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

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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.

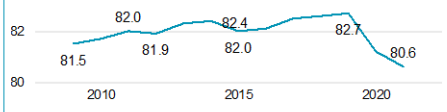
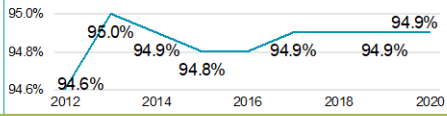
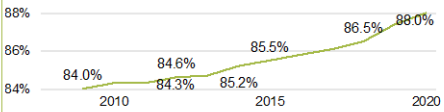
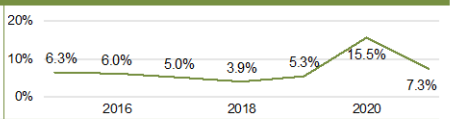
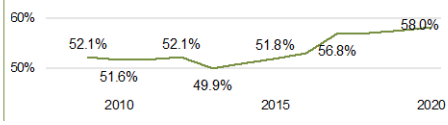
The key community indicators below are from the County of San Diego's *Live Well San Diego* Open Data Portal (www.livewellsd.org) and include data identified to best measure regional progress across the *Live Well San Diego* Areas of Influence. Data is presented at the countywide level and grouped according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

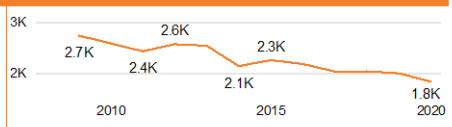
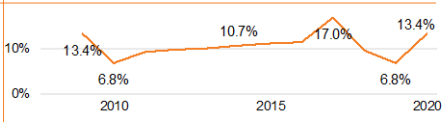
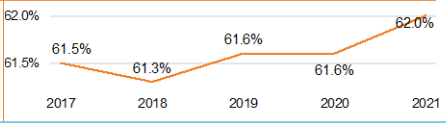
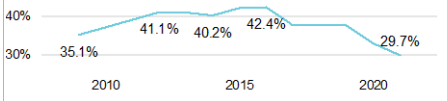
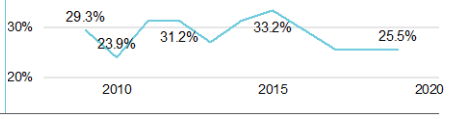
Live Well San Diego Top 10 Indicators

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:

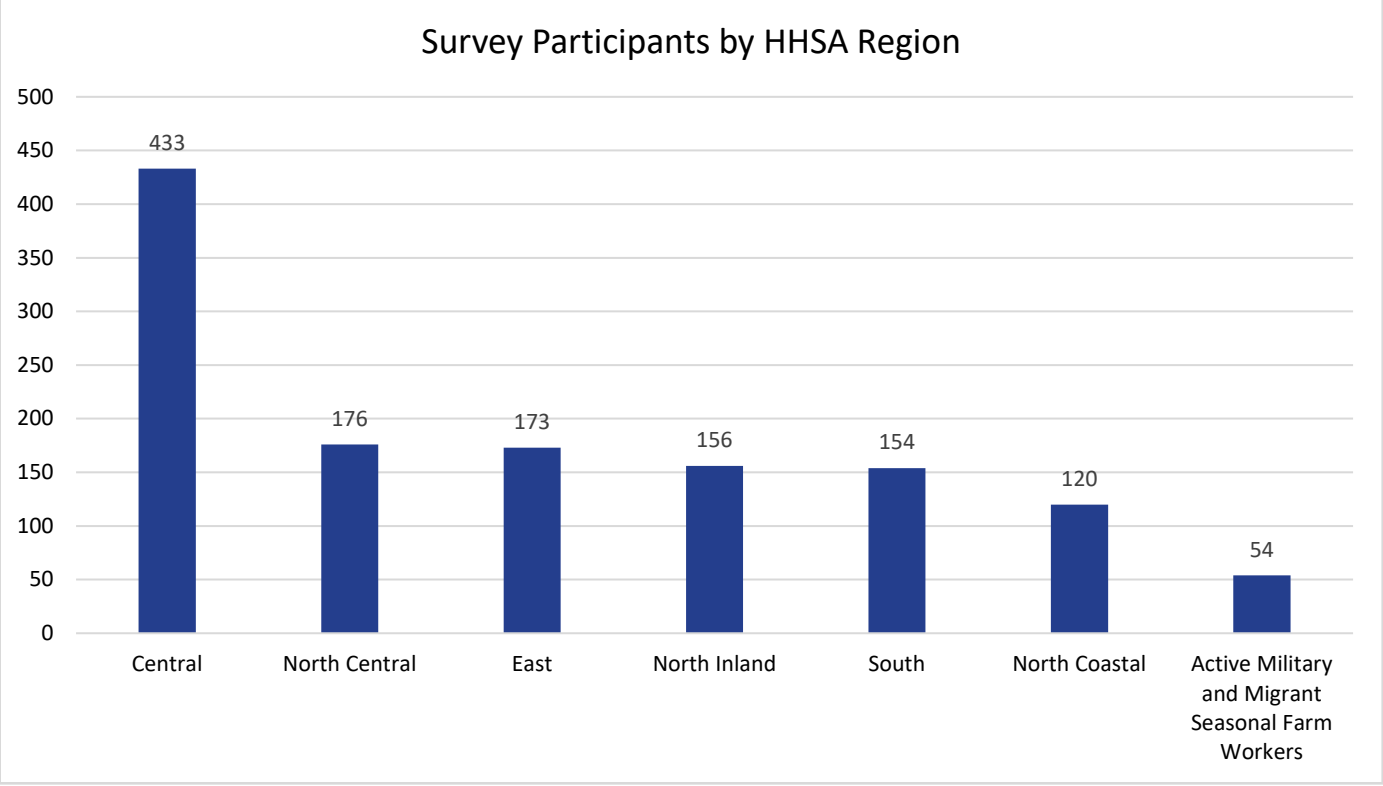
- **Central** – Urban Collaborative Project and Father Joe's Village
- **East** – El Cajon Collaborative
- **North Central** – Bayside Community Center
- **North Coastal** – MANA de North County
- **North Inland** – Escondido Education COMPACT
- **South** – SBCS

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.

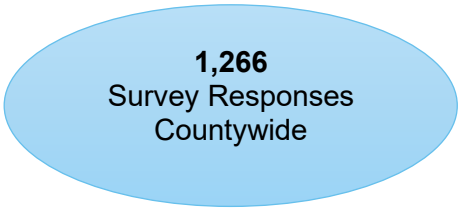


The survey was shared with Resident Leadership Academy Members, the clients of the partnering organizations, and other community members and residents throughout the County of San Diego. Partnering CBOs distributed the survey organization wide, and through their network of collaboratives, partners, and 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%

