2024/2025
Community Needs Assessment and Community Action Plan

California Department of Community Services and Development

Community Services Block Grant

Contents

Introduction

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

Purpose

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

Federal CSBG Programmatic Assurances and Certification

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

State Assurances and Certification

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

Compliance with CSBG Organizational Standards

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

What's New for 2024/2025?

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

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

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

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

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

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

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

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

Checklist

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

Agency Name	Community Action Partnership of Riverside County
Name of CAP Contact	Karla Lopez Del Rio
Title	Executive Director
Phone	951-955-0204
Email	Karlopez@Rivco.org

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

05/15/2023

Board and Agency Certification

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

Colleen Wallace	*Colleen Wallace*	5/25/23
Board Chair (printed name)	**Board Chair (signature)**	**Date**
Karla Lopez Del Rio	*[signature]*	05/25/23
Executive Director (printed name)	**Executive Director (signature)**	**Date**

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

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

Mark S. Berndt	*Mark S Berndt*	5/25/2023
NCRT/NCRI (printed name)	**NCRT/NCRI (signature)**	**Date**

CSD Use Only

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

Public Hearing(s)

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

State Statute Requirements

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

Guidelines

Notice of Public Hearing

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

Public Hearing

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

Additional Guidance

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

Public Hearing Report

Date(s) of Public Hearing(s)	June 27, 2023
Location(s) of Public Hearing(s)	County Administration Center, 4080 Lemon St., Riverside, CA 92501
Dates of the Comment Period(s)	5/24/2023 to 6/27/2023
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	Community Action Partnership of Riverside County website (capriverside.org), facebook page (facebook.com/caprivco) and twitter (@caprivco)
Date the Notice(s) of Public Hearing(s) was published	5/24/2023
Number of Attendees at the Public Hearing(s) (Approximately)	40

Part I: Community Needs Assessment

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

<u>Helpful Resources</u>

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

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

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

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

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

Community Needs Assessment Narrative

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

1. Describe how your agency collected and included current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for your service area. (Organizational Standard 3.2)

Community Action Partnership of Riverside County (CAP Riverside) primarily obtained this data from the US Census Bureau 2017-2021 American Community Survey 5-Year Estimates and from responses to demographic-specific questions on the survey. Basically, as many data points as made sense were pulled, and then disaggregated, when possible, by race/ethnicity, gender or age.

2. Describe the geographic location(s) that your agency is funded to serve with CSBG. If applicable, include a description of the various pockets, high-need areas, or neighborhoods of poverty that are being served by your agency.

CAP Riverside serves low-income individuals and families throughout the entire County of Riverside, and does not limit its services geographically to just poverty pockets or low-income communities found within it. However, the highest concentration of CAP Riverside's customers is found in cities and unincorporated communities in which greater than 15.0% of the population fall below the poverty level. These cities and unincorporated areas include, but are not limited to:

Hemet (17.2%), San Jacinto (18.0%), Cathedral City (18.8%), Banning (19.0%), Blythe (22.4%), Desert Hot Springs (26.3%), Mecca (27.4%), Oasis (38.3%) and Thermal (40.2%).

3. Indicate from which sources your agency collected and analyzed quantitative data for the CNA. (Check all that apply.) (Organizational Standard 3.3)

Federal Government/National Data Sets

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

Local Data Sets

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

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

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

Agency Data Sets
☒ Client demographics
☒ Service data
☒ CSBG Annual Report
☒ Client satisfaction data
☐ Other

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

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

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

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

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

☐ **Community Forums**

☐ **Asset Mapping**

☐ **Other**

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

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

Data collected in CAP Riverside's Community Needs Assessment is both quantitative and qualitative. *Quantitative Data*: This includes numerical, statistical, and demographic data from the community member survey, data from reports done by partner organizations and data from reliable sources, such as the US Census Bureau, US Department of Labor, etc. Trends over time for publicly available data were analyzed for comparison of data. *Qualitative Data*: This is comprised mainly of data collected and analyzed from focus groups, interviews (customer and key informant) and personal stories, as well as qualitative data from the community member needs survey (open-ended questions). CAP Riverside specifically targeted collecting data and information from low-income individuals, through partners and other service provider organizations that serve low-income populations, through its Community Action Commission, by conducting the community member survey at places where low-income individuals receive services (public assistance offices, The Salvation Army, food distribution, etc.), and from its own current and past customers who have received services through its various programs, including: the Volunteer Income Tax Assistance (VITA) Program, Utility Assistance, Tech for Success and Saving for Success, Cool and Warm Centers, Youth Programs and Mediation Programs.

Analysis. Once the data was obtained from the Microsoft Forms community member survey, it was cleaned, and non-Riverside County respondents were screened out. The resulting statistics were summarized, coding was utilized for open-ended responses, and a ranking order analysis was done to determine priority needs. In addition, analysis of the survey results was compared with analysis of the data obtained from focus groups and customer interviews from low-income

individuals, and with data from partners and other service providers.

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

A. Community-based organizations

Information was gathered from their customers/clients/employees through surveys, focus groups, and interviews, and through their email distribution lists. Some organizations even posted the survey links on their websites.

B. Faith-based organizations

Information was gathered from their customers/clients/employees through surveys, focus groups, and interviews, and through their email distribution lists. Some organizations even posted the survey links on their websites.

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

Information was gathered from their customers/clients/employees through surveys, focus groups, and interviews, and through their email distribution lists.

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

Information was collected from their customers/clients/employees through surveys, focus groups, and interviews, and through their email distribution lists. Email notice of the survey, with the link to the Microsoft Forms survey, was sent to constituents of all the 5 Riverside County Board of Supervisors' districts, and through the all-County employee list and various County Department distribution lists (i.e. RUHS Public Health, HWS Continuum of Care, etc.) and newsletters.

E. Educational institutions (local school districts, colleges)

Survey dissemination was done through the Riverside Unified and Alvord School Districts, schools participating in CAP Riverside's Peer Mediation Program, Mt. San Jacinto College, and University of California, Riverside.

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

The causes of poverty in Riverside County appear to be (in no specific order):

Underemployment (insufficient wages paid in the available jobs), *lack of higher educational/vocational skill attainment*, *social inequalities according to race/ethnicity* (especially in connection with income distribution and access to resources, quality education, services and opportunities among Hispanic or Latino, Black/African American, and Native American individuals/families), and *the high cost of living and care* (demonstrated by needs identified in such areas as housing, utility bills, dental care, food, childcare, animal care, health care, transportation, etc.).

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

Conditions of poverty are evidenced in the priority needs which have been identified in the County of Riverside. These include, but are not limited to: individuals being rent or mortgage burdened, inability to pay utility bills, lack of affordable dental care or health care, food insecurity, lack of adequate employment (having jobs which do not pay living wage), lack of affordable childcare, and lack of ability to afford the high cost of transportation (car repairs, gas, insurance, etc.).

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

Customer satisfaction data is collected as part of the Community Needs Assessment by inserting questions in the Community Member Survey (in both English and Spanish). These questions include: *If you have received services from Community Action Partnership, how satisfied were you with the services provided to you? If you were unsatisfied with any of the services you received, please tell us why. How helpful did you feel the staff were? How helpful did you feel the services were?* Responses to these questions are evaluated and analyzed to determine if action should be taken toward program improvement or improvement in customer service. In addition, Customer Satisfaction Surveys (in both English and Spanish) are regularly provided to customers receiving services from all of CAP Riverside's various programs. Both forms of collecting customer satisfaction data (in Microsoft Forms surveys) are aggregated and analyzed, and the results are presented to the Community Acton Commission (the tripartite board) for evaluation, planning and program/customer service improvements, if needed.

Community Needs Assessment Results

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

Table 1: Needs Table

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

Needs Identified	Level	Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
Individuals need utility bill assistance	Family	Y	Y	Y
Individuals cannot afford dental care	Family	Y	N	Y
Individuals need food assistance	Family	Y	N	Y
Individuals lack affordable housing	Community/Family	Y	Y	Y
Individuals lack adequate employment	Community/Family	Y	N	Y
Individuals lack affordable childcare	Community/Family	Y	N	Y
Individuals cannot afford the high cost of transportation (car repairs, gas, insurance, etc.)	Family	Y	N	Y
Individuals cannot afford health care	Family	Y	N	Y

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

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

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

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

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

Table 2: Priority Ranking Table

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

Agency Priorities	Description of programs, services, activities	Indicator(s) or Service(s) Category	Why is the need a priority?
1. Individuals need utility bill assistance	CAP Riverside provides utility bill assistance; will provide assistance to over14,000 households from January 1st to December 31st of 2024 and 2025	SRV 4i.	This is the top priority need identified from quantitative data results of the Community Member Survey and requests for assistance from Riverside County 211
2. Individuals cannot afford dental care	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1st to December 31st of 2024 and 2025	SRV 5bb., SRV 5cc., SRV 5dd., and SRV 5ee. Actual indicators will depend on awarded subcontractor's services SRV 7c.	This is the third priority need identified from quantitative data results of the Community Member Survey
3. Individuals need food assistance	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1st to December 31st of 2024 and 2025	SRV 5ii., and SRV 5jj. Actual indicators will depend on awarded subcontractor's services SRV 7c.	This is the fourth priority need identified from quantitative data results of the Community Member Survey and the second most requested assistance from Riverside County 211
4. Individuals lack affordable housing	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1st to December 31st of 2024 and 2025	SRV 4m., SRV 4SRV 4n., SRV 4o. Actual indicators will depend on awarded subcontractor's services SRV 7c.	This the second most requested assistance from Riverside County 211 and the 6th ranking priority need identified from quantitative data results of the Community Member Survey

5. Individuals lack adequate employment	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); CAP Riverside will provide job skills training to 10 WEX and ESE participants from DPSS in-house; will involve referrals to partner organizations; from January 1st to December 31st of 2024 and 2025	FNPI 1a., FNPI 1b., FNPI 1c., and FNPI 1h., other actual indicators will depend on awarded subcontractor's services SRV 7c.	This is the seventh priority need identified from quantitative data results of the Community Member Survey and the eleventh most requested assistance from Riverside County 211
6. Individuals lack affordable childcare	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1st to December 31st of 2024 and 2025	SRV 2c., SRV 7e., and SRV 7f. Actual indicators will depend on awarded subcontractor's services SRV 7c.	This is the eighth priority need identified from quantitative data results of the Community Member Survey
7. Individuals cannot afford the high cost of transportation	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1st to December 31st of 2024 and 2025	SRV 7d.	This is the ninth priority need identified from quantitative data results of the Community Member Survey and the twelfth most requested assistance from Riverside County 211
8. Individuals cannot afford health care	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1st to	SRV 5b., SRV 5e., SRV 5f. Actual indicators will depend on awarded subcontractor's services SRV 7c.	This is the tenth priority need identified from quantitative data results of the Community Member Survey and the eighth most requested assistance from Riverside County 211

	December 31st of 2024 and 2025		

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

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

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

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

Part II: Community Action Plan

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

Vision and Mission Statement

1. Provide your agency's Vision Statement.
Ending poverty in Riverside County

2. Provide your agency's Mission Statement.
Community Action Partnership with the community facilitates opportunities towards self-sufficiency through education, wealth building, energy assistance and advocacy.

Tripartite Board of Directors

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

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

The Community Action Commission (the Commission) is the CAP Riverside's tri-partite board which oversees the activities and policies of the agency. Low-income representatives are democratically elected in the County district/community in which they reside, and reflect the votes (voice) of low-income residents. Community members, inclusive of low-income members and organizations, have many opportunities to provide input to the representation of low-income residents on the Community Action Commission. The primary opportunity is via community and Commission meetings. However, face-to-face, faxed, mailed, emailed, and phoned input are always accepted.

Vacant seats for low-income individuals are publicized and applications are accepted and reviewed by the Commission Membership Committee. The Commission has an election policy incorporated in its Bylaws. Low-income residents and their representatives are encouraged to run for a seat on the Commission. Should an interested party not be elected, they can submit a petition to the Membership Committee of the Commission. The Membership Committee reviews the petition to determine if it has merit and then forwards it to the full Commission, with recommendations, as an Agenda Action Item at the next available Commission meeting.

Once the low-income sector member and the alternate are elected in accordance with the democratic selection process set forth in the Policy on Election of Low-Income Representatives, the name of the elected low-income sector member and alternate shall be submitted to the Board of Supervisors for appointment. If a low-income sector member or alternate is not appointed by the Board of Supervisors,

the democratic selection procedure set forth in the Policy on Election of Low-

Income Representatives shall be followed again.

Service Delivery System

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

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

Community Action Partnership of Riverside County (CAP Riverside) is changing its service delivery System to broaden its impact and increase its partnerships. Over the course of the next two years (this Community Action Plan period, 2024-2025), CAP Riverside intends to primarily provide services to individuals, families and communities through partner organizations, while increasing their capacity to provide services to the residents of Riverside County. This approach will involve subcontracting, training, assisting in fund development, coordinating collaboration, convening organizations according to programs and services domains, etc. to address the needs of low-income Riverside County residents. It will also include monitoring of customer intake, eligibility, contracts and programs/services by CAP Riverside staff over providing direct services themselves.

CAP Riverside's service delivery system currently flows along two parallel avenues: 1) programs directly administered by CAP Riverside; and 2) programs funded by CAP Riverside through a Request for Proposal (RFP) process (subcontracted). Participants are encouraged to cross-enroll in programs to maximize resources for achieving self-sufficiency. In-house programs include: Energy Services (utility bill payment assistance, energy conservation education, and home weatherization services); Dispute Resolution (mediation, arbitration, peer mediation training, and community education workshops); Volunteer Income Tax Assistance - VITA (Free Tax Preparation Program); Saving for Success (an asset-building savings match program for buying a home, continuing education or starting/expanding a business); and Cool/Warm Centers (centers providing relief from extreme hot/cold weather conditions and savings on utility bill costs).

CAP Riverside has a customer intake process for all of its direct programs and services, which utilizes a common comprehensive intake form for all programs. The form captures a variety of demographic, household and income information, and is used to determine eligibility across all programs internally, and for referrals externally. CAP Riverside also sub-contracts for services to cover gaps in services in Riverside County and to address priority needs identified in its biennial community needs assessment. Sub-contracting is conducted with the Riverside County Purchasing Department using a competitive Request for Proposals/Qualifications (RFP/Q) bid process. Evaluators on the RFP/Q review team ensure selected proposals are reflective of CAP Riverside's mission and strategic goals. Subcontractors use the customer intake form for CSBG related services they provide. CAP Riverside also incorporates community referrals to outside programs and services as a part of its integrated systems of care service delivery strategies.

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

In its approach to fighting poverty in Riverside County, CAP Riverside will utilize the analysis of poverty data in relation to the demographic makeup of Riverside County residents, and in connection with the various characteristics of each of the 5 supervisorial districts in the County, in its efforts to determine what poverty looks like for each segment of the County (i.e., where do the people in poverty live, what are their characteristics, what conditions do they live in, etc.). This analysis not only informs the programs and services that CAP Riverside will partner with other agencies to provide, and to whom, but will also inform State legislators, the Riverside County Board of Supervisors, funders and local service providers towards greater resources, collaborative efforts and advocacy in addressing the various aspects of poverty specific to Riverside County.

Linkages and Funding Coordination

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

> 1. Describe how your agency coordinates funding with other providers in your service area. If there is a formalized coalition of social service providers in your service area, list the coalition(s) by name and methods used to coordinate services/funding. (CSBG Act Sections 676(b)(1)(C), 676(b)(3)(C); Organizational Standard 2.1; State Plan 14.1c, 9.6, 9.7)

An analysis of the community needs assessment identifies what priority needs CAP Riverside will address via the agency's service delivery strategies. Anything outside the internal scope of services and existing subcontracts is flagged as a gap in service for which a community referral must be made. All front line and call center staff are trained to make referrals to help meet customers' needs. Customers are also directed to the 2-1-1 Riverside County resource hotline or website for assistance. All in-house programs provide supplemental information about community resources that will enhance the program benefits customers receive. CAP Riverside's call center staff maintain a directory of frequently requested programs and services, which is shared with program staff. Several staff members have been trained as community resources and outreach specialists. They represent the agency at community workshops, fairs, and events. They also serve as internal reference points for staff seeking services for their customers.

CAP Riverside establishes beneficial partnerships with public, private, community and faith-based service providers to address priority needs and to fill identified gaps in services. CAP Riverside makes referrals to partners with quality reputations that are located in diverse sites and poverty pockets throughout the county, and that have a history of strongly meeting community needs. For example, the County of Riverside Community Action Partnership holds Energy Clinics countywide, particularly in remote, rural areas. Community partners host the clinics. During these clinics, low-

income residents receive information on energy conservation, energy assistance programs, community resources and consumer education. Residents can also complete an application for weatherization, emergency energy assistance and utility payment assistance. CAP Riverside provides training workshops for the partner agencies. Partners receive training on: energy programs eligibility criteria; how to complete and process applications; energy conservation measures; how to make referrals to community resources; how to read utility bills; helpful consumer tips; cultural diversity; and customer service techniques. Partners also receive resource materials, applications and outreach materials in English and Spanish.

CSBG programs administered by CAP Riverside leverage CSBG funds with public and/or private and in-kind support. CSBG funds are also sub-granted to community and faith-based organizations that may use funding to leverage with other funding streams. A major focus over this next two-year period for CAP Riverside will be capacity building for several Riverside County service provider organizations in the areas of fund development and leveraging various funding streams.

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

CAP Riverside has MOUs (Memorandums of Understanding), MOPs (Memorandums of Participation) and Professional Services Agreements with a host of other County Departments, organizations, businesses, faith-based organizations and nonprofit organizations. These have been established and executed for all of its programs and services. Funded agreements include, but are not limited to: Delegate Agency contracts (subcontracts for services), consulting services, weatherization subcontracts, etc. Non-funded agreements include, but are not limited to: mentor agencies in the Riverside County Mentor Collaborative, tax sites for the VITA Program, cool and warm center sites, etc.

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

CAP Riverside ensures that the programs and services it provides are known, accessible and utilized by low-income individuals and families in several ways. First, the agency has strategically placed its satellite offices in areas where the percent of the population below the federal poverty level is consistently high and always higher than the poverty rate for Riverside County, as a whole. These satellite office locations (with corresponding poverty rates) are: Hemet (17.2%), Blythe (22.4%), Desert Hot Springs (26.3%) and Mecca (27.4%). Next, CAP Riverside targets its outreach efforts to low-income residents of Riverside County by conducting outreach in low-income communities, and in conjunction with events which partner organizations, who also serve low-income populations, hold. Also, as low-income individuals and families receive utility assistance, and/or have their tax returns prepared through the VITA Program (which combined constitute the greatest number served by CAP Riverside), they are referred to other internal and external programs and services, as well. Furthermore, CAP Riverside has employed a more direct referral system in partnership with the Inland SoCal United Way's 211, where customer info. is sent to CAP Riverside staff via email notifications from Inland SoCal United Way's system, referrals are then obtained from the system, then CAP Riverside staff send program info./applications directly to the residents. Duplication of services is avoided in Riverside County through strong collaboration and constant communication by CAP Riverside with its various partner organizations in all of the various sectors.

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

CAP Riverside currently leverages CSBG funds with federal, state and local funding streams. In 2022, CAP Riverside received $4,231,051 in non-CSBG Federal Resources, $263,633 in other State Resources, $314,991 in other local resources and $40,000 in other private sector resources.

CAP Riverside also continually seeks new opportunities to apply for federal funds and to partner with the private, public, and community-based sectors to leverage funds with CSBG funds. In relation to increasing programmatic and organizational capacity, CAP Riverside plans on primarily providing services to individuals, families and communities through partner organizations, thereby increasing the agency's capacity to provide services to the residents of Riverside County, and broadening its impact in its service area.

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

CAP Riverside recognizes that CSBG funds are subject to federal budget cuts. Depending on the extent of cuts to CSBG funding, CAP Riverside could potentially have to reduce and/or eliminate services and discontinue sub-contracting. To minimize the impact of such cuts on programs and services, CAP Riverside will continually seek new opportunities to apply for federal funds and to partner with the private, public, and community-based sectors to leverage funds with CSBG funds. Strategies, such as increasing community collaboration and using more volunteers to help mitigate the cost of service delivery would be implemented.

In addition to identifying new sources of revenue, CAP Riverside will work closely with its Commission and governing body, the Riverside County Board of Supervisors, to minimize the impact of funding reductions. All stakeholders will be involved in the decision-making process when and if major budget adjustments or reductions are required. CAP Riverside will continue to seek funding at the local, state and federal levels, and public and private sectors, to support on-going and new initiatives that present high-impact, self-sustaining strategies to end poverty. Other less favorable strategies for addressing a reduction in federal funds include, but are not limited to: lowering overhead costs; reducing the scope of services; and reducing the number of customers served.

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

Numbers of volunteers and hours are documented in the Better Impact volunteer management system (i.e., Volunteer Income Tax Assistance volunteers, volunteers for the mediation programs, etc.), and by the Executive Assistant (tracking hours volunteered by the tripartite board, the Commission).

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

CAP Riverside will expand and rebrand its Riverside County Mentor Collaborative (RCMC). In this effort the collaborative will become more inclusive, and will incorporate programs and services for the parents of the mentored youth. CAP Riverside will facilitate more partnership opportunities for organizations serving youth in Riverside County, connecting them to other County agencies and to additional resources.

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

CAP Riverside will engage in partnerships and in community collaboratives/coalitions to address youth-related issues. The agency leads the Riverside County Mentor Collaborative (RCMC), which is a partnership of mentoring programs that provide safe, positive, life-changing mentor-protégé relationships. CAP Riverside also administers the peer mediation program in elementary, middle and high schools throughout Riverside County which provides students with problem-solving, communication, active listening, and leadership skills to resolve conflict and become peace advocates.

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

CAP Riverside is a division of the Department of Housing and Workforce Solutions, which also includes the County of Riverside Workforce Development division. CAP Riverside, as such, is strengthening the linkages and partnerships connected with both, and channeling its customers to job opportunities offered by Workforce Development. Both divisions are working to align their agency goals and practices.

CAP Riverside also partners with the Riverside County Department of Public Social Services (DPSS) and its various divisions to provide resources and opportunities for recipients of public assistance. This includes referrals from DPSS to CAP Riverside's Savings for Success (asset-building) program, and CAP Riverside providing on-the-job training to DPSS welfare-to-work participants (a minimum of 20 over the next two years) in its Energy and Community Services Divisions.

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

CAP Riverside partners with Inland SoCal United Way's Riverside County 211 to employ a more direct referral system for emergency services. CAP Riverside also coordinates with community and faith-based organizations and public institutions to provide customer referrals to food assistance and emergency services countywide. When disasters strike locally, such as flooding and wildfires, CAP Riverside coordinates the distribution of items such as food vouchers, rental assistance, blankets, sleeping bags, etc. to victims of disasters.

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

CAP Riverside is the provider of the Low-Income Home Energy Assistance Program (LIHEAP) in Riverside County. The agency ensures that emergency energy services are delivered countywide by partnering with over 100 community and faith-based partners to provide utility bill payment assistance and weatherization application opportunities and referrals for eligible low-income residents.

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

Community Action Partnership is Riverside County's provider of the Low-Income Home Energy Assistance Program (LIHEAP).

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

The County of Riverside Community Action Partnership uses funds to support innovative community and neighborhood-based initiatives in accordance with the priority needs identified in the results of the Community Needs Assessment and in synch with its mission. Partnerships among providers of services to low-income individuals and families are developed; low income individuals also move toward self-sufficiency by strengthening family and other support systems. CAP Riverside helps develop parents in teaching their children financial literacy, capability and responsibility, through its Asset-Building programs and Youth programs, developing financial skills and goal setting. CAP Riverside sub-grants CSBG funds to community programs that address the top challenges of poverty identified by the community needs assessment through Requests for Proposals (RFPs). The agency looks for innovation, collaboration, and strong partnerships when evaluating these proposals.

14. Describe how your agency will develop linkages to fill identified gaps in the services, through the provision of information, referrals, case management, and follow-up consultations. (CSBG Act Section 676(b)(3)(B), State Plan 9.3b)

CAP Riverside partners with Inland SoCal United Way's Riverside County 211 to employ a more direct referral system for services, and coordinates with community and faith-based organizations and public institutions to provide customer referrals for services countywide. Case management and follow-ups on referrals will be performed by CAP Riverside through its partners, for whom CAP Riverside will provide capacity building assistance.

Monitoring

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

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

Program monitoring is conducted by CAP Riverside Executive Management staff and includes the following activities:

1. Review of program and financial reports. This includes, but is not limited to: review of progress on outcomes in relation to projections, program performance versus level of expenditures, evaluation of program expenditure reports, compliance with CSBG contract terms and conditions, support documentation, etc.

2. One-on-one Community Services Division Manager meetings with Program Managers

3. Community Services team meetings to address opportunities, challenges, etc.

4. Annual performance evaluations

5. Workshop and training evaluations

6. Customer Satisfaction Surveys

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

The following are included in CAP Riverside's monitoring process for subcontractors (also known as Delegate Agencies):

- Program Progress Reports (PPRs), Invoices (Reimbursement Requests) and Expenditure Reports

  o Submitted monthly – all delegate agencies submit PPRs with Reimbursement Requests and Expenditure Reports to the Planning Division

- o PPRs include: Narrative information, statistical data and Customer Intake Forms (where applicable)

- o Planning Division reviews PPRs, Reimbursement Requests and Expenditure Reports monthly, in comparison with contract scopes of work (outcomes), Fiscal expenditure reports, etc.

- Desk-Reviews

  - o Conducted regularly for program quality control checks, compliance with contract terms and comparison of Delegate Agency Expenditure Reports with Fiscal division expenditure reports

  - o Submittals of Reimbursement Requests, PPRs and Customer Intake Forms reviewed for timeliness and progress toward outcomes

  - o Status of insurances, licenses, and registration on SAM.gov checked

  - o Conducted by Planning division

  - o Performed in lieu of or before site visits are conducted

- Site Visits

  - o Conducted at minimum once per contract year

  - o Conducted by Planning Division and Fiscal division staff members

  - o Accompanied by a tripartite Board Member (Commissioner). Sign ups for site visits are done after a monitoring presentation in a tripartite Board (Community Action Commission) Meeting.

- Issuance of formal monitoring reports: Monitoring Site Visit Reports are completed after each monitoring site visit, then sent to each delegate agency visited, including a request to acknowledge accuracy of the report.

- Follow-Up on Corrective Action: Monitoring Site Visit Reports include, if applicable, findings

with deadlines for correction action to be taken, and for verifying documentation of corrections made to be submitted. Training and technical assistance are also provided to

each delegate agency, if requested or required and if applicable.

Data Analysis, Evaluation, and ROMA Application

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

> **1. Describe your agency's method for evaluating the effectiveness of programs and services. Include information about the types of measurement tools, the data sources and collection procedures, and the frequency of data collection and reporting. (Organizational Standard 4.3)**

CAP Riverside utilizes various tools to measure the effectiveness of its programs and services, including:

- Customer Satisfaction Survey -- measures level of satisfaction regarding service delivery, accessibility/location of services and customer service

- Monthly program evaluation -- provides feedback on service delivery, customer progress toward achieving outcomes, expenditure tracking, etc.

- Workshop and training evaluation -- provides participant feedback on presentations, curriculum content, etc.

- Pre/Post Assessment – demonstrates increase in knowledge and skills as a result of training, mentoring, workshops, etc.

- Annual Monitoring Site Visits Reports to Delegate Agencies (sub-contractors) -- conducted by

  CAP Riverside staff and Commissioners to monitor customer outcomes achieved, programmatic/fiscal data and contract compliance

- Direct feedback and written testimonials from customers

- Special events -- open houses, community dialogues, etc. offer opportunities for feedback from a diverse group of stakeholders

- Program Exit Interview -- provides opportunity for participant evaluation of

program/services and feedback on program successes, challenges, and room for improvement

- Customer feedback log -- provides copy of customer feedback, filed by date
- Quality Assurance Review -- conducted by Executive Management and Planning to ensure compliance with established policies, procedures, goals, and outcomes.

2. Applying the Results Oriented Management and Accountability (ROMA) cycle of assessment, planning, implementation, achievement of results, and evaluation, describe one change your agency made to improve low-income individuals' and families' capacity for self-sufficiency. (CSBG Act Section 676(b)(12), Organizational Standard 4.2)

CAP Riverside's Tech for Success program is designed to bridge the digital divide in Riverside County. Many Riverside residents lacked access to technology needed for educational or employment purposes (i.e., college courses, job skills training, job searching online, applying for employment, etc.). Tech for Success participants attend a series of educational workshops to acquire skills and learn about community resources. Examples of these workshops include financial literacy, raising money smart children, child support, conflict resolution, and access to community resources. Upon completion of these workshops, participants are provided a laptop computer and one year of mobile internet access that help them, and their families, move toward self-sufficiency. Following is illustration of how CAP Riverside has applied elements of the ROMA Cycle to facilitate change in the lives of individuals and families through the Tech for Success Program in Riverside County:

Assessment. CAP Riverside has assessed the need for digital devices and internet access through requests from its own customers, and through requests and referrals from the County of Riverside Digital Equity Program, Head Start Programs, Cities in Riverside County, the Department of Public Social Services (DPSS), Office on Aging, Mt. San Jacinto College, the Coachella Valley Adult School, senior centers, the CA Department of Rehabilitation, the Riverside County Office of

Education (RCOE), etc.

Planning. In planning to provide digital devices and internet access, CAP Riverside selected and incorporated strategies designed to move its customers toward self-sufficiency, including: assistance in securing employment and setting/pursuing educational goals, bundling services, utilizing a whole family approach, community engagement and strengthening partnerships to meet needs.

Implementation. CAP Riverside has been implementing the Tech for Success program through program staff and in partnership with the County of Riverside Digital Equity Program, the Riverside County Office on Aging, Head Start Programs, Cities in Riverside County, the Department of Public Social Services (DPSS), Mt. San Jacinto College, the Coachella Valley Adult School, senior centers, the CA Department of Rehabilitation, etc.

Achievement of Results. CAP Riverside staff have established, and are utilizing measurement tools and performance standards for the Tech for Success program, for accountability, to measure program performance and to document participant achievement of outcomes.

Evaluation. The Tech for Success Program Manager, the Planning Division Manager and Executive Management continually evaluate results for the Tech for Success program. Program data is also presented to the Community Action Commission (the tripartite board) for its involvement in the evaluation process.

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

One recent change that CAP Riverside has facilitated for low-income residents of Riverside County involves its Volunteer Income Tax Assistance (VITA) Program. The full ROMA cycle was applied in the following ways:

Assessment. Assessment of the program concluded that the number of volunteers involved in

preparing tax returns in the program was still much lower than the pre-COVID 19 pandemic number of volunteers. It was also determined that there was a need to improve operations for efficiency and effectiveness. In comparing program data on the number of tax returns prepared by site in each of the five Supervisorial Districts, it was discovered that there were very few tax prep sites in District 3, and an inordinately low amount of tax returns prepared there. In addition, messaging on the impact of the program was not circulated very widely.

Planning. Creative and innovative approaches were planned for volunteer recruitment. Also, decisions were made to reorganize the management of volunteers by reassigning CAP Riverside staff. Efforts were also planned to increase the number of partners and partner tax prep sites.

Implementation. Volunteers were recruited through social media, HubSpot emails, all County of Riverside employee emails, through Spanish-speaking advertising and media channels and through staff of the Riverside County Board of Supervisors in their respective Districts. Various staff were assigned from other programs in efforts to recruit and manage volunteers better, to increase tax returns prepared and to increase partnerships/tax prep sites.

Achievement of Results. The following results ensued. From the previous program year number of volunteers (65), the number of VITA volunteers increased to 78 (a 20% increase). The number of tax returns prepared went from 3,500 to 5,200 (a 48.57% increase). And the amount of tax refund dollars that went back into the community increased from 6.5 million dollars to over 9.2 million dollars (a 41.54% increase).

Evaluation. At the end of the tax season, the VITA program was evaluated. A need for more volunteers was evident, and there was discussion on possibly hiring a volunteer coordinator. It was still determined that a greater focus should made on increasing partners, partner tax prep sites and volunteers in District 3. The training and training materials were also evaluated and will

be improved for the next tax season. In addition, it was decided that there is a need for a better

volunteer management system (software) and for better volunteer incentives and recognition.

Response and Community Awareness

Diversity, Equity, and Inclusion

1. Does your agency have Diversity, Equity, and Inclusion (DEI) programs in place that promote the representation and participation of different groups of individuals, including people of different ages, races and ethnicities, abilities and disabilities, genders, religions, cultures, and sexual orientations?
☐ Yes ☒ No
2. If yes, please describe.
3. Does your agency have Diversity, Equity and Inclusion (DEI) policies in place that promote the representation and participation of different groups of individuals, including people of different ages, races and ethnicities, abilities and disabilities, genders, religions, cultures and sexual orientations?
☐ Yes ☒ No
4. If yes, please describe.

Disaster Preparedness

1. Does your agency have a disaster plan in place that includes strategies on how to remain operational and continue providing services to low-income individuals and families during and following a disaster? The term disaster is used in broad terms including, but not limited to, a natural disaster, pandemic, etc.
☒ Yes ☐ No
2. If yes, when was the disaster plan last updated?
The Continuity of Operations Plan was updated in 2020.
3. Briefly describe your agency's main strategies to remain operational during and after a disaster.
CAP Riverside has a continuity of operations plan that ensures essential services will be

provided during and after a disaster to the community. The plan outlines the following strategies:

- Essential functions

- Interdependencies

- Orders of succession and delegations of authority

- Staff to perform essential functions

- Personnel accountability

- Devolution

- Internal/external notifications

- Vital records management and supplies and equipment

- Continuity facilities

- Communication systems

Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

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

    i.   to remove obstacles and solve problems that block the achievement of self-sufficiency (particularly for families and individuals who are attempting to transition off a State program carried out underpart A of title IV of the Social Security Act);

    ii.   to secure and retain meaningful employment;

    iii.   to attain an adequate education with particular attention toward improving literacy skills of the low-income families in the community, which may include family literacy initiatives;

    iv.   to make better use of available income;

    v.   to obtain and maintain adequate housing and a suitable living environment;

    vi.   to obtain emergency assistance through loans, grants, or other means to meet immediate and urgent individual and family needs;

    vii.   to achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots

    viii.   partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to

        –

        I.   document best practices based on successful grassroots intervention in urban areas, to develop methodologies for wide-spread replication; and

        II.   strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

Needs of Youth

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

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

    II.   after-school childcare programs.

Coordination of Other Programs

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

Eligible Entity Service Delivery System

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

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

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

State Coordination/Linkages and Low-income Home Energy Assistance

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

Community Organizations

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

Eligible Entity Tripartite Board Representation

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

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate System

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

Fiscal Controls, Audits, and Withholding

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

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

State Assurances and Certification

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

For CAA, MSFW, NAI, and LPA Agencies

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

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

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

For MSFW Agencies Only

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

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

Organizational Standards

Category One: Consumer Input and Involvement

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

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

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

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

Category Two: Community Engagement

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

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

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

Category Three: Community Assessment

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

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

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

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

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

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

Category Four: Organizational Leadership

Standard 4.1 (Private) The governing board has reviewed the organization's mission statement within the past 5 years and assured that:
1. The mission addresses poverty; and
2. The organization's programs and services are in alignment with the mission.

