

Operation HOPE-

North County



2023-2024 IMPACT REPORT



Our Journey, Your Impact

Since our inception, Operation HOPE-North County has been a beacon of hope for our community. Over the years, we've extended a helping hand to over 1,800 individuals, more than half of whom are children. As living costs continue to rise, many find themselves facing homelessness for the first time, often escaping situations of domestic violence.

Our families are not just statistics, they are your neighbors, your coworkers, and the classmates of your children. We see the potential for a brighter future in every person we serve. Your partnership empowers us to meet new challenges and transform lives, one story at a time.

Our Mission: Rebuilding Lives, Restoring Independence

Operation HOPE-North County is dedicated to providing a safe, caring, and supportive environment for families with children and single women facing housing insecurity. More than just a shelter, we offer a foundation for rebuilding lives, fostering resilience, and achieving lasting independence.

Our Vision: A Region of Empathy and Independence

Our vision is a community where housing insecurity does not define individuals. Instead, they are met with empathy, respect, and the support needed to reclaim their independence. Together, we build a future where today's challenges do not limit tomorrow's opportunities.

“As the new Executive Director, I'm honored to continue a legacy of compassion and community. This impact is only possible thanks to dedicated staff, volunteers, and supporters like you.”

Esperanza Zapico, Executive Director



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PROGRAMS & SERVICES

STEPS TO INDEPENDENCE PROGRAM

Operation HOPE-North County's Steps to Independence Program provides 90-120 days of emergency shelter, case management, and self-sufficiency planning, with extensions of up to 150 days for those actively progressing toward stability. This four-step process empowers families to transition from crisis to independence:

1 STABILIZE **DAYS 1-14**
Addresses immediate needs and introduce case management.

2 LEARNING **DAYS 15-90**
Participants build financial, employment, and life skills while developing support networks.

3 ACTION **DAYS 91-120**
Families apply learned skills, secure employment, and prepare for independent living.

4 INDEPENDENCE **ALUMNI SVCS**
Graduates secure full-time employment, save 30%+ of income, and receive ongoing support, including aftercare services.

LONG-TERM IMPACT

By achieving self-sufficiency, graduates experience improved well-being and reduced health risks, while the broader community benefits from lower public service costs and breaking cycles of poverty.

50%+
of graduates access aftercare support.

65%+
achieve housing & employment goals.

75%+
gain essential life skills (parenting, financial literacy, etc.).

60%+
transition to stable housing or a continuum of care.

50%+
of working clients save at least 30% of their income.

100%
of school-age children enroll in school & receive services.

KUDOS CORNER

We don't do it for the awards...
But it's nice to be acknowledged for our work.



OHNC 20th Anniversary Proclamations in 2023

- 38th Senate District (CA)
- County San Diego Board of Supervisors - Districts 5 & 3
- City of San Marcos
- City of Vista
- City of Oceanside?



Leah's Pantry 2023 Gold Star Certification for Nutrition Pantry Program



ABC 10 News Leadership Award | 2022



Heroes of Vista Non-Profit of the Year | 2020

Recap of 2023-2024

A Year of Milestones: Celebrating 20 Years of Impact at Operation HOPE-North County

2023 - 2024 was a milestone year for Operation HOPE-North County as we celebrated 20 years of serving families experiencing homelessness with dignity, compassion, and empowerment.

We hosted a heartwarming anniversary Gala and welcomed Senator Catherine Blakespear to our shelter, reinforcing the strength of our community partnerships. In August, we cut the ribbon on our expanded Pantry and Boutique, surrounded by local leaders, nonprofits, and volunteers, all celebrating the increased access to essentials our families now have. Thanks to the United Methodist Church of Vista, we also became part of the global Peace Pole Project, symbolizing our continued commitment to peace and healing.

We deepened community engagement throughout the year through vibrant events like our Día de los Niños Resource Fair, Trunk-or-Treat for shelter children, and the Swing into HOPE Golf Tournament. We were honored to be finalists for the 2023 LEAD San Diego Visionary Awards and proud when Cal State San Marcos recognized our own Kiana Sanchez as Service Learning Partner of the Year.

Meaningful collaborations with Moonlight Theatre, North Coast Church, and local schools helped expand our impact. At the same time, generous support from the LB Charitable Foundation, Nordson Foundation, and Bravo Foundation fueled our mission. From sorting clothing to celebrating culture, 2023 - 2024 was a year of hope, visibility, and momentum made possible by every donor, partner, and volunteer who stood with us.



