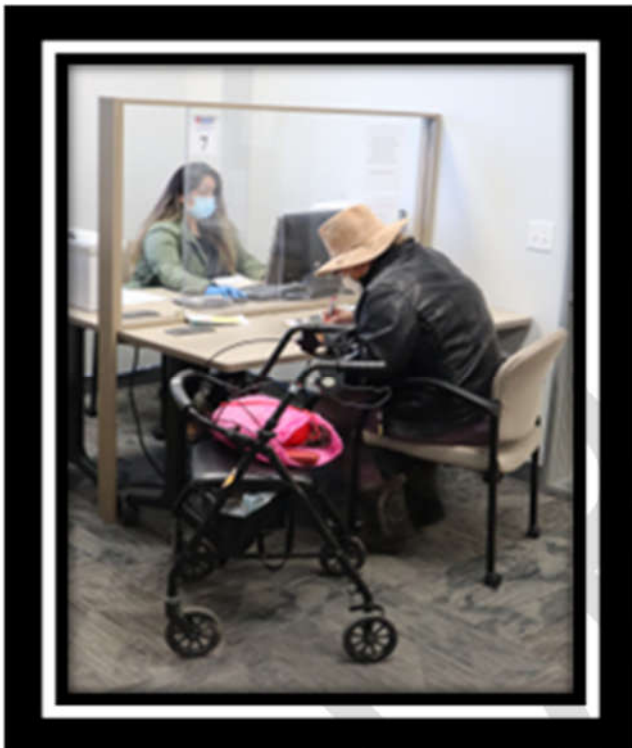




**Community Action Partnership  
of San Bernardino County**



## **Draft 2021 Community Needs Assessment**



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## **Executive Summary**

Data collected in this assessment will be utilized to identify the most critical needs of the community; results of this assessment will be outlined in this section.

DRAFT



## **Vision Statement**

Community Action Partnership of San Bernardino County is the premier social services agency that eliminates the effects of poverty.

## **Mission Statement**

Community Action Partnership of San Bernardino County works with our communities by supporting, advocating for and empowering low-income residents to achieve self-reliance and economic stability.

## **The Promise of Community Action**

Community Action changes people's lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community and are dedicated to helping people help themselves and each other.

# CAPSBC Community Needs Assessment

Every two years Community Action Partnership of San Bernardino County (CAPSBC) conducts an assessment of community needs in our service area which is San Bernardino County. The Community Needs Assessment had been developed utilizing objective, verifiable, quantitative and qualitative data, and information gathered through various sources such as clients surveys, stakeholder surveys, statistical data, evaluation studies, San Bernardino County Indicators Report, and other reliable sources.

## San Bernardino County Profile

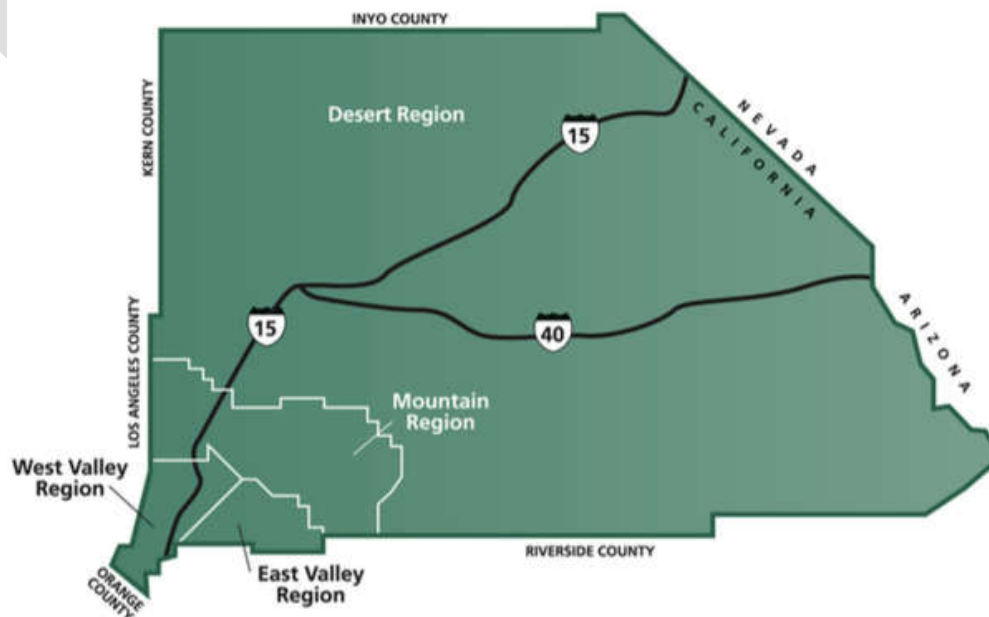
### INTRODUCTION

Our Community is a System. Understanding that a community is a system of interconnected elements is important as the issues we face become more complex. The more we work collaboratively and across boundaries – whether historical, physical, political, racial, or something else – the more successful we will be in our efforts to sustain a high quality of life free from the effects of poverty.

### GEOGRAPHY OF SAN BERNARDINO COUNTY

The County of San Bernardino is located in southeastern California, with Inyo County to the north, Kern and Los Angeles Counties to the west, and Orange and Riverside Counties to the south. San Bernardino is bordered on the east by the states of Nevada and Arizona. San Bernardino County is the largest county in the contiguous United States. And covers more than 20,000 square miles of land. There are 24 cities and towns in the county and multiple unincorporated areas. Eighty one percent (81%) of the land is outside the governing control of the County Board of Supervisors or local jurisdictions; the majority of the non-jurisdiction land is owned and managed by federal agencies. The county is commonly divided into three distinct areas made up of the Valley Region (sometimes divided into the East and West Valley), the Mountain Region, and the Desert Region:

- The Caley Region contains the majority of the county's incorporated areas and population.
- The Mountain Region is primarily comprised of public lands owned and managed by federal and state agencies.
- The Desert Region is the largest region (approximately 93% of the county's land area) and includes part of the Mojave Desert.



## POPULATION

As of 2021, according to [worldpopulationreview.com](http://worldpopulationreview.com), the population of San Bernardino County is 2,206,750, making it the fifth most populous county in California. Out of all California counties, only Los Angeles County, San Diego County, Orange County and Riverside County have more residents. The County of San Bernardino is the largest county in the country encompassing 20,105 square miles (about twice the area of New Jersey). Its population is expected to increase by 28% by the year 2040 (SBC Indicators Report). The county's racial composition, based upon the United States Census Bureau's estimates (2019), is comprised of: 54.4% Hispanic (in comparison to 38.8% for the state of California); 27.1% White (in comparison to 38.0% for the state); 7.5% African American (in comparison to 6.5% for the state); 7.4% Asian (in comparison to 14.7% for the state).

A growing subpopulation are seniors. The proportion of San Bernardino County residents ages 65 and older is projected to grow from 13% of the population in 2020 to 19% by 2045. While overall County poverty declined in 2018, poverty among seniors aged 65 and older increased, rising from 9.1% in 2009 to 11.3% in 2018.

To understand the impact income has more realistically on seniors The Elder Economic Security Standard (Elder Index) was developed to provide an evidence-based indicator of the actual basic costs faced by older adults. It considers costs for housing, food, transportation, out-of-pocket medical expenses, and other necessary spending. The Elder Index shows the differences between older adults who own versus rent, who have a paid-off mortgage or not, and for those with various levels of health care needs. In San Bernardino County the calculations document the wide discrepancy that exists between the Federal Poverty Line (FPL) and the Elder Index. Research has shown that the number of economically insecure older adults who experience significant income shortfalls is increased by applying the Elder Index. By only applying the FPL to determine public assistance program eligibility, hundreds of thousands of economically insecure older county residents are being denied aid (Padilla-Frausto & Wallace). According to Wallace and Molina this aid is needed because the Elder Index shows that the federal poverty guideline covers less than half of the basic costs experienced by adults aged 65 and older. The income shortfall is even greater for seniors in San Bernardino County due to the large amount of poverty.

The Center for Disease Control and Prevention (CDC) reported that since the beginning of the pandemic, older adults were at the greater risk of requiring hospitalization or dying if they were diagnosed with COVID-19. This concern and the closing of senior nutrition sites and social centers as well as isolation from family, lack of transportation, and difficulty in grocery shopping added to their challenges. As part of the COVID-19 Emergency Response, CAPSBC partnered with the County Department of Aging and Adult Services and other community providers to provide and deliver food directly to the doorsteps of seniors as well as give referrals for needed resources.

## POVERTY

The United States government typically defines poverty using the U.S. Department of Health and Human Services (HHS) Poverty Guidelines based on household income. These guidelines are used to determine eligibility for several federal programs. HHS updates the guidelines to account for inflation. It should be noted that the official poverty rate reported in the state of California does not consider California's higher cost of living. Nonetheless, the poverty rates described herein refer to the federal poverty line, as calculated by HHS for 2021:



<b><i>Persons family/household*</i></b>	<b><i>in</i></b>	<b><i>Poverty guideline 48 States &amp; Washington, D.C.</i></b>
1		\$ 12,880
2		\$ 17,420
3		\$ 21,960
4		\$ 26,500
5		\$ 31,040
6		\$ 35,580
7		\$ 40,120
8		\$ 44,600

*\*For families/households with more than 8 persons, add \$4,450 for each additional person.*

The percentage of the population living in poverty in San Bernardino County decreased from 14.9% in 2018 to 13.3% in 2019. In 2019, 18.4% of children in San Bernardino County under age 18 were living in poverty, down from 24.7% in 2010. The percentage of adults living in poverty also decreased during this same period, from 15.8% in 2010 to 11.4% in 2019. Seniors ages 65 and older saw a slight decrease in poverty, from 11.8% in 2010 to 11.5% in 2019.

