DOORS

Continuing to Connect with Our Community

OPEN

OC Community Resources

CONTENTS

Letter from the Director

Watch Director's Message Here!

To say that government's job is to serve the public comes as no surprise. In fact, OC Community Resources' mission is to Connect People and Resources.

But in this year, as the effects of the COVID-19 pandemic wore on, serving the public took on a new challenge.

In addition to focusing on customer service and experiences, we dedicated ourselves to keeping our doors open, being a dependable partner, and continuing to connect with the community.

It would have been simpler to pull back; to shutter our services and programs in light of the changing health restrictions. But that would have left library books on the shelves, trails unhiked, animals not adopted and much, much more.

At OC Community Resources, our five programs include seven distinct service areas ranging from Libraries, Parks, Animal Care, Workforce Solutions, Veterans Services, Office on Aging, and

Housing & Community Development—and each program plays a unique but essential role in the lives of Orange County residents. As we faced COVID-19 together, OCCR chose not to pull back but instead stretch farther to ensure the wellbeing of the community we serve.

It wasn't easy, but the most important accomplishments seldom are. Keeping our doors open meant innovating new ways to deliver our services while also safeguarding our most precious resource—our county staff. In the following pages, you will see the story unfold—demonstrating the innovative, resourceful, and determined nature of our employees and their commitment to the patrons they serve.

I thank our Board of Supervisors for their leadership, our dedicated staff for their unwavering commitment, and I invite you to explore how we connect you and your family to resources in Orange County.

Stay Healthy and Safe,

DYLAN WRIGHT
Director

Positively Transforming Lives in Orange County

OUR VALUES

1 Cultivate Opportunites
2 Exceptional Experiences
3 Unleash Creativity
4 Ethics in Action
5 Inspire Synergy

BOARD OF SUPERVISORS

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SUPERVISOR
5th District

CONTINUING TO CONNECT

19 drive-in movie nights by OC Parks

5,778 businesses awarded total of $50,977,271

371 supportive & affordable housing units completed

51% increase in library items checked out

39,108 field calls responded to by OC Animal Care

25,000 veterans served at the Veteran's Services Office

OC ANIMAL CARE

To provide refuge & care for animals, to foster the human-animal bond, & to promote safety in our community

• Adoption by Appointment

People love pets, and OC Animal Care has been in the business of matching animals with their forever homes for over 50 years. In fact, OCAC's pet adoption services are so popular with the community that the shelter is open seven days a week to ensure animals are matched with potential adopters at the earliest chance. When COVID-19 hit, OCAC came together to find a way to keep the shelter open while still serving the community and pets they love.

OCAC pivoted on the spot and implemented **Adoption by Appointment.** The results were incredible.

SYSTEM HIGHLIGHTS

→ **Increases customer service** *by providing over 400 appointments a week and concierge-level customer service to adopters*

→ **Relieves animal stress** *and allows staff to see the animal's true personality, ensuring the right pet is matched to an adopter*

→ **Minimizes wait times** *and provides adopters with individualized attention*

→ **Decreases in-shelter altercations** *and substantially reduces the in-shelter bite rate which protects the safety of adopters, volunteers, and staff*

• Field Response to Calls

With a strong record of balancing public safety and animal welfare, OC Animal Care hits the mark daily serving the animal care needs of 14 contract cities and County unincorporated areas. While animal welfare is a core component of OCAC's mission, public safety is a fundamental responsibility of OC Animal Care and one that ultimately drives all programming. As people spent more time at home due to pandemic restrictions, the role of OCAC Animal Control Officers became even more critical. Acting as ambassadors and first responders, they were committed to taking calls and serving residents in each of their communities. These animal care officers were on the job 24 hours a day seven days a week protecting the public, ensuring the well-being of our animals, enforcing local and state laws, and educating the public on responsible pet ownership. With over 40,000 calls annually, the community was safeguarded by this team of animal care experts.

