



Community Action Partnership ANNUAL REPORT 2018



FIGHTING THE WAR ON POVERTY SINCE 1964



BOARD OF SUPERVISORS



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

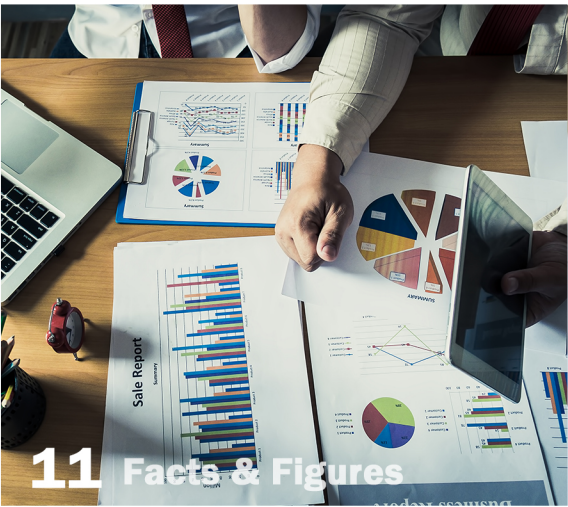
EMAIL

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 sufficiency 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 educate individuals while eliminating poverty.

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

Interim 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.

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 the Tech for Success Digital Equity Program to address the digital divide by allowing low-income residents to receive a refurbished computer after completing financial literacy workshops. We continue to invest in partnerships throughout the county, highlighted by our most recent partnership with the University of California, Riverside, School of Public Policy, the Blum Initiative on Global and Regional Poverty to conduct our annual community needs assessment.

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



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

Teresa Hunter, District 1
 Dianna Guyer, District 2
 Mary Morse, District 3 (Secretary)
 LaSoya Nicholson, District 4
 Ernie Saldana, District 5

PRIVATE SECTOR

Tiffany Baker, Social Services, (Chair)
 Dr. Justine Ross, Education
 Kathy Michalak, 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
 VACANT, Indio
 Mike Soubirous, Councilmember, Riverside

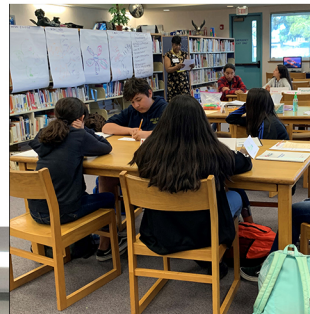
COMMUNITY ACTION PARTNERSHIP

We are here to serve Riverside County residents and those families and individuals in need.



HOPE

ADVOCACY



EDUCATION



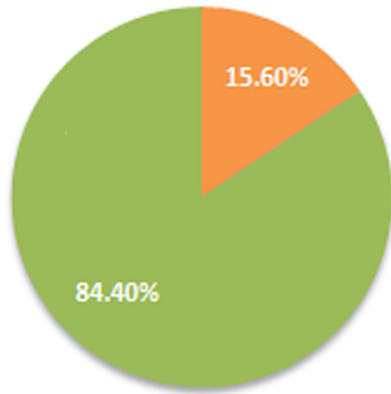
MISSION STATEMENT

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



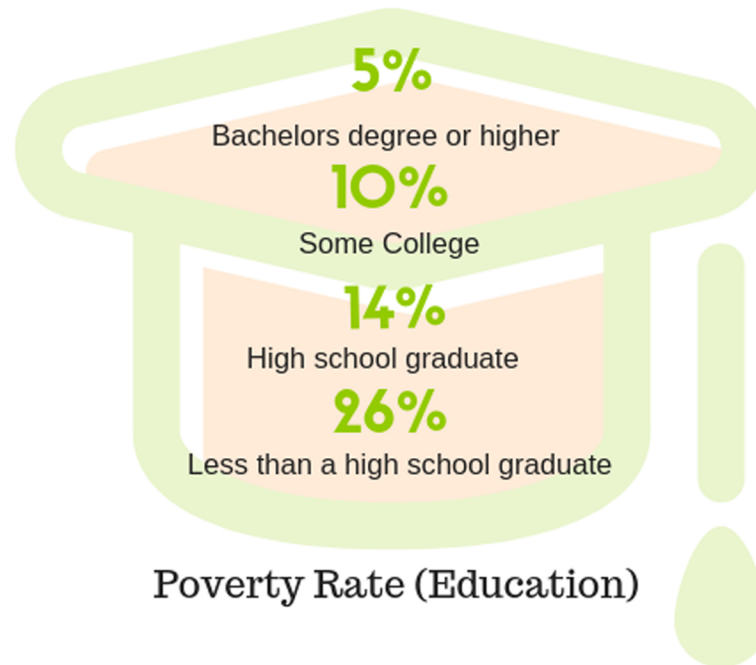
Riverside County Residents Below the Poverty Line.

