

Community Action ANNUAL REPORT 2016



FIGHTING THE WAR ON POVERTY SINCE 1964



BOARD OF SUPERVISORS



Kevin JeffriesFirst District Supervisor



John Tavaglione Second District Supervisor



Chuck Washington Third District Supervisor



John J. Benoit Fourth District Supervisor



Marion Ashley Fifth District Supervisor



Jay Orr County Executive Officer



Zareh Sarrafian Riverside University Health System

COMMUNITY ACTION PARTNERSHIP LOCATIONS

COMMUNITY ACTION RIVERSIDE

2038 Iowa Ave. Suite B-102

Riverside, CA 92507

HEMET SERVICE CENTER

749 N. State St.

Hemet, CA 92543

COUNTY ADMINISTRATIVE CENTER

260 North Broadway

Blythe, CA 92225

MECCA WIC/CAP

49127 66th Avenue

Mecca, CA 92254

DESERT HOT SPRINGS WIC/CAP

14320 Palm Drive

Desert Hot Springs, CA 92240

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INTRODUCTION

The County of Riverside Community Action Partnership works to strengthen, promote, represent and serve its community to assure that the issues of poverty are identified and addressed. Community Action Partnership was created as part of the Economic Opportunity Act of 1964, commonly referred to as the "War on Poverty," for the purpose of tailoring services to meet the needs of individuals and families by helping low-income residents escape poverty and achieve economic stability.

Community Action partners with public and private entities across the county and administers a wide array of programs designed to eliminate poverty. In 2016, Community Action provided services and education to over 71,000 residents.

MESSAGES TO THE COMMUNITY

Sarah Mack Director, Department of Public Health



The goal of Riverside University Health System-Public Health is to provide services that help improve the lives and health of Riverside County residents, and the work of the County of Riverside Community Action Partnership is a great example of that goal being met.

Through the efforts of the Community Action Partnership staff and volunteers, tens of thousands of Riverside County residents have been served and

their lives improved.

Some of the work involved improvements to the physical environment, like those offered through the weatherization services program that helps protect homes and apartments during warm and cold weather. There is a financial benefit for residents who use the Volunteer Income Tax Assistance program, which in 2016 exceeded its goals on tax returns processed and helped bring Earned Income Tax Credit dollars back to clients and the communities where clients live.

There are Community Action programs that serve the young, seniors, veterans and others who may be struggling to get by. The programs are as varied as the residents Community Action serves.

Lastly, Community Action changed its organizational structure to increase efficiencies throughout the organization, and recently became part of Riverside University Health System-Public Health.

Congratulations to the Community Action staff and Commission for their work and commitment to the residents of Riverside County.

Brenda Salas Freeman Executive Director, Community Action Partnership



Thank you for taking time to review our 2016 annual report. Each and every day your Community Action Partnership serves those in need of assistance across the 7200 square miles of Riverside County.

Today Riverside County is the nations 10th most populated county. For the better part of a decade our county has been the fastest growing in both the state

and nation. However, we need Community Action Partnership programs and services more than ever before.

This next year we will continue to incorporate education and training while creating programming that helps people while changing lives. It is rewarding to lead the Community Action Partnership and a team of dedicated professionals. Please read the report and feel free to contact us at capriverside.org

COMMUNITY ACTION COMMISSION

Dale E. Cook Jr. Chair, Community Action Commission



As we reflect upon this past year, the Commission leadership and members are amazed by all that the County of Riverside Community Action Partnership accomplished in 2016. This report chronicles the myriad of our successes.

The Commission and its Committees worked diligently to ensure accountability for the funds received from our partner funders, while maintain that all of our practices were sound and transparent. The unrelenting dedication of our Staff and Volunteers who served in these capacities did not go unnoticed. We appreciate all of their extra efforts provided in the communities and neighborhoods throughout the County served by Community Action.

As you will read, our programs have a common thread of supporting individuals and families struggling with poverty and their financial lives. By way of these programs, we assisted clients as they move out of poverty to a position of overall economic well-being.