86.76%
total save rate

94.81%
SAVE RATE FOR DOGS

81.05%
SAVE RATE FOR CATS

94,327 lb of food
GIVEN OUT AT FAMILY FUR-ST
PET FOOD PANTRY DRIVE-THRU

8,230
total intake
of dogs & cats

• Pet Food Pantry

Keeping pets safe and in their homes was a top priority for OC Animal Care throughout the pandemic. As families faced worries about job security and economic impacts, OCAC stepped up to partner with pet owners and hosted a series of Family Fur-st Pet Food Pantry Events aimed at assisting pet lovers in the community with a pet food giveaway. The contactless drive-thru event featured staff working alongside volunteers to distribute pet food and supplies to families in need. Working in conjunction with community partners like Animal Assistance League of Orange County, SoCal Animal Response Team, and The Shamrock Rescue Foundation, the pet food pantry gave out over 7,000 pounds of food to help feed more than 550 pets in Orange County. Supporting companionship and positive mental health took on all new importance during COVID-19 as pets are known to lower anxiety and stress and promote healthy habits for people of all ages. OC Animal Care was proud to stand with the community and support the human-animal bond.
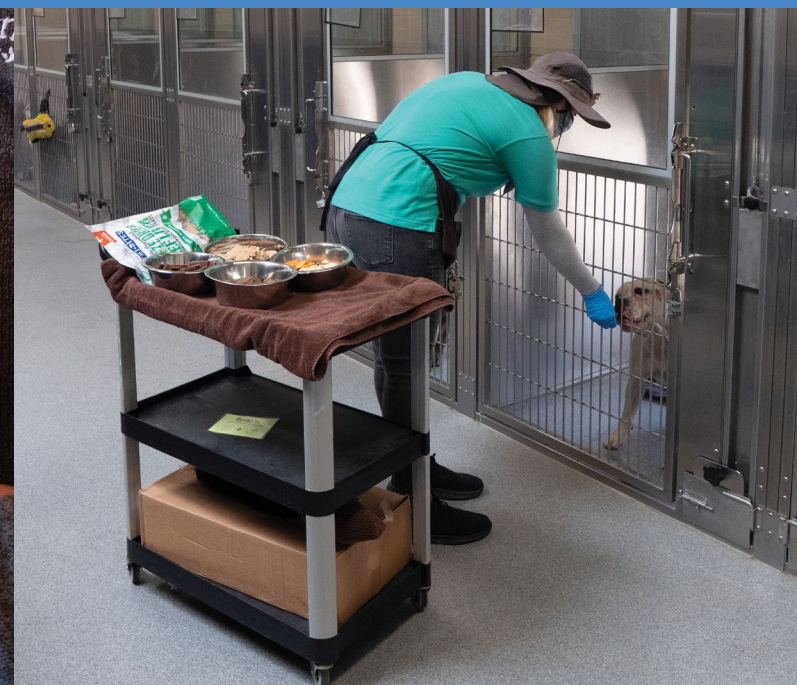
Workforce & Economic Development

MOBILE ONE-STOP CENTER

Orange County's Mobile One-Stop provides business, employment, and workforce development services to underserved communities. The Mobile Unit is a reinvention of the brick-and-mortar OC One-Stop Center in a mobile capacity traveling to various communities throughout Orange County.

By going mobile, OC One-Stop Center services are readily made available to residents or business owners who may not have the time or means to commute.

OC One-Stop Mobile Unit has served 425+ clients

LOCATIONS AND STOPS INCLUDE:

- *Public libraries*
- *Community parks*
- *Community centers*
- *Homeless shelters*

The OC One-Stop Mobile Unit provides a fully accessible 12-station state-of-the-art computer lab offering a wide variety of workforce solutions for businesses and individuals.

Services range from career training, local hiring events, Workforce Innovation Opportunity Act (WIOA) program enrollment, education assessments, career interest inventory, case management, labor market information, access to support services, community partner referrals, and much more.

OC COMMUNITY SERVICES

COUNTY OF ORANGE
BUSINESS & EMPLOYMENT SERVICES *At No Charge*

A PROUD PARTNER OF THE AMERICAN JOB CENTER NETWORK

"Thank you so much for all of your help I really appreciate you! You have made this process very easy, and I really admire how you go above and beyond guiding me through this path."

