



OC Human Relations

Building community by fostering respect, resolving conflict and pursuing equality



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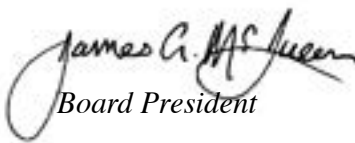
President's Message

At OC Human Relations we believe that ALL people should live free from discrimination, harassment and violence.

We know that relationships are the key to community building and change. When we bring diverse groups together in schools, communities or courts we see barriers come down, assumptions laid to rest and conflicts resolved. The power of connection is the foundation of the positive and proactive programs that OC Human Relations has been delivering in Orange County for over four decades.

Every day we commit ourselves to these ideas by training youth, teachers and parents how to improve their schools, by working with local law enforcement to emphasize community policing, and by working to prevent hate crimes and responding to conflict, big or small.

If you want to live in an Orange County where your family and friends can be free of discrimination, harassment and violence, we invite you to join us and be part of the solution.



Board President



OC Human Relations

Who We Are

OC Human Relations is a non-profit, charitable 501(c)(3) organization with a mission to foster mutual understanding among residents and eliminate prejudice, intolerance and discrimination in order to make Orange County a better place for all people to live work and do business.

The organization was first created in 1971 by the Board of Supervisors and the League of Cities to address issues of prejudice and discrimination in Orange County. In 1991, OC Human Relations was founded as a private, non-profit organization that serves all of Orange County.



We provide quality programs in schools, communities and courts to build safe and strong schools, empower active and engaged residents, find innovative ways to resolve conflict and take a stand against hate and discrimination.



Outcomes

BRIDGES PROGRAM

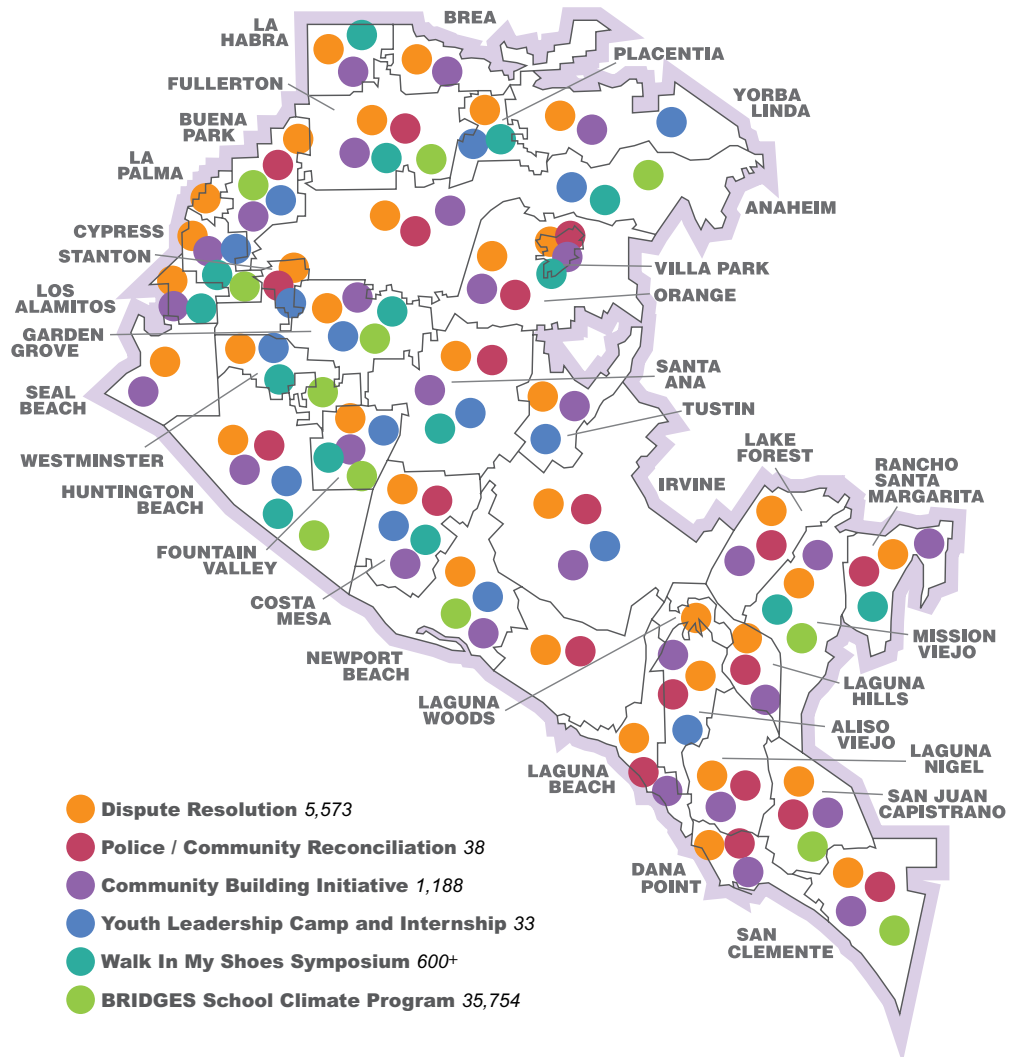
- **35,754 Students, Teachers, Staff and Parents** were impacted by the BRIDGES Program
- **615 Students and Teachers** attended the Walk in My Shoes Youth Conference
- **33 Youth Leaders** graduated from the BRIDGES Leadership Summer Camp
- **52 Language-Minority Parents** graduated from the Parent Leadership Institute
- **36 Academically At-Risk Students** completed the Skills for Success Program
- **19 BRIDGES Youth Leaders** completed the year-long OCYO Internship Program

