



A Letter

from the Board President



The mission of 2-1-1 Orange County is to help people find the help they need. And staying true to our mission, last year we made 155,000 referrals, helped almost 72,000 people and pre-screened 7,882 for the CalFresh program to connect hungry families to needed food. For over 28 years, 2-1-1 Orange County has connected residents to local services, empowering them to find the help they need, and strengthening the regional safety net to build a stronger community. This year, we did even more.

As in previous years, 2012 presented many organizational challenges, as 2-1-1 Orange County worked to focus our limited resources towards our core services, keeping quality high while simultaneously keeping operational costs low and attempting to meet the increase in calls for help. Even in a difficult funding market, we have maintained an almost even budget for the last three years, and have explored new sources of earned income to bolster our financial health. Like many nonprofits, our organization is under pressure to meet a substantial increase in demand for services without additional funds, and we continue to look for creative ways to meet this challenge. What keeps us going? A compassionate team, dedicated management and an active and involved Board of Directors.

Last year, 2-1-1 Orange County team members were able to help 71,753 people who called for help. But 102,875 calls were received, representing more than 31,000 people who could not get through. Besides needing more staff to handle the influx of calls, the number of needs presented during each call has increased from an average of 1.2 to 2.5 needs, showing an increase in complexity of resident challenges. As a result, the average call takes more time, resulting in fewer calls being answered. A focus on operational efficiencies has resulted in improvement in wait times; but not nearly enough to permit our I&R specialists to answer every call. We estimate the need for five additional full-time employees to just meet the calls we are getting. We also recognize that demand for our services will continue to increase as more people learn about 2-1-1 services.

2-1-1 Orange County continues to increase its visibility and establish critical partnerships to strengthen our community. Our new Advisory Council represents the best expertise of government and private industry, leaders who are volunteering to help us improve governance, corporate relations, and our support of social and health services in Orange County. We have launched new 'city partnerships' that provide specialized services to each city in exchange for their support of our core services. The cities of Mission Viejo, Laguna Niguel and Anaheim have been the first to sign on, and we are following up with all other cities in the county.

We have also begun to use the data we collect to highlight critical problems facing our county in a more public fashion. This year, we have brought together a coalition of organizations dedicated to combatting hunger and food insecurity to increase awareness about the issue of hunger in Orange County. Through these awareness forums, we are bringing critical issues – to the community for discussion, strengthening the dialogue among the county's social and health services.

Our vision – to be 'the' ultimate source for connecting people to social and health services in Orange County – remains as strong as ever. The continued support and dedication of our partners deserves high accolades. Our partners have been a critical factor in our ability to deliver services during challenging times. We continue to deepen these partnerships to ensure a stronger future of 2-1-1 Orange County.

On behalf of the Board of Directors, I thank the management and staff of 2-1-1 Orange County for continuing to champion our mission. It humbles me to serve as the President of 2-1-1 Orange County knowing that our staff is on the front line of serving our region's most vulnerable residents. As a group, the Board continues to provide our hearts, minds and connections to build a stronger 2-1-1 Orange County.

M. Mahboob Akhter
President & Chairman of the Board



A Letter

from the Executive Director

It has been a challenging year for 2-1-1 Orange County, reflecting the hardships faced both by the county residents who call us for help and our partner service organizations that provide programs to assist them. Like many nonprofit organizations that have survived the recession, 2-1-1 Orange County has struggled to bridge the gap between limited available resources and greatly increased demand for services. We helped over 72,000 people this past year, the majority of which were for assistance with basic needs such as rent, food, shelter, and medical support. The lingering effects of the recession have led to both increasing complexity in the issues faced by our clients and diminishing services available to support them.

However, these challenges have not dampened our determination to help people find the help they need – and with the highest level of professionalism and care. The stories we hear every day are of individuals who didn't know how to begin finding a solution for their problems. Their connection to our highly trained and compassionate associates helped them not only to identify the specific type of help they needed, but where and how to obtain it. Together with our funders, partners, and community stakeholders, the 2-1-1 Orange County staff understands the importance of maintaining the 2-1-1 service to connect those in need with the resources available to help them.

We have made significant advances in our use of technology to better serve our clients and increase the quality of our programs, including the development of a public version of our comprehensive online database. As we continue to expand our ability to meet growing demand, our vision for 2-1-1 Orange County is to become widely known as the primary repository of information about Orange County's health and human services needs and resources. We will continue providing excellent service to local residents and support our partner agencies, which work tirelessly to provide needed services to our community. By capturing valuable data about the county's needs and the programs available to meet them, we not only can provide accurate referrals for those who call us for help; we also can play an invaluable role in assessing the landscape of health and human services across Orange County – both now and in the years to come.

The Legacy of 2-1-1 Orange County

Providing Support...

Our origins date back to 1985, when a group of local physicians founded the People for Irvine Community Health (PICH) to centralize health resources in an information and referral hotline for Irvine residents. In 2005, PICH acquired the license to provide the 2-1-1 calling system for the whole of Orange County and launched 2-1-1 Orange County (2-1-1 OC) with the mission to help people find the help they need.

By dialing 211, callers are connected (toll-free) with multi-lingual, certified information and referral (I&R) specialists who take the time to triage each person's needs and use our database to provide information on a wide range of services – 24 hours a day, 7 days a week. To meet callers' needs, we maintain and continually update a comprehensive service-provider database with information on approximately 2,000 agencies offering 6,000 social service programs. When at full capacity, 2-1-1 OC can provide over 90,000 callers with more than 237,000 referrals to critical resources throughout the county.