On behalf of the Commission, I would like to thank the Riverside County Board of Supervisors for their unyielding commitment, and that of all our Partners 'alleviate poverty and promote self-sufficiency'.

The Community Services Block Grant Reauthorization Act of 1998 requires that private nonprofit entities and public organizations administer their CSBG program with tripartite boards that "fully participate in the development, planning, implementation and evaluation of the program to serve low-income communities." Our agency complies with the CSBG Act through our Community Action Commission. Our Commission is comprised of public, private and low-income representatives from the community. The Commission meets 10 times per year excluding August and December.

LOW-INCOME SECTOR

Teresa Hunter, District 1
Marvin Powell, Jr. District 2
Mary Morse, District 3
Ernesto C. Rosales, District 4
Ernie Saldana, District 5 (Secretary)

PRIVATE SECTOR

Tiffany Baker, Social Services, (Vice Chair)

Josh Dunaj, Education

Bruce Kulpa, Housing

Gail Ousley, Social Services

Terri Vise, Health Care

PUBLIC SECTOR

Tonya Burke, Councilmember, Perris

Dale Cook, Mayor's Designated
Representative, Palms Springs (Chair)

George Moyer, Mayor, Banning

Betty Sanchez, Councilmember, Coachella

Mike Soubirous, Councilmember, Riverside



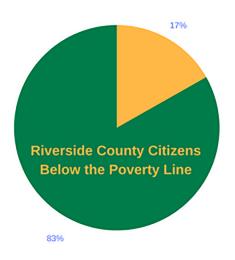
MISSION STATEMENT

The County of Riverside Community Action Partnership strives to eliminate poverty by facilitating opportunities towards self-sufficiency through education, wealth building, advocacy and community organization.

PROMISE

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community and are dedicated to helping people help themselves and each other.

A look at the numbers...

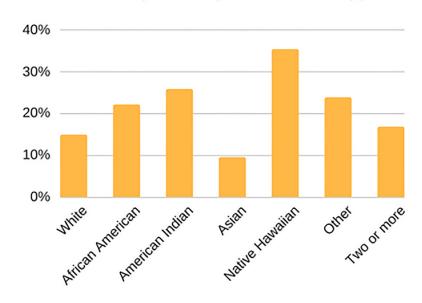


16.8% of the population, nearly **380,000 people**, have incomes below the federal poverty line.



Of all people in Riverside County live in poverty..

Poverty Rate (Race/Ethnicity)



6%

Bachelors degree or higher

10%

Some College

15%

High school graduate

24%

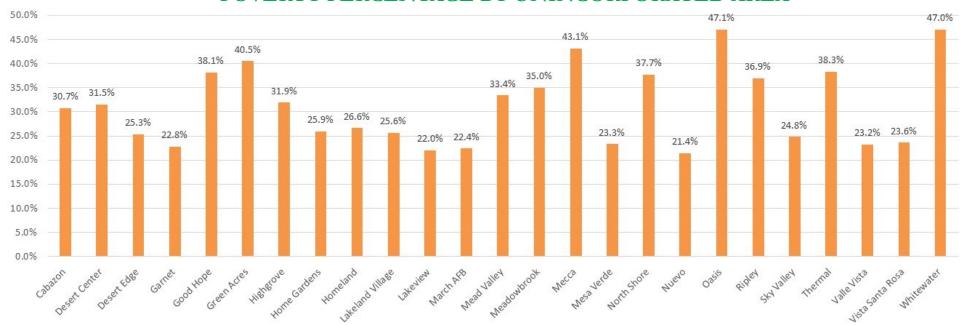
Less than a high school graduate

Poverty Rate (Education)