COMMUNITY BUILDING

- **65+ Residents** from San Clemente shared their migration stories through art and oral history
- **300+ Members of the African American Community** shared their experiences in 3 Listening Sessions
- **61 Hate crimes** were tracked and documented
- **28 People** completed the Effective Human Relations in the Workplace Certificate Program

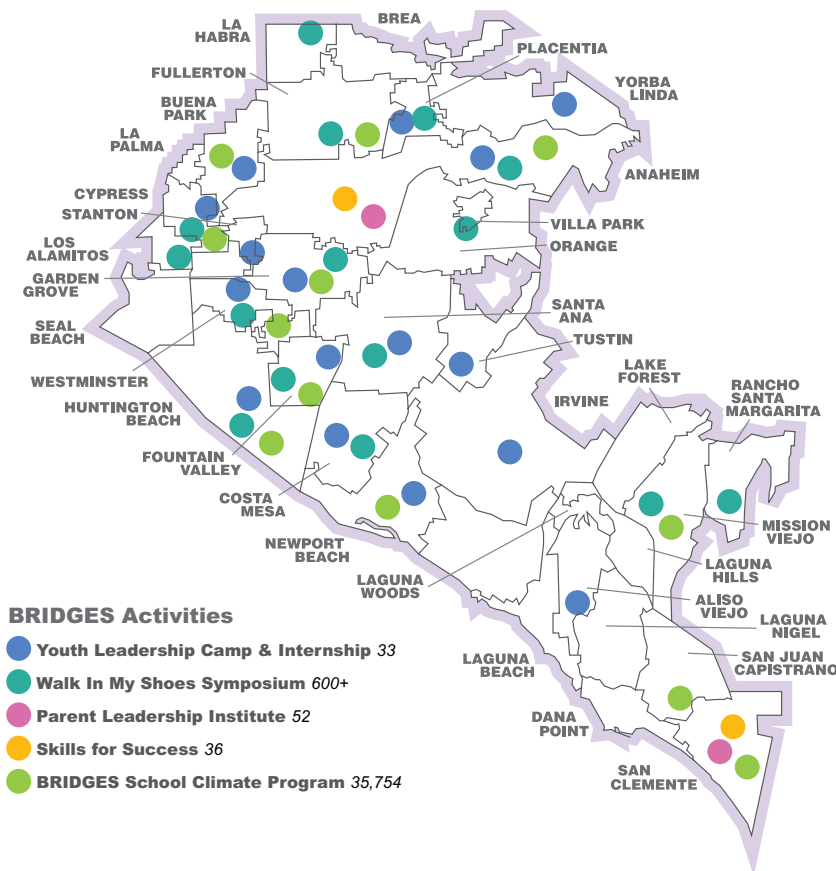
DISPUTE RESOLUTION

- **72 People** completed 4 Basic Mediation Certification Trainings and 1 Basic Divorce Mediation Training
- **811 Mediators** participated in 30 Advanced Mediation Workshops
- **5,573 People** received Mediation Services
- **1,942 Mediations** were conducted with a 73% Success Rate
- **11,869 Hours of service** were provided by Volunteers



