

# ORANGE COUNTY'S FACE 2024 REPORT

Community Snapshot:  
2022-2023



JOURNEY 100 TO



# 2-1-1 ORANGE COUNTY EXPANDS OUR REACH



In July 2023, Orange County United Way added 2-1-1 Orange County (211OC)—already recognized as a critical link for connecting people to community resources—as our new key service.

## Better Care for Neighbors in Need

211OC streamlines referrals to appropriate services and offers caring and compassionate support. Getting assistance is easier and more person-centered for thousands of Orange County individuals and families.

## Better Connections Between Service Providers

211OC community resource agencies and partners are part of a powerful service partner network that helps them with increased awareness of one another, cross-sector coordination, and improved access to data for planning and assessment.

## Better Outcomes for All of Orange County

With 211OC, resources are being allocated more equitably. Services can be accessed more effectively.

Today, 211OC strengthens our communitywide impact by identifying unmet needs and barriers so we can address them. And tomorrow, it will ensure we can continue to enrich everyone's lives and empower the future of our entire community.

**475,363**

**contacts answered**

In 2023, 475,363 contacts from OC residents answered

**3,000+**

**social services programs**

Currently, 211OC connects people in OC with 3,000+ social services programs

# MEASURING OUR IMPACT TODAY, ENSURING A BETTER ORANGE COUNTY FOR OUR FUTURE

Each year, we bring you this update on our community's progress in the critical areas of education, health, housing, and financial stability.

In 2022–2023, our neighbors' needs increased and gaps persisted. So Orange County stepped up again, joining us to embrace innovation, strengthen partnerships, and to grow awareness and advocacy. We felt your support as we acquired 211OC, a key service that is connecting more people to more resources, more effectively to improve lives communitywide.

As Orange County United Way turns 100, we're especially aware of our journey. Over the last century, we've seen that every challenge is a chance to move forward, and every action we take can make a difference. That's why we continue to account for our community's successes and highlight where we're still striving toward our goals.

We've made a difference—and we can get all the way to our goals. Let's keep working to make a lasting impact that will benefit all of us who call Orange County home.



**UNITED FOR STUDENT SUCCESS<sup>SM</sup>**



**UNITED TO END HOMELESSNESS<sup>SM</sup>**



**UNITED FOR FINANCIAL SECURITY<sup>SM</sup>**



**Orange County Get Connected. Get Help.™**



For the past two and a half years, we have acted to address health inequities in our community by partnering with Equity in OC, an Orange County Health Care Agency initiative that helps people in underserved and multicultural communities attain their full health potential. Orange County United Way carries out community partner engagement, including recruiting and working with local grassroots organizations as well as administering the various funding opportunities. While funding from the Centers for Disease Control and Prevention is coming to an end on May 30, 2024, through this collaborative effort, **Orange County United Way administered more than \$13.1 million to 194 non-profit organizations committed to advancing health equity in our communities.**



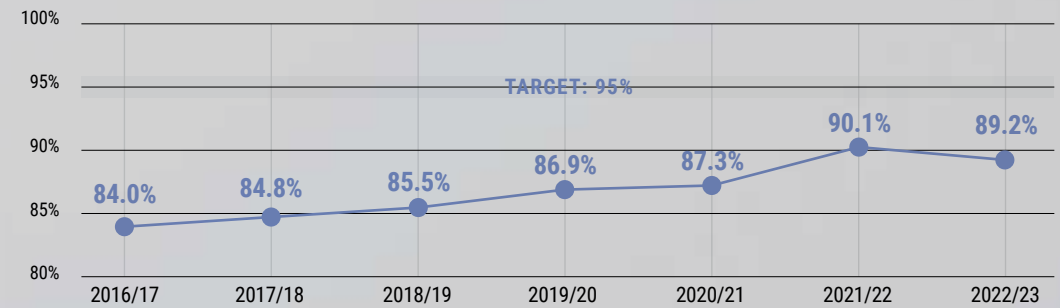
FACE 2024 2.0 GOAL

## Increase the high school graduation rate to 95% among students from disadvantaged socio-economic backgrounds

THE PROGRESS



In the last seven years, Orange County has made steady progress in improving the high school graduation rate. The phase-out of Assembly Bill 104, which allowed for temporary flexibility in graduation requirements and course grading policies for high school students during the COVID-19 pandemic, brought a slight decrease this year.



Source: California Department of Education, Dataquest, 2023. A student is considered socioeconomically disadvantaged if they are eligible for free or reduced-price school meals and neither of the student's parents received a high school diploma. Press release December 15, 2023, [www.cde.ca.gov/nr/ne/yr23/yr23rel87.asp](http://www.cde.ca.gov/nr/ne/yr23/yr23rel87.asp).

