2024/2025
Community Needs Assessment and Community Action Plan

California Department of Community Services and Development

Community Services Block Grant

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Introduction

The Department of Community Services and Development (CSD) has developed the 2024/2025 Community Needs Assessment (CNA) and Community Action Plan (CAP) template for the Community Services Block Grant (CSBG) Service Providers network. Each agency must submit a completed CAP, including a CNA to CSD on or before **June 30, 2023**. Changes from the previous template are detailed below in the "What's New for 2024/2025?" section. Provide all narrative responses in 12-point Arial font with 1.15 spacing. When the CNA and CAP are complete, they should not exceed 65 pages, excluding the appendices.

Purpose

Public Law 105-285 (the CSBG Act) and the California Government Code require that CSD secure a CAP, including a CNA from each agency. Section 676(b)(11) of the CSBG Act directs that receipt of a CAP is a condition to receive funding. Section 12747(a) of the California Government Code requires the CAP to assess poverty-related needs, available resources, feasible goals, and strategies that yield program priorities consistent with standards of effectiveness established for the program. Although CSD may prescribe statewide priorities or strategies that shall be considered and addressed at the local level, each agency is authorized to set its own program priorities in conformance to its determination of local needs. The CAP supported by the CNA is a two-year plan that shows how agencies will deliver CSBG services. CSBG funds are by their nature designed to be flexible. They shall be used to support activities that increase the capacity of low-income families and individuals to become self-sufficient.

Federal CSBG Programmatic Assurances and Certification

The Federal CSBG Programmatic Assurances are found in section 676(b) of the CSBG Act. These assurances are an integral part of the information included in the CSBG State Plan. A list of the assurances that are applicable to CSBG agencies has been provided in the Federal Programmatic Assurances section of this template. CSBG agencies should review these assurances and certify that they are complying.

State Assurances and Certification

As required by the CSBG Act, states are required to submit a State Plan as a condition to receive funding. Information provided in agencies' CAPs will be included in the CSBG State Plan. Alongside Organizational Standards, the state will be reporting on State Accountability Measures in order to ensure accountability and program performance improvement. A list of the applicable State Assurances and the agency certification for them are found in the State Assurances section of this template.

Compliance with CSBG Organizational Standards

As described in the Office of Community Services (OCS) Information Memorandum (IM) #138 dated January 26, 2015, CSBG agencies will comply with implementation of the Organizational Standards. CSD has identified the Organizational Standards that are met through the completion of the CAP and the CNA. A list of Organizational Standards that will be met upon completion of the CAP can be found in the Organizational Standards section of this template. Agencies are encouraged to utilize this list as a resource when reporting on the Organizational Standards annually.

What's New for 2024/2025?

Community Action Plan Workgroup (CAPWG). In summer 2022, CSD organized a workgroup to inform the development of the 2024/2025 CNA and CAP. Workgroup members were selected from the CSBG Service Provider network and the ROMA Coalition. The feedback CSD received from the workgroup has informed not only the 2024/2025 template but also the accompanying CAP training scheduled for mid-December 2022.

Public Hearings – Additional Guidance. The public hearing requirement has been modified. Two years ago, we were in an active pandemic due to the COVID-19 virus. The public health guidelines throughout the state advised communities against large gatherings. CSD advised agencies to follow public health protocols and hold public meeting virtually if an in-person meeting was not an option. For the public hearing on the 2024/2025 draft CAP, CSD requests that agencies conduct in-person, virtual, or hybrid public hearings. While transmission rates of COVID-19 remain high in many communities, agencies are requested to follow their local public health guidelines when deciding in which format to conduct the public hearing. For more information, please see the Public Hearing section of this template.

CNA Helpful Resources. The Helpful Resources section in Part I: Community Needs Assessment contains additional data sets and resources. On recommendation of the CAPWG, CSD has added data sets from the Massachusetts Institute of Technology, the University of Wisconsin, and a point-in-time data set from the U.S. Department of Housing and Urban Development. We have also added links to the Local Agencies Portal where you can find examples of completed Community Needs Assessments and project timelines from the CSBG Service Providers network.

Part II: Community Action Plan. The number of questions in the Tripartite Board of Directors, Service Delivery System, Linkages and Funding Coordination, and Monitoring sections has changed. Questions were removed because it was determined that agencies meet these reporting requirements through other CSBG work products such as monitoring and Organizational Standards. In the Service Delivery System and Linkages and Funding Coordination sections, new questions were added. These questions will be covered during the template training webinar.

Sunset of COVID-19 Flexibilities. In the 2022/2023 template, CSD allowed agencies to indicate on selected questions whether there were changes to the response provided in the 2020-2021 CAP or whether agencies would like CSD to accept the 2020-2021 response without adaptions. This option was an effort to reduce administrative burden on agencies during the COVID-19 pandemic. While

CSD has retained some of the flexibilities developed in the previous template, the option for agencies to reference responses in their prior CAP has been discontinued.

Response and Community Awareness. This section replaces the "Additional Information" section in the previous template. For 2024/2025 CSD has included questions pertaining to Diversity, Equity, and Inclusion (DEI). The questions about disaster preparedness have been retained from the previous template. While none of this information is directly mandated by statue, CSD is requesting the information to gauge where the CSBG Service Provider network is as a whole on these topics. Responses to the questions in this section are mandatory.

ROMA Certification Requirement. Under section 676(b)(12) of the CSBG Act, CSD and all CSBG agencies are required to assure that we will participate in a Results Oriented Management and Accountability System "not later than fiscal year 2001." CSD and the CSBG Service Providers have fulfilled this requirement through various approaches. With respect to the ROMA certification of the network CAPs (Organizational Standard 4.3), CSD has allowed agencies to submit their CAP without the signature of a ROMA trainer or implementer if the agency did not have a ROMA trainer or implementer on staff. CSD staff who had the requisite training would certify those CAPs on behalf of the agencies. This process will still be in place for the 2024/2025 template. However, for the 2026/2027 template, CSD will require that CSBG Service Providers provide their own ROMA certification either by staff who have the required ROMA training or in partnership with another agency or organization. CSBG Service Providers should begin formulating a plan to fulfill this requirement.

Checklist

- ☐ **Cover Page and Certification**
- ☐ **Public Hearing(s)**

Part I: Community Needs Assessment

- ☐ **Narrative**
- ☐ **Results**

Part II: Community Action Plan

- ☐ **Vision Statement**
- ☐ **Mission Statement**
- ☐ **Tripartite Board of Directors**
- ☐ **Service Delivery System**
- ☐ **Linkages and Funding Coordination**
- ☐ **Monitoring**
- ☐ **Data Analysis, Evaluation, and ROMA Application**
- ☐ **Response and Community Awareness**
- ☐ **Federal CSBG Programmatic Assurances and Certification**
- ☐ **State Assurances and Certification**
- ☐ **Organizational Standards**
- ☐ **Appendices**

COMMUNITY SERVICES BLOCK GRANT (CSBG)
2024/2025 Community Needs Assessment and Community Action Plan
Cover Page and Certification

Agency Name	**County of San Diego, Health and Human Services Agency**
Name of CAP Contact	**Deanna Zotalis-Ferreira**
Title	**Chief, Community Action Partnership**
Phone	**(619) 518-4442**
Email	**Deanna.Zotalis-Ferreira@sdcounty.ca.gov**

CNA Completed MM/DD/YYYY:
(Organizational Standard 3.1)

02/28/2023

Board and Agency Certification

The undersigned hereby certifies that this agency complies with the Federal CSBG Programmatic, and State Assurances as outlined in the CSBG Act and California Government Code, respectively for services provided under the Federal Fiscal Year 2024/2025 Community Action Plan. The undersigned further certifies the information in this Community Needs Assessment and the Community Action Plan is correct and has been authorized by the governing body of this organization. (Organizational Standard 3.5)

Jeannine Nash		
Board Chair (printed name)	**Board Chair (signature)**	**Date**
Jennifer Bransford-Koons		
Executive Director (printed name)	**Executive Director (signature)**	**Date**

Certification of ROMA Trainer/Implementer *(If applicable)*

The undersigned hereby certifies that this agency's Community Action Plan and strategic plan documents the continuous use of the Results Oriented Management and Accountability (ROMA) system (assessment, planning, implementation, achievement of results, and evaluation).

n/a	n/a	n/a
NCRT/NCRI (printed name)	**NCRT/NCRI (signature)**	**Date**

CSD Use Only

Dates CAP (Parts I & II)		Accepted By
Received	Accepted	

Public Hearing(s)

California Government Code Section 12747(b)-(d)

State Statute Requirements

As required by California Government Code Section 12747(b)-(d), agencies are required to conduct a public hearing for the purpose of reviewing the draft CAP. All testimony presented by low-income individuals and families during the public hearing shall be identified in the final CAP. Agencies shall indicate whether or not the concerns expressed by low-income individuals and families have been addressed. If an agency determines that any of the concerns have not been addressed in the CAP, the agency shall include in its response document, information about the concerns and comment as to their validity.

Guidelines

Notice of Public Hearing

1. Notice of the public hearing and comment period must be published at least 15 calendar days prior to the public hearing.
2. The notice may be published on the agency's website, social media channels, and/or in newspaper(s) of local distribution.
3. The notice must include information about the draft CAP; where members of the community may review, or how they may receive a copy of, the draft CAP; the dates of the comment period; where written comments may be sent; date, time, and location of the public hearing; and the agency contact information.
4. The comment period should be open for at least 15 calendar days prior to the public hearing. Agencies may opt to extend the comment period for a selected number of days after the hearing.
5. The draft CAP must be made available for public review and inspection at least 30 days prior to the public hearing. The draft CAP can be posted on the agency's website, social media channels, and distributed electronically or in paper format.
6. Attach a copy of the Notice(s) of Public Hearing as Appendix A to the final CAP.

Public Hearing

1. Agencies must conduct at least one public hearing on the draft CAP.
2. Public hearing(s) will be held in the designated CSBG service area(s).
3. Low-income testimony presented at the hearing or received during the comment period must be memorialized verbatim in the Low-Income Testimony and Agency's Response document and appended to the final CAP as Appendix B.
4. The Low-Income Testimony and Agency's Response document should include the name of low-income individual, his/her verbatim testimony, an indication of whether or not the need was addressed in the draft CAP, and the agency's response to the testimony if the concern was not addressed in the draft CAP.

Additional Guidance

COVID-19 poses unique challenges to fulfilling the public hearing requirement. CSD asks that agencies continue to adhere to state and local public health guidance to slow the spread of the virus and ensure public safety. The health and safety of agency staff and the communities you serve is paramount. Therefore, for the purposes of fulfilling the public hearing requirement on the draft CAP, agencies may conduct the public hearing in-person, remotely, or using a hybrid model (in-person and remotely) based on the public health protocols in place in their communities.

Public Hearing Report

Date(s) of Public Hearing(s)	May 15, 2023
Location(s) of Public Hearing(s)	Virtual – Link Forthcoming
Dates of the Comment Period(s)	April 28, 2023 to May 15, 2023
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	• County of San Diego, CAP website • Regional Community Update Newsletters • Resident Leadership Academy listserve
Date the Notice(s) of Public Hearing(s) was published	April 28
Number of Attendees at the Public Hearing(s) (Approximately)	TBD

Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)
California Government Code Section 12747(a)

Helpful Resources

In 2011, NASCSP published a Community Action to Comprehensive Community Needs Assessment Tool that supports planning and implementing a comprehensive CNA. The tool lays out design choices, planning steps, implementation practices, analysis, and presentation options.

The National Community Action Partnership has an Assessment Tool designed specifically for the community needs assessment process. Here you can select from a variety of county-specific data sets.

Examples of Community Needs Assessments and project timelines from agencies within the California CSBG Providers network can be found on the Local Agencies Portal under the CSBG – Resources tab. If you do not have an account or have not received CSD login credentials, please email CSD at ExternalAccess@csd.ca.gov.

To provide a comprehensive "picture" of the community needs in your service area(s), agencies will collect and analyze both quantitative and qualitative data. Links to several national and state quantitative data sets are given below. Local and agency data also provide information about the needs of the community.

Sample Data Sets			
U.S. Census Bureau Poverty Data	**U.S. Bureau of Labor Statistics** Economic Data	**U.S. Department of Housing and Urban Development** Housing Data & Report	
HUD Exchange PIT and HIC Data Since 2007	**National Low-Income Housing Coalition** Housing Needs by State	**National Center for Education Statistics** IPEDS	
Massachusetts Institute of Technology Living Wagie Calculator	**University of Wisconsin** **Robert Wood Johnson Foundation** County Health Rankings		
California Department of Education School Data via DataQuest	**California Employment Development Department** UI Data by County	**California Department of Public Health** Various Data Sets	
California Department of Finance Demographics	**California Attorney General** Open Justice	**California Governor's Office** Covid-19 Data	**California Health and Human Services** Data Portal
CSD **Census Tableau** Data by County		**Population Reference Bureau** KidsData	

Community Needs Assessment Narrative

CSBG Act Sections 676(b)(3)(C), 676(b)(9)
Organizational Standards 1.1, 1.2, 1.3, 2.2, 3.2, 3.3, 3.4

1. Describe how your agency collected and included current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for your service area. (Organizational Standard 3.2)
Community Action Partnership (CAP) San Diego (SD) completed a Community Needs Assessment in 2023 that identified and included analysis of key community indicators related to poverty. Many data points were collected from the County of San Diego's (County) *Live Well San Diego* Indicators (www.livewellsd.org), which measure the collective impact of programs, services, and interventions provided by government and community partners in order to assess and improve the quality of life of San Diego residents. Additional data specific to poverty rates, including its prevalence with respect to age groups, gender, race/ethnicity, and regions within San Diego County, was included from available American Community Survey 5-year estimates. Data was included at the countywide and, when available, by Health and Human Services Agency (HHSA) Service Region. Comparison data for California and the U.S., where available, was also provided.
2. Describe the geographic location(s) that your agency is funded to serve with CSBG. If applicable, include a description of the various pockets, high-need areas, or neighborhoods of poverty that are being served by your agency.
CAP is a public community action agency housed within the County HHSA, Department of Homeless Solutions and Equitable Communities (HSEC). HHSA operates a regional service delivery system that recognizes the geographically and socially diverse assets and needs of the region. There are six (6) HHSA-designated regional service areas: Central Region, East Region, South Region, North Central Region, North Coastal Region, and North Inland Region. CAP provides programs countywide to address priority issues in low-income communities through regional service delivery contracts in each of the HHSA designated regions.
3. Indicate from which sources your agency collected and analyzed quantitative data for the CNA. (Check all that apply.) (Organizational Standard 3.3)

Federal Government/National Data Sets

☒ Census Bureau
☒ Bureau of Labor Statistics
☐ Department of Housing & Urban Development
☒ Department of Health & Human Services
☐ National Low-Income Housing Coalition
☐ National Center for Education Statistics
☐ Academic data resources
☐ Other online data resources
☐ Other

Local Data Sets

☒Local crime statistics
☒ High school graduation rate
☐ School district school readiness
☐ Local employers
☒ Local labor market
☐ Childcare providers
☐ Public benefits usage
☒ County Public Health Department
☐ Other

California State Data Sets

☒ Employment Development Department
☐ Department of Education
☐ Department of Public Health
☐ Attorney General
☐ Department of Finance
☐ State Covid-19 Data
☐ Other

Agency Data Sets

☒ Client demographics
☒ Service data
☒ CSBG Annual Report
☐ Client satisfaction data
☐ Other

Surveys

☒ Clients
☒ Partners and other service providers
☒ General public
☒ Staff
☐ Board members
☒ Private sector
☒ Public sector
☒ Educational institutions

4. If you selected "Other" in any of the data sets in Question 3, list the additional sources.

n/a

5. Indicate the approaches your agency took to gather qualitative data for the CNA. (Check all that apply.) (Organizational Standard 3.3)

Surveys

☒ Clients
☒ Partners and other service providers
☒ General public
☒ Staff
☒ Board members
☒ Private sector
☒ Public sector
☒ Educational institutions

Interviews

☐ Local leaders
☐ Elected officials
☐ Partner organizations' leadership
☐ Board members
☐ New and potential partners
☐ Clients

Focus Groups

☒ Local leaders
☐ Elected officials
☐ Partner organizations' leadership
☐ Board members
☐ New and potential partners
☒ Clients
☐ Staff

☒ **Community Forums**

☐ **Asset Mapping**

☐ **Other**

6. If you selected "Other" in Question 5, please list the additional approaches your agency took to gather qualitative data.

n/a

7. Describe your agency's analysis of the quantitative and qualitative data collected from low-income individuals and families. (Organizational Standards 1.1, 1.2, 3.3)

CAP SD completed a Community Needs Assessment over the period of January 2023 – February 2023 to refresh its understanding of service priorities. CAP worked with contractor Arboreta who identified regional community-based organizations as subject matter experts. Additionally, Arboreta was directed to work with newly established Regional Community Coordinators who facilitate and co-lead Live Well San Diego Community Leadership Team Meetings, bringing together community-based organizations, businesses, faith based, local government, law enforcement, and public to discuss the needs of each regionally identified community. CAP embarked on a process that included the following actions:

1. Identification and analysis of key community indicators important to the description of the service area factors related to poverty and aligned to the regional vision of *Live Well San Diego.*
2. Outreach to low-income residents and other key stakeholders in the HHSA Service Regions to provide direct input regarding needs and priorities of low-income communities. Input was solicited through:
    a. Surveys
    b. Public Forums
    c. Focus Groups
3. Analysis of quantitative and qualitative data collected as part of the needs assessment by CAP staff and approval of findings by the Community Action Board.

8. Summarize the data gathered from each sector of the community listed below and detail how your agency used the information to assess needs and resources in your agency's service area(s). Your agency must demonstrate that each sector was included in the needs assessment; A response for each sector is required. (CSBG Act Sections 676(b)(3)(C), 676(b)(9), Organizational Standard 2.2)

A. Community-based organizations

Community-based organizations are the cornerstone of the work carried out by CAP SD and were included as key stakeholders in the Community Needs Assessment conducted in the beginning of 2023. Six local CBOs (a minimum of one from each of the six HHSA service regions) worked with CAP SD and Arboreta to ensure there was maximum participation from the target communities in the online Survey and Community Conversations. Representatives from the CBO's participated in the Community Conversations and survey.

B. Faith-based organizations

Faith-based organizations are also key stakeholders in the work carried out and information gathered on a regular basis as contracted and community partners. CAP SD has contracts with various faith-based organizations such as Interfaith Community Services, Jewish Family Services, and Interfaith Shelter Network that provide continuous feedback and information regarding services and resources, and any community needs and gaps that are observed which are then incorporated into the design and implementation process of the needs assessment. Each Regional Live Well San Diego Community Leadership Team consists of representatives from faith-based organizations who were encouraged to participate in the needs assessment. Outreach to and inclusion of various faith-based organization representatives was included in the needs assessment process, ensuring their participation in the survey and community forums.

C. Private sector (local utility companies, charitable organizations, local food banks)

CAP SD works and partners with a variety of private sector organizations and representatives regularly as both contracted providers and County partners. Each Regional Live Well San Diego Community Leadership Team consists of representatives from the private sector who were encouraged to participate in the needs assessment. In addition, representatives from the Private sector make up a third of the Community Action Board – including representatives from San Diego Gas and Electric and the healthcare industry. Outreach to and inclusion of various private sector representatives was included in the needs assessment process, ensuring their participation in the survey and community forums.

D. Public sector (social services departments, state agencies)

CAP SD is part of the County's HHSA, which collectively as a County, through the *Live Well San Diego* vision, provides a shared framework for collaboration and identification of mutually reinforcing activities and measurement of outcomes utilized throughout this Plan and day-to-day operations. Data and information through local public agencies such as the San Diego Workforce Partnership, the San Diego Association of Governments (SANDAG), nationally trusted independent organizations such as the Council for Community and Economic Research (C2ER), and federal level agencies such as the Department of Labor and the US Census Bureau are utilized to obtain data and information to support and validate the information included within the needs assessment process and final report.

E. Educational institutions (local school districts, colleges)

Educational institutions are also key stakeholders in the work carried out and information gathered on a regular basis that was utilized as a guide in the design and implementation of the needs assessment process. Each Regional Live Well San Diego Community Leadership Team consists of representatives from educational institutions who were encouraged to participate in the needs assessment. The CAP SD Community Action Board (CAB) has a representative from a local

community college and meets regularly to discuss issues related to economically disadvantaged communities and the best use of CAP SD's resources to meet the needs of those communities. Similar to the other sectors above, outreach to and inclusion of an educational institution representative was included in the needs assessment process, ensuring participation in the survey and community forums.

9. "Causes of poverty" are the negative factors that create or foster barriers to self-sufficiency and/or reduce access to resources in communities in which low-income individuals live. After review and analysis of the data, describe the causes of poverty in your agency's service area(s). (Organizational Standard 3.4)

Difficulty in accessing basic needs and services, usually due to lack of funds or resources, is the most common factor that creates a barrier to self-sufficiency. Analysis of quantitative community indicator data and qualitative feedback, provided by stakeholders through the Community Needs Assessment (CNA) process, identified several factors that drive poverty. When comparing local community indicator data to state and national data, San Diego County residents compare slightly more favorably in health and education factors (life expectancy, high school diploma achievement). However, in comparison to national data, factors such as standard of living, especially the high cost of housing and higher unemployment rate demonstrate that there are opportunities and areas for improvement to help reduce driving factors of poverty.

According to data reported by the Council for Community and Economic Research (C2ER), in the second quarter of 2021 it was 129% more expensive to live in San Diego than in the average U.S. city and the median home price was the sixth highest in the nation. In June 2021, the median price for a single-family home in San Diego was $905,750, while the median household income was $85,507; with rent for an apartment averaging $2,558 a month in comparison to the national average of $1,215. With the unemployment rate in San Diego at 7% as of June 2021, there are a considerable number of individuals and families that will continue to struggle to get ahead and move beyond the barriers of unemployment and the high cost of living.

San Diego CNA respondents identified several gaps or needed improvements to access their basic needs, but also provided several solutions and actionable ideas for improvement. The roots of poverty visibly emerged from solutions and insights offered by the residents within the community dialogues, as well as within the public comments, forums, and focus groups held to discuss the CNA and CAP Plan. Examples include, but are not limited to: tangible solutions and tailored programs for individuals experiencing homelessness, more programs and outreach for the disabled and residents with mental and behavioral health needs, increased outreach and better accessibility of information and resources, better transportation options, safe neighborhood activities, increased community engagement post pandemic, trade and educational programs, as well as after-school programs for youth.

10. "Conditions of poverty" are the negative environmental, safety, health and/or economic conditions that may reduce investment or growth in communities where low-income individuals live. After review and analysis of the data, describe the conditions of poverty in your agency's service area(s). (Organizational Standard 3.4)

Conditions of poverty in the region range from community level to individual/family level and are often interconnected. Analysis of quantitative community indicator data and qualitative feedback provided by stakeholders through the Community Needs Assessment process continue to identify the following key factors impacting poverty in the region's economically disadvantaged communities:

- *General socio-economic and/or environmental factors*: San Diego County has a very high cost of living, with the annual income for self-sufficiency continuing to equal more than three times the federal poverty threshold. At the same time, San Diego County has an "hourglass" shaped economy, with high-wage earners at the top, low-wage earners at the bottom, and few middle-wage earners in between. Environmental factors, like low housing vacancy rates and limited transportation access between affordable housing and better paying job opportunities, exacerbate the income disparity issue, with low-income individuals and families residing in communities with limited career options. Throughout the county, increased homelessness was prevalent, which heightened concerns for safety and sanitation among residents. Responses gathered from the needs assessment continually turned to the desire to increase access to community spaces, parks, and outdoor spaces that tend to be more limited in lower socio-economic areas.

- *Social and community networks*: Social and community networks have a direct impact on employment opportunities and consequently, long-term income potential. Social capital refers to the relationships and value of those relationships, both tangible and intangible. Individuals with valuable social capital have greater access to education, jobs, and other resources than those without. Widespread housing insecurity throughout the county suggests that due to the need for many low-income residents to relocate for reasons such as unaffordable rent increases and evictions, low-income individuals and families are then unable to establish firm roots within their neighborhood and could consequently feel disconnected from society. Housing insecurity, resulting in relocation, impacts access to previously established neighborhood ties, health offices, educational institutions, among other resources, necessitating newly relocated residents to essentially build new linkages once again. The CAP SD needs assessment confirms that residents in low-income communities have less social capital and consequently less economic opportunity. For example, children in economically disadvantaged communities may not have the chance to experience activities outside their immediate neighborhood or exposure to careers outside those of their immediate family or neighbors. Adults in low-income communities may not have access to the "hidden job market" of employment opportunities not broadly advertised and only accessible through interpersonal relationships. Responses in the community needs assessment, time and time again, indicated that social isolation was one of the lasting key negative impacts experienced because of the pandemic.

- *Individual factors*: Individual factors, like those related to health and education, can have a significant impact on someone's ability to move out of poverty. Physical and mental health issues present barriers to participation in the local economy. The inaccessibility of affordable food could negatively impact low-income residents' health over time. Furthermore, the widespread increased homelessness throughout the county elevated residents' awareness of the need for more mental health resources and substance abuse treatment. Residents countywide expressed concerns for accessible and safe transportation, which affects the low-income residents most of all, especially with rising gas prices and the limited transportation means to pursue better employment opportunities that are located farther. Access to safe or reliable transportation is a factor that individuals of all ages struggle with, when the commute either on public transportation or in a personal vehicle is unsafe or too long, the ability to access quality education and/or employment opportunities is impacted. In turn, the level of education or the ability to gain work experience as a young person can affect the long-term trajectory of an individual's ability to earn a wage that allows them to achieve self-sufficiency, and ideally, move beyond towards prosperity.

11. Describe your agency's approach or system for collecting, analyzing, and reporting customer satisfaction data to the governing board. (Organizational Standard 1.3)

CAP SD Service Delivery System offers programs that target individual, family and community needs associated with the conditions of poverty. All services by CAP SD are delivered via contractors who are monitored in accordance with County policies and procedures. CAP SD services cover the entire County but are delivered through a regional service delivery model. At the family and individual level, services help remove barriers to self-sufficiency at the current state of the individual. Service history has demonstrated that individuals and families accessing CAP Services tend to fall into three different categories: In-Crisis, At-Risk and Stable/Living Well. Clients may access services at any level. Those accessing individual-level services may go through an intake process that identifies families' strengths and challenges, as well as link them to opportunities for support.

• *In Crisis:* Families in this tier have basic or immediate needs that must be met to assure their safety. These are generally food and/or emergency shelter needs but may also include health care needs or other emergent issues. Individuals and families in crisis may access CAP SD's Communities in Action (CinA) program to receive emergency stabilization services and warm hand-offs to other programs that can meet their most pressing needs. The services offered through CAP SD's contract with the Interfaith Shelter Network's Rotational Shelter assists homeless families in crisis through emergency shelter and case management.

• *At-Risk*: In this tier, families generally do not have immediate safety issues. They do, however, require assistance in finding permanent, long-term solutions to achieve self-sufficiency. CAP SD supports at-risk individuals and families in the CinA program through income and asset building services to help them increase their financial skills and resources. Most low-income families fall within this category and are availed of resources such as budget coaching and car loan assistance

within the CinA Financial Literacy Program. Youth in at-risk families may access work readiness services through the Connect2Careers program to support their long-term employment outcomes, as well as mentoring within gang prevention programs.

• *Stable and Living Well*: Here individuals/families are secure, more self-reliant and demonstrate a commitment to move beyond self-sufficiency. CAP offers opportunities for individuals and families at this tier to pursue personal development through education opportunities within the CinA program such as Adult Basic Education, K-12 Supplemental Education, and wellness activities. At the community level, CAP SD administers programs that seek community-level changes to improve the health, safety, and well-being of low-income neighborhoods through greater civic engagement of low-income individuals and through policy, systems, and environmental changes. Examples of these types of programs include:

- Resident Leadership Academy (RLA), which trains leaders to identify community needs, develop community improvement plans and work with local partners, including the government, to make changes that improve the health, safety and well-being of their neighborhoods.

- The *Live Well San Diego* Exchange, which builds the capacity of residents to peacefully mediate conflict within their families, at work, and in their communities, avoiding escalation.

- Project MOST, which offers training and technical assistance to small, minority owned businesses providing services to at-risk/high need communities so that they can increase their capacity to both serve residents and grow as an employer.

- The Gang Prevention and Community Response services, which will support local interventions to bring stakeholders together to prevent gang recruitment, assist those involved in gangs to leave the lifestyle, and to address community trauma resulting from gang violence.

- Leadership of the Earned Income Tax Credit (EITC) Coalition, which annually brings in millions of dollars to the local community, improving the region's economic output.

- The Community Health Workers-Building Resilient Communities Program, which consists of a training program to grow the local Community Health Worker (CHW) workforce to engage with the community and build capacity for community resilience against future emergencies.

Note that often the participation of low-income residents in civic engagement has both individual/family and community level impacts – the individual participant gains greater knowledge, skills and experience that can benefit them in other parts of their lives and the community benefits from having broader participation in decision making.

Community Needs Assessment Results

CSBG Act Section 676(b)(11)
California Government Code Section 12747(a)
State Plan 14.1a

Table 1: Needs Table

Complete the table below. Insert row(s) if additional space is needed.

Needs Identified	Level	Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
Availability of affordable and quality housing	Community and Family	Y	Y	Y
Availability of affordable and accessible healthcare (including extended hours and translation)	Community and Family	Y	Y	Y
Access to parks and outdoor open spaces	Community and Family	Y	Y	Y
Knowledge of available community resources (local non-profits, social services, government programs, etc.)	Family	Y	Y	Y
Access to quality and affordable internet services	Community and Family	Y	Y	Y
Access to mental/behavioral health services	Community and Family	Y	Y	Y

Needs Identified: List the needs identified in your most recent CNA.

Level: List the need level, i.e., community or family. Community Level: Does the issue impact the community, not just clients or potential clients of the agency? For example, a community level employment need is: There is a lack of good paying jobs in our community. Family Level: Does the need concern individuals/families who have identified things in their own life that are lacking? An example of a family level employment need would be: Individuals do not have good paying jobs.

Essential to Agency Mission: Indicate if the identified need aligns with your agency's mission.

Currently Addressing: Indicate if your agency is already addressing the identified need.

Agency Priority: Indicate if the identified need will be addressed either directly or indirectly.

Table 2: Priority Ranking Table

List all needs identified as an agency priority in Table 1. Insert row(s) if additional space is needed.

Agency Priorities	Description of programs, services, activities	Indicator(s) or Service(s) Category	Why is the need a priority?
1. Availability of Affordable and Quality Housing	**Communities in Action (CinA)** Regionalized program that covers multiple service domains, including services that address individual and family stabilization supports to help avoid escalation of crisis, including homelessness. CinA will provide financial skills development to help address barriers to housing, such as poor credit, that prevent low-income individuals and families from sustaining permanent housing. <u>Yearly Service Target</u> • 1,876 assessments will be conducted across 6 contracts • 1,251 warm referrals for services • 2,703 stabilization supports In addition to the programs listed here, CAP will continue to coordinate with the Office of Homeless Services and the Department of Housing and Community Services Development to make resources available for providers. Specific strategies include: • Ensure outreach targets for housing support referrals are incorporated into new CinA procurement	SRV 7c	According to the Council for Community and Economic Research (C2ER), in the second quarter of 2021 it was 129% more expensive to live in San Diego than in the average U.S. city and the median home price was the sixth highest in the nation. In June 2021, the median price for a single-family home in San Diego was $905,750, while the median household income was $85,507; with rent for an apartment averaging $2,558 a month in comparison to the national average of $1,215.

	Rotational Shelter Services – Provides emergency shelter during cold weather months and assistance with placement into temporary and/or permanent housing. <u>Yearly Service Target</u> • 4,992 bed nights will be provided as emergency shelter annually • 35 individuals will be placed in transitional and permanent housing annually	FNPI 4a. SRV 4a, 4b, 4m, 4n, and 4o	
	Alternative Dispute Resolution Services – Facilitates mediation between tenants and landlords to avoid eviction and promote housing retention. <u>Yearly Service Target</u> • 1,709 contracted mediation services	SRV 4g	
2. Healthcare, including access to mental/ behavioral health services	**Community Health Workers (CHW) Training Program-** Provide training to CHWs, who will provide education, resources, and outreach to communities, improving access to public health services and bridging the gap in health disparities. In addition to providing outreach and knowledge to residents, CHWs will assist in navigating available resources. <u>Yearly Service Target</u> • 150 CHWs will complete	SRV 2v	According to the U.S. Census, as of July 2021, there are an estimated 1,197,856 residents of California under the age of 65 of which 8.1% are uninsured [97,026]. [SJ1] Mental and behavioral health was of utmost concern to participants in the community dialogues. During the annual one-day count to survey San Diego's homeless population in 2022, the Regional Task Force on Homelessness found at least 8,427 individuals experiencing homelessness.

	training program • CHW will participate in 100 events and reach a minimum of 5,000 residents providing critical resources and health information		
	Communities in Action – Provide stabilization supports to individuals and families to help avoid escalation of crisis, including knowledge of available resources. <u>Yearly Service Target</u> • See #1 above.	SRV 7c	
	Gang Prevention & Community Response – Provide services to address community trauma to at-risk and gang involved individuals as well as their families. <u>Yearly Service Target</u> • To address behavioral health issues, a minimum of 130 youth will be enrolled into services and receive prevention and/or disengagement services along with individual mentoring/counseling, group workshops, and field trips/outings	SRV 2l, 2o, 2p, 2v	
3. Increased access to safer parks and outdoor open spaces	**Communities in Action –** Provides multi-generational health and wellness opportunities activities that include opportunities for low-cost/no-cost recreation. <u>Yearly Service Target:</u>	SRV 2f, 2h, 2k, 2v, 5p, and 5x	Based on the 2022-23 Needs Assessment, increased access to parks and outdoor open spaces was deemed as the third most important topic to the participants surveyed.

	• 43 classes/activities		According to SANDAG, the 2021 violent crime rate in San Diego increased by 8% from 2020, with an 11% increase in the number of reported rapes, and a 12% increase in the number of reported aggravated assaults. The evident diminished safety throughout the county compounds the inaccessibility of outdoor common areas, including parks and recreational spaces. Several participants of the community dialogues expressed concerns over the safety of their neighborhood as well as accessibility of outdoor communal areas. The inaccessibility of the outdoor common areas is affected further by the widespread homelessness in the county, with parks seeing an increase in unsheltered residents taking refuge in parks and other common spaces. A case in point is Harborside Park in Chula Vista, where the growing homeless encampment at the park was accompanied by an uptick in illegal drug use and crimes. This park is adjacent to an elementary school, and parents voiced concerns over their children's safety and ability to come together and use the play structures within their neighborhood. A study conducted by Peters, Elands, and Buijs, found that outdoor urban "green spaces" allowed for people from various backgrounds to come together and
	Resident Leadership Academy –Provides trainings on advocacy and support to RLA graduates, who take part in Community Improvement Projects (CIPs). Programs and services are provided through the CinA and RLA Coordination contracts. Each region may allocate at least one CIP focused on outdoor open spaces, where safety concerns shall be addressed and they may take part in actionable solutions. RLA graduates may promote community participation, identify safety issues such as lighting and maintenance, accessibility for the disabled, promote stipends, and advocate for meaning change. <u>Yearly Service Target</u>: **CinA** • 6 RLAs • 100 RLA graduates **RLA Coordination** • 1 Facilitator Training Seminar • 4 Supplemental Training Workshops • 4 RLA Council Meetings • 12 Technical Assistance and outreach • Host 1 Networking Event CAP will cross-thread with the	CNPI 6 G3z, FNPI 6a, SRV 6a, 6b	

	Department of Parks and Recreation and other County initiatives to address additional community needs.		relax, which led to positive social interactions. These common outdoor spaces provided a platform for inclusivity and community cohesion, which can be modeled throughout the county once the outdoor spaces are made to feel safer and more accessible.
	Community Health Workers (CHW) Training Program- Provides training to CHWs, who will provide knowledge, resources, and outreach to communities. CHWs will serve as liaisons, informing residents of current programs, community concerns, and activities, allowing the opportunity to advocate for and take part in positive changes in the community's open spaces. <u>Yearly Service Target</u> • See #2 above		
4. Knowledge of available community resources	**Communities in Action –** Provides comprehensive assessments to individuals and families including knowledge of available resources and referrals for services. <u>Yearly Service Target</u> • See #1 above **Resident Leadership Academy –** Current contract provides trainings on advocacy and support to RLA graduates, who take part in Community Improvement Projects (CIPs). Programs and services are provided through the CinA and RLA Coordination contracts. <u>Yearly Service Target:</u>	CNPI 6 G3z, FNPI 6a, SRV 6a, 6b	Based on the 2022-23 Needs Assessment, knowledge of available community resources was deemed as the fourth most important topic to the participants surveyed. The countywide community needs assessment data revealed that lack of knowledge was the most pronounced barrier to participants not having accessed free services and programs offered within the county. Further, the community dialogues provided solutions to encourage communication and engagement with the community, demonstrating the need to foster awareness of the various

	• See #3 above		programs, health services, and available activities. As of 2022, an average family of 4 with a household income of $104,100 or under is considered low income within San Diego, while a staggering 61% of the population was projected by the U.S. Census Bureau to have a household income of $99,999 or less in 2021. The condition of being low income itself presents many underlying conditions that come in tandem, such as diminished means of transportation and internet access, which can themselves, present a barrier to attaining knowledge of available community resources.
	Community Health Workers (CHW) Training Program- Current contract provides training to CHWs, who will provide knowledge, resources, and outreach to communities. CHWs will serve as liaisons, informing residents of current programs, community concerns, and activities, allowing for opportunities to build capacity for positive change within the community, improvement of public services, and reduction of disparities. <u>Yearly Service Target</u> • See #2 above	SRV 2v	
5. Access to quality and affordable internet services	**Communities in Action –** Provides full array of supports to individuals and families including knowledge of available resources including: • <u>SANDAG - Get Connected</u> • <u>Tech Connect w/ San Diego County Library</u> • <u>Cox w/ Affordable Connectivity Program</u> <u>Yearly Service Target</u> • See #1 above **NEW**: San Diego CAP received notice of award for the **Affordable Connectivity Program** funding to provide targeted outreach for internet support services to be promoted through CHWs.	SRV 5j	Based on the 2022-23 Needs Assessment, access to quality and affordable internet services was deemed as the fifth most important topic to the participants surveyed. As of 2020, the SANDAG Demographic and Socioeconomic Estimates and U.S. Census American Community Survey 5-year Estimates found that at least 221,000 households in San Diego did not have broadband internet access. The 2016-2020 report by the U.S. Census Bureau revealed that several San Diego cities and neighborhoods, primarily comprised of low-income households, have an estimated 25-50% of residents without an internet

			subscription.
	Community Health Workers (CHW) Training Program- Current contract provides training to CHWs, who will provide knowledge, resources, and outreach to communities. CHWs will serve as liaisons, informing residents of current programs, community concerns, and activities, allowing for opportunities to build capacity for positive change within the community, improvement of public services, and reduction of disparities. Utilize CHWs to promote available internet programs: • SANDAG - Get Connected • Tech Connect w/ San Diego County Library • Cox w/ Affordable Connectivity Program Yearly Service Target • See #2 above	SRV 2v	
6. Availability of living wage employment opportunities for adults	**Connect2Careers** –Provides employment readiness training and work experience opportunities. Yearly Service Target • 75 individuals 18-24 will engage in employment readiness training and/or employment placement opportunities • 100 16-24 yr. olds will be placed in Youth Summer Work Placements	SRV 1a – 1n	Based on the 2022-23 Needs Assessment, the availability of living wage employment opportunities for adults was deemed as one of the most important topics to the participants surveyed. With an approximated 61% of San Diego households estimated to be designated as low-income, the community needs assessment unsurprisingly revealed a prioritized need for more employment opportunities. Without a sufficient wage, a household will

	Interfaith Shelter Network– Incorporates a component to provide employment readiness training and employment placement opportunities. <u>Yearly Service Target</u> • 40 individuals will engage in employment readiness training and/or employment placement opportunities		consequently be in need of basic supports, such as housing, food, and transportation, all of which were emphasized during the community dialogues. As mentioned previously, per C2ER, San Diego is 129% more expensive to live in the average U.S. city, the median home price was sixth highest in the nation, and unemployment rate in San Diego was at 7% as of June 2021. There are a considerable number of individuals and families that will continue to struggle to get ahead and move beyond the barriers of unemployment and the high cost of living.
	Work Readiness Exchange- Curriculum focused on collaborative communication skills for improving outcomes at work. <u>Yearly Service Target</u> • 150 refugees will engage in Job Readiness training and coaching	SRV 1f, 1h	
	Project MOST- Training and technical assistance to small, minority owned businesses in high need communities to assist them in developing additional job opportunities and expand their capacity to serve their community. In process of procurement. <u>Yearly Service Target</u> • 274 training hrs- implement. strategic and bus. dev. plan, 515 tech assistance hrs for contracting with the County	SRV1a-f	

Agency Priorities: Rank your agency's planned programs, services and activities to address the needs identified in Table 1 as agency priorities.

