2023 Community Needs Assessment

Prepared by the CAP OC Planning Department

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Executive Summary

Introduction

Every two years, Community Action Partnership of Orange County (CAP OC) develops a Community Action Plan (CAP) that provides a roadmap for the agency for the next two years and provides a plan for delivering services to individuals and families affected by poverty. As part of the CAP, CAP OC also completes a comprehensive Community Needs Assessment (CNA) to understand the causes and conditions of poverty and to identify assets to fight against poverty. This results in a needs-driven process that will be used to improve the quality of life for community members and respond to the ever-changing needs of Orange County.

Since 1965, CAP OC's mission has been to end and prevent poverty by stabilizing, sustaining and empowering people with the resources they need when they need them. By forging strategic partnerships, the agency forms a powerful force to improve its community. CAP OC's vision is to see generations of healthy communities where poverty ceases to exist.

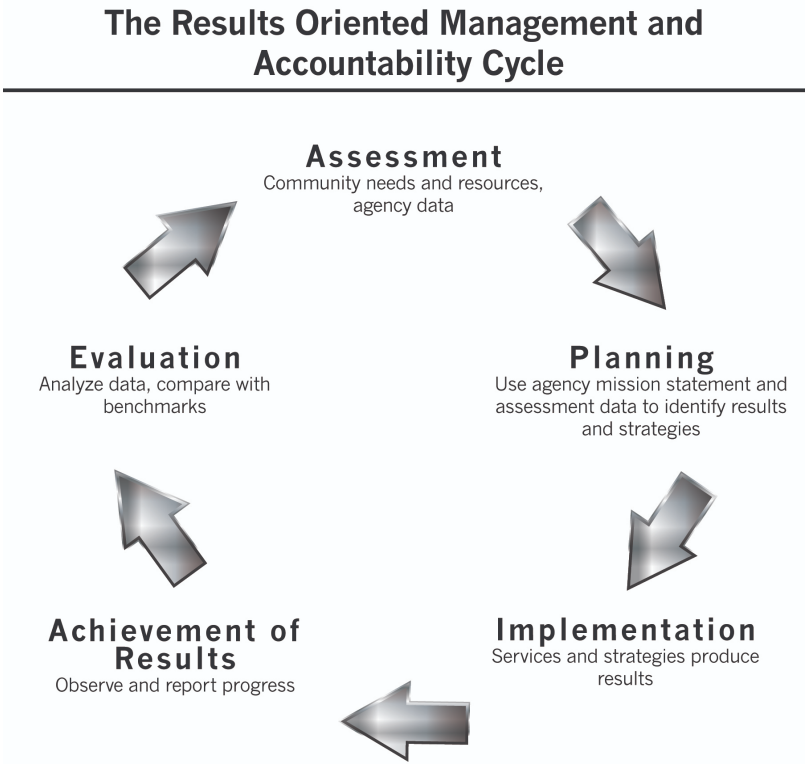
This 2023 Community Needs Assessment reaffirms the agency's commitment to its mission by seeking to:

- Understand the emerging and ongoing needs of low-income families and individuals
- Identify causes and conditions of poverty in the community
- Identify community assets and resources
- Educate community members and leaders about the needs identified
- Build strategic partnerships to address these emerging needs

This report is a culmination of the agency's efforts to understand the most pressing needs of Orange County in 2023 and how it will address those needs in the coming years.

ROMA Cycle

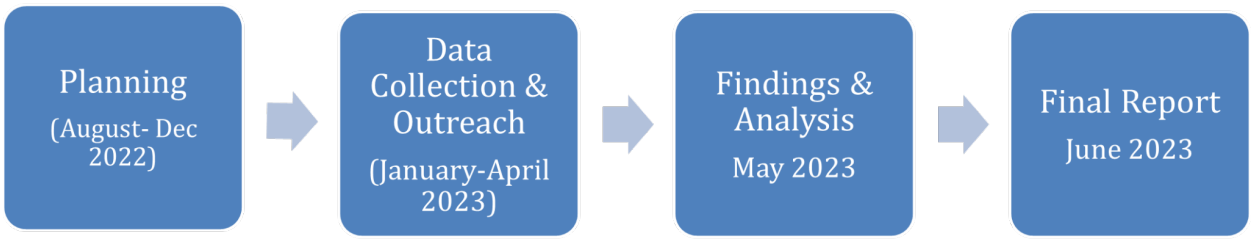
Our process to understand and respond to the needs identified as part of this needs assessment is guided by the Community Service Block Grant (CSBG) performance management framework, Results Oriented Management and Accountability, or ROMA (see ROMA illustration below). Community Action Agencies like CAP OC undertake ROMA implementation actions that focus on results-oriented management and accountability. ROMA principles include: assessing poverty needs and conditions within the community; identifying specific improvements, or results, to be achieved among people with low income and communities in which they live; and organize and implement programs, services, and strategies within the agency and among partnering organizations, to achieve anticipated results.