Standard 4.1 (Public) The tripartite board/advisory body has reviewed the department's mission statement within the past 5 years and assured that:
1. The mission addresses poverty; and
2. The CSBG programs and services are in alignment with the mission.

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

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

Appendices

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

Document Title	Appendix Location
Copy of the Notice(s) of Public Hearing	A
Low-Income Testimony and Agency's Response	B
County Profile and Survey Analysis	C
2022 Needs of Callers -- Inland SoCal 211+	D

Introducing our 2024-2025 Community Action Plan

May 24, 2023

Exciting news! Introducing our 2024-2025 Community Action Plan (CAP)! Discover our vision, mission, service delivery system, and goals at https://capriverside.org/sites/g/files/aldnop136/files/2023-05/2024-2025%20CAP%20draft_0.pdf. We value your input, so let us know what you think at or before the June 27th Public Hearing, at info@capriverside.org. Join us on this journey towards a better community!

NOTICE OF PUBLIC HEARING BEFORE THE BOARD OF SUPERVISORS OF RIVERSIDE COUNTY

NOTICE IS HEREBY GIVEN that a public hearing at which all interested persons will be heard, will be held before the Board of Supervisors of Riverside County, California, on the 1st Floor Board Chambers, County Administrative Center, 4080 Lemon Street, Riverside on Tuesday, June 27, 2023 at 9:30 a.m. to receive public input on the Riverside County Community Action Partnership (CAP Riverside) 2024/2025 Community Action Plan (CAP). CAP Riverside is funded by the Community Service Block Grant (CSBG), which requires a local 2-year plan for assisting low-income residents in the County. The CAP establishes goals, objectives and strategies for planning and implementing programs that promote self-sufficiency for the poor and facilitate ending poverty in Riverside County.

In 2023, CAP Riverside conducted a county-wide Community Needs Assessment of low-income residents and service providers. Surveys were distributed to residents and service providers to provide people an opportunity to voice their opinions and concerns regarding poverty in Riverside County.

A draft copy of the 2024/2025 Community Action Plan, in its entirety, is currently available at CAP Riverside, 2038 Iowa Avenue, Suite B-102, Riverside, CA 92507 and on the web at www.capriverside.org for review prior to the hearing. A finalized copy will be available at the CAP Riverside office, and on its website, after the hearing. For further information regarding the 2024/2025 CAP, please contact Mark Berndt, Planning Division, at 951-955-3220.

Any person wishing to testify in support or opposition may do so in writing between the date of this notice and the public hearing, or may appear and be heard at the time and place noted above. If you are unable to attend the public hearing, you can send written testimony to the address below or email comments to cob@rcbos.org (Subject: 2024/2025 CAP). All written

comments received prior to the public hearing will be submitted to the Board of Supervisors and the Board of Supervisors will consider such comments, in addition to any oral testimony, before making a decision on the proposed CAP Riverside 2024/2025 Community Action Plan (CAP).

Please send all written correspondence to:

<div align="center">

Clerk of the Board
4080 Lemon Street, 1st Floor
Post Office Box 1147
Riverside County, CA 92502-1147

Email: cob@rcbos.org

</div>

Appendix B: Low-Income Testimony and Agency's Response

Community Action Partnership of Riverside County (CAP Riverside) gave notice of a Public Hearing and made its draft Community Action Plan (CAP) available for public review and comment on May 24, 2023, which was 34 calendar days before the Public Hearing (held at the County of Riverside Board of Supervisors Meeting) on June 27, 2023. Notice of the Public Hearing was published on CAP Riverside's website, social media channels and by the Riverside County Clerk of the Board of Supervisors. On its website and through its social media CAP Riverside encouraged Riverside County residents to give feedback and comments on the CAP and the Community Needs Assessment (CNA) within it.

However, no comments or feedback were received during the comment period and no public comments or low-income testimonies were presented at the Public Hearing. Therefore, CAP Riverside cannot provide any response to comments, testimony or concerns related to the 2024/2025 CAP.

For the future 2026/2027 Community Needs Assessment and Community Action Plan CAP Riverside will strive to obtain responses from its customers and community members, more directly, through emails and through encouraging its partners to invite responses from their customers.

County Profile

Table of Contents

Demographics

Riverside County's population has increased by a little over 15% over the past decade. Of this the 65+ age group has seen the largest growth in terms of absolute numbers, closely followed by the 55-64 age group, whereas the absolute number of the 0-19 group has remained relatively similar over the past decade.

The County's population has also aged slightly over time. In 2011, the largest age group as a proportion of the total population was those aged 19 and under. While this is still the largest age group, the percentage of the total population has decreased by about 3%. In comparison, the 65 and over age group has increased between 2011 and 2021, by approximately 3%.

The county's breakdown by gender has remained effectively the same, at slightly more females than males, but by a less than 1% difference. The breakdown by age has remained relatively constant as well, by no more than an approximately 2% difference between 2011 and 2021.

Percent of population by age (Riverside County)

Legend:
- 2011
- 2021

Age group	2011	2021
Under 5 years	8%	6%
5 to 9 years	8%	7%
10 to 14 years	8%	8%
15 to 19 years	8%	7%
20 to 24 years	7%	7%
25 to 34 years	13%	14%
35 to 44 years	14%	13%
45 to 54 years	13%	12%
55 to 59 years	5%	6%
60 to 64 years	4%	5%
65 to 74 years	6%	8%
75 to 84 years	4%	4%
85 years and over	1%	2%
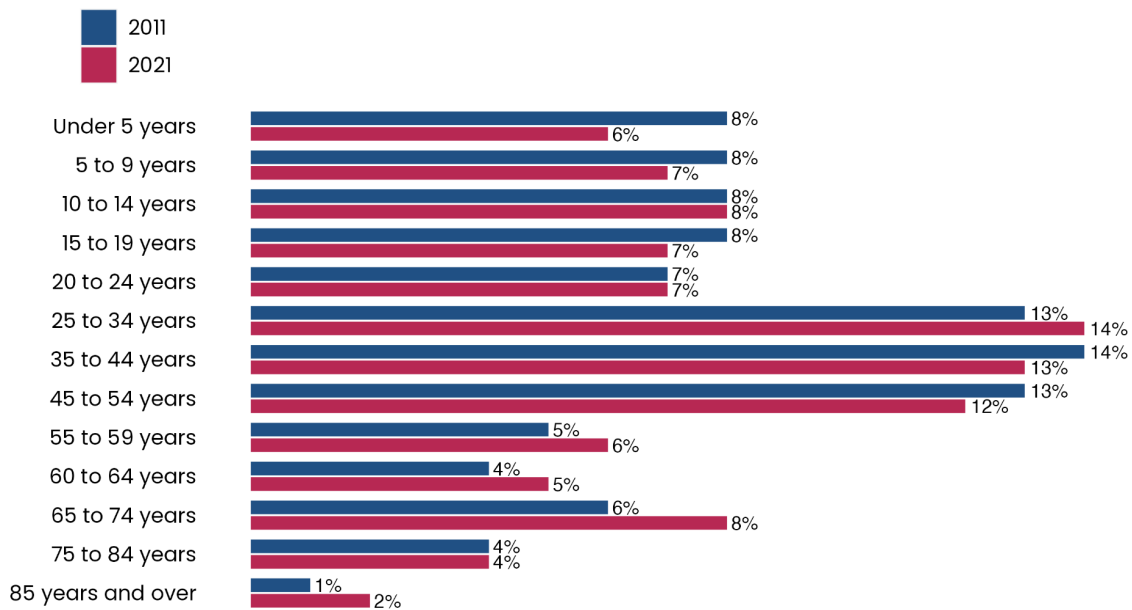
Source: 2021 and 2011 ACS 5-Year Estimates

Percent of female population by age (Riverside County)

Legend: ■ 2011 ■ 2021

Age	2011	2021
Under 5 years	7%	6%
5 to 9 years	8%	7%
10 to 14 years	8%	8%
15 to 19 years	8%	7%
20 to 24 years	7%	7%
25 to 34 years	12%	14%
35 to 44 years	14%	13%
45 to 54 years	13%	12%
55 to 59 years	5%	6%
60 to 64 years	4%	6%
65 to 74 years	7%	9%
75 to 84 years	4%	5%
85 years and over	2%	2%
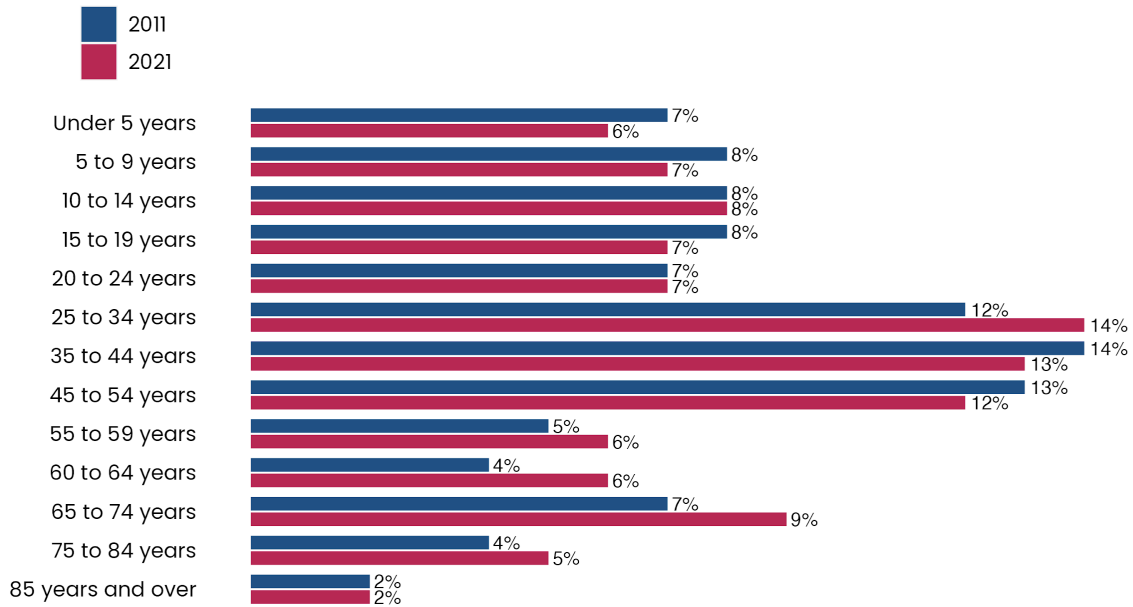
Source: 2021 and 2011 ACS 5-Year Estimates

Percent of male population by age (Riverside County)

Legend: ■ 2011 ■ 2021

Age	2011	2021
Under 5 years	8%	6%
5 to 9 years	8%	7%
10 to 14 years	8%	8%
15 to 19 years	9%	7%
20 to 24 years	7%	7%
25 to 34 years	13%	14%
35 to 44 years	14%	14%
45 to 54 years	13%	12%
55 to 59 years	5%	6%
60 to 64 years	4%	5%
65 to 74 years	6%	8%
75 to 84 years	3%	4%
85 years and over	1%	1%
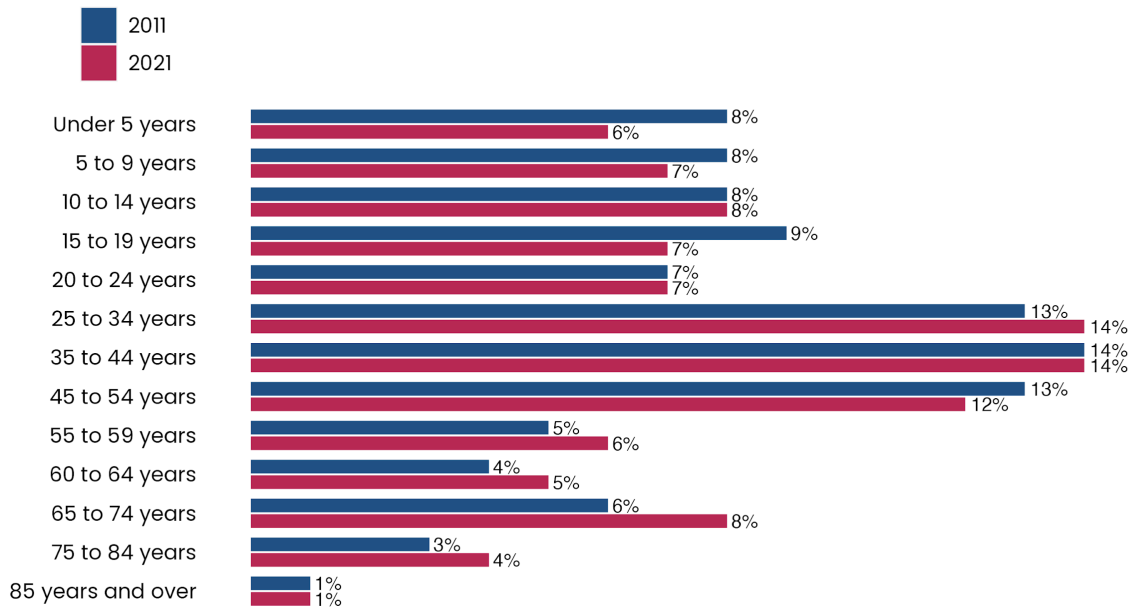
Source: 2021 and 2011 ACS 5-Year Estimates

Race/Ethnicity

The percentage of whites has decreased in the County between 2011 and 2021, from approximately 40% to approximately 33%. While the percentage of other races have remained relatively similar, the percentage of Asian alone and two or more races has increased by approximately 1% each.

The percentage of those who identify as Hispanic/Latino has increased in the region by approximately 5%.

Percent of population by race alone, not Hispanic/Latino (Riverside County)

- 2011
- 2021

Category	2011	2021
Hispanic or Latino	45%	50%
White alone	40%	33%
Asian alone	6%	7%
Black or African American alone	6%	6%
Two or more races	2%	3%
Some other race alone	0%	0%
Native Hawaiian and Other Pacific Islander alone	0%	0%
American Indian and Alaska Native alone	0%	0%
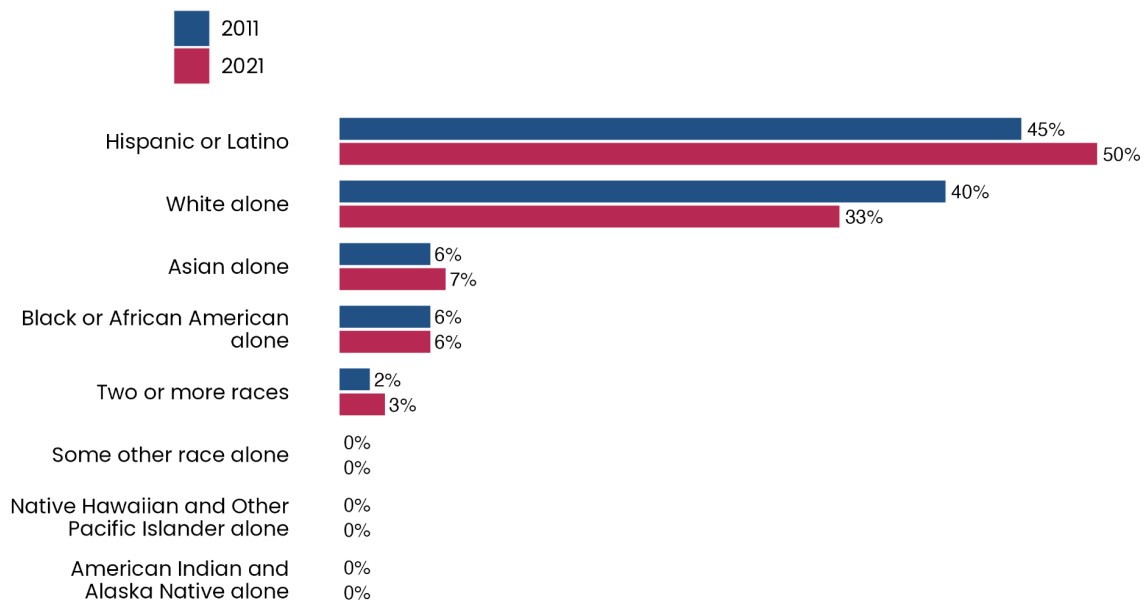
Source: 2021 and 2011 ACS 5-Year Estimates

Disability Status

The percentage of those identifying as having a disability remained relatively the same between 2011 and 2021. The county's percentage is similar to that of neighboring San Bernardino County, but slightly higher than that of Los Angeles and Orange counties.

Percent of population with a disability

■ 2011
■ 2021

United States	2011	12%
	2021	13%
San Bernardino County	2011	11%
	2021	11%
Riverside County	2011	11%
	2021	11%
California	2011	10%
	2021	11%
Los Angeles County	2011	9%
	2021	10%
Orange County	2011	8%
	2021	9%
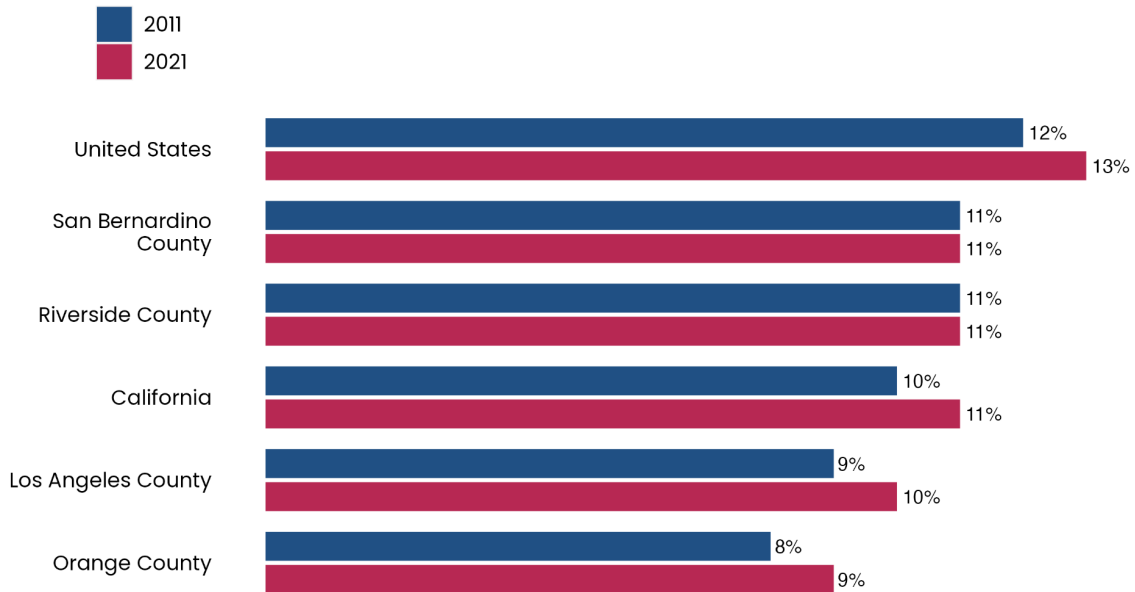
Source: 2021 and 2011 ACS 5-Year Estimates

Veteran Status

In 2010, almost 10% of Riverside County's population identified as a veteran. By 2020, this number had dropped slightly to around 7%.

English Proficiency

There are fewer households who report being linguistically isolated in 2020 as opposed to 2010. In 2010, a little over 11% reported linguistic isolation, as compared to a little over 8% in both 2020 and 2021.

Percent of households that are linguistically isolated

Los Angeles County	12%
Riverside County	8%
Orange County	8%
California	8%
San Bernardino County	6%
United States	4%
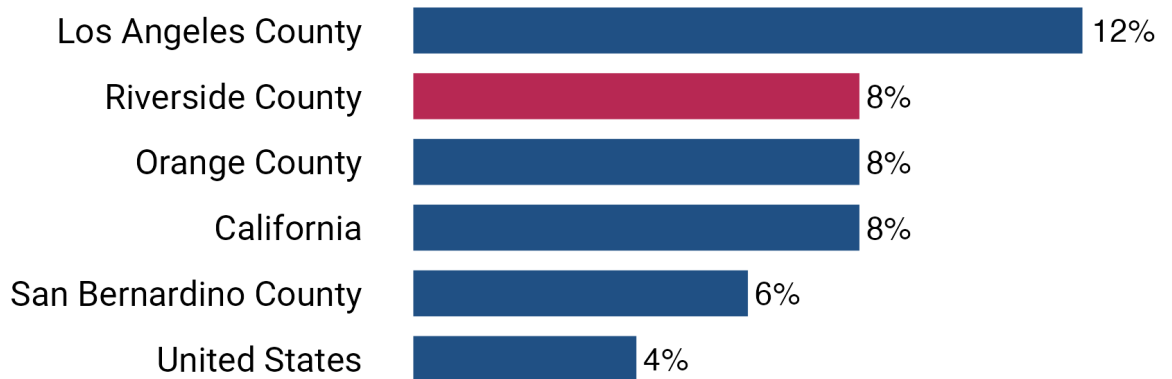
Source: 2021 ACS 5-Year Estimates

In 2021, approximately 97% of the population 5 years and older speaks English at home. Of those that speak another language at home, almost 1% speak English less than "very well".[1] In general, English language proficiency has been increasing over the decade 2011-2021. While the percentage of those who have limited English proficiency in Riverside County is greater than the percentage nationally, it is lower than that of the State, and of neighboring San Bernardino, Los Angeles (which had the highest rate of the geographies studied), and Orange counties.

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[1] https://data.census.gov/table?q=English+language&g=050XX00US06065&tid=ACSSPP1Y2021.S0201

Percent of Population that is Limited English Proficient

■ 2011
■ 2021

Region	2011	2021
Los Angeles County	27%	23%
Orange County	22%	18%
California	20%	17%
San Bernardino County	18%	15%
Riverside County	16%	15%
United States	9%	8%
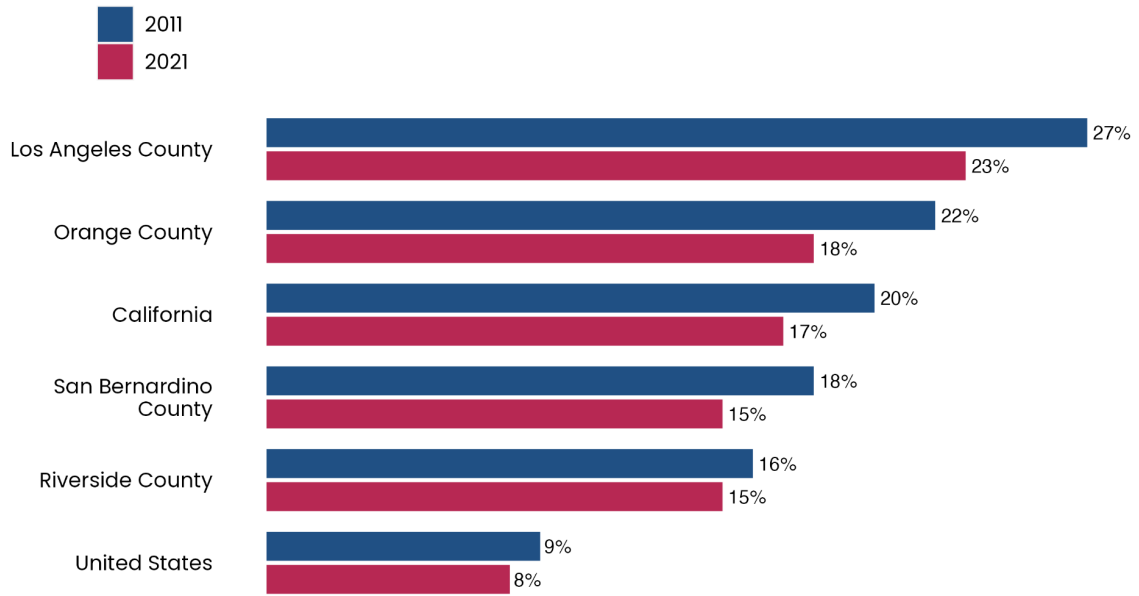
Source: 2021 and 2011 ACS 5-Year Estimates

Focus: Riverside County Children (0-17)[2]

As of 2021, the majority of the County's children are 12-17 years old. Over 62% of the County's children identify as Hispanic or Latino (of any race). While the great majority of children are directly related to the householder where they reside (83.4%), a significant percentage resides with a grandparent (10.7%). The majority of children live in owner-occupied housing units (62.7%); 37.3% are in renter-occupied housing units.

Child Population by Age (Riverside County, 2021)

12 to 17 years	36%
6 to 11 years	34%
Under 6 years	30%

Source: 2021 ACS 5-Year Estimates

Child Population by Race (Riverside County, 2021)

White	45%
Some other race	25.6%
Two or more races	16.7%
Black or African American	6.1%
Asian	5.5%
American Indian and Alaska Native	0.8%
Native Hawaiian and Other Pacific Islander	0.3%

Source: 2021 ACS 5-Year Estimates

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[2] S0901, 2021 ACS 5-year

Child Population by Hispanic/Latino Ethnicity (Riverside County, 2021)

Hispanic or Latino (of any race)	62%
White alone, not Hispanic or Latino	22%

Child Population by Relationship to Householder (Riverside County, 2021)

Own child (biological, step or adopted)	83%
Grandchild	11%
Other relatives	4%
Foster child or other unrelated child	2%

A small percentage of the county's children are foreign-born, at approximately 3%.

Over a fifth (approximately 23.2%) of children live in households that are receiving either Supplemental Security Income, cash public assistance, or Food Stamp/SNAP benefits. 15.5% are in households that are below the poverty level. Approximately 4% have any disability.

Focus: Riverside County Seniors (65+)[3]

The majority of the region's seniors identify their race as white (51%), and half identify their ethnicity as Hispanic/Latino.

Approximately 6% of seniors aged 65 and older live with grandchildren, of which 1.2% are responsible for care of grandchildren.

Of the foreign born population, 12.8% entered the US in 2010 or later, 54.2% are Naturalized US citizens, and 45.8% are not citizens. The majority of seniors speak English only at home (58.7%); 41.3% speak a language other than English, and of these 14.8% speak English less than "very well".

The majority of seniors live in owner-occupied housing units (68.1%), with 31.9% in renter-occupied units. For those who are in owner-occupied housing units, 32.6% pay 30% or more of their income on housing. For those who are in renter-occupied housing units, 55.5% spend 30% or more of their income on housing. While the great majority of seniors have access to telephone service, 1.3% do not, and 7.1% have more than one occupant per room (an indicator of overcrowded housing conditions).

Many seniors are still in the labor force (60.2%), of which approximately 56% are employed. Over a tenth of seniors have any disability (11.4%), and 6.4% identify as civilian veterans.

Senior Population by Hispanic/Latino Ethnicity (Riverside County, 2021)

Hispanic or Latino origin (of any race)	50%
White alone, not Hispanic or Latino	33%

Source: 2021 ACS 5-Year Estimates

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[3] S0103, 2021 ACS 5-year

Senior Population by Race (Riverside County, 2021)

Race	Percentage
White	51.2%
Some other race	23.1%
Two or more races	11.3%
Asian	6.8%
Black or African American	6.5%
American Indian and Alaska Native	0.8%
Native Hawaiian and Other Pacific Islander	0.3%
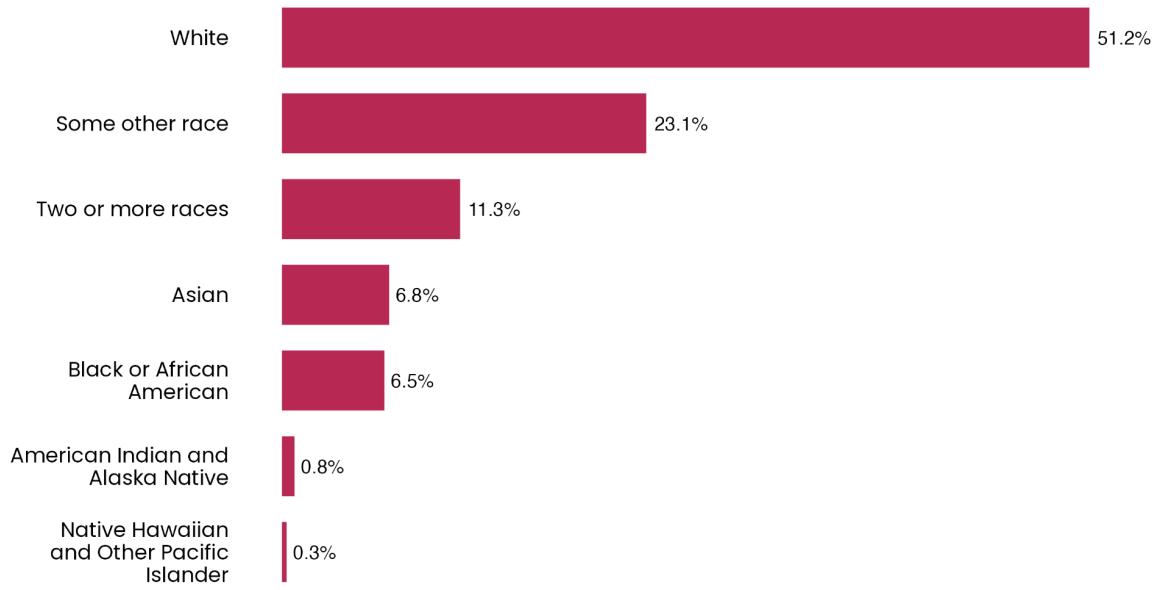
Source: 2021 ACS 5-Year Estimates

Education

Graduation rates are relatively high in the county, with all sub-groups reporting over 85% for the 2021-2022 year when broken down by race/ethnicity. However, the percentage of graduates meeting UC/CSU requirements is less even across racial/ethnic groups. While Asians have relatively high rates (75.7%), American Indian or Alaska Native (33.6%), Pacific Islander (38.5%), and African American (43.4%) groups have the lowest percentage meeting UC/CSU requirements.

When isolating the 2021-2022 cohort for those that are socioeconomically disadvantaged, overall cohort rates still remain relatively high, ranging from 82.8% (American Indian or Alaska Native) to a high of 95.7% (Filipino). However, the corresponding percentage of graduates meeting UC/CSU requirements shows wide variation, from a low of 27.7% (American Indian or Alaska Native) to 69.6% (Filipino). Similar to the overall rate of graduates meeting UC/CSU requirements, Pacific Islanders and African Americans from the socioeconomically disadvantaged subgroup also show low percentages (34.7% and 38.2%, respectively).

2021-2022 Cohort Graduation rate broken down by race/ethnicity

race/ethnicity	Cohort Students	Cohort graduation rate	Graduates meeting UC/CSU requirements
African American	1989	90.2%	43.4%
American Indian or Alaska Native	171	85.4%	33.6%
Asian	1192	95.9%	75.7%
Filipino	789	96.8%	76.3%
Hispanic or Latino	21905	91.7%	42.3%
Pacific Islander	124	94.4%	38.5%
White	6374	93.8%	57.7%
Two or More Races	1073	93.8%	57.5%
Not Reported	174	89.1%	45.8%

Source:
https://dq.cde.ca.gov/dataquest/dqcensus/CohRate.aspx?cds=33&agglevel=County&year=2021-22

2021-2022 Cohort Graduation rate broken down by race/ethnicity, Socioeconomically disadvantaged subgroup

Race/ethnicity	Cohort Students	Cohort Graduation Rate	Graduates Meeting UC/CSU Requirements
African American	1586	88.8%	38.2%
American Indian or Alaska Native	122	82.8%	27.7%
Asian	762	95.8%	71.7%
Filipino	447	95.7%	69.6%
Hispanic or Latino	19294	91.3%	39.2%
Pacific Islander	100	95.0%	34.7%
White	3158	90.7%	44.3%
Two or More Races	625	91.0%	48.2%
Not Reported	132	87.1%	40.9%

Source:
https://dq.cde.ca.gov/dataquest/dqcensus/CohRate.aspx?cds=33&agglevel=County&year=2021-22

Educational attainment (25+)

The county's educational attainment has improved over the last decade. In 2011 approximately 21% of the population 25 years and older had a Bachelor's degree or higher; by 2021 this had increased to approximately 24%. While these rates are similar to San Bernardino County, they are below the nation, California, and Los Angeles and Orange counties.