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



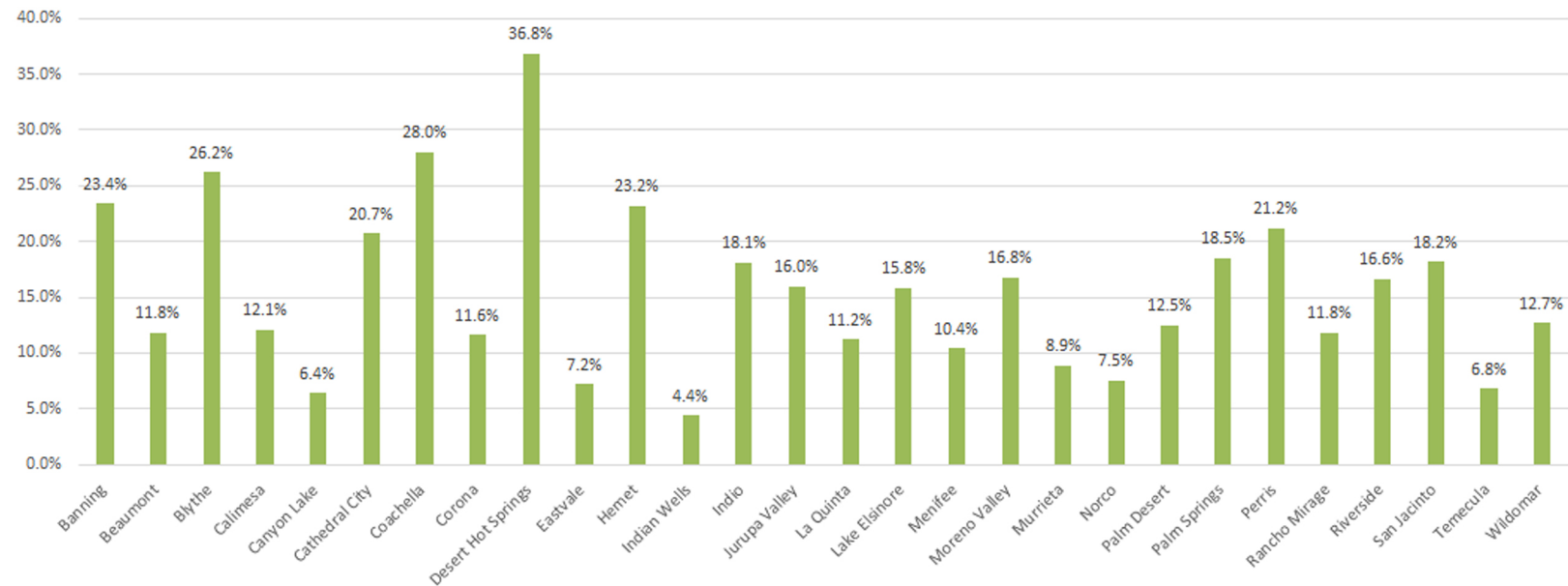
1 in 6

Of all people in Riverside County live in poverty..