The support provided by 2-1-1 OC staff goes far beyond what residents may be able to find on their own. During a time of crisis, a person can find it frustrating and confusing to find the help they need due to the overwhelming number of possibilities available. 2-1-1 OC is the one-stop source of information that helps residents connect to the right resources, all within 5 to 20 minutes. Without the help of 2-1-1 OC, the same search could take hours or even days to accomplish, with varied and often disappointing results. This annual report highlights the critical services we provide to anyone looking for help, and the supporters and community partners that make it all possible.

2-1-1 Orange County connects residents to over 6,000 local services with one toll-free call, including:

Basic Needs Resources

Physical and Mental Health Resources

Children, Youth, and Families Programs

Criminal Justice and Legal Services

Income Security Resources

Educational Support Programs

...When You Need It Most

Our I&R Specialists answer more than 350 calls a day from Orange County residents looking for help. Our success is highlighted by the stories we regularly hear about how our services have affected lives across the county. Many clients have reported they'd still be searching for help were it not for our assistance. Sadly, more than one family has stated they would be homeless if it weren't for 2-1-1 Orange County. Below are some stories illustrating the importance of this community resource for those with the greatest need:

"I called 2-1-1 OC for temporary assistance resources. The specialist talked to me about disability benefits, and EBT cards, and gave really complete and accurate information. I appreciate your help, God bless you."

"There was nothing more the I&R Specialist who helped me could have done. She answered all my questions, directed me to all the other agencies that could have helped me, and stayed on the phone for as long as I needed her to. She did not make me feel rushed in any way. I was very satisfied and did not feel like a burden. She made me feel like a person, and I appreciate that. Thank you very much."

"2-1-1 OC helped us find a place for a homeless person to go when they were released from jail at midnight."

"I called regarding a concern I had for an adult child who was acting irrationally, and needed a mental health service provider. I got some information that will be very helpful. I'm just grateful that someone referred me to 2-1-1 OC, and I'm very appreciative that there was a 2-1-1 service to help me out today."

"Despite being highly trained professionals, myself, my husband, and our 18-year-old daughter had been living in a van outside of a retail store in south county for quite some time. After calling 2-1-1 OC, we were referred to several transitional housing organizations, food providers, gas card providers, and an organization that helped with payments for medical prescriptions."

2-1-1 Beyond Orange County

Through our affiliations with 2-1-1 California and 2-1-1 U.S., 2-1-1 OC is part of an association of more than 1,200 information and referral organizations that bring people and services together nationwide. Though only introduced in 1997, the 2-1-1 dialing code covers more than 250 million Americans and is present in 49 states, Washington DC, and Puerto Rico. According to 2-1-1 California, 92 percent of the state's population currently has access to a 2-1-1 dialing service.

Although 2-1-1 is a federally mandated number, 2-1-1 OC is an independent 501(c)(3) non-profit organization, and there is no federal or state financial support to keep this number active in our community. As such, we rely on support from local foundations, governments, and individuals to maintain our services.

The State of Our Community

A Community in Need

Our data show an increasing need for services in our community of more than 3 million residents, made more dramatic by the recent economic recession. An estimated 99 percent of our clients are low- to moderate-income residents. Yet, the recession has hit households across demographic and income segments, and the need for services is increasing in cities once considered unlikely to rely on 2-1-1 OC. We are now hearing from many formerly stable middle-class individuals and families that have been impacted by plummeting real estate prices, foreclosures, and job losses.

An Unfortunate Reality:

12.2% of the Orange County population was living in poverty in 2010 – a steep increase from 10.7% the year before
(U.S. Census, 2010 data).

1 in every 428 housing units in Orange County received a foreclosure filing in July – significantly higher than the national average of 1 in 686
(RealtyTrac).

Orange County's July unemployment rate was 7.9% – more than double the 3.9% unemployment rate from 2007
(Employment Development Department).

16.1% of Orange County residents are currently uninsured – higher than both the California and United States averages
(2012 Orange County Indicators Report).

The hourly wage needed to rent a 1-bedroom apartment in Orange County rose from \$25.52 in 2011 to \$26.62 in 2012 – far above that which a minimum wage-earner can produce.
(Orange County 2012 Community Indicators Report).

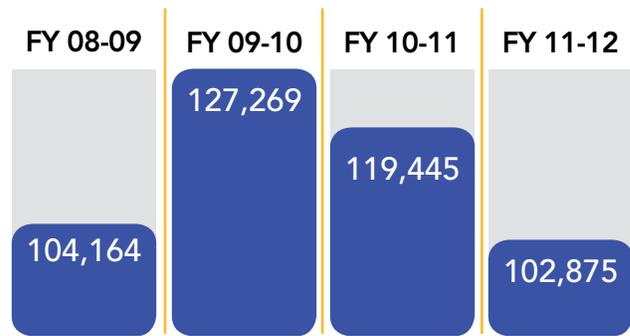
Free/Reduced Price Lunch enrollment reached its highest recorded level at 45% in 2011, with enrollment at some school districts, such as Anaheim City Elementary (86%) and Santa Ana Unified (84%), significantly higher (Conditions of Children Report, 2011).
This enrollment is a reliable indicator of poverty in the area.

18,325 Orange County residents faced homelessness last year
(OC Partnership 2011 Point In Time Homeless Count).

Needs Trends Over Time

Since the onset of the recession, 2-1-1 Orange County has consistently received more than 100,000 calls each year. Though this staggeringly high call rate has created significant challenges, we have made great progress over the last year to better serve the individuals and families who call us for help. Residents are calling us with more complex problems than ever before, leading to longer call times. However, our efforts to efficiently handle the calls that come through have led to a 7 percent decrease in abandoned calls over the last year.

