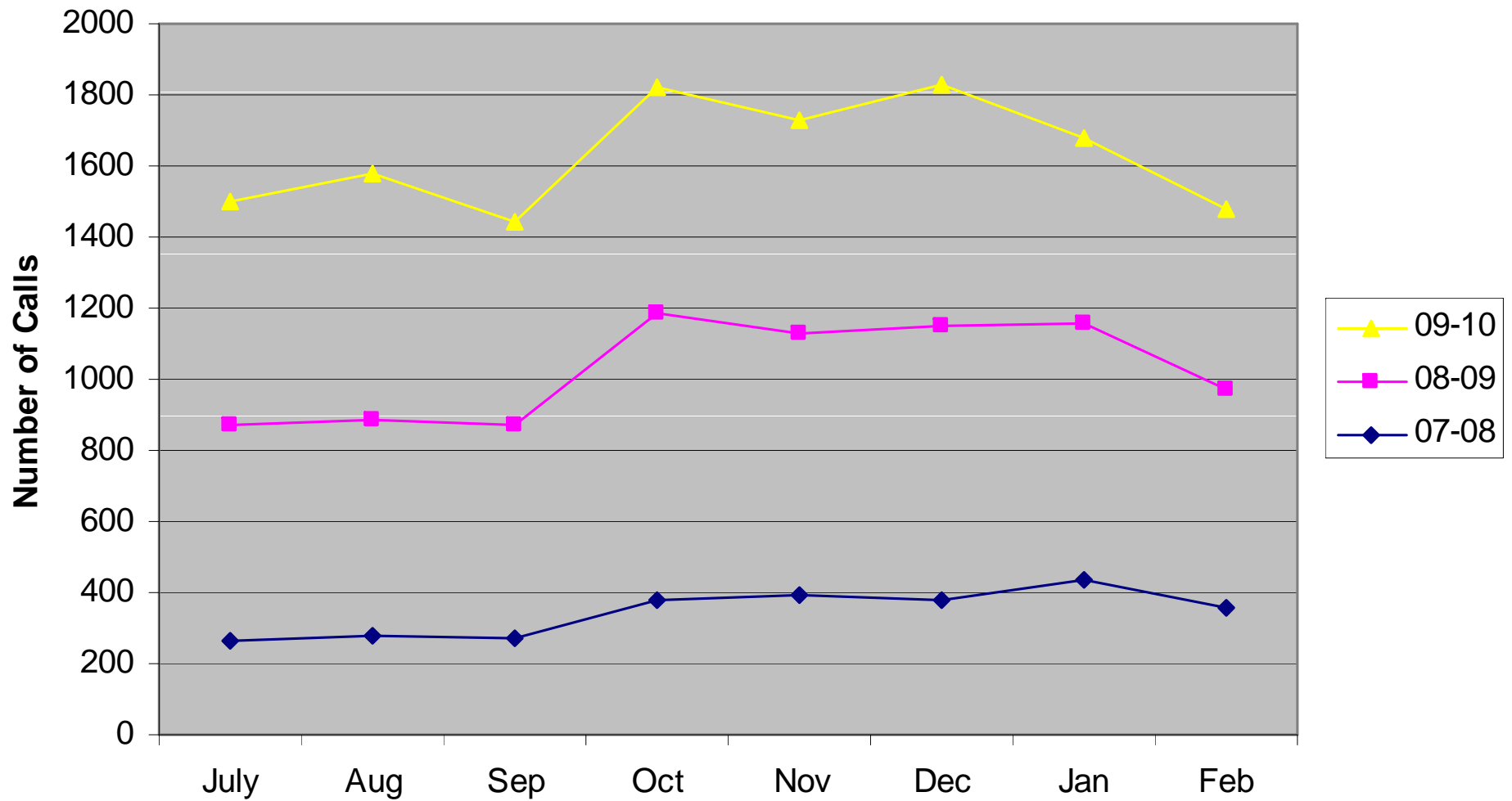
Requests for Rental Assistance





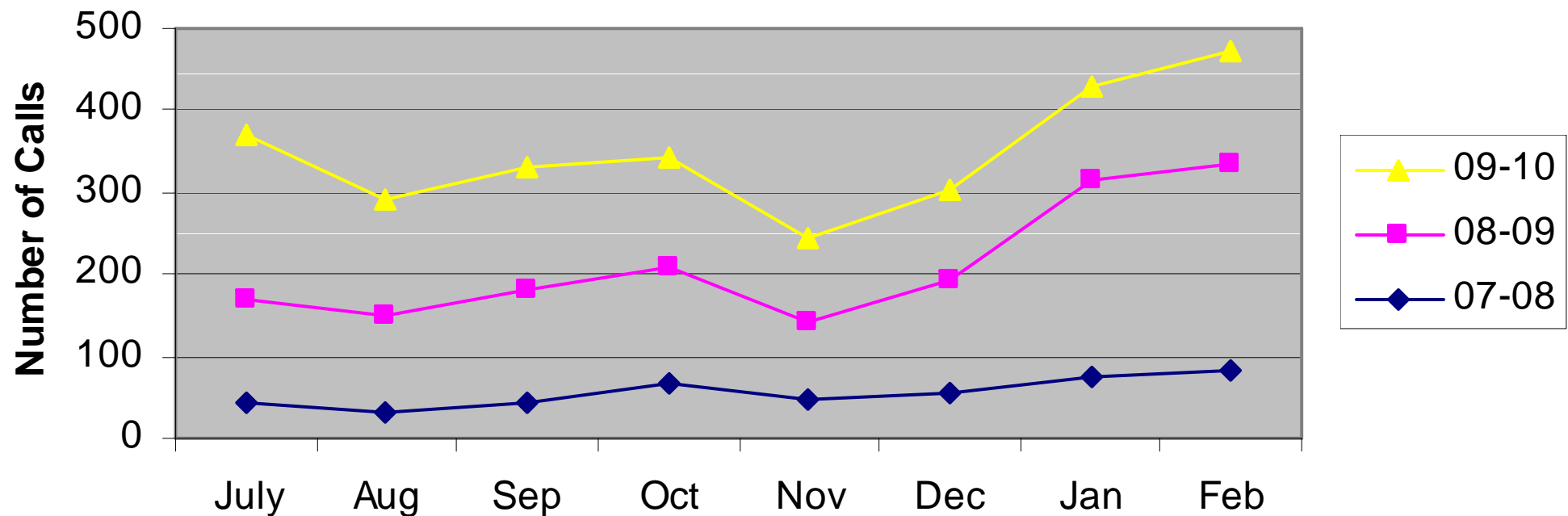
Hunger

Requests for Food



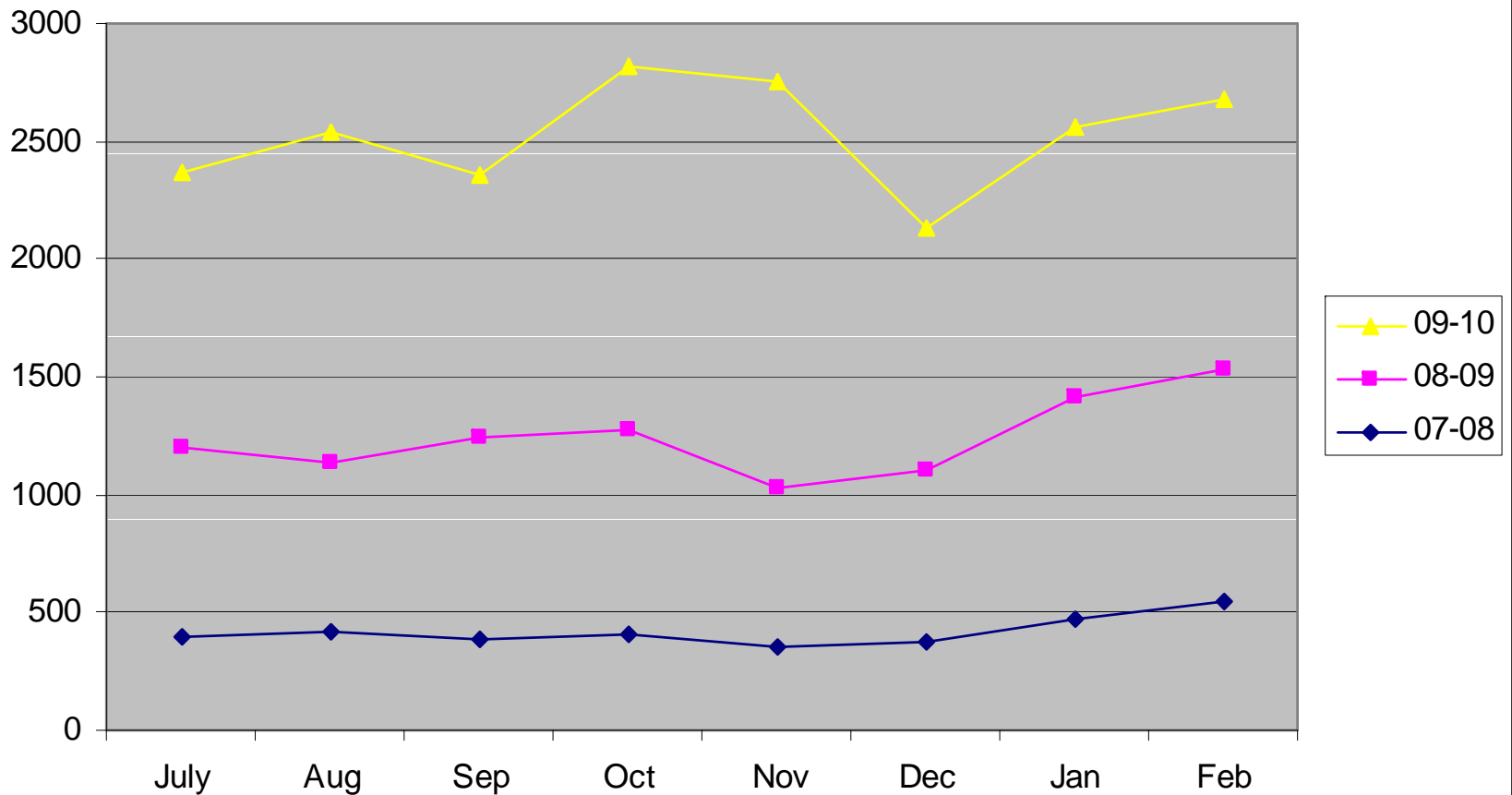
Employment and Training

Employment and Training Requests



Health Care

Health Care Requests



How Safe is OC's Safety Net?

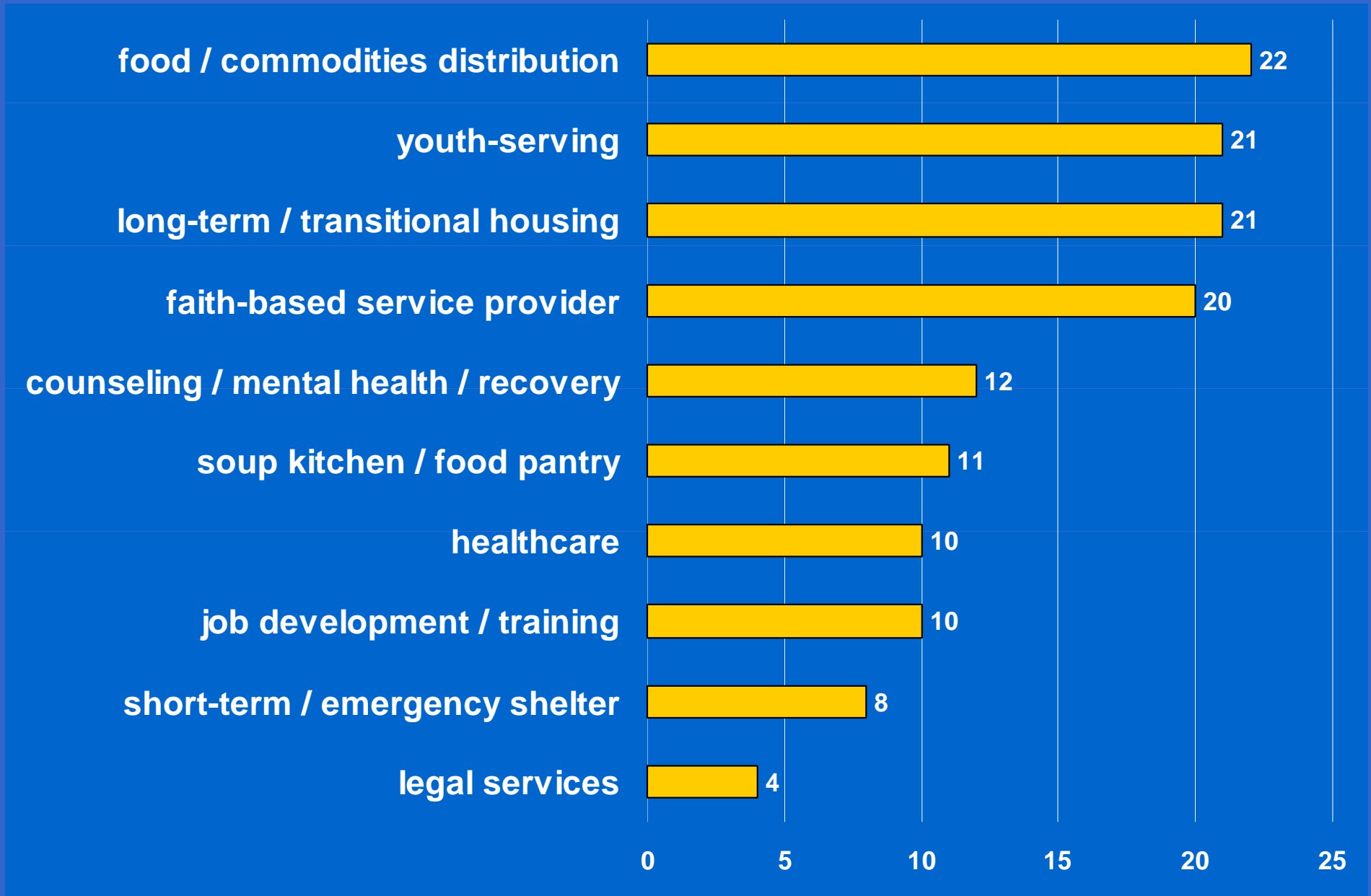
Online opinion survey

*Convenience sample of 148 organizations
February 26 – April 1, 2010*

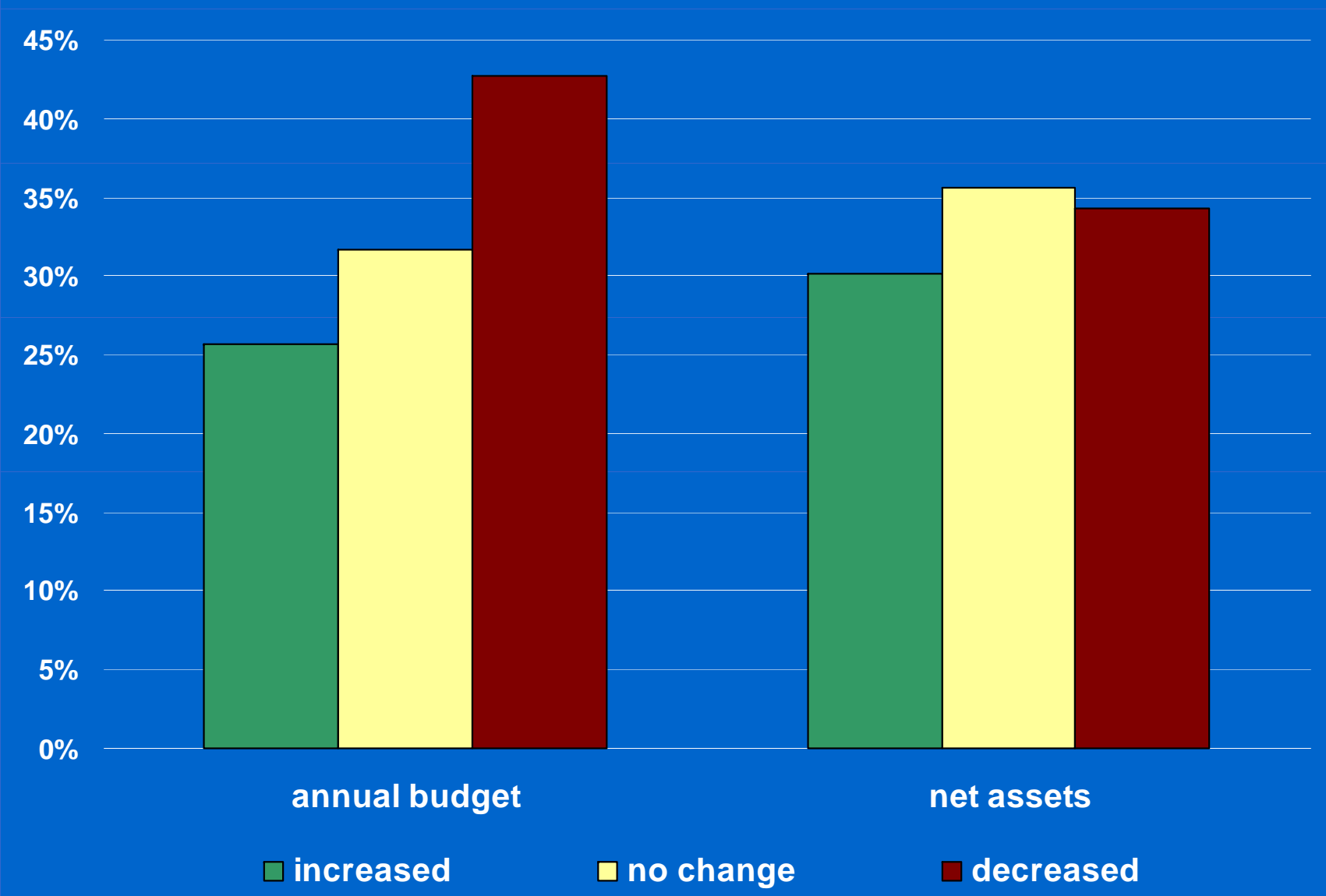


Respondent profiles

Primary service categories:

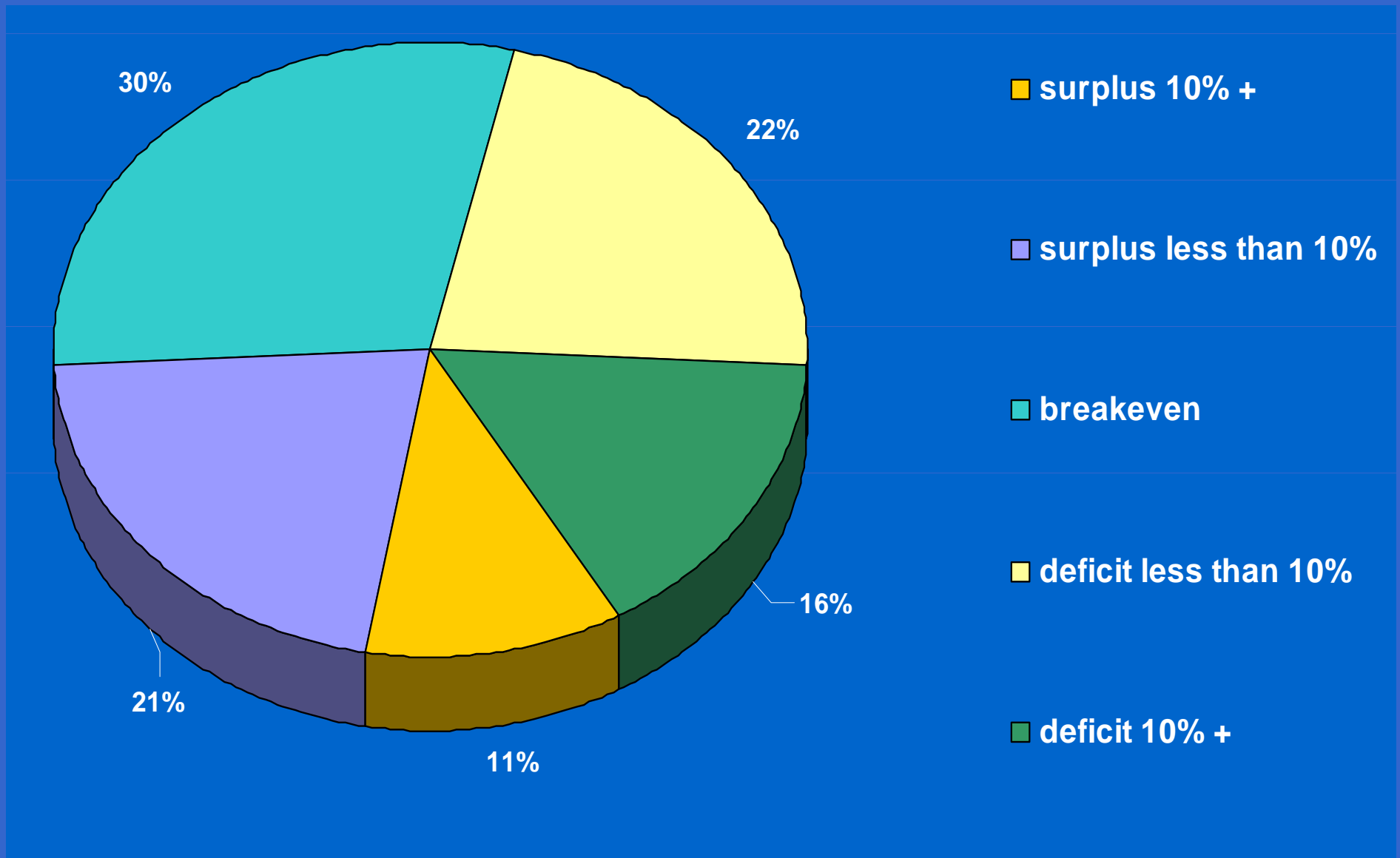


2009-10 annual budget and net assets as compared to 2008-08:

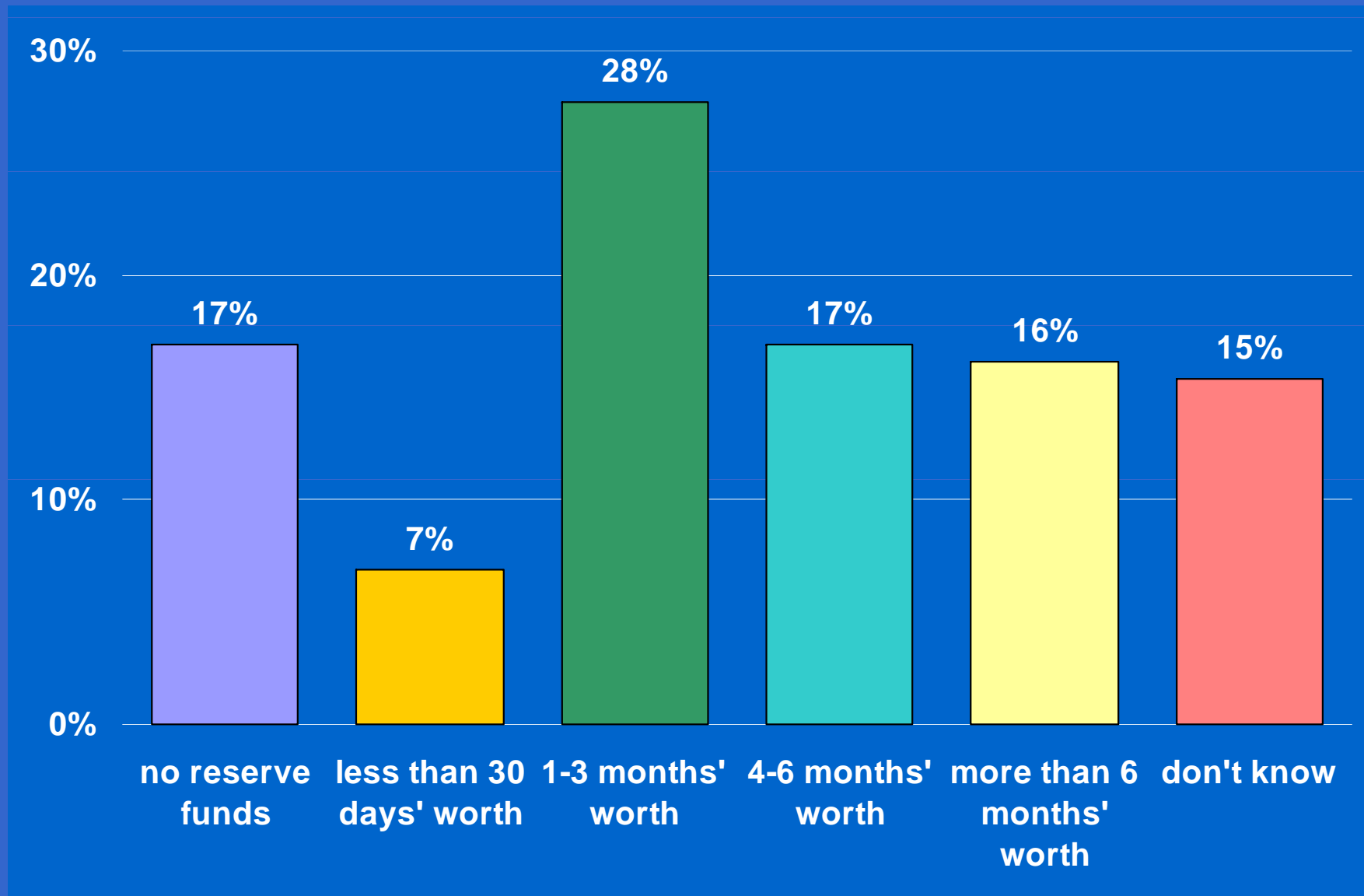


Financial conditions

Year-end financial result:

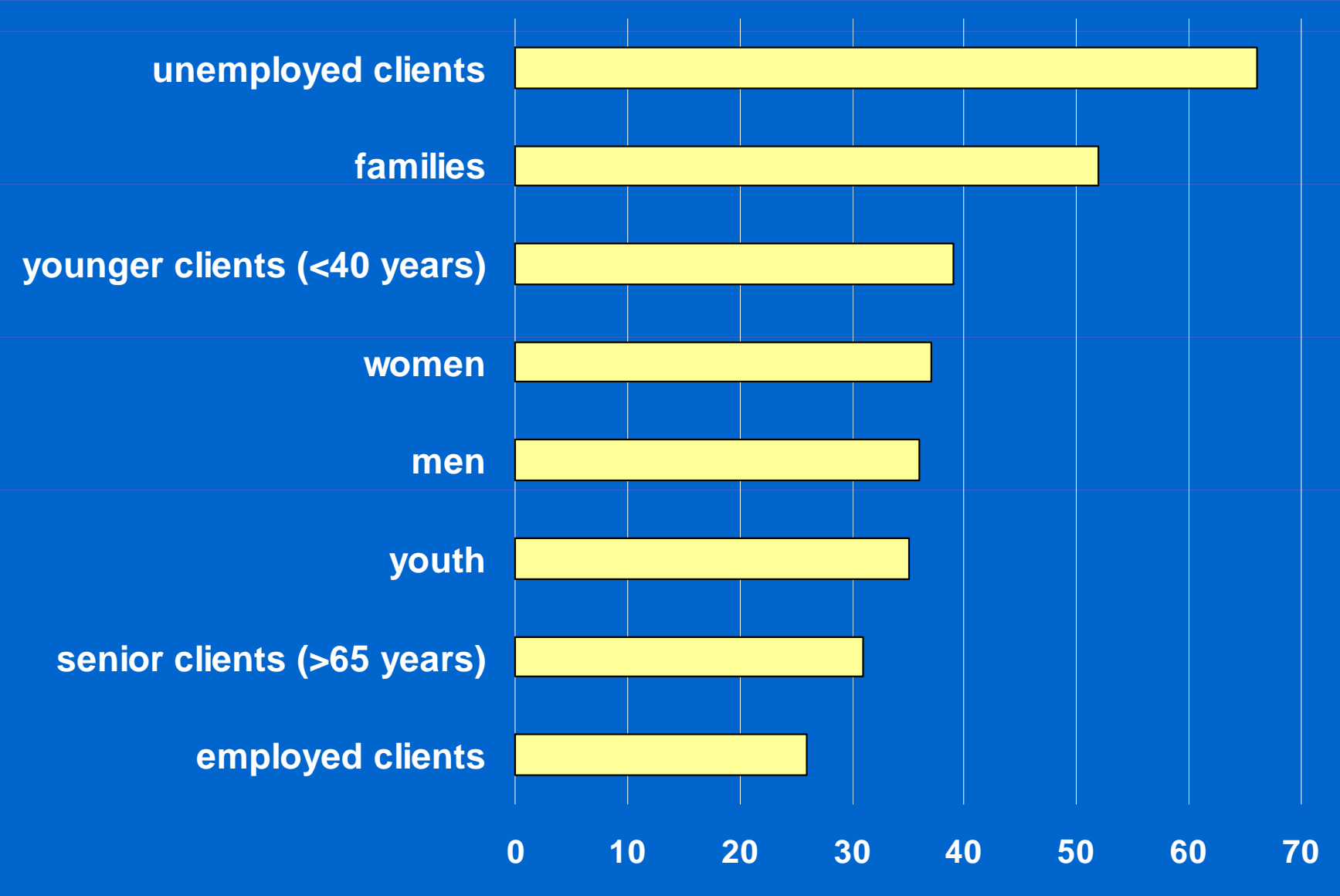


Amount of current unrestricted operating reserves:

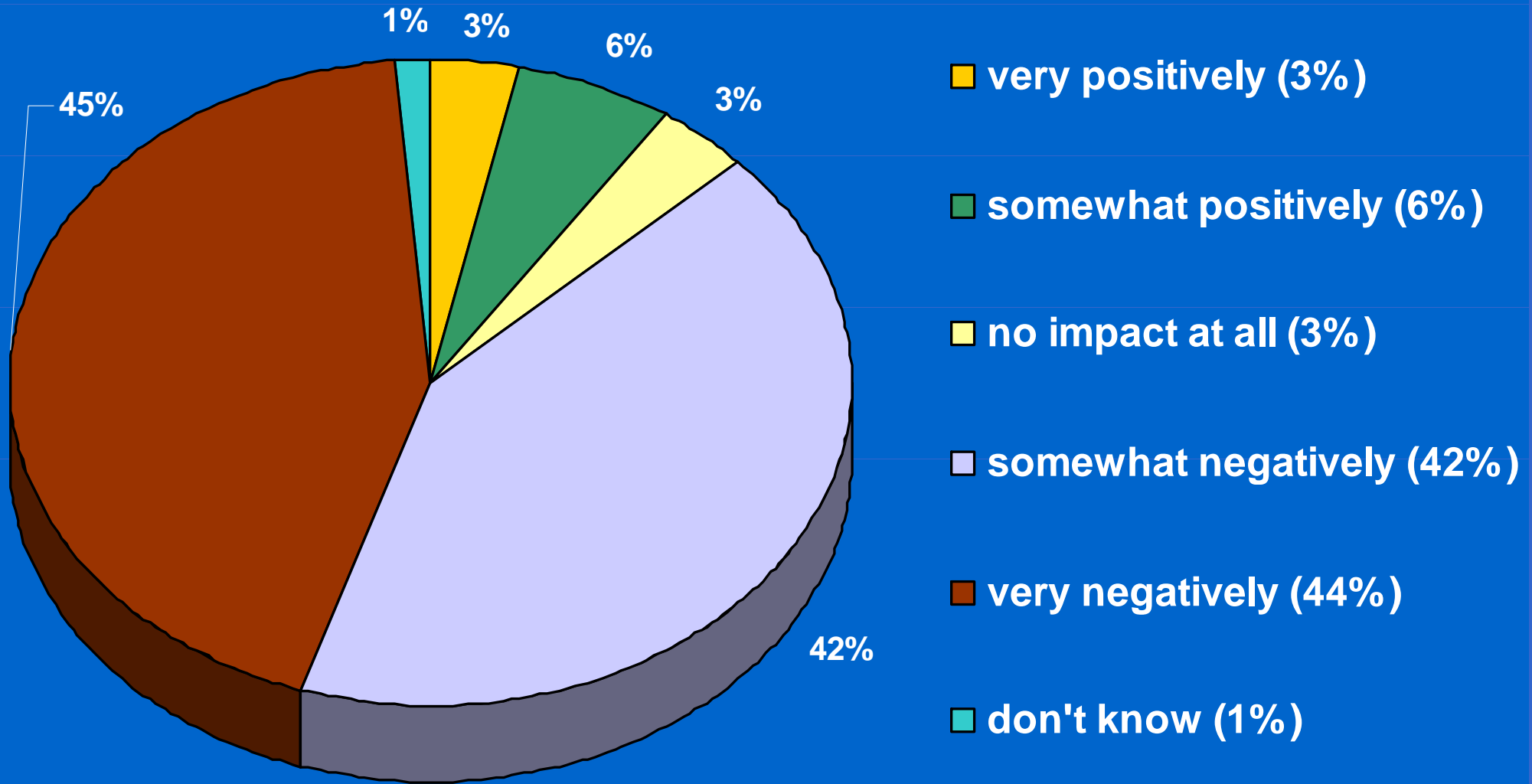


Effects of Economy

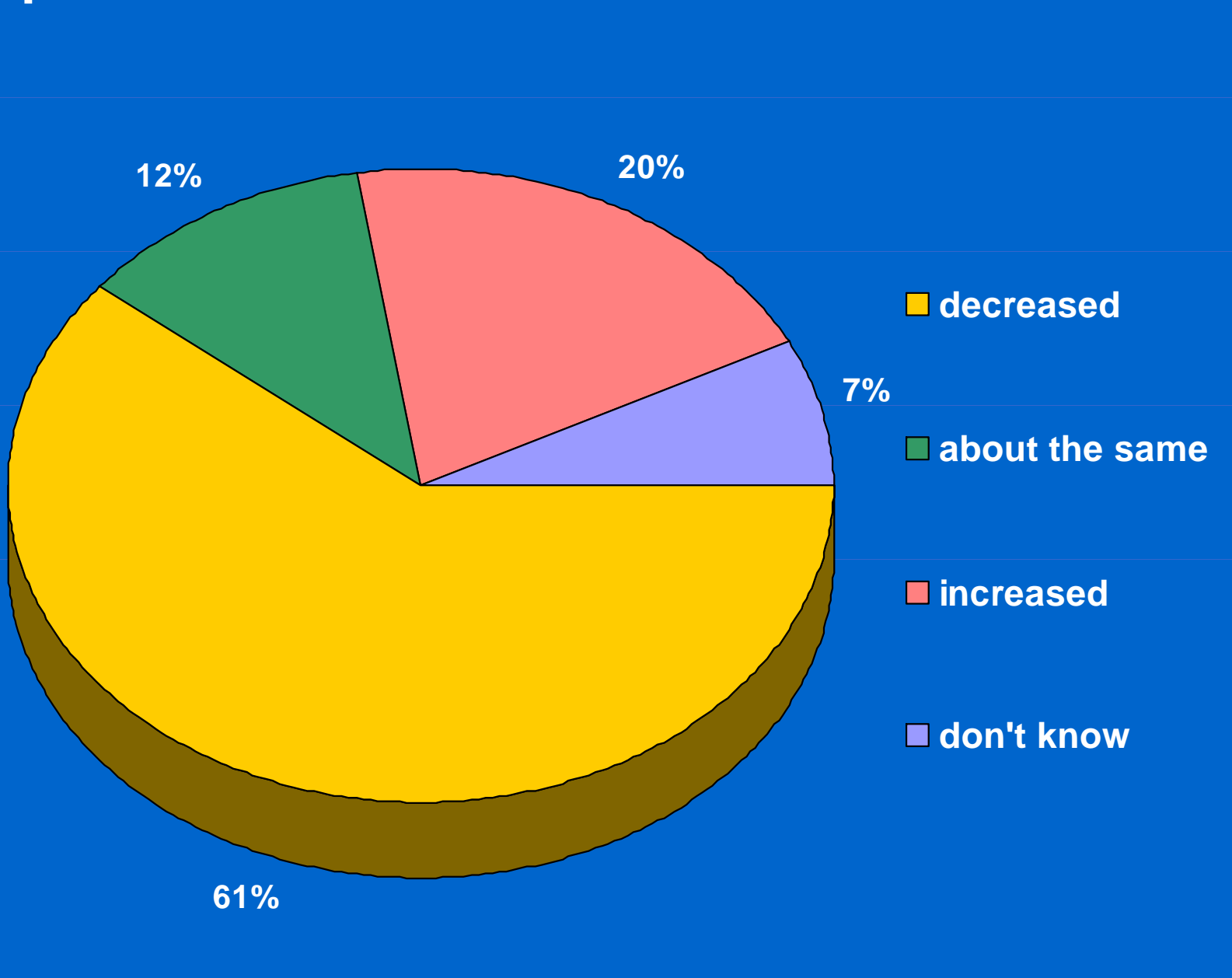
Respondents reporting increased clientele in these categories:



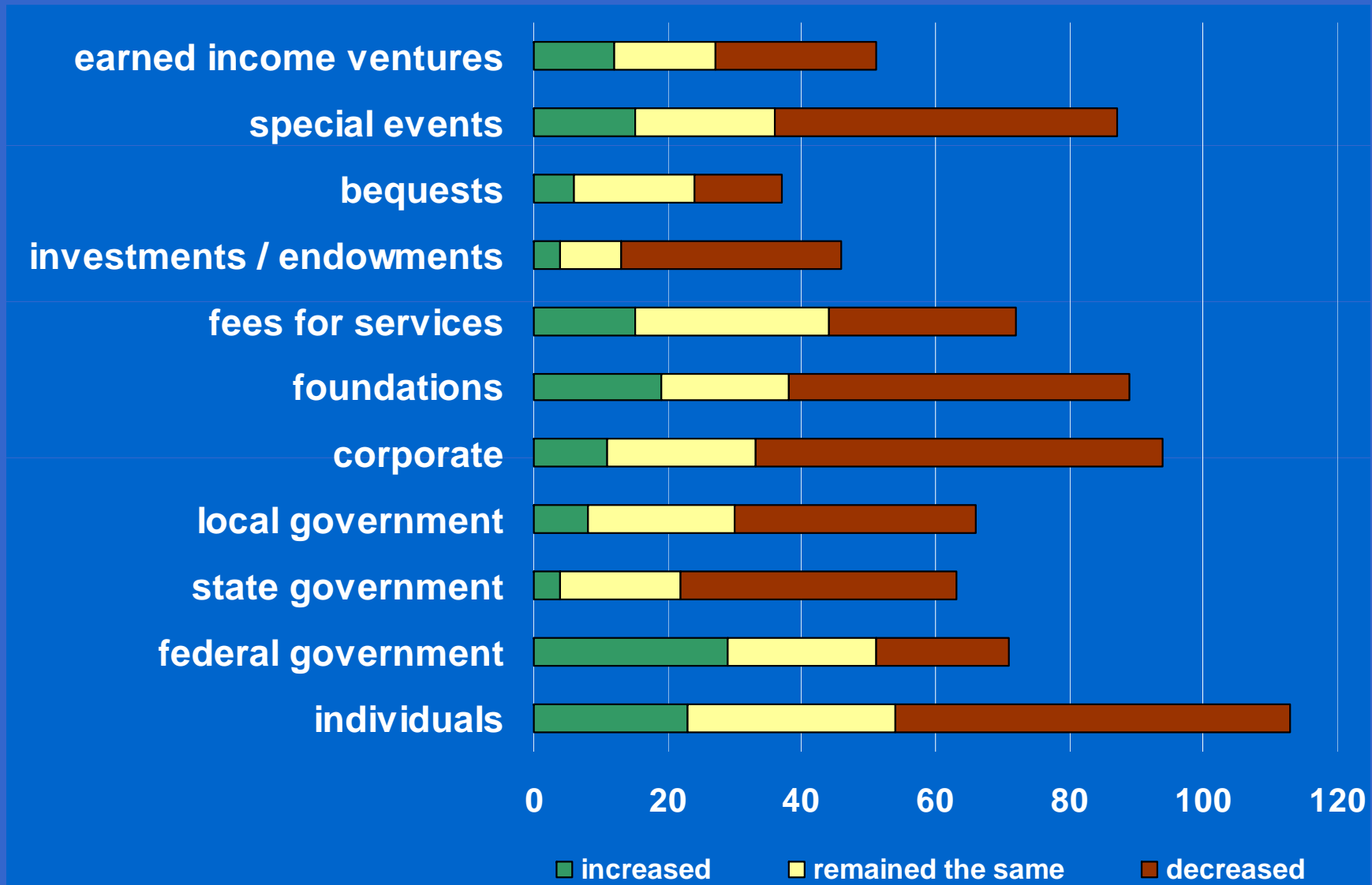
How the economy affected respondents:



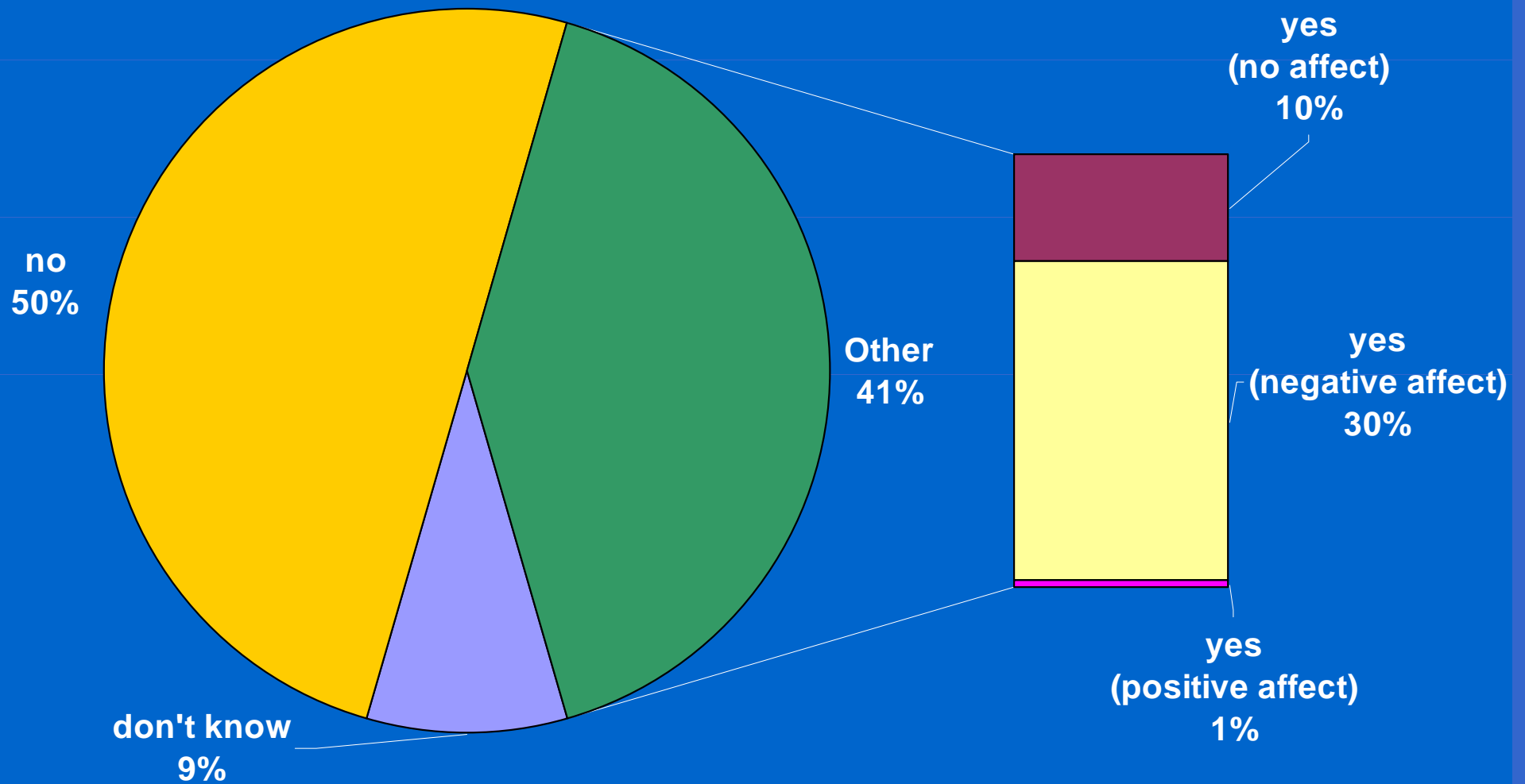
Respondents' revenue changes in 2009 in comparison to 2008:



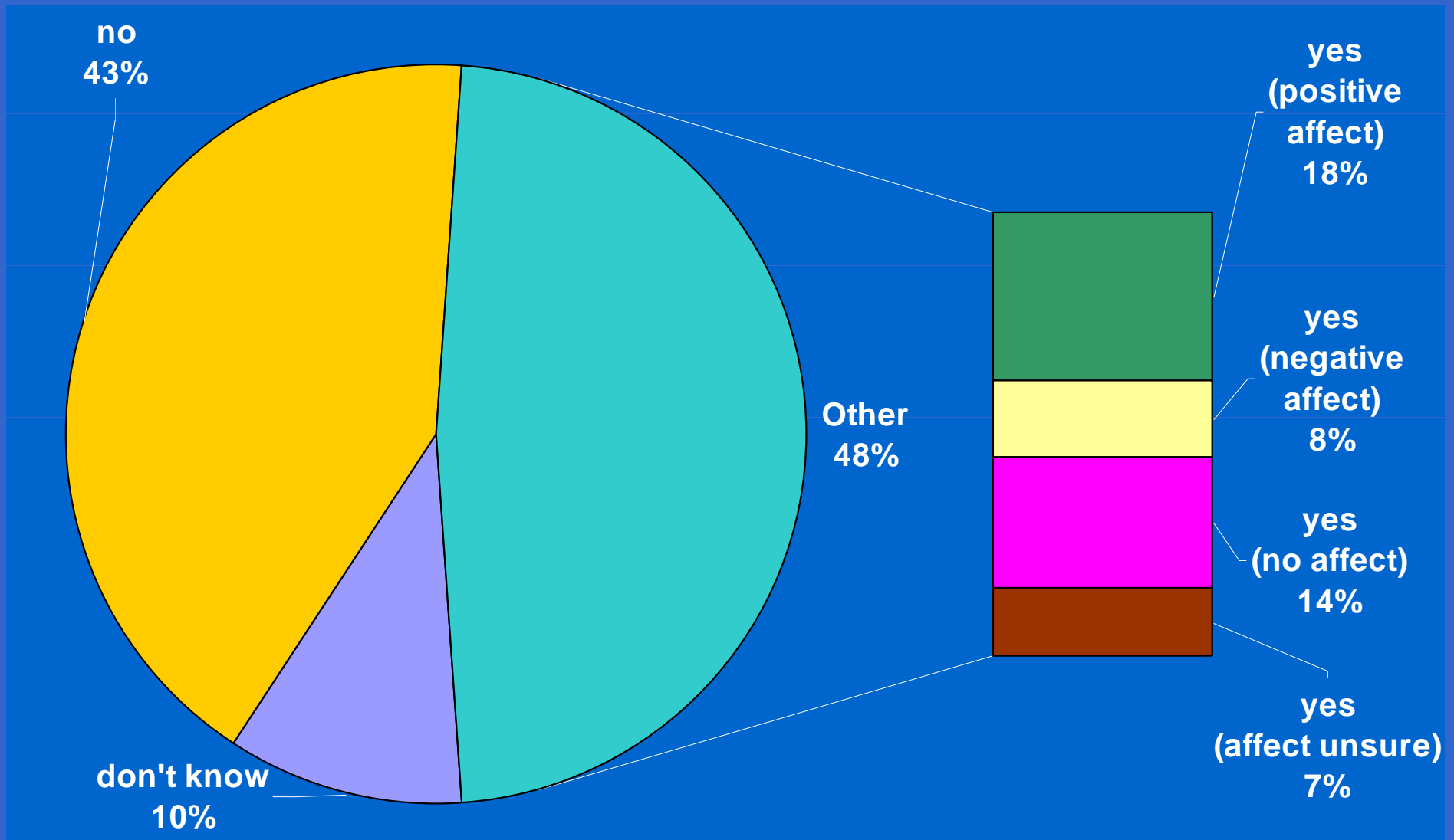
Respondents reporting changes in income in 2009:



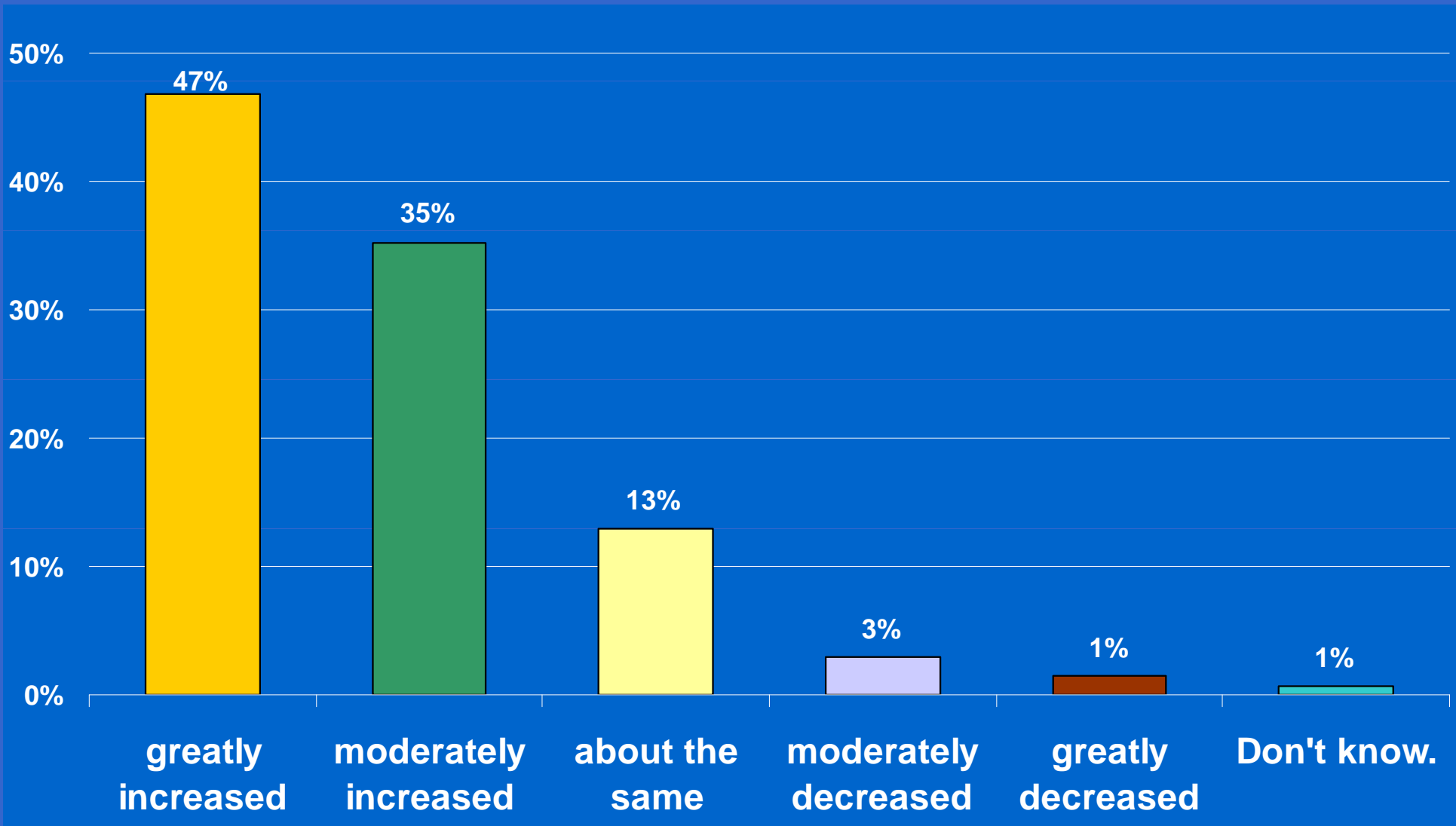
Respondents received STATE funding in 2009? How the State's budget crisis affected ability to deliver programs or services:



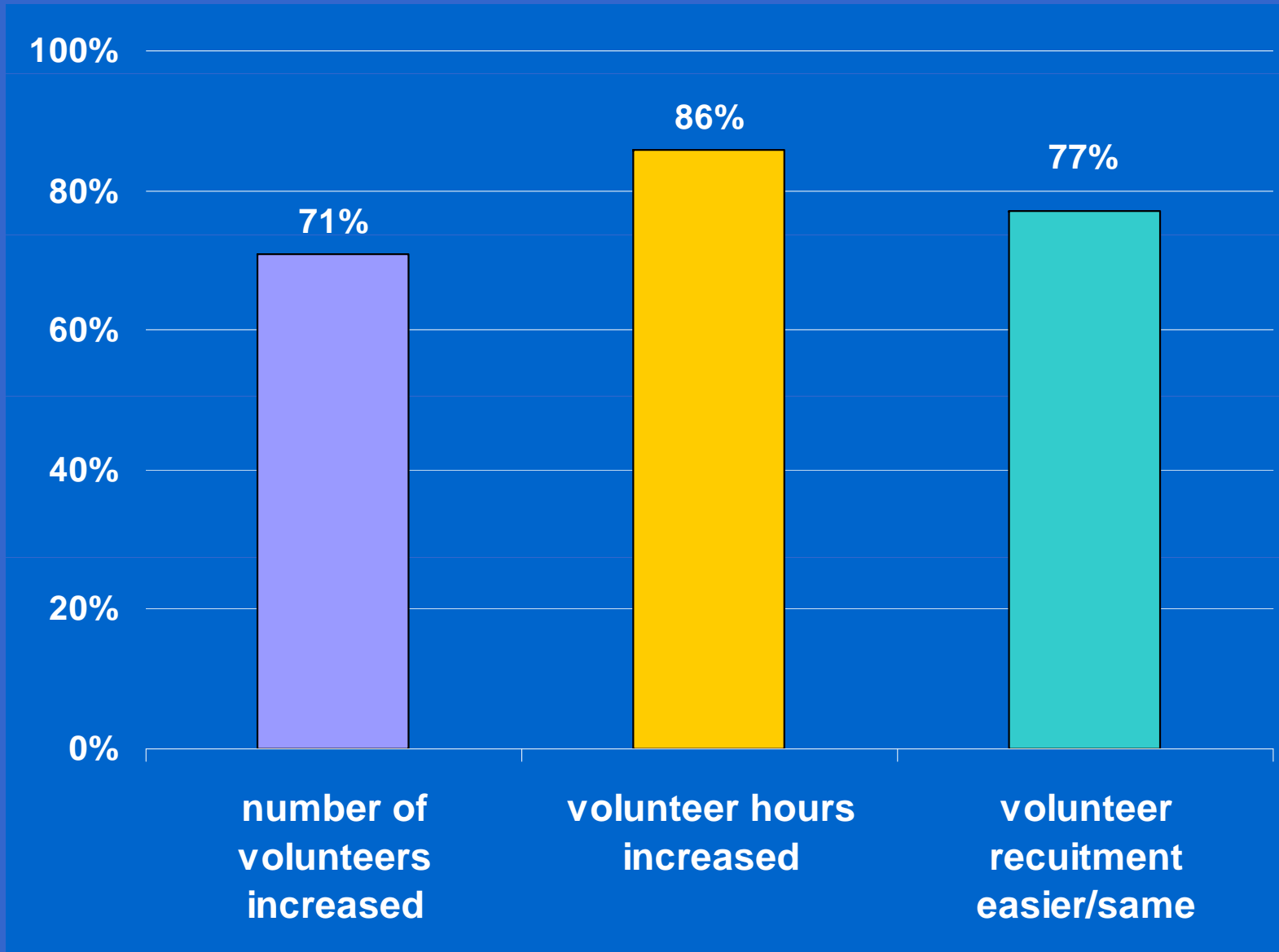
Respondents received FEDERAL funding in 2009? How federal economic stimulus attempts affected ability to deliver programs or services in 2009:



Changes in demand for services in 2009:

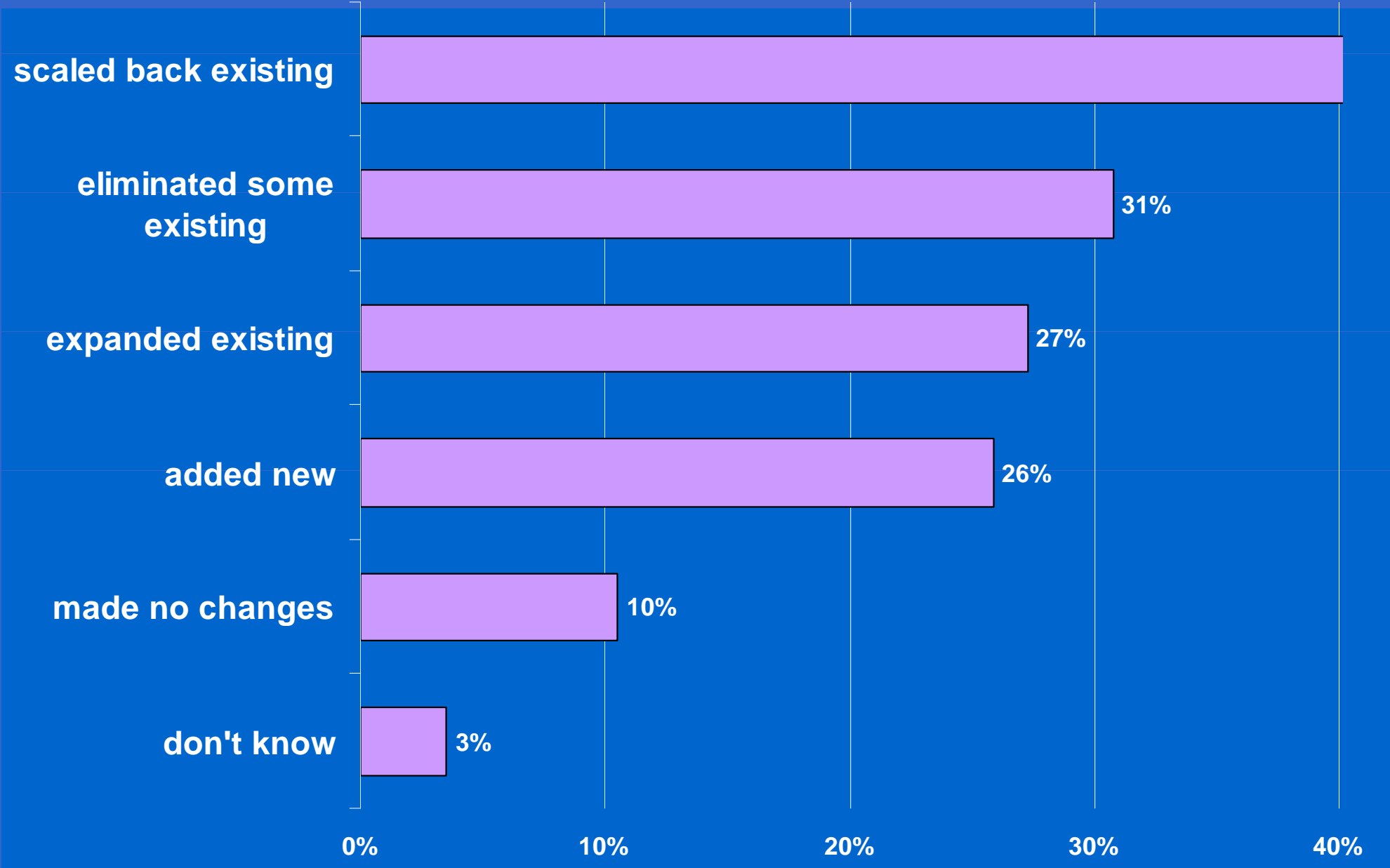


Organizations that rely on volunteers report:

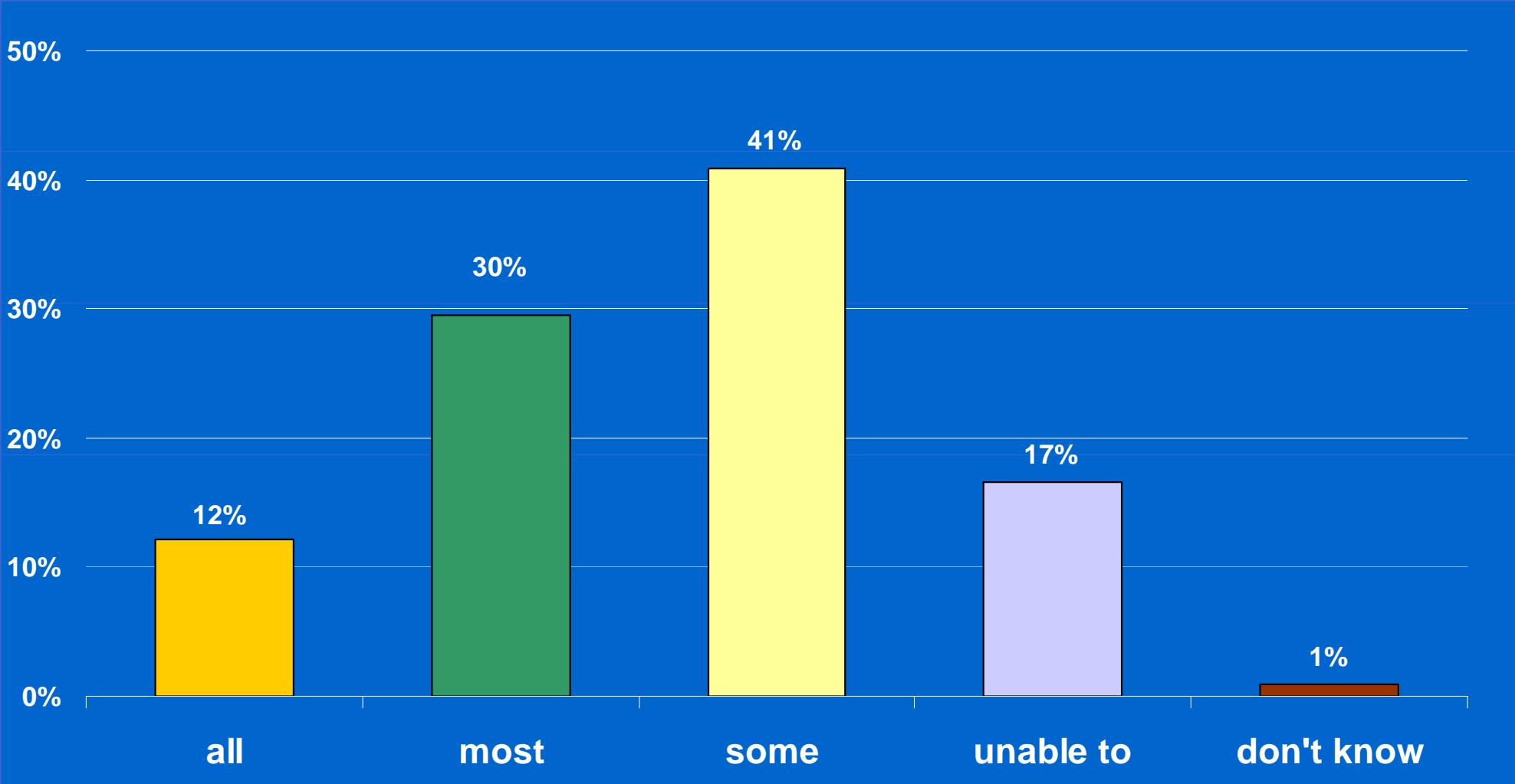


Responses

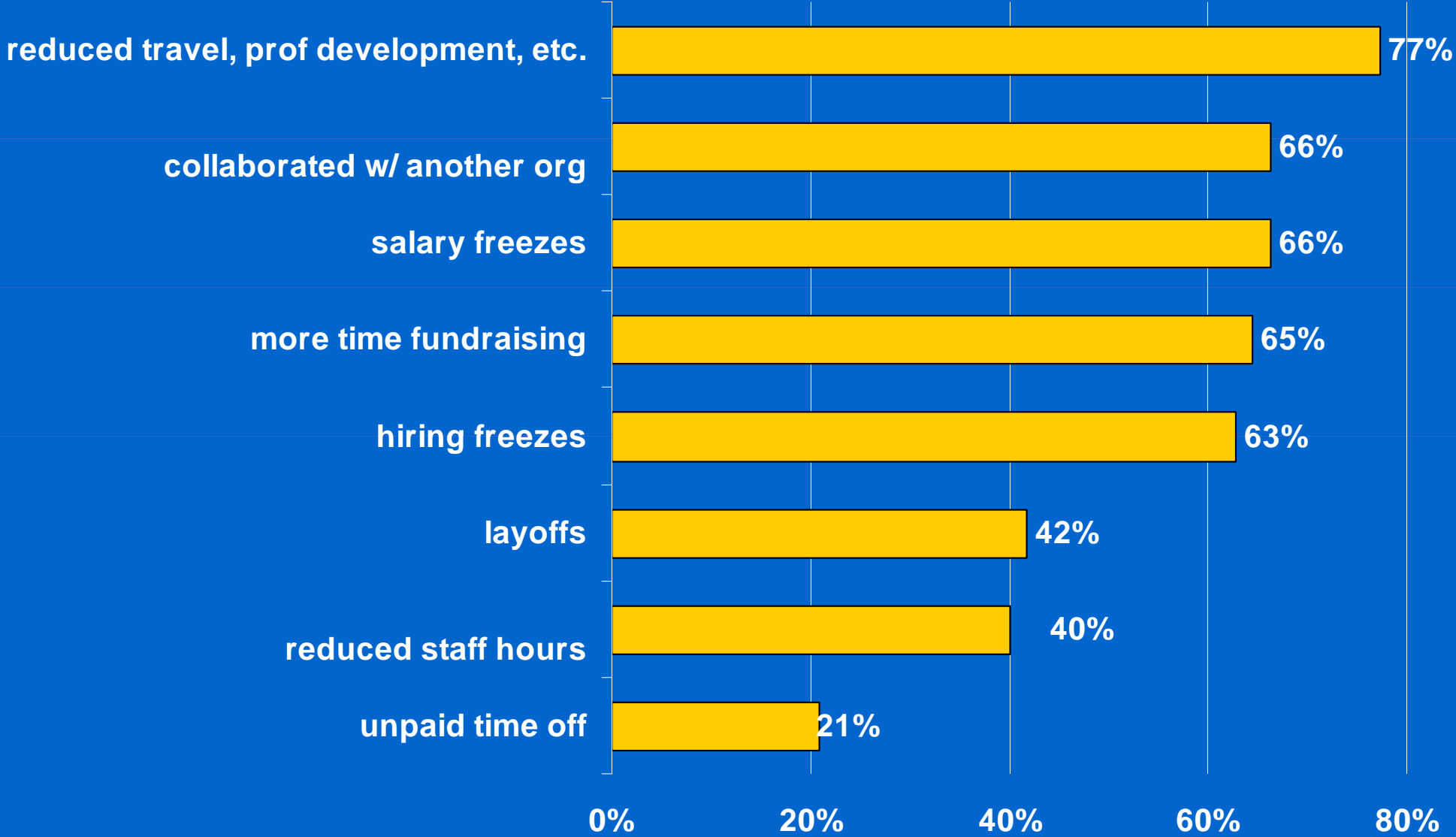
Changes to programs and/or services resulting from economic downturn:



Ability to meet increased demands for services:



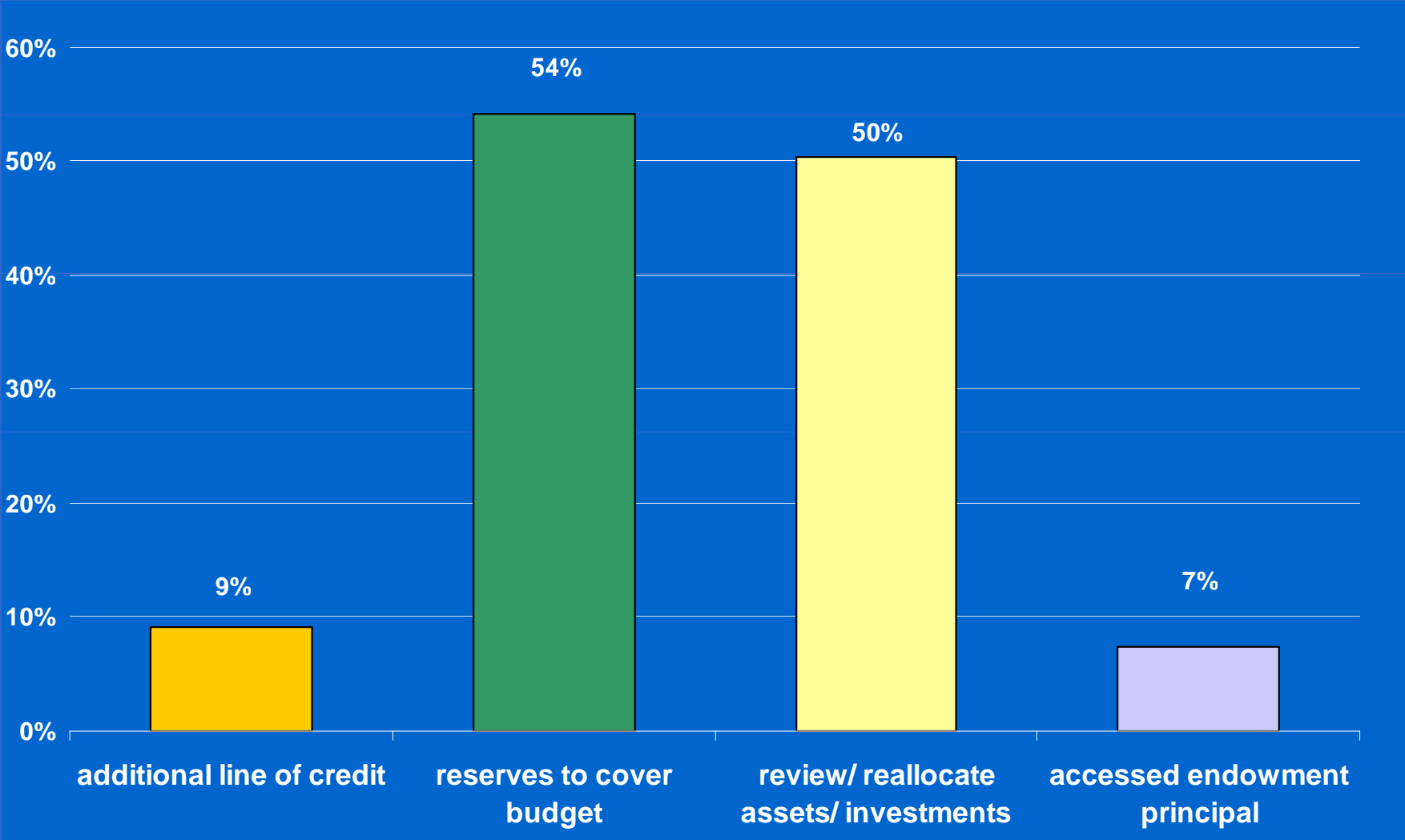
Respondents reporting ADMINISTRATIVE actions to achieve a balanced budget:



Respondents reporting OPERATIONAL actions to achieve a balanced budget:

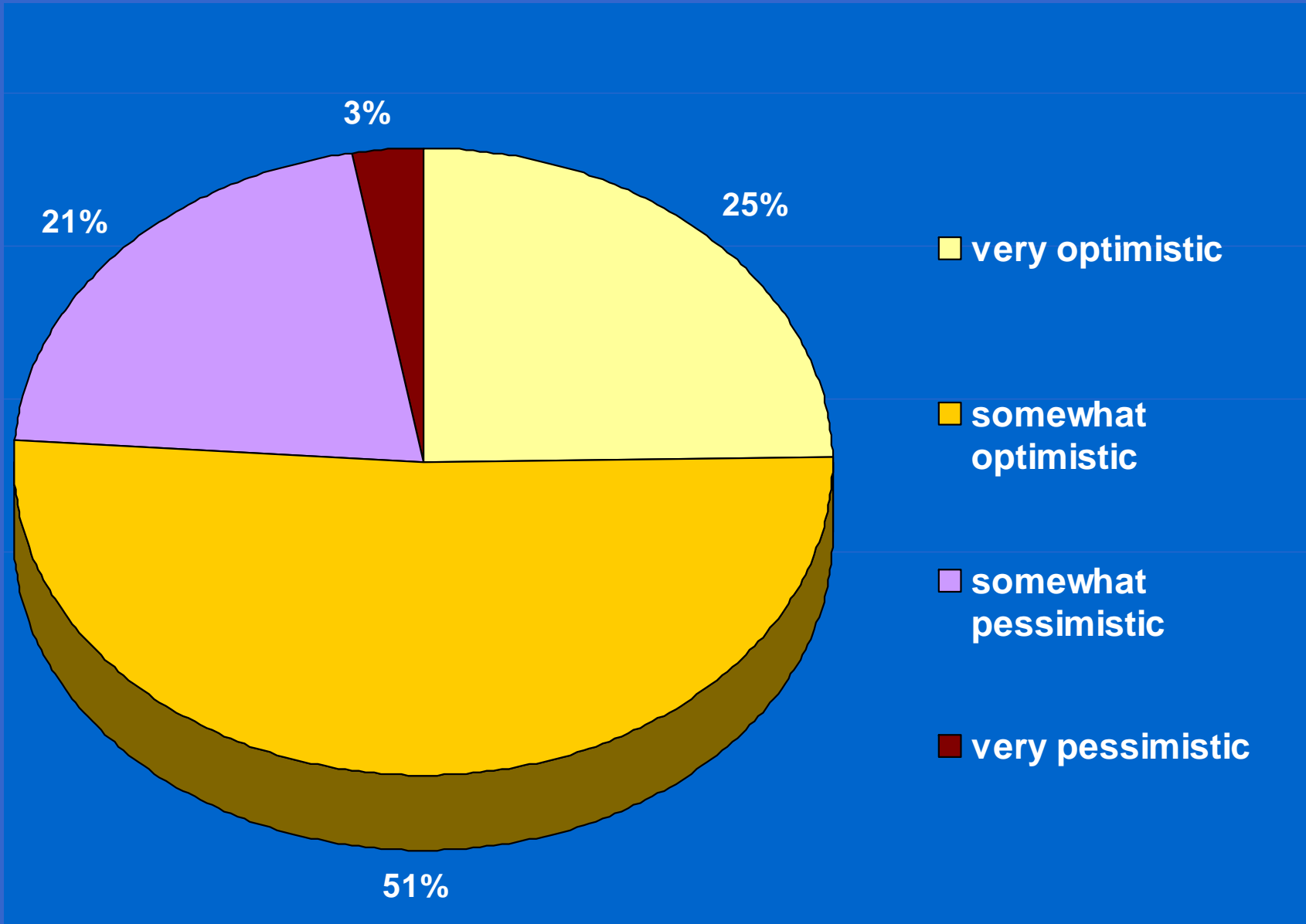


Respondents reporting FISCAL actions to achieve a balanced budget:



Outlook

Overall prospects for the coming year:



Prepared by

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“How Safe is OC’s Safety Net?” town hall

*Supported in part by a grant from the Center for Community Engagement,
California State University Chancellor's Office*

Orange County Service Providers Safety Net

2-1-1 Orange County and California State University, Fullerton are interested in learning more about how health and human service safety net conditions in Orange County were affected by economic conditions in 2009.

The results of this survey will be reported at the "How Safe is OC's Safety Net?" public town hall meeting on April 6, 2010. (Details on last page of survey.)

This survey takes approximately 10 minutes to complete.

All information gathered will be used only for research purposes. Responses will be reported in the aggregate (unless specific permission is given). Participation is entirely voluntary.

To ensure that only one response per organization is recorded, respondents will be asked to provide the name of their organization. All collected information will be kept confidential.

If you have any questions about this survey, please contact:

Kathleen Costello at Cal State Fullerton

(657) 278-5376

kcostello@fullerton.edu

Judy Bowden at 2-1-1 Orange County

(949) 486-8520

jbowden@211oc.org

* 1. Do you consent to take this survey?

Yes

No

Economy

2. Thinking of the calendar year 2009, please indicate how you believe the economy affected your organization.

very positively

somewhat positively

no impact at all

somewhat negatively

very negatively

don't know

Orange County Service Providers Safety Net

Programs and Services

3. Please describe any changes that have been made to your organization's programs and/or services that you believe occurred as a result of the economic downturn. Please check all that apply.

- We have added new programs and/or services.
- We have expanded existing programs and/or services.
- We have scaled back our existing programs and/or services.
- We have eliminated some of our existing programs and/or services.
- We have made no changes to our programs and/or services.
- Don't know.

Other (please specify)

Service Demand

4. In 2009, was there any change in the demand for your organization's services?

- Demand greatly increased.
- Demand moderately increased.
- Demand was about the same.
- Demand moderately decreased.
- Demand greatly decreased.
- Our organization doesn't provide direct services.
- Don't know.

Increased Demand

5. Has your organization been able to meet this increased demand for services?

We were able to meet all increased demand in 2009.

We were able to meet most increased demand in 2009.

We were able to meet some increased demand in 2009.

We were unable to meet increased demand in 2009.

Don't know.

Orange County Service Providers Safety Net

Administration

6. In 2009, did your organization take any of the following ADMINISTRATIVE actions in order to achieve a balanced budget? Check all that apply.

| | yes | no | don't know | N/A |
|--|-----|----|------------|-----|
| hiring freezes | jn | jn | jn | jn |
| layoffs | jn | jn | jn | jn |
| salary freezes | jn | jn | jn | jn |
| reduced staff hours | jn | jn | jn | jn |
| requested employees take unpaid time off | jn | jn | jn | jn |
| collaborated with another organization | jn | jn | jn | jn |
| reduced travel, professional development, etc. | jn | jn | jn | jn |
| dedicated more staff time to fundraising | jn | jn | jn | jn |

Other (please specify)

Orange County Service Providers Safety Net

Operations

7. In 2009, did your organization take any of the following OPERATIONAL actions in order to achieve a balanced budget? Check all that apply.

| | yes | no | don't know | N/A |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| collaborated with another organization | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| merged with another organization | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| reduced hours of operation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| purchased new technology to improve efficiency | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other (please specify)

Orange County Service Providers Safety Net

Financial

8. In 2009, did your organization take any of the following FISCAL actions in order to achieve a balanced budget? Check all that apply.

| | yes | no | don't know | N/A |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| took out an additional line of credit | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| used reserves to cover budget | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| reviewed or reallocated financial assets and investments | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| accessed funds from endowment principal | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other (please specify)

Orange County Service Providers Safety Net

Revenue

9. Did your organization's revenues change in 2009 in comparison to 2008? (Revenues include all forms of income, donations, fees, grants, and net proceeds.)

revenues increased

revenues decreased

revenues were about the same

don't know

10. Did your organization receive government funding from STATE sources in 2009?

yes

no

don't know

Orange County Service Providers Safety Net

State funding

11. Please indicate how, if at all, the State of California's budget crisis affected the ability of your organization to deliver programs or services in 2009.

positively affected

negatively affected

didn't affect at all

don't know

Please briefly explain:

Orange County Service Providers Safety Net

Revenue continued

12. Did your organization receive government funding from FEDERAL sources in 2009?

yes

no

don't know

Orange County Service Providers Safety Net

Federal funding

13. Please indicate how, if at all, federal economic stimulus attempts affected the ability of your organization to deliver programs or services in 2009.

positively affected

negatively affected

didn't affect at all

don't know

Please briefly explain:

Volunteer Engagement

14. Does your organization rely on volunteers in order to achieve its mission?

yes

no

15. How did the total number of VOLUNTEERS change in 2009?

increased

decreased

stayed the same

don't know

16. How did the total of volunteer HOURS for your organization change in 2009?

increased

decreased

stayed the same

don't know

17. In general, would you say that volunteer RECRUITMENT in 2009 was

much easier than usual

a little easier than usual

about the same

a little more difficult than usual

much more difficult than usual

Orange County Service Providers Safety Net

Changes in Income

18. To what extent did income from the following funding sources change for your organization in 2009?

| | increased | remained the same | decreased | don't know | N/A |
|---|-----------|----------------------|-----------|------------|-----|
| donations by individuals | jn | jn | jn | jn | jn |
| federal government funding | jn | jn | jn | jn | jn |
| state government funding | jn | jn | jn | jn | jn |
| local government funding | jn | jn | jn | jn | jn |
| corporate giving | jn | jn | jn | jn | jn |
| foundation giving | jn | jn | jn | jn | jn |
| fees for services | jn | jn | jn | jn | jn |
| investment / endowment income | jn | jn | jn | jn | jn |
| bequests | jn | jn | jn | jn | jn |
| special events | jn | jn | jn | jn | jn |
| earned income (related or unrelated ventures) | jn | jn | jn | jn | jn |

Reserve Funds

19. How much, if any, in unrestricted operating reserves does your organization currently have set aside?

- no reserve funds
- less than 30 days' worth
- 1-3 months' worth
- 4-6 months' worth
- more than 6 months' worth
- don't know

Orange County Service Providers Safety Net

Annual Budget

20. Approximately what is your organization's annual operating budget?
(Please provide a dollar amount.)

21. How does your 2009-10 annual budget compare to your 2008-09 annual budget?

- budget increased in 2009-10
- budget remained about the same in 2009-10
- budget decreased in 2009-10
- don't know

22. In terms of finances, how did your organization end its most recent fiscal year?

- with a surplus of 10% or more
- with a surplus of less than 10%
- at breakeven
- with a deficit of less than 10%
- with a deficit of more than 10%
- don't know

Orange County Service Providers Safety Net

Assets

23. Approximately what is the current market value of any net assets held by your organization? (Please provide a dollar amount.)