In 2019, 5.6% of San Bernardino County residents over age 16 in the labor force with jobs were living in poverty. This population is often referred to as the “working poor” due to having a job yet still living in poverty. The poverty rate for the unemployed population in the labor force also decreased, from 28.2% in 2010 to 25.5% in 2019.

San Bernardino County’s rate of poverty is higher than state and national averages and is the highest among counties compared, except for Los Angeles and Miami-Dade, where 13.4% and 15.6%, respectively, of the population live in poverty. Overall, California had a poverty rate of 11.98% in 2019 down from 16.28% in 2015.

In 2019, 14.5% of females in San Bernardino County were living in poverty. This is more than two and a half percentage points higher than the proportion of the male population living in poverty (11.9%).

According to an article by Aisch et al. based on a study by Chetty et al., San Bernardino County is very bad for income mobility for children in poor families. It is among the worst counties in the U.S. in helping poor children up the income ladder. It ranks 244th out of 2,478 counties, better than only about 10% of counties. It is relatively worse for poor boys than it is for poor girls. Every year a poor child spends in San Bernardino County, decreases his or her income. A childhood in San Bernardino County (up to the age of 20) may result in a reduction of average annual household income of \$2,920 for poor boys and \$1,550 for poor girls.

## **COVID-19 Impact**

Assessment of the impact of COVID-19 has been provided in the “The Impact of COVID-19 in San Bernardino County”. Overall findings indicated that while county COVID-19 case rates were higher than the state and nation, San Bernardino County residents saw a better recovery rate. One explanation for the higher case rates is that many of the county’s employment force that were affected were service/essential workers and were less likely to be able to work from home.

Shutdown orders closed businesses and put thousands out of work. One in 10 residents reported difficulty paying their rent or mortgage. For working families with children, childcare was difficult to access. Over 700 childcare providers closed temporarily, and hundreds still remain closed.

Many residents needed critical assistance for the first time in their lives. They turned to safety net programs such as food and housing assistance, and government programs such as Cal Fresh, CalWORKs and Medi-Cal.

A look at 2020 and real time key data provides a snapshot on the sector impacts.

### **Cases**

As of May 25, 2021, the County’s confirmed cases are at 297,644 with 4,545 deaths. It is estimated that the true number of infections may be higher. A summertime peak of 971 known cases reported on July 1, 2020, was eclipsed later in the year by a high of 5,447 known cases on December 29, 2020. Trends revealed that 1 out of every 7 county residents have tested positive. To date, 292,222 residents have recovered from COVID-19. Thirty-nine percent of residents are at least partially vaccinated with roughly 69% (100,089) of senior residents having received one shot. Vaccinations by race reveal that White residents are at 30%, African Americans 21%, American Indian or Alaska Native 19%, and Latino 22%. Asian Pacific Islanders were disproportionately affected at 57%.

### **Deaths**

As of February 6, 2021, there were 90 deaths per 100,000 residents due to COVID-19 in San Bernardino County from the start of the pandemic January 22, 2020 through February 5, 2021. This compares to 109 per 100,000 in California and 137 per 100,000 nationwide.

### **Sheltering in Place**

On March 10, the County Public Health Officer and the Board of Supervisors declared a local health emergency to help ensure county government and the public would be prepared for the possibility that coronavirus would appear within the county. March 19, 2020, the Governor of the State of California declared a State of Emergency and issued a Stay-at-Home order for Californians with the exception of those employed in essential sectors. This order sent an additional 95,000 county residents into the unemployment ranks. More county working residents were essential, 26% compared to 19% statewide. According to a 2020 study, working mothers experienced the greatest hardships due to loss of employment, closure of childcare centers and the transition to distance learning responsibilities.

### **Education**

As education moved online, support shifted to providing needed resources. County school districts provided devices, hotspots, and remote learning trainings. Challenges included student engagement, study environments, parent supervision availability persisted. A lack of a



consistent federal response has been cited by several sources as contributing to the adverse educational inequity of students of color.

## **Income**

The onset of the coronavirus pandemic and the resulting stay-at-home orders in March 2020 led to a marked increase in San Bernardino County residents applying for and receiving Cal Fresh, CalWORKs, and Medi-Cal. Policies may have also contributed to the increase. For example, county staff continually review participant eligibility for services; however, discontinuing a participant's benefits during the pandemic was temporarily suspended, potentially contributing to the increase, particularly for Medi-Cal. By July 2020, caseloads for Cal Fresh and CalWORKs began to decline — likely due to the extension of unemployment benefits, which kept many residents afloat during unstable times. However, as residents feared the expiration of the unemployment benefit extension in December, the County saw another sharp increase in applications for Cal Fresh, CalWORKs, and Medi-Cal at the very end of the year.

## **Housing**

According to May-August 2020 responses to the California Health Interview Survey, 1-in-10 San Bernardino County residents reported difficulties paying for their rent or mortgage as a result of the pandemic. This was the same level as residents statewide. As many as 46,680 households in San Bernardino County (or approximately 7% of all households) were behind on rent as of mid-December 2020; Latino, Black, and Asian households were nearly three times as likely as White households to be behind on rent (National Equity Atlas and Housing NOW!).

## **Wellness**

Changes in the delivery and access of medical care transitioned to adapt to the impacts of COVID-19. Elective procedures and routine preventive medical visits/operations were postponed. Telehealth or telemedicine the service that used video calling and other technologies to help patients connect with their provider and or from their own home, expanded dramatically.

## **Safety**

Reports of child abuse and neglect fell as schools transitioned to distance learning. San Bernardino County reports an 88% drop in reporting by childcare or school personnel in March and April in 2020 (the onset of the pandemic). The overall impact of less reporting is concerning; because fewer cases may mean cases are going undetected.

## **Transportation**

The stay-at-home order resulted in a reduction of commute times. The hours commuters spent in extreme congestion (speeds below 35 miles per hour) fell 83% between January 2020 and April 2020. Since then, weekday congestion has returned, but through the end of 2020 it had remained less than pre-pandemic levels.

## **Community Evaluation Summary**

CAPSBC identified the following key areas to provide an overview of life in San Bernardino County. These sections are included to convey the challenges and difficulties that exist within the community. Each key area directly contributes to the poverty experienced by the residents of this vast county.

### **SAFETY**

The feeling of safety and well-being is impacted by crime. Potential investors look at the crime rate in a community before investing. The crime rate in San Bernardino County is one of the highest among neighboring counties compared, but slightly lower than the state. The City of San Bernardino was ranked safer than 2% of United States cities (Neighborhood Scout 2021). It was also ranked 15<sup>th</sup> out of 100 in the 2021 top 100 most dangerous cities in the United States. San Bernardino is full of risk factors - not just for this year, but for decades according to Stephen Tibbetts, Professor of Criminal Justice, California State University San Bernardino. Tibbetts notes that the major loss of employment from the closure of Kaiser Steel in 1984, then the repair functions at the Santa Fe Depot, then Norton Air Force base in 1994 have resulted in employment losses for decades.

The property crime rate decreased by 10% between 2018 and 2019 and the violent crime rate increased by 15% during the same one-year period. Because property crimes account for most crime, the overall crime rate declined by 6% between 2018 and 2019. During this same period, the number of homicide victims increased from 126 to 147. There were 801 known gangs in San Bernardino County in 2019, an increase from 2018 when there were 639 gangs.

### **EDUCATION**

Education opens the door for career opportunities and an enhanced quality of life. The education level of residents is evidence of the quality and abilities of the labor pool, and this is a crucial factor for businesses looking to locate and expand in the county.

According to US Census American Community Survey 2019 estimates, adults over the age of 25 in San Bernardino County have a lower college graduation rate. At 21%, San Bernardino is below the state (34%) and nation (33%) for college graduates. San Bernardino County (at 80%) falls below the state (84%) and national (88%) averages for residents over age 25 with a high school diploma.

The San Bernardino County Community Indicators report notes some progress towards educational attainment. In 2017/2018, the high school graduation rate (83.4%) improved from the prior year (82.6%) and exceeding the state (83%). Headway has been made in closing disparities among subgroups of county students. For instance, the difference between White and Black student graduation rates closed to seven points, well ahead of the statewide graduation rate gap of 14 points. The county's Latino student graduation rate is equal to White students, which compares favorably to the statewide graduation rate gap of six points between these two student groups. The graduation rate for socioeconomically disadvantaged students (81%) was about 12 points below the rate for non-socioeconomically disadvantaged students (93%) but outperforming the California socioeconomically disadvantaged rate of 80%.

### **CHILDCARE**

High quality childcare and early education programs are vital for a child's school readiness. Affordable childcare is essential for working families to maintain their family security. "Evidence shows that a dollar invested in high-quality early childhood programs for low-income children will result in up to \$7.30 in

benefits, including increased wages, improved health, and reduced crime,” (retrieved on May 3, 2021, from Fact Sheet: The American Families Plan, April 28, 2021 based on “The Life-cycle Benefits of an Influential Early Childhood Program” – Garcia, Heckman, Leaf & Prados).

Across our state and county, the childcare supply plummeted because of stay-at-home orders and parents’ job losses keeping children at home. Without regular enrollment and with ongoing overhead, many childcare providers were not able to keep their centers open. The Center for the Study of Childcare Employment reported that nationally the child industry was only 83% as large in October 2020 as it was in February 2020. For the time January 2020 to January 2021, California total family childcare licenses declined 14% statewide and 7% in the county. In San Bernardino County, Child Care Center licenses declined 38% which was due to the closure of many school-based childcare programs and the impacts of the COVID-19 pandemic.

