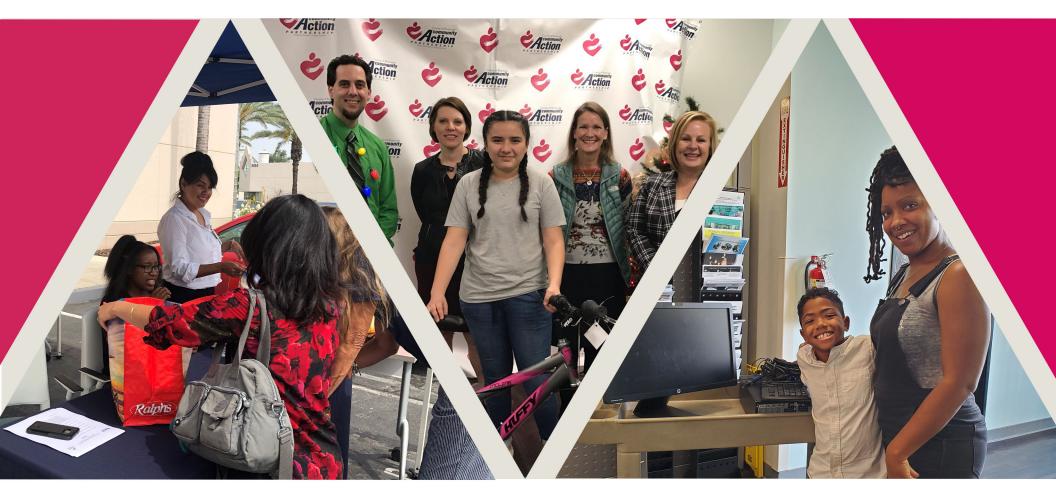


## Community Action Partnership ANNUAL REPORT 2019



FIGHTING THE WAR ON POVERTY SINCE 1964



### **BOARD OF SUPERVISORS**



01





Kevin Jeffries First District Supervisor

Karen Spiegel Second District Supervisor Chuck Washington Third District Supervisor



V. Manuel Perez Fourth District Supervisor



Jeff Hewitt Fifth District Supervisor

### **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

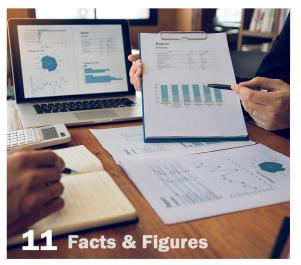
#### PHONE

CAP Riverside Office: 951.955.4900 Toll Free: 800.511.1110 Hearing Impaired: 951.955.5126

EMAIL info@capriverside.org

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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 need of self sufficency is 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 achieve economic stability.

Community Action partners with public and private entities across the county and administers a wide array of programs designed to train and uplift individuals while eliminating poverty.

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### **MESSAGES TO THE COMMUNITY**

### Kim Saruwatari Director, Department of Public Health



The County of Riverside Community Action Partnership is part of the Riverside University Health System - Public Health and a great way to show the community how we work together to provide programs and services to improve the lives and health of Riverside County residents. The partnership works because the dedication and passion of those who work at Community Action Partnership.

Through the efforts of the staff and volunteers at Community Action Partnership, tens of thousands of Riverside residents have been served and their lives improved, whether through the Cool and Warm Center program offered to protect people in Indio and Idyllwild during extreme weather conditions, or the services provided for young people in Perris or Moreno Valley to learn life skills.

Some of the services 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 processed countless returns and helped bring Earned Income Tax Credit dollars back to clients and the communities where clients live.

Community Action programs serve young people in Corona, seniors in Mecca, veterans in Beaumont and others who may be struggling to get by or just need a small lift to make it. The programs are as varied as the residents and locations Community Action serves. Congratulations to the Community Action staff and Commission for their work and commitment to the residents of Riverside County.

### Vince Wrzalinski Executive Director, CAP



Community Action Partnership had a great year serving the residents of Riverside County. During the past year, Community Action demonstrated its commitment to eliminating poverty in Riverside County through several innovative programs and services.

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Today Riverside County is the nation's 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. They are vital in fighting the war on poverty and helping people reach self sufficiency.