24. Did the market value of your organization's net assets change in 2009 in comparison to 2008?

- net assets increased in 2009-10
- net assets decreased in 2009-10
- net assets remained the same in 2009-10
- don't know

Orange County Service Providers Safety Net

Client categories

25. Which category describes your organization's PRIMARY clientele?

| | more | no change | fewer | don't know | N/A |
|---------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 2-parent families with minor children | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 1-parent families with minor children | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3-generation families/households | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| youth | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| adult clients (<65 years) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| senior clients (>65 years) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other (please specify)

26. In 2009, did the primary demographics of your organization's clientele change?

yes

no

don't know

27. Please indicate how the numbers of your organization's PRIMARY clientele changed in 2009. (Check all that apply.)

| | more | no change | fewer | don't know | N/A |
|-----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| youth | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| families | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| younger clients (<40 years) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| senior clients (>65 years) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| unemployed clients | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| employed clients | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| men | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| women | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other (please specify)

Orange County Service Providers Safety Net

Service categories

28. Please indicate the one category below that best describes your organization's PRIMARY service. (Multi-service providers should choose the service that accounts for the largest number of clients or largest percentage of operations.)

- short-term shelter / emergency shelter
- long-term housing / transitional housing
- food / commodities distribution to food provider
- soup kitchen / food pantry distribution to individuals
- job development / training
- healthcare
- counseling / mental health / recovery
- legal services
- youth-serving
- Ours is primarily a faith-based organization that also provides the service(s) checked above.
- Other (please list)

Overall Prospects

29. Please describe the overall prospects that you have for your organization in the coming year.

very optimistic

somewhat optimistic

somewhat pessimistic

very pessimistic

don't know

Orange County Service Providers Safety Net

Optional Information

To ensure that findings from this study are accurate, we can collect no more than one response per organization. By responding to the following questions, you will help us to prevent duplications.

All responses are confidential. All information will be reported in the aggregate only.

30. About your organization:

Organization Name:

List site or branch if applicable:

List parent/headquarters if applicable:

If any of the organizations listed above is 501(c)(3) nonprofit, please provide the 9-digit EIN (employer identification number):

31. Are you a senior level staff member at your organization?

yes

no

prefer not to respond

Orange County Service Providers Safety Net

Comments?

32. Would you like to share an anecdote about how the economic downturn is impacting your organization and/or your organization's clients? Let us know of any creative ways that you are handling any problems. (Responses will not be attributed to your organization, but may be shared in the town hall forum on safety net issues.)

Orange County Service Providers Safety Net

Following Up

* 33. May we contact you in case there is a need to follow up on any of the responses you have provided?

yes

no

34. The results of this survey will be reported at a public town hall meeting about Orange County's health/human service safety net issues on

"How Safe is OC's Safety Net"

Moderator: Karen Roper, Director of Community Services, County of Orange

Panelists:

Glenn Hayes, Neighborhood Housing Services

Mike Lowry, Community Action Partnership

Andrew Munoz, Orange County Workforce Investment Board

Sandra Rose, CalOptima

on Tuesday, April 6, 2010

8:30 to 11:30 a.m.

Would you like information about how to register for the OC Safety Net Town Hall event? (Please provide Contact Information on the following screen.)

yes

no

Orange County Service Providers Safety Net

Contact Information

35. Please fill in the information below to indicate how you would prefer to be contacted.

Name:

Company:

Address:

Address 2:

City/Town:

State:

ZIP/Postal Code:

Email Address:

Phone Number:

Orange County Service Providers Safety Net

Results

Thank you for your responses!

For information about this survey or the town hall event, please contact

Judy Bowden at 2-1-1 Orange County
(949) 486-8520
jbowden@211oc.org

Kathleen Costello at Cal State Fullerton
(657) 278-5376
kcostello@fullerton.edu

HOUSING FOCUS GROUP OUTLINE

Glenn Hayes Bio

Executive Director, Neighborhood Housing Services of Orange County, Inc. (NHS OC); 1980 to present.

NHS OC is a nonprofit community development organization and a charter member of the NeighborWorks network of community based housing organizations. NHS OC has earned national recognition including two awards from the President's Points of Light Foundation and the national "Outstanding Community Investment Award" by the Social Compact.

Outline of remarks for Town Hall

Focus Group on Housing.

I protested when contacted that I was not good choice to lead this panel. NHS is not generally considered a part of the safety net and I, personally, was not knowledgeable in the field of homelessness. Perhaps the choice was by design. The assignment gave me an opportunity to look at housing "safety net" with fresh eyes.

1. Focus Group Participants – wide range of groups represented, every person attended or sent representative (15 organizations) to the Focus Group on Housing.
2. Many references to *10-year Plan to End Homelessness in Orange County*
 - a. Mission: "Effectively End Homelessness in Orange County over the next decade."
 - b. Vision: "...comprehensive system of housing and services, proportionate to the need... to end homelessness."
 - c. Proposed collaborative effort of "several hundred non-profit agencies subsumed under ... share the responsibilities providing services to the homeless population in the region."
 - d. The *Plan* proposes a "*blended approach*" that provides housing combined with policies to prevent people from becoming homeless.
3. General consensus among participants that need for crisis or safety net services will continue for some time. A 3-5 year economic recovery period for employment.
4. We do not seem to have good data on the number and nature of homeless. Call to 211 have spiked over the past few months to as many as 12,000 compared to a normal 5000.
5. A number of agencies have successful models of preventing homelessness and building self-sufficiency but most do not have resources to expand. Most participants seemed to support rapid "re-housing." a strategy that by-passes the shelter system and brings supportive services to people in their homes.

6. There was discussion about the growing need for mental health counseling. One participant expressed that there is a need to deal with “grief for loss of life style;” another echoed this pessimistic sentiment by saying that we need to prepare for a “lower standard of living.”

The housing “Safety Net” in Orange County is held together by a committed, resilient and diverse group of people from government, business and a remarkable a huge proportion from the non-profit agencies. There is startling lack of overall coordination and “holes’ are beginning to appear due to a lack of resources.

Glenn Hayes

Executive Director

Neighborhood Housing Services of Orange County

A **NeighborWorks** organization www.nhsoc.org

Health Care Safety Net Focus Group Re-Cap

Presented by:
Sandra Rose

Overview

- What is the health care safety net?
- How has the health care safety net changed in the last year?
- What activities or initiatives are underway to strengthen/support the health care safety net?

What is the safety net?

- "Those providers that organize and deliver a significant level of health care and other health-related services to uninsured, Medicaid, and other vulnerable patients."

(Institute of Medicine, 2000)

What is the safety net?

- "Those providers who maintain an open door to patients regardless of their ability to pay."

(The Kaiser Commission on Medicaid and the Uninsured, 2005)

What is the safety net?

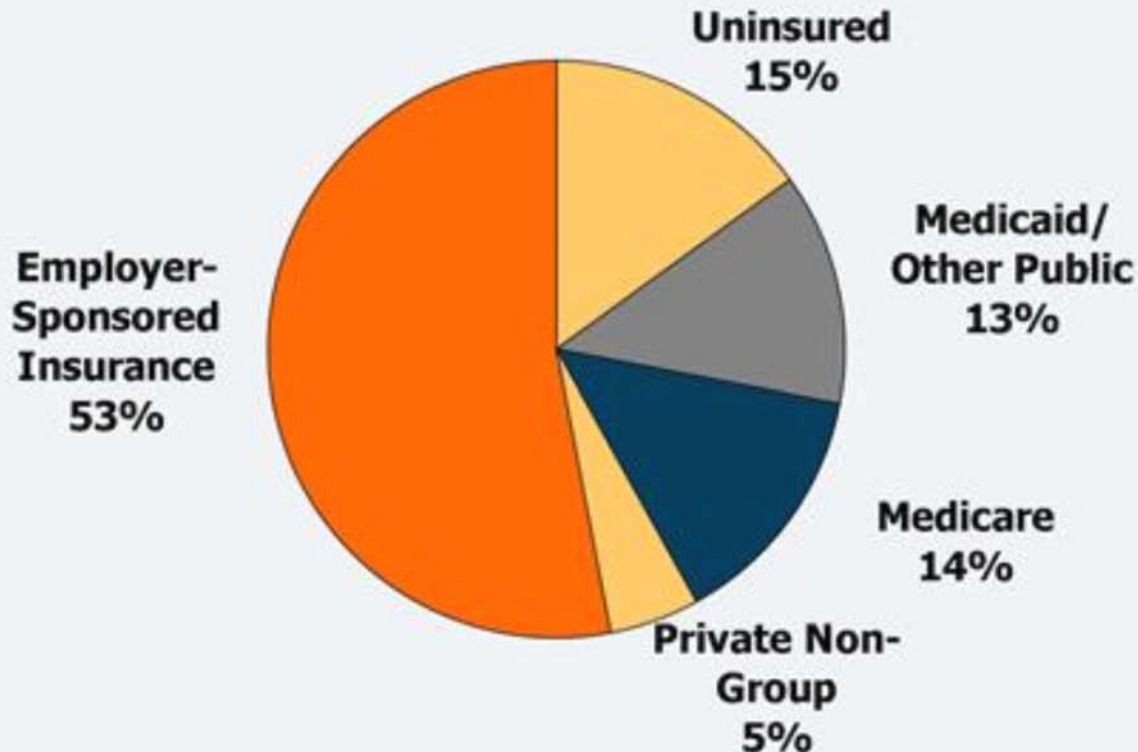
- “An agency that provides critical services to those in need.”
- “... ensures access and services so people do not go without.”

(Safety Net Focus Group Participants)

What is the safety net?

- Community clinics
- Health centers
- Health department clinics
- Public hospitals
- Private physicians
- Other community providers

Health Insurance Coverage in the U.S., 2007



Total = 298.2 million

NOTE: Includes those over age 65. Medicaid/Other Public includes Medicaid, SCHIP, other state programs, and military-related coverage. Those enrolled in both Medicare and Medicaid (1.7% of total population) are shown as Medicare beneficiaries.

SOURCE: Kaiser Commission on Medicaid and the Uninsured/Urban Institute analysis of March 2008 CPS

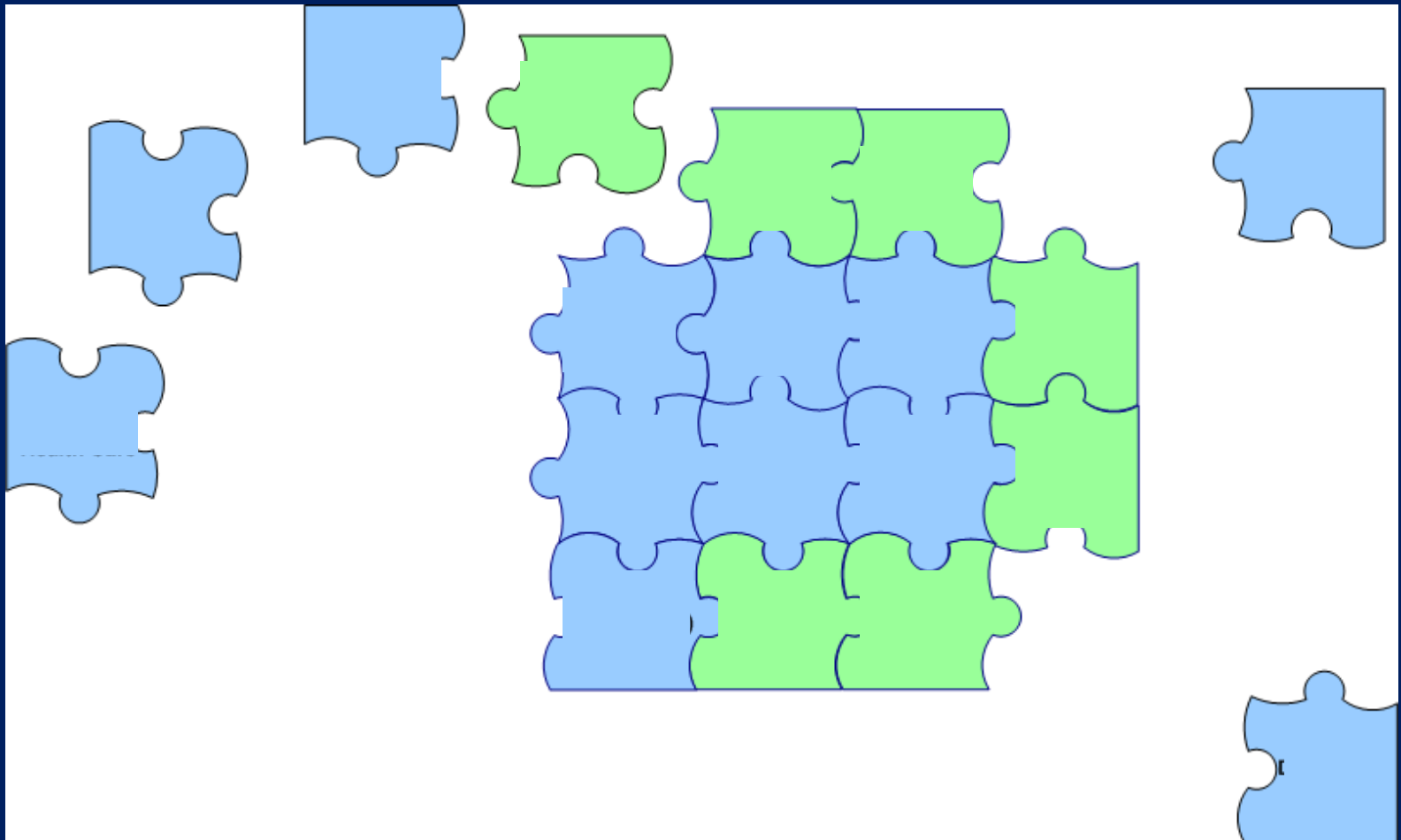
How has the safety net changed?

- Middle-income clients turning to safety net
- More clients to serve with fewer resources
- Certain groups fall through the net
- Mental health issues and DV on the rise

What are the on-going challenges?

- Access to specialty care still an issue
- Lack of coordination persists
- Difficult to navigate the complex system
- State budget cuts threaten safety net

Safety Net



Characteristics of the Safety Net

- “Innovative”
- “Business-minded”
- “Mission focused”
- “We are a voice for people that are less fortunate ...”

Opportunities Ahead

- Enhanced health care coverage for our community
- Exciting chance to be a part of history
- Great opportunity to grow, develop and expand for our community



211/CSUF
FOOD AND HUNGER FOCUS GROUP
OC SAFETY NET TOWN HALL MEETING

I. DEFINITION

- A. No regional adjustments in Federal Poverty Guidelines.
- B. Emergency vs. chronic needs.
- C. Partners may include CBO's, federal nutrition programs, agriculture, water, land use, environmentalists, grocers, co-ops.

II. CHANGES

A. Needs

- 1. 211 reports requests for emergency food double.
- 2. Unemployment among middle-class double in two years.
- 3. Food Stamp applications increase 45%.
- 4. Village of Hope: 256% increase in demand for services.

B. Resources

- 1. Volunteerism increases, e.g., OC Food Bank, Second Harvest, South County Outreach Saturday shift.
- 2. Financial donations increase. Funders focus on safety net. United Way, Weingard and OCCF emphasize basic needs. New partnerships, e.g., Village of Hope, Second Harvest. ARRA short-term relief.
- 3. Food donations stable or decrease. Some food, such as perishables from grocers, more expensive to capture.

