



CHANGE IT.



OC Human Relations

Annual Report 2019-2020

Celebrating 30 Years
of Nonprofit Service

UNDERSTAND IT.



KNOW IT.



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A JOINT STATEMENT FROM OUR LEADERS— *Board President and Chief Executive Officer*

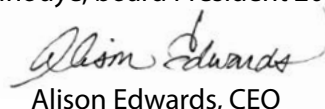
The COVID-19 pandemic was a surreal reality to face at the end of our 2019-2020 fiscal year. After closing our office location, we called for special meetings between our staff and partners to quickly adjust to this new normal. We are proud of our very talented staff who went above and beyond their duties by adjusting to teleworking and using their talents to create new virtual curriculum, trainings and program services. While the pandemic raged through our country, disproportionately affecting Black and Latino communities, the nation erupted in protest after the consecutive deaths of including Ahmaud Arbery, Breonna Taylor and George Floyd. These protests turned into a movement calling for justice and recognition that Black Lives Matter. We, like many organizations, put out a statement denouncing racism following the death of George Floyd. We want to reshare this part of our public statement in an effort to stay committed to the work of human relations and anti-racism in Orange County, we hope you will join us in this commitment at and far beyond this year.

- **Racism is wrong** and those oppressed by it are not responsible for eradicating it.
- **Police brutality is wrong** and those who are brutalized by it are not responsible for eradicating it.
- **Murder is wrong** and the families who have lost loved ones are not responsible for eradicating it.
- **When the three converge** we should all be moved to action wherever we are to prevent it from happening again in our home community or any other.
- **Our collective hurt, outrage, grief** must be used in service to the fight for a nation that faces its history, owns its past and lives in the discomfort and pain that is required to for us to reconcile with slavery, Jim Crow Laws, lynching...the list goes on.
- **Our nation's history** runs deep with violence, enslavement, genocide. As we face the death of George Floyd, know it is not the responsibility of the Black community to create this change alone. It is our work America.
- **Moving forward**, our organization will be doing our own examination of who we are and our commitment to be an anti-racist organization.
- **We stand with Black, Indigenous and Communities of Color.** We will do our best to be a learning organization whose work brings the voices and experiences of all the communities who have been pushed to the margins to the center of our understanding.
- **We will engage any and all** people of every identity and background who want to make sure that the people of Orange County are safe.
- **Stay and stand firm** with the knowledge that racism is a virus that makes our whole society sick and we must all stay in the struggle.

Know it. Understand it. **Change it.**



Ken Inouye
Kenneth Inouye, board President 2019-2020



Alison Edwards, CEO



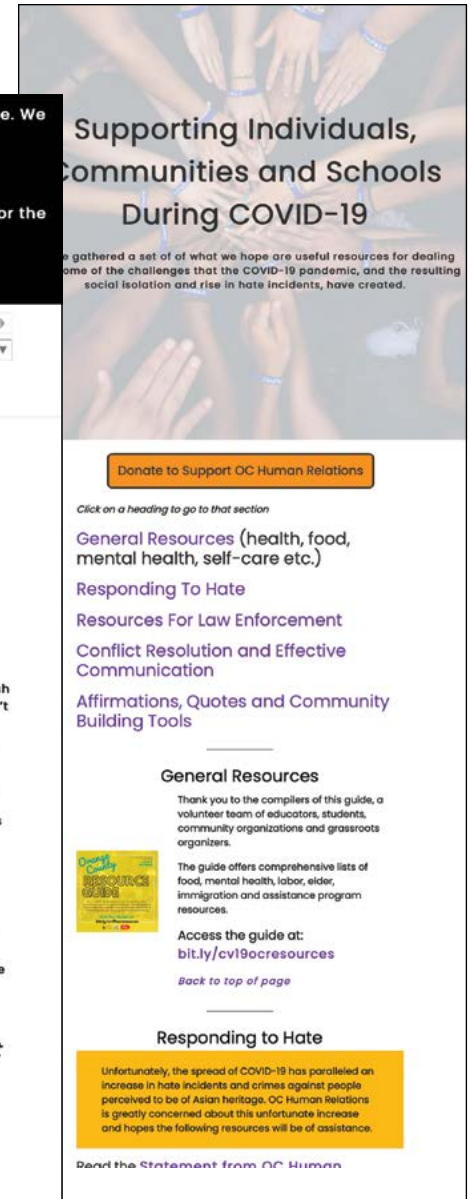
QUICK REACTIONS TURN PROACTIVE

Toward the end of our 2019-2020 fiscal year, as people in Orange County were trying to cope with the COVID-19 pandemic, two of our major Spring events: the Walk In My Shoes Youth Conference and our Annual Awards Gala were canceled as California went into a “State of Emergency” lockdown. Our staff rapidly went into a virtual response mode and developed a COVID-19 Resource page with resource links to support individuals, communities, law enforcement and schools.