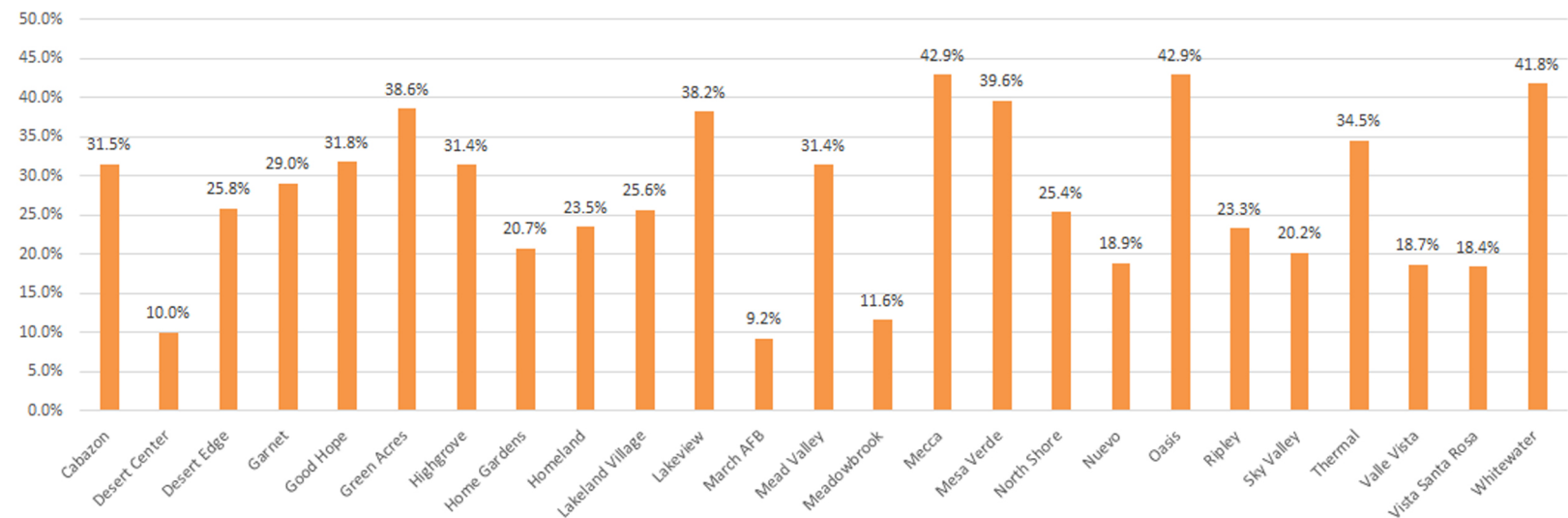


Poverty Rate (Education)

POVERTY PERCENTAGE BY CITY



POVERTY PERCENTAGE BY UNINCORPORATED AREA

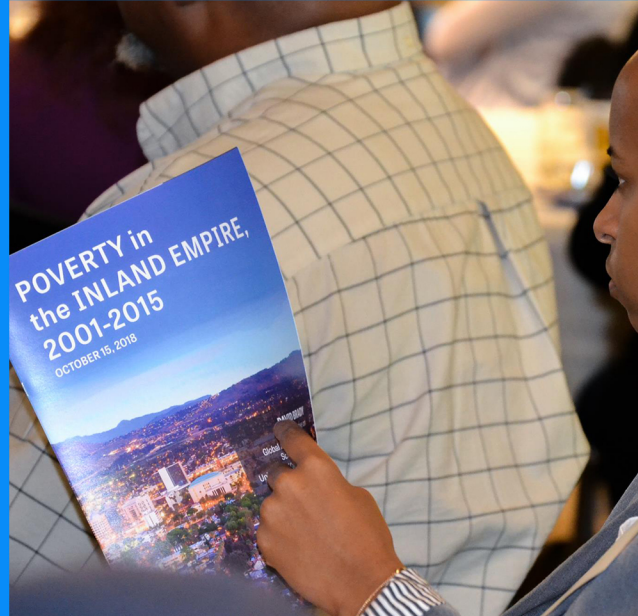


ACHIEVEMENTS



Tech for Success Digital Equity Program

The Tech for Success Digital Equity program is an innovative approach for tackling poverty by addressing the digital divide in Riverside County. Participants complete a series of financial literacy workshops and are provided a refurbished computer at the completion of their coursework. Since the program inception, more than 100 families have received a refurbished desktop computer to help them with their education and employment.



Formed partnership with the University of California, Riverside

Community Action established a partnership with the University of California, Riverside, School of Public Policy, the Blum Initiative on Global and Regional Poverty. The Blum Initiative arranged for the Community Needs Assessment to be the School of Public Policy's first internal capstone project, under supervision from and consultation with its Director.



Established an Internship Program

Community Action established an internship program with local colleges to provide students with career development by offering real work experiences in public service that provide students with opportunities to explore interests and develop professional skills and competencies.

HIGHLIGHTS



Community Action collaborated with California Baptist University by sponsoring hundreds of low-income youth ages 5-14 to attend a youth basketball camp. The goal of the camp was for all participants to work hard and feel good about themselves in a disciplined, highly structured, motivated, fun environment.

Annual Bike Event

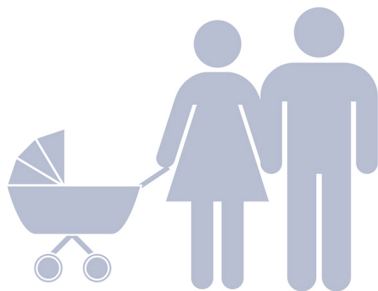
Community Action and Bicycles for Children, a nonprofit in the city of Corona, continued its partnership and provided bicycles to the most disadvantaged children in Riverside County.



FACTS & FIGURES

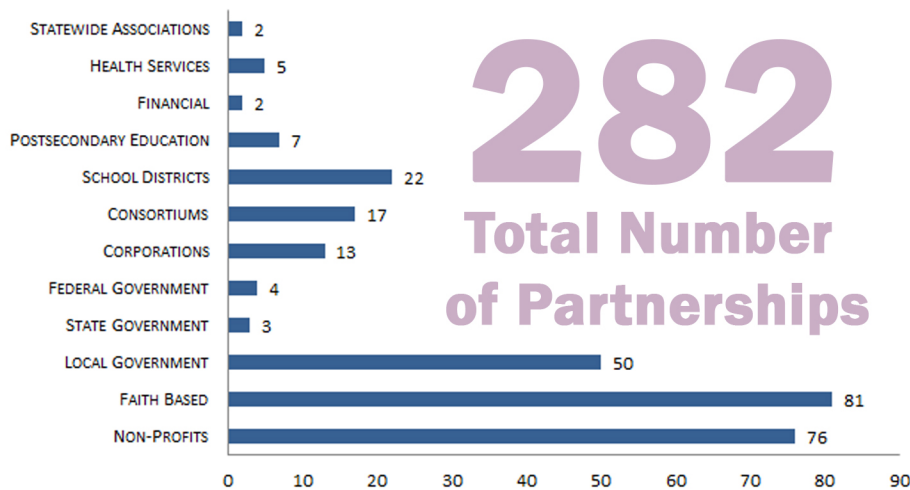
Community Action receives grants from federal, state and local sources. Community Action is dedicated to growing its revenue and making every dollar count through use of volunteers and partnerships in the community.

