

2022/2023  
Community Needs Assessment and  
Community Action Plan

California Department of  
Community Services and Development  
Community Services Block Grant



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## Introduction

The Department of Community Services and Development (CSD) has developed the 2022/2023 Community Needs Assessment (CNA) and Community Action Plan (CAP) template for the Community Services Block Grant (CSBG) network. Each agency must submit a completed CAP, including a CNA to CSD on or before **June 30, 2021**. In an effort to reduce administrative burden during the Novel Coronavirus (COVID-19) pandemic, CSD has made changes to the CAP template. The changes are detailed below in the “What’s New for 2022/2023?” section. Provide all narrative responses in 12-point Arial font with 1.5 spacing. When the CNA and CAP are complete, they should not exceed 52 pages, excluding the appendices.

## Purpose

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

## Federal CSBG Programmatic Assurances and Certification

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

## State Assurances and Certification

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

## Compliance with CSBG Organizational Standards

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

## What's New For 2022/2023?

**Two-Part Layout.** The 2022/2023 template has been divided into two parts:

Part I: Community Needs Assessment (CNA); and

Part II: Community Action Plan (CAP).

The CNA portion has sections for the needs assessment narrative and the results. Surveys and analysis documents may be attached as appendices. The CAP portion encompasses all the usual topics such as Vision and Mission Statement, Tripartite Board of Directors, Service Delivery System, Linkages, Monitoring, etc.

**Revised Public Hearing Section.** In addition to including the statute for the public hearing requirement, CSD has incorporated new guidelines for issuing the Notice of Public Hearing and the draft CAP, and documenting low-income testimony delivered at the public hearing. The Low-Income Testimony and Agency Response document will be required as an appendix. See the section on Public Hearing(s) for more details.

**CNA Helpful Resources.** Part I: Community Needs Assessment contains resources on conducting a needs assessment, influence of COVID-19 on the process, and updated links to state and national quantitative data sets.

**Revised and Reduced Narrative Sections.** Every effort has been made to reduce the administrative burden of conducting a CNA and preparing a CAP during an active pandemic. Although these tasks are fundamental to CSBG and should not be overlooked, CSD is aware of the reduced capacity and other circumstances under which many of the agencies are functioning. CSD has removed questions, utilized check boxes when possible, and made some questions optional. Many questions about the federal and state assurances have been removed. However, agencies are still required to certify that they are in compliance with the assurances. In the sections pertaining to the Tripartite Board of Directors and Linkages, for instance, agencies may indicate whether there are changes to the response in the 2020-2021 CAP or whether they would like CSD to accept the 2020-2021 CAP response without adaptations. Please keep in mind that these flexibilities are made because of the COVID-19 pandemic and may not be utilized in future years.

**Additional Information.** CSD has added a section to address disaster preparedness and agency capacity building. While this information is not directly mandated by statute, it is important to know agencies have disaster response plans in place and are making efforts to increase their own capacities. Responses to these questions are optional.

**Federal and State Assurances Certification.** Pertaining to the federal and state assurances, CSD removed questions where possible. If compliance to an assurance could be demonstrated without a narrative, the question was removed. However, agencies will still be required to certify that the Federal CSBG Programmatic Assurances and the State Assurances are being met. Agency certifications are found in those sections.

**CSBG State Plan References.** Information for the CSBG State Plan comes largely from CAPs submitted by agencies. To help agencies understand their roll in preparing the CSBG State Plan, CSD has indicated which questions contribute to the development of the annual CSBG State Plan.

## Checklist

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

### **Part I: Community Needs Assessment**

- Narrative**
- Results**

### **Part II: Community Action Plan**

- Vision Statement**
- Mission Statement**
- Tripartite Board of Directors**
- Service Delivery System**
- Linkages and Funding Coordination**
- Monitoring**
- Data Analysis and Evaluation**
- Additional Information (Optional)**
- Federal CSBG Programmatic Assurances and Certification**
- State Assurances and Certification**
- Organizational Standards**
- Appendices**



COMMUNITY SERVICES BLOCK GRANT (CSBG)  
2022/2023 Community Needs Assessment and Community Action Plan  
Cover Page and Certification


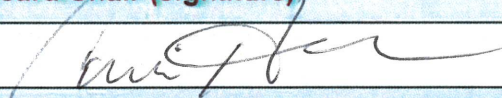
Agency Name	Community Action Plan
Name of CAP Contact	Vince Wrzalinski
Title	Community Services Division Manager
Phone	951-955-3216
Email	VWrzalinski@capriverside.org

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

05/12/2021

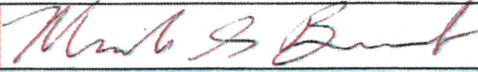
**Board and Agency Certification**

The undersigned hereby certifies that this agency complies with the Federal CSBG Programmatic and State Assurances as outlined in the CSBG Act and California Government Code, respectively for services provided under the Federal Fiscal Year 2022/2023 Community Action Plan. The undersigned further certifies the information in this Community Needs Assessment and the Community Action Plan is correct and has been authorized by the governing body of this organization. (Organizational Standard 3.5)

Tiffany Baker		
Board Chair (printed name)	Board Chair (signature)	Date
Carrie Harmon		4/29/21
Interim Executive Director (printed name)	Interim Executive Director (signature)	Date

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

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

Mark S. Berndt, NCRI		5/18/2021
NCRT/NCRI (printed name)	NCRT/NCRI (signature)	Date

**CSD Use Only**

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

## **Public Hearing(s)**

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

### **State Statute Requirements**

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

### **Public Hearing Guidelines**

#### **Notice of Public Hearing**

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

#### **Public Hearing**

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



### **Guidance for Public Hearings During COVID-19**

The COVID-19 pandemic poses unique challenges to fulfilling the public hearing requirement. CSD asks that agencies adhere to state and county public health guidance to slow the spread of the virus and ensure public safety. The health and safety of agency staff and the communities you serve is paramount. If a public hearing cannot be conducted in person, CSD encourages agencies to utilize other formats or methods that will still adhere to the state and county public health guidance. If conducting a public hearing through other formats or methods is still not possible, agencies must contact their Field Representative at CSD at least 30 days prior to the submission of the CAP for additional guidance. Agencies will be required to provide documentation to support their constraints to meet the public hearing requirement.

### **Public Hearing Report**

Date(s) of Public Hearing(s)	June 22, 2021
Location(s) of Public Hearing(s)	County Administration Center, 4080 Lemon St., Riverside, CA 92501
Dates of the Comment Period(s)	May 13, 2021 through June 22, 2021
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	Community Action Partnership of Riverside County website (capriverside.org), facebook page (facebook.com/caprivco) and twitter (@caprivco)
Date the Notice(s) of Public Hearing(s) was published	May 13, 2021 (on the website) and June 10, 2021 (social media)
Number of Attendees at the Public Hearing(s) (Approximately)	20

## Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

### Helpful Resources

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

The National Community Action Partnership has [resources](#) such as an online Community Needs Assessment Tool and information about conducting a needs assessment during the COVID-19 pandemic. The Partnership also has a [Data Hub](#) designed specifically for the community needs assessment process.

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

National and State Data Sets			
<b>U.S. Census Bureau</b> <a href="#">Poverty Data</a>	<b>U.S. Bureau of Labor Statistics</b> <a href="#">Economic Data</a>	<b>U.S. Department of Housing and Urban Development</b> <a href="#">Housing Data &amp; Report</a>	<b>U.S. Department of Health and Human Services</b> <a href="#">Data Portal</a>
<b>Baseline Census</b> <a href="#">Data by County</a>	<b>National Low-Income Housing Coalition</b> <a href="#">Housing Needs by State</a>	<b>National Center for Education Statistics</b> <a href="#">IPEDS</a>	
<b>California Department of Finance</b> <a href="#">Demographics</a>	<b>California Attorney General</b> <a href="#">Access RSS Data</a>	<b>California Department of Public Health</b> <a href="#">Various Data Sets</a>	<b>California Governor’s Office</b> <a href="#">Covid-19 Data</a>
<b>California Department of Education</b> <a href="#">School Data via DataQuest</a>		<b>California Employment Development Department</b> <a href="#">UI Data by County</a>	

# Community Needs Assessment Narrative

CSBG Act Sections 676(b)(3)(C), 676(b)(9)

Organizational Standards 1.1, 1.2, 2.2, 3.2, 3.3, 3.4

State Plan

1. How did the agency share the CAP, including the CNA, with the community, stakeholders, partner organizations? (Check all that apply.)

- The agency's website
- Posted on the agency's Facebook page
- Electronic reports were sent
- Printed copies were distributed
- Social media channels
- Other

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

This data was obtained from the US Census Bureau, and from responses to demographic-specific questions on the survey.

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

Riverside County, CA.

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

### Federal Government/National Data Sets

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

### Local Data Sets

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

**California State Data Sets**

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

**Surveys**

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

**Agency Data Sets**

- Client demographics
- Service data
- CSBG Annual Report
- Client satisfaction data
- Other

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

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

**Surveys**

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

**Focus Groups**

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

**Interviews**

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

 **Community Forums** **Asset Mapping** **Other**

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

8. Describe your agency’s analysis of the quantitative and qualitative data collected from low-income individuals and families. Include a description of the data collected. (Organizational Standards 1.1, 1.2, 3.3; State Plan)

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

*Analysis.* Once the data was obtained from the Survey Monkey community member survey, it was cleaned, and non-Riverside County respondents were screened out. The results were tabulated, and a ranking order analysis was done for priority needs. Then the data was cross tabulated by race/ethnicity, by age, by gender and by geography. In addition, analysis of the survey results was compared with analysis of the data obtained from focus groups and customer interviews from low-income individuals, and with data from partners and other service providers.

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

A. Community-based organizations

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

B. Faith-based organizations

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

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

Information was gathered from their customers/clients/employees through surveys, focus groups, and interviews in conjunction with events and training they organized, and through their email distribution lists.

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

Information was collected from their customers/clients/employees through surveys, focus groups, and interviews in conjunction with events and training they organized, and through their email distribution lists. Email notice of the survey, with the link to Survey Monkey, was sent (via Legislative Aides) to constituents of all the 5 Riverside County Board of Supervisors' districts, and through the all-County employee list and various County Department distribution lists and newsletters.

E. Educational institutions (local school districts, colleges)

Survey dissemination was done through the Riverside Unified and Alvord School Districts, four (4) schools which participated in CAP Riverside's Peer Mediation Program (Eleanor Roosevelt H.S., El Cerrito M.S., West Valley H.S., and Stone Avenue Elementary School), Mt. San Jacinto College, and University of California, Riverside (through the School of Public Policy).

10. "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, State Plan)



The causes of poverty in Riverside County appear to be (in no specific order): *Unemployment or underemployment* (lack of job availability, or insufficient wages paid in the available jobs), *lack of higher educational/vocational skill attainment*, *social inequalities according to race/ethnicity* (especially in connection with income distribution and access to resources, quality education, services and opportunities among Hispanic or Latino, Black/African American, and Native American individuals/families), and *the high cost of living and care* (demonstrated by needs identified in such areas as housing, utility bills, health care, dental care, transportation, food, childcare, etc.). In addition, policy issues expressed as contributing factors included: *income eligibility thresholds* that are far too low, which therefore disqualify residents in need from receiving services, and *restrictive regulations and costs for developing affordable housing*.

11. “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, State Plan)

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

12. Describe your agency’s approach or system for collecting, analyzing, and reporting customer satisfaction data to the governing board. (Organizational Standard 6.4, State Plan)

- No change to the response in your agency’s 2020-2021 CAP.
  - Adaptations to the response in your agency’s 2020-2021 CAP are described below.
-

# Community Needs Assessment Results

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

**Table 1: Needs Table**

Complete the table below. Insert a row if additional space is needed.

Needs Identified	Level	Integral to Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
Financial Assistance	Family	Y	N	N
Dental Care	Family	Y	N	Y
Employment	Community/Family	Y	Y	Y
Health Care	Family	Y	N	Y
Childcare	Community/Family	Y	Y	Y
Utility Assistance	Family	Y	Y	Y
Housing Assistance	Community/Family	Y	N	Y
Food Assistance	Family	Y	Y	Y

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

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

**Integral to Agency Mission:** Indicate if the identified need aligns with your agency’s mission.

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

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

**Table 2: Priority Ranking Table**

Prioritize all needs identified as an agency priority in Table 1. Insert a row if additional space is needed.

Agency Priorities	Description of programs, services, activities	Indicator(s)/Service(s) Category (CNPI, FNPI, SRV)
1. Lack of Affordable Dental Care	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1 <sup>st</sup> to December 31 <sup>st</sup> of 2022 and 2023	SRV 5bb., SRV 5cc., SRV 5dd., and SRV 5ee. Actual indicators will depend on awarded subcontractor’s services  SRV 7c.
2. Lack of Adequate Employment	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); CAP Riverside will provide o-j-t for 30 youth, and 6 WEX and ESE participants from DPSS in-house; will involve referrals to partner organizations; from January 1 <sup>st</sup> to December 31 <sup>st</sup> of 2022 and 2023	FNPI 1a., FNPI 1b., FNPI 1c., and FNPI 1h., other actual indicators will depend on awarded subcontractor’s services  SRV 7c.
3. Lack of Affordable Health Care	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1 <sup>st</sup> to December 31 <sup>st</sup> of 2022 and 2023	SRV 5b., SRV 5e., SRV 5f. Actual indicators will depend on awarded subcontractor’s services  SRV 7c.
4. Lack of Affordable Childcare	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1 <sup>st</sup> to December 31 <sup>st</sup> of 2022 and 2023	SRV 2c., SRV 7e., and SRV 7f.  Actual indicators will depend on awarded subcontractor’s services

		SRV 7c.
5. Utility Assistance	CAP Riverside provides utility bill assistance; will provide assistance to over 14,000 households from January 1 <sup>st</sup> to December 31 <sup>st</sup> of 2022 and 2023	SRV 4i.
6. Housing Assistance	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1 <sup>st</sup> to December 31 <sup>st</sup> of 2022 and 2023	SRV 4m., SRV 4SRV 4n., SRV 4o. Actual indicators will depend on awarded subcontractor's services  SRV 7c.
7. Food Assistance	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1 <sup>st</sup> to December 31 <sup>st</sup> of 2022 and 2023	SRV 5ii., and SRV 5jj. Actual indicators will depend on awarded subcontractor's services  SRV 7c.
<p><b>Agency Priorities:</b> Rank your agency priorities.</p> <p><b>Description of programs, services, activities:</b> Briefly describe the program, services or activities that your agency will provide to address the need. Identify the number of clients to be served or the number of units offered, including timeframes for each.</p> <p><b>Indicator/Service Category (CNPI, FNPI, SRV):</b> List the indicator(s) or service(s) that will be reported in annual report.</p>		

## Part II: Community Action Plan

CSBG Act Section 676(b)(11)

California Government Code Sections 12745(e), 12747(a)

California Code of Regulations, Title 22, Division 11, Chapter 1, Sections 100651 and 100655

### Vision and Mission Statement

1. Provide your agency's Vision Statement.

*Ending poverty in Riverside County*

2. Provide your agency's Mission Statement.

*Community Action Partnership with the community facilitates opportunities towards self-sufficiency through education, wealth building, energy assistance and advocacy*

## Tripartite Board of Directors

CSBG Act Sections 676B(a); 676(b)(10)

California Code of Regulations, Title 22, Division 11, Chapter 1, Section 100605

State Plan

1. Describe how your Advisory or Governing Board is involved in the decision-making process and participates in the development, planning, implementation and evaluation of programs to serve low-income communities. (CSBG Act Section 676B(a))

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

2. 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), State Plan)

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

3. Describe your Advisory or Governing Board's policy for filling board vacancies in accordance with established bylaws. Include the recruiting process, democratic selections process for low-income board members, and the timeframe established by your agency to fill vacancies. (State Plan)

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.



## Service Delivery System

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

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)

CAP Riverside has a customer intake process for all of its direct programs and services, which utilizes a common comprehensive intake form for all programs. The form captures a variety of demographic, household and income information, and is used to determine eligibility across all programs internally, and for referrals externally. Customer intake data is then entered into a case/data management system.

The County of Riverside Community Action Partnership provides direct services to individuals and families in Riverside County, and yet also sub-contracts community services, through Delegate Agencies and Pre-Apprenticeship employers (who provide on-the-job training in their workplaces to high school juniors and seniors), to address priority needs identified through its biennial community needs assessment. A competitive Request for Proposals/Qualifications (RFP/Q) bid process is conducted by the Riverside County Purchasing Department for the purpose of receiving proposals/qualifications towards determining subcontract awards. Evaluators on the RFP/Q review team ensure selected proposals are reflective of the County of Riverside Community Action Partnership's mission and goals, and that they strongly address identified priority needs.

The County of Riverside Community Action Partnership also incorporates referrals to outside community programs and services as a part of its service delivery strategies.

2. List your agency's proposed programs/services/activities that will be funded by CSBG. Include a brief explanation as to why these were chosen and how they relate to the CNA. (CSBG Act Section 676(b)(3)(A), State Plan)

CAP Riverside's existing CSBG-funded programs and services, to be offered in 2022-2023, include: Alternative Dispute Resolution (mediation, arbitration, peer mediation training, and community education workshops); Pre-Apprenticeship Programs (youth workplace mentor / job training program); Earned Income Tax Credit (EITC), Free Tax Preparation Program (Volunteer Income Tax Assistance - VITA), and year-round free tax-preparation; Saving for Success (an asset-building savings match program for buying a home, continuing education or starting/expanding a business); Tech for Success (provides access to technology for low-income residents via laptops, refurbished desktop computers and internet hot spots); Project Linking Education and Advocacy (LEAD) that recruits, trains, and deploys mentors and tutors to assist students enrolled in after school programs, and disaster preparedness and relief (Cool / Warm Centers, etc.). CSBG funds cover costs for program and administrative staff salaries and benefits, program support and equipment, and administrative expenses. These programs have all resulted from former Community Needs Assessments' priority needs, pilot programs or established programs funded by CSBG discretionary grants and other funding sources (Southern California Edison, IRS, Dispute Resolution Programs Act, Assets for Independence, etc.).

Subcontracted community services, through Delegate Agencies, will be determined after an RFP is released in the second half of 2021, competitive proposals are received and evaluated (by both CAP Riverside staff and Community Action Commission board members), and contract awards are decided upon.

## Linkages and Funding Coordination

CSBG Act Sections 676(b)(1)(B) and (C), (3)(C) and (D), 676(b)(4), (5), (6), and (9)

California Government Code Sections 12747, 12760

Organizational Standards 2.1, 2.4

State Plan

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

An analysis of the community needs assessment identifies what needs to be facilitated via CAP Riverside's service delivery strategies. Anything outside the internal scope of services is flagged as a gap in service for which a community referral must be made. All staff are trained to make referrals to help meet customers' needs. Customers are also directed to 2-1-1 Riverside County Community Connect resource hotline or website for assistance. All in-house programs provide supplemental information about community resources that will enhance CAP Riverside's program benefits. The County of Riverside Community Action Partnership call center and clerical staff maintain a directory of frequently requested programs and services, which is shared with program staff.

Several staff members from various internal agency programs have been trained as community resources specialists. They represent the agency at community workshops, fairs, and events. They also serve as internal reference points for staff seeking services for their customers.

CAP Riverside establishes beneficial partnerships with public, private, community and faith-based service providers to fill identified gaps in its services. CAP Riverside makes referrals to those partners with quality reputations that are located in diverse sites and poverty pockets throughout the county, and that meet a community need. For example, the CAP Riverside holds Energy Clinics countywide, particularly in remote, rural areas. Community partners host the clinics. During these clinics, low-income residents receive information on energy conservation, energy assistance programs, community resources and consumer education. Residents can also complete an application for weatherization, emergency energy assistance and utility payment assistance. CAP

Riverside provides training workshops for the partner agencies. Partners receive training on: energy programs eligibility criteria; how to complete and process applications; energy conservation measures; how to make referrals to community resources; how to read utility bills; helpful consumer tips; cultural diversity; and customer service techniques. Partners also receive resource materials, applications and outreach materials in English and Spanish.

Participants in both short-term and long-term CAP Riverside programs, such as Saving for Success and Pre-Apprenticeship, receive one-on-one case management with the respective Program Manager. Case management is often used as a means of assessing the customer's needs and how they are best addressed. This assessment may include referrals to outside sources. Follow-up case management evaluates the customer's use of resources, including referrals, and is documented in case notes and maintained in the customer's file. An example is documenting the opening of a savings account when an unbanked participant completes a requisite banking course. The use of the resource is tracked by the Program Manager to determine its effectiveness and consideration of additional referrals.

Each CSBG program administered by CAP Riverside leverages CSBG funds with public and/or private funds and in-kind support. CSBG funds are also subgranted to community and faith-based organizations that may use funding to leverage with other funding streams. Grantmaking and fund development is centralized in CAP Riverside's Planning Division. This division generates grant applications for various projects, and tracks funding and resource development efforts.

2. Provide information on any memorandums of understanding and/or service agreements your agency has with other entities regarding coordination of services/funding. (Organizational Standard 2.1, State Plan)

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

3. Describe how services are targeted to low-income individuals and families and indicate how staff is involved, i.e. attend community meetings, provide information, make referrals, etc. Include how you ensure that funds are not used to duplicate services. (CSBG Act Section 676(b)(9), California Government Code Section 12760, State Plan)

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

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

CAP Riverside plans on increasing the number of staff and volunteers it mobilizes for its programs by at least 25% over the next two years, to increase its organizational capacity. The department currently leverages CSBG funds with federal, state and local funding streams. CAP Riverside also recognizes that CSBG funds are subject to federal budget cuts. To minimize the impact of such cuts on programs and services, and to increase the impact of existing and new programs and services on the lives of low-income individuals and families in Riverside County, CAP Riverside will continually seek new funding opportunities, and opportunities to partner with the private, public, community and faith-based sectors to leverage funds with CSBG funds.

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

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

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

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

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

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

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

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

9. If your agency uses CSBG funding to provide employment and training services, describe the coordination of employment and training activities as defined in Section 3 of the Workforce and Innovation and Opportunity Act [29 U.S.C. 3102]. (CSBG Act Section 676(b)(5), State Plan)

CAP Riverside serves as the lead agency and/or is a member of networks, collaboratives and boards that provide services to the poor in Riverside County. This facilitates the agency's efforts to leverage, coordinate, centralize, and share resources and funds to move people out of poverty.

These linkages cover all service constructs such as:

- Child Care: representative on the Local Planning Council for the California Board of Education and board member of Riverside County Child Care Consortium; subcontracting to create more subsidized childcare spaces.
- Youth Mentoring/Tutoring: lead agency of Riverside County Mentor Collaborative (RCMC); member of the Youth Opportunity Council; and member of the PRIME Time After School Programs Coalition; providing Project LEAD mentoring program;
- Employment and Employment Training: partner of the Workforce Development Board; providing Pre-Apprenticeship Program (youth on-the-job mentoring program)



- Alternative Dispute Resolution: member of the National Association of Mediation; contracted mediation services for Riverside Court System; countywide recognized Peer Mediation trainer for schools; authorized trainer of volunteer mediators and community mediation countywide; and authorized trainer for law enforcement agencies on mediation referrals.
- Health, Nutrition, and Food Security: partner with the Riverside County Health Coalition, the California Nutrition Action Plan Coalition, and the Eastside Riverside HEALZone team (Healthy Eating and Active Living); subcontracting for delivering meals, and providing meals for pick up, for senior adults.
- Disaster Preparedness and Relief: member Riverside County Emergency Services Collaborative; lead agency for countywide Cool and Warm Centers; member of State Energy Council Advisory Committee; Emergency Food & Shelter: member on the Emergency Food & Shelter Board for Riverside County.
- Establish neighborhood leaders to assist in disseminating information to residents.
- Secure key contacts with leaders of various organizations in cities throughout Riverside County.
- Create a database, by cities, of community leaders as emergency contacts and local stakeholders.
- Continue ongoing training of staff with the Office of Emergency Services

The County of Riverside Community Action Partnership submits any applicable federal grant proposals to the State of California Single Point of Contact (SPOC) unit for review for duplicity of services. This ensures that there is not duplicity of services within the county when applying for grants.

The County of Riverside Community Action Partnership partners with the Riverside County Department of Public Social Services (DPSS) and its various welfare-related divisions to provide resources and opportunities for recipients of public assistance. This includes referrals from DPSS to CAP Riverside's Savings for Success program, and utilizing/providing on-the-job training to welfare-to-work participants in its Energy and Community Services Divisions.