Percent of population age 25 and over with a Bachelor's degree or higher

- 2011
- 2021

County	2011	2021
Orange County	36%	42%
California	30%	35%
Los Angeles County	29%	34%
United States	28%	34%
Riverside County	21%	24%
San Bernardino County	19%	22%
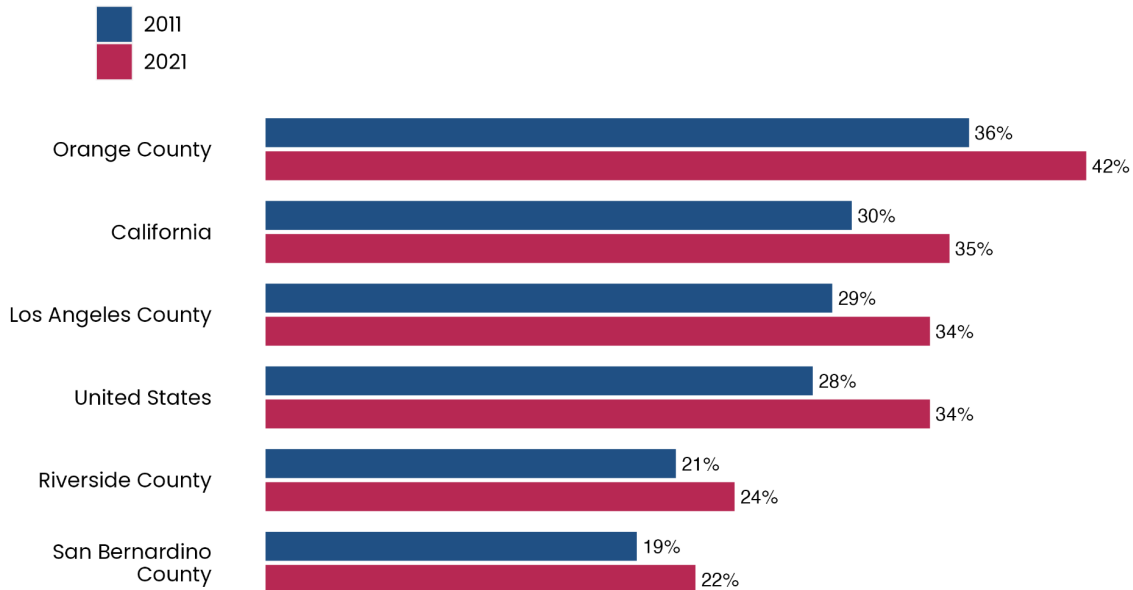
Source: 2021 and 2011 ACS 5-Year Estimates

Early Education Metrics

Data from the California Department of Education for Riverside County indicates that only a little over 36% of students met or exceeded the 3rd grade standard for English/Language Arts and also the 3rd grade standard for math during the 2021-2022 school year.[4]

In Riverside County, 41.7% of the population three years and older were enrolled in nursery school or preschool in 2021.

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[4]
https://caaspp-elpac.ets.org/caaspp/DashViewReportSB?ps=true&lstTestYear=2022&lstTestType=B&lstGroup=1&lstSubGroup=1&lstGrade=3&lstSchoolType=A&lstCounty=33&lstDistrict=00000&lstSchool=0000000&lstFocus=a

Preschool Enrollment as Percentage of Total Children 3-5 Years

Source: Kidsdata
https://www.kidsdata.org/topic/767/preschool-kindergarten/trend#fmt=1172&loc=2,367,364,365,366&tf=10,141

Source:
https://www.kidsdata.org/topic/767/preschool-kindergarten/trend#fmt=1172&loc=2,367,366,364&tf=10,141

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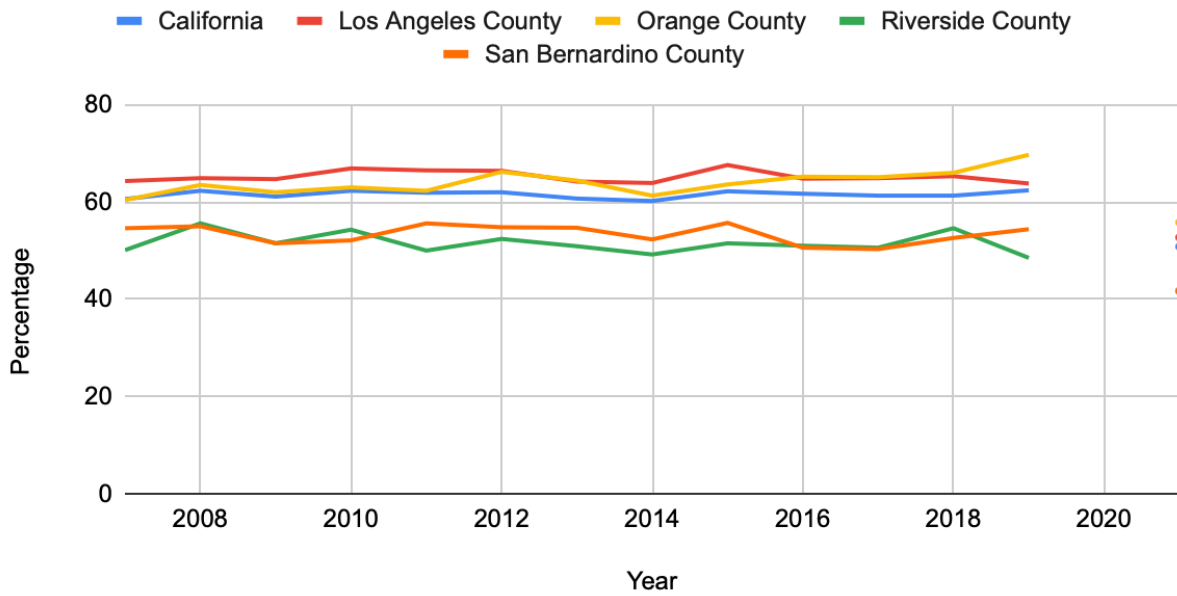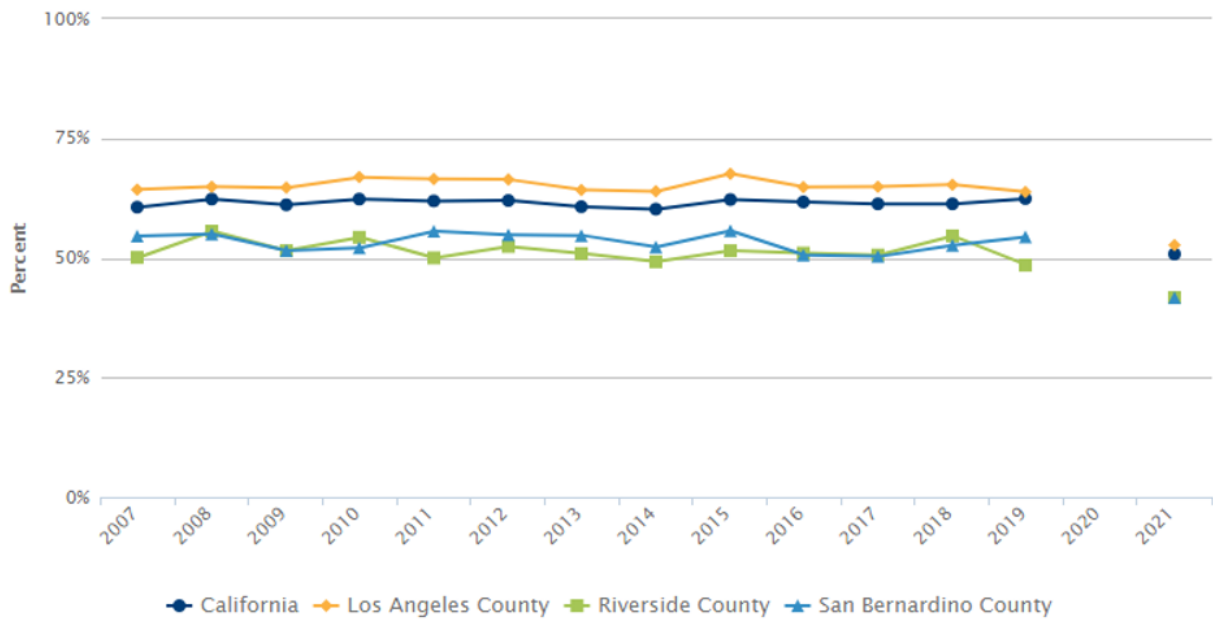
Free and Reduced Price Meals

In Riverside County, over half of schools had a student population where 75% or more qualified for Free or Reduced Price Meals in school year 2021-2022.[5]

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[5] https://www.cde.ca.gov/ds/ad/frpmtop.asp

Housing

Median Home Price

Data from the [California Association of Realtors](#)[6] shows that the [median price of existing single family homes](#) has increased dramatically over the past decade, at over 140% (from $221,710 in December 2012 to $535,000 in December 2022).[7]

Cost Burdened

HUD defines housing as affordable if a household spends no more than 30% of its income on housing. The percentage of the county's population that is cost burdened has remained relatively similar when comparing 2011 to 2021. In 2011, approximately 57% paid more than 30% of their income on rent. In 2021, this number dropped slightly to approximately 55% paying more than 30% of their income on rent.

Homeowners also experienced housing cost burden. In 2011, approximately 42% paid more than 30% of their income on mortgage payments. By 2021, this had dropped to approximately 27%.

It should be noted that the total number of households has increased in the county over time, an approximately 16% increase in the last decade.

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[6] https://www.car.org/marketdata/data
[7] https://www.car.org/en/marketdata/data/housingdata

Percent of renters with rent greater than 30% of their income

Legend:
- 2011 (blue)
- 2021 (red)

County	2011	2021
Riverside County	57%	55%
San Bernardino County	56%	54%
Los Angeles County	55%	54%
Orange County	54%	53%
California	53%	52%
United States	48%	46%
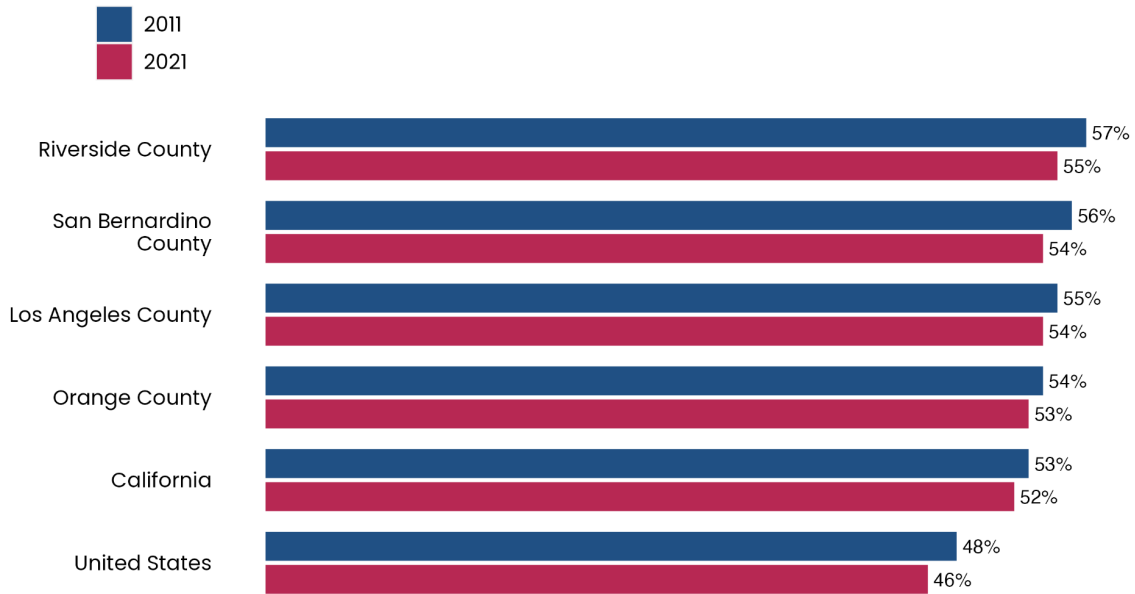
Source: 2021 and 2011 ACS 5-Year Estimates

Percent of homeowners with mortgage payments greater than 30% of their income

Legend:
- 2011 (blue)
- 2021 (red)

County	2011	2021
Los Angeles County	42%	30%
Riverside County	42%	27%
San Bernardino County	40%	26%
Orange County	39%	26%
California	39%	26%
United States	25%	17%
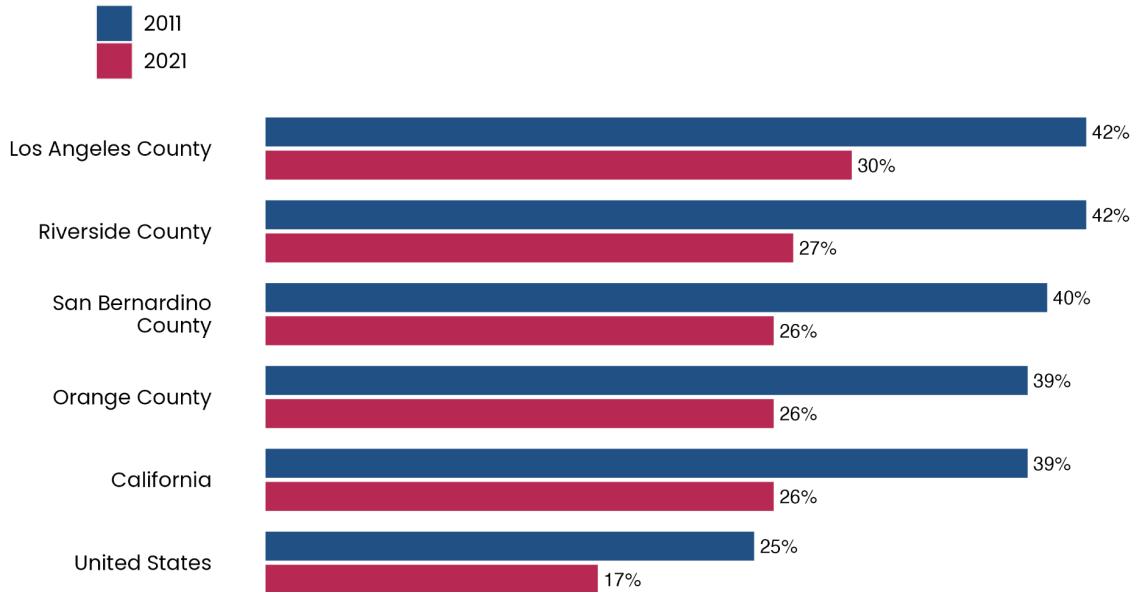
Source: 2021 and 2011 ACS 5-Year Estimates

Change in Fair Market Rate

The HUD-defined Fair Market Rent has also increased in the region over time. A substantial portion of the western part of the county has seen a significant increase in its Fair Market Rent value between 2019 (pre-COVID-19 pandemic) and 2023. The figure below illustrates the percent change in the HUD-defined Fair Market Rent between 2019 and 2023. San Bernardino County is included here as a reference point, since housing is often looked at as part of the two-county region.

Legend

HUD FMR,% change 2019 vs 2023 (2023 dollars)

SupDist1	-0.24 - 0
SupDist2	0 - 0.11
SupDist3	0.11 - 0.17
SupDist4	0.17 - 0.26
SupDist5	0.26 - 0.44
	San Bernardino County
	Riverside County

Data Source: US Department of Housing and Urban Development, Fair Market Rents 2019 and 2023 (adjusted)
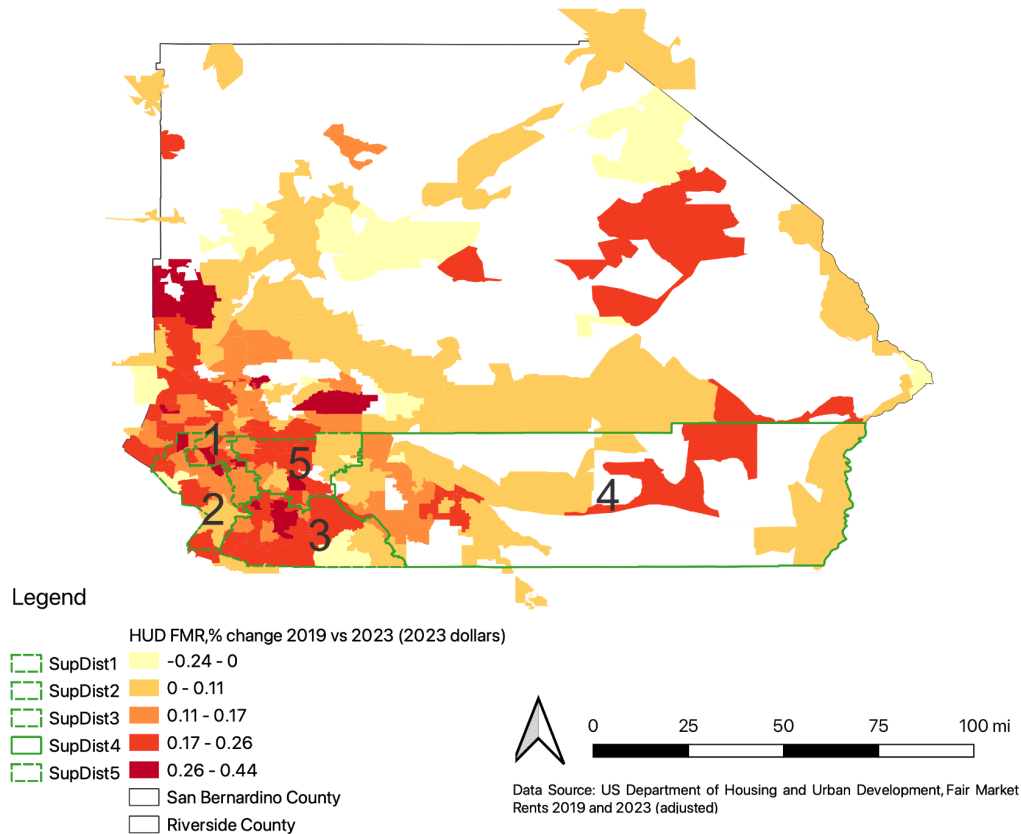
Housing Wage[8]

In general, the Department of Housing and Urban Development defines housing as affordable if a household spends no more than 30% of its income on housing (including utilities).[9] However, many of the County's households spend more than 30% of their income on housing.

An area's housing wage is one way of understanding housinging affordability. An area's housing wage is the hourly wage needed to afford fair market rent and not spend more than 30% of a

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[8] Analysis based on the National Low Income Housing Coalition's Out of Reach series
[9] https://archives.hud.gov/local/nv/goodstories/2006-04-06glos.cfm

household's income on housing. In Riverside County, the housing wage for a 2 bedroom apartment at Fair Market Rent in 2022 was $29.02/hour. This means that the corresponding annual income is $60,360. However, if a household is not making $29.02 an hour, this equates to 1.9 full time jobs at minimum wage.

An analysis of Bureau of Labor Statistics data on mean hourly wages of various occupations in the region, a significant number pay a lot less than the housing wage for a 2-bedroom apartment at fair market rent. Even when considering the fair market rent for a 1-bedroom apartment, many occupations pay less than the corresponding housing wage. Several of the largest occupations in the region account for the lowest hourly pay. For example, home health and personal care aides account for one of the largest employment occupations in the region, but pay among the lowest hourly rates, hovering at around a $15/hour median wage. This becomes an important consideration as while healthcare is a major employment sector in the region, there is a large pay difference between the various types of individual jobs, especially so for healthcare-adjacent occupations.

Healthcare Support Occupations is one of the largest major occupational groups in the Riverside-San Bernardino-Ontario MSA. As per May 2021 Bureau of Labor Statistics (BLS) data, the median hourly wage for this occupational group is $16.14. As a sub-category, Home Health and Personal Care Aides is the largest sub-category in the MSA, and is a subset under Healthcare Support Occupations. The median hourly wage as per May 2021 BLS data for Home Health and Personal Care Aides was $14.59.[10] As per May 2022 BLS data, the median hourly wage for Healthcare Support Occupations was $14.49 (mean was $17.05), and the median hourly wage for Home Health and Personal Care Aides was $14.00 (mean was $15.14).[11]

Healthcare jobs account for a significant proportion of the region's overall jobs, and while many of these occupation titles account for the highest hourly wages, those tend to be within the Healthcare Practitioners and Technical Occupations occupational group (which is a separate group from the Healthcare Support Occupations group).

Educational requirements also differ significantly for Home Health Care Services. While there are jobs for every educational level overall, in general the greatest number of jobs are filled by those who have a high school diploma or equivalent, which correspondingly also make the lowest hourly wage.

Low-Income Housing Tax Credit Qualified Census Tracts /Difficult Development Areas

The government has worked to provide affordable housing. One mechanism to create and also preserve affordable housing is by leveraging Low-Income Housing Tax Credits (LIHTC), which

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[10] https://www.bls.gov/oes/current/oes_40140.htm
[11] https://www.bls.gov/oes/current/oes_40140.htm#31-0000

are incentives provided to private investors to invest in affordable rental housing. The US Department of Housing and Urban Development (HUD) additionally identifies Qualified Census Tracts (QCT) and Difficult Development Areas (DDA).[12] Developments within both of these areas QCTs are eligible for increased based costs, which increase tax credits. QCTs must have at least 50% of households with incomes below 60% of the area median gross income or have a minimum 25% poverty rate. DDAs are areas where the costs to develop are greater than the area median income.

In 2023, HUD identified almost 100 QCTs in Riverside County (see figure below).

2023 HUD-Designated Qualified Census Tracts
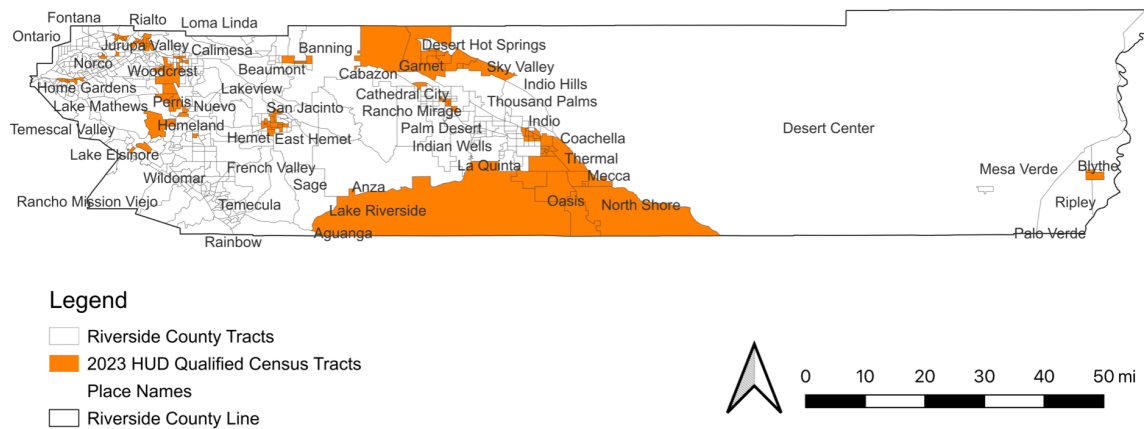
In the figure below, RED dots are LIHTC developments placed in service since 2010 - over 6000 units of which were designated as low income. BLUE dots show all LIHTC developments in the county.

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[12] https://www.huduser.gov/portal/datasets/qct.html

Data source: https://www.huduser.gov/portal/datasets/lihtc/property.html
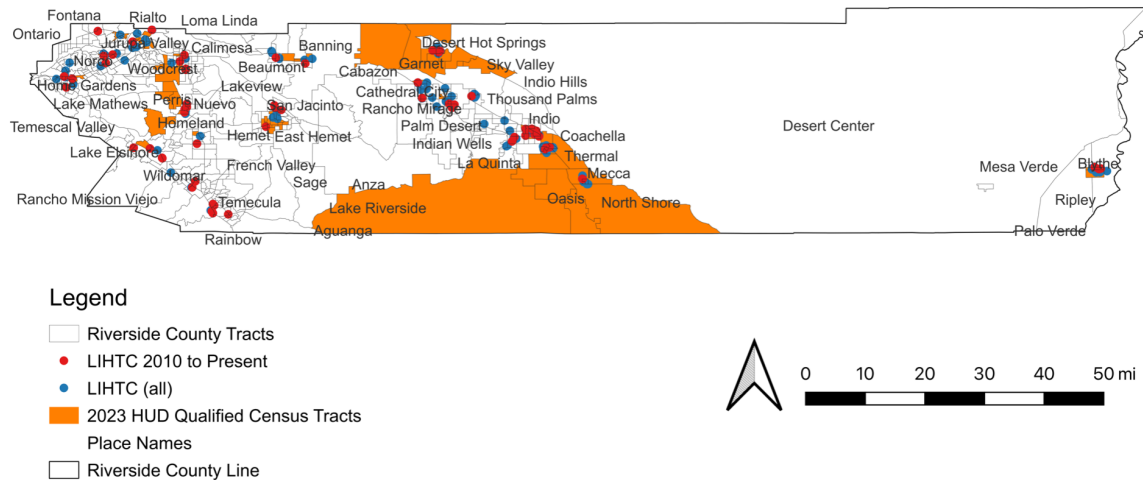
Characteristics of LIHTC households in California include:[13]
- 94.9% disability status reported for at least one member
- 39.1% heads of households identify as hispanic (of any race)
- 36.6% of households had at least one member under 18 years of age; 42.5% of households had at least member aged 62 or over
- 49.7% of households had an annual income of 0.1 to 30% of the the derived area median gross income
- 40.2% of households reported spending more than 30% of their annual household income on rent

Utility Assistance

In 2016, the most recent year for which data are available, over 13,000 households received assistance under the Low-Income Home Energy Assistance Program.[14] Of these, 9860 households received home energy assistance, 3,183 received general crisis assistance, 153 received emergency furnace repair & replacement assistance, and 656 received weatherization assistance.

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[13] https://www.huduser.gov/portal/Datasets/lihtc/2019-LIHTC-Tenant-Tables.pdf

[14]
https://data.ca.gov/dataset/low-income-home-energy-assistance-program-liheap-household-report-ffy-2016/resource/0dfbb5c7-d864-40fc-b391-42b4f195cad1

LIHEAP assistance by type, 2016

LIHEAP Assistance Type	Assisted Households	Under 75% Poverty	75%-100 % Poverty	101%-125 % Poverty	126%-150 % Poverty	Over 150% Poverty	60 years or older	Disabled	5 years or younger
Home Energy Assistance	9,860	3,815	2,621	1,471	1,060	893	3,522	2,292	2,429
Crisis - Year Round	3,183	1,575	582	416	309	301	634	656	1,138
Crisis - Emergency Furnace Repair & Replacement	153	39	35	24	31	24	87	52	26
Weatherization	656	201	150	110	100	95	303	165	127

Commute

Many households in Riverside County commute over 30 minutes to work. In 2011 commuters spent approximately 32 minutes on the road; by 2021 this had increased to approximately 34 minutes. In 2011, the overwhelming majority commuted by car, truck or van (~90%), with only approximately 1% commuting by public transportation. The breakdown was similar in 2021, with approximately 88% commuting by car, truck or van, and approximately 1% commuting by public transportation. The percentage that worked from home increased slightly, from 5% in 2011 to 8% in 2021.

Mean travel time to work (minutes)

- 2011
- 2021

Region	2011	2021
Riverside County	32 min	34 min
San Bernardino County	30 min	32 min
Los Angeles County	29 min	31 min
California	27 min	30 min
Orange County	26 min	28 min
United States	25 min	27 min
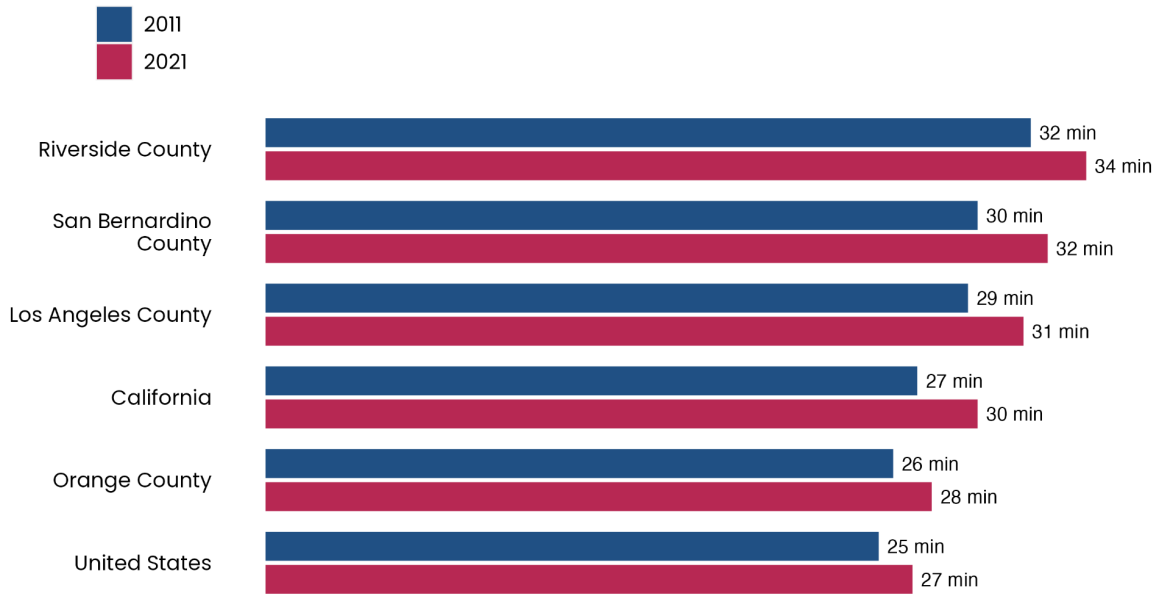
Source: 2021 and 2011 ACS 5-Year Estimates

Commute mode distribution (Riverside County)

- 2011
- 2021

Mode	2011	2021
Commuted by car, truck, or van	90%	88%
Worked from home	5%	8%
Commuted by walking	2%	1%
Commuted by taxicab, motorcycle or other means	1%	1%
Commuted by public transporation (excluding taxicab)	1%	1%
Commuted by bicycle	0%	0%
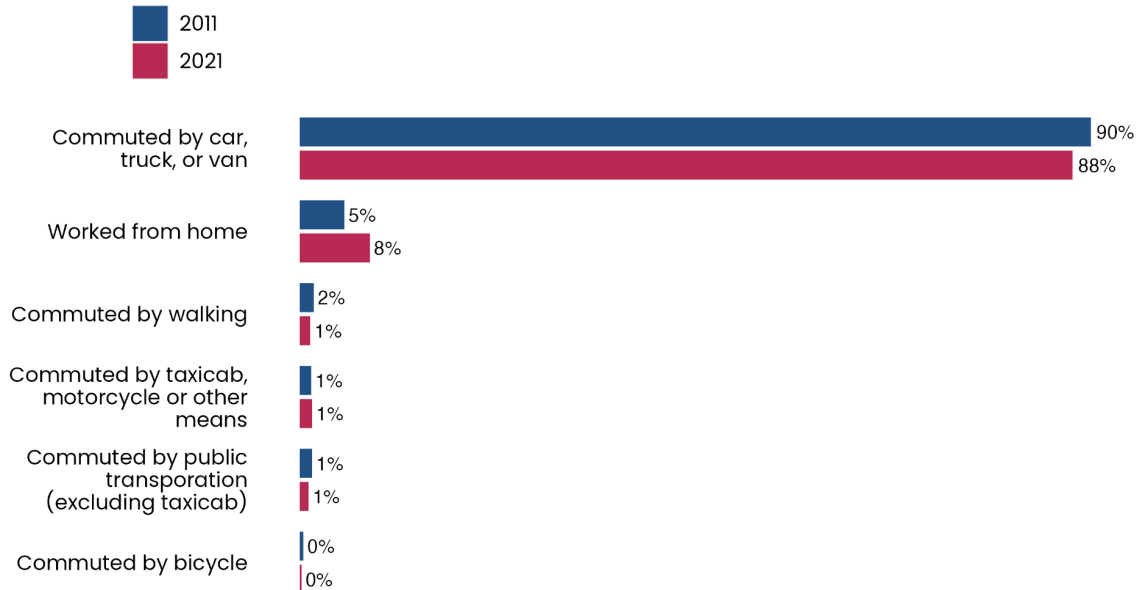
Source: 2021 and 2011 ACS 5-Year Estimates

Overcrowding

The proportion of households that experience overcrowding has remained relatively the same between 2011 and 2021, at approximately 2%.

Percent of households that are overcrowded

- 2011
- 2021

	2011	2021
Los Angeles County	5%	4%
Orange County	3%	3%
California	3%	3%
San Bernardino County	2%	2%
Riverside County	2%	2%
United States	1%	1%
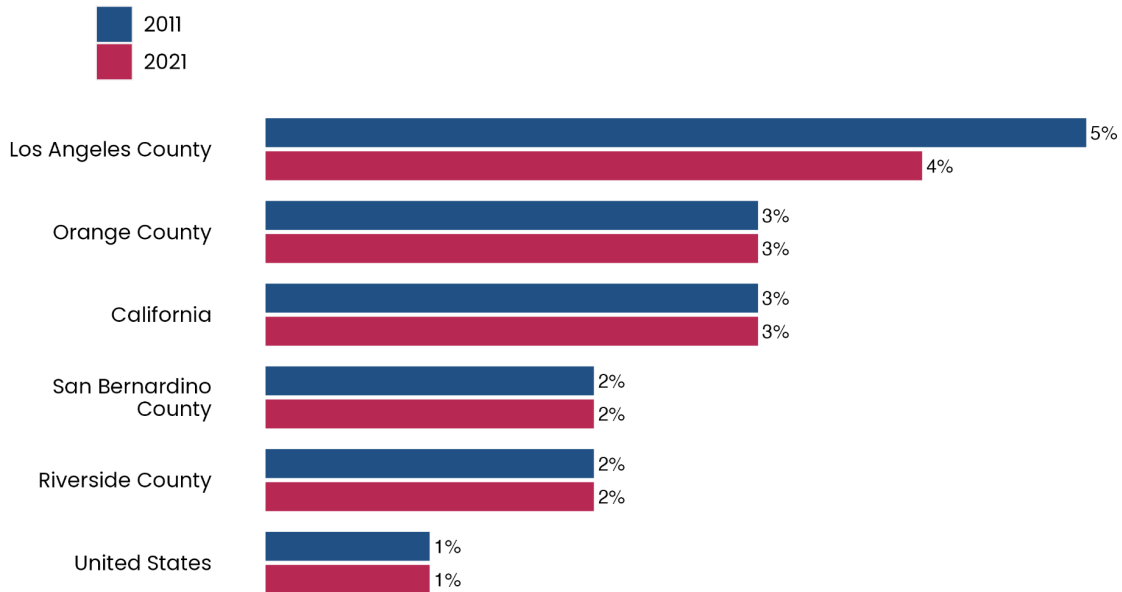
Source: 2021 and 2011 ACS 5-Year Estimates

Homelessness / PIT

The 2022 Riverside County Point-In-Time Count found 33% of those counted identified as sheltered, or 1336 of the 3316 counted. This was an 83% increase in the count of sheltered homeless, which may be due to community response to the pandemic.

In 2023, the PIT count saw a 12% increase from 2022, for a total of 3,725 sheltered or unsheltered homeless.