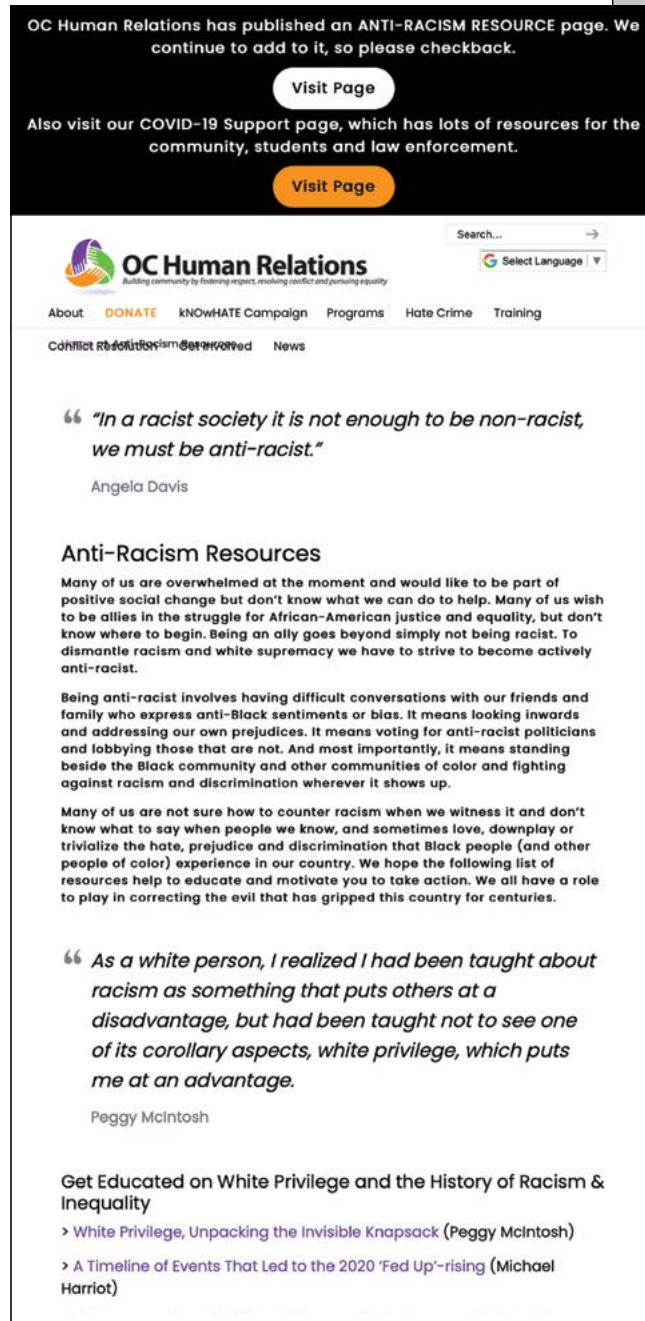
Similarly, when consecutive deaths of Ahmaud Arbery, Breonna Taylor and George Floyd, sparked nation-wide protests calling for justice and recognition of the Black Lives Matter movement, we gathered a set of educational Anti-Racism Resources to create a page with sections including books, films, video and podcasts, Tools for Action to use as an ally, resources for parents plus resources offered by OC Human Relations along with a list of local and national organizations that are fighting for an Anti-Racism future.