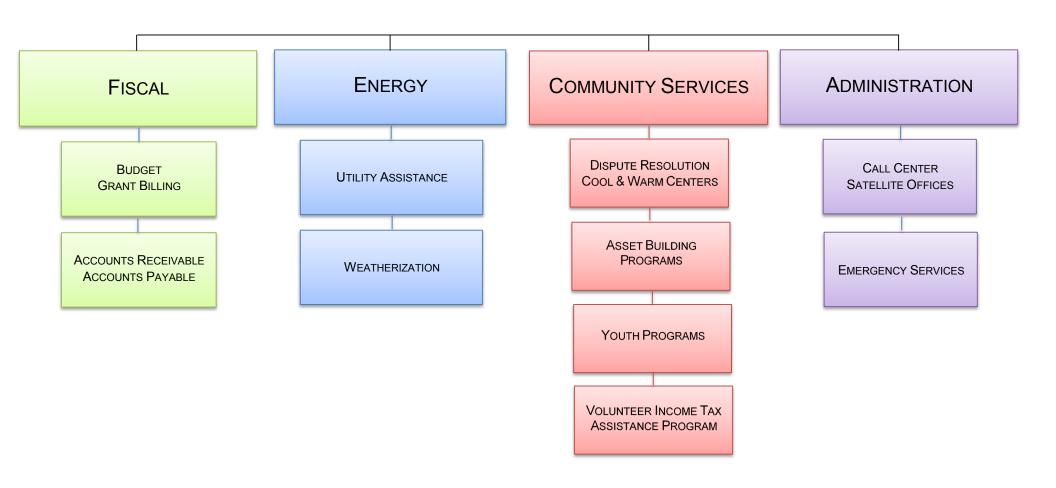
POVERTY PERCENTAGE BY CITY



POVERTY PERCENTAGE BY UNINCORPORATED AREA



COMMUNITY ACTION DIVISION CHART



ACHIEVEMENTS IN 2016



Met CSBG Organizational Standards and funding requirements.



Creation of Call Center,
Online/Phone Appointment
Scheduler,
Purchased public computers
for bill/education information.



Expanded energy programs into solar water heaters.



Implemented new laptop Savings Program.



Revised Commission by-laws.



Launched several satellite offices to better serve customers in rural areas of Riverside County.

STATISTICAL INFORMATION

Community Action receives grants from federal, state and local sources. Community Action is dedicated to growing its revenue and making every dollar count through use of volunteers and partnerships in the community.

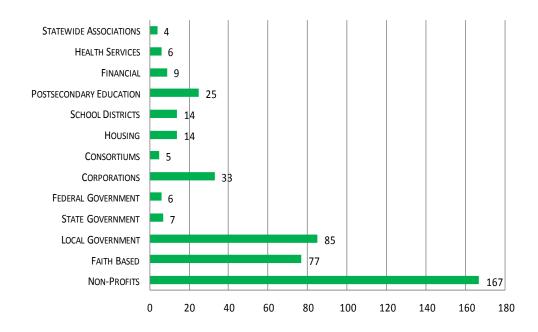
COMMUNITY ACTION TACKLES POVERTY BY SERVING LOW-INCOME INDIVIDUALS AND FAMILIES.



-71,553 INDIVIDUALS AND FAMILIES SERVED IN 2016.

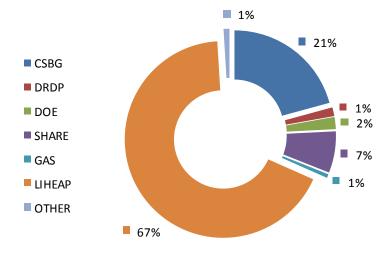
-OVER 46,000 VOLUNTEER HOURS IN 2016.

