2026/2027
Community Needs Assessment and Community Action Plan

County of San Diego,
Health and Human Services Agency,
Office of Equitable Communities

Contents

Introduction

The Department of Community Services and Development (CSD) has developed the 2026/2027 Community Needs Assessment (CNA) and Community Action Plan (CAP) template for the Community Services Block Grant (CSBG) Service Providers network. CSD requests agencies submit a completed CAP, including a CNA, to CSD on or before **June 30, 2025**. Changes from the previous template are detailed below in the "What's New for 2026/2027?" section. Provide all narrative responses in 12-point Arial font with 1.15 spacing. A completed CAP template 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 confirm that they are in compliance. Signature of the board chair and executive director on the Cover Page certify compliance with the Federal CSBG Programmatic Assurances.

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 is provided in this template. CSBG agencies should review these assurances and confirm that they are in compliance. Signature of the board chair and executive director on the Cover Page certify compliance with the State Assurances.

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 the Organizational Standards. A list of Organizational Standards that are met by an accepted CAP, including a CNA, are 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 2026/2027?

Due Date. The due date for your agency's 2026/2027 CAP is June 30, 2025. However, earlier submission of the CSBG Network's CAPs will allow CSD more time to review and incorporate agency information in the CSBG State Plan and Application. CSD, therefore, requests that agencies submit their CAPs on or before May 31, 2025.

ROMA Certification Requirement. CSD requires that agencies have the capacity to provide their own ROMA, or comparable system, certification for your agency's 2026/2027 CAP. Certification can be provided by agency staff who have the required training or in partnership with a consultant or another agency.

Response and Community Awareness. The questions pertaining to Diversity, Equity, and Inclusion (DEI) and disaster preparedness have changed slightly. For 2026/2027 CSD is asking agencies to confirm whether they have a DEI and/or disaster plan in place. If your agency does not have one or both plans in place, you are asked to consider what steps your agency will take to develop and implement a DEI and/or disaster plan in the coming two years.

Federal CSBG Programmatic and State Assurances Certification. In previous templates, the federal and state assurances were certified by signature on the Cover Page and by checking the box(es) in both federal and state assurances sections. In the 2026/2027 template, CSD has clarified the language above the signature block on the Cover Page and done away with the check boxes. Board chairs and executive directors will certify compliance with the assurances by signature only. However, the Federal CSBG Programmatic Assurances and the State Assurances language remain part of the 2026/2027 template.

Other Modifications. The title page of the template has been modified to include your agency's name and logo. Please use this space to brand your agency's CAP accordingly. CSD has also added references to the phases of the ROMA Cycle i.e. assessment, planning, implementation, achievement of results, and evaluation throughout the 2026/2027 template. Additionally, there are a few new questions and minor changes to old questions.

Checklist

☐ **Cover Page**

☐ **Public Hearing Report**

Part I: Community Needs Assessment Summary

☐ **Narrative**

☐ **Results**

Part II: Community Action Plan

☐ **Vision and Mission Statements**

☐ **Tripartite Board of Directors**

☐ **Service Delivery System**

☐ **Linkages and Funding Coordination**

☐ **Monitoring**

☐ **ROMA Application**

☐ **Response and Community Awareness**

☐ **Federal CSBG Programmatic Assurances**

☐ **State Assurances**

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Part III: Appendices

☐ **Notice of Public Hearing**

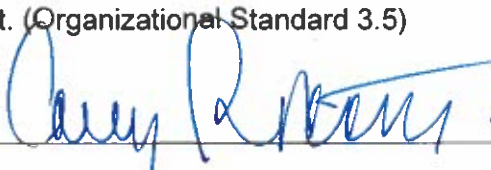☐ **Low-Income Testimony and Agency's Response**

☐ **Community Needs Assessment**

Cover Page

Agency Name:	**County of San Diego, HHSA, HSEC**
Name of CAP Contact:	**Herminia Ramirez-Garcilazo**
Title:	**Chief, Community Action Partnership**
Phone:	**(619) 510-1726**
Email:	**Herminia.RamirezGarcilazo@sdcounty.ca.gov**

Date Most Recent CNA was Completed: (Organizational Standard 3.1)	01/07/2025

Board and Agency Certification

The undersigned hereby certifies that this agency will comply with the Federal CSBG Programmatic Assurances (CSBG Act Section 676(b)) and California State Assurances (Government Code Sections 12747(a), 12760, and 12768) for services and programs provided under the 2026/2027 Community Needs Assessment and Community Action Plan. The undersigned governing body accepts the completed Community Needs Assessment. (Organizational Standard 3.5)

Name:	**Carey Riccitelli**	**Name:**	**Jeannine Nash**
Title:	**Executive Director**	**Title:**	**Board Chair**
Date:	1/14/25	**Date:**	01 – 14 – 2025

ROMA Certification

The undersigned hereby certifies that this agency's Community Action Plan and strategic plan document the continuous use of the Results Oriented Management and Accountability (ROMA) system or comparable system (assessment, planning, implementation, achievement of results, and evaluation). (CSBG Act 676(b)(12), Organizational Standard 4.3)

Name:	**Jocelyn Salamat**
ROMA Title:	**Nationally Certified ROMA Implementer**
Date:	01 - 14 - 2025

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. Testimony presented by low-income individuals and families during the public hearing shall be identified in the final CAP.

Guidelines

Notice of Public Hearing

1. Notice of the public hearing should be published at least 10 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 should 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 10 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 should be made available for public review and inspection approximately 30 days prior to the public hearing. The draft CAP may 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 in Part III: Appendices as Appendix A.

Public Hearing

1. Agencies must conduct at least one public hearing on the draft CAP.
2. Public hearing(s) must be held in the designated CSBG service area(s).
3. Low-income testimony presented at the hearing or received during the comment period should be memorialized verbatim in the Low-Income Testimony and Agency's Response document and appended to the final CAP as Appendix B in Part III: Appendices.
4. The Low-Income Testimony and Agency's Response document should include the name of low-income individual, his/her 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

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 based on community need at the time of the hearing.

Public Hearing Report

Date(s) the Notice(s) of Public Hearing(s) was/were published	
Date Public Comment Period opened	
Date Public Comment Period closed	
Date(s) of Public Hearing(s)	
Location(s) of Public Hearing(s)	
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	
Number of attendees at the Public Hearing(s)	

Part I: Community Needs Assessment Summary
CSBG Act Section 676(b)(11)
California Government Code Section 12747(a)

Helpful Resources

A community needs assessment provides a comprehensive "picture" of the needs in your service area(s). Resources are available to guide agencies through this process.

- CSD-lead training – "Community Needs Assessment: Common Pitfalls and Best Practices" on Tuesday, September 10, 2024, at 1:00 pm. Registration is required. The training will be recorded and posted on the Local Agencies Portal after the event.

- Examples of CNAs, timelines, and other resources are on the Local Agencies Portal.

- Community Action Guide to Comprehensive Community Needs Assessments published by the National Association for State Community Service Programs (NASCSP).

- Community Needs Assessment Tool designed by the National Community Action Partnership (NCAP).

- National and state quantitative data sets. See links below.

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
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 Health and Human Services** Data Portal
CSD **Census Tableau** Data by County		**Population Reference Bureau** KidsData
Data USA National Public Data	**National Equity Atlas** Racial and Economic Data	**Census Reporter** Census Data

Sample Data Sets		
Urban Institute SNAP Benefit Gap	**Race Counts** California Racial Disparity Data	**Rent Data** Fair Market Rent by ZIP
UC Davis **Center for Poverty & Inequality** Poverty Statistics	**University of Washington** **Center for Women's Welfare** California Self-Sufficiency Standard	**University of Wisconsin** **Robert Wood Johnson** **Foundation** County Health Rankings
Massachusetts **Institute of Technology** Living Wage Calculator	**Nonprofit Leadership Center** Volunteer Time Calculator	**Economic Policy Institute** Family Budget Calculator

Narrative

CSBG Act Section 676(b)(9)
Organizational Standards 1.1, 1.2, 1.3, 2.2, 3.2, 3.3, 3.4, 6.4
ROMA – Assessment

Based on your agency's most recent CNA, please respond to the questions below.

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(s). (Organizational Standard 3.2)
Community Action Partnership (CAP) San Diego (SD) completed a Community Needs Assessment in 2024 that identified and included an analysis of key community indicators and demographics related to poverty. Many data points were collected from the County of San Diego's (County) Live Well San Diego Indicators (www.livewellsd.org), which measure the collective impact of programs, services, and interventions provided by government and community partners in order to assess and improve the quality of life of San Diego residents. Additional data specific to poverty rates, including its prevalence concerning age groups, gender, race/ethnicity, and regions within San Diego County, was included from available U.S. Census Bureau American Community Survey 5-year estimates for 2018-2022 and 1-year estimates for 2023. Data was included at the countywide and, when available, by the Health and Human Services Agency (HHSA) Service Region. Comparison data for California and the U.S., where available, was also provided.
2. Describe the geographic location(s) that your agency is funded to serve with CSBG. If applicable, include a description of the various pockets, high-need areas, or neighborhoods of poverty that are being served by your agency.
CAP is a public community action agency housed within the County HHSA, Office of Equitable Communities (OEqC). HHSA operates a regional service delivery system that recognizes the geographically and socially diverse assets and needs of the region. There are six (6) HHSA-designated regional service areas: Central Region, East Region, South Region, North Central Region, North Coastal Region, and North Inland Region. CAP provides programs countywide to address priority issues in low-income communities through regional service delivery contracts in each of the HHSA-designated regions.

Narrative

CSBG Act Section 676(b)(9)
Organizational Standards 1.1, 1.2, 1.3, 2.2, 3.2, 3.3, 3.4, 6.4
ROMA – Assessment

<table>
<tr><td colspan="2">3. Indicate from which sources your agency collected and analyzed quantitative data for its most recent CNA. (Check all that apply.) (Organizational Standard 3.3)</td></tr>
</table>

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 Equity Atlas
☐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
☒Other

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

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

Narrative
CSBG Act Section 676(b)(9)
Organizational Standards 1.1, 1.2, 1.3, 2.2, 3.2, 3.3, 3.4, 6.4
ROMA – Assessment

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

Additional Federal/National Data Sets: CDC National Center for Health Statistics, Council for Community and Economic Research, National Association of Realtors, Rentdata.org

Additional California State Data Set: California Association of Realtors

Additional Agency Data Set: Live Well San Diego Indicators

Additional Local Data Set: Regional Task Force on Homelessness

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

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

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

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

☒**Community Forums**

☐**Asset Mapping**

☐**Other**

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

n/a

7. Describe how your agency analyzed information collected directly from low-income individuals to better understand their needs. (Organizational Standards 1.1, 1.2)

CAP SD completed a Community Needs Assessment from October 14, 2024, to December 5, 2024, to refresh its understanding of service priorities. CAP worked with contractor Initium Health who identified regional community-based organizations as subject matter experts. Additionally, Initium Health was directed to work with Regional Community Coordinators who facilitate and co-lead *Live Well San Diego* Community Leadership Team Meetings, bringing together community-based organizations, businesses, faith-based, local government, law enforcement, health, education, and public to discuss the needs of each regionally identified community. CAP embarked on a process that included the following actions:

1. Identification and analysis of key community indicators important to the description of the service area factors related to poverty and aligned with the County's vision of *A just, sustainable, and resilient future for all.*
   San Diego.
2. Outreach to low-income residents and other key stakeholders in the HHSA Service Regions to provide direct input regarding needs and priorities of low-income communities. Input was solicited through:
   a. Surveys
   b. Public Forums
3. Analysis of quantitative and qualitative data collected as part of the needs assessment by CAP staff and approval of findings by the Community Action Board.

8. Summarize the data gathered from each sector of the community listed below and detail how your agency used the information to assess needs and resources in your 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 Section 676(b)(9), Organizational Standard 2.2)

A. Community-based organizations

Community-based organizations are the cornerstone of the work carried out by CAP SD and were included as key stakeholders in the Community Needs Assessment conducted at the beginning of 2024. Fifty-five local CBOs (a minimum of nine from each of the six HHSA service regions) worked with CAP SD and Initium Health to ensure there was maximum participation from the target communities in the online Survey and Community Conversations. Representatives from the CBOs participated in the public forums and surveys.

Narrative

CSBG Act Section 676(b)(9)
Organizational Standards 1.1, 1.2, 1.3, 2.2, 3.2, 3.3, 3.4, 6.4
ROMA – Assessment

B. Faith-based organizations
Faith-based organizations are also key stakeholders in the work carried out and information is gathered on a regular basis as contracted and community partners. CAP SD has contracts with various faith-based organizations such as Interfaith Community Services and Jewish Family Services that provide continuous feedback and information regarding services and resources, and any community needs and gaps that are observed which are then incorporated into the design and implementation process of the needs assessment. Each Regional *Live Well San Diego* Community Leadership Team consists of representatives from faith-based organizations who were encouraged to participate in the needs assessment. Outreach to and inclusion of various faith-based organization representatives was included in the needs assessment process, ensuring their participation in the survey and community forums.
C. Private sector (local utility companies, charitable organizations, local food banks)
CAP SD works and partners with a variety of private sector organizations and representatives regularly as both contracted providers and County partners. Each Regional *Live Well San Diego* Community Leadership Team consists of representatives from the private sector who were encouraged to participate in the needs assessment. In addition, representatives from the Private sector make up a third of the Community Action Board – including representatives from transitional living facilities, senior care, and the healthcare industry. Outreach to and inclusion of various private sector representatives was included in the needs assessment process, ensuring their participation in the survey and community forums.
D. Public sector (social services departments, state agencies)
CAP SD is part of the County's HHSA, which collectively as a County, through the *Live Well San Diego* vision, provides a shared framework for collaboration and identification of mutually reinforcing activities and measurement of outcomes utilized throughout this Plan and day-to-day operations. Data and information through local public agencies such as the San Diego Workforce Partnership, the San Diego Association of Governments (SANDAG), nationally trusted independent organizations such as the Council for Community and Economic Research (C2ER), and federal level agencies such as the Department of Labor and the US Census Bureau are utilized to obtain data and information to support and validate the information included within the needs assessment process and final report.
E. Educational institutions (local school districts, colleges)

Educational institutions are also key stakeholders in the work carried out and information gathered on a regular basis that was utilized as a guide in the design and implementation of the needs assessment process. Each Regional *Live Well San Diego* Community Leadership Team consists of representatives from educational institutions who were encouraged to participate in the needs assessment. Like the other sectors above, outreach to and inclusion of an educational institution representative was included in the needs assessment process, ensuring participation in the survey and community forums.

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

The 2024 Community Needs Assessment Survey garnered 10,524 responses, with 6,572 responses from those whose income was at or below the Federal Poverty Level (FPL). Data revealed that the primary reason low-income individuals were unable to achieve self-sufficiency is due to a lack of resources, such as affordable housing, reliable transportation, and quality internet and technology equipment. Nearly half of the low-income survey respondents shared that they were unaware of available services and resources to help them access basic needs and services available throughout the County.

Analysis of quantitative community indicator data and qualitative feedback provided by stakeholders through the Community Needs Assessment (CNA) process and customer satisfaction surveys administered throughout the year identified several additional factors that drive poverty. Data from Low-income respondents revealed that the following factors compound their inability to achieve self-sufficiency: high rents and home prices, lack of reliable transportation, lack of quality internet and technology equipment, lack of assistance for those with disabilities (physical and cognitive limitations), lack of assistance for those with limited resources, lack of services after work hours, lack of mental health resources, lack of affordable childcare, language barriers, long in-person wait times for services, a decade long waiting list for housing assistance for those who qualified, and income eligibility limits that were too low to qualify a struggling household in need of food and housing assistance. 93 respondents, half of whom were above the FPL, expressed that despite their needs, they were unable to qualify for assistance due to their income being above the service's eligibility threshold.

Across the 1,181,259 households in San Diego County in 2023, the U.S. Census Bureau reported an average of 2.7 persons per household and an average family size of 3.2. For consistency in the analysis, the data had been reviewed for a family of 3 comprised of 1 adult and 2 children.

The U.S. Department of Health and Human Services (HHS) Poverty Guidelines for 2024 outline the FPL to determine the annual income limit a household may earn to qualify them to receive government welfare benefits. Eligibility determinations may vary by state, and households earning at or below 100% FPL typically qualify for government aid. For a household comprised of 3 persons in 2024, 100% FPL is $25,820. By contrast, the MIT Living Wage calculator determined that a sufficient annual living income for a household comprised of 1 adult and 2 children in San Diego County would be $129,820, while the minimum wage provides an annual income of $32,000. Therefore, for a household of 3 with 1 wage earner, there is an annual gap of $97,820 between the minimum wage and the self-sufficiency standard and an annual gap of $104,000 between the poverty wage and the self-sufficiency standard. This portrays a broad gap of approximately $100,000 annually between either the minimum wage or poverty threshold and the living wage standard for San Diego County. According to the U.S. Census Bureau, the poverty threshold for a 3-person household with two children is $24,549, and 10.1% of the 3,269,973 San Diego County residents are experiencing poverty. When considering the large gap between the poverty threshold and the living wage standard, we may surmise that far more residents experience unmet basic needs.

To offer additional perspective, for a household of 3, $32,275 is 125% FPL, $51,640 is 200% FPL, $103,280 is 400% FPL, and $129,100 is 500% FPL. With the self-sufficiency standard for San Diego County defined at nearly 500% FPL, the data presents a significant gap between families in need that qualify for government services, and those whose wages do not meet the self-sufficiency standard and do not qualify for government services, thereby providing insight into the reason numerous respondents who struggle with meeting basic needs are unable to qualify for government assistance programs.

When analyzing the U.S. Census Bureau's profile of San Diego County alongside the federal poverty level guidelines, living wage standard data, median home price, and fair market rent data, a clear portrayal of San Diego County's high cost of living may be seen. According to the cost-of-living index data reported by the Council for Community and Economic Research (C2ER), in the third quarter of 2024, it was 46.5% more expensive to live in San Diego than in the average U.S. city, and San Diego was the 10th most expensive urban area in the United States.

During the first quarter of 2024, the median home price in San Diego County was $1,023,450, the 14th highest in the nation among 3,110 counties, and the median Fair Market Rent (monthly rent including utilities) for a 2-bedroom unit was $2,881 in San Diego, in comparison to $1,879 in California and a national average of $1,150 across the United States. According to the U.S. Census Bureau, households are considered cost-burdened when they spend more than 30% of their income on rent and other housing costs, meaning that a family of 3 would have to earn at least $115,240 annually in order to afford a 2-bedroom unit without being cost-burdened. For 3-person households above 100% FPL ($25,820), the monthly rent (including utilities) for a 2-bedroom unit would not exceed $646 in order for the household to not be cost-burdened, and for 3-person households above 200% FPL ($51,640), a similar unit's monthly rent would not exceed $1,292 in order for the household to not be cost-burdened. In light of these revelations, in spite of the November 2024 improvement in the unemployment rate in San Diego at 4.6%, there are a considerable number of individuals and families that will continue to struggle to get ahead and move beyond the barriers of unemployment, the high cost of living, and earning a living wage.

When comparing local community indicator data to state and national data, San Diego County residents compare slightly more favorably in health factors (life expectancy, quality of life), overall crime rate, and social factors (food security, community involvement/volunteerism). However, in comparison to national data, factors such as education, physical environment/air quality, and standard of living, especially with the high cost of housing and higher unemployment rate, demonstrate that there are opportunities and areas for improvement to help reduce driving factors of poverty.

San Diego CNA respondents identified several gaps or needed improvements to access their basic needs yet also provided several solutions and actionable ideas for improvement. The roots of poverty visibly emerged from solutions and insights offered by the residents within the community dialogues, as well as within the public comments, forums, and focus groups held to discuss the CNA and CAP Plan. Examples of solutions offered include, but are not limited to: increased public outreach

and better accessibility of information and resources including an improved 2-1-1 resource helpline, more affordable housing solutions, better use of empty spaces, more community support programs, more community-focused activities and events, creating central social spaces, improving school quality, conducting more focus groups, violence prevention programs, better training for service staff, and ensuring funding is effectively used for local community benefits.

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

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

- *General socio-economic and/or environmental factors*: San Diego County has a very high cost of living, with the annual income for self-sufficiency equaling more than five times the federal poverty threshold. At the same time, San Diego County has an "hourglass" shaped economy, with high-wage earners at the top, low-wage earners at the bottom, and few middle-wage earners in between, rendering a median income for the county that is not a representative average across San Diego. Environmental factors, like low housing vacancy rates and limited transportation access between affordable housing and better-paying job opportunities, exacerbate the income disparity issue, with low-income individuals and families residing in communities with limited career options. Throughout the county, increased homelessness was prevalent, identifying 10,605 homeless individuals, increasing by over 25% between 2022 to 2024. At least 6,110 homeless individuals were not within homeless shelters, which heightened concerns about insufficient support for the homeless population. Responses gathered from the needs assessment shifted more towards basic needs such as housing, food, healthcare, jobs, and assistance applying for public benefit programs, highlighting the increasing number of families and individuals across the county who have been unable to have their basic needs met nor strive toward self-sufficiency. Additionally, 265 of the respondents who were identified as low-income resided in rural areas, providing insights into priority needs and challenges faced within rural areas. Their top needs mirrored that of the low-income general population, such as the need for affordable healthcare and mental and behavioral health services as well as food resources, and likewise, the top barriers faced by those within rural areas mirrored that of the low-income general population, with the majority expressing they were unaware of available services and need transportation support. What sets the rural needs and barriers apart from the general population are the additional challenges of distance and terrain, which leave them with reduced access to services in comparison to the general population of low-income residents. CAP SD recognizes the unique set of challenges faced by low-income residents in rural areas and is actively seeking opportunities to expand programs such as Communities in Action within rural communities through referrals, leveraging mobile clinics, and encouraging RLA cohorts in rural areas to bring about Community Improvement Projects that make a lasting impact on the lives and communities of low-income rural residents.

- *Social and community networks*: Social and community networks have a direct impact on employment opportunities and consequently, long-term income potential. Of the 6,572 respondents who were identified as low-income based on FPL guidelines, nearly 40%, or 2,555 indicated that they do not feel connected to their community. Social capital refers to the relationships and value of those relationships, both tangible and intangible. Individuals with valuable social capital have greater access to education, jobs, and other resources than those without. Widespread housing insecurity throughout the county suggests that due to the need

for many low-income residents to relocate for reasons such as unaffordable rent increases and evictions, low-income individuals and families are then unable to establish firm roots within their neighborhood and could consequently feel disconnected from society. Housing insecurity, resulting in relocation, impacts access to previously established neighborhood ties, health offices, educational institutions, among other resources, necessitating newly relocated residents to essentially build new linkages once again. The CAP SD needs assessment confirms that residents in low-income communities have less social capital and consequently less economic opportunity. For example, children in economically disadvantaged communities may not have the chance to experience activities outside their immediate neighborhood or exposure to careers outside those of their immediate family or neighbors. Adults in low-income communities may not have access to the "hidden job market" of employment opportunities not broadly advertised and only accessible through interpersonal relationships. Responses in the community needs assessment, time and time again, indicated that social isolation was one of the lasting key negative impacts experienced because of the pandemic.

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

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

The County of San Diego has a Customer Experience Initiative called "Journey to a Positive Customer Experience" which is based on the commitment that County staff use a positive approach to provide customers with a positive experience. Guided by the principles of "HEART" (Helpfulness, Expertise, Attentiveness, Respect and Timeliness), departments support their team members in serving as HEART ambassadors. Departments regularly survey customers on their experience in interacting with staff –results of those surveys are collected and analyzed at various levels, including at the countywide level, where it is reported out in the Annual Operational Plan, which is presented to the San Diego County Board of Supervisors (governing board) for approval.

CAP SD contracted providers administer customer satisfaction surveys to determine the strengths and shortcomings of the services provided through the CAP programs. Results and feedback across the region are then shared with the county for analysis and, if needed, potential adjustments to the program and service delivery model would be discussed for refinement and implementation. The customer satisfaction results are reported within the CAP SD Director's Report to the Community Action Board (CAB) during a scheduled CAB meeting.

12. Describe how your agency will include customer satisfaction data and customer input, collected as part of the community needs assessment, in the next strategic planning process. (Organizational Standard 6.4)

The customer satisfaction data collected throughout the year, and customer input obtained through the community needs assessment will inform the next strategic planning process. The strengths and shortcomings of the programs and service delivery model revealed through the customer satisfaction data will allow for refinement of the strategic plan to ensure the vision and mission of CAP SD and the County are upheld, thereby allowing CAP SD and CAB to integrate measures that minimize any identified negative feedback and experiences that are within the purview of CAP SD. Furthermore, the customer input identifying the top needs shall provide the fundamental direction for the strategic plan, to guide CAP SD and CAB in fortifying, or even developing, programs to meet the most pressing needs within the county.

In this manner, CAP SD and CAB actively pursue the County vision of ensuring a "just, sustainable and resilient future for all" and a region that is "Building Better Health, Living Safely and Thriving," as well as the CAP SD mission to "create a sustainable, resilient, and equitable community that empowers the economically underserved to thrive through collaborative partnerships."

Results

CSBG Act Section 676(b)(11)
California Government Code Section 12747(a)
Organizational Standard 4.2
State Plan Summary and Section 14.1a
ROMA – Planning

Based on your agency's most recent CNA, please complete Table 1: Needs Table and Table 2: Priority Ranking Table.

Table 1: Needs Table					
Needs Identified	Level (C/F)	Agency Mission (Y/N)	Currently Addressing (Y/N)	If not currently addressing, why?	Agency Priority (Y/N)
Individuals and Families need affordable and quality housing	F	Y	Y	Choose an item.	Y
Individuals and Families need supplemental food assistance	F	Y	Y	Choose an item.	Y
Individuals and Families need affordable healthcare (with extended hours and language assistance)	F	Y	Y	Choose an item.	Y
Individuals and Families need assistance applying for public benefit programs	F	Y	Y	Choose an item.	Y
Individuals and Families need living wage jobs	F	Y	Y	Choose an item.	Y

Needs Identified: Enter each need identified in your agency's most recent CNA. Ideally, agencies should use ROMA needs statement language in Table 1. ROMA needs statements are complete sentences that identify the need. For example, "Individuals lack living wage jobs" or "Families lack access to affordable housing" are needs statements. Whereas "Employment" or "Housing" are not. Add row(s) if additional space is needed.

Level (C/F): Identify whether the need is a community level (C) or a family level (F) need. If the need is a community level need, the need impacts the geographical region directly. If the need is a family level need, it will impact individuals/families directly.

Agency Mission (Y/N): Indicate if the identified need aligns with your agency's mission.

Currently Addressing (Y/N): Indicate if your agency is addressing the identified need.

If not currently addressing, why?: If your agency is not addressing the identified need, please select a response from the dropdown menu.

Agency Priority: Indicate if the identified need is an agency priority.

Table 2: Priority Ranking Table			
	Agency Priorities	Description of programs, services, activities	Indicator(s) or Service(s) Category
1.	Individuals and Families need affordable and quality housing	Communities in Action program provides emergency stabilization supports that allow income to be allocated to rent payment while facilitating long-term solutions; referrals to housing programs and resources; and assistance with shelter, transitional, and permanent housing placements. Alternative Dispute Resolution program provides landlord/tenant mediation assistance, helping some families retain housing.	Indicators : 4a, 4b, 4e, 4z.1 Services: 4c, 4d, 4e, 7a, 7b
2.	Individuals and Families need supplemental food assistance	Communities in Action program provides emergency food provisions and/or grocery gift cards; referrals to other food resources such as food pantries; assistance applying for food programs such as CalFresh. EITC Coordination Services program provides referrals to CalFresh. Whole Family/2 Generations (WF2G) program may provide food distributions and referrals to food resources such as food pantries and CalFresh.	Indicators: 5z.5 Services: 3l, 5jj, 7a, 7b
3.	Individuals and Families need affordable healthcare (with extended hours and language assistance)	Communities in Action program provides referrals to healthcare resources and application assistance. EITC Coordination Services program provides referrals to healthcare resources such as Medi-Cal. WF2G program may provide referrals to healthcare resources such as Medi-Cal.	Indicators: 5z.9 Services: 3h, 3i, 3j, 5j, 7a, 7b
4.	Individuals and Families need assistance applying for public benefit programs	Communities in Action program provides assistance and referrals to other resources and organizations providing application assistance; emergency utility assistance to assist with immediate needs while facilitating long-term solutions.	Indicators : 1a, 1b, 1e, 1h, 1h.1, 1h.2, 1h.3, 1z.3, 2z.3, 2z.4, 3a, 3c, 3d, 3f, 4a, 4b, 4e, 4z.1, 4z.5, 5i, 5i.1, 5i.2, 5z.4, 6a, 6a.1, 6a.2, 6a.3 Services: 7a, 7b, 7c
5.	Individuals and Families need living wage jobs	Communities in Action program provides assistance and referrals to other organizations offering job-related supports (job placement, job readiness, job coaching, job search, job training, on-the-job training, work experience, apprenticeship, internship, self-employment skills training). CAP SD has programs that provide opportunities for economic enhancement, including WF2G, which provides mentoring and after school activities in leadership development and referrals to employment resources for school-aged youth. EITC Coordination Services program provides referrals to job resources such as CalWORKs.	Indicators: 1a, 1b, 1f, 1h, 1h.1, 1h.2, 1h.3, 1z.3 Services: 1a, 1b, 1c, 1d, 1e, 1f, 1g, 1h, 1i, 1j, 1k, 1l, 1m, 1o, 2f, 3a, 3b, 3c, 7a, 7b

Agency Priorities: Rank the needs identified as a priority in Table 1: Needs Table according to your agency's planned priorities. Ideally, agencies should use ROMA needs statement language. Insert row(s) if additional space is needed.

Description of programs, services, activities: Briefly describe the program, services, or activities that your agency will provide to address the need. Including the number of clients who are expected to achieve the indicator in a specified timeframe.

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

Modules 3 and 4 of the CSBG Annual Report.

Part II: Community Action Plan
CSBG Act Section 676(b)(11)
California Government Code Sections 12745(e), 12747(a)
California Code of Regulations Sections 100651 and 100655

Vision and Mission Statements
ROMA – Planning

1. Provide your agency's Vision Statement.
CAP is part of the County HHSA OEqC. The vision of the County is "A just, sustainable and resilient future for all". The County also promotes a regional vision that is Building Better Health, Living Safely and Thriving, known as *Live Well San Diego*.

2. Provide your agency's Mission Statement.
Community Action Partnership's mission is: "To create a sustainable, resilient, and equitable community that empowers the economically underserved to thrive through collaborative partnerships." This mission aligns strongly to the County HHSA's mission "To make people's lives healthier, safer and self-sufficient by delivering essential services in San Diego County" and to the County of San Diego's mission "To strengthen our communities with innovative, inclusive, and data-driven services through a skilled and supported workforce."

Tripartite Board of Directors
CSBG Act Sections 676B(a) and (b), 676(b)(10)
Organizational Standard 1.1
ROMA – Evaluation

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), Organizational Standard 1.1)

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

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

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

The CAB Nominating Committee reviews applications and conducts interviews of potential members when vacancies occur in the private sector and makes recommendations to the rest of the board as an action item. Regional Nominating Committees review applications and select representatives through a democratic selection process for the regional low-income sector. CAB and regional nominations are submitted to the County Board of Supervisors for approval and confirmation.

Service Delivery System
CSBG Act Section 676(b)(3)(A)
State Plan 14.3a
ROMA - Implementation

> 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 14.3a)

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

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

- **In Crisis**: Families in this tier have basic or immediate needs that must be met to assure their safety. These are generally food and/or emergency shelter needs but may also include health care needs or emotional issues. Individuals and families in crisis may access CAP's Communities in Action program to receive emergency stabilization services and warm hand-offs to other programs that can meet their most pressing needs. Providers assist homeless families in crisis through referrals to emergency shelters and case management.
- **At-Risk:** In this tier, families generally do not have immediate safety issues. They do, however, require assistance in finding permanent, long-term solutions to achieve self-sufficiency. CAP supports at-risk individuals and families in the Communities in Action program through income and asset building services to help them increase their financial skills and resources. Typically, newly arriving refugee families fall into the at-risk category and require additional support for obtaining employment. Referrals may be made to resources such as the County's Vocational English as a Second Language program and the supplemental services offered through Refugee Employment Services within the County's Welfare to Work contracts. Youth in at-risk families may access work readiness services through the WF2G or may engage in mentoring and after school activities in leadership and obtain referrals for job training.
- **Stable and Living Well:** Here individuals/families are secure, more self-reliant and demonstrate a commitment to move beyond self-sufficiency. CAP offers opportunities for individuals and families at this tier to pursue personal development through education opportunities within the Communities in Action program such as Adult Basic Education, K-12

Supplemental Education, Before and After School programs, Youth and Family Recreational activities, Behavior Improvement programs, and wellness activities.

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

- Resident Leadership Academy (RLA), which trains leaders to identify community needs, develop community improvement plans and work with local partners, including government, to make changes that improve the health, safety and well-being of their neighborhoods.
- The *Live Well San Diego* Exchange, which builds the capacity of residents to peacefully mediate conflict within their families, at work and in their communities, avoiding escalation.
- The Gang Prevention and Community Response program, which supports local interventions to bring stakeholders together to prevent gang recruitment, assists those involved in gangs to leave the lifestyle, and addresses community trauma resulting from gang violence.
- Leadership of the Earned Income Tax Credit (EITC) Coalition, which annually brings in millions of dollars to the local community, improving the region's economic output; and
- The Whole Family/2Gen Pilot Program ensures that a legacy of economic security is passed down from one generation to the next in historically disadvantaged communities.

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

2. Describe how the poverty data related to gender, age, and race/ethnicity referenced in Part I: Community Needs Assessment Summary, Narrative, Question 1 will inform your service delivery and strategies in the coming two years?

The poverty data related to gender, age, and race/ethnicity groups referenced in the CNA Summary informed CAP SD of each group's priority interests, common barriers experienced by each group, as well as frequently accessed sources for support and knowledge for each group, framing opportunities for improved strategies, to guide targeted outreach and enhance service delivery models.

Linkages and Funding Coordination

CSBG Act Sections 676(b)(1)(B) and (C); 676(b)(3)(B), (C) and (D); 676(b)(4), (5), (6), and (9)
California Government Code Sections 12747(a), 12760
Organizational Standards 2.1
State Plan 9.3b, 9.4b, 9.5, 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)(9); Organizational Standard 2.1; State Plan 14.1c)

The County operates through the General Management System (GMS), which serves as the business model to guide operations and service delivery. Through GMS, County business groups work together towards a shared vision, prioritizing its use of resources through operational planning and continuous collaboration. HHSA is an integrated health and social services agency that allows for the coordination of various revenue streams among the different departments and divisions to better maximize services. CAP SD regularly looks for opportunities to leverage resources across the enterprise through collaborative partnerships. In addition to the internal coordination of funding, CAP SD also looks for opportunities to coordinate funding with external partners in the region. Most recently, CAP SD worked with San Diego State University to fund the CHW Academy leveraging CDC grant funding, which also supported the work of the San Diego County Promotoras Coalition. In some instances, CAP SD's initial funding allows for the development of programs that can be leveraged by other community partners, like Resident Leadership Academy and the *Live Well San Diego* Exchange programs, both of which CAP provides some base level of funding that allows partners to expand through additional funding. CAP SD is committed to working with internal and external partners to optimize the resources available and increase access to help empower low-income individuals, families, and communities. Coordination of CAP SD's services is facilitated through several mechanisms, including:

The *Live Well San Diego* vision has brought together a network of stakeholders – cities and governments, healthcare, technology, schools, community-based organizations and the faith community – actively engaged and committed to achieving the vision of a healthy, safe and thriving region.

- The County GMS provides a comprehensive planning process, which centers community engagement in strategic planning and continuous collaboration, between all the County's business groups, including HHSA where CAP SD resides.
- CAB, which consists of representatives from three community sectors (the Economically Disadvantaged Community, the Private Sector and the Public Sector representing the San Diego County Board of Supervisors) meets monthly to discuss issues related to economically

disadvantaged communities and the best use of CAP's resources to meet the needs of those communities.

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

CAP does not provide direct services but contracts with local providers to administer programs. Contracts are entered in accordance with the County of San Diego's procurement policies, particularly the Board of Supervisors' Policy A-87 "Competitive Procurement", which outlines methods of competitively procuring services and sets forth exemptions and exceptions to the competitive procurement rule. Specific contracts for the 2026-2027 CAP Plan administered by CAP SD are referenced in the chart below:

Program	Contractor	Contract Number
Communities in Action	Home Start, Inc	557900
	International Rescue Committee	557905
	Jewish Family Services	557907
	Interfaith Community Services	557909
	North County Lifeline, Inc.	557911
	South Bay Community Services	564448
Walk N' Roll	Circulate San Diego	572331
RLA Coordination	Community Health Improvement Partners	569371
EITC Coordination	Dreams for Change	572490
Live Well San Diego Exchange	National Conflict Resolution Center	572977
Alternative Dispute Resolution	National Conflict Resolution Center	571151
Keep Em' Safe	Pacific Safety Center	566510
Gang Prevention & Community Response	UPAC	571498
	North County Lifeline	571500
	Escondido Education COMPACT	571502
Whole Family/2Gen	SAY San Diego	568978

Government Code 12760)

To ensure that CAP SD avoids duplicating services, a multifaceted approach centered on collaboration, strategic planning, and continuous assessment is implemented. CAP SD uses data to guide and inform its services to low-income individuals and families, specifically regional federal poverty data to help identify communities with high numbers of Community Service Block Grant (CSBG) eligible (100% or below FPL, or as directed.) individuals and families. Community indicator data and feedback collected directly from low-income residents and other key stakeholders are also used to identify priority needs for the target populations.

The County vision and mission, along with the GMS, provide a framework for continuous collaboration and identification of mutually reinforcing activities and measurement of outcomes across departments and among divisions. This ensures that CAP SD's initiatives are complementary, allowing for a continued focus on unique areas where the most significant impact can be made.

Collaboration with external partners is supported through CAP SD staff's regular participation in key stakeholder networks, including regional *Live Well San Diego* Regional Community Leadership Teams and other community stakeholder groups like the EITC Coalition, the Resident Leadership Academy Council, and various neighborhood collaboratives. Through these strategies, CAP SD works to effectively minimize service duplication, ensuring that resources are used efficiently to increase access to resources for low-income individuals, families, and communities.

4. Describe how your agency will leverage other funding sources and increase programmatic and/or organizational capacity. (CSBG Act Section 676(b)(3)(C))

CAP SD's approach includes leveraging diverse funding streams and aligning initiatives to address long-term community needs effectively. CAP SD continuously works to identify opportunities for additional funding to create new or enhance existing programs that serve the needs of low-income individuals, families, and communities. CAP actively engages diverse internal partners, through open communication and information sharing, allowing the CAP SD team to work collaboratively across departments to leverage existing efforts, including funding opportunities.

Examples of additional funding that will be coordinated under the umbrella of CAP SD to meet the needs of low-income communities include:

- Alternative Dispute Resolution Trust Fund
- Office of Traffic Safety Grants
- CDC Health Disparities Grant
- Tobacco Endowment Funds
- Dispute Resolution Funds
- Refugee Employment Services

CAP SD is committed to the sustainability of its programs through intentional and strategic collaboration. By fostering strong partnerships with local organizations, and community stakeholders, it creates a foundation of shared resources, knowledge, and expertise that provides opportunities for program longevity. Regular communication and collective problem-solving ensure that programs remain adaptable, impactful, and addressing the needs identified by the community. This commitment to working together not only amplifies our collective impact but also ensures the ongoing success and resilience of the services provided.

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

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

- Alternative Dispute Resolution Trust Fund
- Office of Traffic Safety Grants
- CDC Health Disparities Grant
- Tobacco Endowment Funds
- Dispute Resolution Funds
- Refugee Employment Services

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

In the event of reduced funding, CAP will examine current and potential funding sources to identify opportunities to fill gaps in revenue and will work with the local network of service providers to identify other options for delivering important services to low-income communities. The focus of these efforts would be to protect direct community-facing services to the greatest extent possible while identifying administrative efficiencies that are implemented. Through these strategies, CAP SD can remain committed to adapting effectively during funding challenges while prioritizing the meeting the needs of the community.

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

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

The WF2G program provides after-school activities, behavioral improvement programs, and mentoring to promote educational success, improve the youth participants' self-image and self-regulation, and foster the ability of school-aged youth to build positive relationships within the community. Additionally, WF2G may provide mentoring and after-school activities in leadership development and referrals to employment resources for school-aged youth.

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

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

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

CAP SD contracts with multiple providers based in different regions within San Diego County. CAP SD programs are designed to serve youths and Transition Age Youths (TAY) among other target populations. Youth programs are either explicitly contracted or woven into various CAP SD contracts. For example, CAP SD has three Gang Prevention and Community Response contracts with services that support early prevention efforts related to gang involvement, support efforts of gang-involved individuals to successfully disengage from gang membership, and address community trauma resulting from gang violence. The Communities in Action (CinA) programs provide youth with Resident Leadership Academy (RLA) and a spectrum of services designed to provide youth the resources and skills they need to reach their full potential and give their best to themselves and their communities. SAY San Diego has long-established partnerships with principals, counselors, schoolteachers and administrators, community-based organizations, mental and behavioral health providers, and other key stakeholders, ensuring WF2G stands firm as a solid program backed with supportive services that help the youth and their families succeed. Furthermore, in the WF2G program, SAY San Diego leverages partnerships with local postsecondary institutions that support

innovative youth employment programming. The Walk N 'Roll program conducts six annual pedestrian, bicycle, and/or scooter safety classroom presentations to youth groups. Additionally, another CAP SD contract with the National Conflict Resolution Center (NCRC) provides the ART of Inclusive Communication training to youths where participants learn about becoming more inclusive in how they interact with others. Participants learn about leveraging respectful cross-cultural communication skills to be successful in work and in life.

CAP SD's youth-focused efforts aim to equip young individuals with the tools and resources needed to explore career paths, gain valuable skills, and adopt healthy lifestyles.

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

CAP SD contracts with providers to develop innovative youth services to support socially and economically disadvantaged youth ages. The WF2G program through SAY San Diego provides mentoring and after-school activities in leadership development and referrals for career exploration to school-aged youth.

CAP SD also provides services offered through the CinA Program including referrals to local employment services programs to help support obtaining and maintaining or improving employment for low-income individuals and families throughout San Diego County. CinA contractors work to establish collaborative partnerships to ensure warm referrals to local employment services programs and organizations that can help support employment outcomes (e.g. child care and adult education programs).

CAP SD works to continually identify and collaborate with key community partners, stakeholders, and funders to explore opportunities related to the sustainment and promotion of employment and training programs.

9. 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 SD efforts support the provision and increased access of emergency supplies, access to nutritious food, and other related services through a variety of efforts.

For example, emergency food and nutrition services will be available as stabilization supports to individuals and families participating in the CinA Program. CinA providers will also provide support to participating families on accessing income supports, including CalFresh benefits, to help ensure that they have the resources needed to purchase healthy and affordable food. RLA Community Improvement Projects supported through the CinA Program may address policy and environmental barriers to food access – RLAs facilitated outside of the CinA Program will continue to be able to access training and technical assistance through the RLA Council meetings, which can also support

other efforts to address food access by residents throughout the region.

CAP SD will work through a coordinated approach that leverages partnerships, community resources, and direct service delivery. Such as working to identify new opportunities and leverage existing efforts to ensure increased access to emergency and food resources. CAP SD will also share relevant community resources with contractors to increase awareness of community resources available.