California is ranked the 3<sup>rd</sup> least affordable state in the nation for childcare (Childcare Aware of America). Many families struggle to afford childcare which makes the availability of subsidies vital for many working parents to maintain employment while providing high quality childcare for their children. California is the least affordable state for families with an infant in center-based care. The cost of childcare in California varies by region, as parts of the state have extremely excessive costs of living compared to others. For example, the average cost of infant care in a licensed center ranges from \$9,746 a year in Trinity County to over \$23,114 in San Francisco County. The cost in San Bernardino County averages \$14,298 (2018 Regional Market Rate Survey of California Child Care Providers, California Department of Education).

## **EMPLOYMENT**

“Improving earnings, benefits, and job stability for workers in the Inland Empire would not only help families in poverty, but it would also increase consumer spending and local revenues, creating positive ripple effects for the entire regional economy” (“State of Work in the Inland Empire” November 2018, Center for Social Innovation, University of California, Riverside). The “State of Work in the Inland Empire” report indicated that only 4 in 10 jobs pay enough for working families to make ends meet, with this problem particularly affecting communities of color, most of the area’s workforce. The area’s colleges and universities graduate tens of thousands of students yearly, the lack of high skilled jobs means that many of them move out of the region to work elsewhere. It is also reported that there appears to be a substantial mismatch between jobs and affordable housing. Inland Empire residents are commuting out of the region to work at higher paying jobs, while living in homes that are more affordable.

A look at employment statistics reveals lower unemployment than previous years with certain sectors being disproportionately affected. San Bernardino County is part of the Riverside-San Bernardino-Ontario Metropolitan Statistical Area (MSA). In this group, as of February 2021 unemployment rates are at 7.7% down from a revised 8.1 % in February 2021, and above the year-ago-estimate of 4.6%. This compares with an unadjusted unemployment rate of 8.2 % for the state and 6.2 % for the nation during the same period.

Between March 2020 and March 2021, leisure and hospitality jobs decreased 40,600 posting the largest group decline over the year. Over the last month, leisure and hospitality was up 4,900 jobs. Accommodation and food services (up 4,500) accounted for most of the job gain. Within accommodation and food services, food services and drinking places (up 3,800), recorded the largest employment increase, while accommodation added 700 jobs over the month.

Arts, entertainment, and recreation (down 9,900) also registered job losses. Government employment fell by 24,200. Employment decreases were recorded in local government (down 22,600), state government (down 1,000), and federal government (down 600). Additional year-over employment losses occurred in the following sectors: manufacturing (down 9,500), other services (down 7,800), educational and health services (down 5,400), professional and business services (down 4,000), financial activities (down 2,700), and information (down 2,400). Two industry sectors advanced employment levels over the

year: trade, transportation, and utilities (up 29,400) and construction (up 2,300). Mining and logging remained unchanged (Employment data retrieved from Riverside-San Bernardino-Ontario Metropolitan Statistical Area (MSA Riverside and San Bernardino Counties April 26, 2021, report).

## **COST OF LIVING**

The cost of living is lower in San Bernardino County when compared to neighboring Southern California neighbors, but it is still 28% higher than the national average. Several categories comprise the cost-of-living index; these are health care (5%), utilities (10%), food (13%), transportation (9%), good and services (33%) and housing (30%). The cost-of-living index is based on a national average of 100. For example, if the cost of living is 90, then it is 10% lower than the average. San Bernardino County's cost of living is 110, meaning it is 10% more expensive (bestplaces.net – retrieved April 26, 2021). A March 2021 report from the Bureau of Labor Statistics noted that area prices were up 1.3% over the prior two months largely due to gasoline price increases. A review of consumer prices in the Riverside San Bernardino area over the past 12 months prices increased 3.6%. Food prices increased 5.0%, and energy prices jumped 16.4%. The overall index for all items less food and energy rose 2.0 % over the past year.

For San Bernardino County residents to thrive and have sufficient income to afford rising expenses, income growth is important. A review of the income growth (San Bernardino County Indicators – retrieved April 27, 2021) looked at the inflation-adjusted median household income. Prior to COVID-19, median household income rebounded. In 2018, median household income in San Bernardino County was \$63,857, a 16% increase since the 10-year low in 2014, and it outpaces inflation. In 2019, the median income estimate was identical at \$62,362 (US Census, American Community Survey). San Bernardino County's median income remains lower compared to the state but surpassed that of the nation. When comparing San Bernardino County with peer markets that have a high income and low cost of living index, San Bernardino ranked second after Phoenix residents who have the best ratio of income to cost of living among peer counties. Los Angeles County residents have the least favorable ratio. The county seat, San Bernardino received a "D" rating for cost of living. (Area Vibes).

## **HOUSING**

Access to affordable housing makes it easier for people to become homeowners, which increases the quality of life for families and communities. Long-term financial benefits such as building wealth come with home ownership. Having an adequate of affordable rental housing means that families can have a safe place to work and live and low-income families can spend more of their income for necessities such as nutritious food and healthcare.

The U.S. Department of Housing and Urban Development defines affordable housing as that which costs no more than 30% of income. Individuals who spend more than 30% of their income on housing may have difficulty being able to pay for things such as insurance, food, transportation, and utilities. In 2019, 30% of Inland Empire residents spent more than half their gross income on housing, according to Harvard University's Joint Center for Housing Studies.

The median priced entry level house in our county in 2019 was \$254,960 which would require a minimum income of \$41,300 to purchase. Sixty-seven percent of San Bernardino County households earn enough to afford this purchase, which is slightly down from 68% in 2018. Compared to the median priced entry level house statewide, which is \$463,950 and would require an income of \$75,160 to purchase. While it appears that San Bernardino County's housing market is more affordable, recent job losses and a review of average salaries means that workers in common occupations would not qualify to purchase an entry level home (California Employment Development Department, Occupational Employment Statistics, California Association of Realtors).

A shortage of fair rental housing can affect the ability of low-income residents to break the cycle of poverty. Affordable rental housing can allow residents to save for a home, an education, and meet their



living expenses. Historically, the rental housing market in the Riverside-San Bernardino area had the least expensive rental housing in the region. However, the past year has seen an increase in rental housing demand. Renters (and buyers) are coming from Los Angeles, followed by Orange County and San Diego. The trend is said to be linked to the COVID-19 pandemic where people can work long-term from home (“Housing Costs in the Inland Empire Have Shot Up. Will Existing Residents Be Displaced?” LA Magazine). They are looking for more space and lower housing costs, therefore creating lower rental vacancy rates. Rental prices have risen 9.1% (“Rent is falling in Los Angeles. Head east, you will find the opposite” Los Angeles Times).

The Center for American Progress reports in “The Pandemic Has Exacerbated Housing Instability for Renters of Color,” October 2020, that the coronavirus pandemic is affecting renters of color differently, worsening past inequality and ‘leading to a path of worsening inequity.” For example:

- Renters of color face discrimination in obtaining and maintaining housing.
- Renters of color are most cost burdened.
- Current housing stock does not fit the needs of multigenerational families of color.
- Neighborhoods with more renters of color face higher rates of eviction.
- People of color disproportionately experience homelessness.

For struggling San Bernardino County residents living paycheck to paycheck, and particularly renters of color, the COVID-19 pandemic has been devastating. Lost wages due to the statewide stay-at-home orders, illness, and increased childcare responsibilities have resulted in reliance for some on state and federal eviction moratoriums to keep a roof over their heads. A wave of evictions has been predicted and it is hoped that federal rental assistance funding will provide rent relief.

## **HOMELESSNESS**

Many circumstances such as job loss, illness, mortgage costs, increased rent costs, move-in expenses and deposits, inability to save money for emergencies, the rising cost of living, and family separation put families at risk for homelessness.

The United States Department of Housing and Urban Development (HUD) requires a biennial count of homeless persons. HUD defines this count as: “a count of sheltered and unsheltered homeless persons on a single night in January.” HUD requires this count of homeless persons every other year (odd numbered years). Each count is planned, coordinated, and carried out locally and therefore provides a snapshot of the local homeless population. The San Bernardino County 2020 Point in Time Count is a one-day street-based count that took place on January 23, 2020 prior to the COVID-19 pandemic. A total of 3,125 homeless persons were counted. This figure reveals 518 more homeless persons than the 2019 count, representing an increase of 19.9%. There were 470 more persons counted as unsheltered representing an increase of 24.5%. Forty-eight more people were counted as sheltered in 2020 when compared to the sheltered count in 2019, which represented an increase of 7% (“2020 San Bernardino County Homeless County and Subpopulation Survey Final Report”). Unfortunately, homelessness can affect anyone, even our youth. It is estimated that 32,355 San Bernardino K-12 students were identified as being homeless (representing 8% of total enrollment).

According to a report received from the San Bernardino County of Homeless Services (April 29, 2021), 4,646 unduplicated clients were served during 2020. These client services only represent people entered in the County’s Homeless Management Information System (HMIS). The unduplicated services by category are: Street Outreach - 1,543; Emergency Shelter - 2,717; Safe Haven – 59, and Temporary Housing - 327.

## **TRANSPORTATION**

Transportation is essential. Transit use is complicated by the sheer size of San Bernardino County, the distances between destinations within the county, the low-density land use, lengthy commutes, and

commutes to employment outside of the county. Transportation to and from work allows people to maintain consistent employment and therefore meet their financial obligations. Without reliable transportation, low-income people risk losing their jobs and limiting their earning potential. Transportation to and from food sources such as supermarkets, farmers' markets, senior and school meals, increases access to healthy foods. Having transportation to meet medical and social needs plays a key role in social determinants of health.