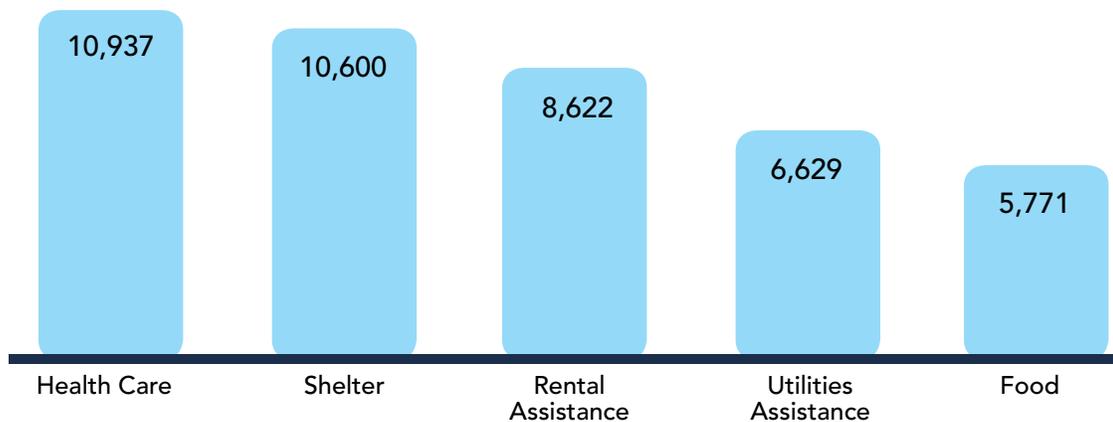
Total Calls Received Over Time



Helping Those Who Need it Most

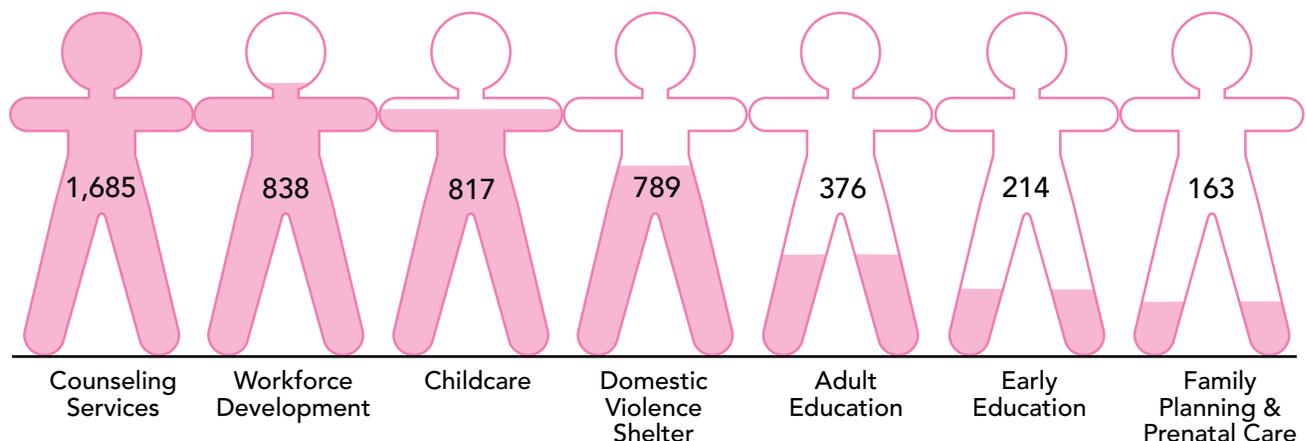
Connecting residents to basic needs resources remains one of our highest priorities. We make more than 43,000 referrals to safety net services annually, so it is crucial for us to regularly connect with our service-provider partners to ensure the comprehensiveness and accuracy of the information in our database.

Basic Needs in Orange County



Helping Women Thrive

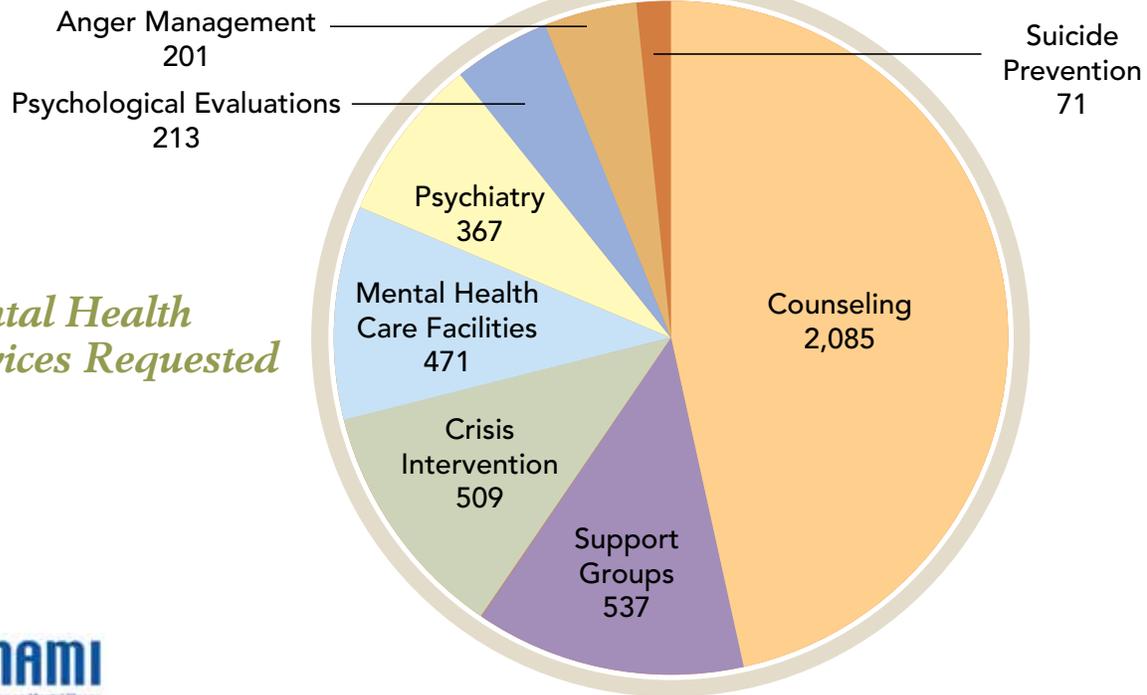
Historically, women have represented at least 75 percent of our callers. We help women find safe environments by connecting them with domestic violence shelters and empowerment programs. We assist in their search for childcare and early education programs. And just as importantly, we direct them to workforce development services, health services, educational programs, and mental health care and counseling.