Some of our accomplishments this past year include establishing Tax Problem Solving Days, where residents received access to IRS representatives to resolve difficult tax issues and got their taxes completed free of charge by IRS certified volunteers. The Community Action Commission continued its commitment to CAP by providing fiscal oversight, guidance, and insight to tackle the root causes of poverty in the community. In the past year, our Weatherization team began installing additional energy efficient measures for Riverside County residents such as washers, dryers, dishwashers, freezers and more.

We have a balanced budget and continue to increase our funding opportunities. We thank the Board of Supervisors, Executive Office and Community Action Commission for their continued support for our mission and work.

We look forward to continuing services to our community that are helping people and changing lives.

### **COMMUNITY ACTION COMMISSION**

### **Tiffany Baker**

#### **Chair, Community Action Commission**

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As Chair of Community Action Partnership of Riverside County, it has been an honor and a privilege to serve in such an exciting year of growth and transformation for our organization.

This year, we've embarked on innovative collaborations to expand our reach in the region. We forged a partnership with the UCR Blum Initiative that addresses global and regional poverty and we established internships with local colleges in order to promote career development. It is collaborations like these that strengthen Community Action's efforts to eradicate poverty in Riverside County.

Over the course of the year, I'm proud to report that the Commission and its Committees continued its valiant efforts as a tripartite board participating in the development, planning, implementation, and evaluation of programs that serve low-income communities.

We recognize the on-going work and dedication of staff, partners and volunteers, who tirelessly strive to serve the many diverse needs of poverty throughout Riverside County. We wish to extend our sincere thanks and appreciation to the Riverside County Board of Supervisors for its continued support of Community Action's mission, and for joining our efforts to positively impact our region together.

As Commission members, we are passionate about the worthy cause of Community Action and we remain committed to the goal of alleviating poverty and promoting self-sufficiency for all.

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**

Natasha Ferguson, District 1 VACANT, District 2 Delores S. Chatmon, District 3 Melanie Whitney Lyons, District 4 Lincoln B. Cooper, District 5

#### **PRIVATE SECTOR**

Tiffany Baker, Social Services, (Chair) Dr. Justine Ross, Education VACANT, Housing Lisa Wright, Social Services Terri Vise, Health Care (Vice Chair)

#### **PUBLIC SECTOR**

David Starr Rabb, Councilmember, Perris Jay Virata, Director CED, Palms Springs Colleen Wallace, Councilmember, Banning Karlee Meyer, Hemet Steven Hemenway, Riverside

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COMMUNITY ACTION PARTNERSHIP We are here to serve Riverside County

residents and those families and individuals in need.



## HOPE

## ADVOCACY



## EDUCATION

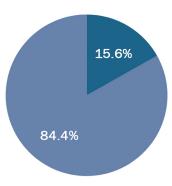
### **MISSION STATEMENT**

Community Action Partnership with the community facilitates opportunities towards self-sufficiency through education, wealth building, energy assistance and advocacy.

### 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.

### **POVERTY IN RIVERSIDE COUNTY**



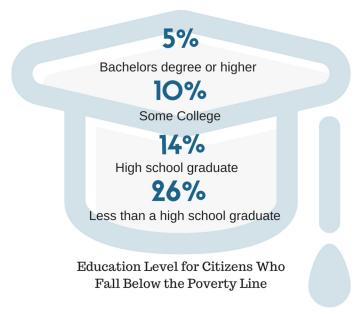
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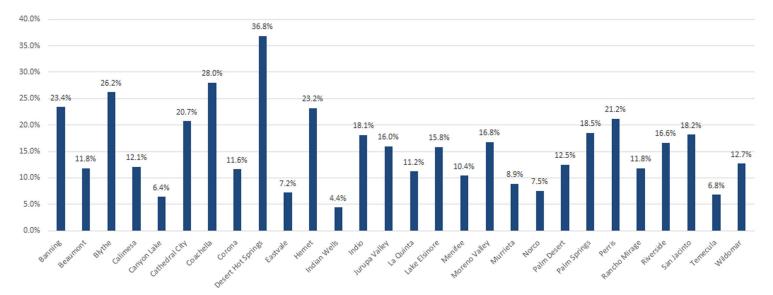
Riverside County Citizens Below the Poverty Line.