Internet Access

The County has seen increased internet coverage over time. In 2020, only a little over 10% of the County's households reported having no internet access at home. By 2021 this had dropped to approximately 7%. Users access the internet overwhelmingly by broadband (91%), though approximately 2% of the County's population accesses the internet without some kind of subscription service.

Internet access by type, 2021

Legend:
- No Internet access
- Internet access without a subscription
- Broadband of any type

United States
- No Internet access: 10%
- Without a subscription: 3%
- Broadband: 87%

Riverside County
- No Internet access: 7%
- Without a subscription: 2%
- Broadband: 91%

Orange County
- No Internet access: 5%
- Without a subscription: 2%
- Broadband: 93%

Los Angeles County
- No Internet access: 9%
- Without a subscription: 2%
- Broadband: 89%

San Bernardino County
- No Internet access: 7%
- Without a subscription: 3%
- Broadband: 89%

California
- No Internet access: 7%
- Without a subscription: 2%
- Broadband: 90%

Source: 2021 ACS 5-Year Estimates

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Percent of population without internet access by race (Riverside County, 2021)

Race	Percent
Some other race alone	8%
Black or African American alone	8%
American Indian and Alaska Native alone	8%
White alone, not Hispanic or Latino	7%
White alone	7%
Native Hawaiian and Pacific Islander alone	7%
Hispanic or Latino	7%
Two or more races	6%
Asian alone	3%

Source: 2021 ACS 5-Year Estimates

When breaking down lack of internet access by race, Some other race, Black or African American, and American Indian/Alaska Native each accounted for 8% of the population without internet access. Considering the breakdown of the County's population by race, many of these groups are overrepresented in not having access to the internet.

Income

Median Household Income

Median household income has increased over the past decade, from $57,768 in 2010 to $70,732 in 2020. Adjusted for inflation, this comes to an almost 3% increase (in 2010 dollars) over the past decade. In 2021, the median household income was $76,066.

Median Household Income 2021

Location	Income
Orange County	$100,485
California	$84,097
Los Angeles County	$76,367
Riverside County	$76,066
San Bernardino County	$70,287
United States	$69,021
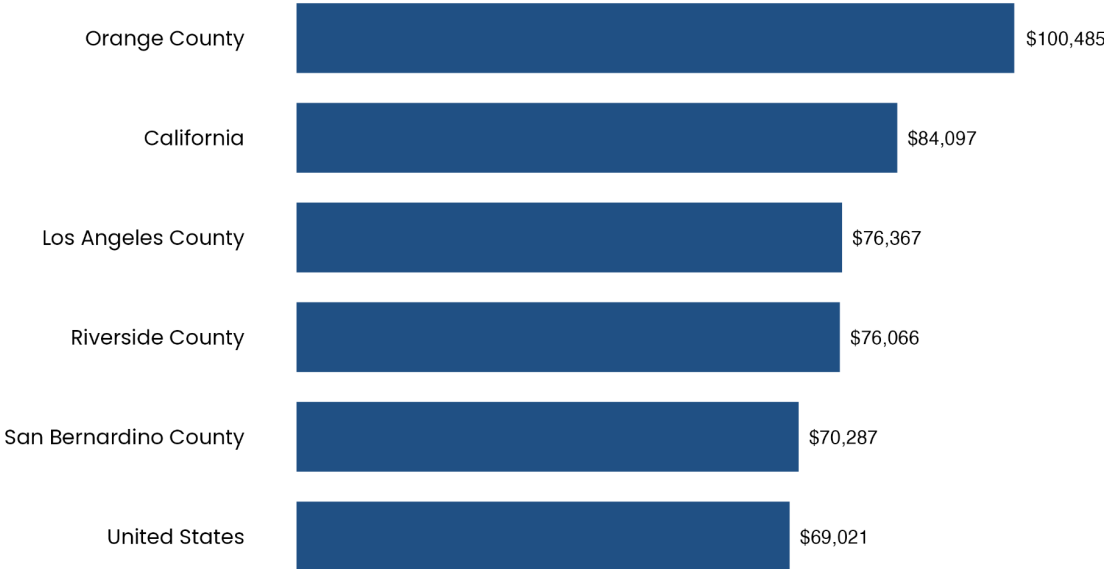
Source: 2021 ACS 5-Year Estimates

Asset management

For the years 2017-2021,[15] the majority of the Riverside-San Bernardino-Ontario region's households have a bank account, though the percentage does increase with higher income and education levels. Homeowners have greater rates of bank account holders than non-homeowners (95.9% and 81.3%, respectively). Additionally those who are US-born have greater rates of bank account holders than non-US born citizens (91.1% and 87.3%, respectively).

Five-Year Estimates for 2017-2021, Riverside-San Bernardino-Ontario, CA

Characteristics	Number of Households (1000s)	Percent of Households	Unbanked	Has bank account	Unbanked (90 percent CI)	Has bank account (90 percent CI)
All	1,624	100	7.2	92.8	(5.7,9.1)	(90.9,94.3)
Family income						
Less than $15,000	NA	NA	NA	NA	NA	NA
$15,000 to $30,000	238	100	17.4	82.6	(11.7,25.2)	(74.8,88.3)
$30,000 to $50,000	344	100	6.7	93.3	(4.4,10.1)	(89.9,95.6)
$50,000 to $75,000	297	100	1.3	98.7	(0.3,5.2)	(94.8,99.7)
At least $75,000	583	100	1.1	98.9	(0.4,3)	(97,99.6)
Education						
No high school diploma	250	100	14	86	(9.8,19.6)	(80.4,90.2)
High school diploma	404	100	9.5	90.5	(6.1,14.7)	(85.3,93.9)
Some college	586	100	6.5	93.5	(4.3,9.7)	(90.3,95.7)
College degree	384	100	1.5	98.5	(0.5,4.4)	(95.6,99.5)

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[15] https://www.fdic.gov/analysis/household-survey/data-downloads/index.html#multiyear

Age group

15 to 24 years	NA	NA	NA	NA	NA	NA
25 to 34 years	233	100	11	89	(6.5,17.9)	(82.1,93.5)
35 to 44 years	346	100	9.2	90.8	(6.2,13.4)	(86.6,93.8)
45 to 54 years	274	100	6.1	93.9	(3.6,10.2)	(89.8,96.4)
55 to 64 years	310	100	7.5	92.5	(4.3,12.5)	(87.5,95.7)
65 years or more	385	100	2.9	97.1	(1.4,5.8)	(94.2,98.6)

Race/Ethnicity

Black	NA	NA	NA	NA	NA	NA
Hispanic	708	100	8.3	91.7	(6.1,11.3)	(88.7,93.9)
Asian	NA	NA	NA	NA	NA	NA
American Indian or Alaska Native	NA	NA	NA	NA	NA	NA
Native Hawaiian or Other Pacific Islander	NA	NA	NA	NA	NA	NA
White	642	100	4.2	95.8	(2.7,6.6)	(93.4,97.3)
Two or More Races	NA	NA	NA	NA	NA	NA

Disability status

Disabled, aged 25 to 64	NA	NA	NA	NA	NA	NA
Not disabled, aged 25 to 64	1,052	100	7.1	92.9	(5.2,9.6)	(90.4,94.8)
Not applicable (not aged 25 to 64)	461	100	4.4	95.6	(2.6,7.4)	(92.6,97.4)

Employment status

Employed	938	100	4.9	95.1	(3.4,7)	(93,96.6)
Unemployed	NA	NA	NA	NA	NA	NA
Not in labor force	634	100	11.	88.9	(8.2,14.8)	(85.2,91.8)

Homeownership

Homeowner	981	100	2.7	97.3	(1.8,4.1)	(95.9,98.2)
Non-homeowner	643	100	14.1	85.9	(10.6,18.7)	(81.3,89.4)

Household type

Married couple	797	100	3.2	96.8	(2,5.2)	(94.8,98)
Unmarried female-householder family	232	100	14.4	85.6	(9.4,21.3)	(78.7,90.6)
Unmarried male-householder family	NA	NA	NA	NA	NA	NA
Female-householder nonfamily	237	100	13.7	86.3	(8.9,20.4)	(79.6,91.1)
Male-householder nonfamily	249	100	6.8	93.2	(3.8,12)	(88,96.2)
Other	NA	NA	NA	NA	NA	NA

Citizenship and place of birth

U.S.-born	1,188	100	6.7	93.3	(5,8.9)	(91.1,95)
Foreign-born citizen	240	100	7	93	(3.7,12.7)	(87.3,96.3)
Foreign-born noncitizen	NA	NA	NA	NA	NA	NA

For the 2017-2021 five-year estimates, racial and ethnic categories are described in Appendix 1 (FDIC Technical Notes) of the 2019 report.

NA indicates that the sample size is too small to produce a precise estimate.

 - Indicates an estimate of zero. The population proportion may be slightly greater than zero.

Estimates do not always reconcile to totals because of rounding.

Nutrition

Food deserts (USDA)

The county has a fair amount of food deserts, both in urban and in rural areas. A food desert is characterized as an area whose residents do not have access to healthy, affordable food. This dataset comes from the USDA and while it should be noted that there are a fair number of null values (i.e., tracts that do not have any data associated with them, meaning that white spaces do not necessarily indicate a lack of low access or low income populations, and instead that there is no data), it does help provide a snapshot of the food access situation in the county. The figure below indicates in RED tracts where there is low access at 1 mile for urban areas and at 10 miles for rural areas, categorized by Riverside County Supervisorial Districts (blocks of color).
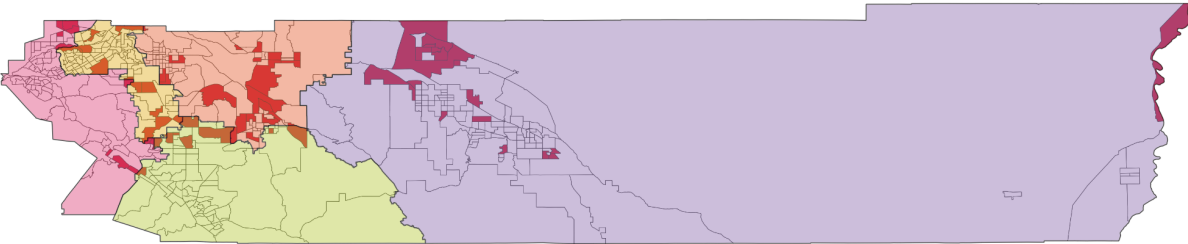
Access to Food

According to data from the California Health Interview Survey, approximately 6.6% of the county is low-income and faces food insecurity. Data from the American Community Survey indicates that the percentage of the County's population that has received SNAP benefits has increased between 2011 and 2021, from 7% to 11%, respectively.

Percent of population receiving cash public assistance or SNAP

- 2011
- 2021

Region	2011	2021
San Bernardino County	11%	16%
United States	11%	12%
Los Angeles County	8%	12%
Riverside County	7%	11%
California	7%	11%
Orange County	5%	8%
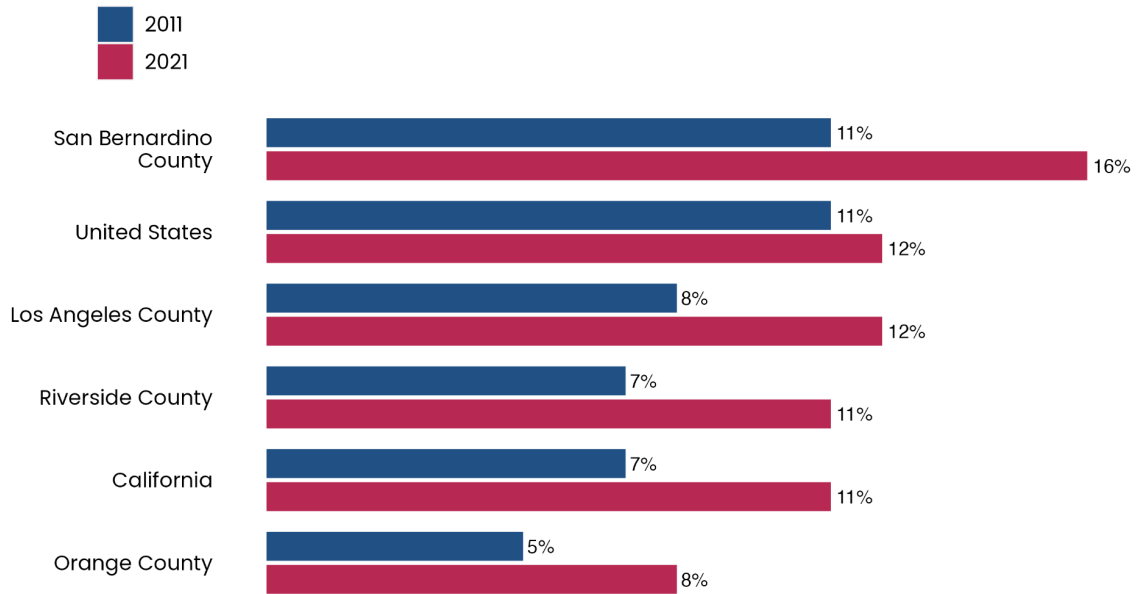
Source: 2021 and 2011 ACS 5-Year Estimates

CalFresh & SNAP

While there was a declining trend in individual CalFresh utilization rates from 2015-2019, there was an overall increase starting in 2020 (273,196), dip in 2021 (248,233), and then an increase in 2022 (293,782). In 2022, almost 12% of the county's population were CalFresh recipients.

CalFresh Utilization Rate, 2014-2022

Year	Rate
2022	12%
2021	10%
2020	11%
2019	10%
2018	11%
2017	11%
2016	12%
2015	13%
2014	13%
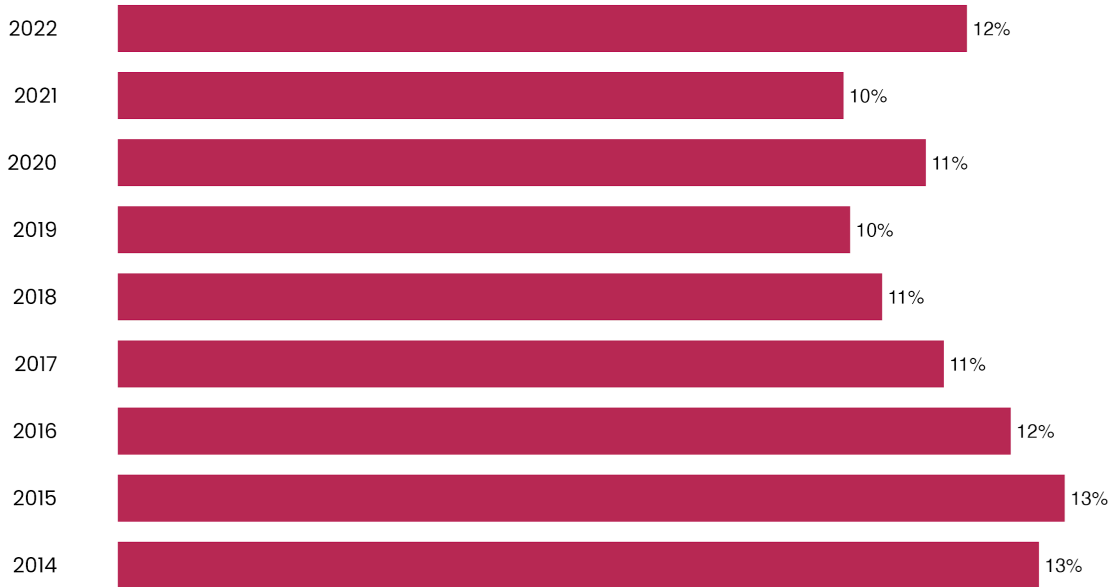
Source: CDSS CalFresh Data Dashboard

Source: https://www.cdss.ca.gov/inforesources/data-portal/research-and-data/calfresh-data-dashboard

On an individual level, the largest age groups served from 2020-2022 were 5-12 and 25-34 years of age.

In 2022 the largest age group served was 5-12 years old (73,202), followed by 25-34 year olds (59,682). The largest ethnic/racial group served were those who identify as Hispanic/Latino (211,052), followed by white (72,753).

In 2021 the largest age group served was 5-12 years old (67,455), followed by 25-34 year olds (53,373). Those who identify as Hispanic/Latino (189,324) were the largest racial/ethnic group served, followed by white (70,178).

In 2020 the largest age group served was 5-12 years old (70,761), followed by 25-34 year olds (54,130). The largest ethnic/racial group served were those who identify as Hispanic/Latino (191,500), followed by white (74,188).

SNAP utilization rates have increased between 2011 and 2021. Riverside County saw an approximately 4% increase, similar to that of San Bernardino County which saw an approximately 5% increase.

Percent of population receiving cash public assistance or SNAP

■ 2011
■ 2021

San Bernardino County
- 2011: 11%
- 2021: 16%

United States
- 2011: 11%
- 2021: 12%

Los Angeles County
- 2011: 8%
- 2021: 12%

Riverside County
- 2011: 7%
- 2021: 11%

California
- 2011: 7%
- 2021: 11%

Orange County
- 2011: 5%
- 2021: 8%

Source: 2021 and 2011 ACS 5-Year Estimates

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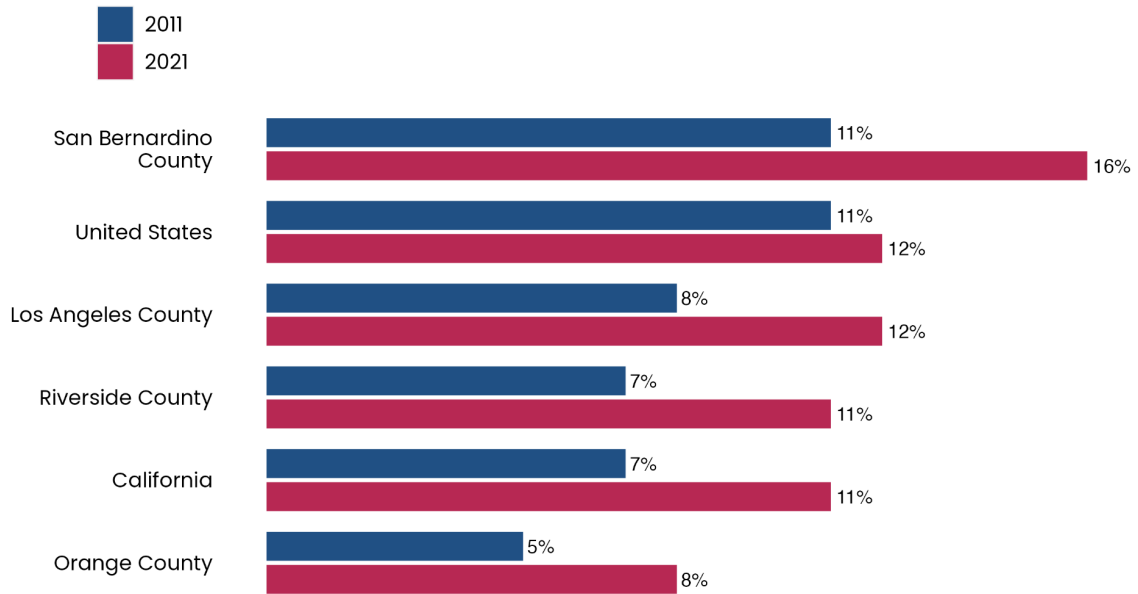
Health

Coverage

The percentage of uninsured in the county has gone down significantly over the last decade. In 2011 approximately 20% of the County's population was reported as uninsured; by 2021 this number had dropped to a little over 8%.

Percent of population without insurance

- 2011
- 2021

County	2011	2021
Los Angeles County	22%	9%
San Bernardino County	21%	8%
Riverside County	20%	8%
California	18%	7%
United States	15%	9%
Orange County	17%	7%
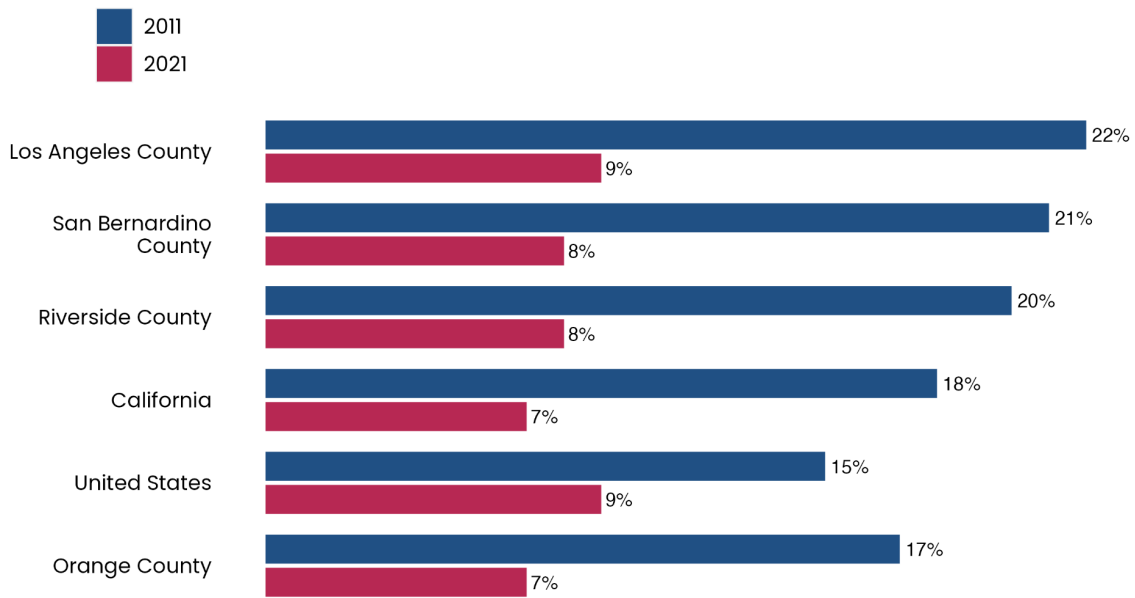
Source: 2021 and 2011 ACS 5-Year Estimates

Percent of each racial group without insurance (Riverside County, 2021)

Racial Group	Percent
Some other race alone	14%
Hispanic or Latino	11%
American Indian and Alaska Native alone	11%
Native Hawaiian and Pacific Islander alone	10%
Two or more races	8%
Black or African American alone	6%
White alone, not Hispanic or Latino	5%
Asian alone	5%
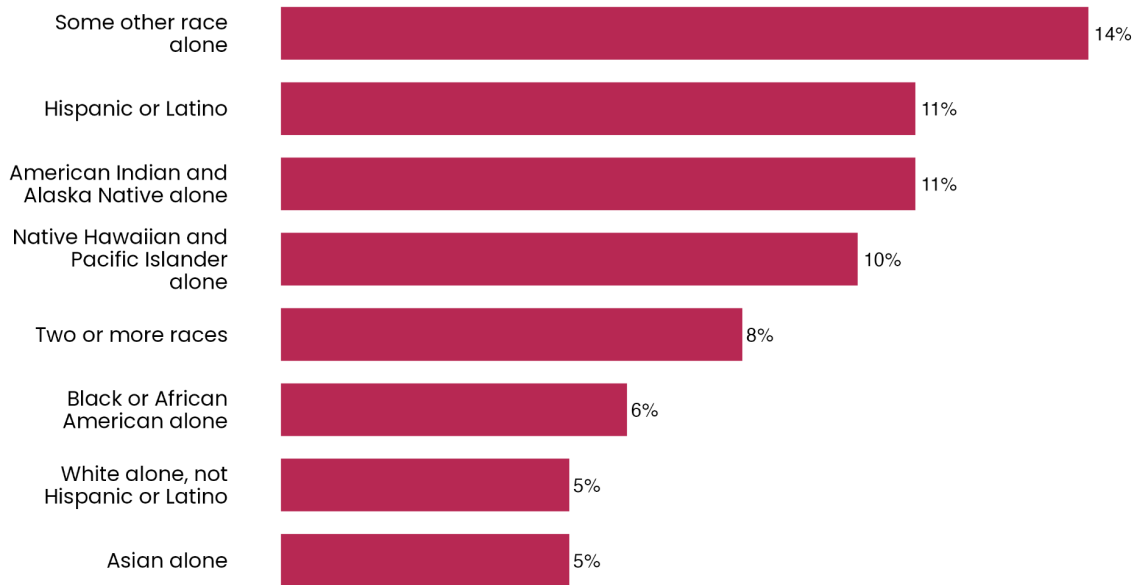
Source: 2021 ACS 5-Year Estimates

When breaking those without insurance down by race, Some other race, Hispanic/Latino, American Indian and Alaska Native, and Native Hawaiian and Pacific Islander have at least 10% of their respective populations who lack insurance.

Barriers to Care (CHIS)

According to data collected by the California Health Interview Survey, Riverside County in 2020, approximately 23.6% of CHIS respondents reported delaying access to prescriptions or medical services, and 9.2% reported having difficulty finding primary care.

For those who are currently uninsured, the main reason reported was cost. Similarly, for those who reported either delaying or foregoing needed medical care, a major factor was cost.

Main reason delayed needed medical care (of those that delayed care)

- 🟥 Cost, lack of insurance, or other insurance-related reasons
- 🟦 Healthcare system/provider issues and barriers
- 🟪 Personal and other reasons

County	Cost, lack of insurance	Healthcare system/provider issues	Personal and other reasons
Riverside County	35%	23%	42%
Orange County	34%	21%	45%
San Bernardino County	32%	26%	43%
Los Angeles County	31%	22%	47%
California	30%	21%	49%

In the 2020-2021 survey, the main reason for delaying needed medical care was personal and other reasons (42%), followed by cost/lack of insurance/other insurance-related reasons (35%), and then healthcare system/provider issues and barriers (23%).

Main reason delayed needed medical care (of those that delayed care, 2013–2014)

- ▇ Cost, lack of insurance, or other insurance-related reasons
- ▇ Healthcare system/provider issues and barriers
- ▇ Personal and other reasons

County	Cost, lack of insurance, or other insurance-related reasons	Healthcare system/provider issues and barriers	Personal and other reasons
Riverside County	71%	4%	24%
Orange County	63%	10%	27%
California	54%	12%	34%
San Bernardino County	51%	20%	29%
Los Angeles County	49%	15%	36%

Source: 2013–2014 California Health Interview Survey Estimates

In comparison, from the 2013-2014 survey, approximately 71% of respondents cited cost, lack of insurance, or other insurance-related reasons for delaying needed medical care, 4% cited healthcare system/provider issues and barriers, and 24% cited personal and other reasons.

Poverty

The percentage of those in poverty has decreased slightly over the past decade, from approximately 14% in 2011 to approximately 12% in 2021.

Percent of total population below federal poverty level

Legend:
- 2011
- 2021

County	2011	2021
San Bernardino County	16%	14%
Los Angeles County	16%	14%
United States	14%	13%
Riverside County	14%	12%
California	14%	12%
Orange County	11%	10%
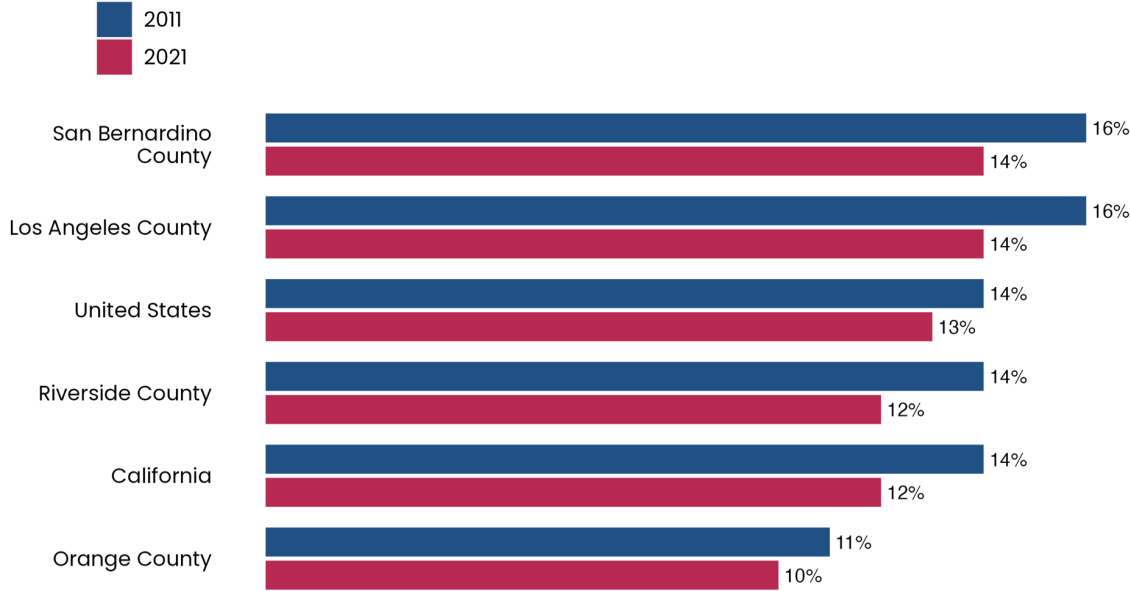
Source: 2021 and 2011 ACS 5-Year Estimates

When breaking poverty rates down by race, American Indian and Alaska Native alone, Some other race alone, Hispanic or Latino, Black or African American alone, and Two or more races all saw decreases between 2011 and 2021. Native Hawaiian and Pacific Islander alone remained the same, at 15% during this same time period. However, Asian alone and White alone (not Hispanic or Latino) each saw increases of 1% between 2011 and 2021.

Percent of total population below federal poverty level by race (Riverside County)

Legend:
- 2011 (blue)
- 2021 (red)

Race	2011	2021
American Indian and Alaska Native alone	21%	16%
Some other race alone	21%	15%
Hispanic or Latino	20%	14%
Black or African American alone	18%	15%
Native Hawaiian and Pacific Islander alone	15%	15%
Two or more races	13%	11%
Asian alone	10%	11%
White alone, not Hispanic or Latino	8%	9%
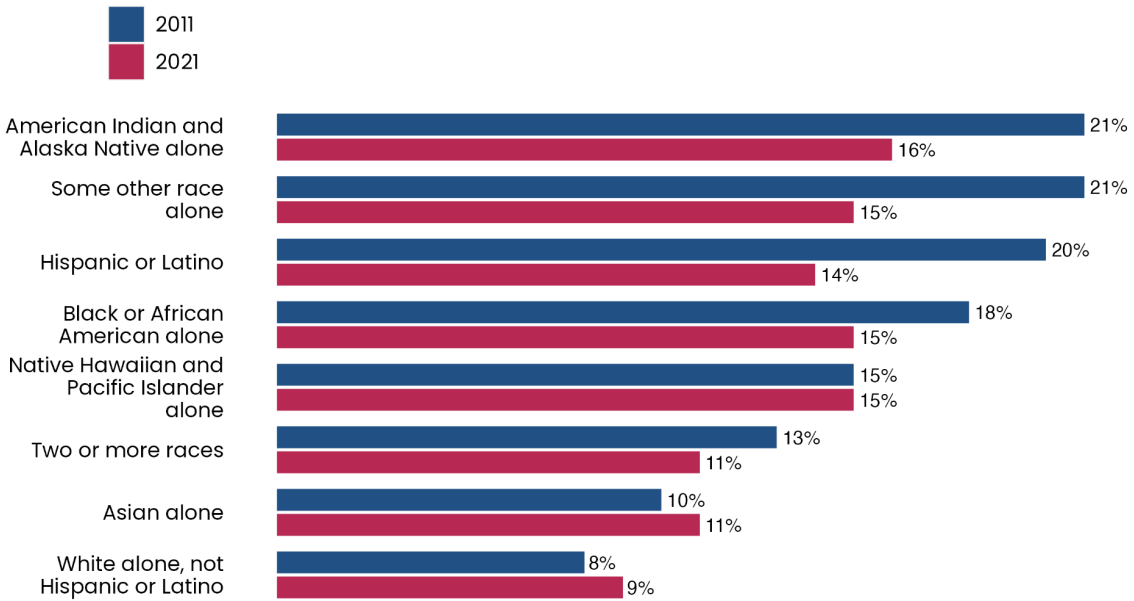
Childhood Poverty

Childhood poverty has decreased between 2011 to 2021, from approximately 20% of those 18 and under below the poverty level in 2011 to approximately 15% in 2021. This reflects trends at the state level, where child poverty has also decreased by a similar margin. The County's 2021 childhood poverty rate is lower than that of the state and the nation, and Los Angeles and San Bernardino counties.