Unfortunately, the spread of COVID-19 has paralleled an increase in hate incidents and crimes against people perceived to be of Asian heritage. Additionally, the death of George Floyd sparked a pivotal moment in the current civil rights movement which collided in a storm of Human Relations issues and the need to support

Orange County’s communities. As a result, we’ve received a tidal wave of requests to help facilitate brave conversations, deliver presentations about OC Civil Rights History and Implicit Bias training and provide trainings that address Diversity, Eq-



Two pages were added to our website with resources for COVID-19 and Anti-Racism work.



uity and Inclusion. **We are pleased to announce that we have created a DE&I committee that will offer a training series for corporate and nonprofit organizations, schools and communities during the 20-21 Fiscal Year.**

Please see page 11 for a list of DE&I trainings offered by OC Human Relations

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Hate Crime Continued to Rise in 2018

The annual Hate Crime Report is intended to inform all Orange County residents of the human relations climate in the county. The OC Human Relations Commission – with whom we partner – receives reports from law enforcement, school districts, colleges, universities, community-based organizations, and individuals. In 2018, there were 67 hate crimes and 165 hate incidents reported to the Orange County Human Relations Commission.

Historical events can play into people's biases, which can ignite fear in people's hearts leading to catastrophic events. Some examples of these events are:

- On September 11, 2001 there were a series of four coordinated terrorist attacks to the twin towers in NYC, which resulted in a backlash against the Muslim, Middle Eastern, and Sikh communities.

- In 2017 and 2018, thousands of migrants arrived at the US-Mexico border after traveling more than 4,000km (2,500 miles) from Central America fleeing persecution, poverty and violence in their home countries of Honduras, Guatemala, and El Salvador. This led to “Build the wall” slogan and an increase in hate incidents against Mexicans and Latin Americans.

Currently, we find ourselves sheltering in place due to the outbreak of the COVID-19. The origin of this virus has led to bigotry and hate against the Asian-American and Pacific Islander (AAPI) community. Between January and June 2020, we tracked 44 hate incidents against AAPI residents and the numbers continue to rise. Examples of COVID-19 hate activity are:

- A Korean man at a fast-food restaurant coughed. A man behind him said, “Because of you I’m getting sick, go back



Kicking off 2020 with the State of Race convening of Orange County Community on race-based issues dialogue in partnership with the National Association for Community Mediations.

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KNOW HATE

Toolkit Training & Hate Crime Intake Certification

As part of the statewide expansion of the kNOWHATE campaign, OC Human Relations will partner with 5 regional organizations to offer a no-cost two-day training on the kNOWHATE toolkit.

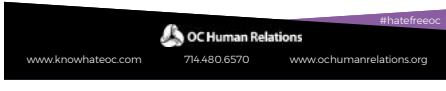
The kNOWHATE toolkit is geared towards educators and youth service providers interested in a school-wide implementation model to address and promote the prevention of hate and hate group affiliations among youth in California.

Trainees will also complete a certification for hate crime intake and reporting.

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If your organization is interested in hosting this training for your region, please contact Seema Shah for more information at 714.480.6578 or seema@ochumanrelations.org

No cost for the first 5 organizations to book by Fall 2019.

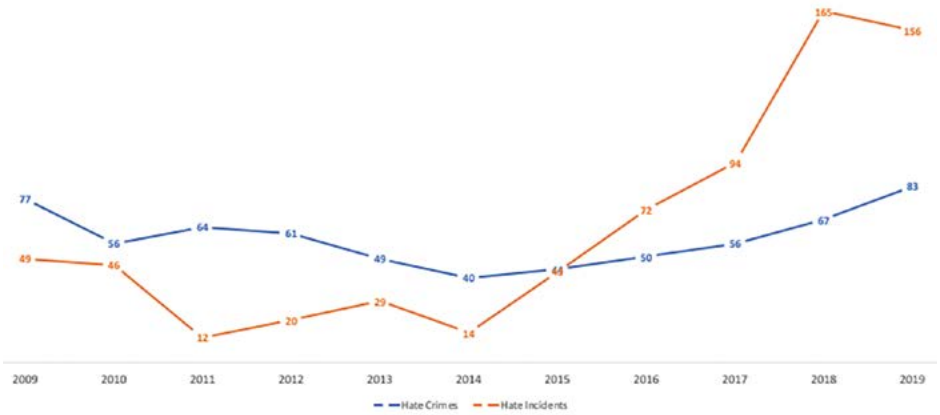


to your country." The incident almost ended with a physical altercation.

- At a local high school, two girls mocked Asian performers during practice. The girls screamed "Corona Virus". The incident got national attention.
- An Asian family found fliers outside of their home and on their car stating, "You guys are Chinese Viruses. Get out of our country!!! Stay away from our kids. Stay away from our pets."