Tracking commuter trends and transportation system demand helps gauge the ease with which people can move within the county. Using averages, workers in San Bernardino County have a longer commute time (30 minutes) than the normal US worker (25.7 minutes). Additionally, 6.43% of the workforce have 'super commutes' more than 90 minutes (datausa.com retrieved 4.28.2021). Most of the workers (80.2%) drove alone in 2018, followed by those who carpooled to work (10.1%). While solid data is not yet available post-pandemic, anecdotal information indicates that working at home has been steadily increasing from the rate of 5.4% that was reported in 2018. According to the Community Indicators Report, more people commute to jobs outside of San Bernardino County, than commute into the county. In 2018, 366,000 residents commuted to work out of the county and by contrast about 288,500 people commuted into the county.

Given that public transportation is utilized by the low-income population, it is also essential that it is provided at an affordable cost. The amount of people utilizing our rail transit system has declined. The number of people using the county's bus systems have also declined. During COVID-19 health concerns have also contributed to the decline in usage. With declining ridership, huge losses, and rising costs, continued rethinking of public transit is needed to ensure the social, and physical well-being of the communities they serve.

## **WELLNESS**

Many unique factors influence the health of our county residents. The vast size of the county coupled with large numbers of underserved remote and unincorporated communities pose great challenges to promoting healthy living and providing access to health care. Other significant factors include income and social status, education, social support networks, gender, and genetics (World Health Organization). San Bernardino County consistently ranks 43 of 58, placing it in the lower-middle range (25%-50%) of counties in California (County Health Rankings 2021).

Individuals who have health insurance are more likely to seek routine health care and preventative health screenings. In 2018, 8.7% of the county's residents were uninsured, and minor increase from the prior year. However, the trend overall has improved since 2012 when 5.65 were uninsured. The County's rate of uninsured is higher the state (7.2%) and lower than the nation (8.9%). When broken out by household income, those with incomes in the second to lowest range (\$25,00 to \$49,000) were the most likely to be uninsured (10.9%) (US Census Bureau American Community Survey).

Medi-Cal, a health care program for certain low-income populations, decreased in 2019 for the first time in 10 years. However, enrollment increased last year from 772,639 in January 2020 to 812,250 in December 2020 (Transitional Assistance Department report April 2021).

## **NUTRITION AND FOOD INSECURITY**

People need healthful food to live, work and play. The role that healthy food plays in promoting stronger economies, vibrant neighborhoods, and allowing people to lead productive lives cannot be underestimated. Consistent hunger or food insecurity is a severe effect of poverty.

The United States Department of Agriculture (USDA) defines extremely low food insecurity as "three or more reported indications of food-access problems that resulted in diet quality reduction but did not substantially affect the quantity of food or their normal eating patterns." Prior to the pandemic, food



insecurity was steadily improving in Riverside-San Bernardino dropping 46% between 2014 and 2018 from 17.8% of the population experiencing food insecurity in 2017 to 9.6% in 2018. San Bernardino County has a lesser food security than the state (10.3%) and the nation (11.5%) (Indicators.sbcounty.gov retrieved April 26,2021).

Cal Fresh or the Supplemental Nutrition Assistance Program (SNAP), provides monthly food benefits to individuals and families with low-income and provides economic benefits to communities. According to an April 2, 2021 report received from the San Bernardino County Transitional Assistance Department, 2020 enrollment in Cal Fresh ranged from 303,073 to 360,947 clients monthly.

Many of the people who were food insecure before the pandemic faced greater food insecurity because of the pandemic. During Community Action Partnership's COVID-Emergency Response which began in March 2020, the CAPSBC Food Bank Program saw an increase in demand for food. In May of 2020, the Food Bank saw an increase 35.4% from the prior year (2019) in individuals receiving food for their households. CAPSBC's Food Bank experienced a decrease in the Campus Cupboard program which can be attributed to campuses closing for in person classes.

In "Pandemic EBT in California: Lessons and Opportunities to End Childhood Hunger" by the California Association of Food Banks (March 2021), stated that during the early months of the COVID-19 pandemic 30% of households with children were food insecure, with Hispanic households with children (37%), and Black households with children (34%) experiencing a worse impact. Congress authorized the Pandemic EBT(P-EBT) and emergency meal replacement benefit. When asked about P-EBT, 54% of the families stated that it reduced their worried in paying for other household expenses. Fifty-five percent said it allowed them to stretch the food benefit for the whole family.

According to new estimates, as many as 1 in 6 children in the United States may face hunger this year (No Kid Hungry, April 7, 2021 & Feeding America, March 2021). Racial disparities in food security that existed before the pandemic, remain significant. Native American food insecurity is estimated to be 23.5% compared to Black (19.3%), Latino (15.8%) and White (8.1%).

## **EQUITY**

Communities that are equitable strive to put into place the social conditions, systems, and policies that address these harms in order to allow everyone to reach their full potential and help the whole community to flourish.

On June 23, 2020, San Bernardino County resolved to actively participate in the dismantling of racism and identified nine key actions, including "studying and evaluating existing County policies and practices through a lens of racial equity and to support policies that prioritize health in an equitable way." Specific areas of life identified that racism creates disparate outcomes were housing, education, employment and the economy, public safety and criminal justice, and physical and behavioral health.

Examples of existing disparities cited were:

- The infant mortality rate within San Bernardino County's Black population is more than double the rate for the County as a whole.
- Black people account for less than 9% of the County's population but almost 19% of County jail bookings and 385 of juvenile jail bookings.
- More than 21% of the homeless population is Black.
- The Black homeownership rate in the County is less than 43% but stands at 60% for the County as a whole.

- Only 17% of Black students compared to more than 31% of all students are proficient in math and less than 35% of Black students compared to almost 45% of all students are proficient in English/Language Arts.

The Gini Index is one measure of income distribution. There is less income inequality in San Bernardino County than the state and nation: • In 2017, San Bernardino County's Gini Index score was 0.44 compared to 0.49 in California and 0.48 nationwide. • Among all California counties, San Bernardino County has less income inequality than 48 of the state's 58 counties. • In comparison to selected peer and neighboring counties, San Bernardino County has the least income inequality. • Within San Bernardino County, Grand Terrace is the city with the lowest income inequality (0.38) and Loma Linda is the city with the greatest income inequality (0.50).

DRAFT

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## Summary of Client Needs Assessment Survey

CAPSBC distributed Client Needs Assessment surveys to community members throughout San Bernardino County. Surveys were available in both paper and online formats and translated into both English and Spanish. Links to the online surveys were shared via email using client email lists and sent directly to CAPSBC affiliated providers. Particular attention was given to reach providers that serve large numbers of clients, and to target clients representing the vast geographic diversity within San Bernardino County. CAPSBC collaborated with the Institute for Child Development and Family Relations (ICDFR) at California State University, San Bernardino for help with survey development, data tabulation, and analysis. In total, data from 1169 completed client surveys are included in the following report. Responses reported from the sample are accurate representations of the population +/- 3% within the 95% confidence interval.

### Community Resources

The Client Needs Assessment Survey asked clients to indicate their level of need within seven (7) general categories (Education, Family and Children, Financial, Health, Housing, Employment, and Community Involvement) and then had more specific “drill-down” questions in each area. Data revealed that each of the seven (7) general categories of resources were identified as “Highly Needed” by greater than 50% of the clients surveyed. Housing (73%), Employment (65%) and Health (62%) received the highest percentages of “Highly Needed” responses.

Community Resource	Highly Needed	Not Needed	Don't Know
Education	58%	21%	2%
Family and Children	58%	25%	2%
Financial	60%	17%	1%
Health	62%	19%	1%
Housing	73%	14%	1%
Employment	65%	19%	2%
Community Involvement	55%	14%	3%

More specific “drill-down” questions were asked about resources in each of the seven areas, and the results are presented below. For each area, respondents had the option to list and rate a resource not already included. No critical themes were observed in these responses; however, they were coded as, “other” and included in the tables.

Resources for Education	Highly Needed	Not Needed	Don't Know
Resources to afford educational resources (example: desks, laptops, fees)	73%	4%	1%
Help with understanding how to access options for education beyond high school (example: college)	66%	8%	2%
Having access to early childhood education (example: preschool/Head Start)	57%	22%	2%
Having opportunity to use resources (example: tutors) to succeed at school	65%	10%	2%
Having opportunity to enroll in adult education (example: GED) and job skill training	61%	16%	2%
Having reliable transportation to and from school	65%	16%	2%
Other	17%	70%	11%



<b>Resources for Family and Children</b>	<b>Highly Needed</b>	<b>Not Needed</b>	<b>Don't Know</b>
Affordable Child Care	67%	13%	2%
Youth Programs	71%	10%	2%
Tutoring/After School Programs	68%	12%	2%
Summer Programs for Youth	72%	9%	2%
Other	14%	72%	12%

<b>Resources for Financial</b>	<b>Highly Needed</b>	<b>Not Needed</b>	<b>Don't Know</b>
Help with understanding my budget and achieving my financial goals	58%	9%	1%
Help with understanding my credit score and how to improve my credit score	60%	14%	1%
Support to be able to regularly pay for my basic needs	61%	12%	1%
Support to be able to pay my bills on time	62%	16%	1%
Having access to a bank account	44%	37%	3%
Other	13%	72%	12%