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

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

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

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

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)

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

## Monitoring

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

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

Program monitoring is conducted by the County of Riverside Community Action Partnership Executive Management staff and Planning Division, and may include any, or all of the following activities:

1. Review of monthly program and financial reports. This includes, but is not limited to: review of progress on outcomes in relation to projections, program performance versus level of expenditures, evaluation of program expenditure reports, compliance with CSBG contract terms and conditions, support documentation, etc.
2. Bi-weekly one-on-one Community Services Division Manager meetings with Program Managers
3. Bi-weekly Community Services team meetings to address opportunities, challenges, etc.
4. Annual performance evaluations
5. Workshop and training evaluations
6. Customer Satisfaction Surveys

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

The following are included in CAP Riverside's monitoring process for subcontractors (called delegate agencies):

- Program Progress Reports (PPRs)
  - monthly – all delegate agencies submit PPRs with Reimbursement Requests and financial reports to the Planning Division
  - PPRs include: Narrative, Statistical and Customer Intake Forms (where applicable)
  - Planning Division reviews PPRs, Reimbursement Requests and financial reports
- Desk-audits

- regularly – for quality control checks, compliance and comparison of financial reports with Fiscal division expenditure reports
- submittals of Reimbursement Requests, PPRs and Customer Intake Forms reviewed for timeliness and progress toward outcomes
- status of insurances, licenses, and registration on SAM.gov checked
- conducted by Planning division
- performed before site visits are conducted
- Site Visits
  - at minimum once per contract year – preferably in the second quarter after contract execution
  - conducted by Planning Division staff members and Fiscal division staff members
  - accompanied by a Commissioner (with previous sign ups done upon monitoring presentation in Community Action Commission Meeting).

## Data Analysis and Evaluation

CSBG Act Section 676(b)(12)

Organizational Standards 4.2, 4.3

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

Data is collected to measure and evaluate the progress of programs as it relates to CAP Riverside's goals.

The County of Riverside Community Action Partnership utilizes various mechanisms countywide for the collection and measurement of customer feedback, including:

- Customer Satisfaction Survey - - measures level of satisfaction regarding service delivery, accessibility and location of services, etc.;
- Monthly program evaluation - - provides feedback from customers about services received;
- Workshop and training evaluation - - provide feedback on curriculum content, etc.;
- Semi-annual site visits to sub-contractors - conducted by the County of Riverside Community Action Partnership staff and Commissioners to verify programmatic data and contract compliance;
- One-to-one feedback and written testimonial from customers - - documented in Impact/Success stories;
- Special event - - e.g. open house, community dialogues, etc. offers opportunities for feedback from a diverse group of stakeholders;
- Program Exit Interview - - provides program graduates' feedback on programs' successes and challenges;
- Customer feedback log - - provides copy of customer feedback, filed by date; and
- Quality Assurance Review - - conducted by Senior Management and Planning to ensure compliance with established policies, procedures, goals, and outcomes.

All programs (external and internal) start the program year with evaluation tools that identify a baseline (beginning point) and benchmarks for each program or service. Participants are

evaluated periodically throughout the contract term, though no less than quarterly, to assess the impact of the program. These scheduled evaluations create benchmarks that show progress toward reaching the program outcome (end results). Some evaluation tools are administered at the end of specific events and activities, such as training and workshops.

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

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

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

CAP Riverside implemented its Tech for Success program to bridge the digital divide in Riverside County. Many Riverside residents lacked access to technology needed for educational or employment purposes (such as job searching online and applying for employment). Participants attend a series of educational workshops where they acquire skills and learn about community resources. Examples of these workshops include financial literacy, raising money smart children, child support, conflict resolution, and access to community resources. Upon completion of these workshops, participants are provided a laptop computer and one year of mobile internet access that help them, and their families thrive and prosper in their lives. Following is illustration of how CAP Riverside has applied elements of the ROMA Cycle to facilitate change in the lives of individuals, in families and in communities in Riverside County:

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

**Planning.** In planning to provide digital devices and internet access, CAP Riverside selected and incorporated strategies designed to move its customers toward self-sufficiency, including: bundling services and utilizing a whole family approach, combining services to help change lives, community engagement and strengthening partnerships to meet the needs.

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

**Achievement of Results.** CAP Riverside staff have established, and are utilizing, measurement tools and performance standards for the Tech for Success program, for accountability and to measure the program's performance and success.

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

## Additional Information (Optional)

### Disaster Preparedness

1. Does your agency have a disaster plan in place that includes strategies on how to remain operational and continue providing services to low-income individuals and families during and following a disaster?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. If so, when was the disaster plan last updated?
The Continuity of Operations Plan was updated in 2020.
3. Briefly describe your agency's main strategies to remain operational during and after a disaster.
CAP Riverside has a continuity of operations plan that ensures essential services will be provided during and after a disaster to the community. The plan outlines the following strategies: <ul style="list-style-type: none"><li>• Essential functions,</li><li>• Interdependencies,</li><li>• Orders of succession and delegations of authority,</li><li>• Staff to perform essential functions,</li><li>• Personnel accountability,</li><li>• Devolution,</li><li>• Internal/external notifications,</li><li>• Vital records management and supplies and equipment,</li><li>• Continuity facilities, and</li><li>• Communication systems.</li></ul>

### Agency Capacity Building

1. Although the CNA focused on Community and Family Level needs, if your agency identified Agency Level need(s) during the CNA process, list them here.
After analyzing the responses to an Agency Capacity Needs Survey, the three top needs identified by CAP Riverside staff were as follows (in descending order): <ol style="list-style-type: none"><li>1. Hiring more regular staff</li><li>2. Recruiting more volunteers</li></ol>



3. Developing more partnerships

2. Describe the steps your agency is planning to take to address the Agency Level need(s).

CAP Riverside plans to address the previously mentioned Agency Level needs in the following ways over the next two years:

1. Increase agency funding streams to provide programs and services
2. Hire two (2) additional staff: one for direct program support and one for contracts/procurement
3. Recruit 50% more volunteers
4. Develop 25% more partnerships across all partnership types

# Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

## Use of CSBG Funds Supporting Local Activities

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

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

## Needs of Youth

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

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

## **Coordination of Other Programs**

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

## **Eligible Entity Service Delivery System**

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

## **Eligible Entity Linkages – Approach to Filling Service Gaps**

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

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

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

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

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

## **Eligible Entity Emergency Food and Nutrition Services**

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

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

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

## **State Coordination/Linkages and Low-income Home Energy Assistance**

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

## **Community Organizations**

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

## **Eligible Entity Tripartite Board Representation**

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

## **Eligible Entity Community Action Plans and Community Needs Assessments**

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

## **State and Eligible Entity Performance Measurement: ROMA or Alternate System**

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

## **Fiscal Controls, Audits, and Withholding**

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

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

## State Assurances and Certification

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

[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.

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

## Organizational Standards

### MAXIMUM FEASIBLE PARTICIPATION

#### 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.

#### Category Two: Community Engagement

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

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

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

#### Category Three: Community Assessment

**Private Agency - Standard 3.1** Organization conducted a community assessment and issued a report within the past 3 years.

**Public Agency - Standard 3.1** 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.

## VISION AND DIRECTION

### Category Four: Organizational Leadership

**Private Agency - Standard 4.1** 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.

**Public Agency - Standard 4.1** 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, or comparable planning process.

## Appendices

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

Document Title	Appendix Location
Copy of the Notice of Public Hearing	A
Low-Income Testimony and Agency's Response	B
Survey Tool	C
Survey Distribution Log	D
Community Member Survey Results	E
Focus Group Results Summary	F
County Profile	G
Riverside County COVID 19 Data	H
Riverside County Affordable Housing Needs Report	I
U.S. Bureau of Labor Statistics - Riverside Area Economic Summary	J
California Child Care COVID-19 Impact Data	K



# Appendix A

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

NOTICE IS HEREBY GIVEN that a public hearing at which all interested persons will be heard, will be held before the Board of Supervisors of Riverside County, California, on the 1<sup>st</sup> Floor Board Chambers, County Administrative Center, 4080 Lemon Street, Riverside on **Tuesday, June 22, 2021 at 9:30 a.m.**, or soon thereafter, to receive public input on the County of Riverside Community Action Partnership (CAP Riverside) 2022/2023 Community Action Plan (CAP). CAP Riverside is funded by the Community Service Block Grant (CSBG), which requires a local 2-year plan of action for assisting low-income residents in the County. The CAP establishes goals, objectives and strategies for planning and implementing programs that promote self-sufficiency for the poor and facilitate ending poverty in Riverside County.

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

A draft copy of the 2022/2023 Community Action Plan, in its entirety is currently available at CAP Riverside, 2038 Iowa Avenue, Suite B-102, Riverside, CA 92507 and on the web at [www.capriverside.org](http://www.capriverside.org) for review prior to the hearing. A finalized copy will be available at the CAP Riverside office, and on its website, after the hearing. For further information regarding the 2022/2023 CAP, please contact Mark Berndt, Planning Division, at 951-955-3220.

Any person wishing to testify in support or opposition may do so in writing between the date of this notice and the public hearing, or may appear and be heard at the time and place noted above. If you are unable to attend the public hearing, you can send written testimony to the address below or email comments to [cob@rivco.org](mailto:cob@rivco.org) (Subject: 2022/2023 CAP). All written comments received prior to the public hearing will be submitted to the Board of Supervisors and the Board of Supervisors will consider such comments, in addition to any oral testimony, before making a decision on the proposed CAP Riverside 2022/2023 Community Action Plan (CAP).

Please send all written correspondence to: Clerk of the Board, 4080 Lemon Street, 1st Floor, Post Office Box 1147, 4080 Lemon Street, 1<sup>st</sup> floor, Riverside County, CA 92502-1147 or email [cob@rivco.org](mailto:cob@rivco.org)

Alternative formats available upon request to individuals with disabilities. If you require reasonable accommodation, please contact Clerk of the Board at (951) 955-1063, at least 72 hours prior to the hearing.

Dated: June 10, 2021

KECIA R. HARPER  
Clerk of the Board of Supervisors

# Appendix B

## Public Testimony

<b>Community Member Testimony</b>
<b>Name:</b> Gabriel G.
<b>Testimonial:</b> Sí he recibido asistencia con el pago de los bilés en esta pandemia, fue de gran ayuda, y si necesitara ayuda con algún programa dental ya que no tengo aseguranza dental .si puede darme esa información le agradecería.  I have received assistance with bill payments during this pandemic, it was great help, and I would like assistance with Dental programs since I do not have Dental insurance. If you can give me some information, I would be very thankful.  Via Email
<b>CAP Response</b>
Cap riverside does not provide financial assistance for Dental Care. However, CAP Riverside provides referral with agencies that may be able to assist with this need.

<b>Community Member Testimony</b>
<b>Name:</b> Jessica V.
<b>Testimonial:</b> After carefully reviewing this information, I feel it is very accurate and on point. At least for myself and family. I am still struggling to find stable childcare and employment which is making it very difficult to find a job that would help keep my family above float. I am very grateful for the assistance we received and how helpful everyone has been. I am now utilizing the workforce to help with furthering my education to help obtain a stable job in the medical field.  I hope this information helps, thank you all for the hard work you guys have dedicated to our community.  Via Email
<b>CAP Response</b>
CAP Riverside subcontracts to delegate agencies and in the request for proposals childcare is a funding priority.

<b>Community Member Testimony</b>
<b>Name:</b> Rosa C.
<p><b>Testimonial:</b></p> <ul style="list-style-type: none"> <li>Do you feel that these needs 8 needs that we have identified are important? Can you please tell me what you think about these 8 needs we identified in our survey? Do you agree with these needs? Yes, they are accurate. I have been struggling with needing employment assistance- unable to get a job, need rental assistance, utility assistance as well. I am not receiving unemployment. did not apply to united lift. Passed by the office and will apply to this as soon as possible.</li> <li>What do you think about how we are choosing to respond to these needs? How do you feel about this? Well...in this case during the pandemic everything is a need. Most healthcare and rent and most people do not have a job. This is good to focus on right now. That way we can help more and in need. Last TAP job assignment ended march. Has been talking to Josephine Hemet regarding assistance.</li> </ul> <p>Via Telephone</p>
<b>CAP Response</b>
CAP Riverside is addressing most of the need's addresses in the comment above either directly or through subcontracted agencies. All the needs are funding priorities in the request for proposal.

<b>Community Member Testimony</b>
<b>Name:</b> Cynthia M.
<p><b>Testimonial:</b></p> <p>I am very interested in any programs to assist in finding work. Do you offer this currently?</p> <p>Via Email</p>
<b>CAP Response</b>
CAP Riverside does not provide employment assistance. However, we do subcontract to delegate agencies that prioritizes the need for Employment Assistance.

<b>Community Member Testimony</b>
<b>Name:</b> Crystal A.
<p><b>Testimonial:</b></p> <p>I am not sure if I was supposed to respond to this email but I would like to suggest pest control... I know people think that just cleaning your house would work but it doesn't and simple spray don't work and sometimes you just need a professional...Pest Control is necessary for building up healthy lives and no one should have to live or grow up with them. We had recently purchased a home and was told that it was tented and good to go only to find out we have termites and roaches...being a first time home buyer we didn't ok now what to do... Having 5 kids and no extra money for pest control because they are all about \$150+for first service and \$80-90 to continue service monthly... I could afford \$80 but not the first initial service...we had to live with the bugs for almost a year until we could afford to take action...and now still trying to figure out what to do with the termite issues because at the moment we can't afford the treatment...I would like you consider Pest Control to be added to your list thinks for your time ...If you have any questions or concerns regarding this letter feel free to contact me.</p> <p>Via Email</p>
<b>CAP Response</b>
Cap riverside does not plan to address this need presently, but we can offer referrals to programs that do address the need for home improvement.

<b>Community Member Testimony</b>
<b>Name:</b> Anonymous Comcast Customer
<p>Yes, the 8 needs you identified are very important.</p> <p>When my wife passed away late last year, I was having some problems despite having insurance still the funeral expenses runs over. I have to come to Community Action Partnership for help. All the needs you addressed is very valid. Thank you for the good work.</p>
<b>CAP Response</b>
CAP met the customer's expectations.

## Community Member Testimony

**Name:** Roxanne J.

### Testimonial:

- Do you feel that these needs 8 needs that we have identified are important?

Yes, each and every single need is very important.

- Have you experienced any of these needs?

Yes, I have experienced a lot of these needs.

- Would you be willing to share some details about what you have experienced?

Yes, I would love to share. Many years ago, I was behind in rent and was unable to pay rent for that month. I called the Community Action Partnership and they helped me pay my rent.

Every year I have trouble paying my light bill. I have a breathing machine and I use a lot of electricity. Community Action Partnership Share and Li-Heap Program have saved me a million times in assisting me with the light bill and prevented my lights from getting turned off. There were several times I was close to disconnection and the Community Action Partnership program saved me. Community Action Partnership Savings Program helped me financially to get my company. Community Action Partnership put me in their newsletter, (see attached newsletter) because I referred thousands to them to help and they helped every last one of the thousands. Community Action Partnership sent me and 2 other girls to the No Room for Poverty Rally held in Washington DC, because we were picked by the Community Action Partnership because of our contribution to helping the less fortunate (see article) and(see newspaper article). Community Action Partnership also did a video on me in regard to them helping me start and open my business.

- Can you think of another need that we have not addressed?

It would be very nice if low income families can get assistance with a gas card. Because a lot of times people lose out, because they don't have enough gas in their car to either get to an interview, or to get to work, or to get assistance for a bill or something, or unable to make it to a doctor's appointment. Because a person does not have gas in their car, it can cause them to either lose their job, not able to get a bill paid, not able to make it to an appointment or anything else. I lost out on a job, I lost out on getting assistance for my lights, and I failed an exam all because I didn't have enough gas in my car to get there.

- What do you think about how we are choosing to respond to these needs?

I think it is great. We appreciate others trying to fulfil other's needs. However, lack of affordable dental care is not more important than getting an eviction or getting our lights and gas turned off.

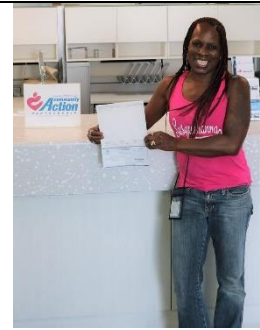
- How do you feel about this?

I feel good about what the Community Action Partnership does for the community. The Community Action Partnership saved millions of families from getting evicted, having the lights turned off, having the gas turned off and saved families that had no food. This program has made a huge difference in so many people lives we are grateful. And I am speaking on behalf of the millions that Community Action Partnership assisted.

Via: Email

### CAP Response

CAP Riverside does not provide financial assistance with Gas cards.



<b>Community Member Testimony</b>
<b>Name:</b> Donna M.
<b>Testimonial:</b> <ul style="list-style-type: none"> <li>Do you feel that these needs 8 needs that we have identified are important?</li> </ul> Yes, these are important <ul style="list-style-type: none"> <li>Have you experienced any of these needs? Would you be willing to share some details about what you have experienced?</li> </ul> Yes, I have experienced several of these needs. <ul style="list-style-type: none"> <li>Can you think of another need that we have not addressed?</li> </ul> I would like to add assistance with extracurricular activities for children such as swimming lessons, sports, etc. Also, assistance in buying school clothes/shoes. <ul style="list-style-type: none"> <li>What do you think about how we are choosing to respond to these needs?</li> </ul> I appreciate you reaching out to the community <ul style="list-style-type: none"> <li>How do you feel about this?</li> </ul> I feel confident CAP will help provide our needs & am greatly for it. Via: Email
<b>CAP Response</b>
CAP Riverside does not provide financial assistance for school clothes and shoes, but we provide extracurricular activities through our Youth Programs – with Project Lead, Tutoring and Mentorship programs. Outside of middle school students, we do not provide extracurricular activities. However, we do subcontract to delegate agencies and in the request for proposals tutoring and mentoring youth is a funding priority.

<b>Community Member Testimony</b>
<b>Name:</b> Lois D.
<b>Testimonial:</b> You guys are doing a wonderful job.  Via: Email
<b>CAP Response</b>
CAP met the customer's expectations.

<b>Community Member Testimony</b>
<b>Name:</b> Jaelynn N.
<b>Testimonial:</b> Lack of affordable housing especially for seniors. Via: Email
<b>CAP Response</b>
CAP Riverside does not provide affordable housing. However, we do subcontract to delegate agencies that prioritizes the need for housing assistance.

<b>Community Member Testimony</b>
<b>Name:</b> Sandra J.
<b>Testimonial:</b> <ul style="list-style-type: none"> <li>• Do you feel that these needs 8 needs that we have identified are important? Yes</li> <li>• Have you experienced any of these needs? Would you be willing to share some details about what you have experienced? No assistance other than California, who have been great</li> <li>• Can you think of another need that we have not addressed? You have addressed them.</li> </ul> Via: Email
<b>CAP Response</b>
CAP met the customer's expectations.

<b>Community Member Testimony</b>
<b>Name:</b> Melissa G.
<b>Testimonial:</b> <p>Melissa agreed with the results of top needs of the County. She was fortunate enough that she didn't get laid off from her job, but some of her family members were laid off. Financial Assistance was something she and her family needed and is happy that CAP is focusing on fixing lack of adequate employment.</p> Via: Phone Interview
<b>CAP Response</b>
CAP met the customer's expectations.

<b>Community Member Testimony</b>
<b>Name:</b> Daniel K.
<b>Testimonial:</b> <p>Daniel lost his job during the pandemic. He was not considered an essential worker. He worked as a substitute teacher for RUSD. So, he definitely agrees on Financial Assistance and Employment as being a top need. Although he is working again, assignments for subbing aren't as consistent, so any assistance helps.</p> Via: Phone interview
<b>CAP Response</b>
CAP met the customer's expectations.

## Community Member Testimony

**Name:** Mary A.

### **Testimonial:**

I am not sure if you are asking us to put this in order but if so, here are my thoughts. Financial assistance should be the top priority because so many people are in need, especially right now. The second should be housing. I understand food, employment tied in with childcare are important but when a person is not stable, they can't focus on anything else especially when there are kids involved. Maybe provide families with move-in cost and rental assistance for a short period of time until they get on their feet. Doing so, you must also incorporate guidelines that they have to look for employment, etc. so people don't slack off during that short time and do nothing and when the time is up, they are back at square one. While you are providing housing assistance, utility assistance, food, and childcare would be extremely important during this time. Unfortunately, I feel that dental and healthcare would be last. When people are trying to survive dental and health care is the last thing on a person's mind unless they have serious problems. What I feel that should be addressed is packaging these services into a program. Each service is issued individually for that moment. How can you package this and help assist a person to grow? These services are to provide people with their current needs but what about their future? If there isn't a system in place to help a person grow, they will be in the same predicament 3 to 5 years from now. Struggles shouldn't be lifelong but temporary. I guess I feel this way because I am in the process of creating a program to help people cope with their current situation while pursuing growth. I feel that is what is missing now. The services that are in place save people from their decisions or circumstances but don't educate a person not to put themselves in that situation again. So many people are not taught financial responsibility nor taught to want more out of life. Some people feel that their surroundings and the current situation are what life is all about. There needs to be a program to educate others on how to improve their situation and what steps they need to take to do it. The welfare department is trying to implement growth in their system but the way they are going about it is wrong. They are forcing people to take jobs that are not capable of paying their bills. Not only are these jobs not paying their bills, but it's also not jobs that they would want to make a career out of. The Housing Authority and your company have the savings program which is a good thing but the downfall is that it's optional. It shouldn't be optional. People need to learn how to make sacrifices for their wants and start saving for their needs of their future. I know it takes work and time to follow up on people but I think ya'll should sit with each person and come up with a budget per family. Take people bills into consideration and their needs then the leftover money, force people to take the leftover money and save a certain percentage of that. Make this mandatory as long as they want to receive services from your organizations. I understand that your organization is not on a consistent basis like housing so that is why I feel that ya'll should collaborate together. Housing has the "power" to force people to save up because their clients need their services on a long-term basis. Take advantage of this and force people to save up for their future, go get an education, whether it's college, trade school, or even their own business so they will not be stagnant in life. Let them know once they are off the program, they will have access to their savings. This growth process is what has been lacking. There needs to be caseworkers in place to keep up with the progress of these clients to check-in and make sure they are staying on track. Maybe quarterly or every 6 months, the clients



should be required to meet with their casework and prove that they are growing and if not, they will be sanctioned. That is the only way some people would be willing to grow. These programs that y'all are providing should be temporarily not forever. Society has been conditioned and taught to stay on these programs forever and taking advantage of them and using it in a bad way. Those people who don't want anything out of life and just want to stay on these programs forever are taking the spots that can be available for those that really needs the help. This is just my opinion. Don't get me wrong, I appreciate everything that your organizations are doing because you all have helped me out tremendously. I wasn't always in my situation. I was independent and didn't need any services until I decided to care for 11 kids at one time due to me taking on my nieces and nephews along with my 5 kids. Making that decision set me back and that is how I was in need of getting assistance. Now that things are getting back to normal, I do not want to be on any of these programs forever. That is why I started my own business, working on a non-profit and growing personally. My goal is to be complete financially stable within the next couple of years. In the meantime, I limit myself also to accepting services because I feel that there are more people in need than myself and I rather you help them instead of me. The only time I want to reach out and get help is when I am in dire need. I don't want to use ya'll service as a backup plan to my decisions. I want to be forced to make the right decisions so that I won't need ya'll at all.

As far as the second set of questions, it goes back to what I stated above. I just wish there was a way to force people to grow instead of being stagnant and keep being irresponsible. I wish there was a way to hold people accountable for their actions and mandated to grow in order to get ya'll services. Another idea I came up with is support groups. Some people are a product of their environment and weren't taught to want more. Maybe forcing people to attend x amount of support groups force these people to interact with other people outside their current surroundings. Those that don't want or were not taught to want to grow would interact with those that do or was taught. Maybe this will help motivate them to say if they can do it maybe this is something I would like to do also. Its hard to break people out of bad habits if that is all they are surrounded by. These support groups will put them in a new environment and hopefully motivate them to grow in life.

Via: email

**CAP Response**

CAP Riverside promotes, supports, and develops community resources. Support includes networking opportunities, leveraging partnerships, technical assistance, and program monitoring. Multi-lingual outreach includes publicity, community presentations, energy clinics, community meetings, community events, flyers, brochures and mailings. CAP Riverside collaborates with private sector social services organizations, school districts, and post-secondary education institutions.