As a community we must not give in to the fear and panic. We must stand up together against prejudice and discrimination – one way to do so is to report it. To report a Hate Incident or Crime to OC Human Relations: <https://www.ochumanrelations.org/hatecrime/report/> or call 714-480-6580.

10-Year Trend for Hate Crimes and Hate Incidents in O.C.



kNOWHATE Toolkit

In Orange County, we have seen a steady increase in hate incidents and crimes over the last 4 years. To counter this trend, OC Human Relations created kNOWHATE, an education and awareness campaign to promote the importance of diversity and combat prejudice, intolerance and discrimination. Following the launch of kNOWHATE, we received a grant through the California Governor's Office of Emergency Services to expand this campaign statewide. With this funding, we developed the kNOWHATE Toolkit.

The kNOWHATE Toolkit provides educators with the skills and knowledge to launch and sustain successful kNOWHATE Campaigns on school campuses, as well as, learn about the hate crime intake process to increase reporting of school-based hate incidents and crimes.

Due to the COVID-19 pandemic, our staff was forced to pause the roll out of the in-person toolkit delivery and training. Instead, the team shifted focus to delivering the message of kNOWHATE through online content, including an online youth workshop, social media challenges and online access to

posters, hate reporting tools and infographics.

The State of Race in OC

OC Human Relations has always been a race-conscious organization, our origins point to the Los Angeles riots of 1992 and supporting schools through hate incidences on campus. Today we continue that work. In partnership with the National Association for Community Mediation, we hosted a 2-day dialogue on the 'State of Race in Orange County' in January of 2019. We welcomed over 50 participants from K-12 and higher education, health, law enforcement, elected officials, community-based organizations, and faith-based groups.

Our dialogue revealed a strong desire to continue connecting and engaging the Orange County community on race-based issues. Given our polarized socio-political climate, we know it is imperative to continue this work. Along with participants of the dialogue, we are in the beginning stages of building a robust collaborative that will create space for residents to meaningfully connect and dialogue on how to improve the state of race in Orange County.

"Restorative practices helped to reduce the suspend-able cases of fighting by 81% through preventative interventions."

—Restorative Justice School Program's Assistant Principal

UNDERSTAND IT.

Supporting Youth Leaders During Stay-at-Home Orders

At OC Human Relations, we believe young people are the key to building a more just, inclusive and equitable Orange County. For the last 30 years, we have held annual youth conferences for middle and high-school aged youth that bring together students from across Orange County to explore issues of identity and culture, develop leadership skills, and learn from examples of successful youth activism. We work to empower and mobilize students to work towards creating positive social change with workshops that illustrate community organizing and opportunities to get involved in making a difference in their schools, communities, and the world.

In Fall 2019, we welcomed over 500 high school students and educators from 14 different schools throughout the county. With COVID-19 impacting the nation in Spring 2020, we made the difficult decision to cancel our middle school conference. However, as our nation experienced a double

pandemic of COVID-19 and racial injustice, we knew it was as important as ever to continue engaging young people. We partnered with some of our Walk in My Shoes Conference workshop presenters to host a 5-week virtual workshop series titled "Choosing Each Other: Connecting and Learning for A Better Tomorrow" attended by 58 youth. Workshops included:

- "Know Hate" and "Building Community & Connections At Home" both facilitated by OCHR schools team members,
- "Growing Through COVID-19 Together" facilitated by The Bloom Foundation,
- "Socially Distant and Positively Resilient" facilitated by Kaiser Theatre Group, and
- "Creating Safe Zones for LGBTQ Youth" facilitated by the LGBT Center OC.

OC Sheriff's Academy— Cultural Diversity and Discrimination Learning

Through our partnership with Santa Ana College, Criminal Justice Academies and Orange County Sheriff's Academy we deliver a four-hour curriculum on Cultural Diversity to the incoming recruits. During this time our California Peace Officer Standards Training (POST) certified staff deliver training that educates recruits about the need to recognize and respect the complexities of cultural diversity and to develop the skills necessary for identifying and responding to California's changing communities. A conscious effort is made within



OCSA recruits engaging and learning from one of our diverse panelists who represents the Sikh Community. Facing page: a mediation with social distancing protocol and BRIDGES virtual meeting during the State of Emergency lockdown.