Orange County Residents are Never Alone

2-1-1 Orange County makes every effort to ensure people are able to connect quickly to resources during emotional and difficult times. During this past fiscal year, we assisted over 4,000 people with referrals to mental health care and counseling.

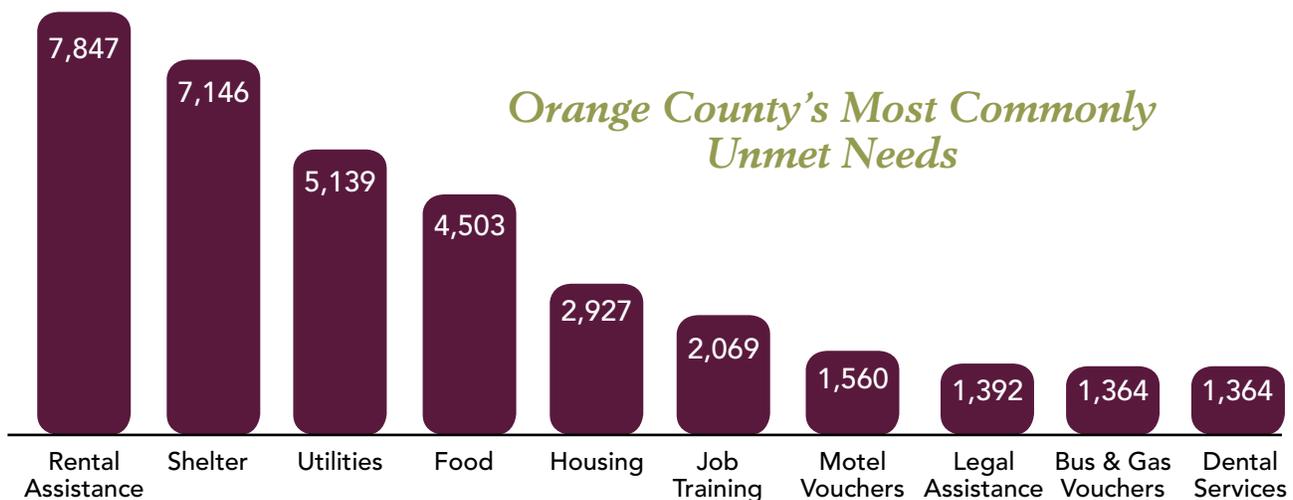
Mental Health Services Requested



National Alliance on Mental Illness (NAMI) Orange County supports the WarmLine as an extension of the Support Line that has been offered for over 30 years. The WarmLine provides families and individuals affected by mental illness an empathetic ear, support, guidance, and resources. This critical service receives many referrals each year from 2-1-1 Orange County. Through the success stories of our clients, we know that the WarmLine makes a difference in our community. One client would only speak to certain people when they came to us for help. However, with patience and guidance over time, this individual has learned appropriateness and boundaries, and is starting to open up and discuss their life with their mentors. The NAMI Orange County WarmLine is available seven days a week at (714) 991-6412.

Service Gaps

2-1-1 Orange County plays a vital role in helping people find the help they need. However, as we take the calls of those looking for assistance, we also find service areas in which little or no help exists. As a result, 36,866 Orange County residents were not able access needed resources in 2011. In an effort to support the regional safety net, we report on the gaps in services we find, alerting the community to the areas where additional help is urgently needed.



Partners in Focus

Contacting 2-1-1 Orange County is the critical first step many residents take to find help, but our services would have no impact without the dedicated service providers who offer programs for the callers we refer. Our comprehensive database contains approximately 2,000 service providers offering 6,000 health and human service programs for Orange County residents.

To ensure the referrals we provide are appropriate and well-targeted, 2-1-1 Orange County regularly contacts the partners in our database to confirm the accuracy of our data on their programs (for example, with correct contact and eligibility information). Being able to effectively screen clients saves service providers considerable time and money.

2-1-1 Orange County works with regional service providers to make Orange County’s safety net as effective and as efficient as possible, while ensuring all children, youth, adults, seniors, and families find the help they need.