TOTAL # OF PARTNERSHIPS IN 2016 IS 456





FUNDING SOURCES



CSBG - Community Services Block Grant

DRDP - Dispute Resolution

DOE - Department of Energy

SHARE - Sharing Households Assist Riverside Energy

GAS - Southern California Gas Company

LIHEAP - Low-Income Home Energy Assistance Program

OTHER- Foundation for Economic Security,

Department of Public Social Services, County of Riverside

STATISTICAL INFORMATION

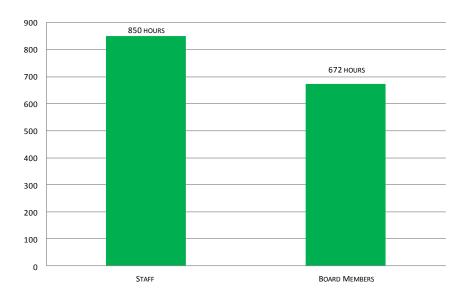
Community Action is service-oriented and takes pride in providing customers with accurate information and resources throughout the community in the fight against poverty. We value professional growth and development among our staff and our Community Action Commissioners.

COMMUNITY ACTION PROVIDES ACCURATE INFORMATION TO CUSTOMERS IN A TIMELY MANNER.



< 2:00 Minutes
Average wait time
38,688 Calls
Calls received in 2016

STAFF & BOARD TRAINING HOURS IN 2016.



*Includes meetings, trainings, conferences and seminars







ENERGY PROGRAMS

UTILITY ASSISTANCE

The Utility Assistance program is a one-time assistance program that helps low and moderate income individuals and families with utility payment assistance. Funding for the program is provided by the Federal Low Income Home Energy Assistance Program (LIHEAP). The recipients of utility payment assistance also receive energy conservation education.

ENERGY EDUCATION

Community Action requires that all utility payment assistance and weatherization customers receive energy conservation education. The purpose of the energy education is to teach the customer about the costs of energy, the benefits of energy conservation measures and practices and available resources, such as rebates, appliance safety and discount programs.

ENERGY CRISIS INTERVENTION PROGRAM (ECIP)

The program consists of gas and electric bill payments, wood, propane and oil payment and furnace repair and replacement on behalf of those households identified in a crisis situation. A payment is made when an applicant receives a 24-hour to 48-hour disconnection notice, or other utility service disconnection notice that would involve a life threatening and/or emergency situation; or the applicant's utility services have been terminated; or the applicant requires assistance with establishing a new account. Customers whose utilities are included in their rent do not qualify for ECIP.

ENERGY PROGRAMS

WEATHERIZATION ASSISTANCE

The Weatherization Assistance Program is a federally funded low-income residential energy conservation program. The program provides free home energy conservation services to low-income Riverside County homeowners and renters. These services reduce energy use and lower utility bills, creating a safe and more efficient household. Energy-saving services include measures such as attic insulation, caulking, water heater blanket, heating/cooling system repair or replacement and other energy-efficient measures. A trained inspector assesses eligible dwellings for measures needed. A typical inspection includes blower door testing for air leakage, combustion appliance testing for safety and efficiency and a health and safety inspection.

SHARING HOUSEHOLDS ASSIST RIVERSIDE ENERGY (SHARE)

SHARE is funded by the city of Riverside and is specifically for Riverside Public Utilities customers. In order to leverage services received, SHARE customers may also apply for LIHEAP. SHARE eligibility is determined by different income guidelines than LIHEAP and should be submitted in person.

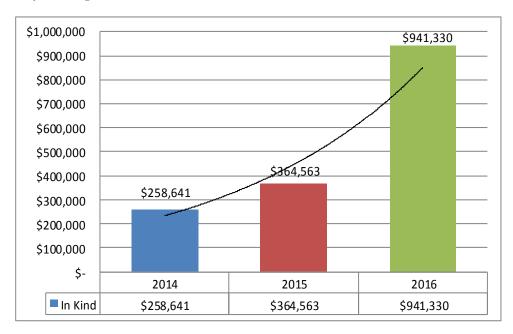
CALIFORNIA ALTERNATIVE RATES FOR ENERGY (CARE)

The CARE program provides a monthly discount of 20 percent or more on the electric or gas bill for individuals who meet the income eligibility guidelines, hold the utility account in his/her name and are qualified customers.



