

ORANGE COUNTY'S FACE 2024 REPORT

Community Snapshot:
2023-2024

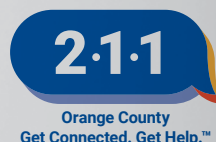


A DECADE OF MEASUREMENT, ACCOUNTABILITY, AND ENERGY



In our final report on FACE 2024, our community's ten-year strategic action plan, we share this year's milestones plus a look at Orange County's decade across the critical areas of education, health, housing, and financial stability.

In 2014, no one could have envisioned the challenges we would face together. However, we knew we would tackle them with shared determination and a passion for helping one another. Our commitment to continuously innovating to address our neighbors' needs and to measuring and reporting progress was matched by your unwavering dedication to working alongside us.



KEY MOMENTS OF IMPACT

Empowering Tomorrow's Workforce

Youth Career Connections, a groundbreaking work-based learning program that connects local high school students with employers to bridge classroom learning and real-world careers, kicked off in 2016.

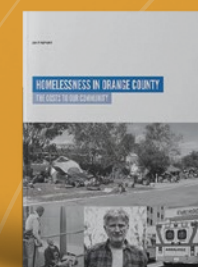


Major Goals Achieved Ahead of Schedule

Five years in, **two major community goals** were reached early: cutting Orange County's high school dropout rate in half and reducing financial instability by 25%.

Supporting Students Through the Pandemic

Our **e-Mentorship** program started during the pandemic to help high school seniors from low-income communities stay on track for graduation. Students benefit from the experience and encouragement of local professionals.



Shining a Light on the Cost of Homelessness

The "**Homelessness in Orange County: The Costs to Our Community**" report, released in 2017, revealed the \$300 million cost of inaction and advocated for housing solutions.

Empowering OC Families with Free Tax Help

As the driving force behind the OC Free Tax Coalition, we've helped 100,000 families claim over \$100 million—money that powers rent, groceries, and transportation, boosting our local economy.



Because of you, the ultimate result of FACE 2024 is a dynamic and hopeful future for everyone in our community.

Affordable Housing Advocacy Success

Over the years, we've **advocated for 2,174 new affordable and permanent supportive housing units** across 22 cities, training **1,102 advocates** to push for housing solutions countywide.



Innovative Housing Solutions Change Local Lives

WelcomeHomeOCSM (recognized by HUD as a national best practice) and **Whatever it TakesSM** programs have helped nearly **4,000 individuals** overcome housing crises.



Bridging the Skills Gap for Sustainable Employment

So far, we've empowered **250+ participants** through **UpSkill OC** to move from low-wage jobs to stable, high-paying careers, providing new skills and opportunities for a brighter future.



Increasing Financial Stability for Families

From 2014 to 2024, we expanded **SparkPoint OC** from one to nine locations, helping families across Orange County improve their financial stability and achieve long-term success.



Supporting Our Community in Crisis

We provided **emergency rental assistance** and **pandemic relief** to families and individuals in Orange County, ensuring our neighbors had the support they needed during the challenging times from 2020 to 2023.

Advancing Health Equity for All

We partnered with the Orange County Health Care Agency's **Equity in OC**, an initiative to improve health outcomes in underserved communities, from 2022 to 2024. We engaged local nonprofits and administered CDC-funded grants to promote health equity in Orange County.



Streamlining Access to Help

We acquired **2-1-1 Orange County** in 2023, facilitating access to community resources for **500,000 contacts annually** and reducing wait times from **11 minutes to just three minutes**. Today, it's faster and easier for residents to get the help they need.



Orange County
Get Connected. Get Help.™

A HEALTHIER OC

Over the last decade, awareness of the significance of health has transformed.

Starting our Healthy Schools Initiative, we supported students' wellness and strengthened school cultures. Then the pandemic broadened our understanding that health encompasses everyone and requires a comprehensive focus: Our Pandemic Relief Fund provided emergency rental assistance to neighbors at risk of losing their homes and emergency debit cards to families who needed assistance to buy groceries. We advanced equity by developing technology that made applying for help easier and faster. This difficult time demonstrated that a person's full range of needs are interconnected. Meeting them is vital to each individual—and to our community.

We see that student success, housing stability, financial security, and access to services are essential social drivers of health.



211OC, the entry door to comprehensive assistance

With the 2023 acquisition of 2-1-1 Orange County, we have new capabilities for delivering on this vision of community health. Now, everyone has direct access to a full array of support services, programs, and referrals—through one caring starting point.

451,161

contacts from OC residents were answered and call wait times were reduced from 11 minutes to three minutes in 2024



GetHelpOC™

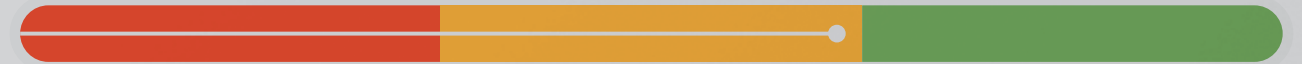
Through innovative technology, our GetHelpOC platform enables network partners to seamlessly share client information and foster community-wide collaboration to better serve our residents in need.