<b>Resources for Health</b>	<b>Highly Needed</b>	<b>Not Needed</b>	<b>Don't Know</b>
Having healthy food choices on a regular basis	66%	10%	1%
Getting/keeping health insurance that covers needs	60%	18%	1%
Help to pay for my prescription medicines	54%	25%	1%
Access to a doctor on a regular basis	57%	23%	1%
Support to be able to live independently on my own	56%	26%	2%
Access to treatment for substance abuse or addiction	42%	44%	3%
Access to mental health support	38%	8%	32%
Other	12%	77%	10%

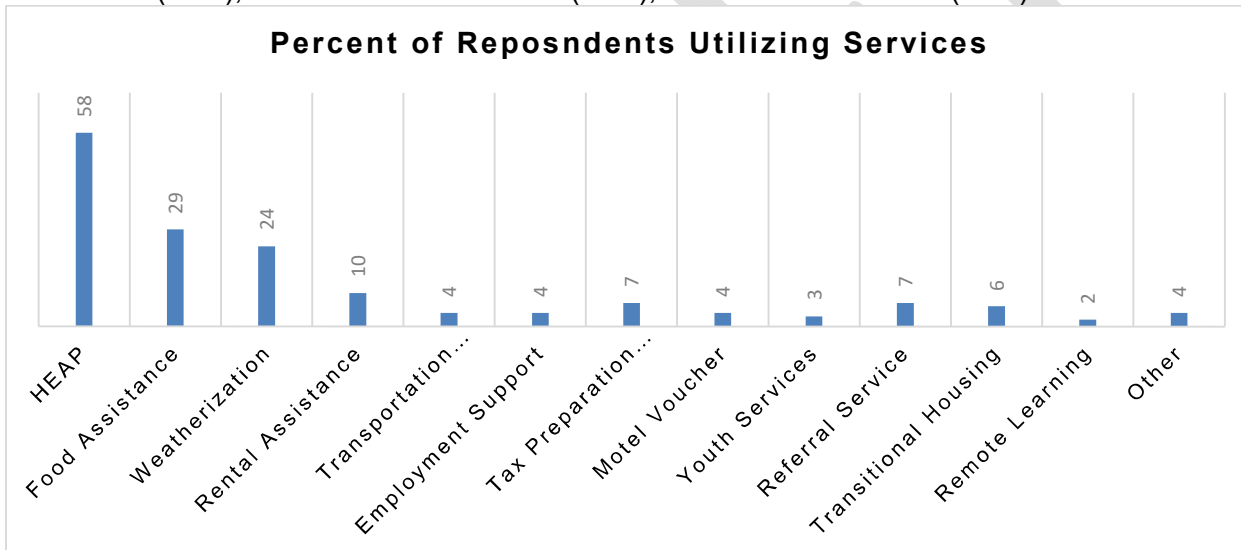
<b>Resources for Housing</b>	<b>Highly Needed</b>	<b>Not Needed</b>	<b>Don't Know</b>
Assistance with paying rent or mortgage	65%	13%	1%
Help with paying for utilities (examples: water, propane, gas, electricity)	69%	10%	1%
Help to have a safe place to live on a regular basis	61%	23%	2%
Help to avoid eviction from the place where you live	49%	34%	3%
Other	14%	75%	10%

<b>Resources for Employment</b>	<b>Highly Needed</b>	<b>Not Needed</b>	<b>Don't Know</b>
Help with finding and keeping a job with a living wage	72%	9%	1%
Having reliable transportation to and from work	62%	21%	1%
Having the education and skills to get the job you want	67%	10%	2%
Help finding dependable childcare while working	58%	26%	1%
Other	14%	74%	11%

Resources for Community Involvement	Highly Needed	Not Needed	Don't Know
Help with getting involved with groups (examples schools, neighborhood associations) to help improve my community	50%	14%	3%
Participating in civic events (example: volunteering at your local food bank/food pantry)	47%	16%	3%
Having access to safe recreational activities (example: youth sports teams)	57%	15%	1%
Having access to a fast and reliable internet connection	65%	14%	2%
Other	13%	74%	11%

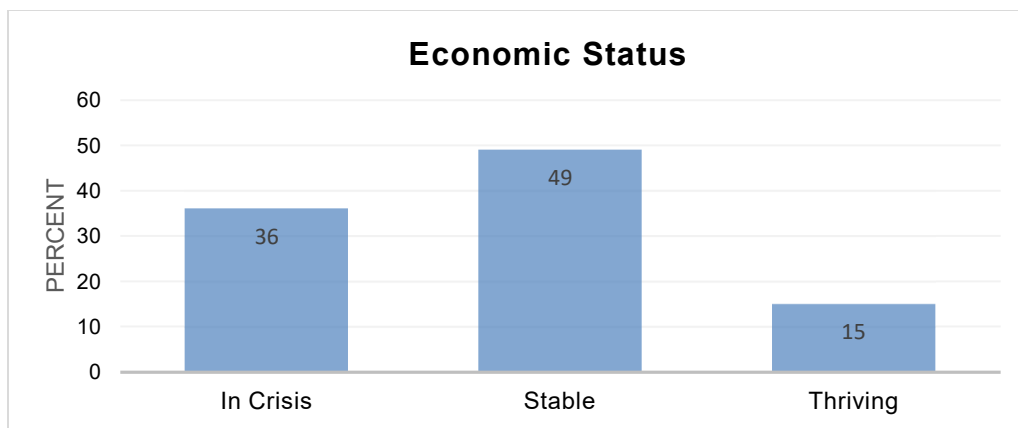
**Have you ever heard of the Community Action Partnership of San Bernardino County (CAPSBC)?**  
The overwhelming majority of respondents (89%) indicated “Yes” they are aware of CAPSBC. Only 7% indicated, “No” and 4% indicated, “Maybe, I’m not sure”.

**CAPSBC Programs/Services Utilized:** The majority of clients surveyed (58%) utilized the Home Energy Assistance Program (HEAP) provided by CAPSBC. Other commonly utilized services include Food Assistance (29%), Weatherization services (24%), and rental assistance (10%).

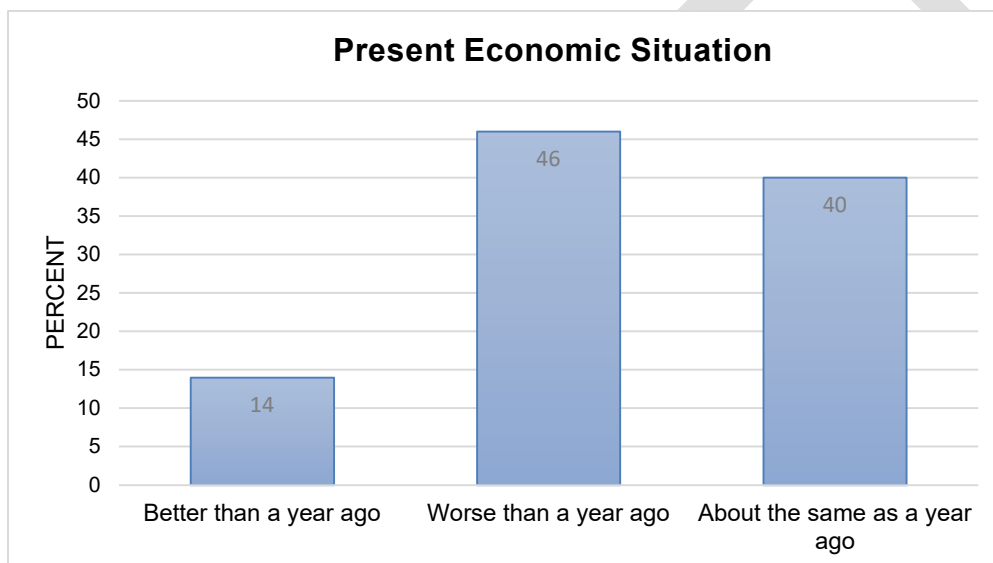


**Overall Satisfaction with CAPSBC programs and Services:** Clients were asked to rate their overall satisfaction with CAPSBC programs and services. Rating on a scale ranging from 1 “Very Unsatisfied” to 10 “Very Satisfied”, the average client rating was 8.37, with 56% of respondents indicating a value of “10 – Very Satisfied”.

**Economic Status:** Thirty-six percent of clients responded that they are currently “in crisis” economically (i.e., frequently need help from one or more services, do not have a job, recently lost a job), while 49% indicated their economic status is “stable” (i.e., able to pay rent, buy food, may need help once or twice a year with living needs, have a job but not enough to support his/her family), and 15% indicated they were “thriving” economically (i.e., have sufficient income to pay rent, utilities, and food, do not need assistance at this time).



**Present Economic Situation:** Forty percent of respondents indicated their present economic situation is about the same as one year ago, 46% indicated their situation was worse than one year ago, and 14% said their situation is better than one year ago.



## COVID-19 Experiences

**Impact on Key Life Areas:** Participants were asked to indicate the extent of any “negative” impact of COVID-19 on five (5) areas of their lives. Employment and financial situations were the most heavily impacted.

Life Area	Severe Impact	Moderate Impact	Slight Impact	No Impact
Employment/Work	37%	24%	17%	22%
Financial Situation	39%	29%	17%	14%
Housing Stability	24%	21%	19%	36%
Education/School Opportunities	30%	22%	14%	34%
Personal or Family Health	29%	27%	21%	23%

**Change in CAPSBC Service Needs:** Participants were also asked the extent to which their needs for CAPSBC services changed due to COVID-19.

