



# Annual Report

## FY 2018-19

### OUR MISSION

Providing a safe and supportive environment for families with children and single women who are experiencing homelessness as they rebuild their lives.



**DISTRICT 76**



# WHAT WE DO



Operation HOPE-North County was founded sixteen years ago in Vista, CA as a four-month emergency winter shelter. In 2012, we were able to claim our own campus which gave us the opportunity to become a year-round shelter in 2016. This has allowed us to serve more families and single women.

The intake assessment ensures a safe and sober environment, gives our clients the ability to attend to their physical and emotional needs, participate in the Steps to Independence Program and begin to thrive again.

The staff provides the tools, community resources and encouragement to help them feel safe, cared for and connected.

The commitment and dedication of our staff, board members and hundreds of volunteers ensure our programs run smoothly.

Nothing surpasses our organization's dedication to the children's well-being and healthy transition while they participate in their families' journey of regaining independence.

## STEPS TO INDEPENDENCE PROGRAM



**1 STABILIZATION**  
When clients first arrive we complete a full assessment on each individual for their immediate needs. They are often frightened and traumatized and we provide stabilization and a feeling of safety by developing a plan with their case manager.

**2 EDUCATION**  
Adults attend mandatory skill building classes & children participate in the After School Program and Kids' HOPE Club. Being a part of a community develops healthy and positive life skills.

**3 ACTION**  
Families & single women discover their own abilities to thrive and be successful by making community connections interviewing for employment, obtaining child care, affordable housing, assistance where available and more!

**4 INDEPENDENCE**  
Graduation days are a time of excitement and accomplishment for our families! They have successfully saved money (through our mandatory savings plan), have an ongoing means of income and are moving out to their own living space on their own or with family.

## DATA & DEMOGRAPHICS



Annual Budget \$790,671  
(\$65,889/month, \$49/night)

**CLIENT ETHNICITY**

- 28% White
- 27% Hispanic
- 13% African American
- 8% American Indian
- 5% Asian
- 3% Pacific Islander
- 16% Other

**CLIENT LOCATION**

- 34% Vista
- 20% Oceanside
- 14% Escondido
- 5% San Marcos
- 1% Carlsbad
- 5% Fallbrook
- 2% Encinitas
- 8% San Diego
- 11% Other

<b>239</b> Clients served	<b>132</b> Children served
<b>208</b> Skill building workshops	<b>119</b> Graduates July 2018 - June 2019

55%  
Children

14%  
Single  
Females

31%  
Adults

### SELF REPORTED DURING PRE-SCREEN

48%

Domestic  
Violence

25%

Substance  
Abuse

5%

LGBTQ

35%

Mental  
Health

11%

Physical  
Disability

2%

Military

## SUCCESS STORIES

**R**oger,\* a veteran, and his wife Sue\* came to Operation HOPE-North County with their two teenagers after suffering from a financial crisis and losing their home. The Steps to Independence Program allowed Roger to continue working and Sue to get much needed medical attention for her health challenges. They learned how to budget wisely, gain control of their finances and save for the future. The kids also found support through the Teen Outreach Program and were able to talk about the struggle of being homeless with other teens. Through community partnerships, Roger and Sue connected with the HUD-Vash Program and were able to get an apartment of their own, conveniently located between Roger's employer and the kids' school. Today they are thriving and are truly grateful for the support, programs and community at a time when they needed it the most.

**S**ilvia,\* a 48-year-old single mother and an immigrant from Peru, arrived in the US approximately 20 years ago. She and her 7-year-old daughter came into the shelter because they no longer felt safe where they were living. While in our program, Silvia excelled in meeting her case management goals. She attended ESL classes to improve her English and continued to practice her speaking skills with her fellow residents at the shelter. Her goal was to save \$3,000 within 90 days. In addition to her full-time job, she developed the skills to supplement her income by opening her own Etsy account selling handmade items from Peru. She is now looking forward to starting her own small business. Silvia's optimistic attitude along with positive encouragement from the staff helped her reach her goals. Due to her diligent savings, she was able to secure an apartment of her own for her family. She is looking forward to returning as a volunteer to give back to the same community that helped her.

**SUCCESS  
RATE**

**64.7%**



**E**mily\* and James\* and their eight-year-old daughter, Stella,\* were on a trip to visit family when they were involved in a serious car accident that left Emily paralyzed. The mounting hospital bills left them financially bankrupt and they lost everything. With no financial means to care for Emily, James became her primary caregiver, which led to loss of his employment.

When they arrived at Operation HOPE-North County, they had been living in their car for five months. With the help of the assessment and case management team, Emily and James developed an action plan to regain their independence. They both committed to the Steps to Independence Program and started applying the financial strategies they learned in the Financial Literacy course. Not only were they able to repair their credit, they also saved \$10,000. James continued as Emily's full-time caregiver and they were able to receive paid benefits.

Now, James, Emily and Stella are thriving in their new home. This family is so grateful for Operation HOPE-North County. Stella is happy in her own room and is busy hosting sleepovers with her friends.

\*Names changed for confidentiality

## GET INVOLVED

- Provide supplies
- Become a monthly donor
- Provide & serve meals
- Facilitate a skills building class
- Volunteer programs
  - After School Club
  - Client Boutique
  - Kids HOPE Club
  - Reception



# FUTURE GOALS

- Develop a measurable Alumni Program with continuing resources
- Build a commercial kitchen and create workforce development opportunities
- Secure funding to serve college students experiencing homelessness
- Develop a scholarship program for continuing education for our graduates

# LEADERSHIP

## THE BOARD

The Board of Directors plays a significant role in the organization's culture, effectiveness and financial stability. They also serve as ambassadors and advocates, and work with the staff on strategic visioning.

### President

Cindy Taylor

### Vice President

Beatriz Palmer

### Secretary

Sharon Hall

### Treasurer

Gary Van Nevel

### Members

Satia Austin

Jeffrey Briskin

Mary Donovan

Beth Haight

Ernesto Jimenez

Richard Muir

Mary Regan

Charity Singleton  
Interim Executive Director

Sustainability  
Provide Leadership & Direction  
Spokesperson for the Organization

Nicole Ketcher, BA  
Director of Resource Development

Fundraising  
Grant Development  
Community Relation Steward

Lizeth Ma, MS, LMFT  
Director of Programs

Program Development  
Case Management Lead  
Oversee Shelter Operations

# CONTACT

## Volunteers & Community Projects

Community Engagement Coordinator **EXT 304**

## Contributions, Sponsorships & Speakers

Director of Resource Development **EXT 303**

## Programs, Internships & Clinical Information

Director of Programs **EXT 202**

## Seeking Shelter & Intake

Intake Coordinator **EXT 204**



### Main Shelter

859 East Vista Way  
Vista, CA 92084

### Administrative Office

840 Townsite Dr. #852  
Vista, CA 92084



760.536.3880



info@operationhopeshelter.org



Monday - Friday  
9:00 a.m. - 5:00 p.m.



@OperationHopeNC



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