Description of programs, services, activities: Briefly describe the program, services or activities that your agency will provide to address the need. Identify the number of clients to be served or the number of units offered, including timeframes for each.

Indicator/Service Category: List the indicator(s) (CNPI, FNPI) or service(s) (SRV) that will be reported in CSBG Annual Report.

Why is this need a priority: Provide a brief explanation about why this need has been identified as a priority. Connect the need with the data. (CSBG Act Section 676(b)(3)(A))

Part II: Community Action Plan

CSBG Act Section 676(b)(11)
California Government Code Sections 12745(e), 12747(a)
California Code of Regulations, Title 22, Division 11, Chapter 1, Sections 100651 and 100655

Vision and Mission Statement

1. Provide your agency's Vision Statement.
Community Action Partnership is part of the County of San Diego Health and Human Services Agency, Department of Homeless Solutions and Equitable Communities. The vision of CAP San Diego is: "Enable every San Diego to live well and with dignity" This vision directly supports the County of San Diego's vision of a region that is Building Better Health, Living Safely and Thriving, also known as Live Well San Diego.
2. Provide your agency's Mission Statement.
Community Action Partnership's mission is to: "Empower economically disadvantaged individuals and families, including newly arriving refugees, to achieve their highest level of self-sufficiency and well-being." This mission aligns strongly to the County of San Diego Health and Human Services Agency's mission "To make people's lives healthier, safer and self-sufficient by delivering essential services in San Diego County" and to the County of San Diego's mission "To efficiently provide public services that build strong and sustainable communities."

Tripartite Board of Directors

CSBG Act Sections 676B(a) and (b); 676(b)(10)
California Code of Regulations, Title 22, Division 11, Chapter 1, Section 100605

1. Describe your agency's procedures under which a low-income individual, community organization, religious organization, or representative of low-income individuals that considers its organization or low-income individuals to be inadequately represented on your agency's board to petition for adequate representation. (CSBG Act Section 676(b)(10))

CAP SD's CAB is a tripartite advisory body in compliance with federal statutes and the California Government Code governing community action agencies. CAB's three sectors include:

- The economically disadvantaged community representatives, comprised of residents from designated service areas; and
- The private sector representatives, comprised of members of community organizations that have an interest in or are an asset to CAB; and
- The public sector representatives, appointed as delegated representatives of each of the five San Diego County Board of Supervisors.

Vacancies within CAB are posted through the County of San Diego's Clerk of the Board of Supervisors, as well as on the CAP SD website. CAP staff and members of CAB itself actively recruit when vacancies occur, including through venues in low-income communities or through networks that include low-income residents. Persons seeking to represent the low-income population must demonstrate a close connection to that population and the ability to represent their interests. Individuals, groups, or organizations can submit a letter to the Chairperson of CAB to petition for membership. Individuals seeking to represent the economically disadvantaged sector and organizations requesting representation in the private sector are considered for inclusion in CAB if there are no conflicts of interest.

The CAB Nominating Committee reviews applications and conducts interviews of potential members when vacancies occur. The Committee makes recommendations to the rest of the board as an action item. CAB nominations are submitted to the County Board of Supervisors for approval and confirmation.

Service Delivery System

CSBG Act Section 676(b)(3)(A)
State Plan 14.3

1. Describe your agency's service delivery system. Include a description of your client intake process or system and specify whether services are delivered via direct services or subcontractors, or a combination of both. (CSBG Act Section 676(b)(3)(A), State Plan 14.3)

CAP SD's Service Delivery System offers programs that target individual, family and community needs associated with the conditions of poverty. All services by CAP are delivered via contractors who are monitored in accordance with County policies and procedures. CAP services cover the entire County but are delivered through a regional service delivery model.

At the family and individual level, services help remove barriers to self-sufficiency at the current state of the individual. Service history has demonstrated that individuals and families accessing CAP Services tend to fall into three different categories: In-Crisis, At-Risk and Stable/Living Well. Clients may access services at any level. Those accessing individual-level services may go through an intake process that identifies family's strengths and challenges, as well as link them to opportunities for support.

- **In Crisis**: Families in this tier have basic or immediate needs that must be met to assure their safety. These are generally food and/or emergency shelter needs but may also include health care needs or emotional issues. Individuals and families in crisis may access CAP's Communities in Action program to receive emergency stabilization services and warm hand-offs to other programs that can meet their most pressing needs. The services offered through CAP's contract with the Interfaith Shelter Network's Rotational Shelter assist homeless families in crisis through emergency shelter and case management.
- **At-Risk:** In this tier, families generally do not have immediate safety issues. They do, however, require assistance in finding permanent, long-term solutions to achieve self-sufficiency. CAP supports at-risk individuals and families in the Communities in Action program through income and asset building services to help them increase their financial skills and resources. Typically, newly arriving refugee families fall into the at-risk category and require additional support for obtaining employment, which is offered through CAP's Vocational English as a Second Language program and the supplemental services offered through Refugee Employment Services within the County's Welfare to Work contracts. Youth in at-risk families may access work readiness services through the Connect2Careers program to support their long-term employment outcomes.
- **Stable and Living Well:** Here individuals/families are secure, more self-reliant and demonstrate a commitment to move beyond self-sufficiency. CAP offers opportunities for individuals and families at this tier to pursue personal development through education opportunities within the Communities in Action program such as Adult Basic Education, K-12 Supplemental Education, and wellness activities.

At the community level, CAP administers programs that seek community-level changes to improve the health, safety, and well-being of low-income neighborhoods through greater civic engagement of low-income individuals and through policy, systems, and environmental changes. Examples of these types of programs include, but are not limited to:

- Resident Leadership Academy (RLA), which trains leaders to identify community needs, develop community improvement plans and work with local partners, including government, to make changes that improve the health, safety and well-being of their neighborhoods.
- The Live Well San Diego Exchange, which builds the capacity of residents to peacefully mediate conflict within their families, at work and in their communities, avoiding escalation.
- Project MOST, which offers training and technical assistance to small, minority owned businesses providing services to at-risk/high need communities so that they can increase their capacity to both serve residents and grow as an employer. This program also provides technical assistance and training to organizations and businesses to build their capacity to respond to County of San Diego contract solicitations.
- The Gang Prevention and Community Response program, which supports local interventions to bring stakeholders together to prevent gang recruitment, assists those involved in gangs to leave the lifestyle, and addresses community trauma resulting from gang violence.
- Leadership of the Earned Income Tax Credit (EITC) Coalition, which annually brings in millions of dollars to the local community, improving the region's economic output; and
- The Whole Family/2Gen Pilot Program that is currently in development, once implemented will ensure that a legacy of economic security is passed down from one generation to the next in historically disadvantaged communities.

Note that often the participation of low-income residents in civic engagement has both individual/family and community level impacts – the individual participant gains greater knowledge, skills and experience that can benefit them in other parts of their lives and the community benefits from having broader participation in decision making.

2. Describe how the poverty data related to gender, age, and race/ethnicity referenced in Part I, Question 1 informs your service delivery and strategies in your service area?

All CAP SD programs are designed with a specific target population and geographical/regional service area in mind. The target population and geographical services areas are determined by community needs assessment data, poverty data, and funding requirements among other factors. For example, the RLA is targeted towards community members residing in low-income neighborhoods in San Diego. Our Keep 'Em Safe program targets low-income individuals/families that are at two hundred percent (200%) of the Federal Poverty Level or below. Some of the CAP programs also target underrepresented communities including, but not limited to refugees, the military, and Native Americans. However, none of CAP SD's current programs are targeted towards a specific gender, race, or ethnicity only. This has come from the realization that poverty in San Diego does not only affect a specific gender, age, racial and ethnic groups.

Linkages and Funding Coordination

CSBG Act Sections 676(b)(1)(B) and (C); (3)(B), (C) and (D); 676(b)(4), (5), (6), and (9)
California Government Code Sections 12747, 12760
Organizational Standards 2.1, 2.4
State Plan 9.3a, 9.3b, 9.4b, 9.6, 9.7, 14.1b, 14.1c, 14.3d, 14.4

1. Describe how your agency coordinates funding with other providers in your service area. If there is a formalized coalition of social service providers in your service area, list the coalition(s) by name and methods used to coordinate services/funding. (CSBG Act Sections 676(b)(1)(C), 676(b)(3)(C); Organizational Standard 2.1; State Plan 14.1c, 9.6, 9.7)
The County operates through the General Management System (GMS), which serves as the business model to guide operations and service delivery. Through GMS, County business groups work together towards a shared vision, prioritizing its use of resources through operational planning and continuous collaboration. HHSA is an integrated health and social services agency which allows for coordination of various revenue streams among the different departments and divisions to better maximize services. CAP SD regularly looks for opportunities to leverage resources across the enterprise through collaborative partnerships. In addition to the internal coordination of funding. CAP SD also looks for opportunities to coordinate funding with external partners in the region. For example, CAP SD jointly funds the San Diego County Earned Income Tax Credit (EITC) Coalition Coordinator with the United Way of San Diego. In some instances, CAP SD's initial funding allows for the development of programs that can be leveraged by other community partners, like Resident Leadership Academy and the *Live Well San Diego* Exchange programs, both of which CAP provides some base level of funding that allows partners to expand through additional funding. CAP SD is committed to coordination of its services with internal and external partners to maximize the resources available to help empower low-income individuals, families, and communities. Coordination of CAP SD's services is facilitated through several mechanisms, including: • The *Live Well San Diego* vision has brought together a network of stakeholders – cities and governments, healthcare, technology, schools, community-based organizations and the faith community – committed to achieving the vision of a healthy, safe and thriving region. • The County GMS provides a comprehensive planning process, including strategic planning and continuous collaboration, between all the County's business groups, including HHSA where CAP SD resides. • CAB, which consists of representatives from three community sectors (the Economically Disadvantaged Community, the Private Sector and the Public Sector representing the San Diego County Board of Supervisors) meets monthly to discuss issues related to economically disadvantaged communities and the best use of CAP's resources to meet the needs of those communities.

- Various collaboratives and coalitions that CAP SD participates in, including the EITC Coalition and the Resident Leadership Academy Council, and the Decarbonization Framework, among others.

2. Provide information on any memorandums of understanding and/or service agreements your agency has with other entities regarding coordination of services/funding. (CSBG Act Section 676(b)(9), Organizational Standard 2.1; State Plan 14.1c, 9.6, 9.7)

CAP does not provide direct services, but rather contracts with local providers to administer programs. Contracts are entered in accordance with the County of San Diego's procurement policies, particularly Board of Supervisors' Policy A-87 "Competitive Procurement", which outlines methods of competitively procuring services and sets forth exemptions and exceptions to the competitive procurement rule. Specific contracts administered by CAP are referenced in the chart below:

Program	Contractor	Contract Number
Communities in Action	Home Start, Inc	557900
	International Rescue Committee	557905
	Jewish Family Services	557907
	Interfaith Community Services	557909
	North County Lifeline, Inc.	557911
	South Bay Community Services	564448
Walk N' Roll	Circulate San Diego	567728
RLA Coordination	Community Health Improvement Partners	565191
EITC Coordination	Dreams for Change	567676
Project MOST	TBD	TBD
Connect2Careers	San Diego Workforce Partnership	562747
Rotational Shelter Network	Interfaith Shelter Network	539655
Live Well San Diego Exchange	National Conflict Resolution Center	561594
Alternative Dispute Resolution	National Conflict Resolution Center	559249
Keep Em' Safe	Pacific Safety Center	566510
Gang Prevention & Community Response	UPAC	558844
	North County Lifeline	558846
	Escondido Education COMPACT	558848

Community Health Worker Evaluation Program	Health Management Associates, Inc.	567965
Community Health Worker Training Program	San Diego State University Research Foundation	566797
Whole Family/2Gen	TBD	TBD
Community Health Worker Deployment Program	TBD	TBD

3. Describe how your agency ensures delivery of services to low-income individuals while avoiding duplication of services in the service area(s). (CSBG Act Section 676(b)(5), State Plan 9.3a, California Government Code 12760)

CAP SD uses data to target its services to low-income individuals and families, specifically regional federal poverty data to help target communities with high numbers of Community Service Block Grant (CSBG) eligible (100% or below FPL, or as directed.) individuals and families. Community indicator data and feedback collected directly from low-income residents and other key stakeholders are also used to identify priority needs for the target populations.

The County vision and mission, along with the GMS, provide a framework for continuous collaboration and identification of mutually reinforcing activities and measurement of outcomes across departments and among divisions. Collaboration with external partners is supported through CAP SD staff regular participation in key stakeholder networks, including regional *Live Well San Diego* Community Leadership Teams and other community stakeholder groups like the EITC Coalition, the Resident Leadership Academy Council, and various neighborhood collaboratives. Through these collaborative opportunities, CAP SD is better able to find the best use of CSBG revenue in meeting the collective goals of the region, opposed to duplicating services.

4. Describe how your agency will leverage other funding sources and increase programmatic and/or organizational capacity. (California Government Code Section 12747)

CAP SD identifies opportunities for additional funding to create new or enhance existing programs that serve the needs of low-income individuals, families, and communities. CAP SD identifies the needs of the communities that it serves and then works to identify the best source of revenue to meet the identified need(s). Examples of additional funding that has been coordinated under the umbrella of CAP SD to meet the needs of low-income communities includes:

- Alternative Dispute Resolution Trust Fund
- Office of Traffic Safety Grants
- Health Disparities Grant
- CDC Community Health Worker Building Capacity Grant

- County of San Diego General Purpose Revenue

CAP SD is committed to sustaining programs and services that support inclusive economic growth. CAP staff actively participates in local service networks, identifying public and private partnerships with shared goals so that efforts can work collectively to improve outcomes in the community. In addition, CAP SD looks for opportunities to help build the capacity of local social and health organizations serving the low-income communities, so that they are better able to provide services.

5. Describe your agency's contingency plan for potential funding reductions. (California Government Code Section 12747)

CAP SD identifies opportunities for additional funding to create new or enhance existing programs that serve the needs of low-income individuals, families, and communities. CAP identifies the needs of the communities that it serves and then works to identify the best source of revenue to meet the identified need(s). Examples of additional funding that has been coordinated under the umbrella of CAP to meet the needs of low-income communities includes:

- Alternative Dispute Resolution Trust Fund
- Office of Traffic Safety Grants
- Health Disparities Grant
- CDC Community Health Worker Building Capacity Grant
- County of San Diego General Purpose Revenue

CAP is committed to sustaining programs and services that support inclusive economic growth. CAP staff actively participates in local service networks, identifying public and private partnerships with shared goals so that efforts can work collectively to improve outcomes in the community. In addition, CAP looks for opportunities to help build the capacity of local social and health organizations serving the low-income communities, so that they are better able to provide services. In the event of reduced funding, CAP will examine current and potential funding sources to identify opportunities to fill gaps in revenue and will work with the local network of service providers to identify other options for delivering important services to low-income communities.

6. Describe how your agency documents the number of volunteers and hours mobilized to support your activities. (Organizational Standard 2.4)

CAP SD communicates its activities and results to the community through multiple pathways:

- Bi-monthly Community Action Board (CAB) meetings, which are Brown Act meetings open to public participation and documented through Agendas and Meeting Minutes posted to the County of San Diego's website.

- The CAP SD website, which includes a listing of all current programs administered through CAP, links to provider webpages for additional information, as well as CAB meeting materials and performance reports including the Annual Strategic Plan Update.

- County of San Diego and *Live Well San Diego* social media and traditional media reporting, including stories on the County News Center of stories on CAP efforts.

- CAP SD Staff participation in community networks and collaborative meetings.

CAP SD tracks CAB member participation for inclusion in documentation of volunteer hours provided; contractors also track volunteer hours donated on behalf of CAP-funded programs and report those hours as part of their programmatic reporting.

7. Describe how your agency will address the needs of youth in low-income communities through youth development programs and promote increased community coordination and collaboration in meeting the needs of youth. (CSBG Act Section 676(b)(1)(B), State Plan 14.1b)

CAP SD provides youth development opportunities through multiple programs as detailed below:

- Connect2Careers provides Job Readiness Training and paid Work Externships for youth ages 16-24. Through the partnership between CAP and San Diego Workforce Partnership (SDWP), socially and economically disadvantaged youth are recruited to the program and offered supportive services to ensure their success. By fostering employment readiness and real-life work experience, the Connect2Careers program offers a long-term intervention that can support increased earnings throughout the course of the participants' lives.

- The *Live Well San Diego* Exchange is a mediation curriculum designed to teach conflict management skills to individuals to target vulnerable populations throughout the region, including at-risk youth. Through training, youth develop important life skills that allow them to better communicate at home, in school and with potential employers. The training also provides tools so that they can mediate conflicts peacefully.

- The Gang Prevention and Community Response program is offered in three gang-impacted regions in San Diego County and focuses on community-involved outreach to at-risk youth to receive mentoring and additional support to prevent gang involvement.

8. Describe how your agency will promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs such as the establishment of violence-free zones, youth mediation, youth mentoring, life skills training, job creation, entrepreneurship programs, after after-school childcare. (CSBG Act Section 676(b)(1)(B), State Plan 14.1b)

CAP SD contracts with multiple providers based in different regions within San Diego County. CAP SD programs are designed to target youths and Transition Age Youths (TAY) among other target population. Youth programs and are either explicitly contracted or woven in CAP SD contracts. For example, CAP SD has three Gang Prevention and Community Response contracts with services that support early prevention efforts related to gang involvement, supports efforts of gang-involved individuals to successfully disengage from gang membership, and address community trauma resulting from gang violence. The Communities in Action (CinA) programs provide youth Resident Leadership Academy (RLA) and a spectrum of services designed to provide youth the resources and skills they need to reach their full potentials and give their best to themselves and their communities. The Connect2Career (C2C) contract with San Diego Workforce Partnership (SDWP) brings together various funders who support innovative youth employment programming. The Walk N 'Roll program conducts six annual pedestrians, bicycle, and/or scooter safety classroom presentations to youth groups. Additionally, another CAP SD contract with the National Conflict Resolution Center (NCRC) provides the ART of Inclusive Communication training to youths where participants learn about becoming more inclusive in how they interact with others. Participants learn about leveraging respectful cross-cultural communication skills to be successful in work and in life.

9. Describe the coordination of employment and training activities as defined in Section 3 of the Workforce and Innovation and Opportunity Act [29 U.S.C. 3102]. (CSBG Act Section 676(b)(5); State Plan 9.4b)

CAP SD contracts with the local Workforce Investment Board, San Diego Workforce Partnership (SDWP), to provide innovative youth employment services to socially and economically disadvantaged youth ages 16-24 through the Connect2Careers (C2C) Program. Connect2Careers program is also supported by funding from other C2C partners like the City of San Diego, Walmart, Gap, Inc., San Diego Gas & Electric and Bank of America Charitable Foundation among other funders. Services offered through the CinA Program include referrals to local employment services programs to help support obtaining and maintaining or improving employment for low-income individuals and families throughout San Diego County. CinA contractors will establish collaborative partnerships to ensure warm referrals to local employment services programs and organizations that can help support employment outcomes (e.g. child care and adult education programs). CinA program contractors will establish partnerships with SDWP and their contractors funded through Workforce Investment and Opportunity Act (WIOA) dollars, which may include local One-Stop Career Centers and other community-based organizations providing employment services.

10. Describe how your agency will provide emergency supplies and services, nutritious foods, and related services, as may be necessary, to counteract conditions of starvation and malnutrition among low-income individuals. (CSBG Act Section 676(b)(4), State Plan 14.4)

Emergency food and nutrition services will be available as stabilization supports to individuals and families participating in the CinA Program. Our six CinA providers will also help participating families access income supports, including CalFresh benefits, to help ensure that they have the resources needed to purchase healthy and affordable food. RLA Community Improvement Projects supported

through the CinA Program may address policy and environmental barriers to food access – RLAs facilitated outside of the CinA Program will continue to be able to access training and technical assistance through the RLA Council meetings, which can also support other efforts to address food access by residents throughout the region.

11. Describe how your agency coordinates with other antipoverty programs in your area, including the emergency energy crisis intervention programs under Title XXVI, relating to low-income home energy assistance (LIHEAP) that are conducted in the community. (CSBG Act Section 676(b)(6))

The advisory group that CAP SD participates in has changed its name from Community Services Block Grant Advisory Council (CAC) to "CSBG Service Providers".

In addition to SDG&E's Care Program, the CinA providers also ensure that participants of the Care Program are aware of and enroll into SDG&E's Management Payment (AMP) Plan; which is for CARE customers that have outstanding bills that are past due, this plan offers eligible customers help with reducing their past due account balance. Providers also provide referrals to participants to utilize the California LifeLine Program (California LifeLine) which is a state program that provides discounted home phone and cell phone services to eligible households.

12. Describe how your agency coordinates services with your local LIHEAP service provider?

Through its CinA Contracts, CAP SD will continue to leverage the local San Diego Gas and Electric's (SDG&E) Care Program. The Care Program extends discounts to income eligible SDG&E customers. CinA participants will be referred to the CARE program and assisted with on-line applications.

13. Describe how your agency will use funds to support innovative community and neighborhood-based initiatives, which may include fatherhood and other initiatives, with the goal of strengthening families and encouraging effective parenting. (CSBG Act Section 676(b)(3)(D), State Plan 14.3d)

The CinA program offers Education and Development classes, encompassing K-12 Supplemental Education, Behavior Improvement and Wellness, Youth and Family Recreational Activities, Domestic Violence Prevention, and Financial Literacy. Recognizing the importance of offering activities for the entire family, CinA ensures that at least two of the Education and Development Activities offered through the program will be intergenerational in nature, so that families can participate together and support family strengthening efforts. In addition, once implemented, the Whole Family/2Gen Pilot Program that is currently in development will ensure that a legacy of economic security is passed down from one generation to the next in historically disadvantaged communities.

14. Describe how your agency will develop linkages to fill identified gaps in the services, through the provision of information, referrals, case management, and follow-up consultations. (CSBG Act Section 676(b)(3)(B), State Plan 9.3b)
In addition to regularly meeting with CAB to address regional concerns, CAP SD has multiple programs designed to identify gaps and provide actionable solutions to issues as they are identified. CAP SD's Resident Leadership Academy (RLA) program trains and mobilizes residents to acts as leaders on behalf of their communities to build community cohesion and establish Community Improvement Projects (CIP) to address identified issues within each region. The RLA graduates regularly meet to discuss success stories and opportunities for improvement. Further, the Community Health Workers-Building Resilient Communities Program, is designed to train and expand the local Community Health Worker (CHW) workforce to engage with the community and build capacity for community resilience against future emergencies. CAP SD closely monitors and audits the contractual activities for all programs and services, including referrals, case management, and follow-up consultations across all contracts, to ensure the integrity of service delivery to the county's residents. With feedback from advocates and residents, CAP SD tailors the upcoming contracts pending re-procurement, to maximize the impact on residents' lives.

Monitoring

CSBG Act Section 678D(a)(1)(A) and (B)

1. Describe how your agency's monitoring activities are related to establishing and maintaining the integrity of the CSBG program. Include your process for maintaining high standards of program and fiscal performance.

Community Action Partnership (CAP) monitors its programs and services through annual contractor performance monitoring which provides information on whether goals and objectives are being met. This process also allows CAP SD staff to identify problems, barriers, or systemic factors that service providers may be encountering in serving the target population. By monitoring contractors' performance through desk audits and annual site visits, staff can determine if the program design is having the intended impacts on the low-income families served through CAP SD programs. In addition, as a part of contract monitoring, CAP SD ensures fiscal integrity by aligning expenditures against program outcomes and ensuring that contractor claims are 1) accurate and 2) supporting the overarching goals of CAP SD and the Community Services Block Grant (CSBG). CAP SD also conducts monthly contractor invoice review and annual Indepth Invoice Review (IIR) for each CAP program to monitor contractor's and program's fiscal performance.

2. If your agency utilizes subcontractors, please describe your process for monitoring the subcontractors. Include the frequency, type of monitoring, i.e., onsite, desk review, or both, follow-up on corrective action, and issuance of formal monitoring reports.

CAP develops and follows a monitoring plan for all contracts to ensure compliance with contract provisions and integrity to the goals and outcomes related to CSBG and all other revenue sources through the following methods:

- Site Visits - Staff visit contractors and project sites regularly to evaluate contract compliance through observation, interviews, examination, and verification of records. Site visits include entrance and exit conferences and focus on compliance with the Performance Work Statement and the contractor's internal control systems and delivery processes. A minimum of one site visit per contract is conducted annually.
- Contractor Meetings – CAP schedules regular operational meetings with contractors to review/resolve issues.
- Desk Reviews – Reviews of Quarterly or Monthly Progress Reports are conducted to ensure completeness and accuracy of the report. Reports are reviewed upon receipt and outcomes are closely tracked to ensure desired results are achieved.
- Invoice Validation – As part of performance-based contracting, the payment structure parallels the performance work statement. Payments are closely aligned with the outcomes. Therefore, CAP's monitoring system includes invoice validation as part of the routine monitoring. Invoice validation activities include:
    - Review of pay points claimed and supporting documentation to ensure validity of claim.

- Checking accuracy of calculations and validity of costs against the contract budget for cost reimbursement line items.
- Ensuring delivery of services or deliverables upon which payment is predicated.
- Resolving any identified discrepancies; ▪ Approving the claim and forwarding it for payment; and
- Periodic on-site validation of contractor expenses for approved line items and pay points claimed.

- Technical Assistance – Contract staff clarifies and interprets policies and procedures and makes referrals to appropriate resources to help contractors improve systems.

Corrective Action Notices (CAN) – When contractor performance fails to meet acceptable standards and technical assistance does not achieve the desired results, notices of non-compliance are issued to ensure contract compliance. Contractor failure to respond to a CAN that specifies what actions need to be taken to address the area of non-compliance may result in suspension of reimbursement.

Data Analysis, Evaluation, and ROMA Application

CSBG Act Section 676(b)(12)
Organizational Standards 4.2, 4.3

1. Describe your agency's method for evaluating the effectiveness of programs and services. Include information about the types of measurement tools, the data sources and collection procedures, and the frequency of data collection and reporting. (Organizational Standard 4.3)
CAP SD regularly reviews data to ensure services are addressing the priorities of the communities being served and meeting anticipated outcomes. When data indicates that changes to programs or services are needed, CAP takes action and continues to evaluate for impact. Evaluation happens at the following levels: • Strategically: As a part of the County of San Diego Health and Human Services Agency (HHSA), CAP SD completes an annual Strategic Review Process that includes 1) assessment of current programs and operations 2) completion of an environmental scan 3) Strengths Weaknesses Opportunities Threat (SWOT) analysis 4) identification of strategic advantages and challenges 5) setting of priorities for the year in alignment with the County of San Diego Strategic Plan. • Operationally: CAP SD does not provide direct services, but it does work closely with contracted service providers to ensure that the day-to-day operations of its programs run smoothly. CAP SD collects and monitors outcome data from all service contractors to determine if progress is being made towards the goal of the program and whether there are any risks that need to be mitigated. CAP SD engages professional evaluation services when appropriate to better gauge whether services are having the intended impact on the individuals and communities they serve.
2. Applying the Results Oriented Management and Accountability (ROMA) cycle of assessment, planning, implementation, achievement of results, and evaluation, describe one change your agency made to improve low-income individuals' and families' capacity for self-sufficiency. (CSBG Act Section 676(b)(12), Organizational Standard 4.2)
CAP SD regularly reviews data and feedback to ensure services are addressing the priorities of the communities being served and meeting anticipated outcomes. When data and feedback indicate that changes to programs or services are needed, CAP SD takes action and continues to evaluate for impact. 2022 presented a variety of new challenges to overcome for both the communities/individuals served and CAP's contracted service providers due to recovery from the COVID-19 pandemic. Examples of changes CAP made following data analysis include: • Allowable service adaptations for all programs that were required to shift the way they did business to ensure the safety of both the individuals and families the serve, but also their staff and volunteers. While many providers continued limited in-person services, the majority pivoted to fully online, virtual formats. This included items like case management, trainings, one-on-one technical assistance, and even delivery of goods such as groceries and personal items were all

adjusted to be completed online through various virtual platforms and online ordering options.

3. Applying the full ROMA cycle, describe one change your agency facilitated to help revitalize the low-income communities in your agency's service area(s). (CSBG Act Section 676(b)(12), Organizational Standard 4.2)

CAP regularly reviews data and feedback to ensure services are addressing the priorities of the communities being served and meeting anticipated outcomes. When data and feedback indicate that changes to programs or services are needed, CAP takes action and continues to evaluate for impact. 2022 presented a variety of new challenges to overcome for both the communities/individuals served and CAP's contracted service providers due to recovery from the COVID-19 pandemic. Examples of changes CAP made following data analysis include:

- Application of additional funding for community healing programs, such as the Live Well San Diego Exchange, to facilitate community conversations and to host trainings, including leadership development, based on community needs. The Live Well San Diego Exchange is a mediation curriculum designed to teach conflict management skills to individuals to target vulnerable populations throughout the region, including at-risk youth. Through training, youth develop important life skills that allow them to better communicate at home, in school and with potential employers. The training also provides tools so that they can mediate conflicts peacefully.

Response and Community Awareness

Diversity, Equity, and Inclusion

1. Does your agency have Diversity, Equity, and Inclusion (DEI) programs in place that promote the representation and participation of different groups of individuals, including people of different ages, races and ethnicities, abilities and disabilities, genders, religions, cultures, and sexual orientations?
☒ Yes ☐ No
2. If yes, please describe.
The County is committed to valuing diversity and practicing inclusion, recognizing the diverse workforce that is the County's greatest asset and that customers are the number one priority. The County established a Diversity & Inclusion website, established Department Group Leads and D&I Champions to establish peer leadership, and provides regular ongoing training to all employees, including at initial orientation. The County also aligned all hiring practices to ensure diverse hiring panels.

Disaster Preparedness

1. Does your agency have a disaster plan in place that includes strategies on how to remain operational and continue providing services to low-income individuals and families during and following a disaster? The term disaster is used in broad terms including, but not limited to, a natural disaster, pandemic, etc.
☒ Yes ☐ No
2. If yes, when was the disaster plan last updated?
The County established the Office of Emergency Services (OES) that coordinates the overall county response to disasters. OES is responsible for alerting and notifying appropriate agencies when disaster strikes; coordinating all agencies that respond, ensuring resources are available and mobilized in times of disaster; developing plans and procedures for response to and recovery from disasters; and developing and providing preparedness materials for the public. Additionally, every Department within the County establishes a Site Evacuation Plan (SEP) and a Continuity of Operations Plan (COOP) establishing policies and procedures for every office so that all employees are aware of how to proceed in a disaster situation, down to each line staff person.
3. Briefly describe your agency's main strategies to remain operational during and after a disaster.

The County of San Diego utilizes a COOP which consists of 5 Groups and includes approximately 17,000 employees. The County has an Emergency Operations Plan (EOP) that is used to prepare for, respond to, and recover from major disasters. Each division has its own COOP as an additional document designed to help the County effectively resume day-to-day core services and functions following such a disaster.

The COOP contains detailed plans to ensure the continuity of services in the event of a disaster and includes details on the following areas specific to each division:

- Orders of Succession and Delegation of Authority
- Department Staff COOP Responsibilities
- Facilities/Locations
- Vital Records, Files, and Databases
- Vital Systems and Equipment
- Logistics
- Concept of Operations – Procedures or Plan Implementation
- COOP Test, Training, and Exercises
- COOP Maintenance
- Record of Changes

Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

676(b)(1)(A): The state will assure "that funds made available through grant or allotment will be used – (A) to support activities that are designed to assist low-income families and individuals, including families and individuals receiving assistance under title IV of the Social Security Act, homeless families and individuals, migrant or seasonal farmworkers, and elderly low-income individuals and families, and a description of how such activities will enable the families and individuals--

i. to remove obstacles and solve problems that block the achievement of self-sufficiency (particularly for families and individuals who are attempting to transition off a State program carried out underpart A of title IV of the Social Security Act);
ii. to secure and retain meaningful employment;
iii. to attain an adequate education with particular attention toward improving literacy skills of the low-income families in the community, which may include family literacy initiatives;
iv. to make better use of available income;
v. to obtain and maintain adequate housing and a suitable living environment;
vi. to obtain emergency assistance through loans, grants, or other means to meet immediate and urgent individual and family needs;
vii. to achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots
viii. partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to

–

I. document best practices based on successful grassroots intervention in urban areas, to develop methodologies for wide-spread replication; and
II. strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

Needs of Youth

676(b)(1)(B) The state will assure "that funds made available through grant or allotment will be used – (B) to address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime, and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as--

I. programs for the establishment of violence-free zones that would involve youth development and intervention models (such as models involving youth mediation, youth mentoring, life skills training, job creation, and entrepreneurship programs); and
II. after-school childcare programs.

Coordination of Other Programs

676(b)(1)(C) The state will assure "that funds made available through grant or allotment will be used – (C) to make more effective use of, and to coordinate with, other programs related to the purposes of this subtitle (including state welfare reform efforts)

Eligible Entity Service Delivery System

676(b)(3)(A) Eligible entities will describe "the service delivery system, for services provided or coordinated with funds made available through grants made under 675C(a), targeted to low-income individuals and families in communities within the state;

Eligible Entity Linkages – Approach to Filling Service Gaps

676(b)(3)(B) Eligible entities will describe "how linkages will be developed to fill identified gaps in the services, through the provision of information, referrals, case management, and follow-up consultations."

Coordination of Eligible Entity Allocation 90 Percent Funds with Public/Private Resources

676(b)(3)(C) Eligible entities will describe how funds made available through grants made under 675C(a) will be coordinated with other public and private resources."

Eligible Entity Innovative Community and Neighborhood Initiatives, Including Fatherhood/Parental Responsibility

676(b)(3)(D) Eligible entities will describe "how the local entity will use the funds [made available under 675C(a)] to support innovative community and neighborhood-based initiatives related to the purposes of this subtitle, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging parenting."

Eligible Entity Emergency Food and Nutrition Services

676(b)(4) An assurance "that eligible entities in the state will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals."

State and Eligible Entity Coordination/linkages and Workforce Innovation and Opportunity Act Employment and Training Activities

676(b)(5) An assurance "that the State and eligible entities in the State will coordinate, and establish linkages between, governmental and other social services programs to assure the effective delivery of such services, and [describe] how the State and the eligible entities will coordinate the provision of employment and training activities, as defined in section 3 of the Workforce Innovation and Opportunity Act, in the State and in communities with entities providing activities through statewide and local workforce development systems under such Act."

State Coordination/Linkages and Low-income Home Energy Assistance

676(b)(6) "[A]n assurance that the State will ensure coordination between antipoverty programs in each community in the State, and ensure, where appropriate, that emergency energy crisis intervention programs under title XXVI (relating to low-income home energy assistance) are conducted in such community."

Community Organizations

676(b)(9) An assurance "that the State and eligible entities in the state will, to the maximum extent possible, coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the State, including religious organizations, charitable groups, and community organizations."

Eligible Entity Tripartite Board Representation

676(b)(10) "[T]he State will require each eligible entity in the State to establish procedures under which a low-income individual, community organization, or religious organization, or representative of low-income individuals that considers its organization, or low-income individuals, to be inadequately represented on the board (or other mechanism) of the eligible entity to petition for adequate representation."

Eligible Entity Community Action Plans and Community Needs Assessments

676(b)(11) "[A]n assurance that the State will secure from each eligible entity in the State, as a condition to receipt of funding by the entity through a community service block grant made under this subtitle for a program, a community action plan (which shall be submitted to the Secretary, at the request of the Secretary, with the State Plan) that includes a community needs assessment for the community serviced, which may be coordinated with the community needs assessment conducted for other programs."

State and Eligible Entity Performance Measurement: ROMA or Alternate System

676(b)(12) "[A]n assurance that the State and all eligible entities in the State will, not later than fiscal year 2001, participate in the Results Oriented Management and Accountability System, another performance measure system for which the Secretary facilitated development pursuant to section 678E(b), or an alternative system for measuring performance and results that meets the requirements of that section, and [describe] outcome measures to be used to measure eligible entity performance in promoting self-sufficiency, family stability, and community revitalization."

Fiscal Controls, Audits, and Withholding

678D(a)(1)(B) An assurance that cost and accounting standards of the Office of Management and Budget (OMB) are maintained.

☐ **By checking this box and signing the Cover Page and Certification, the agency's Executive Director and Board Chair are certifying that the agency meets the assurances set out above.**

State Assurances and Certification

California Government Code Sections 12747(a), 12760, 12768

For CAA, MSFW, NAI, and LPA Agencies

California Government Code § 12747(a): Community action plans shall provide for the contingency of reduced federal funding.

California Government Code § 12760: CSBG agencies funded under this article shall coordinate their plans and activities with other agencies funded under Articles 7 (commencing with Section 12765) and 8 (commencing with Section 12770) that serve any part of their communities, so that funds are not used to duplicate particular services to the same beneficiaries and plans and policies affecting all grantees under this chapter are shaped, to the extent possible, so as to be equitable and beneficial to all community agencies and the populations they serve.

☐ **By checking this box and signing the Cover Page and Certification, the agency's Executive Director and Board Chair are certifying that the agency meets the assurances set out above.**

For MSFW Agencies Only

California Government Code § 12768: Migrant and Seasonal Farmworker (MSFW) entities funded by the department shall coordinate their plans and activities with other agencies funded by the department to avoid duplication of services and to maximize services for all eligible beneficiaries.

☐ **By checking this box and signing the Cover Page and Certification, the agency's Executive Director and Board Chair are certifying that the agency meets the assurances set out above.**

Organizational Standards

Category One: Consumer Input and Involvement

Standard 1.1 The organization/department demonstrates low-income individuals' participation in its activities.

Standard 1.2 The organization/department analyzes information collected directly from low-income individuals as part of the community assessment.

Standard 1.3 (Private) The organization has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the governing board.

Standard 1.3 (Public) The department has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the tripartite board/advisory body, which may be met through broader local government processes.

Category Two: Community Engagement

Standard 2.1 The organization/department has documented or demonstrated partnerships across the community, for specifically identified purposes; partnerships include other anti-poverty organizations in the area.

Standard 2.2 The organization/department utilizes information gathered from key sectors of the community in assessing needs and resources, during the community assessment process or other times. These sectors would include at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.