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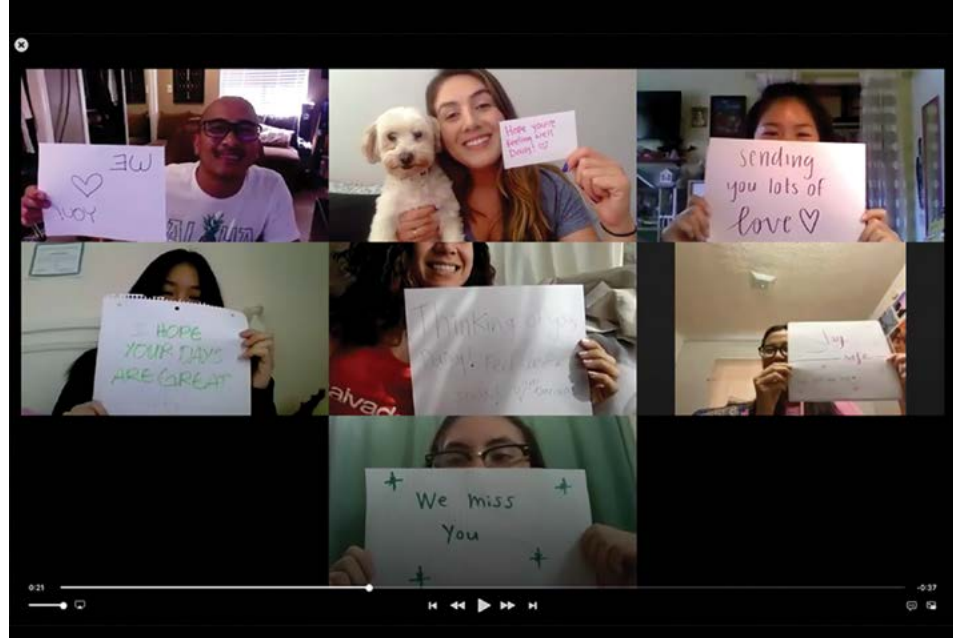
the curriculum to provide learning opportunities for recruits to see the diversity in communities and or within the agency. They are taught to recognize cultural and ethnic groups, address personal biases and ethnocentrism, understand the origins of their own perceptions and stereotypes and finally learn how to effectively communicate managing the appropriate skill sets for the respective cultural customs.

The most enriching component of our curriculum is community engagement with the diverse panelists from faith groups, civil rights groups and LGBT groups. This activity generates the most impact on the recruits and they confirm this in their evaluations:

“ Having the opportunity to talk to the individual speakers was very beneficial and it was great to learn how to better connect and communicate with other members of community.”
—Irvine PD Recruit

“ I appreciated the opportunity to learn about the Sikh and Transgender communities. I have diverse family/friend circle but have had much interaction with either community. This was great reinforce for the fact that we will be working with a wide variety of people and they all deserve respect.”
—Costa Mesa PD Recruit

OCHR instructors generally teach 4-6 classes per year at the Academy. The classes consist of 40-60 recruits from law enforcement agencies throughout Southern



California. In the FY19-20, a total of 231 new police recruits completed our training.

Family Mediation

Our Volunteer Mediators provide mediation services for local residents in the OC Superior Courts, Family Division. When litigants come to court for their hearing, they are offered an opportunity to work with OCHR mediators to reach agreement for how to move forward rather than giving up their ability to determine their futures for themselves.

In one particular case, a mother wanted to move out of state with the child, but father was not in agreement.

As is typical in these types of cases, trying to mediate the move away decision was not something either parent would consider. So instead, the mediators spent time working with the parents to design two alternate parenting plans– one for if the move away was granted

and one for if it was denied. OCHR staff and volunteers spent a total of 61.5 hours over a 2-week period providing the parties with 5 mediation sessions that contained a number of contentious but constructive moments as the parties worked together developing their plans. At the end of the voluntary settlement process, the parties submitted both plans to the judge for consideration once the move away decision was made.

At the end of the mediation process, the father said

“ I’ve been going through this custody case for almost two years now. I can say that through the OCHR mediation meetings we’ve made more progress in communicating and working towards a solution than the entire time we’ve been in court... Whichever way the trial goes from here, I feel better knowing that what we were able to accomplish is in the better interest of the children.”