15.6% of the population, nearly **380,000 people**, have incomes below the federal poverty line.



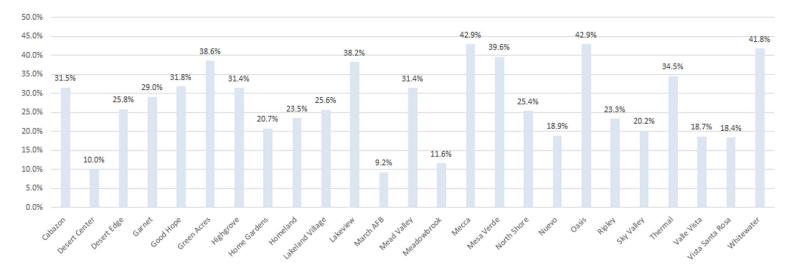
Of all people in Riverside County live in poverty.





### **POVERTY PERCENTAGE BY CITY**

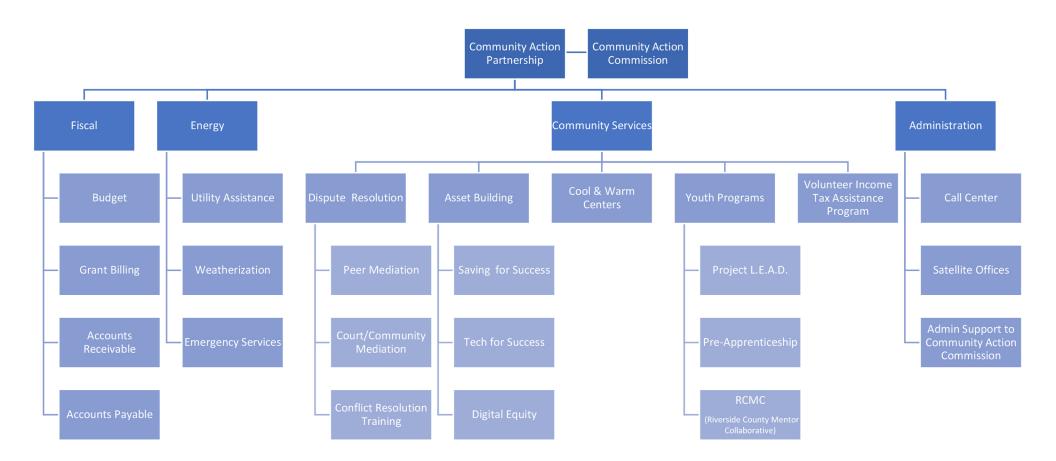
### **POVERTY PERCENTAGE BY UNINCORPORATED AREA**



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### **COMMUNITY ACTION DIVISION CHART**



**Annual Report** 

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### **ACHIEVEMENTS**



#### Established Tax Problem Solving Days

Community Action partnered with the Internal Revenue Service (IRS) to establish Tax Problem Solving Days at the CAP Riverside Training and Learning Center. IRS representatives assisted Riverside County residents with difficult tax issues such as past due taxes and installment agreements. Additionally, certified IRS volunteers were available to complete tax returns free of charge for the participants.





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#### **Community Action Commission**

Under the leadership of Chairwoman Baker, the CAP Commission revamped the required orientation for new board members, implemented new policies and procedures, and updated the Commission Bylaws and Delineation of Powers. This allowed CAP Riverside to better align with national standards and enabled the Commission to provide the appropriate oversight and guidance necessary to work towards achieving CAP's vision of ending poverty in Riverside County.

#### **Disgorgement Assistance Program**

In an effort to help Riverside County residents reduce their energy costs by improving the energy efficiency of their homes, CAP Riverside created the Disgorgement Assistance Program. The Disgorgement Assistance Program supplemented the already robust Weatherization Program by allowing CAP Riverside to install additional energy saving services for Riverside County residents. These services included the installation of washers, dryers, dishwashers, freezers, new house fans, various lighting fixtures, and electrical panel upgrades.