<b>Community Member Testimony</b>
<p><b>Testimonial:</b></p> <p>I feel the need to have some Counseling would help many individuals and families.</p> <p>Because when a person or family cannot meet or receive any funds or resources of the topics mentioned--suicide can be very tormenting and people take their lives because they can't get help or turn to addictions that can harm themselves or others.</p> <p>Via: Email</p>
<b>CAP Response</b>
<p>CAP Riverside does not provide Counseling. However, we do subcontract to delegate agencies that prioritize the need for counseling and mental health.</p>

<b>Community Member Testimony</b>
<p><b>Name:</b> Deborah C</p>
<p><b>Testimonial:</b></p> <p>Upon review of pages 16 and 17 of the Community action Plan 2022-23, I would have only one possible change concerning the identified childcare “level”. While it is listed as a family need, the dire lack of childcare that currently exists in Riverside County is it at a crisis level. COVID - 19 forced the closure of many childcare sites that have not reopened and many that have closed their doors permanently. If parents cannot find adequate care for their children, they are unable to work, or participant in education/training programs. Additionally, if the childcare is not provided in a safe, secure, and stable environment there will be employees who are not entirely focused of their work, many times arriving late or leaving early or being absent altogether affecting work productivity. All these factors affect the community as well as families.</p>
<b>CAP Response:</b>
<p>CAP Riverside has made changes to our Community Action Plan to include Childcare level as a community need as well as a family and individual need.</p>



# County of Riverside Community Action Partnership



## COMMUNITY MEMBER NEEDS SURVEY

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

### GENERAL INFORMATION

1. What city do you live in? \_\_\_\_\_

2. How many people live in your household?

- 1
- 2
- 3
- 4
- 5
- 6+

3. What is your age? \_\_\_\_\_

4. How many people living in your household are each of the following ages?

	How Many Are:
Under 5	
5-17	
18-24	
25-54	
55-64	
65-75	
75+	

5. What is your gender?

- Female
- Male
- Prefer to describe as \_\_\_\_\_

6. What language do you speak at home?

- English
- Spanish
- Other: \_\_\_\_\_

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

- Hispanic, Latino, or Spanish origin
- Black/African American
- Asian
- Native Hawaiian
- White
- American Indian or Alaskan Native
- Pacific Islander
- Other: \_\_\_\_\_

**TRANSPORTATION**

**8. What is your PRIMARY mode of transportation? Check one:**

- Car/Motorcycle
- Bus/Metrolink
- Ride with others
- Bicycle/skateboard/scooter
- Taxi/Uber/Lyft
- Walking

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

- |   |   |
|---|---|
| <input type="checkbox"/> Cannot afford gas                        | <input type="checkbox"/> Cannot afford car repairs              |
| <input type="checkbox"/> No access to a car                       | <input type="checkbox"/> No car insurance                       |
| <input type="checkbox"/> No driver's license or license suspended | <input type="checkbox"/> Bus/Metrolink too far away             |
| <input type="checkbox"/> Bus/Metrolink too expensive              | <input type="checkbox"/> Bus/Metrolink schedule is inconvenient |
| <input type="checkbox"/> Does not apply                           |   |

**NEEDS**

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

- Yes                       No

**11. What are the top three things you've had trouble with this year? Please number your 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> top needs.**

- Adult education/GED programs \_\_\_\_\_
- Animal Care \_\_\_\_\_
- Child care \_\_\_\_\_
- Dental care \_\_\_\_\_
- Documentation Status \_\_\_\_\_



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- Domestic violence assistance \_\_\_\_\_
- Employment \_\_\_\_\_
- English (ESL) Classes \_\_\_\_\_
- Financial assistance \_\_\_\_\_
- Food assistance \_\_\_\_\_
- Health care \_\_\_\_\_
- Housing Assistance \_\_\_\_\_
- Job training \_\_\_\_\_
- Legal assistance \_\_\_\_\_
- Mental health services \_\_\_\_\_
- Parenting classes \_\_\_\_\_
- Safety/crime prevention \_\_\_\_\_
- Senior citizen services \_\_\_\_\_
- Substance abuse assistance \_\_\_\_\_
- Transportation \_\_\_\_\_
- Veterans services \_\_\_\_\_
- Utility assistance \_\_\_\_\_
- Youth programs/tutoring \_\_\_\_\_

**12. Did you get any help or service on those 3 needs?**

- No
- Yes, a Community Action Partnership (CAP) program.
- Yes, I received support from a program not run by CAP.

**13. If so, which programs did you receive support from?**

---

**EMPLOYMENT & INCOME**

**14. Do you work for pay?**

- Yes
- No

**15. If you do work, do you have more than one job?**

- Only one
- Two
- Three
- 4+

**16. Do you work full-time? (40 hours/week)**

- Yes
- No

**17. Do you work seasonal or temporary jobs?**

- Yes
- No

**18. What type of job do you have?**

- Construction
- Manufacturing
- Retail
- Service and Hospitality
- Transportation and Utilities
- Healthcare
- Education
- Logistics – Warehousing and Distribution
- Farming, Fishing, or Forestry
- Other: \_\_\_\_\_

**19. Does your job provide health insurance?**

- Yes
- No

**20. Do you receive any of these:**

- Medi-Cal/Medicaid (Healthcare for low-income individuals.)
- Medicare (Medicare is health insurance for people 65 years and older and people under 65 with disabilities.)
- None
- Does not apply

**21. Do any of these things prevent you from working? Check all that apply.**

- |   |  |
|---|--|
| <input type="checkbox"/> Caring for Family                  | <input type="checkbox"/> Criminal History        |
| <input type="checkbox"/> Lack of Necessary Education/Skills | <input type="checkbox"/> Do Not Speak English    |
| <input type="checkbox"/> Health Problems                    | <input type="checkbox"/> Retired                 |
| <input type="checkbox"/> Student                            | <input type="checkbox"/> Transportation problems |
| <input type="checkbox"/> Drug/alcohol problems              |  |

**22. What will your household income be this year?**

\_\_\_\_\_

**23. Many families receive help from various sources. Please check all the services that you received help from:**

- Child Support
- CalFresh (Food Stamps)
- Disability
- Temporary Assistance to Needy Families (CalWorks)
- Social Security
- Retirement/Pensions



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- Unemployment Insurance
- Women Infant and Children (WIC)
- Worker's Compensation
- Section 8 Housing Subsidy
- Low Income Housing Energy Assistance Program
- Other:

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

- Yes                       No

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

- They do not use them because they feel too ashamed to use them
- They do not use these programs because of their documentation status
- They do not know about available programs
- They can't access available programs
- Applying is too complicated
- It is too hard to get them
- They are not eligible for available programs
- Most people who need the programs use them

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

- |  |  |
|--|--|
| <input type="checkbox"/> Borrowed money to pay bills           | <input type="checkbox"/> Fell behind on rent or mortgage payments  |
| <input type="checkbox"/> Pawned or sold valuables to pay bills | <input type="checkbox"/> Had property (car, furniture) repossessed |
| <input type="checkbox"/> Pressured by a bill collector         | <input type="checkbox"/> Used a check-cashing service              |
| <input type="checkbox"/> Used a payday loan service            | <input type="checkbox"/> Had utilities shut off                    |

### **HOUSING & ENERGY**

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

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



## County of Riverside Community Action Partnership

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

- Yes                       No

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

- I was evicted
- I cannot find affordable housing
- I was homeless
- My house was foreclosed
- I live in a condemned house
- I was threatened with eviction
- My physical disability makes it hard to find housing
- None
- Does not apply

**30. What is your rent/mortgage payment each month? \_\_\_\_\_**

**31. What do you pay for utilities (water, electricity, gas) each month? \_\_\_\_\_**

### **FOOD & NUTRITION**

**32. "We couldn't afford to eat healthy meals." Was that often, sometimes, or never true for your household in the last 12 months?**

- Often True
- Sometimes True
- Never True

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

- Yes                       No

**34. In the past 12 months, have you used any of the following food resources? Check all that apply:**

- Food pantry
- School breakfast/lunch program
- WIC
- Meals on Wheels
- Summer meals for kids
- Senior center meal programs
- Cal fresh (food stamps)
- None of the above



**HEALTH & SAFETY**

**35. Do all the adults in your household have health insurance? (including Medical/Medicaid and Medicare)?**

- Yes
- No

**36. Do all the children in your household have health insurance?**

- Yes
- No

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

- Medical care
- Dental care
- Vision care
- Mental health care
- Prescription drugs
- None Apply

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

- It costs too much
- Cannot afford prescriptions
- Have no insurance
- Nervous/afraid to go
- Did not know where to go
- Religious reasons
- Could not get childcare during the appointment
- Have no way to get to or from the appointment
- The medical office was not open when I could get there
- It takes too many days to get an appointment
- The doctor does not accept new patients
- The doctor does not accept Medicaid
- Other: \_\_\_\_\_



## County of Riverside Community Action Partnership

*If you do not have at least one child under the age of 18 living in your household, please skip to the "Impacts of COVID-19" section below.*

### **CHILDREN & YOUTH**

**39. What do you currently use to meet your childcare needs? Check all that apply:**

- |   |  |
|---|--|
| <input type="checkbox"/> After school program                 | <input type="checkbox"/> Children are old enough to be left on their own |
| <input type="checkbox"/> Day care center                      | <input type="checkbox"/> Head Start/Early Head Start                     |
| <input type="checkbox"/> Parent, family friends, or neighbors | <input type="checkbox"/> Children are in school                          |
| <input type="checkbox"/> Registered child care provider       | <input type="checkbox"/> Informal babysitter                             |

**40. How do you pay for your childcare?**

- I pay for it myself
- I use a Free Program
- I get a discount (such as the Early Care and Education (ECE) program)
- Not Applicable

**41. Do any of these things prevent you from getting enough childcare?**

- I cannot afford it
- Infant care was not available
- I do not trust day care centers
- Days/times needed were not available
- The day care center had no available slots
- The quality of the day care center was not good
- Other: \_\_\_\_\_

### **IMPACTS OF COVID-19**

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

- Yes       No

**43. Were you evicted or unable to pay your rent or mortgage due to financial hardships caused by the COVID-19 Pandemic?**

- Yes       No

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

- Yes       No

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

- Yes       No



## County of Riverside Community Action Partnership

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

- Yes       No

### **INDIVIDUAL INFORMATION**

*Remember your responses are not connected to any personal information. This information will only be used to help provide services to the residents of Riverside County.*

**47. What is the highest level of education you have completed?**

- Less than a high school degree  
 High school diploma/HSE/GED  
 Trade/Vocational school  
 Some college  
 Bachelor's degree  
 Graduate degree or professional degree

**48. What is your marital status?**

- Single  
 Married  
 Separated  
 Divorced  
 Domestic Partner  
 Widowed

**49. Does anyone in your household have a disability?**

- Yes  
 No

### **CUSTOMER SATISFICATION**

**50. Have you received services from Community Action Partnership (CAP) or its programs in the past 12 months?**

- Yes     No     Do not know

**51. Please list any Community Action Partnership programs you have used in the past 12 months:**

---

---

**52. If you have received services from Community Action Partnership, how satisfied were you with the actual services provided to you?**

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not satisfied
- Does not apply

**53. How satisfied were you with the staff and how you were treated?**

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not satisfied
- Does not apply

**54. If you were unsatisfied with any of the services that you received, please tell us why:**

- I had to wait too long to receive the service.
- I did not have transportation to access services.
- I was embarrassed to use the service.
- I was not considered eligible for the service I needed
- I had trouble collecting the right paperwork that CAP wanted.
- Other: \_\_\_\_\_

## Appendix D

Survey Distribution Log			
Location	City	Type of Event	Date
Community Action Partnership	Riverside	VITA	4/9/2021 - 5/7/2021
Community Action Partnership	Riverside	Utility Assistance	4/9/2021 - 5/7/2021
Mecca Family and and Farmworkers Service Center	Mecca	VITA	4/17/2021
Kids and Family Foundation	Riverside	Food Distribution	4/21/2021
Thousand Palms Community Center	Thousand Palms	VITA	4/22/2021
Coachella Valley Rescue Mission	Indio	Tabling	4/22/2021
Well in the Desert	Palm Springs	Tabling	4/23/2021
Martha's Village and Kitchen	Indio	Tabling	April 2021
Bordwell Park	Riverside	Tabling	4/27/2021
Dales Senior Center	Riverside	Tabling	4/27/2021
La Sierra Senior Center	Riverside	Tabling	4/27/2021
Villegas Park	Riverside	Tabling	4/27/2021
Janet Goeske Center	Riverside	Tabling	April 2021
Albert Chatigny Community Center	Beaumont	Tabling	April 2021
Lakeview Chapel	Lake Elsinore	Tabling	April 2021
Our Lady of Perpetual Help	Riverside	Food Distribution	4/27/2021
Orange Grove Church	Riverside	Food Distribution	April 2021
La Sierra SDA Church	Riverside	Food Distribution	4/28/2021
Temple Phat Tue	Riverside	Church	5/2/2021

Survey Distribution Log - Virtual	
Organization/Program	Circulation Type
Community Action Partnership (CAP)	Website, Facebook, Twitter, Instagram
Riverside County Employees	All County Email
Commissioners	Email
District 3 - Chuck Washington	Bulletin, Facebook, Flyers
CAP - Cool and Warm Centers	Email - Distribution List
CAP - VITA	Email - Distribution List
CAP - Utility Assistance	Email - Distribution List
CAP - Savings for Success	Email - Distribution List
CAP - CARES	Email - Distribution List
CAP - Head Start Centers	Email - Distribution List
CAP - Tech for Success	Email - Distribution List
CAP - Pre-Apprenticeship	Email - Distribution List
CAP - Project Lead	Email - Distribution List
CAP - RCMC	Email - Distribution List
CAP - Programs and Volunteers	Email - Distribution List
CAP - Energy	Email - Distribution List
Martha's Village and Kitchen	Email - Distribution List
Colorado River Senior Citizen	Email - Distribution List
The Path of Life Ministries	Email - Distribution List
Consortium of Early Learning Services	Email - Distribution List
Galilee Center	Email - Distribution List
Catholic Charities	Email - Distribution List
FSA	Email - Distribution List
One Future	Email - Distribution List
IEHP	Email - Distribution List
RCHF	Email - Distribution List
United Way	Email - Distribution List

## Appendix E

### COMMUNITY MEMBER SURVEY ENGLISH RESULTS

#### GENERAL INFORMATION

##### 1. What city do you live in?

City	Count of Respondent
Arlington	13
Banning	42
Beaumont	41
Blythe	30
Cabazon	7
Calimesa	4
Canyon Lake	5
Cathedral City	52
Coachella	57
Corona	102
County of Riverside	39
Desert Hot Springs	56
Eastvale	10
Hemet	198
Homeland	6
Indian Wells	5
Indio	194
Jurupa Valley	58
La Quinta	37
Lake Elsinore	64
Mecca	28

Menifee	62
Mira Loma	4
Moreno Valley	256
Murrieta	58
Norco	13
North Palm Springs	2
Nuevo	12
Palm Desert	31
Palm Springs	68
Perris	89
Rancho Mirage	7
Ripley	2
Riverside	775
Rubidoux	3
San Jacinto	66
Sun City	8
Temecula	57
Thermal	29
Thousand Palms	12
Whitewater	4
Wildomar	27
Grand Total	2633

##### 2. How many people live in your household?

Number of people in your household	Value
1	367
2	563
3	489
4	476
5	325
6+	309
Unknown	104
Grand Total	2633

**3. What is your age?**

Ages	Count of Respondent
18-24	78
25-54	1558
55-64	487
65-75	308
75+	90
Unknown	112
Grand Total	2633

**4. How many people living in your household are each of the following ages?**

Age Group	# in Household	Count of Respondent	% of Respondents who have a household member in this age group
Under 5	612	463	18%
5-17	2110	1090	41%
18-24	956	626	24%
25-54	3174	1686	64%
55-64	1143	673	26%
65-75	1139	467	18%
75+	555	192	7%

**5. What is your gender?**

Category	Count of Respondent
Female	2008
Male	600
Prefer to describe as	8
Unknown	17
Grand Total	2633

5 Text Responses - Other Gender
Lesbian trapped in a male body
Man
Non-binary
Human
N/A
Transgender
Genderqueer
Spanish/English

**6. What language do you speak at home?**

Category	Count of Respondent
English	2325
Other	117
Spanish	180
Unknown	11
Grand Total	2633

Other	
als sign language	1
Amharic	1
Arabic	2
Arabic	1
arbia	1
Bangla	1
Bilingual	1
Bilingual (Spanish)	1
both	7
Both	5
Both English & Spanish	2
both English and spanish	6
Both English and Spanish	3
Both english and spanish. prodominetly spanish though.	1
Both English and Spanish---why didn't you add an option for multiple...this survey was created terribly biased	1
both English/Spanish	1
Both: English and Spanish	1
Chinese	1
english	1
english owner vietnamese	1





## County of Riverside Community Action Partnership

English & Spanish	1
English and Korean	1
English and Spanish	15
English and Spanish	9
English and Spanish both	1
english spanish	4
English, and Vietnamese	1
English, spanish	1
english/spanish	6
filipino	1
Filipino	1
Filipino / English	1
indegenuous	1
Inglish and spanish	1
J	1
Korean	2
Korean	1
Mandarin	1
multi	1
Multiple	1
n/a	1
Persian	1
philipino	1
Philippin	1
Polish	1
Portugese	1
Punjabi	1
PurÃ©pecha	1
slang	1
Spanglish	1
Spanish and English	1
Tagalog	6
Vietnamese	8
Vietnamese	2
<b>Total</b>	<b>117</b>

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

Label	Count of Respondent
Hispanic, Latino, or Spanish origin	1094
Black/African American	378
Asian	123
Native Hawaiian	8
White	1080
American Indian or Alaskan Native	81
Pacific Islander	28
Other	76

### **TRANSPORTATION**

**8. What is your PRIMARY mode of transportation? Check one:**

Labels	Count of Respondent
Car/Motorcycle	2214
Bus/Metrolink	111
Walking	88
Ride with others	79
Unknown	72
Taxi/Uber/Lyft	37
Bicycle/skateboard/scooter	32
Grand Total	2633

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

Label	Count of Respondent
Cannot afford gas	589
Cannot afford car repairs	787
No access to a car	267
No car insurance	178
No driver's license or license suspended	188
Bus/Metrolink too far away	162
Bus/Metrolink too expensive	83
Bus/Metrolink schedule is inconvenient	126
Does not apply	1138



**County of Riverside  
Community Action Partnership**

**NEEDS**

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

Labels	Count of Respondent
No	1328
Yes	1049
Unknown	256
Grand Total	2633

**11. What are the top three things you've had trouble with this year? Please number your 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> top needs.**

Category	Priority 1	Priority 2	Priority 3
Adult education/GED programs	65	20	37
Animal Care	84	67	62
Child care	223	59	47
Dental care	264	170	109
Documentation Status	25	25	17
Domestic violence assistance	17	14	6
Employment	251	123	85
English (ESL) Classes	11	10	9
Financial assistance	201	166	141
Food assistance	94	185	146
Health care	107	137	84
Housing Assistance	119	123	108
Job training	17	27	28
Legal assistance	13	45	46
Mental health services	66	91	85
Parenting classes	6	12	9
Safety/crime prevention	57	45	45
Senior citizen services	36	60	83
Substance abuse assistance	6	8	18
Transportation	36	79	83
Veterans services	4	13	14
Utility assistance	154	181	242
Youth programs/tutoring	37	58	70

**TOP 5 NEEDS CATEGORIZED AS PRIORITY 1**

Category	Priority 1
Dental care	264
Employment	251
Child care	223
Financial assistance	201
Utility assistance	154

**TOP 5 NEEDS CATEGORIZED AS PRIORITY 2**

Category	Priority 2
Food assistance	185
Utility assistance	181
Dental care	170
Financial assistance	166
Health care	137

**TOP 5 NEEDS CATEGORIZED AS PRIORITY 3**

Category	Priority 3
Utility assistance	242
Food assistance	146
Financial assistance	141
Dental care	109
Housing Assistance	108

**12. Did you get any help or service on those 3 needs?**

Labels	Count of Respondent
No	1479
Yes, a Community Action Partnership (CAP) Program	448
Yes, I received support from a program not run by CAP	244
Unknown	462
Grand Total	2633

**13. If so, which programs did you receive support from?**

*The data in response to this question requires qualitative analysis to recode and group these free-text answers.*

**EMPLOYMENT & INCOME**

**14. Do you work for pay?**

Labels	Count of Respondent
No	784
Yes	1349
Unknown	500
Grand Total	2633

**15. If you do work, do you have more than one job?**

Labels	Count of Respondent
Only One	1218
Two	164
Three	23
4+	7
Unknown	1221
Grand Total	2633

**16. Do you work full-time? (40 hours/week)**

Labels	Count of Respondent
No	949
Yes	1051
Unknown	633
Grand Total	2633

**17. Do you work seasonal or temporary jobs?**

Labels	Count of Respondent
No	1620
Yes	379
Unknown	634
Grand Total	2633

**18. What type of job do you have?**

Category	Count of Respondent
Construction	56
Manufacturing	60
Retail	97
Service/Hospitality	183
Transportation /Utilities	43

Healthcare	254
Education	206
Logistics/ Warehousing	66
Farming, Fishing, Forestry	37
Other	803
Unknown	826
<b>Total</b>	<b>2633</b>

**19. Does your job provide health insurance?**

Labels	Count of Respondent
No	762
Yes	1019
Unknown	852
<b>Grand Total</b>	<b>2633</b>

**20. Do you receive any of these:**

Category	Count of Respondent
Medi-Cal/Medicaid	934
Medicare (65 Older)	400
None	837
Unknown	462

**21. Do any of these things prevent you from working? Check all that apply.**

Category	Count of Respondent
Caring for Family	451
Criminal History	77
Lack of Necessary Education/Skills	162
Do Not Speak English	20
Health Problems	337
Retired	128
Student	84
Transportation problems	68
Drug/alcohol problems	35

**22. What will your household income be this year?**

The data in response to this question requires qualitative analysis to recode and group these free-text answers.