COOL & WARM CENTERS

Community Action facilitates cool and warm centers throughout the region that provide a safe place for people, especially those most vulnerable, to escape extreme seasonal temperatures and save money on their utility bills. Cool Centers are active Jun. 1 through Oct. 15, and Warm Centers are active Dec. 1 through Mar. 31. In 2016, there were 56 Cool Centers and Warm Centers operating throughout Riverside County, serving 14,979 visitors.



The Cool & Warm Centers receive in-kind value in the form of donations, space rent and volunteers.

Cool Center Attendance 14,665 Warm Center Attendance 314

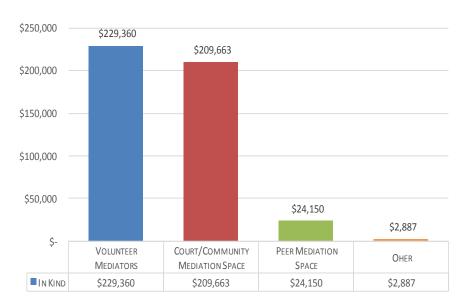


DISPUTE RESOLUTION PROGRAM

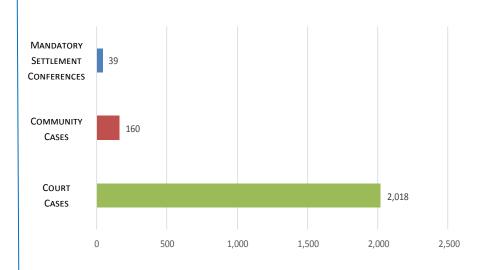
The Dispute Resolution Program provides mediation services and conflict resolution workshops and training to students and adults. Mediation is conflict resolution assisted by a neutral third party achieved through active listening, understanding, exploration of options and compromise. Mediation is a win-win alternative to small claims court. Through the mediation process, the individuals involved in a dispute work out their own solutions with the help of a mediator. Mediation saves money and time, and allows for a workable relationship, whereas, the court procedure is time-consuming, expensive and places the parties in adversarial positions. Additionally, Community Action offers Peer Mediation workshops to various school districts to help the youth resolve conflict and become peace ambassadors.



Students receiving Peer Mediation training.



Total Volunteer Mediators in 2016 was 775 contributing 11,468 hours. Total in-kind for the Dispute Resolution Program in 2016 was \$466,060.



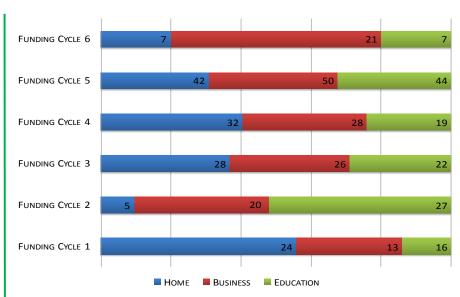
Total cases mediated in 2016 was 2,217

INDIVIDUAL DEVELOPMENT ACCOUNT (IDA)

The Individual Development Account (IDA) Program is a matched savings incentive program for residents of Riverside County seeking economic stability. Participants must have income to be eligible for the program. Participants attend a series of mandatory and elective workshops to increase financial knowledge as well as to become better prepared to reach their goal. Participants open a savings account, contribute to reach the goal of \$1,000 in savings to be matched with \$4,000, and choose to pursue one of the three goals: purchase a first home, college or vocational school or start or expand a business.



Community Action's Individual Development Account program offers families the opportunity to obtain financial literacy skills through completing workshops and provides a savings match incentive to acquire assets and become financially independent. In this case, both parents completed the program and were able to purchase a first home for their family. Congratulations to the Diaz family!



This chart reflects the funding cycles since the inception of the IDA program. There have been over 400 individuals who have graduated the program. Category breakdown is reflected above.



YOUTH PROGRAMS

PROJECT LINKING EDUCATION, ADVOCACY AND DEVELOPMENT (LEAD)

Project LEAD is a program that recruits, trains and deploys mentors and tutors to assist students enrolled in after school programs at middle schools. Project LEAD provides mentoring and tutoring through character development activities such as recreation, crafts, arts and academic coursework.