Standard 2.4 The organization/department documents the number of volunteers and hours mobilized in support of its activities.

Category Three: Community Assessment

Standard 3.1 (Private) Organization conducted a community assessment and issued a report within the past 3 years.

Standard 3.1 (Public) The department conducted or was engaged in a community assessment and issued a report within the past 3-year period, if no other report exists.

Standard 3.2 As part of the community assessment, the organization/department collects and includes current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for their service area(s).

Standard 3.3 The organization/department collects and analyzes both qualitative and quantitative data on its geographic service area(s) in the community assessment.

Standard 3.4 The community assessment includes key findings on the causes and conditions of poverty and the needs of the communities assessed.

Standard 3.5 The governing board or tripartite board/advisory body formally accepts the completed community assessment.

Category Four: Organizational Leadership

Standard 4.1 (Private) The governing board has reviewed the organization's mission statement within the past 5 years and assured that:

1. The mission addresses poverty; and
2. The organization's programs and services are in alignment with the mission.

Standard 4.1 (Public) The tripartite board/advisory body has reviewed the department's mission statement within the past 5 years and assured that:

1. The mission addresses poverty; and
2. The CSBG programs and services are in alignment with the mission.

Standard 4.2 The organization's/department's Community Action Plan is outcome-based, anti- poverty focused, and ties directly to the community assessment.

Standard 4.3 The organization's/department's Community Action Plan and strategic plan document the continuous use of the full Results Oriented Management and Accountability (ROMA) cycle or comparable system (assessment, planning, implementation, achievement of results, and evaluation). In addition, the organization documents having used the services of a ROMA-certified trainer (or equivalent) to assist in implementation.

Appendices

Please complete the table below by entering the title of the document and its assigned appendix letter. Agencies must provide a copy of the Notice(s) of Public Hearing and the Low-Income Testimony and the Agency's Response document as appendices A and B, respectively. Other appendices such as the community need assessment, surveys, maps, graphs, executive summaries, analytical summaries are encouraged. All appendices should be labeled as an appendix (e.g., Appendix A: Copy of the Notice of Public Hearing) and submitted with the CAP.

Document Title	Appendix Location
Copy of the Notice(s) of Public Hearing	A
Low-Income Testimony and Agency's Response	B
Community Needs Assessment Report	C

Appendix C

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY | LIVE WELL SAN DIEGO

DEPARTMENT OF HOMELESS SOLUTIONS AND EQUITABLE COMMUNITIES

COMMUNITY VOICES

Community Needs Assessment Report

Input for the 2024-2025 Community Action Partnership Needs Assessment

Health and Human Services Agency, Office of Homeless Solutions and Equitable Communities, Community Action Partnership

Prepared by:

Arboreta Group
CULTIVATE & THRIVE

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Executive Summary

The County of San Diego, Health and Human Services Agency (HHSA), Department of Homeless Solutions and Equitable Communities (HSEC), Office of Equitable Communities (OEqC), Community Action Partnership (CAP) strives to enhance community engagement and collaboration and devote efforts to meet the needs of underserved communities. Through a community needs assessment process, data and feedback is gathered from the community in preparation for the 2024-2025 Community Action Plan (Plan). The Plan consists of both quantitative data regarding conditions of poverty in San Diego service regions, and direct qualitative feedback from customers and the community regarding issues they consider priorities for themselves and their communities. In preparation for the Plan, the County of San Diego contracted Arboreta Group LLC (Arboreta) to complete a community needs assessment process between November 2022 and March 2023. The goals of the process were to:

- Leverage partnerships with Community Based Organizations (CBOs) and existing RLA groups to assist in gathering data for the 2022/2023 CAP Community Needs Assessment following similar methodologies used in the 2014, 2016, 2018, and 2020 Needs Assessments.
- Facilitate a countywide community needs assessment through surveys and virtual or in-person community dialogues to ensure CAP programs are informed by feedback collected from San Diego's economically disadvantaged communities.

The community needs assessment surveys and dialogues collected in each region will assist the Community Action Partnership (CAP) of San Diego County to gather data and feedback from the community in preparation for the 2024-2025 Community Action Plan (Plan). The Plan consists of both quantitative data regarding conditions of poverty in San Diego service regions, and direct qualitative feedback from customers and the community regarding issues they consider priorities for themselves and their communities. The needs assessment is conducted in all six (6) of the Health and Human Service Agency (HHSA) designated service regions using surveys and community dialogues to gather the data through collaboration with local community groups and networks, including the Resident Leadership Academy (RLA) Network, to outreach to residents. The community feedback is to be used to guide the direction of current and future CAP programs which focus on addressing the identified needs (SOW).

In all six (6) HHSA designated service regions, the same CAP Community Needs Assessment Survey was made available online, via Survey Monkey, in English, Spanish, Vietnamese, and Arabic. Feedback from residents was gathered from January 5, 2023 through February 28, 2023 and a total of 1,266 responses with valid San Diego County zip codes were collected throughout the county.

Countywide, respondents identified the following as top priorities:

1. Availability of affordable and quality housing
2. Availability of affordable and accessible healthcare (including extended hours and translation)
3. Access to parks and outdoor open spaces
4. Knowledge of available community resources (local non-profits, social services, government programs, etc.)
5. Access to quality and affordable internet services
6. Access to mental/behavioral health services

Arboreta held twelve community dialogues, in collaboration with partnering CBOs, throughout the County of San Diego. Residents in each region joined community dialogues in-person or virtually. The community dialogues were an opportunity for residents to discuss specific regional concerns and offer solutions across the County's *Live Well San Diego* top five areas of influence: health, knowledge, standard of living, community, and social. The community dialogues were attended by a total of 188 residents and were facilitated in English, Spanish, Vietnamese, Arabic, Dari, Pashto, and Farsi by Arboreta, CBO staff, and volunteer interpreters coordinated by partner CBOs.

The community dialogues held in each region of the County of San Diego provided insight into the areas of most concern to residents as well as what programs and solutions they would like to see in their community. There were many overlapping and similar issues addressed across all the forums conducted. Six out of the 13 subcategories were highlighted throughout all regions of the county – COVID-19, health of community, educational/training opportunities, food access and sovereignty, inclusion of people with disabilities, and community and neighborhood safety. Affordable housing was also discussed as a high-level need in the Central, East, and North Central regions. Though different equity issues were discussed throughout all areas of influence (e.g., affordable housing, access to healthcare, higher levels of pollution in low-income areas) it was only discussed and specifically noted in the North Coastal and South regions.

The greatest concerns expressed by residents countywide, in no particular order, across the County's *Live Well San Diego* top five areas of influence are listed below:

1. Transportation and safety issues
2. Physical and mental health resources
3. Programs and activities for children
4. Accessibility and effectiveness of services
5. Lack of affordable and long-term housing
6. Homelessness

Regional Profile

San Diego County is California's second most populous county and the fifth most populated in the United States' with a population of over 3.3 million residents. The county covers 4,621 square miles extending 75 miles along the Pacific Coast from Mexico to Orange County and inland 75 miles to Imperial County along the international border shared with Mexico. The county encompasses 18 incorporated cities and numerous unincorporated areas, 18 federally recognized Native American Reservations, and nine military bases. Overall, San Diego County is an area that is known for its scenic beauty, diverse cultural makeup, and bustling binational economy. It offers residents access to diverse employment and educational opportunities with over 20 colleges including five universities as well as recreational activities such as surfing, hiking, and outdoor activities at over 340 parks.

San Diego County is an ethnically diverse county with the five largest ethnic groups being White (Non-Hispanic) (44.9%), Hispanic (33.9%), Asian (Non-Hispanic) (11.7%), Black (Non-Hispanic) (4.6%), and Two+ (3.9%). Approximately 21.5% of the county's population is immigrants, including refugees, who come from other countries, speak 68 different languages, and have a variety of needs as they assimilate into their new environment. In homes across the county, 37% speak a language other English at home with most common languages being Spanish, Vietnamese, Tagalog, and Arabic.[1]

San Diego has an approximately even distribution of males and females but does not give options for choosing or tracking data on nonbinary, transgender or other gender-diverse people. Approximately 8.8% of the adult population in San Diego County identify as Lesbian, Gay, Bisexual, and Queer (LGBQ). The age distribution of the County of San Diego is as follows:[2]

San Diego County LGBQ Age Distribution	
Age 0-4:	6.2%
Age 5-14:	11.9%
Age 15-24:	13.8%
Age 25-44:	29.9%
Age 45-64:	24.1%
Age 65+:	14.1%

San Diego County has a higher rate of high school graduates than the state average (92%), but it is slightly lower than the national average (92.6%). The county also has a lower rate of college graduates than the state and national averages at 33.2%. San Diego County has an unemployment rate of 4.5%, which is only slightly lower than the state average of 4.8%. The major industries in the area are tourism, defense, biotechnology, and international trade. There are over 145,000 active military personnel in the county.

San Diego County has a higher poverty rate than the national average at 13.4%, but this is still lower than the state average of 15.1%. However, the cost of living and housing in San Diego County is notoriously high particularly for housing. According to data reported by the Council for Community and Economic Research (C2ER), in the second quarter of 2021 it was 129% more expensive to live in San Diego than in the average U.S. city and the median home price was the sixth highest in the nation. In June 2021, the median price for a single-family home in San Diego was $905,750, while the median household income was $85,507; with rent for an apartment averaging $2,558 a month in comparison to the national average of $1,215. The table below compares the true income needs to achieve self-sufficiency and meet basic needs for individuals and families living in San Diego County with the current Federal Poverty thresholds for similar household sizes. Many San Diego County residents, living both below and above poverty guidelines are caught in a large gap not being able to afford the cost of living and not qualifying for social safety net programs.

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[1] County of San Diego, Health and Human Services Agency, Public Health Services, Community Health Statistics Unit. December 2022. "2016-2020 Demographic Profiles." https://www.sandiegocounty.gov/content/dam/sdc/hhsa/programs/phs/CHS/2020%20Region%20SRA%20Demographic%20Profiles.pdf.

[2] County of San Diego, Health and Human Services Agency, Public Health Services, Community Health Statistics Unit. April 2022. "The Adult Lesbian, Gay, Bisexual, and Queer (LGBQ) Population in San Diego County, 2016-2020." https://www.sandiegocounty.gov/content/dam/sdc/hhsa/programs/phs/CHS/Adult%20LGBQ%20Population%20in%20SDC%20Brief_FINAL.pdf.

San Diego County Self-Sufficiency Standards - 2020					
Household Composition	**1 Adult**	**1 Adult + school age child**	**1 Adult + preschooler + school age**	**2 Adults + infant + preschooler**	**2 Adults + preschooler + 2 school age**
Yearly income needed to live self-sufficiently in San Diego County	$36,705	$60,155	$83,100	$104,459	$121,867
Average living wage per household in San Diego County*	$17.38	$28.48	$39.35	$24.73 each	$28.85 each
Federal Poverty Level - 2021					
Household Size	**1 Individual**	**2 Individual**	**3 Individual**	**4 Individual**	**5 Individual**
U.S. Poverty Thresholds	$12,880	$17,420	$21,960	$26,500	$31,040

Source: County of San Diego Health and Human Services Agency, 2016-2020 Demographic Profiles

Community Action Partnership and *Live Well San Diego*

Community Action Partnership (CAP) is a public community action agency, within the San Diego County Health and Human Services Agency (HHSA) organizational structure. HHSA provides critical public health services to the general population of over 3 million residents and an array of social services to the roughly 750,000 recipients of federal, State and County funded programs like Medi-Cal, CalFresh, CalWORKs, Foster Care and Adoptions. HHSA operates a regional service delivery system that recognizes the geographically and socially diverse assets and needs of the region. There are six (6) HHSA designated regional service areas: Central Region, North Central Region, East Region, North Coastal Region, North Inland Region, and South Region. CAP provides programs countywide to address priority issues in low-income communities through regional service delivery contracts in each of the HHSA designated regions.

Live Well San Diego is HHSA's vision to achieve healthy, safe, and thriving communities to advance a just, sustainable, and resilient future for all. A The vision was expanded to become a broader and long-term effort to improve the health and well-being of all county residents.

Live Well San Diego is a model for bringing about changes and improvements throughout the county through collective action. Community and faith-based organizations have the potential to reach out to individuals and families throughout San Diego County. Working together, partner organizations are sharing best practices and hosting programs that support healthy, safe, and thriving communities and congregations. Community and faith-based partners are supporting safe routes, programs, neighborhood clean-ups and, accident prevention at home for families. They are also using educational and promotional materials to encourage at-risk community members to eat more fruits and vegetables, incorporate physical activity into their daily routines and work with vulnerable populations for disaster preparedness. Protecting residents from crime through neighborhood watch programs, promoting drug-free and gang-free communities, and making homes safe from unintentional injuries can improve quality of life.

Live Well San Diego Indicators

Live Well San Diego unites the County and its partners under a shared vision – progress towards achieving the vision is measured across a person's lifespan within 5 Areas of Influence. The 5 Areas of Influence are as follows:

Live Well San Diego serves as the foundation for bringing partners together to discuss common goals and complementary strategies to work towards the shared vision. CAP continues to cultivate and strengthen the collective impact surrounding strategies for economic inclusion in the region, so that all San Diegans are healthy, safe, and thriving.

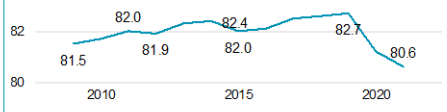
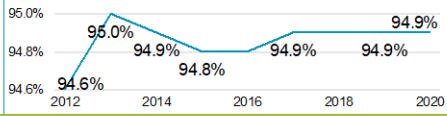
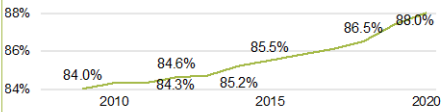
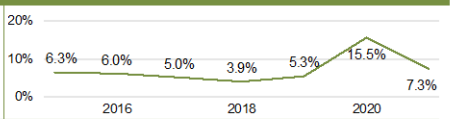
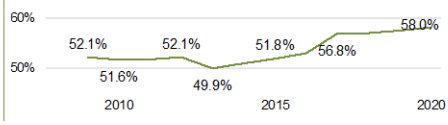
The key community indicators below are from the County of San Diego's *Live Well San Diego* Open Data Portal (www.livewellsd.org) and include data identified to best measure regional progress across the *Live Well San Diego* Areas of Influence. Data is presented at the countywide level and grouped according to the corresponding Area of Influence – when available, comparison data for California and the U.S. is provided.

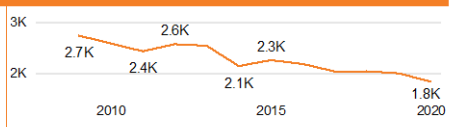
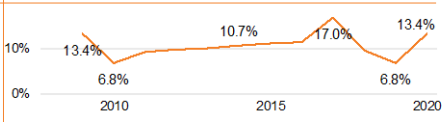
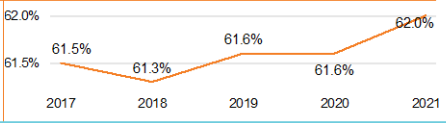
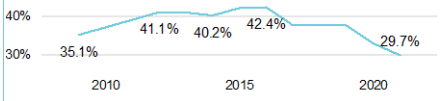
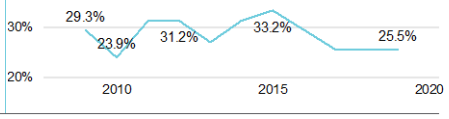
Live Well San Diego Top 10 Indicators

LIVE WELL SAN DIEGO

Annual Progress Report

Choosing an area in the drop-down will update values in the last column on this page. If current data is not available, a "(Blank)" will appear.

	U.S.	Calif.	Select Area: San Diego County	
HEALTH - Enjoying good health and expecting to live a full life				
Life Expectancy: Length of life expected at birth in years	76.1	80.8	80.6	
Quality of Life: Percent of the population sufficiently healthy to live independently (not including those who reside in nursing homes or other institutions)	94.2%	94.5%	94.9%	
KNOWLEDGE - Learning throughout the lifespan				
Education: Percent of population aged 25 and over with at least a High School Diploma or Equivalent	88.5%	83.9%	88.0%	
STANDARD OF LIVING - Having enough resources for a quality of life				
Unemployment Rate: Percent of the total labor force that is unemployed	6.2%	8.0%	7.3%	
Income: Percent of population spending less than 1/3 of income on housing	69.7%	59.9%	58.0%	

COMMUNITY - Living in a clean and safe neighborhood				
Security-Overall Crime Rate: Number of crimes per 100,000 people (all crimes, including violent and property)	2346.0	2581.0	1830.5	
Physical Environment-Air Quality: Percent of days that air quality was rated as unhealthy for sensitive populations	1.5%	10.7%	13.4%	
Built Environment-Distance To Park: Percent of Population living within a 10 minute walk (quarter mile) of a park or community space	(Blank)	(Blank)	62.0%	
SOCIAL - Helping each other to live well				
Vulnerable Populations-Food Insecurity: Percent of population with income of 200 percent or less of the federal poverty level, who have experienced food insecurity	(Blank)	37.4%	29.7%	
Community Involvement-Volunteerism: Percent of population who volunteer	30.0%	25.4%	25.5%	

Community Action Partnership Community Needs Assessment 2022-2023

Overview

The community needs assessment surveys and dialogues collected in each region will assist the Community Action Partnership (CAP) of San Diego County to gather data and feedback from the community in preparation for the 2024-2025 Community Action Plan (Plan). The Plan consists of both quantitative data regarding conditions of poverty in San Diego service regions, and direct qualitative feedback from customers and the community regarding issues they consider priorities for themselves and their communities. The needs assessment is conducted in all six (6) of the Health and Human Service Agency (HHSA) designated service regions using surveys and community dialogues to gather the data through collaboration with local community groups and networks, including the Resident Leadership Academy (RLA) Network, to outreach to residents. The community feedback is to be used to guide the direction of current and future CAP programs which focus on addressing the identified needs (SOW).

In each region of the County of San Diego, Arboreta Group LLC (Arboreta) partnered with community-based organizations (CBOs) to collect surveys throughout the County of San Diego and facilitate community dialogues to target residents in economically and historically disadvantaged communities. The primary CBOs in each region that partnered with Arbroeta on this process include:

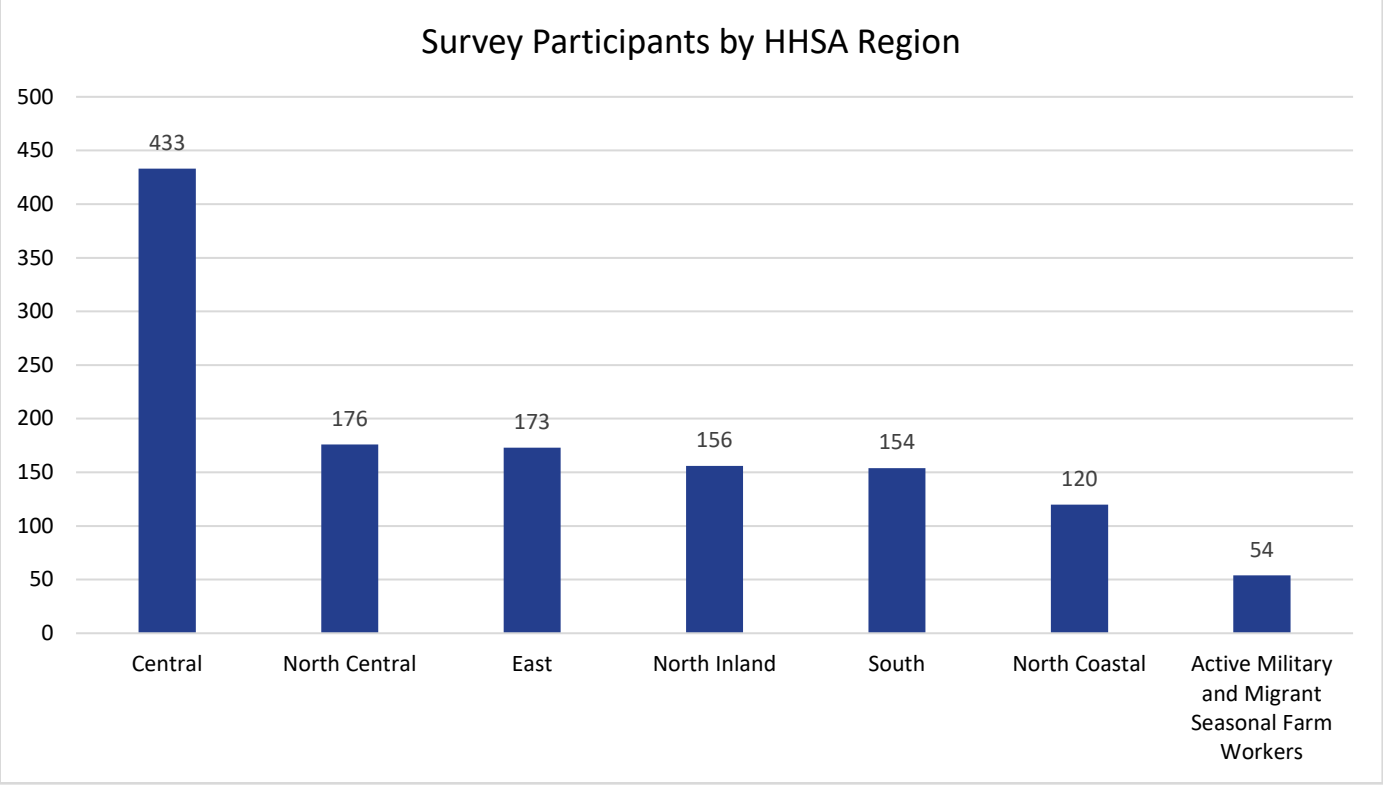
- **Central** – Urban Collaborative Project and Father Joe's Village
- **East** – El Cajon Collaborative
- **North Central** – Bayside Community Center
- **North Coastal** – MANA de North County
- **North Inland** – Escondido Education COMPACT
- **South** – SBCS

Arboreta collaborated with the above CBOs to gather feedback from residents, using the CAP Community Needs Assessment process, to help the County of San Diego identify successful programs, areas for improvement, and potential future programs and services. Arboreta relied on the expertise of partnering CBOs and designated community members in each region on the best way to reach both their clients and residents at

large in the region they serve. Given their important work in the community, CBOs have extensive and trusted relationships with the community and clients they serve and were able to encourage residents to provide their feedback by taking the CAP Community Needs Assessment Survey. Sample messaging and flyers were provided to partnering and supporting organizations to help promote the survey via social media and newsletters. The messaging encouraged clients and community members to have their voice heard about the issues that affect them most and communicated with them that that their feedback on the survey would inform CAP's program development for the County of San Diego over the next two years.

CAP Community Needs Assessment Survey

In all six (6) HHSA designated services regions, the same CAP Community Needs Assessment Survey was made available online, via Survey Monkey, in English, Spanish, Vietnamese, and Arabic. The survey was promoted via various community-based organizations, nonprofits, small businesses, and San Diego County networks through email, social media, organizational newsletters, message boards, and in-person and virtual events. A total of 1,266 residents participated in the survey and provided their feedback – Including a significant amount of Active Military and Migrant Seasonal Farm Workers – to help CAP of San Diego County identify successful programs, areas for improvement, and potential future programs and services. The Active Military and migrant seasonal farmworkers who took the survey but inputted a zip code that was outside of the County of San Diego accounted for 54 of the survey participants; these participants were also included in the total response survey responses received because they may have put the zip code of their permanent residence zip code. The chart below details how many residents in each HHSA region participated in the survey.

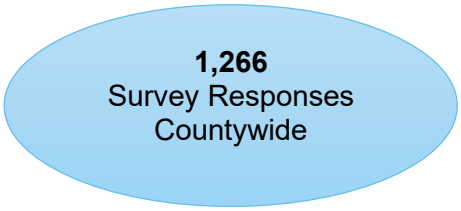


The survey was shared with Resident Leadership Academy Members, the clients of the partnering organizations, and other community members and residents throughout the County of San Diego. Partnering CBOs distributed the survey organization wide, and through their network of collaboratives, partners, and supporters encouraging people to take the survey and organizations to share with their clients and networks. The County of San Diego and other local providers also shared the survey throughout the region.

Feedback from residents was gathered from January 5, 2023 through February 28, 2023. The English and Spanish versions of the survey were distributed first and shortly after the Vietnamese and Arabic versions

became available. The estimated time to take the survey listed on promotional materials was 15-minutes. After receiving all the data, Survey Monkey stated that it took participants an estimated 10-minutes to complete the survey. The survey had three components – demographics, community input, and community needs and services. Residents were asked to provide input on topics including prioritizing the importance of specified issues for their household and assessing programs and services in their region. At the end of the survey respondents were given the option to enter an opportunity drawing for a $100 gift card to Amazon, receive a copy of the final report, and request additional information on various topics. The email addresses provided by respondents have been removed from the data submitted to the county and are not tied to any responses in the community input and community needs and services sections of the survey. The email addresses will be deleted to preserve anonymity once the opportunity drawings for each region have been completed and the winners are contacted and receive their gift card.

Countywide, 1,266 residents participated in the CAP Community Needs Assessment Survey. Of the 1,266 surveys, 1,164 were completed in English, 100 were completed in Spanish, and 2 were completed in Vietnamese. Overall, the survey had an 85% completion rate.



All participants completed the required questions that were noted with an asterisk (*). A small number of participants left some questions on the demographics form blank. Blank cells in the workbook reflect the questions that participants skipped. Blank responses are listed below as N/A for each of the questions that were not required. All percentages are rounded to the nearest tenth.

Demographics of Countywide Survey Respondents

Language of Surveys	English	Spanish	Arabic	Vietnamese
	1,164	100	0	2
	91.9%	7.9%	0.0%	0.2%

Gender Identity	Female	Male	Transgender Female	Transgender Male	Non-binary	Other Gender	Prefer not to answer
	798	435	4	0	16	1	12
	63%	34.4%	0.3%	0.0%	1.3%	0.1%	0.9%

Age	Youth (6-13)	Teen (14-17)	Young Adult (18-24)	Adult (25-59)	Older Adult (60+)	Prefer not to answer
	24	47	194	820	159	18
	1.9%	3.7%	15.3%	64.8%	12.6%	1.4%

Ethnicity	American Indian or Alaskan Native	Asian	Black or African American	Native Hawaiian or Other Pacific Islander	Latino or Hispanic	Middle Eastern /Arabic	Caucasian	Multiple	Other
	192	92	123	26	467	16	281	46	23
	15.2%	7.3%	9.7%	2.1%	36.9%	1.3%	22.2%	3.6%	1.8%

Any children under 18	Yes	No	N/A
	498	757	10
	39.3%	59.8%	0.8%

Household (multiple response)	Single Person	Two	Three	Four	Five	Six or more	N/A
	152	397	251	248	121	89	8
	12%	31.4%	19.8%	19.6%	9.6%	7%	0.6%

Served in the military	Veteran	Active Military	No	N/A
	139	183	932	12
	11%	14.5%	73.6%	0.9%

Employment Status	Employed, full-time	Employed, part-time	Migrant seasonal farm worker	Not employed – short term (6 months or less)	Not employed – long term (more than 6 months)	Retired	Prefer not to answer	N/A
	743	229	53	30	89	58	52	12
	58.7%	18.1%	4.2%	2.4%	7%	4.6%	4.1%	0.9%

Household	Children 0-17	Youth ages 14-24 who are neither working nor in school	Adults 66 or older	Refugees who have been in the U.S. 5 years or less	A person or people with sensory impairment (vision or hearing)
	498	253	279	48	74
	39.3%	20%	22%	3.8%	5.8%

Consider self to have a disability	Yes	No	N/A
	289	955	22
	22.8%	75.4%	1.7%

RLA Network Member	Yes	No	N/A
	334	920	12
	26.4%	72.7%	0.9%

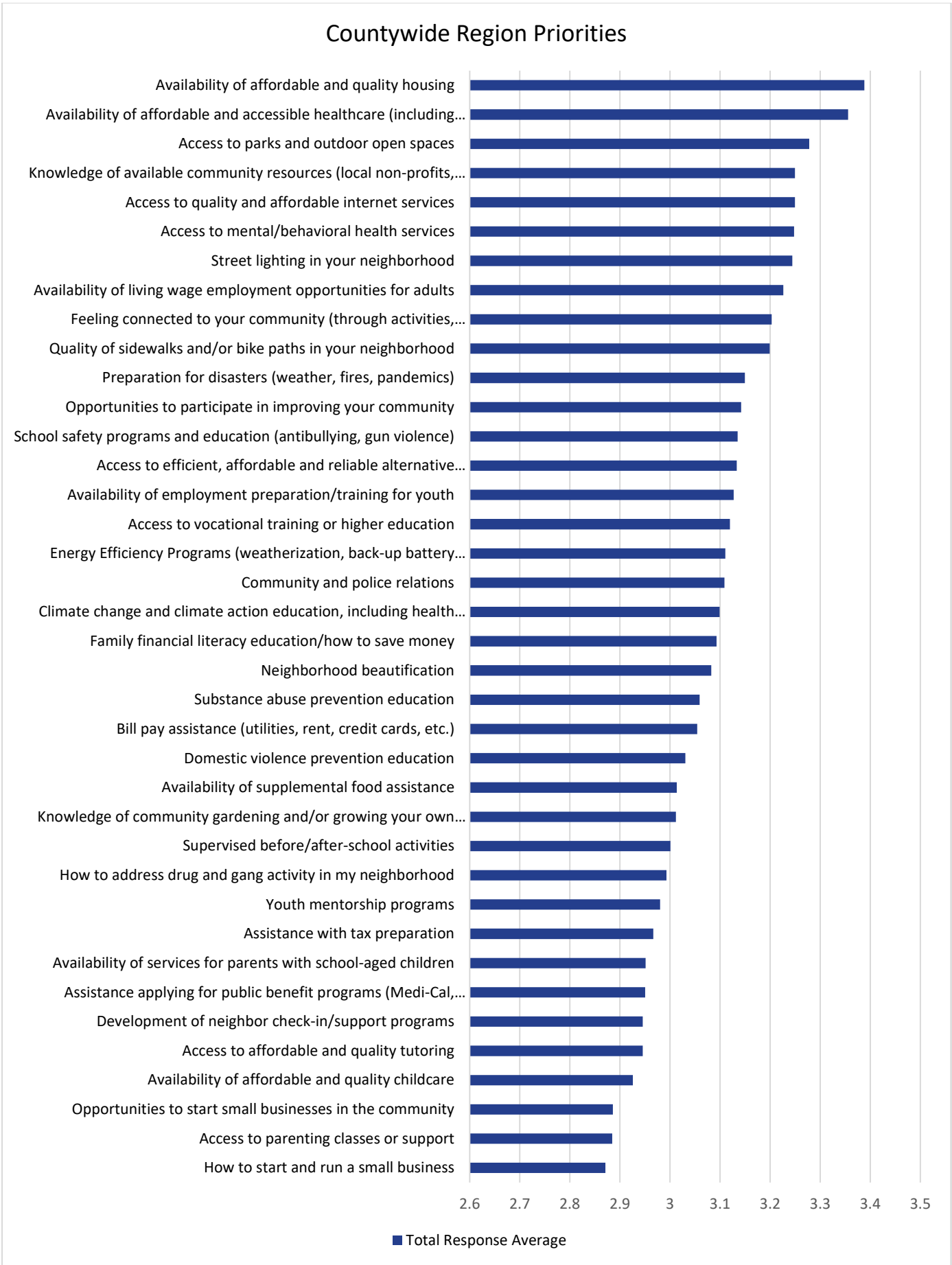
Survey Responses

Priorities

The first question in the survey asked respondents to indicate how important a topic was to their household across the County's *Live Well San Diego* top five areas of influence: health, knowledge, standard of living, community, and social, are listed below: Countywide, the top topics selected were:

1. Availability of affordable and quality housing
2. Availability of affordable and accessible healthcare (including extended hours and translation)
3. Access to parks and outdoor open spaces
4. Knowledge of available community resources (local non-profits, social services, government programs, etc.)
5. Access to quality and affordable internet services
6. Access to mental/behavioral health services

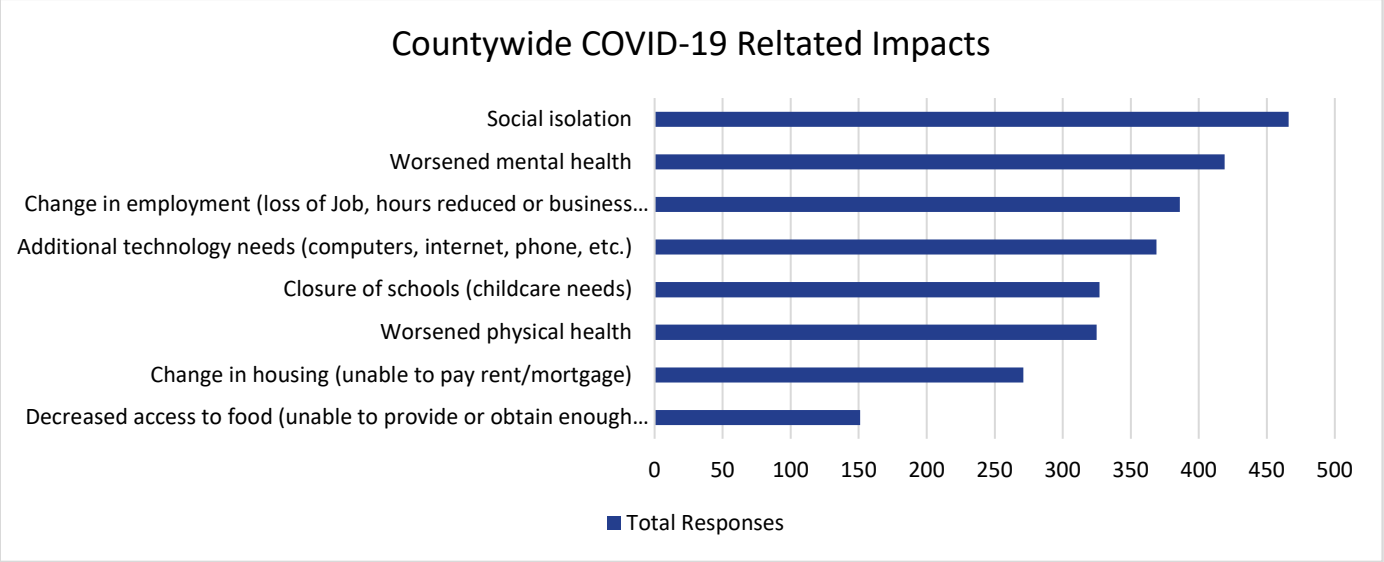
Respondents provided their level of importance for 38 topics. Topics were weighted on a scale of 1 to 4, with 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 1,113 respondents answered this question.


Countywide Region Priorities
Availability of affordable and quality housing
Availability of affordable and accessible healthcare (including...
Access to parks and outdoor open spaces
Knowledge of available community resources (local non-profits,...
Access to quality and affordable internet services
Access to mental/behavioral health services
Street lighting in your neighborhood
Availability of living wage employment opportunities for adults
Feeling connected to your community (through activities,...
Quality of sidewalks and/or bike paths in your neighborhood
Preparation for disasters (weather, fires, pandemics)
Opportunities to participate in improving your community
School safety programs and education (antibullying, gun violence)
Access to efficient, affordable and reliable alternative...
Availability of employment preparation/training for youth
Access to vocational training or higher education
Energy Efficiency Programs (weatherization, back-up battery...
Community and police relations
Climate change and climate action education, including health...
Family financial literacy education/how to save money
Neighborhood beautification
Substance abuse prevention education
Bill pay assistance (utilities, rent, credit cards, etc.)
Domestic violence prevention education
Availability of supplemental food assistance
Knowledge of community gardening and/or growing your own...
Supervised before/after-school activities
How to address drug and gang activity in my neighborhood
Youth mentorship programs
Assistance with tax preparation
Availability of services for parents with school-aged children
Assistance applying for public benefit programs (Medi-Cal,...
Development of neighbor check-in/support programs
Access to affordable and quality tutoring
Availability of affordable and quality childcare
Opportunities to start small businesses in the community
Access to parenting classes or support
How to start and run a small business
2.6
2.7
2.8
2.9
3
3.1
3.2
3.3
3.4
3.5
Total Response Average

COVID-19

Respondents were asked the following three questions about COVID-19.

When asked, “In what ways has the COVID-19 Pandemic negatively impacted your life? Check all that apply.” Responded shared the following impacts, ordered by total number of responses.



Respondents were asked, “Do you currently utilize any resources to help you with paying rent or rent related costs (security deposits, etc)?”

Currently utilizing resources to help pay rent or rent related costs	**Yes**	**No**	**N/A**
	330	761	175
	26.1%	60.1%	13.8%

If respondents selected yes to the question above, they were asked to identify where they obtain assistance to pay rent. Of the 330 that answered yes, 322 responded to this question.

Assistance to pay rent	**Family & friends**	**Non-profit organization support**	**Government assistance**	**N/A**
	160	75	87	8

Respondents were asked, “Do you currently utilize any resources to help you with paying for utilities?”

Currently utilizing resources to help pay for utilities	**Yes**	**No**	**N/A**
	337	873	182
	26.6%	69%	14.4%

If respondents selected yes to the question above, they were asked to identify where they obtain assistance to pay for utilities. Of the 337 that answered yes, 335 responded to this question.

Assistance to pay utilities	**Family & friends**	**Non-profit organization support**	**Government assistance**	**Utility company programs**	**N/A**
	70	68	87	110	2

Food Access

Respondents answered how they use specific resources to obtain food for their household prior to and since the start of the COVID-19 Pandemic. They were asked to check all that apply to the following questions:

- "Prior to the COVID-19 Pandemic, did you utilize any of the following resources to obtain food for your household?"
- "Have you utilized any new/additional community resources to obtain food for your household since the start of the COVID-19 Pandemic?"

Resources to obtain food for your household	Prior to the COVID-19 Pandemic	Since the start of the COVID-19 Pandemic
Community organizations	196	195
	15.5%	15.4%
CalFresh benefits (formerly known as food stamps)	252	190
	19.9%	15%
Food pantry/food bank	222	266
	17.5%	21%
Church or faith community	153	182
	12.1%	14.4%
School provided meals	183	172
	14.5%	13.6%
Family or friend provided meals	140	144
	11.1%	11.4%
Other free meals	73	90
	5.8%	7.1%
Not applicable	405	383
	32%	30.3%

Programs and Services

Respondents were asked the following two questions about programs and services.

"What are the barriers that keep you from utilizing FREE services/programs? Check all that apply."