C. Demographics

- 1. Culture shift of traditional clients vs. newly poor.
- 2. Critical of others. Self-image. "I'm not like them."
- 3. Expect higher customer service. Invasion of privacy. Fingerprinting. Homes and cars arouse suspicion. Need staff and volunteer training.
- 4. Food Stamps/Aliso Viejo highest growth. 211/Irvine.
- 5. Labor trades new population.

III. ASSETS

- A. More cooperation than competition.
- B. Two progressive Food Banks taking leadership on produce and nutrition.
- C. SSA partnering on Food Stamp Outreach.
- D. Other collaborative.



211/CSUF

FOOD AND HUNGER FOCUS GROUP

OC SAFETY NET TOWN HALL MEETING (page 2 of 2)

IV. PRESENT

- A. Unprecedented time.
- B. Media as partner. OC Food Bank formula, SMEDA fire, ULA theft and SCO shortages engaged new volunteers and donors.
- C. Village of Hope. Sustainability, locally grown, community gardens, urban farming and organic, engaged new partners.
- D. Obesity, food quality, and wellness.

V. OPPORTUNITIES TO STRENGTHEN

- A. Build on increased awareness. Tell story better.
- B. Maximize utilization of all federal nutrition programs while remaining sensitive to county costs.
- C. Engage grocers and other partners.
- D. Remember seniors and changing demographics.
- E. No plan. Have not defined success.
- F. Great individual organizations, but no organized collaborative.
- G. CSUF may be well positioned with their Center for Sustainability, Environmental Studies, and Urban Agriculture programs.

Orange County's Safety Net? Employment / Workforce Development



Andrew Munoz

Orange County Workforce Investment Board (OCWIB)

Safety Net Town Hall – April 6, 2010



Orange County's Safety Net? Employment / Workforce Development

- 1) Overview of Orange County Employment
- 2) Focus Group Summary

Orange County's Safety Net? Employment / Workforce Development

Orange County Employment

| | |
|----------------------|----------------|
| Total Population: | 3,010,759 |
| Labor Force: | 1,592,500 |
| Employment: | 1,438,000 |
| Unemployment: | 154,400 |

9.7% Unemployment Rate- March 2009

Orange County's Safety Net? Employment / Workforce Development

Unemployment Rates (March)

| | <u>2010</u> | <u>2009</u> |
|--------------------|-------------|-------------|
| City of Anaheim: | 12.4% | 10.6% |
| City of Santa Ana: | 15.2% | 13.1% |
| Orange County: | 9.7% | 8.3% |

Orange County's Safety Net? Employment / Workforce Development

Who is *not* counted in the Unemployment Rate % ?

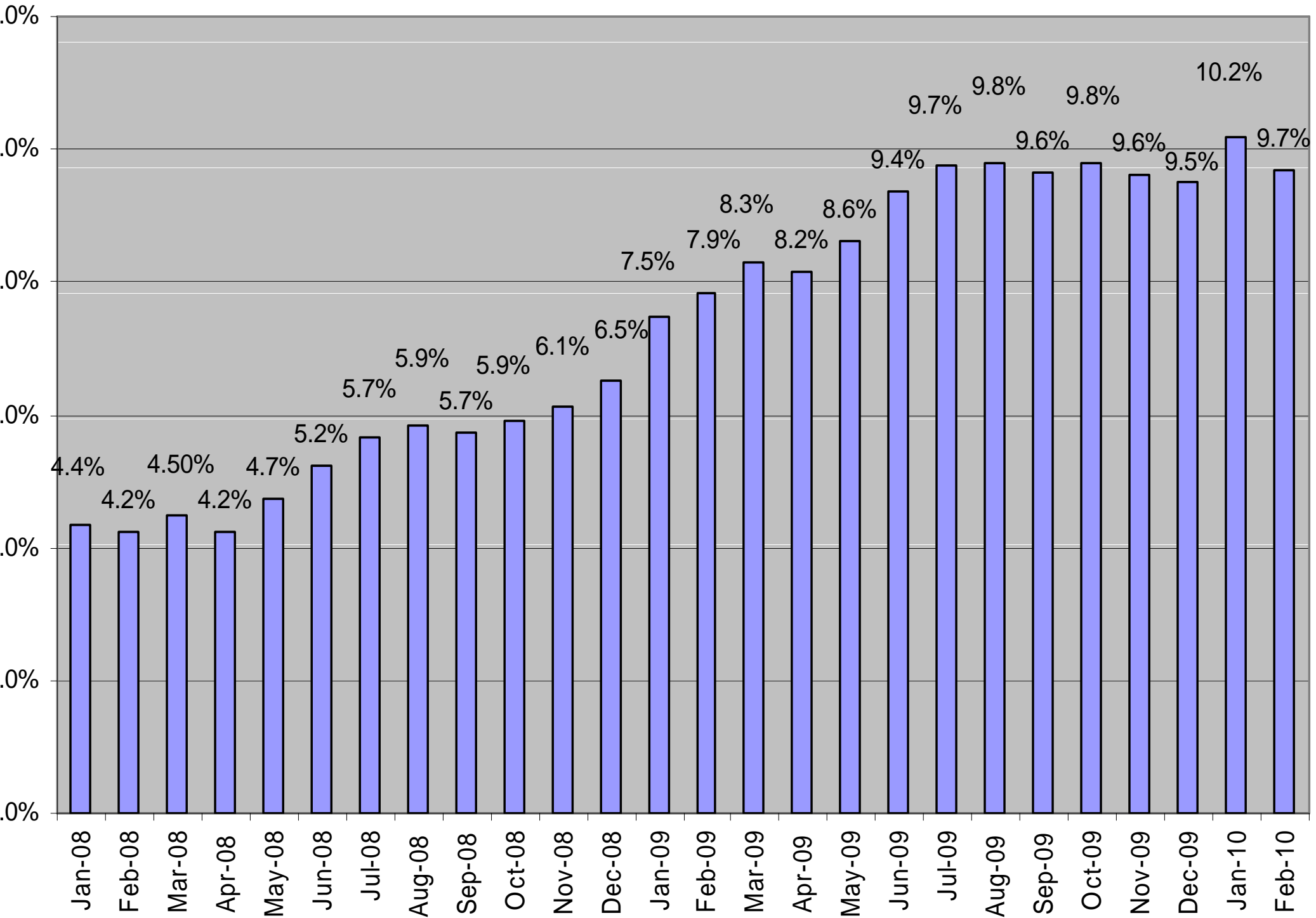
- Incarcerated (who may or may not be working while incarcerated)
- People who have no job and are not looking for one, including...
 - those going to school, retired, or have family responsibilities
 - those that have a disability preventing them from working
 - those electing not to work, preferring to be dependent on others

Orange County's Safety Net? Employment / Workforce Development

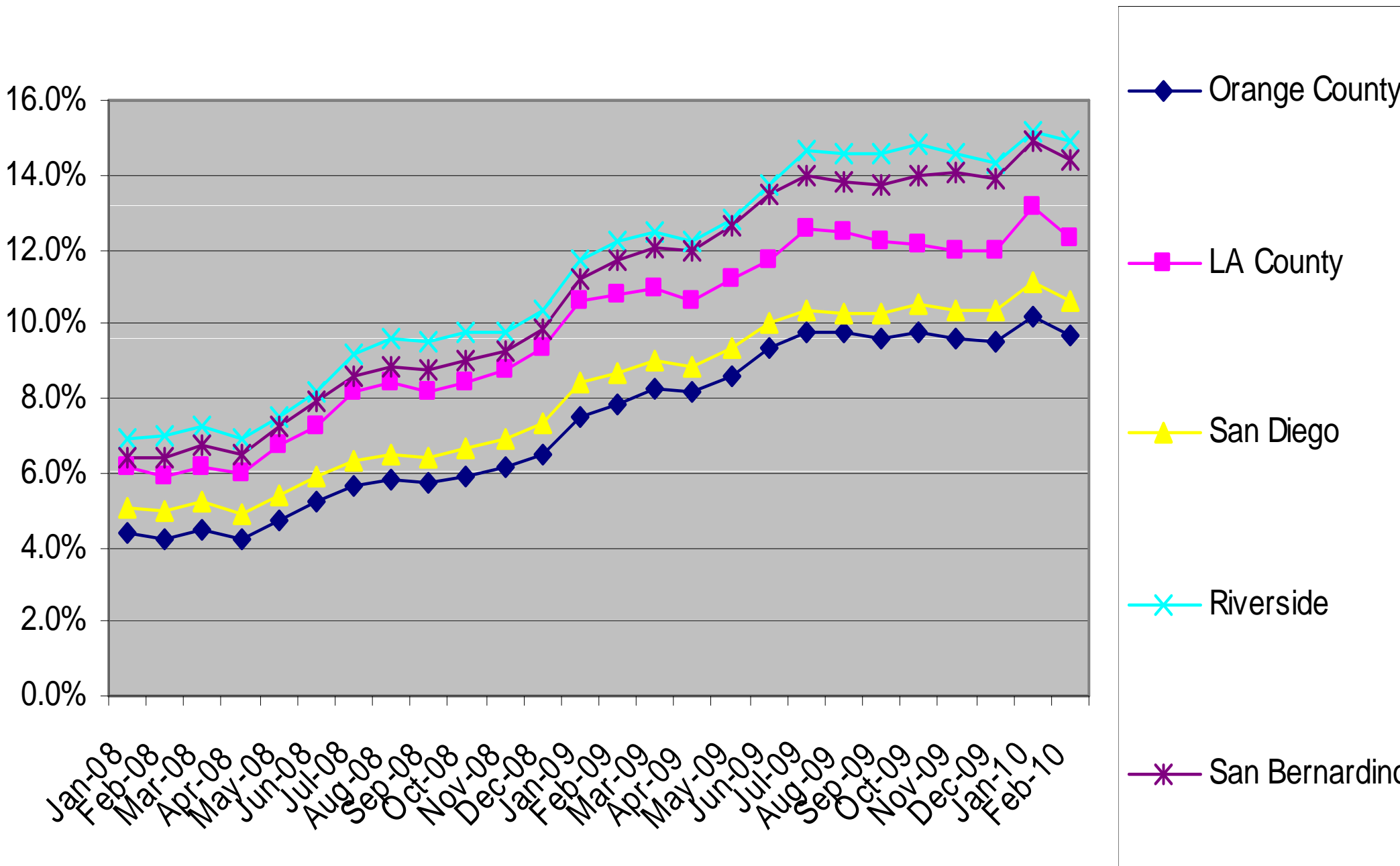
Who is not counted ? (Continued)

- The Self-employed or those that wish to become self-employed
- Those who have retired before the official retirement age but would still like to work (involuntary early retirees)
- Those on disability pensions who, while not possessing full health, still wish to work in occupations suitable for their medical condition
- Those who work for payment for as little as one hour per week but would like to work full-time--the involuntary underemployed

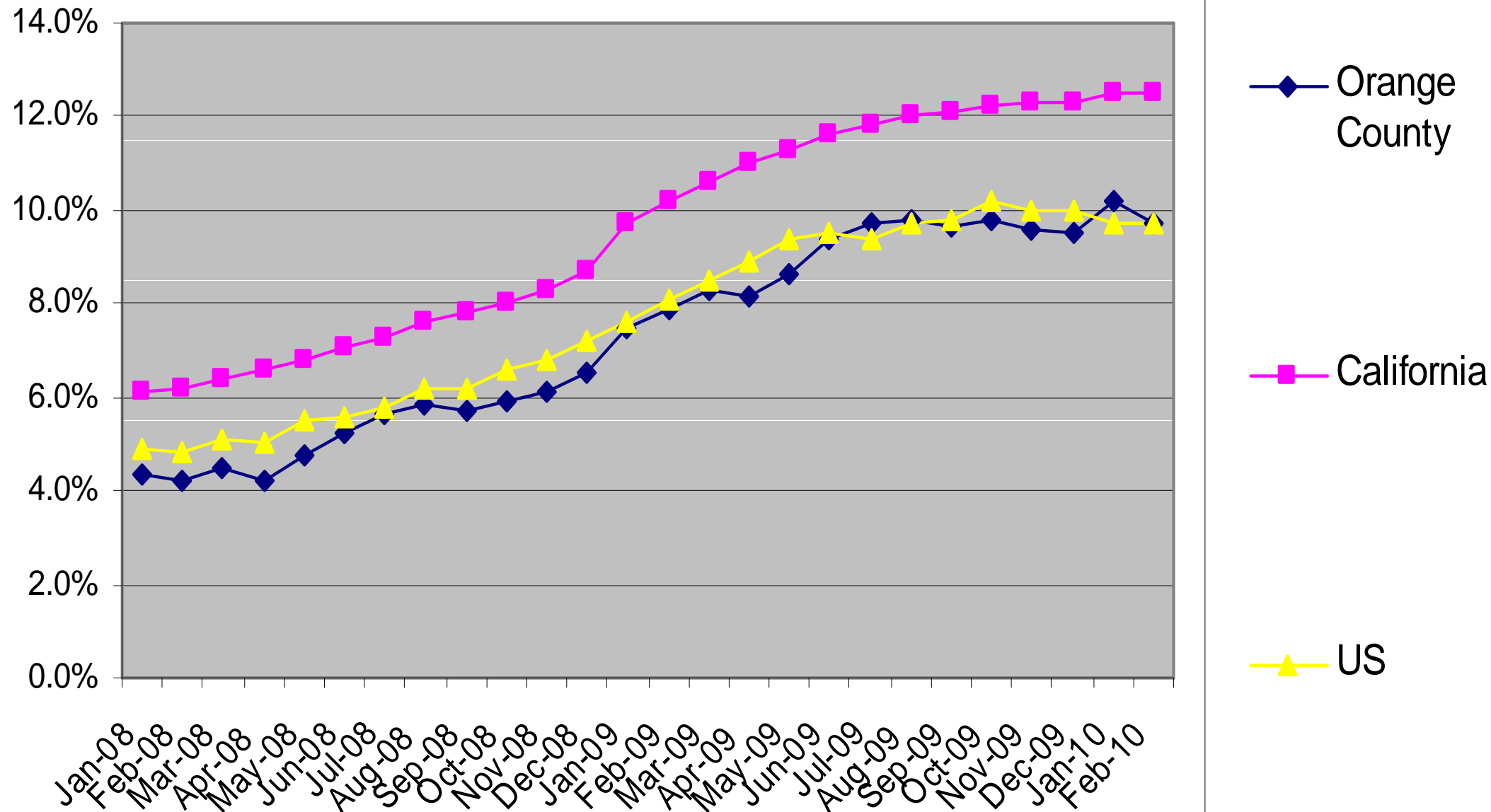
Orange County Unemployment Rate



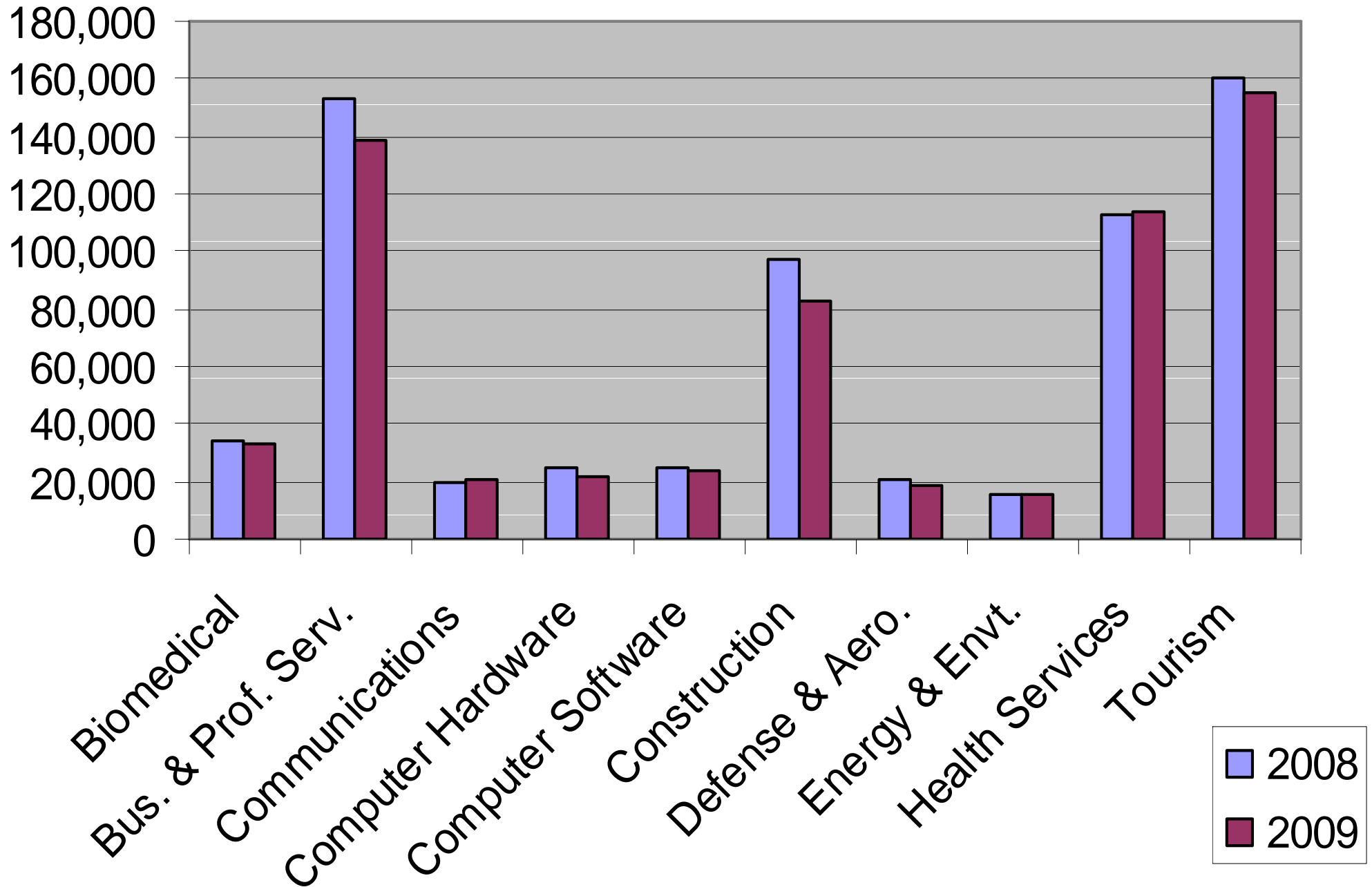
Southern California County's Unemployment Rate



Unemployment Rate Comparison



Orange County Cluster Employment 2008 and 2009



Orange County's Safety Net? Employment / Workforce Development

FOCUS GROUP SUMMARY

Orange County's Safety Net? Employment / Workforce Development

What is the Employment Safety Net?