### **FACTS & FIGURES**

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

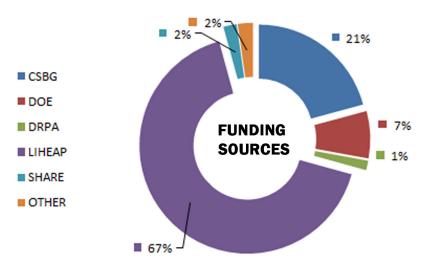


11

63,746 INDIVIDUALS AND FAMILIES SERVED IN 2019.

OVER 32,000 VOLUNTEER HOURS IN 2019.







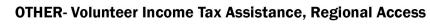
- **CSBG Community Services Block Grant**
- DOE Department of Energy
- DRPA Dispute Resolution Program Act
  - LIHEAP Low-Income Home Energy Assistance Program



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SHARE - Sharing Households Assist Riverside Energy



**Project, and Individual Development Account Grants** 

### **FACTS & FIGURES**

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 customers.

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









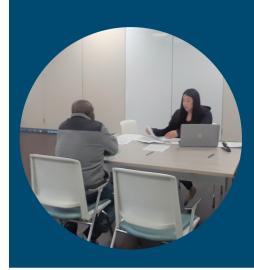
#### **TRAINING 2019**

12





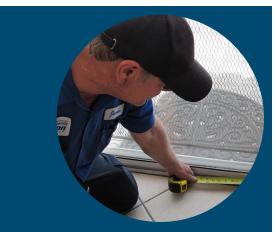
### **ENERGY SERVICES**



13

### (12,409 customers were provided with utility assistance in

2019



### ▲ 244 customers were provided

with weatherization services in 2019



**12,653** customers were provided with energy education in 2019

### **ENERGY SERVICES**

#### 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.

### ENERGY CRISIS INTERVENTION PROGRAM (ECIP)

The Energy Crisis Intervention Program assists income qualified applicants with one of their utility bills of either gas, electric, wood, propane or oil payment; as well as, heating or cooling equipment repair, or replacement on behalf of those households identified in a crisis situation. For utility assistance (gas, electric, wood, propane or oil), a payment is made when an applicant receives a 24-hour to 48-hours disconnection notice (or other utility service disconnection notice); or the applicant's utility services have been terminated; or the applicant requires assistance with establishing a new account. Emergency assistance for heating and cooling systems is offered to mitigate the immediate need that poses a life threatening situation during extreme weather conditions. After assessment, the unit problem will be addressed and repaired or replaced as deemed feasible.

#### **ENERGY 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.



#### UTILITY ASSISTANCE

SHARING HOUSEHOLDS ASSIST RIVERSIDE'S ENERGY (SHARE)

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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.

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 LIHEAP (Low-Income Home Energy Assistance Program) and the City of Riverside SHARE (Sharing Households Assist Riverside's Energy).

#### WEATHERIZATION ASSISTANCE

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.

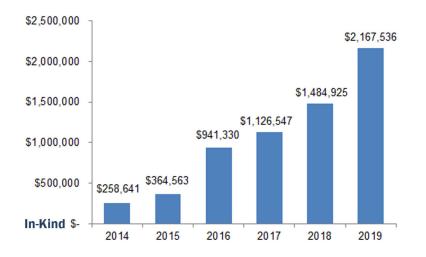
### **COOL & WARM CENTERS**

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 June 1 through Oct. 15, and Warm Centers are active Dec. 1 through March 31. In 2019, there were 60 Cool Centers and Warm Centers operating throughout Riverside County, serving **37,330 visitors**.

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

COOL &

**Cool Center Attendance** 



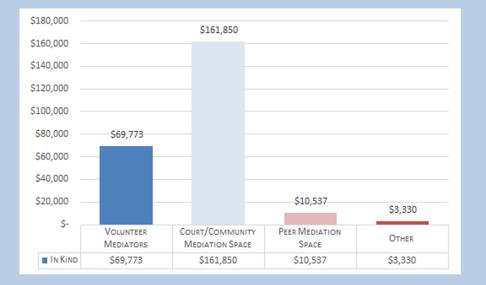
Annual Report

Warm Center Attendance

COOL & WARM 15

### **DISPUTE RESOLUTION**

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.