10. Is your agency a dual (CSBG and LIHEAP) service provider?

☐ Yes

☒ No

11. For dual agencies:

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), State Plan 9.5)

For all other agencies:

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

CAP SD is not a dual service provider, but through its CinA Contracts, CAP SD will continue to leverage and promote the local San Diego Gas and Electric's (SDG&E) Care Program. The Care Program extends discounts to income-eligible SDG&E customers. CinA participants will be referred to the CARE program and assisted with on-line applications. Regular communication with CinA providers will ensure that they are aware of programs and are in turn promoting access to the individuals and families served through CinA.

12. 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)

CAP SD will use funds to implement innovative, community-driven initiatives that focus on strengthening communities. Our current efforts support programs that are neighborhood-based and tailored to meet the unique needs of the communities we serve in each of the regions. An example is the CinA program in each of the regions which offer Education and Development classes, encompassing K-12 Supplemental Education, Behavior Improvement and Wellness, Youth and Family Recreational Activities, Domestic Violence Prevention, and Financial Literacy. Recognizing the importance of offering activities for the entire family, CinA ensures that at least two of the Education and Development Activities offered through the program will be intergenerational in nature, so that families can participate together and support family-strengthening efforts.

CAP SD will also identify funding and collaborative opportunities that support innovative approaches

that encourage family bonding and resilience. The goal of these efforts to create a sustainable impact by equipping families with the knowledge and resources they need to thrive, fostering stronger, healthier communities in the process.

In addition to regularly meeting with CAB to address regional concerns, CAP SD has multiple programs designed to identify gaps and provide actionable solutions to issues as they are identified. For example, CAP SD's Resident Leadership Academy (RLA) program trains and mobilizes residents to act as leaders on behalf of their communities to build community cohesion and establish Community Improvement Projects (CIP) to address identified issues within each region. The RLA graduates regularly meet to discuss success stories and opportunities for improvement. CAP SD is committed to developing and improving service delivery linkages to fill identified gaps in the services, through the provision of information, referrals, case management, and follow-up consultations.

CAP SD will actively engage CAP contractors and closely monitor and audit the contractual activities for all programs and services, including referrals, case management, and follow-up consultations across all contracts, to ensure the integrity of service delivery to the county's residents. With feedback from advocates and residents, CAP SD tailors the upcoming contracts pending re-procurement, to maximize the impact on residents' lives. Input from the Public Hearing revealed the need for additional classes such as computer, citizenship, and ESL (English as a Second Language), activities such as arts and crafts for senior citizens, and transportation to after-hours resources. CAP will leverage the RLA and CinA programs to link available resources to residents. CAP will also seek additional funding opportunities to address these, and other needs as identified in the Needs Assessment.

Monitoring
CSBG Act Section 678B(a)
ROMA – Planning, Evaluation

1. Indicate how your agency will prepare for CSD's monitoring of your CSBG activities in 2026 and 2027.

Having staff attend:

- ☒ CSBG monitoring webinar
- ☒ CSBG Annual Report training
- ☒ CalCAPA conference(s)
- ☒ ROMA or other performance measurement training
- ☒ California ROMA Coalition quarterly calls
- ☒ CSBG contract webinar
- ☒ CNA training
- ☒ CAP template training
- ☒ Organizational Standards training
- ☒ Quarterly CSP meetings
- ☒ Other state and/or national trainings

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, issuance of formal monitoring reports, and emergency monitoring procedures.

CAP SD's services are delivered via contractors who are monitored in accordance with County policies and procedures. Monthly progress reports and corresponding documentation are submitted to the CAP SD Contracting Officer's Representative (COR) for review and approval, and an annual onsite or desk review is conducted, resulting in a formal monitoring report signed by CAP SD and the provider. For providers not fulfilling contractual obligations according to the schedule and/or statement of work, informal corrective actions are first discussed with the contractor via phone, Teams/Zoom, and email to discuss the provider's plan for remedying delinquent or deficient deliverables. If the deliverables are still not met within a reasonable timeframe, a formal written Corrective Action Notice will be issued through the County, providing a summary of the default, a timeline for responding to the notice, and a timeline for curing the default or demonstrating adequate progress towards curing the default. Should the contractor fail to respond, or if the contractor's response is not satisfactory to the County, the County may then terminate the agreement for default with a written notice from the County's contracting officer.

ROMA Application
CSBG Act Section 676(b)(12)
Organizational Standards 4.2, 4.3
ROMA – Planning, Evaluation

1. Describe how your agency will evaluate the effectiveness of its programs and services. Include information about the types of measurement tools, the data sources and collection procedures, and the frequency of data collection and reporting. (Organizational Standard 4.3)

CAP SD tracks the contractors' services provided and resulting outcomes through a database updated monthly by the CORs and data analyst with data from the approved monthly invoices and progress reports. The design of the invoice, monthly progress report, and database allow for monitoring of the contractors' completion of the services and outcomes achieved. Verification documents include intake forms with income verification/attestation, client emails, pay stubs, bank statements, credit report or verification from a lender, attendance reports and sign-in sheets, agendas, meeting minutes, media articles, pre- and post- assessment results, survey results, reports obtained by the contractor from homeless shelters and case managers, rental contracts, rental support receipts signed by the client, as well as utility support receipts signed by the client.

2. Select one need from Table 2: Priority Ranking Table and describe how your agency plans to implement, monitor progress, and evaluate the program designed to address the need. Organizational Standard 4.2)

The second priority need identified through the CNA is that Individuals and Families need supplemental food assistance. CAP SD's primary program to address this need is the Communities in Action program, deployed through six regional contracts with providers to deliver services related to this need, such as food supports/pantries, grocery store gift cards, as well as assistance and referrals for applying to government programs for food aid. The provider retains documentation evidencing fulfillment of the services and outcomes, in the form of photocopies of the gift cards provided, receipts, and emails or signed documentation confirming the client's receipt of the support/gift card, proof of enrollment of the client in a food assistance program, and CSBG eligibility. Monthly invoices and progress reports are submitted for approval by the CAP SD COR.

CAP SD tracks the contractors' food support services provided and resulting outcomes through a database updated monthly by the CORs and data analyst with data from the approved monthly invoices and progress reports. The design of the invoice, monthly progress report, and database allow for monitoring of the contractors' completion of the services and outcomes achieved.

Optional

3. Select one community level need from Table 2: Priority Ranking Table or your agency's most recent Community Needs Assessment and describe how your agency plans to implement, monitor progress, and evaluate the program designed to address the need. (CSBG Act Section 676(b)(12), Organizational Standard 4.2)

Response and Community Awareness
ROMA – Planning

Diversity, Equity, and Inclusion

1. Does your agency have Diversity, Equity, and Inclusion (DEI) plan in place?
☒ Yes ☐ No
2. If no, what steps will your agency take in the coming two years to develop and implement a DEI plan?

Disaster Preparedness

1. Does your agency have a disaster plan in place? The term disaster is used in broad terms including, but not limited to, a natural disaster, pandemic, etc.
☒ Yes ☐ No
2. If no, what steps will your agency take in the coming two years to develop and implement a disaster plan?

Federal CSBG Programmatic Assurances
CSBG Act Section 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--

a. 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 under part A of Title IV of the Social Security Act);
b. to secure and retain meaningful employment;
c. 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;
d. to make better use of available income;
e. to obtain and maintain adequate housing and a suitable living environment;
f. to obtain emergency assistance through loans, grants, or other means to meet immediate and urgent individual and family needs;
g. to achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots
h. 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.

State Assurances
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.

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.

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.

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.

Category Six: Strategic Planning

Standard 6.4 Customer satisfaction data and customer input, collected as part of the community assessment, is included in the strategic planning process.

Part III: 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, the Low-Income Testimony, and the Agency's Response document, and a copy of the most recent community needs assessment as appendices A, B, and C, respectively. Other appendices as necessary are encouraged. All appendices should be labeled as an appendix (e.g., Appendix A: Notice of Public Hearing) or separated by divider sheets and submitted with the CAP.

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

SAN DIEGO
2024 Community Needs Assessment Report

Table of Contents

Executive Summary

The County of San Diego's Health and Human Services Agency (HHSA), Office of Equitable Communities (OEqC), Community Action Partnership (CAP), hired Initium Health to carry out a detailed Community Needs Assessment (CNA) in preparation of their 2026-2027 Community Action Plan (Plan). The Plan aims to show how the County of San Diego's Community Action Agency (CAA), CAP, will deliver services that are outcome-based and focused on addressing local conditions of poverty. The purpose of the CNA is to gather qualitative and quantitative feedback and data from the low-income community members regarding their priority needs and help determine the underlying causes and conditions of poverty in San Diego's HHSA designated service regions. We partnered with the County of San Diego's Self-Sufficiency Services, Community-Based Organizations (CBOs), the Resident Leadership Academy (RLA) network, and the Community Health Worker (CHW) network to promote and gather data. These partnerships allowed us to engage with the community effectively, paving the way for initiatives, like the Ideas Exchanges sessions to gather meaningful qualitative feedback and the CAP Survey to gather quantitative data.

For the qualitative feedback, the County analyzed responses to Customer Satisfaction Surveys administered through the CAP providers, and additionally, Initium Health held Ideas Exchanges sessions to collect detailed opinions and feedback from community members. These discussions allowed participants to share their challenges and suggest solutions. For the quantitative data, Initium Health administered a CAP survey to collect data about the main issues affecting the lives of low-income San Diego residents. The survey offered a more comprehensive understanding of the diverse needs and priorities within the community.

The CAP Survey was offered in the County of San Diego's threshold languages—Spanish, Korean, Vietnamese, Arabic, Tagalog, Somali, Farsi, and Simplified Chinese—to include people from different backgrounds. It was open from October 14 to December 5 with 43 questions that allowed for insights into the community strengths and low-income population's needs, and furthermore, identified areas for improvement.

There was a total of 10,524 respondents with valid zip codes. Below is a table of responses by HHSA Region. Of all respondents with valid zip codes, 6,572 had household incomes at or below the Federal Poverty Level (FPL).

Community Action Partnership Survey Responses by HHSA Region							
Region	Central	South	East	North Central	North Coastal	North Inland	TOTAL
Total	2,777	2,273	1,884	1,238	998	1,354	10,524
Percentage	26.4%	21.6%	17.9%	11.8%	9.5%	12.9%	100%

The CAP survey asked respondents to indicate how important a topic was to their household across the County's *Live Well San Diego* top five areas of influence: health, knowledge, standard of living, community, and social. Countywide, the overall priority topics, indicating the topmost needs are as follows:

1 STANDARD OF LIVING
Availability of affordable and quality housing

2 HEALTH
Availability of supplemental food assistance

3 HEALTH
Access to and availability of affordable healthcare (including extended hours and language assistance)

4 HEALTH
Assistance applying for public benefit programs (such as Medicare, CalFresh, CalWORKS, Social Security, etc.)

5 STANDARD OF LIVING
Availability of living wage employment opportunities for adults

Initium Health hosted six Ideas Exchange, or Community Dialogue, sessions across the six HHSA regions, and 194 people attended in total. At the beginning of each Idea Exchange session, participants were invited to optionally complete a demographic survey to provide insight into the diversity of those engaging in the discussions. The anonymous and optional survey consisted of 15 questions. A total of 69 respondents completed the survey, however, 7 zip codes were not qualifying zip codes. The Demographic Survey data highlights that Initium Health successfully targeted economically disadvantaged populations with 41.54% of participants identifying as homeless, 50% identifying as unemployed, and 53.73% of participant household's annual income is at or below the Poverty Level Guideline. Questions covered a variety of topics, including zip code, gender identity, age, ethnicity, household composition, employment status, poverty level, and disability status. It also explored participants' community involvement, such as involvement in the Resident Leadership Academy Network or volunteering at organizations. Key themes from the survey included economic hardship, household diversity, and community engagement. These questions provided valuable insights into the demographic profile of the attendees. These demographic profiles for the Ideas Exchanges are further analyzed in the regional reports under section "Survey and Ideas Exchanges Data by HHSA Region".

Regional Profile of the County of San Diego

San Diego County, home to 3,289,701 residents, is the second-most populous county in California and the fifth largest in the U.S. It spans 4,621 square miles, bordering Mexico to the south. The county is known for its diverse culture, scenic beauty, and strong military presence.

The population is ethnically diverse with 34.5% identifying as Hispanic, 43.6% as non-Hispanic White, 4.5% as non-Hispanic Black, 11.8% as non-Hispanic Asian, and smaller percentages of other racial groups.[1] Immigrants make up 22.6% of the population with 58.6% of the foreign-born population being naturalized U.S. citizens. At home, 63.4% of residents speak only English while 23.9% speak Spanish. Other languages, including Asian and Pacific Islander languages, are also spoken across the county.[1]

San Diego County has an almost even gender split with 50.7% male and 49.3% female. Approximately 10.5% of adults identify as LGBQ, which is slightly higher than the state average.[2] The county's population is primarily aged 25-44 (30%) followed by those aged 45-64 (24%) with 14.7% over 65.[1]

While 89.1% of those aged 25 and over across the nation have at least a high school diploma, San Diego County leads the state with 88.7% having at least a high school diploma compared to 84.4% statewide (2022).[3] Additionally, 41.1% in San Diego held a bachelor's degree or higher. Disparities in high school graduation rates in San Diego County are evident across racial, gender, and socioeconomic groups. In 2021, Hispanic, Black, male, disabled, and immigrant youth showed lower graduation rates. Foster youth and homeless students have the highest dropout rates (22% and 19%, respectively) and lowest graduation rates.[4] While 64% of all students pursue post-secondary education, foster youth and students experiencing homelessness struggle to do so. Additionally, students with disabilities and English language learners face significant barriers with low degree completion rates and inadequate support in higher education.[4]

San Diego County's economy contributes significantly to California's GDP and accounted for over $222 billion in 2019. Key sectors include the military, life sciences, and tourism. The pandemic heavily impacted industries like hospitality with visitor spending dropping from $11.6 billion in 2019 to $5.2 billion in 2020. Unemployment peaked at 15.9% during the crisis, primarily affecting low-wage workers.[5] Despite challenges, the region is expected to recover with increases in online shopping and certain sectors showing resilience. Economic disparities persist, particularly in low-income subregions reliant on tourism and retail jobs. The average unemployment rate from 2018-2022 was 6.0%. Major industries include management, science, arts, and military roles with San Diego remaining a key military hub.[5]

In San Diego County, the wage gap reflects disparities across gender, race, and ethnicity. In 2023, women earned 13% less than men on average. Racial inequalities are evident with people of color earning less than 81 cents for every

[1] County of San Diego, Health and Human Services Agency, Public Health Services, Community Health Statistics Unit. (2024a, February). *2018-2022 Demographic Profiles.*

[2] County of San Diego, Health and Human Services Agency, Public Health Services, Community Health Statistics Unit. (2024b, April). *The Adult Lesbian, Gay, Bisexual, and Queer (LGBQ) Population in San Diego County, 2018-2022.*

[3] Live Well San Diego. (2024). *Top Ten Live Well San Diego Indicators.* Retrieved from https://www.livewellsd.org/i-want-to/learn-more/data-indicators

[4] The San Diego Foundation. (2024). *Examining the Data on Educational Equity.* Retrieved from https://www.sdfoundation.org/news-events/sdf-news/examining-the-data-on-educational-equity/

[5] San Diego County Profile and Economic Indicators. (2024). *County of San Diego.* Retrieved from https://www.sandiegocounty.gov/content/dam/sdc/cto/budget/sdcounty_profile_economicindicators.pdf

dollar white employees make, and Black workers facing widespread discrimination.[6] Latinx individuals, with a median income of $39,000, earn about $28,000 less than white residents. California's income inequality, measured by the GINI index, increased from 2021 to 2022 with the state ranking above the national average.

The cost of living in San Diego County is high with a median home price of $1,023,450[7] during the first quarter of 2024 and median fair market rent of $2,881 for a 2-bedroom unit (including utilities).[8] In 2024, 10,605 people were experiencing homelessness in San Diego County, including 6,110 unsheltered people and 4,495 people in shelters and transitional housing.[9] The Central San Diego Subregional Area had the highest number of unsheltered people. The median household income for veterans is $63,579. While 6.8% of veterans live below the poverty line, many struggle to meet the area's high living costs despite being above poverty thresholds.[5] Low-income subregions in San Diego, such as Southeastern San Diego, El Cajon, and Oceanside, show higher percentages of residents living under 200% of the Federal Poverty Level (FPL) compared to more affluent areas. For instance, Mid-City and Central San Diego report 73.6% and 73.5% of their populations under 200% FPL while Oceanside and Escondido report 66.1% and 64.3%, respectively. These areas also experience higher rates of nutrition insecurity with regions like North Inland and East reaching rates over 20%. Conversely, high-income areas face lower rates of poverty and food insecurity, revealing significant disparities across the county.

San Diego County's health services are dominated by four major systems: Kaiser Permanente, Sharp HealthCare, Scripps Health, and UCSD Health, which collaborate on regional issues despite competition. Access to care for lower-income residents, particularly behavioral health services, remains a challenge with about 25% of residents covered by Medi-Cal. The hospital sector is stable, and medical groups are expanding. Federally Qualified Health Centers (FQHCs) play a key role in safety-net services. Recent efforts focus on improving behavioral health access with initiatives to reduce hospital readmissions and enhance health information exchange systems.[10]

San Diego County's transportation and infrastructure initiatives are part of its broader Climate Action Plan. These efforts aim to reduce vehicle miles traveled, promote alternative transportation methods, like biking and walking, and expand electric vehicle infrastructure. The county is also transitioning its vehicle fleet to renewable diesel and electric vehicles. Significant accomplishments include the acquisition of open space, installation of bike lanes, and upgrades to pedestrian and cyclist safety. In 2023, county employees avoided over 18 million vehicle miles through telecommuting. These measures are designed to cut carbon emissions, improve sustainability, and create more accessible transportation options.[6]

The below table shows the 2024 poverty wages, minimum wages, and living wages needed for different household types in San Diego County from the Massachusetts Institute of Technology (MIT) Living Wage Calculator analyzing the typical expenses in San Diego County.[11]

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[6] Center on Policy Initiatives. (n.d.). *Poverty, income, & earnings in the city of San Diego (2019-2021).* Retrieved from https://cpisandiego.org/poverty-income-earnings-in-the-city-of-san-diego-2019-2021/

[7] National Association of Realtors. (2024, July 9). *2024 Q1 County Median Prices and Monthly Mortgage Payment By Price.* Retrieved from 2024-q1-county-median-prices-and-monthly-mortgage-payment-by-price-07-09-2024.pdf

[8] RentData.org. (2024). *Fair Market Rent by Zip Code.* Retrieved from https://www.rentdata.org/

[9] Regional Task Force on Homelessness. (2024). Regional Task Force on Homelessness San Diego. Retrieved from https://www.rtfhsd.org/reports-data/

[10] California Health Care Almanac. (2021). *San Diego: Competing, Collaborating, and Forging Ahead with Population Health.* California Health Care Foundation. Retrieved from https://www.chcf.org/wp-content/uploads/2021/02/RegionalMarketAlmanac2020SanDiego.pdf

[11] MIT Living Wage Calculator. (2024). *Living Wage Calculation for San Diego County, California.* Retrieved from https://livingwage.mit.edu/counties/06073

San Diego County Living Wage Calculation - 2024[12]

Household composition	Single Adult	2 Adults	1 Adult + preschooler + school age	2 Adults + preschooler + school age
Federal Poverty Level (FPL)	$14,580	$19,720	$24,860	$30,000
Average living hourly wage per household in San Diego County	$23.94	$16.82	$37.07	$21.75
San Diego County Self Sufficiency Standard	$49,805.56	$69,961	$77,113.81	$90,495.53

Source: MIT Living Wage Calculator. (Updated February 2024) | Prepared by: Massachusetts Institute of Technology, February 2024.[12]

San Diego County Resources

Listed below are the most current resources and CBO partnerships vetted by the County:

- Community Action Partnership (CAP) Program Providers http://www.sdcountycap.com/
- County Self-Sufficiency Programs https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp.html
- 2-1-1 San Diego Enrollment & Public Benefits Assistance https://211sandiego.org/enrollment/
- Access Customer Service Call Center https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/access.html
- CalFresh https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/food_stamps.html
- Medi-Cal Program https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/medi-cal_program.html
- CalWORKs https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/work-and-money.html
- Community-Based Organizations (CBOs) in Partnership with the County https://www.livewellsd.org/i-want-to/partner/find-a-partner
- Affordable Housing Map https://www.sandiegocounty.gov/content/sdc/sdhcd/housing-directory.html
- Rental Assistance https://www.sandiegocounty.gov/content/sdc/sdhcd/rental-assistance.html
- Housing and Community Development Services (HCDS) https://www.sandiegocounty.gov/content/sdc/sdhcd.html
- Housing Blueprint https://engage.sandiegocounty.gov/housing-blueprint
- Ending Homelessness https://www.sandiegocounty.gov/content/sdc/sdhcd/ending-homelessness/overview.html

Community Action Partnership and *Live Well San Diego*

The Community Action Partnership (CAP) of San Diego County, under the County's Health and Human Services Agency (HHSA), Office of Equitable Communities (OEqC) is a designated Community Action Agency that helps low-income families achieve economic self-sufficiency. CAP administers a range of programs, including financial literacy, crisis stabilization, and leadership development through partnerships with community-based organizations. It focuses on improving public health, reducing disparities, and fostering resilience. Key services include emergency support and referral services; financial, educational, and behavioral classes; Resident Leadership Academies; Community Health Worker training; and other programs to foster collaboration and community connection. CAP works across six regions: Central, East, North Central, North Inland, North Coastal, and South with local providers to primarily serve CSBG-eligible low-income community members. CAP's mission, "To create a sustainable, resilient, and equitable community that empowers the economically underserved to thrive through collaborative partnerships," aligns with the County of San Diego's mission, "To strengthen our communities with innovative, inclusive, and data-driven services through a skilled and supported workforce," with regional efforts to promote a regional vision that is Building Better Health, Living Safely and Thriving, known as the *Live Well San Diego* Vision.

Live Well San Diego is a comprehensive initiative led by the County of San Diego aimed at improving the overall health, safety, and well-being of its 3.3 million residents. The initiative uses a collective impact model, collaborating with over 500 organizations across various sectors, including healthcare, education, and community services. Through key pillars—Building Better Health, Living Safely, and Thriving—the program works to address social determinants of health and create sustainable improvements in quality of life for all residents.[12]

Initium Health and CAP partnered with multiple stakeholders to garner community participation. This included the County's Self-Sufficiency Services, Resident Leadership Academy, the Regional Community Coordinators, the Community Health Worker Network, and Community-Based Organizations. The **Resident Leadership Academy (RLA)** by *Live Well San Diego* is a multi-week training program that empowers residents to enhance their communities. Participants learn leadership skills and address topics like community safety, land use, and healthy food systems. Graduates gain tools to lead community improvement projects and join a supportive network. The program also offers facilitator training and ongoing support for community-based projects and leadership growth.[13]

Regional Community Coordinators (RCC) strengthens collaboration among local organizations and stakeholders by leading regional leadership meetings. Regional Community Coordinators facilitate *Live Well San Diego* Leadership Team Meetings by bringing together diverse groups, like community-based organizations, businesses, faith-based entities, local government, and law enforcement. These meetings address the specific needs of each region, fostering dialogue and collaboration to improve community well-being. These efforts focus on health, social equity, economic inclusion, and poverty reduction, ensuring all residents feel supported and welcomed.

The Community Health Workers-Building Resilient Communities Program is designed to expand the local Community Health Worker (CHW) workforce. CHWs are trained to engage communities and enhance resilience

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[12] County of San Diego Community Action Partnership (2024). *Community Action Partnership of San Diego County*. https://www.sandiegocounty.gov/content/sdc/hhsa/programs/sd/community_action_partnership.html

[13] Resident Leadership Academies | *Live Well San Diego*. (2019). Livewellsd.org. https://www.livewellsd.org/i-want-to/get-involved/resident-leadership-academy

against future emergencies. They help bridge health disparities by providing outreach, education, and resource navigation, including assistance with Medi-Cal and vaccination services. This program aims to empower communities with the knowledge and tools needed to improve health outcomes and respond effectively to public health challenges[14].

Live Well San Diego Indicators

The top 10 *Live Well San Diego* Indicators cover five areas of influence: Health, Knowledge, Standard of Living, Community, and Social. Each indicator measures a key aspect of well-being for San Diego residents.

1. Life Expectancy

Life expectancy represents the average number of years a newborn is expected to live, assuming current mortality rates remain unchanged throughout their life. As of 2021, the average life expectancy in San Diego County is 80.6 years with females averaging 83.8 years and males 77.6 years. Since 2020, most areas in the county have experienced an increase in life expectancy. This aligns with California and exceeds the national average.[1]

2. Quality of Life

Quality of Life evaluates the percentage of people healthy enough to live independently, excluding those in nursing homes or similar institutions. As of 2021, 95% of San Diego County residents are considered healthy enough to live independently, meaning they do not have physical, mental, or emotional conditions that prevent self-sufficiency. The region has seen a steady improvement in Quality of Life across most areas.[1]

3. Education

The percentage of the population aged 25 and older with at least a high school diploma or equivalent reflects the foundation of education in improving quality of life. In 2020, 88.3% of San Diego County residents had earned a high school diploma or equivalent, thus showing an improvement from 84.6% in 2012. Since 2010, high school graduation rates have steadily increased, contributing to stronger community development and opportunities for residents.[3]

4. Unemployment Rate

The unemployment rate represents the percentage of the civilian labor force without work. The unemployment rate serves as an indicator of the community's economic health and its potential impact on residents' well-being. In 2023, 4.9% of San Diego County residents were unemployed. Unemployment negatively impacts financial health and well-being and often increases the risk of poor health outcomes and unhealthy behaviors related to alcohol, tobacco, diet, and exercise. These factors can lead to higher mortality rates and greater vulnerability to diseases.[15]

5. Income

The income indicator reflects the percentage of residents spending less than one-third of their income on housing. In 2021, 55.5% of San Diego County households met this standard, which was a slight decrease from 58.0% in 2020. When fewer households allocate more of their income to housing overall well-being improves as more financial

[14] County of San Diego, Health and Human Services Agency, Public Health Services. (2024). Community Health Workers: Building Resilient Communities Program. Retrieved from https://www.sandiegocounty.gov.

[15] U.S. Bureau of Labor Statistics. October 2024. *"Consumer Price Index, San Diego Area - September 2024."* Retrieved from https://www.bls.gov/regions/west/news-release/2024/consumerpriceindex_sandiego_20241010.htm.

resources become available for other needs thereby leading to better quality of life and financial stability across the community.[6]

6. Security

The security indicator measures the number of reported crimes, both violent and property-related, per 100,000 people. In 2020, this figure was 1,830.5 in San Diego County. Since the *Live Well San Diego* initiative started tracking this data, the crime rates have steadily decreased. Crime significantly impacts well-being by contributing to premature death, poor mental health, and reduced productivity. Exposure to crime increases stress-related disorders and can lead to unhealthy coping behaviors. High-crime neighborhoods often suffer from social isolation, hindering the support needed to manage stress effectively.[11]

7. Physical Environment

The physical environment indicator tracks the percentage of days when air quality is rated unhealthy for sensitive populations. In 2022, this accounted for 2.1% of days in San Diego County. Clean air is crucial for enhancing outdoor experiences and overall well-being. Efforts by the community have contributed to improving air quality over time, leading to fewer unhealthy air days.[16]

8. Built Environment

The built environment indicator measures access to parks or community spaces. In 2021, 62% of San Diego County residents lived within a quarter mile of such spaces. Easy access to parks encourages physical activity and social interactions, fostering a stronger sense of community and safety. By promoting shared spaces, neighborhoods support healthier lifestyles and closer connections between residents of all ages.[14]

9. Vulnerable Populations

The vulnerable populations indicator tracks food insecurity among residents earning 200% or less of the federal poverty level. In 2022, 31.8% of this low-income population in San Diego County experienced food insecurity, which is roughly 3 in 8 people. Despite this, there has been a decline in food insecurity for those at or below this income threshold. Addressing food insecurity in vulnerable populations remains critical to improving health and quality of life.[1]

10. Community Involvement

The community involvement indicator tracks volunteer participation. In 2019, about 1 in 4 San Diego County residents volunteered an average of 88 hours per year. Volunteer rates have declined since this metric was first tracked. Engaging the public in new and creative ways remains a key challenge for boosting volunteerism and community support. Increasing participation in volunteering is important for fostering social connection and shared community responsibility.[11]

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[16] San Diego County. (n.d.). *Built environment & transportation sustainability measures*. San Diego County. Retrieved from
https://www.sandiegocounty.gov/content/sdc/sustainability/Measures/builtenvtrans.html

Community Action Partnership Community Needs Assessment 2024

Methodology

The County of San Diego's Community Action Partnership initiated a comprehensive community needs assessment to better understand the needs and priorities of its diverse communities. This assessment was designed with a specific focus on economically disadvantaged communities throughout the county.

The project began with a kick-off call between the County of San Diego and Initium Health on September 27, followed by detailed planning and material development in early October. By October 7, Initium Health had prepared and submitted draft materials including social media content, flyers, press releases, and both English and Spanish versions of the survey. After the County's review and approval, Initium Health launched an intensive outreach campaign. This campaign involved coordinating with the County of San Diego's Office of Equitable Communities and Self-Sufficiency Services, County Regional Community Coordinators, RLAs, and various CBOs to ensure broad community participation.

Our assessment approach combined both quantitative and qualitative research methods to ensure a thorough understanding of community needs. The quantitative component consisted of collecting data through the CAP Needs Assessment Survey, which gathered detailed information about conditions of poverty across San Diego's service regions. The survey was launched in 9 languages on October 14 with weekly progress reports submitted to the County. For the qualitative component, Initium Health conducted Ideas Exchange Sessions from October 28-30 to gather direct feedback from community members about the issues they consider priorities for themselves and their communities.

To ensure broad community participation, Initium Health developed a detailed action plan for community outreach. This was supported by a comprehensive marketing strategy that included the development and distribution of flyers and strategic social media engagement to reach community members across all regions. Given CBO's and CHW's important work in the community, Initium Health did extensive outreach by emailing CBOs and CHW with sample messaging and flyers to help promote the survey.

The qualitative data collection phase culminated on November 14, when Initium Health provided the County of San Diego with seven extensive data reports from the Ideas Exchanges sessions. This submission included six region-specific reports and one countywide report for the community dialogue/Ideas Exchanges events. Following this, Initium Health culminated the quantitative data collection phase on December 5, followed by matching reports. Finally, Initium Health submitted a draft of the comprehensive needs assessment report to the County on December 13.

The County of San Diego reviewed the draft report and provided their feedback on December 18. After incorporating their input and making necessary refinements, Initium Health delivered the final needs assessment report on January 7. This final document represents a thorough analysis of community needs and priorities across San Diego County, providing valuable insights for future policy and program development.

CAP Needs Assessment Survey

The quantitative component centered on the CAP Needs Assessment Survey using questions provided by the County of San Diego, which Initium Health implemented through SurveyMonkey. The survey explored several key thematic areas, such as community strengths and resources, community needs and barriers, education and knowledge, housing and social services, and solutions and collaboration. This comprehensive thematic structure allowed us to gather detailed insights into both challenges and opportunities within the communities.

The survey ran from October 14 to December 5 with a goal of collecting 150 responses from each region and targeting 900 total responses. To incentivize participation, respondents were placed in a drawing, if they chose to, for the chance to win a $100 Amazon gift card. Additionally, during the Ideas Exchanges session, Initium Health distributed and collected CAP paper surveys to gather more responses.

Survey promotion involved a collaborative effort between multiple stakeholders. Initium Health conducted direct outreach to community-based organizations (CBOs), the Community Health Network Worker (CHW), and local libraries, while Community Action Partnership facilitated connections with the County of San Diego's Self-Sufficiency Services' text messaging platform, the Resident Leadership Academy (RLA), and Regional Community Coordinators (RCCs). This coordinated approach helped ensure comprehensive community representation in the survey responses. There was a total of 10,910 respondents. From these, 10,524 respondents had qualifying zip codes. Initium Health analyzed the 10,524 respondents as the zip code is a key qualifier for the survey response, 6,572 of whom were low-income. The estimated time it took to complete the survey was 15 minutes and 7 seconds. The estimated completion rate was 66%. Only questions 1–4 were mandatory, allowing respondents the option to answer all other questions at their discretion, which is reflected in the varying response rates across the additional questions.

Question 1 of the CAP survey asked respondents to provide their ZIP codes. Below is a breakdown of the total and percentage of all responses by HHSA region.

Community Action Partnership Survey Responses by HHSA Region						
Region	Central	South	East	North Central	North Coastal	North Inland
Total	2,777	2,273	1,884	1,238	998	1,354
Percentage	26.4%	21.6%	17.9%	11.8%	9.5%	12.9%

To ensure broad accessibility, Initium Health translated the survey into the County of San Diego's eight threshold languages: Spanish, Vietnamese, Arabic, Somali, Chinese (Mandarin), Korean, Persian (Farsi, Dari), and Tagalog (Filipino).

Below is a chart of qualified respondents by Language and HHSA region.

Survey Language Respondents by Region						
Region	Central	South	East	North Central	North Coastal	North Inland
Arabic	3	0	15	0	0	0
Spanish	681	1,096	300	129	374	242
Persian	0	0	2	0	00	0
Korean	0	0	0	0	0	0
Somali	0	0	0	0	0	0
Filipino	0	0	0	0	0	0
Vietnamese	3	0	0	0	0	0
Chinese	1	0	0	7	0	0
English	2,089	1,177	1,567	1,102	980	756

Question 2 asked low-income respondents "What is your Gender Identity?

Gender Identity	Female	Male	Non-binary	Transgender Female	Transgender Male	Prefer not to Answer
Total	4,902	1,530	38	18	11	73
Percentage	74.6%	23.3%	0.58%	0.27%	0.17%	1.11%

According to data from the U.S. Census Bureau, San Diego's population is approximately 51% male and 49% female.[17] In comparison, the survey results show a much higher percentage of female respondents (74.6%) and fewer male respondents (23.3%) with the remaining respondents identifying as non-binary or transgender.

Question 3 asked low-income respondents "What is your age?"

Low-Income Respondents by Age Group	6-12	13-17	18-24	25-59	60+	Prefer not to Answer
Total	N/A	4	553	4,188	1,788	39
Percentage	N/A	0.1%	8.4%	63.7%	27.2%	0.6%

According to data from the U.S. Census Bureau, San Diego's population includes 51% adults aged 18-59 and 20% aged 60 and over with the remaining population under the age of 18.[18] In comparison, the survey results for the low-income population show 63.7% of respondents are between 25-59 years old, 27.2% are over 60, and around 8.5% are 24 or younger. This difference suggests that the survey respondents are older on average than San Diego's general population, which could influence how well the results reflect the needs of younger age groups.

Question 4 asked low-income respondents "Which Ethnicity best describes you? Please only choose one."

Low-Income Respondents by Race	American Indian or Alaskan Native	Asian	Black or African American	Native Hawaiian and Other Pacific Islander	Latino or Hispanic	Middle Eastern / Arab	Caucasian	Multiple	Other
Total	433	319	488	50	2,802	127	1,751	337	265
Percentage	6.59%	4.85%	7.43%	0.76%	42.6%	1.93%	26.6%	5.13%	4.03%

Per U.S. Census Bureau data, San Diego's population is approximately 45% Latino or Hispanic, 30% Caucasian, 15% Asian, 6% Black or African American, and smaller percentages for other groups, such as Native Hawaiian, Pacific Islander, and American Indian or Alaskan Native.[18] The survey results for the low-income are similar with 42.6% identifying as Latino or Hispanic, 26.6% as Caucasian, 4.6% as Asian, and 7.4% as Black or African American. While the

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[17] U.S. Census Bureau. (2023). *QuickFacts – San Diego County, California ACS 1-year Estimate for 2023.* Retrieved from https://www.census.gov/quickfacts/sandiegocountycalifornia

survey represents the Latino or Hispanic population accurately, it shows fewer Caucasian and Asian respondents compared to the city's population.

Question 5 asked respondents "Do you have any Children Under 18?"

Any Children Under 18	Yes	No
Total	4,783	5,569
Percentage	46.2%	53.8%

According to data from the U.S. Census Bureau, approximately 32% of households in San Diego have children under the age of 18.[15] In comparison, the survey results show that 46.2% of respondents reported having children under 18 while 53.8% reported not having children under 18. This indicates that the survey sample includes a higher proportion of households with children compared to the overall population.

Question 6 asked respondents "Are you currently experiencing homelessness"

Currently Experiencing Homelessness	Yes	No
Total	2,187	8,147
Percentage	21.2%	78.8%

According to the Regional Task Force on Homelessness, San Diego's most recent Point-in-Time Count found about 10,000 people experiencing homelessness in the region.[18] In the survey, 21.2.% of respondents said they are currently experiencing homelessness. This shows that the survey provides around 25% of the homeless population's responses.

Question 7 asked low-income respondents "Have you served in the military?"

Low-Income Respondents by Military Status	Veteran	No	Active Military
Total	574	5,968	9
Percentage	8.8%	91.1%	0.1%

According to data from the U.S. Census Bureau, about 13% of San Diego County's population are veterans and around 3% are active-duty military. In the survey, 8.8% of low-income respondents said they were veterans, and 0.1% said they were active military.[18] This shows that veterans are less represented in the survey compared to the overall population, and active-duty military are much less represented. However, the survey still includes part of San Diego's significant military community, which is an important group in the County.

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[18] Regional Task Force on Homelessness. (n.d.) *Regional Task Force on the Homelessness*. Retrieved from www.rtfhsd.org

Question 8 asked respondents "What is the size of your household, including yourself?"

Size of your Household	1	2	3	4	5	6	7	8	9	10	11	12
Total	2,867	1,989	1,665	1,366	1,356	462	186	79	37	17	10	0
Percentage	28.6%	19.8%	16.6%	13.6%	13.5%	4.6%	1.9%	0.8%	0.4%	0.2%	0.1%	0%

According to data from the U.S. Census Bureau, the average household size in San Diego is about 2.7 people.[18] In the survey, most households were made up of just one person (28.6%) followed by two-person households (19.8%) and three-person households (16.6%) with fewer larger households.

Question 9 asked respondents "Based on this table, where does your household's combined annual income best fit?

Annual Income	Annual income is at or below the Poverty Level Guideline	Annual income is above the Poverty Level Guideline	Prefer Not to Answer
Total	6,572	1,150	1,957
Percentage	67.9%	11.9%	20.2%

According to the U.S. Census, the poverty rate in San Diego County is 10.1%.[18] Among survey respondents, 67.9% identified as being at or below the poverty level guideline. This highlights the success of our efforts in targeting economically disadvantaged populations.

Question 10 asked low-income respondents "Which of the following categories best describes your employment status?"

Low-Income Respondents by Employment Status	Not Employed - Long term (More than 6 months)	Retired	Employed, part-time	Employed, full-time	Prefer not to answer	Not employed - short terms (6months or less)	Migrant Seasonal Farm Worker
Total	2,052	1,259	1,224	989	514	483	16
Percentage	31.4%	19.3%	19.7%	15.1%	7.86%	7.39%	0.24%

The unemployment rate in 2023 for San Diego residents was 4.9%,[16] which is much lower than the 31.4% of low-income survey respondents who reported being unemployed (either short-term or long-term). This suggests that the survey sample reflects a high percentage of the target low-income population, and that the data will better portray their most pressing needs and concerns.

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Question 11 asked "Does your household include any of the following people? Please check all that apply."

Household	Children 0-17	Youth ages 14-24 who are neither working nor in school	Adults 66 or older	Refugees who have been in the U.S. 5 years or less	A person or people with sensory impairment (vision or hearing)	Individual(s) who does not speak English as their primary language
Total	4,102	1,626	2,022	98	734	1,156
Percentage	42.12%	16.7%	20.76%	1.01%	7.54%	11.87%

According to data from the U.S. Census Bureau, the average household size in San Diego is approximately 2.7 persons per household.[18] In the survey, 42.1% of households included children under 17, 27% had adults aged 66 or older, 10% included youth aged 14-24 not working or in school, 7.54% had individuals with sensory impairments, 11.9% had members who do not speak English as their primary language, and 5% included refugees. These findings highlight the diversity of households represented in the survey.

Question 12 asked low-income respondents "What is the highest level of education you have completed?"

Low-Income Respondents by Education Level	High School or G.E.D.	Associate's Degree or Certification	Bachelor's Degree	Elementary	Middle School	Master's Degree	No formal education	Doctorate
Total	3,100	1,285	737	608	316	203	142	39
Percentage	48.2%	20%	11.5%	9.5%	4.9%	3.2%	2.2%	0.6%

In 2020, 88.3% of San Diego County residents had earned a high school diploma or equivalent, showing an improvement from 84.6% in 2012.[18] In the survey, 48.2% of respondents reported that high school or a GED was their highest level of education, which is lower than the broad educational trends in the region. Additionally, 20% of respondents had an associate's degree, 11.5% had a bachelor's degree, and 3.2% had a master's degree thereby showing a substantial proportion of low-income respondents with higher education qualifications.

Question 13 asked respondents "Do you consider yourself to have a Disability [physical, mental/emotional, intellectual, developmental, and/or sensory (vision, hearing)]?"

Disability	Yes	No
Total	4,102	5,430
Percentage	43%	57%

According to data from the U.S. Census Bureau, approximately 11% of San Diego County residents report having a disability.[18] In the survey, 43% of those that responded identified as having a physical, mental/emotional, intellectual, developmental, or sensory disability. This indicates that individuals with disabilities are more heavily represented in the survey compared to the general population, which could provide valuable insight into the needs and experiences of this group within the community.

Question 14 asked respondents "Are you a member of the Resident Leadership Academy Network?"

Member of Resident Leadership Network	Yes	No
Total	471	9,046
Percentage	4.9%	95.1%

Based on the survey, 4.9% of respondents said they were members of the Resident Leadership Academy (RLA) Network while 95.1% were not. The RLA is a program in San Diego County that helps residents improve their communities by teaching leadership skills and focusing on important issues, such as safety, healthy food systems, and land use. Since it started, the program has trained over 600 residents and certified more than 110 trainers across the county. This almost 5% participation rate demonstrates the opportunity to conduct outreach to recruit more RLA participants to foster community cohesion and work together to actively effect positive changes in their neighborhoods.[19]

Question 15 asked respondents "Please indicate whether you are employed at or volunteer at any of the following types of organizations (select all that apply):"

Organizations	Community-based organizations (such as resource centers)	Faith-based organizations (such as churches)	Educational institutions (such as schools and colleges)	Private sector (businesses)	Public sector (with or as elected officials, appointed representatives, members of commissions, public employees, etc.)
Total	1,268	1,077	647	635	394
Percentage	31.5%	26.8%	16.1%	15.8%	9.8%

The survey shows that of the respondents that provided an answer, 21.5% are employed at or volunteer with community-based organizations, like resource centers; 26.8% are involved with faith-based organizations, such as churches; 16.1% work with educational institutions; 15.8% are employed in the private sector; and 9.8% are engaged in the public sector. This highlights a diverse range of professional and volunteer affiliations among respondents working with economically disadvantaged community members. These insights can help identify the types of organizations that have the strongest connections to the community, which could inform strategies for outreach and partnership development.

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[19] Live Well San Diego. (n.d.). *Resident Leadership Academies.* Retrieved from https://www.livewellsd.org/i-want-to/get-involved/resident-leadership-academy.