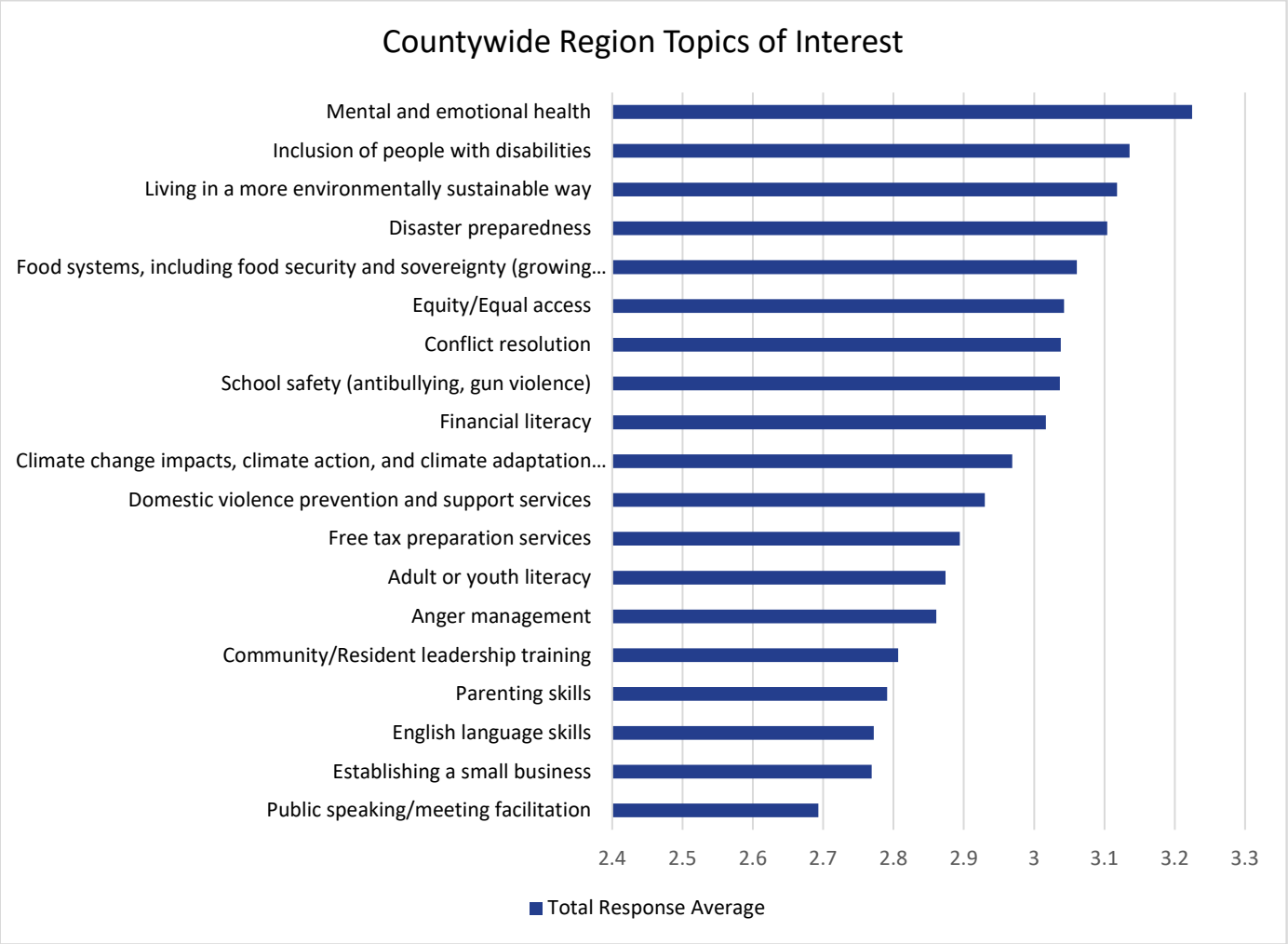
Barriers to utilizing FREE services/programs	
Lack of transportation (personal or public)	155
	12.2%
Work hours	252
	19.9%
Lack of childcare	160
	12.6%
Internet access/technology/lack of equipment	153
	12.1%
Language	120
	9.5%
Other	110
	8.7%
I do not know what services/programs are available	252
	19.9%
Not applicable	321
	25.4%

“How much interest do you have in learning about these topics? Please choose the appropriate number using the following scale, 1=Not important, 2=Not very important, 3=Important, and 4=Very important.”

Respondents were most interested in learning about:

1. Mental and emotional health
2. Inclusion of people with disabilities
3. Living in a more environmentally sustainable way
4. Disaster preparedness

Respondents provided their level of importance in learning for 19 topics. Topics were weighted on a sale of 1 to 4, 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 1,239 respondents answered this question.



Social Connection

Respondents were asked the following three questions on social connection.

“In general, how connected do you feel to your community (neighborhood, work, school, places of worship, social)? On a scale of 1-10, please choose the appropriate number using the following scale, 1=Least connected, 10=Most connected.” 1,036 respondents answered this question.

“As a community, do you feel confident that we can find solutions to difficult problems? On a scale of 1-10, please choose the appropriate number using the following scale, 1=Least confident, 10=Most confident.” 1,068 respondents answered this question.

“What social groups or networks are you a part of? Check all that apply.”

Social groups or networks	
Family	665
	52.5%
Close friends	647
	51.1%
Parent groups	225
	17.8%
Coworkers	466
	36.8%
Academic groups	183
	14.5%
Volunteer groups	371
	29.3%
Professional groups	269
	21.2%
Recreational groups/teams	155
	12.2%
Faith-based groups	206
	16.3
Other groups_____	64
	5.1%

Some of the other groups that respondents typed were peer support groups, such as Alcoholics Anonymous; the LGBTQIA community; neighborhood associations, such as homeworkers association (HOA) and neighborhood watch; the Resident Leadership Academy; street homeless, and social media groups.

Built Environment, Transportation, and Climate

Respondents were asked six questions about built environment, transportation, and climate.

“Do you typically use an alternative means of transportation, such as a bike or public transportation, and NOT a car?”

Use of alternative means of transportation	Yes	No	N/A
	432	651	183
	34.1%	51.4%	14.5%

“What are the barriers or challenges you and/or your family face to using alternative means of transportation (bike, walk, scooter, public transportation)? Check all that apply.”

Barriers faced to in using alternative means of transportation	Safety	Violence in the community	Convenience	Reliability of services	High cost or unaffordable	Lack of information	Not interested
	444	321	489	304	210	169	183
	35.1%	25.4%	38.6%	24%	16.6%	13.3%	14.5%

“Do you currently use a mobility device, such as a cane, walker, or wheelchair?”

Currently use a mobility device	Yes	No	N/A
	283	804	179
	22.4%	63.5%	14.1%

If respondents selected yes to the question above, they were asked, “are the sidewalks safe (e.g., enough space, appropriate signage, etc.) in your community for mobility?” Of the 283 that answered yes, 279 responded to this question.

Are sidewalks safe	Yes	No	N/A
	221	58	4

If respondents selected yes to using a mobility device, they were asked, “is there adequate street lighting for safe mobility in your community?” Of the 283 that answered yes, 271 responded to this question.

Adequate street lighting	Yes	No	N/A
	215	56	12

“How worried are you about climate change/global warming?”

Worried about climate change	Very worried	Somewhat worried	Not very worried	Not at all worried	N/A
	582	449	197	66	169
	46%	35.5%	15.6%	5.2%	13.3%

“How often do you discuss climate change/global warming with your family and friends?”

Discuss climate change with family and friends	Often	Occasionally	Never	N/A
	352	553	189	172
	27.8%	43.7%	14.9%	13.6%

“How important is the issue of climate change to you personally?”

How important is the issue of climate change	Extremely important	Very important	Somewhat important	Not too important	Not at all important	N/A
	277	359	297	99	64	170
	21.9%	28.4%	23.5%	7.8%	5.1%	13.4%

Communication

Respondents were asked three questions about communication.

“Would you benefit from access to one of the following communication methods that meets the needs of disabled residents? Check all that apply.”

Communication methods	American Sign Language (ASL)	TeleType (TTY) or Telecommunications Device (TDD) or Text Telephone (TT)	Large print	Screen reader compatible web page or document	Phone calls	Braille
	168	205	311	205	196	61
	13.3%	16.2%	24.6%	16.2%	15.5%	4.8%

“Which sources do you turn to for local information and resources? Check all that apply.”

Sources for local information and resources	
Local or community newspaper	315
	24.9%
Television news	464
	36.7%
Radio	379
	29.9%
Billboards	189
	14.9%
Local community organization	359
	28.4%
Email	467
	36.9%
Church or faith community	193
	15.2%
School email/newsletter	223
	17.6%
Online search	503
	39.7%
Social media (Facebook, Twitter, Instagram, Next Door, other)	483
	38.2%
Word of mouth	387
	30.6%

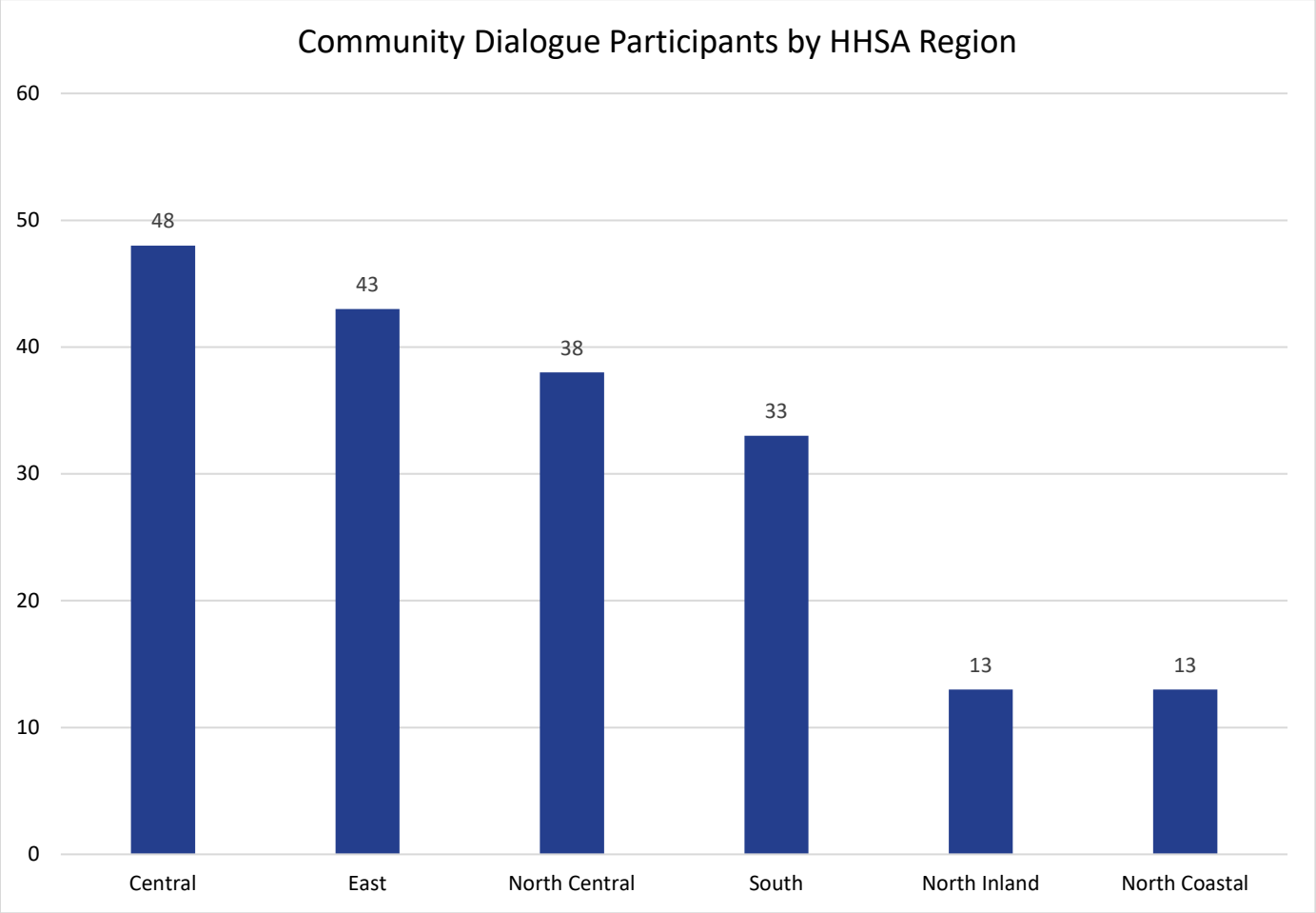
“Would you like to receive additional resources? If yes, which resources would you like to receive? Check all that apply.”

Additional resources*	
Food resources	248
	19.6%
Financial literacy	286
	22.6%
Tax preparation support	291
	23%
Community engagement/resident leadership trainings	267
	21.1%
Refugee services	131
	10.3%
Transportation/Traffic safety	194
	15.3%
Child passenger safety training	117
	9.2%
Conflict resolution/mediation services	173
	13.7%

*Additional resources requested by all respondents regardless of if they initially answered yes or no.

CAP Community Dialogues

Residents in each region joined community dialogues in-person or virtually. The community dialogues were an opportunity for residents to discuss specific regional concerns and offer solutions across the County's *Live Well San Diego* top five areas of influence: health, knowledge, standard of living, community, and social. The community dialogues were attended by a total of 188 residents and were facilitated in English, Spanish, Vietnamese, Arabic, Dari, Pashto, and Farsi by Arboreta, CBO staff, and volunteer interpreters coordinated by partner CBOs. The chart below indicates how many residents in each region attended the community dialogues.



Process

Arboreta held twelve community dialogues, in collaboration in partnering CBO, throughout the County of San Diego utilizing the community forum guidelines and toolkit provided by CAP. To meet the goals of resident involvement and feedback in identifying needs and solutions to issues in their community, Arboreta created a facilitation plan that focused on small group discussions around the categories (Health, Knowledge, Standard of Living, Community, and Social), allowing residents to provide input in any and all categories they wished. Arboreta scheduled community dialogues per the recommendations of the partnering CBOs in each region to reach the greatest number of participants. The community dialogues were promoted by partnering CBOs, the County of San Diego, and other local nonprofits and organizations. The details for each community dialogue were presented on a flyer and distributed through newsletters, social media, message boards, and virtual and in-person groups and meetings.

Residents in each region joined community dialogues in-person or virtually. The community dialogues were an opportunity for residents to discuss specific regional concerns and offer solutions across the County's *Live Well*

San Diego top five areas of influence: health, knowledge, standard of living, community, and social. The community dialogues were attended by a total of 188 residents and were facilitated in English, Spanish, Vietnamese, Arabic, Dari, Pashto, and Farsi by Arboreta, CBO staff, and volunteer interpreters coordinated by partner CBOs. Community dialogues occurred throughout the County of San Diego on the following dates:

Community Dialogue Dates			
HHSA Region	**Date**	**Time**	**Location**
Central	1/30/2023 2/1/2023	9:00am – 11:00am 5:30pm – 6:30pm	Neil Good Day Center Virtual, via Zoom
East	1/28/2023	8:00am – 10:00am	Good Shepherd Ministries
North Central	1/20/2023	8:00am – 9:30am	Bayside Community Center
North Coastal	1/25/2023	3:00pm – 4:00pm	El Camino High School
North Inland	1/25/2023 2/6/2023 2/7/2023 2/14/2023	5:00pm – 6:00pm 8:00am – 9:00am 5:30pm – 6:30pm 5:00pm – 6:00pm	Juniper Elementary School Oak Hill Elementary School Virtual, via Zoom Virtual, via Zoom
South	2/2/2023 2/28/2023	9:00am – 10:00am 4:00pm – 5:00pm	Lauderbach Center Mar Vista High School

The greatest concerns expressed by residents countywide, in no particular order, across the County's *Live Well San Diego* top five areas of influence are listed below:

1. Transportation and safety issues
2. Physical and mental health resources
3. Programs and activities for children
4. Accessibility and effectiveness of services
5. Lack of affordable and long-term housing
6. Homelessness

The community dialogues held in each region of the County of San Diego provided insight into the areas of most concern to residents as well as what programs and solutions they would like to see in their community. There were many overlapping and similar issues addressed across all of the forums conducted. Six out of the 13 subcategories were highlighted by the responses and input given by residents throughout all regions of the county – COVID-19, health of community, educational/training opportunities, food access and sovereignty, inclusion of people with disabilities, and community and neighborhood safety. Affordable housing was also discussed as a high-level need in the Central, East, and North Central regions. Though different equity issues were discussed throughout all areas of influence (e.g., affordable housing, access to healthcare, higher levels of pollution in some areas) it was only discussed as a stand-along issue in the dialogues within the North Coastal and South regions.

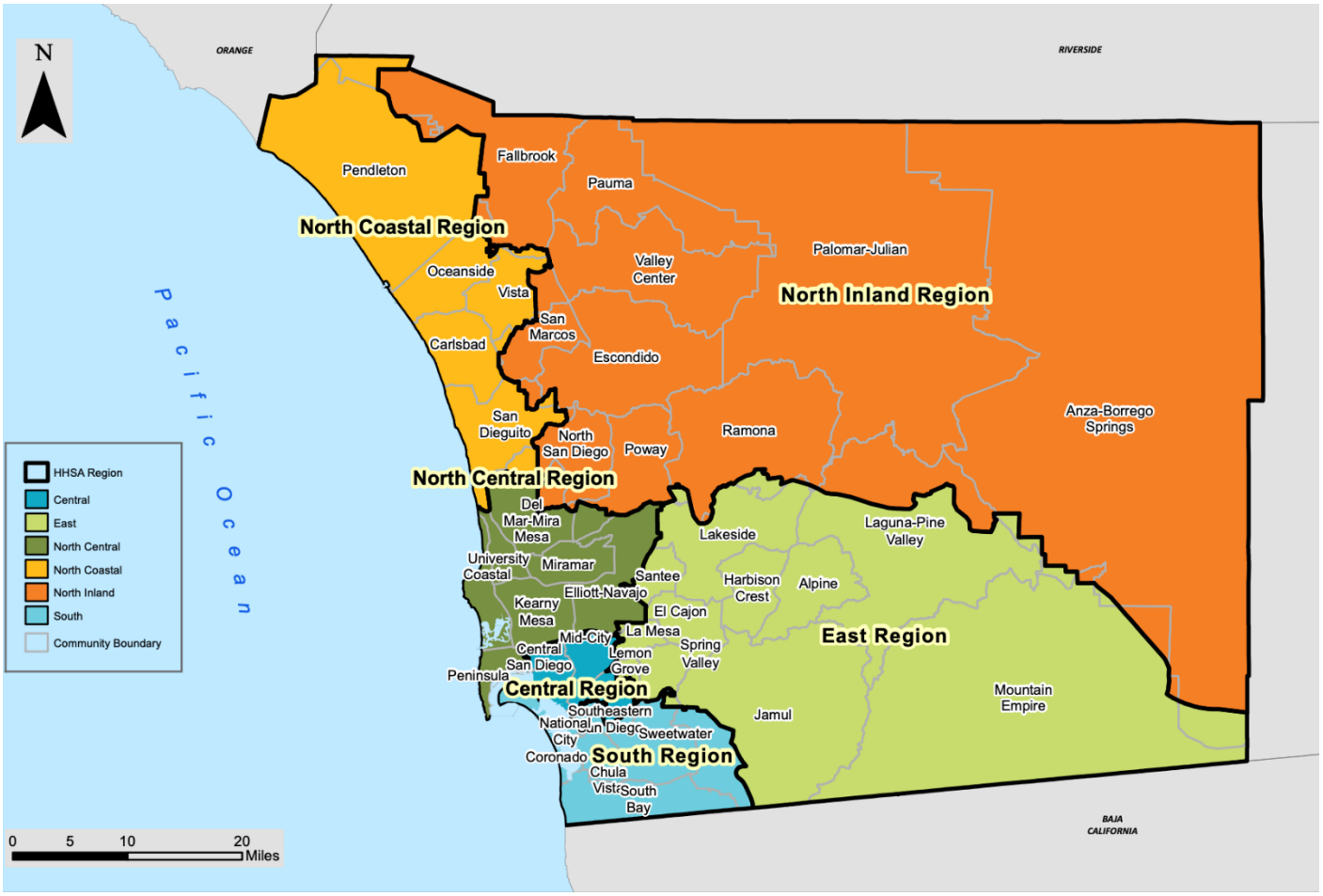
In five out of the six regions, health was a topic of concern identified residents including access to mental health services, medical care, and health and dental. Programs and activities for children along with educational and training opportunities for adults such as ESL, nutrition, exercise, and workforce development was also a common need identified by residents across the regions. Throughout the county, residents would like to have more food distributions taking place that give greater access to healthy fruits and vegetables, as well as organic food when possible. Participants in the South and all North Regions noted the need for more and safer sidewalks and more lighting in community parks and neighborhoods. Concerns around drug abuse brought up the need for drug awareness, prevention, and early treatment in five out of the six regions and those same regions expressed concern about the unhoused population in their region (Central, East, North Central, and North Inland) – specifically around resident safety and the support needed by homeless individuals; mental health and substance abuse. Inclusion of those with disabilities, especially youth, access to resources and more support for parents who have children with special needs was identified as an area of concern in all regions. And finally, affordable housing arose as a topic of concern in four out of the six regions.

The table below lists the top concerns discussed in each region.

Community Dialogue Concerns by Region	
HHSA Region	**Concerns**
Central	• Lack of affordable and long-term housing • Making services more accessible and effective • Opportunities for employment
East	• Rental assistance • Dental insurance • English as a Second Language (ESL) classes • After school programs for children
North Central	• Neighborhood safety • Access to healthy food • Affordable housing • Educational classes for parents • More programs for kids
North Coastal	• Mental health and safety resources, such as crisis line information and gun control • Improved public transportation, ranging from access issues to health and safety, such as the need for shade covering • Intergenerational recreational and learning activities • Inclusion of people with disabilities in schools and communal places
North Inland	• Shortages of teachers and classrooms • Transportation and safety issues • Health services (medical and emotional/behavioral) in Spanish
South	• Homelessness (safety of residents, sanitation, mental health, and substance abuse treatment) • Using the Promotora model for spreading more awareness (programs, health, services, activities) • Transportation (busses and trolleys are too infrequent, not clean, and unsafe) • Access to exercise and socializing in more parks and green spaces; staffed recreational centers • Food access and nutrition (the cost and quality of food; and the lack of knowledge among residents about good nutrition)

Survey and Community Dialogue Data by HHSA Region

The following sections include the input shared in the survey and community dialogues in each of the six HHSA designated services regions. The data provides insight into the specific needs and priorities of residents in each region. The findings in each region can be compared to other regions as well as the County of San Diego as a whole. Below is a map of the County of San Diego highlighting the six HHSA designated services regions – Central (blue), East (green), North Central (sage), North Coastal (yellow), North Inland (orange) and South (turquoise). The data was divided and assessed by region using the Zip Codes in the table below.



HHSA Designated Service Regions by Zip Codes	
HHSA Region	**Zip Codes**
Central	92101, 92102, 92103, 92104, 92134, 92136, 92105, 92115, 92116, 92113, 92114, 92139, 92182, 92143, 92149, 92152, 92016, 92138
East	91901, 92019, 92020, 92021, 91917, 91935, 91978, 91941, 91942, 91916, 91931, 91948, 92040, 91945, 91905, 91906, 91934, 91962, 91963, 91980, 92071, 91977, 92077
North Central	92037, 92093, 92109, 92014, 92126, 92130, 92119, 92120, 92124, 92108, 92110, 92111, 92117, 92123, 92145, 92106, 92107, 92140, 92147, 92121, 92122, 92161
North Coastal	92008, 92009, 92010, 92011, 92054, 92056, 92057, 92058, 92055, 92672, 92007, 92024, 92067, 92075, 92081, 92083, 92084
North Inland	92004, 92036, 92259, 92025, 92026, 92027, 92029, 92096, 92003, 92028, 92088, 92592, 92091, 92127, 92128, 92129, 92060, 92066, 92070, 92086, 92536, 92059, 92061, 92064, 92131, 92065, 92069, 92078, 92082
South	91910, 91911, 91913, 91914, 91915, 92118, 92135, 92155, 91950, 91932, 92154, 92173, 91902

Central Region Data

In the Central Region, Arboreta Group partnered with Father Joe's Villages and the Urban Collaborative Project to collect surveys throughout the Central Region and facilitate two community dialogues to target residents in zip codes 92101, 92102, 92103, 92104, 92134, and 92136 (Central San Diego); and 92113, 92114, and 9213 (Southeastern San Diego).

Central Region Survey Data

In the Central Region, 433 residents participated in the CAP Community Needs Assessment Survey which accounted for 34.2% of the overall survey responses. The survey was shared with Resident Leadership Academy Members, the clients of the partnering organizations, and other community members and residents in the Central Region. Urban Collaborative Project and Father Joe's Villages distributed the survey organization wide, and through their network of collaboratives, partners, and supporters encouraging people to take the survey and organizations to share with their clients and partners. The survey was also shared throughout the region by the County of San Diego and other local providers.

The tables below represent data specifically from residents in the Central Region. All percentages are rounded to the nearest tenth.

Demographics of Central Region Survey Respondents

Language of Surveys	English	Spanish	Arabic	Vietnamese
	421	12	0	0
	97.2%	2.8%	0.0%	0.0%

Gender Identity	Female	Male	Transgender Female	Transgender Male	Non-binary	Other Gender	Prefer not to answer
	193	227	2	0	4	0	7
	44.6%	52.4%	0.5%	0.0%	0.9%	0.0%	1.6%

Age	Youth (6-13)	Teen (14-17)	Young Adult (18-24)	Adult (25-59)	Older Adult (60+)	Prefer not to answer
	18	16	110	253	28	8
	4.2%	3.7%	25.4%	58.4%	6.5%	1.8%

Ethnicity	American Indian or Alaskan Native	Asian	Black or African American	Native Hawaiian or Other Pacific Islander	Latino or Hispanic	Middle Eastern /Arabic	Caucasian	Multiple	Other
	163	39	66	10	89	0	56	5	5
	37.6%	9.0%	15.2%	2.3%	20.6%	0.0%	12.9%	1.2%	1.2%

Any children under 18	Yes	No	N/A
	165	266	2
	38.1%	61.4%	0.5%

Household (multiple response)	Single Person	Two	Three	Four	Five	Six or more	N/A
	65	162	83	81	22	19	1
	15%	37.4%	19.2%	18.7%	5.1%	4.4%	0.2%

Served in the military	Veteran	Active Military	No	N/A
	85	130	216	2
	19.6%	30.0%	49.9%	0.5%

Employment Status	Employed, full-time	Employed, part-time	Migrant seasonal farm worker	Not employed – short term (6 months or less)	Not employed – long term (more than 6 months)	Retired	Prefer not to answer	N/A
	236	98	34	13	29	7	15	1
	54.5%	22.6%	7.9%	3.0%	6.7%	1.6%	3.5%	0.2%

Household	Children 0-17	Youth ages 14-24 who are neither working nor in school	Adults 66 or older	Refugees who have been in the U.S. 5 years or less	A person or people with sensory impairment (vision or hearing)
	126	132	107	32	23
	29.1%	30.5%	24.7%	7.4%	5.3%

Consider self to have a disability	Yes	No	N/A
	127	298	8
	29.3%	68.8%	1.8%

RLA Network Member	Yes	No	N/A
	205	228	0
	47.3%	52.7%	0.0%

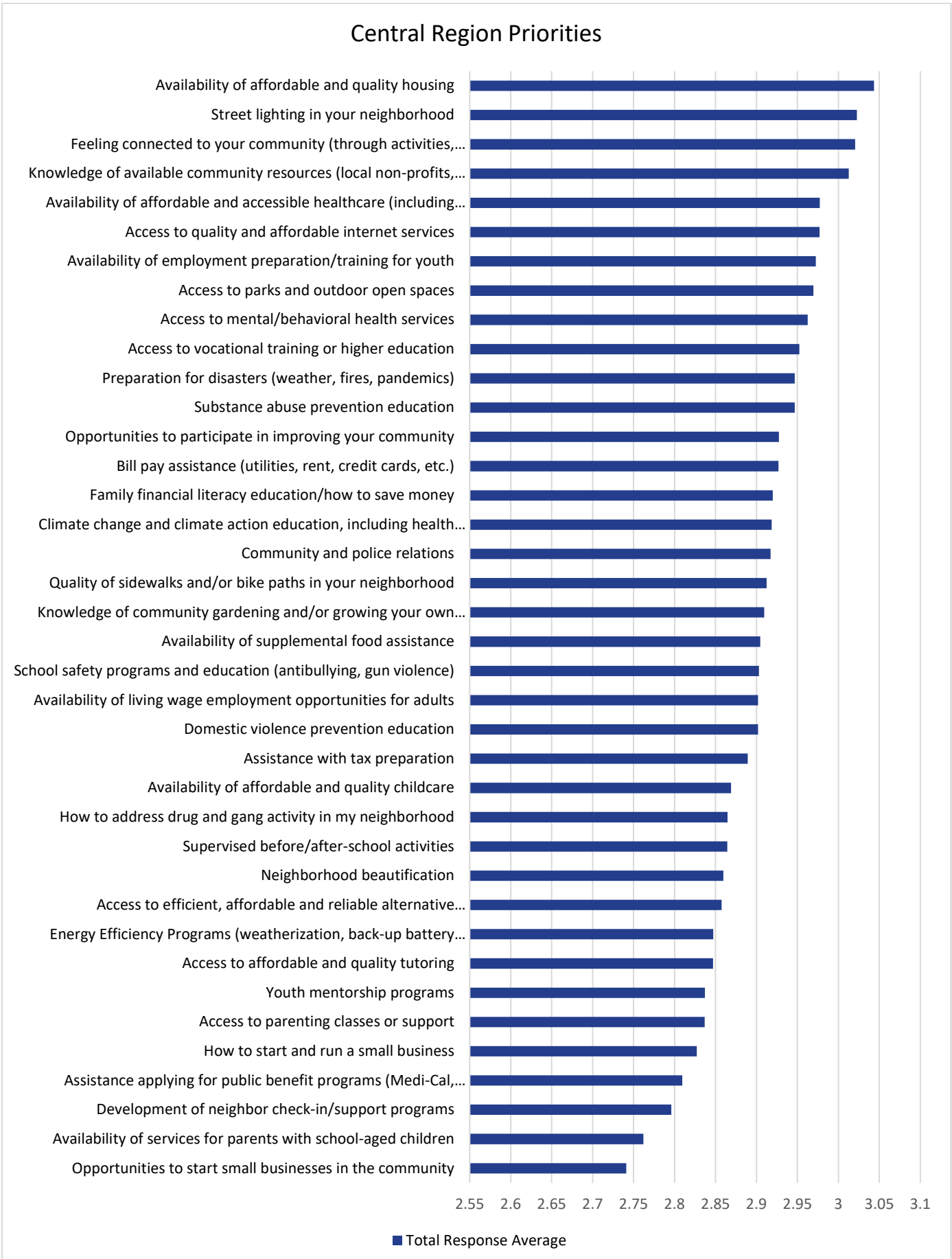
Survey Responses

Priorities

The first question in the survey asked respondents to indicate how important a topic was to their household across the *Live Well San Diego* top five areas of influence: health, knowledge, standard of living, community, and social, are listed below: For the Central Region, the top topics selected were:

1. Availability of affordable and quality housing
2. Street lighting in your neighborhood
3. Feeling connected to your community (through activities, events, groups, places of worship, networks of support, etc.)
4. Knowledge of available community resources (local non-profits, social services, government programs, etc.)
5. Availability of affordable and accessible healthcare (including extended hours and translation)
6. Access to quality and affordable internet services

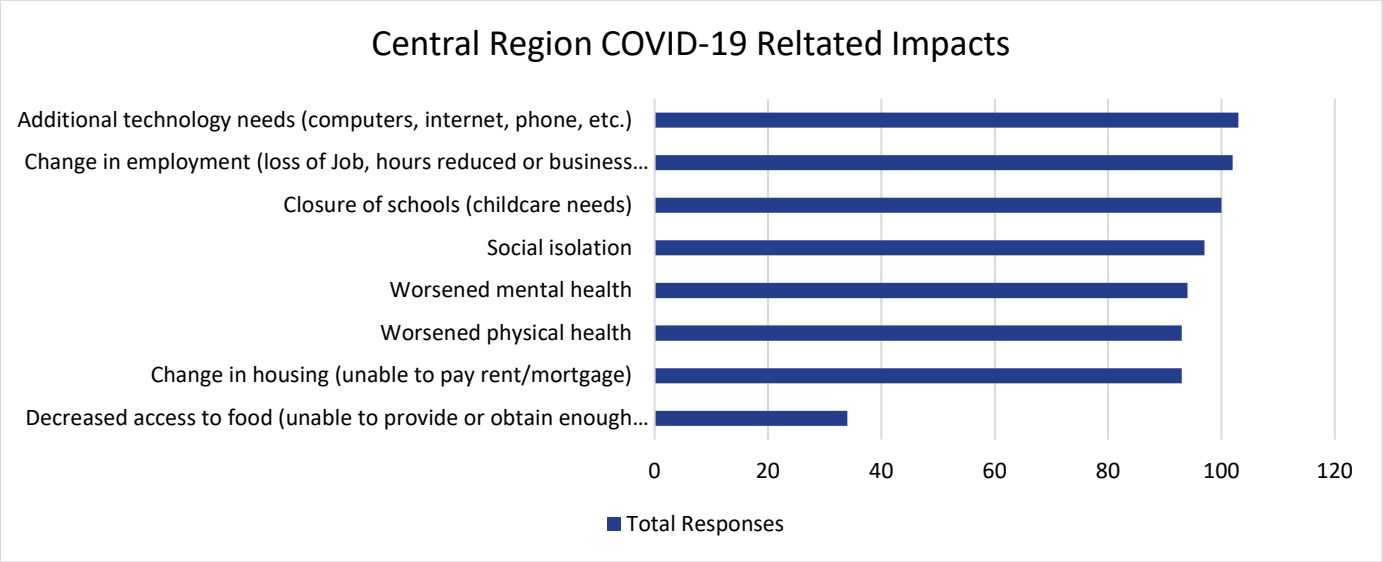
Respondents provided their level of importance for 38 topics. Topics were weighted on a scale of 1 to 4, with 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 399 respondents answered this question.


Central Region Priorities
Availability of affordable and quality housing
Street lighting in your neighborhood
Feeling connected to your community (through activities,...
Knowledge of available community resources (local non-profits,...
Availability of affordable and accessible healthcare (including...
Access to quality and affordable internet services
Availability of employment preparation/training for youth
Access to parks and outdoor open spaces
Access to mental/behavioral health services
Access to vocational training or higher education
Preparation for disasters (weather, fires, pandemics)
Substance abuse prevention education
Opportunities to participate in improving your community
Bill pay assistance (utilities, rent, credit cards, etc.)
Family financial literacy education/how to save money
Climate change and climate action education, including health...
Community and police relations
Quality of sidewalks and/or bike paths in your neighborhood
Knowledge of community gardening and/or growing your own...
Availability of supplemental food assistance
School safety programs and education (antibullying, gun violence)
Availability of living wage employment opportunities for adults
Domestic violence prevention education
Assistance with tax preparation
Availability of affordable and quality childcare
How to address drug and gang activity in my neighborhood
Supervised before/after-school activities
Neighborhood beautification
Access to efficient, affordable and reliable alternative...
Energy Efficiency Programs (weatherization, back-up battery...
Access to affordable and quality tutoring
Youth mentorship programs
Access to parenting classes or support
How to start and run a small business
Assistance applying for public benefit programs (Medi-Cal,...
Development of neighbor check-in/support programs
Availability of services for parents with school-aged children
Opportunities to start small businesses in the community
2.55 2.6 2.65 2.7 2.75 2.8 2.85 2.9 2.95 3 3.05 3.1
Total Response Average

COVID-19

Respondents were asked the following three questions about COVID-19.

When asked, “In what ways has the COVID-19 Pandemic negatively impacted your life? Check all that apply.” Responded shared the following impacts, ordered by total number of responses.



Respondents were asked, “Do you currently utilize any resources to help you with paying rent or rent related costs (security deposits, etc)?”

Currently utilizing resources to help pay rent or rent related costs	**Yes**	**No**	**N/A**
	198	188	47
	45.7%	43.4%	10.9%

If respondents selected yes to the question above, they were asked to identify where they obtain assistance to pay rent. Of the 198 that answered yes, 191 responded to this question.

Assistance to pay rent	**Family & friends**	**Non-profit organization support**	**Government assistance**	**N/A**
	108	38	45	7

Respondents were asked, “Do you currently utilize any resources to help you with paying for utilities?”

Currently utilizing resources to help pay for utilities	**Yes**	**No**	**N/A**
	158	226	49
	36.5%	52.2%	11.3%

If respondents selected yes to the question above, they were asked to identify where they obtain assistance to pay for utilities. Of the 158 that answered yes, 157 responded to this question.

Assistance to pay utilities	**Family & friends**	**Non-profit organization support**	**Government assistance**	**Utility company programs**	**N/A**
	36	42	52	27	1

Food Access

Respondents answered how they use specific resources to obtain food for their household prior to and since the start of the COVID-19 Pandemic. They were asked to check all that apply to the following questions:

- "Prior to the COVID-19 Pandemic, did you utilize any of the following resources to obtain food for your household?"
- "Have you utilized any new/additional community resources to obtain food for your household since the start of the COVID-19 Pandemic?"

Resources to obtain food for your household	Prior to the COVID-19 Pandemic	Since the start of the COVID-19 Pandemic
Community organizations	70	52
	16.2%	12%
CalFresh benefits (formerly known as food stamps)	115	67
	26.6%	15.5%
Food pantry/food bank	82	98
	18.9%	22.6%
Church or faith community	66	89
	15.2%	20.6%
School provided meals	58	43
	13.4%	9.9%
Family or friend provided meals	47	56
	10.9%	12.9%
Other free meals	29	34
	6.7%	7.9%
Not applicable	77	75
	17.8%	17.3%

Programs and Services

Respondents were asked the following two questions about programs and services in their region.

"What are the barriers that keep you from utilizing FREE services/programs? Check all that apply."

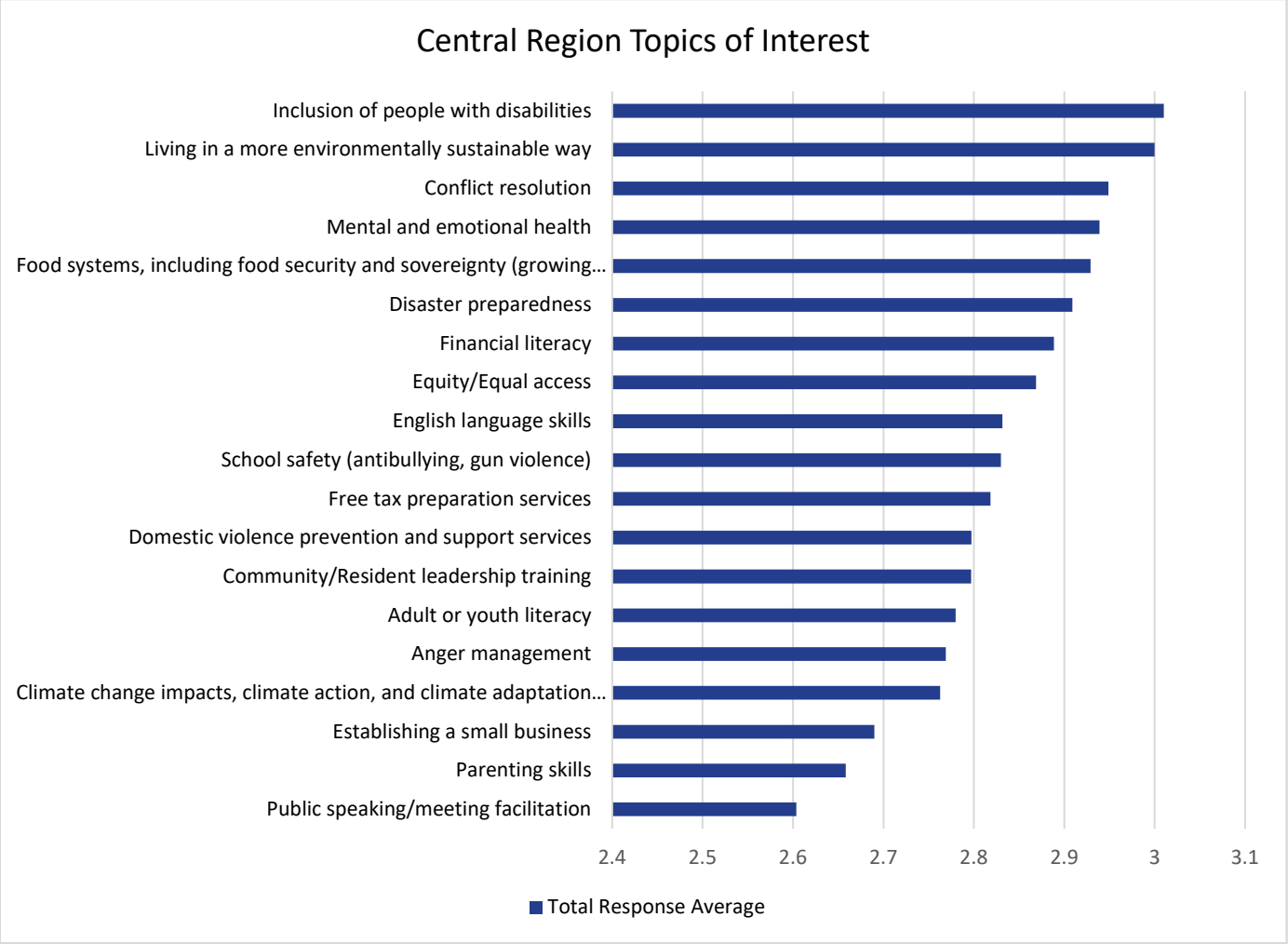
Barriers to utilizing FREE services/programs	
Lack of transportation (personal or public)	56
	12.9%
Work hours	107
	24.7%
Lack of childcare	86
	19.9%
Internet access/technology/lack of equipment	81
	18.7%
Language	55
	12.7%
Other	49
	11.3%
I do not know what services/programs are available	37
	8.5%
Not applicable	57
	13.2%

“How much interest do you have in learning about these topics? Please choose the appropriate number using the following scale, 1=Not important, 2=Not very important, 3=Important, and 4=Very important.”