BRIDGES: Safe Respectful Schools for ALL

BRIDGES is a multi-year program that improves school climate by partnering with schools and communities to create, advocate for and sustain a safe, inclusive and equitable campus. BRIDGES empowers members of the campus community to identify and address the human relations needs on their campus via trainings and dialogues. They acquire the skills to work with diverse groups while improving school climate.



BRIDGES 2012-13

Total Participants—35,754:

- 32,957 Students
- 1,882 Teachers
- 229 Administrators
- 340 School Staff
- 67 Community Members
- 279 Parents

Participating Schools

- Anaheim Community Day
- Ball Junior High School
- Corona del Mar High School
- Fountain Valley High School
- Huntington Beach High School
- Katella High School
- La Vista/La Sierra High School
- Loara High School
- Magnolia High School
- Mission Viejo High School
- Newport Harbor High School
- Ocean View High School
- Savanna High School
- Servite High School
- Spring View Middle School
- Sycamore Junior High
- Western High School
- Westminster High School

BRIDGES Activities



- 29 Day-Long Retreats
- 11 Staff Development Sessions
- 6 Conflict Managers Trainings
- 280 Task Force Meetings
- 52 New Parent Leaders
- 33 School-Wide Events

BRIDGES Summer Camp:

an intense, week-long camp that brings together youth from diverse backgrounds to develop their human relations knowledge and leadership, facilitation and youth organizing skills.

- 33 Students
- 14 Cities
- 16 Schools

OC Youth Organizers (OCYO):

a year-long internship designed to provide advanced training and skills to a cross section of youth leaders from the BRIDGES Program.

- 19 Graduates
- 10 Cities
- 15 Schools

José Avonce, BRIDGES Student:
BRIDGES Empowered Me

I am José Avonce, a junior at Newport Harbor High School. I have been a member of BRIDGES for over a year now. I joined the program because when one walks around campus during lunch one can see the different cliques that exist. Some of the students belonging to these groups are ambivalent to the members of other groups; often making jokes which permeate through the skin, leaving no marks, but tarnish the soul and crack the foundations of one's identity.

I have been a victim of racial jokes, and have been told that I was ethnically not who I was. I was told that I was too white, when in fact I knew that they were not right. Through my veins a bicultural blood does course, that of the land in which I was born and that of my parents'

native country. I often wondered why people told me these things but it was because they were ignorant to the experience and feelings of a dual ethnic individual. Being a part of BRIDGES is an opportunity, a platform to stand up against all those who attempt to physically or emotionally hurt and marginalize other individuals.

As a teenager, I can attest to the fact that the prospect of changing the society in which we live is a daunting task. However, by participating in the BRIDGES camp and meeting some of the dedicated OC Human Relations staff, I have realized that this task is not as scary as it seems because there are many



more students and adults here in Orange County that can help us.

For me, being part of BRIDGES has been an educational and empowering experience. I learned how violence and conflict manifest, develop, and continue in a cycle.

I learned about the steps required for non-violent social change, how to organize campaigns, and be leaders in our communities. This knowledge will transcend into the future generations we inspire. I look forward to implementing all that I have learned to make our county a better place.

Thanks to your support of OC Human Relations, you are making Orange County a safer and more equitable home for a very diverse population.

“Participating in BRIDGES made me realize that a lot of people don’t vocalize their feelings when they’re being hurt and that you need to be sensitive and caring toward everyone, no matter what they may act like. Getting to know people and their stories is a huge factor in being accepting and friendly.”

—Newport Harbor High School Student



Walk in My Shoes Conference: a day-long youth conference that brings together students to learn strategies for creating safe, respectful and inclusive school climates.

- 600+ Attendees
- 16 Cities
- 32 Schools

Parent Leadership Institute: a six-session training program that develops language-minority parent leaders and their participation in the decision-making processes of their children’s schools.