Planning and Implementation

In the Fall of 2022, CAP OC's Planning Department began planning the implementation of its comprehensive 2023 Community Needs Assessment. With the assistance of interns from local colleges and universities, the planning team developed a timeline to conduct a comprehensive assessment of the emerging and ongoing needs of a post-pandemic Orange County.

2023 Community Needs Assessment Timeline



The community needs assessment process included the development of a needs assessment survey (instrument), a detailed outreach plan with a strong focus on leveraging partnerships with community stakeholder groups, a plan to recruit up to 10 college interns, 5 scheduled community meetings, a customer satisfaction survey, a social media campaign (with paid advertisements), an intensive email campaign, canvassing efforts and an intent to attend between 2-3 in-person outreach events a week between January-April 2023. The result was a successful needs assessment, which was an improvement on what was done in the previous needs assessment from 2021. The 2023 CNA included many direct outreach strategies aimed at surveying as many community members as possible, something that was a challenge in 2021 during the height of the pandemic with periodic lockdowns and other in-person restrictions.

Results

The findings from the 2023 CNA are a culmination of the data from the 2023 CNA survey results, direct community input coming from participants that attended the 5 community meetings, and database research that was used to collate the findings.

The 2023 CNA survey consisted of a total of 21 questions – 8 matrix, 8 multiple choice, 4 open ended, and 1 ranking question with the purpose of categorizing the needs into issue domains. The survey achieved a total of 1,221 responses with an 83% completion rate.

Top Needs Identified

The list below shows the top (11) needs identified in 2023 the Community Needs Assessment. In total, 1,221 survey responses were collected between January 1st to April 30th of 2023. The survey was open to anyone 16 years and older that lived or worked in Orange County.

Top 11 Needs Identified	Issue Domain
1. Lack of opportunity to save money for the future	Finance
2. Difficulty paying for basic essentials such as food and safe housing	Finance
3. Inability to consistently pay debts on time	Finance
4. Difficulty paying for utilities and affecting utilization.	Housing
5. Lack of living wage employment opportunities	Employment
6. Lack of affordable housing due to high cost of rent or mortgage	Housing
7. Lack of basic (key) financial skills such as making budgets and obtaining/ managing credits	Finance
8. Difficulty navigating the healthcare system to access services	Health

9. Lack of access to affordable health insurance, medical care and prescription medicines	Health
10. Lack of access to job training and education to obtain desired employment	Employment
11. Lack of safety in the community due to crime or violence	Housing

The findings and identified needs from this assessment can be found throughout the report in each section or issue domain. A domain is a categorical framework that the national Community Action Network utilizes when assessing individual and family performance indicators. For the purposes of this report, the agency used these issue domains to organize the different sections of the report with top needs identified within each issue domain.

Each issue domain includes the needs identified, a listing of causes and conditions for each domain, and identified community resources and assets. These needs were selected by analyzing the combined data from surveys, meetings, and databases for a full explanation of each need, please review the appropriate issue domain.

The six issue domains, or sections in this report are:

Methodology

As in previous years, CAP OC engaged in a research study for the County of Orange to identify the causes and conditions of poverty. This section will seek to lay out the agency's approach to data collection, discuss how research was conducted, its outreach strategies and data analysis methods.

Information for this assessment was gathered using qualitative and quantitative methods of approach. Qualitative data refers to data that is non-numerical, for example, interviews, focus groups and written feedback. Quantitative data, on the other hand, refers to information that can be measured and written down such as databases and statistics.

CAP OC's qualitative approaches included:

- **Community Meetings (Focus Groups) -** 5 Community Meetings with OC residents to gather additional data/information that could not be captured from surveys or database research.
- **CNA Survey** - Open-ended questions in the CNA, survey question #21 which asked, "Is there anything else you would like to add about your or your community's needs?"