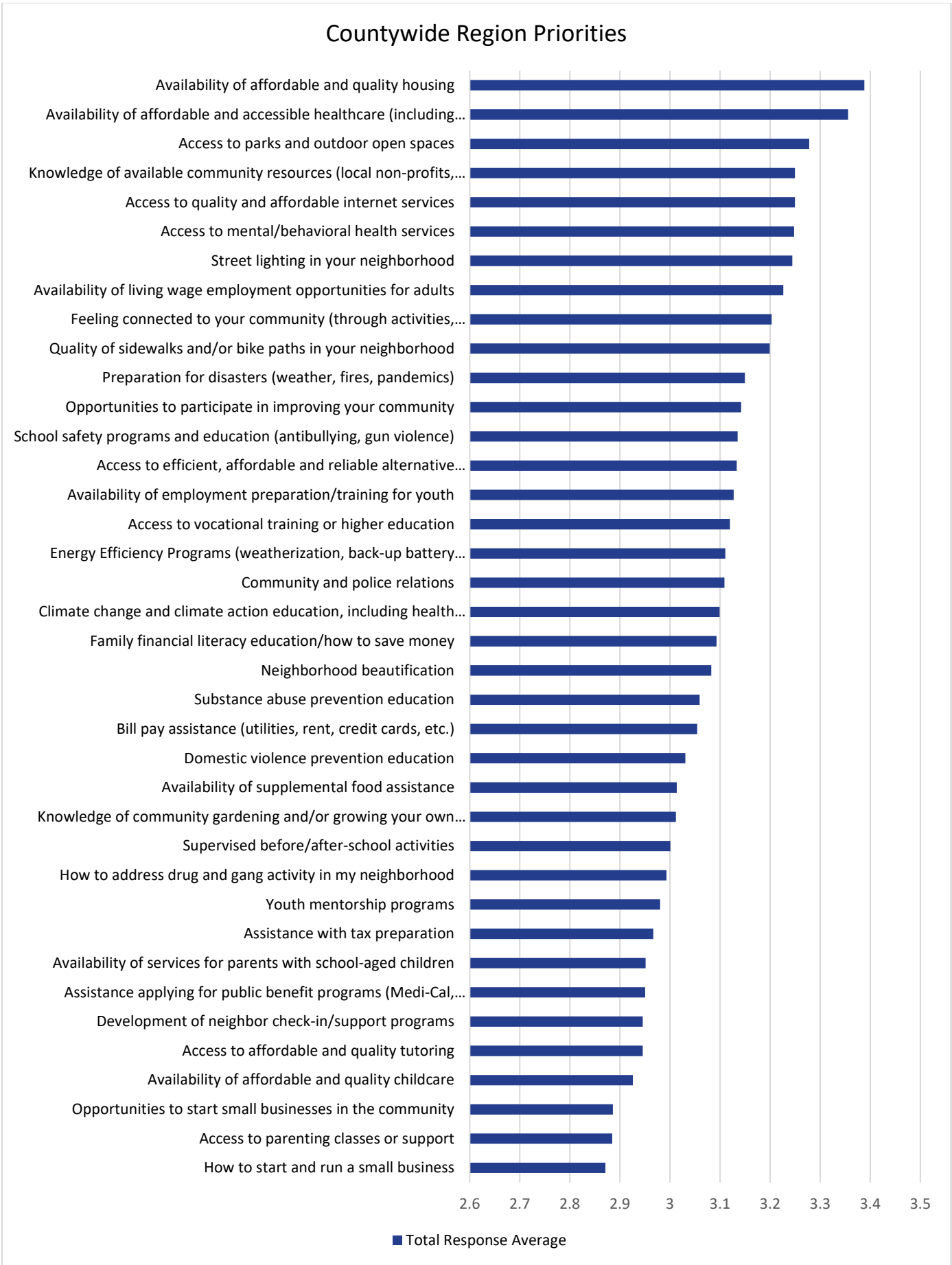
Survey Responses

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

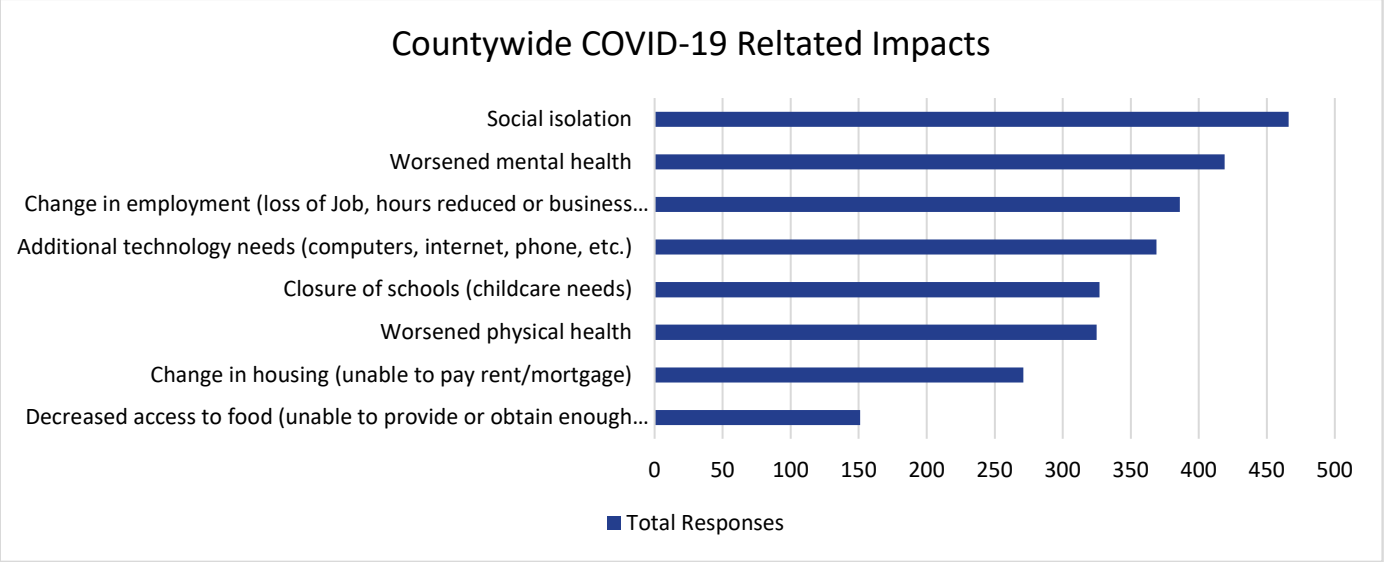
Respondents provided their level of importance for 38 topics. Topics were weighted on a scale of 1 to 4, with 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 1,113 respondents answered this question.


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."

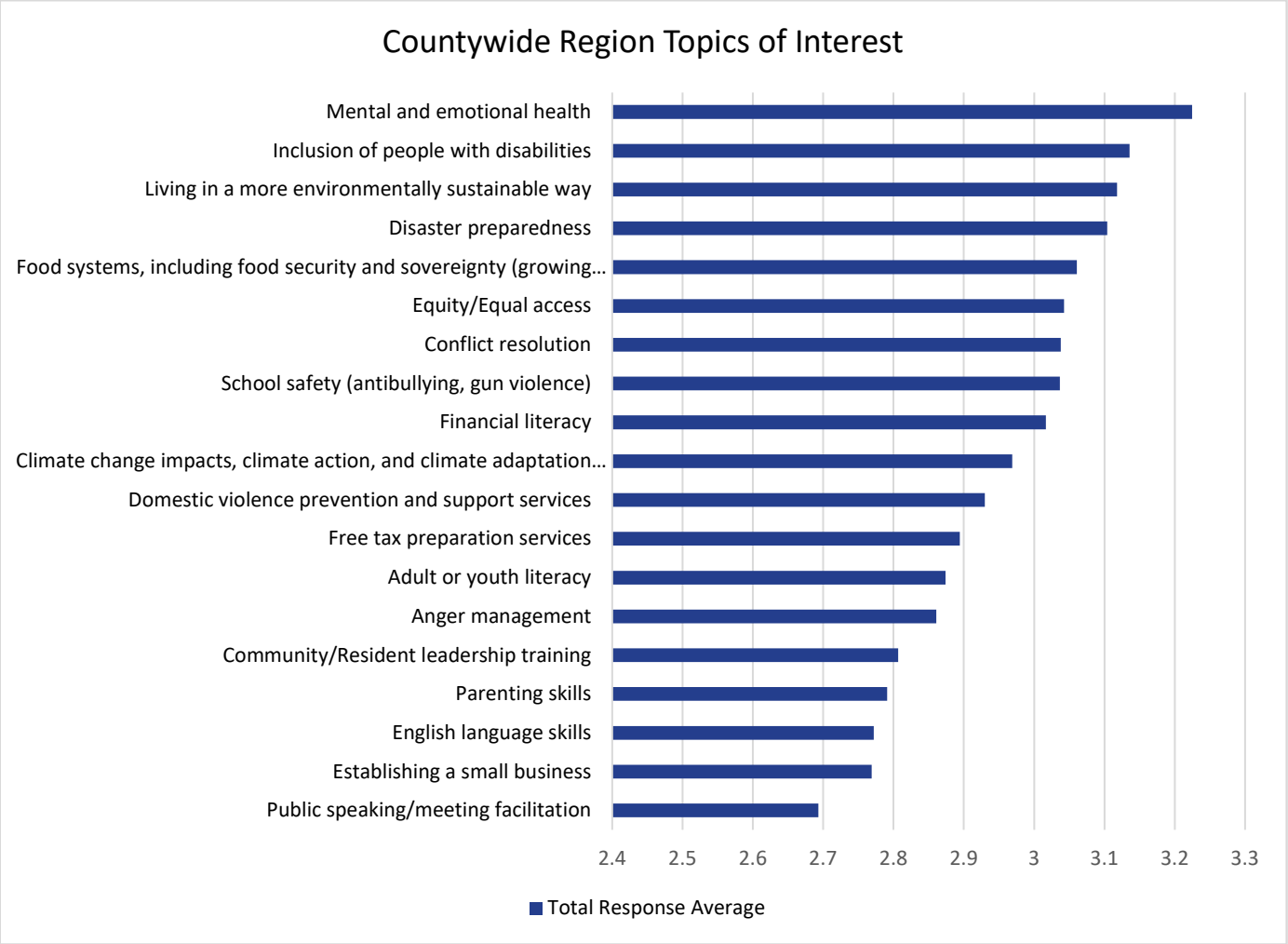
Barriers to utilizing FREE services/programs	
Lack of transportation (personal or public)	155
	12.2%
Work hours	252
	19.9%
Lack of childcare	160
	12.6%
Internet access/technology/lack of equipment	153
	12.1%
Language	120
	9.5%
Other	110
	8.7%
I do not know what services/programs are available	252
	19.9%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

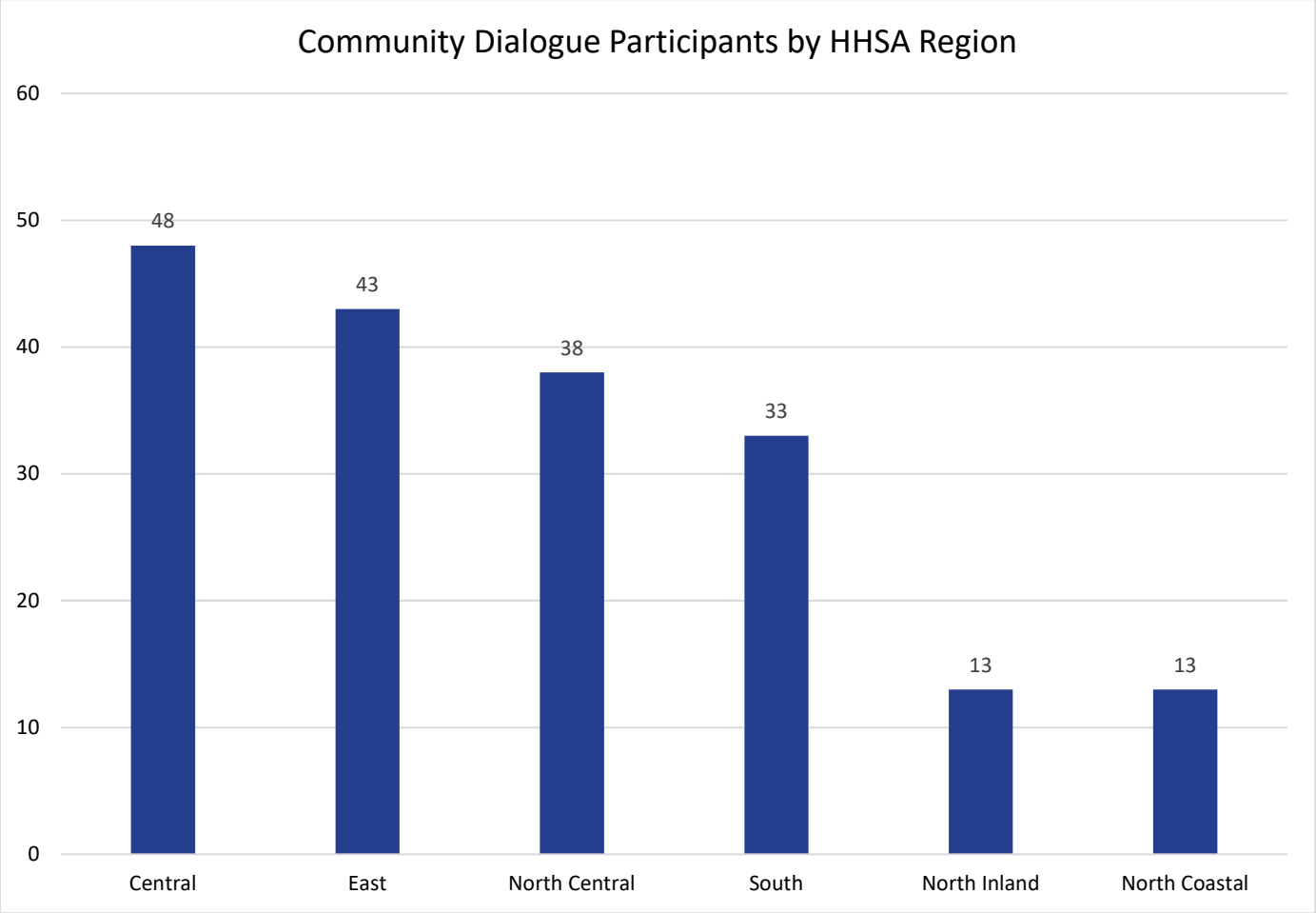
“Would you like to receive additional resources? If yes, which resources would you like to receive? Check all that apply.”

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.