**23. Many families receive help from various sources. Please check all the services that you received help from:**

Category	Count of Respondent
Child Support	146
CalFresh (Food Stamps)	610
Disability	165
Temporary Assistance to Needy Families (CalWorks)	117
Social Security	518
Retirement/Pensions	202
Unemployment Insurance	315
Women Infant and Children (WIC)	147
Worker's Compensation	48
Section 8 Housing Subsidy	135
Low Income Housing Energy Assistance Program	198
Other	152

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

Labels	Count of Respondent
No	1805
Yes	289
Unknown	539
Grand Total	2633

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

Category	Count of Respondent
They do not use them because they feel too ashamed to use them	756
They do not use these programs because of their documentation status	504
They do not know about available programs	1388
They can't access available programs	564
Applying is too complicated	874
It is too hard to get them	563
They are not eligible for available programs	674
Most people who need the programs use them	184

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

Category	Count of Respondent
Borrowed money to pay bills	863
Fell behind on rent or mortgage payments	516
Pawned or sold valuables to pay bills	301
Had property (car, furniture) repossessed	72
Pressured by a bill collector	476
Used a check-cashing service	99
Used a payday loan service	184
Had utilities shut off	68

**HOUSING & ENERGY**

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

Category	Count of Respondent
I rent my place	883
I own my own place	856
I live with friends/family	167
I live in a multi-family home	131
I am staying in a shelter	79
I live in senior housing	58
I have no place to stay	48
I live in transitional group housing	21
I live in military housing	5

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

Labels	Count of Respondent
Yes	1040
No	978
Unknown	615
Grand Total	2633



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

Category	Count of Respondent
None	1309
I cannot find affordable housing	328
I was homeless	133
I was threatened with eviction	120
I was evicted	64
My physical disability makes it hard to find housing	55
My house was foreclosed	27
I live in a condemned house	23

**30. What is your rent/mortgage payment each month?**

*The data in response to this question requires qualitative analysis to recode and group these free-text answers.*

**31. What do you pay for utilities (water, electricity, gas) each month?**

*The data in response to this question requires qualitative analysis to recode and group these free-text answers.*

### **FOOD & NUTRITION**

**32. “We couldn’t afford to eat healthy meals.” Was that often, sometimes, or never true for your household in the last 12 months?**

Labels	Count of Respondent
Never True	912
Sometimes True	750
Often True	367
Unknown	604
Grand Total	2633

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

Labels	Count of Respondent
No	1424
Yes	622
Unknown	587
Grand Total	2633

**34. In the past 12 months, have you used any of the following food resources? Check all that apply:**

Category	Count of Respondent
Food pantry	529
School breakfast/lunch program	452
WIC	173
Meals on Wheels	56
Summer meals for kids	206
Senior Center Meal Programs	116
Cal Fresh Food Stamps	638
None of the above	749

**HEALTH & SAFETY**

**35. Do all the adults in your household have health insurance? (including Medical/Medicaid and Medicare)?**

Labels	Count of Respondent
Yes	1672
No	331
Unknown	630
Grand Total	2633

**36. Do all the children in your household have health insurance?**

Labels	Count of Respondent
Yes	1196
No	281
Unknown	1156
Grand Total	2633

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

Category	Count of Respondent
None Apply	1125
Dental care	469
Medical care	325
Vision care	255
Mental health care	194
Prescription drugs	180

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

Category	Count of Respondent
It costs too much	434
It takes too many days to get an appointment	295
Other:	186
Have no insurance	173
Nervous/afraid to go	173
The medical office was not open when I could get there	114
Cannot afford prescriptions	111
Did not know where to go	105
Have no way to get to or from the appointment	82
The doctor does not accept new patients	81
Could not get childcare during the appointment	64
The doctor does not accept Medicaid	62
Religious reasons	5

### **CHILDREN & YOUTH**

**39. What do you currently use to meet your childcare needs? Check all that apply:**

Category	Count of Respondent
Parent, family friends, or neighbors	496
Children are old enough to be left on their own	233
Children are in school	177
After school program	104
Day care center	82
Informal babysitter	63
Registered childcare provider	39

Head Start/Early Head Start	30
-----------------------------	----

**40. How do you pay for your childcare?**

Category	Count of Respondent
I pay for it myself	320
I use a Free Program	79
I get a discount	68
Not Applicable	738
Unknown	1428
Grand Total	2633

**41. Do any of these things prevent you from getting enough childcare?**

Category	Count of Respondent
I cannot afford it	345
I do not trust day care centers	142
Days/times needed were not available	110
The day care center had no available slots	71
The quality of the day care center was not good	62
Infant care was not available	54

**IMPACTS OF COVID-19**

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

Labels	Count of Respondent
Yes	1054
No	874
Unknown	705
Grand Total	2633

**43. Were you evicted or unable to pay your rent or mortgage due to financial hardships caused by the COVID-19 Pandemic?**

Labels	Count of Respondent
Yes	426
No	1507
Unknown	700
Grand Total	2633

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

Labels	Count of Respondent
Yes	414
No	1370
Unknown	849
Grand Total	2633

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

Labels	Count of Respondent
Yes	1096
No	540
Unknown	997
Grand Total	2633

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

Labels	Count of Respondent
Yes	955
No	727
Unknown	951
Grand Total	2633

**INDIVIDUAL INFORMATION**

*Remember your responses are not connected to any personal information. This information will only be used to help provide services to the residents of Riverside County.*

**47. What is the highest level of education you have completed?**

Category	Count of Respondent
Unknown	668
Some college	664
High school diploma/HSE/GED	424
Bachelor's degree	370
Graduate degree or professional degree	216
Less than a high school degree	160

Trade/Vocational school	131
Grand Total	2633

**48. What is your marital status?**

Category	Count of Respondent
Single	695
Married	788
Separated	90
Divorced	247
Domestic Partner	56
Widowed	99
Unknown	658
Grand Total	2633

**49. Does anyone in your household have a disability?**

Labels	Count of Respondent
Yes	699
No	1257
Unknown	677
Grand Total	2633

**CUSTOMER SATISFICATION**

**50. Have you received services from Community Action Partnership (CAP) or its programs in the past 12 months?**

Label	Count of Respondent
No	1177
Yes	551
Do Not Know	207
Unknown	698
Grand Total	2633

**51. Please list any Community Action Partnership programs you have used in the past 12 months:**  
*The data in response to this question requires qualitative analysis to recode and group these free-text answers.*

**52. If you have received services from Community Action Partnership, how satisfied were you with the actual services provided to you?**

Label	Count of Respondent
Does not apply	859
Not satisfied	43
Satisfied	157
Somewhat satisfied	69
Very Satisfied	552
Unknown	953
Grand Total	2633

**53. How satisfied were you with the staff and how you were treated?**

Label	Count of Respondent
Does not apply	847
Not satisfied	33
Satisfied	177
Somewhat satisfied	59
Very Satisfied	566
Unknown	951
Grand Total	2633

**54. If you were unsatisfied with any of the services that you received, please tell us why:**

Category	Count of Respondent
I had to wait too long to receive the service.	134
I did not have transportation to access services.	51
I was embarrassed to use the service.	42
I was not considered eligible for the service I needed	88
I had trouble collecting the right paperwork that CAP wanted.	77
Other:	166
Unknown	2075
Grand total	2633

## **COMMUNITY MEMBER SURVEY SPANISH RESULTS**

### **INFORMACION GENERAL**

1. ¿En qué ciudad vive? \_\_\_\_\_

City	Count of Respondent
Banning	1
Beaumont	11
Cathedral City	7
Coachella	29
Corona	6
County of Riverside	136
Desert hot springs	9
Eastvale	1
Hemet	10
Indio	21
Jurupa Valley	2
La Quinta	2
Lake Elsinore	7
Mecca	35
Menifee	4
Mira Loma	1
Moreno Valley	14
Murrieta	3
Norco	1
Palm Desert	8
Palm Springs	2
Perris	12
Riverside	237
Temecula	2
Thermal	42
Grand Total	603



**2. ¿Cuántas personas viven en su hogar? \_\_\_\_\_**

Number of people in the household	Count of Respondents
1	30
2	68
3	139
4	161
5	104
6+	83
Unknown	18
Grand Total	603

**3. ¿Cuántos años tiene?**

Age	Count of Respondents
Under 5	0
5 - 17	2
18-24	0
25-54	44
55-64	9
65-75	5
75+	5
Unknown	538
Grand Total	603

**4. ¿Cuántas personas en su hogar tienen las siguientes edades?**

Age Group	Number of people in Household	Count of Respondents	% of Respondents who have a household member in this age group
under 5	216	174	7%
5-17	576	320	12%
18-24	316	192	7%
25-54	1225	507	19%
55-64	162	157	6%

65-75	64	47	2%
75+	14	14	1%

**5. ¿Cuál es su género?**

Category	Count of Respondents
Female	386
Male	210
Prefer to describe as	1
Unknown	6
Grand Total	603

Prefer to describe as -
English

**6. ¿Qué idioma habla en su hogar?**

Category	Count of Respondents
English	159
Other:	15
Spanish	427
Unknown	2
Total	603

Other Language Text
Purepecha
PurÃ©pecha
English
English
English
English
English
English
English
English
Ingles and Espanol
Ingles&espanol
Ambos
English
English

**7. ¿Cuál es su raza/etnicidad? Marque todo lo que aplique.**

Race/Ethnicity	Count of Respondent
Hispanic/Latino	395
Black/African American	17
Asian	15
Native Haw	5
White	156
American Indian or Alaskan Native	22

Pacific Islander	1
Other	7

Other Race/Ethnicity	Count of Respondent
Arabe	2
Humana	1
LATINO	1
MÃ©xico indigenous	1
Mexican	1
Mexicana hispana	1

## **TRANSPORTACION**

**8. ¿Cuál es su modo de transporte PRIMARIO? Marque uno:**

Mode of Transportation	Count of Respondent
Bus/Metrolink	106
Bicycle/Skateboard/Scooter	83
Walking	14
Car/ Motorcycle	300
Taxi/Uber/Lyft	66
Ride with Others	21
Unknown	13
Grand Total	603

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

Categories	Count of Respondent
Cannot afford gas	180
Cannot afford repairs	177
No access to a car	84
No car insurance	26
No driver's license or license suspended	47
Bus/Metrolink too far away	100
Bus too expensive	62
Schedule inconvenient	59

**NECESIDADES**

**10. ¿Si tuvieras un gasto inesperado de \$400 este mes, ¿tendría suficiente ingresos o ahorros para cubrirlo?**

Labels	Count of Respondents
No	355
Yes	206
Unknown	42
Grand Total	603

**11. ¿Cuáles son las tres cosas principales con las que ha tenido problemas este año? por favor numere su primera, segunda y tercera necesidades principales.**

Category	Priority 1	Priority 2	Priority 3
Adult education/GED programs	46	19	2
Animal Care	13	7	9
Childcare	43	16	25
Dental care	45	27	21
Documentation Status	23	11	9
Domestic violence assistance	13	9	14
Employment	104	55	24
English (ESL) Classes	8	12	12
Financial assistance	41	47	36
Food assistance	19	27	26
Health care	24	52	47
Housing Assistance	34	48	42
Job training	6	11	17
Legal assistance	10	6	11
Mental health services	9	17	16
Parenting classes	5	2	8
Safety/crime prevention	1	8	17
Senior citizen services	10	7	17
Substance abuse assistance	8	7	10
Transportation	9	13	11
Veterans services	3	6	8
Utility assistance	16	16	21
Youth programs/tutoring	4	3	12

**TOP 5 NEEDS CATEGORIZED AS PRIORITY 1**

Category	Priority 1
Employment	104
Adult education/GED programs	46
Dental care	45
Childcare	43
Financial assistance	41

**TOP 5 NEEDS CATEGORIZED AS PRIORITY 2**

Category	Priority 2
Employment	55
Health care	52
Housing Assistance	48
Financial assistance	47
Dental care	27

**TOP 5 NEEDS CATEGORIZED AS PRIORITY 3**

Category	Priority 3
Health care	47
Housing Assistance	42
Financial assistance	36
Food assistance	26
Childcare	25

**12. ¿Obtuvo alguna ayuda o servicio en esas 3 necesidades?**

Labels	Count of Respondent
No	297
Yes, a Community Action Partnership (Cap) program.	55
Yes, I received support from a program not run by CAP	172
Unknown	79
Grand Total	603

**13. Si es así, ¿en qué programa(s) recibió apoyo?** \_\_\_\_\_

*The data in response to this question requires qualitative analysis to recode and group these free-text answers.*

**14. ¿Trabaja por pago?**

Labels	Count of Respondent
No	133
yes	390
Unknown	80
Grand Total	603

**15. Si trabaja, ¿tiene más de un trabajo?**

Labels	Count of Respondent
Only one	344
Two	84
Three	5
4+	1
Unknown	169
Grand Total	603

**16. ¿Trabaja tiempo completo? (40 horas/semana)**

Labels	Count of Respondent
No	233
Yes	267
Unknown	103
Grand Total	603

**17. ¿Trabaja en trabajos estacionales o temporales?**

Labels	Count of Respondent
No	257
Yes	247
Unknown	99
Grand Total	603

**18. ¿Qué tipo de trabajo tiene?**

Category	Count of Respondent
Construction	44
Manufacturing	82
Retail	86
Service/Hospitality	73
Transportation /Utilities	23
Healthcare	17
Education	43
Logistics/ Warehousing	44
Farming, Fishing, Forestry	68
Other	54
Unknown	69
Grand Total	603

**19. ¿Su trabajo proporciona seguro médico?**

Labels	Count of Respondent
No	268
Yes	234
Unknown	101
Grand Total	603

**20. ¿Recibe alguno de estos:**

Category	Count of Respondent
Do you receive any of these: Medi-Cal/Medicaid	368
Do you receive any of these: Medicare (65 Older)	86
Unknown	149

Grand Total	603
-------------	-----

**21. ¿Alguna de estas cosas le impide trabajar? Marque todo lo que aplique.**

Category	Count of Respondent
Caring for Family	198
Criminal History	52
Lack of Necessary Education/Skills	110
Do Not Speak English	88
Health Problems	136
Retired	21
Student	27
Transportation problems	47
Drug/alcohol problems	48

**22. ¿Cuál será su ingreso familiar este año? \_\_\_\_\_**

*The data in response to this question requires qualitative analysis to recode and group these free-text answers.*

**23. Muchas familias reciben ayuda de diversas formas. Marque todos los servicios de los que recibió ayuda:**

Category	Count of Respondent
Child Support	72
Cal-Fresh (Food Stamps)	178
Disability	49
Temporary Assistance to Needy Families (Cal-Works)	67
Social Security	59
Retirement/Pensions	13
Unemployment Insurance	88
Women Infant and Children (WIC)	53
Worker's Compensation	70
Section 8 Housing Subsidy	78
Low Income Housing Energy Assistance Program	51



Other:

21

**24. ¿Conoce algún servicio por el que califica, pero ha decidido no utilizar?**

Labels	Count of Respondent
No	361
Yes	164
Unknown	88
Grand Total	603

**25. A veces las personas no utilizan servicios de los que podrían beneficiarse. ¿Por qué cree que es? Marque todo lo que aplique.**

Category	Count of Respondent
They do not use them because they feel too ashamed to use them	127
They do not use these programs because of their documentation status	160
They do not know about available programs	200
They can't access available programs	62
Applying is too complicated	160
It is too hard to get them	122
They are not eligible for available programs	115
Most people who need the programs use them	40

**26. En los últimos 12 meses, ¿le ha pasado alguna de estas cosas?**

Category	Count of Respondent
Borrowed money to pay bills	221
Fell behind on rent or mortgage payments	203
Pawned or sold valuables to pay bills	83
Had property (car, furniture) repossessed	19
Pressured by a bill collector	43
Used a check-cashing service	61
Used a payday loan service	77
Had utilities shut off	22

**VIVIENDA Y ENERGÍA**

**27. ¿Cuál describe mejor su situación de vivienda? Marque todo lo que aplique.**

Category	Count of Respondent
Rent place	253
Own place	154
Multi family home	56
Military housing	8
Senior housing	1
No place to stay	7
Staying in shelter	19
Friends/ family	78
Transitional group housing	11

**28. ¿Te preocupa tener una vivienda estable en el futuro? (Por ejemplo, debido a la asequibilidad, el desalojo o problemas de salud).**

Labels	Count of Respondent
No	150
Yes	363
Unknown	90
Grand Total	603

**29. ¿Ha tenido alguno de los siguientes problemas relacionados con su vivienda en los últimos 12 meses? Marque todo lo que aplique.**

Category	Count of Respondent
I was evicted	30
Cannot find affordable housing	254
Homeless	39
House foreclosed	73
Condemned house	52
Threatened w/eviction	12

Physical disability makes it hard to find housing | 11

**30. ¿Cuál es su pago de alquiler / hipoteca cada mes? \_\_\_\_\_**

*The data in response to this question requires qualitative analysis to recode and group these free-text answers.*

**31. ¿Cuánto paga por sus utilidades (agua, electricidad, gas) cada mes? \_\_\_\_\_**

*The data in response to this question requires qualitative analysis to recode and group these free-text answers.*

**32. “No nos alcanzaba el dinero para comer comida saludable.” ¿Fue con frecuencia, a veces o nunca?**

Labels	Count of Respondent
Often True	291
Sometimes true	84
Never true	131
Unknown	97
Grand Total	603

**33. En los últimos 12 meses, ¿alguna vez tuvo hambre, pero no comió, o alguna vez comió menos de lo que pensaba que debía debido a que no había suficiente dinero para la comida?**

Labels	Count of Respondent
No	261
Yes	239
Unknown	103
Grand Total	603

**34. En los últimos 12 meses, ¿ha utilizado alguno de los siguientes recursos alimenticios? Marque todo lo que aplique.**

Category	Number
Food pantry	247
School breakfast/lunch program	155
WIC	64
Meals on Wheels	40
Summer meals for kids	53
Senior Center Meal Programs	63
Cal Fresh Food Stamps	162
None of the above	53

**SALUD Y SEGURIDAD**

**35. ¿Todos los adultos en su hogar tienen seguro médico (incluyendo Medical/Medicaid and Medicare)?**

Labels	Count of Respondent
No	218
Yes	286
Unknown	99
Grand Total	603

**36. ¿Todos los niños en su hogar tienen seguro médico?**

Labels	Count of Respondent
No	189
Yes	289
Unknown	125
Grand Total	603

**37. En los últimos 12 meses, ¿usted o alguien de su hogar no ha podido obtener alguno de estos servicios necesarios? Marque todo lo que aplique.**

Category	Count of Respondent
Dental care	157
Medical care	186
Vision care	119
Mental health care	84
Prescription drugs	124

**38. ¿Alguna de estas cosas le ha impedido recibir atención médica? Marque todo lo que aplique.**

Category	Count of Respondent
It costs too much	211
It takes too many days to get an appointment	65
Other:	186
Have no insurance	107
Nervous/afraid to go	59
The medical office was not open when I could get there	67
Cannot afford prescriptions	117
Did not know where to go	25
Have no way to get to or from the appointment	46
The doctor does not accept new patients	13
Could not get childcare during the appointment	43
The doctor does not accept Medicaid	7
Religious reasons	4

**\*Si no tiene al menos un/a joven menor de 18 años viviendo en su hogar, pase a la sección “Impactos de COVID-19” a continuación.**

**NINOS Y JOVENES**

**39. ¿Qué usa actualmente para satisfacer sus necesidades de cuidado infantil? Marque todo lo que aplique.**

Category	Count of Respondent
Parent, family friends, or neighbors	118
Children are old enough to be left on their own	60
Children are in school	106
After school program	57
Day care center	47
Informal babysitter	13
Registered childcare provider	32
Head Start/Early Head Start	13

**40. ¿Cómo paga el cuidado de los niños?**

Category	Count of Respondent
I pay for it myself	164
I use a Free Program	53
I get a discount	52
Not Applicable	82
Unknown	252

**41. ¿Alguna de estas cosas le impide tener suficiente cuidado infantil?**

Category	Count of Respondent
I cannot afford it	96
I do not trust day care centers	29
Days/times needed were not available	60
The day care center had no available slots	83
The quality of the day care center was not good	41
Infant care was not available	51

**IMPACTOS DE COVID-19**

**42. Desde marzo de 2019, ¿usted o alguien de su hogar perdió su trabajo o se redujo sus horas debido a la pandemia COVID-19?**

Category	Count of Respondent
Yes	404
No	91
Unknown	108
Grand Total	603

**43. ¿Fue desalojado o no pudo pagar el alquiler o la hipoteca debido a las dificultades financieras causadas por la pandemia COVID-19?**

Category	Count of Respondent
Yes	237
No	258
Unknown	108
Grand Total	603

**44. ¿Perdió su guardería de niños debido a la pandemia COVID-19?**

Category	Count of Respondent
Yes	223
No	225
Unknown	155
Grand Total	603

**45. ¿Su empleador creó un ambiente seguro para que usted trabajara durante la pandemia?**

Category	Count of Respondent
Yes	258
No	210
Unknown	135
Grand Total	603

**46. ¿Sintió que todavía tenía que ir a trabajar a pesar de tener miedo de contraer / contagiar COVID-19?**

Category	Count of Respondent
Yes	328
No	147
Unknown	128
Grand Total	603

**INFORMACION INDIVIDUAL**

*\*Recuerde que sus respuestas no están relacionadas con ninguna información personal. Esta información solo se utilizará para ayudar a brindar servicios a los residentes del Condado de Riverside.*

**47. Indique su nivel de educación:**

Category	Count of Respondent
Less than a high school degree	133
High school diploma/HSE/GED	121
Trade/Vocational school	25
Bachelor's degree	57
Some college	139
Graduate degree or professional degree	9
Unknown	119
Grand Total	603

**48. ¿Cuál es tu estado civil?**

Category	Count of Respondent
Single	62
Married	314
Separated	40
Divorced	31
Domestic Partner	34
Widowed	12
Unknown	110
Grand Total	603

**49. ¿Alguien en su hogar tiene una discapacidad?**

Category	Count of Respondent
Yes	91
No	400
Unknown	112
Grand Total	603

**SATISFACION DE CLIENTE**

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

Category	Count of Respondent
No	272
Yes	133
Do Not Know	80



Unknown	118
Grand Total	603

**51. Por favor haga una lista de programas de Community Action Partnership que ha utilizado en los último 12 Meses.**

*The data in response to this question requires qualitative analysis to recode and group these free-text answers.*

**52. Si usted recibió servicios de Community Action Partnership, ¿qué tan satisfecho/a estaba con los servicios que se le proporcionaron?**

Labels	Count of Respondent
Somewhat satisfied	42
Not Satisfied	19
Very Satisfied	164
Satisfied	129
Unknown	249
Grand Total	603

**53. Que tan satisfecho/a estuvo con los empleados y como lo trataron?**

Labels	Count of Respondent
Somewhat satisfied	42
Not Satisfied	17
Very Satisfied	159
Satisfied	135
Unknown	250
Grand Total	603

**54. Si usted no estaba contento/a con los servicios que recibió; por favor díganos porque:**

Labels	Count of Respondent
I had to wait too long to receive the service	96
Unknown	507
Grand Total	603

## Appendix F

### Focus Groups Results Summary

Analysis of the answers from the community reveals that the top 3 challenges they faced during the pandemic were: lack of employment, not being able to travel, not being part of their community and hanging out with their loved ones, and difficulty with safe distancing when going out. Food Bank Services came out as the top service received by families. While services such as EDD, Children’s Lunches, and the Federal Stimulus all came in second place. Apart from the needs mentioned in Question 3, Mental Health, Early Childhood Education, Senior Services, Safer Infrastructure, and Financial Literacy Courses were the top 5 needs that the community would like to add as a top need.

FOCUS GROUP QUESTIONS RESULTS			
Number	Question	Answers	Frequency
# 1	<i>What are the major challenges you've faced during the pandemic?</i>	Unemployment	4
		Travel	3
		Being part of the community/loved one	3
		Safe distancing when going out	2
		Medical	1
		Counseling/Therapy	1
		Fitness for Seniors	1
		Closures of Churches	1
		Closures of business	1
		Fake news	1
		Having to moving	1
# 2	<i>What services have helped you and your family? If you didn't receive any services or help, can you explain why?</i>	Food Bank Services	3
		EDD	2
		Children's Lunches	2
		Federal Stimulus	2
		Government Health Services	1
		Youth Corp	1
		Medical	1
		Cal-Fresh	1
Senior Center Meals	1		
# 3	<i>Some of the top needs we see at the moment are: Employment, Child Care, Financial Assistance, Health Care, Dental Care, Food Assistance. Are the needs listed, needs that you would agree are important, and if not what would you like to add?</i>	Mental Health	3
		Early Childhood Education	3
		Senior Services	2
		Infrastructure; Sidewalks; Paved roads	2
		Financial literacy courses	2
		After School Programs	1
		Rental Assistance	1
		Utility Assistance	1

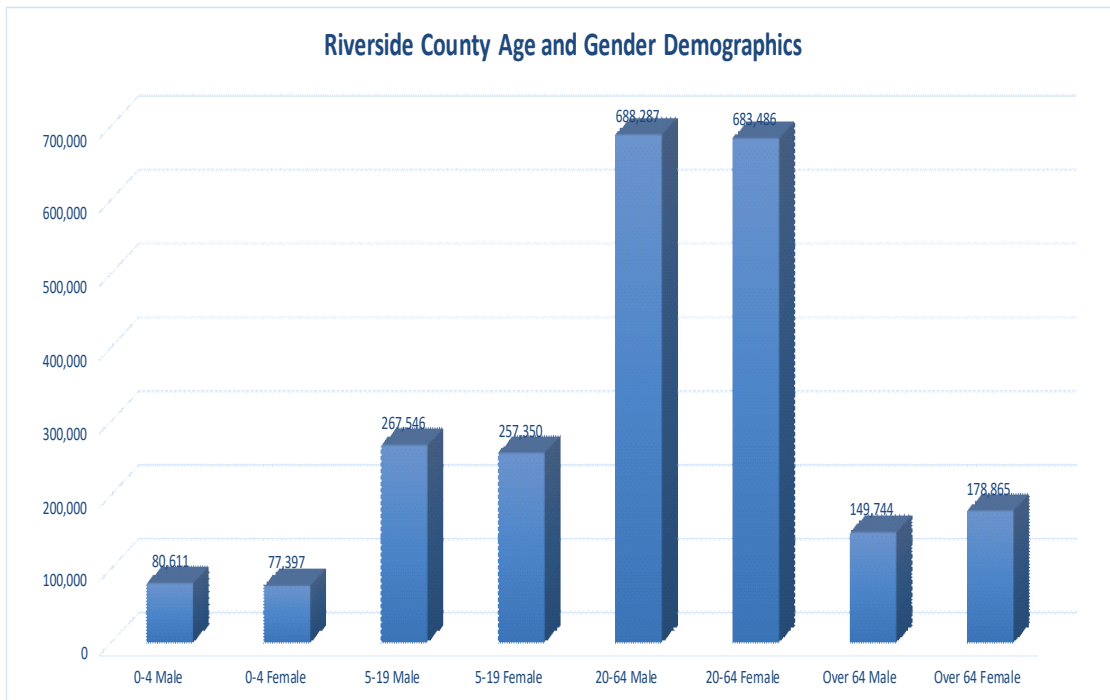
## Appendix G County Profile

### **Population Profile**

Riverside County is recognized as one of the fastest growing counties in California, boasting a 10.05% increase since 2010. This significant percentage increase marks the County of Riverside as fourth in the State when it comes to population growth. Additionally, the Riverside County is the fourth most populous County in the State with an increase of 1.95% from 2017 to 2019 (with a 2019 population estimate of 2,470,546) and the eleventh most populous county in the nation.<sup>1</sup>

According to the 2019 American Community Survey 1-year population estimates, the population of Riverside County may be broken down by age and gender as follows:<sup>2</sup>

Riverside County Age and Gender Demographics							
0-4 Male	0-4 Female	5-19 Male	5-19 Female	20-64 Male	20-64 Fe- male	Over 64 Male	Over 64 Female
80,611	77,397	267,546	257,350	688,287	683,486	149,744	178,865