One-Stop Center System and System Partners

- Federal
- State
- Local
- Non-Profits

Orange County's Safety Net? Employment / Workforce Development

What is the Employment Safety Net?

One-Stop Center System and System Partners provide services that include:

- Workforce Preparation**
- Education & Training**
- Job Placement Assistance**
- Supportive Services**
- Linkage to Partner Services**

Orange County's Safety Net? Employment / Workforce Development

What are the unique conditions of last year?

-Economic Stimulus Funding

Increased Services to Customers

-New Types of Customers (First Timers)

-Multi-Barriers are now the Norm

-Large Numbers of Layoffs Continue

Orange County's Safety Net? Employment / Workforce Development

Economic Stimulus Funds / American Recovery and Reinvestment Act (ARRA)

Workforce Investment Act (WIA) and State EDD programs had significant increases---with specific guidelines on the use of funds. In addition, there have been some special grant opportunities—and a few awards to Orange County.

All funds to be used by June 30, 2011

Customer Services Increases

- One-Stops Centers have 60% to 70% Increases in Customer Services
- More Direct Training Opportunities Provided to Customers
- Additional Service Locations Opened (Temporary)
- Increased Delivery of Supportive Services (Child Care, Transportation, etc.)
- New Type of Pressures on Delivery Staff

Orange County's Safety Net? Employment / Workforce Development

New Types of Customers

Employment Services Programs are seeing more people that are “first time” users of the system

Many Professionals, Educated and Long Work History

More Skilled Workers available in the market

Less skilled, younger and older workers are less able to compete

Basic Need issues are seen more often

Mental Health issues are very common / depression

Multi-Barriers Have Become the Norm

Customers have many barriers to employment and urgent financial needs

Orange County's Safety Net? Employment / Workforce Development

Large Numbers of Layoffs Continue

| | | WARN Notices |
|--|-------------------------|--------------|
| 2008-2009 | | |
| 112 companies | 10,224 employees | 59 |
| 2009-2010 (<i>As of March 2010</i>) | | |
| 121 companies | 9,065 employees | 66 |

Orange County's Safety Net? Employment / Workforce Development

What are the prospects for Employment Safety Net in the coming year?

Focus on Employment Services /Jobs at Federal Level

-ARRA Funds through June 2011

(Good News for Employment Programs)

Federal Deficit and Impact on Domestic Programs

(Bad News for All Federal Programs)

Pending Waves of Fund Reductions at State & Local Levels

-Potential for Holes in Safety Net to Develop

(Ugly News Coming Our Way)

Orange County's Safety Net? Employment / Workforce Development



THE GOOD THE BAD AND THE UGLY

Orange County's Safety Net? Employment / Workforce Development

QUESTIONS?



Orange County

Workforce Investment Board
Linking Business & People

Andrew Munoz

Executive Director

Orange County Workforce Investment Board (OCWIB)

(714) 567-7370

www.ocwib.org

SAFETY NET TOWN HALL

April 6, 2010

10-Year Plan to End Homelessness

On January 12, 2010, the County Board of Supervisors approved the Draft Orange County Ten-Year Plan to End Homelessness. This plan was drafted by the Ten-Year Plan Working Group representing various stakeholder groups including business, non-profit homeless service providers, technical consultants, funders, education, mental health, housing, shelter providers, and City and County agencies. Numerous meetings were held with stakeholders to discuss the Plan's goals, strategies and implementing actions. Comments from those meetings were used to both verify and where appropriate refine and augment The Plan's goals and strategies.

Strategies included in the plan are predicated on sound business practices focusing on cost benefit and quality of life to the community with measurable outcomes. The overarching goal of the plan is to more strategically invest resources for a coordinated, efficient, and effective system and includes nine main goals:

- Goal 1: Prevent Homelessness-Ensure that no one in our community becomes homeless
- Goal 2: Outreach to those who are homeless and at-risk of homelessness
- Goal 3: Improve the efficacy of the emergency shelter and access system
- Goal 4: Make strategic improvements in the transitional housing system
- Goal 5: Develop permanent housing options linked to a range of supportive services
- Goal 6: Ensure that people have the right resources, programs, and services to remain housed
- Goal 7: Improve data systems to provide timely, accurate data that can be used to define the need for housing and related services and to measure outcomes
- Goal 8: Develop the systems and organizational structures to provide oversight and accountability
- Goal 9: Advocate for community support, social policy, and systemic changes necessary to succeed

Success of the Plan will be contingent upon community participation. The intention is that the 10 year Plan will unite the nonprofit service provider, faith based, public service, funder, and business communities with other stakeholders in working together to implement practical solutions to homelessness. The plan will also strengthen partnerships between County government, cities, funders, the business community, nonprofits, and other stakeholders, which will play a significant role in working to end homelessness in Orange County. Implementation groups will be formed around each of the Plan's nine goals (one for each goal). If you are interested in participating in one or more of the implementation groups or would like to comment on the plan, please email us 10yearplan@occr.ocgov.com indicating which group(s) you are interested in (see Appendix 2 of the Plan for information about the implementation groups).

To view the Draft Orange County Ten-Year Plan to End Homelessness, you may go to the following webpage www.ochousing.org and click on Homeless Prevention then select Ten Year Plan to End Homelessness.

"How Safe is OC's Safety Net?" Town Hall

April 2010

Final Report

ATTACHMENTS

TOWN HALL

Registration List

| | |
|------------------------|---|
| Pam Allison | Project Hope School Foundation |
| Nancy Almaleh | Jewish Family Service Of Orange County |
| Ken Babcock | Public Law Center |
| Denny G. Baron | Wtlc (Women's Transitional Living Center) |
| Dolores Barrett | Community Action Partnership Of Oc |
| Teresa Baterna | Project Access |
| Regina Birdsell | Center For Nonprofit Management |
| Natalie Bishop | Orange County Community Foundation |
| Michele Blair | Orange County Medical Association |
| Judy Bowden | 2-1-1 Orange County |
| Anna Brendle | Children And Families Commission Of Orange County |
| Elivet Brito | Oc Children's Therapeutic Arts Center |
| Amy Buch | County Of Orange Health Care Agency |
| Shannon Buhrmaster | Community Seniorserv |
| Marsha Burgess | Families Forward |
| Marianne Cadiz | Community Service Programs |
| Helen Cameron | Homes Inc. |
| Jorge Castaneda | Susan G. Komen For The Cure |
| Margarita Chavez | Delhi Center |
| Jim Colocino | We care |
| Vicki Connely | St. Anselm's Cross Cultural Community Center |
| Kathleen Costello | Cal State Fullerton |
| Sarah May K. Daguplo | American Lung Association In Ca |
| Dianna Daly | Caloptima |
| Marsha Daughetee | Csuf Irvine Campus |
| Stacy Davis | Susan G. Komen For The Cure |
| Kathleen Davis Bowman | Wiseplace |
| Wendy Day-Brown | Tactical Chaplain Services |
| Armando De La Libertad | Wells Fargo |
| Jessica Deakyne | Orange County Transportation Authority |
| Terrie Doizaki | Weingart Foundation |
| Veronica Dominguez | Second Harvest Food Bank Of Orange County |
| Linda Edwards | Womansage |
| Mary Ellen Hood | Newport Therapy Centers |
| Andrea Erickson | Newport Language & Speech |
| Leah Ersoylu | Ersoylu Consulting |
| Rose Espinoza | Council Member, City Of La Habra |
| Ed Ewart | South County Outreach |
| Laura Ferejohn | |
| Karen Francis | Orange County United Way |
| Karen Freeman | Alzheimer's Family Services Center |
| Matilde Gabriela | American Red Cross |
| Celia Garcia | Latin Business Institute |
| Shirley Gellatly | Human Options |
| Mj Goelzer | Jamboree Housing Corp |
| Antolin Gomez | Latin Business Institute |

"How Safe is OC's Safety Net?" Town Hall

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ATTACHMENTS

| | |
|---------------------------|--|
| Caryn Goot | Dayle McIntosh Center |
| The Rev. Sharon Gracen | Faith Episcopal Church |
| Judy Grant | Working Wardrobes |
| Christopher Guzman | Learn Actualize Lead Development Program |
| Jane Haas | Womansage |
| Andrew Halberstadt | Boys & Girls Clubs Of Garden Grove |
| Heather Hargis | Mariposa Women & Family Center |
| Vickie Hay | Calworks At Orange Coast College |
| Glenn Hayes | Neighborhood Housing Services |
| Cheryl Heesen | Redlands Family Service |
| Lucy Hernandez | County Of Orange Health Care Agency |
| Rebecca Hernandez | Help Me Grow |
| Yolanda Hernandez | Casa De La Familia |
| Ryan Holmes | Congressman Ed Royce's Office |
| Susan Holt | Irvine Unified/Irvine Family Resource Center |
| Heather Huntley, Phd | Kidworks |
| Rochelle Ibarra | Wtlc |
| Nicolette Jackson | Orange Coast College/Re-Entry |
| Ellen Jacobs | Legal Aid Society Of Orange County |
| Monica Jaime | Caloptima |
| Jennifer Jeffries | Phfe |
| Dr. Sara Johnson | Cal State Fullerton Anthropology Department |
| Jane Ka`Ala Pang, Rn | Pacific Islander Health Partnership (Pihp) |
| Victor Kaiwi Pang | Pacific Islander Health Partnership (Pihp) |
| Kathy Kashfi | Fair Housing Council Of Orange County |
| Barbara Kerr | Cal State Fullerton |
| Dr. Dmitry Khanin | Cal State Fullerton Small Business Institute |
| Chris Kiger | Fullerton College |
| Jeannie Kim-Han | Cal State Fullerton |
| Barbara Kimler | Barbara J. Kimler Public Relations |
| Kelly King | Second Harvest Food Bank Of Orange County |
| Sara Kirker | Dayle McIntosh Center |
| Ruth Kurisu | Health Funders Partnership Of Orange County |
| Dr. Michael Lacour-Little | Csuf Real Estate & Land Use Institute |
| Dawn Lee | Oc Partnership |
| Elizabeth Lee | Alzheimer's Family Services Center |
| Pam Lee | Fullerton Interfaith Emergency Svc. |
| Paul Leon | Illumination Foundation |
| Lee R. Lescano, Major | The Salvation Army |
| Rebecca Littman | Ochna |
| Mark Lowry | Orange County Food Bank |
| Jaslynn Luong | The Cut Studios |
| Jeff Lutz | 211 Orange County |
| Dawn Macy | Cal State Fullerton |
| Bob Malmberg | County Of Orange Social Services Agency |
| Dustin Manhart | Community Seniorserv |
| Michele Martinez | Eli Home, Inc. |
| Scott Mather | American Family Housing |
| Gregory Mathes | Goodwill Of Orange County |
| Anjanette Mcbath-Price | Awana @ Second Baptist Church |

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ATTACHMENTS

| | |
|-------------------------|---|
| Stephanie McCormick | Mariposa Women & Family Center |
| W.Stewart Mckeough | Susan G. Komen For The Cure |
| Robert Meaux | Thrivent Financial |
| Jose Menaldo | Saddleback Church |
| Margarita Mianda | Fluor |
| Susan Monroe | |
| Marian Muhamed | Wecare |
| Andrew Munoz | County Of Orange Workforce Investment Board |
| Cathleen Murphy | American Family Housing |
| Michele Myszka Townsend | Pacific Life Foundation |
| Sal Navarro | Casa De La Familia |
| Myhanh Nguyen | Nhan Hoa Clinic |
| Quynh Nguyen | Caloptima |
| Tiffany Nguyen | Boat People Sos - Orange County |
| Teri Niebuhr | His House |
| Yesenia Ochoa | Merage Foundations |
| Anne Olin | The Olin Group |
| Abraham Palomares | Boys & Girls Clubs Of Garden Grove |
| Dan Palumbo | Age Well Senior Services |
| Ricki Parker | County Of Orange Community Services |
| Shivani Patel | Oc Health Needs Assessment |
| Robert Pierce | Cal State Fullerton |
| Marcos Ramirez | Fieldstone Foundation |
| Keith Regan | |
| Dr. Michael Riley | County Of Orange Social Services Agency |
| Elizabeth Rivas | Casa De La Familia |
| Dan S. Rogers | Goodwill Of Orange County |
| Karen Roper | County Of Orange Community Services |
| Sandra Rose | Caloptima |
| Beth Rubins, Msw | Orange County Child Abuse Prevention Center |
| Trish Scarborough | Families Forward Board Member |
| Ken Schaap | Dayle McIntosh Center |
| Christina Sepulveda | Boys & Girls Clubs Of Garden Grove |
| Kathleen Shada | Triangle Terrace/Wycliffe Casa |
| Crystal Sims | Legal Aid Society Of Orange County |
| Robin Sinclair | Boys Hope Girls Hope |
| Colleen Smagala | Anaheim Interfaith Shelter |
| Greg Smith | Phfe |
| Fabiola Soto | Community Service Programs |
| Erik St. Amant | Dayle McIntosh Center |
| Heather Sutherland | |
| Deanne Tate | Veterans First |
| Kathy Tillotson | |
| Brenyale Toomer-Byas | Orange County United Way |
| Erin Touslee | Susan G. Komen For The Cure |
| Burdie Vaioletama | First Samoan Cong. Christian Church Of Huntington Beach |
| Joseph Vargas | Orange County Public Health |
| Cheryl Vargo | Kaiser Permanente |
| Claudia Vazquez | Families Forward |
| Janeth Velazquez | Community Seniorserv |

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ATTACHMENTS

Russell Vergara
Kay Vickery
Cherie Vollmer
Margie Wakeham
Wallace Walrod
Eric Walsh, Md
Jean Watkins
Jean Wegener
Jeff Whitaker
Carol Williams
Deby Wolford
Alan Woo
Doris Wood
Tom Woodard
Doug Wooley
Laura Zamora

Coalition Of Oc Community Clinics
Wecare
Families Forward
Oc Business Council
County Of Orange Health Care Agency
The Salvation Army
Serving People In Need (Spin)
Veterans First
Interval House
Colette's Children's Home
Community Action Partnership Of Oc
Orange County Head Start Inc.
American Red Cross
Goodwill Of Orange County
Casa De La Familia