- 52 Graduates
- 2 Cities
- 4 Schools

Skills for Success: a 12-week program to help students who are performing below expectation, assisting them in goal setting, self-esteem, developing communication skills, decision-making, and academic planning.

- 36 Students
- 2 Cities
- 3 Schools

Dispute Resolution Program

- **72 People** completed 4 Basic Mediation Certification Trainings and 1 Basic Divorce Mediation Training
- **811 Mediators** participated in 30 Advanced Mediation Workshops
- **5,573 People** received Mediation Services
- **1,942 Mediations** were conducted with a 73% Success Rate
- **20,852 Residents** heard 661 Mediation Presentations
- **222 Family Mediations** were conducted

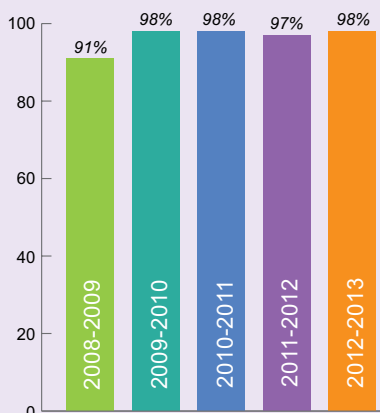
Volunteers

- **216 Volunteer Mediators** served in our Dispute Resolution Program
- **11,869 Hours of Volunteer Service** were given to OC Human Relations

OneStop Partnership

- **352 People** attended workshops in Managing Conflict, Diversity Awareness, Effective Negotiation and Non-Verbal Communication and Active Listening

Client Satisfaction



Our Dispute Resolution Program asks each client to rate our services, over the last 5 years the program has boasted these stellar results.

Mediation Overcomes Violence Once Again

By Ed Klopfenstein

This is the case of “Sally” and “Joe” and their road from death threats to resolution.

Sally, the petitioner, was seeking an injunction against Joe based on threats and violent acts which he had committed against her son, “Steve.” Sally was a woman in her late fifties who lived in an adult community. Her thirty-something son, Steve, lived with her and had a troubled past involving drug use and arrests.

Joe, also in his fifties, lived in the same community. He was a former gang member who had a criminal past and had served prison time for the commission of violent offenses. While Sally and Joe had seen each other, they had never formally met or had any communication.

Sally began the mediation session by outlining her reasons for filing the request for a protective order. She explained that in the past, Joe had threatened her son, one time even chasing him with a knife. According to Sally, upon seeing Joe at the community pool recently, he looked her in the eyes and said that he was either going to kill her son or put him in the hospital if he ever met him again. This incident, combined with the past, caused Sally to fear for her son’s safety, so she filed the request.

In mediation, it is common for the parties to come in with a hard shell or façade firmly in place. Not knowing what the other party may say or do, they are prepared to defend their position in an adversarial manner, if necessary. As mediators, it’s our job to find a way to bring down those façades to allow mutual understanding and agreement to take place. Ideally, one of the parties will do this by reaching out to the other side or otherwise showing vulnerability.

Fortunately, in this case, Joe explained why he felt the way he did toward Sally’s son, which had mainly to do with drugs and his own ex-wife.



Then, he indicated that he understood Sally’s feelings and apologized to her for what he had said.

Needless to say, façades immediately dropped and the ice was broken. Steve then stepped in and expressed regret for the mistakes he had made in his life up to now and shared that he was soon going into a rehabilitation facility to get himself clean so that he could look forward to a better future. Joe appreciated hearing that and even shared some of his prison experiences.

At that point, it was time to formalize a written agreement for filing with the court specifying physical separation and no contact between the parties, and this was quickly done. The parties signed the agreement, and Steve and Joe shook hands on it. We took the agreement to the judge for approval, and when that was finished, the parties were each given a copy of the agreement. Then, as the parties were leaving the court room, Joe put his arm around Sally’s shoulders and lightly kissed her on the forehead.

That made my day and I hope to have many more just like it in the future.

Ed Klopfenstein is a volunteer mediator with OC Human Relations’ Dispute Resolution Program.