Service	Need more	Need less	Need is same	Never needed
HEAP	59%	6%	21%	14%
Food Assistance	47%	7%	22%	24%
Weatherization	33%	8%	25%	34%
Rental Assistance	39%	6%	17%	39%
Transportation Assistance	25%	7%	17%	50%
Employment Support	30%	6%	14%	50%
Tax Preparation Assistance	13%	6%	14%	67%
Motel Voucher	18%	5%	7%	70%
Youth Services	27%	5%	13%	56%
Referral Service	27%	5%	14%	53%
Transitional Housing	22%	4%	10%	64%
Remote Learning	32%	4%	10%	54%
Other	21%	3%	7%	69%

**Vaccinated:** Of respondents, 36% reported being fully vaccinated, 8% reported having the first but not the second vaccination shot, and 56% reported not yet being vaccinated.

Reason for Not being Vaccinated	Percent of Responses
I am not yet eligible	3
I do not know how to sign-up to get it	4
The process is too difficult	1
I do not believe it is safe	13
Other	12

### Respondent Demographics

**Age:** The average age of respondents was 47.16 years, and ranged from 20 to 87.

**Marital Status:** A plurality of respondents were Single, never Married (37%), followed by married (25%), Divorced (17%), Committed, not Married (9%), Separated (7%) and Widowed (5%).

Marital Status	Percent of Responses
Single, Never Married	37
Committed Relationship, not Married	9
Married	25
Separated	7
Divorced	17
Widow/Widower	5

**Gender:** Eighty-eight percent of the clients who completed the survey identified as female and 12% as male.

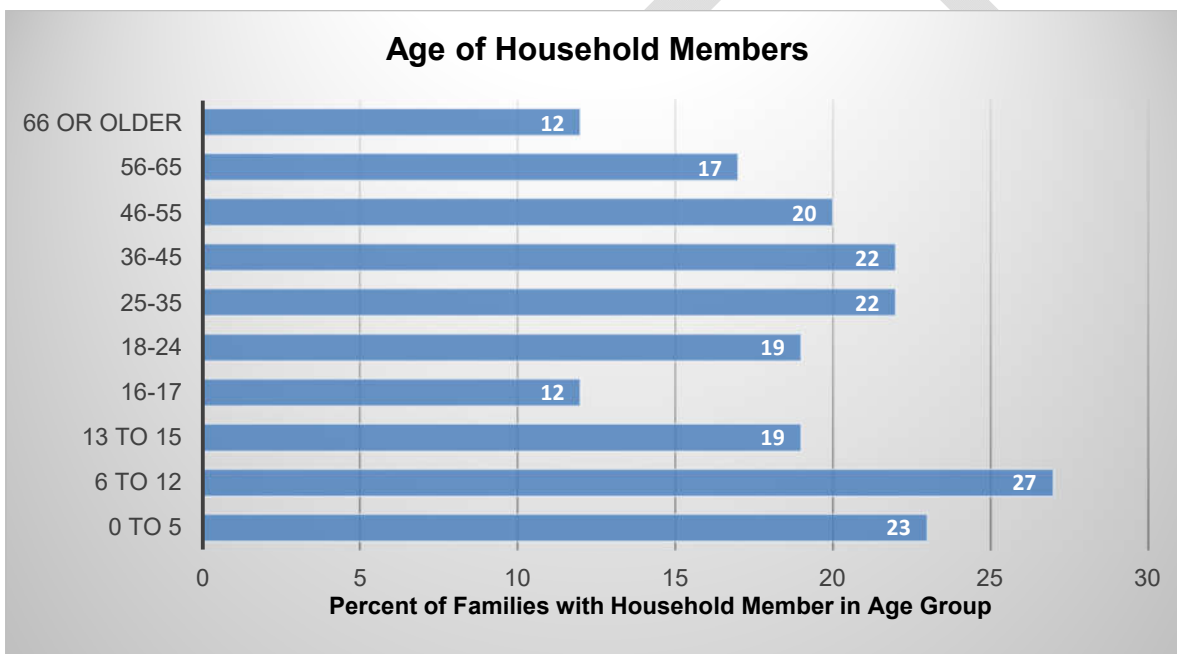
**LGBTQ Status:** Four percent of respondents indicated they identify as a member of the LGBTQ community.

**Education Level:** Thirty percent of respondents reported having some college/technical school experience, 17% reported having a high-school diploma, 26% reported having a college degree, and 12% reported having a vocational certificate or degree.

Education Level	Percent of Responses
No Schooling Completed	2
Nursery to 8th Grade	1
Some High School	8
GED	4
High School Diploma	17
Some College/Technical School	30
Vocational Certificate/Degree	12
College Degree	26

**Veteran Status:** Three percent of respondents identified as being a veteran.

**Household Members:** Twenty-three percent of households had a child member aged 0 to 5 years, and 27% had a child member aged 6 to 12 years. Twenty-two percent of households had an adult between the ages of 25 and 35, 22% had an adult between the ages of 36 and 45, and 17% had an adult between ages of 56 and 65.



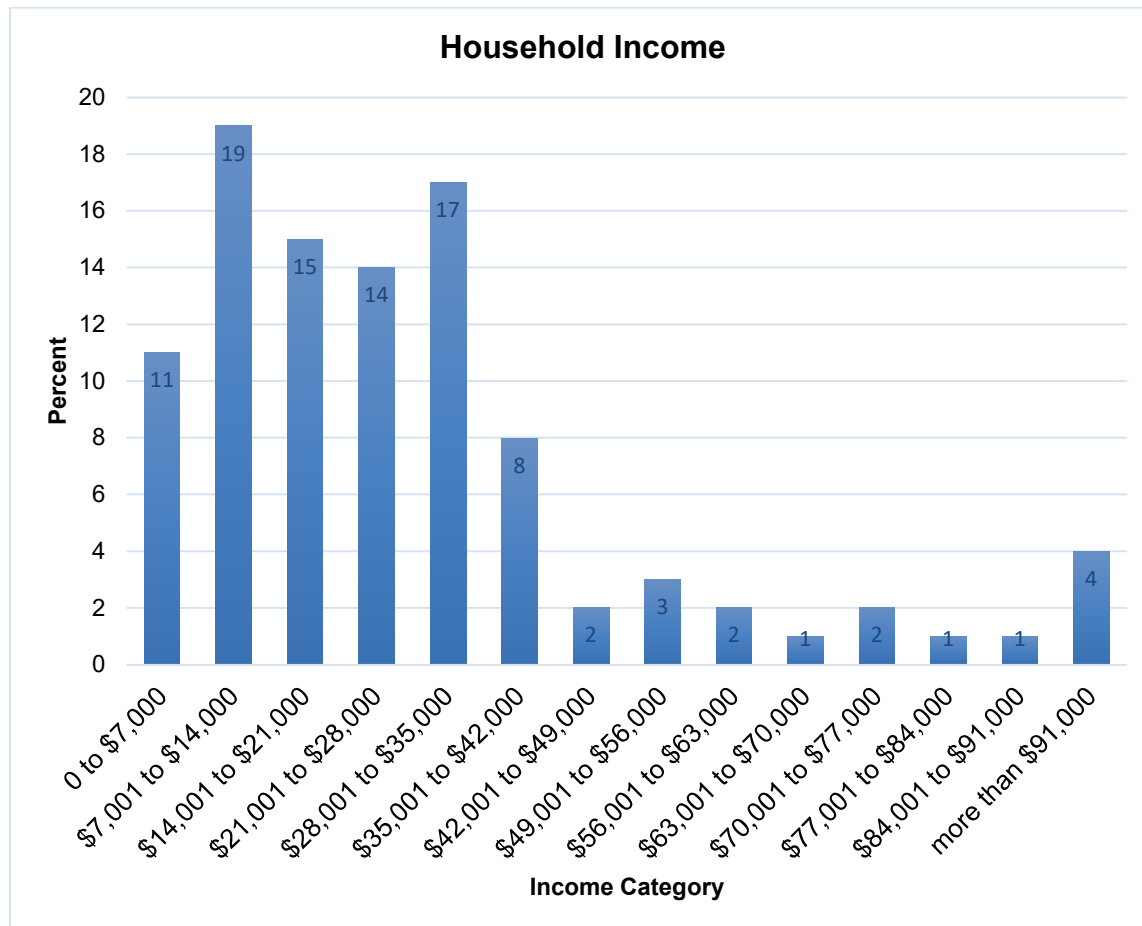
**Ethnicity:** The plurality of respondents reported as Hispanic/Latinx (40%), 27% as African American/Black, and 21% as White/non-Hispanic.

Ethnicity	Percentage
African American/Black	27
Asian/Pacific Islander	3
Hispanic/Latinx	40
Native American/American Indian	1
White/non-Hispanic	21
Multi-Ethnic	6
Other	2

**Language:** Of respondents, 91% reported speaking English as the primary language at home, 7% reported Spanish, and 2% reported “Other”.

**Internet Service:** Eighty-two percent of respondents reported having internet service in their home (other than on a mobile phone), while 17% reported not having internet service.

**Household Income:** The largest income group were respondents who indicated earning between \$7,001 and \$14,000 (25%). Eleven percent earned less than \$7000, 15% were in the \$14,001 to \$21,000 income bracket and 14% in the \$21,001 to \$28,000 income bracket.



**Sources of Income:** The most commonly reported income source was employment (36%), followed by Social Security/Disability (21%), and Cash Aid/TANF/CalWORKs (15%), and Unemployment (14%),

Income Sources	Percentage
Alimony	1
Child Support	3
Unemployment	14
Pension	3
Cash Aid/TANF/CalWORKs	15
Social Security/Disability	21
Employment	36



**Work Status:** The largest subset of respondents indicated they are currently employed full-time (32%), followed by unemployed and searching (26%).