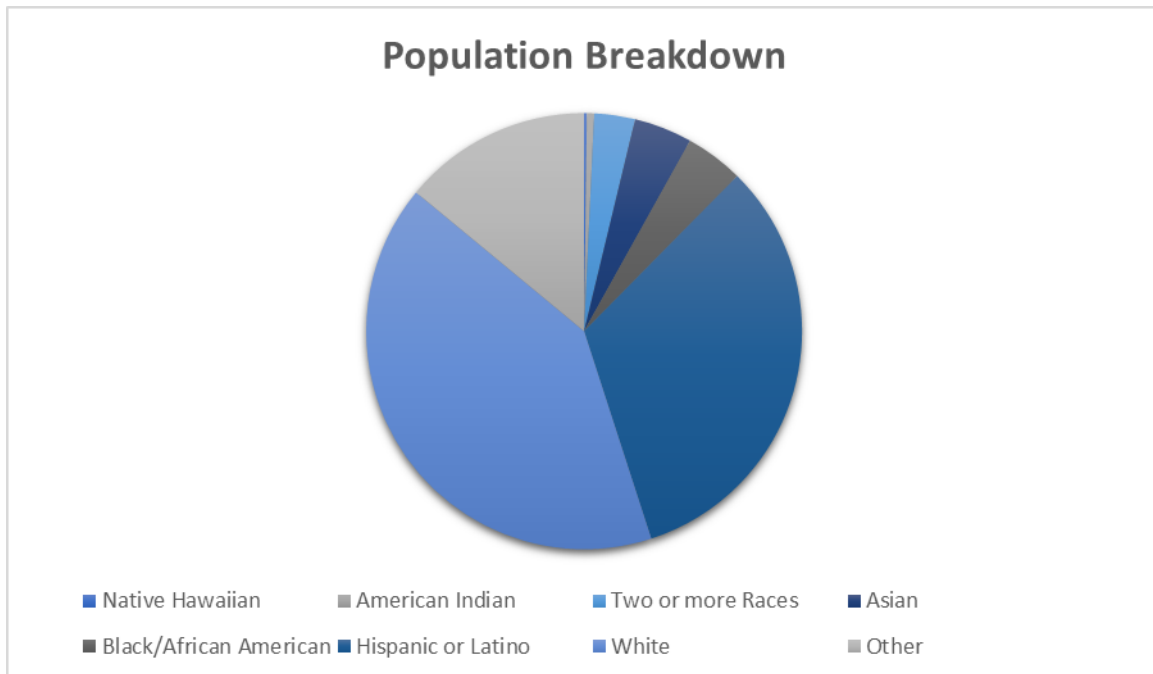
## County Profile

### Population Profile Cont.

The population of Riverside County is also racially and ethnically diverse.<sup>3</sup> When considering race alone:

- 60.8% are White
- 6.4% are Black or African American
- 0.8% are American Indian and Alaska Native
- 6.4% are Asian
- 0.3% are Native Hawaiian and Other Pacific Islander
- 20.8% are some other race
- 4.5% are two or more races

Riverside County Population by Race and Ethnicity							
Native Hawaiian	American Indian/ Alaska Native	Two or more races	Asian	Black/ African American	Some other race	Hispanic or Latino	White
0.30%	0.80%	4.50%	6.40%	6.40%	20.80%	48.40%	60.80%



## County Profile

### Child Care

Child care in California, in general, is expensive and one of the biggest expenses families face. For a two parent, two child family in Riverside County, it costs \$6,640 per month (\$79,675 per year) to secure a modest yet adequate standard of living. Of this total necessary income, the cost for child care is \$1,079 per month/ \$12,952 per year. Monthly cost range from \$704 for a single child family to \$1,195 for a family with four kids.<sup>4</sup>

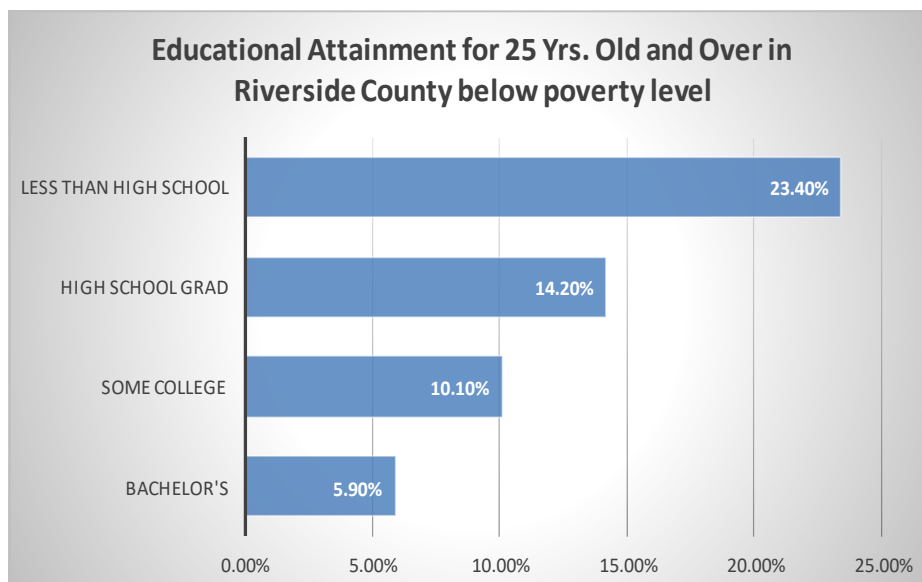
At the local level, the need for affordable childcare for low-income families far outweighs the availability of subsidized childcare in Riverside County. As of May 10, 2017, the Riverside County Office of Education reports that there is a waiting list of 6,206 children who are eligible for low-cost childcare, but do not have places available for them.

In Riverside County there are many more children who are eligible for subsidized childcare than there are spaces for them. Of the children ages 0 –12 the number of children income-eligible for State Title 5 early childhood programs (under 70% State median income) is 233,024. However, the number of children currently in all licensed child care is only 26,063.<sup>5</sup>

### Educational Attainment

When comparing poverty rates in Riverside County with the various levels of educational attainment for this sector of the population, it becomes clear that the lack of obtaining higher education is a major factor contributing to poverty. The following shows that 63% of those age 25 or older who are below the poverty level do not have any kind of 4-year degree.

<b>Educational Attainment for 25 Yrs. Old and Over in Riverside</b>			
Bachelor's	Some College	High School Grad	Less than High School
5.2%	8.3%	11.2%	17.8%

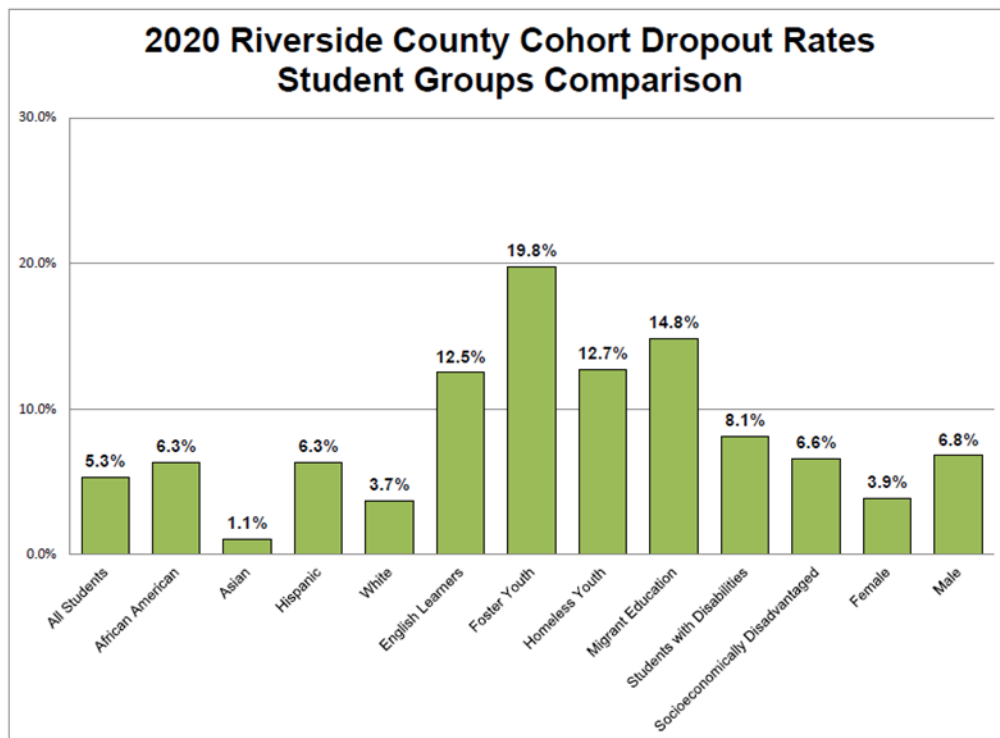


# County Profile

## Education Needs

Data released by the Riverside County Office of Education reveals that Riverside County exhibited an increase in graduation rates, thus retaining its #1 position among comparison counties throughout the state of California. To be more specific, 90.6% of students (30,008 out of 33,133) who started high school in 2016 graduated with their class in 2020.<sup>6</sup>

However, the dropout rate in Riverside County increased from 4.6% in 2019 to 5.3% in 2020.<sup>7</sup> A breakdown of the cohort dropout rates shows that the three most affected student groups were Foster Youth with 19.8%, Migrant Education with 14.8%, and Homeless Youth with 12.7%.<sup>8</sup> Due to a lack in stable housing and difficulty accessing proper resources experienced by these student groups, dropping out persists within these student populations.



## County Profile

To further illustrate the impact that the level of educational attainment has in Riverside County on this portion of its population, a comparison can be made of median earnings corresponding to each level of educational attainment.<sup>9</sup>

Educational Attainment -- 25 yrs. old and over	Median Earnings (2019 American Community Survey 1-Year Estimate)
Less than High School Diploma	\$26,443
High School Graduate	\$33,903
Some College or Associate's Degree	\$41,081
Bachelor's Degree	\$52,262
Graduate/Professional Degree	\$78,518

### **Housing**

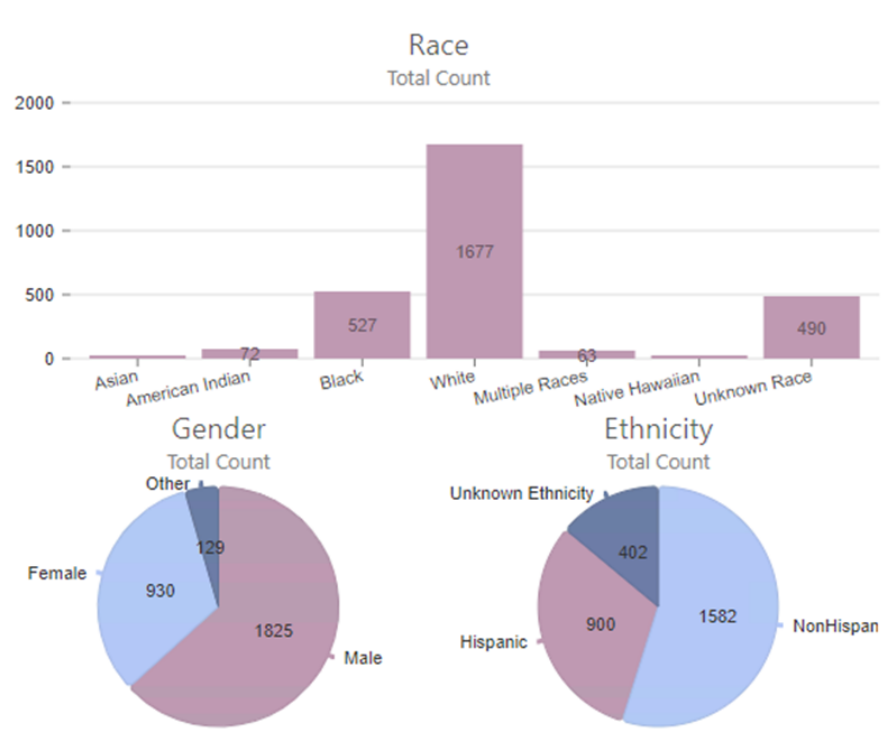
The ability, or lack thereof, of Riverside County residents to buy homes remains a major challenge. The median home price has risen in Riverside County to \$441,000 as of September 2020, up from \$412,000 in March 2019.<sup>10</sup> Of the total number of households in the County, 59.69% are cost burdened, meaning that the cost of monthly housing expenses for these households, both owners and renters, exceeds 30% of the household income. This represents a 3.27% increase from the previous year.

## County Profile

### Housing Needs

Quantitative analysis on Housing in Riverside County reveal issues exacerbated by the impact of the COVID-19 Pandemic.

The Homeless Population Trend shows an overall 3% increase in the number of unsheltered homeless (2,155) individuals throughout the County of Riverside from 2019 to 2020.<sup>11</sup>



As legal protections expire in the months ahead, thousands more may face the possibility of homelessness. According to a report conducted by United Lift, in the month of June 2020, the average unpaid rent balance among pre-eligible applicants was \$2,547.32, and 36% were three or more months behind on rent.<sup>12</sup> In December 2020, the average unpaid rent balance among pre-eligible applicants was \$1,769.06, and 21% were three or more months behind on rent.<sup>13</sup> These gathered data highlights the need and urgency for more affordable housing across the county, especially in this climate of uncertainty with employment and income.

With a steady increase in rental cost, renters in Riverside County need to earn \$27.56 per hour— \$57,324 a year—2.1 times the state minimum wage to afford the avg monthly asking rent of \$1,433.<sup>14</sup> Although the U.S. Census Bureau reports that the median household income in Riverside County was \$67,005 in 2019<sup>15</sup>, 86% of Extremely Low-Income households in Riverside County are still paying more than half of their income on housing costs compared to just 5% of Moderate-Income households.<sup>16</sup>





## County Profile

### Utility Assistance

Housing agencies have also noted a great need for rental and utility assistance. Officials from Corona Settlement House, Coachella Valley Rescue Mission, and Lighthouse Social Service, all report an influx in calls for rental assistance and housing assistance requests in light of the COVID-19 pandemic. To further demonstrate this need, below is data acquired from the Elsinore Valley Municipal Water District showing the number of delinquencies from the past 31+ days and 61+ days.<sup>17</sup>

EVMWD DELINQUENCIES IN 31+ DAYS	
Total Past Due Balance	\$1,850,073.42
Total Number of Accounts Past Due	4,545
Total Past Due Balance – Residential	\$1,660,606.97
Total Number of Accounts Past Due – Residential	3,375

EVMWD DELINQUENCIES IN 61+ DAYS	
Total Past Due Balance	\$1,449,345.17
Total Number of Accounts Past Due	2,775
Total Past Due Balance – Residential	\$1,304,990.90
Total Number of Accounts Past Due – Residential	2,414

### SOUTHERN CALIFORNIA EDISON<sup>18</sup>

As a response to the State of Emergency declaration related to the COVID-19 pandemic on March 4, 2020, the California Public Utilities Commission (Commission or CPUC) signed Resolution M-484, Emergency Authorization and Order Directing Utilities to Implement Emergency Customer Protections to Support California Customers during the pandemic. Southern California Edison instituted multiple customer protections for its residential and Small Business Customers.

SCE expects to resume collection activities for residential customers on August 2, 2021. Late payment charges for residential customers on the other hand will initiate on July 1, 2021.

Estimated Earliest Possible Date for Collection Activities Residential	
ACTIVITY	EARLIEST POSSIBLE DATE
Start of collection activities	August 2, 2021
Earliest date overdue notices are mailed	August 3, 2021
Earliest date final call notices are mailed	August 24, 2021
Earliest a customer can be disconnected for non-payment	September 7, 2021



## County Profile

\*Unique Residential

\*Unique Small Business

### UNIQUE AND SMALL BUSINESS CUSTOMERS MORE THAN 90 DAYS IN ARREARS BY CITIES

CITY	# of U.R.* Customers who are: - more than 90 days in arrears - not enrolled in a PP	# of U.R.* Customers who are: -more than 90 days in arrears	% of Residential Customers who are more than 90 days in arrears & not enrolled in a PP	# of U.S.B.* Customers who are: - more than 90 days in arrears - not enrolled in a PP	# of U.S.B.* Customers who are: - more than 90 days in arrears	% of U.S.B.* Customers who are more than 90 days in arrears & not enrolled in a PP
BANNING	891	1540	65%	36	38	97.5%
BEAUMONT	64	80	80%	1	1	100%
BLYTHE	535	825	65%	30	33	91%
CALIMESA	1,507	2,531	60%	82	88	92.3%
CANYON LAKE	298	553	54%	10	10	100%
CATHEDRAL CITY	5,782	9,064	62.1%	231	255	89%
CORONA	2,907	4,506	62.5%	99	110	93.25%
DESERT HOT SPRINGS	1,584	2420	65.5%	48	51	97%
EASTVALE	1,720	2,816	61.7%	62	68	91%
HEMET	3,699	5,696	64.7%	92	105	86%
INDIAN WELLS	2,574	3,998	61.5%	103	120	83.5%
LAKE ELSINORE	5,486	9,326	55.9%	189	220	80.6%
MORENO VALLEY	4,281	7,147	57%	135	148	71.25%
MURRIETA	1,639	3,054	53.5%	68	79	89%
NORCO	316	500	63%	27	27	100%
N. PALM SPRINGS	15	23	65%	6	7	86%
NUEVO	180	284	63%	7	7	100%
PALM SPRINGS	1,346	1,849	73.5%	105	123	86.5%
PERRIS	2,530	3,849	65.5%	71	80	89.5%
RANCHO MIRAGE	268	402	67%	14	16	88%
RIVERSIDE	638	1,053	62.6%	24	26	90%
TEMECULA	2,841	4,559	62.8%	199	221	90.6%
WILDOMAR	674	1,035	65%	14	17	82%



## County Profile

### Utility Assistance Needs Cont.

RIVERSIDE COUNTY TOTAL & AVG. PERCENTAGE						
<b>TOTAL # OF RIVERSIDE CITIES UNDER S.C.E.</b>	# of U.R.* Customers who are: - more than 90 days in arrears - not enrolled in a PP	# of U.R.* Customers who are: -more than 90 days in arrears	% of Residential Customers who are more than 90 days in arrears & not enrolled in a PP	# of U.S.B.* Customers who are: - more than 90 days in arrears - not enrolled in a PP	# of U.S.B.* Customers who are: - more than 90 days in arrears	% of U.S.B.* Customers who are more than 90 days in arrears & not enrolled in a PP
23	41,000	66,092	62%	1,625	1,824	88%

SOUTHERN CALIFORNIA EDISON TOTAL CUSTOMERS & AVG. PERCENTAGE					
# of U.R.* Customers who are: - more than 90 days in arrears - not enrolled in a PP	# of U.R.* Customers who are: -more than 90 days in arrears	% of Residential Customers who are more than 90 days in arrears & not enrolled in a PP	# of U.S.B.* Customers who are: - more than 90 days in arrears - not enrolled in a	# of U.S.B.* Customers who are: - more than 90 days in arrears	% of U.S.B.* Customers who are more than 90 days in arrears & not enrolled in a PP
250,402	360,787	69%	16,120	18,084	89%

A report conducted by the Southern California Edison, shows approximately 65 zip codes— 23 cities that are under Riverside County— where customers reside. When comparing Edison’s total Unique Residential customers with Riverside County Unique Residential customers, Riverside’s U.R. customers who are more than 90 days in arrears and not enrolled in a payment plan is approximately 16.37% of Edison’s total U.R. customers. Those who are enrolled in a payment plan but still more than 90 days in arrears of SoCal Edison’s Riverside County customers is a total of 18.31%.

When comparing Edison’s total Unique Small Business customers with Riverside County Unique Small Business customers, Riverside’s U.S.B. customers who are more than 90 days in arrears and are not enrolled in a payment plan is approximately 10.08% of Edison’s total U.S.B. customers. U.S.B customers who are enrolled in a payment plan but still more than 90 days in arrears of SoCal Edison’s Riverside County customers is a total of 10.08%.



## County Profile

### ***Income***

Per capita income is the mean money income received in the past 12 months, computed for every man, woman, and child in a geographic area. It is derived by dividing the total income of all people 15 years old and over by the total population in that area. The average per capita income for Riverside County is \$29,035, compared to a California state average of \$35,046 and a national average of \$31,786.<sup>18</sup>

The median household income for Riverside County is \$73,260. However, to put this into perspective, roughly 50% of the total number of households in the County make less than this median annual household income.<sup>19</sup> In addition, according to the Living Wage Calculation for Riverside County, this median household income would not be enough to support a household with 1 adult and 2 or more children, or 2 adults with 1 or more children (as annual income before taxes).<sup>20</sup>

### ***Local Income Data***

Like employment being significantly impacted by COVID-19, this has also slowed or completely stopped the flow of income to many residents. Many residents had to depend on county assistance programs and organizations to help financially support their housing needs such as: rent, groceries, and utilities. Among pre-eligible applicants, approximately 52% reported being out of work due to COVID-19, 15% are working part-time, and 12% are working full time, yet only 25% are receiving unemployment insurance benefits.<sup>21</sup> Many also stated that they would not be able to pay rent due to income loss. Leaving an average of unpaid rent balance among pre-eligible applicants at \$1,660.62, and 21% are three or more months behind on rent.<sup>22</sup>

Adults without children reporting that their household didn't have enough to eat due to income loss in the United States are 23,442,000 (11% of adults). Within California, 2,872,000 (11% of adults). Adults reporting that children in the household weren't eating enough because household couldn't afford enough are in the United States, 11,644,000 (14% of adults living with children), and within California 1,631,000 (15% of adults living with children).<sup>23</sup>

The economic fallout from COVID-19 hit low-income Americans the hardest. Financial outbreaks differ widely by race, ethnicity, and income. Approximately, 33% of all adults used money from their savings and retirement to pay bills, 25% had trouble paying bills, 17% have gotten food from a food bank/organization, and 16% had problems paying rent/ mortgage.<sup>24</sup>

## County Profile

### Financial pain points during coronavirus outbreak differ widely by race, ethnicity and income

% saying they have \_\_\_\_ since the coronavirus outbreak started in February

	Used money from savings/retirement to pay bills	Had trouble paying bills	Gotten food from a food bank/organization	Had problems paying rent/mortgage
All adults	33	25	17	16
White	29	18	11	11
Black	40	43	33	28
Hispanic	43	37	30	26
Asian*	33	23	14	15
Upper income	16	5	1	3
Middle income	33	19	12	11
Lower income	44	46	35	32

\*Asian adults were interviewed in English only.

Note: White, Black and Asian adults include those who report being only one race and are not Hispanic. Hispanics are of any race. Family income tiers are based on adjusted 2019 earnings.

Source: Survey of U.S. adults conducted Aug. 3-16, 2020.

"Economic Fallout From COVID-19 Continues To Hit Lower-Income Americans the Hardest"

### Income and Asset Management

Asset poverty expands the concept of poverty to include how much of a financial cushion a household has, or rather doesn't have, to weather a financial crisis such as a job loss, medical emergency or the need to fix a car. The Asset Poverty Rate is the percentage of households without sufficient net worth (total assets minus total liabilities) to subsist at the poverty level for three months in the absence of income. The latest the Asset Poverty Rate for Riverside County is 23.0%. The Liquid Asset Poverty Rate is the percentage of households without sufficient liquid assets (i.e. bank accounts /other interest earning assets, stocks, mutual funds and retirement accounts) to subsist at the federal poverty level for three months in the absence of income. The Liquid Asset Poverty Rate for Riverside County is 40.7%.<sup>25</sup> Also, 19.8% of Riverside County households are underbanked,<sup>26</sup> which means that this percentage of households have a checking and/or savings account, but have had to use at least one of the following alternative financial services from non-bank providers in the last 12 months: money orders, check cashing, remittances, payday loans, refund anticipation loans, rent to own services, pawn shop loans, and auto title loans.



## County Profile

### **Nutrition**

In Riverside County, of the total students enrolled in public schools, according to the most recent data available, 64.1% were eligible for free or reduced price lunch.<sup>27</sup> While this percentage can be connected to low income households and poverty rates, it also grants us insight to other social factors. These other factors include those who may suffer higher rates of health issues, those who do not have access to what is seen as a “balanced diet,” and who, ultimately, require more social services to lead a healthy life.

According to CalFresh’s Data Dashboard, the following populations use the service. However, it is important to note that not all those who qualify for the service take advantage of it for a variety of reasons.<sup>28</sup>

- 60 years old and above: 24,538
- 18—59 years old: 109,595
- 17 and below: 112,871



# County Profile

## Health

A report written by the Press Enterprise states that the two leading causes of death in Riverside County are Heart Disease and Cancer. Covid-19 is the third leading cause of death. For Latino residents, COVID-19 is the second-leading cause of death, for Black residents, it is the third leading cause and the sixth-leading cause for White residents' deaths.<sup>29</sup>

“We see that in 2020, we have a 10% increase in excess mortality. We also see that we have a 28% increase in excess mortality attributable to the Latinx population and a 21% excess mortality attributable to the black or African American population. Not surprising because we also see those communities impacted by our case rates and there are certainly compounding issues of access to care, late care-seeking, underlying conditions, things like that” said the county Director of Public Health Kim Saruwatari Tuesday, Oct. 27.