El Bajio to San Clemente: An Inter-Generational Exploration of a Cultural Journey

This year, OC Human Relations engaged a multi-generational group of Latino residents in a community-based project called “El Bajio to San Clemente: An Inter-Generational Exploration of a Cultural Journey.” Residents spent the summer telling the collective story of how almost an entire village migrated from El Bajio, Mexico to San Clemente, including the challenges and struggles of their journey and subsequent adjustment to a new city, country and culture.

To help chart the future of these mostly low-income, immigrant families it was important to first look back to the place they left behind. Images of adobe houses, children swimming in the river and the “daughters of the shop keeper who had the only phone in town running through the streets to find you if your children called from the United States” paint a nostalgic portrait of El Bajio.

Their stories also showed that they are never too far removed from



the memories of poverty and their hopes for a better future in America. The children and grandchildren of El Bajio are the heirs of those hopes and dreams. They shared their plans to get an education and make their parents proud. Using photos, drawings and stories they collectively told the

story of “El Bajio to San Clemente.” Each story portrays a person, a family, a history. Each time they are read and shared, another thread is woven into our local history. To read their stories, please go to our Community Building page on our website at www.ochumanrelations.org.

Mediation: Bringing Hope to a Diverse Community

Approximately 85 people came together to enjoy the all-day conference with great morning and lunch keynotes which included UCI’s Ombudsman Michael Chennault, Assemblywoman Sharon Quirk-Silva, famed sports agent Leigh Steinberg, Hon. Kirk Nakamura and Azim Khamisa.

Two rounds of professional workshops were conducted, and the day concluded with an informational panel about the Dispute Resolution Program Act.



Police/Community Relations

The award-winning Police Community Reconciliation Program offers residents support in understanding and navigating the OC Sheriff’s and local police department’s complaint processes. It gives diverse community members an opportunity to effectively and peacefully resolve their police complaints with the help of a mediator. This year we assisted with 39 complaints involving 11 different police agencies in Orange County.

OC Human Relations trains law enforcement officers in recognizing and reporting hate crime and effectively working with diverse communities through training it conducts in collaboration with the OC Sheriff’s Department’s New Recruit Academy, as well as conducting custom trainings.

Human Relations AWARDS 42 Sponsored by Disneyland Resort

■ Diverse Community Leaders Awards

WE are Anaheim,
SOMOS Anaheim
Barbara Jennings
Jonah Mowry
Geraldine “Gerry” Gerken
Michael Drake, M.D.

■ Diversity in Business Award

Wells Fargo

■ Community-Policing Award

Cypress Police Department
P.A.C.E.

■ Distinguished School Awards

Hansen Elementary School
Fountain Valley High School
Garden Grove High School



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- Nadia Saad Bettendorf

Mission: To foster mutual understanding among residents and eliminate prejudice, intolerance and discrimination in order to make Orange County a better place for ALL people to live, work and do business.



Hate In Yorba Linda Goes Unreported

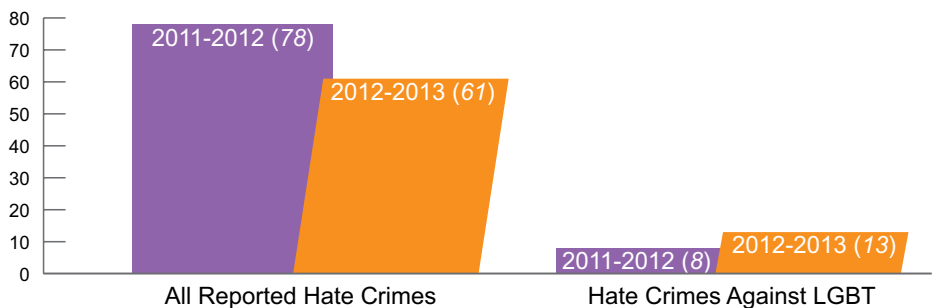
When Anitra called the OC Human Relations Commission to share what had happened to her family, she said, “I just thought someone should know our story.” Anitra and her family had been targets of repeated hate crimes in North Orange County. Rocks were thrown through the windows of their home in the middle of the night, all eight tires on their cars were slashed, someone yelled “n-----“ at their son as he rode his bike to work, their 5-year-old was taunted at school because of his race, and acid pellets were shot into their garage door. Anitra’s family is African American and she and her husband were both police officers, yet none of these incidents were documented as potential hate crimes.