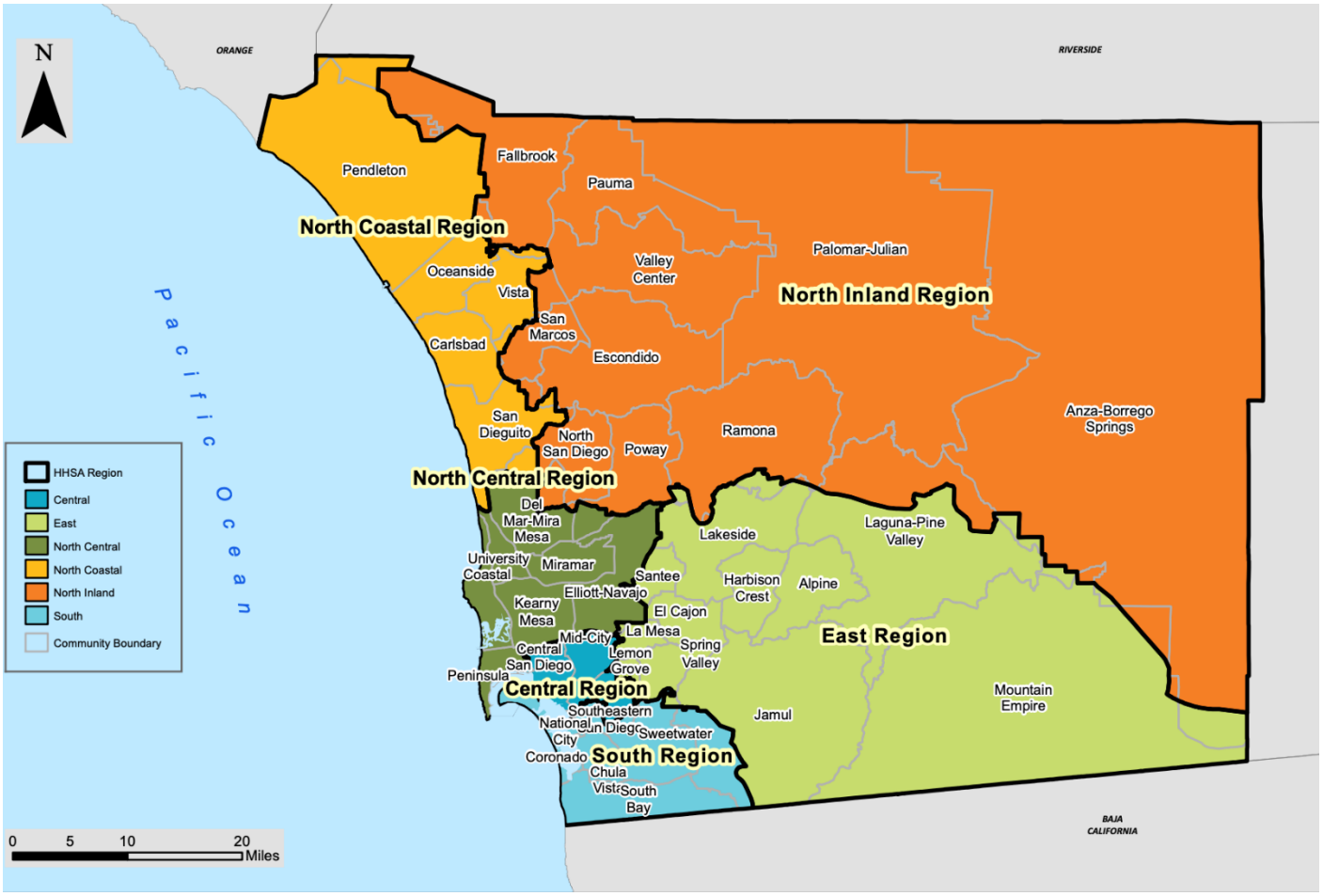
In five out of the six regions, health was a topic of concern identified residents including access to mental health services, medical care, and health and dental. Programs and activities for children along with educational and training opportunities for adults such as ESL, nutrition, exercise, and workforce 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%

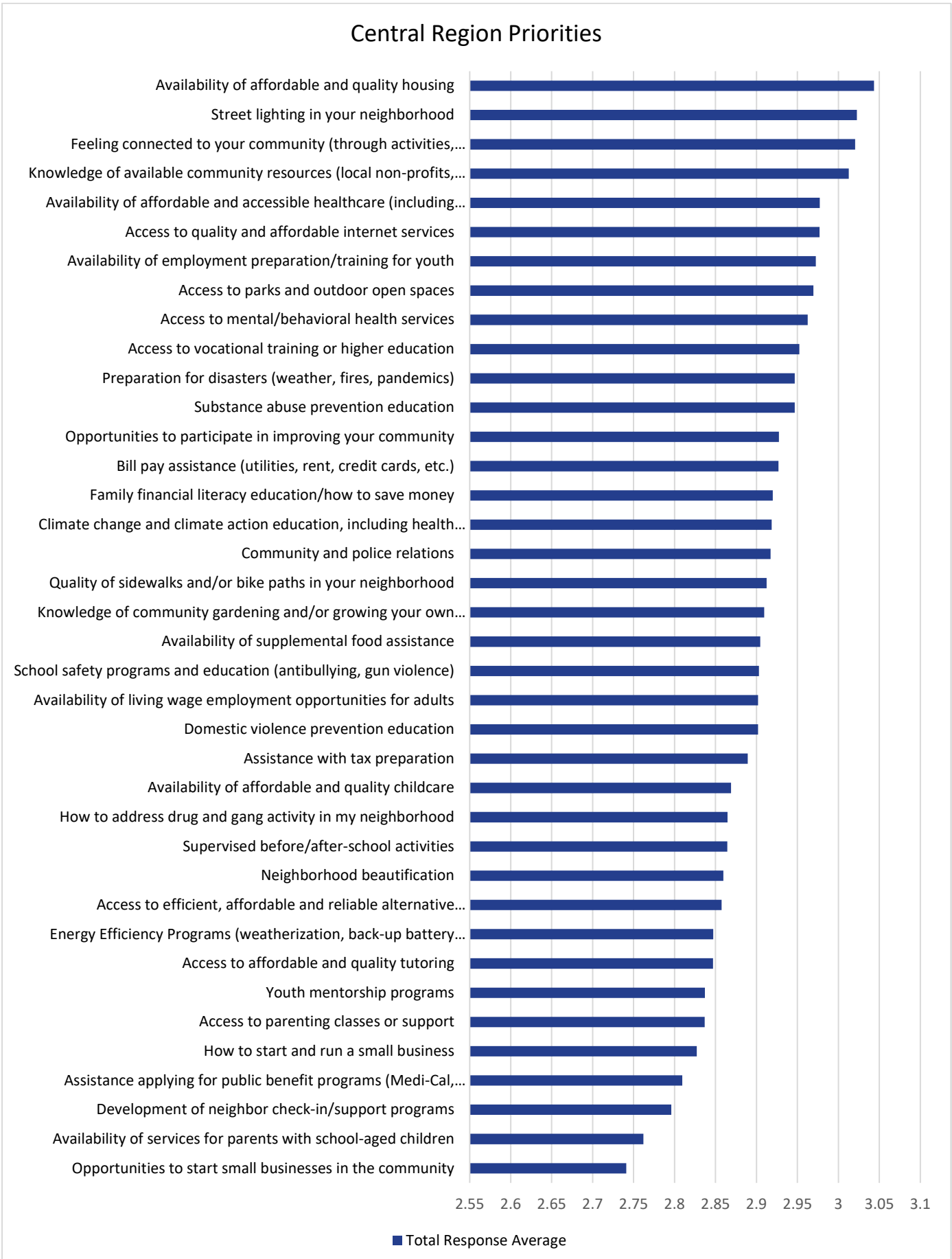
Survey Responses

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

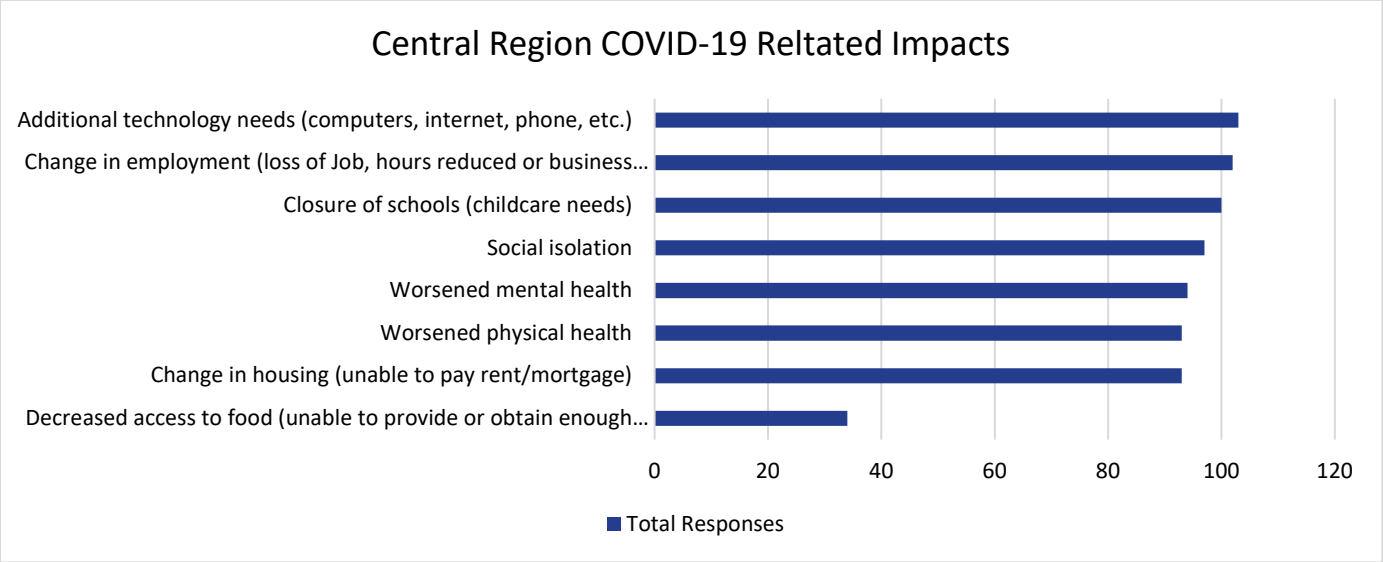
Respondents provided their level of importance for 38 topics. Topics were weighted on a scale of 1 to 4, with 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 399 respondents answered this question.


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."