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Change sentence to this: A total of 68 Volunteer Mediators donated 2,130 hours in 2019. Total in-kind for the Dispute Resolution Program in 2019 was \$245,490.

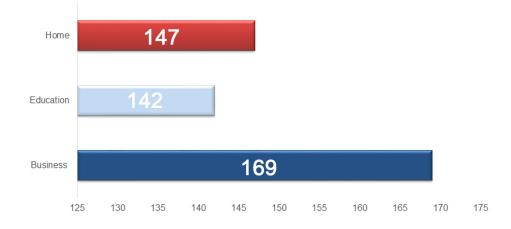




### **ASSET BUILDING**

The Savings for Success 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 in savings to be matched by Community Action, and choose to pursue one of the three goals: purchase a first home, college or vocational school or start or expand a business.

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There have been over 450 individuals who have graduated from the program. Category breakdown is reflected above.



#### Tech for Success

The Tech for Success program provides laptops to families that participate in a series of workshops where they acquire skills and learn about community resources. The participants in these series complete workshops where they learn about financial literacy, raising money smart children, child support and conflict resolution. Each of the participants are presented with a laptop and certificate for completing course requirements that help them and their families thrive and prosper in their lives.

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#### Lingafelter Development Fund

The Lingafelter Development Fund provides small grants to grassroots organizations to help them with start up costs, such as, helping them obtain their 501c(3) status.

### **VOLUNTEER INCOME TAX ASSISTANCE**



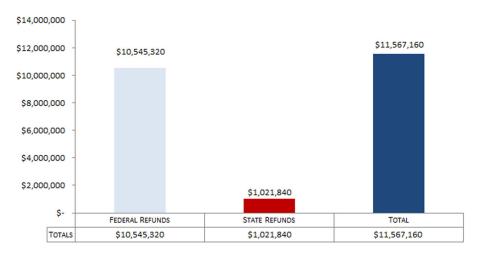
The Volunteer Income Tax Assistance (VITA) program provides FREE tax preparation services to low to moderate income filers. During tax season, there are free sites across Riverside County. All sites are staffed by IRS Certified Volunteers.

#### 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



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#### **2019 Community Action**

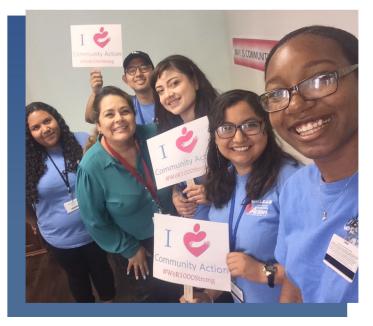
### **YOUTH PROGRAMS**

#### PROJECT L.E.A.D.

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#### (LINKING EDUCATION, ADVOCACY AND DEVELOPMENT)

Project L.E.A.D. is a program that recruits, trains and deploys mentors and tutors to assist students enrolled in after school programs at middle schools. Project L.E.A.D. 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.



Congratulations to Luis Infante for completing the Pre-Apprenticeship program!

Luis started the Pre-Apprenticeship program during his Junior year in High School. Luis was matched with Galilee Center, Inc. in Mecca. When he started, he said he wanted to learn to interact with people because he was shy. He set his three goals when he started in the program: 1). Improve communication skills; 2). Customer Service; and 3). Listen actively / Improve listening skills.

Luis expressed how the program has helped him develop a strong work experience foundation, break through his shyness, and learned the responsibility of managing money, the value of his community his community and the importance of Galilee's volunteers.

### **YOUTH PROGRAMS**

#### Congratulations LaShanae for completing the Pre-Apprenticeship program!



LaShanae started the Pre-Apprenticeship program during her Junior year in High School and was matched with Operation SafeHouse, in Riverside. She learned about the Pre-Apprenticeship Program through City of Riverside Youth Opportunity Center. She wanted to start working to gain independence, confidence and to learn how to gain important job skills.