OC ONE-STOP CLIENT

The Unit also serves as a training room to educate the public on general health and safety protocols and is equipped with a **wheelchair lift, printer, onboard Wi-Fi unit with 5G Wi-Fi capabilities, two television screens for presentations, tables, chairs, and laptops.**

Businesses may use the Mobile Unit for:
— Recruiting
— Interviewing
— Pre-employment screening
— Training

Prospective employees may use the Mobile Unit for:
— Online job searches
— Resume/cover letter development
— Online tutorials and individual assessments
— Exploration of training eligibility and options

# Veteran's Service Office

COVID-19 RESPONSE

Over the past year, the VSO has served approximately 25,000 veterans and filed over **7,000 claims** for VA benefits resulting in over $9 million in awards. An **online appointment and virtual queuing system** is under development which will create a platform for veterans and their dependents to self-schedule appointments with a Veterans Claims Representative, and virtually check-in to help manage the daily workflow of office operations.

COLLEGE FEE WAIVERS (CFW)

Additionally, the VSO implemented an online application to simplify and expedite the process for submitting and processing College Fee Waivers (CFW). This new process allows eligible dependents the opportunity to **fully complete their CFW application virtually.**
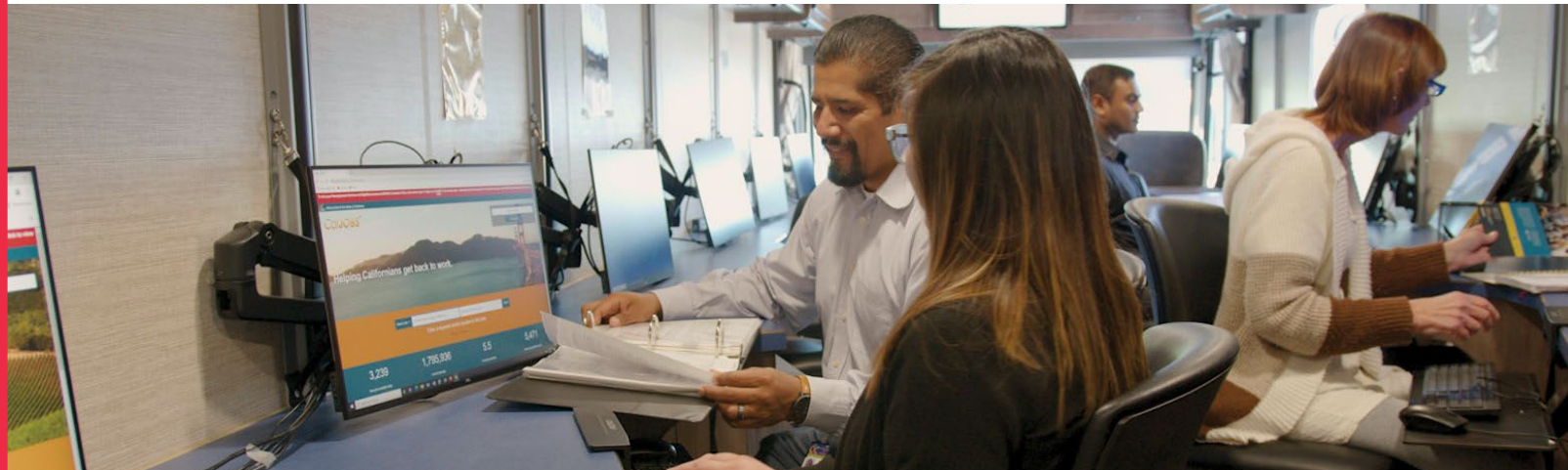
Office on Aging

Senior nutrition services have grown by nearly 50% since pre-COVID-19 levels.

As a result of the pandemic, Stay at Home guidance was issued and identified older adults, age 65 and over, in a high-risk category according to the Centers for Disease Control (CDC). Older adults were immediately isolated which made access to food and other important resources critical. The vast impact of COVID-19 on the older adult population became a top priority for local government agencies.

The senior home-delivered meals programs in Orange County have been a vital service to the older adult and caregiver community for decades but have been even more critical throughout the pandemic. In addition to the federally funded Title III Elderly Nutrition Programs serving over 20,000 seniors every week, there have been several new and innovative senior meal programs with support from the Orange County Board of Supervisors and emergency COVID funding from the State to meet the large increase in demand. Programs such as Great Plates Delivered, Nutrition Gap Programs, and Senior Meals were successfully implemented throughout the county and community partnerships to help ensure no senior goes hungry and can receive nutritious food while remaining safe and healthy in their homes.

