



## CAITLYN'S STORY

Community Action Partnership of Orange County's (CAP OC) Weatherization Program brings significant relief to households across Orange County. These services were particularly impactful for our recent client, Caitlyn\*. As a single mother supporting her disabled son and elderly parents, Caitlyn was in search of resources to support her multigenerational home when she learned about our Energy and Environmental Services programs. Facing financial limitations as the sole provider in her home, Caitlyn quickly visited our Garden Grove office to apply.

For five years, Caitlyn's air conditioning and heating were broken, both of which could be fixed through CP OC's Weatherization Program. [MD1] However, when our assessor arrived at Caitlyn's home, they found asbestos, a harmful material that can lead to numerous health issues if not contained. Given the risk it posed to those completing the work, Caitlyn's application had to be deferred until she could remove the asbestos from her home.

In these cases, clients are placed on a deferral list and may be notified if non-governmental funds become available to alleviate the issues impacting their weatherization status. Knowing that the asbestos removal process would likely cost Caitlyn over \$15,000 to complete on her own, it was unlikely that the removal would be possible without these supplemental funds.

Luckily, a few months later, CAP OC's Energy and Environmental Services team received Weatherization Readiness Funds, a federal funding source created to bring deferred homes into weatherization-ready condition. With this news, our team connected with Caitlyn to reassess her status.



Quickly, our team had the asbestos removed and provided Caitlyn with a full HVAC system including central cooling, heating, and a new duct system to keep her family safe and healthy. They also increased their home's insulation and provided mechanical ventilation to improve their indoor air quality. As a result, Caitlyn's family was finally able to stay warm through the winter without the fear of harmful asbestos.

We are thrilled to have provided these services to Caitlyn and her family. With her initial weatherization complete, our team is now working to connect her with additional our CalAIM Environmental Accessibility Adaptations program to increase accessibility for her son and parents.

\*Pseudonym used