Top Referral Agencies in 2012

County of Orange Social Services Agency	9,558
The Salvation Army Southern California	6,838
Share Our Selves	5,393
Community Outreach	4,965
American Family Housing	3,942
Orange County Health Care Agency	3,045
Orange County Community Services	2,513
Illumination Foundation	1,871
Beach Cities Interfaith Services	1,846
Orange County Armory Emergency Shelter Program	1,820
Pathways of Hope (Formerly Fullerton Interfaith/ FIES)	1,578
AltaMed Health Services Corporation	1,571
Legal Aid Society of Orange County	1,478
Orange County Rescue Mission	1,469

Help Me Grow

Help Me Grow Orange County, an initiative sponsored by the Children and Families Commission of Orange County in partnership with UCI and CHOC Children’s Hospital, connects children and their families to developmental programs and services to enhance the development, behavior, and learning of children from birth to 6 years. By calling a toll-free number (866-GROW-025), parents, caregivers, child care providers, early educators, and health care providers have one point of access to developmental services in Orange County. 2-1-1 Orange County supports Help Me Grow by providing a centralized telephone access point for connecting children and their families to services and care coordination.



Over the past year, Help Me Grow was contacted by more than 1,860 parents and 970 service providers looking for developmental services for young children, and the care coordinators at 2-1-1 Orange County provided more than 8,700 referrals to meet their needs. Of the parents who called, 20 percent had communications concerns, 15 percent had behavioral concerns, and 14 percent had general developmental concerns; many needed assistance with multiple concerns at once.

2012 State of Hunger Forum



Sadly, hunger can be found anywhere, even in Orange County. In the past few years, the need for food and other basic health and human service needs has skyrocketed amid the county's affluence. In response, 2-1-1 Orange County, in partnership with California State University: Fullerton, Community Action Partnership, OC Food Access Coalition, Second Harvest Food Bank, SeniorServ, and UC Irvine/ Public Health, is hosting a public forum to shed light on hunger in Orange County, and discuss possible solutions for this persistent and growing problem.

Orange County 2-1-1
Get Connected. Get Answers.

Hunger in The Real Orange County

- Orange County was ranked 2nd in the state for food insecurity amongst adults (2009 California Health Interview Survey)
- 52.4% of low-income adults were food insecure in 2009 (2009 California Health Interview Survey)
- 30% of children and 54% of adults in Orange County are overweight or obese (2011 Orange County Community Indicators Report)
- On average 239,782 free and reduced priced meals are served every day in Orange County schools (2009-10 CIPA Data)
- There was a 154% increase in CalFresh enrollment in OC from 2006-2011 (CIPA)

Partners: CALIFORNIA STATE UNIVERSITY FULLERTON, Action of Orange County, UC IRVINE PUBLIC HEALTH, FOOD ACCESS

SeniorServ



Since 1967, SeniorServ has been at the forefront of creating programs and services that reduce hunger and improve wellness for older adults and persons with disabilities. Their goal is to help seniors and persons with disabilities remain secure in home, health and heart and never without these ingredients for independence and wellness. Core programs for older adults include Meals on Wheels and case management for the homebound, a Senior Lunch program providing hot and nutritious meals at 26 senior centers, and an Adult Day Care program supported at three Orange County centers. During the Hunger Forum, Vice President of Development & Communications Phil Beukema, will discuss the impact of “food insecurity” on the aging population.



Second Harvest Food Bank

Second Harvest Food Bank of Orange County is committed to helping to improve the lives of the county’s most vulnerable populations including children, seniors and families. Second Harvest’s work to eliminate hunger is sustained by the generous contributions of manufacturers, grocery chains, corporations, restaurants, farmers, civic groups, and individuals who provide food and funding for our innovative programs. They partner with a network of more than 500 local non-profit agencies, including shelters, church pantries, and after-school tutoring programs to distribute high-quality, nutritious food to those in need. During the Hunger Forum, Director Mark Lowry will discuss current government and private sector efforts to remedy the problem of hunger in Orange County.



OC Food Access Coalition

OCFAC was founded in 2010 to (1) coordinate regional action to improve food access to low-income residents, (2) educate policy makers and the public about the food system, (3) conduct necessary research to fill gaps in available information related to food security in our community, and (4) identify opportunities for collaborative endeavors that will enhance the sustainability of our food system and the health of our community. OCFAC coordinates nonprofit organizations, academic institutions, local businesses, and community groups that have come together to deliver systems-based, collaborative solutions to food insecurity and health inequities. During the Hunger Forum, Executive Director Gillian Poe will discuss the current state of hunger in Orange County.



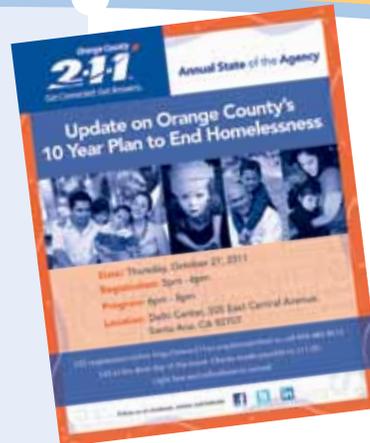
Community Action Partnership of Orange County

The Community Action Partnership of Orange County (CAPOC) offers comprehensive services to address the emergency needs of people, and provides opportunities for individuals to lift themselves out of poverty. CAPOC operates The Orange County Food Bank, Anaheim Independencia Family Resource Center, El Modena Family Resource Center, and owns a child care facility that offers affordable care. Other services include financial assistance with utility bills, energy education workshops, energy conservation home improvements, health and wellness activities, and assistance in accessing under utilized public benefits such as EITC and CalFresh.