Although we're pleased to report that the 2023 graduation rate among disadvantaged high school students has improved compared to the pre-pandemic years and we achieved our original FACE 2024 goal to cut the drop out rate in half, there's still work to do. Each year, more than 2,700 Orange County high school seniors do not graduate. Most of these students come from local Title I, low-income schools in socioeconomically disadvantaged neighborhoods and historically underserved communities.

What's more, despite years of budget surpluses and significant investments in educational equity, policymakers are tasked with balancing the state budget with a predicted \$73 billion deficit, which may pose future challenges for supporting education.

We will continue to address the inequities Orange County students face by actively responding to post-pandemic learning gaps, expanding and accelerating year-round opportunities, empowering them to build transformative relationships, and helping them develop pathways to immediate and future success.

### UNITED WAY IN ACTION

**1,114** students experienced college and career preparation through our Destination Graduation and Youth Career Connections programs

**322** students completed their internship programs during the summer of 2023

**7,296** volunteer hours to support students participating in Youth Career Connections

**Our Class of 2023 e-Mentorship Program** supported 119 Orange County high school seniors from underserved neighborhoods

### Foundational Work: Supporting Student Literacy

**Because a better education can lead to a better life.** We're ensuring Orange County students have the materials and environments they need so they're ready to learn.

**48** Title I schools received resources and experiences to support the overall success of their students

**4,060** school supply kits, literacy and technology kits distributed

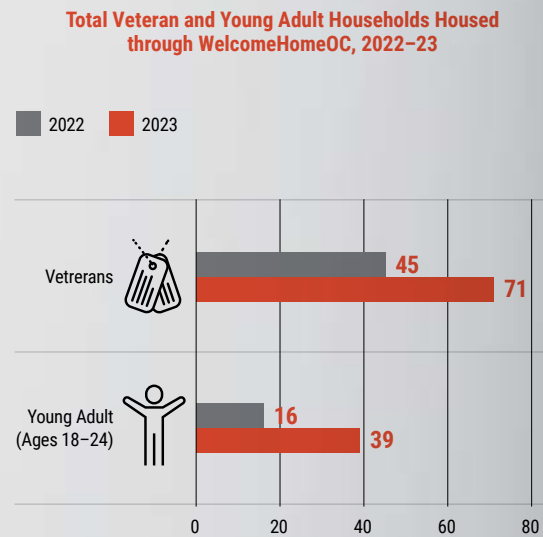
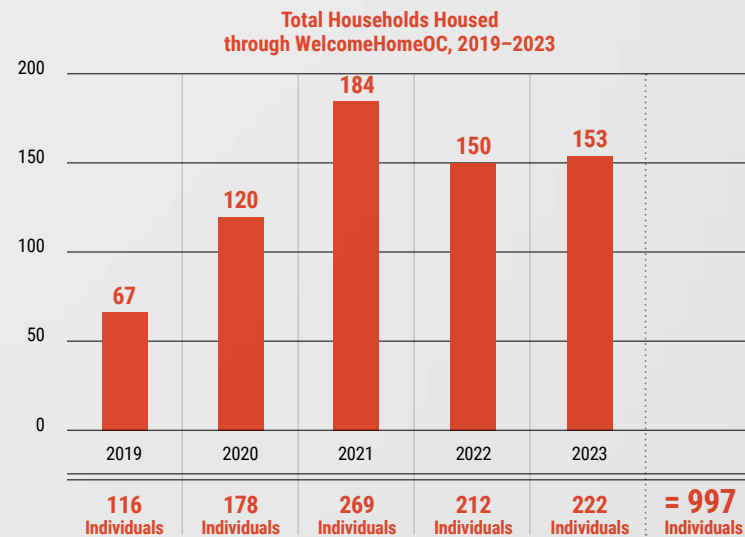
**6** beautification projects to inspire students and teachers at local schools

# HOUSING

FACE 2024 2.0 GOAL

## End homelessness by achieving functional zero\* within targeted populations

United to End Homelessness (U2EH) efforts are aligned to support Orange County's progress toward reaching functional zero within specific subpopulations. In particular, U2EH has a strategic focus on ending Young Adult and Veteran homelessness. We are pleased to report that in 2023 WelcomeHomeOC<sup>SM</sup>, our housing navigation program, helped achieve a 144% increase in the number of Young Adult households housed, and a 58% increase in the number of Veteran households we housed.



In five years, WelcomeHomeOC<sup>SM</sup> has helped end homelessness for 997 local individuals. We remain dedicated to strengthening this program to meet today's needs to access scattered site housing effectively and quickly. Because we know that housing ends homelessness, it is critical for us to continue our awareness, engagement, education, and advocacy efforts to creatively involve Orange County residents to champion proven solutions and expand housing options.

