

OperationOC Successes

Southern California Wildfires 2007 — Activation Level #2

OperationOC Returns to Activation Level 1 — Monitoring

On October 21, 2007, County of Orange officials requested that the Orange County Rescue Mission's OperationOC activate its level 2 recovery services for the Santiago Fire in Orange County.

OperationOC opened its recovery center at the Village of Hope located at One Hope Drive, Tustin, California 92782 on Monday, October 22, 2007 through February 21, 2008 for activation level 2 recovery services. OperationOC staff sprung into action by providing evacuee case managers to interview the evacuees that were seeking services.

Direct recovery services included: evacuee case management, FEMA registration assistance, food boxes, hygiene supplies, clothing assistance, gift certificates to local restaurants, transportation assistance, gift certificates for gas, gift certificates for clean-up and construction supplies, gift certificates for clothing, and basic health care assistance. A total of 2,063 units of service were provided to these evacuees.

General Statistics:

Level 2 activation start date:	October 22, 2007
Level 2 activation end date:	February 21, 2008
Total number of days activated:	123
Total number of requests for assistance:	738
Total number of evacuees served:	377
Total number of unduplicated households served:	176
Total number of units of service:	2,063
Total number of volunteers:	864
Total number of volunteer hours:	7,776
Total number of pounds of food received:	22,642
Total number of bottles of water distributed:	6,696

Numbers are important, but let's not forget that we are rescuing our neighbors; real people, not just statistics. Let me share with you just one of the hundreds of stories that we encountered.

Stacey and Robert

Stacey and Robert* have four children and live in Modjeska Canyon. They suffered greatly during the recent Santiago wild fires. In July, Robert was electrocuted at work and they were living on the small amount of disability insurance which left them with a very tight budget. The aftermath of medical issues for Robert included memory loss and seizures.

When the Santiago wild fires moved quickly towards their home, things turned significantly worse for their family. They were forced to evacuate their home for two weeks. They sought out emergency shelter and slept on friends' couches as they waited to get the OK to return home.

When they were finally able to return home, they discovered how devastating a wild

fire can be. Because of smoke damage they had to throw away all of their bedding, mattresses and clothing, in addition to all of their spoiled food. In the midst of this entire crisis, Robert missed appointments with his disability insurance doctor and they suspended his claim, leaving his family with no income. In Stacey's words "I just was so overwhelmed, I could not make myself pick up the phone and make the calls." Stacy was referred by emergency workers to OperationOC for assistance. OperationOC staff immediately assisted Stacy by negotiating the reinstating of Robert's disability insurance claim and was able to secure retroactive payments. An OperationOC case manager provided them with gift cards for gas, clothing, and groceries. OperationOC volunteers provided a complete Thanksgiving Meal with all the trimmings along with a Christmas Dinner and Christmas gifts for all four of the children.

Stacy shared with us that her family is on the mend from the wild fires and Robert is getting better. They are completely back on their feet financially. Both Stacy and Robert wish to thank the entire OperationOC Team for helping them in their moment of crisis.

**Note: The actual names listed above were changed to respect their privacy.*

In closing, OperationOC would like to thank all of the 864 volunteers and recognize those organizational partners who played a significant role in this recent response effort. We want to express our gratitude for the heart they have in helping those who are in need. Participants include the following service delivery and/or resource delivery organizations:

OperationOC Participants	
2-1-1 Orange County	Marie Callendar's Inc.
A-American Storage Management	Medtech Group
Advanced Technology & Education Park (ATEP)	Nextel Communications
Ahmanson Charitable Community Trust	KOCE TV
American Contractors, Inc.	KFWB Radio
Brandow & Johnson; Buena Park RACES	KKLA Radio
Building Industry of Orange County	Olive Crest
California Employment Development Department	Oltmans Construction
Calvary Chapel Anaheim	Orange County CEOs Office
Catholic Charities of Orange County	Orange County Community Foundation
California Volunteers	Orange County Department of Education
California Community Foundation	Orange County Fire Authority
CDR3	Orange County Coalition of Community Clinics
Children & Families Commission of Orange County	Orange County Social Service Agency
CERT	Orange County Health Care Agency
Comerica, Inc.	Orange County Housing & Community Services
Comprehensive Health	Orange County Board of Supervisors
Control Components	Orange County Treasurers Office
Countrywide/Balboa	Orange County District Attorney
Contractors Flooring Service of CA	Orange County Office on Aging and Homeless
Corporation for National and Community Service	Orange County Red Cross
Crest REACT; Crime Survivors, Inc.	Orange County Register
Crystal Cathedral	Orange County Rescue Mission Health Care
Department of Homeland Security, Region 1	Orange County Sheriffs Department

Disneyland Resort	Orange County United Way
Eisner Foundation	Pacific Utility Installation
Families Forward	Professional Services Responders
FBI	Rock Harbor Church
Federal Home Loan Bank	Sacred Harvest Foundation
Feed the Children	Saint Andrews Presbyterian Church
FEMA	Second Harvest Food Bank
Foundation for Christian Stewardship	Smart & Final Inc.
Freedom Corps	Southern California Edison
Gallup Organization	State of California OES
Generator Services Company	Trinity Lutheran Church Anaheim
GENSLER	Tustin Community Foundation
Giving Children Hope	UCI Center for Service in Action
Haley & Aldrich, Inc.	Union Bank of California Foundation
Harbor Trinity Church	Verizon Foundation
HealthCare Foundation for Orange County	Volunteer Center Orange County
Hoag Memorial Hospital Presbyterian	Weingart Foundation
HomeAid Orange County	Wells Fargo Foundation
Hope Force International	White House Freedom Corps
Humanity First	William Lyon Homes
James L. Stamps Foundation	Working Wardrobes
Los Angeles County REACT	Yorba Linda Friends Church
Main Place Christian Fellowship	Zion Christian Center