2012 Achievements

This year, 2-1-1 Orange County touched thousands of lives, offering support and vital information in the following ways:

- **61,869 people were served who identified 87,392 specific needs for community resources.**
- **7,882 people were prescreened for eligibility in the CalFresh (food stamps) program**
- **8,045 searches for resources were conducted by Quicklink Subscribers**
- **10,313 calls were handled for non-I&R services, such as those looking for help outside of Orange County, or for non-health and human service support**
- **13,340 inquires came from our service provider partners to assist their clients**
- **150,000 pocket cards identifying 2-1-1 services were distributed throughout Orange County**
- **6,672 hours of service were provided by 25 regular volunteers**
- **54 outreach events were attended by 2-1-1 Orange County representatives to broaden our reach in the community**



State of the Agency

Each year, 2-1-1 Orange County hosts a summit to build awareness around salient issues affecting Orange County residents.

During our annual meeting in October 2011, we presented an update on Orange County's Ten Year Plan to End Homelessness. Steve Kight, the former executive director of the 2020 Board to End Homelessness, discussed the major factors influencing homelessness locally and emphasized the pressing need to solve the problem. Karen Roper, Director Community Services for Orange County, shared the Ten Year Plan, which is the product of collaboration between city, county, and private stakeholders. The 2011 Point-in-Time Homeless Count conducted by the OC Partnership estimated that 18,325 homeless individuals currently reside in Orange County. The 10 Year Plan argues for a dynamic, comprehensive system of housing and services, proportionate to the need, which will effectively end homelessness by the year 2020.

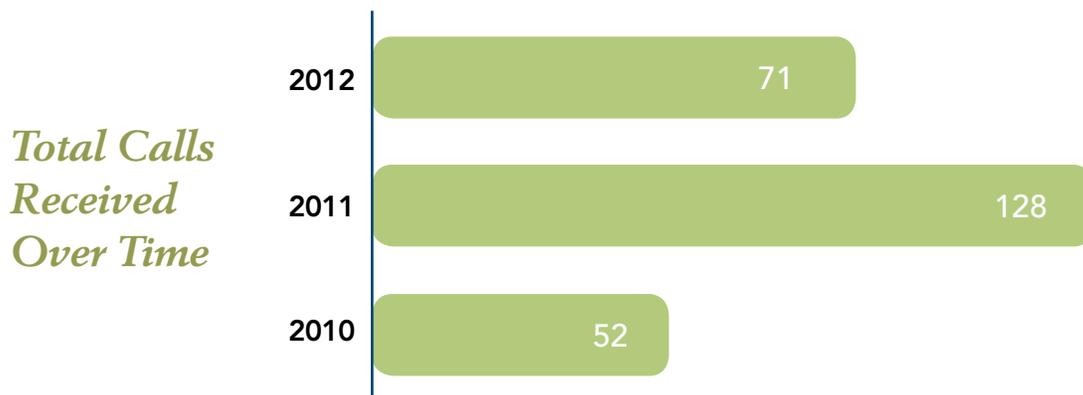


To support the Ten Year Plan, during the last year 2-1-1 Orange County prescreened 6,648 callers to determine if they were eligible for homeless prevention and rapid re-housing programs. Of these, 2,187 were eligible and received assistance to regain or retain their self-sufficiency.

Building Capacity

2-1-1 Orange County continues to invest in opportunities that will allow for growth and strengthen our services to the community:

Suicide Prevention Training: For the past two years, 2-1-1 Orange County has provided our I&R staff with Applied Suicide Intervention Skills Training (ASIST) from Contact USA. The two-day ASIST workshop provides tools to help the I&R Staff feel more comfortable, confident and competent in helping to prevent suicide among those at immediate risk. This highly interactive, practical, practice-oriented workshop positions us to act as a crisis center hotline for the county.



Capacity Building Training: Our executive director and support staff received training on leadership, effective communication and conflict resolution, decision making, strategic thinking and planning, motivating and engaging people, leading high performing teams, and leading organizational transition. This year-long training process also included workshops on workforce development, program evaluation, financial management, volunteer management, marketing, and public relations for staff.

Positioning 2-1-1 Orange County for National Accreditation:

We are in the process of reviewing current policies and protocols to develop a strategy that would allow us to seek national accreditation from the Alliance of Information and Referral Systems (AIRS). This accreditation would recognize 2-1-1 Orange County as an agency following national best practices in regard to information management and facilitation of discussions surrounding community needs.

Expanding Access to our Database: Effective July 1, 2012, 2-1-1 Orange County completed the conversion to a new database that permits expanded data collection and reporting, and created a public portal to enable people to conduct their own online searches for resources. We also plan to incorporate a Live Chat component to the new database.