Percent of child population below federal poverty level
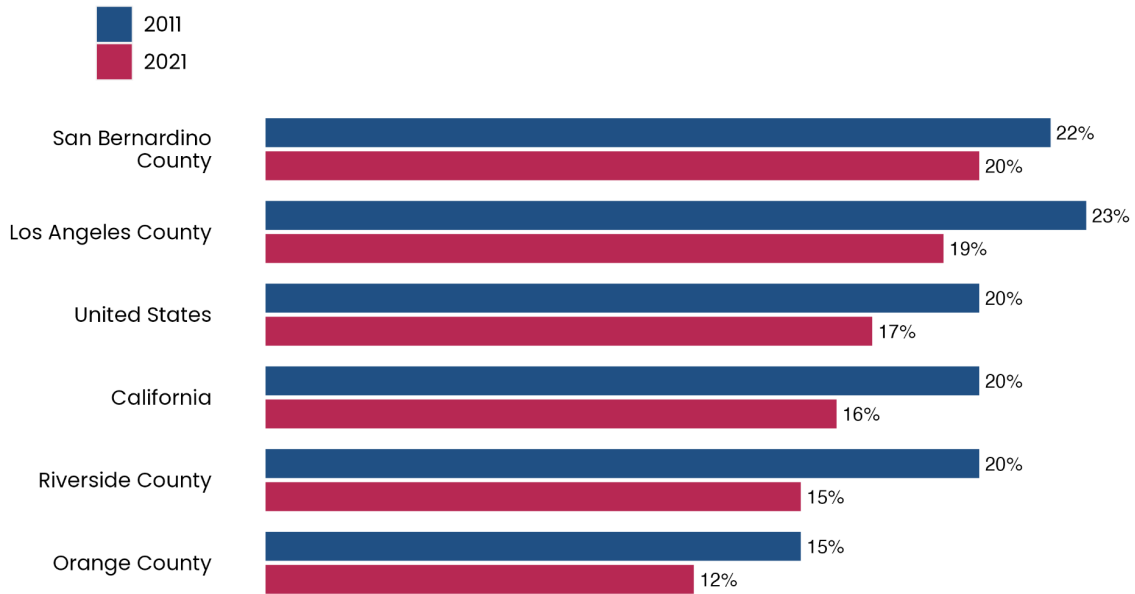
■ 2011
■ 2021

San Bernardino County	2011: 22% / 2021: 20%
Los Angeles County	2011: 23% / 2021: 19%
United States	2011: 20% / 2021: 17%
California	2011: 20% / 2021: 16%
Riverside County	2011: 20% / 2021: 15%
Orange County	2011: 15% / 2021: 12%

Source: 2021 and 2011 ACS 5-Year Estimates

Percent of child population below federal poverty level by race (Riverside County)

■ 2011
■ 2021

American Indian and Alaska Native alone	2011: 31% / 2021: 19%
Some other race alone	2011: 28% / 2021: 21%
Native Hawaiian and Pacific Islander alone	2011: 23% / 2021: 24%
Black or African American alone	2011: 24% / 2021: 21%
Hispanic or Latino	2011: 25% / 2021: 18%
Two or more races	2011: 13% / 2021: 12%
Asian alone	2011: 11% / 2021: 11%
White alone, not Hispanic or Latino	2011: 9% / 2021: 9%
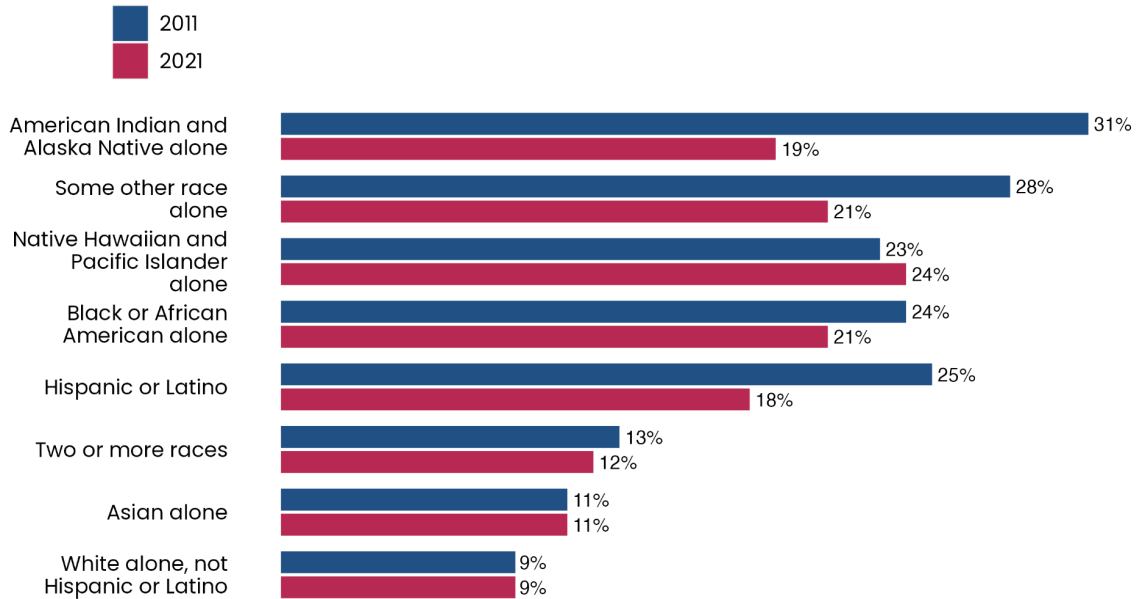
Source: 2021 and 2011 ACS 5-Year Estimates

When breaking down the childhood poverty rates by race, almost all racial groups saw a decrease between 2011 and 2021, with the exception of Native Hawaiian and Pacific Islander alone, which saw a 1% increase. The biggest drop was observed for American Indian and

Alaska Natives at over 10%, followed by Some other race alone and Hispanic/Latinx at both 7% decreases.

Senior Poverty

In comparison, senior poverty has increased over the last decade, from approximately 8% in 2011 to approximately 10% in 2021.

Percent of senior population below federal poverty level

- 2011
- 2021

	2011	2021
Los Angeles County	12%	13%
San Bernardino County	10%	12%
California	9%	11%
United States	9%	10%
Riverside County	8%	10%
Orange County	8%	9%
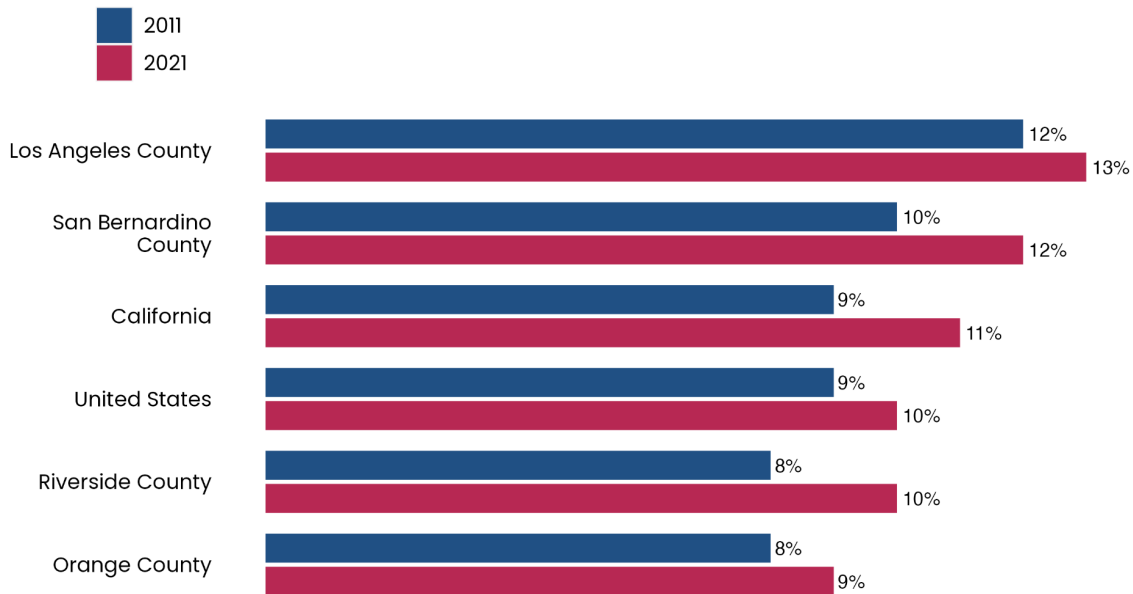
Source: 2021 and 2011 ACS 5-Year Estimates

When breaking senior poverty rates down by race, the direction in rates of change varied across racial groups in the decade spanning 2011 to 2021. Some other race alone, two or more races, and Native Hawaiian and Pacific Islander all saw decreases in their rates. However, Hispanic or Latino, Black or African American alone, Asian alone, American Indian and Native Alaskan alone, and White alone (not Hispanic/Latino) all saw decreases in their poverty rates.

Percent of senior population below federal poverty level by race (Riverside County)

■ 2011
■ 2021

Race	2011	2021
Some other race alone	21%	15%
Two or more races	16%	13%
Hispanic or Latino	14%	15%
Black or African American alone	11%	13%
Native Hawaiian and Pacific Islander alone	13%	10%
Asian alone	7%	10%
American Indian and Alaska Native alone	4%	12%
White alone, not Hispanic or Latino	7%	8%
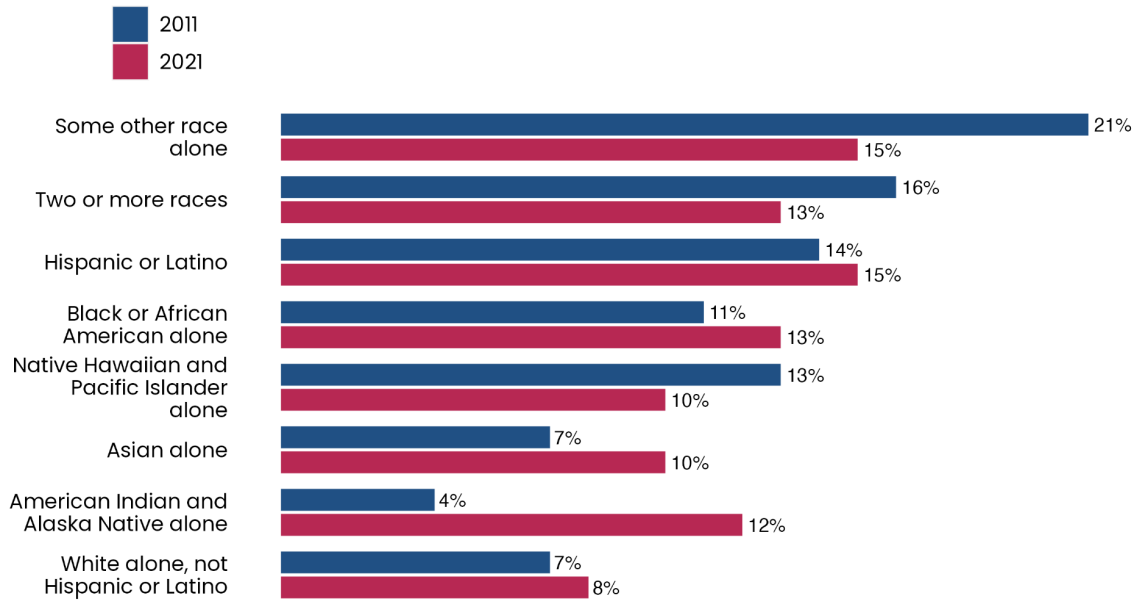
Source: 2021 and 2011 ACS 5-Year Estimates

Unemployment/Employment

Occupations

A greater proportion of the county's workforce is employed in Management, business, science, and arts occupations in 2021 as compared to 2011. The percentage of those in Production, transportation, and material moving occupations has also increased from 2011 to 2021, by approximately 2%. Sales and office occupations have decreased by approximately 4% between 2011 to 2021.

In terms of absolute numbers of those employed within each category, Management, business, science, and arts; Service; and Production, transportation, and material moving occupations showed the greatest increases between 2011 to 2021, with Production, transportation, and material moving increasing by over 40%.

Percent of employed population by occupation (Riverside County)

Legend:
- 2011
- 2021

Occupation	2011	2021
Management, business, science, and arts occupations	29%	32%
Sales and office occupations	26%	22%
Service occupations	20%	20%
Production, transportation, and material moving occupations	13%	15%
Natural resources, construction, and maintenance occupations	12%	11%
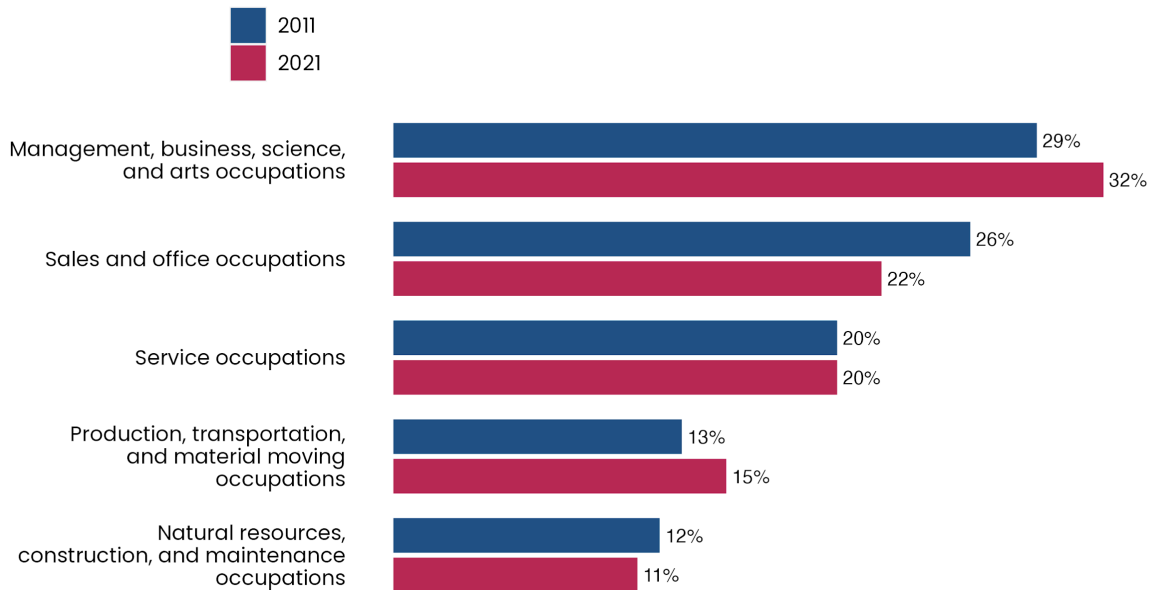
Source: 2021 and 2011 ACS 5-Year Estimates

Percent Change in Number of those Employed by Occupational Category, 2011 and 2021 (Riverside County)

Occupational Category	Percent
Production, transportation, and material moving occupations	42%
Management, business, science, and arts occupations	30%
Service occupations	22%
Natural resources, construction, and maintenance occupations	13%
Sales and office occupations	2%
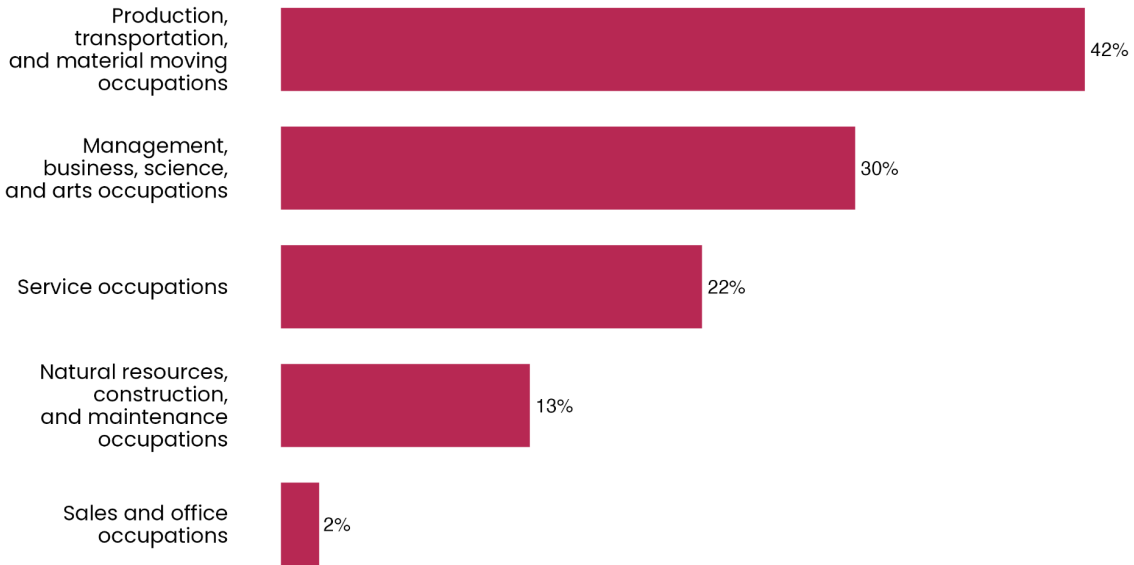
Source: 2011 and 2021 ACS 5-Year Estimates

Labor Force Participation Rate and Unemployment Rate

The proportion of the County's population that is in the labor force has decreased slightly from 2010 to 2020, from approximately 62% to around 60% in 2020.

Unemployment rates have fallen in Riverside County from 2011 to 2021. When looking at the unemployment rate by racial group, all groups have shown a decrease between the period 2011 to 2021. There was a significant decrease in the rate between 2011 and 2021 for Two or more races, and American Indian and Alaska Native alone.

Unemployment Rate: 2011 - 2021

2011
2021

San Bernardino County	2011: 14% / 2021: 9%
Riverside County	2011: 13% / 2021: 8%
California	2011: 11% / 2021: 7%
Los Angeles County	2011: 10% / 2021: 7%
United States	2011: 9% / 2021: 6%
Orange County	2011: 8% / 2021: 6%
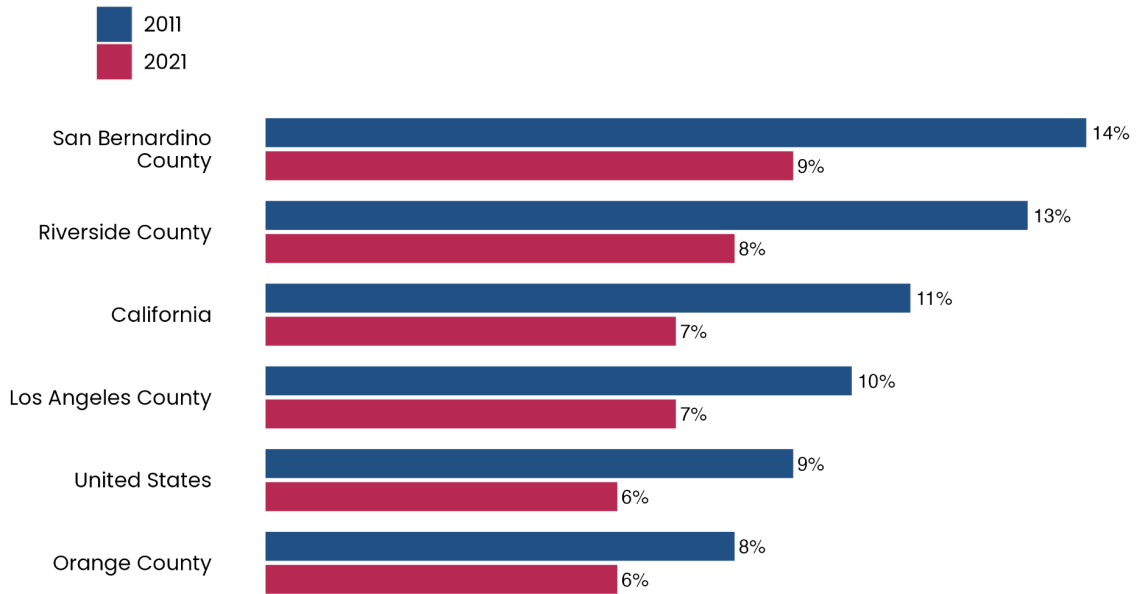
Source: 2021 and 2011 ACS 5-Year Estimates

Unemployment Rate by Racial Group (Riverside County)

2011
2021

Two or more races	2011: 18% / 2021: 9%
Black or African American alone	2011: 17% / 2021: 10%
American Indian and Alaska Native alone	2011: 17% / 2021: 8%
Some other race alone	2011: 16% / 2021: 8%
Native Hawaiian and Pacific Islander alone	2011: 14% / 2021: 9%
Hispanic or Latino	2011: 15% / 2021: 8%
White alone	2011: 12% / 2021: 6%
White alone, not Hispanic or Latino	2011: 11% / 2021: 6%
Asian alone	2011: 9% / 2021: 6%
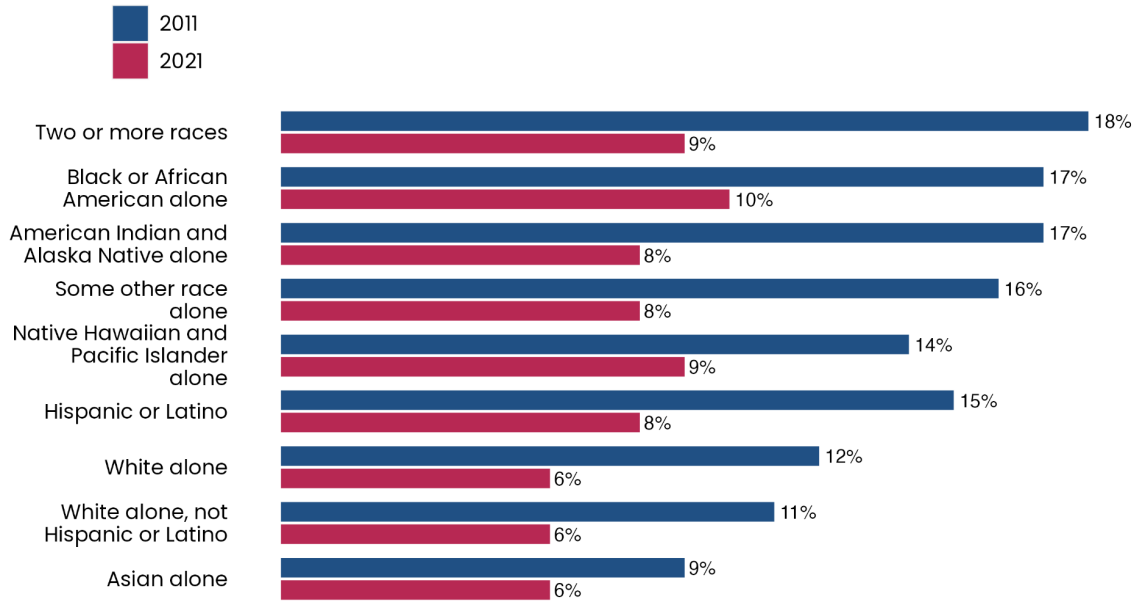
Source: 2021 and 2011 ACS 5-Year Estimates

Nonprofit Activity in the Region

When grouping by city, the top five areas with the largest amount of total assets for the 2022-12 tax period are associated with the following cities:[16]

CITY	total
RIVERSIDE	2547678
MOUNTAIN CENTER	2126334
MENIFEE	403317
ONTARIO	191941
COLTON	190037

The following figure shows the total asset amount for tax period 2022-12 for each 5-digit zip code.
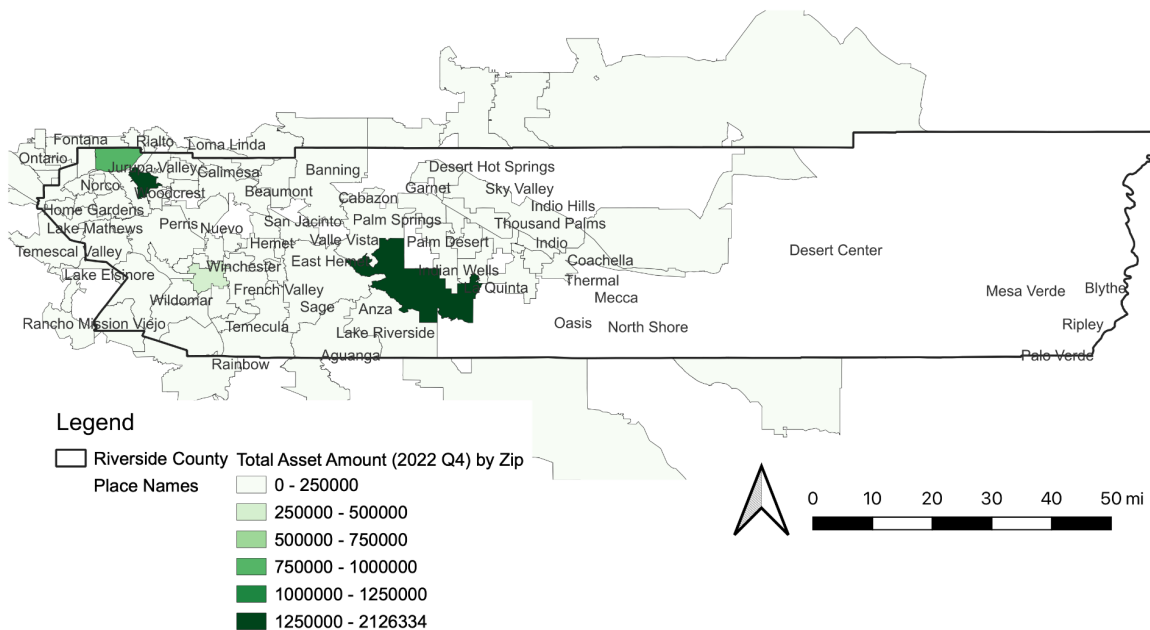
There are a few caveats that need to be noted. First, this data is collected based on the address put down for an organization's IRS 990 file. This does not necessarily mean that the city or zip code indicated is where they do the majority of the work; it just means that this is the address they have on file for tax reporting purposes. As there were many PO Boxes listed as the

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[16]

https://www.irs.gov/charities-non-profits/exempt-organizations-business-master-file-extract-eo-bmf

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organization address on their tax forms, all of those records were omitted for this analysis. Additionally, this analysis looks at total asset amount in a given tax period, which additionally is only one dimension of investment, as the 990 forms also do not indicate what the assets are spent on.

Change Over Past Decade

The following is a snapshot of the change in selected indicators over the past decade. For each, we determined if the indicator's percent share of the population had no major change, had increased, or had decreased. The color of the change determination indicates what this might mean in a policy context.

None	no major change
GREEN	potential positive change
ORANGE	potential change that needs further policy and/or programmatic implementation attention

Selected Demographics

Disability Status	Limited English Proficiency	Educational Attainment (BA)
None	**Decreased**	**Increased**

Poverty & Unemployment

Overall Poverty	Childhood Poverty	Senior Poverty	Unemployment
Decreased	**Decreased**	**Increased**	**Decreased**

Healthcare Coverage

Percent Uninsured	Percent Citing Cost as Reason to Delay Care
Decreased	**Decreased**

Housing

Cost Burden - Renters	Cost Burden - Owners	Overcrowding
Decreased	**Decreased**	**None***

Commute

Time	Remote work
Increased	**Increased**

Food Assistance**

CalFresh	SNAP
Decrease	**Increase**

Note: These values were pulled from the ACS, which gathers its data from a sample of the entire population (as opposed to the decadal census, which is sent to the entire population to complete). Although there was a slight increase reported in the ACS data pulled, it was less than 1% and thus not significant enough to indicate an increase in this summary table.

**Note: the food assistance change metric needs to be interpreted broadly. While decreases in percent utilization could mean that households are more food secure, it could also mean that households are not taking advantage of services when they are actually in need. Similarly, increases in utilization rates could mean that there is more need, but it could also mean that those who have been in need are now receiving critical food assistance that they were not before.

Survey Results - English

Transportation

What is your primary mode of transportation?

Response	Percent	n
Car	79.6	1,209
Bus	7.0	106
Walking	2.9	44
Motorcycle	2.6	39
Ride with others/carpool/vanpool	2.6	40
Bicycle/skateboard/scooter	1.6	24
Metrolink	1.6	24
Taxi/Uber/Lyft	1.6	24
Other	0.8	8

In the past 12 months, has anyone in your household experienced any of the following problems with transportation? Check all that apply.

Response	Percent	n
Cannot afford car repairs	44.5	673
Cannot afford gas	40.5	612
Does not apply	23.5	355
No car insurance	15.3	231
No access to a car	13.4	202
bus/Metrolink too far away	11.6	175
No driver's license or license suspended	10.5	159
bus/Metrolink doesn't come often enough	9.1	138

Response	Percent	n
bus/Metrolink too expensive	7.9	120
Other	5.8	62

The great majority of County residents travel by car, though expenses related to owning a car (e.g., repairs and gas) are financially difficult for many.

Unexpected Expenses

If you had an unexpected $400 expense this month, would you have enough income or savings to cover that?

Response	Percent	n
No	60.6	917
Yes	39.4	597

Many do not have savings or income to cover a major unexpected expense. This aligns with the responses above regarding difficulty in being able to pay for car-related expenses such as repairs.

Top 3 Issues/Needs

What are the top three things you have had trouble with this year? Please select your 1st, 2nd and 3rd top needs.

Response	Percent	n
Utility assistance	29.5	448
Financial assistance	25.3	384
Dental Care	23.1	351
Food assistance	23.0	349
Animal care (e.g., spay/neuter services, pet licensing, veterinarian bills, pet food, etc.)	20.2	307
Housing assistance	19.8	300
Employment	17.0	258

Response	Percent	n
Childcare	15.5	235
Transportation	14.5	220
Healthcare	10.0	152
Disability services	9.0	137
None of the above	8.9	135
Mental Health services	8.4	128
Legal assistance	5.8	88
Adult Education/GED programs	5.5	84
Safety/crime prevention	5.5	84
Senior citizen services	5.2	79
Domestic violence assistance	4.9	74
Documentation status	4.7	71
Job training	4.7	72
Youth programs/tutoring	4.7	72
Other	4.0	41
Parenting classes	2.3	35
English classes (ESL)	2.2	34
Veterans services	1.5	23
Substance abuse assistance	1.2	18

Did you get any help or service on any of these needs?

Response	Percent	n
No	71.2	1,071
Yes	28.8	433

If so, what did you receive help with?

Response	Percent	n
Other	70.3	340
Utilities	7.3	31
N/A	5.1	22
Food	2.6	11
Legal aid	1.9	8
economics	1.9	8
Government financial aid	1.4	6
housing aid	1.4	6

Almost a third of respondents cited utilities as a top need. Approximately one in four respondents cited general financial assistance, with dental care and food assistance coming in as the next largest categories of need. Over 70 percent of respondents indicated that they did not get any help or services to address these needs, indicating that there is a large gap between those who have needs, and those who have received some assistance. Note that this does not indicate who has tried to get help versus those who have not. Of those who did receive aid, other and utilities were the top needs addressed.

Employment

Do you work for pay?

Response	Percent	n
Yes	72.3	1,095
No	27.7	420

If you work for pay, do you have more than one job?

Response	Percent	n
No	65.6	718
Yes	34.4	376

If you work for pay, which of the following applies to you? Select all that apply.

Response	Percent	n
Work full-time (40 hours/week or more)	75.5	826
Work part-time (35 hours/week or less)	21.2	232
Work seasonal or temporary jobs	5.1	56
Other	4.1	41
Work informally	2.0	22

What type of job do you have? Select all that apply.

Response	Percent	n
Other	28.9	291
Healthcare	20.3	222
Service and Hospitality	17.3	189
Manufacturing	10.0	109
Education	9.7	106
Retail	8.5	93
Transportation and Utilities	7.5	82
Logistics, Warehousing and Distribution	4.9	53
Construction	4.8	52
Government	3.0	33
Farming, Fishing or Forestry	1.6	17

Does your job provide health insurance?

Response	Percent	n
Yes	78.3	853
No	21.7	237

Do any of the following things prevent you from working, or limit your ability to work/get a better job? Check all that apply.

Response	Percent	n
Health problems	24.7	365
Childcare	22.3	330
Caring for family	21.7	321
Lack of necessary education/skills/experience	18.8	278
Transportation problems	14.8	219
Other	14.0	168
Retired	9.3	138
N/A	7.0	104
Student	6.3	93
Criminal history	5.1	75
None	4.2	62
Drug/alcohol problems	2.5	37
Limited English speaking/reading/writing ability	1.7	25

What will the total income be for your household this year?

Response	Percent	n
Less than $20,000	23.2	350

Response	Percent	n
$20,000-$29,999	13.6	205
$30,000-$39,999	13.2	199
$40,000-$49,999	11.4	172
$50,000-$59,999	8.6	130
$100,000-$149,999	6.8	102
$60,000-$69,999	6.4	96
$70,000-$79,999	5.2	79
$80,000-$89,999	4.4	66
$90,000-$99,999	3.8	57
$150,000 or more	3.4	51

Approximately 72% of residents work for pay, and of these approximately 34% work more than one job. Of those who work for pay, approximately 76% work full-time, with approximately 2% reporting that they work informally. The majority of job types fall into the "other" category at approximately 29%, with healthcare coming in second at approximately 20%. The majority of jobs (~78%) provide health insurance.

Approximately 70% of respondents's households make $60,000 or less. For many, health problems (~25%), childcare needs (~22%), and family responsibilities (~22%) keep them from working

Assistance/Services

Many individuals/families receive help from various sources. Please check all of the services you have received help from within the last year.

Response	Percent	n
CalFresh (Food Stamps)	38.0	569
Social Security	23.7	355
Low Income Housing Energy Assistance (LIHEAP)	14.7	220
Other	11.4	129

Response	Percent	n
Women Infant and Children (WIC)	11.0	165
None	10.5	157
Child support	10.4	155
Disability	9.3	139
Retirement/pension	8.3	124
Unemployment Insurance	8.0	120
N/A	7.9	118
Temporary Assistance to Needy Families (TANF)	7.9	119
Workers Compensation	7.9	118
Section 8 Housing Subsidy	7.7	115

Do you know of any services that you qualify for but have decided not to use?

Response	Percent	n
No	93.4	1,411
Yes	6.6	100

If yes, what service(s) are these?

Response	Percent	n
other	22	22
CalFresh	11	11
Social Security/retirement/pension	7	7
N/A	6	6
disability	5	5
food stamps	5	5
cash aid	3	3
child support	3	3
Section 8 housing	3	3
utilities	3	3
TANF	3	3
food assistance	2	2
utility assistance	2	2

housing assistance	2	2
WIC	2	2
anger management	1	1
childcare	1	1
consulting service	1	1
EBT	1	1
free phone services	1	1
FERA utility service	1	1
LIHEAP, unemployment	1	1
internet services	1	1
Medi-Cal	1	1
Medicare and SSI	1	1
mental health counseling	1	1
pandemic EBT	1	1
SSDI	1	1
TANF and housing assistance	1	1
unemployment	1	1
Veterans Administration Health Care	1	1
welfare	1	1
WIC, food Stamps	1	1
worker's remuneration	1	1
I use all	1	1
none	1	1

Sometimes people don't use services or programs that they could benefit from. Why do you think that is? Select all that apply.

Response	Percent	n
They do not know about available programs/services	63.9	963
Applying is too complicated	40.6	612
Because they feel too ashamed to use them	38.1	574
They are not eligible for available programs/services	37.3	561

Response	Percent	n
They cannot access available programs/services	33.7	508
It is too hard to get them	29.8	449
Because of their immigration documentation status	23.8	358
Other	6.2	65
I disagree. Most people who need programs/services use them	5.4	81

In the past 12 months, have any of these things happened to you? Select all that apply.