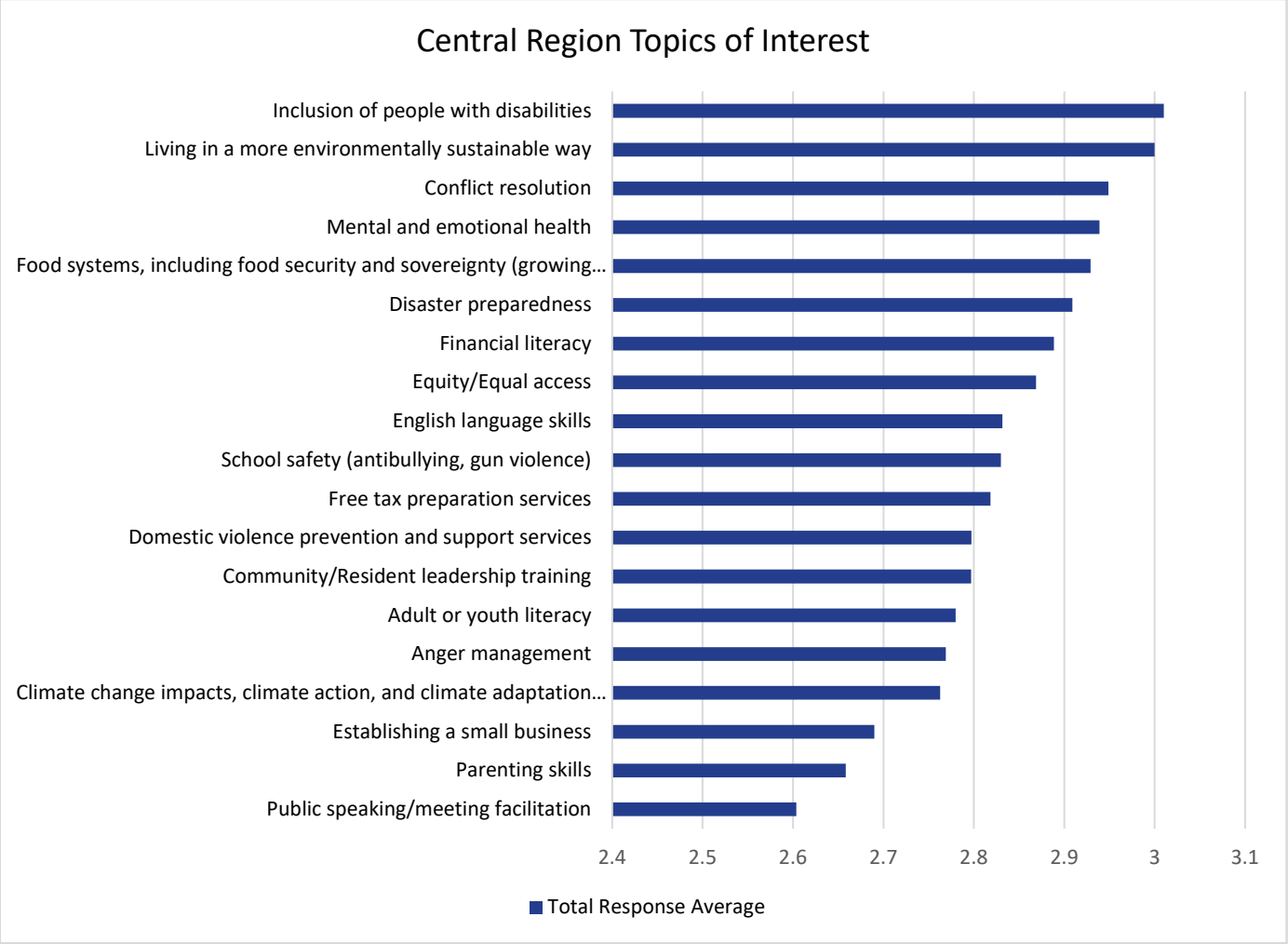
Barriers to utilizing FREE services/programs	
Lack of transportation (personal or public)	56
	12.9%
Work hours	107
	24.7%
Lack of childcare	86
	19.9%
Internet access/technology/lack of equipment	81
	18.7%
Language	55
	12.7%
Other	49
	11.3%
I do not know what services/programs are available	37
	8.5%
Not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

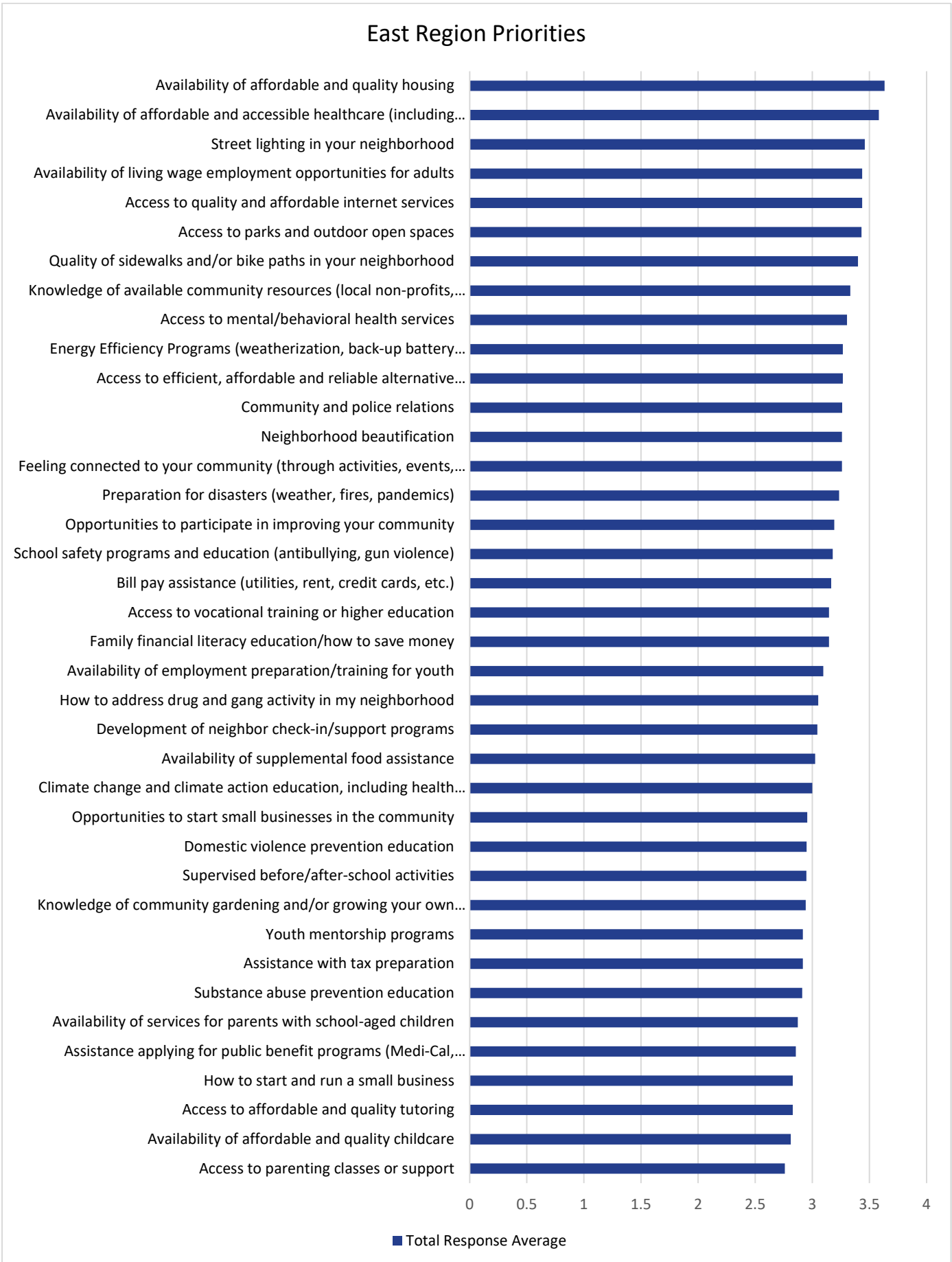
Survey Responses

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

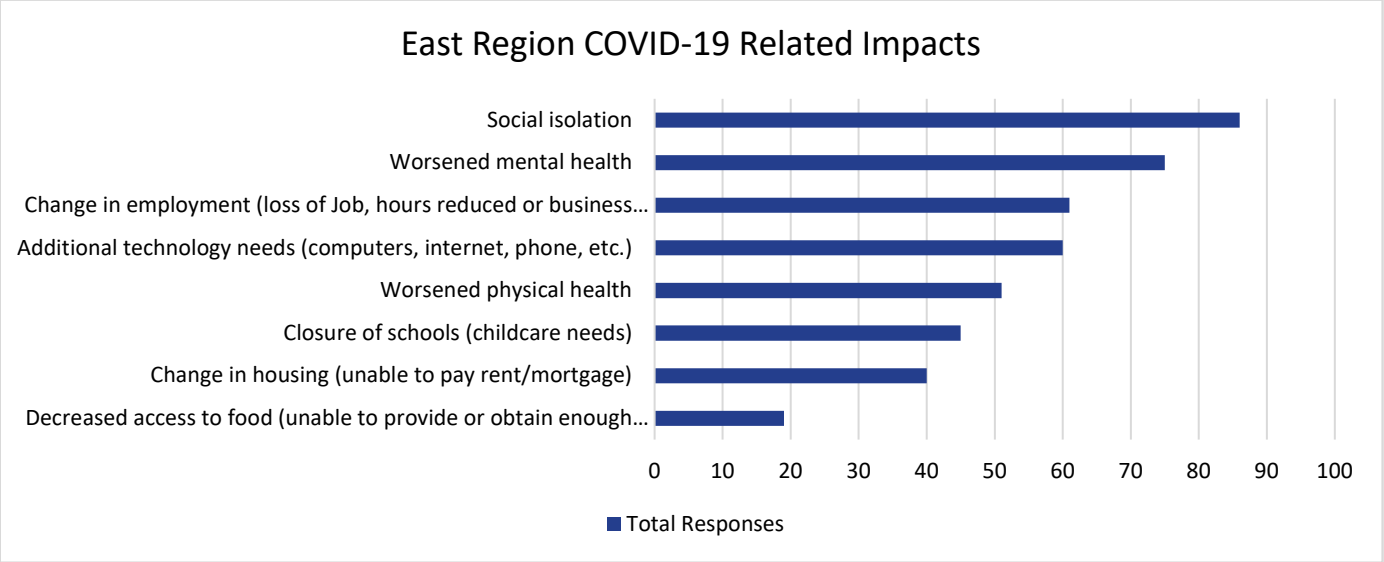
Respondents provided their level of importance for 38 topics. Topics were weighted on a scale of 1 to 4, with 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 159 respondents answered this question.


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.”

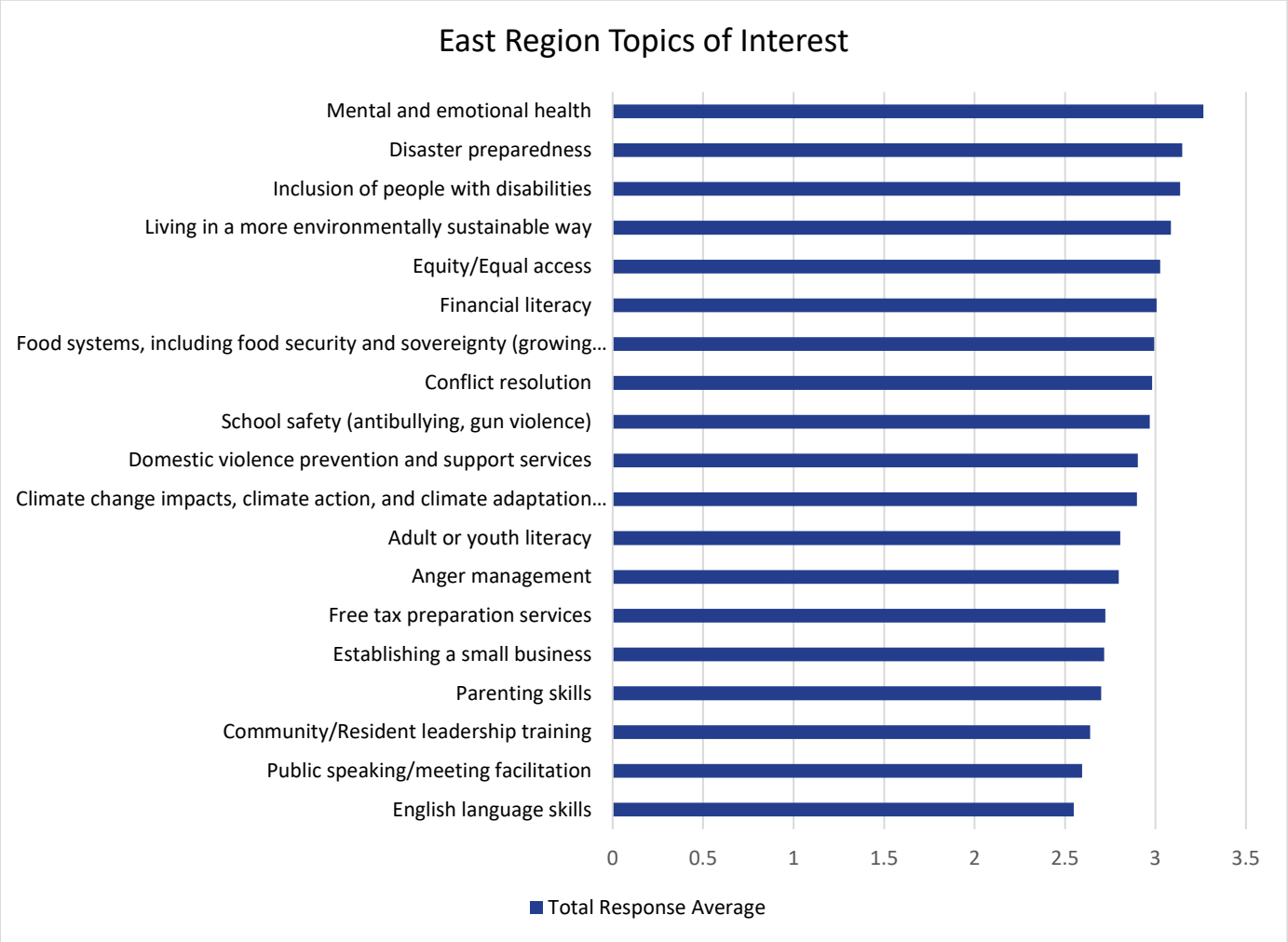
Barriers to utilizing FREE services/programs	
Lack of transportation (personal or public)	14
	8.1%
Work hours	30
	17.3%
Lack of childcare	8
	4.6%
Internet access/technology/lack of equipment	9
	5.2%
Language	7
	4%
Other	15
	8.7%
I do not know what services/programs are available	51
	29.5%
Not applicable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