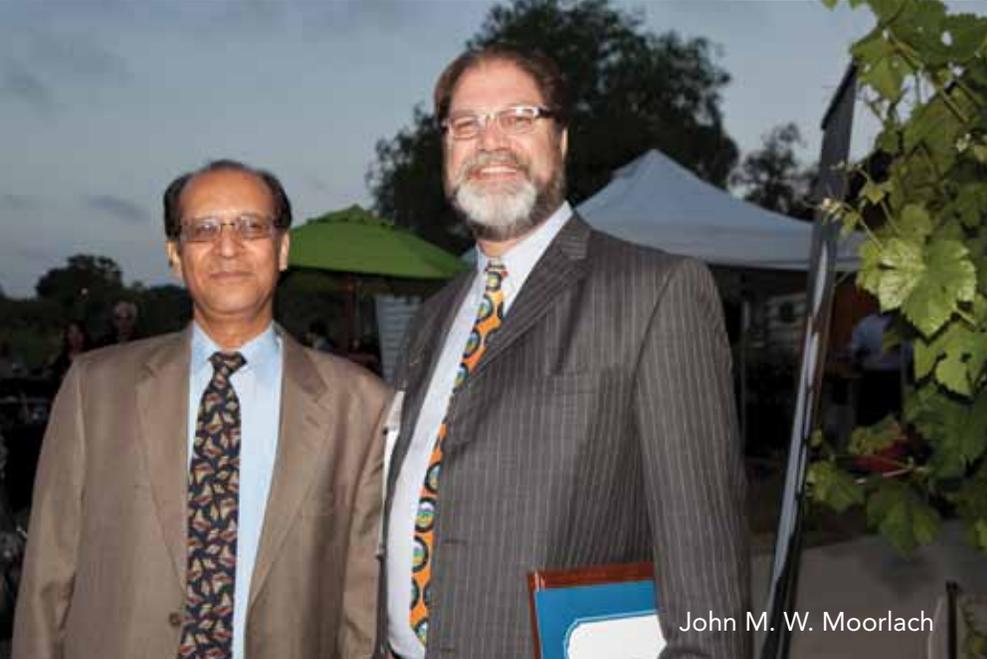


Making a Difference – Toast and Tribute 2012 Honorees

On May 10 2012, 2-1-1 Orange County honored five community leaders for their outstanding contributions to improving the quality of life in Orange County. The five honorees, dubbed “Neighbors Who’ve Made a Difference,” were recognized during an event at the award-winning Newport Beach Vineyards and Winery.



Vivian Clecak



John M. W. Moorlach



Norberto Santana, Jr.



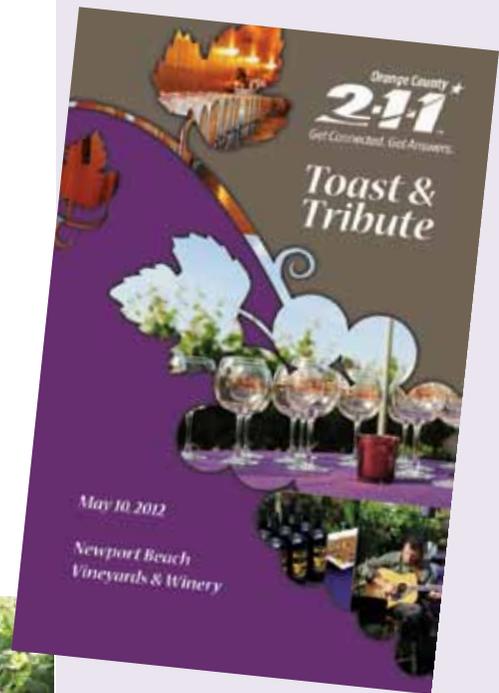
Max Gardner



Oladele A. Ogunseitan

Vivian Clecak is co-founder and chief executive officer for Human Options, an organization that has been instrumental in helping battered women, their families and the community end the cycle of domestic violence. Since being established in 1981, Human Options has served more than 73,850 individuals directly and almost 220,000 indirectly through its community education programs.

John M. W. Moorlach is chairman of the Orange County Board of Supervisors and represents the second district, which includes cities such as Costa Mesa, Huntington Beach and Newport Beach. He currently participates on a variety of boards, commission and committees, including serving as chairman of Orange County Ending Homelessness Commission.



Sponsors:

- Emulex
- Kenny the Printer
- Newport Beach Vineyards & Winery
- UPS
- Wells Fargo
- Archer Norris
- Barefoot Wines & Bubbly
- Silver Trumpet Restaurant & Bar
- Union Bank
- Worldview Travel Corporate Services

Max Gardner is president and chief executive of United Way Orange County. Gardner was on the organization's board of directors from 2006-2011 and agreed to serve as its interim president and chief executive from December 2010 until assuming the position full time in June 2011.

Norberto Santana, Jr., is founder and editor-in-chief of Voice of OC, a not-for-profit investigative news organization that brings focus to the health and human sector. His work has included exposes on Orange County public safety spending, deportation policies and misuse of funds at the San Diego Red Cross.

Oladele A. "Dele" Ogunseitan, Ph.D., M.P.H., is professor of public health and founding chair of the Department of Population Health and Disease Prevention at the University of California, Irvine, where he also is professor of social ecology. He has played an instrumental role in establishing a partnership between UCI and 2-1-1 Orange County.

Special Thanks:

Jeannie Luckenbaugh,
Chair planning committee

Dr. Anna Nogales,
Planning committee member

Carol Gefis,
Planning committee member

Knockout Photo Booth

Silver Moon Photography

Financial Statements

Statement of Financial Position

As of June 30, 2012

ASSETS

	June 30,	
	2012	2011
CURRENT ASSETS		
Cash and cash equivalents	\$ 91,611	113,112
Receivables	152,496	181,730
Prepaid expenses	5,471	14,131
Total Current Assets	<u>249,578</u>	<u>308,973</u>
PROPERTY AND EQUIPMENT, NET	\$ 17,868	28,996
OTHER ASSETS		
Security deposits	<u>2,844</u>	<u>2,844</u>
TOTAL ASSETS	<u>\$ 270,290</u>	<u>340,813</u>