OC HOUSING & COMMUNITY DEVELOPMENT

"I'm just calling to say thank you. Somebody from your office called to check on me yesterday about this coronavirus stuff and that was very solicitous. I appreciate the professionalism shown to me. I am real grateful to you folks..."

OC HOUSING AUTHORITY CLIENT

Housing & Community Development administers the County's affordable housing development, community development, & the Orange County Housing Authority & housing successor agency programs/activities.

COMMUNITY DEVELOPMENT

The Community Development Division is responsible for the administration of Federal Funding allocated to the County from the U.S. Department of Housing & Urban Development for housing and community development activities. These Federal funds include Community Development Block Grant (CDBG), HOME Investment Partnership Act (HOME) and Emergency Solutions Grant (ESG) funding. In FY 2020-21, CDBG funding provided for:

→ **164 housing units** *rehabilitated for low-income households and combined with Emergency Solution Grant funding*

→ **66,007 people served** *through Public Facilities and Improvements (street, sidewalk, senior center improvements for low-income communities)*

→ **75,331 people served** *through Public Service such as support of emergency shelters and community centers.*

Each year the Community Development Division works with 13 cities (and unincorporated areas) in Orange County who participate in the Urban County program to utilize these funds to address low- and moderate-income housing and community development needs in their communities. The main activities include Public Facility and Improvements, Housing Rehabilitation, and Public Services.

OC HOUSING AUTHORITY

Increase lease up for HUD Special Purpose Voucher Programs and remote Video Inspections

The Orange County Housing Authority's (OCHA) mission is to administer federally-funded programs providing rental assistance (through housing vouchers) to qualified tenants. This rental assistance is a housing resource for over 12,000 households participating in OCHA's programs. HUD's Special Purpose Vouchers are specialized vouchers targeted to homeless veterans, homeless and at-risk homeless households, non-elderly disabled homeless, families, youth, and households participating in the Family Self Sufficiency program. The lease-up of these vouchers indicates a household was successful in

OCHA was able to increase lease-up in Special Purpose Vouchers by 26%

finding a place to live, and in most cases ending their homelessness.

A part of the lease-up process includes inspecting the unit before the household moves in. In the past two years, **HUD allowed housing authorities to utilize Remote Video Inspections** in response to the pandemic. OCHA successfully implemented RVI resulting in more flexibility for families and landlords in the inspection process as well as some administrative efficiencies.

HOUSING DEVELOPMENT

Progress toward the Housing Funding Strategy

The Housing Funding Strategy, adopted in 2018, created a countywide goal of developing 2,700 permanent supportive units for households experiencing homeless by 2025. The Housing Development Division of Housing & Community Development administers the County's affordable housing programs including administration of Federal, State, and Local funding for the development of permanent supportive and affordable housing. The overall goal of 2,700 units is connected to addressing homelessness throughout Orange County. This created new housing opportunities for homeless and at-risk homeless individuals and families in Orange County.

382 new supportive and affordable housing units were added to the pipeline with 371 units completed

The Housing Development Division also successfully applied for funding under the State Homekey Program which led to the application for three motels to convert units into interim then supportive housing. **Two applications were ultimately awarded funding for 132 units.**

5 developments had ground-breakings or grand openings

🏠 **Placentia Veterans Village**
Grand Opening 7/22/20

🏠 **Della Rosa**
Grand Opening 9/30/20

🏠 **The Groves**
Groundbreaking 10/29/20

🏠 **Casa Paloma**
Groundbreaking 6/29/21

🏠 **Casa Querencia (formerly Aqua)**
Grand Opening 7/7/21

OC Parks preserves & enhances the parks' natural & cultural resources for recreation, education & exploration.

COVID-19 RESPONSE

COVID-19 underscored the vital importance of parks, open space, and outdoor recreation amenities to the health, wellbeing, and quality of life of the Orange County population. Below are some of the challenges we faced and overcame in FY 2020-21.