PRE-APPRENTICESHIP PROGRAM

The Pre-Apprenticeship Program is a workplace mentoring program that matches high school juniors and seniors with small businesses throughout the county. The youth are provided an opportunity to learn marketable job skills while still attending high school.





"I am now a preschool assistant at a child care center and I feel confident taking the next step in my career because of all that I learned as a Youth Coordinator."

~Project LEAD Youth Coordinator 2015-2016~

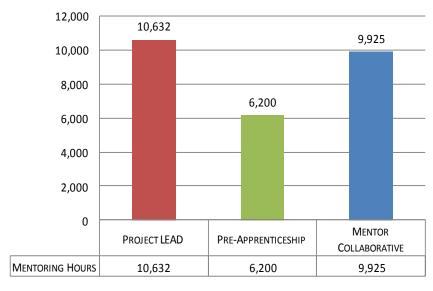
YOUTH PROGRAMS

RIVERSIDE COUNTY MENTOR COLLABORATIVE

The Riverside County Mentor Collaborative (RCMC) is a countywide partnership of more than 50 mentoring programs that assist, support and encourage safe, positive mentor-protégé connections. RCMC delivers mentor training workshops, promotes literacy, provides technical assistance, maintains a comprehensive directory of mentor programs in Riverside County and sponsors a telephone referral hotline.



The 2016 Annual Riverside County Mentoring Fair took place in Hemet.



Total Mentoring Hours In-Kind Value of \$718,960.59



Our student completed 520 hours of work experience while attending high school. She comes from a single parent home and understands the struggles that her mom goes through to provide her and her little brother basic needs.

She joined the Pre-Apprenticeship program because she wanted to help her mom provide for the household while gaining work experience. She improved her grades in school and achieved a 3.9 GPA. Congrats!

VOLUNTEER INCOME TAX ASSISTANCE

The Volunteer Income Tax Assistance (VITA) program provides FREE tax preparation services to low to moderate income filers. During tax season, there are free sites across Riverside County. All sites are staffed by IRS Certified Volunteers.

Those assisted by the VITA Program:

- Taxpayers who file 1040, 1040A and 1040EZ
- Low to moderate income individuals and families
- Person with disabilities
- Senior Citizens

Achievements in 2016

- 125 Volunteers
- In-Kind Equivalent of \$684,495
 - Over 5,700 Volunteer Hours



The VITA CAP Mobile prepares tax returns for residents.



VITA and its coalition processed 14,503 tax returns bringing back **\$16,150,846** into the community.

THANK YOU VOLUNTEERS

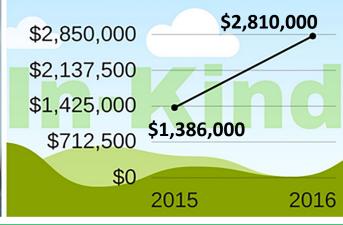












THANK YOU PARTNERS

ABC HOPE Adam Ruiz

Albert A. Chatigny, Sr. Community Center

Altura Credit Union

Alvord Unified School District

American Legion

American Red Cross

Anointed Vessel Productions

Anza Community Building, Inc.

Anza Community Hall

Anza Gas

Arbor Win Center (Youth Opportunity Center)

Area Recreation & Park District Arlanza Community Center Arlanza Elementary School

Arlington Temporary Services

Banning Court
Banning High School

Banning Senior Center

Beaumont Senior Center

Bell Mountain Middle School

Big Brothers Big Sisters of the Desert

Big Brothers Big Sisters of the Inland Empire

Blythe Community Center

Blythe Recreation Center

Blythe Senior Center

Bobby Bonds Park

Bobby Duke Elementary

Bordwell Park

Borrego Health Center

Boys & Girls Club of Coachella Valley Indio Boys & Girls Club of Coachella Valley Mecca