“ BRIDGES and Walk In My Shoes Conference taught me to accept and help myself so that I can help other students.”
—BRIDGES student

“ Thanks [...] for all the good work you do for a great organization, whose importance is all the more relevant in light of recent events sweeping the country.”
—Donor

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Newport Mesa Unified School District Asks OCHR for Help in Wake of Viral Hate Incident

In Spring 2019, we partnered with the Newport-Mesa Unified School District to create a district-wide Human Relations Task Force. The task force was a response to an off-campus Anti-Semitic event and was formed to address the ongoing issues of hate on school campuses. Over the course of three months, we supported the task force in making recommendations to:

- Create opportunities for cross-cultural dialogues that build an understanding of diversity and inclusion;
- Develop policies and processes that support educators, students, parents and community to respond quickly and effectively to hate incidents;
- Empower youth with tools and skills to stand for what is right and to be 'upstanding' on

campus, in the community and online, and

- Educate students, educators, and broader community on empathy, compassion and acceptance of differences.

This partnership is a major success for the mission of our Youth and Education Programs leading us to expand the work of supporting other school districts in the county. In October 2019, we partnered with the Garden Grove Unified School District for the development of their own district-wide human relations task force with over 150 parents, students, staff, teachers, administrators, and community members to provide feedback on the formation of the task force and desired outcomes.

Building Connections in Times of Crisis

As COVID-19 impacted our communities, we knew connection and belonging were becoming increasingly more important. Our

Schools Team launched the Lunch Love Notes two weeks after stay-at-home orders were implemented, as a way to combat isolation and create more connection. Lunch Love Notes were designed with care and attention, to bring together students and their families for meaningful engagement.

Our Schools Team also hosted virtual restorative circle sessions for students and educators. These virtual circles were a response to the death of Ahmaud Arbery and George Floyd and the national heightened tension around race relations. These circles were a way for students and educators to process what was happening in our nation



BRIDGES student leaders posing for a quick photo during our annual Walk In My Shoes Youth Conference. The goal is to empower students to work towards creating positive change on their high school campuses. Facing page: kNOWHATE Challenge went abroad to Italy and our multi-language outreach flier for #2020Census.

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April 22

Stand with us against hate from Italy! Doing the @ochumanrelations kNOwHATE Challenge!

We worked very hard on our poster and discussed in toddler terms that hate/anger does not solve problems. We need to help each other in difficult times, no matter what color you are or where you are from. Our local and world communities need to stay strong through love, compassion and respect! We also added the message that is all over windows and balconies in Italy to help stay positive that is, "andrà tutto bene" which means everything is going to be ok!

1 challenge: Lupita Lamas Adriana Alba Zcarla Zarate Juan Gomez Jillan Nakornthap Jennifer Frias Alyssa Cordova Heather Richards-Siddons Maricela Jazregui-Hernandez Corazon Corazon and whoever else wants to join me.

#SpreadCompassionNotCOVID
#kNOwHATE #closethedooronhate

Here are the details:
kNOwHATE Challenge: Close the door on Hate

1. Decorate your door, window or car (ask permission first) with art and messages expressing why you stand against hate. Get your whole household involved
2. Record yourself sharing your artwork and why you spread compassion
3. Share your video/images on your social media using the hashtags #SpreadCompassionNotCOVID #kNOwHATE #closethedooronhate
4. Tag and challenge 6 (the magic social distancing number) or more of your friends and family to do the same.

Thank you for the challenge Seema Bhakta Shah



and connect on creating a more safe, inclusive and equitable Orange County.

2020 Census Response One of the Top in the State

We joined dozens of organizations funded by the state to reach out the Hard to Count (HTC) communities in Orange County who are least likely to participate in the census.

Orange County has historically had populations that have been undercounted. Almost 25% of OC residents were considered to be Hard-to-Count during the 2020 Census. Among them, Immigrants, Latino, Asians, Middle Eastern and North African (MENA), African-American, and communities with low broadband subscription rates. Also, young children ages 0 to 5, were being undercounted at a higher rate than any other age group.