Listening Sessions Point to Work That Needs to Be Done on Race Relations

Anitra’s story led the OC Human Relations Commission to initiate a county-wide series of “Listening Sessions” at African American churches to hear about other possible hate crimes that were going unreported in the county. The subsequent report and follow-up actions became a central activity of the Commission in 2012-13.

Hate Crime Report Shows Violence Against Gay/Lesbian Community Doubling

While reported hate crime was down to 61 in 2012 from 78 in 2011, the LGBT community saw an increase from 8 to 13 hate crimes, and among those more than half were violent hate crimes, an alarming trend. Response to hate crime remains a top priority for the Commission.



Helping Fullerton’s Homeless/Mentally Ill

When Kelly Thomas, a mentally ill homeless man died at the hands of Fullerton police, the road to justice began its long journey. The community needed to see what could be done to prevent a reoccurrence. The OC Human Relations Commission worked to convene a broad coalition to promote a multi-service homeless shelter to serve North Orange County, and additional permanent supportive housing opportunities in Fullerton. Progress is being made on many fronts, but solutions are slow.



Working with Immigrant Families in Anaheim and San Clemente

The Commission developed leadership among immigrant families in Anaheim and San Clemente resulting in increased civic engagement and voice for these families. Outreach and engagement in Orange County's diverse communities such as Sikhs, Vietnamese and Latinos sought to bring diverse communities together around common interests in interfaith, dialogue, and coalition groups.

Commission Staff Support

The Board of Supervisors eliminated the County staff supporting the Commission two years ago and is now contracting with the OC Human Relations Council, a non-profit organization, to provide staff support. This unique partnership was made possible by the creation of the non-profit OC Human Relations Council in 1991 to build broader private and public funding for human relations programs.

Complete Audit

The private non-profit 501(c)(3) OC Human Relations Council's independent audit was conducted by the CPA firm of Sasaki Shishima & Company. The auditors issued an unqualified opinion for the year ending June 30, 2013 concluding that OC Human Relations' finances were in compliance with standard accounting principles. OC Human Relations' Fiscal Year 2012-13 total cash expenses were \$1,413,885 and income was \$1,282,413. In-kind contributions were valued at \$93,050. The audit reported assets of \$1,747,730 with liabilities of \$222,104 and equity of \$1,525,626 for a year-end total liabilities and equity of \$1,747,730.

Staffing

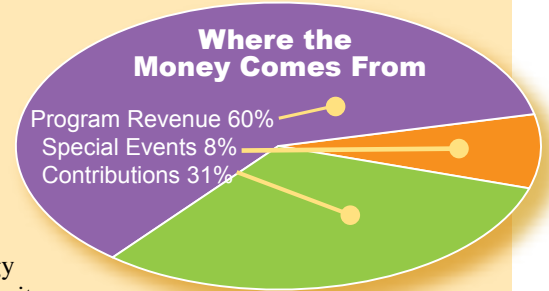
The total staff was reduced by three to 16 full-time equivalent positions in fiscal year 2012-13. They were augmented by 11,869 hours from volunteers who serve as mediators, Board members, Commissioners, Partners, and interns, as well as individuals who donated their professional services.

Sources of Funds

Generous donations from individuals, businesses and foundations totaling about \$515,413 were facilitated by the investment of time, energy and resources by our Community Partners and Board of Directors. Court filing fees funded a \$300,000 Dispute Resolution Program grant; the County of Orange granted \$252,000 for support of the public OC Human Relations Commission; fees for services brought in \$120,000 of income; twenty cities paid at combined total of \$95,000 in dues; and interest accounted for \$13,000 of income. These funds supported the non-profit charitable programming expenses of \$1,413,885 in FY 2012-13.



OC Human Relations shows good stewardship of your donations: 83% goes directly to programs



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 Yoram Yadlin



OC Human Relations— bringing diverse people together
to create safe, respectful schools and neighborhoods.

Please join us in this important work
by becoming a Board member,
a Community Partner or a Donor!

For more information,
go to www.ochumanrelations.org or call 714-567-7470



OC Human Relations

Building community by fostering respect, resolving conflict and pursuing equality



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