Boys & Girls Club of Coachella Valley Palm Desert

headquarters

Boys & Girls Club of Coachella Valley/ Coachella

Boys & Girls Club of Coachella Valley/Desert Hot Springs

Quinta/Mecca

Boys & Girls Club of Desert Hot Springs Boys and Girls Club of Coachella Valley

Bridges Of Hope

Bryant Park

Cahuilla Desert Academy Junior High

CAL Fire Riverside County Fire Dept

Calimesa Senior Center

Carolyn E. Wylie Center for Children, Youth & Families

Casa Blanca Library

Cathedral City High School

Cathedral City Salvation Army

Cathedral City Senior Center

Catholic Charities of Moreno Valley

Catholic Charities of Indio

Catholic Charities of Murrieta

Center for Employment Training
Cesar Chavez Academy

Cesar Chavez Community Center

Park

Cesar Chavez Elementary School

Chaparral High School

Cielo Vista Charter School

Circle City Center

City of Banning

City of Beaumont

City of Riverside Parks & Recreation

City of Riverside Utilities

City of Riverside Youth Opportunity Center

Clearwater Elementary School

Cloverdale Elementary School

Coachella Senior Center

Coachella Valley High School

Coachella Valley Housing Coalition

Coachella Valley Rescue Mission

Coachella Valley Unified School District

coachena vancy offinea school bistrict

Coachella Valley Women's Business Center

Coachella Valley Women's Business Center

Colorado Senior/Community Center

Colorado River Senior Center

Community Access Center

Community Connect 2-1-1

Community Food Pantry

Community Settlement Association

Corona Senior Center

Corona/Norco Settlement House

Country Village Senior Services

Credit. Org

Dales Senior Center

Daies senior cente

Desert Aids Project

Desert Hot Springs Family Resource Center

Desert Hot Springs Senior Center

Desert Hot Springs Senior Center

Desert Hot Springs WIC/CAP Office

Desert Recreation Center

Desert Recreation District

Desert Sands Unified School District

Dorothy McElhinney Middle School

DVBE Insurance

Dwight Eisenhower Elementary School

Economic Development Agency

Eddie Dee Smith Senior Center

El Cerrito Middle School

Eleanor Roosevelt High School Empower Youth (Youth Opportunity Center)

Esperanza Youth & Family Center

Fair Housing Council of Riverside County

Family Service Association

Fender's Museum/Kids Rock
Frank Augustus Miller Middle School

Galilee Center Inc.

Girls Scouts of San Gorgonio Council

Glen Avon Library

Global Education Systems Alliance

Good Hope Community Center

Grace International Educational Consulting

Habitat for Humanity

nabital for numanity

Hemet Service Center

Hemet Simpson Center

Home Gardens Academy

Hope Collaborative

Idyllwild Help Center (PROPANE)