UNITED FOR STUDENT SUCCESS

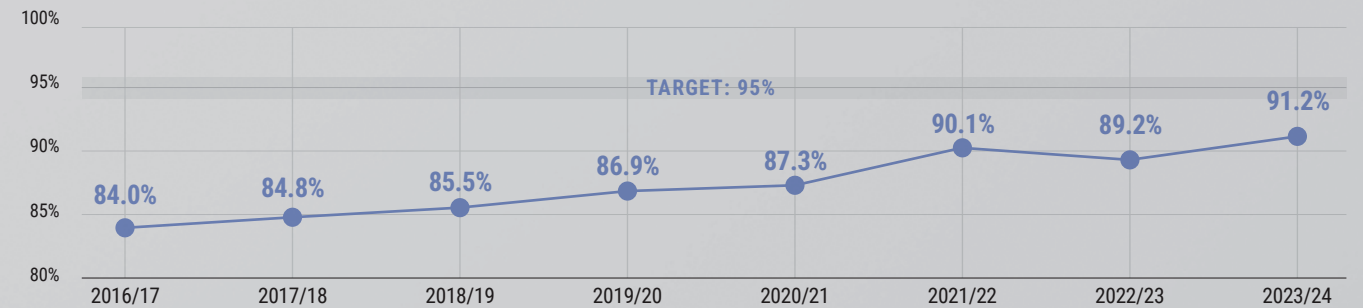
FACE 2024 2.0 GOAL

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

THE PROGRESS



Students are still recovering from the negative impacts of the pandemic, but we're making steady progress in the right direction. The difference between high school graduation rates for students who are socioeconomically disadvantaged and those who are not narrowed to only 5.5 percentage points in the last year.



Source: California Department of Education, Dataquest, 2024. 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.

Post-pandemic, it's increasingly clear that socioeconomically disadvantaged students benefit from extra support. When we strengthen their college readiness and build pathways for higher paying careers, we help them graduate on time and prepare them for opportunities beyond high school.

We will continue to work to close gaps and address inequities faced by students from schools in socioeconomically disadvantaged neighborhoods and historically underserved communities. When we do, we're building Orange County's workforce talent and our next generation of leaders.

UNITED WAY IN ACTION†

1,001 students experienced college and career preparation through our Destination Graduation and Youth Career Connections programs

213 students completed internship programs during the summer of 2024

7,876 volunteer hours to support students participating in Youth Career Connections

Our Class of 2024 e-Mentorship Program nurtured 153 OC 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 environment they need so they're ready to learn.

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

5,000+ school supply kits, literacy, STEAM, and art studio kits distributed

6,250 students encouraged through positive education and imagination at in-classroom volunteer reading days

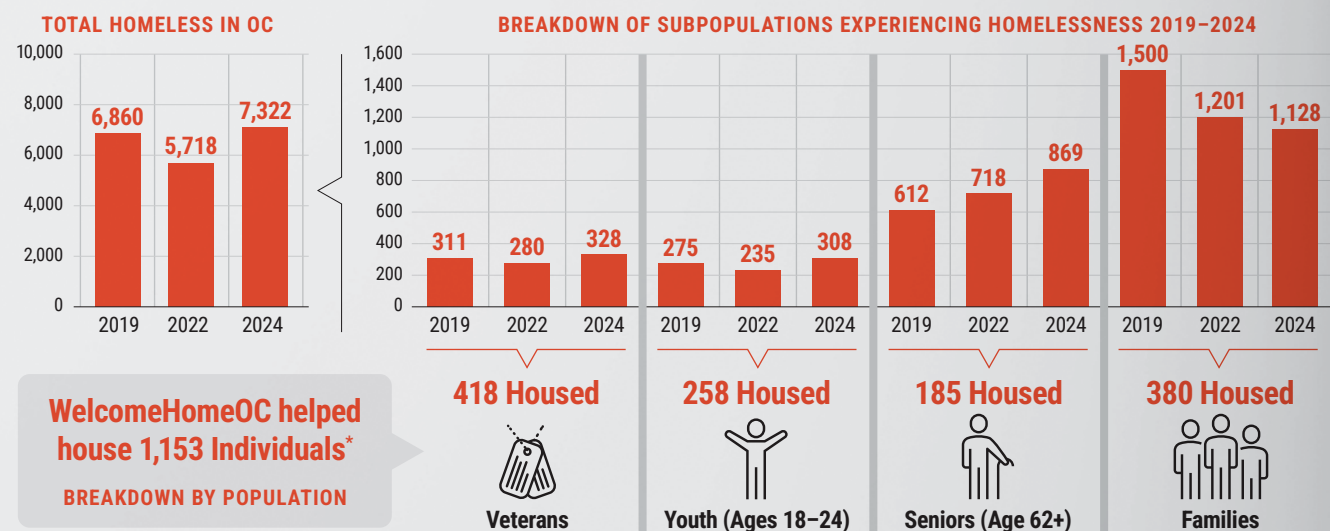
† 2024 Data

UNITED TO END HOMELESSNESS

FACE 2024 2.0 GOAL

End homelessness by achieving functional zero¹ within targeted populations

The Point In Time Count data, released in January 2024, showed a 28% increase in homelessness across Orange County since 2022. Although disheartening, this statistic galvanizes our commitment.