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

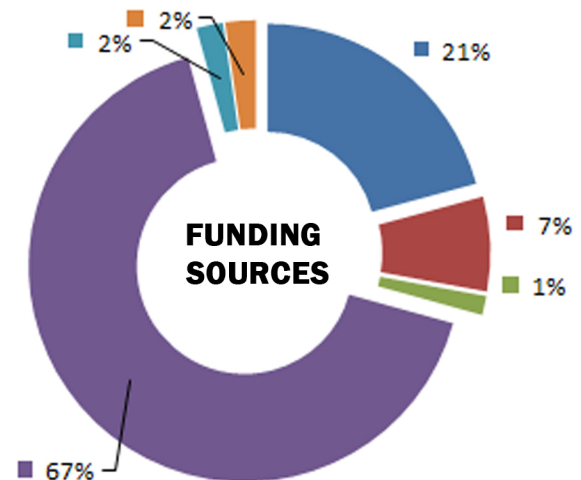


41,702 INDIVIDUALS AND FAMILIES SERVED IN 2018.

OVER 42,284 VOLUNTEER HOURS IN 2018.



282
Total Number of Partnerships



- CSBG - Community Services Block Grant**
- DOE - Department of Energy**
- DRPA - Dispute Resolution Program Act**
- LIHEAP - Low-Income Home Energy Assistance Program**
- SHARE - Sharing Households Assist Riverside Energy**
- OTHER- Volunteer Income Tax Assistance, Regional Access 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.



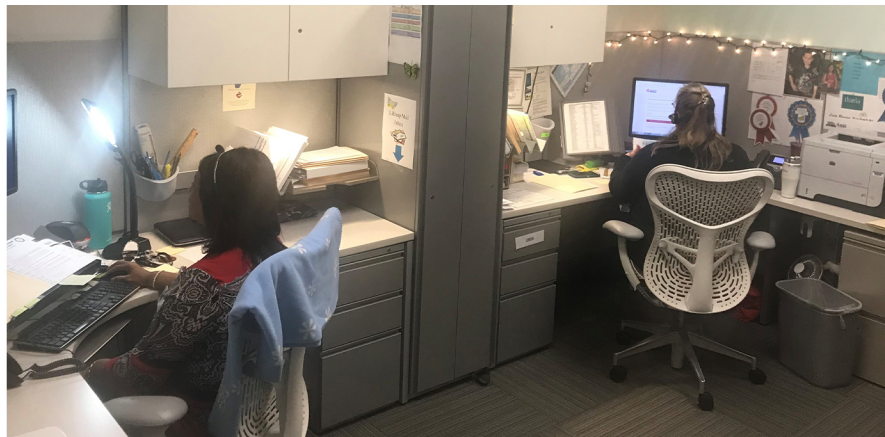
Average wait time

3:48
MINUTES

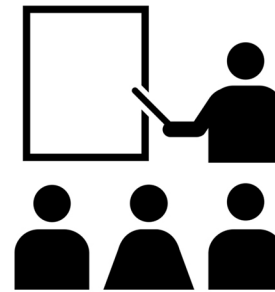


Calls received in 2018

42,610
CALLS



TRAINING 2018



Training in 2018

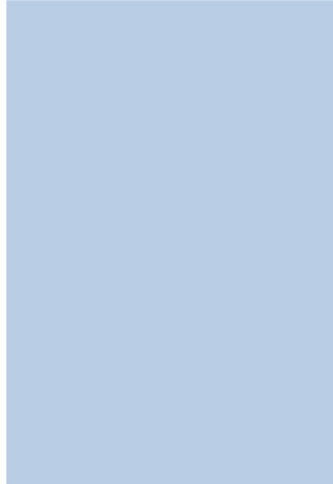
20,817
HOURS



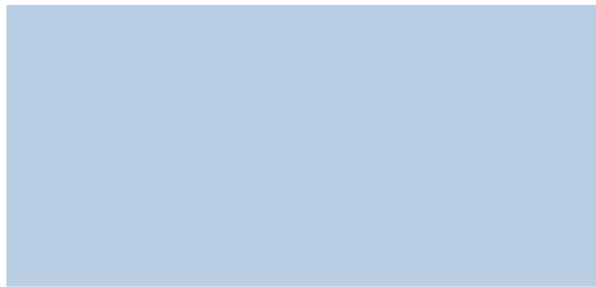
ENERGY SERVICES




 **19,588**
customers were provided
with utility assistance in
2018



 **300**
customers were provided
with weatherization
services in 2018



 **19,888**
customers were provided
with energy education
in 2018

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.