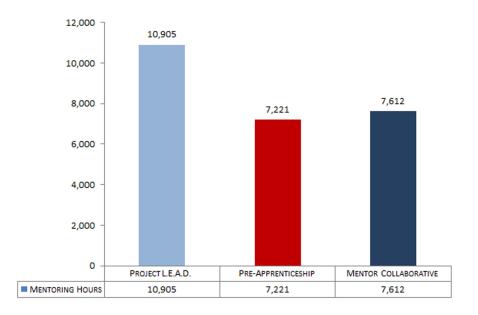
La Shanae learned various tasks such as, customer service, greeting new clients, assisted with registration and process, creating menus for meal preparation, updating and tracking logs, filing, learned new computer software, completed training with new phone system, learned how to manage her time with work and going to school.

LaShanae expressed how the program has helped her develop as an individual and how important community resources are to the community. She developed important relationships and learned how to be more empathic towards her clients.

#### 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.

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### **PARTNER RECOGNITION**

A Place of Be-Attitudes Albert A. Chatigny Senior Community Center Coachella Valley Housing Coalition Allen Chapel A.M.E. Church Altura Credit Union Alvord USD Annointed Vessel Productions Another Better Chance, Inc. Anza Community Hall Anza Electric Coop Anza Gas Service Inc. Arlanza Community Center/Bryant Park Arlington Ave Church of Nazarene Arlington Church of Christ Baby or Not Pregnancy Choice **Banning Senior Center** Beaumont Senior Center Beaumont USD Big Brothers Big Sisters of the Desert Big Brothers Big Sisters of the Inland Empire Blythe Community Center Boys & Girls Club of Coachella Valley Bridges of Hone Bright Star Missionary Baptist Cabazon Community Center CAL Fire Riverside County Fire Dept Cal State University San Bernardino CalCAPA California Baptist University California Conservation Corps. California Family Life Center Calimesa Senior Center Calvary Baptist Calvary Presbyterian Church Cathedral City Cathedral City Salvation Army Catherdral City Branch Library **Catholic Charities** Center for Employment Training Cesar Chavez Community Center Christ Chapel World Harvest Christ is Salvation Church Christian Life Center **Circle City Center** City of Temecula Citywide Coalition

Coachella Senior Center Coachella Valley Rescue Mission Coachella Valley Resource Collaborative Coachella Valley USD College of the Desert Colorado River Senior Center **Community Food Pantry** Community Health Systems, Inc. Community Settlement Association, Inc. Consortium for Early Learning Services Continuum of Care Corona-Norco USD Corona-Norco YMCA County of Riverside Veteran Services Credit org CSBG Advisory Committee Dales Senior Center Demuth Community Center Department of Community Services and Development Home Gardens Library Department of Energy Department of Health and Human Services Department of Rehabilitation Desert Aids Project Desert Center USD Desert Hot Springs Family Resource Center Desert Hot Springs Senior Center Desert Recreation District Desert Sands USD DVBE Insurance Eastside HEAL Zone Collaborative Economic Development Department Eddie Dee Smith Senior Center Eden Lutheran Church Edistsew Scholarship Program FGA Homes Escuela de la Raza, Unida Esperanza Youth and Family Faith in Action Faith in Motion Faith Lutheran Church Family Services Association Farmers Insurance First African Methodist Episcopal Church First Congregational Church

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First United Methodist Church Fish of the Eastern Coachella Valley Galilee Center Gateway College Career Academy Geri Smiles Glen Avon Librarv Global Church - Peach Ctr God's Christian Center Grace Baptist Church Grace Intl. Educational Consulting Habitat for Humanity Coachella Valley Habitat for Humanity Riverside Head Start Policy Council Health to Hope Helping Hands Group Hemet Simpson Center/Valley-Wide Rec & Park Hemet USD Her Comfort in the Storm Highgrove Library Hope Lutheran Housing Authority of the County of Riverside Idvllwild Help Center Idyllwild Library IFHP Immanuel Baptist Temple Immanuel Lutheran Church Indio Senior Center Inland Empire Education & Strengthing Families Inland Empire Job Corps Center Inland Empire VITA Coalition Internal Revenue Service (IRS) Jamboree Housing James O. Jessie Desert Highland Unity Center James Veneable Civic Center - Cabazon Janet Goeske Center Joslyn Center Jovce Jackson Community Center/Nichols Park Jurupa Area Recreation Park District Jurupa USD Kaiser Permanente Kay Ceniceros Senior Center Kingdom Development, Inc. Koinonia Youth Action Program La Quinta Wellness Center