Key Priorities for the County of San Diego

The CAP survey asked respondents to indicate how important a topic was to their household across the County's *Live Well San Diego* top five areas of influence: health, knowledge, standard of living, community, and social.

Countywide, the topmost Family and Individual Needs identified by low-income respondents were as follows:

1. Families and Individuals need affordable and quality housing
   (6,608 total/4,531 low-income respondents)
2. Families and individuals need supplemental food assistance
   (6,104 total/4,326 low-income respondents)
3. Families and individuals need affordable healthcare, including extended hours and language assistance
   (6,326 total/4,204 low-income respondents)
4. Families and individuals need assistance applying for public benefit programs such as Medi-Cal, Medicare, CalFresh, CalWORKS, Social Security, etc.
   (5,864 total/4,040 low-income respondents)
5. Adult Families and individuals need living wage employment opportunities
   (5,459 total/3,742 low-income respondents)

Additionally, below are the top 3 needs identified by each sector within the County:

Organizations	Top Needs	Total Responses
Community-based organizations (such as resource centers)	Affordable Housing	3,619
	Parenting Classes	3,576
	Neighborhood Safety	3,561
Faith-based organizations (such as churches)	Neighborhood Safety	4,328
	Parenting Classes	4,325
	Affordable Housing	4,249
Educational institutions (such as schools and colleges)	Affordable Housing	2,396
	Parenting Classes	2,362
	Neighborhood Safety	2,168
Private sector (businesses)	Affordable Housing	2,381

	Parenting Classes	2,286
	Neighborhood Safety	2,150
Public sector (with or as elected officials, appointed representatives, members of commissions, public employees, etc.)	Affordable Housing	1,365
	Parenting Classes	1,346
	Neighborhood Safety	1,303

Community Input: Questions 16-20 asked respondents "For each topic below, please tell us how important this is to your household. Please choose the appropriate number using the following scale 1=Not important, 2=Not very important, 3=Important, and 4=Very important."

Question 16: Health (Enjoying good health and expecting to live a full life)	Very Important Percentage	Very Important Total
Access to and availability of affordable healthcare (including extended hours and language assistance)	58.3%	6,135
Assistance applying for public benefit programs (such as Medi-Cal, Medicare, CalFresh, CalWORKS, Social Security, etc.)	54.1%	5,697
Assistance applying for disability programs	43.3%	4,562
Availability of supplemental food assistance	56.4%	5,937
Access to mental/behavioral health services	48.0%	5,049
Access to drug abuse prevention and rehabilitation services	37.1%	3,900

Access to and availability of affordable healthcare (including extended hours and language assistance) is the top health priority in San Diego County. Approximately 7.8% of residents are uninsured, slightly below the statewide average of 8.1%.[18] However, disparities persist, particularly among low-income households where nearly 20% report delaying or forgoing care due to costs.[20] Only 87.3% of Hispanic residents in San Diego County have health insurance when compared to higher rates among other groups. Similarly, food insecurity disproportionately affects Native Hawaiian or Pacific Islander residents with 19.5% relying on Supplemental Nutrition Assistance Programs (SNAP). These disparities suggest that systemic barriers, such as economic instability and inadequate access to culturally competent care, play a significant role in shaping health outcomes. Additionally, many residents live in Health Professional Shortage Areas, which limits provider availability and further strains access to care.[18] Language barriers also complicate access as 15% of residents primarily speak a language other than English, yet only 10% of healthcare facilities offer adequate interpretation services.[18] These challenges highlight the need for targeted interventions to improve healthcare access and equity across the county.

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[20] California Department of Public Health. (n.d.) *Disparities*. Retrieved from https://www.cdph.ca.gov/Programs/OHE/

Addressing healthcare affordability and availability in San Diego is critical for fostering equitable health outcomes. Investments in affordability, extended access, and culturally competent care can significantly improve residents' quality of life.

Additionally, "Assistance applying for public benefit programs (such as Medicare, CalFresh, CalWORKS, Social Security, etc.)" was a top priority Countywide. In San Diego County, as of November 2024, there were 404,828 CalFresh recipients reflecting a 4.6% increase from the previous year. Similarly, CalWORKs had 52,462 recipients, which was up 6.4% from the prior year. Despite these numbers, many eligible individuals face challenges in accessing these programs due to complex application processes, limited awareness, and language barriers. Organizations like 2-1-1 San Diego offer enrollment services to assist residents in navigating these systems, thereby aiming to improve access and participation rates.[21]

Furthermore, availability of supplemental food assistance also emerged as a top priority Countywide. As of June 2024, approximately 25% of San Diego County residents, equating to 813,000 individuals, experience nutrition insecurity, lacking consistent access to three nutritious meals daily. This includes 211,000 children and 168,000 older adults.[22] In response, the hunger relief sector provided 24 million meals in June 2024, meeting 73% of the estimated need. CalFresh, California's Supplemental Nutrition Assistance Program, contributed 14.8 million meals during this period.[23] Despite these efforts, a significant meal gap persists underscoring the critical need to expand food assistance programs to ensure all residents have access to adequate nutrition.

Question 17: Knowledge Learning throughout the Lifespan	Very Important Percentage	Very Important Total
Access to parenting classes or support	41.57%	3,641
School safety programs and education (antibullying, gun violence)	54.3%	4,754
How to start and run a small business or knowledge of business opportunities in the community	40.68%	3,558
Substance abuse prevention education	46.19%	4,030
Knowledge about reproductive health (family planning, birth control, sexually transmitted diseases/sexually transmitted infections	48.21%	4,219
Domestic violence prevention education	51.74%	4,514
Climate change and climate action education, including health impacts from extreme heat, wildfire smoke, etc.	46.1%	4,029
Access to vocational training or higher education	51.26%	4,463
Access to affordable and quality tutoring	42.22	3,672
Financial literacy education (how to budget, improve credit score, save money)	50.33%	4,400

[21] 2-1-1 San Diego. (2023 Sept 26). *Enrollment & Public Benefits - 211.* Retrieved January 4, 2025, from http://www.211sandiego.org/enrollment.

[22] San Diego Hunger Coalition. (2022). *Hunger in San Diego.* http://www.sandiegohungercoalition.org/research

[23] San Diego Hunger Coalition. (n.d.). *Maps and Data Tables.* http://www.sandiegohungercoalition.org/maps-tables

School safety programs and education (antibullying, gun violence) was the top Knowledge priority Countywide. The scores indicate these areas are seen as highly important to community well-being. Addressing school safety concerns is critical as San Diego has seen an increase in bullying and cyberbullying rates in recent years. Gun violence was cited as a top safety concern by parents and teachers.[24] Additionally, the student-to-counselor ratio in many schools falls below the recommended level of 250:1 with a current ratio of 464:1, which limits support for students.

Question 18: Standard of Living (Having Enough Resources for a Quality Life)	Very Important Percentage	Very Important Total
Availability of affordable and quality housing	75.7%	6,407
Availability of services to address homelessness	58.72%	4,948
Availability of living wage employment opportunities for adults	62.73%	5,286
Availability of employment preparation/training for youth	54.87%	4,613
Availability of affordable and quality training or higher education	56.71%	4,763
Availability of affordable and quality childcare	53.04%	4,461
Assistance with tax preparation	41.63%	3,498
Preparation for disasters (weather, earthquakes, flooding, fires, pandemics, etc.)	54.18%	4,562
Bill payment assistance (utilities, rent, credit cards, etc.)	60.08%	5,068

The availability of affordable and quality housing is a critical issue in San Diego where rising costs and a limited housing stock disproportionately impact low- and middle-income residents. During the first quarter of 2024, the median fair market rent for a 2-bedroom unit (including utilities) in San Diego was $2,881.[9] In comparison, the nationwide average cost for housing across all units in the United States was $1,406 in 2024,[25] thus making affordability a significant concern. According to a report by the County of San Diego, in 2021, 38% of households were spending more than 30% of their income on housing, with 18% spending over 50% of their income on housing, indicating a severe cost burden.[26] Considering that the median home price in San Diego had since risen to $1,023,450 during the first quarter of 2024,[8] and the median rent has continued to steadily increase, the percentage of households who are cost-burdened is bound to continually rise. Although the median home price in San Diego had decreased to $949,888 in November 2024,[27] homeownership remains unattainable, limiting access to homeownership for first-time buyers and middle to low-income residents. Rising housing costs disproportionately affects communities of color, who already face systemic barriers to economic stability and homeownership. For example, Black residents in San Diego have the lowest homeownership rate (30.4%) when compared to the county average thereby reflecting historical and ongoing discriminatory practices in lending and housing policies.[28]

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[24] California Department of Education. (2019). *California Department of Education.* Retrieved from https://www.cde.ca.gov/
[25] U.S. Census Bureau. (2024). *Nearly Half of Renter Households Are Cost-Burdened, Proportions Differ by Race.* Retrieved from https://www.census.gov/newsroom/press-releases/2024/renter-households-cost-burdened-race.html
[26] San Diego County. (2022) *Cost-Burdened Households.* Retrieved from https://data.sandiegocounty.gov/stories/s/Cost-Burdened-Households/acfs-ipy6/
[27] National Association of Realtors. (2024, November). *Home Values in San Diego County, CA.* Retrieved from https://www.realtor.com/realestateandhomes-search/San-Diego-County_CA/overview?msockid=1eefaeb50cad6fd937b0bbd80d996e68
[28] "Health & Human Services Agency." Www.sandiegocounty.gov, www.sandiegocounty.gov/content/sdc/hhsa.html.

Additionally, during the third quarter of 2024, the vacancy rate in San Diego was 3.6%, which is well below the healthy market rate of 5-7%, which further contributes to the housing crisis.[29] San Diego faces a shortfall of approximately 134,537 affordable housing units[30], and with waitlists for affordable housing units, and an average ten year waitlist for subsidized housing vouchers,[31] many families and individuals are left without adequate options. Additionally, "Availability of living wage employment opportunities for adults" also emerged as a top priority Countywide. According to the San Diego County Housing Needs Report, a single person needs to make $47.67 per hour to afford the average monthly rent. This wage is 2.8 times the minimum wage.[32] Data from the U.S. Bureau of Labor Statistics indicates that many occupations in the region offer median hourly wages below this threshold.[33] For example, food preparation and serving-related occupations have a median hourly wage of $15.00 while personal care and service occupations have a median hourly wage of $16.50. This disparity highlights the challenge for a significant portion of the workforce in securing employment that provides sufficient income to cover essential needs underscoring the importance of addressing wage gaps to ensure economic stability for residents.

Question 19: Community (Living in a clean and safe neighborhood)	Very Important Percentage	Very Important Total
Feeling connected to your community (through activities, events, groups, places of worship, networks of support, etc.)	3,930	48.13%
Neighborhood beautification (community trash pick-up, flower-tree planting, painting)	4,033	49.39%
Access to parks and outdoor open spaces	4,607	56.49%
Quality of sidewalks and/or bike paths in your neighborhood	4,400	53.97%
Quality of roads (potholes, etc.)	5,178	63.52%
Street lighting in your neighborhood	5,268	64.61%
Access to efficient, affordable, and reliable alternative transportation options (walking, biking, public transit)	4,715	57.75%
How to address drug activity in my neighborhood	4,053	49.82%
How to address gang activity in my neighborhood	4,063	49.89%
Concerns for violence in the neighborhoods (such as assault)	4,373	53.65%
Concerns for theft in the community (home invasion, auto theft,	4,605	56.52%

[29] U.S. Census Bureau. (2024). *Rental Vacancy Rates for the 75 Largest Metropolitan Statistical Areas.* Retrieved from https://www.census.gov/housing/hvs/data/rates.html

[30] California Housing Partnership. (2024). *San Diego County 2024 Affordable Housing Needs Report.* Retrieved from https://chpc.net/wp-content/uploads/2024/05/San-Diego_Housing_Report.pdf

[31] County of San Diego Housing & Community Development Services. (2024). S*ection 8 Housing Choice Voucher (HCV) Overview*. Retrieved from https://www.sandiegocounty.gov/content/sdc/sdhcd/rental-assistance/section-8-hcv-overview.html

[32] Fresno County. (2024). *Affordable Housing Needs Report*. https://www.chpc.net/wp-content/uploads/2024/05/Fresno_Housing_Report.pdf

[33] Bureau of Labor Statistics. (2021). *San Diego-Carlsbad, ca - May 2021 OEWS Metropolitan and Nonmetropolitan Area Occupational Employment and Wage Estimates.* Retrieved from https://www.bls.gov/oes/current/oes_41740.htm

purse/belongings)		
Community and police relations	4,665	57.40%
Weatherization Assistance Programs (installing weatherization and energy efficient measures for low-income homeowners and renters, such as solar, insulating the home, sealing holes and cracks, repairing or replacing windows and water heaters, checking the heating and air conditioning systems, etc.)	4,362	53.61%

"Street lighting in your neighborhood" emerged as the top Community priority Countywide. Adequate street lighting plays a vital role in enhancing public safety, reducing crime, and promoting a sense of community. In San Diego, 30% of neighborhoods report inadequate street lighting with underserved areas disproportionately affected.[16] Additionally, 15% of streetlights are reported to be non-functional or in disrepair thus leading to prolonged outages that impact safety and mobility. Poor lighting is linked to a 25% increase in reported crimes, such as theft and vandalism, in poorly lit areas compared to neighborhoods with adequate lighting. Residents in areas with limited lighting also report feeling unsafe walking at night with 40% citing lighting issues as a primary concern. Poor lighting further limits accessibility for pedestrians, cyclists, and public transit users, emphasizing the need for targeted investments to improve infrastructure and foster equitable improvements across the county.[16]

Question 20: Social (Helping each other to live well)	Very Important Percentage	Very Important Total
Opportunities to participate in improving your community	44.9%	3,564
Access to quality and affordable internet services	60.2%	4,785
Knowledge of available community resources (local non-profits, social services, government programs, etc.)	55.5%	4,396
Youth mentorship programs	45.8%	3,616
Supervised before/after-school activities	49.0%	3,875
Community gardening and/or growing your own food	43.5%	3,448
Development of neighbor check-in/support programs	42.3%	3,351
Availability of community advocates to help people get needed resources	52.9%	4,185

Access to affordable and reliable internet was the top Social priority in San Diego as reflected in the survey results.

Question 21 asked respondents "In what ways has the COVID-19 Pandemic continued to impact your life? Check all that apply."
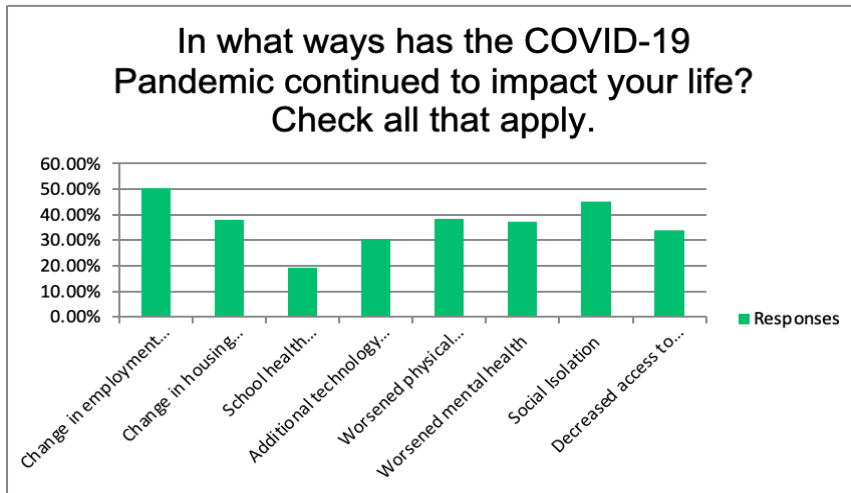
The COVID-19 pandemic continues to impact various aspects of life in San Diego, as reflected in the survey responses, where the most common effects were changes in employment (50%) and social isolation (45%).

Question 22 asked "Do you currently utilize any resources to help you with paying rent or rent-related costs (security deposits, etc.)?"

Resources to help with paying rent or rent -related costs	Yes	No
Total	2,439	5,333
Percentage	31.4%	68.6%

The results show that 31.4% of respondents rely on these resources while 68.6% do not. This highlights how a significant number of people in the community depend on rent support programs, which reflects the ongoing challenges of housing affordability. San Diego is home to almost 3.3 million residents, making it the fifth most populous county in the U.S. and the second largest in California.[18] With such a large and diverse population, addressing housing support and affordability is critical to improving the quality of life for many families in the region.

Question 23 asked respondents "If yes, where did you obtain assistance to pay rent?"

Assistance to Pay Rent	Family and Friends	Non-profit organizations support	Government Assistance	No	Other (please state)
Total	1,028	169	1,194	2,267	421
Percentage	20.2%	3.3%	23.5%	44.6%	8.3%

This suggests that many respondents require support to manage rent costs, which reflects the broader housing affordability challenges in San Diego. With a population of approximately 3.3 million, San Diego faces high rental costs with 38% of households spending more than 30% of their income on housing in 2021.[30] These findings emphasize the critical role rent assistance programs play in maintaining housing stability for many residents.

Question 24 asked respondents "Do you currently utilize any resources to help you pay for utilities?"

Resources to help with pay for utilities	Yes	No
Total	2,503	5,220
Percentage	32.4%	67.6%

This indicates that while the majority manage utility costs without external support, a significant portion of residents depend on assistance programs, such as LIHEAP (Low Income Home Energy Assistance Program) and CARE (California Alternate Rates for Energy), to meet their needs. In San Diego, high utility rates, driven by increasing energy costs, disproportionately impact low-income households, making these programs essential for maintaining basic living standards. These findings highlight the critical role of utility assistance in supporting residents facing financial hardship in a city with a population of nearly 3.3 million.[18]

Question 25 asked respondents "If yes, where did you obtain assistance to pay for utilities?

Assistance to Pay Utilities	Family and Friends	Non-profit organizations support	Government Assistance	Utility company (programs)	Other (please state)
Total	954	201	642	1,055	477
Percentage	28.66%	6.04%	19.29%	31.69%	14.33%

According to a study done by San Diego State University, "Utility assistance does help the people utilizing it stay housed."[34] Utility assistance is essential for individuals and families facing housing insecurity as the inability to pay utility bills can exacerbate financial stress and jeopardize stable housing. Housing insecurity is known to negatively affect mental and physical health, often increasing stress levels and making it harder for individuals to maintain steady employment. This creates a cycle where financial hardship diminishes a person's ability to thrive and contribute to society. The COVID-19 pandemic has further amplified these challenges. Among respondents, 31.69% relied on programs provided by utility companies for assistance followed by 28.66% who received help from family and friends. Government assistance supported 19.29% of respondents while non-profit organizations and other sources accounted for 6.04% and 14.33%, respectively.[25]

Food Access - Question 26 asked "Do you utilize any of the following resources to obtain food for your household? Check all that apply."

Resources to Obtain Food	Community Organizations	CalFresh Benefits (formerly known as food stamps)	Food pantry / Food Bank / Food Distributions	Church or faith community	School provided meals	Family or friend provided meal	Other free meals	N/A
Total	997	6,281	1,879	865	744	723	651	663

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[34] Abdel-Samad M, Ho N. (2020, December). *The Impact of Utility Assistance on Keeping People Housed.* San Diego State University.

Percentage	7.79%	49.06%	14.68%	6.76%	5.81%	5.65%	5.08%	5.18%

These findings highlight the importance of formal food assistance programs like food banks and CalFresh in addressing food insecurity in San Diego. Each month, around 1 in 8 residents in California utilize CalFresh, while state estimates suggest that approximately 6.5 million individuals qualify for the program.[35] They also show that schools play a vital role in supporting families, particularly those with children, while informal support from family or friends is less commonly used. Expanding structured food programs could help meet the growing nutritional needs of residents in the region.[36]

Question 27 asked "What barriers keep you from utilizing FREE services/programs? Check all that apply."

Barriers from utilizing free services / programs	Lack of transportation (personal or public)	Work hours	Lack of childcare	Internet access/ technology/ lack of equipment	Language	I do not know what services or programs are available	N/A	Other
Total	2,139	864	603	922	622	3,933	1,376	461
Percentage	19.59%	7.91%	5.52%	8.44%	5.70%	36.02%	12.60%	4.22%

These results suggest that improving awareness and addressing logistical barriers, like outreach and transportation, could significantly increase the accessibility of free services in San Diego. Additionally, providing language support and digital resources could help ensure more equitable access to these programs for underserved populations.

Across nearly all genders and races/ethnicities among the low-income respondents, the top two barriers that keep respondents from utilizing free services/programs are a lack of knowledge of the available services or programs, followed by a lack of transportation. For Middle Eastern or Arab low-incomes respondents, in addition to a lack of knowledge of the programs, they additionally identified language barriers.

Similarly, across all age groups among the low-income respondents, the primary barrier identified was lack of knowledge of available services or programs. For ages 18 and up, respondents identified transportation as the next key barrier to engaging in free services and programs.

For low-income respondents actively serving in the military, respondents added that work hours also pose a barrier to accessing free services in the County.

Below are other barriers low-income respondents identified upon selecting "Other":

Other Barriers Listed by Low-Income Respondents
● Limited income or slightly above the income threshold for assistance. ● High cost of living, including housing, transportation, and utilities.

[35] Danielson, Caroline, and Tess Thorman, with research support from Patricia Malagon. (2022, September 30). *The Role of CalFresh in Stabilizing Family Incomes*. Retrieved from http://www.solomonadmissions.com/why-solomon/areas-we-serve/san-diego/#:~:text=However%2C%20according%20to%20the%20American,student%2Dto%2Dcounselor%20ratio
[36] Feeding America. (2023). *U.S. Hunger Relief Organization | Feeding America.* Retrieved from http://www.feedingamerica.org

- Ineligibility for programs despite struggling financially (e.g., making just over poverty cutoff).
- Difficulty affording necessities like gas, bus passes, or car repairs.
- Physical disabilities, mental health issues, chronic illnesses, and low energy levels.
- Lack of support for individuals with specific conditions (e.g., ADHD, Guillain-Barré syndrome, speech disabilities).
- Challenges for caregivers, such as lack of respite support or navigating systems for disabled children.
- Long waiting lists (up to 10 years for housing assistance).
- Insufficient local resources or geographic discrimination (e.g., rural or specific areas like El Cajon).
- Limited or no follow-up from resource providers.
- Unawareness of available programs and services.
- Overwhelming or unclear communication (e.g., repetitive emails, confusing materials).
- Strict or unrealistic qualification requirements for programs.
- Denials due to minor income differences or other technicalities (e.g., CalWORKs, SSI).
- Complex and burdensome application processes.
- Pride, fear, or anxiety about seeking help.
- Emotional trauma, depression, or grief.
- Concerns about taking resources away from others perceived as more in need.
- Discrimination based on geography, income, or immigration status.
- Lack of transportation options or funds for gas.
- Inability to access services due to mobility challenges or long travel distances.
- Homelessness or lack of housing assistance.
- Difficulty accessing low-cost or supportive housing due to waiting lists or eligibility issues.
- Lack of coordination between community leaders and service providers.
- Food allergies or dietary restrictions not accommodated.
- Poor treatment when seeking assistance.
- Need for advocacy or help with paperwork and phone calls.
- Social isolation or difficulty connecting with others.

Question 28 asked "How interested are you in learning about the following topics in a class? Please choose the appropriate number using the following scale 1=Not important, 2=Not very important, 3=Important, and 4=Very important. Topics for Classes"
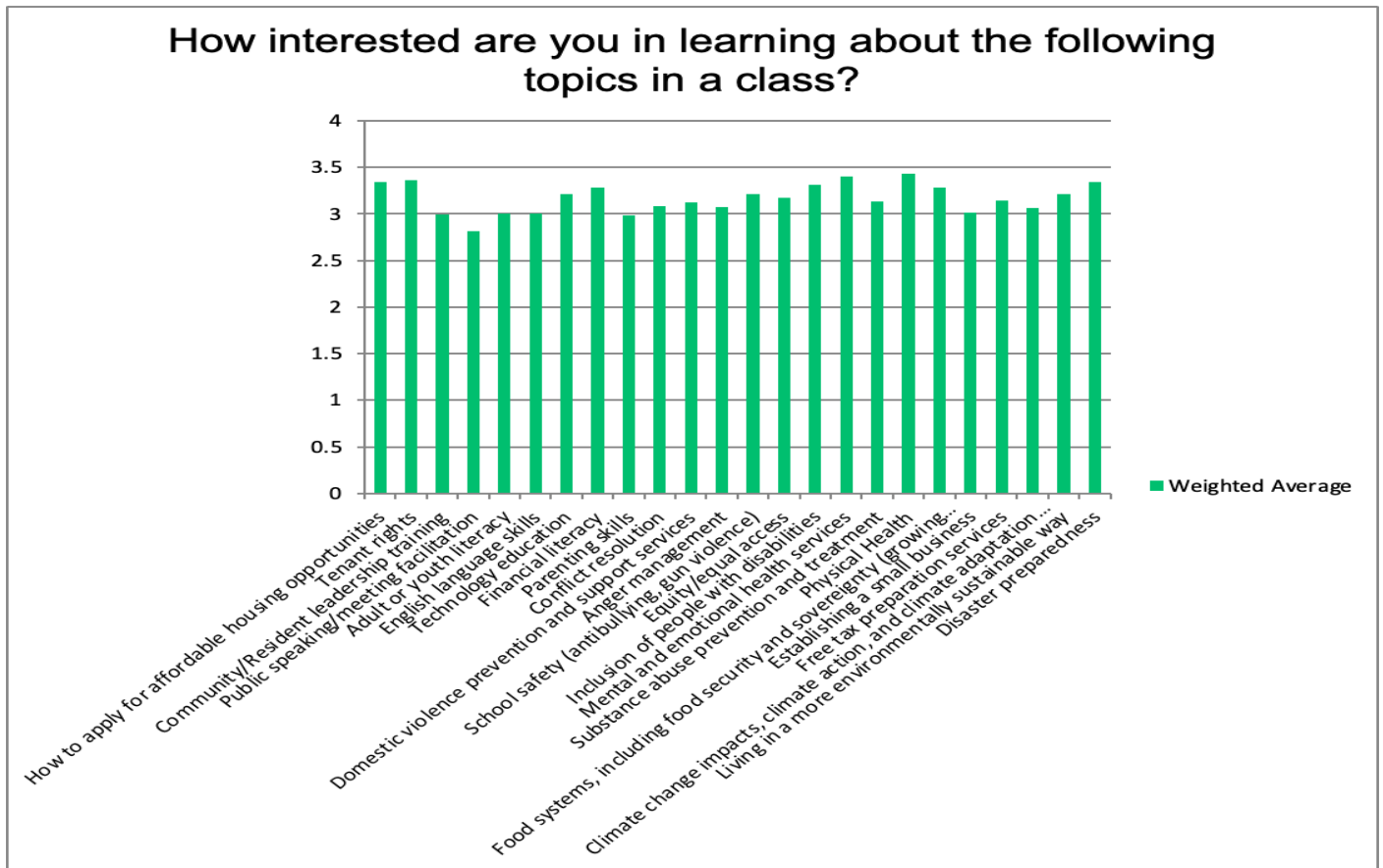
These results show that people in San Diego want to learn about a wide range of topics that can help improve their lives and the community. Offering classes on these subjects would empower residents to make positive changes as well as foster a sense of connectedness to the community.

Among the low-income respondents, key topics of interest across all genders, ages, and races/ethnicities were as follows:
- How to apply for affordable housing / Tenant rights
- Physical Health / Food security
- Inclusion of people with disabilities

Additionally, for low-income respondents aged 18-24, Mental and emotional health services were a key priority.

Question 29 asked "Do you feel connected to your community"

Connected to Community	Yes	No
Total	3,903	3,564
Percentage	52.27%	47.73%

Research on physical and mental health in San Diego has shown that community connection plays a vital role in overall well-being. People who feel more connected to their communities often report better physical health, lower stress levels, and a greater sense of safety and support.[37] On the other hand, those who feel disconnected are more likely to experience social isolation, which can negatively impact both mental and physical health. These findings underline the importance of fostering community engagement and creating inclusive spaces to improve the quality of life for all residents.

Below are the low-income respondents by gender who do not feel connected to their community:

Low-income Respondents by Gender	Not Connected %	Total
Female	38%	1,847
Male	41.4%	629
Non-binary	38.9%	14
Transgender female	55.6%	10
Transgender male	25%	2
Prefer not to answer - Gender	43.1%	22

Below are the low-income respondents by age group who do not feel connected to their community:

Age	Not Connected %	Total
13-17	0%	0
18-24	13.9%	77
25-59	41.9%	1,754
60+	39.4%	705
Prefer not to answer - Age	48.7%	19

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[37] Wickramaratne, P., Yangchen, T., Lepow, L., Patra, B., Glicksburg, B., Talati, A., Adekkanattu, P., Ryu, E., Biernacka, J., Charney, A., Mann, J., Pathak, J., Olfson, M., Weissman, M. (2022). *Social Connectedness as a Determinant of Mental Health: A Scoping Review.* Retrieved from https://pmc.ncbi.nlm.nih.gov/articles/PMC9560615/

Below are the low-income respondents by race/ethnicity who do not feel connected to their community:

Low-income Respondents by Race/Ethnicity	Not Connected %	Total
American Indian or Alaskan Native	9.01%	39
Asian	33.2%	106
Black or African American	40.2%	196
Caucasian	46.4%	812
Latino or Hispanic	38.1%	1,067
Middle Eastern/Arab	18.9%	24
Multiple	52.5%	177
Native Hawaiian and Other Pacific Islander	44%	22
Other	42.3%	112

Question 30 asked respondents "If yes, what social groups or networks are you a part of? Check all that apply."

Social Groups or Networks Part of	Total	Percentage
Family	3,251	29.93%
Close Friends	2,599	23.93%
Parent Groups	444	4.09%
Coworkers	758	6.98%
Academic Groups	258	2.38%
Volunteer Groups	704	6.48%
Professional Groups	302	2.78%
Recreational Groups/ Teams	418	3.85%
Faith-based groups	1,058	9.74%
Neighborhood groups	790	7.27%
Other groups	279	2.57%

This distribution highlights the importance of family and friends in forming social connections as well as how community-based and interest-specific groups may play a supporting role in fostering social engagement.

Encouraging participation in diverse groups could help strengthen social bonds and community networks. Low-income respondents' top social network, regardless of age, was family.

Below are low-income respondents' top social groups or networks by gender:

Gender	Top Social Group or Network	Total
Female	Family	1,787
Male	Close Friends	400
Non-binary (*equal)	Close Friends*	11
	Family*	11
Prefer Not to Answer - Gender	Close Friends	12
Transgender Female	Close Friends	2
Transgender Male	Close Friends	1
	Coworkers	1
	Family	1
	Neighborhood Groups	1

Below are low-income respondents' top social groups or networks by ethnicity/race:

Ethnicity	Top Social Group or Network	Total
American Indian or Alaskan Native	Family	365
Asian	Family	105
Black or African American	Family	142
Caucasian	Close friends	526
Latino or Hispanic	Family	923
Middle Eastern/Arab	Family	55
Multiple	Close friends	81
Native Hawaiian and Other Pacific Islander	Family	18
Other	Family	63

Below are other social groups or networks identified by low-income respondents that selected "Other":

Other Social Groups or Networks
• Board member at community park and volunteer committees (e.g., Little League, cleanup). • Alcoholics Anonymous (AA) and 12-Step Meetings. • Narcotics Anonymous (NA). • Church/Religious Groups. • Rehabilitation and recovery support groups. • Neighborhood and citywide activities. • Facebook and Instagram communities. • Community resource groups (e.g., food programs, housing assistance). • Dog park groups, walking groups, and animal rescues. • Hobbies and interest-based groups (e.g., gardening, music, cycling). • Military families and veteran groups. • LGBTQ+ support networks and events. • Senior housing or retirement community groups. • Support groups for health conditions or mental health challenges. • YMCA and recreational organizations. • Nature groups and outdoor activities (e.g., surfing, hiking). • Academic or education-based groups (e.g., school programs, homeschooling). • Peer-to-peer support and caregiving networks. • Local library groups and educational programs. • Cheerleading or sports leagues. • Veterans Administration. • Regional Center services. • Visión y Compromiso. • St. Paul's PACE program. • Serving Seniors. • Probation Telecare program. • DSP (Direct Support Professionals). • Adult day programs and kinship networks. • Work-related connections (e.g., Costco, teachers, nonprofit workers). • Volunteering for homeless support programs. • Board member roles. • Political and advocacy groups. • Music and arts groups (e.g., live music, theater). • Social media connections (e.g., Nextdoor, group admins). • Home-based connections (e.g., neighbors, family).

Question 31 asked "Do you typically use an alternative means of transportation, such as biking, walking, using scooters, or using public transportation, and NOT a car?"

Alternative Means of Transportation	Yes	No
Total	3,638	3,755
Percentage	49.21%	50.79%

This highlights that while a significant portion of the population embraces alternative transportation, around half of the population do not depend on alternative means of transportation. Factors such as limited public transit options, long commuting distances, and the need for convenience may contribute to this reliance. Expanding and improving alternative transportation infrastructure in San Diego, such as bike lanes, pedestrian-friendly areas, and public transit systems, could encourage more residents to adopt environmentally friendly and cost-effective transportation methods.

Question 32 asked "What are the barriers or challenges you and/or your family face to using alternative means of transportation such as biking, walking, using scooters, or public transportation? Check all that apply."

Barriers or Challenges to Alternative Means of Transportation	Total	Percentage
Safety (little to no lighting at night, little to no sidewalks and/or bike paths that you feel safe using)	3,231	23.5%
Violence in the community (unsafe alternative transportation)	1,586	11.57%
Convenience (excessive travel distance and/or travel time)	2,242	16.36%
Reliability of service	1,295	9.45%
High-cost or unaffordable alternative transportation	1,469	10.72%
Lack of information about how to use alternative transportation options	1,086	7.92%
Not interested in using alternative transportation options	796	5.81%
No public transportation available	630	4.60%
There are no barriers	1,370	10%

These findings suggest that improving the safety, reliability, and affordability of alternative transportation could encourage more residents to use these options.

Question 33 asked "Do you currently use a mobility device, such as a cane, walker, or wheelchair?"

Use of a Mobility Device	Yes	No
Total	1,668	5,769
Percentage	22.43%	77.57%

These results highlight the importance of ensuring accessibility in public spaces, transportation, and community programs to accommodate individuals who use mobility devices. In San Diego, efforts to comply with the Americans with Disabilities Act (ADA) have made significant progress, and there is still a need for improved infrastructure, such as accessible sidewalks and ramps, to meet the needs of this population. Creating inclusive environments can help enhance the quality of life for individuals with mobility challenges.

Question 34 asked respondents "If yes, are the sidewalks safe (e.g., enough space, enough signs, etc.) in your community for mobility?

Sidewalks Safe	Yes	No
Total	2,037	2,040
Percentage	49.96%	50.04%

This indicates that nearly half of residents have confidence in the safety of their sidewalks while over 50% are experiencing concerns, which could stem from factors like poor lighting, uneven surfaces, or inadequate maintenance. Addressing these issues is critical for improving walkability and encouraging more active transportation in San Diego neighborhoods. Investing in better infrastructure, such as well-lit, well-maintained sidewalks, can enhance both safety and accessibility particularly for individuals who rely on walking as a primary mode of transportation. Ensuring safe sidewalks contributes to healthier communities and a higher quality of life for residents.

Question 35 asked respondents "If yes, is there adequate street lighting for safe mobility in your community?"

Adequate Street Lighting for Safe Mobility	Yes	No
Total	2,002	2,305
Percentage	46.48%	53.52%

Poor street lighting can create safety concerns for pedestrians and cyclists, discourage outdoor activity at night, and increase the risk of accidents or crime. Addressing these issues by installing more streetlights and maintaining existing ones could improve both safety and mobility in underserved neighborhoods. Enhancing street lighting is an essential step in creating safer, more accessible communities for all residents.

Question 36 asked "How important is the issue of climate change to you personally?"

Climate Change	Extremely Important	Very Important	Somewhat Important	Not too important	Not at all Important
Total	2,743	1,974	1,612	610	462
Percentage	37.06%	26.67%	21.78%	8.24%	6.24%

In San Diego, climate issues include rising temperatures, coastal erosion, water scarcity, and the increased frequency of wildfires. Addressing these challenges requires coordinated efforts to reduce greenhouse gas emissions, improve water conservation, and implement climate-resilient infrastructure to protect communities and natural ecosystems.

Below are the top responses for climate change importance from low-income respondents by gender:

Gender	Climate Change Importance	Total
Female	Extremely Important	1,542
Male	Extremely Important	385
Non-binary	Extremely Important	22
Prefer Not to Answer - Gender	Very Important	15
Transgender Female	Extremely Important	5
Transgender Male	Somewhat Important	3

Below are the top responses for climate change importance for low-income respondents by age group:

Age	Climate Change Importance	Total
13-17	N/A	0
18-24	Extremely Important	388
25-59	Extremely Important	1,010
60+	Extremely Important	571
Prefer not to answer - Age	Extremely Important	11

Below are the top responses for climate change importance for low-income respondents by race/ethnicity:

Ethnicity	Climate Change Importance	Total
American Indian or Alaskan Native	Extremely important	365
Asian	Very Important	77
Black or African American	Extremely important	139
Caucasian	Extremely important	485
Latino or Hispanic	Extremely important	734
Middle Eastern/Arab	Very Important	26
Multiple	Extremely Important	93
Native Hawaiian and Other Pacific Islander	Extremely important	16
Other	Extremely important	71

Question 37 asked "Would you benefit from access to one of the following communication methods that meet the needs of disabled residents? Check all that apply."

Communication Benefits	American Sign Language (ASL)	Teletype (TTY) or Telecommunications Device (TDD) or Text Telephone (TT)	Large print	Screen reader compatible web page or document	Phone calls	Braille
Total	1,118	548	2,300	793	2,082	187
Percentage	15.9%	7.8%	32.7%	11.3%	29.6%	2.7%

These findings highlight the diverse communication needs among individuals, emphasizing the importance of accessible and inclusive communication tools to ensure equitable access to information and services in San Diego. By addressing these needs, organizations and service providers can better support disabled residents and promote greater inclusion in the community.

Question 38 asks "Which sources do you turn to for local information and resources? Check all that apply."

Sources Turn to For Local Information and Resources	Total	Percentage
Local or community newspaper	1,713	7.47%
Television news	3,323	14.50%
Radio	1,536	6.70%
Billboards	548	2.39%
Bulletin boards	606	2.64%
Local community organization	918	4.00%
Email	2,641	11.52%
Church or faith community	1,058	4.62%
School email/newsletter	1,058	4.62%
Online search	3,659	15.96%
Social media (Facebook, Twitter, Instagram, Nextdoor, other)	3,429	14.96%
Word of mouth	2,433	10.61%

These findings highlight the diverse ways people in San Diego access information and emphasizes the continued relevance of both traditional media and modern digital platforms. Encouraging collaboration between these channels can improve the dissemination of local resources and services.

Below are the top 3 resources requested by low-income respondents by gender:

Gender	Top 3 Resources	Total
Female	Food resources	2,126
	Financial Literacy	1,041
	Tax Preparation Support	796
Male	Food resources	615
	Financial Literacy	296
	Tax Preparation Support	237
Non-binary	Food resources	18
	Financial Literacy	12
	Community Engagement/Leadership Trainings	11
Transgender Female (*equal)	Financial Literacy	5
	Food resources*	3
	Tax Preparation Support*	3
	Transportation/Traffic Safety*	3
Transgender Male (*equal)	Food resources	4
	Community Engagement/Leadership Trainings	2
	Financial Literacy	2
	Transportation/Traffic Safety	2
Prefer Not to Answer -Gender (*equal)	Food resources	25
	Financial Literacy	7
	Community Engagement/Leadership Trainings*	5
	Transportation/Traffic Safety*	5

Below are the top three requested resources for low-income respondents by age group:

Age Group	Top 3 Resources	Total
13-17	N/A	0

18-24	Food resources	396
	Financial literacy	55
	Tax preparation support	42
25-59	Food resources	1,641
	Financial literacy	1,051
	Tax preparation support	761
60+	Food resources	767
	Transportation/Traffic Safety	272
	Financial literacy	267
Prefer not to Answer -Age (*equal)	Food resources	15
	Financial literacy	5
	Tax preparation support*	3
	Transportation/Traffic Safety*	3

Across the ethnicities/races of the low-income respondents, the following resources were the most requested:

- Food resources
- Financial literacy
- Tax Preparation Support
- Transportation

Low-income Middle Eastern/Arab respondents and those with multiple ethnicities/races also requested Community Engagement/resident leadership training, and Native Hawaiian and Other Pacific Islander respondents requested Conflict resolution/mediation services.

Question 41 asked respondents "Would you like to receive additional resources?"

Additional Resources	Yes	No
Total	4,215	2,884
Percentage	59.37%	40.63%

This demonstrates a significant demand for additional support and services among the community and suggests that many residents feel their current needs are unmet or that they could benefit from expanded access to programs and resources. Addressing this demand can help improve overall well-being and support for underserved populations in San Diego. Efforts to provide targeted resources based on identified needs shall foster equity and empower community members.

Question 42 asked respondents "If yes, which resources would you like to receive? Check all that apply."

Resources	Total	Percentage
Food Resources	3,639	33.32%
Financial Literacy	1,841	16.86%
Tax preparation support	1,427	13.07%
Community engagement/ resident leadership trainings	1,118	10.24%
Refugee services	285	2.61%
Transportation/ Traffic Safety	1,178	10.79%
Child passenger safety training	509	4.66%
Conflict resolution/ mediation services	924	8.46%

The data reveals that food resources are the most sought-after support with 33.32% of respondents indicating a need for this type of assistance. This finding aligns with broader trends in communities where food insecurity disproportionately affects low-income households. This demand shows the ongoing challenges many individuals and families face in accessing sufficient and nutritious food, which is often due to income instability, unemployment, or underemployment. Programs like CalFresh play a pivotal role in meeting this need by providing a safety net that stabilizes incomes and ensures access to essential nutrition. For participants experiencing income drops, CalFresh benefits can offer a vital lifeline during periods of economic uncertainty.[26] Additionally, the need for financial literacy (16.88%) and transportation/traffic safety resources (10.79%) highlight other significant barriers that impact residents' ability to maintain financial stability and safely access essential services. Prioritizing food assistance programs, alongside education and transportation support, could help address these pressing community needs.

Question 44 asked respondents "Please add any additional comments here [Limit: 250 characters]:"

Most of the answers were concerns raised on the topics of housing, homelessness, food insecurity, employment and income support, transportation and infrastructure, health and mental health, and technology and digital literacy. There was a total of 1,539 responses from low-income respondents. Below is a consolidated list of the most common concerns raised by low-income respondents.

Housing and Homelessness
High rent costs, unaffordable housing, and increasing rents labeled as "affordable" that are not.
Long waiting lists for Section 8 (10-15 years) and low-income housing programs.
There is an immediate need for housing solutions for seniors, single moms, and disabled individuals.
There is a need for developers to build affordable housing instead of luxury apartments.

Poor conditions in some rental properties; additional resources for renters needed.
Increasing rates of homelessness, especially among families and individuals without support.
Need for transitional programs and resources for the homeless, including showers, caseworkers, and mental health support.

Food Insecurity

Insufficient SNAP/CalFresh benefits; need adjustments for market prices and broader eligibility criteria.
Requests for warm, cooked meals and over-the-counter medications in SNAP benefits.