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.

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 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

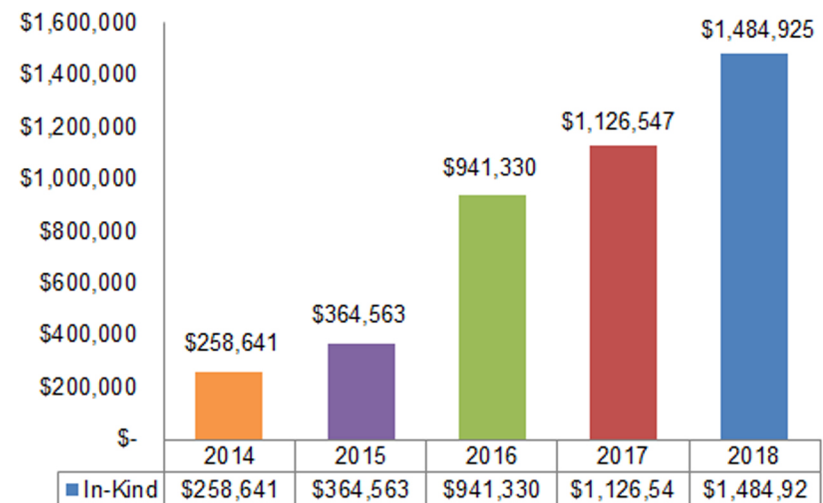
Community Action facilitates cool and warm centers throughout the region that provide a safe place for people, especially those most vulnerable, to escape extreme seasonal temperatures and save money on their utility bills. Cool Centers are active June 1 through Oct. 15, and Warm Centers are active Dec. 1 through March 31. In 2018, there were 56 Cool Centers and Warm Centers operating throughout Riverside County, serving 41,380 visitors.



28,395
Cool Center Attendance

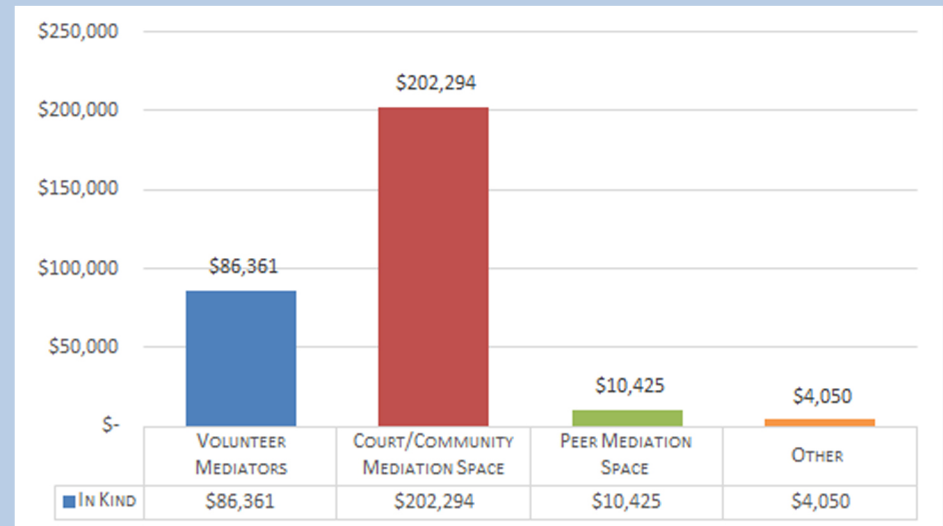
The Cool & Warm Centers receive in-kind value in the form of donations, space rent and volunteers.

12,985
Warm Center Attendance



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.