Respondents were most interested in learning about:

1. Inclusion of people with disabilities
2. Living in a more environmentally sustainable way
3. Conflict resolution
4. Mental and emotional health

Respondents provided their level of importance in learning for 19 topics. Topics were weighted on a sale of 1 to 4, 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 398 respondents answered this question.



Social Connection

Respondents were asked the following three question on social connection.

“In general, how connected do you feel to your community (neighborhood, work, school, places of worship, social)? On a scale of 1-10, please choose the appropriate number using the following scale, 1=Least connected, 10=Most connected.” 339 respondents answered this question.

“As a community, do you feel confident that we can find solutions to difficult problems? On a scale of 1-10, please choose the appropriate number using the following scale, 1=Least confident, 10=Most confident.” 377 respondents answered this question.

“What social groups or networks are you a part of? Check all that apply.”

Social groups or networks	
Family	123
	28.4%
Close friends	130
	30.%
Parent groups	103
	23.8%
Coworkers	135
	31.2%
Academic groups	61
	14.1%
Volunteer groups	115
	26.6%
Professional groups	71
	16.4%
Recreational groups/teams	46
	10.6%
Faith-based groups	39
	9%
Other groups_____	17
	3.9%

The other community groups that respondents are a part of are:

- LGBTQ (2)
- Neighborhood association (2)
- Street homeless (1)
- 12 step (1)
- Book clubs (1)
- Exercise (1)
- None (9)

Built Environment, Transportation, and Climate

Respondents were asked six questions about built environment, transportation, and climate.

“Do you typically use an alternative means of transportation, such as a bike or public transportation, and NOT a car?”

Use of alternative means of transportation	Yes	No	N/A
	269	113	51
	62.1%	26.1%	11.8%

“What are the barriers or challenges you and/or your family face to using alternative means of transportation (bike, walk, scooter, public transportation)? Check all that apply.”

Barriers faced to in using alternative means of transportation	Safety	Violence in the community	Convenience	Reliability of services	High cost or unaffordable	Lack of information	Not interested
	113	149	124	131	84	44	24
	26.1%	34.4%	28.6%	30.3%	19.4%	10.2%	5.5%

“Do you currently use a mobility device, such as a cane, walker, or wheelchair?”

Currently use a mobility device	Yes	No	N/A
	211	180	42
	48.7%	41.6%	9.7%

If respondents selected yes to the question above, they were asked, “are the sidewalks safe (e.g., enough space, appropriate signage, etc.) in your community for mobility?” Of the 211 that answered yes, 209 responded to this question.

Are sidewalks safe	Yes	No	N/A
	179	30	2

If respondents selected yes to using a mobility device, they were asked, “is there adequate street lighting for safe mobility in your community?” Of the 211 that answered yes, 208 responded to this question.

Adequate street lighting	Yes	No	N/A
	178	30	3

“How worried are you about climate change/global warming?”

Worried about climate change	Very worried	Somewhat worried	Not very worried	Not at all worried	N/A
	100	176	96	26	35
	23.1%	40.6%	22.2%	6%	8.1%

“How often do you discuss climate change/global warming with your family and friends?”

Discuss climate change with family and friends	Often	Occasionally	Never	N/A
	156	175	63	39
	36%	40.4%	14.5%	9%

“How important is the issue of climate change to you personally?”

How important is the issue of climate change	Extremely important	Very important	Somewhat important	Not too important	Not at all important	N/A
	66	141	132	32	24	38
	15.2%	32.6%	30.5%	7.4%	5.5%	8.8%

Communication

Respondents were asked three questions about communication.

“Would you benefit from access to one of the following communication methods that meets the needs of disabled residents? Check all that apply.”

Communication methods	American Sign Language (ASL)	TeleType (TTY) or Telecommunications Device (TDD) or Text Telephone (TT)	Large print	Screen reader compatible web page or document	Phone calls	Braille
	59	120	125	82	60	13
	13.6%	27.7%	28.9%	18.9%	13.9%	3%

“Which sources do you turn to for local information and resources? Check all that apply.”

Sources for local information and resources	
Local or community newspaper	62
	14.3%
Television news	119
	27.5%
Radio	157
	36.3%
Billboards	79
	18.2%
Local community organization	96
	22.2%
Email	154
	35.6%
Church or faith community	63
	14.5%
School email/newsletter	57
	13.2%
Online search	114
	26.3%
Social media (Facebook, Twitter, Instagram, Next Door, other)	97
	22.4%
Word of mouth	79
	18.2%

“Would you like to receive additional resources? If yes, which resources would you like to receive? Check all that apply.”

Additional resources*	
Food resources	78
	18%
Financial literacy	118
	27.3%
Tax preparation support	141
	32.6%
Community engagement/resident leadership trainings	100
	23.1%
Refugee services	45
	10.4%
Transportation/Traffic safety	78
	18%
Child passenger safety training	37
	8.5%
Conflict resolution/mediation services	47
	10.9%

*Additional resources requested by all respondents regardless of if they initially answered yes or no.

Central Region Community Dialogues Data

The Central Region community dialogues were held, in-person, on January 30, 2023 and, virtually, on February 1, 2023. There were a total of 48 participants primarily from Central San Diego and Southeastern San Diego subregions. The forums engaged residents from the subregions of Central San Diego and Southeastern San Diego. The greatest concerns expressed by participants in both community dialogues, in no particular order, across the County's *Live Well San Diego* top five areas of influence: health, knowledge, standard of living, community, and social, are listed below:

1. Lack of affordable and long-term housing
2. Making services more accessible and effective
3. Opportunities for employment

The community dialogues captured the concerns from the priority community that were most pressing. There were interesting similarities and differences in these two community forums with distinct participants. As community organizers with more insight on the inner working of the county and social services, participants at the virtual dialogue had more specific concerns and feedback on how the county and other providers are funding and implementing programs in their community as well as how they are measuring the impact of that work and holding programs accountable given the fact that health outcomes in their region are among the poorest in the county and are not getting better. While the participants at the in-person dialogue had similar concerns they expressed more frustration with lack of accessibility and effectiveness of these programs on the ground. Regardless, the feedback from all participants was interconnected.

The table below summarizes the participants' responses across all five categories. Only the subcategories listed in the table are the ones that had responses.

Responses from the Central Region Community Dialogue			
	Subcategory	*Feedback includes:*	*Solutions and/or ideas are:*
Health	COVID-19	• There was a lot of money coming in during COVID but not sure where it all went because we didn't feel the difference in receiving housing, food, etc. • COVID programs are ending but COVID isn't gone • We aren't seeing accountability to showing the impact of programs including those funded by COVID relief.	• More updates in the status of the pandemic • Make mask cheap or free
	Health of Community	• So many vets and not enough Medical • Hidden homeless in Southeastern San Diego • Fentanyl overdoses among young people in unhoused community • Southeastern San Diego continues to have the worst health outcomes despite funding in programs. What is the county doing about this? How are they measuring the impact of programs and deciding what to continue funding since the numbers keep staying the same or getting worse	• More Veteran services • Need more access to, outreach about, and wide distribution of Narcan, naloxone, and fentanyl test strips • Need less focus on individual behavior/blaming individuals for poor health outcomes that are caused by policy and environment (i.e., telling people to manage stress when stress from community and society is constant) • Mental health clinics and access to therapist and psychiatrist for the unsheltered population • Access to showers and mobile showers for the homeless

		• According to the Healthy Places Index the Valenica Park neighborhood has high rates of asthma. There are no polluting businesses nearby, resident wonder if the rates could be due to mold in the housing stock • County programs blame individuals behavior, not structural/systemic ones	• More garbage cans in homeless communities • Portable toilets in homeless communities • Designated camp areas • Create an environment and neighborhood where people can be healthy and have access to what they need • Meet homeless people where they are at and send out outreach workers to provide resources
	Whole Family/2Gen Service Models	• Adequate activities for youth	• Keep kids busy with healthy activities such as baseball
Knowledge	Educational/ Training Opportunities	• It is hard to get off the streets and know where services are • Wifi hotspot at the library is good but doesn't always come in	• Connect people to workforce development programs so that they can earn more money • More job training for specific trades • Budgeting education classes
Standard of Living	Food Access and Sovereignty	• The food is okay at the shelter	• More food distribution for the homeless
	Inclusion of People with Disabilities	• Better understanding of people with disabilities • There are so many disabled homeless people and so many empty buildings	• More services for the disabled • Outreach for the disabled
		• Don't want people in tents but there is nowhere to go • Housing is lacking and quality is not good • Housing is too expensive, there is not enough and not in the right location • Substandard housing has health implications (e.g., mold, temperature, dangerous plumbing/electric) • Don't dislocate families	• More buildings for shelter • Longer term housing for homeless • Crisis housing • More low-income housing • Affordable housing for the "missing middle" class in SD who work but can't afford housing • Have a mandate for any housing developer to set aside a certain percentage of housing opportunities for current residents, otherwise known as 1st right of consideration
Community	Active Transportation	• Bus transportation takes a long time • Wheels of change is good	• Need more outreach people and run vans for DMV, services, etc. • Need more job vans • Free and/or discounted bus passes for homeless and people with disabilities • More darts • Cheaper transportation • More eBikes • Transportation guides to help get around

	Climate Science, Action, and Adaptation	• Air pollution is bad especially for workers in certain areas	
	Community and Neighborhood Safety	• Donations come in and volunteers go through and take stuff first • Stuff is stolen by staff at shelter • Inclement shelter closes at 4am and there is nowhere to go even when it rains • No towels or blankets in shelter • Safety issues in shelter • Clear sidewalks for people with disabilities • San Diego is turning into Skid Row • Keep after school programs alive	• Somewhere to store personal items so unsheltered individuals can go to work • More police patrol for safety • More safe parking • Clean the community • More free youth programs in the community to help the families that are the working poor • Access to free and safe activities • A place for kids to go and feel loved and supported
Social	Programs and Providing Opportunities	• Service providers are judgmental	• Combined access forms for shelters to streamline the intake process and make it faster
	Community Connection and Resilience		• Community resource center in each community • More community centers for families
	Community Engagement	• Want opinion heard • County staff needs community engagement training	• Want decision makers to come and speak to the community • Need more data than numbers on the impact of promotoras and Community health workers • Proper community engagement training for other county departments (not HHSA)

East Region Data

In the East Region, Arboreta partnered with the El Cajon Collaborative to collect surveys throughout the East Region and facilitate a community dialogue to target residents in zip codes 92019, 92020, and 92021.

East Region Survey Data

In the East Region, 173 residents participated in the CAP Community Needs Assessment Survey which accounted for 13.7% of the overall survey responses. The survey was shared with Resident Leadership Academy Members, El Cajon Collaborative's clients and partners, and other community members and residents in the East Region. El Cajon Collaborative distributed the survey organization wide, and through their network of collaboratives, partners, and supporters encouraging people to take the survey and organizations to share with their clients and partners. The survey was also shared throughout the region by the County of San Diego and other local providers.

The tables below represent data specifically from residents in the East Region. All percentages are rounded to the nearest tenth.

Demographics of East Region Survey Respondents

Language of Surveys	English	Spanish	Arabic	Vietnamese
	168	5	0	0
	97.1%	2.9%	0.0%	0.0%

Gender Identity	Female	Male	Transgender Female	Transgender Male	Non-binary	Other Gender	Prefer not to answer
	140	30	0	0	1	0	2
	80.9%	17.3%	0.0%	0.0%	0.6%	0.0%	1.2%

Age	Youth (6-13)	Teen (14-17)	Young Adult (18-24)	Adult (25-59)	Older Adult (60+)	Prefer not to answer
	1	2	9	7	36	3
	0.6%	1.2%	5.2%	4%	20.8%	1.7%

Ethnicity	American Indian or Alaskan Native	Asian	Black or African American	Native Hawaiian or Other Pacific Islander	Latino or Hispanic	Middle Eastern /Arabic	Caucasian	Multiple	Other
	3	2	19	2	52	6	70	11	8
	1.7%	1.2%	10.9%	1.2%	30.1%	3.5%	40.5%	6.4%	4.6%

Any children under 18	Yes	No	N/A
	62	110	1
	35.8%	63.6%	0.6%

Household (multiple response)	Single Person	Two	Three	Four	Five	Six or more	N/A
	24	58	32	30	19	10	0
	13.9%	33.5%	18.5%	17.3%	11%	5.8%	0.0%

Served in the military	Veteran	Active Military	No	N/A
	12	1	159	1
	6.9%	0.6%	91.9%	0.6%

Employment Status	Employed, full-time	Employed, part-time	Migrant seasonal farm worker	Not employed – short term (6 months or less)	Not employed – long term (more than 6 months)	Retired	Prefer not to answer	N/A
	119	16	0	3	11	18	6	0
	68.8%	9.2%	0.0%	1.7%	6.4%	10.4%	3.5%	0.0%

Household	Children 0-17	Youth ages 14-24 who are neither working nor in school	Adults 66 or older	Refugees who have been in the U.S. 5 years or less	A person or people with sensory impairment (vision or hearing)
	73	18	39	3	18
	42.2%	10.4%	22.5%	1.7%	10.4%

Consider self to have a disability	Yes	No	N/A
	37	136	0
	21.4%	78.6%	0.0%

RLA Network Member	Yes	No	N/A
	8	165	0
	4.6%	95.4%	0.0%

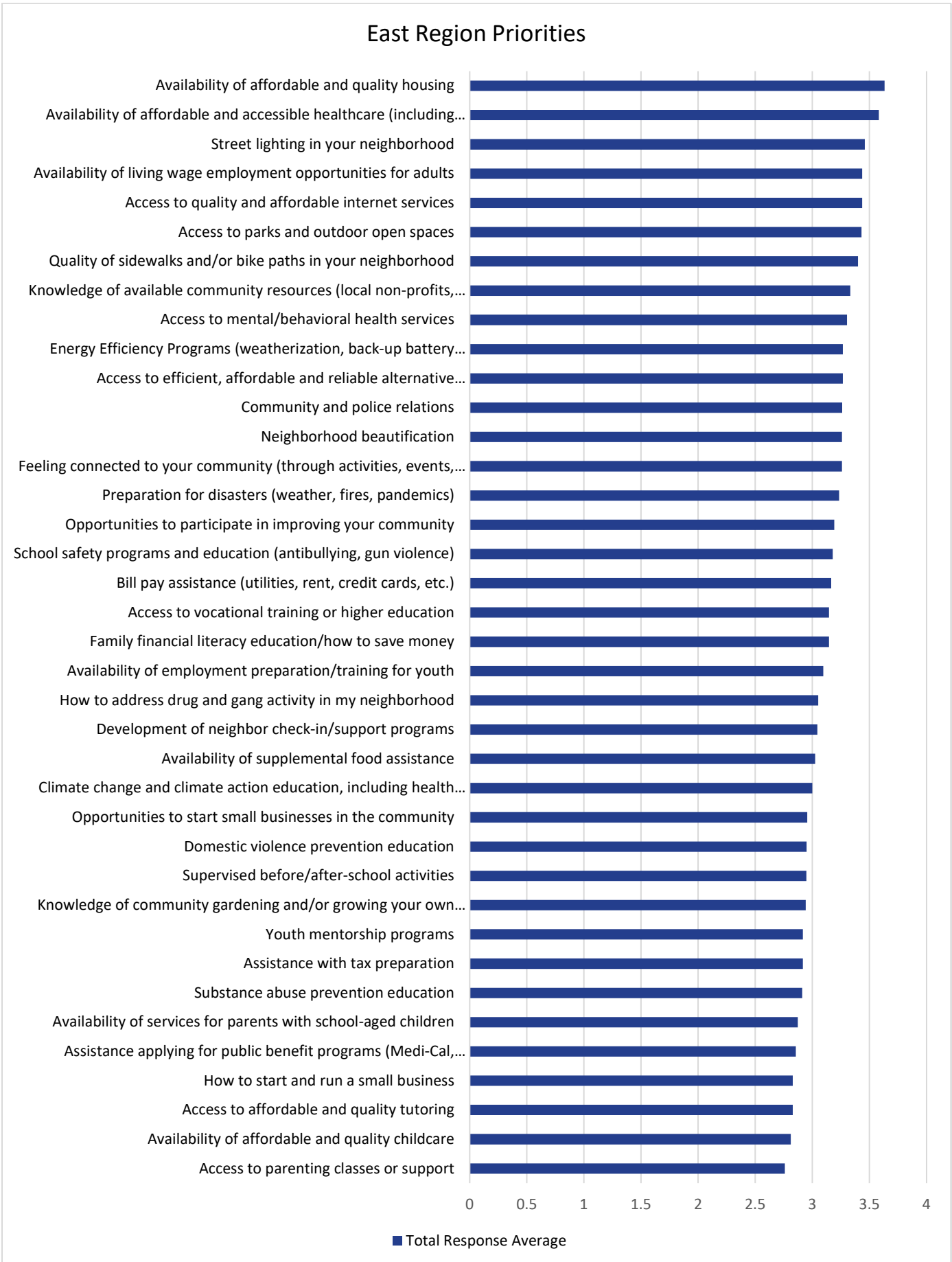
Survey Responses

Priorities

The first question in the survey asked respondents to indicate how important a topic was to their household across the County's *Live Well San Diego* top five areas of influence: health, knowledge, standard of living, community, and social, are listed below: For the East Region, the top topics selected were:

1. Availability of affordable and quality housing
2. Availability of affordable and accessible healthcare (including extended hours and translation)
3. Street lighting in your neighborhood
4. Availability of living wage employment opportunities for adults
5. Access to quality and affordable internet services
6. Access to parks and outdoor open spaces

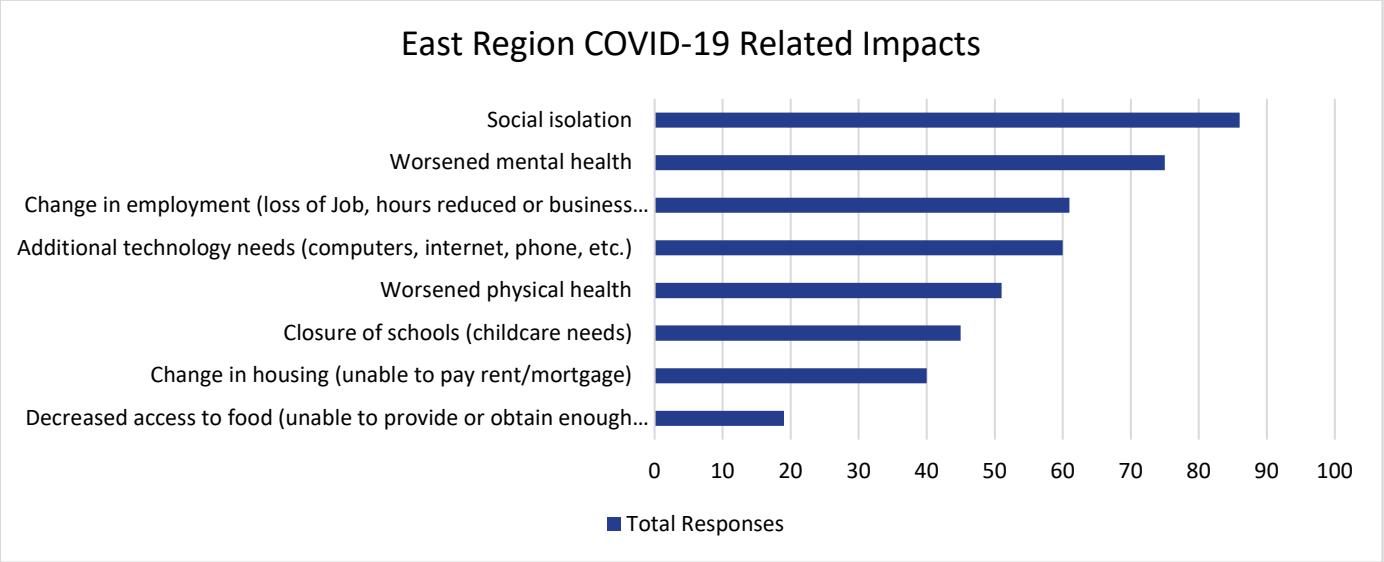
Respondents provided their level of importance for 38 topics. Topics were weighted on a scale of 1 to 4, with 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 159 respondents answered this question.


East Region Priorities
Availability of affordable and quality housing
Availability of affordable and accessible healthcare (including...
Street lighting in your neighborhood
Availability of living wage employment opportunities for adults
Access to quality and affordable internet services
Access to parks and outdoor open spaces
Quality of sidewalks and/or bike paths in your neighborhood
Knowledge of available community resources (local non-profits,...
Access to mental/behavioral health services
Energy Efficiency Programs (weatherization, back-up battery...
Access to efficient, affordable and reliable alternative...
Community and police relations
Neighborhood beautification
Feeling connected to your community (through activities, events,...
Preparation for disasters (weather, fires, pandemics)
Opportunities to participate in improving your community
School safety programs and education (antibullying, gun violence)
Bill pay assistance (utilities, rent, credit cards, etc.)
Access to vocational training or higher education
Family financial literacy education/how to save money
Availability of employment preparation/training for youth
How to address drug and gang activity in my neighborhood
Development of neighbor check-in/support programs
Availability of supplemental food assistance
Climate change and climate action education, including health...
Opportunities to start small businesses in the community
Domestic violence prevention education
Supervised before/after-school activities
Knowledge of community gardening and/or growing your own...
Youth mentorship programs
Assistance with tax preparation
Substance abuse prevention education
Availability of services for parents with school-aged children
Assistance applying for public benefit programs (Medi-Cal,...
How to start and run a small business
Access to affordable and quality tutoring
Availability of affordable and quality childcare
Access to parenting classes or support
0
0.5
1
1.5
2
2.5
3
3.5
4
Total Response Average

COVID-19

Respondents were asked the following three questions about COVID-19.

When asked, “In what ways has the COVID-19 Pandemic negatively impacted your life? Check all that apply.” Responded shared the following impacts, ordered by total number of responses.



Respondents were asked, “Do you currently utilize any resources to help you with paying rent or rent related costs (security deposits, etc)?”

Currently utilizing resources to help pay rent or rent related costs	Yes	No	N/A
	19	138	16
	11%	79.8%	9.2%

If respondents selected yes to the question above, they were asked to identify where they obtain assistance to pay rent. Of the 19 that answered yes, all 19 responded to this question.

Assistance to pay rent	Family & friends	Non-profit organization support	Government assistance	N/A
	5	6	8	0

Respondents were asked, “Do you currently utilize any resources to help you with paying for utilities?”

Currently utilizing resources to help pay for utilities	Yes	No	N/A
	39	118	16
	22.5%	68.2%	9.2%

If respondents selected yes to the question above, they were asked to identify where they obtain assistance to pay for utilities. Of the 39 that answered yes, all 39 responded to this question.

Assistance to pay utilities	Family & friends	Non-profit organization support	Government assistance	Utility company programs	N/A
	1	2	5	31	0

Food Access

Respondents answered how they use specific resources to obtain food for their household prior to and since the start of the COVID-19 Pandemic. They were asked to check all that apply to the following questions:

- Prior to the COVID-19 Pandemic, did you utilize any of the following resources to obtain food for your household?
- Have you utilized any new/additional community resources to obtain food for your household since the start of the COVID-19 Pandemic?

Resources to obtain food for your household	Prior to the COVID-19 Pandemic	Since the start of the COVID-19 Pandemic
Community organizations	17	27
	9.8%	15.6%
CalFresh benefits (formerly known as food stamps)	32	21
	18.5%	12.2%
Food pantry/food bank	22	33
	12.7%	19.1%
Church or faith community	14	15
	8.1%	8.7%
School provided meals	20	18
	11.6%	10.4%
Family or friend provided meals	20	17
	11.6%	9.8%
Other free meals	9	13
	5.2%	7.5%
Not applicable	87	78
	50.3%	45.1%

Programs and Services

Respondents were asked the following two questions about programs and services in their region.

“What are the barriers that keep you from utilizing FREE services/programs? Check all that apply.”

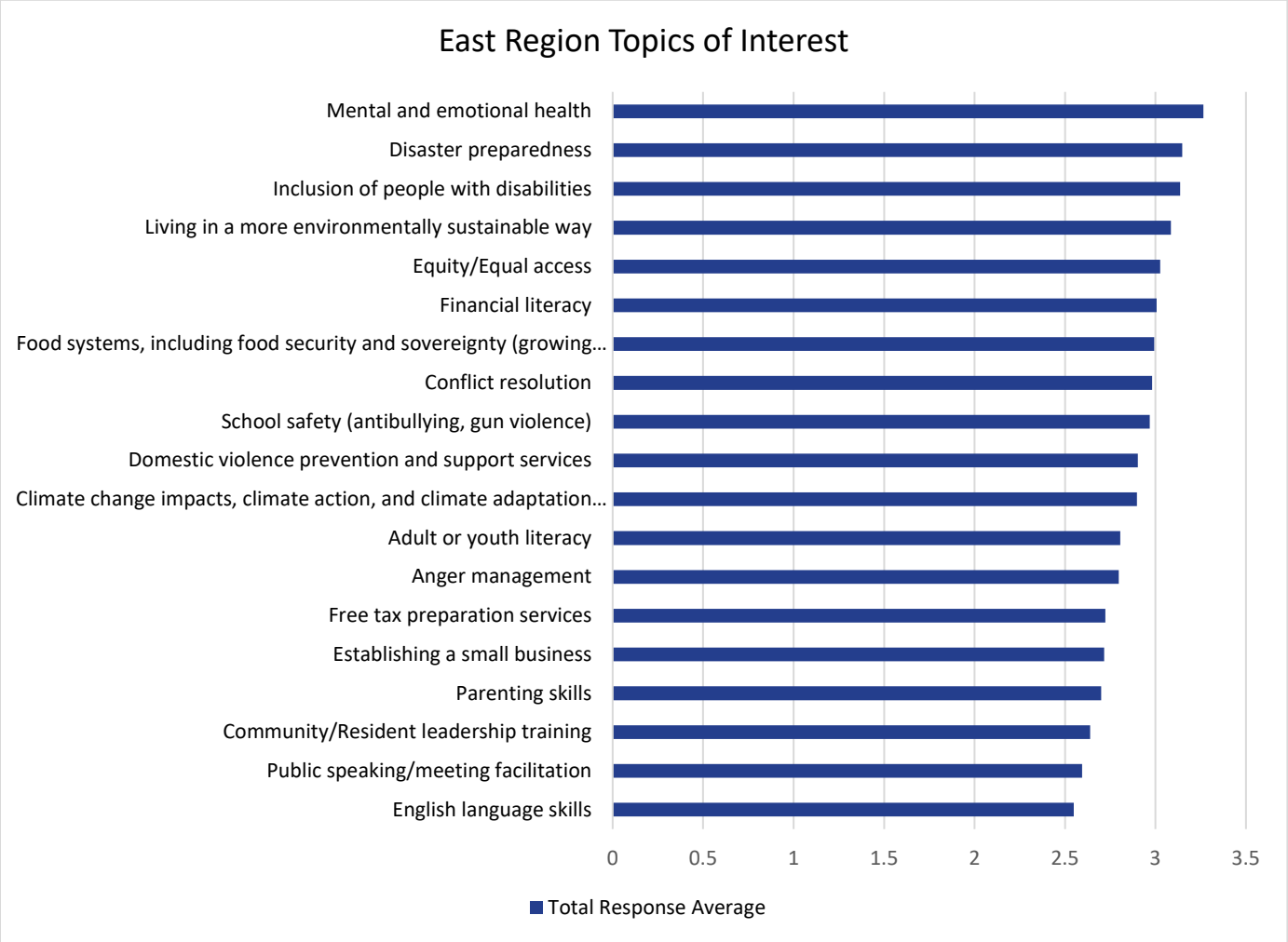
Barriers to utilizing FREE services/programs	
Lack of transportation (personal or public)	14
	8.1%
Work hours	30
	17.3%
Lack of childcare	8
	4.6%
Internet access/technology/lack of equipment	9
	5.2%
Language	7
	4%
Other	15
	8.7%
I do not know what services/programs are available	51
	29.5%
Not applicable	72
	41.6%

“How much interest do you have in learning about these topics? Please choose the appropriate number using the following scale, 1=Not important, 2=Not very important, 3=Important, and 4=Very important.”

Respondents were most interested in learning about:

1. Mental and emotional health
2. Disaster preparedness
3. Inclusion of people with disabilities
4. Living in a more environmentally sustainable way

Respondents provided their level of importance in learning for 19 topics. Topics were weighted on a sale of 1 to 4, 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 157 respondents answered this question.



Social Connection

Respondents were asked the following three question on social connection.

“In general, how connected do you feel to your community (neighborhood, work, school, places of worship, social)? On a scale of 1-10, please choose the appropriate number using the following scale, 1=Least connected, 10=Most connected.” 156 respondents answered this question.

“As a community, do you feel confident that we can find solutions to difficult problems? On a scale of 1-10, please choose the appropriate number using the following scale, 1=Least confident, 10=Most confident.” 154 respondents answered this question.

“What social groups or networks are you a part of? Check all that apply.”

Social groups or networks	
Family	133
	76.9%
Close friends	129
	74.6%
Parent groups	18
	10.4%
Coworkers	83
	48%
Academic groups	17
	9.8%
Volunteer groups	47
	27.2%
Professional groups	45
	26%
Recreational groups/teams	18
	10.4%
Faith-based groups	46
	26.6%
Other groups_____	12
	6.9%

The other community groups that respondents are a part of are:

- Adult day (1)
- Book clubs (1)
- Chamber of Commerce (1)
- Christian church (1)
- Community art studio (1)
- YMCA- Jackie Robinson (1)
- Lakeside Amity Community Group (1)
- LGBTQIA center (1)
- NA and AA groups (1)
- New Seasons Church (1)
- Very active in HOA (1)
- Youth sports (1)

Built Environment, Transportation, and Climate

Respondents were asked six questions about built environment, transportation, and climate.

“Do you typically use an alternative means of transportation, such as a bike or public transportation, and NOT a car?”

Use of alternative means of transportation	Yes	No	N/A
	22	134	17
	12.7%	77.5%	9.8%

“What are the barriers or challenges you and/or your family face to using alternative means of transportation (bike, walk, scooter, public transportation)? Check all that apply.”

Barriers faced to in using alternative means of transportation	Safety	Violence in the community	Convenience	Reliability of services	High cost or unaffordable	Lack of information	Not interested
	79	40	74	36	24	18	51
	45.7%	23.1%	42.8%	20.8%	13.9%	10.4%	29.5%

“Do you currently use a mobility device, such as a cane, walker, or wheelchair?”

Currently use a mobility device	Yes	No	N/A
	13	44	16
	7.5%	25.4%	9.2%

If respondents selected yes to the question above, they were asked, “are the sidewalks safe (e.g., enough space, appropriate signage, etc.) in your community for mobility?” Of the 13 that answered yes, 12 responded to this question.

Are sidewalks safe	Yes	No	N/A
	3	9	1

If respondents selected yes to using a mobility device, they were asked, “is there adequate street lighting for safe mobility in your community?” Of the 13 that answered yes, 10 responded to this question.

Adequate street lighting	Yes	No	N/A
	3	7	3

“How worried are you about climate change/global warming?”

Worried about climate change	Very worried	Somewhat worried	Not very worried	Not at all worried	N/A
	50	72	19	16	16
	28.9%	41.6%	11%	9.2%	9.2%

“How often do you discuss climate change/global warming with your family and friends?”

Discuss climate change with family and friends	Often	Occasionally	Never	N/A
	36	89	32	16
	20.8%	51.4%	18.5%	9.2%

“How important is the issue of climate change to you personally?”

How important is the issue of climate change	Extremely important	Very important	Somewhat important	Not too important	Not at all important	N/A
	37	49	35	22	13	17
	21.4%	28.3%	20.2%	12.7%	7.5%	9.8%

Communication

Respondents were asked three questions about communication.

“Would you benefit from access to one of the following communication methods that meets the needs of disabled residents? Check all that apply.”

Communication methods	American Sign Language (ASL)	TeleType (TTY) or Telecommunications Device (TDD) or Text Telephone (TT)	Large print	Screen reader compatible web page or document	Phone calls	Braille
	14	10	37	16	23	5
	8.1%	5.8%	21.4%	9.2%	13.3%	2.9%

“Which sources do you turn to for local information and resources? Check all that apply.”

Sources for local information and resources	
Local or community newspaper	57
	32.9%
Television news	75
	43.4%
Radio	52
	30.1%
Billboards	24
	13.9%
Local community organization	53
	30.6%
Email	76
	43.9%
Church or faith community	28
	16.2%
School email/newsletter	31
	17.9%
Online search	102
	59%
Social media (Facebook, Twitter, Instagram, Next Door, other)	101
	58.4%
Word of mouth	75
	43.4%

“Would you like to receive additional resources? If yes, which resources would you like to receive? Check all that apply.”

Additional resources*	
Food resources	38
	22%
Financial literacy	38
	22%
Tax preparation support	30
	17.3%
Community engagement/resident leadership trainings	39
	22.5%
Refugee services	21
	12.1%
Transportation/Traffic safety	28
	16.2%
Child passenger safety training	23
	13.3%
Conflict resolution/mediation services	35
	20.2%

*Additional resources requested by all respondents regardless of if they initially answered yes or no.

East Region Community Dialogues Data

The East Region community dialogue was held, in-person, on January 28, 2023. There were a total of 43 participants primarily from the El Cajon subregion. The forum engaged residents from a variety of ethnic cultures and received information from residents speaking English, Spanish, Arabic, Dari, Pashto, and Farsi. Community members were interested in contributing their concerns and challenges within the community and asked lots of questions about what the information was for and how it would be used which were answered by the staff and volunteers present. The greatest concerns expressed by participants, in no particular order, across the County's *Live Well San Diego* top five areas of influence: health, knowledge, standard of living, community, and social, are listed below:

1. Rental assistance
2. Dental insurance
3. English as a second language (ESL) classes
4. After school programs for children

This community dialogue reached a diverse subset of members of the target population. The need for affordable housing, dental coverage, and youth programs were a very clear trend among this group despite their diverse cultural backgrounds and across newcomers and those born in the United States. In addition, there are needs and solutions identified in the community that currently exist, such as ESL classes, but may need to be re-examined as to who, how, and where they are implemented.

The table below summarizes the participants' responses across all five categories. Only the subcategories listed in the table are the ones that had responses.

Responses from the East Region Community Dialogue			
	Subcategory	*Feedback includes:*	*Solutions and/or ideas are:*
Health	COVID-19	• Real = information	
	Health of Community	• Health insurance is too expensive – when you make an income you can't get health insurance	• Dental insurance help • Dental coverage • Information for diabetes
Knowledge	Educational/ Training Opportunities		• Education for everybody • Computer classes • Help with college • DMV classes • ESL classes • Sewing classes • Older people classes/Helping elders learn • Pregnant classes
Standard of Living	Food Access and Sovereignty	• People are stealing food stamps • Food access	• More help with CalFresh • Better information
	Inclusion of People with Disabilities	• Assistance for old people is good	• Help with disability programs
		• Rent is too expensive	• Reduce rent prices • Help with rent

		• Homeowners taking advantage of rising prices	• Help with water and utilities bill
Community	Community and Neighborhood Safety	• Walking is unsafe • Hard to find house • Traffic at school • Violence kids/parents • Disrespectful neighbors • Drugs and homelessness • Homeless need more help and attention	• More streetlights and lights in the neighborhood • More after school programing for children • Activities for children • Have the school pick up kids • A safe place for kids to play and moms can work or study • Help for the homeless • Homeless aid for families • Basic situational awareness
Social	Programs and Providing Opportunities		• Support for women
	Community Engagement	• Community engagement for women newcomers	

North Central Region Data

In the North Central Region, Arboreta partnered with Bayside Community Center (Bayside) to collect surveys throughout the North Central Region and facilitate a community dialogue to target residents in zip codes 92108, 92110, 92111, 92117, and 92123.

North Central Region Survey Data

In the North Central Region, 176 residents participated in the CAP Community Needs Assessment Survey which accounted for 13.9% of the overall survey responses. The survey was shared with Resident Leadership Academy Members, Bayside Community Center's clients, and other community members and residents in the North Central Region. Bayside Community Center distributed the survey organization wide, and through their network of collaboratives, partners, and supporters encouraging people to take the survey and organizations to share with their clients and partners. The survey was also shared throughout the region by the County of San Diego and other local providers.

The tables below represent data specifically from residents in the North Central Region. All percentages are rounded to the nearest tenth.