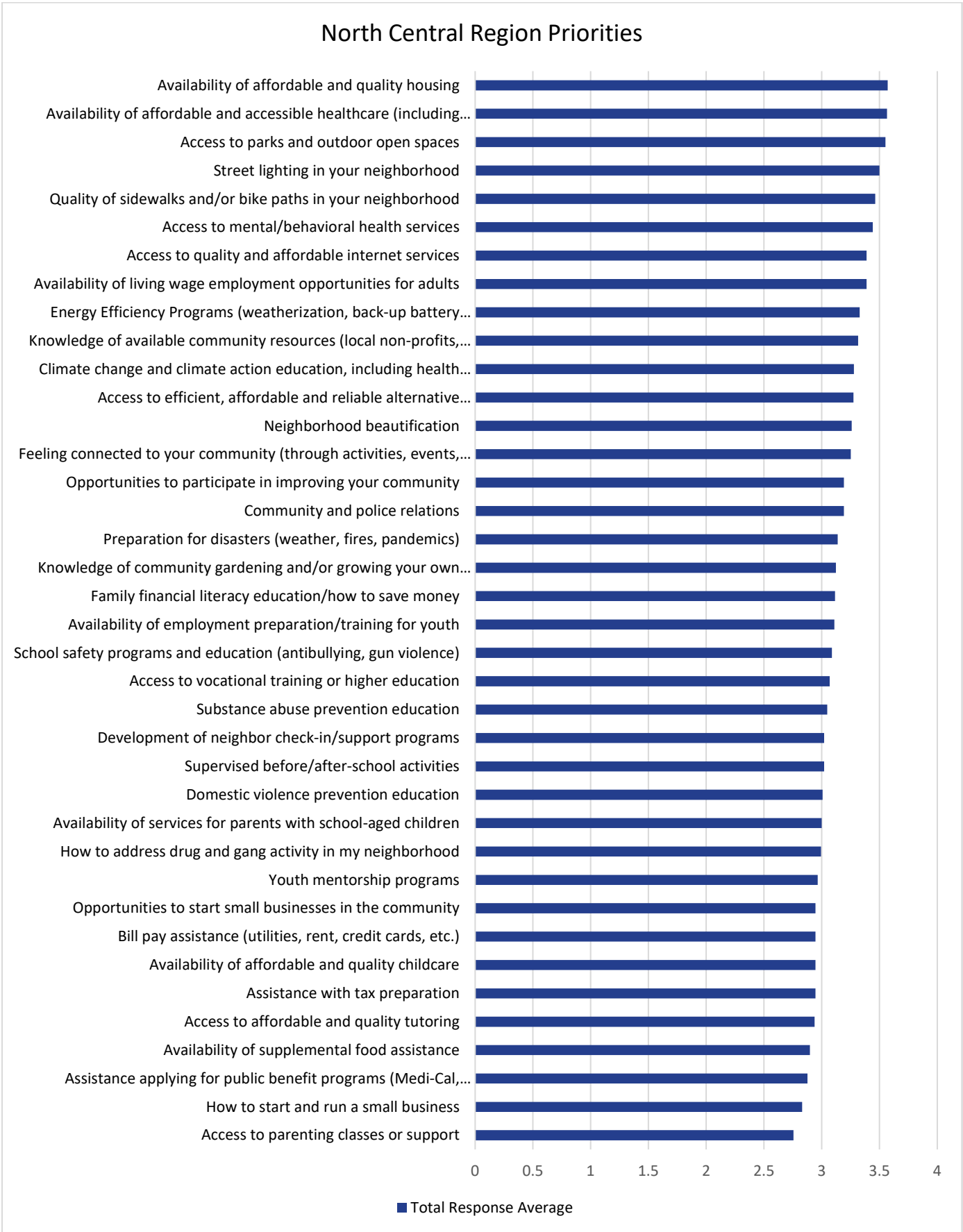
Survey Responses

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

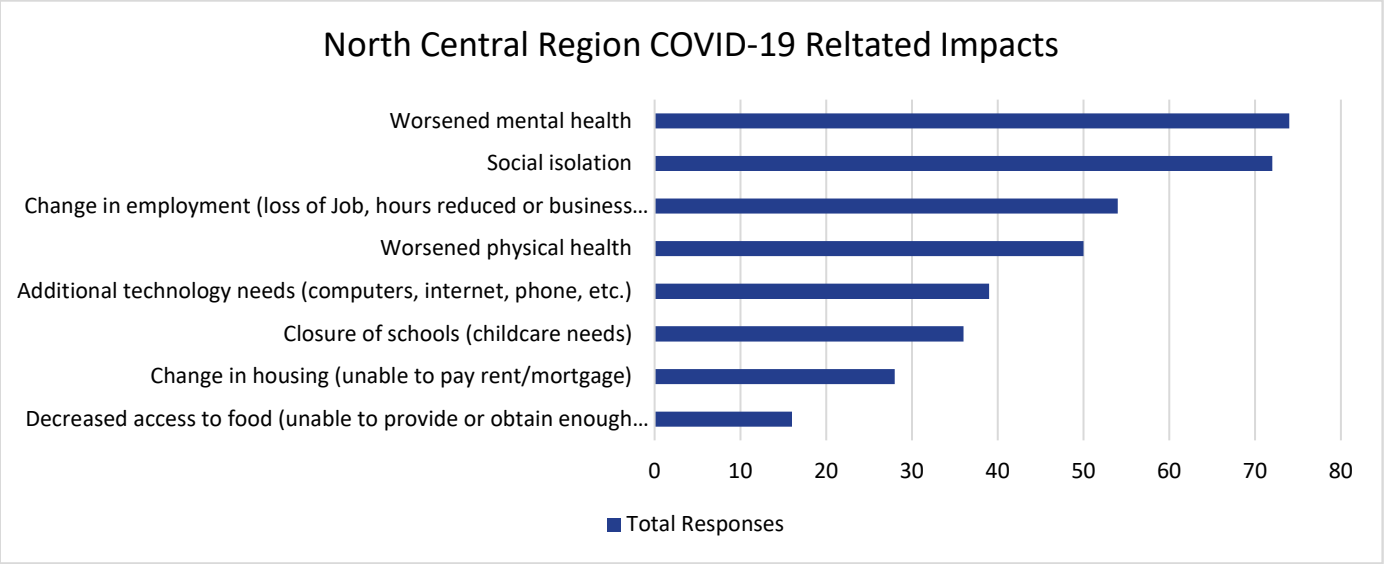
Respondents provided their level of importance for 38 topics. Topics were weighted on a scale of 1 to 4, with 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 147 respondents answered this question.


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."

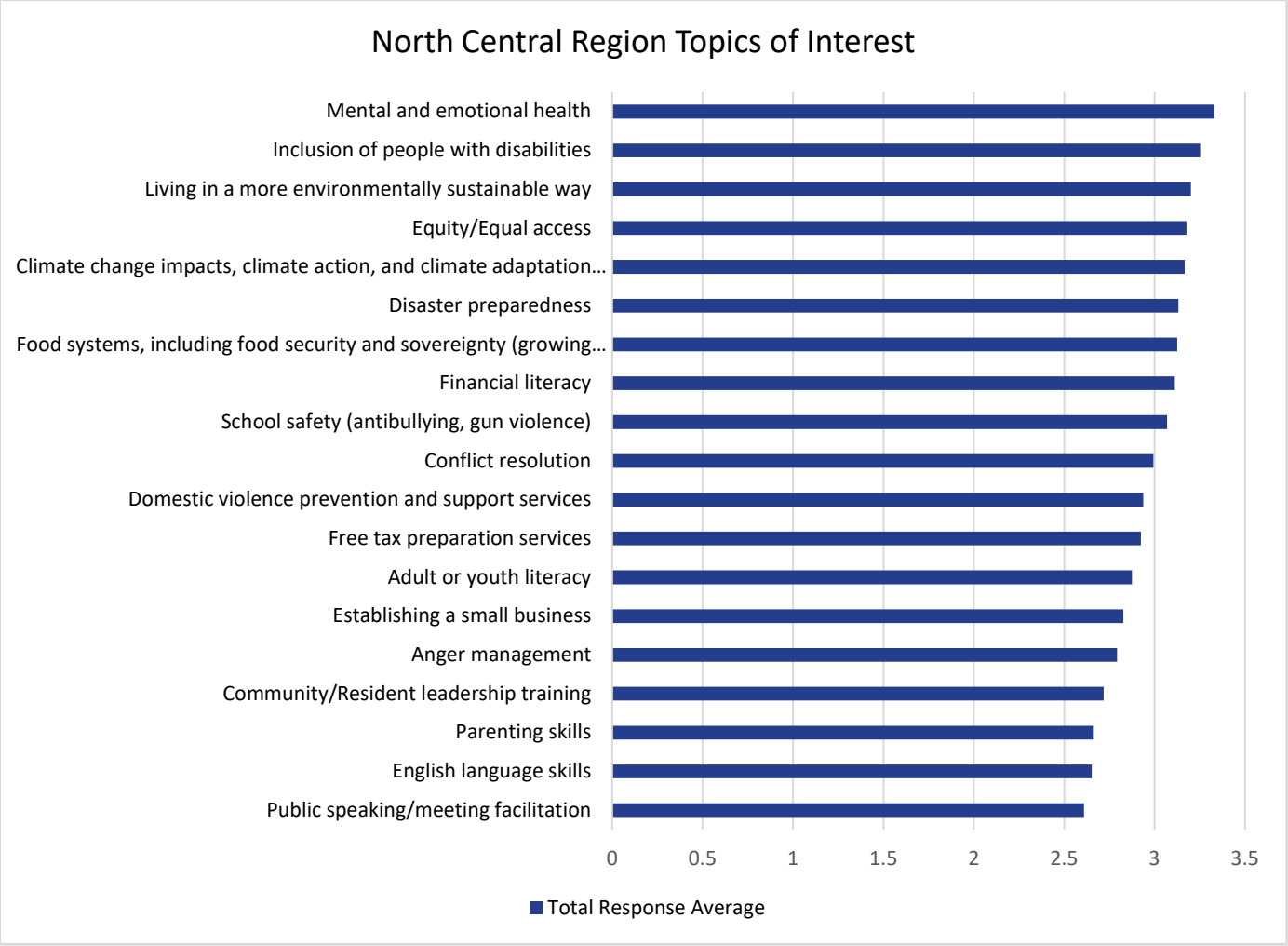
Barriers to utilizing FREE services/programs	
Lack of transportation (personal or public)	13
	7.4%
Work hours	24
	13.6%
Lack of childcare	18
	10.2%
Internet access/technology/lack of equipment	9
	5.1%
Language	13
	7.4%
Other	17
	9.7%
I do not know what services/programs are available	38
	21.6%
Not applicable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