### RIVERSIDE COUNTY FIVE LEADING CAUSE OF DEATH 2018<sup>30</sup>

Ranking	1	2	3	4	5
African American	Heart Disease	Cancer	Stroke	Diabetes	Alzheimer's Disease
Asian/Pacific Islander	Cancer	Heart Disease	Stroke	Diabetes	Alzheimer's Disease
American Indian	Heart Disease	Cancer	Unintentional Injuries	Lung Disease	Stroke
Hispanic	Cancer	Heart Disease	Unintentional Injuries	Stroke	Alzheimer's Disease
White	Heart Disease	Cancer	Lung Disease	Alzheimer's Disease	Stroke
Riverside County	Heart Disease	Cancer	Alzheimer's Disease	Lung Disease	Stroke

## COVID-19 DATA

A report conducted by the Riverside County Public Health department reveals the disparities between different communities. Charts comparing how COVID-19 affected different demographics can be seen in Appendix H.

# County Profile

## Poverty Rates<sup>31</sup>

A large percentage of Riverside County residents live in poverty, which is at or below 100% of the federal poverty guidelines. According to 2019 data provided by the U.S. Census Bureau, 11.3% of the County's total population are experiencing poverty. 10.5% of males in Riverside County are considered below the poverty level, while there are 12.1% of females in the county experiencing poverty.

Under the age of 18: 14.0%

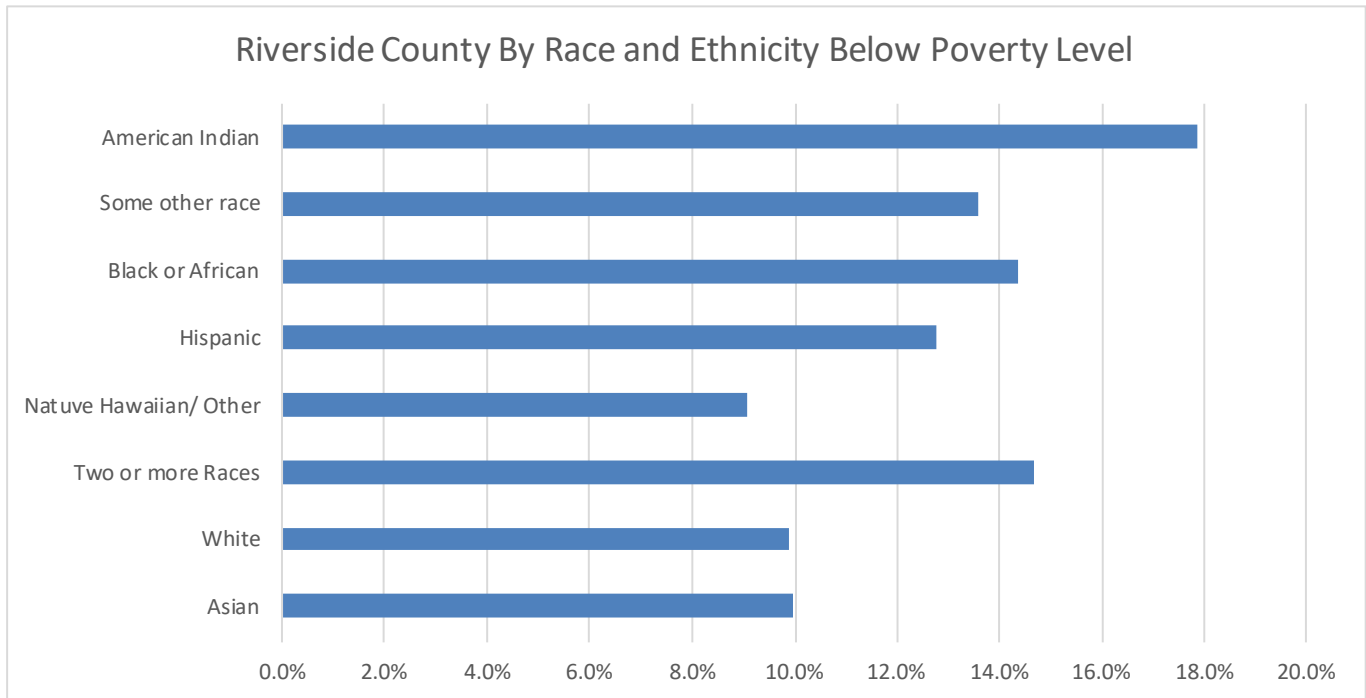
Ages 18-64: 10.4%

Ages 65-over: 10.3%

Poverty rates are disproportional, however, among the different races or ethnicities. There is a disparity between the concentrations of poverty within each race or ethnicity, as well between the percentages of each race or ethnicity of the total population.

The following provides a breakdown of the total population living below the poverty level in Riverside County by race and ethnicity below poverty level.

Riverside County By Race and Ethnicity Below Poverty Level							
Asian	White	Two or more Races	Native Hawaiian/ Other	Hispanic	Black or African	Some other race	American Indian/Alaska Native
10%	9.9%	14.70%	9.1%	12.80%	14.4%	13.6%	17.9%

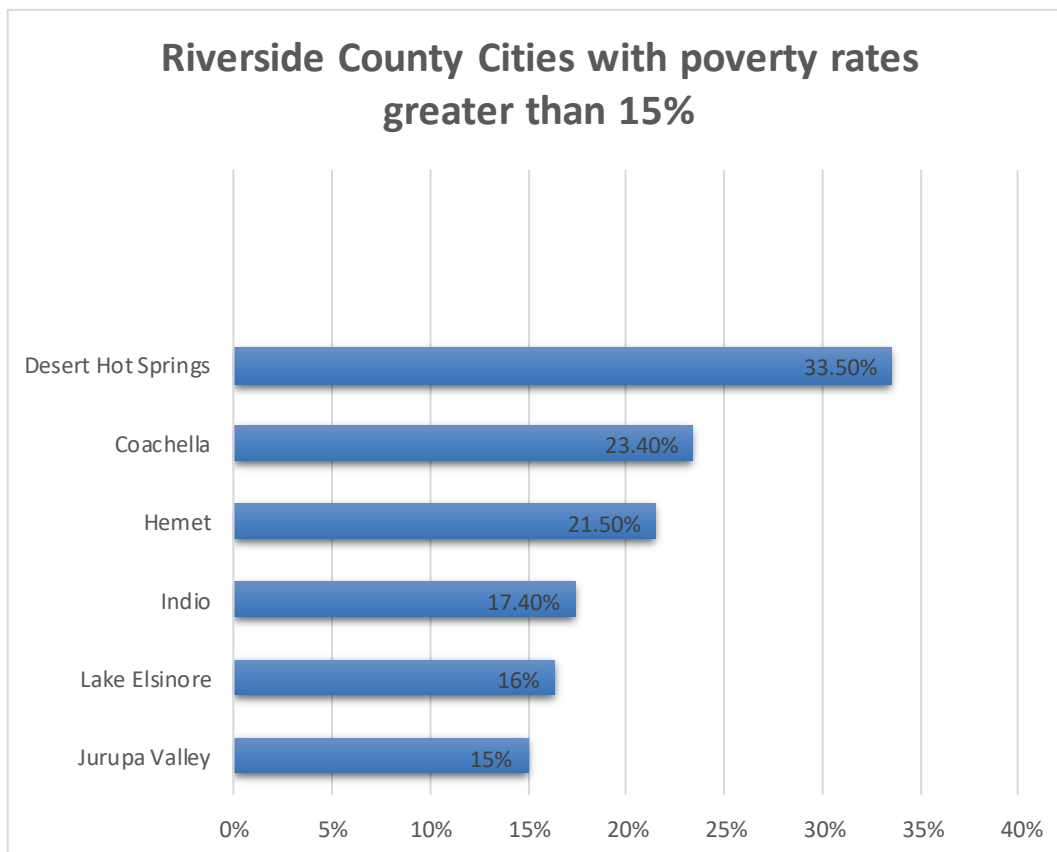




## County Profile

Although the poverty rate for Riverside County is 12.7%, there are eight incorporated cities, and twenty-five CDPs (Census Designated Places) in Riverside County that have a much higher poverty rate. Some of these have a poverty rate of even 15% or greater. A census designated place (CDP) is a concentration of population identified by the United States Census Bureau as a statistical counterpart of an incorporated area, such as a city, town, and village. They are populated areas that lack a separate municipal government, but which otherwise physically resemble incorporated places. The CDPs listed in this CNA were recognized unincorporated communities at the time of the 2019 1-Year American Community Survey.

Riverside County Cities with poverty rates greater than 15%					
Jurupa Valley	Lake Elsinore	Indio	Hemet	Coachella	Desert Hot Springs
15%	16.4%	17.4%	21.5%	23.4%	33.5%



## County Profile

Following are two tables showing poverty rates in Riverside County.<sup>32</sup> The first is a table of cities by poverty rate, in alphabetical order. The second is a table showing the cities and unincorporated communities (CDPs) in Riverside County with a percentage of the population with a poverty rate of 15% or greater, listed in from the highest to the lowest.<sup>33</sup> This table also includes the percent of families below the poverty level in general, and then the percent of these families which are single female householder and married-couple families, since these comprise the largest number of families below the poverty level.

<b>Riverside County Cities by Percent of Population Below Poverty Level (in alphabetical order)</b>						
<b>City</b>	<b>Total Population</b>	<b>% of Population below poverty level</b>	<b>Total Families</b>	<b>% of Families below poverty level</b>	<b>% of Married Couples below poverty level</b>	<b>% of Single Females below poverty level</b>
Banning	31,221	23.2%	6,975	16.4%	10.5%	34.2%
Beaumont	51,063	10.4%	10,697	7.6%	5.7%	16.1%
Blythe	19,682	28.4%	3,160	25.6%	10.1%	55.9%
Calimesa	9,160	11.3%	2,052	5.9%	4.5%	8.9%
Canyon Lake	11,280	5.0%	2,072	4.7%	2.6%	19.3%
Cathedral City	55,007	20.7%	11,221	16.0%	12.5%	29.0%
Coachella	45,743	23.4%	8,634	20.7%	15.7%	34.6%
Corona	169,868	10.5%	37,407	8.2%	5.3%	21.9%
Desert Hot Springs	28,878	33.5%	6,203	29.3%	23.7%	45.3%
East vale	64,157	5.5%	12,897	4.7%	3.0%	12.6%
Hemet	85,334	21.5%	18,636	17.8%	11.8%	34.6%
Indian Wells	5,470	6.8%	1,858	4.3%	3.7%	18.9%
Indio	91,765	17.4%	20,175	12.0%	8.2%	21.9%
Jurupa Valley	109,527	15.0%	20,320	12.2%	8.9%	24.6%
La Quinta	41,748	10.8%	10,977	7.4%	3.4%	31.1%
Lake Elsinore	69,283	16.4%	13,874	13.0%	8.2%	29.1%
Menifee	94,756	9.9%	20,970	7.3%	5.2%	17.2%
Moreno Valley	213,055	15.9%	42,528	12.9%	7.5%	27.6%
Murrieta	116,223	8.2%	25,766	6.6%	4.0%	16.2%
Norco	26,604	7.6%	5,419	4.3%	2.7%	14.9%
Palm Desert	53,275	13.3%	13,697	9.3%	8.0%	18.9%
Palm Springs	48,518	17.3%	10,218	12.0%	7.3%	26.4%
Perris	79,291	20.2%	14,617	18.1%	12.7%	36.2%
Rancho Mirage	18,528	12.0%	4,892	6.0%	4.9%	11.6%
Riverside	331,360	15.6%	66,012	10.9%	6.2%	24.9%
San Jacinto	49,215	18.2%	10,036	14.9%	10.6%	29.8%
Temecula	114,761	6.9%	27,657	5.9%	3.1%	18.6%
Wildomar	37,229	11.6%	8,030	8.9%	6.3%	21.1%

## County Profile

### Riverside County Cities and Unincorporated Communities with Poverty Rates Greater than 15%

City	Total Population	Percent of Population below poverty level	Total Families	% of Families below poverty level	% of Married Couple /below poverty level	% of Single Females below poverty level
Desert Hot Springs	28,878	33.5%	6,203	29.3%	23.7%	45.3%
Coachella	45,743	23.4%	8,634	20.7%	15.7%	34.6%
Blythe	19,682	28.4%	3,160	25.6%	10.1%	55.9%
Banning	31,221	23.2%	6,975	16.4%	10.5%	34.2%
Hemet	85,334	21.5%	18,636	17.8%	11.8%	34.6%
Perris	79,291	20.2%	14,617	18.1%	12.7%	36.2%
Cathedral City	55,007	20.7%	11,221	16.0%	12.5%	29.0%

### Unincorporated Communities

Oasis	3,020	43.3%	612	38.2%	35.6%	67.8%
Whitewater	976	31.7%	202	26.7%	14.4%	50.7%
Mecca	7,174	39.5%	1,376	38.5%	36.3%	29.0%
Green Acres	2,533	37.8%	569	26.9%	3.1%	54.9%
Thermal	1,359	34.4%	269	27.9%	18.5%	70.5%
Good Hope	9,151	26.9%	1,719	22.7%	25.3%	35.1%
North Shore	2,892	28.9%	637	32.8%	29.3%	55.0%
Ripley	408	35.8%	77	20.8%	14.3%	38.1%
Meadowbrook	3,016	12.1%	668	7.8%	6.8%	9.9%
Mead Valley	19,606	23.8%	3,939	20.4%	12.7%	36.2%
Highgrove	4,986	21.1%	1,068	15.3%	12.4%	21.1%
Cabazon	3,333	29.9%	646	24.9%	0.0%	52.2%
Homeland	7,326	17.1%	1,544	14.4%	8.6%	19.2%
Home Gardens	11,425	18.6%	2,456	17.5%	12.3%	38.5%
Lakeland Village	13,089	20.6%	2,673	15.2%	9.6%	23.7%
Desert Edge	3,343	22.7%	971	21.7%	21.3%	30.3%
Sky Valley	2,425	14.9%	579	10.9%	11.6%	0.0%
Vista Santa Rosa	2,967	15.2%	645	11.3%	8.9%	5.3%
Mesa Verde	584	58.2%	112	44.6%	48.4%	46.2%
Valle Vista	16,848	16.8%	3,913	12.4%	6.3%	31.4%
Garnet	4,993	37.1%	1,223	29.6%	17.2%	79.0%
Lakeview	2,527	40.8%	463	40.0%	40.3%	23.7%
Nuevo	7,000	15.7%	1,533	11.2%	8.1%	29.1%

## County Profile

### Unemployment

The nationwide lockdown following the rapid spread of COVID-19 resulted in an increase in the unemployment rates throughout all counties in California. As of November 2020, Riverside County saw a 6% increase from January 2017 and the current unemployment rate for Riverside County sits at 10.5%.<sup>34</sup> As the pandemic continues to spread throughout the County, the State of California now sits at over 1 million confirmed cases with the County accounting for over 78,000 of those cases.<sup>35</sup>

<b>Riverside County Cities Unemployment Rate by Percentage &gt;10.5%</b>				
<b>City</b>	<b>Labor Force</b>	<b>Employment</b>	<b>Unemployment #</b>	<b>Unemployment %</b>
Banning	11,200	9,800	1,400	12.8%
Blythe	5,600	5,000	600	11.0%
Calimesa	3,500	3,100	400	10.5%
Cathedral City	26,700	23,200	3,400	12.8%
Coachella	19,600	16,600	3,100	15.7%
Desert Hot Springs	12,200	10,100	2,200	17.6%
Hemet	29,700	25,700	4,000	13.6%
Highgrove CDP	2,600	2,100	400	15.8%
Homeland CDP	2,900	2,500	300	11.4%
Indio	41,100	35,700	5,300	13.0%
La Quinta	19,000	16,900	2,200	11.5%
Lake Elsinore	30,400	27,100	3,300	10.8%
Lakeland Village CDP	5,900	5,000	900	15.7%
Lakeview CDP	1,200	1,000	100	11.3%
Mecca CDP	3,100	2,800	400	11.4%
Menifee	38,900	34,800	4,100	10.6%
Moreno Valley	94,200	83,600	10,600	11.2%
Palm Desert	24,900	21,900	3,100	12.3%
Palm Springs	23,100	20,300	2,800	11.9%
Perris	30,600	27,100	3,500	11.5%
San Jacinto	18,900	16,500	2,400	12.4%
Valle Vista CDP	6,800	6,000	800	11.4%



## County Profile

### ***Employment***

Since the start of COVID-19, many within the nation have faced job loss and income drop that has led to difficult sacrifices within one's household. According to the Congressional Research Service who prepared a brief for Members and Committees of Congress, in April (2020) every state and the District of Columbia reached unemployment rates greater than their highest unemployment rates during the Great Recession.<sup>36</sup> The unemployment rate jumped to a level not seen since the 1930s<sup>37</sup> — and still stood at 6.2 percent in February 2021. The brief goes further into detail stating that 9.9 percent of Black workers and 8.5 percent of Latino workers were unemployed in February, compared to 5.6 percent of white workers. Approximately 21.2% of non-high school graduates and high school graduates experienced worse unemployment rates in April. In comparison to workers with a bachelor's degree or higher (8.4%).

According to the U.S. Bureau of Labor Statistics on Dec-2019, the United States, unemployment rates was at 3.4% in comparison to Dec-2020 which rose to 6.5%. In California, unemployment rate was at 3.7% on Dec-2019 and rose to 8.8% on Dec 2020.<sup>38</sup> Los Angeles County, who has faced the worse unemployment rate since the start of COVID-19, rose to 18.3%.<sup>39</sup> While Riverside County's unemployment rate prior to COVID-19 was at 3.60% on December 2019, it rose to 15.90% in 2020, with a total change from the previous year of 152.8%.<sup>40</sup> This affected approximately 168,800 residents. As of today (March), Riverside County's unemployment rate is at 9.10% in comparison to last month of 7.80 %, and 3.60% last year. This is higher than the long-term average of 8.08%.



# County Profile

## Cares Act

The Coronavirus Aid, Relief, and Economic Security Act also known as the CARES Act, is a 2.2 trillion dollar economic stimulus bill enacted by the Trump Administration on March 27, 2020 as a response to the COVID-19 Pandemic. As a result, millions of qualified Americans across the nation received a one time check of \$1,200 to help aid in their expenses. The CARES Act provided fast and direct assistance for families and workers.

The CARES Act which expanded unemployment benefits includes:

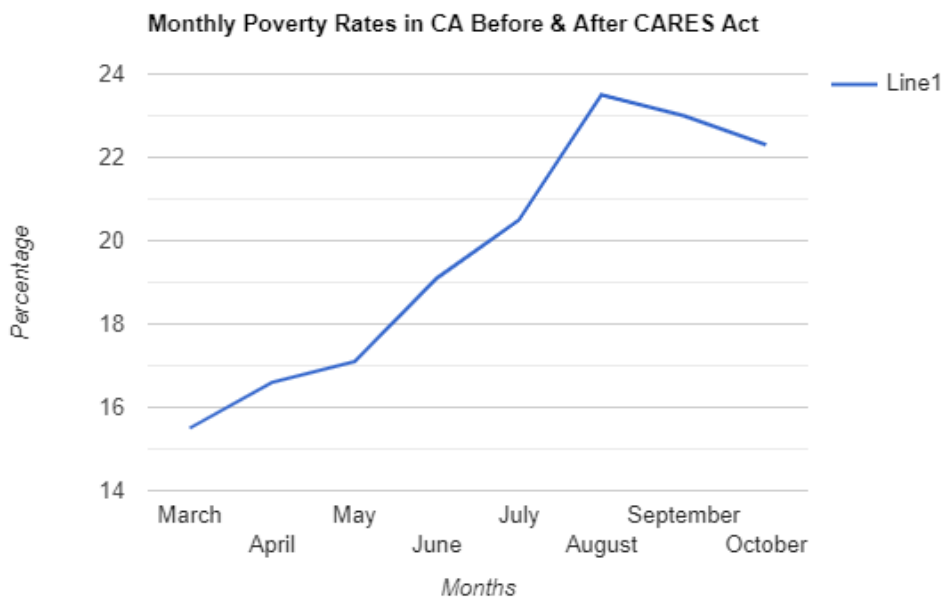
- Pandemic Unemployment Compensation (PUC): \$600/wk bonus
- Pandemic Unemployment Assistance (PUA): expansion of access
- Pandemic Emergency Unemployment Compensation (PEUC): extension of duration

However, due to the expiration of the CARES Act’s stimulus checks and \$600 per week supplement to unemployment benefits, the monthly poverty rate in October was higher than rates during April or May.

### Monthly Poverty Rates in California Before and After CARES Act Transfers

- March: 15.5%
- April: 16.6%
- May: 17.1%
- June: 19.1%
- July: 20.5%
- August: 23.5%
- September: 23.0%
- October: 22.3%

To put into perspective just how significant the impact of COVID-19 has been on California and its residents, the average poverty rate in 2019 was only 11.8%. Compared to the rate of 22.3% in October of 2020, California saw a 10.5% increase in less than a year.



## Sources

Following are the data sources used in this section:

<sup>1</sup> US Census Bureau, “2019 American Community Survey 1-year Estimates,” 20 November 2020, <https://data.census.gov/cedsci>.

<sup>2</sup> US Census Bureau, “2019 American Community Survey 1-year Estimates,” 20 November 2020, <https://data.census.gov/cedsci>.

<sup>3</sup> US Census Bureau, “2019 American Community Survey 1-year Estimates,” 20 November 2020, <https://data.census.gov/cedsci>.

<sup>4</sup> Economic Policy Institute, “The Cost of Childcare in California,” [www.epi.org](http://www.epi.org).

<sup>5</sup> AIR analysis of American Community Survey, California Child Care Resource and Referral Network Child Care Portfolio, “Number of Children Income-Eligible for State Title 5 Early Childhood Programs,” <https://rrnetwork.org>.

<sup>6</sup> Riverside County Office of Education, “2019-2020 Four-Year Cohort Graduation, Cohort Dropout, a-g Completion and State Seal of Biliteracy Report, December 2020,” 6 April 2021, <http://www.rcoe.us>.

<sup>7</sup> Riverside County Office of Education, “2019-2020 Four-Year Cohort Graduation, Cohort Dropout, a-g Completion and State Seal of Biliteracy Report, December 2020,” 6 April 2021, <http://www.rcoe.us>.

<sup>8</sup> Riverside County Office of Education, “2019-2020 Four-Year Cohort Graduation, Cohort Dropout, a-g Completion and State Seal of Biliteracy Report, December 2020,” 6 April 2021, <http://www.rcoe.us>.

<sup>9</sup> US Census Bureau, “2019 American Community Survey 1-year Estimates,” 20 November 2020, <https://data.census.gov/cedsci>.

<sup>10</sup> US Census Bureau, “2019 American Community Survey 1-year Estimates,” 20 November 2020, <https://data.census.gov/cedsci>.

<sup>11</sup> California Association of Realtors, “Market Data,” 10 May 2017, [www.car.org](http://www.car.org).

<sup>12</sup> United Lift, “United Lift Data Analysis June 2020 Application Period,” 6 April 2021, <https://www.unitedlift.org/>

<sup>13</sup> United Lift, “United Lift Data Analysis Cares Funding Approvals,” 6 April 2021 <https://www.unitedlift.org/>

<sup>14</sup> California Housing Partnership, “Riverside County 2020 Affordable Housing Needs Report,” 6 April 2021, <http://www.chpc.net>

<sup>15</sup> US Census Bureau, “QuickFacts Riverside County, California 2019,” 6 April 2021, <http://www.census.gov/quickfacts>

<sup>16</sup> California Housing Partnership, “Riverside County 2020 Affordable Housing Needs Report,” 6 April 2021, <http://www.chpc.net>

<sup>17</sup> Elsinore Valley Municipal Water District, 6 April 2021, <http://www.evmwd.com>

<sup>18</sup> Southern California Edison, “Public Utilities Commission of the State of California Energy Division,” 1 April 2021, <http://sce.com>.

<sup>19</sup> US Census Bureau, “2019 American Community Survey 1-year Estimates,” 20 November 2020, <https://data.census.gov/cedsci>.

<sup>20</sup> Dr. Amy Glassmeier and the Massachusetts Institute of Technology (MIT), “Living Wage Calculation for Riverside County, California, 2017.”

<sup>21</sup> The Corporation for Enterprise Development (CFED), “2016 Assets and Opportunities Scorecard.”

<sup>22</sup> Riverside County Health Informatics, “General Sheltered and Unsheltered Information,” 6 April 2021, <http://rchi.cs.ucr.edu/>

<sup>23</sup> Center on Budget and Policy Priorities, “Tracking the COVID-19 Recession’s Effects on Food, Housing, and Employment Hardships” 6 April 2021, <https://www.cbpp.org>.

<sup>24</sup> YCHARTS, “Riverside County, CA Unemployment Rate,” 6 April 2021, [https://ycharts.com/indicators/riverside\\_county\\_ca\\_unemployment\\_rate](https://ycharts.com/indicators/riverside_county_ca_unemployment_rate)

<sup>25</sup> Center on Budget and Policy Priorities, “Tracking the COVID-19 Recession’s Effects on Food, Housing, and Employment Hardships” 6 April 2021, <https://www.cbpp.org>.