La Sierra Community Center La Sierra Senior Center Lake Elsinore Library Lake Elsinore Senior Center Lake Elsinore USD Lakeview Chapel Laotian Vientiane Church Life in His Hands Loaves and Fishes Louis Rubidoux Library Magnolia Avenue Baptist Church Magnolia Presbyterian Martha's Village and Kitchen Mary Philips Senior Center Mead Valley Community Center Mead Valley Senior Center Mecca Boys and Girls Club Mecca Family and Farm Worker Service Center Mecca WIC Menifee USD Mental Health Systems - Ontario One-Stop TAY Center Microenterprise Collaborative of Inland SoCal Mizell Senior Center- Desert Hot Springs Molina Healthcare in the Community Moreno Valley Moreno Valley College Moreno Valley Public Library Moreno Valley Senior Center Moreno Valley USD Moses Schaffer Community Center Moutain View Estates Park Mt. San Jacinto College Murrieta Senior Center Murrieta Valley USD My City Youth My Learning Studio National Weather Service NCNW/Bethune Center Neighborhood Healthcare New American Funding Norco College North Shore Community Church Nuestra Senora de Guadalupe Church Nuview USD Oak Grove Center - Thrive ILP

Office of Social Concerns **Operation SafeHouse** Orange Terrace Community Center Our Lady of Perpetual Help -- Church Our Lady of Perpetual Help -- School Our Lady of Solitude Catholic Church Palm Desert Community Center Palm Desert Library Palm Springs Public Library Palm Springs USD Palo Verde USD Palo Verde Valley Transit Agency Perris Elementary School District Perris Family Resource Center Perris Senior Center Perris Union High School District Rancho Community Church Rancho Mirage REACH OUT Regional Access Project Foundation Renaissance Pet Resort and Spa Renck Community Center/Hunt Park ResCare RIVCO DPSS **RIVCO Family Resource Centers** Riverside Area Rape & Crisis Center Riverside CARE Team Riverside Community College **Riverside Community Healthy Foundation Riverside County Riverside County Cities** Riverside County WIC Riverside Heritage Arlanza/John Muir Schools Riverside Spanish Seventh Day Advent. Riverside University Health System Riverside USD Educational Options Center Riveside County DPSS Romoland School District Rose M. Eldridge Senior Center Rubidoux First Assembly Ruth Lewis Community Center/Reid Park Sacred Heart Catholic Church -- Anza Salvation Army San Jacinto USD

Office of Community Services

Santa Ana Watershed Project Authority Southern California Edison Southern California Gas St Martha's Food Pantry St. Andrews Newman Center St. Catherine's Catholic Church St. Elizabeth Hungary Food Ptry St. Frances of Rome RC Church St. John's Lutheran Church St. Thomas Catholic Church Stater Bros Stepping Stones TAY Resources & Support Center Stratton Community Center/Bordwell Park Sun City Library Superior Court of the State of California Teen and Health Collaborative Temecula Murrieta Interagency Council Temecula Valley USD The Empowerment Center The Savation Army - Davis center - Cathedral city The Well In the Desert Church Thermal Oasis Council Trinity Baptist Church UC Riverside UCR School of Public Policy UECC AmeriCorops United Way of the Inland Valleys UNITY Universalist-Unitarian Church US Foods Val Verde USD Valley Partnership, MOM Vick Knight Library Victory Worship Ministry Walgreens Walgreens (Jurupa Valley) Well in the Desert Wells Fargo Welwood Murray Memorial Library Women Wonder Writers Workforce Development Ysmael Villegas Community Center/Villegas Park

### **SPECIAL THANKS TO:**







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An EDISON INTERNATIONAL® Company



Health, Mental Health, Juvenile Intervention





### Join us on social media!

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