• Increase in Attendance

County park facilities, beaches, and trails were open through most of the pandemic, providing opportunities for recreation and relaxation when other options were scarce.

Almost 16.5 million people visited OC Parks facilities, a 19% increase

County parks experienced a surge in visitors seeking entertainment, exercise, and relaxation opportunities when many other alternatives were unavailable.

OC Parks served as spaces used for key public health and community initiatives during the pandemic, including:

- Mobile clinics
- Grocery distribution centers
- Voting centers
- Farmers markets

Increased demand and visitation to County parks is anticipated to persist with new users having discovered easily accessible County park facilities and continued park exposure on social media. This increase in visitation results in **heightened demand for visible staff presence at parks and additional staff and contract support** to maintain and operate facilities.

• Pivoting to drive-in events

Events and programs across all County-operated parks were suspended due to COVID-19. With the cancellation of the in-person Summer Concert Series and Sunset Cinema Film Series, OC Parks developed **a modified drive-in movie series with a corresponding digital strategy** which:

- Maintained community outreach
- Generated new interest
- Addressed the impacts of pandemic-related restrictions on outdoor and parks activities.

"I enjoyed the first day of spring at Caspers Wilderness Park amid blue sky...Lovely to be in this very special place with the sounds of nature."

OC PARKS INSTAGRAM COMMENT

OC PARKS

Once state and local restrictions allowed, OC Parks presented its Drive-In movie series with the goal of hosting safe and entertaining events that appealed to a range of age and interest groups. Due to space limitations and physical distancing, ticketing was required, and attendance was capped. Movies were screened over multiple nights showing the same film to safely accommodate as many people as possible, and strategic parking plans and clear safety messaging were implemented.

The events featured free branded OC Parks Drive-In face masks in adult and child sizes, pre-movie entertainment via on-screen videos, and parking staff dressed in theme with each movie. The drive-ins also incorporated:

- Touchless ticket scanning and concessions
- Additional handwashing stations
- Detailed signage notifying attendees of best pedestrian and vehicular practices

Virtual Programming

COVID-19 created a temporary void within the community and challenged OC Parks to safely and consistently provide parks-related activities to the public.

OC Parks developed an aggressive new digital programming strategy to maintain community outreach and increase visibility. Over a nine-month period from March to December 2020, OC Parks adjusted its social media calendar to deliver daily content and produce short and informative features, graphics, and video while working remotely with staff at numerous park facilities and the OC Zoo. New digital programming included:

- Daily social media posts
- A virtual concert series
- Halloween and holiday-themed campaigns

Impressions and Engagement

690%+ FACEBOOK **182%+** INSTAGRAM **12,162** NEW FOLLOWERS

+937 NEW SUBSCRIBERS TO OC PARKS MONTHLY E-NEWSLETTER

7,000+ people attended the drive-in movie night events

OC PUBLIC LIBRARIES

> **"I LOVE the OC Libraries and am so thankful for your excellent service for our community."**
>
> OC PUBLIC LIBRARIES CHAT PATRON COMMENT

Empower & Enrich Our Community

GOALS OF 2020/2021

- *Provide free, easy access* to educational and recreational resources, book collections, digital content and increased access to the internet in response to community needs.

- *Provide welcoming spaces* for community members to connect, learn, relax and grow by providing safe, modern facilities with state of the art library resources.

- *Reach and engage our communities* through outreach services, the OCPL Mobile Library and innovative and inspiring library programs and services.

- **Growing Diverse Library Collections**

Through the collection development process, OCPL supports diversity, equity, and inclusion. Equitable and diverse representation in books is critically important to allow visibility of individuals who may identify with the main character and promote connection and empathy in those who do not necessarily find similarities between themselves and the characters of a book. This applies also to age, gender representation and identity, sexual orientation, abilities and disabilities, religions, and cultures. **Engaging reading recommendations and videos amplify marginalized voices and introduce library users to a diverse library collection that is tailored to community needs.**

OCPL provides significant World Language collections with materials in:

- Spanish
- Vietnamese
- Arabic
- Korean
- Russian
- Japanese
- Persian
- Hindi
- Tagalog
- Cantonese and Mandarin

200,000+ World Language materials borrowed

22

The **OCPL Mobile Library** reaches local communities with Spanish and Chinese-speaking staff. OCPL strives to translate all forms for getting a library card and describing access into multiple languages.