Demographics of North Central Region Survey Respondents

Language of Surveys	English	Spanish	Arabic	Vietnamese
	153	21	0	2
	86.9%	11.9%	0.0%	1.1%

Gender Identity	Female	Male	Transgender Female	Transgender Male	Non-binary	Other Gender	Prefer not to answer
	129	38	0	0	6	0	3
	73.3%	21.6%	0.0%	0.0%	3.4%	0.0%	1.7%

Age	Youth (6-13)	Teen (14-17)	Young Adult (18-24)	Adult (25-59)	Older Adult (60+)	Prefer not to answer
	0	2	24	122	24	0
	0.0%	1.1%	13.6%	69.3%	13.6%	0.0%

Ethnicity	American Indian or Alaskan Native	Asian	Black or African American	Native Hawaiian or Other Pacific Islander	Latino or Hispanic	Middle Eastern /Arabic	Caucasian	Multiple	Other
	7	25	9	2	56	2	59	14	2
	4%	14.2%	5.1%	1.1%	31.8%	1.1%	33.5%	8%	1.1%

Any children under 18	Yes	No	N/A
	59	114	3
	33.5%	64.8%	1.7%

Household (multiple response)	Single Person	Two	Three	Four	Five	Six or more	N/A
	27	66	24	32	17	9	1
	15.3%	37.5%	13.6%	18.2%	9.7%	5.1%	0.6%

Served in the military	Veteran	Active Military	No	N/A
	11	5	159	1
	6.3%	2.8%	90.3%	0.6%

Employment Status	Employed, full-time	Employed, part-time	Migrant seasonal farm worker	Not employed – short term (6 months or less)	Not employed – long term (more than 6 months)	Retired	Prefer not to answer	N/A
	116	28	1	5	6	9	9	2
	65.9%	15.9%	0.6%	2.8%	3.4%	5.1%	5.1%	1.1%

Household	Children 0-17	Youth ages 14-24 who are neither working nor in school	Adults 66 or older	Refugees who have been in the U.S. 5 years or less	A person or people with sensory impairment (vision or hearing)
	53	10	32	2	10
	30.1%	5.7%	18.2%	1.1%	5.7%

Consider self to have a disability	Yes	No	N/A
	32	141	3
	18.2%	80.1%	1.7%

RLA Network Member	Yes	No	N/A
	24	151	1
	13.6%	85.8%	0.6%

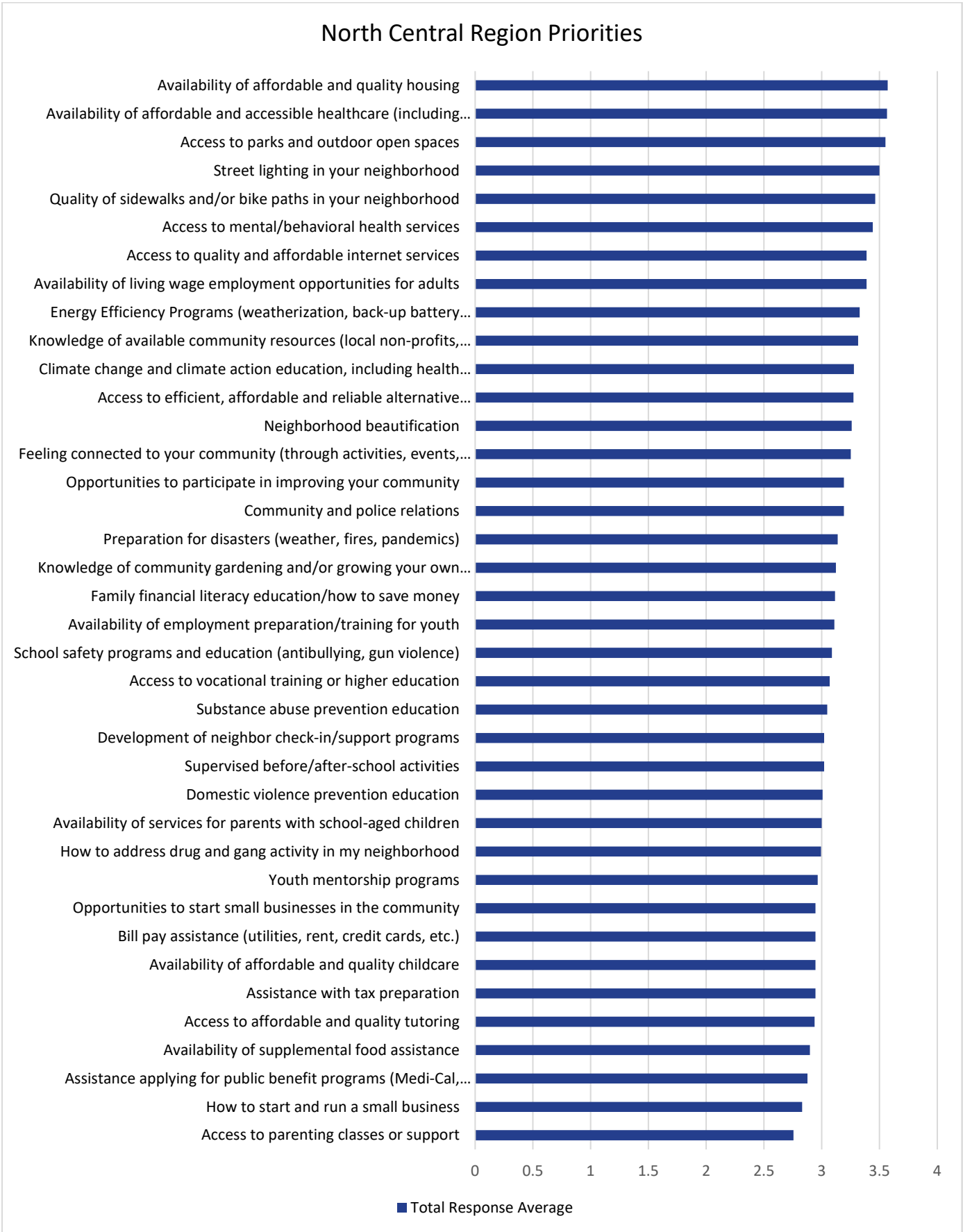
Survey Responses

Priorities

The first question in the survey asked respondents to indicate how important a topic was to their household across the County's *Live Well San Diego* top five areas of influence: health, knowledge, standard of living, community, and social, are listed below: For the North Central Region, the top topics selected were:

1. Availability of affordable and quality housing
2. Availability of affordable and accessible healthcare (including extended hours and translation)
3. Access to parks and outdoor open spaces
4. Street lighting in your neighborhood
5. Quality of sidewalks and/or bike paths in your neighborhood
6. Access to mental/behavioral health services

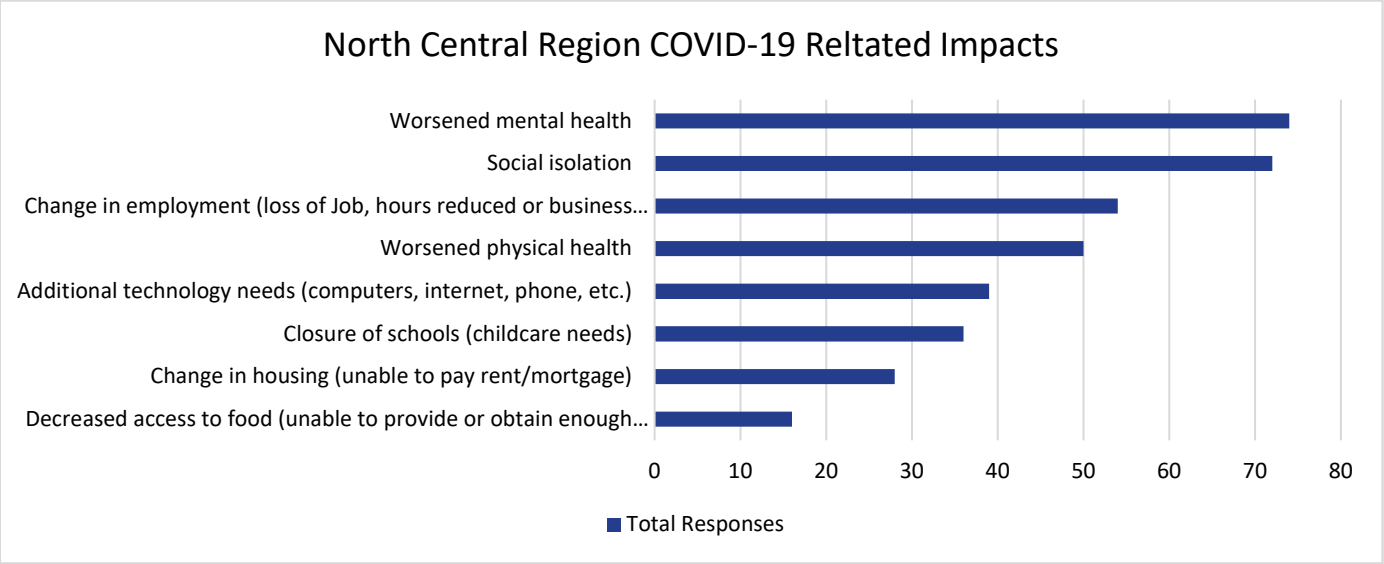
Respondents provided their level of importance for 38 topics. Topics were weighted on a scale of 1 to 4, with 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 147 respondents answered this question.


North Central Region Priorities
Availability of affordable and quality housing
Availability of affordable and accessible healthcare (including...
Access to parks and outdoor open spaces
Street lighting in your neighborhood
Quality of sidewalks and/or bike paths in your neighborhood
Access to mental/behavioral health services
Access to quality and affordable internet services
Availability of living wage employment opportunities for adults
Energy Efficiency Programs (weatherization, back-up battery...
Knowledge of available community resources (local non-profits,...
Climate change and climate action education, including health...
Access to efficient, affordable and reliable alternative...
Neighborhood beautification
Feeling connected to your community (through activities, events,...
Opportunities to participate in improving your community
Community and police relations
Preparation for disasters (weather, fires, pandemics)
Knowledge of community gardening and/or growing your own...
Family financial literacy education/how to save money
Availability of employment preparation/training for youth
School safety programs and education (antibullying, gun violence)
Access to vocational training or higher education
Substance abuse prevention education
Development of neighbor check-in/support programs
Supervised before/after-school activities
Domestic violence prevention education
Availability of services for parents with school-aged children
How to address drug and gang activity in my neighborhood
Youth mentorship programs
Opportunities to start small businesses in the community
Bill pay assistance (utilities, rent, credit cards, etc.)
Availability of affordable and quality childcare
Assistance with tax preparation
Access to affordable and quality tutoring
Availability of supplemental food assistance
Assistance applying for public benefit programs (Medi-Cal,...
How to start and run a small business
Access to parenting classes or support
0
0.5
1
1.5
2
2.5
3
3.5
4
Total Response Average

COVID-19

Respondents were asked the following three questions about COVID-19.

When asked, “In what ways has the COVID-19 Pandemic negatively impacted your life? Check all that apply.” Responded shared the following impacts, ordered by total number of responses.



Respondents were asked, “Do you currently utilize any resources to help you with paying rent or rent related costs (security deposits, etc)?”

Currently utilizing resources to help pay rent or rent related costs	**Yes**	**No**	**N/A**
	30	117	29
	17%	66.5%	16.5%

If respondents selected yes to the question above, they were asked to identify where they obtain assistance to pay rent. Of the 30 that answered yes, all 30 responded to this question.

Assistance to pay rent	**Family & friends**	**Non-profit organization support**	**Government assistance**	**N/A**
	13	5	12	0

Respondents were asked, “Do you currently utilize any resources to help you with paying for utilities?”

Currently utilizing resources to help pay for utilities	**Yes**	**No**	**N/A**
	29	118	29
	16.5%	67%	16.5%

If respondents selected yes to the question above, they were asked to identify where they obtain assistance to pay for utilities. Of the 29 that answered yes, all 29 responded to this question.

Assistance to pay utilities	**Family & friends**	**Non-profit organization support**	**Government assistance**	**Utility company programs**	**N/A**
	9	1	7	12	0

Food Access

Respondents answered how they use specific resources to obtain food for their household prior to and since the start of the COVID-19 Pandemic. They were asked to check all that apply to the following questions:

- "Prior to the COVID-19 Pandemic, did you utilize any of the following resources to obtain food for your household?"
- "Have you utilized any new/additional community resources to obtain food for your household since the start of the COVID-19 Pandemic?"

Resources to obtain food for your household	Prior to the COVID-19 Pandemic	Since the start of the COVID-19 Pandemic
Community organizations	23	20
	13.1%	11.4%
CalFresh benefits (formerly known as food stamps)	30	25
	17%	14.2%
Food pantry/food bank	19	23
	10.8%	13.1%
Church or faith community	15	16
	8.5%	9.1%
School provided meals	21	18
	11.9%	10.2%
Family or friend provided meals	24	16
	13.6%	9.1%
Other free meals	15	16
	8.5%	9.1%
Not applicable	80	84
	45.5%	47.7%

Programs and Services

Respondents were asked the following two questions about programs and services in their region.

"What are the barriers that keep you from utilizing FREE services/programs? Check all that apply."

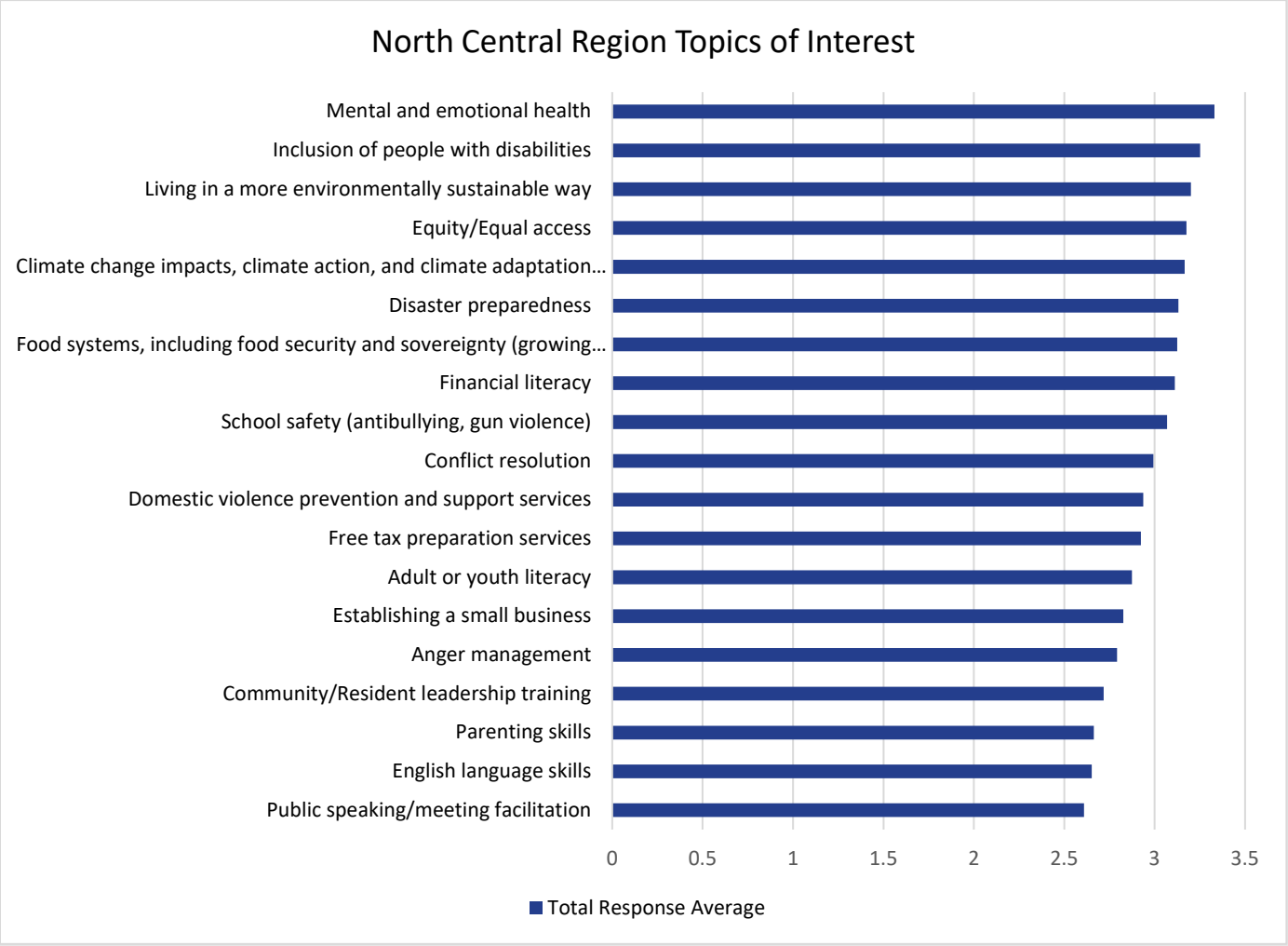
Barriers to utilizing FREE services/programs	
Lack of transportation (personal or public)	13
	7.4%
Work hours	24
	13.6%
Lack of childcare	18
	10.2%
Internet access/technology/lack of equipment	9
	5.1%
Language	13
	7.4%
Other	17
	9.7%
I do not know what services/programs are available	38
	21.6%
Not applicable	64
	36.4%

“How much interest do you have in learning about these topics? Please choose the appropriate number using the following scale, 1=Not important, 2=Not very important, 3=Important, and 4=Very important.”

Respondents were most interested in learning about:

1. Mental and emotional health
2. Inclusion of people with disabilities
3. Living in a more environmentally sustainable way
4. Equity/Equal access

Respondents provided their level of importance in learning for 19 topics. Topics were weighted on a sale of 1 to 4, 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 145 respondents answered this question.



Social Connection

Respondents were asked the following three question on social connection.

“In general, how connected do you feel to your community (neighborhood, work, school, places of worship, social)? On a scale of 1-10, please choose the appropriate number using the following scale, 1=Least connected, 10=Most connected.” 145 respondents answered this question.

“As a community, do you feel confident that we can find solutions to difficult problems? On a scale of 1-10, please choose the appropriate number using the following scale, 1=Least confident, 10=Most confident.” 141 respondents answered this question.

“What social groups or networks are you a part of? Check all that apply.”

Social groups or networks	
Family	112
	63.6%
Close friends	120
	68.2%
Parent groups	24
	13.6%
Coworkers	72
	40.9%
Academic groups	23
	13.1%
Volunteer groups	52
	29.5%
Professional groups	40
	22.7%
Recreational groups/teams	33
	18.8%
Faith-based groups	37
	21%
Other groups_____	7
	4%

The other community groups that respondents are a part of are:

- 12 Step (1)
- Dance (1)
- Neighbors (1)
- Non-profits (1)
- Town council, community garden, multicultural fair (1)
- Yoga and book groups (1)
- Yoga/Exercise (1)

Built Environment, Transportation, and Climate

Respondents were asked six questions about built environment, transportation, and climate.

“Do you typically use an alternative means of transportation, such as a bike or public transportation, and NOT a car?”

Use of alternative means of transportation	Yes	No	N/A
	27	118	31
	15.3%	67%	17.6%

“What are the barriers or challenges you and/or your family face to using alternative means of transportation (bike, walk, scooter, public transportation)? Check all that apply.”

Barriers faced to in using alternative means of transportation	Safety	Violence in the community	Convenience	Reliability of services	High cost or unaffordable	Lack of information	Not interested
	75	38	89	45	21	29	28
	42.6%	21.6%	50.6%	25.6%	11.9%	16.5%	15.9%

“Do you currently use a mobility device, such as a cane, walker, or wheelchair?”

Currently use a mobility device	Yes	No	N/A
	12	133	31
	6.8%	75.6%	17.6%

If respondents selected yes to the question above, they were asked, “are the sidewalks safe (e.g., enough space, appropriate signage, etc.) in your community for mobility?” Of the 12 that answered yes, all 12 responded to this question.

Are sidewalks safe	Yes	No	N/A
	8	4	0

If respondents selected yes to using a mobility device, they were asked, “is there adequate street lighting for safe mobility in your community?” Of the 12 that answered yes, all 12 responded to this question.

Adequate street lighting	Yes	No	N/A
	7	5	0

“How worried are you about climate change/global warming?”

Worried about climate change	Very worried	Somewhat worried	Not very worried	Not at all worried	N/A
	71	55	14	5	31
	40.3%	31.3%	8%	2.8%	17.6%

“How often do you discuss climate change/global warming with your family and friends?”

Discuss climate change with family and friends	Often	Occasionally	Never	N/A
	51	74	20	31
	29%	42%	11.4%	17.6%

“How important is the issue of climate change to you personally?”

How important is the issue of climate change	Extremely important	Very important	Somewhat important	Not too important	Not at all important	N/A
	58	43	32	7	5	31
	33%	24.4%	18.2%	4%	2.8%	17.6%

Communication

Respondents were asked three questions about communication.

“Would you benefit from access to one of the following communication methods that meets the needs of disabled residents? Check all that apply.”

Communication methods	American Sign Language (ASL)	TeleType (TTY) or Telecommunications Device (TDD) or Text Telephone (TT)	Large print	Screen reader compatible web page or document	Phone calls	Braille
	16	12	36	24	16	6
	9.1%	6.8%	20.5%	13.6%	9.1%	3.4%

“Which sources do you turn to for local information and resources? Check all that apply.”

Sources for local information and resources	
Local or community newspaper	56
	31.8%
Television news	69
	39.2%
Radio	52
	29.5%
Billboards	21
	11.9%
Local community organization	55
	31.3%
Email	65
	36.9%
Church or faith community	26
	14.8%
School email/newsletter	34
	19.3%
Online search	80
	45.5%
Social media (Facebook, Twitter, Instagram, Next Door, other)	81
	46%
Word of mouth	67
	38.1%

“Would you like to receive additional resources? If yes, which resources would you like to receive? Check all that apply.”

Additional resources*	
Food resources	22
	12.5%
Financial literacy	27
	15.3%
Tax preparation support	26
	14.8%
Community engagement/resident leadership trainings	26
	14.8%
Refugee services	17
	9.7%
Transportation/Traffic safety	22
	12.5%
Child passenger safety training	15
	8.5%
Conflict resolution/mediation services	21
	11.9%

*Additional resources requested by all respondents regardless of if they initially answered yes or no.

North Central Region Community Dialogues Data

The North Central Region community dialogue was held, in-person, on January 20, 2023. There was a total of 38 participants primarily from the Kearny Mesa subregion. The forum engaged diverse residents who had a lot to contribute regarding their concerns and improvements within the community. Representatives from Arboreta and Bayside received information in English, Spanish, and Vietnamese. The greatest concerns expressed by participants, in no particular order, across the County's *Live Well San Diego* top five areas of influence: health, knowledge, standard of living, community, and social, are listed below:

1. Neighborhood safety
2. Access to healthy food
3. Affordable housing
4. Educational classes for parents
5. More programs for kids

The community dialogue yielded great appreciation for Bayside Community Center's services. The biggest area of need expressed by members of the target population was neighborhood safety. Residents do not go to the parks because they are unsafe and want better lighting in parks and in neighborhoods overall. The residents want more lighted crossing signs placed in areas like Ulric and Burroughs and Comstock and Kelly. The resident also expressed the need for more access to healthy food and more programs and activities for children to participate in afterschool and during school breaks.

The table below summarizes the participants' responses across all five categories. Only the subcategories listed in the table are the ones that had responses.

Responses from the North Central Region Community Dialogue			
	Subcategory	*Feedback includes:*	*Solutions and/or ideas are:*
Health	COVID-19	• After having COVID my health is weak	• More attention in the clinic because they give bad care and they do not answer quickly – the nurses are very rude
	Health of Community	• Thank you to the community for taking care of our health • It's taking kids 6-12 months to find an appointment for Mental Health	• Access to insurance through Medi-Cal for ongoing health needs (unemployed)
	Whole Family/2Gen Service Models	• Receives information from school • Receive information from Bayside about services and programs	• More sports for kids after school • More programs for kids – physical activity and recreational
Knowledge	Educational/ Training Opportunities	• Taking ESL at Bayside and it's been beneficial • Drug exposure to young children – the kids want it for the wrong reason and the city is not doing enough to prevent it	• Nutrition classes for parents • Exercise classes for parents • Drug prevention and informational classes for parents to know and be

			aware of what is going on in the community and at the schools – expert classes on what signs to look for and how to communicate with child around this topic.
Standard of Living	Food Access and Sovereignty	• Please help with food distribution • High cost of food – need more fruits and vegetables	• More food distributions
	Inclusion of People with Disabilities		• Childcare for children with disabilities
		• Constantly raising rents	• Rental Assistance • Help with utilities
Community	Community and Neighborhood Safety	• Streets unsafe/poorly lit • Better landscaping to prevent dark corners/obstructions from being formed • Need a safe community • Unsafe to move in the area • Poorly paved streets (especially after the rain) • Some people ignore crossings without stop signs • Parks are unsafe • Homeless people are acting out – ex: stole husbands car and living in it, police didn't do anything. • Unsafe around Kit Carson Elementary with traffic at pick-up/drop-offs	• Better lighting • Safe crossing – slower traffic along Ulric • More pedestrian lighted crossing signs – spots like Ulric and Burroughs • Stop sign on Comstock and Kelly • More police patrol/visibility • Improve parks – playground equipment
Social	Community Connection and Resilience	• Thank you community • Very good. I am so satisfied and appreciate all your help, especially at Bayside community	
	Community Engagement		• Joining all community meetings and activities • Contacting with community • Joining to vote for the party

North Coastal Region Data

In the North Coastal Region, Arboreta partnered with MANA de North County to collect surveys throughout the North Coastal Region and facilitate a community dialogue to target residents in zip codes 92054, 92056, 92057, and 92058.

North Coastal Region Survey Data

In the North Coastal Region, 120 residents participated in the CAP Community Needs Assessment Survey which accounted for 9.2% of the overall survey responses. The survey was shared with Resident Leadership Academy Members, MANA de North County's clients, and other community members and residents in the North Coastal Region. The survey was also shared throughout the region by the County of San Diego and other local providers.

The tables below represent data specifically from residents in the North Coastal Region. All percentages are rounded to the nearest tenth.

Demographics of North Coastal Region Survey Respondents

Language of Surveys	**English**	**Spanish**	**Arabic**	**Vietnamese**
	99	21	0	0
	82.5%	17.5%	0.0%	0.0%

Gender Identity	**Female**	**Male**	**Transgender Female**	**Transgender Male**	**Non-binary**	**Other Gender**	**Prefer not to answer**
	77	39	0	0	3	1	0
	64.2%	32.5%	0.0%	0.0%	2.5%	0.8%	0.0%

Age	**Youth (6-13)**	**Teen (14-17)**	**Young Adult (18-24)**	**Adult (25-59)**	**Older Adult (60+)**	**Prefer not to answer**
	2	2	5	88	23	0
	1.7%	1.7%	4.2%	73.3%	19.2%	0.0%

Ethnicity	**American Indian or Alaskan Native**	**Asian**	**Black or African American**	**Native Hawaiian or Other Pacific Islander**	**Latino or Hispanic**	**Middle Eastern /Arabic**	**Caucasian**	**Multiple**	**Other**
	3	6	8	0	67	3	25	6	2
	2.5%	5%	6.7%	0.0%	55.8%	2.5%	20.8%	5%	1.7%

Any children under 18	**Yes**	**No**	**N/A**
	43	76	1
	35.8	63.3%	0.8%

Household (multiple response)	**Single Person**	**Two**	**Three**	**Four**	**Five**	**Six or more**	**N/A**
	15	32	23	18	18	13	1
	12.5%	26.7%	19.2%	15%	15%	10.8	0.8%

Served in the military	**Veteran**	**Active Military**	**No**	**N/A**
	7	3	109	1
	5.8%	2.5%	90.8%	0.8%

Employment Status	Employed, full-time	Employed, part-time	Migrant seasonal farm worker	Not employed – short term (6 months or less)	Not employed – long term (more than 6 months)	Retired	Prefer not to answer	N/A
	79	14	0	2	15	3	5	2
	65.8%	11.7%	0.0%	1.7%	12.5%	2.5%	4.2%	1.7 %

Household	Children 0-17	Youth ages 14-24 who are neither working nor in school	Adults 66 or older	Refugees who have been in the U.S. 5 years or less	A person or people with sensory impairment (vision or hearing)
	53	16	27	0	4
	44.2%	13.3%	22.5%	0.0%	3.3%

Consider self to have a disability	Yes	No	N/A
	26	92	2
	21.7%	76.7%	1.7%

RLA Network Member	Yes	No	N/A
	15	103	2
	12.5%	85.8%	1.7%

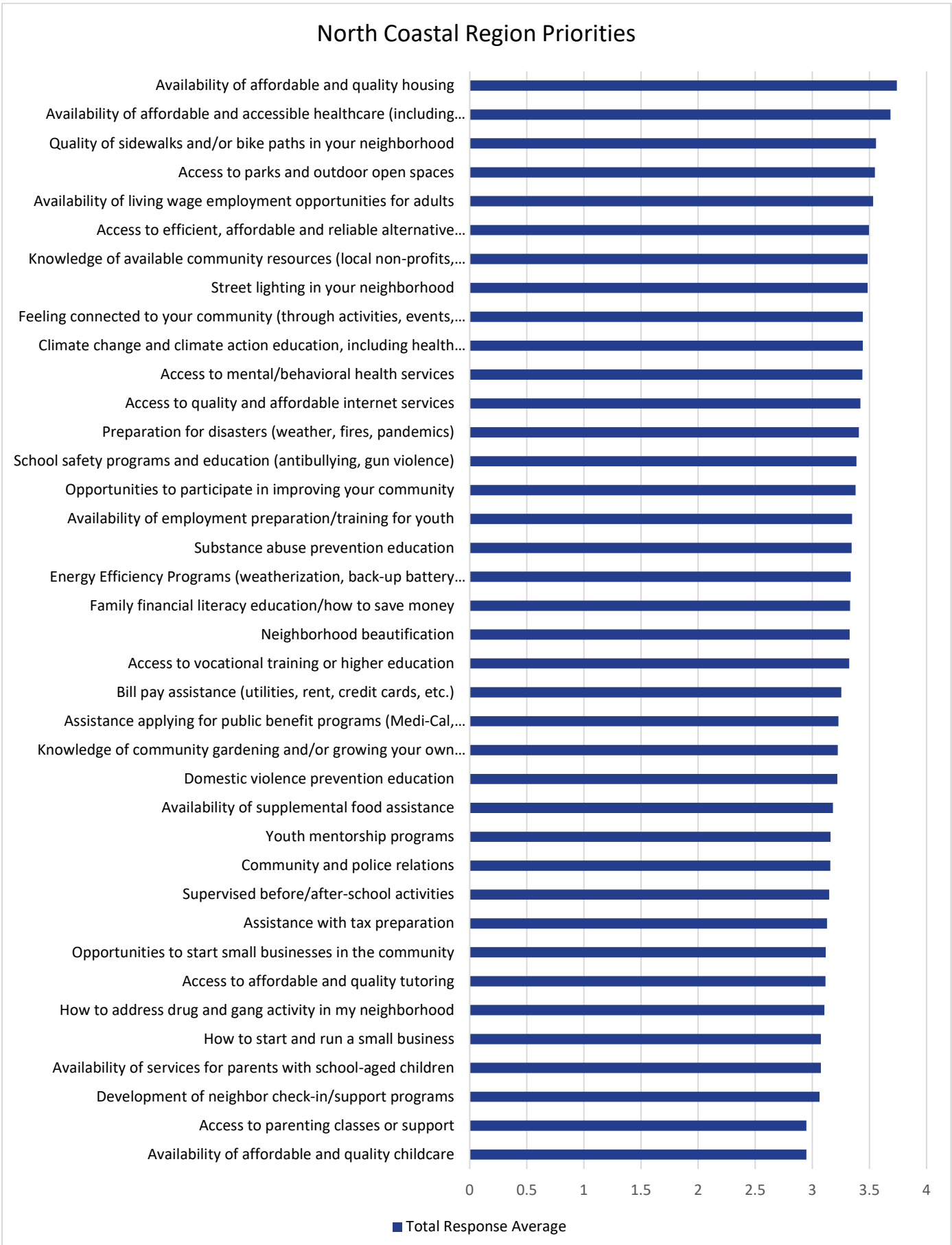
Survey Responses

Priorities

The first question in the survey asked respondents to indicate how important a topic was to their household across the County's *Live Well San Diego* top five areas of influence: health, knowledge, standard of living, community, and social, are listed below: For the North Coastal Region, the top topics selected were:

1. Availability of affordable and quality housing
2. Availability of affordable and accessible healthcare (including extended hours and translation)
3. Quality of sidewalks and/or bike paths in your neighborhood
4. Access to parks and outdoor open spaces
5. Availability of living wage employment opportunities for adults
6. Access to efficient, affordable and reliable alternative transportation options (walking, biking, public transit)

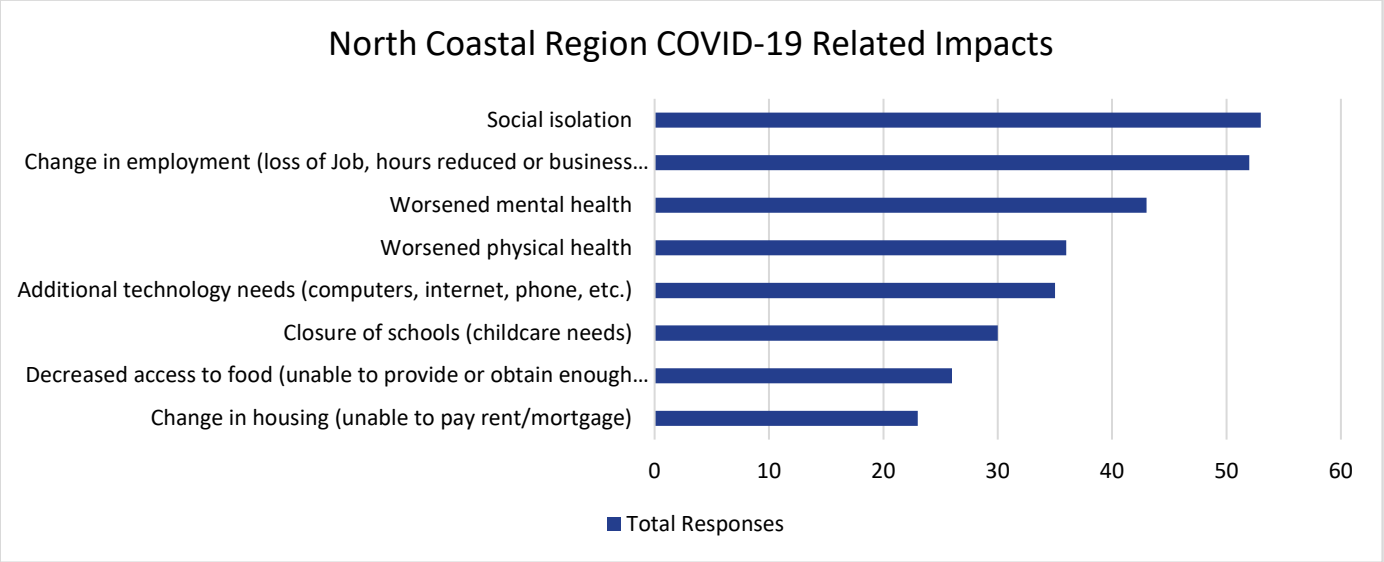
Respondents provided their level of importance for 38 topics. Topics were weighted on a scale of 1 to 4, with 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 96 respondents answered this question.


North Coastal Region Priorities
Availability of affordable and quality housing
Availability of affordable and accessible healthcare (including...
Quality of sidewalks and/or bike paths in your neighborhood
Access to parks and outdoor open spaces
Availability of living wage employment opportunities for adults
Access to efficient, affordable and reliable alternative...
Knowledge of available community resources (local non-profits,...
Street lighting in your neighborhood
Feeling connected to your community (through activities, events,...
Climate change and climate action education, including health...
Access to mental/behavioral health services
Access to quality and affordable internet services
Preparation for disasters (weather, fires, pandemics)
School safety programs and education (antibullying, gun violence)
Opportunities to participate in improving your community
Availability of employment preparation/training for youth
Substance abuse prevention education
Energy Efficiency Programs (weatherization, back-up battery...
Family financial literacy education/how to save money
Neighborhood beautification
Access to vocational training or higher education
Bill pay assistance (utilities, rent, credit cards, etc.)
Assistance applying for public benefit programs (Medi-Cal,...
Knowledge of community gardening and/or growing your own...
Domestic violence prevention education
Availability of supplemental food assistance
Youth mentorship programs
Community and police relations
Supervised before/after-school activities
Assistance with tax preparation
Opportunities to start small businesses in the community
Access to affordable and quality tutoring
How to address drug and gang activity in my neighborhood
How to start and run a small business
Availability of services for parents with school-aged children
Development of neighbor check-in/support programs
Access to parenting classes or support
Availability of affordable and quality childcare
0
0.5
1
1.5
2
2.5
3
3.5
4
Total Response Average

COVID-19

Respondents were asked the following three questions about COVID-19.

When asked, “In what ways has the COVID-19 Pandemic negatively impacted your life? Check all that apply.” Responded shared the following impacts, ordered by total number of responses.



Respondents were asked, “Do you currently utilize any resources to help you with paying rent or rent related costs (security deposits, etc)?”

Currently utilizing resources to help pay rent or rent related costs	**Yes**	**No**	**N/A**
	10	85	25
	8.3%	70.8%	20.8%

If respondents selected yes to the question above, they were asked to identify where they obtain assistance to pay rent. Of the 10 that answered yes, all 10 responded to this question.

Assistance to pay rent	**Family & friends**	**Non-profit organization support**	**Government assistance**	**N/A**
	4	2	4	0

Respondents were asked, “Do you currently utilize any resources to help you with paying for utilities?”

Currently utilizing resources to help pay for utilities	**Yes**	**No**	**N/A**
	14	76	30
	11.7%	63.3%	25%

If respondents selected yes to the question above, they were asked to identify where they obtain assistance to pay for utilities. Of the 14 that answered yes, all 14 responded to this question.

Assistance to pay utilities	**Family & friends**	**Non-profit organization support**	**Government assistance**	**Utility company programs**	**N/A**
	1	2	2	9	0

Food Access

Respondents answered how they use specific resources to obtain food for their household prior to and since the start of the COVID-19 Pandemic. They were asked to check all that apply to the following questions:

- "Prior to the COVID-19 Pandemic, did you utilize any of the following resources to obtain food for your household?"
- "Have you utilized any new/additional community resources to obtain food for your household since the start of the COVID-19 Pandemic?"

Resources to obtain food for your household	Prior to the COVID-19 Pandemic	Since the start of the COVID-19 Pandemic
Community organizations	21	19
	17.5%	15.8%
CalFresh benefits (formerly known as food stamps)	14	9
	11.7%	7.5%
Food pantry/food bank	19	21
	15.8%	17.5%
Church or faith community	13	7
	10.8%	5.8%
School provided meals	22	20
	18.3%	16.7%
Family or friend provided meals	10	11
	8.3%	9.2%
Other free meals	1	5
	0.8%	4.2%
Not applicable	43	43
	35.8%	35.8%

Programs and Services

Respondents were asked the following two questions about programs and services in their region.

"What are the barriers that keep you from utilizing FREE services/programs? Check all that apply."