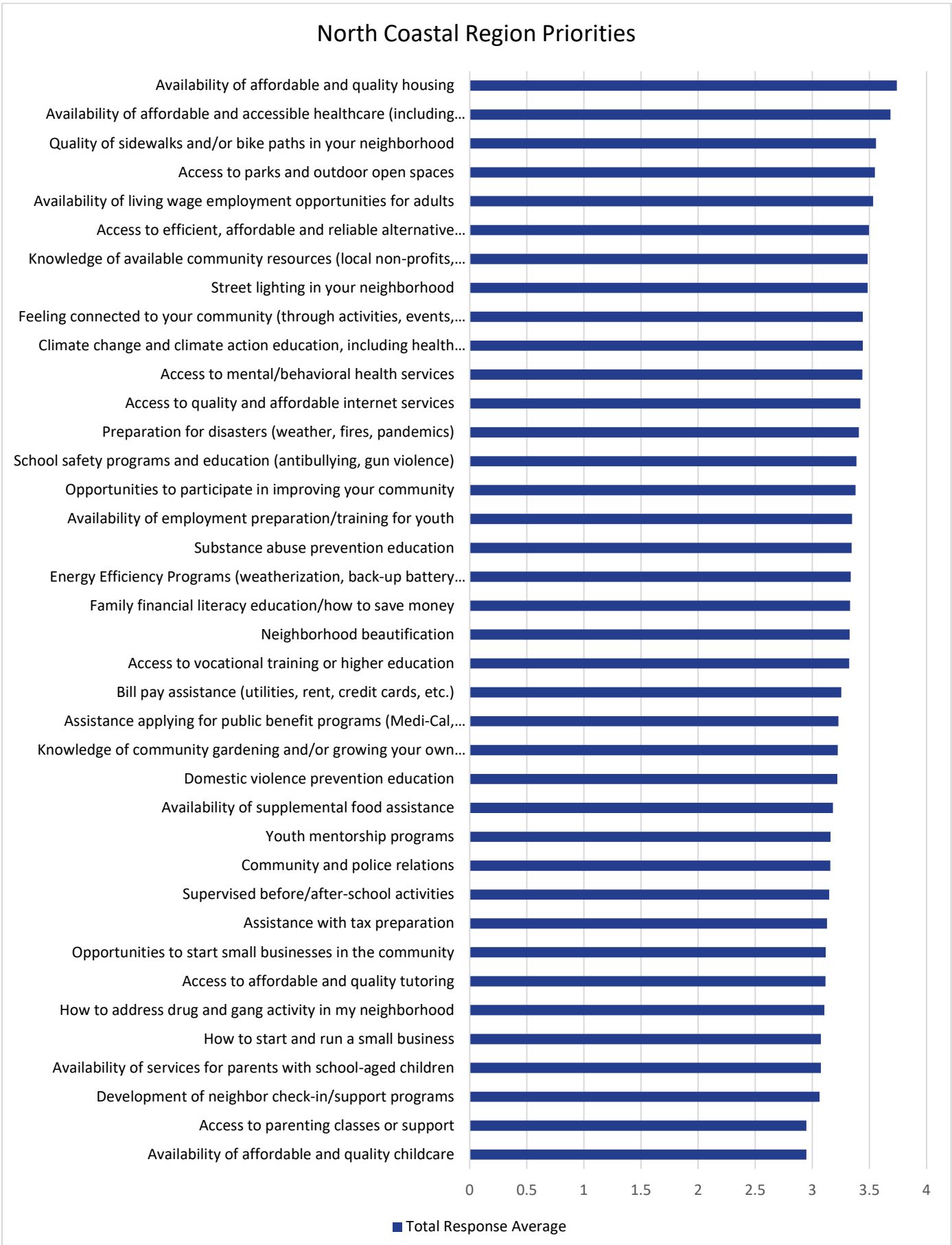
Survey Responses

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)

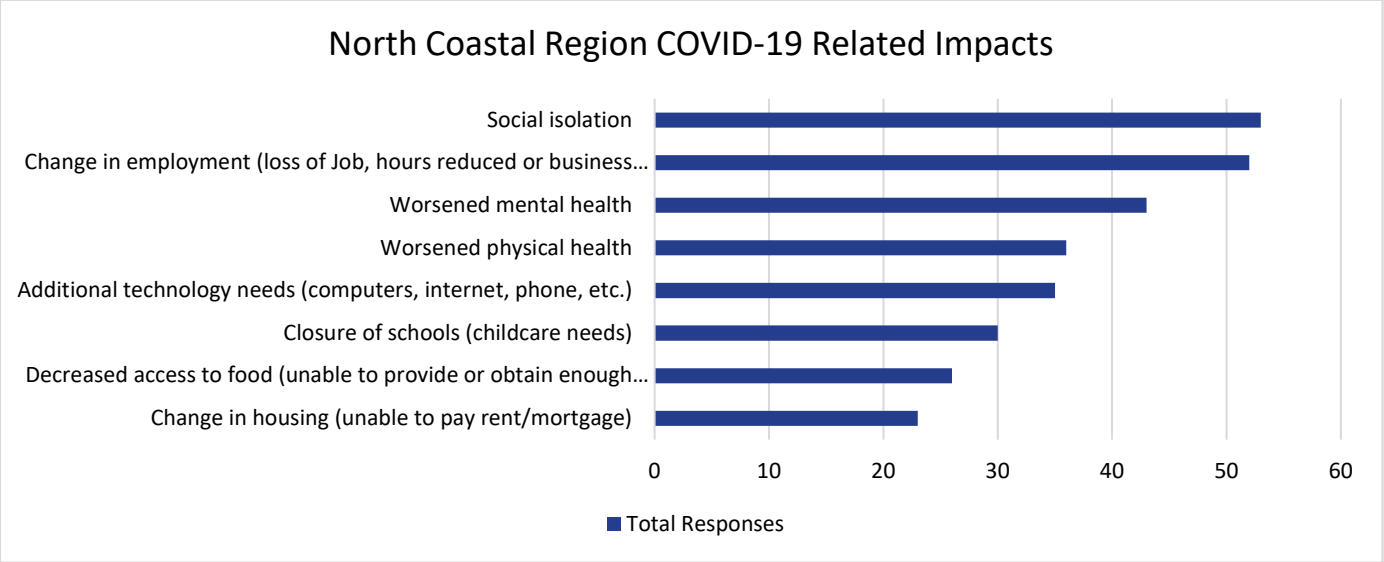
Respondents provided their level of importance for 38 topics. Topics were weighted on a scale of 1 to 4, with 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 96 respondents answered this question.


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."

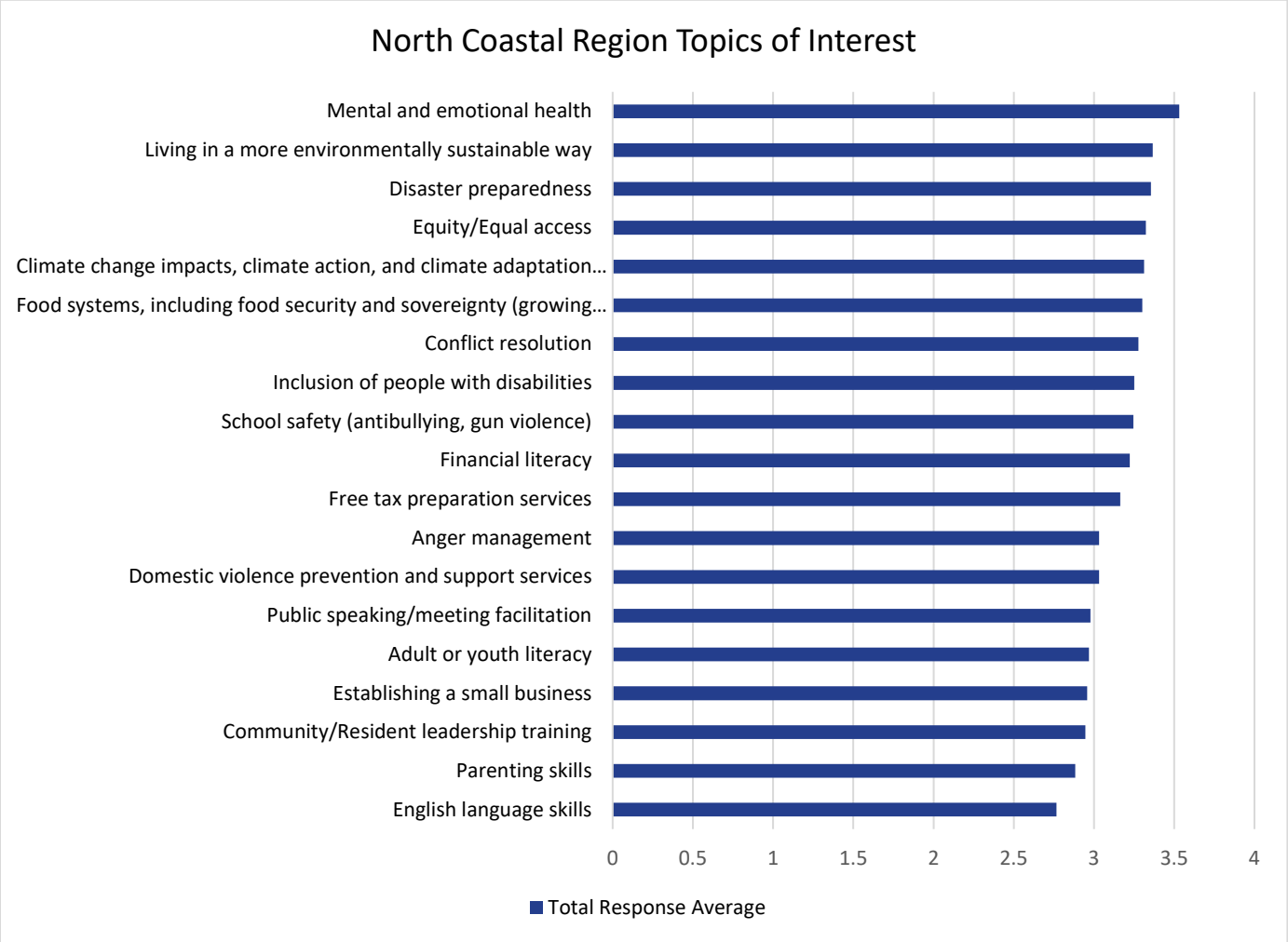
Barriers to utilizing FREE services/programs	
Lack of transportation (personal or public)	15
	12.5%
Work hours	20
	16.7%
Lack of childcare	5
	4.2%
Internet access/technology/lack of equipment	7
	5.8%
Language	9
	7.5%
Other	8
	6.7%
I do not know what services/programs are available	42
	35%
Not applicable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