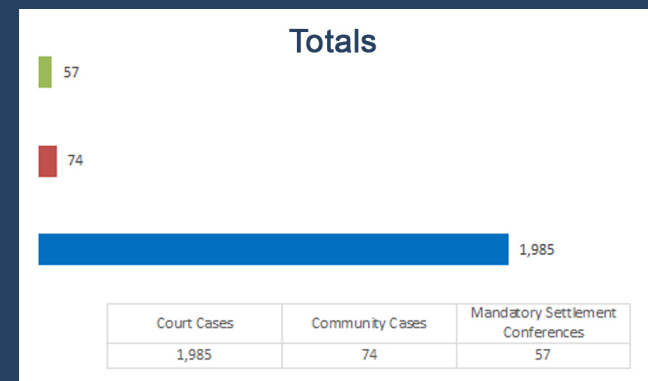


Total Volunteer Mediators in 2018 was 439 contributing 6,809 hours. Total in-kind for the Dispute Resolution Program in 2018 was \$303,130



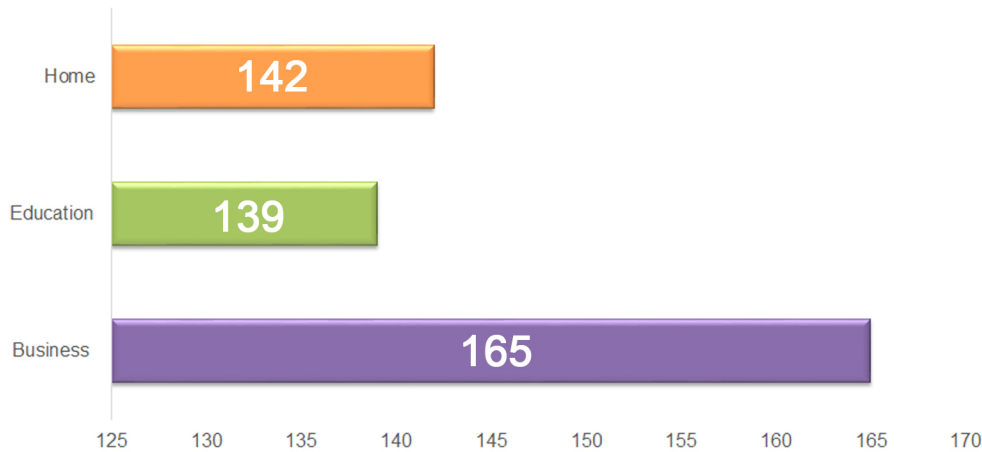
Students receiving Peer Mediation training

2,116
Total cases mediated
in 2018



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.



There have been over 400 individuals who have graduated the program. Category breakdown is reflected above.



Tech for Success

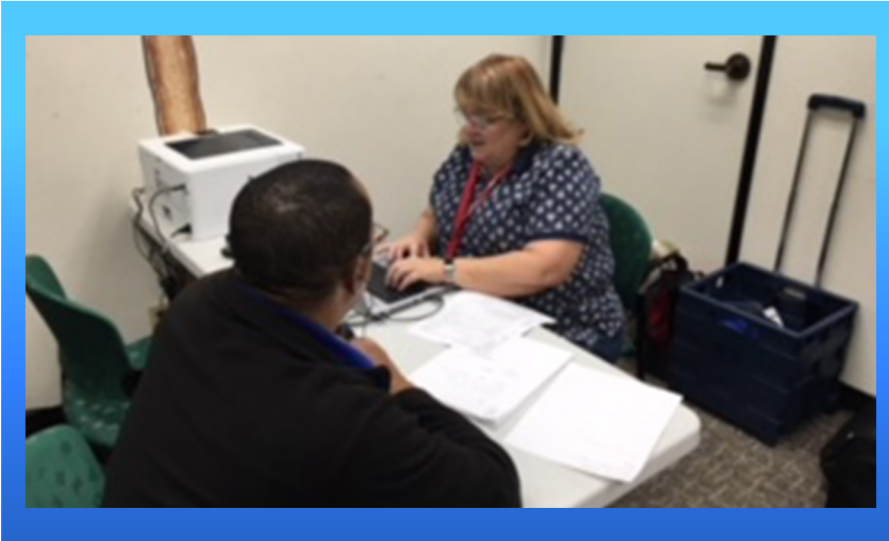
The Tech for Success program provides laptops to families that participate in a series of workshops where they acquire skills and learn about community resources. The participants in these series complete workshops where they learn about financial literacy, raising money smart children, child support 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.