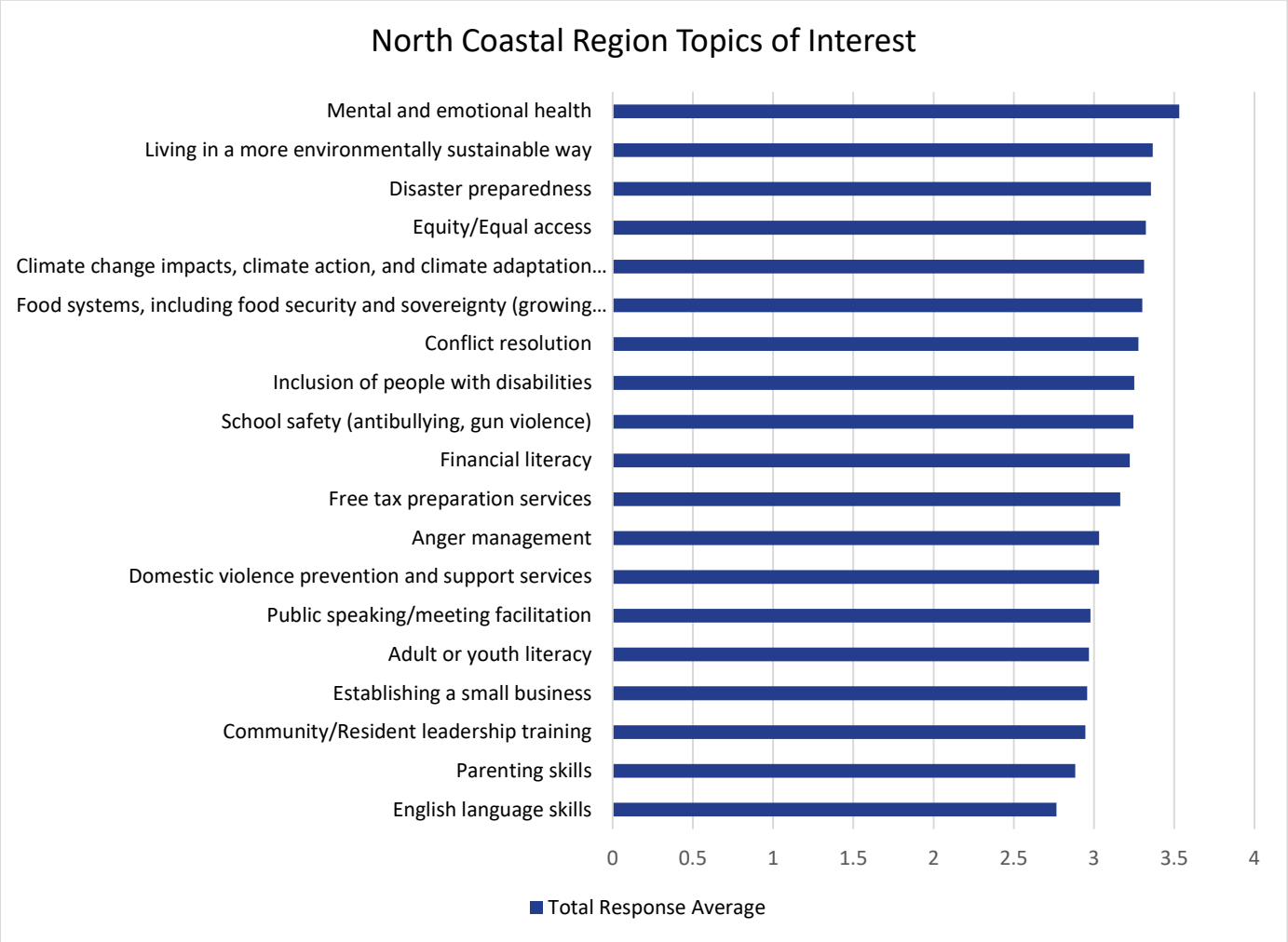
Barriers to utilizing FREE services/programs	
Lack of transportation (personal or public)	15
	12.5%
Work hours	20
	16.7%
Lack of childcare	5
	4.2%
Internet access/technology/lack of equipment	7
	5.8%
Language	9
	7.5%
Other	8
	6.7%
I do not know what services/programs are available	42
	35%
Not applicable	30
	25%

"How much interest do you have in learning about these topics? Please choose the appropriate number using the following scale, 1=Not important, 2=Not very important, 3=Important, and 4=Very important."

Respondents were most interested in learning about:

1. Mental and emotional health
2. Living in a more environmentally sustainable way
3. Disaster preparedness
4. Equity/Equal access

Respondents provided their level of importance in learning for 19 topics. Topics were weighted on a sale of 1 to 4, 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 94 respondents answered this question.



Social Connection

Respondents were asked the following three question on social connection.

“In general, how connected do you feel to your community (neighborhood, work, school, places of worship, social)? On a scale of 1-10, please choose the appropriate number using the following scale, 1=Least connected, 10=Most connected.” 92 respondents answered this question.

“As a community, do you feel confident that we can find solutions to difficult problems? On a scale of 1-10, please choose the appropriate number using the following scale, 1=Least confident, 10=Most confident.” 93 respondents answered this question.

“What social groups or networks are you a part of? Check all that apply.”

Social groups or networks	
Family	78
	65%
Close friends	67
	55.8%
Parent groups	12
	10%
Coworkers	47
	39.1%
Academic groups	21
	17.5%
Volunteer groups	39
	32.5%
Professional groups	29
	24.2%
Recreational groups/teams	15
	12.5%
Faith-based groups	26
	21.7%
Other groups_____	5
	4.2%

The other community groups that respondents are a part of are:

- In my son’s games (1)
- GEMS (1)
- Hrco (1)
- None (2)

Built Environment, Transportation, and Climate

Respondents were asked six questions about built environment, transportation, and climate.

“Do you typically use an alternative means of transportation, such as a bike or public transportation, and NOT a car?”

Use of alternative means of transportation	Yes	No	N/A
	26	67	27
	21.7%	55.8%	22.5%

“What are the barriers or challenges you and/or your family face to using alternative means of transportation (bike, walk, scooter, public transportation)? Check all that apply.”

Barriers faced to in using alternative means of transportation	Safety	Violence in the community	Convenience	Reliability of services	High cost or unaffordable	Lack of information	Not interested
	48	18	46	19	20	25	27
	40%	15%	38.3%	15.8%	16.7%	20.8%	22.5%

“Do you currently use a mobility device, such as a cane, walker, or wheelchair?”

Currently use a mobility device	Yes	No	N/A
	2	90	28
	1.7%	75%	23.3%

If respondents selected yes to the question above, they were asked, “are the sidewalks safe (e.g., enough space, appropriate signage, etc.) in your community for mobility?” Of the 2 that answered yes, all 2 responded to this question.

Are sidewalks safe	Yes	No	N/A
	1	1	0

If respondents selected yes to using a mobility device, they were asked, “is there adequate street lighting for safe mobility in your community?” Of the 2 that answered yes, all 2 responded to this question.

Adequate street lighting	Yes	No	N/A
	1	1	0

“How worried are you about climate change/global warming?”

Worried about climate change	Very worried	Somewhat worried	Not very worried	Not at all worried	N/A
	50	32	5	6	27
	41.7%	26.7%	4.2%	5%	22.5%

“How often do you discuss climate change/global warming with your family and friends?”

Discuss climate change with family and friends	Often	Occasionally	Never	N/A
	31	42	20	27
	25.8%	35%	16.7%	22.5%

“How important is the issue of climate change to you personally?”

How important is the issue of climate change	Extremely important	Very important	Somewhat important	Not too important	Not at all important	N/A
	35	26	23	3	6	27
	29.2%	21.7%	19.2%	2.5%	5%	22.5%

Communication

Respondents were asked three questions about communication.

“Would you benefit from access to one of the following communication methods that meets the needs of disabled residents? Check all that apply.”

Communication methods	American Sign Language (ASL)	TeleType (TTY) or Telecommunications Device (TDD) or Text Telephone (TT)	Large print	Screen reader compatible web page or document	Phone calls	Braille
	15	10	22	13	23	11
	12.5%	8.3%	18.3%	10.8%	19.2%	9.2%

“Which sources do you turn to for local information and resources? Check all that apply.”

Sources for local information and resources	
Local or community newspaper	27
	22.5%
Television news	49
	40.8%
Radio	25
	20.8%
Billboards	11
	9.2%
Local community organization	40
	33.3%
Email	34
	28.3%
Church or faith community	20
	16.7%
School email/newsletter	28
	23.3%
Online search	61
	50.8%
Social media (Facebook, Twitter, Instagram, Next Door, other)	47
	39.2%
Word of mouth	42
	35%

“Would you like to receive additional resources? If yes, which resources would you like to receive? Check all that apply.”

Additional resources*	
Food resources	25
	20.8%
Financial literacy	22
	18.3%
Tax preparation support	21
	17.5%
Community engagement/resident leadership trainings	22
	18.3%
Refugee services	7
	5.8%
Transportation/Traffic safety	13
	10.8%
Child passenger safety training	10
	8.3%
Conflict resolution/mediation services	18
	15%

*Additional resources requested by all respondents regardless of if they initially answered yes or no.

North Coastal Region Community Dialogues Data

The North Coastal Region community dialogue was held, in-person, on January 25, 2023. There were a total of 13 participants primarily from the Oceanside subregion. Participants were eager to contribute their feedback on the needs of their community and asked a lot of questions about the categories that were answered by the Arboreta Facilitator and MANA mentor present. The greatest concerns expressed by participants, in no particular order, across the County's *Live Well San Diego* top five areas of influence: health, knowledge, standard of living, community, and social, are listed below:

1. Mental health and safety resources, such as crisis line information and gun control
2. Improved public transportation, from access to health/safety, such as shade covering
3. Intergenerational recreational and learning activities
4. Inclusion of people with disabilities in schools and communal places

The community dialogue provided insight into what matters to the youth in the community. Participants offered resources that have been helpful to them such as the North County LGBTQ Resource Center, community libraries, and Gear Up. The need for gang and criminal activity prevention correlates with stricter gun control and meetings with law enforcement to stay informed on what is going on in the community and neighborhood safety.

The table below summarizes the participants' responses across all five categories. Only the subcategories listed in the table are the ones that had responses.

Responses from the North Coastal Region Community Dialogue			
	Subcategory	*Feedback includes:*	*Solutions and/or ideas are:*
Health	COVID-19	• Mask requirements worked	• Mask requirements are needed
	Health of Community	• More mental health resources for teen/those in need • Rare to find safe spaces to get help	• Safer spaces for people to get mental help • Need crisis line
	Whole Family/2Gen Service Models	• John Lander Recreation Center is a good resource • Like Vista Community Clinic's services • Tri-City Medical Center takes care of people very well • Community library helps with homework • Gear Up provides help with homework and provides good opportunities to visit colleges. • Inter Path needs more recognition	• Gear up needs more funding • Programs for parents to help them get back into education • More intergenerational recreational and learning activities • Better ways to disseminate information to busy people and non-English speakers
Knowledge	Educational/ Training Opportunities	• Family /friends are unable to get positions because of race • Teachers are paying for supplies that students don't respect	• More funding for teachers • Free private teacher tutoring instead of paying for a private tutor • A variety of classes to find something that is liked

Standard of Living	Food Access and Sovereignty	• I like the free lunches during summer • Free breakfast and lunch at parks during the summer has been a useful resource • WIC has been helpful • EBT is helpful • Lorreto House at Mission San Luis Rey is a helpful resource	• There should be a place where people could go to get free food if they can't afford it
	Inclusion of People with Disabilities	• Schools need more necessities for people with disabilities • Prioritize helping people who can't get around without help • Ramps and the disability seats on public transit are very useful	• Speakers and screens around the classroom • More accessible areas/ play areas • More ramps for wheelchairs and accessibility in stores
Community	Active Transportation	• Pronto Pass • More bus time for school routes needed • Public transit is useful because it helps people that don't drive	• Free transportation for adults who can't afford cars • Add a bus stop approaching Wilshire Road
	Climate Science, Action, and Adaptation	• Heat mitigation changes	• Need for shade covers at parks, schools, and bus stops
	Community and Neighborhood Safety	• Community clean-up • Gentrification is an issue • Prevent speeding	• More public trash and recycling bins on the sidewalks • Dog waste station in every neighborhood, not just in rich housing areas • More speed bumps • More laws regarding weapons for underage or school shootings • Stricter gun control (background checks, training, LEGAL work) • Meetings with law enforcement to know

			what to do in emergencies
Social	Equity	• North County LGBTQ Resource Center is helpful for LGBTQ students/identifying individuals, it is only in North County • The City of Oceanside doesn't like some minorities	• More resource centers for immigrants who need help with taxes, translating important documents, studying for citizenship, and banking

North Inland Region Data

In the North Inland Region, Arboreta Group LLC (Arboreta) partnered with Escondido Education COMPACT to collect surveys throughout the North Inland Region and facilitate community dialogues to target residents in zip codes 92025, 92026, 92027, 92029, and 92096.

North Inland Region Survey Data

In the North Inland Region, 156 residents participated in the CAP Community Needs Assessment Survey which accounted for 12.3% of the overall survey responses. The survey was shared with Resident Leadership Academy Members, Escondido Education COMPACT's clients, and other community members and residents in the North Inland Region. Escondido Education COMPACT distributed the survey organization wide, and through their network of collaboratives, partners, and supporters encouraging people to take the survey and organizations to share with their clients and partners. The survey was also shared throughout the region by the County of San Diego and other local providers.

The tables below represent data specifically from residents in the North Inland Region. All percentages are rounded to the nearest tenth.

Demographics of North Inland Region Survey Respondents

Language of Surveys	English	Spanish	Arabic	Vietnamese
	150	6	0	0
	96.2%	3.8%	0.0%	0.0%

Gender Identity	Female	Male	Transgender Female	Transgender Male	Non-binary	Other Gender	Prefer not to answer
	118	36	0	0	2	0	0
	75.6%	23.1%	0.0%	0.0%	1.3%	0.0%	0.0%

Age	Youth (6-13)	Teen (14-17)	Young Adult (18-24)	Adult (25-59)	Older Adult (60+)	Prefer not to answer
	1	21	13	98	21	2
	0.6%	13.5%	8.3%	62.8%	13.5%	1.3%

Ethnicity	American Indian or Alaskan Native	Asian	Black or African American	Native Hawaiian or Other Pacific Islander	Latino or Hispanic	Middle Eastern /Arabic	Caucasian	Multiple	Other
	4	4	0	0	76	3	58	9	2
	2.6%	2.6%	0.0%	0.0%	48.6%	1.9%	37.2%	5.8%	1.3%

Any children under 18	Yes	No	N/A
	103	50	3
	66%	32.1%	1.9%

Household (multiple response)	Single Person	Two	Three	Four	Five	Six or more	N/A
	12	45	26	33	19	18	3
	7.1%	28.8%	16.7%	21.2%	12.2%	11.5%	1.9%

Served in the military	Veteran	Active Military	No	N/A
	9	1	142	4
	5.8%	0.6%	91%	2.6%

Employment Status	Employed, full-time	Employed, part-time	Migrant seasonal farm worker	Not employed – short term (6 months or less)	Not employed – long term (more than 6 months)	Retired	Prefer not to answer	N/A
	87	22	1	3	17	12	9	5
	55.8%	14.1%	0.6%	1.9%	10.9%	7.7%	5.8%	3.2%

Household	Children 0-17	Youth ages 14-24 who are neither working nor in school	Adults 66 or older	Refugees who have been in the U.S. 5 years or less	A person or people with sensory impairment (vision or hearing)
	73	14	33	2	11
	46.8%	9%	21.2%	1.3%	7.1%

Consider self to have a disability	Yes	No	N/A
	20	131	5
	12.8%	84%	3.2%

RLA Network Member	Yes	No	N/A
	13	139	4
	8.3%	89.1%	2.6%

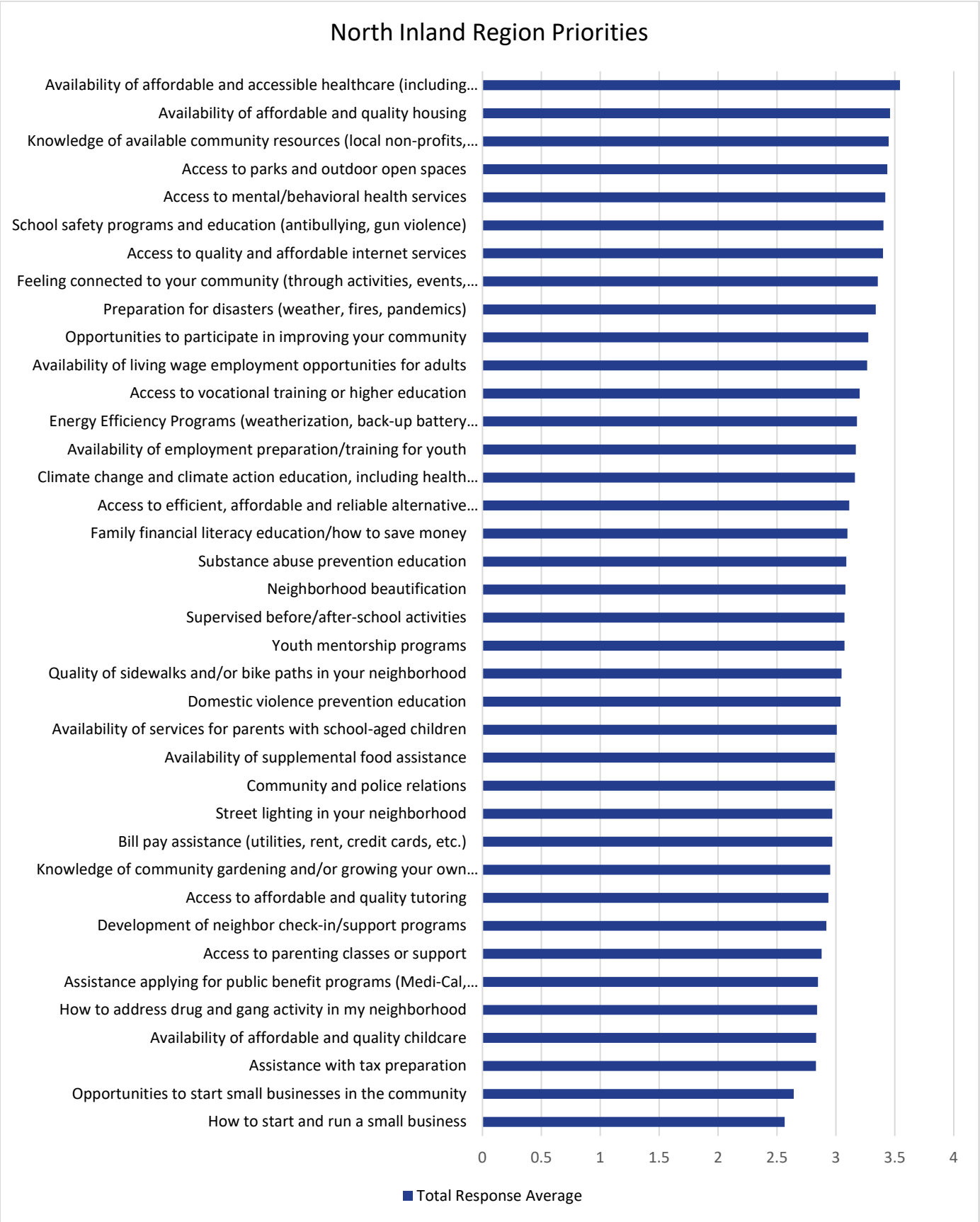
Survey Responses

Priorities

The first question in the survey asked respondents to indicate how important a topic was to their household across the County's *Live Well San Diego* top five areas of influence: health, knowledge, standard of living, community, and social, are listed below: For the North Inland Region, the top topics selected were:

1. Availability of affordable and accessible healthcare (including extended hours and translation)
2. Availability of affordable and quality housing
3. Knowledge of available community resources (local non-profits, social services, government programs, etc.)
4. Access to parks and outdoor open spaces
5. Access to parks and outdoor open spaces
6. School safety programs and education (antibullying, gun violence)

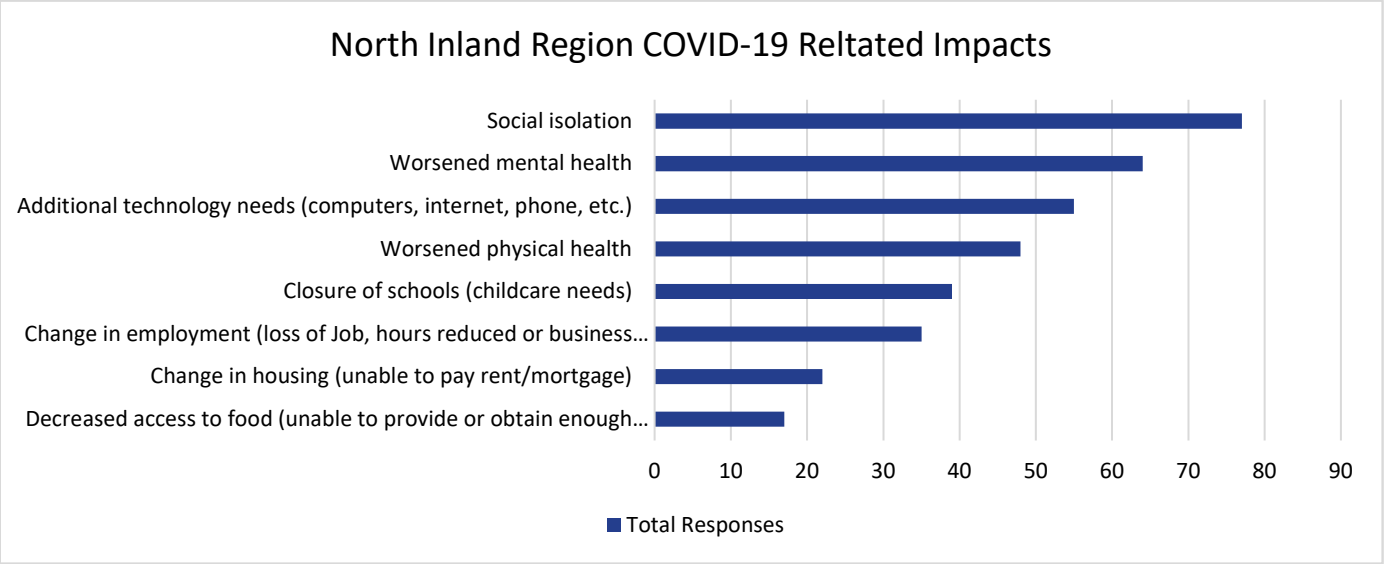
Respondents provided their level of importance for 38 topics. Topics were weighted on a scale of 1 to 4, with 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 125 respondents answered this question.


North Inland Region Priorities
Availability of affordable and accessible healthcare (including...
Availability of affordable and quality housing
Knowledge of available community resources (local non-profits,...
Access to parks and outdoor open spaces
Access to mental/behavioral health services
School safety programs and education (antibullying, gun violence)
Access to quality and affordable internet services
Feeling connected to your community (through activities, events,...
Preparation for disasters (weather, fires, pandemics)
Opportunities to participate in improving your community
Availability of living wage employment opportunities for adults
Access to vocational training or higher education
Energy Efficiency Programs (weatherization, back-up battery...
Availability of employment preparation/training for youth
Climate change and climate action education, including health...
Access to efficient, affordable and reliable alternative...
Family financial literacy education/how to save money
Substance abuse prevention education
Neighborhood beautification
Supervised before/after-school activities
Youth mentorship programs
Quality of sidewalks and/or bike paths in your neighborhood
Domestic violence prevention education
Availability of services for parents with school-aged children
Availability of supplemental food assistance
Community and police relations
Street lighting in your neighborhood
Bill pay assistance (utilities, rent, credit cards, etc.)
Knowledge of community gardening and/or growing your own...
Access to affordable and quality tutoring
Development of neighbor check-in/support programs
Access to parenting classes or support
Assistance applying for public benefit programs (Medi-Cal,...
How to address drug and gang activity in my neighborhood
Availability of affordable and quality childcare
Assistance with tax preparation
Opportunities to start small businesses in the community
How to start and run a small business
0
0.5
1
1.5
2
2.5
3
3.5
4
Total Response Average

COVID-19

Respondents were asked the following three questions about COVID-19.

When asked, “In what ways has the COVID-19 Pandemic negatively impacted your life? Check all that apply.” Responded shared the following impacts, ordered by total number of responses.



Respondents were asked, “Do you currently utilize any resources to help you with paying rent or rent related costs (security deposits, etc)?”

Currently utilizing resources to help pay rent or rent related costs	**Yes**	**No**	**N/A**
	10	112	34
	6.4%	71.8%	21.8%

If respondents selected yes to the question above, they were asked to identify where they obtain assistance to pay rent. Of the 10 that answered yes, all 10 responded to this question.

Assistance to pay rent	**Family & friends**	**Non-profit organization support**	**Government assistance**	**N/A**
	5	3	2	0

Respondents were asked, “Do you currently utilize any resources to help you with paying for utilities?”

Currently utilizing resources to help pay for utilities	**Yes**	**No**	**N/A**
	23	99	34
	14.7%	63.5%	21.8%

If respondents selected yes to the question above, they were asked to identify where they obtain assistance to pay for utilities. Of the 23 that answered yes, all 23 responded to this question.

Assistance to pay utilities	**Family & friends**	**Non-profit organization support**	**Government assistance**	**Utility company programs**	**N/A**
	5	1	6	11	0

Food Access

Respondents answered how they use specific resources to obtain food for their household prior to and since the start of the COVID-19 Pandemic. They were asked to check all that apply to the following questions:

- "Prior to the COVID-19 Pandemic, did you utilize any of the following resources to obtain food for your household?"
- "Have you utilized any new/additional community resources to obtain food for your household since the start of the COVID-19 Pandemic?"

Resources to obtain food for your household	Prior to the COVID-19 Pandemic	Since the start of the COVID-19 Pandemic
Community organizations	14	16
	9%	10.3%
CalFresh benefits (formerly known as food stamps)	14	18
	9%	11.5%
Food pantry/food bank	17	28
	10.9%	17.9%
Church or faith community	14	12
	9%	7.7%
School provided meals	20	25
	12.8%	16%
Family or friend provided meals	14	10
	9%	6.4%
Other free meals	8	5
	5.1%	3.2%
Not applicable	65	60
	41.7%	38.5%

Programs and Services

Respondents were asked the following two questions about programs and services in their region.

"What are the barriers that keep you from utilizing FREE services/programs? Check all that apply."

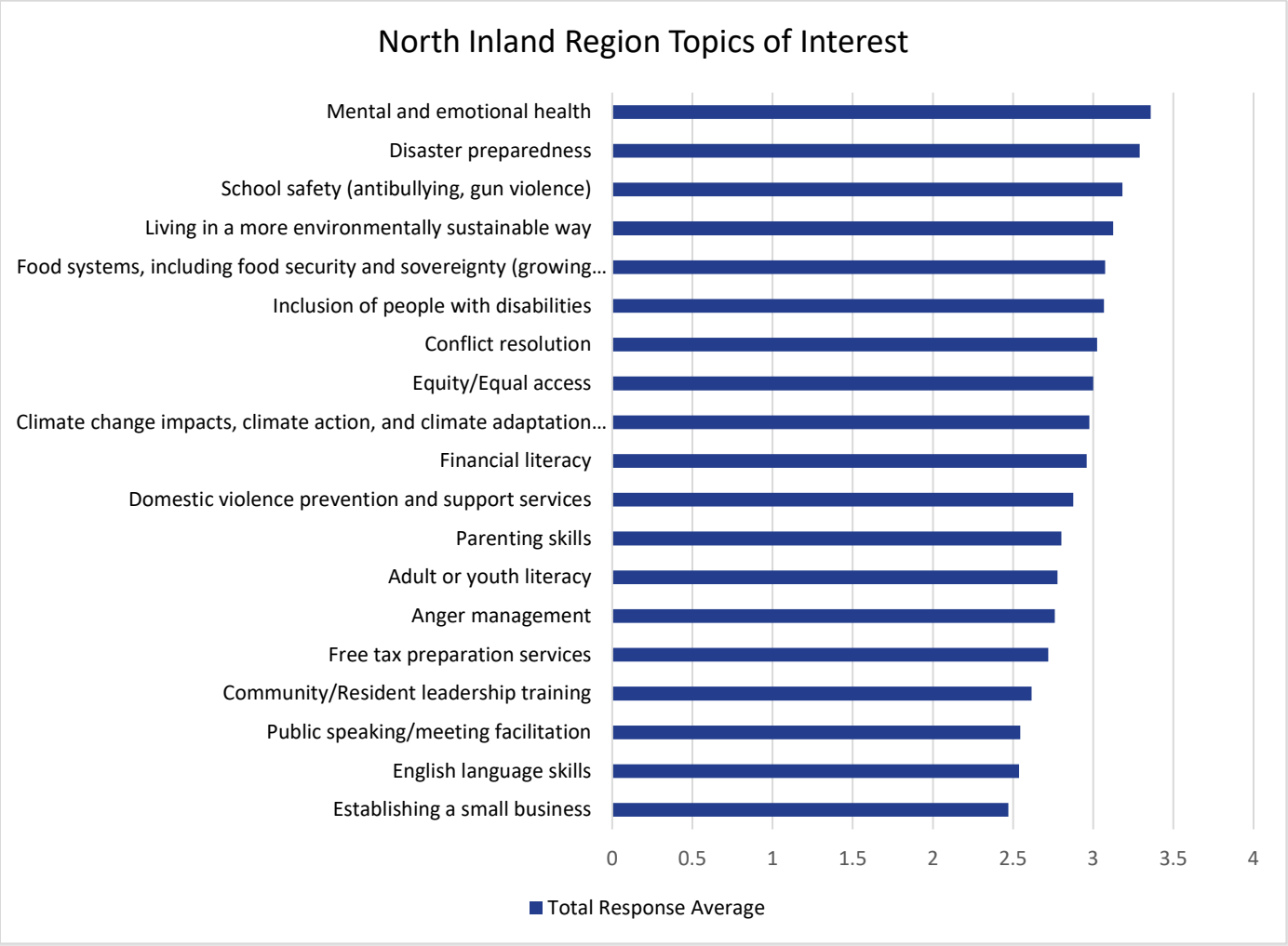
Barriers to utilizing FREE services/programs	
Lack of transportation (personal or public)	19
	12.2%
Work hours	19
	12.2%
Lack of childcare	10
	6.4%
Internet access/technology/lack of equipment	19
	12.2%
Language	8
	5.1%
Other	7
	4.5%
I do not know what services/programs are available	45
	28.2%
Not applicable	52
	33.3%

“How much interest do you have in learning about these topics? Please choose the appropriate number using the following scale, 1=Not important, 2=Not very important, 3=Important, and 4=Very important.”

Respondents were most interested in learning about:

1. Mental and emotional health
2. Disaster preparedness
3. School safety (antibullying, gun violence)
4. Living in a more environmentally sustainable way
5. Food systems, including food security and sovereignty (growing your own fruits and vegetables)
6. Inclusion of people with disabilities

Respondents provided their level of importance in learning for 19 topics. Topics were weighted on a sale of 1 to 4, 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 122 respondents answered this question.



Social Connection

Respondents were asked the following three question on social connection.

“In general, how connected do you feel to your community (neighborhood, work, school, places of worship, social)? On a scale of 1-10, please choose the appropriate number using the following scale, 1=Least connected, 10=Most connected.” 122 respondents answered this question.

“As a community, do you feel confident that we can find solutions to difficult problems? On a scale of 1-10, please choose the appropriate number using the following scale, 1=Least confident, 10=Most confident.” 123 respondents answered this question.

“What social groups or networks are you a part of? Check all that apply.”

Social groups or networks	
Family	99
	63.5%
Close friends	93
	59.6%
Parent groups	19
	12.2%
Coworkers	61
	39.1%
Academic groups	25
	16%
Volunteer groups	53
	34%
Professional groups	41
	26.3%
Recreational groups/teams	10
	6.4%
Faith-based groups	23
	14.7%
Other groups_____	8
	5.1%

The other community groups that respondents are a part of are:

- Alcoholics anonymous (1)
- American Legion (1)
- Climate Resilience groups and land management (1)
- Community Org (SVCC) (1)
- Cultural Dancing/Singing Groups (1)
- Fellow Artists (1)
- Neighborhood Social Committee (1)
- Political groups (1)

Built Environment, Transportation, and Climate

Respondents were asked six questions about built environment, transportation, and climate.

“Do you typically use an alternative means of transportation, such as a bike or public transportation, and NOT a car?”

Use of alternative means of transportation	Yes	No	N/A
	18	106	32
	11.5%	67.9%	20.5%

“What are the barriers or challenges you and/or your family face to using alternative means of transportation (bike, walk, scooter, public transportation)? Check all that apply.”

Barriers faced to in using alternative means of transportation	Safety	Violence in the community	Convenience	Reliability of services	High cost or unaffordable	Lack of information	Not interested
	54	23	73	36	20	21	28
	34.6%	14.7%	46.8%	23.1%	12.8%	13.5%	17.9%

“Do you currently use a mobility device, such as a cane, walker, or wheelchair?”

Currently use a mobility device	Yes	No	N/A
	12	112	32
	7.7%	71.8%	20.5%

If respondents selected yes to the question above, they were asked, “are the sidewalks safe (e.g., enough space, appropriate signage, etc.) in your community for mobility?” Of the 12 that answered yes, all 12 responded to this question.

Are sidewalks safe	Yes	No	N/A
	8	4	0

If respondents selected yes to using a mobility device, they were asked, “is there adequate street lighting for safe mobility in your community?” Of the 12 that answered yes, 11 responded to this question.

Adequate street lighting	Yes	No	N/A
	7	4	1

“How worried are you about climate change/global warming?”

Worried about climate change	Very worried	Somewhat worried	Not very worried	Not at all worried	N/A
	46	43	23	11	33
	29.5%	27.6%	14.7%	7.1%	21.2%

“How often do you discuss climate change/global warming with your family and friends?”

Discuss climate change with family and friends	Often	Occasionally	Never	N/A
	32	62	30	32
	20.5%	39.7%	19.2%	20.5%

“How important is the issue of climate change to you personally?”

How important is the issue of climate change	Extremely important	Very important	Somewhat important	Not too important	Not at all important	N/A
	30	37	28	17	12	32
	19.2%	23.7%	17.9%	10.9%	7.7%	20.5%

Communication

Respondents were asked three questions about communication.

“Would you benefit from access to one of the following communication methods that meets the needs of disabled residents? Check all that apply.”

Communication methods	American Sign Language (ASL)	TeleType (TTY) or Telecommunications Device (TDD) or Text Telephone (TT)	Large print	Screen reader compatible web page or document	Phone calls	Braille
	13	8	25	14	21	3
	8.3%	5.1%	16%	9%	13.5%	1.9%

“Which sources do you turn to for local information and resources? Check all that apply.”

Sources for local information and resources	
Local or community newspaper	50
	32.1%
Television news	50
	32.1%
Radio	35
	22.4%
Billboards	11
	7.1%
Local community organization	43
	27.6%
Email	55
	35.3%
Church or faith community	14
	9%
School email/newsletter	33
	21.2%
Online search	68
	43.6%
Social media (Facebook, Twitter, Instagram, Next Door, other)	72
	46.2%
Word of mouth	65
	41.7%

“Would you like to receive additional resources? If yes, which resources would you like to receive? Check all that apply.”

Additional resources*	
Food resources	24
	15.4%
Financial literacy	22
	14.1%
Tax preparation support	22
	14.1%
Community engagement/resident leadership trainings	29
	18.6%
Refugee services	5
	3.2%
Transportation/Traffic safety	13
	8.3%
Child passenger safety training	7
	4.5%
Conflict resolution/mediation services	14
	9%

*Additional resources requested by all respondents regardless of if they initially answered yes or no.

North Inland Region Community Dialogues Data

The North Inland Region community dialogue were held, in-person, on January 25, 2023 and February 6, 2023; and virtual, on February 7, 2023 and February 14, 2023. There was a total of 13 participants primarily from the Escondido subregion. The community dialogues were facilitated in English and Spanish and engaged youth and RLA members. Despite lower attendance, participants provided a lot of feedback on the needs of their community. The greatest concerns expressed by participants, in no particular order, across the County's *Live Well San Diego* top five areas of influence: health, knowledge, standard of living, community, and social, are listed below:

1. Shortages of teachers and classrooms
2. Transportation and safety issues
3. Health services (medical and emotional/behavioral) in Spanish

The community dialogues captured the most pressing concerns of the residents. The shortages of teachers and classrooms, as well as counselors and therapist for youth is affecting kids' education. Transportation and safety issues arose and the need for improved streets, sidewalks, and lighting in communal and residential areas is clear. There are also not enough buses in certain areas by schools. Residents are happy with a lot of the services for youth and increased police patrols in Escondido which made them feel safer.

The table below summarizes the participants' responses across all five categories. Only the subcategories listed in the table are the ones that had responses.

Responses from the North Inland Region Community Dialogues			
	Subcategory	*Feedback includes:*	*Solutions and/or ideas are:*
Health	COVID-19	• Had COVID and suffered some long-term symptoms, would be helpful to get information and support with that • No pandemic impact except for the delayed social emotional development child	• Information and support on COVID-19
	Health of Community	• More Spanish speaking staff at Kaiser • Lack of access to doctors • People go into a doctor's office and need help with multiple medical issues because they don't have easy access to doctors • Can't afford medical care • Can't take time off of work to access medical care • Hard to find a counselor and other care providers that speak Spanish, sometimes they are out of the area; they offer translation but that shortens services • Her daughter also has a therapists (anxiety) via Kaiser but she hasn't seen anyone in months because of constant turnover/maternity leaves	• Access to dentist for adults • More school counselors and psychologists • Access to more therapist • Outdoor fitness courts to promote healthier lifestyles; it helps those who might not have money for gyms to stay fit

	Whole Family/2Gen Service Models	• Special needs child struggles with math and was failing but did not get the support needed because the aide was absent frequently and no one communicated that to the parent • The programs students have, during and after school, is enough; unfortunately child with special needs cannot participate because school is already 'too much' and just wants to go home after • The Regional Center has been very helpful; the social worker is a great resource • Had a bad experience with a social worker who wasn't helpful and was replaced with someone else; had to shift approach and become and more firm and assertive advocate for my child - now gets the information needed	• More support for children with special needs • Diversion programs for kids and families because they don't have access • Educational and recreational programs on weekends when parents can actually participate with kids • Legal assistance for families - immigration, housing • Parents need to learn how to advocate for themselves and their families
Knowledge	Educational/ Training Opportunities	• Things are different here than in the home country of the many immigrant parents - they need help figuring out how to better help their kids and what to watch out for • Shortage of teachers • There are less kids qualified for AVID because they have low GPAs; they may be stunted by the pandemic • Shortage of AVID tutors • Teachers are not "into teaching" and are burnt out which means students get farther and farther behind • Teachers and tutors are underpaid • Shortage in classrooms - teachers are sharing classrooms and it makes it hard to learn and teach particularly in things like science when the classroom is not set up for experiments • High cost of renting buses for fieldtrips is a problem for schools	• Educational workshops for crime prevention, including drug use • More education in schools on nutrition • Education on gardening and at a higher level/depth – how to get degrees in food cultivation • School districts should buy buses and make more trips available also to parents or have more trips for kids that can expose them to things their parents don't have the money to pay for

Standard of Living	Food Access and Sovereignty	• The food distribution events, like at a church on Washington St., wait time is up to 3 hours because 'all of Escondido shows up' • More information on other food distribution events, especially where there is fresh fruits and vegetables	• More food distributions in the area • Good access to grocery stores
	Inclusion of People with Disabilities	• Don't work because child has special needs and limits time to look for resources	• More information/resource sharing for parents with special needs children • More support for children with special needs
		• It is a middle class community and there is limited affordable housing, especially for families with kids, and they have needs like clothing and entertainment that parents cannot afford because of the high cost of living which leads them sometimes to become engaged in criminal activity	• Housing programs for lower rent
Community	Active Transportation	• Not enough buses and bus stops around Valley High School	• Need more busses and bus stops
	Community and Neighborhood Safety	• Tagging/graffiti is a problem and also how it is handled because parents get fined and many don't have the money • Good parks in the area • A lot of road damage after the recent rains, very dangerous for those not in cars (waling, wheelchair, bikes, etc.) • Roads have a lot of potholes • Lack of sidewalks • No complete sidewalks on both sides of the road; it's not safe for walking. • Not enough lights where kids and youth play • Concerns about lighting in residential areas	• More shaded areas during the summer, especially in schools and parks • Need complete sidewalks near Hidden Valley Middle School • Need complete sidewalks near Orange Glenn High School • Add signage to street behind Oak Hill Middle School • More lighting in residential areas • Increased pedestrian safety near Oak Hill Middle

		• Grass is not well-maintained on fields used for sports; this causes injuries • School bus safety for those who use the special needs bus is good but for those who use the public bus along the street behind Oak Hill Middle School is not good • Safe walks are done but no signage has been added to the street behind Oak Hill Middle School • Fortunate to live in low-income housing and gated so they feel pretty safe • Noticed more police patrol, particularly on motorcycles - feels more safe now • Concerned about unhoused residents, particularly those who display drug use or mental illness symptoms	
Social	Programs and Providing Opportunities	• Resources are out there, you just have to look for them • Happy with the programs for youth that are available	• Programs for kids as young as 4th and 5th grade to earn prizes or gift cards so they can buy nice shoes or clothes that begin to matter to them at that age • Better information sharing for the community to know about programs and resources
	Community Connection and Resilience	• Connecting with care providers and other parents of children with disabilities	

South Region Data

In the South Region, Arboreta partnered with SBCS to collect surveys throughout the South Region and facilitated community dialogues to residents in zip codes 91910 and 91910 (Chula Vista); and 91932, 92154, and 92173 (South Bay).