<sup>26</sup> Center on Budget and Policy Priorities, “Tracking the COVID-19 Recession’s Effects on Food, Housing, and Employment Hardships” 6 April 2021, <https://www.cbpp.org>.

<sup>27</sup> The Federal Deposit Insurance Corporation (FDIC), 2015 National Survey of Unbanked and Underbanked Households.

<sup>28</sup> National Center for Education Statistics (NCES), 2014-2015 Common Core of Data/ Kidsdata.org.



# County Profile

## Sources

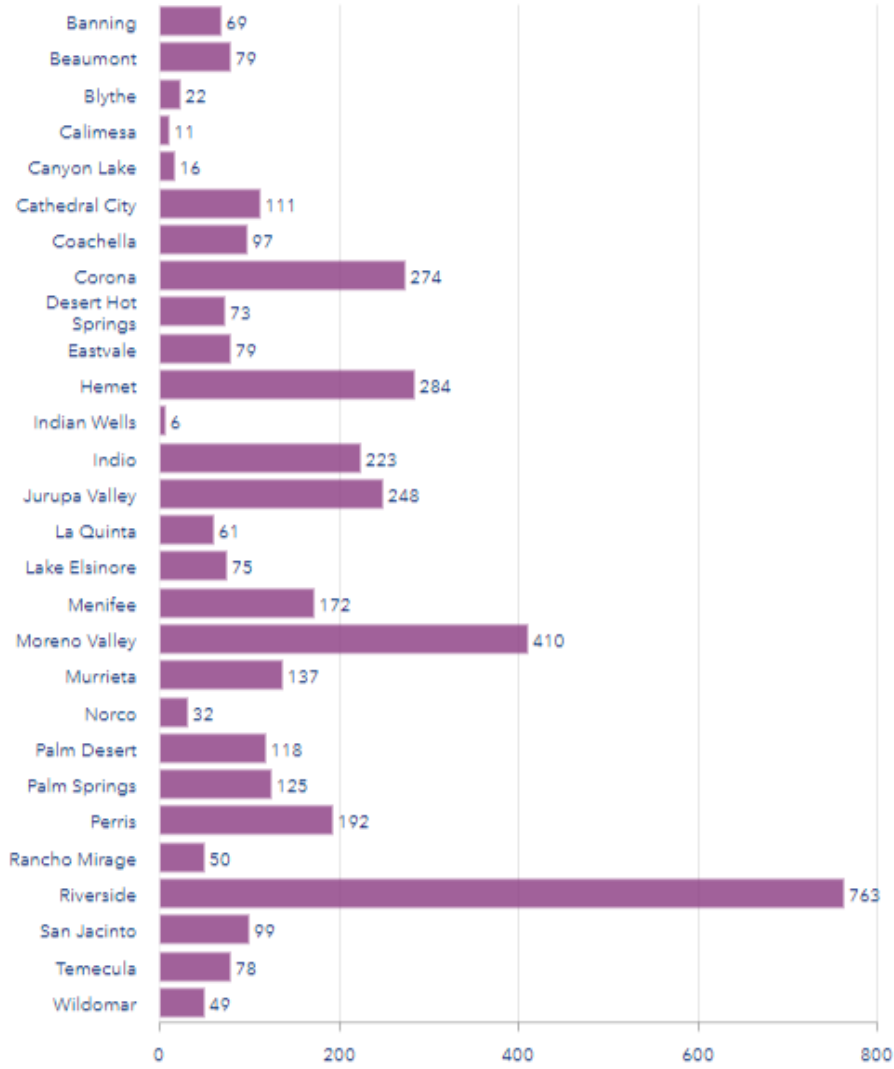
- <sup>29</sup>California Department of Social Services, "CalFresh Data Dashboard," 20 November 2020, <https://www.cdss.ca.gov>.
- <sup>30</sup>US Census Bureau, "2019 American Community Survey 1-year Estimates," 20 November 2020, <https://data.census.gov/cedsci>.
- <sup>31</sup>US Census Bureau, "2019 American Community Survey 1-year Estimates," 20 November 2020, <https://data.census.gov/cedsci>.
- <sup>32</sup>US Census Bureau, "2018 American Community Survey 5-Year Estimates," 18 November 2020, <https://data.census.gov/cedsci>.
- <sup>33</sup>EDD, "Labor Force and Unemployment Rate for Cities and Census Designated Places," 23 November 2020, <https://edd.ca.gov>.
- <sup>34</sup>RUHS Public Health, "coronavirus," 23 November 2020, <https://www.rivcoph.org/coronavirus>.
- <sup>35</sup>Press Enterprise, "Coronavirus Now Third-Leading Cause of Death in Riverside County," 6 April 2021, <http://www.pe.com>
- <sup>36</sup>Riverside University Health System, "Community Health Profile Riverside County, CA," 6 April 2021, <http://www.rivcohealthdata.org>
- <sup>37</sup>Congressional Research service, "Unemployment Rates During the COVID-19 Pandemic: In Brief," 6 April 2021, <https://fas.org/sgp/crs/misc/46554.pdf>.
- <sup>38</sup>Fred Economic Data, "Unemployment Rate in Riverside County, CA," 6 April 2021, <https://fred.stlouisfed.org/series/CARIVE5URN>.
- <sup>39</sup>U.S. Bureau Of Labor Statistics, "Riverside Area Economic Summary" 6 April 2021, [https://www.bls.gov/regions/west/summary/blsummary\\_riverside.pdf](https://www.bls.gov/regions/west/summary/blsummary_riverside.pdf).
- <sup>40</sup>Fred Economic Data, "Unemployment Rate in Los Angeles County, CA," 6 April 2021, <https://fred.stlouisfed.org/series/CALOSA7URN>.
- <sup>41</sup>YCHARTS, "Riverside County, CA Unemployment Rate," 6 April 2021, [https://ycharts.com/indicators/riverside\\_county\\_ca\\_unemployment\\_rate](https://ycharts.com/indicators/riverside_county_ca_unemployment_rate).



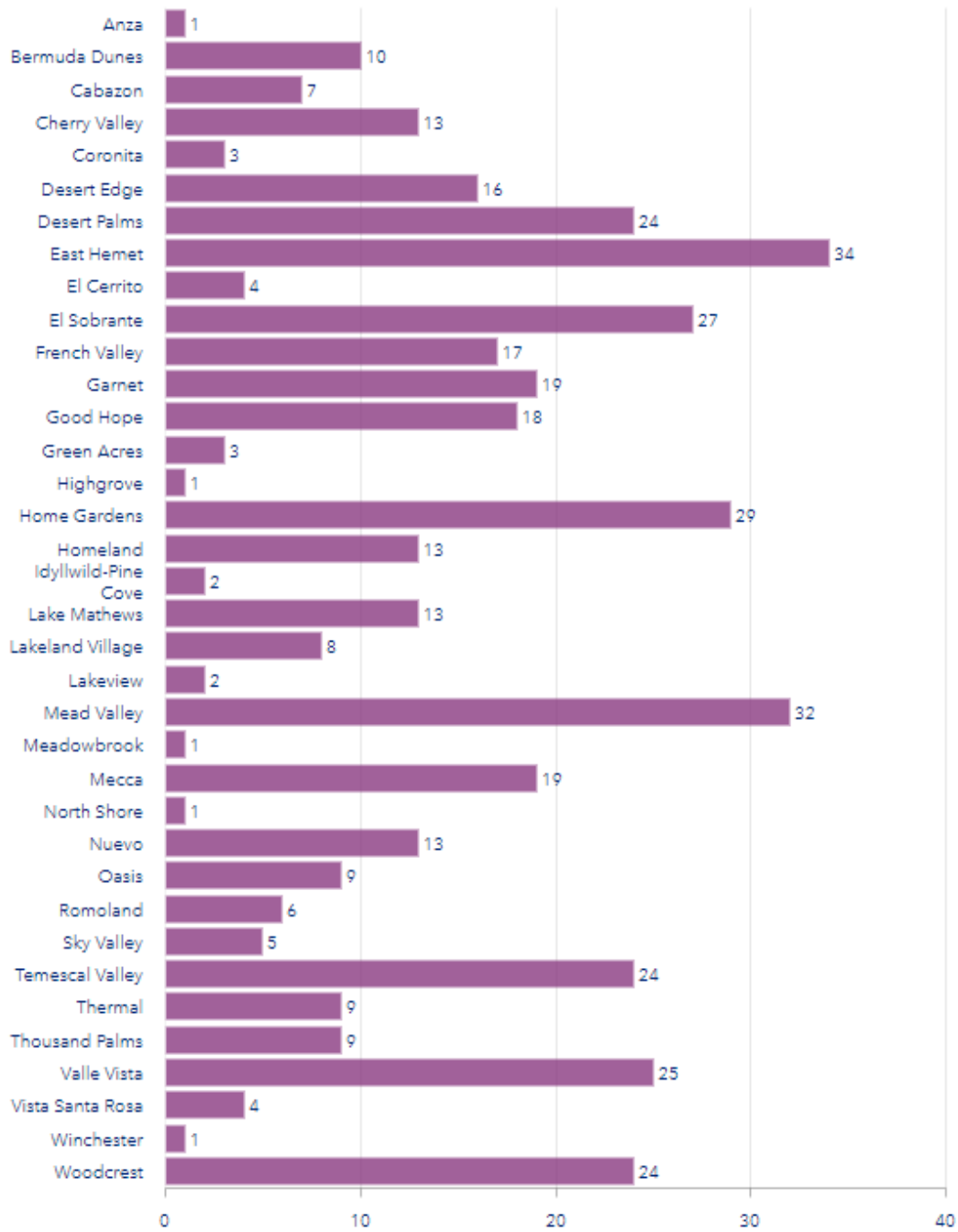
# Appendix H

## Riverside County COVID19 Data

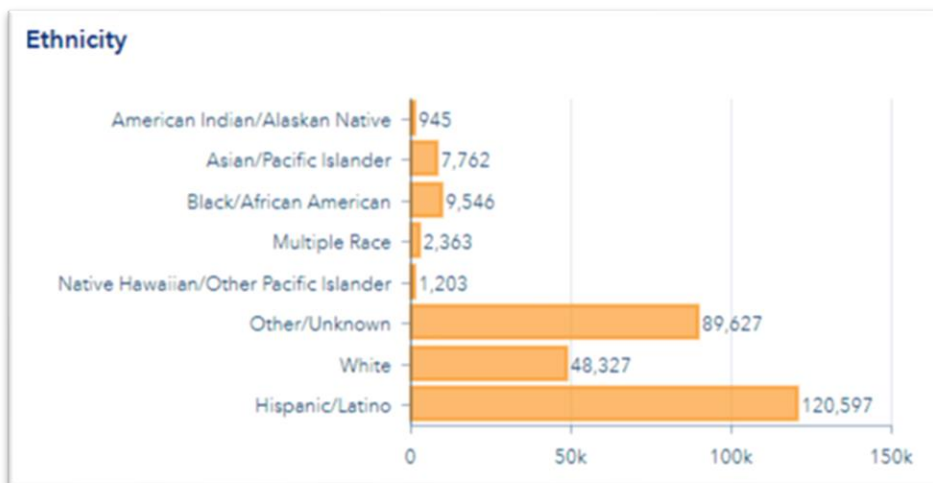
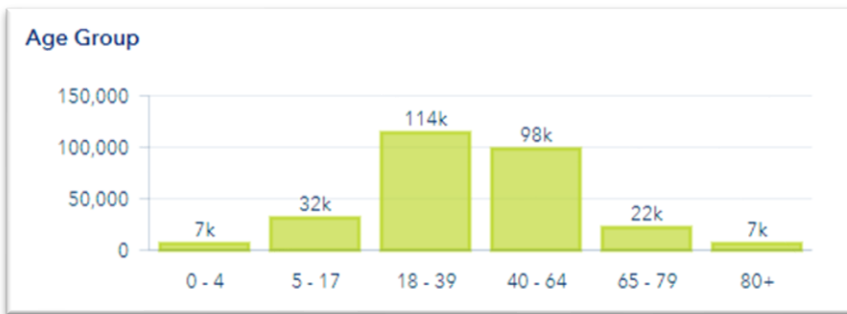
### Deaths by City



## Deaths by Community



## Cases by Gender, Age group, and Ethnicity



# Appendix I



## RIVERSIDE COUNTY 2020 Affordable Housing Needs Report

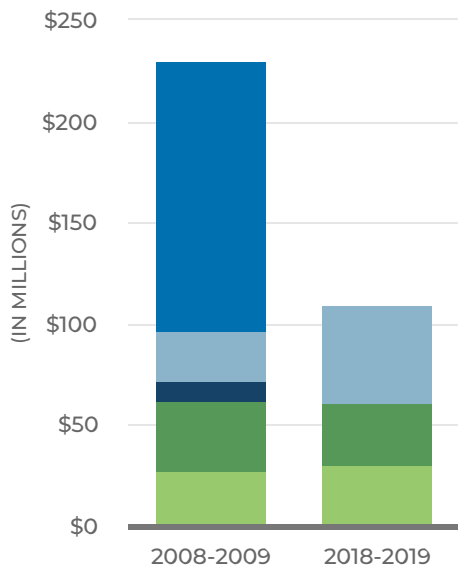


### KEY FINDINGS

- **54,311** low-income renter households in the county do not have access to an affordable home.
- Low-Income Housing Tax Credit production and preservation in Riverside County **increased by 9%** since 2016 while state production and preservation **decreased 13%**.
- **86%** of extremely low-income households are paying more than half of their income on housing costs compared to just 5% of moderate-income households.
- Renters in Riverside County need to earn \$27.56 per hour — **2.1 times** the state minimum wage — to afford the average monthly asking rent of \$1,433.
- In Riverside County, state funding **decreased 71%** and federal funding **decreased 2%** for housing production and preservation from FY 2008-09 to FY 2018-19.

## FUNDING FOR HOUSING

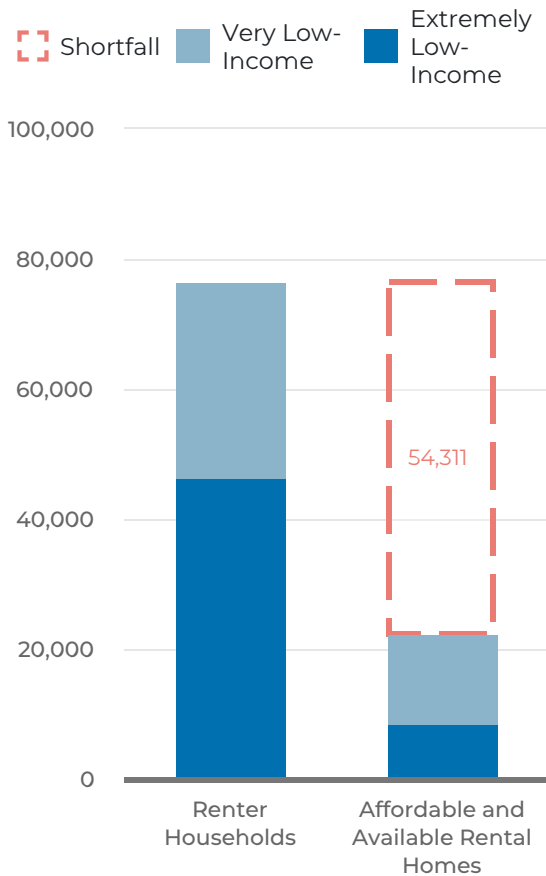
In Riverside County, state funding **decreased 71%** and federal funding **decreased 2%** for housing production and preservation from FY 2008-09 to FY 2018-19.



FUNDING SOURCE	FY 2008-09	FY 2018-19	% CHANGE
(in thousands)			
Redevelopment Housing	\$132,849	\$0	-100%
State Housing Bonds and Budget Allocations	\$24,740	\$48,016	94%
State LIHTC	\$9,622	\$0	-100%
<b>STATE TOTAL</b>	<b>\$167,211</b>	<b>\$48,016</b>	<b>-71%</b>
Federal LIHTC	\$34,698	\$31,130	-10%
HUD Block Grants	\$27,951	\$30,167	8%
<b>FEDERAL TOTAL</b>	<b>\$62,649</b>	<b>\$61,297</b>	<b>-2%</b>

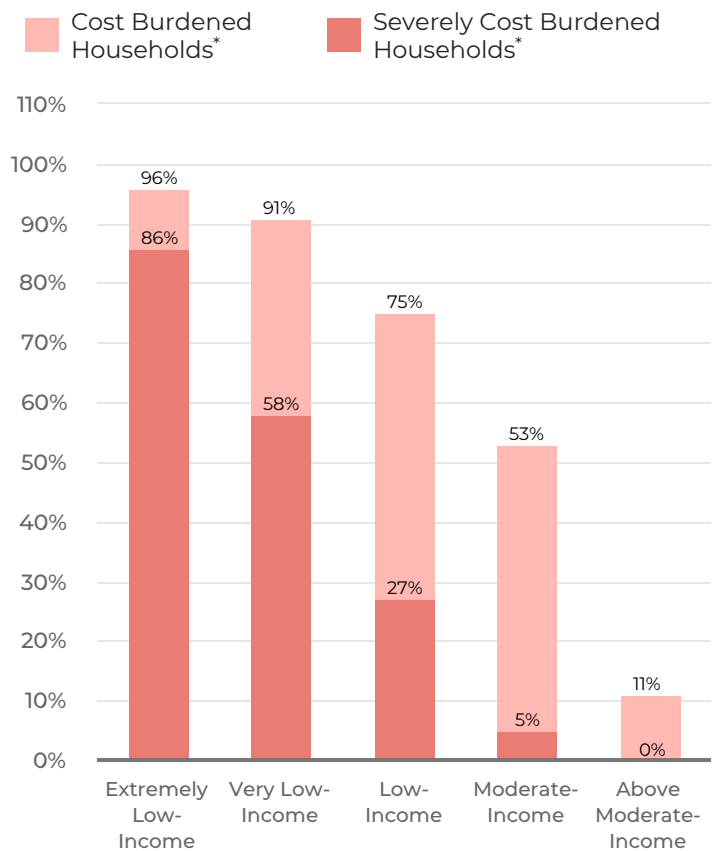
## AFFORDABLE HOMES SHORTFALL

**54,311** low-income renter households in Riverside County do not have access to an affordable home.



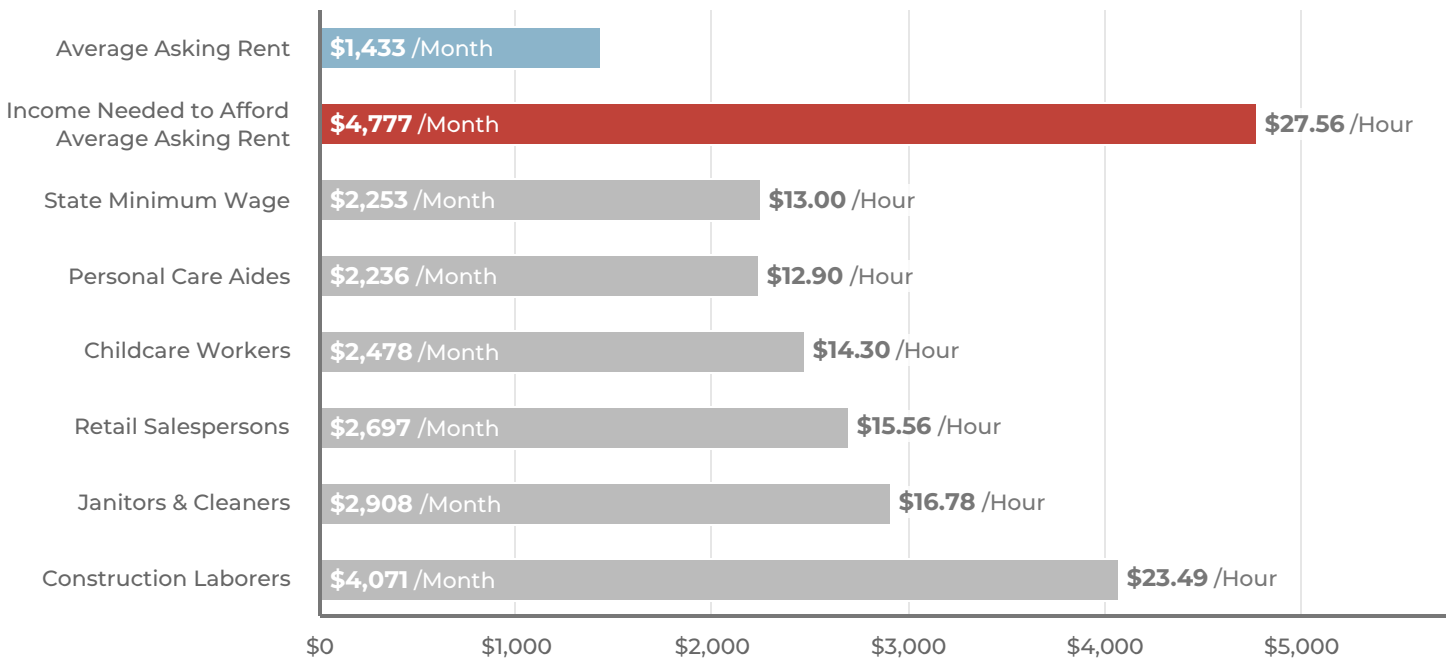
## COST BURDENED HOUSEHOLDS

**86%** of ELI households in Riverside County are paying more than half of their income on housing costs compared to just 5% of moderate-income households.



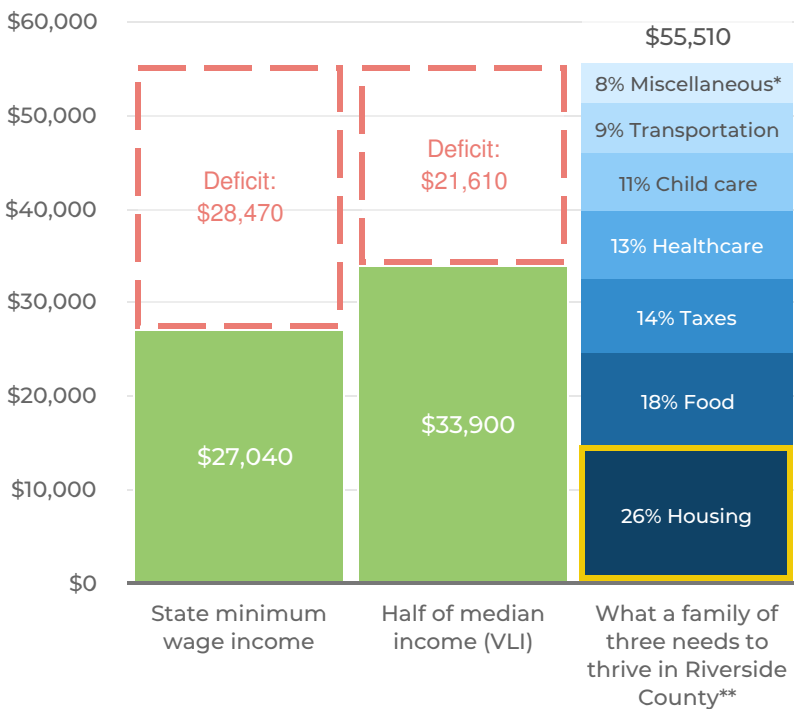
## WHO CAN AFFORD TO RENT

Renters need to earn **2.1 times** minimum wage to afford the average two-bedroom asking rent in Riverside County.



## COST OF LIVING

After paying the high cost of housing, very low-income households in Riverside County are **short \$21,610** annually for basic needs.



## LIHTC PRODUCTION AND PRESERVATION

Riverside County's Low-Income Housing Tax Credit production and preservation **increased by 9%** from 2016-2019.

STATEWIDE			
TYPE	2016	2019	% CHANGE
New Construction	8,539	7,813	-9%
Acquisition & Rehab	15,032	12,686	-16%
<b>All</b>	<b>23,571</b>	<b>20,499</b>	<b>-13%</b>

RIVERSIDE			
TYPE	2016	2019	% CHANGE
New Construction	145	49	-66%
Acquisition & Rehab	639	808	26%
<b>All</b>	<b>784</b>	<b>857</b>	<b>9%</b>

## STATEWIDE POLICY RECOMMENDATIONS

**In addition to critical COVID-19 efforts, the Partnership calls on State leaders to take the following actions to provide relief to low-income families struggling with unaffordable and unstable housing:**

- Make permanent the \$500 million annual increase to the California Low-Income Housing Tax Credit Program to jump-start affordable housing production and provide an additional \$100 million annually to rehabilitate existing affordable rental properties.
- Create a new Affordable Housing Preservation Tax Credit to preserve existing affordable housing at risk of conversion and to fight displacement pressures.
- Streamline Department of Housing and Community Development rental housing funding programs through a single application and award process to reduce development costs.
- Reduce the threshold for voter approval of local funding of affordable housing and infrastructure from 67 percent to 55 percent as was done for educational facilities in 2000.
- Exempt supportive housing and affordable housing funded by MHP, HOME or CDBG from CEQA reviews.
- Allow affordable housing to be built by right on land currently zoned for commercial or public uses and on church-owned lands.