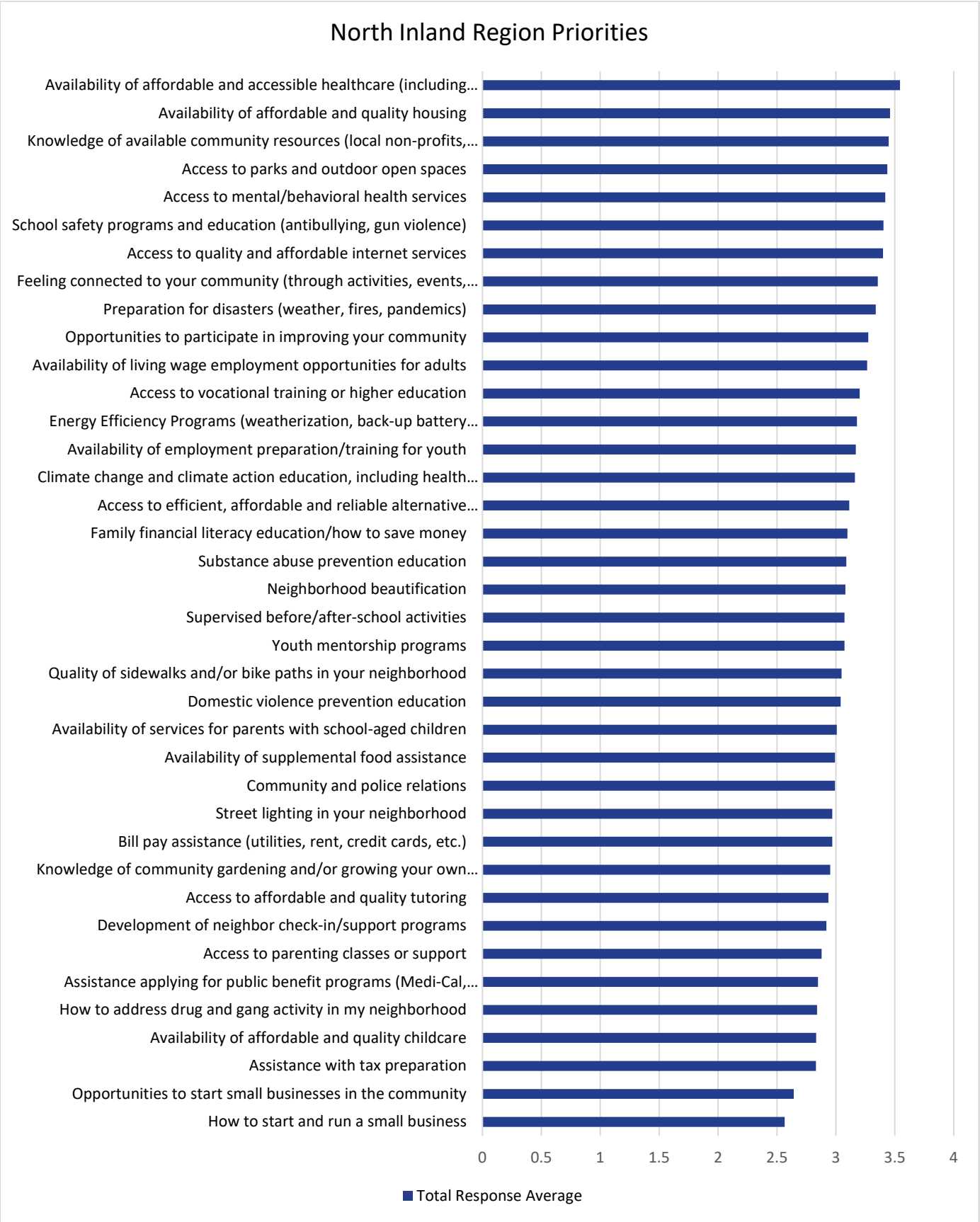
Survey Responses

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)

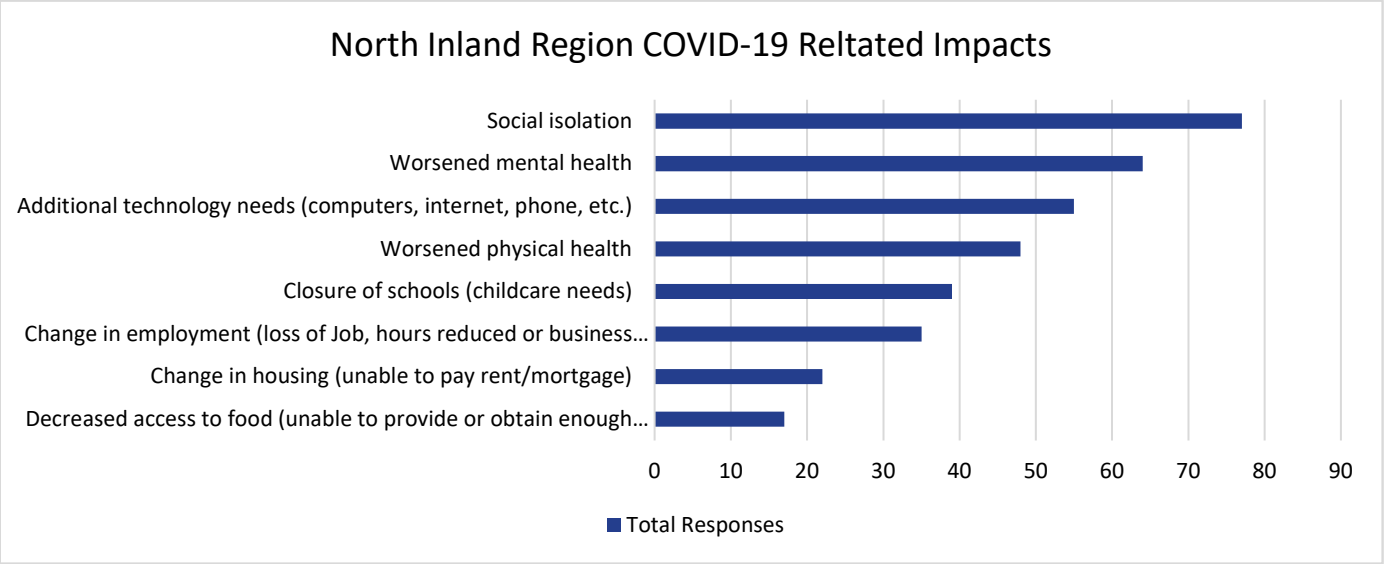
Respondents provided their level of importance for 38 topics. Topics were weighted on a scale of 1 to 4, with 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 125 respondents answered this question.


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."

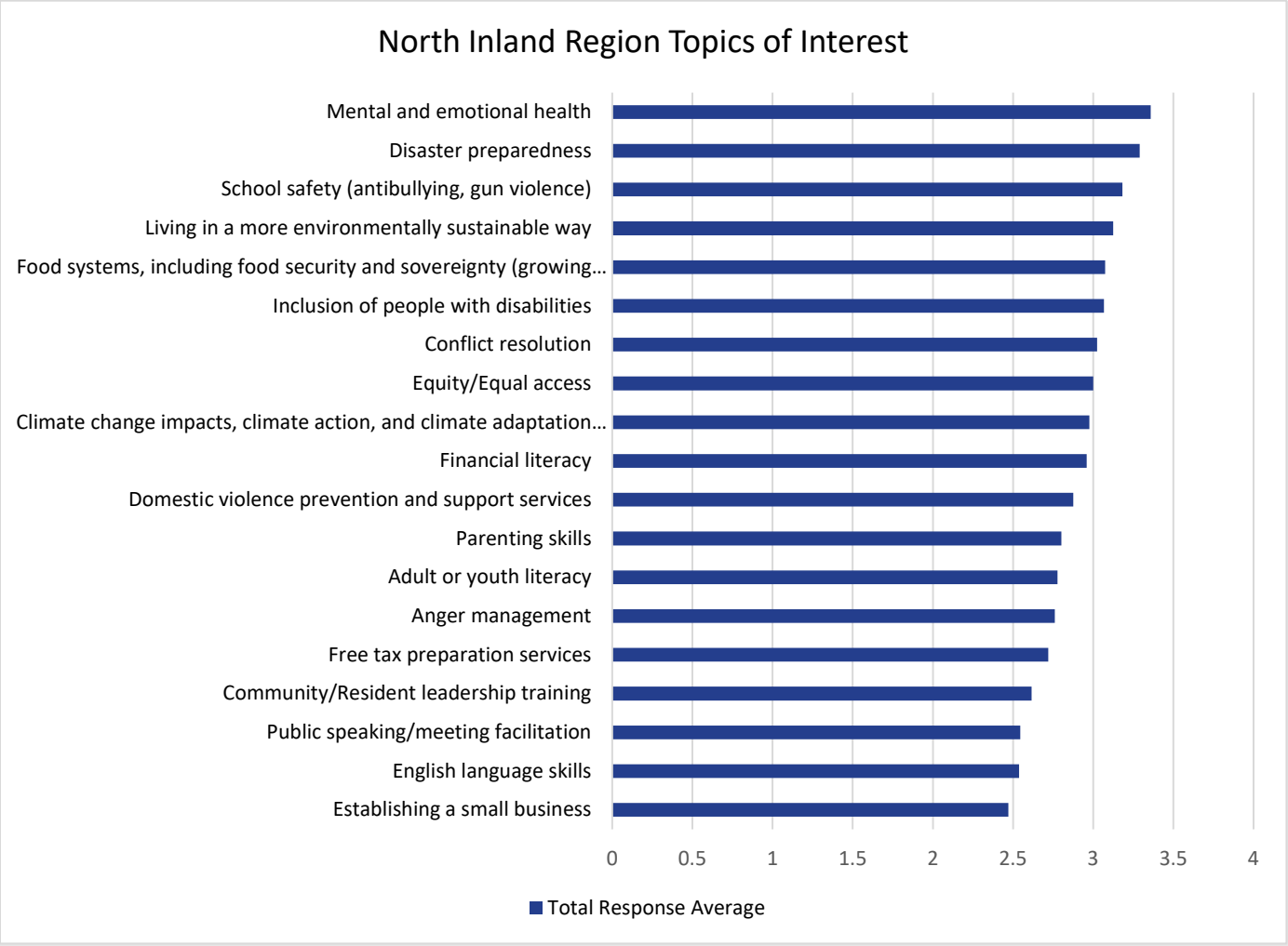
Barriers to utilizing FREE services/programs	
Lack of transportation (personal or public)	19
	12.2%
Work hours	19
	12.2%
Lack of childcare	10
	6.4%
Internet access/technology/lack of equipment	19
	12.2%
Language	8
	5.1%
Other	7
	4.5%
I do not know what services/programs are available	45
	28.2%
Not applicable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