• Building Equity Through Library Services

OCPL promotes diversity, equity, and inclusion. In FY 2020/2021, OCPL was dedicated to building equity through library services by:

$0.00

Eliminating Overdue Fines

Overdue fines were eliminated because they are a barrier to services needed by low-income families, fixed-income seniors, and those struggling financially. Overdue fines block patrons' library cards and hinder families from returning to their libraries and utilizing services.

Circulating Wi-Fi hotspots and Chromebooks

OCPL circulates Wi-Fi hotspots and Chromebooks to bridge the gap in digital access for library users across Orange County. This equips residents with the necessary resources to learn and work from home.

Broadening virtual programs and digital content

To enhance accessibility, virtual programming and digital content broaden programming to reach those who cannot attend in person, taking into consideration health concerns, childcare needs, and mobility issues that are often barriers for some library users.

salam!   konnichiwa!

Diverse and culturally relevant programs

Diverse and culturally relevant programs add to OCPL's mission to ensure the library is truly for everyone. Bilingual storytimes are regular programs and feature multiple languages reflective of the county community such as Spanish, Korean, Chinese, Japanese, Korean, and Farsi. OCPL holds annual celebrations for Día del Niño (Day of the Child), Lunar New Year, Día de Muertos (Day of the Dead), Nowruz (Persian New Year), among many others.

• Staying Connected with Communities

1   OC MEMORY LAB

Library cards give access to community connections. Our communities are interested in preserving and sharing family memories and so OCPL added the OC Memory Lab to provide library users the ability to preserve documents, photos, and audiovisuals through digitization. The OC Memory Lab is a space for free do-it-yourself digitization, allowing users to safeguard important documents and memories. OCPL has two labs, one stationary lab at Tustin Library and a mobile unit for outreach services.

2   WELLBEING BACKPACKS

Talking about mental health improves communities by making it more acceptable for those suffering from mental health issues to seek help and get on the road to recovery. OCPL worked with the California State Library Mental Health Initiative to assist patrons and staff experiencing mental health issues. As part of this initiative, Wellbeing Backpacks were created which included books and other resources for children and adults to help patrons learn healthy ways of coping with negative emotions.

3   GRAB-AND-GO CRAFT KITS

OCPL expanded crafting with popular grab-and-go craft kits for kids, virtual craft videos, as well as in-person craft programs. Crafts help instill a sense of achievement and pride in children, as well as fostering creativity, developing fine motor skills, and problem-solving. Children line up every month to get the grab-and-go craft kit and families post photos on social media of proud kids displaying their completed projects. OCPL added board games to encourage family connections. Families can play in the library or borrow games to take home. Playing board games with children boosts language development as well as teaching them about teamwork, patience, focus, and how to win and lose gracefully.

Administrative Services
One team supporting our Programs' success

CONTRACTED OPERATIONS
4,826
IT services calls

51
recruitments completed

32,875
invoices processed

1,134
full-time positions

BUSINESS OFFICE
5,893
volunteers

1,776
work orders processed

74
inspections completed

34,237
volunteer hours

9 OCCR-specific trainings developed

5,241
training hours completed

PROCUREMENT
5,584
requisitions for over $215.0 million processed

438
contracts for $199.5 million processed

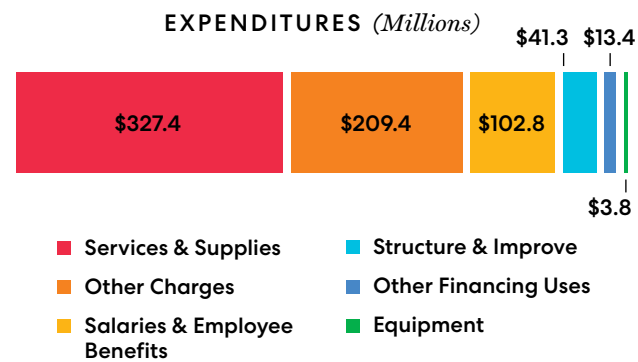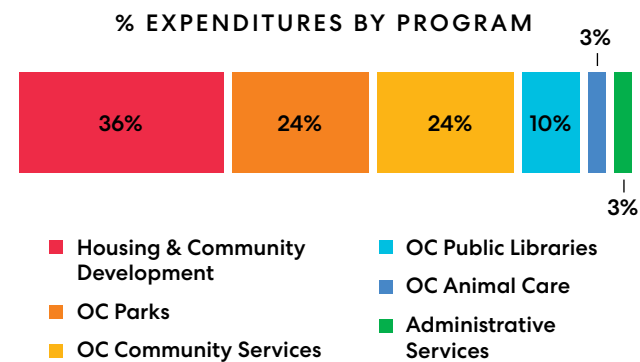### STRATEGIC OPERATIONS & PROFESSIONAL STANDARDS
75
reports processed