Whatever it TakesSM helped 1,938 individuals with their housing crisis!*

*Data from 2019-12/31/24, members of one subpopulation could appear in more than one group.

Our WelcomeHomeOCSM and Whatever it TakesSM (WIT) programs actively make a differenceSM in this issue by helping neighbors find homes, while our advocacy work increases public awareness and advocates for solutions. Hand in hand with these efforts, prevention is critically important too. In the last year, 75% of families who reached out to the Family Solutions Collaborative² sought assistance to avoid homelessness. Plus, UCI's 2023 OC Poll³ says homelessness prevention is top of mind for 71% of people in OC and 52% of renters have worried about eviction. In the coming years, we will increase our focus on prevention, continue providing access to housing that people can afford, and use our convening power to expand collective action and promote proven solutions.

UNITED WAY IN ACTION[†]

159 housed through WelcomeHomeOC

1,828 individuals received assistance with their housing crisis through the Whatever it Takes program

888 total units approved with advocacy efforts, including 265 permanent supportive housing units

¹ 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.
² The Family Solutions Collaborative joined forces with Orange County United Way in 2025.
³ UC Irvine School of Social Ecology, UCI-OC Poll, 2023.

Foundational Work: Public Awareness and Advocacy

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

2,954 people attended virtual and in-person events to learn more about homelessness

220 people trained as Housing Champions (1,102 total are now engaged in this effort)

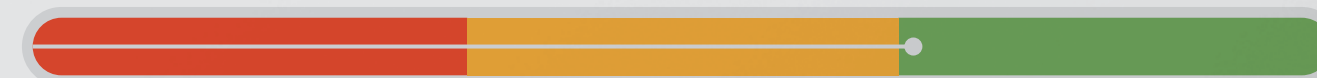
[†] 2024 Data

UNITED FOR FINANCIAL SECURITY

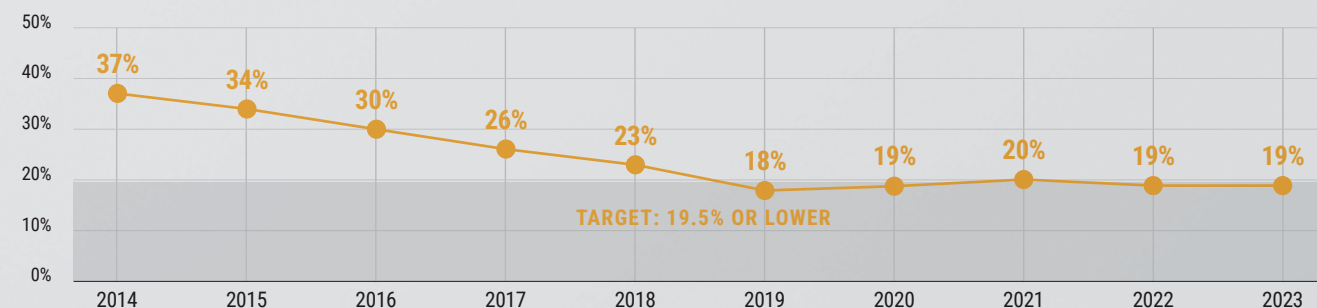
FACE 2024 2.0 GOAL

Reduce family financial instability by another 25%

THE PROGRESS



The financial stability of Orange County neighborhoods considered financially unstable held steady this year. This community goal has been achieved! We're also proud to celebrate a decade of progress, including the expansion of SparkPoint OC to nine sites across Orange County, strategically located in neighborhoods with the highest needs. In addition, more than 250 UpSkill OC participants have secured living-wage jobs, and over 100,000 households have been served through OC Free Tax Prep.



Source: Family Financial Stability Index (FFSI) - FFSI OC, 2024.

As we celebrate these milestones, we recognize that many Orange County families continue to struggle with the rising cost of living and ongoing economic challenges. Looking ahead, we will expand financial coaching to help more families build long-term security, increase access to OC Free Tax Prep, and strengthen workforce pipelines and corporate partnerships to connect job seekers with stable, higher-paying careers.

UNITED WAY IN ACTION[†]

13,629 people were served by OC Free Tax Prep during the 2024 tax season

600 people participated in 1:1 financial coaching or financial literacy workshops through SparkPoint OC

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

Foundational Work: 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.*

736 households served with rent assistance

947 individuals were provided shelter assistance

606,693 individuals received food and meal distribution assistance

[†] 2024 Data *Through the Emergency Food and Shelter Program, administered by Orange County United Way.

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