From July 1, 2019 to June 30, 2020, OCHR staff worked to create awareness, educate, and activate residents' interest in the census. Outreach was conducted through community presentations, classes, website and newsletters, informational tables and neighborhood



canvasses. With COVID-19 in progress, strategies changed in part to incorporate social media channels, phone calls and texts. Staff conducted neighborhood canvasses to leave door hangers and fliers, worked with several schools to place census banners, and coordinated with community leaders to distribute Census t-shirts and

tote bags to residents. Although the pandemic required a shift in outreach plans/efforts, Orange County has had a high response rate to the 2020 Census. OCHR is proud to share that in its outreach efforts, we were able to reach more than 100,000 people in the county to reinforce the importance of the census.

“In general, Hard To Count-HTC communities seem interested in the census 2020, but some of them expressed their concerns in providing personal information such as their full name and DOB. Our personal connections are critical in make connections and explaining the importance of being counted to the HTC communities.”

—Lead Census Staff



We Are Grateful to Our Community Partners Advisory Board for Investing in Our Future:

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- Ralph Bauer**, Retired Mayor, Huntington Beach
- Kay Carpenter**, Retired, ConAgra
- Carol Chaney**, School & Com Rel, SchoolsFirst Federal Credit Union
- Donnie Crevier**, CEO, Crevier Classic Cars
- Lynn Daucher**, Former Director, California Department of Aging
- Rossina Gallegos**, Director, Union Bank
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- Bill Witte**, Chairman and CEO, Related California

FINANCIAL REPORT

Sources of Income

- Our generous individual, business, and foundation donors contributed \$708,766.
- In-kind donations were valued at \$158,976.
- California Court filing fees funded a \$280,000 Dispute Resolution Program contract.
- The Board of Supervisors continued to fund a contract for \$252,000 for our nonprofit to staff the public OC Human Relations Commission.
- Fees for services brought in \$526,426 of income.
- 16 cities paid \$79,601 in dues.
- Interest accounted for \$15,520 of income.
- These funds supported the nonprofit charitable programming expenses of \$1,978,124 in FY 2019-20.

Financial Statement and Audit

The nonprofit's independent audit is currently being handled by Quigley & Miron Certified Public Accountants for the fiscal year 2019-2020. OC Human Relations' Fiscal Year 2019-20 expenses were \$1,978,124 and income was \$1,931,571 which does not include any funds received from CARES Act Payment Protection Plan (PPP) Loan program. In-kind contributions valued at \$158,976. Total Unrestricted Net Assets were \$910,549 with Total Liabilities and Net Assets of \$1,800,304. For the fiscal year 2018-2019, Quigley & Miron issued an unqualified opinion for the year ending June 30, 2019 in January 2020 concluding that OC Human Relations' finances were in compliance with standard accounting principles.

Thank you to Susan Reese Design for graphic design of this report.

AWARDS AND SPRING GENERAL CAMPAIGN

The AWARDS 2020 season was kicked-off in February 2020 with a reception with nearly 50 community partners, donors, board members and honorees. While, we canceled the AWARDS 2020 due to COVID19 restrictions for in-person events, we look forward to celebrating AWARDS with OC Human Relations Council's 30th anniversary celebration in 2021.

Spring General Campaign in May 2020 raised \$121,000 from 151 donors (see page 12). Thank you!

OC Human Relations will be celebrating our 30th year Anniversary in 2021!

Become a Sponsor. Contact OC Human Relations at 714-480-6582 or www.ochumanrelationsawards.org