LIABILITIES & ASSETS

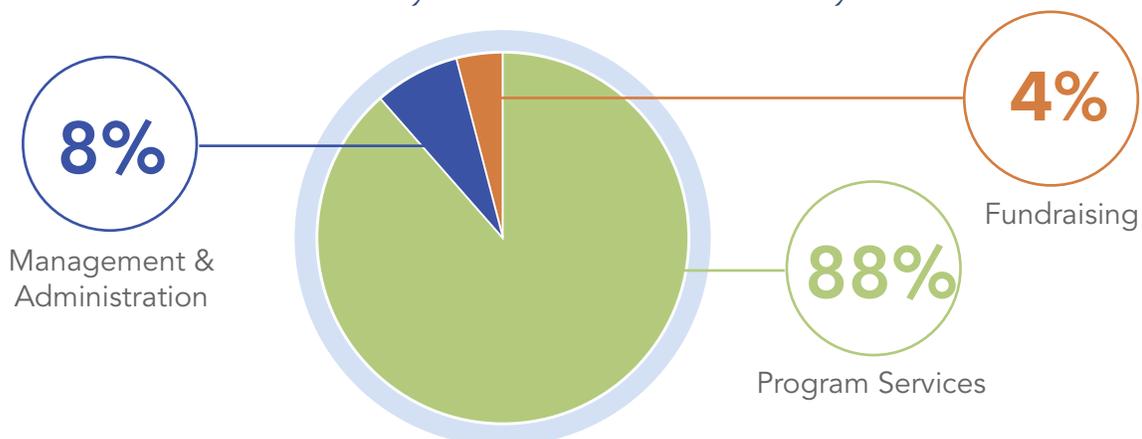
CURRENT LIABILITIES		
Payables	13,821	5,370
Accrued payroll	33,155	30,635
Accrued vacation	20,909	25,496
Total Liabilities	<u>67,885</u>	<u>61,501</u>
NET ASSETS		
Unrestricted	<u>202,405</u>	<u>279,312</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$ 270,290</u>	<u>\$340,813</u>

Statement of Activities

For the year ended June 30, 2012

	Unrestricted	Temporarily Restricted	Total
REVENUE AND PUBLIC SUPPORT			
Contributions and grants	\$ 208,010	\$	\$ 208,010
In-kind donations	120,096		120,096
Program services and grants	878,442		878,442
Special events, net	24,925		24,925
Interest and dividends	10		10
TOTAL REVENUE	1,231,483		1,231,483
NET ASSETS RELEASED FROM RESTRICTIONS			
TOTAL REVENUE AND PUBLIC SUPPORT	1,231,483		1,231,483
EXPENSES			
Program services	1,146,423		1,146,423
Management and administration	107,901		107,901
Fundraising	54,066		54,066
TOTAL EXPENSES	1,308,390		1,308,390
CHANGE IN NET ASSETS	76,907		76,907
BEGINNING NET ASSETS	279,312		279,312
ENDING NET ASSETS	\$ 202,405	\$	\$ 202,405

In 2010-2011 88% of 2-1-1 Orange County's income was utilized for program services to direct community members to the resources that they need.



2012 Supporters

Grants and Sponsorships:

2-1-1 California
ArcherNorris
Barefoot Wine & Bubbly
California Department of Public Health
Allergan Foundation
Children and Families Commission
of Orange County
City of Anaheim
City of Laguna Niguel
City of Mission Viejo
County of Orange
Emulex
Jacquelyn Bogue Foundation
Kenny the Printer
Newport Beach Vineyards and Winery
OC Partnership
OC Funders Roundtable
Orange County Community Foundation
Silver Moon Photography
Silver Trumpet Restaurant & Bar
Skyline Nevada Fund
UCI/CHOC (Help Me Grow)
Union Bank
United Way of Orange County
UPS
Wells Fargo Foundation
World View Travel Corporate Services

Quicklink subscribers:

CalOptima
United Way of O.C
Didi Hirsch
Saddleback Church
Second Harvest
Help Me Grow- Head Start
College Health IRA
Cypress College
Access/Project HOPE
School Foundation

Club 211 Members:

Mahboob Akhter
Jennifer Baron
Judy Bowden
Michael Colyer
Todd Cooley
Elizabeth Densmoore
Carol Gefis
Dolores Gonzalez-Hayes
Gary Jones
Linda Joseph
Howard Ko
Lorraine Lazarine-McCarty
Patrick Lee
Jeannie Luckenbaugh
Jeff Lutz
Sarah Meyhew
Justin Nguyen
Anna Nogales
Floyd Price
Sasha Richards
Ellen Schoendorfer
Ralph Siciliano
James Silva
Dr. Jerry Sinykin
Ryan Smith
Maria Stipe
Carol Stone
Eric Taylor
Anne Tierno
Abraham Vasquez
Patricia Wade
David and Carol Whitaker
William Wotring
Irvine Ranch Market

Board of Directors and Staff Leadership

2012 Board of Directors

Board Leadership

Mahboob Akhter – President & Chairman

Howard Ko – Vice President

Lorraine Lazarine-McCarthy – Secretary

Patrick Lee – Chief Financial Officer & Treasurer

G. Jeffrey Lutz – Past President & Chairman

Members-at-Large

Todd Cooley

Orlando Futado

Carol A. Gefis

Dolores Gonzalez-Hayes

Atul Jhalani

Gary Jones

Jeanie Luckenbaugh

Dr. Ana Nogales

Eric Taylor

2012 Staff Leadership

Judy Bowden – Executive Director

Paula Evans – Fund Development Director

Kim Doan – Communications Manager

Jeff Green – Call Center Manager

Holly Le – Accountant & Statistician Assistant

Dayann Shepherd, C.R.S. – Resource & Community Coordination Manager

Advisory Council

Tod Burnett

Saddleback College

Shelley Hoss

Orange County Community Foundation

Sandra Hutchens

OC Sheriff's Department

Dr. Reza Karkia

AIHER

Goran Matijasevic

Chief Executive Roundtable, UCI

Jim McCluney

Emulex

Safi Qureshey

Skyline Capital Management

Mike Ruane

Children & Families Commission of OC

Paul Sanford

Wyndham Orange County

Brian Stephens

OC Fire Authority



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