Employment and Income Support

Help with job training, resume writing, and employment for seniors and mental health-affected individuals.
Emphasis on vocational training and living wages.
Increased welfare benefits and assistance with unexpected bills, such as home repairs and utilities.

Transportation and Infrastructure

A need for safer, expanded late-night public transportation options.
A need for free or subsidized bus passes for low-income individuals.
Sidewalks need repairs, a need for better street lighting, and more shade at bus stops.
Requests for traffic and child passenger safety programs.

Health and Mental Health

Mental health services and dental care, especially for the homeless.
Assistance navigating Medi-Cal, Medicare, and gender-affirming care.
Increased resources for caregivers and seniors.
Classes on "Living Alone Without Transportation"

Technology and Digital Literacy

Programs to improve cell phone, internet, and computer literacy
Expanded affordable internet services and assistance

Rural and Low-Income Respondents CAP Needs Assessment Survey Analysis

Below are insights into the percentages and demographics of those at or below the Federal Poverty Level (low-income respondents), *and* respondents within rural areas. This is indicated through two questions: Question 1: What is your zip code? And Question 9: Based on this table, where does your household's combined annual income best fit?
Below is the percentage of low-income and rural respondents Countywide. The rural zip codes are within the East and North Inland Region. In the East Region, this includes zip codes 91901, 91905, 91906, 91934, 91935, 91948, 91962, 91917. In the North Inland Region, this includes zip codes 92004, 92003, 92028, 92036, 92070,92061, 92065, 92082.

Low-Income and Rural Respondents	Rural Countywide
Total	265
Percentage	4%

"What barriers keep you from utilizing FREE services/programs? Check all that apply." (Question 27)

Below are the top two barriers for low-income and rural respondents Countywide. The rural zip codes are within the East and North Inland Region. In the East Region, this includes zip codes 91901, 91905, 91906, 91934, 91935, 91948, 91962, 91917. In the North Inland Region, this includes zip codes 92004, 92003, 92028, 92036, 92070,92061, 92065, 92082.

Rural and Low-Income Countywide		
Top 2 Barriers	• I do not know what services or programs are available	123
	• Lack of transportation	65

Below are the write-ins of barriers Countywide for rural low-income respondents that chose Answer Choice "Other".

Rural and Low-Income Countywide Write -Ins for Answer Choice "Other"	
Other Barriers	• Distance (2)
	• Not aware of other help

• **Physical and Mental Disabilities (6)**
• **Discrimination**
• **Crime**
• **Income too high for benefits (2)**
• **Accessibility issues (processes to apply are difficult)**
• **Programs fail to provide support/not helpful (2)**
• **Financial constraints (i.e. gas money for transportation) (2)**
• **Citizenship status**
• **Benefits (i.e. CalFresh) are too low**
• **Political Leaders**

"How interested are you in learning about the following topics in a class? Please choose the appropriate number using the following scale 1=Not important, 2=Not very important, 3=Important, and 4=Very important. Topics for Classes" (Question 28)

Below are the top two interests for low-income and rural respondents Countywide. The rural zip codes are within the East and North Inland Region. In the East Region, this includes zip codes 91901, 91905, 91906, 91934, 91935, 91948, 91962, 91917. In the North Inland Region, this includes zip codes 92004, 92003, 92028, 92036, 92070,92061, 92065, 92082.

Rural and Low-Income Countywide		Total
Top 2 Topics	• **Physical Health**	130
	• **Mental and emotional health services**	129

"Do you feel connected to your community" (Question 29)

 Below is the percentage of low-income and rural respondents who do not feel connected to their community Countywide. The rural zip codes are within the East and North Inland Region. In the East Region, this includes zip codes 91901, 91905, 91906, 91934, 91935, 91948, 91962, 91917. In the North Inland Region, this includes zip codes 92004, 92003, 92028, 92036, 92070,92061, 92065, 92082.

Rural and Low-income Respondents Countywide	Not Connected Percentage	Total
Rural Countywide	35.85%	95

"If yes, what social groups or networks are you a part of? Check all that apply." (Question 30)

Below are the top social group/networks for low-income and rural respondents Countywide and within the rural zip codes. The rural zip codes are within the East and North Inland Region. In the East Region, this includes zip codes 91901, 91905, 91906, 91934, 91935, 91948, 91962, 91917. In the North Inland Region, this includes zip codes 92004, 92003, 92028, 92036, 92070,92061, 92065, 92082.

Low-income Respondents by Rural Zip Codes	Top Social Group or Network	Total
Rural Countywide	Close Friends	79

Below are the write-ins of social group/networks for answer choice "Other" for rural and low-income respondents Countywide.

Rural Write-Ins for Answer Choice "Other"	
Other Social Group or Network	• **Acquaintances**
	• **Animal Rescues**
	• **San Diego Lions Club**
	• **Nature Groups**
	• **School Programs**
	• **Music Groups**

"How important is the issue of climate change to you personally?" (Question 36)

Below are the top responses for climate change importance for low-income and rural respondents Countywide. The rural zip codes are within the East and North Inland Region. In the East Region, this includes zip codes 91901, 91905, 91906, 91934, 91935, 91948, 91962, 91917. In the North Inland Region, this includes zip codes 92004, 92003, 92028, 92036, 92070,92061, 92065, 92082.

Rural and Low-income Respondents Countywide	Climate Change Importance	Total
Rural Countywide	Extremely important	70

"Which sources do you turn to for local information and resources? Check all that apply." (Question 38)

Below are the top three sources of information for low-income and rural respondents Countywide. The rural zip codes are within the East and North Inland Region. In the East Region, this includes zip codes 91901, 91905, 91906, 91934, 91935, 91948, 91962, 91917. In the North Inland Region, this includes zip codes 92004, 92003, 92028, 92036, 92070,92061, 92065, 92082.

Rural and Low-income Respondents Countywide	Top 3 Sources	Total
Rural Countywide	Online Search	127
	Social Media	110
	Word of Mouth	**85**

"If yes, which resources would you like to receive? Check all that apply." (Question 42)

Below are the top three resources for low-income and rural respondents Countywide. The rural zip codes are within the East and North Inland Region. In the East Region, this includes zip codes 91901, 91905, 91906, 91934, 91935, 91948, 91962, 91917. In the North Inland Region, this includes zip codes 92004, 92003, 92028, 92036, 92070,92061, 92065, 92082.

Rural and Low-income Respondents Countywide	Top 3 Resources	Total
Rural Countywide	Food resources	95
	Financial Literacy	51
	Tax preparation support	**35**

Ideas Exchange / Community Dialogue Sessions Countywide

Below is an outline of the six community dialogue, or ideas exchange, sessions scheduled from October 28 to October 30.

HHSA Region	Location	Date	Time
South	National City Library	10/28/24	1:00 - 2:30 PM
North Coastal	Oceanside Public Library	10/28/24	6:00 - 7:30 PM
Central	Malcolm X Library	10/29/24	12:00 - 3:30 PM
East	Hillside Community Center	10/29/24	5:30 - 7:00 PM
North Central	Linda Vista Library	10/30/24	10:30 AM - 12:00 PM
North Inland	Escondido Public Library	10/30/24	4:30 - 6:00 PM

The Initium Health team developed a comprehensive presentation deck to guide community dialogue sessions in the County of San Diego. These sessions were led by the Initium Health Team.

To spark meaningful discussions, Initium Health created questions that aligned with themes from the CAP Needs Assessment Survey. Questions focused on community strengths, barriers to accessing essential services, COVID-19 impacts, desired educational opportunities, community connection, and priorities for county improvement. To support these discussions and provide structure, the presentation deck was carefully designed to introduce key concepts, set the tone for collaboration, and guide participants through the main themes of the dialogue sessions.

The presentation deck served as a helpful guide for the community dialogue sessions. It began by explaining the purpose of the Community Needs Assessment, which is to learn about the strengths, challenges, and resource needs of local communities. A big part of the presentation focused on the *Live Well San Diego* vision, which aims to promote health, safety, and overall quality of life for everyone in the county. This vision is built around three key goals: "Building Better Health," "Living Safely," and "Thriving." The presentation deck helped set a positive and welcoming tone, ensuring everyone felt comfortable sharing their thoughts and experiences.

One important part of the discussion was about the *Live Well San Diego* initiative. This program is about teamwork between county agencies, local organizations, and residents to improve health, safety, and opportunities for people in San Diego County. Another key focus was the role of Community Action Partnership (CAP), which works to reduce poverty and improve economic stability. Participants learned how CAP programs support communities and how their feedback would help shape future plans to meet local needs.

The sessions focused on six main questions to better understand the needs and strengths of the community. Participants were asked what they felt were the strongest aspects of their community, such as health resources or educational programs, and what challenges they faced, like difficulty accessing housing or healthcare. The conversations also covered how COVID-19 affected their lives, including impacts on jobs, food security, and health. Participants shared ideas for educational programs they felt would be useful, like job training or financial literacy classes. They also talked about ways to improve community connections, such as events or activities to bring people together. Finally, everyone had the chance to share their thoughts on what changes or improvements they would like to see in their communities.

These discussions created a space where community members felt heard and valued. Participants provided thoughtful feedback on the issues that mattered most to them, offering ideas for solutions that could make a real difference. Their input was not only meaningful for the Community Needs Assessment but also helped identify opportunities for collaboration and improvement in San Diego County.

Initium Health hosted each session with free food (breakfast, lunch, or dinner depending on event times) and incentives, conducting outreach to encourage attendance. Each event attracted over 25 participants, and attendees could win $25 gift cards in post-event giveaways. The engaging setup fostered open discussions that highlighted the community's perspectives and needs. There was a total of 194 participants at the Ideas Exchanges sessions across the six HHSA regions. The table below highlights the number of attendees per HHSA Region.

HHSA Region	Number of Participants at Ideas Exchanges	Number of Respondents for Ideas Exchanges Demographic Survey
South	30	2
North Coastal	37	1
Central	38	27
East	25	15
North Central	35	17
North Inland	29	0
Total	194	62

The discussions explored barriers and solutions regarding the most urgent needs of the County's residents and centered on CAP's goals to enhance families' overall quality of life and community well-being.

Across all regions, the priorities explored during the Ideas Exchange sessions were:
- **securing affordable housing**
- **improving public transportation systems**
- **addressing food insecurity and access to essential resources**
- **healthcare needs**
- **employment support**
- **expanding educational and vocational training opportunities**
- **community safety**
- **fostering stronger community connections through inclusive events and activities**

The next table captures the feedback shared during the Ideas Exchanges sessions held across San Diego County. It highlights the strengths, challenges, impacts of COVID-19, educational opportunities, community connections, and proposed solutions identified by residents in each region. These insights provide a comprehensive overview of the diverse experiences and priorities of the community, laying the foundation for actionable steps to address their needs effectively.

Top Concerns of the County

Topic	Feedback
Strengths in Community	• **North Coastal (Oceanside):** Residents highlighted essential services, like the beach, library, and churches. Programs, such as Humanity Showers and Brother Benno's, were valued for supporting vulnerable groups. The transit center, bike lanes, and walkability were praised for making the area accessible. • North Inland (Escondido): Community bonds were strong, with family and friends actively sharing resources. Parks and educational facilities were appreciated, and educators showed commitment to students' well-being. • South (National City): The library, school lunch programs, clubhouses, and improved parks, like Paradise Creek, were valued. Supportive agencies and community services were seen as vital for navigating challenges. • Central (Malcolm X): The community valued support networks and efforts from local churches and libraries. Youth programs were emphasized as an essential part of community strength. • North Central (Linda Vista): The area's diversity and proactive youth programs were noted with the community's well-rounded nature being a point of pride. Local businesses also played a role in supporting quality of life. • East (Hillside): Residents appreciated the strong presence of local agencies and the caring nature of community leaders who work towards fostering a supportive environment.
Challenges and Barriers	• North Coastal (Oceanside): Awareness of resources and complex processes for accessing services posed significant challenges. Limited workforce, financial strain, and language barriers were issues alongside insufficient facilities for basic needs, like bathrooms and charging stations. • North Inland (Escondido): Housing remained a major barrier, with confusion around resource qualifications and long waitlists for mental health services. Some community members felt unheard when interacting with CBOs. • South (National City): Affordable housing was difficult to secure, and residents faced obstacles with services, like EBT, and access to hospitals. Standardized processes and more school programs were suggested for improvement. • Central (Malcolm X): Gaps in access to healthcare and long wait times for support services were noted. Transportation and maintaining reliable communication within community services were also raised. • North Central (Linda Vista): Overcrowding, inadequate rental rights, and traffic congestion were key issues. Challenges included a lack of free, clean public spaces and insufficient support for the homeless. • East (Hillside): Barriers included difficulties in navigating service options and bureaucratic red tape that limited access to essential resources.

Impacts of COVID-19	- North Coastal (Oceanside): The pandemic led to job losses and economic strain while new regulations created stress and disconnection among residents. - North Inland (Escondido): Financial hardship increased as many people lost jobs. Rising rent prices and difficulties accessing mental health services were prevalent. - South (National City): Employment losses and service limitations were severe with existing barriers becoming more pronounced during the pandemic. - Central (Malcolm X): Employment insecurity and difficulty maintaining healthcare access were major challenges brought on by the pandemic. - North Central (Linda Vista): Homelessness increased, and job security was affected. Misdirection of financial aid was a concern with funds not reaching those in need. - East (Hillside): Access to resources became more difficult, and the pandemic highlighted inequalities in service distribution.
Educational Opportunities	- North Coastal (Oceanside): Vocational training and job creation programs were emphasized. Community members suggested focusing on job readiness, especially in hospitality. - North Inland (Escondido): Financial education and trauma-informed training for providers were seen as necessary. Bilingual education and access to technology were important. - South (National City): Vocational training and programs familiarizing residents with social security processes were recommended. More access to medical care for the homeless was suggested. - Central (Malcolm X): Community members called for better college prep courses and adult education programs. Tax preparation assistance and basic educational support were also needed. - North Central (Linda Vista): Emphasis was on the need for adult and child education courses as well as financial literacy and tax assistance. - East (Hillside): More tailored vocational training and hands-on learning programs were needed to bridge skill gaps in the workforce.
Community Connection	- North Coastal (Oceanside): Advocacy and support groups, along with community events, were seen as effective in building unity. - North Inland (Escondido): A sense of disconnection was felt with residents expressing the need for community recognition and interconnected services. - South (National City): Transparency in law enforcement and more family-inclusive events were desired to foster trust and involvement. - Central (Malcolm X): Residents expressed the need for stronger accountability from leaders and better social event options. - North Central (Linda Vista): More community activities, youth support programs, and inclusive spaces were called for to create better connections. - East (Hillside): Trust-building through educational outreach and support networks was seen as essential to maintain community cohesion.
Solutions	North Coastal (Oceanside): Improved 2-1-1 resource access, affordable

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and Ideas	housing solutions, and increased public outreach were recommended. Respectful and data-informed approaches to supporting low-income residents were emphasized.
	▪ North Inland (Escondido): Lowering costs, better use of empty spaces, more community events, and an improved 211 helpline were suggested.
	▪ South (National City): Calls for more frequent focus groups, repurposing empty buildings for community use, and violence prevention programs were highlighted.
	▪ Central (Malcolm X): Suggestions included better training for service staff and holding more community-focused activities.
	▪ North Central (Linda Vista): Solutions emphasized using funding effectively for local community benefits, improving school quality, and creating central social spaces.
	▪ East (Hillside): Encouraged practical steps to better distribute resources and increase the number of community support programs.

Survey and Ideas Exchanges Data by HHSA Region

This section provides the data gathered from the survey and Ideas Exchanges sessions across the six HHSA designated service regions. This data allows for comparisons both within regions and with the overall County of San Diego. A map of the County is provided, showing the six HHSA regions: Central (blue), East (green), North Central (sage), North Coastal (yellow), North Inland (orange), and South (turquoise). The data has been organized and analyzed by region, based on the zip codes listed in the table below.
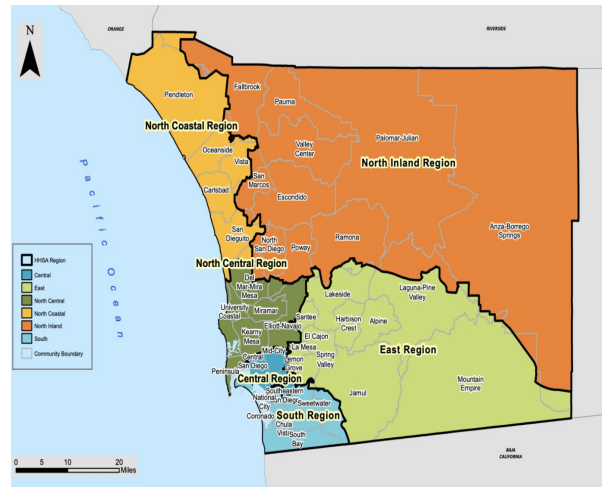
Central	South	East	North Central	North Inland	North Coastal
92101	91902	91977	92119	92127	92024
92102	91910	91901	92120	92128	92007
92103	91911	91905	92123	92036	92014
92104	91913	91906	92124	92259	92067
92105	91914	91917	92131	92070	92091
92113	91915	91931	92145	92064	92008
92114	91932	91934	92037	92065	92009
92115	92154	91935	92093	92129	92010
92116	92173	91948	92093	92028	92075
92134	91950	91962	92106	92061	92055
92136	92118	91963	92107	92082	92672
92182	92135	91980	92109	92069	92054
	92155	92019	92110	92078	92056
		92020	92121	92096	92057
		92021	92122	92025	92058
		92040	92126	92026	92081
		92071	92130	92027	92083
		91941	92140	92029	92084
		91942	92161	92059	
		91978	92108	92004	
		91945	92111	92086	
			92117	92060	
				92066	
				92536	
				92003	

Additionally, data was specifically analyzed for respondents from rural and low-income areas. The zip codes are within the East and North Inland Region listed in the table below.

Rural Zip Codes - East Region	North Inland
Alpine: 91901	Anza-Borrego Springs: 92004
Boulevard: 91905	Bonsall: 92003
Campo: 91906	Fallbrook: 92028
Jacumba Hot Springs: 91934	Palomar-Julian: 92036
Jamul/Steele Canyon: 91935	Santa Ysabel: 92070
Laguna: 91948	Pauma: 92061
Mountain Empire/Pine Valley: 91962	Ramona: 92065
Barrett Junction/Dulzura: 91917	Valley Center: 92082

Central Region
Central Region Ideas Exchanges

The Central Region Ideas Exchange session was held on Tuesday, October 29, at Malcolm X Library and was open to the public from 12:00 to 1:30 p.m. Initium Health provided food catered from San Marcos Deli. Upon entry, participants were encouraged to sign in, enjoy some food, and complete an optional and anonymous Demographic Survey and complete the CAP survey before the start of the facilitated session. There were 38 attendees at the Central Region Ideas Exchanges.

Central Region Demographic Survey

The Central Region accounts for zip codes 92101, 92103, 92104, 92105, 92113, 92114, 92115, 92116, 92134, 92136, 92139, and 92182. The data below are responses that account for these zip codes (which was identified through the first question of the Demographic Survey).

Gender Identity	Female	Male	Non-binary	Transgender Female	Transgender Male	Additional Gender Category/Identity not Listed	Prefer not to Answer
Total	11	16	0	0	0	0	1
Percentage	39.3%	57.1%	0%	0%	0%	0%	3.6%

Age	6-12	13-17	18-24	25-59	60+	Prefer not to Answer
Total	0	1	8	14	5	0
Percentage	0%	3.6%	28.6%	50%	17.9%	0%

Ethnicity	American Indian or Alaskan Native	Asian	Black or African American	Native Hawaiian and Other Pacific Islander	Latino or Hispanic	Middle Eastern / Arab	Caucasian	Multiple	Other
Total	1	4	13	0	6	0	2	2	0
Percentage	3.6%	14.3%	46.4%	0%	21.4%	0%	7.1%	7.1%	0%

Any Children Under 18	Yes	No
Total	7	21
Percentage	25%	75%

Currently Experiencing Homelessness	Yes	No
Total	**11**	**16**
Percentage	**40.7%**	**59.3%**

Served in the Military	Veteran	Active Military	No
Total	**4**	**1**	**23**
Percentage	**14.3%**	**3.6%**	**82.1%**

Size of your Household	1	2	3	4	5	6	7	8	9	10	11	12+
Total	**8**	**4**	**5**	**5**	**2**	**1**	**1**	**0**	**1**	**1**	**0**	**0**
Percentage	**28.6%**	**14.3%**	**17.9%**	**17.9%**	**7.1%**	**3.6%**	**3.6%**	**0%**	**3.6%**	**3.6%**	**0%**	**0%**

Annual Income	Annual income is at or below the Poverty Level Guideline	Annual income is above the Poverty Level Guideline	Prefer Not to Answer
Total	**17**	**3**	**8**
Percentage	**60.7%**	**10.7%**	**28.6%**

Employment Status	Employed, full-time	Employed, part-time	Migrant seasonal farm worker	Not employed – short term (6 Months or less)	Not employed – long term (more than 6 months)	Retired	Prefer Not to Answer
Total	**6**	**3**	**0**	**3**	**12**	**1**	**3**
Percentage	**21.4%**	**10.7%**	**0%**	**10.7%**	**42.9%**	**3.6%**	**10.7%**

Household	Children 0-17	Youth ages 14-24 who are neither working nor in school	Adults 66 or older	Refugees who have been in the U.S. 5 years or less	A person or people with sensory impairment (vision or hearing)	Individual(s) who does not speak English as their primary language
Total	**11**	**5**	**6**	**0**	**1**	**5**
Percentage	**61.1%**	**27.8%**	**33.3%**	**0%**	**5.6%**	**27.8%**

Highest	No formal	Elementary	Middle	High	Associate's	Bachelor's	Master's	Doctorate

Level of Education Completed	education		School	School or G.E.D.	Degree or Certification	Degree	Degree	
Total	0	0	1	18	5	3	0	0
Percentage	0%	0%	3.7%	66.7%	18.5%	11.1%	0%	0%

Disability	Yes	No
Total	8	19
Percentage	29.6%	70.4%

Member of Resident Leadership Network	Yes	No
Total	1	27
Percentage	3.6%	96.4%

Organizations	Community-based organizations (such as resource centers)	Faith-based organizations (such as churches)	Educational institutions (such as schools and colleges)	Private sector (businesses)	Public sector (with or as elected officials, appointed representatives, members of commissions, public employees, etc.)
Total	7	2	1	4	2
Percentage	50%	14.3%	7.1%	28.6%	14.3%

Central Region Ideas Exchanges Data Report

The table below summarizes the participants' responses across all six categories.

Topic/Category	Feedback
Strengths in Community	▪ Food banks located at schools and other educational facilities. ▪ Focus group events and community-building initiatives. ▪ Diversity and cross-cultural support. ▪ Public assistance offered by HHSA services. ▪ Leadership classes for residents. ▪ Reliable public transport options (e.g., trolley).
Challenges and Barriers	▪ Limited internet access affecting service delivery. ▪ Bureaucratic hurdles in transportation between the county and city. ▪ Insufficient bus service schedules. ▪ Feeling of being unheard or rushed at medical appointments. ▪ High rent costs and barriers to housing. ▪ Credit limitations and childcare expenses impacting employment opportunities. ▪ Political divisions affecting local governance. ▪ Lack of technology resources, especially for older adults.
Impacts of COVID-19	▪ COVID-19 cases in nursing homes created separation from loved ones. ▪ Increased mental health issues. ▪ Barriers faced by essential workers, including financial struggles. ▪ Long-term COVID-19 effects created physical and financial challenges. ▪ Social distancing impacted community connections.
Educational Opportunities	▪ More trade school and community college job training. ▪ Information on starting small businesses. ▪ Professional development support, including resume writing. ▪ Sexual health education and resources.
Community Connection	▪ Building community connections through parks, recreational programs, and activism. ▪ Addressing barriers, such as high permit fees, for adult recreation programs.
Solutions and Ideas	▪ Eliminate fees for adult programs at parks and recreational facilities. ▪ Provide free or subsidized transportation. ▪ Develop housing solutions that cater to low- and middle-income families.

Central Region Ideas Exchanges Top 5 Priorities

The top five priorities identified by the Central Region community include expanding affordable housing options for low- and middle-income families, improving access to reliable and frequent public transportation, reducing fees for adult programs at parks and recreational facilities to enhance community engagement, addressing internet access gaps to support digital connectivity, and increasing access to comprehensive healthcare services that prioritize

patient needs and build trust.

Central Region Community Action Partnership (CAP) Survey
Demographics of Central Region Survey Respondents

Question 1, which asked respondents to provide their ZIP codes, identified 2,777 responses across the Central Region.

Question 2 asked respondents "What is your Gender Identity?"

Gender Identity	Female	Male	Non-binary	Transgender Female	Transgender Male	Additional Gender Category/ Identity not Listed	Prefer not to Answer
Total	2,032	635	17	10	8	42	33
Percentage	73.2%	23.9%	0.6%	0.36%	0.29%	1.51%	1.19%

Question 3 asked respondents "What is your age?"

Age	6-12	13-17	18-24	25-59	60+	Prefer not to Answer
Total	0	4	452	1,669	614	38
Percentage	0%	0.14%	16.3%	60.1%	22.1%	1.4%

Question 4 asked respondents "Which Ethnicity best describes you? Please only choose one."

Ethnicity	American Indian or Alaskan Native	Asian	Black or African American	Native Hawaiian and Other Pacific Islander	Latino or Hispanic	Middle Eastern /Arab	Caucasian	Multiple	Other
Total	370	140	328	24	1,127	22	530	114	117
Percentage	13.3%	5.2%	11.8%	0.86%	40.6%	0.79%	19%	4%	4.2%

Question 5 asked respondents "Do you have any Children Under 18?"

Any Children Under 18	Yes	No
Total	1,394	1,343
Percentage	50.9%	49.1%

Question 6 asked "Are you currently experiencing homelessness?"

Currently Experiencing Homelessness	Yes	No
Total	859	1,869
Percentage	31.5%	68.5%

Question 7 asked "Have you served in the military?"

Served in the Military	Veteran	Active Military	No
Total	451	6	2,279
Percentage	16.5%	0.22%	83.3%

Question 8 asked "What is the size of your household, including yourself?"

Size of your Household	1	2	3	4	5	6	7	8	9	10	11	12+
Total	784	455	373	305	567	108	37	20	5	4	0	6
Percentage	29.4%	17.1%	14%	11.5%	21.3%	4.1%	1.4%	.75%	.19%	.15%	0%	.23%

Question 9 asked "Based on this table, where does your household's combined annual income best fit?"

Annual Income	Annual income is at or below the Poverty Level Guideline	Annual income is above the Poverty Level Guideline	Prefer Not to Answer
Total	1,888	243	459
Percentage	72.9%	9.4%	17.7%

Question 10 asked "Which of the following categories best describes your employment status?"

Employment Status	Employed, full-time	Employed, part-time	Migrant seasonal farm worker	Not employed – short term (6 months or less)	Not employed – long term (more than 6 months)	Retired	Prefer Not to Answer
Total	670	412	2	153	666	404	295
Percentage	25.8%	15.8%	.08%	5.9%	25.6%	15.5%	11.3%

Question 11 asked "Does your household include any of the following people? Please check all that apply."

Household	Children 0-17	Youth ages 14-24 who are neither working nor in school	Adults 66 or older	Refugees who have been in the U.S. 5 years or less	A person or people with sensory impairment (vision or hearing)	Individual(s) who does not speak English as their primary language
Total	944	662	449	26	191	268
Percentage	48.1%	33.8%	23%	1.3%	9.7%	13.7%

Question 12 "What is the highest level of education you have completed?"

Highest Level of Education Completed	No formal education	Elementary	Middle School	High School or G.E.D.	Associate's Degree or Certification	Bachelor's Degree	Master's Degree	Doctorate
Total	73	473	136	1062	401	285	92	25
Percentage	2.9%	18.6%	5.3%	41.7%	15.7%	11.2%	3.6%	1%

Question 13 asked "Do you consider yourself to have a Disability [physical, mental/emotional, intellectual, developmental, and/or sensory (vision, hearing)]?"

Disability	Yes	No
Total	1,305	1,247
Percentage	51.1%	48.9%

Question 14 asked "Are you a member of the Resident Leadership Academy Network?"

Member of Resident Leadership Network	Yes	No
Total	388	2,164
Percentage	15.2%	84.8%

Question 15 asked "Please indicate whether you are employed at or volunteer at any of the following types of organizations (select all that apply):"

Organizations	Community-based organizations (such as resource centers)	Faith-based organizations (such as churches)	Educational institutions (such as schools and colleges)	Private sector (businesses)	Public sector (with or as elected officials, appointed representatives, members of commissions, public employees, etc.)
Total	593	294	173	149	102
Percentage	52.4%	25.6%	15.3%	13.2%	9%

Key Priorities for the Central Region

Community Input: **Questions 16-20 asked "For each topic below, please tell us how important this is to your household. Please choose the appropriate number using the following scale 1=Not important, 2=Not very important, 3=Important, and 4=Very important."**

Question 16: Health (Enjoying good health and expecting to live a full life)

	Very Important Percentage	Very Important Total
Access to and availability of affordable healthcare (including extended hours and language assistance)	60.59%	1,487
Assistance applying for public benefit programs (such as Medi-Cal, Medicare, CalFresh, CalWORKS, Social Security, etc.)	56.93%	1,396
Assistance applying for disability programs	46.54%	1,130
Availability of supplemental food assistance	59.58%	1,458
Access to mental/behavioral health services	51.70%	1,260
Access to drug abuse prevention and rehabilitation services	40.28%	980

The top health priority for respondents in the Central Region was access to affordable healthcare, including extended hours and language assistance, with 60.59% identifying it as "Very Important." This aligns with regional data showing significant gaps in healthcare accessibility in San Diego County. Despite the presence of Medi-Cal and community health clinics, nearly 10% of county residents remain uninsured, and language barriers persist for non-English speakers, particularly among immigrant populations.[15] Extended clinic hours are crucial for working families who cannot access care during traditional business hours, further highlighting the systemic barriers to equitable healthcare access. According to the California Health Care Foundation, long wait times for appointments and a shortage of primary care providers in low-income areas compound these challenges, forcing many residents to rely

on emergency services as their primary point of care.[19] Addressing this priority will require investments in expanding clinic hours, hiring multilingual staff, and increasing funding for preventive care programs.

Food insecurity and mental health services were also emphasized by respondents with 59.58% and 51.70% identifying them as critical needs. *Feeding San Diego* reports that one in eight San Diegans, including 1 in 5 children, experiences food insecurity. Rising costs of living, particularly housing expenses, exacerbate this issue, leaving families with limited resources for healthy food. Mental health services face similar obstacles; the County has an unmet demand for behavioral health professionals, leading to long delays for therapy or psychiatric care. The San Diego County Behavioral Health Services Division has documented a rise in mental health crises that are worsened by economic pressures and the isolation brought on by the COVID-19 pandemic.[19] Expanding food assistance programs, such as CalFresh, and increasing funding for community mental health initiatives are essential steps toward addressing these interconnected issues and improving overall community well-being.

Question 17: Knowledge Learning throughout the Lifespan

	Very Important Percentage	Very Important Total
Access to parenting classes or support	38.54%	915
School safety programs and education (antibullying, gun violence)	50.84%	1,212
How to start and run a small business or knowledge of business opportunities in the community	38.64%	918
Substance abuse prevention education	43.98%	1,041
Knowledge about reproductive health (family planning, birth control, sexually transmitted diseases/sexually transmitted infections	45.30%	1,075
Domestic violence prevention education	48.97%	1,161
Climate change and climate action education, including health impacts from extreme heat, wildfire smoke, etc.	44.05%	1,047
Access to vocational training or higher education	47.28%	1,119
Access to affordable and quality tutoring	39.39%	930
Financial literacy education (how to budget, improve credit score, save money)	46.88%	1,112

The top Knowledge priority for the Central Region respondents was "School safety programs and education (antibullying, gun violence)" with 50.84% identifying it as "Very Important." This reflects a growing concern for student safety and mental well-being in the community. According to the San Diego County Office of Education, incidents of bullying and cyberbullying have increased with one in five students reporting being bullied in the past year. Gun violence remains a pressing issue nationwide, and while school shootings are less frequent in San Diego compared to other regions, active shooter drills and safety plans are now a standard part of the education system. Addressing these concerns requires comprehensive programs that not only educate students about antibullying and conflict resolution but also include mental health support and early intervention strategies. Programs like the Sandy Hook Promise and local initiatives, such as SAY San Diego's Safe School Programs, are already making strides, but expanded funding and resources are essential to meet the growing demand.[19]

Other highly ranked priorities include vocational training and higher education access (47.28%) and domestic violence prevention education (48.97%). These reflect broader socioeconomic challenges in the region. While San Diego is home to several higher education institutions, access to vocational training remains limited in underserved areas, leaving many residents without pathways to well-paying jobs. Domestic violence is another significant concern with San Diego County law enforcement responding to over 17,000 domestic violence incidents annually.[19] Educational programs focused on recognizing signs of abuse and providing resources for victims can be life-changing for families. Expanding access to these programs, alongside school safety initiatives, can create a more secure and supportive environment for San Diego residents, helping both individuals and the community thrive.

Question 18: Standard of Living (Having Enough Resources For a Quality Life)

	Very Important Percentage	Very Important Total
Availability of affordable and quality housing	68.41%	1,581
Availability of services to address homelessness	55.69%	1,282
Availability of living wage employment opportunities for adults	57.62%	1,324
Availability of employment preparation/training for youth	50.72%	1,166
Availability of affordable and quality training or higher education	50.37%	1,155
Availability of affordable and quality childcare	47.28%	1,087
Assistance with tax preparation	37.96%	873
Preparation for disasters (weather, earthquakes, flooding, fires, pandemics, etc.)	50.48%	1,162
Bill payment assistance (utilities, rent, credit cards, etc.)	54.71%	1,261

The top Standard of Living priority identified by respondents in the Central Region was the "Availability of affordable and quality housing" with 68.41% of participants rating it as "Very Important." This reflects the widespread housing challenges faced by residents in San Diego. According to the San Diego Regional Housing Needs Assessment, the median rent in the area is over $2,500 per month, making it one of the most expensive rental markets in the nation. Nearly 50% of renters in the region are considered "cost-burdened," meaning they spend more than 30% of their income on rent. This financial strain leaves little room for other essentials, such as food, healthcare, and education. The region also has a vacancy rate below 4%, which exacerbates the housing crisis by reducing available rental options and driving up competition and prices.[19] Families, especially low- and middle-income households, often face long waitlists for affordable housing programs, which sometimes extends for years.

Addressing these housing challenges is crucial to improving the overall standard of living in the Central Region. Investments in affordable housing developments, rental assistance programs, and policies aimed at reducing barriers to housing construction are critical steps. For example, local organizations, like the San Diego Housing Federation, advocate for expanding affordable housing through state and federal funding initiatives. Furthermore, providing supportive services for those at risk of homelessness can prevent families from losing their homes. These efforts are particularly vital as homelessness in San Diego County has risen by 22% since 2020, according to the Regional Task Force on Homelessness.[19] Tackling these interrelated issues requires a comprehensive approach that prioritizes affordable housing and provides a pathway to stability for families in need.

Question 19: Community (Living in a clean and safe neighborhood)

	Very Important Percentage	Very Important Total
Feeling connected to your community (through activities, events, groups, places of worship, networks of support, etc.)	44.65%	997
Neighborhood beautification (community trash pick-up, flower-tree planting, painting)	48.18%	1,074
Access to parks and outdoor open spaces	52.22%	1,166
Quality of sidewalks and/or bike paths in your neighborhood	50.87%	1,136
Quality of roads (potholes, etc.)	58.55%	1,304
Street lighting in your neighborhood	59.68%	1,326
Access to efficient, affordable, and reliable alternative transportation options (walking, biking, public transit)	55.46%	1,239
How to address drug activity in my neighborhood	47.85%	1,066
How to address gang activity in my neighborhood	47.26%	1,053
Concerns for violence in the neighborhoods (such as assault)	50.43%	1,125
Concerns for theft in the community (home invasion, auto theft, purse/belongings)	51.80%	1,153
Community and police relations	52.83%	1,176
Weatherization Assistance Programs (installing weatherization and energy efficient measures for low-income homeowners and renters, such as solar, insulating the home, sealing holes and cracks, repairing or replacing windows and water heaters, checking the heating and air conditioning systems, etc.)	49.12%	1,089

Street lighting was identified as the highest community priority in the Central Region with 59.68% of respondents marking it as "Very Important." This focus reflects broader concerns about safety and visibility in neighborhoods, especially in areas with higher crime rates. Research from the San Diego Association of Governments (SANDAG) indicates that neighborhoods with poor lighting often experience higher levels of property crime, including theft and vandalism. Improved street lighting not only enhances visibility but also fosters a sense of security, encouraging residents to engage more actively in their communities during evening hours. The National Institute of Justice supports this by showing that well-lit streets reduce both the perception and occurrence of crime. In San Diego, recent initiatives, such as the Smart Streetlight Program, have sought to modernize street lighting by adding energy-efficient LED lights and smart technology to improve lighting quality while reducing costs.[19] Expanding such programs to underserved neighborhoods would address this pressing community concern.

Other priorities, such as road quality (58.55%) and access to parks and outdoor spaces (52.22%), highlight the importance of well-maintained infrastructure and accessible public areas in creating livable neighborhoods. SANDAG data reveals that potholes and poorly maintained sidewalks are common complaints in lower-income neighborhoods,

making commuting and walking hazardous, especially for seniors and children. Parks and outdoor spaces, often referred to as "community lungs," are essential for physical and mental well-being. However, disparities exist in park access across San Diego with low-income areas often lacking sufficient green spaces.[19] Addressing these issues through increased investments in infrastructure and equitable allocation of resources can improve the overall quality of life and foster stronger, safer communities.

Question 20: Social (Helping each other to live well)

	Very Important Percentage	Very Important Total
Opportunities to participate in improving your community	42.90%	936
Access to quality and affordable internet services	55.59%	1,214
Knowledge of available community resources (local non-profits, social services, government programs, etc.)	50.37%	1,097
Youth mentorship programs	43.21%	939
Supervised before/after-school activities	44.96%	976
Community gardening and/or growing your own food	41.68%	907
Development of neighbor check-in/support programs	41.22%	897
Availability of community advocates to help people get needed resources	50.28%	1,092

Access to quality and affordable internet services was the highest social priority for respondents in the Central Region with 55.59% marking it as "Very Important." This reflects the growing reliance on internet access for essential activities, such as education, work, healthcare, and staying connected with family and community resources. In San Diego County, nearly 20% of low-income households lack reliable internet access, creating a "digital divide" that disproportionately affects vulnerable populations, including seniors, students, and low-income families. The COVID-19 pandemic highlighted this disparity as remote learning and telecommuting became critical, and those without adequate internet access struggled to participate. Programs, like the San Diego Broadband Access Initiative, have worked to address this gap by providing subsidized internet services to low-income households, but many still face barriers, such as high costs or lack of infrastructure in underserved neighborhoods.[19] Expanding affordable broadband access is crucial to ensuring equitable opportunities for all residents.

The lack of affordable internet services also limits access to critical community resources and social services, which was another significant priority with 50.37% of respondents identifying it as "Very Important." Many community programs, including job training, healthcare appointments, and social support networks, increasingly rely on online platforms. For example, resources, like CalFresh applications or accessing telehealth services, require internet connectivity. Students in underserved communities often struggle to complete homework or attend online classes, further widening the educational achievement gap.[19] Addressing this issue involves a combination of public-private partnerships, increased investment in digital infrastructure, and community outreach to educate residents about available low-cost internet programs. By bridging the digital divide, the Central Region can ensure that all residents have the tools to succeed in today's interconnected world.

Question 21 asked respondents "In what ways has the COVID-19 Pandemic continued to impact your life? Check all that apply." Respondents shared the following impacts:
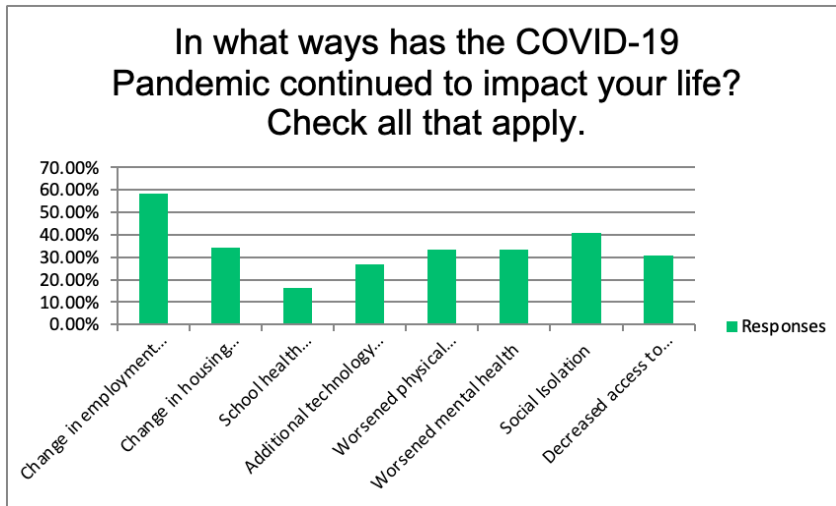
The data highlights the significant challenges faced by respondents with changes in employment emerging as the most prevalent issue followed by housing instability and worsened mental and physical health. According to the graph, over 60% of respondents identified employment changes as a continuing impact of the COVID-19 pandemic, reflecting the severe disruptions in the labor market. In California, the unemployment rate spiked to 16.4% in April 2020 as compared to the national peak of 14.7% with San Diego reaching a high of 15%.[19] Although recovery efforts have reduced unemployment, many families continue to struggle with reduced hours and job insecurity, particularly in industries like hospitality and retail. These employment challenges directly contributed to housing instability, which affected approximately 35% of survey respondents. San Diego County faces a persistent housing crisis where nearly 56% of renters are cost-burdened spending more than 30% of their income on rent. The financial strain during the pandemic forced many to rely on rental assistance programs or face eviction threats.

Mental and physical health concerns also ranked high among respondents with approximately 30-35% noting worsened mental health and social isolation as significant challenges. Nationally, the CDC reported that symptoms of anxiety and depression increased by 30% during the pandemic, and in San Diego, calls to crisis hotlines surged by 30% in 2020. Social isolation, highlighted by nearly 40% of respondents, exacerbated these issues, particularly for children and seniors who were cut off from schools, social programs, and community activities.[19] Additionally, 20% of respondents faced decreased access to essential resources, like food, which aligns with Feeding San Diego's report of a 50% increase in demand for food assistance during the pandemic. The shift to remote learning and working added to technology-related challenges with families struggling to secure adequate devices and internet access. These interconnected issues underscore the deep and long-lasting impacts of the pandemic on employment, housing, health, and social connectivity.

Question 22 asked "Do you currently utilize any resources to help you with paying rent or rent-related costs (security deposits, etc.)?"

Resources to help with paying rent or rent -related costs	Yes	No
Total	902	1,241
Percentage	42.1%	57.9%

Question 23 asked respondents "If yes, where did you obtain assistance to pay rent?"

Assistance to Pay Rent	Family and Friends	Non-profit organizations support	Government Assistance	No	Other (please state)
Total	498	56	321	532	112
Percentage	32.8%	3.7%	21.1%	35%	7.4%

Question 24 asked respondents "Do you currently utilize any resources to help you pay for utilities?"