South Region Survey Data

In the South Region, 154 residents participated in the CAP Community Needs Assessment Survey which accounted for 12.2% of the overall survey responses. The survey was shared with Resident Leadership Academy Members, Promotoras, SBCS clients, and other community members and residents in the South Region. SBCS distributed the survey agency wide, encouraged, and administered the survey to their clients. The survey was also shared throughout the region by the County of San Diego and other local providers.

The tables below represent data specifically from residents in the South Region. All percentages are rounded to the nearest tenth.

Demographics of South Region Survey Respondents

Language of Surveys	English	Spanish	Arabic	Vietnamese
	119	35	0	0
	77.3%	22.7%	0.0%	0.0%

Gender Identity	Female	Male	Transgender Female	Transgender Male	Non-binary	Other Gender	Prefer not to answer
	121	32	1	0	0	0	0
	80.5%	20.8%	0.6%	0.0%	0.0%	0.0%	0.0%

Age	Youth (6-13)	Teen (14-17)	Young Adult (18-24)	Adult (25-59)	Older Adult (60+)	Prefer not to answer
	3	1	14	60	24	0
	2.5%	0.6%	9%	39%	15.6%	0.0%

Ethnicity	American Indian or Alaskan Native	Asian	Black or African American	Native Hawaiian or Other Pacific Islander	Latino or Hispanic	Middle Eastern /Arabic	Caucasian	Multiple	Other
	0	8	11	0	123	0	7	1	4
	0.0%	5.2%	7.1%	0.0%	79.9	0.0%	4.5	0.6%	2.5%

Any children under 18	Yes	No	N/A
	79	75	0
	51.3%	48.7%	0.0%

Household (multiple response)	Single Person	Two	Three	Four	Five	Six or more	N/A
	8	23	44	38	21	18	2
	5.2%	14.9%	28.6%	24.7%	13.6%	11.7%	1.3%

Served in the military	Veteran	Active Military	No	N/A
	9	2	140	3
	5.8%	1.3%	90.9%	1.9%

Employment Status	Employed, full-time	Employed, part-time	Migrant seasonal farm worker	Not employed – short term (6 months or less)	Not employed – long term (more than 6 months)	Retired	Prefer not to answer	N/A
	81	40	2	3	10	8	8	2
	52.6%	26%	1.3%	1.9%	6.5%	5.2%	5.2%	1.3 %

Household	Children 0-17	Youth ages 14-24 who are neither working nor in school	Adults 66 or older	Refugees who have been in the U.S. 5 years or less	A person or people with sensory impairment (vision or hearing)
	84	40	30	4	6
	54.5%	26%	19.5%	2.6%	3.9%

Consider self to have a disability	Yes	No	N/A
	25	126	3
	16.2%	81.8%	1.9%

RLA Network Member	Yes	No	N/A
	44	107	3
	28.6%	69.5%	1.9%

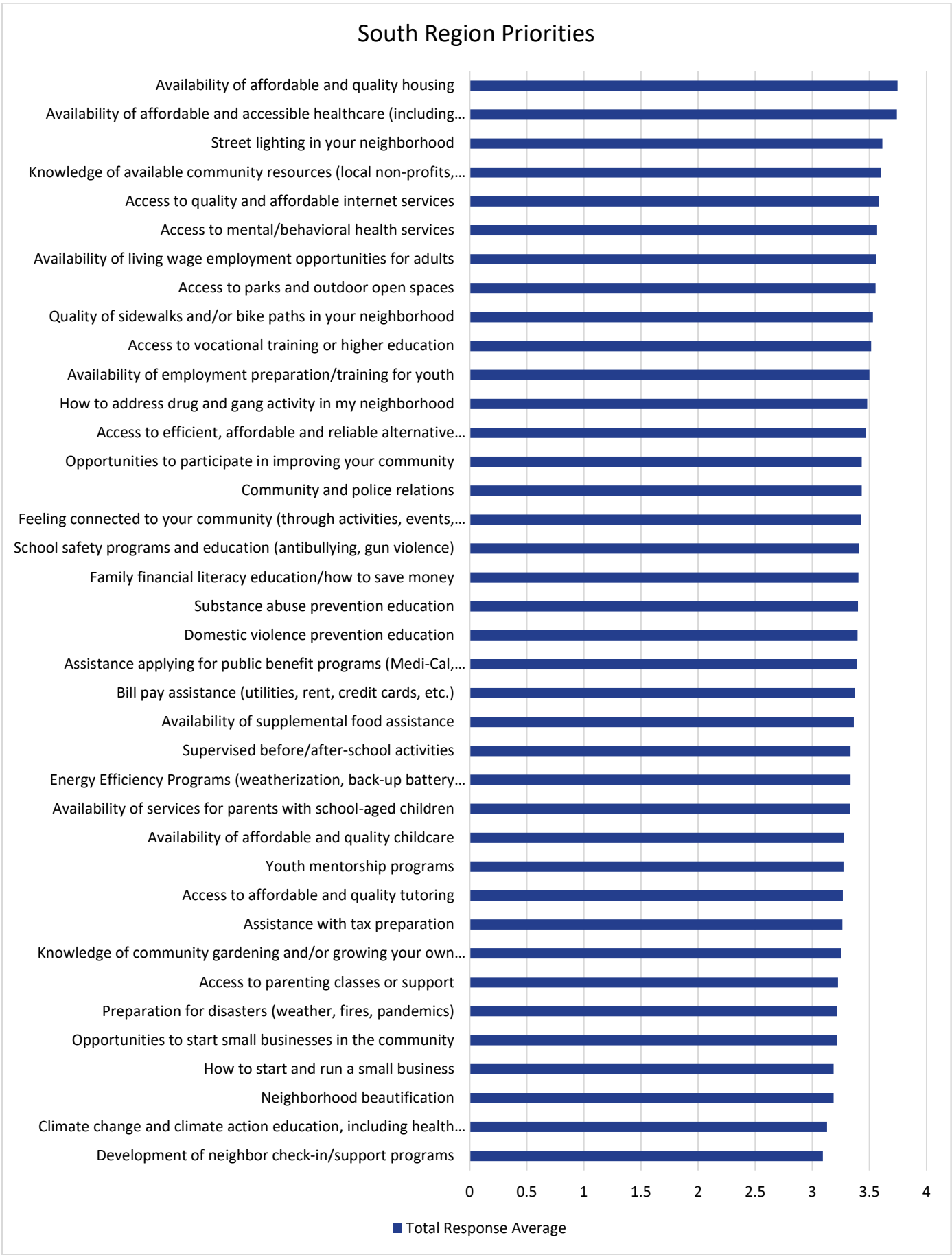
Survey Responses

Priorities

The first question in the survey asked respondents to indicate how important a topic was to their household across the County's *Live Well San Diego* top five areas of influence: health, knowledge, standard of living, community, and social, are listed below: For the South Region, the top topics selected were:

1. Availability of affordable and quality housing
2. Availability of affordable and accessible healthcare (including extended hours and translation)
3. Street lighting in your neighborhood
4. Knowledge of available community resources (local non-profits, social services, government programs, etc.)
5. Access to quality and affordable internet services
6. Access to mental/behavioral health services

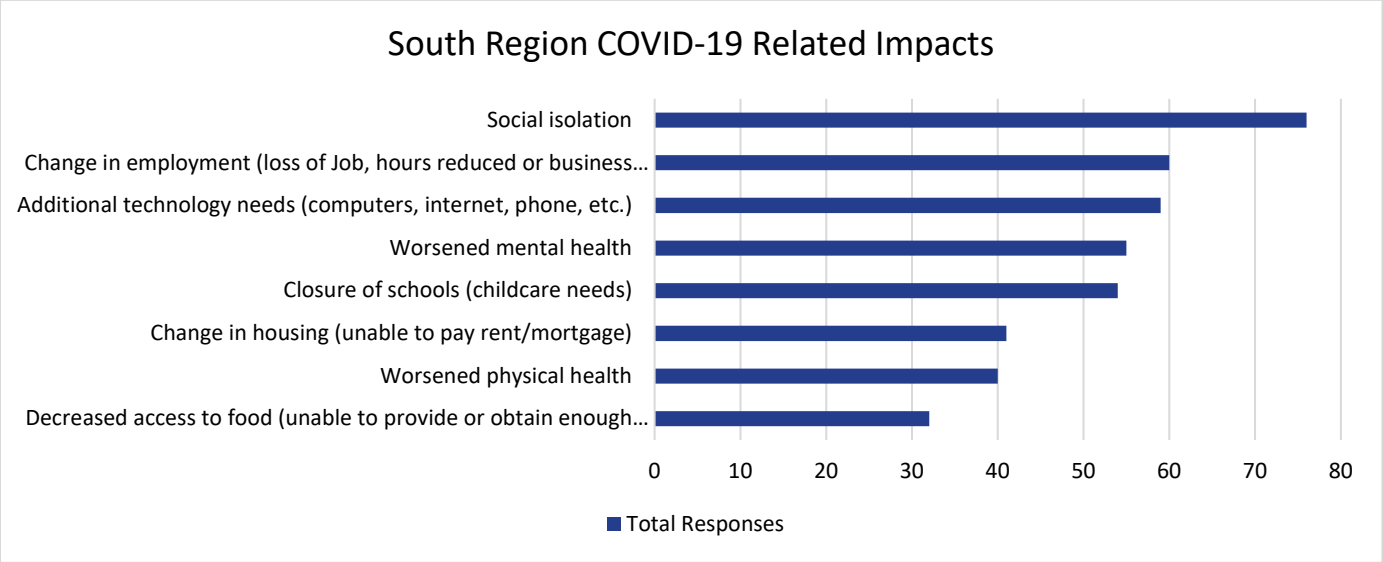
Respondents provided their level of importance for 38 topics. Topics were weighted on a scale of 1 to 4, with 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 134 respondents answered this question.


South Region Priorities
Availability of affordable and quality housing
Availability of affordable and accessible healthcare (including...
Street lighting in your neighborhood
Knowledge of available community resources (local non-profits,...
Access to quality and affordable internet services
Access to mental/behavioral health services
Availability of living wage employment opportunities for adults
Access to parks and outdoor open spaces
Quality of sidewalks and/or bike paths in your neighborhood
Access to vocational training or higher education
Availability of employment preparation/training for youth
How to address drug and gang activity in my neighborhood
Access to efficient, affordable and reliable alternative...
Opportunities to participate in improving your community
Community and police relations
Feeling connected to your community (through activities, events,...
School safety programs and education (antibullying, gun violence)
Family financial literacy education/how to save money
Substance abuse prevention education
Domestic violence prevention education
Assistance applying for public benefit programs (Medi-Cal,...
Bill pay assistance (utilities, rent, credit cards, etc.)
Availability of supplemental food assistance
Supervised before/after-school activities
Energy Efficiency Programs (weatherization, back-up battery...
Availability of services for parents with school-aged children
Availability of affordable and quality childcare
Youth mentorship programs
Access to affordable and quality tutoring
Assistance with tax preparation
Knowledge of community gardening and/or growing your own...
Access to parenting classes or support
Preparation for disasters (weather, fires, pandemics)
Opportunities to start small businesses in the community
How to start and run a small business
Neighborhood beautification
Climate change and climate action education, including health...
Development of neighbor check-in/support programs
0
0.5
1
1.5
2
2.5
3
3.5
4
Total Response Average

COVID-19

Respondents were asked the following three questions about COVID-19.

When asked, “In what ways has the COVID-19 Pandemic negatively impacted your life? Check all that apply.” Respondents shared the following impacts, ordered by total number of responses.



Respondents were asked, “Do you currently utilize any resources to help you with paying rent or rent related costs (security deposits, etc.)?”

Currently utilizing resources to help pay rent or rent related costs	**Yes**	**No**	**N/A**
	24	108	22
	15.6%	70.1%	14.3%

If respondents selected “yes” to the question above, they were asked to identify where they obtain assistance from to pay rent. Of the 24 that answered yes, 23 responded to this question.

Assistance to pay rent	**Family & friends**	**Non-profit organization support**	**Government assistance**	**N/A**
	8	8	7	1

Respondents were asked, “Do you currently utilize any resources to help you with paying for utilities?”

Currently utilizing resources to help pay for utilities	**Yes**	**No**	**N/A**
	36	95	23
	23.4%	61.7%	14.9%

If respondents selected “yes” to the question above, they were asked to identify where they obtain assistance from to pay for utilities. Of the 24 that answered yes, all 36 responded to this question.

Assistance to pay utilities	**Family & friends**	**Non-profit organization support**	**Government assistance**	**Utility company programs**	**N/A**
	6	7	7	16	0

Food Access

Respondents answered how they use specific resources to obtain food for their household prior to and since the start of the COVID-19 Pandemic. They were asked to check all that apply to the following questions:

- "Prior to the COVID-19 Pandemic, did you utilize any of the following resources to obtain food for your household?"
- "Have you utilized any new/additional community resources to obtain food for your household since the start of the COVID-19 Pandemic?"

Resources to obtain food for your household	Prior to the COVID-19 Pandemic	Since the start of the COVID-19 Pandemic
Community organizations	31	42
	20.1%	27.3%
CalFresh benefits (formerly known as food stamps)	29	31
	18.8%	20.1%
Food pantry/food bank	41	46
	26.6%	29.9%
Church or faith community	17	25
	11%	16.2%
School provided meals	29	30
	18.8%	19.5%
Family or friend provided meals	15	18
	9.7%	11.7%
Other free meals	11	15
	7.1%	9.7%
Not applicable	51	42
	33.1%	27.3%

Programs and Services

Respondents were asked the following two questions about programs and services in their region.

"What are the barriers that keep you from utilizing FREE services/programs? Check all that apply."

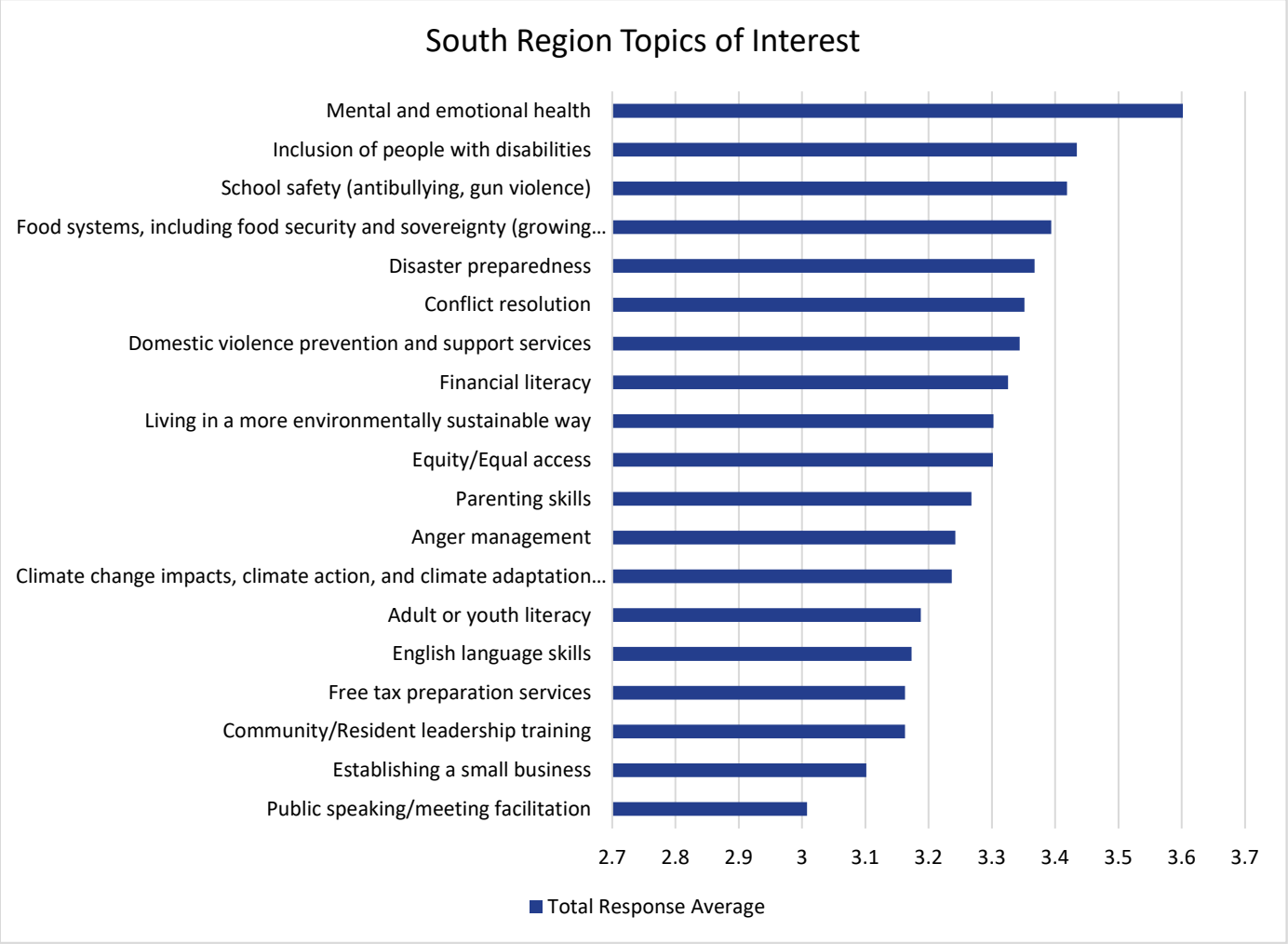
Barriers to utilizing FREE services/programs	
Lack of transportation (personal or public)	18
	11.7%
Work hours	39
	25.3%
Lack of childcare	12
	7.8%
Internet access/technology/lack of equipment	11
	7.1%
Language	15
	9.7%
Other	9
	5.8%
I do not know what services/programs are available	36
	23.4%
Not applicable	44
	28.6%

“How much interest do you have in learning about these topics? Please choose the appropriate number using the following scale, 1=Not important, 2=Not very important, 3=Important, and 4=Very important.”

Respondents were most interested in learning about:

1. Mental and emotional health
2. Inclusion of people with disabilities
3. School safety (antibullying, gun violence)
4. Food systems, including food security and sovereignty (growing your own fruits and vegetables)

Respondents provided their level of importance in learning for 19 topics. Topics were weighted on a sale of 1 to 4, 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 136 respondents answered this question.



Social Connection

Respondents were asked the following three questions on social connection.

“In general, how connected do you feel to your community (neighborhood, work, school, places of worship, social)? On a scale of 1-10, please choose the appropriate number using the following scale, 1=Least connected, 10=Most connected.” 131 respondents answered this question.

“As a community, do you feel confident that we can find solutions to difficult problems? On a scale of 1-10, please choose the appropriate number using the following scale, 1=Least confident, 10=Most confident.” 129 respondents answered this question.

“What social groups or networks are you a part of? Check all that apply.”

Social groups or networks	
Family	99
	64.3%
Close friends	85
	55.2%
Parent groups	33
	21.4%
Coworkers	55
	35.7
Academic groups	22
	14.3%
Volunteer groups	53
	34.3%
Professional groups	37
	24%
Recreational groups/teams	25
	16.2%
Faith-based groups	31
	20.1%
Other groups_____	14
	9%

The other community groups that respondents are a part of are:

- RLA (5)
- CERT (1)
- Hispana (1)
- Facebook food pantry (1)
- Social media groups (1)
- Business networking, community groups, boards (1)
- YMCA/GRG (1)
- Nonprofits (1)
- Neighbors (1)
- Civic Organizations (1)

Built Environment, Transportation, and Climate

Respondents were asked six questions about built environment, transportation, and climate.

“Do you typically use an alternative means of transportation, such as a bike or public transportation, and NOT a car?”

Use of alternative means of transportation	Yes	No	N/A
	35	97	22
	22.7%	63%	14.3%

“What are the barriers or challenges you and/or your family face to using alternative means of transportation (bike, walk, scooter, public transportation)? Check all that apply.”

Barriers faced to in using alternative means of transportation	Safety	Violence in the community	Convenience	Reliability of services	High cost or unaffordable	Lack of information	Not interested
	59	33	64	24	28	24	26
	38.3%	21.4%	41.6%	15.6%	18.2%	15.6%	16.9%

“Do you currently use a mobility device, such as a cane, walker, or wheelchair?”

Currently use a mobility device	Yes	No	N/A
	11	121	22
	7.1%	78.6%	14.3%

If respondents selected yes to the question above, they were asked, “are the sidewalks safe (e.g., enough space, appropriate signage, etc.) in your community for mobility?” Of the 11 that answered yes, all 11 responded to this question.

Are sidewalks safe	Yes	No	N/A
	6	5	0

If respondents selected yes to using a mobility device, they were asked, “is there adequate street lighting for safe mobility in your community?” Of the 11 that answered yes, all 9 responded to this question.

Adequate street lighting	Yes	No	N/A
	7	2	2

“How worried are you about climate change/global warming?”

Worried about climate change	Very worried	Somewhat worried	Not very worried	Not at all worried	N/A
	24	46	60	0	24
	15.6%	%	%	0.0%	%

“How often do you discuss climate change/global warming with your family and friends?”

Discuss climate change with family and friends	Often	Occasionally	Never	N/A
	34	81	17	22
	22.1%	52.6%	11%	14.2%

“How important is the issue of climate change to you personally?”

How important is the issue of climate change	Extremely important	Very important	Somewhat important	Not too important	Not at all important	N/A
	40	47	32	0	13	22
	26%	30.5%	20.8%	0.0%	8.4%	14.3%

Communication

Respondents were asked three questions about communication.

“Would you benefit from access to one of the following communication methods that meets the needs of disabled residents? Check all that apply.”

Communication methods	American Sign Language (ASL)	TeleType (TTY) or Telecommunications Device (TDD) or Text Telephone (TT)	Large print	Screen reader compatible web page or document	Phone calls	Braille
	34	23	50	38	43	21
	22.1%	14.9%	32.5%	24.7%	27.9%	13.6%

“Which sources do you turn to for local information and resources? Check all that apply.”

Sources for local information and resources	
Local or community newspaper	46
	29.9%
Television news	81
	52.6%
Radio	46
	29.9%
Billboards	27
	17.5%
Local community organization	57
	37%
Email	70
	45.5%
Church or faith community	33
	21.4%
School email/newsletter	34
	22.1%
Online search	74
	48.1%
Social media (Facebook, Twitter, Instagram, Next Door, other)	77
	50%
Word of mouth	56
	36.4%

“Would you like to receive additional resources? If yes, which resources would you like to receive? Check all that apply.”

Additional resources*	
Food resources	42
	27.3%
Financial literacy	42
	27.3%
Tax preparation support	29
	18.8%
Community engagement/resident leadership trainings	34
	22.1%
Refugee services	15
	9.7%
Transportation/Traffic safety	28
	18.2%
Child passenger safety training	18
	11.7%
Conflict resolution/mediation services	36
	23.4%

*Additional resources requested by all respondents regardless of if they initially answered yes or no.

South Region Community Dialogues Data

The South Region community dialogue were held, in-person, on January 25, 2023 and February 6, 2023; and virtual, on February 2, 2023 and February 28, 2023. There was a total of 33 participants primarily from the Chula Vista and South Bay subregion. The community dialogues were facilitated in Spanish and English and engaged RLA members and youth who were interested in contributing their concerns and challenges within the community. The greatest concerns expressed by participants, in no particular order, across the County's *Live Well San Diego* top five areas of influence: health, knowledge, standard of living, community, and social, are listed below:

1. Homelessness (safety of residents, sanitation, mental health, and substance abuse treatment)
2. Using the Promotora model for spreading more awareness (programs, health, services, activities)
3. Transportation (busses and trolleys are too infrequent, not clean, and unsafe)
4. Access to exercise and socializing in more parks and green spaces; staffed recreational centers
5. Food access and nutrition (the cost and quality of food; and the lack of knowledge among residents about good nutrition)

The community dialogues provided a tremendous amount of insight on what really matters to residents in this region. The small group format in both dialogues allowed all residents to engage deeply in conversations, drilling down to the subcategories in with both youth and adults. Across both community dialogues there were over 300 responses which included concerns around transportation, homelessness, access to healthy food, safe parks, and making programs more accessible and effective.

The table below summarizes the participants' responses across all five categories. Only the subcategories listed in the table are the ones that had responses.

Responses from the South Region Community Dialogue			
	Subcategory	*Feedback includes:*	*Solutions and/or ideas are:*
Health	COVID-19	• More prevention with vaccines and vaccine awareness • Places for testing are accessible for all • During the Pandemic there was a lot of help with food and rent • It was good that schools provided COVID test	• Psychological therapy for people with fears about COVID-19 and for everyone in general • More vaccines and medical care for low-income people or undocumented migrants • More information – help with anxiety and fear •
	Health of Community	• Need cleaner water in the community • Need more counseling/therapy available • It takes hours to get seen in the Emergency Room – the way things are managed need to be changed • Cal Health is working well to give people health benefits	• Health and resources fairs are needed in the community • More mental health services – people trained in schools to deal with problems with children; trained personnel (teachers and staff) to identify

		• Need more access to health and dental insurance	health and mental problems in children
	Whole Family/2Gen Service Models		• More multigenerational activities • More accessible family activities – cultural activities, learning, and education • More recreational centers – affordable recreational centers for low-income families and community members
Knowledge	Educational/Training Opportunities	• Computer classes, English classes, nutrition workshops, and mental health workshops are good • The library – STEM, reading, crafts – are good resources • National City Library offers different courses and programs for all ages • Information programs on how to buy a house are good • Coach university mentors, mental and physical health programs, program for reading, it's hard to be a woman, dinosaur program, and 0-5 maternity classes for parents are all working well • SBCS is a great resource • Promotoras/CHW, manpower classes, driver's ed cases are all good resources	• Provide an English class at the Loma Verde School • Training programs for small family businesses • Programs on how to get permits for street vendors • Information about drugs and human trafficking • Workshops for personal improvement • Cooking classes • Music classes • Need more driver's education classes, self-help classes, parenting classes, and work training classes • Classes for adolescents – ROP, cooking, and mechanic workshops • More funding for school supplies – like textbooks • Sex education and awareness for youth • Life skills classes and information on

			alternatives for youth who don't want to attend college • Financial classes for youth
Standard of Living	Food Access and Sovereignty	• There are different types of help to receive food • In a healthy and fresh food program that promotes better health • Mas Fresco is an excellent program • Farmer's Markets are very good • Cal Fresh being offered works well • Kitchenistas Program in National City is a great resource • Eating healthy is getting more expensive every day • Limited fresh foods such as fruits and vegetables or organic ones – the cost is very high • Serve less GMO foods in schools • Update security on EBT cards to minimize hacking	• More accessible meals at reasonable prices. • More accessibility to stores - create new shopping centers • Healthy food workshops to teach people how to eat healthy • Help with the distribution of free food in the community – County food cards • Have a small truck or van that takes the elderly to buy their groceries - have someone cook for seniors and classes for how to eat healthy • More local farm support such as financial and other resources – have events to support their farming • Invest in local farms instead of mass produced farms • Need more Farmer's Markets in all neighborhoods • Community gardens
	Inclusion of People with Disabilities	• The sports programs in schools for adolescents with disabilities are good and the support of books and classes in Braille make people feel very good emotionally • Sidewalks are in poor condition • The streets are not maintained so that people in	• ADA improvements on all streets, parks, and public spaces • Need clean sidewalks free of debris • Safe sidewalks for people in wheelchairs – wheelchair accessible

		a wheelchair or the elderly can travel • There is a lack of transportation, appropriate equipment to move, and special space for people with disabilities to exercise • More disabled-friendly places • More people should learn ASL • There is a lot of Braille around • More stores should hire disabled people like Walmart does for positions like cashiers	• Educate the community to respect and help those with disabilities • More education on physical and mental health, and disabilities from elementary school to adulthood • Support for families with individuals with disabilities • Programs to obtain devices for people with disabilities – wheelchairs, hearing aids, glasses, etc. • The government should be stricter with companies to be able to give work to people with disabilities - even though the "Disability Act" exists, companies do not accept people with disabilities • Better infrastructure for people with disabilities • People who check on seniors who live alone • Access to exercise and parks for people with disabilities
		• Cost of housing is high • People can't afford to find or keep a home	• Better housing • Help with rent • Apartments with available parking • More homeless shelters
Community	Active Transportation	• There is public transportation nearby – The trolley is punctual • The buses constantly show up late • Keep pronto free because it helps teens and kids get to school	• More attentive trolley and bus drivers – accessible to people with disabilities • Quicker passing times for the trolley/bus

		• Safer roads for bicycles – some roads cut off the bike lanes • The roads need to be repaired	• Clean/sanitize public transportation – it is dirty • More support for college students and seniors - lower the cost of public transportation • More safety for cyclists • More security at trolley/truck stations • Have the public bus travel more frequently • More signage, safe roads, and security for bike routes • More sidewalks and lighting in the 91911 zip code. • An express truck to San Diego with one or two stops maximum. • Fill potholes so tires don't get flat
	Climate Science, Action, and Adaptation	• Separate garbage containers in the home • A lot of anxiety around climate change	• More education programs on positive changes to improve climate change, recycling • Make plans to use disposables in all supermarkets, food, equipment, and tools • Learn to recycle, to use cars less, and to save energy • Education in the effects of carbon monoxide; how it affects health and how individuals can improve the environment • Educate people to take care of the planet – recycle, some program of 'today does not circulate'

			• Classes in schools to inform children how to save the planet – classes on recycling, conserving water, respecting nature, and conserving energy • Support for the installation of air conditioning equipment or heaters • More green areas in the 91911 zip code
	Community and Neighborhood Safety	• Police are present • Several safe parks that are nice to go for a walk • Unsafe due to the unhoused population – the streets smell like urine • There is a lack of lighting throughout the city • Increased amounts of homeless people in the community • Some parks are unsafe because of the presence of homeless people using drugs and alcohol – unsafe for families and children • There is a lot of beach pollution	• Have green areas in the avenue; clean streets etc. to create walkable streets and/or beautiful areas that invite the community to walk • More security around schools • Gun control • Early identification of depression and drug use • Gang prevention • More lights on the street • More lighting in parks • Educate people on how to protect themselves • Reopen Harborside Park so that the community can attend fitness classes • Main streets need sidewalks in Imperial Beach • Beach clean ups
Social	Programs and Providing Opportunities	• There is a lack of disclosure of the services that exist in Chula Vista	• Make announcements in libraries, clinics, churches, and schools on the services in Chula Vista - invite

			volunteers to participate • More computer classes for adults • Educational programs on a renter's rights • More finance programs for small businesses • English classes in all the schools – not just some of them to make it more accessible to all • Support programs that do not affect immigration procedures such as Medi-Cal
	Community Connection and Resilience	• There is a phone list with neighbors and they participate in community meetings together • The community is informed through social networks, market, and laundromats • The community is very supportive – individuals, teachers, directors, and promotoras • Need more community activities • More volunteer programs to help keep the city clean	• Neighborhood meeting to improve the community • More Internet access • Use the promotora model • More community participation to achieve a stronger and more united community • More RLA groups in the community • The community could be more connected if there was an open and safe place to express ideas and resolve conflict with one another • Participate in community service movements – beach clean ups, planting trees at parks, etc.
	Community Engagement		• Promote programs that families need • Inform the community where to find all the services that exist – use brochures

			• More education and promotion are needed to increase participation in community events • Visible advertising
	Equity	• Continued Zoom programing is helpful • Connecting in groups through WhatsApp • Great that schools are teaching children about people with disabilities, race, sexual orientation • Rental assistance and food distribution are going well • Affordable programs for families at local parks • Access to medical services is too expensive if you don't have health insurance through your employer	• More support in electricity and water costs - put solar panels at less cost so people can get them • More accessibility to the internet and computers for low-income students and families • Workshops with local instructors or knowledge of culture, beliefs, etc. • Free or reduced cost access to internet and computers/laptops. • Have more people like the promotoras who tell us about services that are accessible to the community • Multicultural events to achieve equity and equality • Equity training programs • Free mental health clinics • Affordable health coverage • Access to affordable gyms and recreational centers – no more than $10 a month

Best Practices and Suggestions for Improvement

The CAP Community Needs Assessment process provided vast insight on the implementation of a comprehensive community assessment in the current social environment. The previous assessment process was done during the extended lockdown period of COVID-19 when the majority of San Diego County schools and businesses were operating virtually. In that time, youth and adults were in the practice of doing everything online and social safety net services were adjusted to reaching people to meet basic needs both online and through distributions that followed public safety guidelines. During this assessment we find ourselves in a transition stage where most restrictions have been lifted, schools are back in-person, and many people are back in offices and attending public events. But we are not “post-COVID” as some remain wary of the continued threat of COVID-19 or increased risk for people who are immune-compromised or live with and/or care for those who are at higher risk. In addition to straddling these different sets of needs by being in a hybrid era of both virtual and in-person gathering and working, people are Zoom and survey fatigued in a way that they weren’t pre-COVID which affected both areas of the assessment in different ways.

The following information highlights the practices that worked best and recommendations for improvement that CAP and the County of San Diego HHSA as a whole should consider for future community assessments. This information is based on feedback received from Arboreta’s team, the organizations and nonprofits that engaged in this process, and community members who participated in community dialogues and completed the survey.

General Implementation Process

Highlights and Effective Practices

- Working with trusted CBOs that have an extensive base of clients and regular participants in community events is what makes the success of this needs assessment possible, particularly given the extremely short timeline during a particularly busy time of the year.
- Having an opportunity drawing and providing incentives helped to encourage community members to participate and provide their feedback.
- Having the support of county departments to get the word out through the regions with their extensive reach increases awareness about the needs assessment and gives credibility to the process if the community members and/or CBOs are not familiar with the entity coordinating the assessment.

Improvements and Recommendations

- The entire community needs assessment process needs to start earlier in the year, such as in August/September, instead of in November and through the holiday season where many CBOs are out of the office. This will help increase awareness of the process and participation in the survey and community dialogues. It would also go further in building good will with the organizations that are assisting in the process given that CBOs and service providers are often at capacity with their current services and the short timeline makes it even harder for them to assist. It can be frustrating because they want their clients and community to have an authentic voice in the process, but the conditions are such that it is very difficult to meaningfully integrate into agency events and practices without enough time. This would also give more time for organizing and summarizing the regional and countywide data.
- The County of San Diego has very specific branding guidelines for their materials. Given that, the county should create templates ahead of time for use by the contractor that includes promotion materials such as survey announcements, fliers for community dialogues, social media images, slide decks, etc. that are approved for use. These templates should be provided at the beginning of the contract which will provide time for translation as needed and avoid the time-consuming drafts and approvals allowing the promotion of the assessment activities to start sooner. This is particularly important if the timeline remains short and over the winter holidays.
- Different departments and county services have multiple surveys and focus groups being implemented at the same time. This contributes to survey fatigue, community confusion about which assessments they have already participated in, and a general feeling like they are over-assessed and underserved because there is not always a clear connection from the assessment to the results, or worse, no action

taken at all. As much as possible, county entities should coordinate so that residents don't experience survey/assessment fatigue and stop participating in needs assessments.
- Connected to the above recommendation, CAP needs to update the program, services, and improvements list that gives potential participants information on how the community has benefitted as a result of this process. The current one is outdated, 2014 and 2016, and it does not necessary connect the programs and the services to actual data/questions from the CAP Community Needs Assessment process.
- Make sign-in sheets and photos optional – having people sign-in and have pictures taken removes the anonymity and was a concern for many participants for them to authentically share their concerns.
- Provide stipends to Promotoras and RLA members to do outreach in the community to get residents to complete the survey and attend community dialogues.

Community Survey

Highlights and Effective Practices

- The support from partnering CBOs and other local organizations, nonprofits, small businesses, and groups promoting the survey through their networks – email, social media, organizational newsletters, message boards, and in-person and virtual events – yielded the greatest amount of survey responses.
- The number of surveys received was increased when partnering CBOs and other others administered the survey directly to their clients and other community members by walking them through the process.
- Arboreta provided regular updates on the number of surveys received to partnering CBOs. This helped with reminders about the need to continue to encourage residents to take the survey. After every update was sent there was a spike in surveys received over the next couple of days.
- There were a number of County of San Diego staff that checked in with Arboreta and were doing outreach in specific regions that were underrepresented in the survey count to get residents to complete the survey. This made a definite impact in a few of the regions.

Improvements and Recommendations

- Arboreta received feedback from providers, Promotoras, and community members on how difficult it was for many to fill out or understand the survey because the survey was too long and they were confused about what several questions and what the survey was really asking. Given this, Arboreta recommends that CAP spend time before the next assessment process to analyze the survey itself, streamline questions, and clarify as much as possible even though it may not be able to compare data over time directly, the quality of data received will likely be improved.
- Survey Monkey is able to provide one survey link with access to multiple languages which is helpful for streamlining and not having several links, but it is difficult to find the language option on the survey itself.
- Materials were translated into other languages with a direct link to that language for the survey, but targeted outreach to populations who are underrepresented in the survey given language diversity in communities should be done. These should have traditional paper options for older adults and those without smartphones or limited knowledge of how to use them for surveys.
- QR codes are popular, but primarily it is younger groups who are familiar with using them.
- Many unserved and underserved communities such as immigrants and refugees, people involved with the carceral system, LGBTQIA+ people may be more hesitant to fill out surveys. Doing them in-person through a trusted provider is a best practice.
- Targeted outreach to LGBTQIA+ communities would also be helpful as transgender and nonbinary individuals seem to be underrepresented in the survey. This data is hard to compare since the county's community profile demographics and census information only includes male/female options and people who are transgender may identify as transgender male/female or simply as male/female.
- Participants who did not have an email address or did not want to give their contact information could not enter the opportunity drawing. This is difficult to find a work around for given the need to send the gift card later.

Community Dialogues

Highlights and Effective Practices

- Hosting community dialogues in tandem with pre-existing events, such as food distributions or RLA meetings, yielded the most attendance.
- Community dialogues had a lot of language diversity among participants including Spanish, Vietnamese, Pashto, Arabic, Dari, and Farsi. This was different than the survey responses which were primarily in English.
- In virtual forums, establishing communication guidelines, allowed for everyone to be given space to speak on the topics that mattered most to them.
- Providing light refreshments at in-person dialogues helps build a welcoming space.
- Providing gift cards to nearly everyone who participated in the community dialogues helped incentivize participants to come and built trust by valuing their time and input.

Improvements and Recommendations

- Events such as food distributions and community center drop-in days brought in lots of participants and information though it was more challenging to give context to the assessment and organize the feedback into the five areas of influence. Regardless of this, the communities were able to share their needs because we came to them at a time and space where they felt comfortable and were already accessing services.
- Events such as focus groups or RLA groups that were already established and met in person regularly yielded the most data and the best opportunity to provide an overview and context to the needs assessment process and purpose. In order to do these in every region to meet the minimum number there was the need to do more than one community dialogue in each region. To ensure the minimum number of participants are reached in each region, there would need to be more resources in the contract for staff time and incentives and a generally longer timeline for the planning and assessment implementation.

Conclusion

Arboreta, contracted by the County of San Diego, completed a community needs assessment process between November 2022 to February 2022. Over 1,400 County of San Diego residents participated in the process that provided insight on the priorities and needs of economically disadvantaged communities and other residents throughout San Diego County. The input will be utilized to identify focus areas for the 2024-2025 Community Action Plan. In addition, the results will be shared with both those that participated, partnered, and provided input during the process. The results of this process will have the added benefit of being utilized by anyone in the community, particularly service providers, to support effective programs and services, funding and resources, and collaboration within the regions and across the County of San Diego.