Response	Percent	n
Borrowed money to pay bills	45.6	677
Fell behind on rent or mortgage payments	30.2	448
Pressured by a bill collector	27.7	411
Pawned or sold valuables to pay bills	22.6	336
Used a payday loan service	12.8	190
Other	11.6	132
Used a check-cashing service	10.0	148
Had property (car, furniture, etc.) repossessed	8.9	132
N/A	8.0	119
None	7.6	113

Response	Percent	n
Had utilities shut off	7.5	111

The majority of survey respondents used CalFresh (food stamps, ~38%), with Social Security as the second most used service (~24%). Approximately 46% of respondents indicated that they had borrowed money to pay bills in the last 12 months, and approximately 30% indicated that they fell behind on rent or mortgage payments during the same time period. The great majority of respondents indicated that if they knew about and qualified for a service, they utilized it. Of those that decided not to use a service they qualified for, the top services (not grouped under "other") were CalFresh, and social security, and disability. Approximately 64% of respondents indicated that lack of knowledge about services was a main barrier to individuals utilizing them.

Housing

Which best describes your housing situation?

Response	Percent	n
I rent my place	44.7	675
I own my place	29.9	451
I live with friends/family	9.0	136
Other	5.3	62
I live in a multi-family home	4.4	66
I live in senior housing	3.1	47
I have no place to stay	2.3	35
I am staying in a shelter	1.5	23
I live in military housing	1.0	15

The majority of survey respondents rent (~45%), with approximately 2% indicating that they have no place to stay.

If you rent, have you had any trouble getting your landlord to make needed repairs?

Response	Percent	n
No	74.1	498
Yes	25.9	174

What repairs needed to be made?

Response	Percent	n
structure	17.54%	30
other	11.11%	19
wear and tear	9.36%	16
plumbing	7.02%	12
appliance	4.68%	8
leak	4.68%	8
bathroom	4.68%	8
A/C	4.09%	7
N/A	3.51%	6
electrical	1.75%	3
appliance, wear and tear	1.17%	2
bathroom, structure	1.17%	2
A/C, roof, leak	1.17%	2
structure, leak	1.17%	2
pest control	1.17%	2
appliance, structure	1.17%	2
bathroom, appliance	0.58%	1
roof	0.58%	1
roof, wear and tear	0.58%	1
A/C, plumbing, wear and tear	0.58%	1
leak, ceiling	0.58%	1
plumbing, A/C	0.58%	1
electrical, plumbing	0.58%	1
structure, A/C, leak	0.58%	1
structure, appliance, electrical	0.58%	1
carpet, leak	0.58%	1
appliance, leak, bathroom	0.58%	1
appliance, A/C, structure	0.58%	1
leak, pest control	0.58%	1
structure, pest control, electrical	0.58%	1
A/C, plumbing, roof, leak	0.58%	1
electrical, other	0.58%	1
structure, plumbing	0.58%	1
leak, structure, wear and tear	0.58%	1
A/C, electrical	0.58%	1
plumbing, electrical	0.58%	1
plumbing, A/C, leak	0.58%	1
leak, electrical, bathroom	0.58%	1
leak, other	0.58%	1

plumbing, structure	0.58%	1
Water heater	0.58%	1
plumbing, electrical, structure	0.58%	1
leak, roof, structure	0.58%	1
A/C, water heater, structure	0.58%	1
bathroom, structure, wear and tear	0.58%	1
bathroom, wear and tear	0.58%	1
appliances	0.58%	1
leak, A/C	0.58%	1
structure, appliance	0.58%	1
plumbing, roof	0.58%	1
leak, bathroom	0.58%	1
roofing, plumbing	0.58%	1
A/C, structure	0.58%	1
heater, other	0.58%	1
pest control, appliance	0.58%	1
appliance, bathroom	0.58%	1
roof, structure	0.58%	1
wear and tear, appliance	0.58%	1

Approximately 26% of renters indicated that they had trouble getting their landlord to make needed repairs. Common repair needs included those related to the structure itself (e.g., doors, windows, floors), addressing general wear and tear, plumbing and water related issues, issues with appliances, and leaks.

Do you feel worried about having stable housing in the near future? (For example, because of affordability, eviction, or health problems).

Response	Percent	n
Yes	56.8	854
No	43.2	649

Have you experienced any of the following problems related to housing in the past 12 months? Check all that apply.

Response	Percent	n
None	59.7	893
I cannot find affordable housing	20.1	300
Other	10.4	108

Response	Percent	n
I was threatened with eviction	10.1	151
I was homeless	7.7	115
I was evicted	4.6	69
My house was foreclosed	3.8	57
My physical disability makes it hard to find housing	3.6	54
I live in a condemned house	2.0	30

Housing stability is a big issue for survey respondents, with approximately 57% indicating that they are concerned. Approximately 20% indicated that they have had difficulty finding affordable housing, and approximately 10% have been threatened with eviction. For those that own, approximately 4% had their house foreclosed.

If you have rented in the past year and moved, when moving out, have you ever felt that your security deposit was unfairly withheld?

Response	Percent	n
Does not apply	59.2	891
No	33.1	498
Yes	7.6	115

If yes, why do you think it was withheld?

Response	Percent	n
landlord claim	23.48%	27
landlord did not want to	12.17%	14
issue with landlord	11.30%	13
other	10.43%	12
n	6.96%	8
landlord greed	6.96%	8
do not know why	5.22%	6
N/A	3.48%	4
retaliation	2.61%	3
no	1.74%	2

No	1.74%	2
repairs	1.74%	2
landlord is a crook	1.74%	2
Yes	0.87%	1
cleanliness	0.87%	1
discrimination	0.87%	1
hidden fees	0.87%	1
wear and tear	0.87%	1
information	0.87%	1
fire	0.87%	1
improvements	0.87%	1
remodel	0.87%	1
did not leave on time	0.87%	1
kicked out illegally	0.87%	1
lost in their paperwork	0.87%	1

For those that rent and have moved in the last year, approximately 8% felt that their security deposit was unfairly withheld. The reasons most cited for why included bad faith claims from landlords, landlord greed, and generally unfair practices.

What is your rent/mortgage payment each month?

Response	Percent	n
$1,000-$1,999	34.2	514
$500-$999	19.2	288
$2,000-$2,999	19.1	287
$250-$499	8.9	134
I do not pay rent/mortgage	8.7	131
$0-$249	4.5	67
$3,000-$3,999	4.5	68
Other	0.9	14

How much do you pay for utilities each month (water, electricity, gas)?

Response	Percent	n
$200+	44.8	672

Response	Percent	n
$150-$199	12.6	189
$100-$149	10.9	164
$75-$99	9.5	143
$50-$74	7.9	118
$25-$49	6.9	103
I do not pay for utilities	5.9	89
$0-$24	1.5	23

Approximately 34% of respondents pay between $1,000 to $1,999 for housing each month (rent or mortgage), with approximately 45% paying over $200 each month for utilities.

Do you feel safe in your neighborhood?

Response	Percent	n
Yes	81.4	1,223
No	18.6	279

If yes, why?

Response	Percent	n
Other	105.9	1,092
Security	3.4	41
Sense of security	3.3	40
N/A	3.2	39

If no, why not?

Response	Percent	n
crime	28.57%	78
other	24.18%	66
homeless	13.55%	37
drugs	3.66%	10
gangs	3.66%	10

guns	2.93%	8
homeless, drugs	2.56%	7
N/A	2.56%	7
lack of security	2.20%	6
crime, homeless	1.83%	5
homeless, crime	1.47%	4
crime, guns	1.10%	3
drugs, gangs	0.73%	2
crime, drugs	0.73%	2
homeless, drugs, crime	0.73%	2
domestic disputes	0.73%	2
crime, gangs	0.73%	2
drugs, homeless	0.73%	2
homeless, gangs	0.73%	2
fighting	0.37%	1
drugs, lack of policing	0.37%	1
lack of policing	0.37%	1
gang activity, guns	0.37%	1
crime, drugs, homelessness	0.37%	1
guns, crime, lack of security	0.37%	1
mental illness, guns	0.37%	1
mental illness	0.37%	1
crime, homeless, drugs, mental health	0.37%	1
break-ins	0.37%	1
crime, violence	0.37%	1
violence	0.37%	1
drugs, mental illness	0.37%	1
guns, drugs	0.37%	1
crime, homeless, mental illness	0.37%	1
drugs, violence	0.37%	1
guns, drugs, crime	0.37%	1
lack of security, crime, drugs	0.37%	1

The majority of survey respondents (~81%) indicated that they felt safe in their neighborhood. For those that did not feel safe, the reasons tended to center on crime and homeless populations.

Internet Access

Do you have access to the internet where you live?

Response	Percent	n
Yes	91.4	1,387
No	8.6	130

What type of non-cell phone internet connection do you have?

Response	Percent	n
Broadband (examples: cable modem that can create a wifi signal, fiber optic, use of an ethernet cable)	66.2	914
Mobile/roaming hotspot (a separate device, typically purchased through a cellphone provider, which provides a wifi signal/access)	25.9	357
Other	6.0	69
Dial up (not cable, not an ethernet cable connection)	3.0	41

On a scale of 1-5 with 1 being very unreliable and 5 being very reliable, how reliable is your internet connection on a typical day?

Response	Percent	n
4 - Somewhat reliable	37.6	520
5 - Very reliable	33.6	465
2 - Somewhat unreliable	13.1	181

Response	Percent	n
3 - Neither reliable nor unreliable	9.0	124
1- Very unreliable	6.8	94

How do you primarily access the internet?

Response	Percent	n
Public computers at the library	36.4	47
I use my cell phone	34.1	44
NA	7.8	10
I do not use the internet	6.2	8
Wifi at a business	6.2	8
At a friend's or family member's house	3.9	5
Other	3.2	4
NONE	2.3	3

The majority of county residents do have access to broadband internet, but approximately for those that have access to non-cellphone internet 25% rely on a roaming hotspot and 3% are still using dialup. Additionally, when drilling down to how respondents primarily use the internet, almost a third rely on public computers at the library, with also about a third relying on personal cell phones for internet access.

Food Security

In the last 12 months, how often has the following statement been true: "The food that we bought just didn't last, and we didn't have money to get more."

Response	Percent	n
Sometimes	43.5	658
Never	36.5	552
Often	20.1	304

In the last 12 months, how often has the following statement been true: "We couldn't afford to eat healthy meals."

Response	Percent	n
Sometimes	38.6	585
Never	37.2	564
Often	24.2	366

In the last 12 months, were you ever hungry but didn't eat, or did you ever eat less than you felt you should because there wasn't enough money for food?

Response	Percent	n
Never	50.2	759
Sometimes	36.4	550
Often	13.4	202

In the last 12 months, have you used any of the following food resources? Check all that apply.

Response	Percent	n
CalFresh (food stamps)	36.5	553
None of the above	30.3	458
Food pantry	27.9	422
Free/reduced breakfast or lunch program	20.8	314
WIC	11.4	173
Summer meals for kids	10.2	154
Meals on wheels	9.4	142
Senior Center meal program	7.4	112
Other	4.6	51

There is a fair amount of food insecurity for respondents; over 60% at least sometimes did not have enough money for food, over 60% at least sometimes couldn't afford to eat healthy meals,

and over 60% ate less due to cost. In terms of services used, over 30% used food stamps/CalFresh, and approximately 27% used a food pantry.

Healthcare Access

Do all of the adults (age 18 and over) in your household have health insurance?

Response	Percent	n
Yes	89.4	1,354
No	10.6	161

How many adults in your household (age 18 and over) have insurance (including MediCal/Medicaid and Medicare)?

Response	Percent	n
2	33.8	511
1	31.1	470
3	18.2	275
4	9.1	138
Other	4.9	68
5	3.3	50

Do all of the children/youth (under age 18) in your household have health insurance?

Response	Percent	n
Yes	55.3	837
There are no children in the household	38.7	586
No	5.9	90

How many children/youth in your household (under age 18) have insurance (including Medi Cal/Medicaid and Medicare)?

Response	Percent	n
Does not apply	41.8	632

Response	Percent	n
1	22.6	341
2	19.2	290
3	8.1	122
4	5.7	86
5	2.1	31
Other	0.7	9

Do you receive any of these?

Response	Percent	n
Medi-Cal/Medicaid (Health care insurance for low-income individuals)	46.1	693
Other	21.0	246
Medicare (Health insurance for individuals 65 years old and older, or under 65 years old with disabilities)	18.4	276
Marketplace (e.g., insurance provided by the Affordable Care Act, also known as Obamacare)	8.4	127
N/A	4.6	69
I have no insurance	3.7	55
None	1.5	23
No	1.0	15

The majority of respondents have health insurance, with high rates for both adults and children under 18 years of age. Approximately 46% of respondents receive health insurance through Medi-Cal or Medicaid.

In the past 12 months, have you or anyone in your household been unable to access any of these needed services? Check all that apply.

Response	Percent	n
None apply	54.8	828
Dental Care	25.3	382
Medical care	20.5	310
Vision care	16.3	246
Mental health care	11.4	172
Prescription drugs	10.1	153

Have any of these things prevented you from getting any type of healthcare? Check all that apply.

Response	Percent	n
It costs too much	29.8	435
It takes too many days to get an appointment	20.5	300
Other	17.1	200
N/A	13.2	193
Nervous/afraid to go	10.2	149
Cannot afford prescriptions	9.9	144
The medical office was not open at a time I could get there	8.1	118
Did not know where to go	7.5	110
Have no insurance	7.3	107

Response	Percent	n
The doctor does not accept Medi Cal	7.1	104
The doctor does not accept new patients	5.9	86
None	5.7	83
Have no way to get to or from the appointment	4.5	65
Language barriers	4.2	62
Could not get childcare for the appointment	3.5	51
The doctor does not accept Medicare	2.5	36
no	1.1	16
Religious reasons	1.0	14

While many respondents do have access to healthcare, cost still remains a factor, with approximately 30% indicating that cost is a barrier to getting healthcare. Dental care (approximately 25%) was highlighted as the top needed medical service that was not accessible.

Childcare

What do you currently use for childcare? Check all that apply.

Response	Percent	n
Does not apply	54.1	818
Parent, family, friends or neighbors	23.1	350
After school program	11.0	166
Day care center	10.6	160
Children are in school or old enough to be left on their own	9.1	137

Response	Percent	n
Head Start/Early Head Start	8.1	123
Registered/licensed childcare provider	5.8	88
Informal babysitter	5.0	75
Other	3.2	35

How do you pay for your childcare? Check all that apply.

Response	Percent	n
Does not apply	63.8	963
Myself	22.5	340
Free program	12.2	184
A subsidized/discounted program	9.2	139
Other	1.6	17

Which of these things prevent you from getting enough childcare?

Response	Percent	n
Does not apply	65.0	979
I cannot afford it	19.7	296
I do not trust day care centers	12.2	184
Days/times needed were not available	7.9	119
There were no available day care slots	6.4	97
Infant care was not available	5.7	86
The quality of the day care center was not good	5.6	85

Response	Percent	n
Childcare is too far away	4.6	70
Other	1.9	21

Majority of respondents rely on personal networks for childcare (~23%) and the most commonly cited way to pay for this (~22%) is to pay out of pocket. Cost was cited as the most common reason to not be able to access enough childcare (~20%).

COVID-19 impacts

Since March 2019, did you or anyone in your household lose your job or have your hours reduced due to the COVID-19 Pandemic?

Response	Percent	n
Yes	55.8	846
No	44.2	669

Since March 2019, were you evicted or unable to pay your rent or mortgage due to financial hardships caused by the COVID-19 Pandemic?

Response	Percent	n
No	65.8	998
Yes	34.2	518

Did you experience a loss of childcare because of the COVID-19 Pandemic?

Response	Percent	n
Does not apply	55.2	835
No	25.5	386
Yes	19.1	289
Other	0.4	4

Did your employer create a safe environment for you to work in during the COVID-19 Pandemic?

Response	Percent	n
Yes	52.8	800
Does not apply	28.9	438
No	18.2	276

Did you feel that you still had to go to work even though you were afraid of contracting/spreading COVID-19?

Response	Percent	n
Yes	56.0	848
Does not apply	25.7	389
No	18.2	276

Were you able to get a COVID vaccination?

Response	Percent	n
Yes	82.5	1,245
No	17.5	264

Did you start using any CAP programs/services since the start of the COVID-19 pandemic?

Response	Percent	n
No	84.9	1,283
Yes	15.1	229

If so, which CAP programs/services did you use?

Response	Percent	n
Other	44.7	110
NO	17.4	39
LIHEAP	6.7	15

Response	Percent	n
Online communication platform	4.0	9
n	4.0	9
consistency	3.6	8
N/A	2.7	6
Liheap	2.2	5
Utility assistance	2.2	5
Heap	1.8	4
VITA	1.8	4
no	1.8	4
utilities	1.3	3
utility assistance	1.3	3

The COVID-19 pandemic impacted survey respondents. Approximately 56% indicated that they either lost their job or had their hours reduced due to the pandemic. Approximately 18% felt that their employer did not create a safe work environment during the pandemic, and approximately 56% felt they had to go to work even though they felt unsafe doing so.

Approximately 34% indicated that they were either evicted or unable to pay their rent or mortgage due to financial hardship caused by the pandemic. Approximately 19% experienced a loss of childcare due to the pandemic.

Disability

Does anyone in your household have a disability?

Response	Percent	n
No	67.8	1,027
Yes	32.2	488

At any time this past year, did anyone in your household have a disability that limited the work they could do?

Response	Percent	n
Yes	77	376
No	23	112

How old are the people in your household who have a disability/disabilities? Check all that apply.

Response	Percent	n
55 and over	47.0	229
25-54	38.8	189
Under 18	12.3	60
18-24	11.3	55

Approximately 68% of survey respondents reported that no one in their household had a disability. On the other hand, approximately 77% of respondents indicated that someone in their household had a disability that limited the work they could do in the last year. For those who have someone in their household with a disability, the majority are 55 and older, at approximately 47%, with approximately 12% under 18 years of age.

Aspirational Questions

If you were to change jobs within the next few years, and could choose any industry to be in, what would you like to do? (English)

Notes:
1. N=1454 English language responses from both the paper and electronic surveys; every response was coded to a value
2. the paper copies allowed respondents to leave fields blank whereas the electronic version of the survey did not

Aspirational: Job

government	3.09%
nonprofit	0.49%
self employed	2.88%
service sector	5.77%
education	6.96%
manufacturing	1.41%
construction	0.98%
IT/technology	4.57%
engineering/architecture	0.77%
finance/accounting	3.59%
business	1.05%
healthcare	12.80%
social services	3.38%
other professional	8.37%
other service	1.34%
other general	12.45%
transportation/driver	0.70%
anything remote	0.84%
do not want to switch	7.52%
retired	3.59%
NA	19

The top aspirational job categories were healthcare, other general, and other professional. While healthcare is a major occupational player in the region, it would be helpful to better understand more about what aspects and fields. For instance, there is a large wage gap between healthcare and healthcare-adjacent fields like home health aides.

government	3.09%
nonprofit	0.49%
self employed	2.88%
service sector	5.77%
education	6.96%
manufacturing	1.41%
construction	0.98%
IT/technology	4.57%
engineering/architecture	0.77%
finance/accounting	3.59%
business	1.05%
healthcare	12.80%
social services	3.38%
other professional	8.37%
other service	1.34%
other general	12.45%

transportation/driver	0.70%
anything remote	0.84%
do not want to switch	7.52%
retired	3.59%
NA	19.69%

If you were to move from your current housing, what would your next ideal home look like? (English)

3. N=279 English language responses from both the paper and electronic surveys; every response was coded to a value
4. the paper copies allowed respondents to leave fields blank

Aspirational: Housing
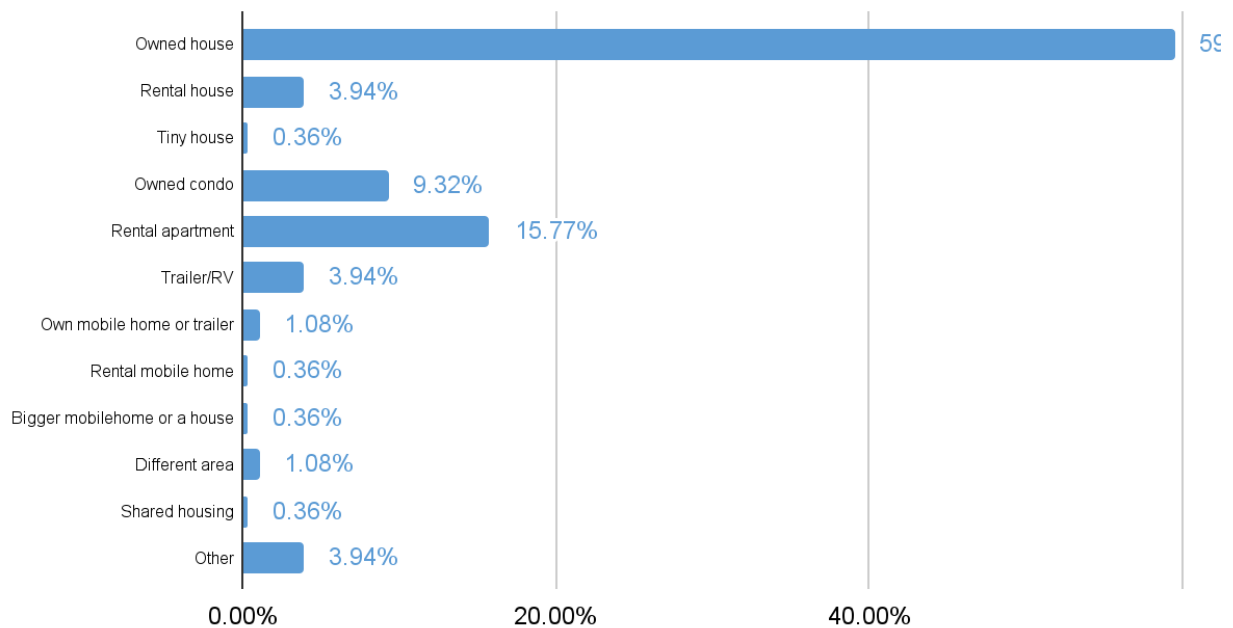
Owned house	59.50%
Rental house	3.94%
Tiny house	0.36%
Owned condo	9.32%
Rental apartment	15.77%
Trailer/RV	3.94%
Own mobile home or trailer	1.08%
Rental mobile home	0.36%

Bigger mobilehome or a house	0.36%
Different area	1.08%
Shared housing	0.36%
Other	3.94%

Demographic Questions

What city do you live in?

Response	Percent	n
Riverside	21.8	329
Hemet	9.3	140
Moreno Valley	8.3	126
Other	7.5	100
Cathedral City	5.2	79
Desert Hot Springs	4.5	68
Corona	4.4	67
Perris	4.4	66
Blythe	3.8	58
San Jacinto	3.6	54
Beaumont	2.8	42
Calimesa	2.6	40
Menifee	2.6	39
Banning	2.2	33
Lake Elsinore	2.1	32
Indio	1.9	28
Jurupa Valley	1.9	29
Palm Springs	1.9	28
Coachella	1.7	26
Murrieta	1.5	23

Response	Percent	n
Indian Wells	1.4	21
La Quinta	1.3	19
Canyon Lake	1.2	18
In an unincorporated area	1.1	16
Palm Desert	1.0	15
Temecula	1.0	15

About 22% of respondents live in Riverside.

How many people live in your house (including you)?

Response	Percent	n
4	22.7	344
3	22.5	340
5+	22.1	335
2	17.5	265
1	15.2	230

The majority of respondents live with more than two people (including themselves).

What is your age?

Response	Percent	n
35-44	24.9	377
25-34	23.5	356
45-54	19.2	291
55-64	13.1	199
65-75	8.9	135
18-24	7.4	112
75+	2.6	39

Response	Percent	n
Other	0.5	7

Respondents primarily fell within the 25-44 age group.

How many people living in your household are under 5 years old?

Response	Percent	n
0	57.7	838
1	18.5	269
None	11.1	162
Other	5.8	75
2	5.2	76
N/A	1.3	19
3	1.0	14

How many people living in your household are 5-17 years old?

Response	Percent	n
0	37.9	558
1	25.4	374
2	13.5	199
None	9.0	133
3	6.1	90
Other	5.6	72
4	1.8	27
N/A	1.2	18

How many people living in your household are 18-24 years old?

Response	Percent	n
0	54.6	790

Response	Percent	n
1	17.5	253
2	11.3	163
None	7.9	114
Other	6.8	91
3	1.4	20
N/A	1.2	17

How many people living in your household are 25-54 years old?

Response	Percent	n
2	35.8	532
1	32.3	480
0	14.5	216
3	5.4	80
None	5.4	80
Other	5.3	70
4	2.0	30

How many people living in your household are 55-64 years old?

Response	Percent	n
0	60.8	884
1	18.0	261
2	8.3	120
Other	6.4	86
None	6.1	88
N/A	1.0	14

How many people living in your household are 65-74 years old?

Response	Percent	n
0	71.6	1,035
1	11.8	171
Other	7.3	97
None	4.6	67
2	3.3	48
none	1.9	28

How many people living in your household are 75 years old and/or older?

Response	Percent	n
0	79.0	1,133
None	7.7	111
1	5.9	84
Other	5.4	71
2	1.4	20
N/A	1.1	16

Over half of respondent households did not have any children under 5 years old, and over 60% had at most one child aged 5-17. Almost 87% of respondents did not have anyone 75 years of age or older in their household.

What is your gender?

Response	Percent	n
Female	70.9	1,075
Male	28.8	436
Other	0.5	5

The great majority of respondents were females, at 70%.

What language do you speak at home?

Response	Percent	n
English	95.2	1,442
Spanish	14.7	223
Other	2.9	34

The overwhelming majority of respondents indicated that they speak English at home, at approximately 95%. However, it should be noted that there was a Spanish language version of the survey available.

What is your race/ethnicity? Check all that apply.

Response	Percent	n
White	43.0	652
Hispanic, Latino or Spanish origin	37.8	572
Black/African American	18.4	279
Asian	4.7	71
Other	3.3	36
American Indian or Alaskan Native	2.8	43
Pacific Islander	1.5	22
Native Hawaiian	1.0	15

Approximately 43% of survey respondents identify as white, with approximately 38% identifying as Hispanic, Latino, or Spanish origin. The next biggest group was African American/Black, at approximately 18%.

What is the highest level of education you have completed?

Response	Percent	n
Some college	32.8	498

Response	Percent	n
High school diploma/GED	20.2	306
Bachelor's degree	19.9	301
Associate degree	12.5	190
Graduate degree	9.2	140
Less than high school	5.3	81

Approximately 33% of respondents have completed some college, with approximately 29% having a Bachelor's degree or higher.

Are you a US citizen?

Response	Percent	n
Yes	97.2	1,474
No	2.8	43

What is your immigration status?

Response	Percent	n
Green card	70.7	29
Decline to state	12.2	5
Protected status	12.2	5
Visa	4.9	2

The majority of respondents are US citizens. Of those who identified as having immigrated, approximately 70% have a green card.

What is your marital status?

Response	Percent	n
Married	40.3	612
Single	38.2	580
Divorced	11.0	167
Separated	4.7	71

Response	Percent	n
Widowed	4.1	62
Domestic Partner	1.6	25

The amount of survey respondents who are married is similar to those who are single, at approximately 40% and 38%, respectively.

Survey Results - Spanish/Español

Transportation / Transportación

¿Cuál es su principal medio de transporte?

Response	Percent	n
Carro	86.5	64
Caminar	4.1	3
Viajar con otros / compartir coche / vanpool	4.1	3
Autobús	2.7	2
Motocicleta	1.4	1
Taxi/Uber/Lyft	1.4	1

En los últimos 12 meses, ¿alguien en su hogar ha tenido alguno de los siguientes problemas con el transporte? Marque todo lo que corresponda.

Response	Percent	n
No se aplica	37.0	27
No puede pagar la gasolina	32.9	24
No puede pagar las reparaciones del automóvil	23.3	17
No tiene acceso a un coche	13.7	10
No tiene seguro de coche	8.2	6
El bus/metrolink no viene lo suficientemente seguido	6.8	5
No tengo licencia de conducir o licencia suspendida	5.5	4
El autobús/Metrolink esta demasiado lejos	4.1	3

Response	Percent	n
NADA	2.7	2
NA	1.4	1

Unexpected Expenses / Gastos inesperados

Si tuviera un gasto inesperado de $400 este mes, ¿tendría suficientes ingresos o ahorros para cubrirlo?

Response	Percent	n
No	89.2	66
Sí	10.8	8

Top 3 Issues/Needs / Los 3 principales problemas/necesidades

¿Cuáles son las tres cosas principales con las que ha tenido problemas este año? Escoja tres.

Response	Percent	n
Cuidado dental	35.6	26
Asistencia financiera	27.4	20
Asistencia alimentaria	24.7	18
Asistencia para la vivienda	21.9	16
Empleo	19.2	14
Cuidado de la salud	13.7	10
Cuidado de las mascotas (por ejemplo, servicios de esterilización/castración, licencias para mascotas, facturas del veterinario, alimentos para mascotas, etc.)	12.3	9
Cuidado de los niños	12.3	9

Response	Percent	n
Asistencia de servicios públicos	11.0	8
Transportación	11.0	8
Ningunas de las anteriores	9.6	7
Servicios de salud mental	6.8	5
Servicios para discapacitades	6.8	5
Asistencia legal	5.5	4
Clases de inglés (ESL)	5.5	4
Estatus migratorio	5.5	4
Programas juveniles/tutoría	5.5	4
Asistencia de violencia doméstica	4.1	3
Clases para padres	4.1	3
Programas de educación para adultos/GED	4.1	3
Servicios para personas mayores	4.1	3
Formación profesional	2.7	2
Seguridad/prevención de delitos	2.7	2
NA	1.4	1
NADA	1.4	1
Servicios para veteranos	1.4	1
Ayuda a pago de electricidad y agua	1.4	1

¿Recibió alguna ayuda o servicio en esas 3 necesidades?

Response	Percent	n
No	78.4	58

Response	Percent	n
Sí	21.6	16

Si es así, ¿de qué programas recibió apoyo?

Response	Percent	n
Cal Fresh	18.75	3
Medi-Cal	18.75	3
MISP/Medical Emergency (Not Medi-Cal)	12.5	2
Nada	6.25	1
N/A	6.25	1
Otro	37.5	6

Employment / Empleo

¿Trabajas por paga?

Response	Percent	n
Sí	54.1	40
No	45.9	34

Si trabaja por paga, ¿tiene más de un trabajo?

Response	Percent	n
No	90	36
Sí	10	4

Si trabaja por pago, ¿cuál de los siguientes le aplica a usted? Seleccione todas las que correspondan.

Response	Percent	n
Trabajar a tiempo completo (40 horas/semana)	59.0	23
Trabajos de temporada o temporales	59.0	23
Trabajar informalmente	12.8	5

Response	Percent	n
Medio tiempo (30 horas o menos por semana)	10.3	4
NA	15.4	6

¿Qué tipo de trabajo tienes?Seleccionar todo lo que corresponda.

Response	Percent	n
Fabricación	11.9	5
Logística, almacenamiento y distribución	11.9	5
Construcción	9.5	4
Cuidado de la salud	9.5	4
Servicio y hospitalidad	9.5	4
Agricultura, pesca o silvicultura	9.5	4
Educación	7.1	3
Otro	28.6	12
Transporte y servicios públicos	2.4	1

¿Su trabajo proporciona seguro médico?

Response	Percent	n
No	56.4	22
Sí	43.6	17

¿Alguna de estas cosas le impide trabajar? Marque todo lo que corresponda.

Response	Percent	n
Cuidado de niños	18.3	20
Cuidando a la familia	15.6	17
No hablan Inglés	12.8	14

Response	Percent	n
Problemas de salud	11.9	13
Falta de educación/habilidades necesarias	7.3	8
Jubilada/o	5.5	6
Problemas de transporte	5.5	6
Estudiante	1.8	2
NA	9.2	10
Nada	6.4	7
Otro	5.5	6

¿Cuál será el ingreso de su hogar este año?

Response	Percent	n
Menos de $20,000	43.2	32
$20,000-$29,999	17.6	13
$30,000-$39,999	16.2	12
$40,000-$49,999	14.9	11
$50,000-$59,999	4.1	3
$60,000-$69,999	1.4	1
$70,000-$79,999	1.4	1
$90,000-$99,999	1.4	1

Assistance/Services / Asistencia/Servicios

Muchas familias reciben ayuda de varias fuentes. Marque todos los servicios de los que recibió ayuda.

Response	Percent	n
CalFresh (cupones de alimentos)	29.6	34

Response	Percent	n
Mujeres, Infantes y Niños (WIC)	17.4	20
Seguridad Social	10.4	12
Programa de Asistencia de Energía para Viviendas de Bajos Ingresos	8.7	10
La pensión alimenticia o manutención de los hijos	7.0	8
Pensión de retiro	6.1	7
Discapacidad	5.2	6
Seguro de desempleo	2.6	3
Compensación laboral	1.7	2
No	1.7	2
Subsidio de vivienda de la Sección 8	1.7	2
Medi-Cal	1.7	2
NA	1.7	2
None	4.3	5

¿Conoce algún servicio para el que califique pero hay decidido no utilizarlo?

Response	Percent	n
No	89.2	66
Sí	10.8	8

En caso afirmativo, ¿qué servicio(s) son estos?

Response	Percent	n
CalWORKS	25	2
CalFresh	12.5	1

Response	Percent	n
Food Stamps	12.5	1
NA	37.5	3
utility assistance	12.5	1

A veces, las personas no usan servicios o programas de los que podrían beneficiarse. ¿Por qué crees que es? Seleccione todas las que correspondan.

Response	Percent	n
No conocen los programas disponibles	69.9	51
Por su estatus migratorio	37.0	27
Aplicar es demasiado complicado	32.9	24
No son elegibles para los programas disponibles	32.9	24
Es muy dificil conseguirlos	30.1	22
No tienen acceso a los programas disponibles	23.3	17
Se sienten demasiado avergonzados de usarlos	19.2	14
No estoy de acuerdo, la mayoría de las personas que necesitan los servicios o programas los reciben y utilizan	2.7	2
NA	2.7	2

En los últimos 12 meses, ¿le ha sucedido alguna de estas cosas?

Response	Percent	n
Pidio dinero prestado para pagar facturas	35.6	37
Se atrasó en los pagos de la renta o la hipoteca	25	26

Response	Percent	n
Empeño o vendió objetos de valor para pagar facturas	10.6	11
NA	8.7	9
Le cortaron sus servicios de utilidades / servicios públicos (por ejemplo, agua, luz, gas o otros)	6.7	7
Presionado por un cobrador	4.8	5
Otro/as formas de prestamos	3.8	4
NADA	4.8	5

Housing / Vivienda

¿Cuál describe mejor su situación de vivienda? Seleccione todas las que correspondan.