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



\$11,035,748

Total Refunds



11,779

Tax Returns



125

Total Volunteers



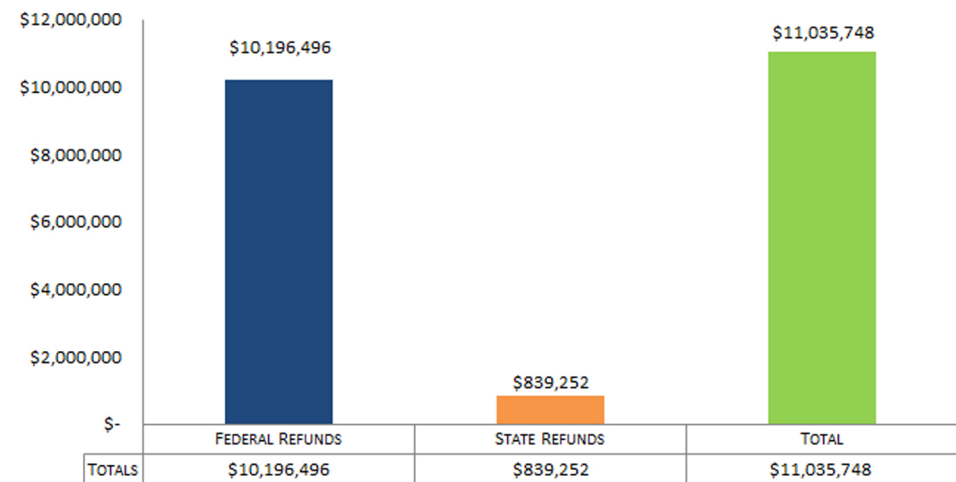
\$107,662

Total In-Kind



5,002

Volunteer Hours



2018 Community Action

YOUTH PROGRAMS

PROJECT L.E.A.D. (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.



Youth Coordinator Gabriela Nicoll was able to save over \$1,200 during the time she was in Project LEAD. Once the school year was completed, Gabriela was eligible to apply for Community Actions savings match incentive. Gabriela received her matched savings, which she will use towards furthering her education with a master's degree.

YOUTH PROGRAMS

Congratulations Veronica Gomez for completing the Pre-Apprenticeship program!

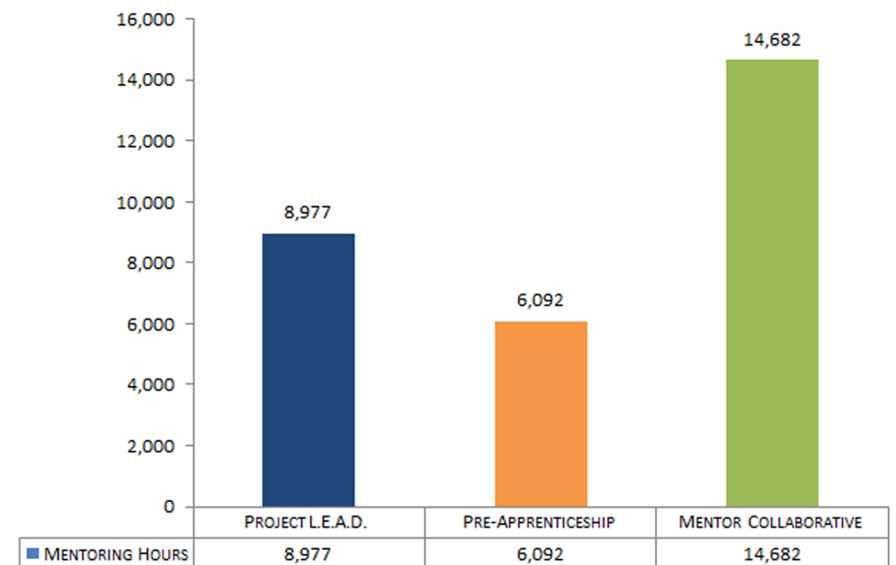


Matching Veronica with Boys and Girls Club was very successful. Veronica's mentor Sofia helped her accomplish the three goals that she had set at the beginning of the program. Sofia gave her tasks that would help Veronica grow and meet her goals. Sofia helped Veronica manage her time with school and work by helping her create a daily routine. Additionally, Sofia went beyond her duties as Veronica's supervisor by staying after work to help her complete college and financial aid applications.

Veronica said, "I'm very grateful for the opportunity and to be part of the Community Action Partnership Pre-Apprenticeship program. The Pre-Apprenticeship program has been very beneficial and most memorable to me. Thank you for this opportunity, it was a great program and the program is a great way to develop youth working experience, I'm rating this program so highly because the training I received was very helpful and everyone is understanding".

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.



THANK YOU PARTNERS

A Place of Be-Attitudes
 Allen Chapel A.M.E. Church
 Altura Credit Union
 Alvord USD
 Annotated Vessel Productions
 Another Better Chance, Inc.
 Anza
 Anza Electric Coop
 Anza Electric Coop
 Anza Gas Service, Inc.
 Anza Gas Service, Inc.
 Arlington Ave Church of Nazarene
 Arlington Church of Christ
 Baby or Not Pregnancy Choice
 Banning
 Beaumont
 Beaumont USD
 Blythe
 Bridges of Hope
 Bright Star Missionary Baptist
 Cabazon
 CAL Fire Riverside County Fire Dept
 Cal State University San Bernardino
 CalCAPA
 California Baptist University
 Calimesa
 Calvary Baptist
 Calvary Presbyterian Church
 Cathedral City
 Cathedral City Salvation Army
 Catholic Charities - Cathedral City
 Catholic Charities - Indio
 Catholic Charities -- Moreno Valley
 Catholic Charities -- Murrieta
 Catholic Charities -- Riverside
 Catholic Charities -- San Bernardino
 Center for Employment Training --Coachella
 Christ Chapel World Harvest
 Christ is Salvation Church
 Christian Life Center
 City of Riverside RPU
 Citywide Coalition
 Coachella
 Coachella Valley Housing Coalition
 Coachella Valley Housing Coalition