Resources to help with pay for utilities	Yes	No
Total	849	1,281
Percentage	39.86%	60.14%

Question 25 asked respondents "If yes, where did you obtain assistance to pay for utilities?

Assistance to Pay Utilities	Family and Friends	Non-profit organizations support	Government Assistance	Utility company (programs)	Other (please state)
Total	502	53	164	242	134
Percentage	45.8%	4.8%	15%	22.1%	12.2%

Food Access - Question 26 asked "Do you utilize any of the following resources to obtain food for your household? Check all that apply."

Resources to Obtain Food	Community Organizations	CalFresh Benefits (formerly known as food stamps)	Food pantry / Food Bank / Food Distributions	Church or faith community	School provided meals	Family or friend provided meal	Other free meals	N/A
Total	536	1,543	484	233	168	185	198	146
Percentage	25.4%	73.3%	23%	11.1%	8%	8.8%	9.4%	6.9%

Question 27 asked "What barriers keep you from utilizing FREE services/programs? Check all that apply."

Barriers from utilizing free services / programs	Lack of transportation (personal or public)	Work hours	Lack of childcare	Internet access/ technology/l ack of equipment	Language	I do not know what services or programs are available	N/A	Other
Total	834	235	150	254	162	966	290	111
Percentage	41%	11.6%	7.4%	12.5%	8%	47.5%	12.3%	5.5%

This data illustrates the various barriers that prevent individuals from accessing free services or programs. The most significant challenge is a lack of awareness about available services or programs, affecting nearly half of the respondents (47.5%). Lack of awareness prevents residents from even attempting to use services as they are unaware of their existence. This is particularly harmful for vulnerable populations, including low-income households, immigrants, and seniors, who may rely on these services for basic needs like food, healthcare, or job training. A substantial proportion (41%) also struggles with transportation. This highlights the critical need for accessible transit options. Lack of transportation compounds the awareness issue by creating physical inaccessibility. Even if residents become aware of programs, limited public transit, or lack of personal vehicles can prevent them from attending. This is especially true for services located in areas with poor public transportation connectivity or those requiring long travel times. These findings reveal that even when services are free individuals often face barriers rooted in systemic issues such as limited time, resources, and access to essential infrastructure like childcare, transportation, and technology.

Question 28 asked "How interested are you in learning about the following topics in a class? Please choose the appropriate number using the following scale 1=Not important, 2=Not very important, 3=Important, and 4=Very important. Topics for Classes"
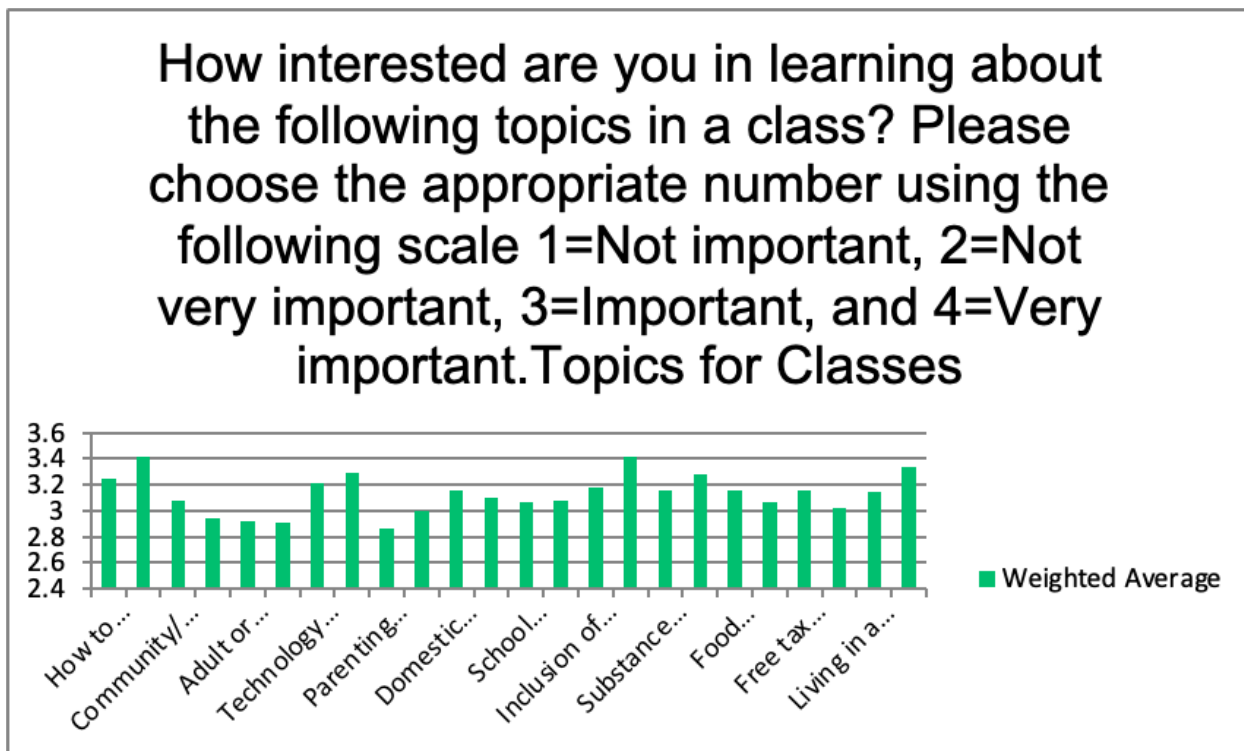
With a weighted average of 3.41, tenant rights emerged as the highest topic of interest among respondents in the Central Region of San Diego. This finding highlights the critical importance of housing stability and legal protections for renters in a region grappling with high housing costs and a tight rental market. The California Tenant Protection Act of 2019 (AB 1482) addresses these issues by capping annual rent increases at 5% plus the local rate of inflation (Consumer Price Index) or 10%, whichever is lower, and instituting just-cause eviction requirements for tenants who have occupied a unit for 12 months or more. [38]Despite these protections, enforcement remains inconsistent, leaving many tenants vulnerable to practices, like illegal evictions and neglect of necessary repairs. In response, San Diego City Council adopted the Residential Tenant Protections Ordinance in May 2023 to enhance tenant rights and address these enforcement gaps.[39] However, challenges persist, as evidenced by reports of landlords engaging in illegal lockouts and utility shutoffs to force tenants out with limited legal repercussions.[40]

Question 29 asked "Do you feel connected to your community?"

Connected to Community	Yes	No
Total	1,176	884
Percentage	57.1%	42.9%

Question 30 asked respondents " If yes, what social groups or networks are you a part of? Check all that apply."

Social Groups or Networks Part of	Total	Percentage
Family	952	70.6%
Close Friends	614	45.5%
Parent Groups	94	7%
Coworkers	176	13.1%
Academic Groups	54	4%
Volunteer Groups	186	13.8%
Professional Groups	75	5.6%
Recreational Groups/Teams	121	9%
Faith-based groups	259	19.2%
Neighborhood groups	186	13.8%

[38] California Legislative Information. (2019, October 8). *AB-1482 Tenant Protection Act of 2019: Tenancy: Rent Caps.* Retrieved from https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201920200AB1482&utm
[39] SDRAFFH. (2023, January 31) *San Diego Regional Alliance for Fair Housing Official Website - SDRAFFH Official Website.* Retrieved from https://sdfairhousing.org/#Resources
[40] Kuang, Jeanne. (2023, November 20). *Across California, Eviction Cases Have Returned to — or Surpassed — Pre-Pandemic Levels.* CalMatters, Retrieved from https://calmatters.org/housing/homelessness/2023/11/california-evictions-post-pandemic/

Other groups	96	7.1%

Question 31 asked "Do you typically use an alternative means of transportation, such as biking, walking, using scooters, or using public transportation, and NOT a car?"

Alternative Means of Transportation	Yes	No
Total	1,319	730
Percentage	64.4%	35.6%

Question 32 asked "What are the barriers or challenges you and/or your family face to using alternative means of transportation such as biking, walking, using scooters, or public transportation? Check all that apply."

Barriers or Challenges to Alternative Means of Transportation	Total	Percentage
Safety (little to no lighting at night, little to no sidewalks and/or bike paths that you feel safe using)	1,088	56%
Violence in the community (unsafe alternative transportation)	538	27.7%
Convenience (excessive travel distance and/or travel time)	553	28.4%
Reliability of services	340	17.5%
High-cost or unaffordable alternative transportation	406	20.9%
Lack of information about how to use alternative transportation options	263	13.5%
Not interested in using alternative transportation options	129	6.6%
No public transportation available	736	4.7%
There are no barriers	330	17%

Question 33 asked "Do you currently use a mobility device, such as a cane, walker, or wheelchair?"

Use of a Mobility Device	Yes	No
Total	682	1,377
Percentage	33.1%	66.9%

67

Question 34 asked "If yes, are the sidewalks safe (e.g., enough space, enough signs, etc.) in your community for mobility?"

Sidewalks Safe	Yes	No
Total	759	534
Percentage	58.7%	41.3%

Question 35 asked "If yes, is there adequate street lighting for safe mobility in your community?"

Adequate Street Lighting For Safe Mobility	Yes	No
Total	742	612
Percentage	54.8%	45.2%

Question 36 asked "How important is the issue of climate change to you personally?"

Climate Change	Extremely Important	Very Important	Somewhat Important	Not too important	Not at all Important
Total	983	487	352	138	87
Percentage	48%	23.8%	17.2%	6.7%	4.3%

Question 37 asked "Would you benefit from access to one of the following communication methods that meet the needs of disabled residents? Check all that apply."

Communication Benefits	American Sign Language (ASL)	Teletype (TTY) or Telecommunications Device (TDD) or Text Telephone (TT)	Large print	Screen reader compatible web page or document	Phone calls	Braille
Total	564	147	605	209	561	51
Percentage	40.2%	10.5%	43.2%	14.9%	40%	3.6%

Question 38 asks "Which sources do you turn to for local information and resources? Check all that apply."

Sources to Turn to For Local Information and Resources	Total	Percentage
Local or community newspaper	695	35%
Television news	873	43.9%
Radio	384	19.3%

Billboards	171	8.6%
Bulletin boards	175	13.3%
Local community organization	264	33.2%
Email	660	13.3%
Church or faith community	264	12.4%
School email/newsletter	247	31.8%
Online search	862	41.3%
Social media (Facebook, Twitter, Instagram, Nextdoor, other)	821	
Word of mouth	632	

Question 41 asked respondents "Would you like to receive additional resources?"

Additional Resources	Yes	No
Total	1,096	886
Percentage	55.3%	44.7%

Question 42 asked "If yes, which resource would you like to receive? Check all that apply."

Resources	Total	Percentage
Food Resources	1,198	84%
Financial Literacy	514	36%
Tax preparation support	400	28%
Community engagement resident leadership trainings	322	22.6%
Refugee services	85	6%
Transportation/Traffic Safety	333	23.3%
Child passenger safety training	142	10%
Conflict resolution/mediation services	264	18.5%

South Region
South Region Ideas Exchanges

The South Region Ideas Exchange session was held on Monday, October 28, at National City Library and was open to the public from 1:00 to 2:30 p.m. Initium Health provided food catered by Pita Pit. Upon entry, participants were encouraged to sign in, enjoy some food, and complete an optional and anonymous Demographic Survey and complete the CAP survey before the start of the facilitated session. There were 30 attendees at the South Region Ideas Exchanges.

South Region Demographic Survey

The South Region accounts for zip codes 91902, 91910, 91911, 91913, 91914, 91915, 91932, 92154, 92173, 91950, 92118, 92135, and 92155. The data below are responses that account for these zip codes (which was identified through the first question of the Demographic Survey). For the second question, participants were asked about their gender identity. Among the 15 respondents, 40% identified as female, and 60% identified as male.

Gender Identity	Female	Male	Non-binary	Transgender Female	Transgender Male	Additional Gender Category/Identity not Listed	Prefer not to Answer
Total	1	1	0	0	0	0	0
Percentage	50%	50%	0%	0%	0%	0%	0%

Age	6-12	13-17	18-24	25-59	60+	Prefer not to Answer
Total	0	0	1	1	0	0
Percentage	0%	0%	50%	50%	0%	0%

Ethnicity	American Indian or Alaskan Native	Asian	Black or African American	Native Hawaiian and Other Pacific Islander	Latino or Hispanic	Middle Eastern / Arab	Caucasian	Multiple	Other
Total	0	0	0	0	1	0	1	0	0
Percentage	0%	0%	0%	0%	50%	0%	50%	0%	0%

Any Children Under 18	Yes	No
Total	0	2
Percentage	0%	100%

Currently Experiencing Homelessness	Yes	No
Total	1	1
Percentage	50%	50%

Served in the Military	Veteran	Active Military	No
Total	1	0	1
Percentage	50%	0%	50%

Size of your Household	1	2	3	4	5	6	7	8	9	10	11	12+
Total	0	0	1	0	0	0	0	0	0	0	0	1
Percentage	0%	0%	50%	0%	0%	0%	0%	0%	0%	0%	0%	50%

Annual Income	Annual income is at or below the Poverty Level Guideline	Annual income is above the Poverty Level Guideline	Prefer Not to Answer
Total	0	0	2
Percentage	0%	0%	100%

Employment Status	Employed, full-time	Employed, part-time	Migrant seasonal farm worker	Not employed – short term (6 months or less)	Not employed – long term (more than 6 months)	Retired	Prefer Not to Answer
Total	1	0	0	1	0	0	0
Percentage	50%	0%	0%	50%	0%	0%	0%

Household	Children 0-17	Youth ages 14-24 who are neither working nor in school	Adults 66 or older	Refugees who have been in the U.S. 5 years or less	A person or people with sensory impairment (vision or hearing)	Individual(s) who does not speak English as their primary language
Total	2	1	1	0	0	0
Percentage	100%	50%	50%	0%	0%	0%

Highest Level of Education Completed	No formal education	Elementary	Middle School	High School or G.E.D.	Associate's Degree or Certification	Bachelor's Degree	Master's Degree	Doctorate
Total	0	0	0	1	1	0	0	0
Percentage	0%	0%	0%	50%	50%	0%	0%	0%

Disability	Yes	No
Total	1	1
Percentage	50%	50%

Member of Resident Leadership Network	Yes	No
Total	0	2
Percentage	0%	100%

Organizations	Community-based organizations (such as resource centers)	Faith-based organizations (such as churches)	Educational institutions (such as schools and colleges)	Private sector (businesses)	Public sector (with elected officials, appointed representatives, members of commissions, public employees, etc.)
Total	0	0	1	0	0
Percentage	0%	0%	100%	0%	0%

South Region Ideas Exchanges Data Report

The table below summarizes the participants' responses across all six categories.

Topic/Category	Feedback
Strengths in Community	▪ Community Resources: The library and school lunch programs were appreciated for supporting education and providing necessary services. ▪ Safe Spaces: Clubhouses and safer parks, such as Paradise Creek after improvements, contribute to better quality of life.

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	▪ Supportive Agencies: Health clinics, school districts, and organizations, like National City Collaborative, provide essential services and help residents navigate challenges.
Challenges and Barriers	▪ Housing Struggles: Finding affordable housing is difficult, whether renting or buying. ▪ Service Limitations: Issues like the shutdown of EBT (Electronic Benefits Transfer) lines and difficulties accessing hospitals and clinics add to the challenges. ▪ Standardized Processes: A more consistent EBT system is needed to help residents better use these resources. ▪ School Programs: Community members called for more educational programs within schools to support students.
Impacts of COVID-19	▪ Employment Issues: Job losses were common, adding to financial and emotional stress. ▪ Increased Barriers: The pandemic created new difficulties and highlighted the limitations of services like 211, which struggled to meet needs. ▪ Unused Resources: Community members pointed out empty units, potentially under the management of places like Marriott, that could be better utilized to help with housing shortages.
Educational Opportunities	▪ Vocational Training: Skills-based training programs would be highly valuable in San Diego. ▪ Understanding Social Security: Programs that help residents become familiar with social security processes are needed. ▪ Healthcare Services: Access to doctors who can diagnose and treat everyone is essential, especially for homeless individuals who may lack a mailing address. ▪ Interim Housing Support: Programs like IAR (Interim Assistance Reimbursement) for those applying for social security were suggested. ▪ Resource Awareness: Residents noted a need for better communication about available resources. ▪ Food Accessibility: Expanding the EBT program to include hot meals in restaurants was highlighted, as currently, these options are only available to homeless individuals.
Community Connection	▪ Transparency and Trust: Greater transparency within law enforcement is important for fostering trust. ▪ Advocacy and Engagement: The community needs more citizen advocacy and engagement to strengthen ties. ▪ Family-Oriented Activities: More community events that include families would help build connections and involvement. ▪ Addressing Costs: Ensuring affordable housing and training for county workers is essential to improve stability. ▪ Economic Concerns: The rising cost of groceries and inflation need to be managed to ease financial strain.

Solutions and Ideas	▪ More Frequent Focus Groups: Holding focus groups more often to keep up with changing community needs. ▪ Law Enforcement Practices: Increased transparency and reform are needed in local law enforcement. ▪ Violence Prevention: Steps should be taken to reduce violence in the community. ▪ Events and Resources: More community-centered events and better promotion of available resources would strengthen community bonds. ▪ Affordable Housing and Services: Prioritizing affordable housing and making services more accessible are key concerns. ▪ Repurposing Buildings: Using empty buildings for community projects like art spaces or shelters could provide practical solutions. ▪ Support for the Homeless: Improving pathways to help individuals move out of homelessness and into stable living situations is essential.

South Region Ideas Exchanges Top 5 Priorities

The top five concerns shared by residents in the South Region include the urgent need for affordable housing that meets local financial realities, improved access to reliable and user-friendly community support programs, expanded healthcare services that address gaps for vulnerable populations, greater transparency and reform within law enforcement to build trust, and better utilization of underused spaces to support community needs, such as temporary housing or creative projects.

South Region Community Action Partnership (CAP) Survey
Demographics of South Region Survey Respondents

Question 1, which asked respondents to provide their ZIP codes, enabled us to identify 2,273 responses across the South Region.

Question 2 asked respondents "What is your Gender Identity?"

Gender Identity	Female	Male	Non-binary	Transgender Female	Transgender Male	Additional Gender Category/Identity not Listed	Prefer not to Answer
Total	1,742	468	3	4	2	38	16
Percentage	76.6%	20.6%	0.13%	0.18%	0.09%	1.67%	0.70%

Question 3 asked respondents "What is your age?"

Age	6-12	13-17	18-24	25-59	60+	Prefer not to Answer
Total	0	0	68	1,501	679	25
Percentage	0%	0%	3%	66%	29.9%	1.1%

Question 4 asked "Which Ethnicity best describes you? Please only choose one."

Ethnicity	American Indian or Alaskan Native	Asian	Black or African American	Native Hawaiian and Other Pacific Islander	Latino or Hispanic	Middle Eastern / Arab	Caucasian	Multiple	Other
Total	19	100	93	8	1,694	14	209	71	65
Percentage	0.84%	4.4%	4.1%	0.35%	74.5%	0.62%	9.2%	3.1%	2.9%

Question 5 asked "Do you have any Children Under 18?"

Any Children Under 18	Yes	No
Total	1,065	1,162
Percentage	47.8%	52.2%

Question 6 asked "Are you currently experiencing homelessness?"

Currently Experiencing Homelessness	Yes	No
Total	469	1,750
Percentage	21.1%	78.9%

Question 7 asked "Have you served in the military?"

Served in the Military	Veteran	Active Military	No
Total	39	4	2,179
Percentage	1.8%	0.18%	98.1%

Question 8 asked respondents "What is the size of your household, including yourself?"

Size of your Household	1	2	3	4	5	6	7	8	9	10	11	12+
Total	474	431	433	352	277	117	42	19	4	4	0	1
Percentage	22%	20%	20.1%	16.3%	12.9%	5.4%	2%	0.9%	0.2%	0.2%	0%	0.1%

Question 9 asked "Based on this table, where does your household's combined annual income best fit?"

Annual Income	Annual income is at or below the Poverty Level Guideline	Annual income is above the Poverty Level Guideline	Prefer Not to Answer
Total	1,398	190	483
Percentage	67.5%	9.2%	23.3%

Question 10 asked respondents "Which of the following categories best describes your employment status?"

Employment Status	Employed, full-time	Employed, part-time	Migrant seasonal farm worker	Not employed – short term (6 months or less)	Not employed – long term (more than 6 months)	Retired	Prefer Not to Answer
Total	312	425	0	149	5537	419	252
Percentage	14.9%	20.3%	0%	7.1%	25.6%	20%	12%

Question 11 asked respondents "Does your household include any of the following people? Please check all that apply."

Household	Children 0-17	Youth ages 14-24 who are neither working nor in school	Adults 66 or older	Refugees who have been in the U.S. 5 years or less	A person or people with sensory impairment (vision or hearing)	Individual(s) who does not speak English as their primary language
Total	1,033	377	493	11	168	388
Percentage	59.4%	21.7%	38.4%	0.63%	9.7%	22.3%

Question 12 "What is the highest level of education you have completed?"

Highest Level of Education Completed	No formal education	Elementary	Middle School	High School or G.E.D.	Associate's Degree or Certification	Bachelor's Degree	Master's Degree	Doctorate
Total	70	131	148	1,032	399	212	45	13
Percentage	3.4%	6.4%	7.2%	50.3%	19.5%	10.3%	2.2%	0.63%

Question 13 asked respondents "Do you consider yourself to have a Disability [physical, mental/emotional, intellectual, developmental, and/or sensory (vision, hearing)]?"

Disability	Yes	No
Total	732	1,317
Percentage	35.7%	64.3%

Question 14 asked "Are you a member of the Resident Leadership Academy Network?"

Member of Resident Leadership Network	Yes	No
Total	31	2,010
Percentage	1.5%	98.5%

Question 15 asked "Please indicate whether you are employed at or volunteer at any of the following types of organizations (select all that apply):"

Organizations	Community-based organizations (such as resource centers)	Faith-based organizations (such as churches)	Educational institutions (such as schools and colleges)	Private sector (businesses)	Public sector (with or as elected officials, appointed representatives, members of commissions, public employees, etc.)
Total	173	233	109	123	73
Percentage	27.1%	36.5%	17.1%	19.3%	11.4%

Key Priorities for the South Region

Community Input: Questions 16-20 asked," For each topic below, please tell us how important this is to your household. Please choose the appropriate number using the following scale 1=Not important, 2=Not very important, 3=Important, and 4=Very important."

Question 16: Health (Enjoying good health and expecting to live a full life)	Very Important Percentage	Very Important Total
Access to and availability of affordable healthcare (including extended hours and language assistance)	67.90%	1,322
Assistance applying for public benefit programs (such as Medi-Cal, Medicare, CalFresh, CalWORKS, Social Security, etc.)	69.03%	1,346
Assistance applying for disability programs	57.02%	1,105

Availability of supplemental food assistance	**70.27%**	**1,366**
Access to mental/behavioral health services	**60.49%**	**1,176**
Access to drug abuse prevention and rehabilitation services	**51.29%**	**991**

"Availability of supplemental food assistance" emerged as the top health priority for the South Region. In 2022, 12% of households in the region relied on SNAP benefits, illustrating the economic challenges many families face.[1] Enrollment data shows the intersection of food insecurity with other social factors. Residents with disabilities show higher SNAP enrollment compared to those without disabilities while immigrant households also demonstrate elevated participation rates thereby indicating compounded challenges for vulnerable populations in accessing adequate nutrition.[41] Various studies have found significant health consequences associated with food insecurity.[42]

Question 17: Knowledge Learning throughout the Lifespan	Very Important Percentage	Very Important Total
Access to parenting classes or support	50.53%	945
School safety programs and education (antibullying, gun violence)	63.49%	1,186
How to start and run a small business or knowledge of business opportunities in the community	48.63%	908
Substance abuse prevention education	55.85%	1,041
Knowledge about reproductive health (family planning, birth control, sexually transmitted diseases/sexually transmitted infections)	56.67%	1,058
Domestic violence prevention education	61.36%	1,142
Climate change and climate action education, including health impacts from extreme heat, wildfire smoke, etc.	51.29%	955
Access to vocational training or higher education	58.14%	1,079
Access to affordable and quality tutoring	50.84%	942
Financial literacy education (how to budget, improve credit score, save money)	57.08%	1,064

"School safety programs and education (antibullying, gun violence)" was the top knowledge priority in the South Region. These concerns align with trends shown in the 2023 San Diego Unified School District Youth Risk Behavior Survey. Firstly, instances of student bullying on school property have increased since 2021 with 7.7% of students reporting being in a physical fight on school property within the past year.[43]

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[41] County of San Diego, Health and Human Services Agency. (n.d.) *Food Insecurity.* Retrieved from www.sandiegocounty.gov

[42] Te Vazquez, Jennifer, et al. (2021). *Food insecurity and cardiometabolic conditions: a review of recent research.* Current nutrition reports 10.4, 243-254.

[43] Centers for Disease Control and Prevention & San Diego Unified School District. (2024). "2023 High School Youth Risk Behavior Survey Results." Youth Risk Behavior Surveillance System.

Additionally, the percentage of students who did not go to school because they felt unsafe at or on their way to/from school has increased. These safety concerns are worsened by mental health challenges with 22.5% of students reporting self-harm without wanting to die within the past year and 21.0% seriously considering attempting suicide.[30] The emphasis on school safety and anti-bullying programs is particularly critical for the South Region where 18.0% of adults lack a high school diploma - the highest proportion among all HHSA regions - making safe and supportive educational environments essential for improving academic outcomes.[44]

Question 18: Standard of Living (Having Enough Resources For a Quality Life)	Very Important Percentage	Very Important Total
Availability of affordable and quality housing	79.90%	1,439
Availability of services to address homelessness	64.79%	1,163
Availability of living wage employment opportunities for adults	69.73%	1,251
Availability of employment preparation/training for youth	64.73%	1,160
Availability of affordable and quality training or higher education	64.43%	1,152
Availability of affordable and quality childcare	62.58%	1,122
Assistance with tax preparation	50.14%	898
Preparation for disasters (weather, earthquakes, flooding, fires, pandemics, etc.)	62.44%	1,122
Bill payment assistance (utilities, rent, credit cards, etc.)	67.22%	1,206

"Availability of Affordable and Quality Housing" was the top priority of standard of living in the South Region. This concern is well-founded as the median household income in the South Region is $86,991, yet housing costs remain a significant burden.[45] In South Region communities, like National City, 43.8% of residents live below 200% of the Federal Poverty Level, making it particularly challenging to afford quality housing.[1,31] The area faces widespread housing challenges with 11.2% of households receiving food stamps/SNAP benefits, indicating economic hardship that affects housing stability.[32]

Question 19: Community (Living in a clean and safe neighborhood)	Very Important Percentage	Very Important Total
Feeling connected to your community (through activities, events, groups, places of worship, networks of support, etc.)	51.95%	907
Neighborhood beautification (community trash pick-up, flower-tree planting, painting)	56.89%	995
Access to parks and outdoor open spaces	61.77%	1,073

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[44] U.S. Census Bureau. (2023). *2018-2022 American Community Survey 5-Year Estimates*. Retrieved from https://data.census.gov
[45] County of San Diego, Health and Human Services Agency, Public Health Services, Community Health Statistics Unit. (2023). *South Region Health Status Report Summary*. Retrieved from http://www.SDHealthStatistics.com

Quality of sidewalks and/or bike paths in your neighborhood	59.66%	1,038
Quality of roads (potholes, etc.)	69.24%	1,204
Street lighting in your neighborhood	74%	1,292
Access to efficient, affordable, and reliable alternative transportation options (walking, biking, public transit)	64.36%	1,125
How to address drug activity in my neighborhood	58.56%	1,019
How to address gang activity in my neighborhood	59.18%	1,031
Concerns for violence in the neighborhoods (such as assault)	62.21%	1,088
Concerns for theft in the community (home invasion, auto theft, purse/belongings)	65.79%	1,146
Community and police relations	64.70%	1,129
Weatherization Assistance Programs (installing weatherization and energy efficient measures for low-income homeowners and renters, such as solar, insulating the home, sealing holes and cracks, repairing or replacing windows and water heaters, checking the heating and air conditioning systems, etc.)	**60.79%**	**1,059**

"Street lighting in your neighborhood" emerged as the top community priority in the South Region. According to SANDAG's Mid-Year 2022 Crime Statistics report, this emphasis on adequate lighting aligns with safety concerns as the South Region saw higher rates of violent crime with areas like Chula Vista experiencing a 3% increase in violent crimes from 2021 to 2022.[46] This evidence supports the need for street lighting as a critical community priority.

Question 20: Social (Helping each other to live well)	Very Important Percentage	Very Important Total
Opportunities to participate in improving your community	52.23%	889
Access to quality and affordable internet services	65.39%	1,113
Knowledge of available community resources (local non-profits, social services, government programs, etc.)	61.06%	1,038
Youth mentorship programs	57.21%	968
Supervised before/after-school activities	59.73%	1,013
Community gardening and/or growing your own food	48.79	827

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[46] SANDAG, Criminal Justice Clearinghouse. (2022). *Crime in the San Diego Region Mid-Year 2022 Statistics.* Retrieved from Research Findings of the Criminal Justice Clearinghouse.

Development of neighbor check-in/support programs	51.53%	874
Availability of community advocates to help people get needed resources	58.65%	993

Access to quality and affordable internet services was the top social priority in the South Region. According to 2021 data from San Diego County, the South Region showed higher percentages of households without access to high-speed internet compared to other areas of the county.[47] This disparity particularly impacts vulnerable populations with data showing higher rates of limited internet access among Hispanic/Latino residents and individuals with disabilities. Many households in this region fall within ZIP code areas where 21.4-29.1% of residents lack high-speed internet access, which is significantly higher than the county average of 11%.[34] This digital divide particularly affects residents' ability to access online job applications, educational resources, and telehealth services thereby making it a critical social priority for the region.[48]

Question 21 asked respondents "In what ways has the COVID-19 Pandemic continued to impact your life? Check all that apply." Respondents shared the following impacts.
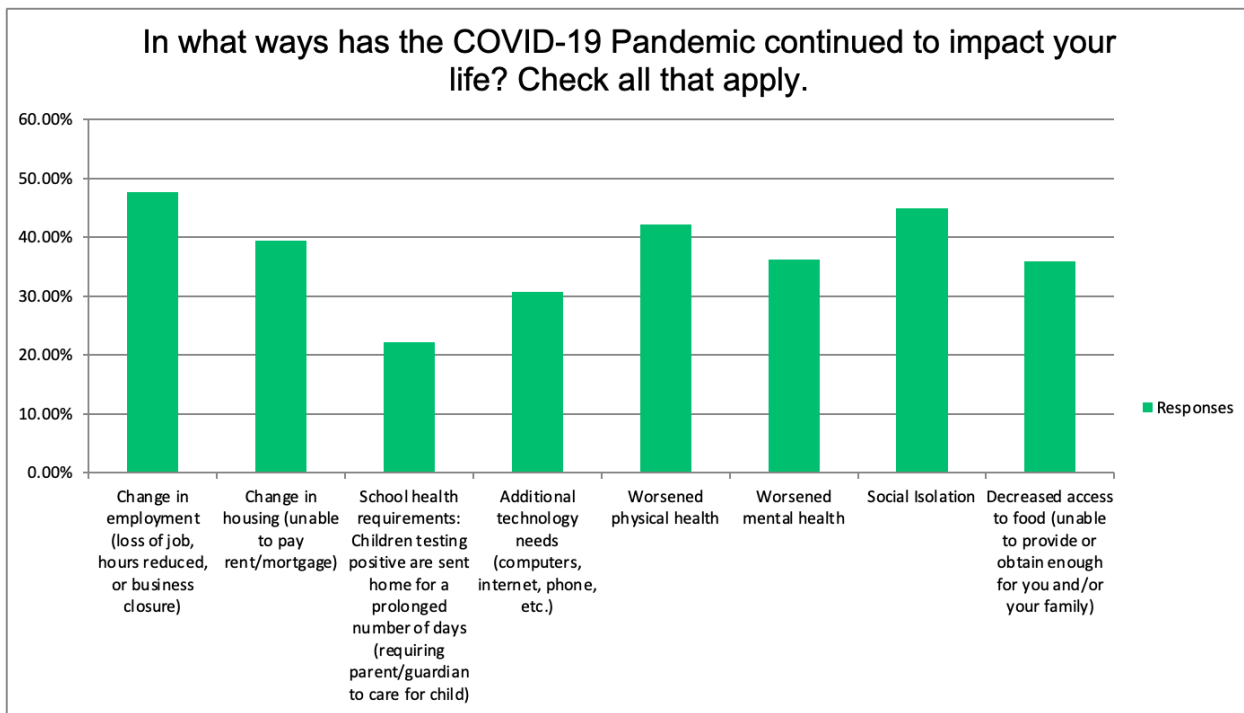
Change in employment was the top way COVID-19 Pandemic impacted respondents' lives. The county experienced significant economic challenges during the pandemic with unemployment rates peaking at 16.2% in May 2020 before beginning a gradual recovery.[49] The South Region was particularly affected, reporting the highest 5-year average unemployment rate (8.5%) among all HHSA regions between 2017-2021.[32] By February 2023, the South Region's unemployment rate remained approximately 1.2% higher than the San Diego regional average of 3.7% thus reflecting lingering disparities in economic recovery.[50] These challenges disproportionately impacted low-wage earners and

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[47] County of San Diego, Health and Human Services Agency. (2023). *Internet Access-Equity Report Data: Demographics*. Retrieved from https://data.sandiegocounty.gov/stories/s/Internet-Access/k6hk-m4rd/

[48] Pew Research Center: Internet, Science & Tech. (2023, February 22). *Internet/Broadband Fact Sheet.* Retrieved from https://www.pewresearch.org/internet/fact-sheet/internet-broadband/

[49] California Employment Development Department (EDD). (2023). *Labor market information for the San Diego-Carlsbad MSA.* Retrieved from https://www.labormarketinfo.edd.ca.gov

[50] SANDAG. (2023). *Unemployment analysis in the San Diego region.* Retrieved from https://www.sandag.org

minority communities, underscoring the need for targeted employment support and workforce development programs to mitigate the long-term effects of the pandemic.

Question 22 asked "Do you currently utilize any resources to help you with paying rent or rent-related costs (security deposits, etc.)?"

Resources to help with paying rent or rent -related costs	Yes	No
Total	473	1,184
Percentage	28.6%	71.5%

Question 23 asked "If yes, where did you obtain assistance to pay rent?"

Assistance to Pay Rent	Family and Friends	Non-profit organizations support	Government Assistance	No	Other (please state)
Total	171	20	272	516	88
Percentage	16%	1.9%	25.5%	48.4%	8.3%

Question 24 asked respondents "Do you currently utilize any resources to help you pay for utilities?"

Resources to help with pay for utilities	Yes	No
Total	471	1,173
Percentage	28.7%	71.4%

Question 25 asked respondents "If yes, where did you obtain assistance to pay for utilities?"

Assistance to Pay Utilities	Family and Friends	Non-profit organizations support	Government Assistance	Utility company (programs)	Other (please state)
Total	169	28	154	181	116
Percentage	26.1%	27.9%	23.8%	27.9%	17.9%

Food Access - Question 26 asked "Do you utilize any of the following resources to obtain food for your household? Check all that apply."

Resources to Obtain Food	Community Organizations	CalFresh Benefits (formerly known as food stamps)	Food pantry/ Food Bank/ Food Distributions	Church or faith community	School provided meals	Family or friend provided meal	Other free meals	N/A

Total	132	1,455	378	175	157	138	115	119
Percentage	8.1%	89%	23.1%	810.7%	9.6%	8.4%	7%	7.3%

Question 27 asked "What barriers keep you from utilizing FREE services/programs? Check all that apply."

Barriers from utilizing free services / programs	Lack of transportation (personal or public)	Work hours	Lack of childcare	Internet access/ technology/l ack of equipment	Language	I do not know what services or programs are available	N/A	Other
Total	363	193	144	204	207	868	288	83
Percentage	23.4%	12.4%	9.3%	13.1%	13.3%	55.9%	18.5%	5.3%

Question 28 asked "How interested are you in learning about the following topics in a class? Please choose the appropriate number using the following scale 1=Not important, 2=Not very important, 3=Important, and 4=Very important. Topics for Classes"
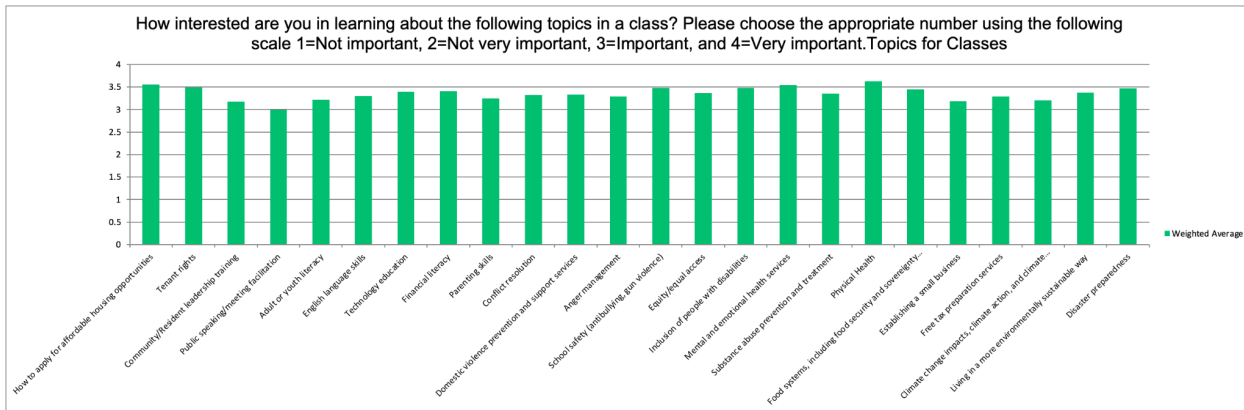
Physical Health is the highest top interest in learning about in a class, which aligns with significant health disparities in San Diego County. According to the California Health Care Foundation, access to healthcare providers remains a challenge with 15% of the population residing in an area designated as a Health Professional Shortage Area.[51] The impact of limited providers for preventative care is reflected in the region's health outcomes. In the South region, life expectancy averages 77.9 years, falling below the county average of 80.6 years in the same year.[52] Chronic conditions affect a substantial portion of the population. According to the 2023 South Region Health Status Report, overall heart disease had an ED discharge rate of 2,130.2 per 100,000. Overall, cancer had a death rate of 152.9 per 100,000.[32] Language barriers complicate healthcare access, as many residents primarily speak a language other than English.

[51] California Health Care Foundation. (2020). *California Regional Markets: San Diego*. Retrieved from https://www.chcf.org
[52] California Department of Public Health. (2021). *Death Statistical Master Files*. Retrieved from https://data.chhs.ca.gov

Question 29 asked "Do you feel connected to your community?"

Connected to Community	Yes	No
Total	815	778
Percentage	51.2%	48.9%

Question 30 asked respondents "If yes, what social groups or networks are you a part of? Check all that apply."

Social Groups or Networks Part of	Total	Percentage
Family	727	74.3%
Close Friends	555	56.7%
Parent Groups	101	10.3%
Coworkers	150	15.3%
Academic Groups	47	4.8%
Volunteer Groups	121	12.4%
Professional Groups	45	4.6%
Recreational Groups/Teams	74	7.6%
Faith-based groups	235	24%
Neighborhood groups	146	14.9%
Other groups	47	4.8%

Question 31 asked "Do you typically use an alternative means of transportation, such as biking, walking, using scooters, or using public transportation, and NOT a car?"

Alternative Means of Transportation	Yes	No
Total	818	748
Percentage	52.2%	47.8%

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Question 32 asked "What are the barriers or challenges you and/or your family face to using alternative means of transportation such as biking, walking, using scooters, or public transportation? Check all that apply."

Barriers or Challenges to Alternative Means of Transportation	Total	Percentage
Safety (little to no lighting at night, little to no sidewalks and/or bike paths that you feel safe using)	620	41.6%
Violence in the community (unsafe alternative transportation)	323	21.7%
Convenience (excessive travel distance and/or travel time)	382	21.7%
Reliability of services	250	16.8%
High-cost or unaffordable alternative transportation	293	19.7%
Lack of information about how to use alternative transportation options	251	11.1%
Not interested in using alternative transportation options	165	4.6%
No public transportation available	75	5%
There are no barriers	358	24%

Question 33 asked "Do you currently use a mobility device, such as a cane, walker, or wheelchair?"

Use of a Mobility Device	Yes	No
Total	307	1,278
Percentage	19.4%	80.6%

Question 34 asked respondents "If yes, are the sidewalks safe (e.g., enough space, enough signs, etc.) in your community for mobility?"

Sidewalks Safe	Yes	No
Total	440	434
Percentage	50.3%	49.7%

Question 35 asked respondents "If yes, is there adequate street lighting for safe mobility in your community?"

Adequate Street Lighting For Safe Mobility	Yes	No
Total	405	528

Percentage	43.4%	56.6%

Question 36 asked "How important is the issue of climate change to you personally?"

Climate Change	Extremely Important	Very Important	Somewhat Important	Not too important	Not at all Important
Total	523	509	354	122	73
Percentage	33.1%	32.2%	22.4%	7.7%	4.6%

Question 37 asked "Would you benefit from access to one of the following communication methods that meet the needs of disabled residents? Check all that apply."

Communication Benefits	American Sign Language (ASL)	Teletype (TTY) or Telecommunications Device (TDD) or Text Telephone (TT)	Large print	Screen reader compatible web page or document	Phone calls	Braille
Total	182	136	603	186	486	45
Percentage	17.9%	13.4%	59.2%	18.3%	47.7%	4.4%

Question 38 asks "Which sources do you turn to for local information and resources? Check all that apply."

Sources Turn to For Local Information and Resources	Total	Percentage
Local or community newspaper	267	17.5%
Television news	799	52.4%
Radio	369	24.2%
Billboards	137	9%
Bulletin boards	144	9.5%
Local community organization	195	12.8%
Email	597	597
Church or faith community	216	14.2%
School email/newsletter	279	18.3%
Online search	734	48.2%
Social media (Facebook, Twitter, Instagram, Nextdoor, other)	795	52.1%

Word of mouth	439	28.8%

Question 41 asked "Would you like to receive additional resources?"

Additional Resources	Yes	No
Total	1,018	488
Percentage	67.6%	32.4%

Question 42 asked respondents "If yes, which resources would you like to receive? Check all that apply."

Resources	Total	Percentage
Food Resources	802	70.7%
Financial Literacy	424	42.2%
Tax preparation support	301	29.9%
Community engagement/resident leadership trainings	214	21.3%
Refugee services	58	5.8%
Transportation/Traffic Safety	242	24.1%
Child passenger safety training	143	14.2%
Conflict resolution/mediation services	185	18.4%

North Central Region
North Central Region Ideas Exchanges

The North Central Ideas Exchange session took place on Wednesday, October 30, at Linda Vista Library, and was open to the public from 10:30 a.m. to 12:00 p.m. Breakfast was provided by Initium Health and catered by Civic Center Cafe. Upon entry, participants were encouraged to sign in, enjoy some breakfast, and complete an optional and anonymous Demographic Survey and complete the CAP survey before the start of the facilitated session. There were 35 attendees at the North Central Ideas Exchanges.

North Central Region Demographic Survey

The North Central Region accounts for zip codes 92119, 92120, 92123, 92124, 92131, 92145, 92037, 92093, 92106, 92107, 92109, 92110, 92121, 92122, 92126, 92130, 92140, 92161, 92108, 92111 and 92117. The data below are responses that account for these zip codes (which was identified through the first question of the Demographic Survey).