9,734+

of Hours Donated by 300
Amazing Volunteers in FY23/24

STORIES OF HOPE

CELEBRATING TRIUMPH OVER ADVERSITY



“Trisha”

Trisha’s journey is one of resilience and determination. She grew up learning to stand firm despite life’s challenges, including homelessness, domestic violence, and complex relationships.

After a brief stint in the military, she faced a series of hardships that led to homelessness in California. Moving between shelters and unstable housing, she eventually found refuge with her son at Operation HOPE-North County in July 2024. Despite barriers like multiple evictions, a low credit score, and unemployment, Trisha persevered—securing a job, improving her finances, and saving \$1,500.

By 2025, she had increased her credit score and secured stable housing. With her son enrolled in school and a renewed sense of stability, Trisha remains focused on building a brighter future, proving that success is not about avoiding setbacks but having the strength to keep moving forward.

“Maria”

Maria entered Operation HOPE with her four children, uncertain about life in a shelter. Growing up in foster care without support, she saw this as a chance to build stability.

With a dedicated case manager, she identified her barriers and goals, attended workshops, gained financial skills, and secured employment as a teacher aide. She also prioritized her family’s mental health and completed external programs for their well-being.

With support from Operation HOPE, Maria overcame many challenges and transitioned into a long-term vocational program, preparing her for career success and family stability. Her journey is a testament to perseverance, support, and the power to create a brighter future.

“Stacy”

Just before Christmas, Stacey, a single mother of four, arrived at Operation HOPE-North County after an eviction, battling postpartum depression and without a support system. OHNC was the only organization to respond to her housing requests, and from the moment she entered the shelter, she felt supported—not judged—by trauma-informed staff. Within a week, she accessed mental health services and childcare, met regularly with a case manager, and began rebuilding her confidence.

Stacey took parenting and financial classes, became debt-free, and moved into her own home with help from donors who provided a “Lucky Box” of essentials. Now enrolled at MiraCosta College and completing her high school diploma, she’s focused on building a future for herself and her children—and hopes to one day return to OHNC as a volunteer to give back the support she once received.

ALUMNA SPOTLIGHT

Martha

Martha, a proud mother of three, is a resilient alumna of Operation HOPE-North County (OHNC) whose journey embodies the power of support and transformation. Fleeing an abusive and financially exploitative relationship, she and her children found temporary refuge in an old RV until the challenges became overwhelming.

Seeking stability, Martha turned to OHNC. The shelter not only provided her family with a safe room and a place to park their RV but also connected her with essential resources, including a volunteer mechanic who helped her repair and sell the RV to save for future housing.

Over five months, Martha rebuilt her life with the support of OHNC, receiving meals, childcare, and educational assistance. With access to state-funded daycare, she returned to school and earned her Bachelor's degree in Psychology with a minor in Communication from California State University. The shelter community even celebrated her graduation, symbolizing a new chapter of healing and achievement.

Today, Martha is a dedicated Social Worker, living independently with her children and pursuing her Master's in Social Work to uplift others as she was once uplifted. Her story reflects the core mission of OHNC, providing more than shelter, offering hope, dignity, and a path forward.



[To read their full stories, visit here](#)



A MESSAGE FROM LEADERSHIP

Dear Valued Supporters,

As we reflect on the remarkable impact of this past year, we are filled with deep gratitude—for your partnership and for the extraordinary resilience of the families we serve. FY23/24 marked a milestone for Operation HOPE-North County: 20 years of service, the expansion of critical resources like our Pantry of HOPE and New Beginnings Boutique, and a deepened commitment to holistic, trauma-informed care through strong partnerships.

Amid ongoing challenges in our region, Operation HOPE-North County made transformative strides—thanks entirely to your generosity and unwavering belief in our mission. Together, we provided shelter, stability, and the tools for lasting change to hundreds of families and single women experiencing homelessness.

Your support ensured that more than 148 individuals—including a majority who were children—accessed life-saving services at our shelter. But our impact didn't stop there. We also provided food, clothing, and essential resources to hundreds more individuals and families on our waiting list, offering hope and support even as they awaited a safe place to land.

Inside our shelter, residents found more than a roof over their heads. They participated in financial literacy training, parenting workshops, therapy, and one-on-one case management. As a result, 60% of families successfully transitioned into stable housing or continued care, and more than 75% left equipped with the tools and confidence to sustain their progress. These outcomes reflect powerful stories of transformation:

- A mother escaping domestic violence learned English, began college courses, and inspired her children with her resilience.
- A father saved thousands while caring for a medically fragile child, rebuilding his life alongside his partner.
- Alumni who once relied on our shelter returned to share their stories, give back, and inspire others still on the journey.