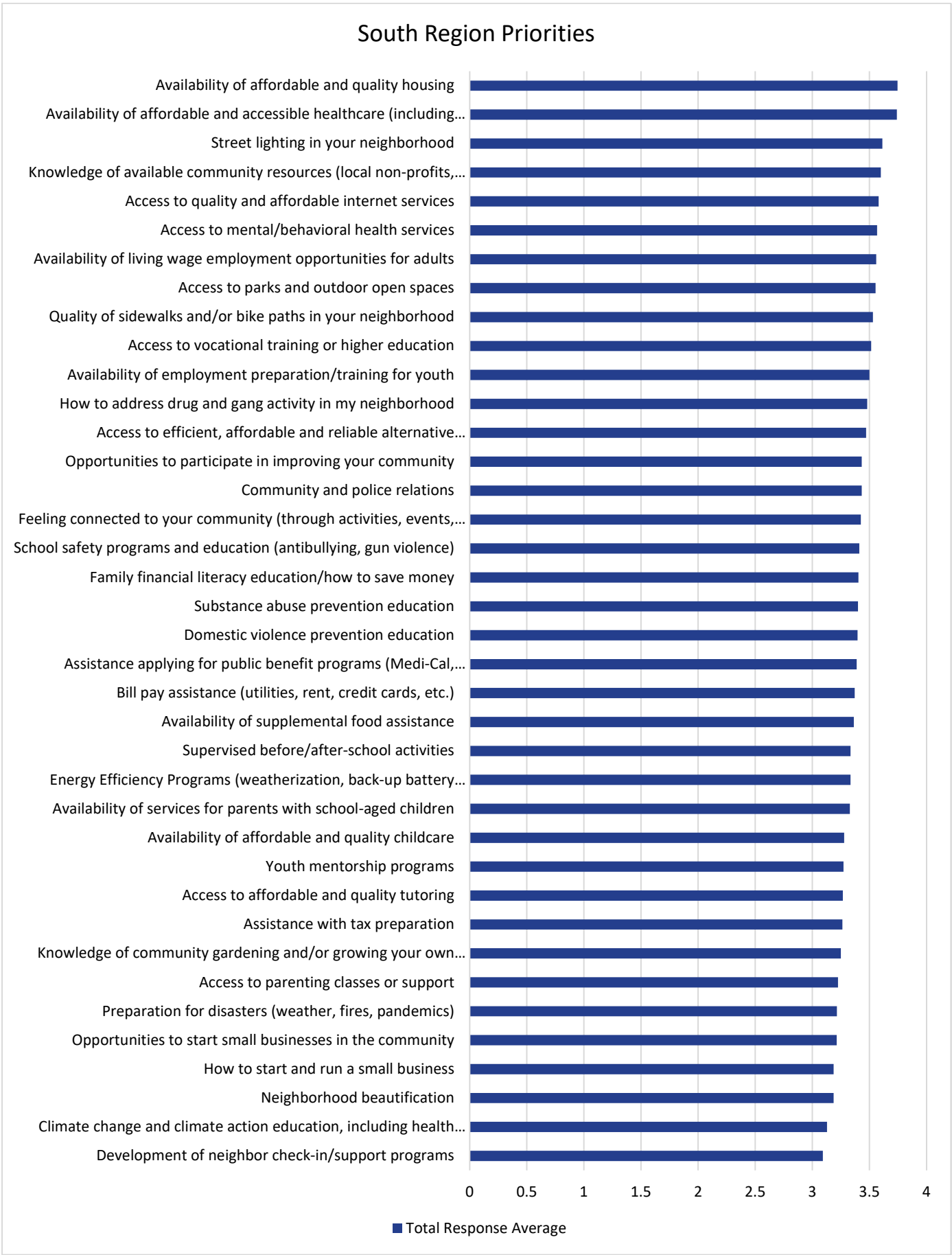
Survey Responses

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

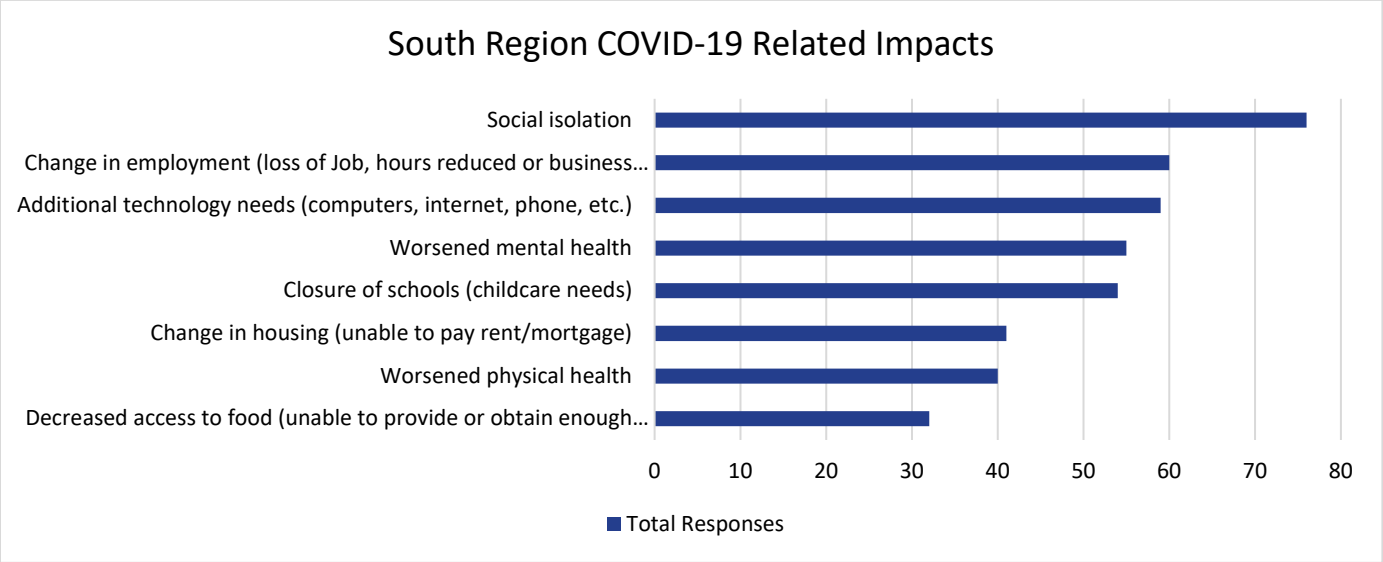
Respondents provided their level of importance for 38 topics. Topics were weighted on a scale of 1 to 4, with 1=Not important, 2=Not very important, 3=Important, and 4=Very important. The weighted responses are listed below in order of importance. 134 respondents answered this question.


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."

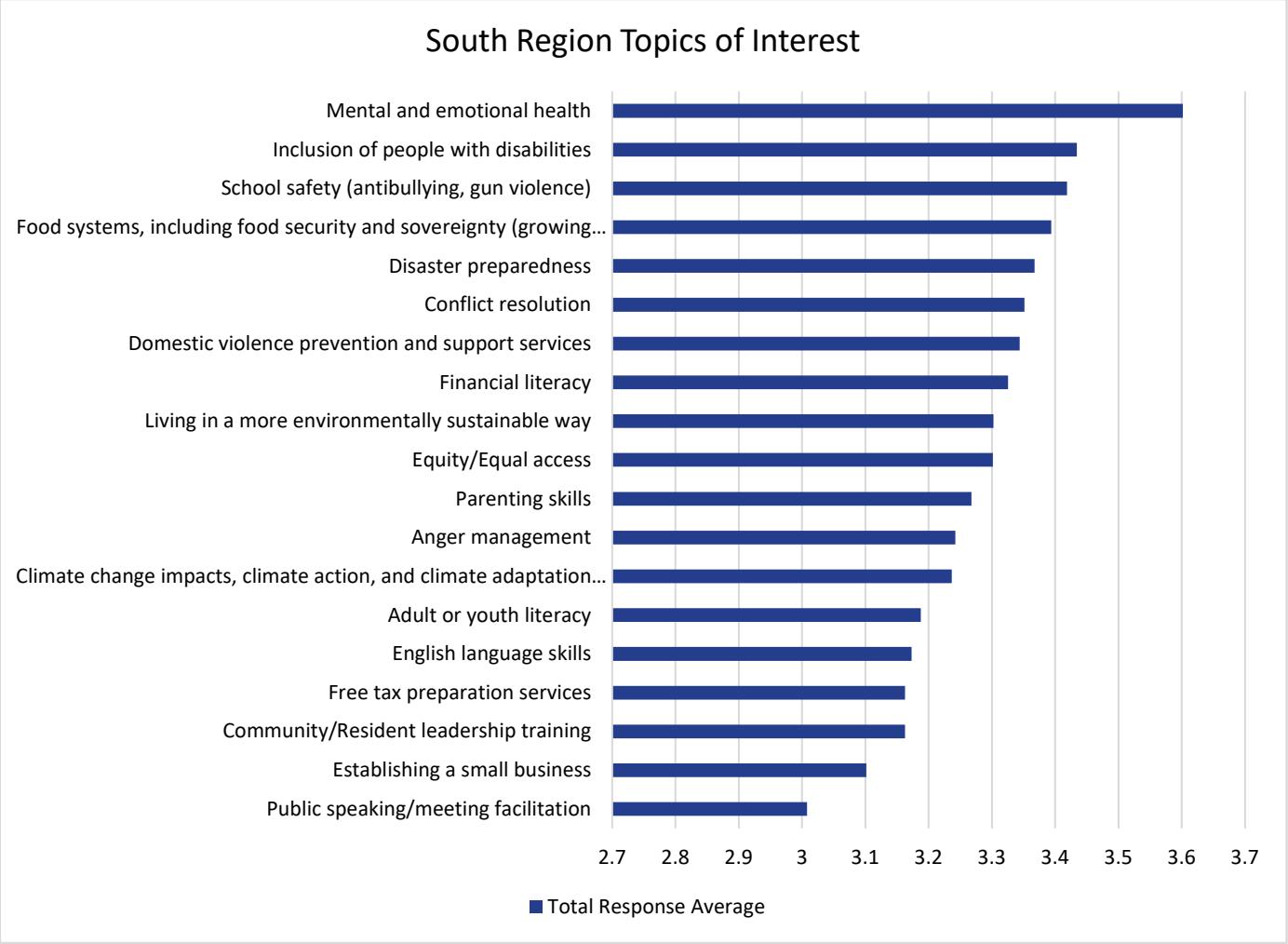
Barriers to utilizing FREE services/programs	
Lack of transportation (personal or public)	18
	11.7%
Work hours	39
	25.3%
Lack of childcare	12
	7.8%
Internet access/technology/lack of equipment	11
	7.1%
Language	15
	9.7%
Other	9
	5.8%
I do not know what services/programs are available	36
	23.4%
Not applicable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