Gender Identity	Female	Male	Non-binary	Transgender Female	Transgender Male	Additional Gender Category/Identity not Listed	Prefer not to Answer
Total	16	11	0	0	0	0	0
Percentage	35.3%	64.7%	0%	0%	0%	0%	0%

Age	6-12	13-17	18-24	25-59	60+	Prefer not to Answer
Total	0	0	2	10	5	0
Percentage	0%	0%	11.8%	58.8%	29.4%	0%

Ethnicity	American Indian or Alaskan Native	Asian	Black or African American	Native Hawaiian and Other Pacific Islander	Latino or Hispanic	Middle Eastern/ Arab	Caucasian	Multiple	Other
Total	0	1	5	0	7	0	3	0	0
Percentage	0%	5.9%	29.4%	0%	41.2%	0%	`7.7%	0%	0%

Any Children Under 18	Yes	No
Total	0	16
Percentage	0%	100%

Currently Experiencing Homelessness	Yes	No
Total	10	6
Percentage	62.5%	37.5%

Served in the Military	Veteran	Active Military	No
Total	2	0	14
Percentage	12.5%	0%	87.5%

Size of your Household	1	2	3	4	5	6	7	8	9	10	11	12+
Total	7	3	3	3	0	0	0	0	0	0	0	0
Percentage	43.8%	18.8%	18.8%	18.8%	0%	0%	0%	0%	0%	0%	0%	0%

Annual Income	Annual income is at or below the Poverty Level Guideline	Annual income is above the Poverty Level Guideline	Prefer Not to Answer
Total	9	2	5
Percentage	56.3%	12.5%	31.3%

Employment Status	Employed, full-time	Employed, part-time	Migrant seasonal farm worker	Not employed – short term (6 months or less)	Not employed – long term (more than 6 months)	Retired	Prefer Not to Answer
Total	1	3	0	3	5	4	0
Percentage	6.25%	18.8%	0%	18.8%	31.3%	25%	0%

Household	Children 0-17	Youth ages 14-24 who are neither working nor in school	Adults 66 or older	Refugees who have been in the U.S. 5 years or less	A person or people with sensory impairment (vision or hearing)	Individual(s) who does not speak English as their primary language
Total	3	0	4	0	1	2
Percentage	37.5%	0%	50%	0%	12.5%	25%

Highest Level of Education Completed	No formal education	Elementary	Middle School	High School or G.E.D.	Associate's Degree or Certification	Bachelor's Degree	Master's Degree	Doctorate
Total	2	0	0	10	2	2	0	0
Percentage	12.5%	0%	0%	62.5%	12.5%	12.5%	0%	0%

Disability	Yes	No
Total	6	10
Percentage	37.5%	62.5%

Member of Resident Leadership Network	Yes	No
Total	2	14
Percentage	12.5%	87.5%

Organizations	Community-based organizations (such as resource centers)	Faith-based organizations (such as churches)	Educational institutions (such as schools and colleges)	Private sector (businesses)	Public sector (with or as elected officials, appointed representatives, members of commissions, public employees, etc.)
Total	4	2	0	0	1
Percentage	66.7%	33.3%	0%	0%	16.7%

North Central Region Ideas Exchanges Data Report

The table below summarizes the participants' responses across all six categories.

Topic/Category	Feedback
Strengths in Community	▪ Diverse Community: Linda Vista is seen as the heart of San Diego, and the diversity of its people is a point of pride. ▪ Historic Value: Eleanor Roosevelt dedicated the first shopping center in San Diego here, showcasing the area's significance. ▪ Strong Sense of Belonging: Many residents expressed pride in being raised in Linda Vista and in their well-rounded community. ▪ Youth Programs: The availability of youth programs helps build a safer environment and strong foundations for young people. ▪ Central Location: Linda Vista's central location makes it convenient, with educational facilities and essential services nearby. ▪ Local Businesses: The community supports local businesses, which contributes to economic opportunities and income generation. ▪ Development Potential: The area's real estate value and growth opportunities were also noted as strengths.
Challenges and Barriers	▪ Safety Concerns: Issues with gang activity have impacted the area, and certain youth centers have shifted focus, losing their original purpose. ▪ Limited Community Support: There is a lack of events and opportunities at local centers, like the Linda Vista Recreation Center. Community members feel that resources are being removed. ▪ Financial Barriers: Many residents seek higher income opportunities but face barriers due to low support at home. ▪ Access to Resources: Contacting community resources can be difficult, and phone support often goes unanswered. The community needs more local staff and reasonable hours of service. ▪ Infrastructure Issues: Better street lighting and pothole repairs are needed for safety, and accessible, clean public bathrooms are lacking. ▪ Affordable Housing: New housing developments are not affordable for many, targeting higher-income individuals or those with additional support (e.g., students). Renting standards exclude many local workers. ▪ Job Opportunities: Jobs that offer a living wage are scarce, making it difficult for residents to meet basic needs. ▪ Resource Accessibility: Some services, like EBT, offer low benefits, and food banks often provide items that require cooking rather than ready-to-eat options. ▪ Overcrowding and Traffic: These issues add to the daily challenges as does limited space for community gatherings. ▪ Educational Concerns: Schools need improvement, with a specific mention of Montgomery School, and teachers deserve higher salaries. ▪ Transparency in Funding: While funding is allocated to the area, residents are unsure how it's being used, especially with millions meant to improve the community.

Impacts of COVID-19	▪ Job Losses: Many community members lost their jobs, increasing financial strain. ▪ Rising Homelessness: More people became homeless, and tents became a common sight on the streets. ▪ Resource Challenges: Businesses received tax-free loans, but employees did not see the benefits. Access to essential resources also diminished. ▪ Lessons for the Future: Residents hope lessons learned from the pandemic can prepare them better for future crises. ▪ Unmet Needs: Funds donated during the pandemic did not reach the intended recipients, and some essential workers conducting evaluations received high pay while community support lagged. ▪ Food Insecurity: Consistent access to food became a major issue for many households.
Educational Opportunities	▪ Basic Learning Support: Adult and children's classes focused on basic skills are essential. ▪ Financial Literacy: Education on managing finances would help residents make informed decisions. ▪ College Preparation: Investments in preparatory courses, like PSAT and P-ACT, would help students succeed. ▪ Community Resource Center: A center that connects schools and local services would strengthen the community. ▪ Inclusive Programs: English prep courses should be accessible, especially for historically marginalized groups. ▪ Tax Assistance: Support with tax preparation was also mentioned as a valuable service.
Community Connection	▪ Community Social Center: A place for interaction and support, involving small businesses, would build stronger ties. ▪ Family Strengthening Programs: More programs are needed to support families and create a stable environment. ▪ Youth Support: Initiatives aimed at youth development are crucial for preventing negative influences and building a positive future. ▪ Neighborhood Cleanliness: Clean public spaces contribute to a sense of pride and community. ▪ Holiday Events: Organizing events for holidays could create job opportunities and bring residents together. ▪ Accountability: Ensuring leaders use allocated funds properly and take responsibility for their roles is important for community trust.

Solutions and Ideas	▪ Knowledge of Resources: Educating residents about available resources and their rights is vital. ▪ School Funding: Investing in schools to ensure quality education is a priority. ▪ Community Events: Events that strengthen bonds and employ local people would benefit the area. ▪ Youth Programs: Initiatives that support youth and prevent involvement in gangs are needed. ▪ Homelessness Solutions: Approaches should focus on decriminalizing homelessness and providing mental health programs. ▪ Accountability: Holding leaders accountable and ensuring funds reach the community were emphasized.

North Central Region Ideas Exchanges Top 5 Priorities

The top five concerns shared by residents in the North Central Region focus on safety, including issues with gang activity and poor infrastructure like street lighting. Affordable housing is another major concern, as many residents find new developments out of reach. Access to community resources is also a challenge, with residents struggling to get the support they need. Job opportunities that pay a living wage are limited making it hard for people to meet basic needs. Finally, residents feel frustrated about the lack of transparency and accountability in how funds meant for community improvements are being used.

North Central Region Community Action Partnership (CAP) Survey
Demographics of North Central Survey Respondents

Question 1, which asked respondents to provide their ZIP codes, enabled us to identify 1,238 responses across the North Central Region.

Question 2 asked "What is your Gender Identity?"

Gender Identity	Female	Male	Non-binary	Transgender Female	Transgender Male	Additional Gender Category/Identity not Listed	Prefer not to Answer
Total	828	359	14	5	2	11	19
Percentage	66.9%	29.0%	1.1%	0.4%	0.16%	0.89%	1.5%

Question 3 asked "What is your age?"

Age	6-12	13-17	18-24	25-59	60+	Prefer not to Answer
Total	0	1	85	779	356	17

Percentage	0.0%	0.08%	6.9%	62.9%	28.8%	1.4%

Question 4 asked "Which Ethnicity best describes you? Please only choose one."

Ethnicity	American Indian or Alaskan Native	Asian	Black or African American	Native Hawaiian and Other Pacific Islander	Latino or Hispanic	Middle Eastern / Arab	Caucasian	Multiple	Other
Total	13	137	109	12	281	27	507	87	65
Percentage	1.1%	11.1%	8.8%	0.9%	22.7%	2.2%	40.9%	7.0%	5.3%

Question 5 asked "Do you have any Children Under 18?"

Any Children Under 18	Yes	No
Total	414	806
Percentage	33.9%	99.1%

Question 6 asked "Are you currently experiencing homelessness?"

Currently Experiencing Homelessness	Yes	No
Total	194	1028
Percentage	15.9%	84.1%

Question 7 asked "Have you served in the military?"

Served in the Military	Veteran	Active Military	No
Total	59	4	1155
Percentage	4.9%	0.3%	94.8%

Question 8 asked "What is the size of your household, including yourself?"

Size of your Household	1	2	3	4	5	6	7	8	9	10	11	12
Total	475	260	210	102	85	35	15	3	2	1	1	0
Percentage	40.0%	21.9%	17.7%	8.6%	7.2%	2.9%	1.3%	0.3%	0.2%	0.1%	0.1%	0.0%

Question 9 asked "Based on this table, where does your household's combined annual income best fit?"

Annual Income	Annual income is at or below the Poverty Level Guideline	Annual income is above the Poverty Level Guideline	Prefer Not to Answer
Total	760	219	188
Percentage	65.1%	18.8%	16.1%

Question 10 asked "Which of the following categories best describes your employment status?"

Employment Status	Employed, full-time	Employed, part-time	Migrant seasonal farm worker	Not employed – short term (6 months or less)	Not employed – long term (more than 6 months)	Retired	Prefer Not to Answer
Total	191	212	0	79	343	242	110
Percentage	16.2%	18.0%	0.0%	6.7%	29.1%	20.6%	9.4%

Question 11 asked "Does your household include any of the following people? Please check all that apply."

Household	Children 0-17	Youth ages 14-24 who are neither working nor in school	Adults 66 or older	Refugees who have been in the U.S. 5 years or less	A person or people with sensory impairment (vision or hearing)	Individual(s) who does not speak English as their primary language
Total	395	94	249	11	91	88
Percentage	53.8%	12.8%	33.9%	1.5%	12.4%	12.0%

Question 12 "What is the highest level of education you have completed?"

Highest Level of Education Completed	No formal education	Elementary	Middle School	High School or G.E.D.	Associate's Degree or Certification	Bachelor's Degree	Master's Degree	Doctorate
Total	20	22	30	449	237	242	117	28
Percentage	1.8%	1.9%	2.6%	29.2%	20.7%	21.1%	10.2%	2.5%

Question 13 asked "Do you consider yourself to have a Disability [physical, mental/emotional, intellectual, developmental, and/or sensory (vision, hearing)]?"

Disability	Yes	No
Total	549	595
Percentage	48.0%	52.0%

Question 14 asked "Are you a member of the Resident Leadership Academy Network?"

Member of Resident Leadership Network	Yes	No
Total	13	1128
Percentage	1.1%	98.9%

Question 15 asked "Please indicate whether you are employed at or volunteer at any of the following types of organizations (select all that apply):"

Organizations	Community-based organizations (such as resource centers)	Faith-based organizations (such as churches)	Educational institutions (such as schools and colleges)	Private sector (businesses)	Public sector (with or as elected officials, appointed representatives, members of commissions, public employees, etc.)
Total	142	107	101	105	49
Percentage	35.3%	26.6%	25.1%	26.1%	12.2%

Key Priorities for the North Central Region

Community Input: **Questions 16 -20 asked "For each topic below, please tell us how important this is to your household. Please choose the appropriate number using the following scale 1=Not important, 2=Not very important, 3=Important, and 4=Very important."**

Question 16: Health (Enjoying good health and expecting to live a full life)	Very Important Percentage	Very Important Total
Access to and availability of affordable healthcare (including extended hours and language assistance)	74.52%	810
Assistance applying for public benefit programs (such as Medi-Cal, Medicare, CalFresh, CalWORKS, Social Security, etc.)	62.40%	670
Assistance applying for disability programs	50.28%	542
Availability of supplemental food assistance	68.30%	737
Access to mental/behavioral health services	58.19%	629
Access to drug abuse prevention and rehabilitation services	42.86%	462

The top health priority in North Central is access to and availability of affordable healthcare (including extended hours and language assistance) in the North Central Region with 74.52% identifying it as "Very Important." This highlights the ongoing need to address systemic healthcare access challenges in this area. While programs such as Medi-Cal and community health clinics aim to serve the population, barriers like limited clinic hours and insufficient language assistance persist. These challenges disproportionately affect immigrant communities and working families, who struggle to access care during standard business hours. Additionally, the California Health Care Foundation reports that North Central San Diego faces a shortage of primary care providers, particularly in low-income neighborhoods, leading to delays in care and reliance on emergency services[53]. Addressing these gaps will require expanding clinic hours, hiring multilingual staff, and increasing investments in preventive care and community health programs.

Question 17: Knowledge Learning throughout the Lifespan	Very Important Percentage	Very Important Total
Access to parenting classes or support	39.67%	413
School safety programs and education (antibullying, gun violence)	49.66%	517
How to start and run a small business or knowledge of business opportunities in the community	38.93%	406

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[53] California Health Care Foundation. (2020, May). *California Health Care Almanac: Primary Care Matters.* Retrieved from https://www.chcf.org

Substance abuse prevention education	42.03%	435
Knowledge about reproductive health (family planning, birth control, sexually transmitted diseases/sexually transmitted infections	45.98%	480
Domestic violence prevention education	49.57%	516
Climate change and climate action education, including health impacts from extreme heat, wildfire smoke, etc.	45.73%	477
Access to vocational training or higher education	51.73%	537
Access to affordable and quality tutoring	40.48%	421
Financial literacy education (how to budget, improve credit score, save money)	49.86%	518

The top knowledge priority for North Central was "Access to vocational training or higher education." Access to Vocational Training or Higher Education emerged as the top knowledge priority for the North Central Region with 51.73% of respondents identifying it as "Very Important." This highlights the critical need for expanded opportunities for skill development and career advancement in the region.

Economic data from San Diego County shows that a significant portion of residents in North Central face barriers to higher education and vocational training due to high costs, limited program availability, and lack of awareness about existing resources.[54] These barriers disproportionately affect underserved populations, including low-income families, first-generation college students, and immigrants. Vocational training programs can provide a pathway to well-paying jobs in growing industries such as healthcare, technology, and green energy, which are vital to the local economy.

Question 18: Standard of Living (Having Enough Resources For a Quality Life)	Very Important Percentage	Very Important Total
Availability of affordable and quality housing	80.40%	812
Availability of services to address homelessness	60.58%	607
Availability of living wage employment opportunities for adults	65.84%	663
Availability of employment preparation/training for youth	51.55%	517
Availability of affordable and quality training or higher education	59.32%	595
Availability of affordable and quality childcare	52.19%	524
Assistance with tax preparation	40.70%	407
Preparation for disasters (weather, earthquakes, flooding, fires, pandemics, etc.)	50.50%	507
Bill payment assistance (utilities, rent, credit cards, etc.)	58.41%	587

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[54] Education Data Partnership. (2023). *EdData - Home Page.* https://ed-data.org/

The top priority for standard of living in the North Central Region of San Diego is the availability of affordable and quality housing with 80.40% of respondents rating it as "Very Important." This aligns with housing data showing that San Diego County continues to face a severe housing affordability crisis. Housing insecurity disproportionately affects low- and middle-income households with 38.9% of the region's population spending over 30% of their income on housing, leaving limited resources for other necessities.[55] Additionally, high housing costs drive increased rates of overcrowding and homelessness, particularly in areas like North Central, where demand for housing significantly outpaces supply. Addressing this issue requires expanding affordable housing developments, increasing funding for rental assistance programs, and enacting policies to prevent displacement of vulnerable populations.

Question 19: Community (Living in a clean and safe neighborhood)	Very Important Percentage	Very Important Total
Feeling connected to your community (through activities, events, groups, places of worship, networks of support, etc.)	50%	489
Neighborhood beautification (community trash pick-up, flower-tree planting, painting)	46.84%	459
Access to parks and outdoor open spaces	59.57%	582
Quality of sidewalks and/or bike paths in your neighborhood	55.83%	546
Quality of roads (potholes, etc.)	67.08%	656
Street lighting in your neighborhood	64.55%	630
Access to efficient, affordable, and reliable alternative transportation options (walking, biking, public transit)	58.69%	574
How to address drug activity in my neighborhood	47.34%	462
How to address gang activity in my neighborhood	46.10%	449
Concerns for violence in the neighborhoods (such as assault)	51.75%	503
Concerns for theft in the community (home invasion, auto theft, purse/belongings)	**56.67%**	**552**
Community and police relations	**58.20%**	**564**
Weatherization Assistance Programs (installing weatherization and energy efficient measures for low-income homeowners and renters, such as solar, insulating the home, sealing holes and cracks, repairing or replacing windows and water heaters, checking the heating and air conditioning systems, etc.)	**50%**	**487**

The top community priority for the North Central Region is the quality of roads with 67.08% of respondents marking it as "Very Important." This concern reflects longstanding issues with road maintenance and infrastructure in San Diego County. [56]According to the American Society of Civil Engineers (ASCE), San Diego County's road conditions

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[55] US Census Bureau. (2022) *2017-2021 ACS 5-Year Estimates.* Retrieved from https://www.census.gov/programs-surveys/acs/technical-documentation/table-and-geography-changes/2021/5-year.html

received a grade of C- in their most recent infrastructure report card. In a 2024 street assessment, the community with the second-highest number of failing roads is Clairemont with 92 listed as failing. Poorly maintained roads, including potholes and surface degradation, contribute to vehicle damage, increased commuting times, and safety risks for drivers, cyclists, and pedestrians. North Central residents are particularly affected as many neighborhoods experience higher-than-average traffic volumes, exacerbating wear and tear on roads. Addressing this priority requires increasing investments in road repairs and maintenance, implementing long-term infrastructure improvement plans, and ensuring equitable distribution of resources to underserved neighborhoods.

Question 20: Social (Helping each other to live well)	Very Important Percentage	Very Important Total
Opportunities to participate in improving your community	42.21%	401
Access to quality and affordable internet services	62.21%	591
Knowledge of available community resources (local non-profits, social services, government programs, etc.)	56.01%	531
Youth mentorship programs	39.07%	370
Supervised before/after-school activities	44.68%	424
Community gardening and/or growing your own food	40.74%	387
Development of neighbor check-in/support programs	34.14%	323
Availability of community advocates to help people get needed resources	50%	474

Access to quality and affordable internet services was identified as the top social priority in the North Central Region with 62.21% of respondents rating it as "Very Important." Reliable internet access is critical for education, employment, healthcare, and staying connected to community resources. According to the 2022 Digital Equity Report by the City of San Diego, North Central neighborhoods face significant disparities in internet affordability and speed, particularly among low-income households and seniors.[57]

Data from the Federal Communications Commission (FCC) highlights that while most residents have access to some form of broadband, the cost remains a major barrier with many families unable to afford high-speed internet plans.[58] The COVID-19 pandemic further emphasized the digital divide as remote work, virtual learning, and telehealth became essential, leaving digitally underserved communities at a significant disadvantage.

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[57] City of San Diego. (2015). *City of San Diego Official Website.* https://www.sandiego.gov/
[58] Federal Communications Commission. (2018). *Federal Communications Commission*. Retrieved from https://www.fcc.gov/

Question 21 asked respondents "In what ways has the COVID-19 Pandemic continued to impact your life? Check all that apply."
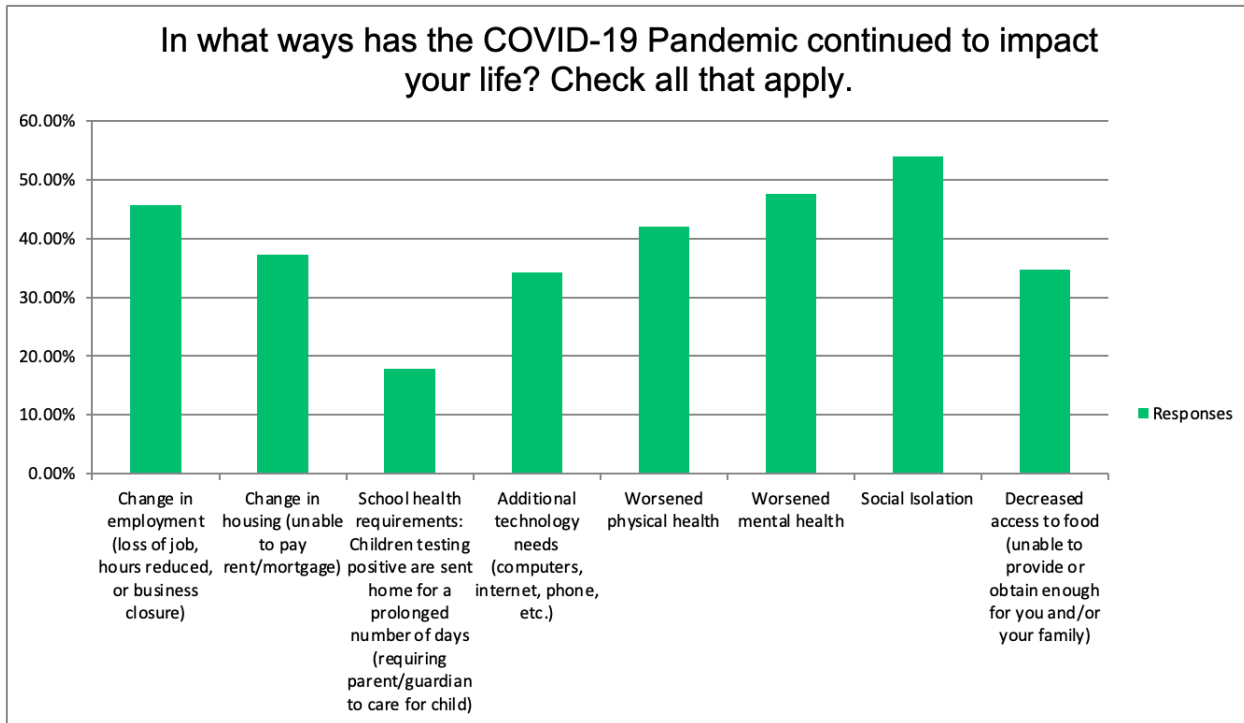
Social isolation emerged as the top way the COVID-19 pandemic impacted the lives of North Central residents, cited by 54% of respondents. The pandemic's physical distancing measures, stay-at-home orders, and closure of communal spaces significantly disrupted daily social interactions. These effects may be particularly pronounced among older adults, who faced reduced access to family and community networks, and young people, whose education and peer interactions were shifted online.

Question 22 asked "Do you currently utilize any resources to help you with paying rent or rent-related costs (security deposits, etc.)?"

Resources to help with paying rent or rent-related costs	Yes	No
Total	284	650
Percentage	30.4%	69.6%

Question 23 asked "If, yes, where did you obtain assistance to pay rent?"

Assistance to Pay Rent	Family and Friends	Non-profit organizations support	Government Assistance	No	Other (please state)
Total	77	25	170	285	59
Percentage	12.5%	4.1%	27.6%	46.3%	9.6%

Question 24 asked "Do you currently utilize any resources to help you pay for utilities?"

Resources to help with pay for utilities	Yes	No
Total	299	628
Percentage	32.2%	67.8%

Question 25 asked "If yes, where did you obtain assistance to pay for utilities?"

Assistance to Utilities	Family and Friends	Non-profit organizations support	Government Assistance	Utility company (programs)	Other (please state)
Total	51	38	73	158	43
Percentage	14.1%	10.5%	20.1%	43.5%	11.9%

Food Access - Question 26 asked "Do you utilize any of the following resources to obtain food for your household? Check all that apply."

Resources to Obtain Food	Community Organizations	CalFresh Benefits (formerly known as food stamps)	Food pantry/ Food Bank/ Food Distributions	Church or faith community	School provided meals	Family or friend provided meal	Other free meals	N/A
Total	74	760	218	105	84	105	85	100
Percentage	8.2%	83.8%	24.0%	11.6%	9.3%	11.6%	9.4%	11.0%

Question 27 asked "What barriers keep you from utilizing FREE services/programs? Check all that apply."

Barriers from utilizing free services / programs	Lack of transportation (personal or public)	Work hours	Lack of childcare	Internet access/ technology/lack of equipment	Language	I do not know what services or programs are available	N/A	Other
Total	228	96	64	119	39	531	179	73
Percentage	25.8%	10.9%	7.2%	13.5%	4.4%	60.0%	20.2%	8.3%

Question 28 asked "How interested are you in learning about the following topics in a class? Please choose the appropriate number using the following scale 1=Not important, 2=Not very important, 3=Important, and 4=Very important. Topics for Classes"
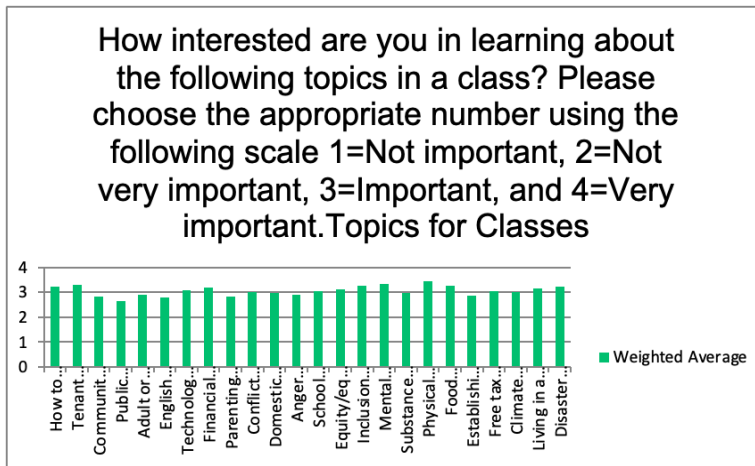
Physical Health was the North Central respondents' class they are most interested in learning about.

Question 29 asked "Do you feel connected to your community?"

Connected to Community	Yes	No
Total	437	471
Percentage	48.1%	51.9%

Question 30 asked "If yes, what social groups or networks are you a part of? Check all that apply."

Social Groups or Networks Part of	Total	Percentage
Family	343	66.5%
Close Friends	352	68.2%
Parent Group	64	12.4%
Coworkers	105	20.4%
Academic Groups	49	9.5%
Volunteer Groups	91	17.6%
Professional Groups	51	9.9%
Recreational Groups/ Teams	72	13.9%
Faith- based groups	103	19.9%
Neighborhood groups	115	22.3%

103

Other groups	44	8.5%

Question 31 asked "Do you typically use an alternative means of transportation, such as biking, walking, using scooters, or using public transportation, and NOT a car?"

Alternative Means of Transportation	Yes	No
Total	393	503
Percentage	43.9%	56.1%

Question 32 asked "What are the barriers or challenges you and/or your family face to using alternative means of transportation such as biking, walking, using scooters, or public transportation? Check all that apply."

Barriers or Challenges to Alternative Means of Transportation	Total	Percentage
Safety (little to no lighting at night, little to no sidewalks and/or bike paths that you feel safe using)	395	46.0%
Violence in the community (unsafe alternative transportation)	203	23.7%
Convenience (excessive travel distance and/or travel time)	370	43.1%
Reliability of services	195	22.7%
High-cost or unaffordable alternative transportation	196	22.8%
Lack of information about how to use alternative transportation options	132	15.4%
Not interested in using alternative transportation options	122	14.2%
No public transportation available	118	13.8%
There are no barriers	142	16.6%

Question 33 asked "Do you currently use a mobility device, such as a cane, walker, or wheelchair?"

Use of a Mobility Device	Yes	No
Total	161	743
Percentage	17.8%	82.2%

Question 34 asked "If yes, are the sidewalks safe (e.g., enough space, enough signs, etc.) in your community for mobility?"

Sidewalks Safe	Yes	No
Total	211	218
Percentage	49.2%	50.8%

Question 35 asked "If yes, is there adequate street lighting for safe mobility in your community?"

Adequate Street Lighting For Safe Mobility	Yes	No
Total	191	259
Percentage	42.4%	57.6%

Question 36 asked "How important is the issue of climate change to you personally?"

Climate Change	Extremely Important	Very Important	Somewhat Important	Not too important	Not at all Important
Total	333	199	212	74	83
Percentage	36.9%	22.1%	23.5%	8.2%	9.2%

Question 37 asked "Would you benefit from access to one of the following communication methods that meet the needs of disabled residents? Check all that apply."

Communication Benefits	American Sign Language (ASL)	Teletype (TTY) or Telecommunications Device (TDD) or Text Telephone (TT)	Large print	Screen reader compatible web page or document	Phone calls	Braille
Total	88	58	261	112	221	25
Percentage	19.9%	13.1%	59.1%	25.3%	50.0%	5.7%

Question 38 asks "Which sources do you turn to for local information and resources? Check all that apply."

Sources Turn to For Local Information and Resources	Total	Percentage
Local or community newspaper	184	20.9%
Television news	393	44.8%

Radio	184	20.9%
Billboards	67	7.6%
Bulletin boards	63	7.2%
Local community organization	116	13.2%
Email	338	38.5%
Church or faith community	119	13.6%
School email/newsletter	111	12.6%
Online search	546	62.2%
Social media (Facebook, Twitter, Instagram, Nextdoor, other)	435	49.5%
Word of mouth	371	42.3%

Question 41 asked "Would you like to receive additional resources?"

Additional Resources	Yes	No
Total	507	354
Percentage	58.9%	41.1%

Question 42 asked "If yes, which resource would you like to receive? Check all that apply."

Resources	Total	Percentage
Food Resources	379	75.1%
Financial Literacy	239	47.3%
Tax preparation support	195	38.6%
Community engagement/ resident leadership trainings	169	33.5%
Refugee services	37	7.3%
Transportation/ Traffic Safety	147	29.1%
Child passenger safety training	52	10.3%
Conflict resolution/ mediation services	121	23.9%

North Coastal Region
North Coastal Region Ideas Exchanges

The North Coastal Ideas Exchange session was held on Monday, October 28, at Oceanside Public Library and was open to the public from 6:00 to 7:30 p.m. Initium Health provided food catered from Urban Cafe. Upon entry, participants were encouraged to sign in, enjoy some food, and complete an optional and anonymous Demographic Survey and complete the CAP survey before the start of the facilitated session. There were 37 attendees at the North Coastal Ideas Exchanges

North Coastal Demographic Survey

The North Coastal Region accounts for zip codes 92024, 92007, 92014, 92067, 92091, 92008, 92009, 92010, 92011, 92075, 92055, 92672, 92054, 92056, 92057, 92058, 92081, 92083, and 92084. The data below are responses that account for these zip codes (which was identified through the first question of the Demographic Survey).

Gender Identity	Female	Male	Non-binary	Transgender Female	Transgender Male	Additional Gender Category/Identity not Listed	Prefer not to Answer
Total	0	1	0	0	0	0	0
Percentage	0%	100%	0%	0%	0%	0%	0%

Age	6-12	13-17	18-24	25-59	60+	Prefer not to Answer
Total	0	0	0	1	0	0
Percentage	0%	0%	0%	100%	0%	0%

Ethnicity	American Indian or Alaskan Native	Asian	Black or African American	Native Hawaiian and Other Pacific Islander	Latino or Hispanic	Middle Eastern / Arab	Caucasian	Multiple	Other
Total	0	0	0	0	1	0	0	0	0
Percentage	0%	0%	0%	0%	100%	0%	0%	0%	0%

Any Children Under 18	Yes	No
Total	1	0
Percentage	0%	0%

Currently Experiencing Homelessness	Yes	No
Total	**0**	**1**
Percentage	**0%**	**100%**

Served in the Military	Veteran	Active Military	No
Total	**0**	**0**	**1**
Percentage	**0%**	**0%**	**100%**

Size of your Household	1	2	3	4	5	6	7	8	9	10	11	12+
Total	0	0	1%	0	0	0	0	0	0	0	0	0
Percentage	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Annual Income	Annual income is at or below the Poverty Level Guideline	Annual income is above the Poverty Level Guideline	Prefer Not to Answer
Total	1	0	0
Percentage	100%	0%	0%

Employment Status	Employed, full-time	Employed, part-time	Migrant seasonal farm worker	Not employed – short term (6 months or less)	Not employed – long term (more than 6 months)	Retired	Prefer Not to Answer
Total	0	0	0	1	0	0	0
Percentage	0%	0%	0%	100%	0%	0%	0%

Household	Children 0-17	Youth ages 14-24 who are neither working nor in school	Adults 66 or older	Refugees who have been in the U.S. 5 years or less	A person or people with sensory impairment (vision or hearing)	Individual(s) who does not speak English as their primary language
Total	1	0	0	0	0	0
Percentage	100%	0%	0%	0%	0%	0%

Highest Level of Education Completed	No formal education	Elementary	Middle School	High School or G.E.D.	Associate's Degree or Certification	Bachelor's Degree	Master's Degree	Doctorate
Total	0	0	0	1	0	0	0	0
Percentage	0%	0%	0%	100%	0%	0%	0%	0%

Disability	Yes	No
Total	1	0
Percentage	100%	0%

Member of Resident Leadership Network	Yes	No
Total	0	1
Percentage	0%	100%

Organizations	Community-based organizations (such as resource centers)	Faith-based organizations (such as churches)	Educational institutions (such as schools and colleges)	Private sector (businesses)	Public sector (with or as elected officials, appointed representatives, members of commissions, public employees, etc.)
Total	0	0	0	0	0
Percentage	0%	0%	0%	0%	0%

North Coastal Region Ideas Exchanges Data Report

The table below summarizes the participants' responses across all six categories.

Topic/Category	Feedback
Strengths in Community	▪ Essential Services: Residents appreciated having access to resources, like the beach, library, churches, and True Care Clinic. These places support health, education, and daily life. ▪ Support for Vulnerable Groups: Programs, like Humanity Showers and Brother Benno's, were valued for helping those in need, especially the homeless.

	▪ Accessibility and Infrastructure: People praised the new transit center, bike lanes, and the walkability of Oceanside, which make it easier to get around. ▪ Community Support: The church community and partnerships, such as those with SD HHS and Brother Benno's, were recognized as vital connections that foster support and cooperation.
Challenges and Barriers	▪ Awareness Issues: Many people don't know what resources are available or how to access them, making it difficult to get help. ▪ Complex Processes: Accessing services can be complicated and involve "jumping through hoops." ▪ Limited Workforce and Financial Strain: There are not enough staff to manage service calls, and financial challenges limit resource distribution. ▪ Shortages of Essential Facilities: The community lacks enough places to sleep, use the restroom, or charge phones. Basic facilities like lockers and showers are also limited. ▪ Language Barriers: For some, language differences make accessing services harder. ▪ Technology Limitations: Not everyone can easily use technology, so digital solutions don't always work for them.
Impacts of COVID-19	▪ Economic Impact: Many people lost jobs due to business closures, affecting their financial stability. ▪ Health and Safety Concerns: Residents faced challenges with new vaccine requirements, curfews, and stricter safety measures. ▪ Social Changes: Physical contact and social interactions decreased, which made the community feel less connected. ▪ Increased Need for Sanitation: There was a higher focus on keeping shared spaces clean to prevent the spread of illness.
Educational Opportunities	▪ Vocational Training: There is a strong need for job training programs, like Job Corps and ROP training. ▪ Job Creation: More job opportunities within the community, such as cleanup initiatives, could support employment. ▪ Skill Building: Training in areas like hospitality was seen as a way to increase job readiness and improve employability.
Community Connection	▪ Advocacy and Support Groups: These groups can help residents feel more supported and connected. ▪ Inclusive Activities: Programs, like art projects and events that encourage people to participate, can bring the community together. ▪ Welcoming Spaces: Churches and community centers that are open and friendly create a sense of belonging. ▪ Community Events: Events that celebrate the community's strengths, such as gatherings and public activities, were seen as a way to foster unity.
Solutions and Ideas	▪ Resource Access: Creating a 2-1-1 type resource system that works well for everyone was suggested. ▪ Affordable Housing: Ensuring that more affordable housing options are available is a top priority. ▪ Supporting Advocacy Groups: Establishing more advocacy groups can amplify

	community voices and help people feel heard.	
	• Updating Resource Lines: Improving outdated resource lines will make it easier for people to get the help they need.	
	• Respect and Data Collection: Emphasizing respect for all and collecting better data on low-income individuals can guide more effective support.	
	• Public Outreach: Using billboards and other outreach methods to communicate available resources was recommended.	
	• Strengthening Homeless Solutions: Expanding resources through the Office of Homeless Solutions and focusing on permanent housing was also noted as important.	

North Coastal Ideas Exchanges Top 5 Priorities

The top five priorities identified by residents of the North Coastal Region include increasing affordable housing options to meet local needs, improving awareness and access to community resources through streamlined systems, like an updated 2-1-1 resource line; addressing shortages in basic facilities, such as restrooms and phone charging stations; expanding vocational training and job readiness programs to support stable employment; and strengthening community bonds through advocacy groups, inclusive events, and long-term solutions for homelessness.

North Coastal Region CAP Survey
Demographics of North Coastal Region Survey Respondents

Question 1, which asked respondents to provide their ZIP codes, enabled us to identify 998 responses across the North Coastal Region.

Question 2 asked "What is your Gender Identity?"

Gender Identity	Female	Male	Non-binary	Transgender Female	Transgender Male	Additional Gender Category/Identity not Listed	Prefer not to Answer
Total	735	224	5	3	5	11	15
Percentage	73.7%	22.4%	0.5%	0.3%	0.5%	1.1%	1.5%

Question 3 asked "What is your age?"

Age	6-12	13-17	18-24	25-59	60+	Prefer not to Answer
Total	0	2	42	597	342	15
Percentage	0.0%	0.2%	4.2%	59.8%	34.3%	1.5%

Question 4 asked "Which Ethnicity best describes you? Please only choose one."

Ethnicity	American Indian or Alaskan Native	Asian	Black or African American	Native Hawaiian and Other Pacific Islander	Latino or Hispanic	Middle Eastern / Arab	Caucasian	Multiple	Other
Total	14	33	38	11	432	7	370	52	41
Percentage	1.4%	3.3%	3.8%	1.1%	43.3%	0.7%	37.1%	5.2%	4.1%

Question 5 asked "Do you have any Children Under 18?"

Any Children Under 18	Yes	No
Total	404	577
Percentage	41.2%	58.8%

Question 6 asked "Are you currently experiencing homelessness?"

Currently Experiencing Homelessness	Yes	No
Total	165	814
Percentage	16.9%	83.2%

Question 7 asked "Have you served in the military?"

Served in the Military	Veteran	Active Military	No
Total	31	0	950
Percentage	3.2%	0.0%	96.8%

Question 8 asked "What is the size of your household, including yourself?"

Size of your Household	1	2	3	4	5	6	7	8	9	10	11	12+
Total	310	204	137	124	105	38	19	7	2	1	2	4
Percentage	32.5%	21.4%	14.8%	13.0%	11.0%	3.9%	1.9%	0.7%	0.2%	0.1%	0.2%	0.4%

Question 9 asked "Based on this table, where does your household's combined annual income best fit?"

Annual Income	Annual income is at or below the Poverty Level Guideline	Annual income is above the Poverty Level Guideline	Prefer Not to Answer
Total	603	114	200
Percentage	65.8%	12.4%	21.8%

Question 10 asked" Which of the following categories best describes your employment status?"

Employment Status	Employed, full-time	Employed, part-time	Migrant seasonal farm worker	Not employed – short term (6 months or less)	Not employed – long term (more than 6 months)	Retired	Prefer Not to Answer
Total	146	137	5	54	273	195	112
Percentage	15.8%	14.9%	0.5%	5.9%	29.6%	21.2%	12.2%

Question 11 asked "Does your household include any of the following people? Please check all that apply."

Household	Children 0-17	Youth ages 14-24 who are neither working nor in school	Adults 66 or older	Refugees who have been in the U.S. 5 years or less	A person or people with sensory impairment (vision or hearing)	Individual(s) who does not speak English as their primary language
Total	377	110	230	9	65	106
Percentage	56.8%	16.6%	34.6%	1.4%	9.8%	16.0%

Question 12 "What is the highest level of education you have completed?"

Highest Level of Education Completed	No formal education	Elementary	Middle School	High School or G.E.D.	Associate's Degree or Certification	Bachelor's Degree	Master's Degree	Doctorate
Total	32	69	36	391	177	144	55	5
Percentage	3.5%	7.6%	4.0%	43.0%	19.5%	15.8%	6.1%	0.6%

Question 13 asked "Do you consider yourself to have a Disability [physical, mental/emotional, intellectual, developmental, and/or sensory (vision, hearing)]?"

Disability	Yes	No
Total	375	532
Percentage	41.4%	58.6%

Question 14 asked "Are you a member of the Resident Leadership Academy Network?"

Member of Resident Leadership Network	Yes	No
Total	10	895
Percentage	1.1%	98.9%

Question 15 asked "Please indicate whether you are employed at or volunteer at any of the following types of organizations (select all that apply):"

Organizations	Community-based organizations (such as resource centers)	Faith-based organizations (such as churches)	Educational institutions (such as schools and colleges)	Private sector (businesses)	Public sector (with or as elected officials, appointed representatives, members of commissions, public employees, etc.)
Total	105	108	53	63	43
Percentage	33.7%	34.6%	17.0%	20.2%	13.8%

Key Priorities for the North Coastal Region

Community Input: **Questions 16 -20 asked "For each topic below, please tell us how important this is to your household. Please choose the appropriate number using the following scale 1=Not important, 2=Not very important, 3=Important, and 4=Very important."**

Question 16: Health (Enjoying good health and expecting to live a full life)	Very Important Percentage	Very Important Total
Access to and availability of affordable healthcare (including extended hours and language assistance)	69.20 %	870
Assistance applying for public benefit programs (such as Medi-Cal, Medicare, CalFresh, CalWORKS, Social Security, etc.)	64.11 %	875
Assistance applying for disability programs	51.49%	870
Availability of supplemental food assistance	67.97%	871
Access to mental/behavioral health services	54.13%	872
Access to drug abuse prevention and rehabilitation services	40.25	867

The top health priority in North Coastal was access to Affordable Healthcare (including extended hours and language assistance) with 602 responses (69.2%) ranking it as "Very Important." Housing, healthcare, and food insecurity remain critical challenges for many in the community. Housing, in particular, is a significant concern in San Diego County, where nearly half of renters spend over 30% of their income on rent. For low-income families, this burden is even greater, often leaving them with little for other necessities, like food and medical care. The median rent in San Diego is over $2,000 a month, which exacerbates the strain on families struggling with low wages and rising costs of living.[19] Many face overcrowded living conditions or homelessness due to the lack of affordable housing options with waitlists for subsidized housing stretching out for years. Addressing the housing crisis will require investments in affordable housing developments and programs that provide financial support to struggling renters.
Healthcare and food insecurity are closely linked to housing struggles, creating a cycle of hardship for low-income families. While San Diego has a slightly lower uninsured rate (7.8%) compared to the state average (8.1%), nearly 20% of low-income households report delaying or avoiding care due to costs. This lack of access to healthcare puts individuals at higher risk of serious health issues down the line. Food insecurity is another pressing concern with 1 in 6 San Diego residents struggling to access enough food for a healthy life. Programs like CalFresh and local food pantries provide vital support, but gaps in access to these resources persist, leaving many families vulnerable.[15] To address these interconnected issues, it is essential to focus on expanding affordable housing, ensuring healthcare is accessible to all, and strengthening food assistance programs. These efforts are key to building a healthier, more resilient community.

