

<p>Page: Entry Information</p>
<p>Chapter OCRC</p>
<p>Chapter Size Extra Large (1201+)</p>
<p>Category Public Affairs</p>
<p>Program Name CAID (CAI-AID) Bishop Manor Revitalization Project</p>
<p>If this was a joint program with another chapter, please list the chapter.</p>
<p style="text-align: center;">Each question is worth 20 points and will be scored using the following rubric: (1-5) Poor Didn't effectively answer the question (6-1) Fair Answered the question (11-15) Good Answered the question with more detail (16-20) Excellent Went above and beyond with proven results and visible data</p>
<p>Describe the program and why it fits the category. (20pts)</p> <p>CAID (short for CAI-AID) is an exciting new initiative launched by the Orange County Regional Chapter to directly give back to local communities and support associations facing financial hardship, aging infrastructure, deferred maintenance, and unsafe conditions. Each year, the chapter invites our membership to help identify communities in need. The CAID Committee then carefully reviews, vets, and qualifies submissions before selecting a community to support. Once selected, CAID provides no-cost project planning, renovations, repairs, and professional guidance to help associations address deferred maintenance, restore pride of ownership, and revitalize their neighborhoods. This extraordinary effort is made possible entirely through the dedication of chapter volunteers and the remarkable depth of professional expertise within our chapter.</p> <p>Our inaugural project at Bishop Manor in Santa Ana exemplifies the intent of this category. Working collaboratively with board leaders, vendors, and community volunteers, the CAID team restored a red-tagged community playground that had been basically unusable for years. The renovation not only improved safety and quality of life for residents but also re-energized the community's confidence and engagement. We were very excited to learn that shortly after completing our project, the association gained enough momentum to pass a required special assessment to continue broader community-wide renovations, including reopening a clubhouse that had been closed due to mold.</p> <p>This program fits the awards category because it demonstrates the core values of leadership, community service, education, and collaboration within the community association industry. CAID turns expertise into action by mobilizing chapter partners to directly improve the living environments of community associations, strengthen governance capability, and inspire long-term community resilience.</p>
<p>How did this program meet the mission and vision of the chapter and CAI as a whole including fostering an inclusive environment that reflects and serves our diverse community? (20pts)</p> <p>The CAID program advances CAI's mission by building better communities through education, volunteer collaboration, advocacy, and ethical leadership. By focusing on communities with limited financial resources, the program ensures the chapter reaches residents who might otherwise not benefit from professional-level services or capital projects.</p> <p>Bishop Manor is a diverse, working-class community, and the project intentionally embraced inclusivity through open participation, multilingual communication, and resident-driven engagement. The volunteer workdays encouraged collaboration among homeowners, CAI members, contractors, and partners — demonstrating that community improvement is a shared effort rather than a transactional service model.</p> <p>The program also reflects CAI's vision of strengthening the professionalism and public perception of our industry. By lifting underserved associations, CAID reinforces the idea that every community deserves safe, functional, and dignified shared spaces, regardless of socioeconomic status. This alignment between mission, service, and equity illustrates CAI-OC's commitment to serving the full spectrum of Southern California communities.</p>
<p>What was the impact on the chapter and its members after completing the program? (Growth of membership, financially, public awareness, membership value, better chapter/member relationship, chapter operations, etc.) (20 pts)</p> <p>The impact of CAID extended beyond the completed renovation project and created meaningful value for both the chapter and its membership. There were multiple, high-level media articles and recognitions that positioned CAI-OC as a mission-driven organization that delivers tangible impact rather than operating solely as a professional networking group.</p> <p>Deeper engagement between members and the chapter — Vendors, managers, business partners, and volunteers collaborated in a shared purpose project, strengthening relationships of our members over a shared mission and values. The volunteer events were such a deep way to connect on multiple levels.</p> <p>Expanded public awareness of CAI's role in improving communities — The Bishop Manor story helped redefine CAI in the public eye as a positive community partner.</p> <p>Enhanced member pride and professional meaning — Participants consistently expressed that the program reminded them why they chose this industry and reinforced the social value of their work.</p>

Provide quantifiable data supporting the rationale for success. Include why this data is significant. (20pts)

A full-scale playground renovation was completed, transforming a closed, unsafe amenity into a functional and active community space serving hundreds of residents and children. The completed renovation value was estimated to be over \$100,000 of in-kind donations, sponsorships, and volunteer hours.

200+ volunteers and partner organizations engaged — demonstrating broad industry collaboration and strengthening chapter relationships among managers, business partners, and board members.

Successful passage of a major community-wide special assessment over \$1,000,000 following the project — quantifiable proof that the renovation increased confidence, participation, and governance capacity within the association.

Multiple media features, including LA Times coverage, significantly increased public awareness and reinforced CAI-OC's reputation as a community-impact organization.

What are your plans to maintain the momentum of this program moving forward? (20 pts)

CAI-OC plans to expand and sustain CAID as a recurring signature service initiative for the chapter. Ongoing efforts include:

- Refine the application process and selection cycle to identify future candidate communities.
- Developing a sponsorship and partner funding model to support recurring annual or semi-annual projects. The Chapter has already implemented Exhibitor Table Upgrades (\$125 each) for the 2026 luncheons and has been in discussions with multiple companies about future grants.
- Created a standing CAID committee and volunteer task force made up of managers, board members, and business partners.
- Documenting best practices and lessons learned to replicate success and scale impact.
- Expanding educational outreach to help participating communities build long-term maintenance and financial planning capacity after renovations are completed.
- Continuing to share project outcomes through chapter communications and media to inspire members and attract future participants.
- These initiatives ensure that CAID grows from a one-time success into a sustained, mission-aligned program that strengthens communities and reinforces CAI-OC's leadership role for years to come.

Supporting documents including flyers, postcards, pictures, videos etc. can be uploaded below. While they aren't required for your submission we certainly encourage it.

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