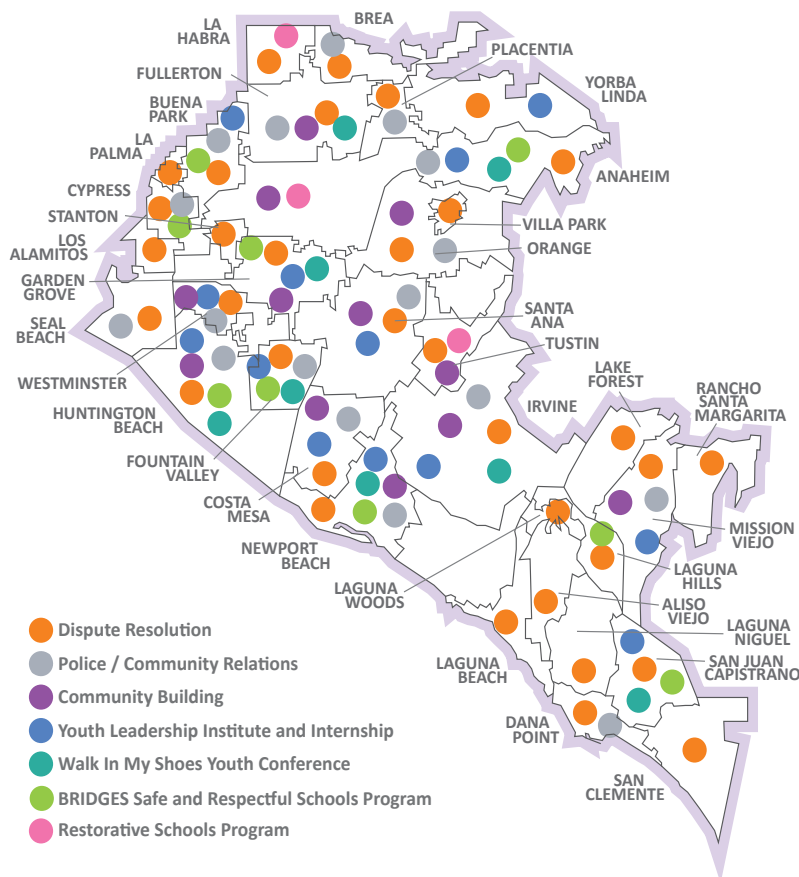
OUR CITY PARTNERS

- Aliso Viejo
- Anaheim
- Buena Park
- Costa Mesa
- Cypress
- Dana Point
- Garden Grove
- Huntington Beach
- Irvine
- La Habra
- La Palma
- Laguna Beach
- Laguna Niguel
- Lake Forest
- Mission Viejo
- Newport Beach
- Tustin

PROGRAM HIGHLIGHTS

In 2019-2020, we:

- **Facilitated** 14,203 interactions w/students, staff, administrators, parents and community members in partnership with 17 schools in OC to address creating safer and more inclusive school campuses.
- **Resolved** 98% of the 467 referrals involving conflict at six middle schools where we utilize community building restorative practices to keep youth in school. Through this program, we **impacted** 1,125 youth, teachers and administrators who learned about restorative dialogue and resolving conflict.
- **Trained** 471 high school youth and teachers at one Walk in My Shoes Youth Conference and 58 youth via virtual series.
- **Provided** 27 high school BRIDGES student leaders a 9-month internship program on advanced human relations training and education.
- **Delivered** Police Academy trainings to 231 new law enforcement recruits on cultural competency.
- **Certified** 51 individuals on basic mediation training and **advanced** 24 individuals' mediation skills through a 40-hour advanced mediation training.
- **Provided** free mediation on 914 cases referred from local OC courts, community agencies and direct referrals from residents.
- **Engaged** 146 volunteers in 5,597 hours of conflict resolution support to OC residents.



PREVIEW/LOOKING FORWARD

DE&I Trainings Offered by OC Human Relations

- **Diversity & Inclusion**— comprehensive diversity training that promotes understanding of the contributions of diverse community members.
- **Implicit Bias**— a tailored, interactive, engaging training that focuses on how IB works, types of bias, and tips and tools for minimizing the impact of bias on your organization.

Constructive Conflict Engagement Skills Training

This five-part training series explores the nature of conflict and provides opportunities to learn and practice positive conflict resolution skills. The sessions can be delivered as a training series or as individual two- or three-hour workshops. Topics include:

- **Understanding Conflict**— Understanding the nature of conflict and the impact of how we choose to engage in conflict.
- **Exploring Perceptions**— Exploring how culture, personal identities and implicit bias can shape our perceptions and the way we engage with others.
- **Listening to Understand**— Understanding the impact of listening in conflict and practicing different layers of good listening.
- **Expressing without Alienating**— Exploring the role of our emotions and body language in conflict, exploring assertiveness and practicing good expressing skills.
- **Dialogue for Difficult Conversations**— Understanding the need for dialogue, preparation for a structured dialogue process, and applying acquired skills in conflict role plays.
- **Team Building**— A workshop for any group that wants to deepen their team connection, examine leadership dynamics and have fun.

Additionally, we offer custom tailored trainings and presentations in the areas of:

- Creating an Anti-Racist Culture
- Cultural Sensitivity
- Gender Identity
- Hate Crime Education
- Restorative Language
- Understanding Different types of Racism
- Other human relations topics

Thank you to our Donors

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