Board of Directors

Beatriz "Bea" Palmer	President
Herb Liberman	Vice Pres.
Cindy Taylor	Secretary
Mick Bostwick	Treasurer

Dick Muir	Member
Satia Austin	Member
Mary Regan	Member
Beth Haight	Member
Johnny Lundy	Member

*100% of board members are 'Give or Get'.

Leadership

Esperanza Zapico, *Executive Director*
ezapico@operationhopeshelter.org

Evelyn Flores, *Dir. Resource Development*
eflores@operationhopeshelter.org

Lina Soto-Thomas, *Dir. of Programs*
asthomas@operationhopeshelter.org

Stephanie Mata, *Shelter Manager*
smata@operationhopeshelter.org

Your commitment fuels every one of these victories. As we look ahead, we do so with hope—and with a deep sense of responsibility.

With over 60% of our funding dependent on individual and community support, your involvement remains essential to sustaining and growing this work.

Thank you for believing in brighter futures. Thank you for being the heart of Operation HOPE-North County.

With gratitude and hope,



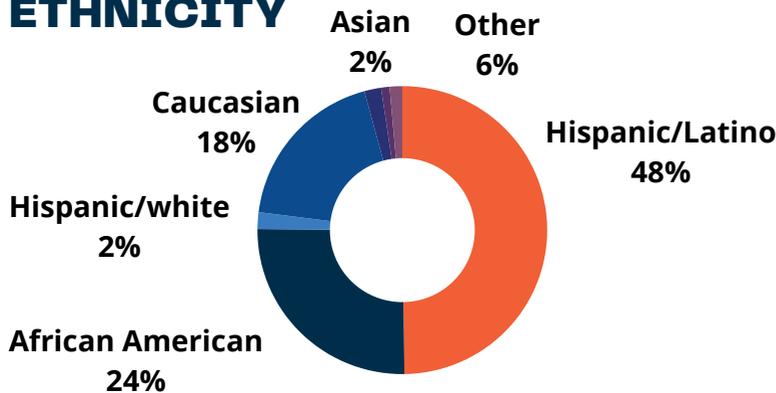
Beatriz "Bea" Palmer
President, Board of Directors



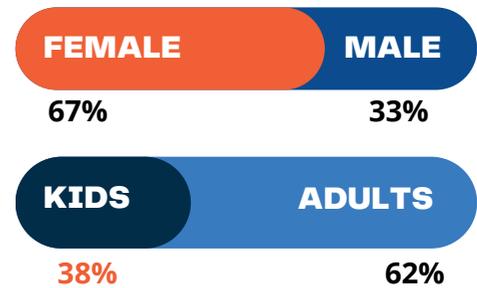
Esperanza Zapico
Executive Director

OHNC BY THE NUMBERS

ETHNICITY



DEMOGRAPHICS



COMMUNITY OF ORIGIN

Within County of San Diego	97%	Carlsbad	10%
Escondido	25%	San Marcos	7%
Oceanside	19%	Chula Vista	4%
San Diego	4%	El Cajon	3%
Vista	23%	Out-of-county	3%

DEVELOPMENT

Total Revenue:	\$1,085,472
Business Contribution:	10,561
Campaign and Events:	64,582
Churches:	39,527
Civic Organizations:	27,775
Foudnations:	250,801
Government:	309,102
Private Donations:	381,534
Other:	1,590

TOTAL EXPENSES

Program:	792,307 (63%)
Admin:	325,469 (26%)
Development:	136,468 (11%)

Support Our Cause

DONATE

"The impact reflected in this report is a testament to the dedication of our staff, volunteers, and people like you who believe in brighter futures for families experiencing homelessness."

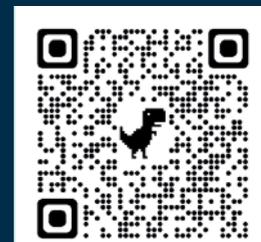
Esperanza Zapico, Executive Director



OR



OR



Make a Donation

Sponsor a Meal

Volunteer

There's no wrong way to help. You can also:

Become a recurring supporter
or a
Roots of HOPE giver through
your estate or trust.

Mail your Donation to
859 E. Vista Way
Vista, CA 92084

Make an In-Kind donation
760-536-3880 or
operationhopeshelter.org