780
record requests processed

195
event related requisitions processed

FINANCE & STRATEGIC PLANNING
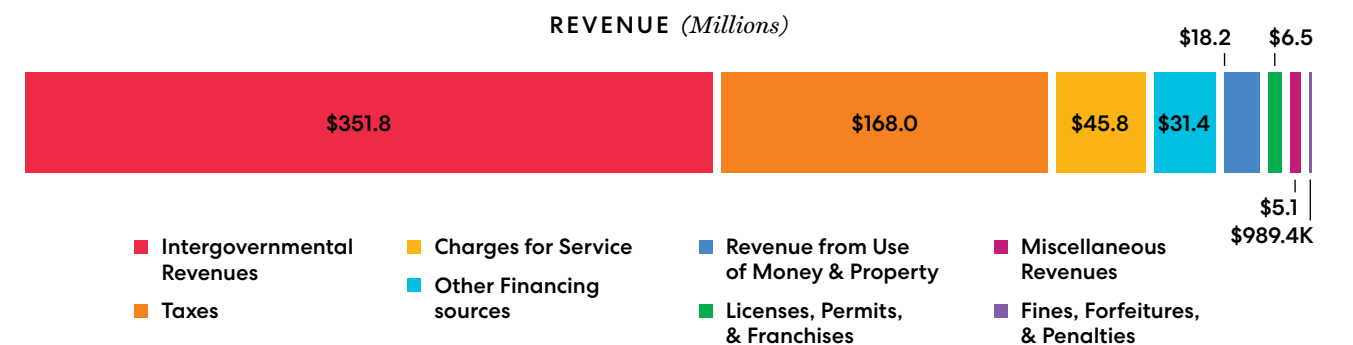**$875.4 million**
annual budget managed

Budget & Finances

4% of total count expenditures

1% of total count general funds

$65.4 million
net county cost

1,040
full-time employees

% EXPENDITURES BY PROGRAM

36%	24%	24%	10%		3%

3%

- ■ Housing & Community Development
- ■ OC Parks
- ■ OC Community Services
- ■ OC Public Libraries
- ■ OC Animal Care
- ■ Administrative Services

EXPENDITURES *(Millions)*

$41.3 $13.4

$327.4	$209.4	$102.8		

$3.8

- ■ Services & Supplies
- ■ Other Charges
- ■ Salaries & Employee Benefits
- ■ Structure & Improve
- ■ Other Financing Uses
- ■ Equipment

REVENUE *(Millions)*

$18.2 $6.5

$351.8	$168.0	$45.8	$31.4		

$5.1
$989.4K

- ■ Intergovernmental Revenues
- ■ Taxes
- ■ Charges for Service
- ■ Other Financing sources
- ■ Revenue from Use of Money & Property
- ■ Licenses, Permits, & Franchises
- ■ Miscellaneous Revenues
- ■ Fines, Forfeitures, & Penalties

MAKING IT WORK

WHAT'S NEXT?

If 20/21 was all about keeping our doors open, it's safe to say it was all because of people.

Making sure Orange County residents could connect to resources drove us to serve the public in new and innovative ways as the pandemic wore on.

The secret to our success? Well, that was all about people too—our employees.

The staff who show up everyday to make a difference in the lives of our community. Stay tuned to hear more in 2021/2022 about our people—both our community and our staff—and how they work together as we emerge from the pandemic to connect people to resources.

**Stay healthy,
Dylan Wright**