Response	Percent	n
Soy dueña/o de mi propio hogar	37.0	27
Alquilo un apartamento	34.2	25
Vivo en una casa multifamiliar	13.7	10
Vivo con amigos/familia	6.8	5
Otro	8.2	6

Si alquila, ¿ha tenido problemas para que el propietario haga las reparaciones necesarias?

Response	Percent	n
No	75	18
Sí	25	6

¿Qué reparaciones hay que hacer?

Response	Percent	n
N/A	75.0	3
wear and tear	25.0	1

Notes:

5. A total of 4 responses were completed for repairs. The Spanish responses were recoded to the same categories as the English surveys.

¿Se siente preocupado por tener una vivienda estable en un futuro cercano? (por ejemplo, debido a no encontrar una vivienda a un precio razonable, el desalojo o problemas de salud).

Response	Percent	n
Sí	58.9	43
No	41.1	30

¿Ha tenido alguno de los siguientes problemas relacionados con la vivienda en los últimos 12 meses? Marque todo lo que corresponda.

Response	Percent	n
Ninguna	61.7	50
No puedo encontrar una vivienda a un precio razonable	16.0	13
Me amenazaron con desalojo	8.6	7
Estaba sin hogar	3.7	3
Fui desalojada/o	3.7	3
Mi discapacidad física hace que sea difícil encontrar vivienda	2.5	2
My house was foreclosed	1.2	1
Other	2.5	2

Si ha alquilado el año pasado y se ha mudado, al mudarse, ¿alguna vez sintió que su depósito de seguridad fue retenido injustamente?

Response	Percent	n
No aplica	58.9	43
No	32.9	24
Sí	8.2	6

En caso afirmativo, ¿por qué cree que fue retenido su depósito?

Response	Percent	n
N/A	20	1
do not know why	20	1
kicked out illegally	20	1
other	20	1
issue with landlord	20	1

¿Cuál es su pago de renta o hipoteca de casa cada mes?

Response	Percent	n
$1,000-$1,999	58.9	43
$2,000-$2,999	13.7	10
$500-$999	13.7	10
No pago renta o hipoteca de casa	6.8	5
$250-$499	4.1	3
$0-$249	1.4	1
$3,000-$3,999	1.4	1

¿Cuánto paga por los servicios públicos (agua, electricidad, gas) cada mes?

Response	Percent	n
$200+	60.3	44
$150-$199	15.1	11

Response	Percent	n
$100-$149	11.0	8
$75-$99	4.1	3
Yo no pago utilidades o servicios públicos	4.1	3
$25-$49	2.7	2
$0-$24	1.4	1
$50-$74	1.4	1

¿Se siente seguro en su barrio?

Response	Percent	n
Sí	76.7	56
No	23.3	17

¿Si es así, por qué?

Response	Percent	n
tranquilo	48.1	26
good neighborhood/neighbors	27.8	15
other	24.1	13

Notes:

6. The Spanish survey responses were recoded to the same categories as the English surveys, hence the English translations.

Si no, ¿por qué?

Response	Percent	n
crime	23.5	4
drugs	5.9	1
drugs, homeless	5.9	1
homeless	17.6	3
homeless, gangs	5.9	1
lack of security	17.6	3
N/A	17.6	3
other	5.9	1

Internet Access / Acceso a Internet

¿Tiene acceso a internet en donde vive?

Response	Percent	n
Sí	89	65
No	11	8

¿Qué tipo de conexión a Internet tiene - que no sea de celular?

Response	Percent	n
Internet de banda ancha (ejemplos: módem de cable que puede crear una señal wifi, fibra óptica, uso de un cable ethernet)	70.8	46
Punto de acceso móvil/roaming (un dispositivo separado, generalmente comprado a través de un proveedor de telefonía celular, que proporciona una señal/acceso wifi)	15.4	10
NA	6.2	4
Dial-up (no es un módem de cable, no hay conexión de cable ethernet)	1.5	1
En la escuela de mis hijos pedí un hospott (tiene WiFi)	1.5	1
NADA	1.5	1
Otro	3.1	2

En una escala del 1 al 5, siendo 1 muy poco confiable y 5 muy confiable, ¿qué tan confiable es su conexión a Internet en un día típico?

Response	Percent	n
Confiable	44.6	29
Neutral	30.8	20

Response	Percent	n
Muy confiable	12.3	8
Poco confiable	7.7	5
Muy poco confiable	4.6	3

¿Cómo accede principalmente al Internet?

Response	Percent	n
Yo uso mi celular	62.5	5
Computadoras públicas en la biblioteca	12.5	1
NA	12.5	1
No uso internet	12.5	1

Food Security / Seguridad alimentaria

En los últimos 12 meses, ¿con qué frecuencia ha sido cierta la siguiente afirmación: "La comida que compramos simplemente no duró y no teníamos dinero para comprar más"?

Response	Percent	n
Algunas veces	50.0	37
Nunca	35.1	26
Muchas veces	14.9	11

En los últimos 12 meses, ¿con qué frecuencia ha sido cierta la siguiente afirmación: "No podíamos permitirnos el lujo de comer comidas saludables"?

Response	Percent	n
Algunas veces	50.0	37
Nunca	32.4	24
Muchas veces	17.6	13

En los últimos 12 meses, ¿alguna vez tuvo hambre pero no comió, o alguna vez comió menos de lo que creía que debía porque no había suficiente dinero para comprar alimentos?

Response	Percent	n
Nunca	57.5	42
Algunas veces	38.4	28
Muchas veces	4.1	3

En los últimos 12 meses, ¿ha utilizado alguno de los siguientes recursos alimentarios? Marque todo lo que corresponda.

Response	Percent	n
CalFresh (cupones de alimentos)	25.0	30
WIC	21.7	26
Despensa de alimentos	21.7	26
Ninguna de las anteriores	11.7	14
Programa de desayuno/almuerzo escolar	10.8	13
Comidas de verano para niños	5.0	6
Programa de comidas del centro para personas mayores	2.5	3
Comidas a domicilio (conocidas como "Meals on wheels")	1.7	2
Response	Percent	n

¿Todos los adultos en su hogar tienen seguro médico

Response	Percent	n
Sí	68.9	51
No	31.1	23

Healthcare Access / Acceso a la atención médica

¿Cuántos adultos en su hogar (mayores de 18 años) tienen seguro (incluyendo Medi Cal/Medicaid y Medicare)? Por favor, solo da el número de adultos.

Response	Percent	n
2	39.7	29
1	27.4	20
4	9.6	7
3	8.2	6
NA	5.5	4
5	2.7	2
0	1.4	1
6	1.4	1
7	1.4	1
Nadie	1.4	1
No tengo	1.4	1

¿Todos los niños en su hogar tienen seguro de salud médico?

Response	Percent	n
Sí	68.5	50
No hay niños en el hogar	28.8	21
No	2.7	2

¿Cuántos niños en su hogar tienen seguro (incluyendo Medi Cal/Medicaid y Medicare)?

Response	Percent	n
No aplica	32.9	24
3	20.5	15
2	17.8	13

Response	Percent	n
1	12.3	9
4	11.0	8
5	5.5	4

¿Recibe alguno de estos?

Response	Percent	n
Medi-Cal/Medicaid (atención médica para personas de bajos ingresos)	68.9	51
Medicare (Medicare es un seguro médico para personas mayores de 65 años y personas menores de 65 años con discapacidades)	14.9	11
No tengo seguro médico	9.5	7
Cobertura del Mercado (por ejemplo, seguro proporcionado por la Ley del Cuidado de Salud a Bajo Precio, también conocida como Obamacare)	2.7	2
Other	4.1	3

En los últimos 12 meses, ¿usted o alguien en su hogar no ha podido acceder a alguno de estos servicios necesarios? Marque todo lo que corresponda.

Response	Percent	n
Ninguno aplica	47.3	35
Cuidado dental	41.9	31
Cuidado de la visión	23.0	17
Atención médica	20.3	15
Cuidado de la salud mental	12.2	9

Response	Percent	n
Medicamentos con receta	8.1	6

¿Alguna de estas cosas le ha impedido obtener algún tipo de atención médica? Marque todo lo que corresponda.

Response	Percent	n
Cuesta mucho	24.5	25
No tengo seguro médico	11.8	12
Se tarda demasiados días en conseguir una cita	10.8	11
No puede pagar recetas medicas	7.8	8
No sabia a donde ir	6.9	7
El doctor no acepta Medi-Cal/Medicaid	5.9	6
Barreras del idioma	3.9	4
No tuve forma de ir o venir de la cita	3.9	4
El doctor no acepta Medicare	2.0	2
El médico no acepta nuevos pacientes	2.0	2
No aplica	7.8	8
Dental porque as clínicas não aceitam HMO	1.0	1
El consultorio médico no estaba abierto cuando yo puedo ir	1.0	1
El doctor no aceptan la aseguranza	1.0	1
Falta de tiempo	1.0	1
No cubrió medical mi tratamiento dental	1.0	1
No porque todos tenemos IEHP medical , en ese aspecto no hemos tenido problemas	1.0	1
No pudo obtener cuidado	1.0	1

Response	Percent	n
de niños durante la cita		
None	5.9	6

Childcare / Cuidado de Niños

¿Qué utiliza actualmente para satisfacer sus necesidades de cuidado de niños? Marque todo lo que corresponda.

Response	Percent	n
No aplicable	53.4	39
Padres, amigos de la familia o vecinos	19.2	14
Guardería infantil y/o de niños	11.0	8
Los niños están en la escuela o tienen la edad suficiente para quedarse solos	9.6	7
Head Start/Early Head Start	6.8	5
Programas extracurriculares (por ejemplo, despues de la escuela)	5.5	4
NA	1.4	1
NADA	1.4	1
Niñera informal	1.4	1

¿Cómo paga el cuidado de sus hijos? Marque todo lo que corresponda.

Response	Percent	n
No aplica	68.5	50
Yo pago directamente por el cuidado de mis hijos	16.4	12

Response	Percent	n
Uso un programa gratis	9.6	7
Recibo un descuento o subsidio	5.5	4
NA	2.7	2

¿Cuál de estas cosas le impide obtener suficiente cuidado de niños? Marque todo lo que corresponda.

Response	Percent	n
No aplica	57.1	44
No puedo pagarlo / No me alcanza el dinero	20.8	16
No confío en las guarderías	9.1	7
NA	5.2	4
La guardería no tenía espacios disponibles	2.6	2
Cuidado para infantes/bebes no estaba disponible	1.3	1
Other	1.3	1
La guardería o centro cuidado de los niños está demasiado lejos	1.3	1
Nada	1.3	1

COVID-19 impacts / Impactos de COVID-19

Desde marzo de 2019, ¿usted o alguien en su hogar perdió su trabajo o se le redujeron las horas debido a la pandemia de COVID-19?

Response	Percent	n
No	50.7	37
Sí	49.3	36

Desde marzo de 2019, ¿fue desalojado o no pudo pagar el alquiler ("la renta") o la hipoteca de su casa debido a las dificultades financieras causadas por la pandemia de COVID-19?

Response	Percent	n
No	80.8	59
Sí	19.2	14

¿Tuvo una pérdida de cuidado infantil/niños debido a la pandemia de COVID-19?

Response	Percent	n
No aplica	58.3	42
No	30.6	22
Sí	11.1	8

¿Su empleador creó un ambiente seguro para que usted trabajara durante la pandemia de COVID-19?

Response	Percent	n
Sí	42.5	31
No aplica	41.1	30
No	16.4	12

¿Sintió que tenía que ir a trabajar a pesar de que tenía miedo de contraer/contagiar el COVID-19?

Response	Percent	n
Sí	58.9	43
No aplica	30.1	22
No	11.0	8

¿Pudo vacunarse contra el COVID?

Response	Percent	n
Sí	83.6	61

Response	Percent	n
No	16.4	12

¿Comenzó a usar algún programa/servicio de CAP desde el comienzo de la pandemia de COVID-19?

Response	Percent	n
No	91.9	68
Sí	8.1	6

Si es así, ¿qué programas/servicios utilizó?

Response	Percent	n
Asistencia en utilidades	20	1
Computadora y Taxes	20	1
IHEAP	20	1
Utility assistance	20	1
Weatherization program	20	1

Disability / Discapacidad

¿Alguien en su hogar tiene una discapacidad?

Response	Percent	n
No	68.9	51
Sí	31.1	23

En algún momento de este año, ¿alguien en el hogar tuvo una discapacidad que limitó el trabajo que podía hacer?

Response	Percent	n
Sí	82.6	19
No	17.4	4

En caso afirmativo, ¿qué edad tienen las personas de su hogar con discapacidad/discapacidades? Marque todo lo que corresponda.

Response	Percent	n
55 y más	47.8	11
25-54	30.4	7
Menores de 18 años	26.1	6
18-24	13.0	3

Aspirational Questions / Preguntas aspiracionales

Si tuviera que cambiar de trabajo en los próximos años y pudiera elegir cualquier industria, ¿qué le gustaría hacer?

Notes:
7. N=74 Spanish language responses from both the paper and electronic surveys; every response was coded to a value like the English survey coding.
8. The paper copies allowed respondents to leave fields blank whereas the electronic version of the survey did not.
9. The Spanish survey responses were recoded to the same categories as the English surveys, hence the English translations.

Response	Percent	n
government	2.7	2
self employed	2.7	2
service sector	8.2	6
education	9.6	7
construction	1.4	1
IT/technology	1.4	1
finance/accounting	1.4	1
healthcare	6.8	5
other professional	4.1	3
other service	2.7	2
other general	17.8	13
transportation/driver	1.4	1
do not want to switch	6.8	5
retired	4.1	3
NA	24.7	18

Response	Percent	n
no response	4.1	3

Aspirational: Job (Spanish Survey)

Category	Percent
government	2.74%
self employed	2.74%
service sector	8.22%
education	9.59%
construction	1.37%
IT/technology	1.37%
finance/accounting	1.37%
healthcare	6.85%
other professional	4.11%
other service	2.74%
other general	17.81%
transportation/driver	1.37%
do not want to switch	6.85%
retired	4.11%
NA	24.66%
no response	4.11%
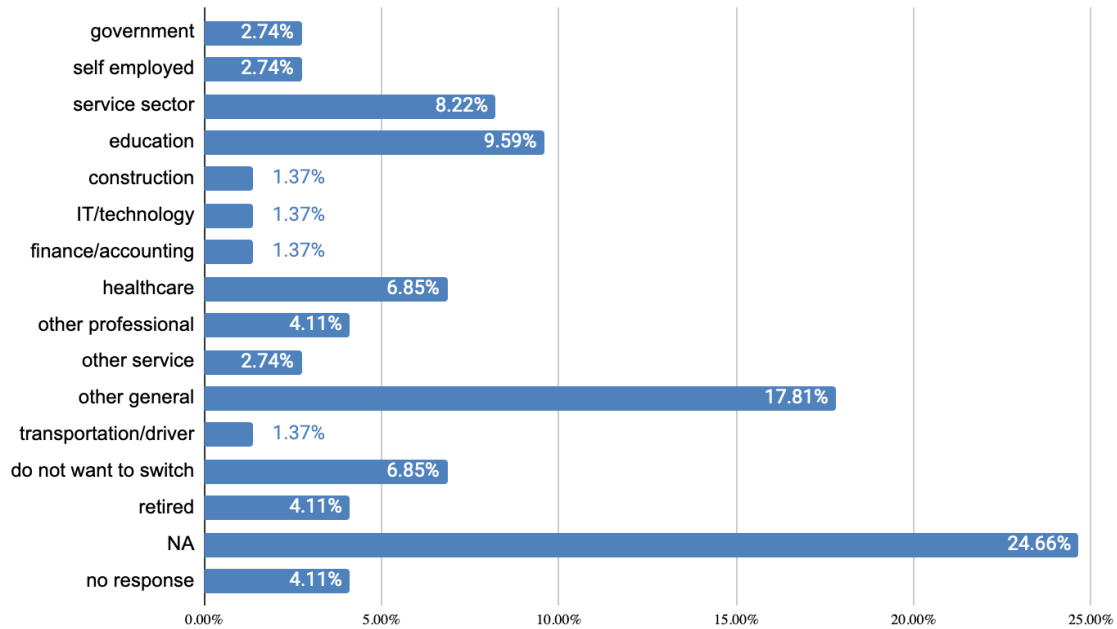
Si tuviera que mudarse de su vivienda actual, ¿cómo sería su próximo hogar ideal?

Response	Percent	n
Owned house	62.5	10
Owned condo	12.5	2
Rental apartment	12.5	2
Other	12.5	2

Aspirational: Housing (Spanish Survey)

Category	Percent
Other	12.50%
Rental apartment	12.50%
Owned condo	12.50%
Owned house	62.50%

0.00%   20.00%   40.00%   60.00%
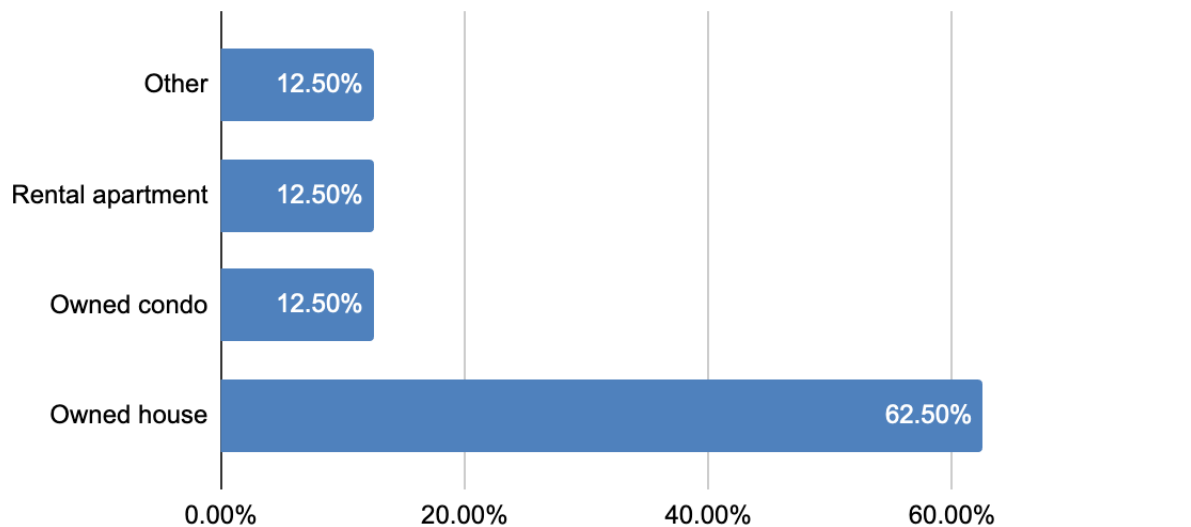
Demographic Questions / Preguntas demográficas

¿En qué ciudad vive? Drop-down menu con todas las ciudades, incluye "area no incorporada" y "otras"

Response	Percent	n
Riverside	21.9	16
Perris	9.6	7
Hemet	8.2	6
Desert Hot Springs	5.5	4
Indio	5.5	4
Jurupa Valley	5.5	4
San Jacinto	5.5	4
Beaumont	4.1	3
Coachella	4.1	3
Corona	4.1	3

Response	Percent	n
Moreno Valley	4.1	3
area no incorporada	4.1	3
Palm Desert	2.7	2
Banning	1.4	1
Blythe	1.4	1
Cathedral City	1.4	1
Eastvale	1.4	1
Lake Elsinore	1.4	1
Menifee	1.4	1
Milwaukee	1.4	1
Nuevo	1.4	1
Palm Springs	1.4	1
San Francisco	1.4	1
Temecula	1.4	1

¿Cuántas personas viven en su hogar?

Response	Percent	n
5+	44.6	33
2	20.3	15
4	16.2	12
1	9.5	7
3	9.5	7

¿Cual es su edad?

Response	Percent	n
35-44	37.0	27

Response	Percent	n
45-54	21.9	16
55-64	16.4	12
25-34	12.3	9
65-75	4.1	3
75+	4.1	3
0-17	2.7	2
18-24	1.4	1

¿Cuántas personas que viven en su hogar son menor de 5 años?

Response	Percent	n
0	61.1	44
1	25.0	18
2	9.7	7
3	2.8	2
5	1.4	1

¿Cuántas personas que viven en su hogar tienen entre 5 y 17 años?

Response	Percent	n
0	32.9	24
1	24.7	18
2	19.2	14
3	13.7	10
5	4.1	3
4	2.7	2
No aplica	2.7	2

¿Cuántas personas que viven en su hogar tienen entre 18 y 24 años?

Response	Percent	n
0	62.0	44
1	23.9	17
2	8.5	6
11	1.4	1

Response	Percent	n
3	1.4	1
5	1.4	1
No aplica	1.4	1

¿Cuántas personas que viven en su hogar tienen entre 25 y 54 años?

Response	Percent	n
2	40.3	29
1	22.2	16
0	20.8	15
3	6.9	5
4	2.8	2
1	1.4	1
10	1.4	1
6	1.4	1
5	1.4	1
No aplica	1.4	1

¿Cuántas personas que viven en su hogar tienen entre 55 y 64 años?

Response	Percent	n
0	77.5	55
1	18.3	13
2	4.2	3

¿Cuántas personas que viven en su hogar tienen entre 65 y 74 años?

Response	Percent	n
0	70	62
1	8.6	6
2	1.4	1
No aplica	1.4	1

¿Cuántas personas que viven en su hogar tienen 75 años o más?

Response	Percent	n
0	94.3	66
1	5.7	4

Response	Percent	n
2	1.4	1

¿Cuál es su género?

Response	Percent	n
femenina	82.4	61
masculino	17.6	13

¿Qué idioma habla en casa?

Response	Percent	n
Español	86.5	64
Inglés	32.4	24
NA	1.4	1
Portuguese	1.4	1

¿Cuál es su raza/etnicidad? Marque todo lo que corresponda.

Response	Percent	n
Origen hispano, latino o español	90.5	67
Blanca	6.8	5
Indigena de las Américas o nativa de Alaska	2.7	2
Asiática	1.4	1
Brasileira	1.4	1
NA	1.4	1
Other	1.4	1

¿Cuál es el nivel más alto de educación que ha completado?

Response	Percent	n
Educación secundaria incompleta	39.7	29
Educación secundaria completada / Diploma de high school	35.6	26
Alguna educación superior	13.7	10
Título de asociado	5.5	4
Licenciatura / título de pregrado	4.1	3
Título de postgrado (por ejemplo, maestría, doctorado)	1.4	1

¿Eres un ciudadano de los Estados Unidos?

Response	Percent	n
Si	56.2	41
No	43.8	32

¿Cuál es su estatus migratorio?

Response	Percent	n
Prefiero no contestar	46.9	15
Residencia permanente	43.8	14
Estado protegido (por ejemplo, DACA, TPS, otros)	9.4	3

Cuál es su estado civil?

Response	Percent	n
Casada/o	52.1	38

Response	Percent	n
Soltera/o	20.5	15
Divorciada/o	17.8	13
Separada/o	4.1	3
Unión libre	4.1	3
Viudo	1.4	1

¿Ha recibido servicios de Community Action Partnership (CAP) o sus programas en los últimos 12 meses?

Response	Percent	n
No	67.1	49
Sí	32.9	24

Por favor comparta cualquier programa de Community Action Partnership (CAP) que haya utilizado en los últimos 12 meses. Marque todo lo que corresponda.

Response	Percent	n
Utility Assistance/Asistencia de servicios públicos	60.6	20
Free tax return preparation (VITA)/Preparación gratuita de declaraciones de impuestos (VITA)	15.2	5
Weatherization/Climatización	15.2	5
Ninguno	12.1	4
Saving for Success/Ahorrar para el éxito	9.1	3
Ajuda para pagamento à Edison e arranjos na casa ventanas	3.0	1

Response	Percent	n
Hace 4 años que los necesite	3.0	1
Mediation/Mediación	3.0	1
No	3.0	1
Tech for Success (laptops/desktop computers)/Tech for Success (proporcionando computadoras portátiles/de escritorio)	3.0	1
Visited a Cool or Warm Center/Visitó un Centro de Enfriamiento o Centro de Calentamiento	3.0	1

¿Cómo se enteró de los servicios de Community Action Partnership (CAP)?

Response	Percent	n
Anuncios o búsque en volantes, internet, periódico, radio	30.3	10
Referencia de una organización comunitaria	30.3	10
Familiar, vecino, amigo	21.2	7
He recibido este servicio antes	15.2	5
Referencia de una empresa de servicios públicos	12.1	4
Asistí a un evento comunitario	6.1	2
Mi consegero	3.0	1
No aplica	3.0	1

Si no quedó satisfecho con alguno de los servicios que recibió, díganos por qué:

Response	Percent	n
Tuve que esperar demasiado para recibir el servicio	12.1	4
Me avergonzaba usar el servicio	9.1	3
No aplica	24.2	8
No fui considerado elegible para el servicio que necesitaba	9.1	3
Tuve problemas para reunir la documentación correcta que CAP quería	6.1	2
0	21.2	7
Si quede satisfecha	18.2	6

Survey Instrument - English

COMMUNITY MEMBER NEEDS SURVEY

We are conducting a 2023 Riverside County Needs Assessment survey and would like to invite you to participate.

How does providing this information benefit you and your community?

Your valuable input helps us improve programs and bring resources that assist low-income households. It also helps create local solutions and improve programs with a better understanding your community's needs and assets.

How is your information used?

This survey is anonymous and not connected to any personal information. We will not tie any of the answers back to your information.

What information will you ask from me?

The questions are simple and based on your day-to-day experiences. We ask questions related to your challenges with transportation, employment, food and other difficulties you face, such as cost of rent increases. All we ask is that you please answer to the best of your ability.

Your participation is completely voluntary, and you may withdraw at any point prior to submitting your answers. Please note that you can still receive goods and services without completing this survey.

By taking our survey, you'll be eligible to win a **$100 gift card!** To enter the drawing, kindly fill out the information below:

Name:
Phone Number:
Email:

Please be assured that the contact information you enter will not be attached to your responses. Limit one $100 gift card per participant. No duplicate entries will be accepted. Gift cards will be administered by Inland SoCal United Way and may not be used for alcohol or tobacco purchases.

COMMUNITY MEMBER NEEDS SURVEY

This survey is anonymous and not connected to any personal information.
Please answer to the best of your ability.

TRANSPORTATION

1. What is your PRIMARY mode of transportation? Check one.

☐ Car
☐ Motorcycle
☐ Bus
☐ Metrolink
☐ Ride with others/carpool/vanpool
☐ Bicycle/skateboard/scooter
☐ Taxi/Uber/Lyft
☐ Walking
☐ Other _____

2. In the past 12 months, has anyone in your household experienced any of the following problems with transportation? Check all that apply.

☐ Cannot afford gas   ☐ Cannot afford car repairs
☐ No access to a car   ☐ No car insurance
☐ No driver's license or license suspended ☐ Bus/Metrolink too far away
☐ Bus/Metrolink too expensive   ☐ Bus/Metrolink doesn't come often enough
☐ Does not apply   ☐ Other _____

PROBLEMS

3. If you had an unexpected $400 expense this month, would you have enough income or savings to cover that?

☐ Yes   ☐ No

4. What are the top three things you've had trouble with this year? Please select your 1st, 2nd, and 3rd top needs.

☐ Adult education/GED programs
☐ Animal Care (e.g., spay/neuter services, pet licensing, veterinarian bills, pet food, etc.) _____
☐ Childcare
☐ Dental care
☐ Disability services
☐ Documentation Status
☐ Domestic violence assistance
☐ Employment
☐ English (ESL) Classes
☐ Financial assistance
☐ Food assistance
☐ Health care
☐ Housing Assistance
☐ Job training
☐ Legal assistance
☐ Mental health services

☐Parenting classes
☐Safety/crime prevention
☐Senior citizen services
☐Substance abuse assistance
☐Transportation
☐Veterans services
☐Utility assistance
☐Youth programs/tutoring
☐None of the above
☐Other _____

5. Did you get any help or service on any of these needs?
☐ Yes ☐ No

6. If so, what did you receive help with?
_____

WORK
7. Do you work for pay?
☐ Yes ☐ No

8. If you work for pay, do you have more than one job?
☐ Yes ☐ No

9. If you work for pay, which of the following applies to you? Select all that apply.
☐ Work full-time (40 hours/week or more)
☐ Work part-time (35 hours/week or less)
☐ Work seasonal or temporary jobs
☐ Work informally
☐ Other _____

10. What type of job do you have?
☐ Construction
☐ Manufacturing
☐ Retail
☐ Service and Hospitality
☐ Transportation and Utilities
☐ Healthcare
☐ Education
☐ Logistics – Warehousing and Distribution
☐ Farming, Fishing, or Forestry
☐ Other: _____
☐ Does not apply

11. Does your job provide health insurance?
☐ Yes ☐ No ☐ Does not apply

12. Do any of these things prevent you from working or limit your ability to work/get a better job? Check all that apply.

☐ Caring for family   ☐ Childcare

☐ Criminal history   ☐ Lack of Necessary Education/Skills

☐ Health Problems   ☐ Retired

☐ Student   ☐ Transportation problems

☐ Drug/alcohol problems   ☐ Limited English speaking/reading/writing ability

☐ Does not apply

☐ Other _____

13. What will the total income for your household be this year?

☐ Less than $20,000

☐ $20,000-$29,999

☐ $30,000-$39,999

☐ $40,000-$49,999

☐ $50,000-$59,999

☐ $60,000-$69,999

☐ $70,000-$79,999

☐ $80,000-$89,999

☐ $90,000-$99,999

☐ $100,000-$149,999

☐ $150,000 or more

14. If you were to change jobs within the next few years, and could choose any industry to be in, what would you like to do?

_____

HELP -- SERVICES

15. Many families receive help from various sources. Please check all the services that you received help from within the last year.

☐ Child support

☐ CalFresh (Food Stamps)

☐ Disability

☐ Temporary Assistance to Needy Families (TANF)

☐ Social Security

☐ Retirement/Pensions

☐ Unemployment Insurance

☐ Women Infant and Children (WIC)

☐ Worker's Compensation

☐ Section 8 Housing Subsidy

☐ Low Income Housing Energy Assistance Program (LIHEAP)

☐ Other _____

16. Do you know of any services that you qualify for but have decided _not_ to use?

☐ Yes   ☐ No

17. If yes, what services are these?

_____

18. Sometimes people don't use services that they could benefit from. Why do you think that is? Select all that apply.

☐ Because they feel too ashamed to use them
☐ Because of their immigration documentation status
☐ They do not know about available programs/services
☐ They cannot access available programs/services
☐ Applying is too complicated
☐ It is too hard to get them
☐ They are not eligible for available programs/services
☐ I disagree. Most people who need the programs/services use them
☐ Other _____

19. In the past 12 months, have any of these things happened to you?

☐ Borrowed money to pay bills   ☐ Fell behind on rent or mortgage payments
☐ Pawned or sold valuables to pay bills   ☐ Had property (car, furniture, etc.) repossessed
☐ Pressured by a bill collector   ☐ Used a check-cashing service
☐ Used a payday loan service   ☐ Had utilities shut off
☐ Other _____

HOUSING

20. Which best describes your housing situation? Select all that apply.

☐ I rent my place
☐ I own my own place
☐ I live in a multi-family home
☐ I live in military housing
☐ I live in senior housing
☐ I have no place to stay
☐ I am staying in a shelter
☐ I live with friends/family
☐ I live in my car
☐ I live in transitional group housing
☐ Other _____

21. If you rent, have you had any trouble getting your landlord to make needed repairs?

☐ Yes   ☐ No   ☐ Does not apply

22. If you answered yes to the previous question, what repairs needed to be made?

_____

23. Do you feel worried about having stable housing in the near future? (For example, because of affordability, eviction, or health problems).