Question 17: Knowledge Learning throughout the Lifespan	Very Important Percentage	Very Important Total
Access to parenting classes or support	38.60%	320
School safety programs and education (antibullying, gun violence)	49.94%	414
How to start and run a small business or knowledge of business opportunities in the community	35.50%	295
Substance abuse prevention education	44.98%	372
Knowledge about reproductive health (family planning, birth control, sexually transmitted diseases/sexually transmitted infections)	42.94%	356
Domestic violence prevention education	47.04%	390
Climate change and climate action education, including health impacts from extreme heat, wildfire smoke, etc.	43.25%	359
Access to vocational training or higher education	48.80%	405
Access to affordable and quality tutoring	36.44%	301
Financial literacy education (how to budget, improve credit score, save money)	44.95%	374

The top Knowledge priority for North Coastal region respondents was school safety programs and education, especially focusing on anti-bullying initiatives and gun violence prevention. Bullying is a widespread issue that affects many students with about 20% of kids nationwide reporting being bullied in schools each year. In California, schools are trying to address this through programs, like restorative justice and anti-bullying policies, that encourage respect and inclusion.[19] However, in many lower-income areas, schools lack the resources to fully implement these initiatives or provide enough mental health support to students. This leaves vulnerable students without the help they need to feel safe and supported in their learning environments.

Gun violence prevention is another critical concern for families and schools in the region. Across the country, schools have been adopting active shooter drills and upgrading security measures to protect students. California has taken additional steps, like stricter firearm storage laws and funding programs to prevent violence in schools.[15] While these measures are important, they also come with challenges. For example, frequent active shooter drills can cause stress and anxiety among students, which can negatively impact their sense of safety and well-being. To truly create safer schools, we need a balanced approach that includes physical safety measures alongside mental health support, so students not only feel protected but also cared for emotionally. Addressing these priorities will take teamwork between schools, families, and communities to ensure every child has a safe and nurturing place to learn.

Question 18: Standard of Living (Having Enough Resources For a Quality Life)	Very Important Percentage	Very Important Total
Availability of affordable and quality housing	76.83%	620
Availability of services to address homelessness	56.97%	458

Availability of living wage employment opportunities for adults	**60.40%**	**485**
Availability of employment preparation/training for youth	**50.31%**	**400**
Availability of affordable and quality training or higher education	**51.94%**	**416**
Availability of affordable and quality childcare	**47.82%**	**383**
Assistance with tax preparation	**38.11%**	**303**
Preparation for disasters (weather, earthquakes, flooding, fires, pandemics, etc.)	**50.81%**	**407**
Bill payment assistance (utilities, rent, credit cards, etc.)	**57.76%**	**465**

Availability of affordable and quality housing was the top priority for Standard of Living in the North Coastal Region. The top priority for improving the standard of living in the North Coastal Region is the availability of affordable and quality housing. This reflects a growing challenge not just locally, but across California. Housing affordability has been a critical issue in San Diego County where median rent prices have consistently risen over the years. According to the U.S. Census Bureau, the median rent in San Diego is higher than the national average, placing a significant financial burden on many residents. Around 45% of renters in the region are considered cost-burdened, meaning they spend more than 30% of their income on housing.[19] This makes it difficult for families to save for other essentials, such as healthcare, education, or even emergencies. With a shortage of affordable housing units, many residents, especially low-income families, struggle to find safe and stable places to live, which impacts their overall quality of life. Additionally, homelessness remains a growing concern in the region. The Regional Task Force on Homelessness in San Diego reported that over 10,000 people experience homelessness annually with many citing high housing costs as a primary reason.[15] The lack of affordable housing not only impacts individuals experiencing homelessness but also places pressure on local resources, such as shelters and public services. Efforts to address these issues, such as affordable housing developments and rental assistance programs, are underway, but the demand far outpaces the available solutions. For residents in the North Coastal Region, addressing these housing challenges is vital for creating a more stable and equitable community where everyone has access to basic living needs.

Question 19: Community (Living in a clean and safe neighborhood)	Very Important Percentage	Very Important Total
Feeling connected to your community (through activities, events, groups, places of worship, networks of support, etc.)	45.76%	356
Neighborhood beautification (community trash pick-up, flower-tree planting, painting)	43.69%	339
Access to parks and outdoor open spaces	54.95%	427
Quality of sidewalks and/or bike paths in your neighborhood	50.51%	393
Quality of roads (potholes, etc.)	60.95%	476
Street lighting in your neighborhood	59.87%	467
Access to efficient, affordable, and reliable alternative transportation	55.27%	430

options (walking, biking, public transit)		
How to address drug activity in my neighborhood	45.74%	354
How to address gang activity in my neighborhood	44.09%	343
Concerns for violence in the neighborhoods (such as assault)	48.45%	376
Concerns for theft in the community (home invasion, auto theft, purse/belongings)	51.80%	403
Community and police relations	52.45%	406
Weatherization Assistance Programs (installing weatherization and energy efficient measures for low-income homeowners and renters, such as solar, insulating the home, sealing holes and cracks, repairing or replacing windows and water heaters, checking the heating and air conditioning systems, etc.)	50.71%	395

The quality of roads, particularly addressing potholes, stands out as the top community priority in the North Coastal Region, with 60.95% of respondents identifying it as "Very Important." This concern aligns with broader infrastructure challenges in San Diego County where decades of underinvestment in road maintenance have left many neighborhoods grappling with deteriorating conditions. According to the American Society of Civil Engineers' recent report, California's road infrastructure is among the most neglected nationwide, costing the average driver nearly $1,000 annually in vehicle repairs due to poor road conditions. In San Diego, neighborhoods with the worst road conditions often see delayed repairs, further exacerbating frustrations among residents and creating disparities in access to safe and reliable transportation.[19]

Beyond personal inconvenience, poor road quality affects economic mobility and public safety. Areas with poorly maintained streets may see slower emergency response times and less effective public transit systems. The City of San Diego has initiated efforts, like the "Pothole Patrol" program, to address these concerns, but residents report that the scale of repairs still falls short of what is needed.[19] Fixing these issues is not only a matter of improving transportation but also a step toward fostering community well-being and economic growth. Addressing road quality can enhance safety, increase accessibility, and improve the quality of life for residents, making it a cornerstone for long-term regional planning.

Question 20: Social (Helping each other to live well)	Very Important Percentage	Very Important Total
Opportunities to participate in improving your community	39.89%	300
Access to quality and affordable internet services	56.04%	422
Knowledge of available community resources (local non-profits, social services, government programs, etc.)	53.19%	400
Youth mentorship programs	40.53%	304
Supervised before/after-school activities	43.41%	326
Community gardening and/or growing your own food	39.58%	298

Development of neighbor check-in/support programs	38.43%	289
Availability of community advocates to help people get needed resources	52.39%	395

Access to quality and affordable internet services emerged as the top social priority for respondents in the North Coastal Region, with 56.04% identifying it as "Very Important." This concern reflects a growing need for equitable digital access, especially as internet connectivity is increasingly crucial for education, healthcare, employment, and social engagement. According to data from the San Diego Association of Governments (SANDAG), certain low-income neighborhoods in the county still lack affordable broadband options, creating a digital divide that disproportionately impacts marginalized communities. Households without reliable internet access face barriers in accessing telehealth services, applying for jobs, and participating in virtual learning, which became especially evident during the COVID-19 pandemic. While programs, like the Affordable Connectivity Program (ACP), aim to bridge this gap, the reach of these initiatives often falls short due to lack of awareness and infrastructure challenges.[15]

The broader implications of limited internet access extend beyond personal inconvenience. For communities to thrive, individuals need reliable connectivity to stay informed about resources, participate in civic activities, and support economic growth. Research by the California Public Utilities Commission reveals that nearly 20% of California households either lack broadband access or rely on mobile data plans, which are often insufficient for larger-scale needs, like remote work or online education.[15] In San Diego County, expanding affordable and high-speed internet services has become a critical goal for policymakers, as addressing this gap can improve equity, reduce isolation, and empower residents to fully engage in community life. Collaborative efforts amongst government agencies, nonprofits, and internet providers are essential to ensure that every household can access affordable, reliable internet, fostering a more inclusive and connected society.

Question 21 asked respondents "In what ways has the COVID-19 Pandemic continued to impact your life? Check all that apply." Respondents shared the following impacts.
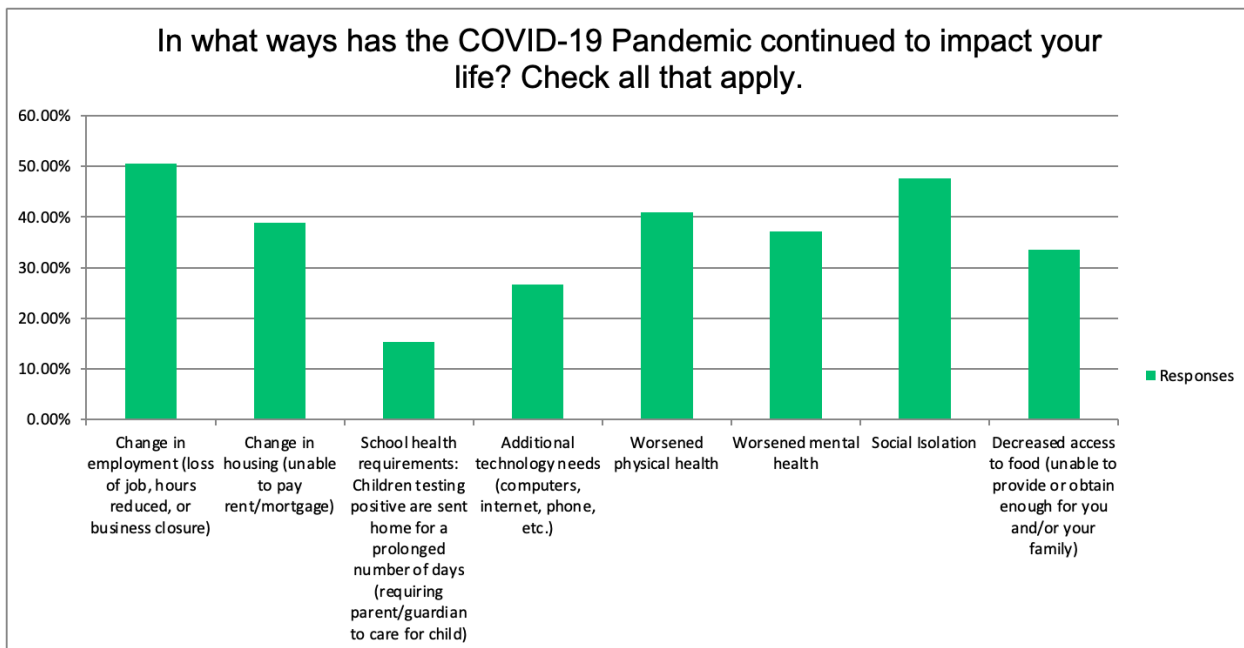
Change in employment (loss of job, hours reduced or business closure) was the top way COVID-19 impacted North Coastal respondents' lives. The COVID-19 pandemic brought significant challenges to the North Coastal Region with the most profound impact being on employment. Over 50% of respondents cited job loss, reduced hours, or business

closures as the primary way the pandemic affected their lives. This mirrors broader trends observed across California where unemployment rates peaked at historic levels during the early months of the pandemic. According to the California Employment Development Department, industries like hospitality, retail, and small businesses faced the hardest hits, leaving many workers without stable income.[15] These economic disruptions not only strained families financially but also created long-term barriers to recovery, such as the need for retraining or reentering a drastically altered job market.

Other areas of concern included housing insecurity and worsened mental health, both of which are closely linked to the economic fallout. Housing costs in the region are among the highest in the state, and without a steady income, many residents struggled to pay rent or mortgages, increasing their risk of eviction. Social isolation was another major challenge with over 40% of respondents reporting feelings of loneliness and disconnection thereby exacerbating mental health issues. Research from the San Diego County Health and Human Services Agency shows that mental health service requests spiked during the pandemic, reflecting widespread stress, anxiety, and depression among residents.[15] Addressing these interconnected issues of employment, housing, and mental health requires coordinated efforts, including expanded access to affordable housing, mental health services, and workforce development programs to help families rebuild stability and resilience post-pandemic.

Question 22 asked "Do you currently utilize any resources to help you with paying rent or rent-related costs (security deposits, etc.)?"

Resources to help with paying rent or rent-related costs	Yes	No
Total	196	542
Percentage	26.6%	73.4%

Question 23 asked "If yes, where did you obtain assistance to pay rent?"

Assistance to Pay Rent	Family and Friends	Non-profit organizations support	Government Assistance	No	Other (please state)
Total	65	24	108	209	42
Percentage	14.5%	5.4%	24.1%	46.7%	9.4%

Question 24 asked respondents "Do you currently utilize any resources to help you pay for utilities?"

Resources to help with pay for utilities	Yes	No
Total	212	521
Percentage	28.9%	71.1%

Question 25 asked "If yes, where did you obtain assistance to pay for utilities?"

Assistance to Pay Utilities	Family and Friends	Non-profit organizations support	Government Assistance	Utility company (programs)	Other (please state)
Total	41	22	55	116	48
Percentage	14.5%	7.8%	19.5%	41.1%	17.0%

Food Access - Question 26 asked "Do you utilize any of the following resources to obtain food for your household? Check all that apply."

Resources to Obtain Food	Community Organizations	CalFresh Benefits (formerly known as food stamps)	Food pantry / Food Bank / Food Distributions	Church or faith community	School provided meals	Family or friend provided meal	Other free meals	N/A
Total	71	618	194	101	77	62	74	63
Percentage	9.8%	85.4%	26.8%	14.0%	10.6%	8.6%	10.2%	8.7%

Question 27 asked "What barriers keep you from utilizing FREE services/programs? Check all that apply."

Barriers from utilizing free services / programs	Lack of transportation (personal or public)	Work hours	Lack of childcare	Internet access/ technology/lack of equipment	Language	I do not know what services or programs are available	N/A	Other
Total	184	73	49	76	50	373	154	53
Percentage	26.6%	10.6%	7.1%	11.0%	7.2%	53.9%	22.3%	7.7%

Question 28 asked "How interested are you in learning about the following topics in a class? Please choose the appropriate number using the following scale 1=Not important, 2=Not very important, 3=Important, and 4=Very important. Topics for Classes"
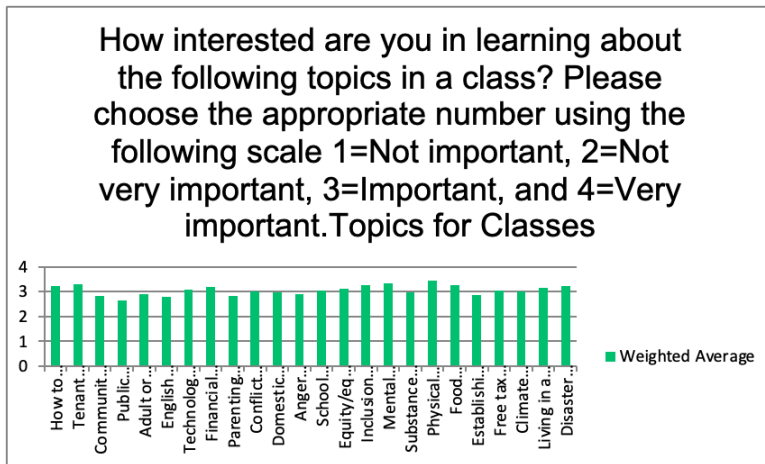
The class North Coastal respondents were most interested in learning about was Physical Health.

Question 29 asked "Do you feel connected to your community?"

Connected to Community	Yes	No
Total	359	349
Percentage	50.7%	49.3%

Question 30 asked "If yes, what social groups or networks are you a part of? Check all that apply."

Social Groups or Networks Part of	Total	Percentage
Family	277	64.7%
Close Friends	258	60.1%
Parent Group	37	8.6%
Coworkers	83	19.4%
Academic Groups	30	7.0%
Volunteer Groups	72	16.8%
Professional Groups	29	6.8%
Recreational Groups/ Teams	34	7.9%
Faith- based groups	124	29.0%
Neighborhood groups	85	19.9%

Other groups	28	6.5%

Question 31 asked "Do you typically use an alternative means of transportation, such as biking, walking, using scooters, or using public transportation, and NOT a car?"

Alternative Means of Transportation	Yes	No
Total	299	402
Percentage	42.7%	57.4%

Question 32 asked "What are the barriers or challenges you and/or your family face to using alternative means of transportation such as biking, walking, using scooters, or public transportation? Check all that apply."

Barriers or Challenges to Alternative Means of Transportation	Total	Percentage
Safety (little to no lighting at night, little to no sidewalks and/or bike paths that you feel safe using)	273	41.5%
Violence in the community (unsafe alternative transportation)	118	17.9%
Convenience (excessive travel distance and/or travel time)	230	35.0%
Reliability of service	136	20.7%
High-cost or unaffordable alternative transportation	131	20.0%
Lack of information about how to use alternative transportation options	116	17.6%
Not interested in using alternative transportation options	88	13.4%
No public transportation available	59	9.0%
There are no barriers	131	19.9%

Question 33 asked "Do you currently use a mobility device, such as a cane, walker, or wheelchair?"

Use of a Mobility Device	Yes	No
Total	122	581
Percentage	17.4%	82.7%

Question 34 asked "If yes, are the sidewalks safe (e.g., enough space, enough signs, etc.) in your community for mobility?"

Sidewalks Safe	Yes	No
Total	176	173
Percentage	50.4%	49.6%

Question 35 asked "If yes, is there adequate street lighting for safe mobility in your community?"

Adequate Street Lighting For Safe Mobility	Yes	No
Total	188	194
Percentage	49.2%	50.8%

Question 36 asked "How important is the issue of climate change to you personally?"

Climate Change	Extremely Important	Very Important	Somewhat Important	Not too important	Not at all Important
Total	223	188	165	71	52
Percentage	32.0%	26.9%	23.6%	10.2%	7.4%

Question 37 asked "Would you benefit from access to one of the following communication methods that meet the needs of disabled residents? Check all that apply."

Communication Benefits	American Sign Language (ASL)	Teletype (TTY) or Telecommunications Device (TDD) or Text Telephone (TT)	Large print	Screen reader compatible web page or document	Phone calls	Braille
Total	59	44	199	63	194	18
Percentage	16.1%	12.0%	54.2%	17.2%	52.9%	4.9%

Question 38 asks "Which sources do you turn to for local information and resources? Check all that apply."

Sources Turn to For Local Information and Resources	Total	Percentage
Local or community newspaper	164	24.2%
Television news	286	42.2%
Radio	152	22.4%

Billboards	30	4.4%
Bulletin boards	55	8.1%
Local community organization	91	13.4%
Email	251	37.0%
Church or faith community	114	16.8%
School email/newsletter	91	13.4%
Online search	369	54.4%
Social media (Facebook, Twitter, Instagram, Nextdoor, other)	320	47.2%
Word of mouth	250	36.9%

Question 41 asked "Would you like to receive additional resources?"

Additional Resources	Yes	No
Total	**397**	**276**
Percentage	**59.0%**	**41.0%**

Question 42 asked "If yes, which resources would you like to receive? Check all that apply."

Resources	Total	Percentage
Food Resources	305	76.6%
Financial Literacy	159	40.0%
Tax preparation support	141	35.4%
Community engagement/ resident leadership trainings	109	27.4%
Refugee services	16	4.0%
Transportation/ Traffic Safety	112	28.1%
Child passenger safety training	40	10.1%
Conflict resolution/ mediation services	75	18.8%

North Inland Region
North Inland Ideas Exchanges

The North Inland Ideas Exchange session took place on Wednesday, October 30, at Escondido Public Library and was open to the public from 4:30 to 6:00 p.m. Initium Health provided catered food from Chick-fil-A. Upon entry, participants were encouraged to sign in, enjoy some food, and complete an optional and anonymous Demographic Survey and complete the CAP survey before the start of the facilitated session. There were 29 attendees at the North Inland Ideas Exchange.

North Inland Ideas Exchanges Demographic Survey

The North Inland Region accounts for zip codes 92127, 92128, 92036, 92259, 92070, 92064, 92065, 92129, 92028, 92061, 92082, 92069, 92078, 92096, 92025, 92026, 92027, 92029, 92059, 92004, 92086, 92060, 92066, 92536, and 92003. In North Inland, 0 responses were recorded for the Demographics Survey.

North Inland Ideas Exchanges Data Report

Topic/Category	Feedback
Strengths in Community	- Physical Health and Shared Resources: Family and friends actively share community resources, showing strong social bonds. - Community-Based Support: Escondido offers many community resources that people value. - Committed Educators: Teachers and educators in the area show great care for their students. - Language Education: The Escondido Adult School provides education in a second language, making it accessible for non-native speakers. - Parks and Family Spaces: Efforts to create parks and spaces for families and residents are appreciated as a way to enhance quality of life.
Challenges and Barriers	- Housing Barriers: Housing is one of the most difficult challenges, with many families in the district struggling to find stable living situations. - Complexity and Confusion with Resources: Some organizations provide grants and support, but the rules and qualifications can be unclear. This leads to frustration for those seeking help. - Limited Mental Health Services: Waitlists for mental health counseling can be as long as six months, making it hard for people, especially students, to get timely help. - Feeling Unheard: Despite raising concerns about the quality of service at some organizations, community members feel that their feedback is not being addressed. Some believe that services have decreased due to funding issues. - Lack of Safe Spaces: Community members expressed a need for resources that do not criminalize individuals seeking care. - Impact of COVID-19: The pandemic created a state of fear in the community, affecting how people interact with each other and authorities. - Basic Needs and Support for Veterans: Many community members and veterans struggle to access basic services, like housing and food. There is also a need for ongoing discussions about these issues, as many people still face them daily. 211 Helpline Limitations: The 211 service often does not connect users to an

	actual person or effective resources, leaving people feeling unsupported.
Impacts of COVID-19	▪ Job Loss and Financial Strain: Many people lost their jobs and found it difficult to pay bills, which increased stress and financial instability. ▪ Access to Mental Health Services: Navigating mental health support became more challenging. People whose needs were not considered urgent felt overlooked and received limited help. ▪ Housing Costs and Inflation: The cost of housing increased dramatically, with rent prices rising from $700-800 to $1400-1700 per month, but wages did not keep up. The community is still recovering from these financial impacts.
Educational Opportunities	▪ Business and Financial Education: Programs that teach business skills and financial literacy would help residents, especially when they don't have access to funds or resources to start businesses. ▪ Debt Management Programs: Initiatives, like those from Dave Ramsey, could help people manage debt and avoid living paycheck to paycheck. ▪ Bilingual Education: More opportunities for education in Spanish are needed to support the community's diverse population. ▪ Trauma-Informed Training: Healthcare providers would benefit from trauma-informed training to offer better care. ▪ Access to Technology: Free laptops and resources for learning would be beneficial, especially for those in Escondido.
Community Connection	▪ Feelings of Isolation: Many people feel like they are constantly busy or "in transit," leading to questions like, "Does anybody know I exist?" ▪ Disconnected Services: Efforts to find housing and other services feel fragmented and not fully connected, making it difficult for people to move forward. ▪ Desire for Recognition and Belonging: Community members seek recognition and meaningful connection with the services and support systems available.
Solutions and Ideas	▪ Lower Prices and Better Management: Rising prices are a major concern, and there is a need for more accountability from decision-makers. ▪ Use of Empty Spaces: Empty buildings could be repurposed for art projects, community centers, and events. ▪ Community Events: Activities, like barbecues, concerts, and other gatherings, can strengthen community ties. ▪ Better Communication: People want more awareness of available programs and resources. A better system for mapping and publicizing these resources, such as the Thrive program, would help. ▪ Stronger Networks: Building stronger community networks and making services more connected is a key focus. ▪ Easier Access to Resources: Improving the 211 service so that it connects people to real assistance would make a significant difference.

North Inland Ideas Exchanges Top 5 Priorities

The top five concerns highlighted by residents in the North Inland Region include the urgent need for affordable and stable housing options, improved access to mental health services with shorter wait times, clearer and more accessible pathways to community resources, like grants and support programs, enhanced community connection to

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reduce feelings of isolation, and better communication systems to ensure residents are aware of and can utilize available resources effectively.

North Inland Region CAP Survey
Demographics of North Inland Survey Respondents

Question 1, which asked respondents to provide their ZIP codes, enabled us to identify 1,354 responses across the North Inland Region.

Below is the percentage of low-income and rural respondents within the rural zip codes in the North Inland Region. In the North Inland Region, this includes zip codes 92004, 92003, 92028, 92036, 92070,92061, 92065, 92082.

Rural and Low-Income North Inland Respondents	Rural North Inland
Total	202
Percentage	76.2%

Question 2 asked respondents "What is your Gender Identity?"

Gender Identity	Female	Male	Non-binary	Transgender Female	Transgender Male	Additional Gender Category/Identity not Listed	Prefer not to Answer
Total	**1,042**	**256**	**9**	**4**	**0**	**31**	**12**
Percentage	**77%**	**18.9%**	**0.66%**	**0.30%**	**0%**	**2.3%**	**0.89%**

Question 3 asked respondents "What is your age?"

Age	6-12	13-17	18-24	25-59	60+	Prefer not to Answer
Total	2	0	47	894	395	16
Percentage	0.2%	0%	3.5%	66%	29.2%	1.2%

Question 4 asked respondents "Which Ethnicity best describes you? Please only choose one."

Ethnicity	American Indian or Alaskan Native	Asian	Black or African American	Native Hawaiian and Other Pacific Islander	Latino or Hispanic	Middle Eastern / Arab	Caucasian	Multiple	Other

Total	27	81	45	9	604	16	436	65	71
Percentage	2%	6%	3.3%	0.66%	44.6%	1.2%	32.2%	4.8%	5.2%

Question 5 asked respondents "Do you have any Children Under 18?"

Any Children Under 18	Yes	No
Total	646	688
Percentage	48.4%	51.6%

Question 6 asked respondents "Are you currently experiencing homelessness?"

Currently Experiencing Homelessness	Yes	No
Total	177	1,157
Percentage	13.3%	86.7%

Question 7 asked respondents "Have you served in the military?"

Served in the Military	Veteran	Active Military	No
Total	55	3	1,274
Percentage	4.1%	0.23%	95.7%

Question 8 asked respondents "What is the size of your household, including yourself?"

Size of your Household	1	2	3	4	5	6	7	8	9	10	11	12
Total	334	288	214	218	131	68	36	7	6	2	1	2
Percentage	35.6%	22%	16.4%	10%	5.2%	0.54%	0.46%	0.54%	0.46%	0.15%	0.08%	0.15%

Question 9 asked respondents "Based on this table, where does your household's combined annual income best fit?"

Annual Income	Annual income is at or below the Poverty Level Guideline	Annual income is above the Poverty Level Guideline	Prefer Not to Answer
Total	788	182	268
Percentage	63.7%	14.7%	21.7%

Question 10 asked respondents "Which of the following categories best describes your employment status?"

Employment Status	Employed, full-time	Employed, part-time	Migrant seasonal farm worker	Not employed – short term (6 months or less)	Not employed – long term (more than 6 months)	Retired	Prefer Not to Answer
Total	222	204	12	76	302	279	155
Percentage	17.8%	16.3%	0.96%	6.1%	24.2%	22.3%	12.4%

Question 11 asked respondents "Does your household include any of the following people? Please check all that apply."

Household	Children 0-17	Youth ages 14-24 who are neither working nor in school	Adults 66 or older	Refugees who have been in the U.S. 5 years or less	A person or people with sensory impairment (vision or hearing)	Individual(s) who does not speak English as their primary language
Total	557	183	256	8	92	120
Percentage	61.6%	20.2%	28.3%	0.88%	10.2%	13.3%

Question 12 asked respondents "What is the highest level of education you have completed?"

Highest Level of Education Completed	No formal education	Elementary	Middle School	High School or G.E.D.	Associate's Degree or Certification	Bachelor's Degree	Master's Degree	Doctorate
Total	55	83	52	535	230	176	81	13
Percentage	4.5%	6.8%	4.3%	43.7%	18.8%	14.4%	6.6%	1.1%

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Question 13 asked respondents "Do you consider yourself to have a Disability [physical, mental/emotional, intellectual, developmental, and/or sensory (vision, hearing)]?"

Disability	Yes	No
Total	467	754
Percentage	38.3%	61.8%

Question 14 asked "Are you a member of the Resident Leadership Academy Network?"

Member of Resident Leadership Network	Yes	No
Total	16	1,202
Percentage	1.3%	98.7%

Question 15 asked "Please indicate whether you are employed at or volunteer at any of the following types of organizations (select all that apply):"

Organizations	Community-based organizations (such as resource centers)	Faith-based organizations (such as churches)	Educational institutions (such as schools and colleges)	Private sector (businesses)	Public sector (with or as elected officials, appointed representatives, members of commissions, public employees, etc.)
Total	122	151	90	94	48
Percentage	29.2%	36.2%	21.6%	22.5%	11.5%

Key Priorities for the North Inland Region

Community Input: Questions 16 -20 asked "For each topic below, please tell us how important this is to your household. Please choose the appropriate number using the following scale 1=Not important, 2=Not very important, 3=Important, and 4=Very important."

Question 16: Health (Enjoying good health and expecting to live a full life)	Very Important Percentage	Very Important Total
Access to and availability of affordable healthcare (including extended hours and language assistance)	70.21%	825
Assistance applying for public benefit programs (such as Medi-Cal, Medicare, CalFresh, CalWORKS, Social Security, etc.)	62.03%	727
Assistance applying for disability programs	49.74%	579
Availability of supplemental food assistance	64.85%	760
Access to mental/behavioral health services	56.62%	663
Access to drug abuse prevention and rehabilitation services	41.64%	483

The top health priority for North Inland was access to and availability of affordable healthcare (including extended hours and language assistance).

Access to affordable healthcare emerged as the top health priority for North Inland with 70.21% of respondents considering it "Very Important." The region faces several healthcare challenges, reflecting broader national issues. Despite having slightly better healthcare access rates compared to the state average, a significant portion of low-income families in San Diego County still delay or skip medical appointments due to high costs. This issue becomes even more pronounced for uninsured or underinsured residents, which contributes to worsening chronic illnesses and untreated medical conditions. North Inland's healthcare access concerns are compounded by its rural and suburban areas, where healthcare facilities can be sparse, and public transportation options to access care are often limited.[19] This makes extended clinic hours and language assistance crucial in reducing barriers to care, particularly for non-English speaking residents who make up a large portion of the population.

Other priorities, like supplemental food assistance and mental health services, also highlight the interconnectedness of healthcare and basic needs in the region. Food insecurity continues to affect families with over 14% of San Diego residents lacking reliable access to nutritious food. Programs, like CalFresh and local food banks, play a critical role, yet gaps in accessibility persist, especially for undocumented immigrants and those ineligible for federal aid. Mental health services also remain an area of concern as over half of the respondents see it as "Very Important," but resources remain limited, particularly for children and adolescents. Addressing these overlapping issues requires a multi-faceted approach, combining increased funding for healthcare services, streamlined application processes for benefit programs, and investment in local food and mental health initiatives to ensure families can thrive.

Question 17: Knowledge Learning throughout the Lifespan	Very Important Percentage	Very Important Total
Access to parenting classes or support	39.44%	450
School safety programs and education (antibullying, gun violence)	54.12%	617
How to start and run a small business or knowledge of business opportunities in the community	38.89%	443
Substance abuse prevention education	42.44%	483
Knowledge about reproductive health (family planning, birth control, sexually transmitted diseases/sexually transmitted infections)	46.58%	532
Domestic violence prevention education	49.16%	556
Climate change and climate action education, including health impacts from extreme heat, wildfire smoke, etc.	46.03%	522
Access to vocational training or higher education	47.83%	540
Access to affordable and quality tutoring	38.71%	439
Financial literacy education (how to budget, improve credit score, save money)	49.39%	563

The top knowledge priority identified in North Inland was school safety programs and education, specifically focused on antibullying and gun violence with 54.12% of respondents marking it as "Very Important." This reflects a broader concern about youth safety and mental health in schools across the region and the nation. According to recent reports, incidents of school violence, including bullying and threats of physical harm, have been on the rise in many communities. In San Diego County, for example, schools have implemented programs, such as restorative justice practices and mental health resources, to mitigate the effects of bullying and create safer learning environments.[15] Despite these efforts, gaps remain in fully addressing these issues, particularly in underserved areas where schools lack adequate funding for counselors and safety initiatives. These gaps highlight the need for continued investment in both preventative education and intervention strategies to ensure the safety and well-being of students. Furthermore, the prioritization of knowledge about reproductive health (46.58%), domestic violence prevention education (49.16%), and financial literacy (49.39%) reveals a strong demand for practical life skills education. Access to information about family planning and prevention of sexually transmitted infections is especially crucial for young adults as studies indicate that comprehensive sexual education correlates with lower rates of unintended pregnancies and STI transmission.[19] Similarly, financial literacy education is becoming increasingly relevant as many residents in North Inland struggle with managing debt, building savings, and understanding credit. Providing accessible workshops or integrating these topics into school curricula could empower individuals to make informed decisions and improve their overall quality of life. These findings emphasize the importance of equipping individuals with the tools and knowledge they need to navigate various aspects of their personal and professional lives effectively.

Question 18: Standard of Living (Having Enough Resources For a Quality Life)	Very Important Percentage	Very Important Total
Availability of affordable and quality housing	76.50%	840
Availability of services to address homelessness	54.91%	604
Availability of living wage employment opportunities for adults	59.64%	656
Availability of employment preparation/training for youth	52.28%	573
Availability of affordable and quality training or higher education	55.26%	604
Availability of affordable and quality childcare	52.20%	570
Assistance with tax preparation	39.31%	430
Preparation for disasters (weather, earthquakes, flooding, fires, pandemics, etc.)	53.47%	586
Bill payment assistance (utilities, rent, credit cards, etc.)	59.09%	647

The top priority for standard of living in North Inland was access to affordable and quality housing with 76.50% of respondents marking it as "Very Important." This reflects the widespread housing challenges faced in the region. In North Inland, like much of San Diego County, housing costs have soared in recent years. Reports show that the median rent in San Diego County exceeds $2,600 per month, making it one of the most expensive housing markets in the country. Nearly half of renters in the county spend more than 30% of their income on housing, a threshold considered financially unsustainable.[19] For low-income families, the lack of affordable housing options has forced many into overcrowded living conditions or placed them at risk of homelessness. Addressing this crisis requires expanding affordable housing programs and increasing support for renters, particularly in high-demand areas like North Inland.

Additionally, respondents identified several other critical priorities for maintaining a quality standard of living, including access to living-wage employment opportunities (59.64%), bill payment assistance (59.09%), and disaster preparedness resources (53.47%). These priorities underscore the interconnectedness of housing stability with broader economic challenges. Without living-wage jobs, families struggle to afford basic needs like rent, utilities, and food. Programs that provide financial education, job training, and disaster preparedness are essential in a region prone to wildfires, earthquakes, and other natural events. The high ranking of these priorities reflects a need for holistic approaches to address the systemic barriers that prevent individuals and families from thriving in their communities.

Question 19: Community (Living in a clean and safe neighborhood)	Very Important Percentage	Very Important Total
Feeling connected to your community (through activities, events, groups, places of worship, networks of support, etc.)	47.81%	502
Neighborhood beautification (community trash pick-up, flower-tree planting, painting)	46.40%	490
Access to parks and outdoor open spaces	56.74%	598

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Quality of sidewalks and/or bike paths in your neighborhood	**53.52%**	**562**
Quality of roads (potholes, etc.)	**63.14%**	**663**
Street lighting in your neighborhood	**62.93%**	**662**
Access to efficient, affordable, and reliable alternative transportation options (walking, biking, public transit)	**55.98%**	**590**
How to address drug activity in my neighborhood	**45.56%**	**477**
How to address gang activity in my neighborhood	**48.52%**	**508**
Concerns for violence in the neighborhoods (such as assault)	**51.63%**	**540**
Concerns for theft in the community (home invasion, auto theft, purse/belongings)	**53.53%**	**561**
Community and police relations	**56.98%**	**592**
Weatherization Assistance Programs (installing weatherization and energy efficient measures for low-income homeowners and renters, such as solar, insulating the home, sealing holes and cracks, repairing or replacing windows and water heaters, checking the heating and air conditioning systems, etc.)	**52.86%**	**555**

The top community priority for North Inland, as indicated by 63.14% of respondents, was the quality of roads, including addressing potholes. Poor road conditions significantly impact residents, leading to higher vehicle maintenance costs, longer commute times, and safety risks. According to the American Society of Civil Engineers (ASCE), California's infrastructure received a "C -" rating in 2022, with road maintenance being a particular area of concern.[19] In North Inland, the combination of aging infrastructure and insufficient funding has left many roads in disrepair, creating challenges for emergency vehicles, public transportation, and daily commuters. These issues disproportionately affect lower-income households who rely heavily on their vehicles and have limited resources to address the wear and tear caused by poorly maintained roads.

Street lighting was another significant concern with 62.93% of respondents highlighting it as "Very Important." Insufficient lighting can increase the risk of accidents and crime, particularly in rural or suburban areas. Additionally, 53.52% of respondents stressed the importance of improving sidewalks and bike paths, emphasizing the need for safer and more accessible infrastructure for pedestrians and cyclists. This is particularly important given that the region has seen a rise in biking and walking as alternative transportation methods. According to the San Diego Association of Governments (SANDAG), investments in street and path improvements can reduce traffic accidents by up to 40% while promoting healthier lifestyles.[19] Addressing these concerns with comprehensive infrastructure improvements will enhance safety, accessibility, and overall quality of life for North Inland residents.

Question 20: Social (Helping each other to live well)	Very Important Percentage	Very Important Total
Opportunities to participate in improving your community	**42.79%**	**436**
Access to quality and affordable internet services	**59.43%**	**608**

Knowledge of available community resources (local non-profits, social services, government programs, etc.)	**56.81%**	**580**
Youth mentorship programs	**43.50%**	**442**
Supervised before/after-school activities	**47.54%**	**484**
Community gardening and/or growing your own food	**42.35%**	**432**
Development of neighbor check-in/support programs	**40.57%**	**415**
Availability of community advocates to help people get needed resources	**51.08%**	**522**

Access to quality and affordable internet services emerged as the top social priority for North Inland residents with 59.43% of respondents rating it as "Very Important." This reflects a growing recognition of the internet's role in facilitating education, employment, and access to essential services. In the North Inland, as in much of the United States, reliable internet is no longer a luxury but a necessity. According to the Federal Communications Commission (FCC), nearly 15% of households in California lack access to high-speed broadband, and rural areas like parts of North Inland are disproportionately affected.[19] This digital divide exacerbates inequalities, making it harder for families without reliable internet to access online education, telehealth, or even job applications. The pandemic further underscored this issue, with remote work and schooling exposing gaps in digital connectivity and infrastructure. Other social priorities included improving knowledge of community resources (56.81%), availability of community advocates to help people get needed resources (51.08%) and supervised before/after-school activities (47.54%). These findings highlight the need for stronger community support systems to address challenges like resource accessibility and childcare. For example, many residents may be unaware of local non-profits and government programs designed to assist with housing, food security, or mental health services. Additionally, the call for supervised activities for youth reflects concerns over safety and the importance of structured environments for children outside school hours. Addressing these priorities would require local governments and organizations to expand outreach efforts, invest in digital infrastructure, and enhance community services to better support residents in North Inland.

Question 21 asked respondents "In what ways has the COVID-19 Pandemic continued to impact your life? Check all that apply."

In what ways has the COVID-19 Pandemic continued to impact your life? Check all that apply.
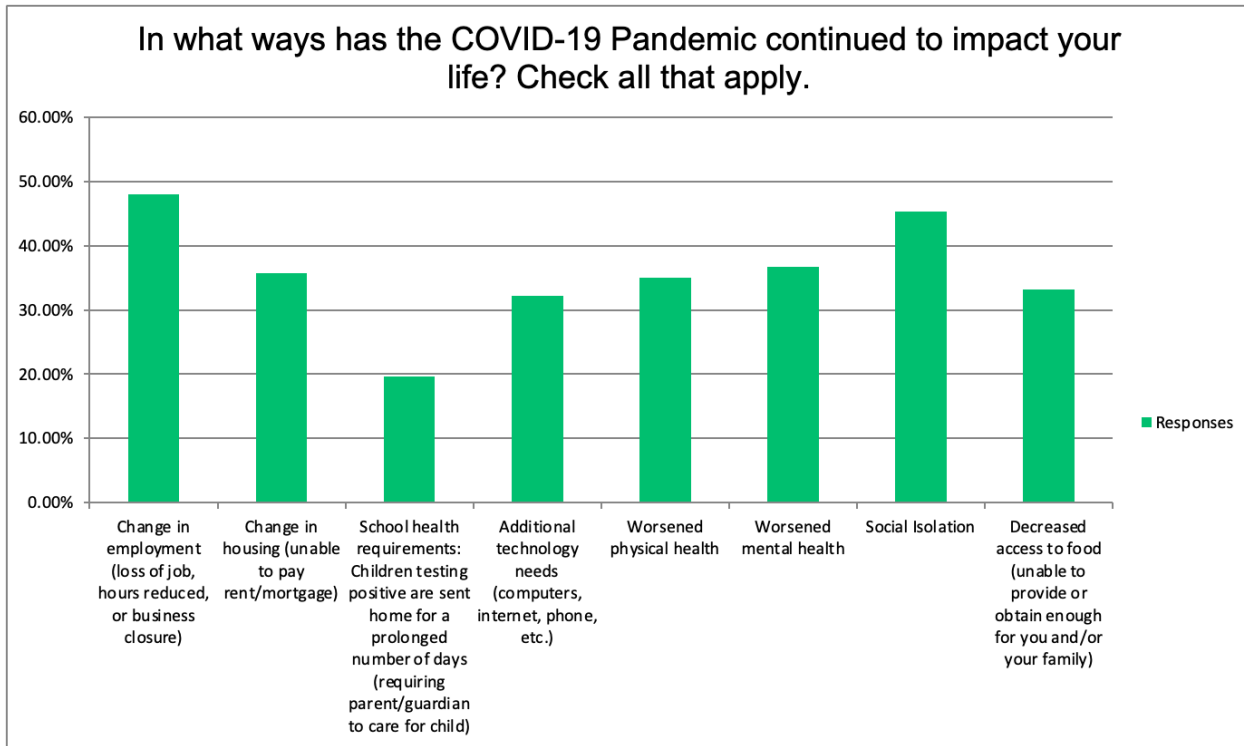
The COVID-19 pandemic had a profound impact on North Inland residents, with 47.99% of respondents reporting changes in employment, such as job loss, reduced hours, or business closures as the most significant effect. This aligns with broader trends across the state, where unemployment rates peaked at 16% during the height of the pandemic in 2020, severely affecting industries like hospitality, retail, and small businesses.[15] These employment challenges have cascading effects on housing and financial stability, with many households struggling to keep up with rent and mortgage payments. The data reflects how economic uncertainty has disproportionately impacted vulnerable populations, particularly those in low-income brackets or working in hourly jobs that lack job security. For these individuals, the loss of employment often meant immediate struggles to meet basic needs.
Additionally, social isolation and worsened mental health were reported by 41.6% and 39.5% of respondents, respectively, highlighting the psychological toll of the pandemic. The isolation caused by stay-at-home orders and limited social interactions created challenges for mental well-being, with national studies indicating a 25% increase in anxiety and depression rates during the pandemic.[15] The strain of juggling additional responsibilities, such as school health requirements or technology needs for remote learning, further compounded the challenges for families. These findings underscore the urgent need for comprehensive recovery efforts, including job creation programs, mental health resources, and targeted support for families still grappling with pandemic-induced hardships.