### UNITED WAY IN ACTION

**222** individuals housed through WelcomeHomeOC<sup>SM</sup> in 2023

**150** property owners joined our WelcomeHomeOC<sup>SM</sup> network\*\*

**415** total affordable units were approved with advocacy efforts, 251 of which will be permanent supportive housing

\* Orange County will reach functional zero when the availability of services and resources to support homelessness in our community matches or exceeds the demand for them.  
 \*\* As of December 2023.

### Foundational Work: Public Awareness and Advocacy

Because everyone should have a place to call home. We're changing hearts and minds and engaging our community to help end homelessness in OC.

**2,713** people attended our informational sessions about homelessness

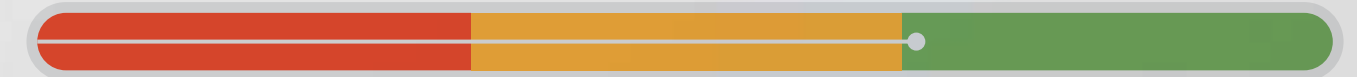
**226** people trained as Housing Champions to advocate for affordable housing

# INCOME

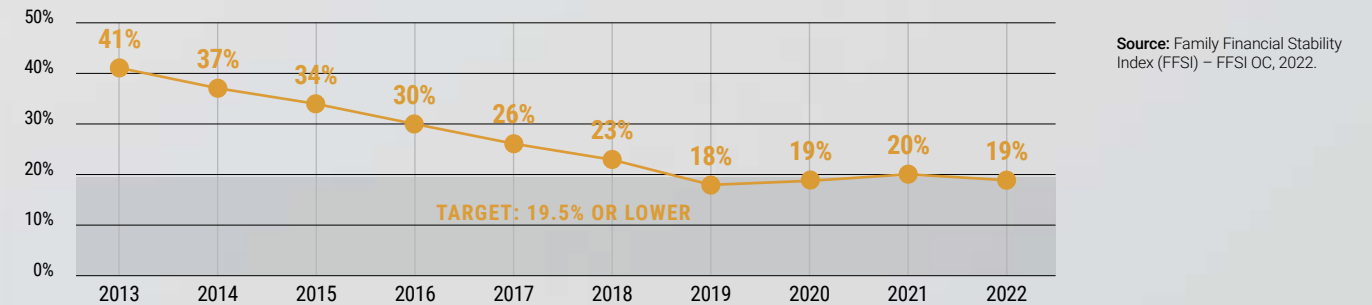
FACE 2024 2.0 GOAL

## Reduce family financial instability by another 25%

THE PROGRESS



While the 2022 data show a slight improvement, this was when pandemic-related funding and help were still available. In 2023, 33% of Orange County households fell below the Real Cost Measure<sup>1</sup>, meaning there is a significant gap between what it costs for them to live with dignity and what they earn. In Orange County's skyrocketing rental market, 40% of all households must allocate 30% or more of their income to housing.<sup>2</sup> And a minimum wage employee must work 105 hours per week to afford a one-bedroom apartment in our community (up seven hours from 2022).<sup>3</sup>



We continue to monitor financial stability and work to maintain our progress. After meeting the original Income goal, we have expanded support and provided responsive programs based on current trends. Our new Eviction Prevention Pilot Program with the City of Irvine is providing rental assistance and legal services to help people stay housed. In addition, our eight SparkPoint OC locations that support financial empowerment, including the two newest sites, incorporate a best practice linking eviction-prevention resources and job development.

### UNITED WAY IN ACTION

**16,127** people were served by OC Free Tax Prep during the 2023 tax season

**668** households coached for better financial stability through SparkPoint OC

**63** individuals benefited from UpSkill OC workforce development to gain livable-wage jobs

1. United Ways of California. (2023). The Real Cost Measure in California 2023. [https://unitedwaysca.org/wp-content/uploads/2023/05/orange\\_county.pdf](https://unitedwaysca.org/wp-content/uploads/2023/05/orange_county.pdf).  
 2. Ibid.  
 3. Orange County Business Council. (2023, October). Orange County Community Indicators Report 2022-23. Orange County, California.

### Foundational Work: Emergency Rental Assistance, Emergency Food and Shelter

Because helping neighbors in an emergency is what we do. We assisted local individuals so they could stay in their homes, avoid hunger, and have basic necessities during crisis.\*

**346** households received emergency rental assistance

**955** individuals were provided shelter assistance

**649,570** individuals received food and meal distribution assistance

\*Through the Emergency Food and Shelter Program, administered by Orange County United Way.



## Read Orange County United Way's 2023 Annual Report

Learn more about how we're impacting Orange County's today and tomorrow, and meet local individuals, families, businesses, and community partners who have uniquely contributed to the United Way journey.

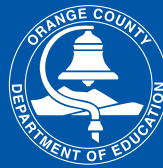
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