Coachella Valley Rescue Mission
 Coachella Valley Resource Collaborative
 Coachella Valley USD
 College of the Desert
 Community Food Pantry
 Community Health Systems, Inc.
 Consortium for Early Learning Services
 Continuum of Care
 Continuum of Care
 Corona
 Corona-Norco USD
 County of Riverside Veteran Services
 CSBG Advisory Committee
 Department of Community Services and Development
 Department of Energy
 Department of Health and Human Services
 Desert Center USD
 Desert Hot Springs
 Desert Sands USD
 DPSS -- DCSS (Dept. of Child Support Services)
 DVBE Insurance
 DVBE Insurance
 Eastside HEAL Zone Collaborative
 Economic Development Department
 Eden Lutheran Church
 EGA Homes
 EGA Homes
 Esperanza Youth and Family
 Faith in Action
 Faith in Motion
 Faith Lutheran Church
 Family Resource Center - Perris
 Family Resource Center -Mecca
 Family Resource Center -Riverside
 Family Resource Center -Rubidoux
 Family Resource Center-Desert Hot Springs
 Farmers Insurance
 Farmers Insurance
 First Congregational Church
 First United Methodist Church
 Fish of the Eastern Coachella Valley
 Galilee Center, Inc.
 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
 Hemet USD
 Her Comfort in the Storm
 Hope Lutheran
 Housing Authority of the County of Riverside
 Idyllwild
 IEHP
 IEHP
 IEHP
 Immanuel Baptist Temple
 Immanuel Lutheran Church
 Indio
 Inland Empire VITA Coalition
 Internal Revenue Service (IRS)
 James Veneable Civic Center - Cabazon
 Jurupa USD
 Jurupa Valley
 Kaiser Permanente
 Kingdom Development, Inc.
 Koinonia Youth Action Program
 La Quinta
 La Quinta Wellness Center
 Lake Elsinore
 Lake Elsinore USD
 Lakeview Chapel
 Laotian Vientiane Church
 Life in His Hands
 Loaves and Fishes
 Magnolia Avenue Baptist Church
 Magnolia Presbyterian
 Martha's Village and Kitchen
 Mecca
 Menifee
 Menifee USD
 Microenterprise Collaborative of Inland Southern California
 Mizell Senior Center- Desert Hot Springs
 Molina Health Care
 Molina Healthcare in the Community

Moreno Valley
 Moreno Valley USD
 Mt. San Jacinto College
 Murrieta
 Murrieta Valley USD
 NCNW/Bethune Center
 New American Funding
 New American Funding
 Norco
 Norco College
 North Shore Community Church
 Nuview USD
 Office of Community Services
 Office of Social Concerns
 Olive Crest
 Our Lady of Perpetual Help -- Church
 Our Lady of Perpetual Help -- School
 Our Lady of Solitude Catholic Church
 Palm Desert
 Palm Springs
 Palm Springs USD
 Palo Verde USD
 Perris
 Perris Elementary School District
 Perris Union High School District
 Rancho Community Church
 Renaissance Pet Resort and Spa
 Renaissance Pet Resort and Spa
 ResCare
 ResCare
 Riverside
 Riverside CARE Team
 Riverside Community College
 Riverside County Department of Public Health
 Riverside County Fire Department - Emergency Services
 Riverside County Health Coalition
 Riverside County Library System
 Riverside Spanish Seventh Day Advent.
 Riverside USD
 Romoland School District
 Rubidoux
 Rubidoux First Assembly
 Sacred Heart Catholic Church -- Anza
 Salvation Army -- Moreno Valley

Salvation Army -- Murrieta
 Salvation Army-Hemet Corps
 Salvation Army--Riverside
 San Jacinto
 San Jacinto USD
 Santa Ana Watershed Project Authority (SAWPA)
 Southern California Edison
 Southern California Edison
 Southern California Edison
 Southern California Edison
 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
 Stater Bros
 Superior Court of the State of California
 Teen and Health Collaborative
 Temecula
 Temecula Murrieta Interagency Council
 Temecula Valley USD
 The Savation Army - Davis center - Cathedral city
 The Well In the Desert Church
 Thermal
 Thermal Oasis Council
 Trinity Baptist Church
 UC Riverside
 UNITY
 Universalist-Unitarian Church
 US Foods
 US Foods
 Val Verde USD
 Valley Partnership, MOM
 Victory Worship Ministry
 Walgreens
 Walgreens
 Wells Fargo
 WIC-Desert Hot Springs
 WIC-Indio
 WIC-Mecca
 WIC-North Riverside
 Workforce Development

SPECIAL THANKS TO:



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