Question 22 asked "Do you currently utilize any resources to help you with paying rent or rent-related costs (security deposits, etc.)?"

Resources to help with paying rent or rent-related costs	Yes	No
Total	225	780
Percentage	22.4%	77.6%

Question 23 asked respondents "If yes, where did you obtain assistance to pay rent?"

Assistance to Pay Rent	Family and Friends	Non-profit organizations support	Government Assistance	No	Other (please state)
Total	97	16	120	311	39
Percentage	16.6%	2.7%	20.6%	53.3%	6.7%

Question 24 asked respondents "Do you currently utilize any resources to help you pay for utilities?"

Resources to help with pay for utilities	Yes	No
Total	285	714
Percentage	28.5%	71.5%

Question 25 asked respondents "If yes, where did you obtain assistance to pay for utilities?"

Assistance to Pay Utilities	Family and Friends	Non-profit organizations support	Government Assistance	Utility company (programs)	Other (please state)
Total	86	22	74	160	48
Percentage	22.1%	5.6%	19%	41%	12.3%

Food Access - Question 26 asked "Do you utilize any of the following resources to obtain food for your household? Check all that apply."

Resources to Obtain Food	Community Organizations	CalFresh Benefits (formerly known as food stamps)	Food pantry/ Food Bank/ Food Distributions	Church or faith community	School provided meals	Family or friend provided meal	Other free meals	N/A
Total	89	819	264	102	121	96	70	114
Percentage	9%	82.8%	26.7%	10.3%	12.2%	9.7%	7.1%	11.5%

Question 27 asked "What barriers keep you from utilizing FREE services/programs? Check all that apply."

Barriers from utilizing free services / programs	Lack of transportation (personal or public)	Work hours	Lack of childcare	Internet access/ technology/lack of equipment	Language	I do not know what services or programs are available	N/A	Other
Total	206	119	88	106	67	493	224	63
Percentage	21.9%	12.7%	9.4%	11.3%	7.1%	52.4%	23.8%	6.7%

Below are the top two barriers for low-income and rural respondents within the North Inland rural zip codes. In the North Inland Region, this includes zip codes 92004, 92003, 92028, 92036, 92070,92061, 92065, 92082.

Rural and Low-Income North Inland		Total
Top 2 Barriers	● **I do not know what services or programs are available**	93
	● **Lack of transportation**	48

Below are the write-ins of barriers for North Inland low-income and rural respondents that chose "other".

Rural and Low-Income North Inland Write -Ins for Answer Choice "Other"	
Other Barriers	● **Distance (2)**
	● **Not aware of other help**
	● **Physical and Mental Disabilities (3)**
	● **Discrimination**
	● **Crime**
	● **Income too high for benefits**
	● **Programs fail to provide support/not helpful (2)**
	● **Financial constraints (i.e. gas money for transportation)**
	● **Benefits (i.e. CalFresh) are too low**

	● **Political Leaders**

Question 28 asked "How interested are you in learning about the following topics in a class? Please choose the appropriate number using the following scale 1=Not important, 2=Not very important, 3=Important, and 4=Very important. Topics for Classes"

The class North Inland respondents were most interested in was Physical Health.

Below are the top two interests for low-income and rural respondents in the North Inland Region. This includes zip codes 92004, 92003, 92028, 92036, 92070,92061, 92065, 92082.
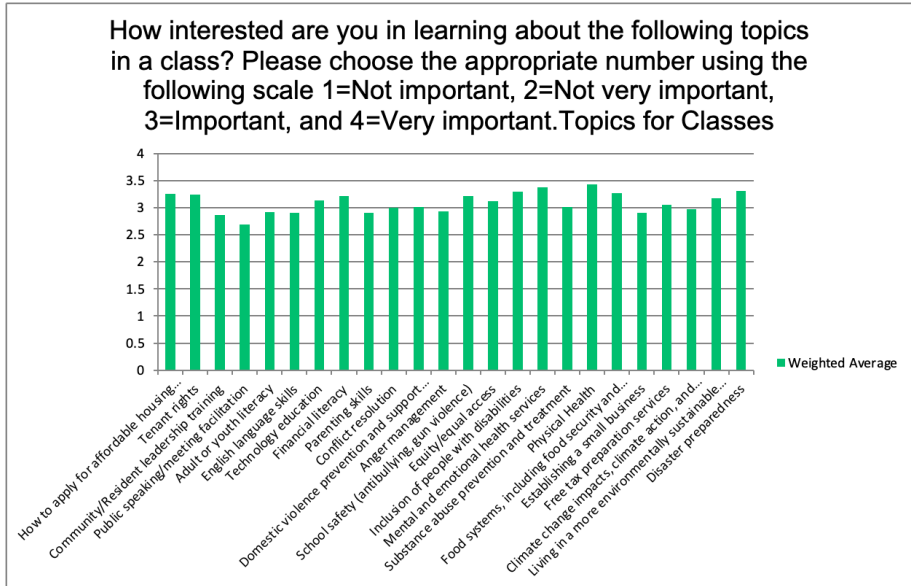
Rural and Low-Income North Inland		Total
Top 2 Topics	● **Mental and emotional health services**	101
	● **Physical Health**	99

Question 29 asked "Do you feel connected to your community?"

Connected to Community	Yes	No
Total	512	450
Percentage	53.2%	46.8%

Below is the percentage of low-income and rural respondents who do not feel connected to their community in the North Inland. In the North Inland Region, this includes zip codes 92004, 92003, 92028, 92036, 92070,92061, 92065, 92082.

Rural and Low-income Respondents in North Inland Region	Not Connected Percentage	Total
Rural North Inland	35.1%	71

Question 30 asked respondents "If yes, what social group or networks are you a part of? Check all that apply."

Social Groups or Networks Part of	Total	Percentage
Family	414	69.8%
Close Friends	372	62.7%
Parent Group	72	12.1%
Coworkers	113	19.1%
Academic Groups	37	6.2%
Volunteer Groups	115	19.4%
Professional Groups	49	8.3%
Recreational Groups/ Teams	62	10.5%
Faith- based groups	159	26.8%
Neighborhood groups	125	21.1%
Other groups	50	8.4%

Below are the top social group/networks for low-income and rural respondents in the North Inland Region.

Rural and Low-income Respondents in the North Inland Region	Top Social Group or Network	Total
Rural North Inland	Close Friends	62

Question 31 asked "Do you typically use an alternative means of transportation, such as biking, walking, using scooters, or using public transportation, and NOT a car?"

Alternative Means of Transportation	Yes	No
Total	330	622
Percentage	34.7%	65.3%

Question 32 asked "What are the barriers or challenges you and/or your family face to using alternative means of transportation such as biking, walking, using scooters, or public transportation? Check all that apply."

Barriers or Challenges to Alternative Means of Transportation	Total	Percentage
Safety (little to no lighting at night, little to no sidewalks and/or bike paths that you feel safe using)	359	40.3%
Violence in the community (unsafe alternative transportation)	140	15.7%
Convenience (excessive travel distance and/or travel time)	310	34.8%
Reliability of service	150	16.9%
High-cost or unaffordable alternative transportation	169	19%
Lack of information about how to use alternative transportation options	128	14.4%
Not interested in using alternative transportation options	111	12.5%
No public transportation available	171	19.2%
There are no barriers	167	18.8%

Question 33 asked "Do you currently use a mobility device, such as a cane, walker, or wheelchair?"

Use of a Mobility Device	Yes	No
Total	171	783
Percentage	17.9%	82%

Question 34 asked respondents "Do you currently use a mobility device, such as a cane, walker, or wheelchair?"

Sidewalks Safe	Yes	No
Total	172	783
Percentage	17.9%	82.1%

Question 35 asked respondents "If yes, is there adequate street lighting for safe mobility in your community?"

Adequate Street Lighting For Safe Mobility	Yes	No
Total	217	292
Percentage	42.6%	57.4%

Question 36 asked "How important is the issue of climate change to you personally?"

Climate Change	Extremely Important	Very Important	Somewhat Important	Not too important	Not at all Important
Total	294	242	241	91	84
Percentage	30.9%	25.4%	25.3%	9.6%	8.8%

Below are the top responses for climate change importance for low-income and rural respondents in the North Inland Region. In the North Inland Region, this includes zip codes 92004, 92003, 92028, 92036, 92070,92061, 92065, 92082.

Rural and Low-income Respondents in the North Inland Region	Climate Change Importance	Total
Rural North Inland	Extremely important	52

Question 37 asked "Would you benefit from access to one of the following communication methods that meet the needs of disabled residents? Check all that apply."

Communication Benefits	American Sign Language (ASL)	Teletype (TTY) or Telecommunications Device (TDD) or Text Telephone (TT)	Large print	Screen reader compatible web page or document	Phone calls	Braille
Total	92	76	267	98	260	21
Percentage	18.3%	15.1%	52.3%	19.4%	51.6%	4.2%

Question 38 asks "Which sources do you turn to for local information and resources? Check all that apply."

Sources Turn to For Local Information and Resources	Total	Percentage
Local or community newspaper	208	22.8%
Television news	424	46.4%

Radio	191	20.9%
Billboards	62	6.8%
Bulletin boards	84	9.2%
Local community organization	137	15%
Email	338	37%
Church or faith community	162	17.7%
School email/newsletter	144	15.8%
Online search	480	52.5%
Social media (Facebook, Twitter, Instagram, Nextdoor, other)	465	50.9%
Word of mouth	326	35.7%

Below are the top three sources of information for low-income and rural respondents in the North Inland Region.

Rural and Low-income Respondents in the North Inland Region	Top 3 Sources	Total
Rural North Inland	Online Search	98
	Social Media	86
	Word of Mouth	65

Question 41 asked "Would you like to receive additional resources?"

Additional Resources	Yes	No
Total	498	407
Percentage	55%	45%

Question 42 asked respondents "If yes, which resources would you like to receive? Check all that apply."

Resources	Total	Percentage
Food Resources	392	76.6%
Financial Literacy	218	40.0%
Tax preparation support	173	35.4%

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Community engagement/ resident leadership trainings	141	4.0%
Refugee services	35	28.1%
Transportation/ Traffic Safety	138	27.2%
Child passenger safety training	51	10%
Conflict resolution/ mediation services	119	23.4%

Below are the top three resources for low-income and rural respondents in the North Inland Region.

Rural Low-income Respondents in the North Inland Region	Top 3 Resources	Total
Rural North Inland	Food resources	68
	Financial Literacy	34
	Tax preparation support	32

East Region
East Region Ideas Exchanges

The East Region Ideas Exchange session took place on Tuesday, October 29, at Hillside Community Center and was catered by Which Wich. The event was open to the public from 5:30 to 7:00 p.m. Upon entry, participants were encouraged to sign in, enjoy some food, and complete an optional and anonymous Demographic Survey as well as complete the CAP survey before the start of the facilitated session. There were 25 attendees at the East Region Ideas Exchanges.

East Region Demographic Survey

The East Region accounts for zip codes 91977, 91901, 91905, 91906, 91916, 91917, 91931, 91934, 91935, 91948, 91962, 91963, 91980, 92019, 92020, 92021, 92040, 92071, 91941, 91942, 91978, 91945. The data below are responses that account for these zip codes (which was identified through the first question of the Demographic Survey).

Gender Identity	Female	Male	Non-binary	Transgender Female	Transgender Male	Additional Gender Category/Identity not Listed	Prefer not to Answer
Total	6	9	0	0	0	0	0
Percentage	40%	60%	0%	0%	0%	0%	0%

Age	6-12	13-17	18-24	25-59	60+	Prefer not to Answer
Total	0	5	5	4	1	0
Percentage	0%	33.3%	33.3%	26.7%	6.7%	0%

Ethnicity	American Indian or Alaskan Native	Asian	Black or African American	Native Hawaiian and Other Pacific Islander	Latino or Hispanic	Middle Eastern / Arab	Caucasian	Multiple	Other
Total	0	3	7	0	2	0	3	0	0
Percentage	0%	20%	46.7%	0%	13.3%	0%	20%	0%	0%

Any Children Under 18	Yes	No
Total	6	9
Percentage	40%	60%

Currently Experiencing Homelessness	Yes	No
Total	4	10
Percentage	28.6%	71.4%

Served in the Military	Veteran	Active Military	No
Total	4	1	23
Percentage	14.3%	3.6%	82.1%

Size of your Household	1	2	3	4	5	6	7	8	9	10	11	12+
Total	2	1	2	5	3	0	1	0	0	0	0	0
Percentage	14.3%	7.1%	14.3%	35.7%	21.4%	0%	7.1%	0%	0%	0%	0%	0%

Annual Income	Annual income is at or below the Poverty Level Guideline	Annual income is above the Poverty Level Guideline	Prefer Not to Answer
Total	5	3	7
Percentage	33.3%	20%	46.7%

Employment Status	Employed, full-time	Employed, part-time	Migrant seasonal farm worker	Not employed – short term (6 months or less)	Not employed – long term (more than 6 months)	Retired	Prefer Not to Answer
Total	1	4	0	0	6	0	3
Percentage	7.1%	28.6%	0%	0%	42.9%	0%	21.4%

Household	Children 0-17	Youth ages 14-24 who are neither working nor in school	Adults 66 or older	Refugees who have been in the U.S. 5 years or less	A person or people with sensory impairment (vision or hearing)	Individual(s) who does not speak English as their primary language
Total	9	3	0	0	0	0
Percentage	81.8%	27.3%	0%	0%	0%	0%

Highest Level of Education Completed	No formal education	Elementary	Middle School	High School or G.E.D.	Associate's Degree or Certification	Bachelor's Degree	Master's Degree	Doctorate
Total	0	2	1	8	1	2	0	0
Percentage	0%	14.3%	7.1%	57.1%	7.1%	14.3%	0%	0%

Disability	Yes	No
Total	3	11
Percentage	21.4%	78.6%

Member of Resident Leadership Network	Yes	No
Total	0	14
Percentage	0%	100%

Organizations	Community-based organizations (such as resource centers)	Faith-based organizations (such as churches)	Educational institutions (such as schools and colleges)	Private sector (businesses)	Public sector (with or as elected officials, appointed representatives, members of commissions, public employees, etc.)
Total	1	3	4	0	2
Percentage	11.1%	33.3%	44.4%	0%	22.2%

East Region Ideas Exchanges Data Report

The table below summarizes the participants' responses across all six categories.

Topic/Category	Feedback
Strengths in Community	• Support from new teachers helps with education. • Availability of local businesses, gyms, restaurants, and clinics nearby. • Proximity to essential services (e.g., post office, clinics). • Community partnerships and collaborative work are strong. • Donations, like showers, provided for those in need. • Emphasis on the community working well together.
Challenges and Barriers	• Language barriers, especially in multicultural areas, limit access to services. • Limited internet access affects connectivity and access to resources. • Challenges within the criminal justice system, including citations turning into moving violations. • Housing insecurity due to records impacting eligibility and the transient nature of temporary housing support. • Safety concerns in the transit system, especially for homeless individuals.
Impacts of COVID-19	• Increased cost of living, including rent and groceries. • Heightened levels of anxiety. • Significant job loss affecting economic stability. • Limited behavioral health services with long wait times (3-6 months). • Concerns about transparency and accountability among non-profits.
Educational Opportunities	• Growth in certificate programs that make good job opportunities more accessible. • Need for tutoring and 1:1 support for education. • Language classes tailored to specific jobs to improve job readiness. • Emphasis on educating the public through strengthened social networks and marketing. • Teaching the value of education and incorporating mental health education.
Community Connection	• Feelings of disconnectedness due to starting over or family-related issues. • Community activism, including organizing events like barbecues and potlucks, enhances connections. • Clubs and activities for different groups (seniors, kids, singles, couples) foster engagement. • High permit fees for adult recreational programs are seen as a barrier in San Diego.
Solutions and Ideas	• Providing one-on-one educational support to students/kids who need extra help. • Creating grant opportunities for businesses to support the local economy. • Encouraging more frequent community outreach and virtual events to increase engagement. • Strengthening networks and educating the public through social media and strategic marketing.

	● Adopting a communal approach that focuses on strengthening family bonds and community ties.

East Region Ideas Exchanges Top 5 Priorities

The top five priorities identified by residents of the East Region include addressing language barriers to improve access to essential services, increasing affordable and stable housing options for families and individuals, improving access to behavioral health services by reducing long wait times, enhancing community engagement through inclusive events and lowering fees for recreational programs, and creating more support for public transportation users, especially those experiencing homelessness, to ensure safer and more reliable access to resources.

East Region Community Action Partnership (CAP) Survey
Demographics of East Region Survey Respondents

Question 1, which asked respondents to provide their ZIP codes, enabled us to identify 1,884 responses across the East Region.

Below is the percentage of low-income and rural respondents within the rural zip codes in the East Region. In the East Region, this includes zip codes 91901, 91905, 91906, 91934, 91935, 91948, 91962, 91917.

Rural and Low-Income East Region Respondents	Rural East
Total	63
Percentage	23.8%

Question 2 asked "What is your Gender Identity?"

Gender Identity	Female	Male	Non-binary	Transgender Female	Transgender Male	Additional Gender Category/Identity not Listed	Prefer not to Answer
Total	1,323	516	4	1	2	21	17
Percentage	70.2%	27.4%	0.21%	0.05%	0.11%	1.1%	0.9%

Question 3 asked "What is your age?"

Age	6-12	13-17	18-24	25-59	60+	Prefer not to Answer
Total	1	6	89	1,248	517	23
Percentage	0.05%	0.32%	4.7%	66.2%	27.4%	1.2%

Question 4 asked "Which Ethnicity best describes you? Please only choose one."

Ethnicity	American Indian or Alaskan Native	Asian	Black or African American	Native Hawaiian and Other Pacific Islander	Latino or Hispanic	Middle Eastern / Arab	Caucasian	Multiple	Other
Total	35	129	144	18	597	160	561	99	141
Percentage	1.9%	6.9%	7.6%	1%	31.7%	8.5%	29.8%	5.3%	7.5%

Question 5 asked "Do you have any Children Under 18?"

Any Children Under 18	Yes	No
Total	860	993
Percentage	46.4%	53.6%

Question 6 asked "Are you currently experiencing homelessness"

Currently Experiencing Homelessness	Yes	No
Total	323	1,529
Percentage	17.4%	82.6%

Question 7 asked "Have you served in the military?"

Served in the Military	Veteran	Active Military	No
Total	66	3	1,784
Percentage	3.6%	0.16%	96.3%

Question 8 asked "What is the size of your household, including yourself?"

Size of your Household	1	2	3	4	5	6	7	8	9	10	11	12
Total	490	351	298	265	191	96	37	23	18	5	6	4
Percentage	27.5%	19.7%	17.0%	14.9%	10.7%	5.4%	2.1%	1.3%	1.0%	0.3%	0.3%	0.2%

Question 9 asked "Based on this table, where does your household's combined annual income best fit?"

Annual Income	Annual income is at or below the Poverty Level Guideline	Annual income is above the Poverty Level Guideline	Prefer Not to Answer
Total	1136	202	359
Percentage	66.9%	11.9%	21.2%

Question 10 asked "Which of the following categories best describes your employment status?"

Employment Status	Employed, full-time	Employed, part-time	Migrant seasonal farm worker	Not employed – short term (6 months or less)	Not employed – long term (more than 6 months)	Retired	Prefer Not to Answer
Total	232	354	2	133	430	342	218
Percentage	13.6%	20.7%	0.12%	7.8%	25.1%	20%	12.7%

Question 11 asked "Does your household include any of the following people? Please check all that apply."

Household	Children 0-17	Youth ages 14-24 who are neither working nor in school	Adults 66 or older	Refugees who have been in the U.S. 5 years or less	A person or people with sensory impairment (vision or hearing)	Individual(s) who does not speak English as their primary language
Total	796	200	346	33	127	186
Percentage	62.8%	15.8%	27.3%	2.6%	10%	14.7%

Question 12 "What is the highest level of education you have completed?"

Highest Level of Education Completed	No formal education	Elementary	Middle School	High School or G.E.D.	Associate's Degree or Certification	Bachelor's Degree	Master's Degree	Doctorate
Total	46	72	81	865	342	182	70	8
Percentage	2.8%	4.3%	4.9%	52.0%	20.5%	11.0%	4.2%	0.5%

Question 13 asked "Do you consider yourself to have a Disability [physical, mental/emotional, intellectual, developmental, and/or sensory (vision, hearing)]?"

Disability	Yes	No
Total	675	985
Percentage	40.7%	59.3%

Question 14 asked "Are you a member of the Resident Leadership Academy Network?"

Member of Resident Leadership Network	Yes	No
Total	13	1648
Percentage	0.8%	99.2%

Question 15 asked "Please indicate whether you are employed at or volunteer at any of the following types of organizations (select all that apply):"

Organizations	Community-based organizations (such as resource centers)	Faith-based organizations (such as churches)	Educational institutions (such as schools and colleges)	Private sector (businesses)	Public sector (with or as elected officials, appointed representatives, members of commissions, public employees, etc.)
Total	133	185	121	101	79
Percentage	25.6%	35.7%	23.3%	19.5%	15.2%

Key Priorities for the East Region

Community Input: **Questions 16 -20 asked "For each topic below, please tell us how important this is to your household. Please choose the appropriate number using the following scale 1=Not important, 2=Not very important, 3=Important, and 4=Very important."**

Question 16: Health (Enjoying good health and expecting to live a full life)	Very Important Percentage	Very Important Total
Access to and availability of affordable healthcare (including extended hours and language assistance)	69.49%	1,091

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Assistance applying for public benefit programs (such as Medi-Cal, Medicare, CalFresh, CalWORKS, Social Security, etc.)	63.51%	999
Assistance applying for disability programs	48.62%	759
Availability of supplemental food assistance	65.52%	1,026
Access to mental/behavioral health services	54.52%	850
Access to drug abuse prevention and rehabilitation services	40.72%	636

The top health priority for the South Region was "Availability of supplemental food assistance" in the East Region. This finding reflects significant food security challenges in the area. According to the U.S. Census Bureau's 2018-2022 American Community Survey, 16.6% of East Region residents live 130% below the Federal Poverty Line, underscoring the heightened need for resources like SNAP/CalFresh benefits.[1,31] Additionally, 12.5% of East Region households receive SNAP benefits, the highest rate across San Diego County alongside the South Region. Notably, 19.1% of households with children under 18 rely on SNAP assistance, further highlighting the critical role these programs play in supporting vulnerable populations.[1]

Question 17: Knowledge Learning throughout the Lifespan	Very Important Percentage	Very Important Total
Access to parenting classes or support	39.80%	599
School safety programs and education (antibullying, gun violence)	53.93%	809
How to start and run a small business or knowledge of business opportunities in the community	39.40%	589
Substance abuse prevention education	44.08%	659
Knowledge about reproductive health (family planning, birth control, sexually transmitted diseases/sexually transmitted infections)	47.97%	719
Domestic violence prevention education	50.30%	751
Climate change and climate action education, including health impacts from extreme heat, wildfire smoke, etc.	44.82%	670
Access to vocational training or higher education	62.65%	784
Access to affordable and quality tutoring	43.10%	640
Financial literacy education (how to budget, improve credit score, save money)	51.44%	770

The top knowledge priority was "School safety programs and education" amongst East Region respondents. According to the 2023 San Diego Unified School District Youth Risk Behavior Survey, this priority reflects growing safety concerns, as the percentage of students who did not go to school because they felt unsafe at or on their way to/from school has increased since 2021.[30]

Question 18: Standard of Living (Having Enough Resources For a Quality Life)	Very Important Percentage	Very Important Total
Availability of affordable and quality housing	77.79%	1,117
Availability of services to address homelessness	58.56%	835
Availability of living wage employment opportunities for adults	63.67%	908
Availability of employment preparation/training for youth	56.04%	798
Availability of affordable and quality training or higher education	59.17%	842
Availability of affordable and quality childcare	54.49%	776
Assistance with tax preparation	41.29%	588
Preparation for disasters (weather, earthquakes, flooding, fires, pandemics, etc.)	54.78%	779
Bill payment assistance (utilities, rent, credit cards, etc.)	63.04%	904

The availability of affordable and quality housing emerged as the top standard of living priority in the East Region. With a median household income of $92,827, many residents still struggle to manage high housing costs.[59] In fact, 42.8% of residents in the region use over 30% of their monthly income for housing costs. In areas like El Cajon, where 16.8% of residents live below 100% of the Federal Poverty Level, this number is closer to 50%.[60] According to the 2021 Housing Affordability report, 81% of economically low-income households in San Diego County are paying more than half of their income on housing costs compared to just 1% of moderate-income households, suggesting high renters burden.[40]

Question 19: Community (Living in a clean and safe neighborhood)	Very Important Percentage	Very Important Total
Feeling connected to your community (through activities, events, groups, places of worship, networks of support, etc.)	49.28%	681
Neighborhood beautification (community trash pick-up, flower-tree planting, painting)	49.24%	678
Access to parks and outdoor open spaces	55.26%	762
Quality of sidewalks and/or bike paths in your neighborhood	52.83%	727
Quality of roads (potholes, etc.)	63.60%	877

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[59] California Housing Partnership. (2021). *San Diego County Affordable Housing Needs Report*. Retrieved from https://chpc.net
[60] County of San Diego, Health and Human Services Agency, Public Health Services, Community Health Statistics Unit. (2023). *East Region Health Status Report Summary*. Retrieved from http://www.sdhealthstatistics.com/

|		
Street lighting in your neighborhood	64.64%	892
Access to efficient, affordable, and reliable alternative transportation options (walking, biking, public transit)	55.24%	759
How to address drug activity in my neighborhood	49.34%	677
How to address gang activity in my neighborhood	49.46%	681
Concerns for violence in the neighborhoods (such as assault)	53.88%	743
Concerns for theft in the community (home invasion, auto theft, purse/belongings)	57.31%	792
Community and police relations	58.14%	800
Weatherization Assistance Programs (installing weatherization and energy efficient measures for low-income homeowners and renters, such as solar, insulating the home, sealing holes and cracks, repairing or replacing windows and water heaters, checking the heating and air conditioning systems, etc.)	56.57%	779

"Street lighting in your neighborhood" emerged as the top priority for East Region respondents. This aligns with safety data from SANDAG showing that the county's violent crime rate increased to 3.73 per 1,000 inhabitants in 2022 - the highest in a ten-year comparison period. Additionally, aggravated assaults increased by 22% from five years ago, highlighting the practical need for improved street lighting to enhance community safety.[33]

Question 20: Social (Helping each other to live well)	Very Important Percentage	Very Important Total
Opportunities to participate in improving your community	45.35%	604
Access to quality and affordable internet services	62.89%	839
Knowledge of available community resources (local non-profits, social services, government programs, etc.)	56.71%	752
Youth mentorship programs	44.76%	594
Supervised before/after-school activities	49.36%	654
Community gardening and/or growing your own food	45.11%	599
Development of neighbor check-in/support programs	41.79%	555
Availability of community advocates to help people get needed resources	53.50%	711

The top social priority was "Access to quality and affordable internet services" in the East Region. According to the 2021 American Community Survey, 11% of San Diego County residents reported not having access to high-speed internet. The East Region, alongside the South Region, had some of the highest percentages of households without

high-speed internet access in the county.[33] With 27.4% of East Region residents living below 200% of the Federal Poverty Level, affordability is likely a key barrier to connectivity.[41]

Question 21 asked respondents "In what ways has the COVID-19 Pandemic continued to impact your life? Check all that apply." Respondents shared the following impacts.
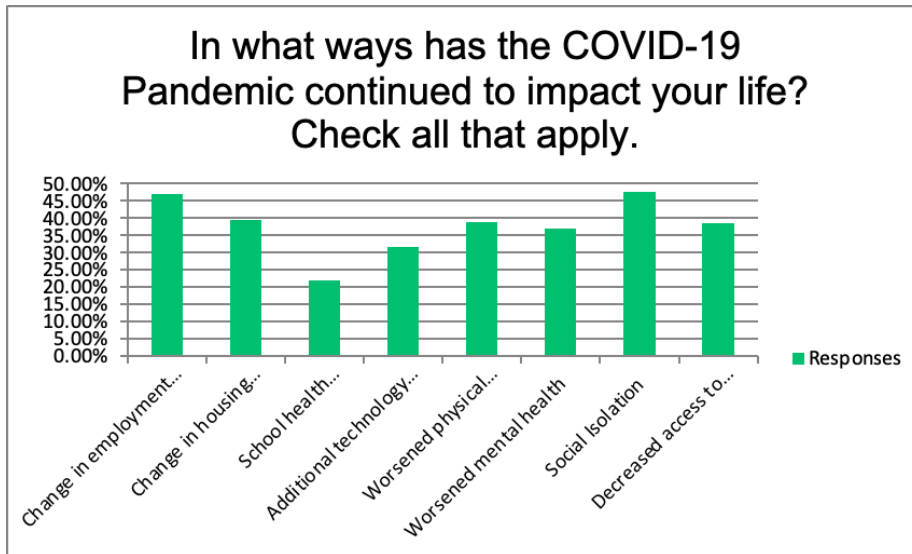
Change in employment emerged as the most significant COVID-19 impact, affecting 47.09% of East Region survey respondents. This aligns with broader economic trends during the pandemic - San Diego County's unemployment rate peaked at 15.9% in April 2020, marking one of the sharpest employment disruptions in recent history.[61,62] The East region experienced an average 5 year unemployment rate of 7.0% between 2018-2022.[1] Low-wage workers, especially those in the service industry, faced disproportionate job losses, with industries like hospitality seeing visitor spending drop from $11.6 billion in 2019 to $5.2 billion in 2020.[63]

Question 22 asked "Do you currently utilize any resources to help you with paying rent or rent-related costs (security deposits, etc.)?"

Resources to help with paying rent or rent -related costs	Yes	No
Total	359	937
Percentage	27.7%	72.3%

[61] Molnar, P. (2021, October 22). San Diego's job outlook: *There is still a sizable hole in the labor market.* The San Diego Union-Tribune. Retrieved from https://www.sandiegouniontribune.com/2021/10/22/san-diegos-job-outlook-there-is-still-a-sizable-hole-in-the-labor-market/

[62] Employment Development Department, State of California. (2021). *San Diego County unemployment rate and job numbers for September 2021 [Data set].* https://www.labormarketinfo.edd.ca.gov/file/lfmonth/sand$pds.pdf

[63] San Diego County, Office of Financial Planning. (2021). *San Diego County profile and economic indicators: Adopted operational plan fiscal years 2021–22 and 2022–23.* Retrieved from https://www.sandiegocounty.gov/content/dam/sdc/cto/budget/sdcounty_profile_economicindicators.pdf

Question 23 asked "If yes, where did you obtain assistance to pay rent?"

Assistance to Pay Rent	Family and Friends	Non-profit organizations support	Government Assistance	No	Other (please state)
Total	**120**	**28**	**203**	**415**	**81**
Percentage	**14.2%**	**3.3%**	**24.0%**	**49.0%**	**9.6%**

Question 24 asked respondents "Do you currently utilize any resources to help you pay for utilities?"

Resources to help with pay for utilities	Yes	No
Total	**288**	**903**
Percentage	**30.0%**	**70.0%**

Question 25 asked "If yes, where did you obtain assistance to pay for utilities?"

Assistance to Pay Utilities	Family and Friends	Non-profit organizations support	Government Assistance	Utility company (programs)	Other (please state)
Total	**105**	**39**	**122**	**198**	**88**
Percentage	**19.0%**	**7.0%**	**22.1%**	**35.9%**	**16.0%**

Food Access - Question 26 asked "Do you utilize any of the following resources to obtain food for your household? Check all that apply."

Resources to Obtain Food	Community Organizations	CalFresh Benefits (formerly known as food stamps)	Food pantry/ Food Bank/ Food Distributions	Church or faith community	School provided meals	Family or friend provided meal	Other free meals	N/A
Total	95	1087	342	150	137	137	109	121
Percentage	7.5%	85.7%	27.0%	11.8%	10.8%	10.8%	8.6%	9.5%

Question 27 asked "What barriers keep you from utilizing FREE services/programs? Check all that apply."

Barriers from utilizing free services / programs	Lack of transportation (personal or public)	Work hours	Lack of childcare	Internet access/ technology/lack of equipment	Language	I do not know what services or programs are available	N/A	Other
Total	324	148	108	163	97	703	241	83
Percentage	26.8%	12.2%	8.9%	13.5%	8.0%	58.1%	20.0%	6.9%

Below are the top two barriers for low-income and rural respondents within the East rural zip codes. In the East Region, this includes zip codes 91901, 91905, 91906, 91934, 91935, 91948, 91962, 91917.

Rural East		Total
Top 2 Barriers	● **I do not know what services or programs are available**	30
	● **Lack of transportation**	17

Below are the write-ins of barriers for East low-income and rural respondents that chose "other."

East Rural Write-Ins for Answer Choice "Other"	
Other Barriers	● **Accessibility issues - (processes to apply are difficult)**
	● **Physical and Mental Disabilities (3)**
	● **Financial constraints (i.e. gas money for transportation)**
	● **Citizenship status**
	● **Income too high for benefits**

Question 28 asked "How interested are you in learning about the following topics in a class? Please choose the appropriate number using the following scale 1=Not important, 2=Not very important, 3=Important, and =Very important. Topics for Classes"
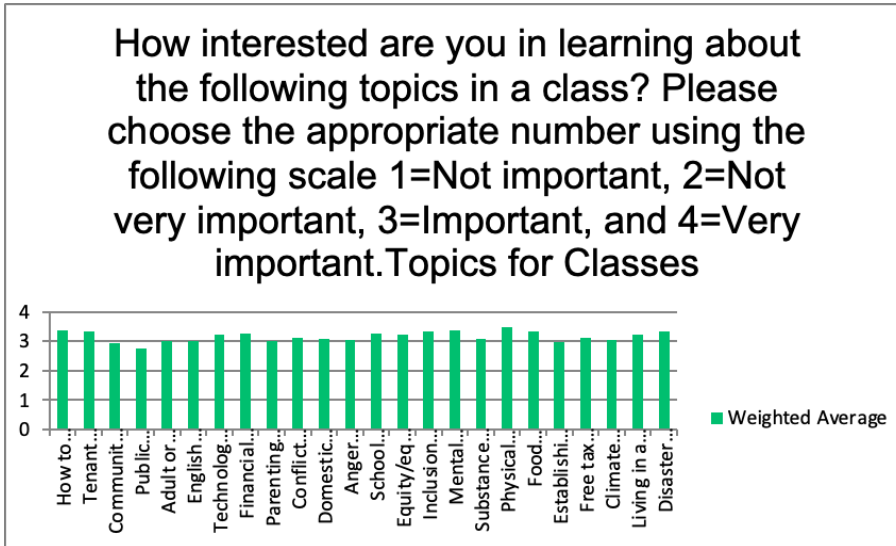
Physical health was the topic of most interest in learning. This finding aligns with significant health challenges in San Diego County. According to the 2021 American Community Survey, approximately 7.6% of county residents lack health insurance, with rates particularly high among low-income households.[64,65] The county also faces noticeable healthcare disparities, with life expectancy varying significantly across neighborhoods. In the East region, life expectancy averages 78.0 years, falling below the county average of 80.6 years in the same year. Three out of the top five leading causes of death in the region were chronic diseases: cancer, heart disease, and cerebrovascular diseases.[41]

Below are the top two interests for low-income and rural respondents in the East Region. This includes zip codes 91901, 91905, 91906, 91934, 91935, 91948, 91962, 91917.

Rural and Low-Income East Region		Total
Top 2 Topics	● **Physical Health**	31
	● **Mental and emotional health services**	28

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[65] U.S. Census Bureau. (2021). *Selected Characteristics of Health Insurance Coverage in the United States S2701.* Retrieved from https://data.census.gov/table/ACSST5Y2021.S2701?q=uninsured+in+u.s.+in+2021

Question 29 asked "Do you feel connected to your community?"

Connected to Community	Yes	No
Total	604	633
Percentage	48.8%	51.2%

Below is the percentage of low-income and rural respondents who do not feel connected to their community in the East Region. This includes zip codes 91901, 91905, 91906, 91934, 91935, 91948, 91962, 91917.

Rural and Low-income Respondents in East Region	Not Connected Percentage	Total
Rural East	38.1%	24

Question 30 asked "If yes, what social groups or networks are you a part of? Check all that apply."

Social Groups or Networks Part of	Total	Percentage
Family	538	72.4%
Close Friends	448	60.3%
Parent Group	76	10.2%
Coworkers	131	17.6%
Academic Groups	41	5.5%
Volunteer Groups	119	16.0%
Professional Groups	53	7.1%
Recreational Groups/ Teams	55	7.4%
Faith- based groups	179	24.1%
Neighborhood groups	133	17.9%
Other groups	43	5.8%

Below are the top social group/networks for low-income and rural respondents in the East Region.

Rural and Low-income Respondents in the East Region	Top Social Group or Network	Total
Rural East	Family	20

Question 31 asked "Do you typically use an alternative means of transportation, such as biking, walking, using scooters, or using public transportation, and NOT a car?"

Alternative Means of Transportation	Yes	No
Total	**479**	**751**
Percentage	**38.9%**	**61.1%**

Question 32 asked "What are the barriers or challenges you and/or your family face to using alternative means of transportation such as biking, walking, using scooters, or public transportation? Check all that apply."

Barriers or Challenges to Alternative Means of Transportation	Total	Percentage
Safety (little to no lighting at night, little to no sidewalks and/or bike paths that you feel safe using)	496	43.1%
Violence in the community (unsafe alternative transportation)	264	23.0%
Convenience (excessive travel distance and/or travel time)	397	34.5%
Reliability of services	224	19.5%
High-cost or unaffordable alternative transportation	274	23.8%
Lack of information about how to use alternative transportation options	196	17.0%
Not interested in using alternative transportation options	181	15.7%
No public transportation available	116	10.1%
There are no barriers	243	21.%

Question 33 asked "Do you currently use a mobility device, such as a cane, walker, or wheelchair?"

Use of a Mobility Device	Yes	No
Total	225	1008
Percentage	18.3%	82.7%

Question 34 asked respondents "If yes, are the sidewalks safe (e.g., enough space, enough signs, etc.) in your community for mobility?"

Sidewalks Safe	Yes	No
Total	233	418

Percentage	35.8%	64.2%

Question 35 asked respondents "If yes, is there adequate street lighting for safe mobility in your community?"

Adequate Street Lighting For Safe Mobility	Yes	No
Total	260	420
Percentage	38.2%	61.8%

Question 36 asked "How important is the issue of climate change to you personally?"

Climate Change	Extremely Important	Very Important	Somewhat Important	Not too important	Not at all Important
Total	387	349	289	114	83
Percentage	31.2%	28.6%	23.7%	9.3%	6.8%

Below are the top responses for climate change importance for low-income and rural respondents in the East Region. In the East Region, this includes zip codes 91901, 91905, 91906, 91934, 91935, 91948, 91962, 91917.

Rural and Low-income Respondents in the East Region	Climate Change Importance	Total
Rural East	Extremely important	18

Question 37 asked "Would you benefit from access to one of the following communication methods that meet the needs of disabled residents? Check all that apply."

Communication Benefits	American Sign Language (ASL)	Teletype (TTY) or Telecommunications Device (TDD) or Text Telephone (TT)	Large print	Screen reader compatible web page or document	Phone calls	Braille
Total	133	87	365	125	361	27
Percentage	18.8%	12.3%	51.6%	17.7%	50.9%	3.8%

Question 38 asks "Which sources do you turn to for local information and resources? Check all that apply."

Sources Turn to For Local Information and Resources	Total	Percentage
Local or community newspaper	196	16.8%
Television news	549	47.1%
Radio	257	22.1%
Billboards	81	6.9%
Bulletin boards	86	7.4%
Local community organization	115	9.9%
Email	457	39.2%
Church or faith community	184	15.8%
School email/newsletter	186	15.9%
Online search	668	57.4%
Social media (Facebook, Twitter, Instagram, Nextdoor, other)	595	51.1%
Word of mouth	415	35.7%

Below are the top three sources of information for low-income and rural respondents in the East Region.

Rural and Low-income Respondents in the East Region	Top 3 Sources	Total
Rural East	Online Search	29
	Social Media	24
	Word of Mouth	20

Question 41 asked "Would you like to receive additional resources?"

Additional Resources	Yes	No
Total	700	473
Percentage	59.7%	40.3%

164

Question 42 asked respondents "If yes, which resources would you like to receive? Check all that apply."

Resources	Total	Percentage
Food Resources	564	81.0%
Financial Literacy	288	41.4%
Tax preparation support	217	31.2%
Community engagement/ resident leadership trainings	163	23.4%
Refugee services	54	7.8%
Transportation/ Traffic Safety	206	29.6%
Child passenger safety training	81	11.6%
Conflict resolution/ mediation services	161	23.1%

Below are the top three resources for low-income and rural respondents in the East Region.

Rural Low-income Respondents in the East Region	Top 3 Resources	Total
Rural East	Food resources	27
	Financial Literacy	17
	Tax preparation support	13

Conclusion

The San Diego 2024 Community Needs Assessment highlights the real struggles faced by communities across the county, while also celebrating their resilience and strength. By listening to residents through the CAP Survey and Ideas Exchanges, we gained a deeper understanding of the challenges they face, from high housing costs to unemployment and difficulties accessing healthcare.

The CAP survey asked respondents to indicate how important a topic was to their household across the County's *Live Well San Diego* top five areas of influence: health, knowledge, standard of living, community, and social. Countywide, the overall priority are as follows:

1. Standard of Living: Availability of affordable and quality housing
2. Health: Availability of supplemental food assistance
3. Health: Access to and availability of affordable healthcare (including extended hours and language assistance)
4. Health: Assistance applying for public benefit programs (such as Medicare, CalFresh, CalWORKS, Social Security, etc.)
5. Standard of Living: Availability of living wage employment opportunities for adults

Across all regions, the top five priorities identified through the Ideas Exchanges are increasing access to affordable housing, improving public transportation systems, addressing food insecurity and access to essential resources, expanding educational and vocational training opportunities, and fostering stronger community connections through inclusive events and activities.

These are not just statistics; they are reflections of real lives and experiences. The insights from this report remind us of the importance of improving how we support our communities. This report is not just about fixing immediate problems—it's about building a better future. By focusing on what residents have shared and acting on their experiences, San Diego County can create healthier, safer, and more connected communities where everyone has the opportunity to thrive. Together, we can create meaningful and lasting change.

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