Work Status	Percentage
Full-time	32
Part-time (one job)	13
Part-time (more than one job)	3
Unemployed (searching)	26
Unemployed (not searching)	15
Retired	11

**Unemployed/Underemployed Household Members:** Forty-eight percent of respondents indicated that at least one member of their household was unemployed or underemployed.

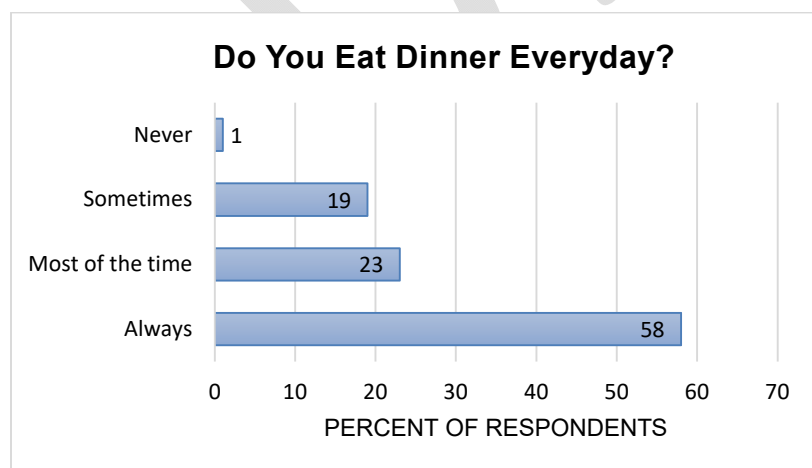
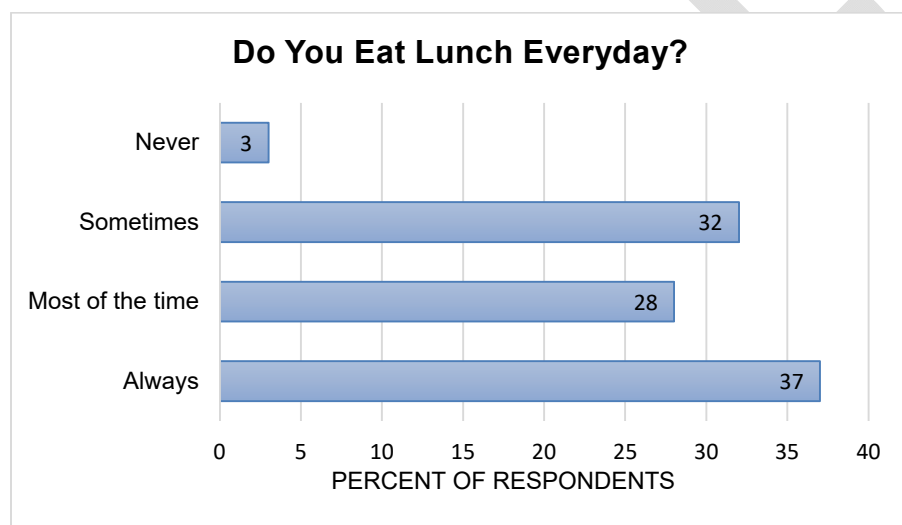
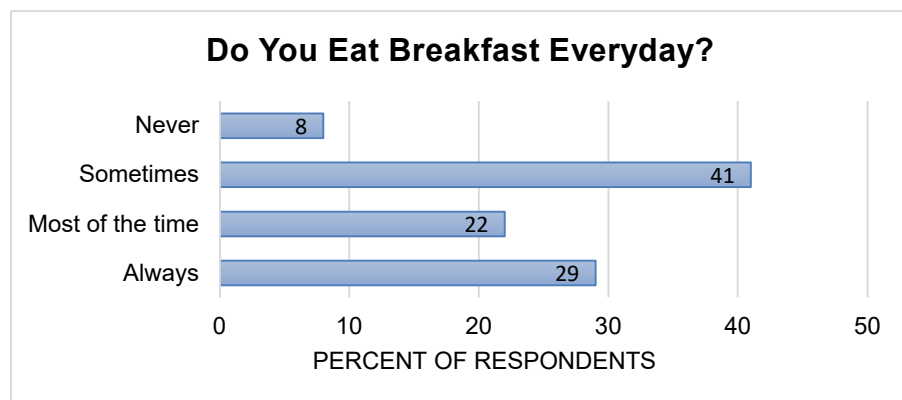
**Reasons for Un/underemployment:** Respondents were asked to indicate the reason(s) why they or a member of their household were un/underemployed.

Reasons for Un/underemployment	Percentage
Lack of Childcare	10
Lack of Skills/Education	9
Lack of Permanent Address	3
Health Problems/Disability	7
Inadequate Transportation	7
Criminal Record	3
Inability to pass Drug Screen	1
No legal Right to Work	1
Language Barriers	2
Not Actively Looking	2
Available Jobs Do not Pay Enough	8
LGBTQ Status	1
Does Not Apply	13
Other	6

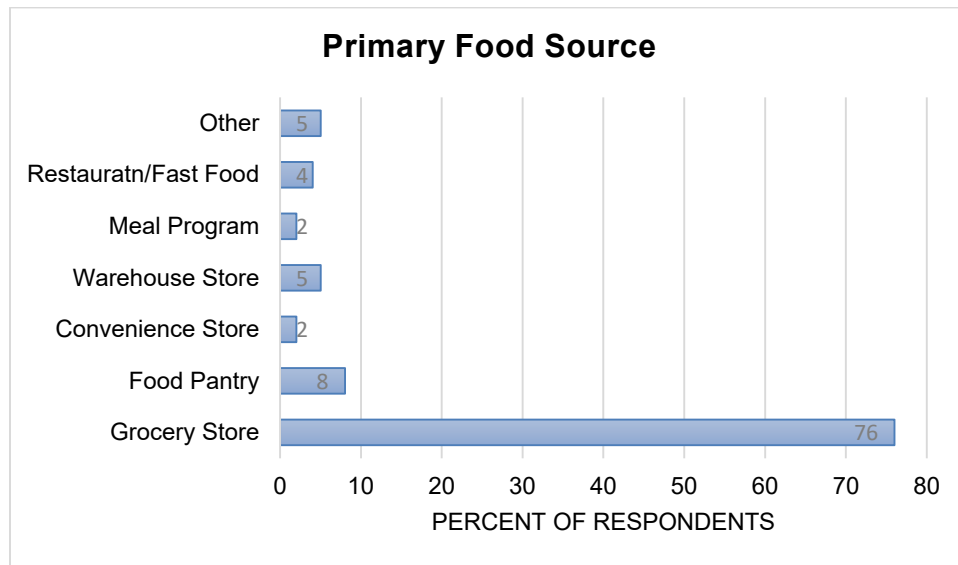
**Housing Status:** Sixty-three percent of respondents indicated they are currently renting their housing, and 27% own their home.

Housing Status	Percentage
Own	27
Rent	63
Homeless	5
Senior Living Facility	1
Other	5

**Healthy Eating routines:** A plurality of respondents reported that every day they “Sometimes” ate breakfast (41%), and “Always” ate Lunch (37%) and a majority (58%) reported “Always” eating Dinner. Only 8% (Breakfast), 3% (Lunch) and 1% (Dinner) reported “Never” eating the meal, however the percentage of respondents who only “Sometimes” ate were 41% (Breakfast), 32% (Lunch), and 19% (Dinner).

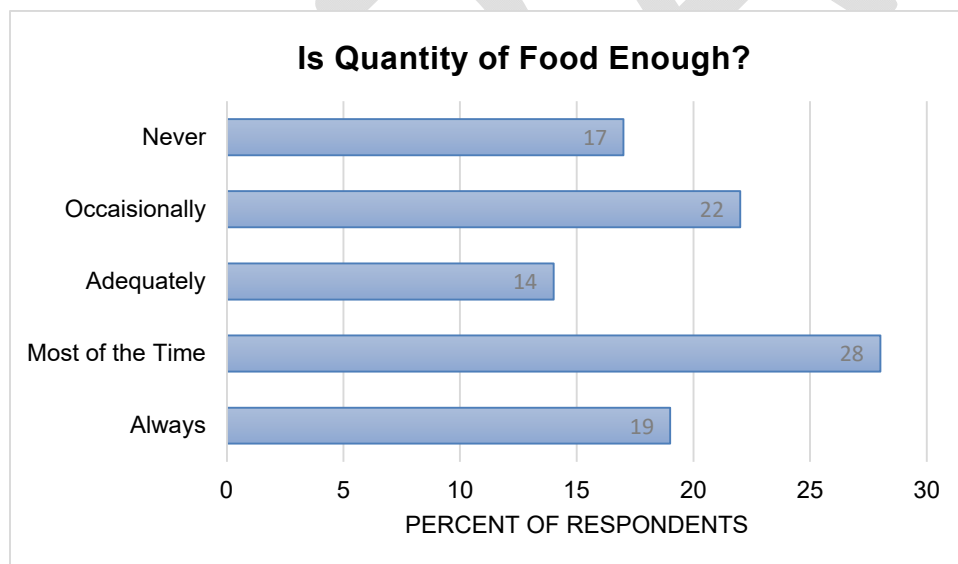


**Primary Source of Food:** Seventy-five percent of respondents indicated that their primary source of food was the grocery store, 8% indicated a food pantry, and 5% indicated a warehouse store.



**Is CAPSBC a Source of Food for you and/or your Family?** Forty percent of respondents indicated they rely on CAPSBC for food.