## DATA SOURCES & NOTES

### • FUNDING FOR HOUSING

California Housing Partnership analysis of 2008-2009 annual Redevelopment Housing Activities Report; 2008-2009 and 2018-2019 Annual HCD Reports; 2008-2009 and 2018-2019 HUD CPD Appropriations Budget Reports; 2018-2019 California Strategic Growth Council, Affordable Housing Sustainable Communities Program 2008-2009 and 2018-2019 federal and state Low-Income Housing Tax Credits.

### • AFFORDABLE HOMES SHORTFALL

California Housing Partnership analysis of 1-year American Community Survey (ACS) Public Use Microdata Sample (PUMS) data with HUD income levels. Methodology was adapted from NLIHC gap methodology.

### • COST BURDENED HOUSEHOLDS

California Housing Partnership analysis of 1-year ACS PUMS data with HUD income levels. Methodology was adapted from NLIHC gap methodology.

\* Cost burdened households spend 30% or more of their income towards housing costs. Severely cost burdened households spend more than 50%.

### • WHO CAN AFFORD TO RENT

CoStar Group average asking rent for two bedroom as of January 2020. Bureau of Labor Statistics Average Annual Wage Data for California Occupations, 2019.

### • COST OF LIVING

United Ways of California, Real Cost Measure Household Budgets 2019. Please visit [unitedwaysca.org/realcost](https://unitedwaysca.org/realcost) for more information on what it takes to meet basic needs in communities across California.

\* The "miscellaneous" budget for a family of three includes all other categories not defined.

\*\* The household budget for a family of three uses a population weighted average to estimate the costs associated with one working adult and two children (one school-aged child and one teenager). Each percentage represents how much a family's annual budget is captured in each cost category (housing, child care, etc.).

### • LIHTC PRODUCTION AND PRESERVATION

California Housing Partnership's Preservation Database, January 2020. Please note that this data does not include manager units or market rate units created through the LIHTC program.

This report was produced by the California Housing Partnership | [chpc.net](https://chpc.net)

Danielle M. Mazzella, Preservation & Data Manager

Lindsay Rosenfeld, Policy Research Manager

Mark Stivers, Director of Legislative & Regulatory Advocacy

Matt Schwartz, President & CEO

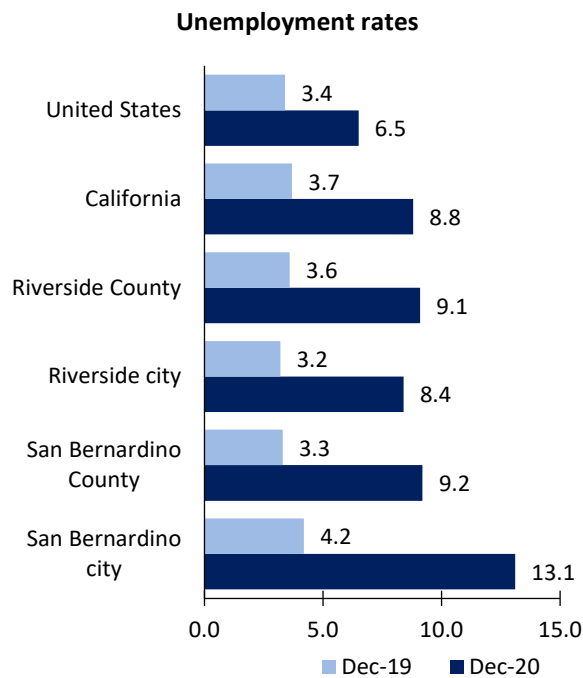


# Riverside Area Economic Summary

Updated February 04, 2021

This summary presents a sampling of economic information for the area; supplemental data are provided for regions and the nation. Subjects include **unemployment, employment, wages, prices, spending, and benefits**. All data are not seasonally adjusted and some may be subject to revision. Area definitions may differ by subject. For more area summaries and geographic definitions, see [www.bls.gov/regions/economic-summaries.htm](http://www.bls.gov/regions/economic-summaries.htm).

## Unemployment rates for the nation and selected areas

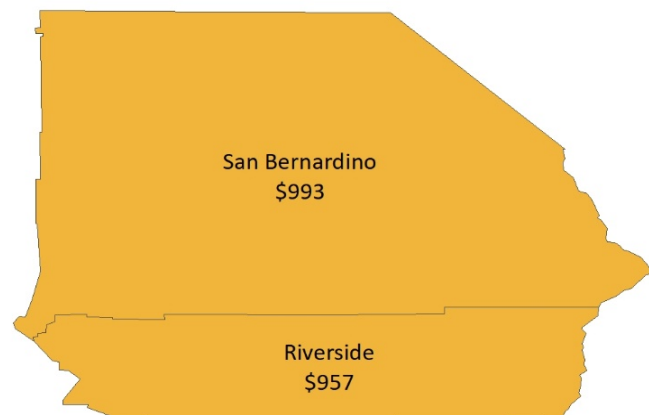


Source: U.S. BLS, Local Area Unemployment Statistics.

## Average weekly wages for all industries by county

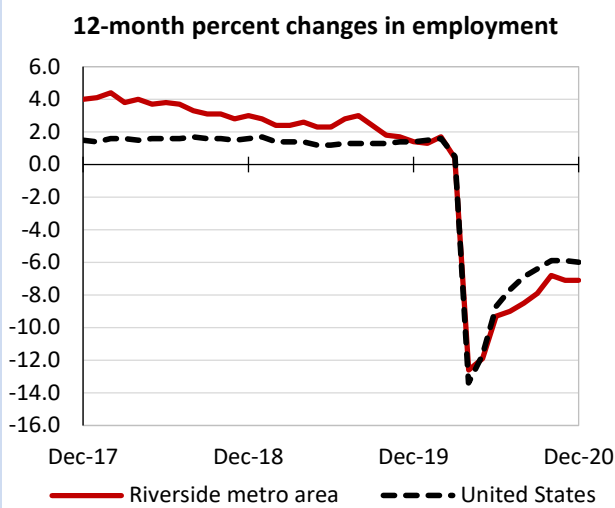
### Riverside metro area, second quarter 2020

(U.S. = \$1,188; Area = \$976)



Source: U.S. BLS, Quarterly Census of Employment and Wages.

## Over-the-year changes in employment on nonfarm payrolls and employment by major industry sector



Source: U.S. BLS, Current Employment Statistics.

Riverside metro area employment (number in thousands)	Dec. 2020	Change from Dec. 2019 to Dec. 2020	
		Number	Percent
Total nonfarm	1,459.6	-111.5	-7.1
Mining and logging	0.9	-0.3	-25.0
Construction	107.1	2.7	2.6
Manufacturing	88.4	-12.1	-12.0
Trade, transportation, and utilities	403.6	-8.7	-2.1
Information	9.7	-1.7	-14.9
Financial activities	44.0	-0.5	-1.1
Professional and business services	155.2	-3.9	-2.5
Education and health services	249.9	-6.8	-2.6
Leisure and hospitality	116.2	-58.4	-33.4
Other services	35.2	-9.3	-20.9
Government	249.4	-12.5	-4.8

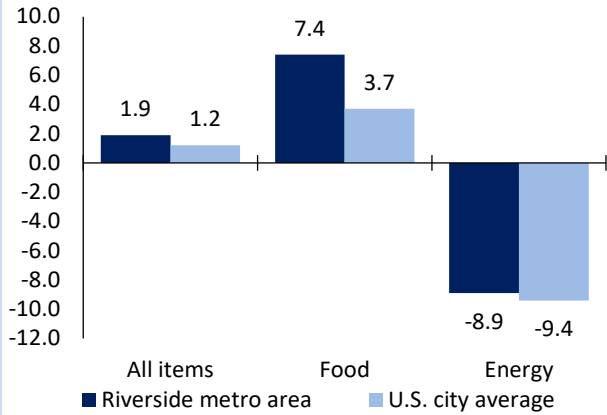
Source: U.S. BLS, Current Employment Statistics.





Over-the-year change in the prices paid by urban consumers for selected categories

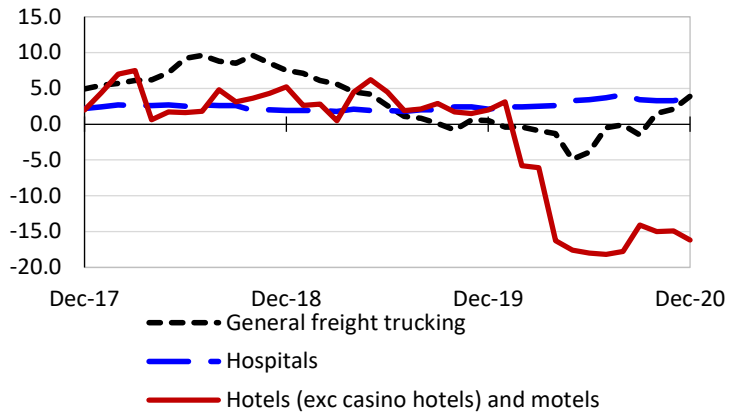
12-month percent change in CPI-U, November 2020



Source: U.S. BLS, Consumer Price Index.

Over-the-year changes in the selling prices received by producers for selected industries nationwide

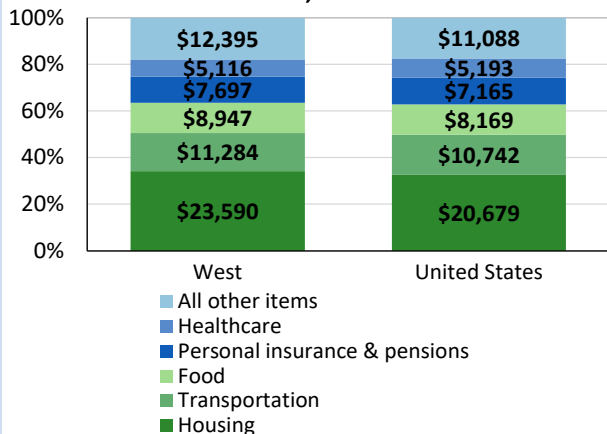
12-month percent changes in PPI



Source: U.S. BLS, Producer Price Index.

Average annual spending and percent distribution for selected categories

Average annual expenditures, United States and West, 2019



Source: U.S. BLS, Consumer Expenditure Survey.

Average hourly wages for selected occupations

Occupation	Riverside metro area	United States
All occupations	\$24.37	\$25.72
Human resources managers	56.96	62.29
Registered nurses	50.75	37.24
Accountants and auditors	35.35	38.23
Chefs and head cooks	30.13	27.07
Electricians	25.52	29.02
Construction laborers	23.49	20.06

Source: U.S. BLS, Occupational Employment Statistics, May 2019.

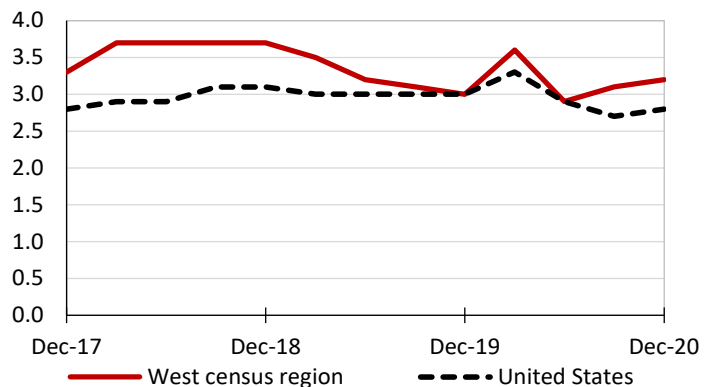
Employer costs per hour worked for wages and selected employee benefits by geographic division

Private industry, September 2020	West census region	United States
Total compensation	\$40.82	\$35.95
Wages and salaries	28.69	25.23
Total benefits	12.13	10.72
Paid leave	3.06	2.63
Vacation	1.57	1.35
Supplemental pay	1.16	1.23
Insurance	3.26	2.86
Retirement and savings	1.49	1.27
Legally required benefits	3.16	2.73

Source: U.S. BLS, Employer Costs for Employee Compensation.

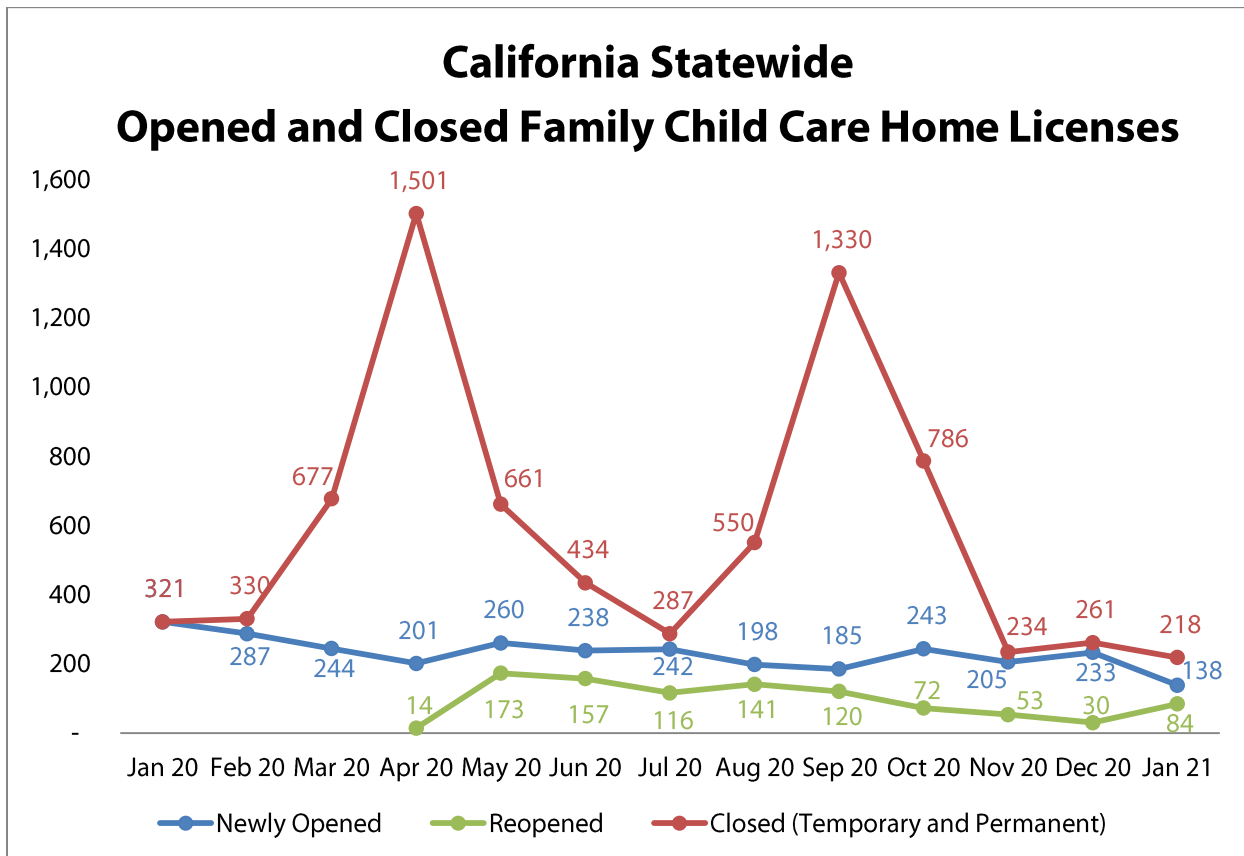
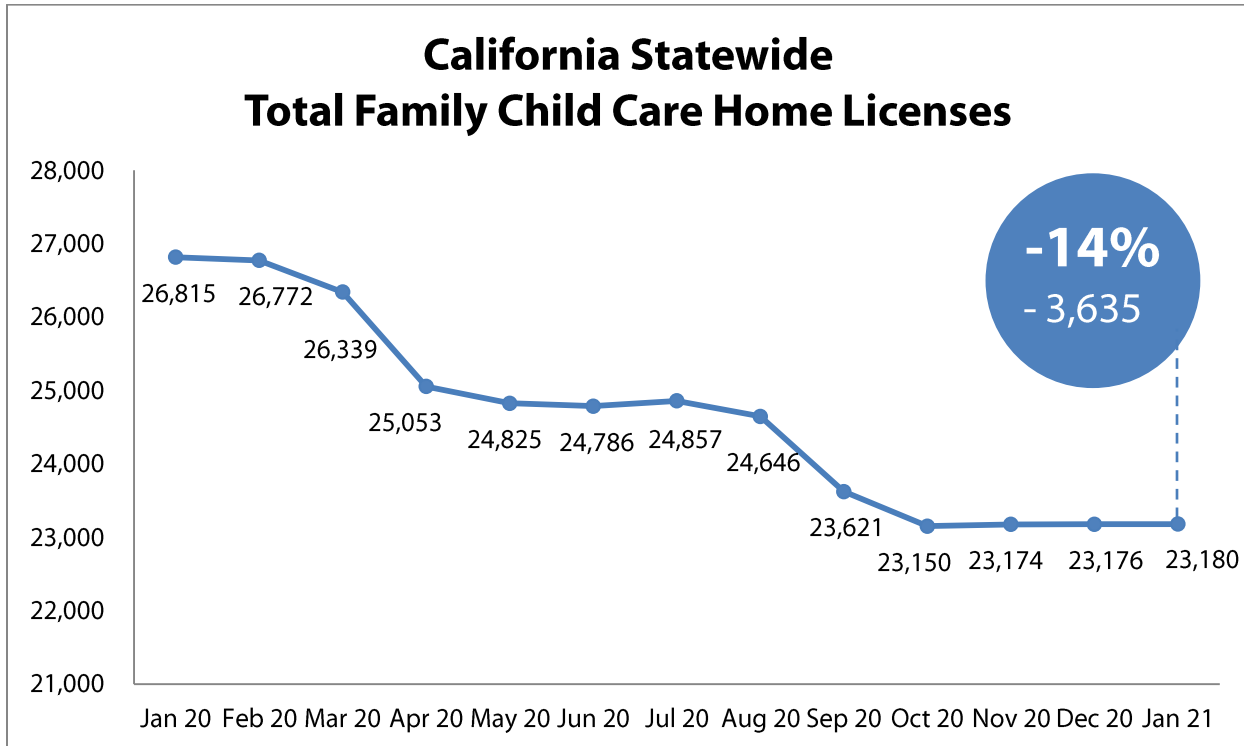
Over-the-year changes in wages and salaries

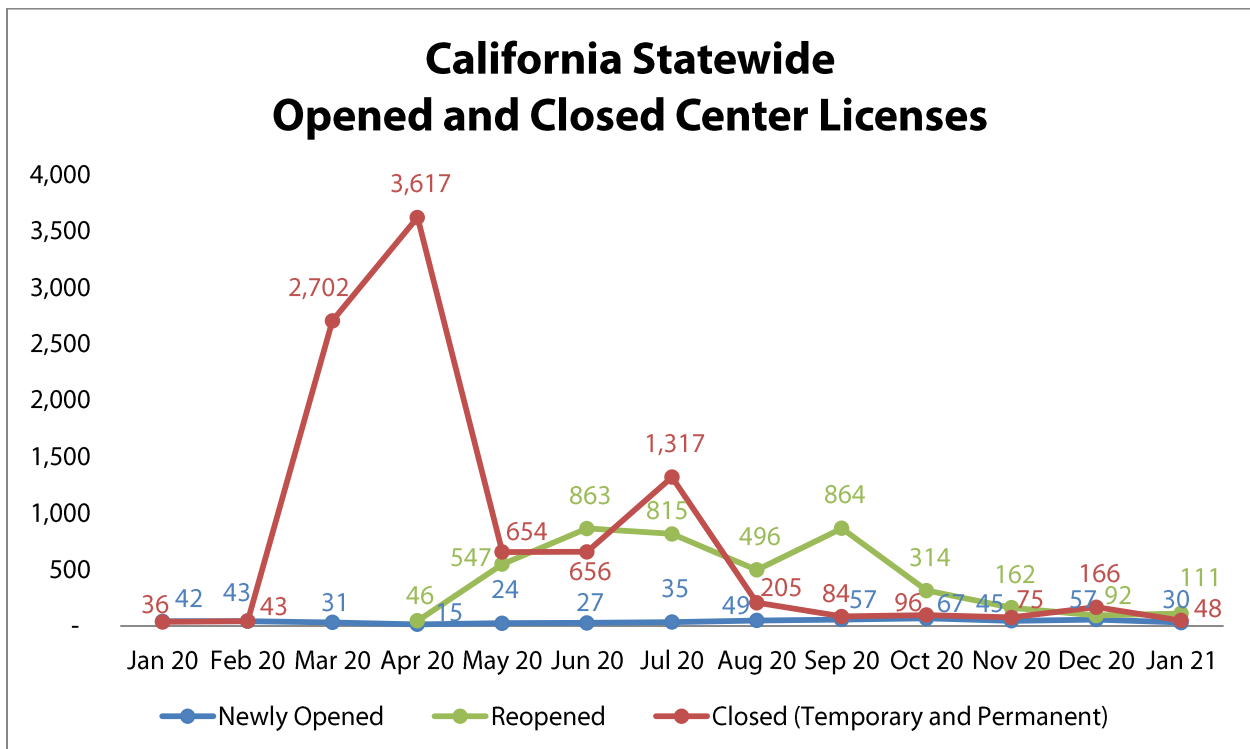
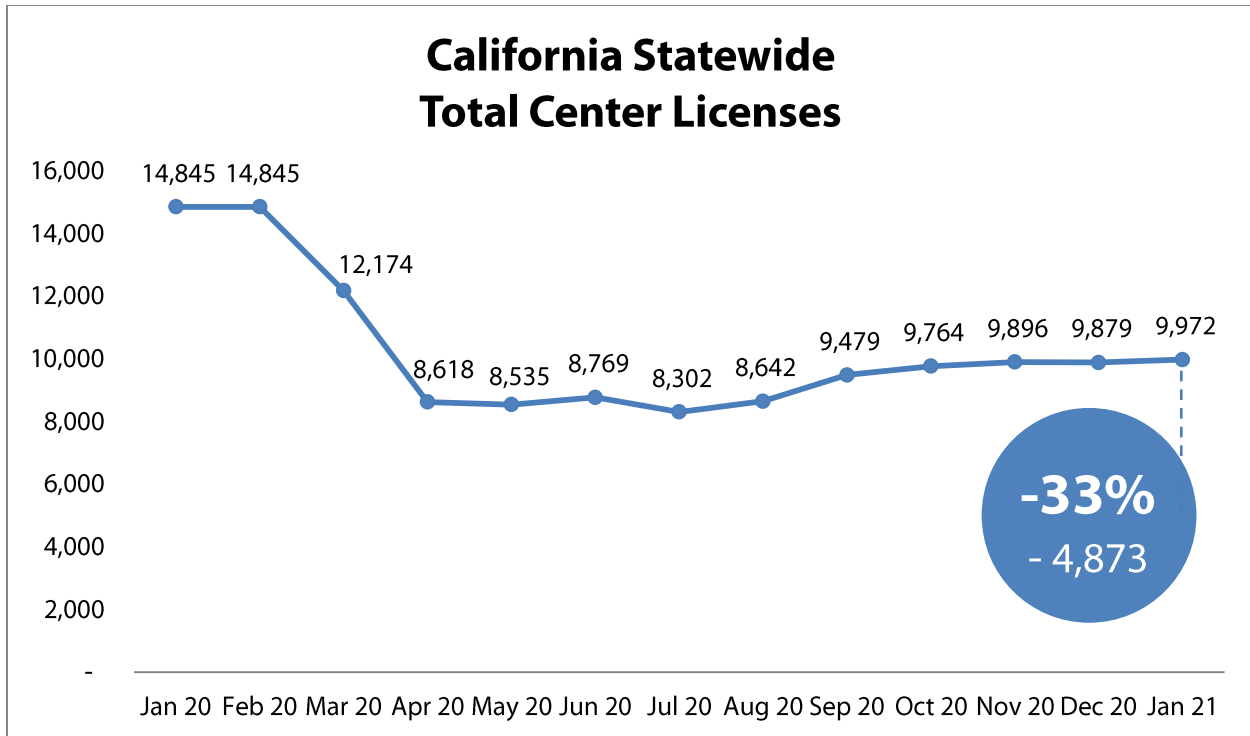
12-month percent changes in ECI



Source: U.S. BLS, Employment Cost Index.







Note: One center site may have multiple licenses  
 These numbers may differ from Child Care Licensing as duplicates were removed in Spring 2020

**For more information contact Sherri Zhang, Research and Policy Associate at [szhang@rrnetwork.org](mailto:szhang@rrnetwork.org)**