☐Yes   ☐ No

24. Have you experienced any of the following problems related to housing in the past 12 months? Check all that apply.
☐ I was evicted
☐ I was threatened with eviction
☐ I cannot find affordable housing
☐ I was homeless
☐ My house was foreclosed
☐ I live in a condemned house
☐ My physical disability makes it hard to find   housing
☐ None
☐ Other _____

25. If you have rented in the past year and moved, when moving out, have you ever felt that your security deposit was unfairly withheld?
☐ Yes   ☐ No   ☐ Does not apply

26. If you answered yes to the previous question, why do you think it was withheld?
_____

27. What is your rent/mortgage payment each month?
☐ $0-$249
☐ $250-$499
☐ $500-$999
☐ $1,000-$1,999
☐ $2,000-$2,999
☐ $3,000-$3,999
☐ $4,000-$4,999
☐ $5,000+
☐ I do not pay rent/mortgage

28. How much do you pay for utilities (water, electricity, gas) each month?
☐ $0-$24
☐ $25-$49
☐ $50-$74
☐ $75-$99
☐ $100-$149
☐ $150-$199
☐ $200+
☐ I do not pay for utilities

29. Do you feel safe in your neighborhood?
☐ Yes   ☐ No

30. If yes, why?
_____

31. If no, why not?

_____

32. If you were to move from your current housing, what would your ideal next home look like?
☐ Trailer/RV   ☐ Owned condo
☐ Rental apartment   ☐ Owned house
☐ Other _____

INTERNET
33. Do you have access to the internet where you live?
☐ Yes   ☐ No

34. If your answer is yes to the previous question, what type of non-cell phone internet connection do you have?
☐ Dial up (not cable, not an ethernet cable connection)
☐ Mobile/roaming hotspot (a separate device, typically purchased through a cellphone provider, which provides a wifi signal/access)
☐ Broadband (examples: cable modem that can create a wifi signal, fiber optic, use of an ethernet cable)
☐ Other _____

35. If you have access to the internet where you live, how reliable is your internet connection on a typical day?

Very unreliable   Somewhat unreliable   Not reliable or unreliable   Somewhat reliable   Very reliable
☐   ☐   ☐   ☐   ☐

36. How do you primarily access the internet?
☐ I do not use the internet
☐ I use my cell phone
☐ Public computers at the library
☐ Wifi at a business
☐ At a friend's or family member's house
☐ Other _____

FOOD SECURITY
37. In the last 12 months, how often has the following statement been true: "The food that we bought just didn't last, and we didn't have money to get more."
  ☐ Often   ☐ Sometimes   ☐ Never

38. In the last 12 months, how often has the following statement been true: "We couldn't afford to eat healthy meals."
  ☐ Often   ☐ Sometimes   ☐ Never

39. In the last 12 months, were you ever hungry but didn't eat, or did you ever eat less than you felt you should because there wasn't enough money for food?
☐ Often   ☐ Sometimes   ☐ Never

40. In the past 12 months, have you used any of the following food resources? Check all that apply.

☐ Food pantry ☐ Free/reduced breakfast or lunch program
☐ WIC ☐ Meals on Wheels
☐ Summer meals for kids ☐ Senior center meal program
☐ Cal fresh (food stamps) ☐ None of the above
☐ Other _____

HEALTH CARE & INSURANCE

41. Do all the adults (age 18 and over) in your household have health insurance?
☐ Yes ☐ No

42. How many adults in your household (age 18 and over) have insurance (including MediCal/Medicaid and Medicare)?
☐1 ☐2 ☐3 ☐4 ☐5 ☐Other

43. Do all the children/youth (under age 18) in your household have health insurance?
☐ Yes ☐ No ☐ There are no children in the household

44. How many children/youth (under age 18) in your household have insurance (including MediCal/Medicaid and Medicare)?
☐1 ☐2 ☐3 ☐4 ☐5 ☐ Does not apply ☐Other _____

45. Do you receive any of these:
☐ Medi-Cal/Medicaid (Health care insurance for low-income individuals)
☐ Medicare (health insurance for people 65 years and older, or under 65 years old with disabilities)
☐ Marketplace (e.g., insurance provided by the Affordable Care Act, also known as Obamacare)
☐ I have no insurance
☐ Other _____

46. In the past 12 months, have you or anyone in your household been unable to access any of these needed services? Check all that apply.
☐ Medical care
☐ Dental care
☐ Vision care
☐ Mental health care
☐ Prescription drugs
☐ None apply

47. Have any of these things prevented you from getting healthcare? Check all that apply.
☐ It costs too much
☐ Cannot afford prescriptions
☐ Have no insurance
☐ Nervous/afraid to go
☐ Language barriers
☐ Did not know where to go
☐ Religious reasons

☐ Could not get childcare for the appointment
☐ Have no way to get to or from the appointment
☐ The medical office was not open at a time when I could get there
☐ It takes too many days to get an appointment
☐ The doctor does not accept new patients
☐ The doctor does not accept MediCal
☐ The doctor does not accept Medicare
☐ Other: _____

CHILDCARE

48. What do you currently use for childcare? Check all that apply.

☐ After school program   ☐ Head Start/Early Head Start
☐ Day care center   ☐ Registered/licensed childcare provider
☐ Parent, family, friends or neighbors   ☐ Informal babysitter
☐ Children are in school or old enough to be left on their own
☐ Other _____
☐ Does not apply

49. How do you pay for your childcare? Check all that apply.

☐ I pay for it myself
☐ I use a free program
☐ A subsidized/discounted program
☐ Does not apply
☐ Other _____

50. Which of these things prevent you from getting enough childcare?

☐ I cannot afford it
☐ Infant care was not available
☐ I do not trust day care centers
☐ Days/times needed were not available
☐ There were no available day care slots
☐ The quality of the day care center was not good
☐ Childcare is too far away
☐ Does not apply
☐ Other _____

COVID-19 Coronavirus

51. Since March 2019, did you or anyone in your household lose your job or have your hours reduced due to the COVID-19 Pandemic?

☐ Yes   ☐ No

52. Since March 2019, were you evicted or unable to pay your rent or mortgage due to financial hardships caused by the COVID-19 Pandemic?

☐ Yes   ☐ No

53. Did you experience a loss of childcare because of the COVID-19 Pandemic?

☐ Yes   ☐ No   ☐ Does not apply

54. Did your employer create a safe environment for you to work in during the COVID-19 Pandemic?
☐Yes   ☐No   ☐ Does not apply

55. Did you feel that you still had to go to work even though you were afraid of contracting/spreading COVID-19?
☐Yes   ☐No   ☐ Does not apply

56. Were you able to get a COVID vaccination?
☐Yes   ☐No

57. Did you start using any CAP programs/services since the start of the COVID-19 pandemic?
☐Yes   ☐No

58. If so, which CAP programs/services did you use?
_____

DISABILITY
59. Does anyone in your household have a disability?
☐Yes   ☐ No

60. At any time this past year, did anyone in your household have a disability that limited the work they could do?
☐Yes   ☐ No

61. How old are the people in your household who have a disability/disabilities? Check all that apply.
☐ Under 18
☐ 18-24
☐ 25-54
☐ 55 and over

GENERAL INFORMATION
62. What city do you live in?
☐   Banning
☐   Beaumont
☐   Blythe
☐   Calimesa
☐   Canyon Lake
☐   Cathedral City
☐   Coachella
☐   Corona
☐   Desert Hot Springs
☐   Eastvale
☐   Hemet
☐   Indian Wells

- ☐ Indio
- ☐ Jurupa Valley
- ☐ La Quinta
- ☐ Lake Elsinore
- ☐ Menifee
- ☐ Moreno Valley
- ☐ Murrieta
- ☐ Norco
- ☐ Palm Desert
- ☐ Palm Springs
- ☐ Perris
- ☐ Rancho Mirage
- ☐ Riverside
- ☐ San Jacinto
- ☐ Temecula
- ☐ Wildomar
- ☐ In an unincorporated area
- ☐ Other

63. How many people live in your household?
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5+

64. What is your age?
- ☐ 0-17
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75+

65. How many people living in your household are each of the following ages?

	How Many Are:
Under 5	
5-17	
18-24	

25-54	
55-64	
65-74	
75+	

66. What is your gender?
☐ Female
☐ Male
☐ Other/Prefer to describe as _____

67. What language do you speak at home?
☐ English
☐ Spanish
☐ Other: _____

68. What is your race/ethnicity? Check all that apply.
☐ Hispanic, Latino, or Spanish origin
☐ Black/African American
☐ Asian
☐ Native Hawaiian
☐ Pacific Islander
☐ White
☐ American Indian or Alaskan Native
☐ Other _____

69. What is the highest level of education you have completed?
☐ Less than a high school degree
☐ High school diploma/HSE/GED
☐ Some college
☐ Associate degree
☐ Bachelor's degree
☐ Graduate degree

70. Are you a US citizen?
☐ Yes   ☐ No

71. What is your immigration status?
☐ Green card
☐ Visa
☐ Protected status
☐ Decline to state

72. What is your marital status?
☐ Single
☐ Married
☐ Separated
☐ Divorced
☐ Widowed
☐ Domestic Partner

COMMUNITY ACTION PARTNERSHIP SERVICES
73. Have you received services from Community Action Partnership (CAP) or its programs in the past 12 months?
☐ Yes   ☐ No   ☐ Do not know

74. Please select any Community Action Partnership programs you have used in the past 12 months. Check all that apply.
☐ Utility Assistance
☐ Weatherization
☐ Free tax return preparation (VITA)
☐ Mediation
☐ Conflict Resolution training
☐ Visited a Cool or Warm Center
☐ Saving for Success
☐ Tech for Success (laptops/desktop computers)
☐ Lingafelter Fund
☐ Other _____

75. How did you hear about Community Action Partnership's programs and services? Check all that apply.
☐ Flyers, internet, newspaper, radio
☐ Referral from a community organization
☐ Referral from a utility company
☐ Attended a community event
☐ I have received this service before
☐ Family, neighbor, friend
☐ I know someone at CAP
☐ Other _____

76. If you have received services from Community Action Partnership, how satisfied were you with the services provided to you?

Very dissatisfied	Somewhat dissatisfied	Not satisfied or dissatisfied	Somewhat satisfied	Very satisfied
☐	☐	☐	☐	☐

77. If you were unsatisfied with any of the services that you received, please tell us why.
☐ I had to wait too long to receive the service
☐ I did not have transportation to access services

☐ I was embarrassed to use the service
☐ I was not considered eligible for the service
☐ I had trouble collecting the right paperwork that CAP wanted
☐Other _____

78. How helpful did you feel the staff were?

Very unhelpful	Somewhat unhelpful	Neither helpful nor unhelpful	Somewhat helpful	Very helpful
☐	☐	☐	☐	☐

79. How helpful did you feel the services were?

Very unhelpful	Somewhat unhelpful	Neither helpful nor unhelpful	Somewhat helpful	Very helpful
☐	☐	☐	☐	☐

Survey Instrument/Encuesta - Spanish/Español

ENCUESTA

Estamos realizando una encuesta de Evaluación de Necesidades del condado de Riverside de 2023 y nos gustaría invitarlo a participar.

¿Cómo le beneficia a usted ya su comunidad proporcionar esta información?

Su valioso aporte nos ayuda a mejorar los programas y traer recursos que ayuden a los hogares de bajos ingresos. También ayuda a crear soluciones locales y mejorar los programas con una mejor comprensión de las necesidades y los activos de su comunidad.

¿Cómo se utiliza su información?

Esta encuesta es anónima y no está relacionada con ninguna información personal. No relacionaremos ninguna de las respuestas con su información.

¿Qué información me pedirá?

Las preguntas son simples y están basadas en sus experiencias diarias. Hacemos preguntas relacionadas con sus desafíos con el transporte, el empleo, la comida y otras dificultades que enfrenta, como los aumentos en el costo del alquiler. Todo lo que le pedimos es que responda lo mejor que pueda.

Su participación es completamente voluntaria y puede retirarse en cualquier momento antes de enviar sus respuestas. Tenga en cuenta que aún puede recibir servicios sin completar esta encuesta.

Al completar nuestra encuesta, ¡será elegible para ganar una tarjeta de regalo de $100! Para participar en el sorteo, por favor complete la siguiente información:

Nombre:
Número de Teléfono:
Correo Electrónico:

Tenga la seguridad de que la información de contacto que ingrese no se adjuntará a su respuesta. Límite de una tarjeta de regalo de $100 por participante. No se aceptarán entradas duplicadas. Las tarjetas de regalo serán administradas por Inland SoCal United Way y no podrán usarse para compras de alcohol o tabaco.

ENCUESTA

Esta encuesta es anónima y no está conectado a ninguna información personal.
Por favor, responda a la medida de su capacidad.

TRANSPORTACIÓN

1. ¿Cuál es su principal medio de transporte?

☐ Carro

☐ Motocicleta

☐ Autobús

☐ Metrolink

☐ Viajar con otros/compartir coche/vanpool

☐ Bicicleta/monopatín/scooter

☐ Taxi/Uber/Lyft

☐ Caminar

☐ Otras _____

2. En los últimos 12 meses, ¿alguien en su hogar ha tenido alguno de los siguientes problemas con el transporte? Marque todo lo que corresponda.

☐ No puede pagar la gasolina

☐ No puede pagar las reparaciones del automóvil

☐ No tiene acceso a un coche

☐ No tiene seguro de coche

☐ No tengo licencia de conducir o licencia suspendida

☐ El autobús/Metrolink esta demasiado lejos

☐ El autobús/Metrolink es demasiado caro

☐ El bus/metrolink no viene lo suficientemente seguido

☐ No se aplica

☐ Otras _____

PROBLEMAS

3. Si tuviera un gasto inesperado de $400 este mes, ¿tendría suficientes ingresos o ahorros para cubrirlo?

☐ Sí   ☐ No

4. ¿Cuáles son las tres cosas principales con las que ha tenido problemas este año? Escoja tres.

☐ Programas de educación para adultos/GED

☐ Cuidado de las mascotas (por ejemplo, servicios de esterilización/castración, licencias para mascotas, facturas del veterinario, alimentos para mascotas, etc.)

☐ Cuidado de los niños

☐ Cuidado dental

☐ Servicios para discapacitades

☐ Estatus migratorio

☐ Asistencia de violencia doméstica

☐ Empleo

☐ Clases de inglés (ESL)

☐ Asistencia financiera

☐ Asistencia alimentaria

☐ Cuidado de la salud

☐ Asistencia para la Vivienda

☐ Formación profesional

☐ Asistencia legal

☐ Servicios de salud mental
☐ Clases para padres
☐ Seguridad/prevención de delitos
☐ Servicios para personas mayores
☐ Asistencia por abuso de sustancias
☐ Transportación
☐ Servicios para veteranos
☐ Asistencia de servicios públicos
☐ Programas juveniles/tutoría
☐ Ningunas de las anteriores
☐ Otras _____

5. ¿Recibió alguna ayuda o servicio en esas necesidades?
☐ Sí   ☐ No

6. Si es así, ¿de qué programas recibió apoyo?

TRABAJO
7. ¿Trabajas por paga?
☐ Sí   ☐ No

8. Si trabaja por paga, ¿tiene más de un trabajo?
☐ Sí   ☐ No

9. Si trabaja por pago, ¿cuál de los siguientes le aplica a usted? Seleccione todas las que correspondan.
☐ Trabajar a tiempo completo (40 horas/semana)
☐ Trabajos de temporada o temporales
☐ Trabajar informalmente
☐ Otras _____

10. ¿Qué tipo de trabajo tienes?
Seleccionar todo lo que corresponda.
☐ Construcción
☐ Fabricación
☐ Venta minorista (por ejemplo, tiendas)
☐ Servicio y hospitalidad
☐ Transporte y servicios públicos
☐ Cuidado de la salud
☐ Educación
☐ Logística, almacenamiento y distribución
☐ Agricultura, pesca o silvicultura
☐ Otras_____
☐ No se aplica

11. ¿Su trabajo proporciona seguro médico?

139

☐ Sí   ☐ No   ☐ No se aplica

12. ¿Alguna de estas cosas le impide trabajar? Marque todo lo que corresponda.

☐ Cuidando a la familia   ☐ Cuidado de niños
☐ Historia criminal   ☐ Falta de educación/habilidades necesarias
☐ No hablan Inglés   ☐ Problemas de salud
☐ Jubilada/o   ☐ Estudiante
☐ Problemas de transporte   ☐ Problemas de drogas/alcohol
☐ No se aplica
☐ Otras _____

13. ¿Cuál será el ingreso de su hogar este año?

☐ Menos de $20,000
☐ $20,000-$29,999
☐ $30,000-$39,999
☐ $40,000-$49,999
☐ $50,000-$59,999
☐ $60,000-$69,999
☐ $70,000-$79,999
☐ $80,000-$89,999
☐ $90,000-$99,999
☐ $100,000-$149,999
☐ Más de $150,000

14. Si tuviera que cambiar de trabajo en los próximos años y pudiera elegir cualquier industria, ¿qué le gustaría hacer?

_____

AYUDA – SERVICIOS

15. Muchas familias reciben ayuda de varias fuentes. Marque todos los servicios de los que recibió ayuda.

☐ La pensión alimenticia o manutención de los hijos
☐ CalFresh (cupones de alimentos)
☐ Discapacidad
☐ Asistencia Temporal a Familias Necesitadas (CalWorks)
☐ Seguridad Social
☐ Pensión de retiro
☐ Seguro de desempleo
☐ Mujeres, Infantes y Niños (WIC)
☐ Compensación laboral
☐ Subsidio de vivienda de la Sección 8
☐ Programa de Asistencia de Energía para Viviendas de Bajos Ingresos (LIHEAP)
☐ Otras _____

16. ¿Conoce algún servicio para el que califique pero hay decidido no utilizarlo?

☐ Sí   ☐ No

17. En caso afirmativo, ¿qué servicio(s) son estos?
_____

18. A veces, las personas no usan servicios o programas de los que podrían beneficiarse. ¿Por qué crees que es? Seleccione todas las que correspondan.
☐ Se sienten demasiado avergonzados de usarlos
☐ Por su estatus migratorio
☐ No conocen los programas disponibles
☐ No tienen acceso a los programas disponibles
☐ Aplicar es demasiado complicado
☐ Es muy dificil conseguirlos
☐ No son elegibles para los programas disponibles
☐ No estoy de acuerdo, la mayoría de las personas que necesitan los servicios o programas los reciben y utilizan
☐ Otras _____

19. En los últimos 12 meses, ¿le ha sucedido alguna de estas cosas?
☐ Pidio dinero prestado para pagar facturas
☐ Se atrasó en los pagos de la renta o la hipoteca
☐ Empeño o vendió objetos de valor para pagar facturas
☐ Se embargó su propiedad (por ejemplo, automóvil, muebles)
☐ Presionado por un cobrador
☐ Usó un servicio de cambio de cheques
☐ Utilizó un servicio de préstamo de día de pago ("payday loans")
☐ Le cortaron sus servicios de utilidades / servicios públicos (por ejemplo, agua, luz, gas o otros)
☐ Otras _____

VIVIENDA
20. ¿Cuál describe mejor su situación de vivienda? Seleccione todas las que correspondan.
☐ Alquilo un apartamento
☐ Vivo en una casa multifamiliar
☐ Vivo en una residencia para personas mayores
☐ Me quedo en un refugio
☐ Vivo en mi carro
☐ Otras _____
☐ Soy dueña/o de mi propio hogar
☐ Vivo en vivienda militar
☐ No tengo hogar para quedarme
☐ Vivo con amigos/familia
☐ Vivo en una vivienda grupal de transición

21. Si alquila, ¿ha tenido problemas para que el propietario haga las reparaciones necesarias?
☐ Sí   ☐ No   ☐ No se aplica

22. En caso afirmativo, ¿qué reparaciones hay que hacer?

_____

23. ¿Se siente preocupado por tener una vivienda estable en un futuro cercano? (por ejemplo, debido a no encontrar una vivienda a un precio razonable, el desalojo o problemas de salud).
☐ Sí   ☐ No

24. ¿Ha tenido alguno de los siguientes problemas relacionados con la vivienda en los últimos 12 meses? Marque todo lo que corresponda.
☐ Fui desalojada/o
☐ Me amenazaron con desalojo
☐ No puedo encontrar una vivienda a un precio razonable
☐ Estaba sin hogar
☐ Mi casa fue embargada
☐ Vivo en una casa condenada
☐ Mi discapacidad física hace que sea difícil encontrar vivienda
☐ Ninguna
☐ Otras _____

25. Si ha alquilado el año pasado y se ha mudado, al mudarse, ¿alguna vez sintió que su depósito de seguridad fue retenido injustamente?
☐ Sí   ☐ No   ☐ No aplica

26. En caso afirmativo, ¿por qué cree que fue retenido su depósito?

_____

27. ¿Cuál es su pago de renta o hipoteca de casa cada mes?
☐ $0-$249
☐ $250-$499
☐ $500-$999
☐ $1,000-$1,999
☐ $2,000-$2,999
☐ $3,000-$3,999
☐ $4,000-$4,999
☐ $5,000+
☐ No pago renta o hipoteca de casa

28. ¿Cuánto paga por los servicios públicos (agua, electricidad, gas) cada mes? month?
☐ $0-$24
☐ $25-$49
☐ $50-$74
☐ $75-$99
☐ $100-$149
☐ $150-$199
☐ $200+
☐ Yo no pago utilidades o servicios públicos

29. ¿Se siente seguro en su barrio?
☐ Sí   ☐ No

30. ¿Si es así, por qué?
_____

31. Si no, ¿por qué?
_____

32. Si tuviera que mudarse de su vivienda actual, ¿cómo sería su próximo hogar ideal?
☐ Remolque/RV   ☐ condominio propio
☐ Apartamento de alquiler   ☐ casa propia
☐ Otras _____

INTERNET
33. ¿Tiene acceso a internet en donde vive?
☐ Sí   ☐ No

34. En caso afirmativo, ¿Qué tipo de conexión a Internet tiene - que no sea de celular?
☐ Dial-up (no es un módem de cable, no hay conexión de cable ethernet)
☐ Punto de acceso móvil/roaming (un dispositivo separado, generalmente comprado a través de un proveedor de telefonía celular, que proporciona una señal/acceso wifi)
☐ Internet de banda ancha (ejemplos: módem de cable que puede crear una señal wifi, fibra óptica, uso de un cable ethernet)
☐ Otras _____

35. En una escala del 1 al 5, siendo 1 muy poco confiable y 5 muy confiable, ¿qué tan confiable es su conexión a Internet en un día típico?

Muy poco confiable	Poco confiable	Neutral	Confiable	Muy confiable
☐	☐	☐	☐	☐

36. ¿Cómo accede principalmente al Internet?
☐ No uso internet
☐ Yo uso mi celular
☐ Computadoras públicas en la biblioteca
☐ Wifi en un negocio
☐ Lo uso en casa de un amigo o familiar
☐ Otras _____

SECURIDAD ALIMENTARIA
37. En los últimos 12 meses, ¿con qué frecuencia ha sido cierta la siguiente afirmación: "La comida que compramos simplemente no duró y no teníamos dinero para comprar más"?
☐ Muchas veces   ☐ Algunas veces   ☐ Nunca

38. En los últimos 12 meses, ¿con qué frecuencia ha sido cierta la siguiente afirmación: "No podíamos permitirnos el lujo de comer comidas saludables"?
☐ Muchas veces   ☐ Algunas veces   ☐ Nunca

39. En los últimos 12 meses, ¿alguna vez tuvo hambre pero no comió, o alguna vez comió menos de lo que creía que debía porque no había suficiente dinero para comprar alimentos?
☐ Muchas veces ☐ Algunas veces ☐ Nunca

40. En los últimos 12 meses, ¿ha utilizado alguno de los siguientes recursos alimentarios? Marque todo lo que corresponda.
☐ Despensa de alimentos ☐ Programa de desayuno/almuerzo escolar
☐ WIC ☐ Comidas a domicilio (conocidas como "Meals on wheels")
☐ Comidas de verano para niños ☐ Programa de comidas del centro para personas mayores
☐ CalFresh (cupones de alimentos) ☐ Ninguna de las anteriores
☐ Otras _____

SERVICIOS MÉDICOS y SEGURO MÉDICO
41. ¿Todos los adultos en su hogar tienen seguro médico?
☐ Sí ☐ No

42. ¿Cuántos adultos en su hogar (mayores de 18 años) tienen seguro (incluyendo Medi Cal/Medicaid y Medicare)? Por favor, solo da el número de adultos.
☐1 ☐2 ☐3 ☐4 ☐5 ☐ Otras _____

43. ¿Todos los niños en su hogar tienen seguro de salud médico?
☐ Sí ☐ No ☐ No hay niños en el hogar

44. ¿Cuántos niños en su hogar tienen seguro (incluyendo Medi Cal/Medicaid y Medicare)?
☐1 ☐2 ☐3 ☐4 ☐5 ☐ No aplica ☐ Otras _____

45. ¿Recibe alguno de estos?
☐ Medi-Cal/Medicaid (atención médica para personas de bajos ingresos)
☐ Medicare (seguro médico para personas mayores de 65 años y personas menores de 65 años con discapacidades)
☐ Cobertura del Mercado (por ejemplo, seguro proporcionado por la Ley del Cuidado de Salud a Bajo Precio, también conocida como Obamacare)
☐ No tengo seguro médico
☐ Otras _____

46. En los últimos 12 meses, ¿usted o alguien en su hogar no ha podido acceder a alguno de estos servicios necesarios? Marque todo lo que corresponda.
☐ Atención médica
☐ Cuidado dental
☐ Cuidado de la visión
☐ Cuidado de la salud mental
☐ Medicamentos con receta
☐ Ninguno aplica

47. ¿Alguna de estas cosas le ha impedido obtener algún tipo de atención médica? Marque todo lo que corresponda.
☐ Cuesta mucho

- ☐ No puede pagar recetas medicas
- ☐ No tengo seguro médico
- ☐ Nerviosa/o y/o tengo miedo de ir
- ☐ Barreras del idioma
- ☐ No sabia a donde ir
- ☐ Razones religiosas
- ☐ No pudo obtener cuidado de niños durante la cita
- ☐ No tuve forma de ir o venir de la cita
- ☐ El consultorio médico no estaba abierto cuando yo puedo ir
- ☐ Se tarda demasiados días en conseguir una cita
- ☐ El médico no acepta nuevos pacientes
- ☐ El doctor no acepta Medi-Cal/Medicaid
- ☐ El doctor no acepta Medicare
- ☐ Otras _____

CUIDADO de NIÑOS

48. ¿Qué utiliza actualmente para satisfacer sus necesidades de cuidado de niños? Marque todo lo que corresponda.
- ☐ Programas extracurriculares (por ejemplo, despues de la escuela)
- ☐ Guardería infantil y/o de niños
- ☐ Head Start/Early Head Start
- ☐ Padres, amigos de la familia o vecinos
- ☐ Proveedor de cuidado infantil registrado/con licencia
- ☐ Niñera informal
- ☐ Los niños están en la escuela o tienen la edad suficiente para quedarse solos
- ☐ Otras _____
- ☐ No aplicable

49. ¿Cómo paga el cuidado de sus hijos? Marque todo lo que corresponda.
- ☐ Yo pago directamente por el cuidado de mis hijos
- ☐ Uso un programa gratis
- ☐ Recibo un descuento o subsidio
- ☐ No aplica
- ☐ Otras _____

50. ¿Cuál de estas cosas le impide obtener suficiente cuidado de niños? Marque todo lo que corresponda.
- ☐ No puedo pagarlo / No me alcanza el dinero
- ☐ Cuidado para infantes/bebes no estaba disponible
- ☐ No confío en las guarderías
- ☐ Los días/horarios necesarios no estaban disponibles
- ☐ La guardería no tenía espacios disponibles
- ☐ La calidad de la guardería no era buena
- ☐ La guardería o centro cuidado de los niños está demasiado lejos
- ☐ No aplica
- ☐ Otras _____

COVID-19

51. Desde marzo de 2019, ¿usted o alguien en su hogar perdió su trabajo o se le redujeron las horas debido a la pandemia de COVID-19?
☐ Sí   ☐ No

52. Desde marzo de 2019, ¿fue desalojado o no pudo pagar el alquiler ("la renta") o la hipoteca de su casa debido a las dificultades financieras causadas por la pandemia de COVID-19?
☐ Sí   ☐ No

53. ¿Tuvo una pérdida de cuidado infantil/niños debido a la pandemia de COVID-19?
☐ Sí   ☐No   ☐ No aplica

54. ¿Su empleador creó un ambiente seguro para que usted trabajara durante la pandemia de COVID-19?
☐ Sí   ☐No   ☐ No aplica

55. ¿Sintió que tenía que ir a trabajar a pesar de que tenía miedo de contraer/contagiar el COVID-19?
☐ Sí   ☐No   ☐ No aplica

56. ¿Pudo vacunarse contra el COVID?
☐ Sí   ☐No

57. ¿Comenzó a usar algún programa/servicio de CAP desde el comienzo de la pandemia de COVID-19?
☐ Sí   ☐No

58. Si es así, ¿qué programas/servicios utilizó?
_____

DISABILITY
59. ¿Alguien en su hogar tiene una discapacidad?
☐ Sí   ☐ No

60. En algún momento de este año, ¿alguien en el hogar tuvo una discapacidad que limitó el trabajo que podía hacer?
☐ Sí   ☐ No

61. En caso afirmativo, ¿qué edad tienen las personas de su hogar con discapacidad/discapacidades? Marque todo lo que corresponda.
☐ Menores de 18 años
☐ 18-24
☐ 25-54
☐ 55 y más

INFORMACION GENERAL

62. ¿En qué ciudad vive?
☐ Banning
☐ Beaumont
☐ Blythe
☐ Calimesa
☐ Canyon Lake
☐ Cathedral City
☐ Coachella
☐ Corona
☐ Desert Hot Springs
☐ Eastvale
☐ Hemet
☐ Indian Wells
☐ Indio
☐ Jurupa Valley
☐ La Quinta
☐ Lake Elsinore
☐ Menifee
☐ Moreno Valley
☐ Murrieta
☐ Norco
☐ Palm Desert
☐ Palm Springs
☐ Perris
☐ Rancho Mirage
☐ Riverside
☐ San Jacinto
☐ Temecula
☐ Wildomar
☐ area no incorporada
☐ Otras _____

63. ¿Cuántas personas viven en su hogar?
☐ 1
☐ 2
☐ 3
☐ 4
☐ 5+

64. ¿Cual es su edad?
☐ 0-17
☐ 18-24
☐ 25-34
☐ 35-44
☐ 45-54
☐ 55-64

☐ 65-74
☐ 75+

65. ¿Cuántas personas en su hogar tienen las siguientes edades?
Cuantos tienen:
Menor de 5
5-17
18-24
25-54
55-64
65-74
75+

66. ¿Cuál es su género?
☐ femenina
☐ masculino
☐ Otras _____

67. ¿Qué idioma habla en casa?
☐ Inglés
☐ Español
☐ Otras _____

68. ¿Cuál es su raza/etnicidad? Marque todo lo que corresponda.
☐ Origen hispano, latino o español
☐ Negro/Afroamericano
☐ Asiática
☐ Nativa de Hawái
☐ Isleño del Pacífico
☐ Blanca
☐ Indigena de las Américas o nativa de Alaska
☐ Otras _____

69. ¿Cuál es el nivel más alto de educación que ha completado?
☐ Educación secundaria incompleta
☐ Educación secundaria completada / Diploma de high school
☐ Alguna educación superior
☐ Título de asociado
☐ Licenciatura / título de pregrado
☐ Título de postgrado (por ejemplo, maestría, doctorado)

70. ¿Eres un ciudadano de los Estados Unidos?
☐ Sí   ☐ No

71. ¿Cuál es su estatus migratorio?
☐ Residencia permanente
☐ Visa

☐ Estado protegido (por ejemplo, DACA, TPS, otros)
☐ Prefiero no contestar

72. Cuál es su estado civil?
☐ Soltera/o
☐ Casada/o
☐ Separada/o
☐ Divorciada/o
☐ Unión libre
☐ Viudo

COMMUNITY ACTION PARTNERSHIP SERVICIOS

73. ¿Ha recibido servicios de Community Action Partnership (CAP) o sus programas en los últimos 12 meses?

☐ Sí   ☐ No   ☐ No sé

74. Por favor comparta cualquier programa de Community Action Partnership (CAP) que haya utilizado en los últimos 12 meses. Marque todo lo que corresponda.
☐ Utility Assistance/Asistencia de servicios públicos
☐ Weatherization/Climatización
☐ Free tax return preparation (VITA)/ Preparación gratuita de declaraciones de impuestos (VITA)
☐ Mediation/ Mediación
☐ Conflict Resolution training/ Capacitación en resolución de conflictos
☐ Lingafelter Fund/Fondo Lingafelter
☐ Visited a Cool or Warm Center/Visitó un Centro de Enfriamiento o Centro de Calentamiento
☐ Pre-Apprenticeship/Pre-Aprendiz
☐ After school tutoring, mentoring/ Tutoría, mentoría después de la escuela
☐ Saving for Success/Ahorrar para el éxito
☐ Tech for Success (laptops/desktop computers)/ (proporcionando computadoras portátiles/de escritorio)
☐ Otras _____

75. ¿Cómo se enteró de los servicios de Community Action Partnership (CAP)? Marque todo lo que corresponda.
☐ Anuncios o búsque en volantes, internet, periódico, radio
☐ Referencia de una organización comunitaria
☐ Referencia de una empresa de servicios públicos
☐ Asistí a un evento comunitario
☐ He recibido este servicio antes
☐ Familiar, vecino, amigo
☐ Conozco a alguien en CAP
☐ Otras _____

76. Si ha recibido servicios de la Community Action Partnership (CAP), ¿cuál es su grado de satisfacción con los servicios que se le brindaron?

No estoy satisfecha/o   Poco satisfecha/o   Indiferente   Satisfecha/o   Muy satisfecha/o
     ☐   ☐   ☐   ☐   ☐

77. Si no quedó satisfecho con alguno de los servicios que recibió, díganos por qué:

☐ Tuve que esperar demasiado para recibir el servici
☐ No tenía transporte para acceder a los servicios
☐ Me avergonzaba usar el servicio
☐ No fui considerado elegible para el servicio que necesitaba
☐ Tuve problemas para reunir la documentación correcta que CAP quería
☐ Otras _____

78. ¿Qué tan útil sintió que fue el personal y cómo lo trataron?

muy inútil   inútil   indiferente   útil   muy útil
   ☐   ☐   ☐   ☐   ☐

79. ¿Qué tan útiles cree que fueron los servicios?

muy inútil   inútil   indiferente   útil   muy útil
   ☐   ☐   ☐   ☐   ☐

Notes and Acknowledgements

We wanted to indicate a few notes on the data presented in this profile. For the most part, the data in the charts/figures included in-text above show the decade change from 2011 through 2021 pulled from the American Community Survey. However, for some of the measures we also included notes in the text about the change in the Decennial Census counts that compares changes between 2010 and 2020, or other dates depending on data availability.

For some of the measures, the most recent information was already a few years old, though we opted to include it to illustrate the particular situation, even if somewhat dated.

Because we provided both the English and Spanish language surveys in both electronic and hardcopy format, which allowed for some respondents to leave questions blank, the response rate was not the same for all questions. Additionally, the table percentages reported are rounded. As a result the percent totals will not always add up to exactly 100.0%.

Because the topic of poverty is so broad, there are many other measures that could have been used to get at varying aspects, but that were not included in this analysis. Future profiles may wish to use the same metrics, which in this year's case, were largely drawn from prior years' reports to create some longitudinal consistency in data reporting over time.

We would like to acknowledge the various organizations that kindly provided data for this profile, and the CAP staff that fielded the accompanying survey. In particular, CAP staff input all of the hardcopy data into an electronic format, which greatly streamlined the process of analyzing the data.

Appendix D: 2022 Needs of Callers -- Inland SoCal 211+

2·1·1

Inland SoCal 211+

Overall Needs of Callers

DateOfCall
1/1/2022   12/30/2022

CountyName, CityName
- Riverside
- San Bernardino

- Housing — 36.31%
- Food/Meals — 16.10%
- Utility Assistance — 15.12%
- Legal, Consum... — 6.42%
- Mental Health... — 6.09%
- Individual, Family and Commu... — 5.44%
- Information Services — 3.07%
- Health Care — 2.91%
- Clothing/Personal/Househ... — 2.46%
- Income Support/Assistance — 2.01%
- Employment — 1.36%
- Transportation — 1.36%
- Other... — 0.45%
- Disas...