Idyllwild Town Center

India Court

Indio Senior Center

Inland Empire Health Plan

Library Compared to the Compar

Inland Empire Women's Business Center

James A. Venable Community Center
James O. Jessie Desert Highland Unity Center

James O. Jessie Dese

Janet Goeske Center

Jerry Rummonds Senior Community

Joselyn Senior Center

Joslyn Center

Joyce Jackson Community Center Nichols Park

Jurupa Community Center - Area Recreation &

Park District

Kay Ceniceros Senior Center

KERU /Escuela De La Raza Unida

La Quinta Senior Center
La Quinta Wellness Center

La Sierra Community Center

La Sierra Senior Center

Lake View Chanel

Lakeland Village Community Center

Lakeview Chanel

Las Palmitas Elementary School

Louis Robidoux Library

March Air Field Meseum

Martha's Village and Kitchen

Martin Luther King Jr. High School

Mary Phillips Senior Center

McSweeney Elementary School

Mead Valley Community Center

Mead Valley Family Resource Center

Mead Valley Senior/Community Center Mecca Boys & Girls Club

Mecca Elementary School

Mecca Family and Farm Worker Service Center

Mecca WIC/CAP Office

Menifee Valley Community Cupboard

Mesa Verde Roy Wilson - Community Center

Mission Middle School

Mizell Senior Center

Moreno Valley College

Moreno Valley Community & Recreation Center

Moreno Valley Court

Moreno Valley High School

Moreno Valley Library

Moreno Valley Senior Center

Moreno Valley Youth Opportunity Center

Mount San Jacinto College

Mountain Vista Elementary School

Mt. San Jacinto High School Murrieta Court

Murrieta Senior Center

Murrieta Valley High School

My Learning Studio

National Oceananic and Atmospheric Administration

Norco College

North Shore Beach & Yacht Club

Norton Younglove Community Center

Olive Crest

Oak Grove
Oasis Perris Youth Center

Operation Safe House

Orange Grove High School

Orange Terrace Community Center

Our Lady of Perpetual Help Catholic

Our Lady of Perpetual Help School
Our Lady of Solitude Catholic Church

Painted Hills Middle School

Palm Desert Community Center

Palm Desert High Schoo

Palm Springs Court

Palm View Elementary

Palms Elementary

Palo Verde High School

Path of Life Ministries – Kids of Promise

Patricia Beatty Elementary School-Group 1

Patricia Beatty Elementary School-Group 2

Perris Family Resource Center

Perris Senior Center

Perris Valley Family Resource Center

Peter Pendleton Elementary School Rancho Calimesa Mobile Home Park

Rancho Calimesa Mohile Home Ranch

Rancho Community Church Family Life Center

Rancho Verde High School

Reach Out Strengthening Communities
Regional Access Project (RAP) Foundation

Reid Park

Renaissance Pet Resort

Renaissance Pet Resort & Spa Renck Community Center

Renek Community Center - Hunt Park

Riverside City College

Riverside County Child Care Consortium

Riverside County Department of Public Health

Riverside County Fire Department Riverside Superior Courts

Riverside Unified School District

Rose M. Eldridge Senior Center

Rubidoux Community Resource Center

Rubidoux Family Resource Center Rubidoux Youth Opportunity Center

Rummonds Senior Center

Ruth Lewis Community Center San Felipe Migrant Center San Gorgonio Middle School

San Jacinto Senior Center

Santiago High School Seaview Elementary School

Senior Citizens Service Center of Temecula-

. . . .

Shivela Middle School - 1st class

Skyview Elementary School Smooth Transition, Inc.

Southern California Edison Company

Southern California Gas Company

Southwest Justice Center

Springboard Nonprofit Consumer Credit Management, Inc.

St John's Lutheran Church

CA, Community Services and Development

Stater Bros Distribution Center

Stratton Community Center

Stratton Community Center - Bordwell Park

Superior Court of California County of Riverside

Temecula Community Center

Temecula Senior Center

The Cathedral Community Center

The Concern
The Salvation Army

The Well In The Desert

Church

Theodore Roosevelt Elementary

Thermal Migrant Head Start

Thermal Senior Center

Thermal Senior Community Center Tomas Rivera Middle School

Toro Canyon Middle School

Torres Martinez Community Center

UECC Americorps
US. Foods

Valle Del Sol Elementary Valley Restart Shelter

Valley-Wide Rec & Park

Villegas Park

Walgreens

Vilma Gudjemian

West Shores Middle/High School

Wilson Elementary School

West Valley High School Westside Elementary School

Ysmael Villegas Community Center Ysmael Villegas Community Center Villegas Park

Community Action Partnership of Riverside County could not do its work without the support and contributions of our partners.

Thank you for your commitment of service to the community.

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In Memory of John J. Benoit (1951-2016)

On December 26, 2016, members of the Board of Supervisors lost a colleague and friend, and Riverside County residents lost a man who had served them for almost 50 years.

Supervisor John J. Benoit was a doer, a thinker, a planner and problem-solver who just wanted to get things done for his Coachella Valley and for all Riverside County residents.

He was most proud of being called a public servant. He was honored to serve and represent the community in which he and his family lived.

His leadership and dedication to the residents of Riverside County will be sorely missed.



In Memory of Janice Haskin (1951-2016) Appointed from 2002 – 2013 Private Sector United Way of the Inland Valleys (District 5)



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