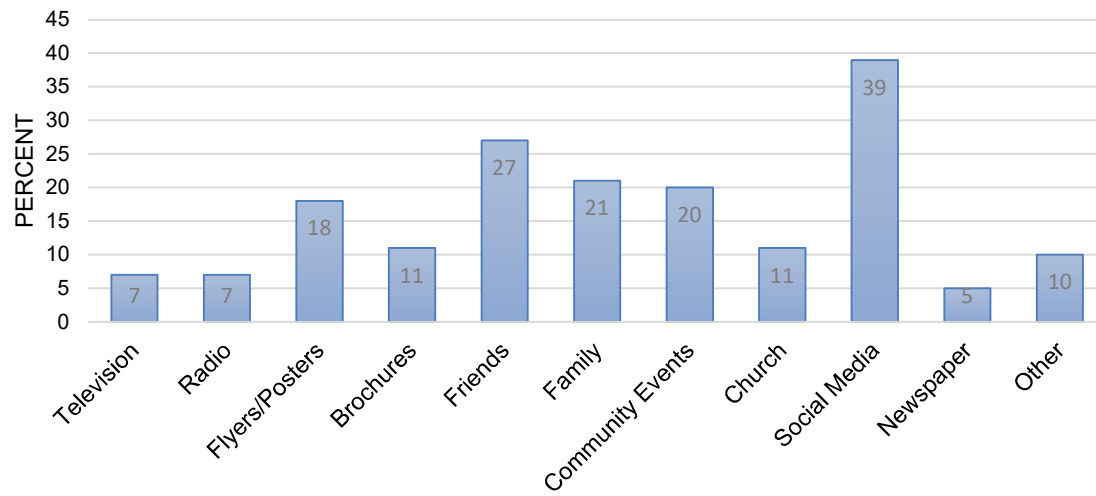
**Assessment of Adequacy of Food Quantity:** Respondents who utilized CAPSBC as a food source were asked about the quantity of the food they received. Only 19% of respondents indicated “Always”, and 28% indicated most of the time. In contrast, 22% indicated the quantity of food was “Occasionally” enough, and 17% indicated it was “Never” enough.



### **CAPSBC In the Community**

**Where do Respondents Learn about CAPSBC?** A large plurality of respondents indicated they heard about CAPSBC services from Social Media (39%). In addition, 27% learned from Friends, 21% learned from Family, 20% from Community Events, and 18% from Flyers and/or Posters. Television (7%), Radio (7%), and Newspaper (5%) were the least identified sources.

**Source of Information About CAPSBC**



## Summary of Service Providers Needs Assessment Survey

CAPSBC partners with faith and community-based organizations, public and private agencies throughout San Bernardino County. Questions were asked in the online survey sent to community service providers. A total of 119 surveys were completed and included in this review. Brief summaries and response frequency data for each question are included in tables below. Summary reviews of written statements provided as answers to the open-ended questions around COVID-19, poverty, homelessness, and unmet needs are included as well.

### Types of Organizations

A large plurality of organizations identified as Non-profit organizations (49%), which was followed by Faith-based organizations (25%).

Type of Organization	% of Response
Non-profit	49%
Faith Based	25%
Local Government	5%
State Government	1%
For-profit Business	2%
Consortium/Collaboration	0%
School District	6%
Institution of Higher Education	2%
Financial/Banking Institution	0%
Health service Organization	5%
Other	7%

### Types of Services Provided

The most commonly identified service identified by providers was Emergency Food (65%). Other services represented by more than 25% of providers include Education (30%), Counseling (27%), and Youth Services (26%). In addition, 32% of providers indicated “other” non-specified services.

Services Provided	% of Response
Emergency Food	65%
Education	30%
Job Placement	12%
Job Training	15%
Housing/Shelter	24%
Transportation	15%
Utility Assistance	23%
Rent Assistance	19%
Health Services	15%

Counseling	27%
Case Management	21%
Youth Services	26%
Early Childhood Education/Care	9%
Senior Services	19%
Life Skills	21%
Other	32%

**Primary Area of Service:** Of the participating service providers, 34% reported serving all of San Bernardino County, 15% served Multiple Areas, 15% served the high Desert, 15% served the West End, 8% served the Central Valley, 7% served the East Valley, and 3% each reported serving the Morongo Basin and the Mountains.

Service Area	% of Response
Central Valley	8%
East Valley	7%
High Desert	15%
West End	15%
Morongo Basin	3%
Mountains	3%
Multiple Areas	15%
All of San Bernardino County	34%

**Target Population Served:** Most of the agencies reported serving Low Income Persons (71%) and the Homeless (61%). Notably, 61% reported serving the general population. Other groups served by more than one-half of the providers include the Elderly/Senior Citizens (57%) and Children (52%). Among the least served groups include Foster Youth (27%) and targeted Racial/Ethnic Groups (7%). "Other" populations, were selected by 14% of providers. A full breakdown is provided in the table.

Target Population	% of Response
Children	52%
Low Income Persons	71%
Homeless	61%
People with Disability	45%
General Population	61%
Youth	45%
Elderly/Senior Citizens	57%
Veterans	45%
Specific Racial/Ethnic Group	7%
Foster Youth	27%

**Percent of Providers Indicating as Top 3 Critical Need:** Service providers were asked to identify the Top 3 needs in the community they serve. The table below identifies specific needs and the percentage of agencies that included it among the Top 3. The most commonly identified need was Affordable Housing (identified by 78% of agencies as a Top 3 need). This was followed by Jobs/Employment Services (37%), Emergency food (36%), and Mental Health (32%). Transportation (9%), Education (13%) and Childcare (13%) were least likely to be identified among the Top 3 needs by providers.



Top 3 Critical Need	% of Response
Affordable Housing	78%
Childcare	13%
Education	13%
Emergency Food	36%
Emergency Shelter	28%
Family Support Services	24%
Health Services	19%
Jobs/Employment Services	37%
Mental Health	32%
Rental Assistance	22%
Transportation	9%
Vocational Training	15%
Other	8%

**Annual Gross Income of Clients Served:** Providers were asked to indicate the most common income level among clients. The most commonly identified income group had an annual gross income (AGI) ranging from \$7,001 to \$14,000 (26%) followed by 0 to \$7,000 (20%) and \$14,001 to \$21,000 (18%). Less than 10% of providers identified as serving groups with an AGI over \$35,000.

Annual Gross Income	% of Agencies
\$ 0 to \$ 7,000	20.0%
\$ 7,001 to \$14,000	26.0%
\$14,001 to \$21,000	18.0%
\$21,001 to \$28,000	17.0%
\$28,001 to \$35,000	13.0%
\$35,001 to \$42,000	2.0%
\$42,001 to \$49,000	4.0%
\$49,001 to \$56,000	1.0%
\$56,001 to \$63,000	0%
\$63,001 to \$70,000	1.0%
\$70,001 to \$77,000	0%
\$77,001 to \$84,000	0%
\$84,001 to \$91,000	0%
more than \$91,000	0%

**Agency Size (by number of Clients served):** 21% of providers served fewer than 100 clients, 27% served between 101 and 200, 14% served between 201 and 300, 7% served between 301 and 400, 5% served between 401 and 500, and 26% served more than 500 clients.

Number of Clients Served	% of Agencies
Below 100	21%
101-200	27%
201-300	14%
301-400	7%
401-500	5%
More than 500	26%

## **COVID-19**

The large majority of providers (78%) indicated that the needs of their clients changed because of COVID-19. Furthermore, a significant majority (56%) indicated that their ability to offer services to their clients was impacted by COVID-19.

### **Changes in Client Needs Due to COVID-19**

The most common change(s) in client needs noted by providers centered around job insecurity and lack of employment. Providers noted the lack of good paying jobs, the rapid loss of jobs, and difficulty in finding new work. Providers also noted that financial needs of their clients were greater because of COVID-19. This included consequences related to the inability to pay for healthcare, basic utilities, and food. Several providers also noted mental health concerns associated with isolation caused by COVID-19.

### **Impact on Ability to Provide Services**

As noted, a majority of providers also noted that COVID-19 impacted their ability to provide services to clients. The most common concern was the limited opportunity to interact directly and in person with clients. Several providers noted that they saw a significant drop in clients because of this. Additionally, providers noted that the scope and depth of services were limited by COVID-19, that reaching clients was more difficult, and that because so many entities were shut down, it was simply more difficult to get things done.

### **Unmet Needs of Clients and Strategies to Reduce Homelessness and Poverty and to Eliminate Barriers to Economic Self-Sufficiency**

The most common answers provided by agencies regarding unmet needs of clients and strategies to reduce homelessness and poverty and to eliminate barriers to economic self-sufficiency focused primarily on the high cost of living, particularly in reference to housing. The lack of affordable housing options appeared many times in the sentiments shared by providers. Similarly, the lack of employment opportunities, especially during COVID-19, as well as personal factors such as the lack of education and relevant job skills were noted as contributors as well. Finally, several providers noted the need for greater mental health services and support.

## Public Hearing

### Summary of Testimony

The following is a compilation of comments, concerns, and questions that arose during the public hearing:

Information will be reported after public hearing scheduled for June 29, 2021

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## Acknowledgements

### 2022-2023 Community Action Plan

Community Action Partnership of San Bernardino County

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Coordination of Data Entry and Written Analyses for Community Action Plan Needs Assessments contributed by:



Institute for  
Child Development  
& Family Relations

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CAL STATE SAN BERNARDINO

Mark D. Agars, Ph.D.  
Professor of  
Psychology  
Director, Institute for Child Development and Family Relations  
California State University, San Bernardino, San Bernardino, CA  
92407