CAP OC's quantitative approaches included:

- **Database Research -** Research that has already been done, utilizing secondary database research (i.e., OC Community Indicators Report, the Annual Report on the Conditions of Children in Orange County, etc.)

- **CNA Survey** - Primary data research conducted by CAP OC by collecting data directly from participants (available for anyone who was 16 years or older who lived or worked in Orange County).
- **Reliable Data Sets -** Pulling raw data sets directly from reliable sources such as the U.S Census Bureau.

The data collected from our 2023 CNA survey was analyzed using descriptive statistics meant to describe the actual characteristics of a survey data set. These summaries only provide an analysis of the data of those that responded to our survey and do not make inferences about the community at-large.

Outreach

Community engagement in 2023 was much more successful than in 2021, as we received a total of 1,221 survey responses, compared to 753 responses in 2021. Additionally, the 2023 CNA survey resulted in an 83% completion rate (only 1 question was missed) in comparison to a 78% rate in 2021 (with more than 1 question missed). The increase in responses was due to CAP OC's push for more in person engagement strategies such as tabling events and canvassing.

Between January-April 2023, CAP OC staff, interns, and volunteers were successful in completing the following:

- Tabling 45 in-person events and completing 594 surveys at these large-scale community events, food distributions, CAP OC events, etc.
- Canvassed 1,050 homes surrounding our 3 community centers.

- AmeriCorps NCCC (National Civilian Community Corps) & CA Conservation Corps Volunteers surveying 1-2 times a week in our Energy and Environmental Services Department (EES) for two months.
- Social Media Advertising in 5 languages, this included paid targeting advertising.
- Direct Email Campaign – reached out to 737 individuals/ organizations in OC.

Comparing the 2021 & 2023 Community Needs Assessments

When comparing the highest priority needs identified in the 2023 CNA to 2021's assessment, we concluded that major challenges surrounding access to finding a living wage job and affordable housing are still present. However, in a departure from the 2021 Assessment, the 2023 CNA identified a number of challenges such as being unable to save money and difficulty paying for basic essentials like food, housing, and utilities to be top needs. These challenges can likely be due to the rising cost of housing in addition to the rising cost of food, gasoline, and other basic necessities. Please see the domains section of this report to understand the challenges facing Orange County as it relates to the needs identified in our assessment.

	2021	2023
# Surveys	752	1,221
Completion Rate	78%	83%
Top Issue Domains	1) Health 2) Housing 3) Employment	1) Finance 2) Housing 3) Employment
Outreach Strategies	● Virtual outreach only ● Digital survey only ● Social media campaign ● Direct email campaign ● Print/virtual advertisements ● Virtual Interviews/ Community Meetings ● Leveraging partnerships	● In-person & virtual outreach ● Paper & digital surveys available ● Canvassing local neighborhoods ● Social media campaign ● Direct email campaign ● Print/virtual advertisements ● Virtual and in-person Community Meetings ● Leveraging partnerships

Top Needs Identified	• Access to affordable health insurance and healthcare in the community • Having access to safe, stable shelter on a regular basis • Finding and keeping a job that pays a living wage	• Lack of opportunity to save money for the future • Difficulty paying for basic essentials such as food and safe housing • Inability to consistently pay debts on time

Next Steps

Our 2023 Community Needs Assessment (and CAP) will be reviewed and approved by our Board of Directors in June 2023. The identified needs were priority ranked by the Board in late May 2023 and were included in the 2024-2025 Community Action Plan. You can find a copy of this needs ranking in the 2024-2025 CAP.

In the CAP, we how these top needs align with our agency's mission and how we are addressing these needs as an agency. This final 2023 Community Needs Assessment and Community Action Plan will be available on our agency's website at www.capoc.org.

Our agency also intends to present this report to community members and stakeholder groups in the coming months. Beginning in the Fall of 2023, our agency will present our findings to community groups, local elected officials, colleges and universities, and other stakeholders. These efforts are intended to raise awareness of the emerging needs within our community, raise awareness of our agency's programs and services, and build upon our anti-poverty agenda with stakeholders. By forging these strategic partnerships, we can build a powerful force to end poverty in Orange County.

Acknowledgements

Thank you to everyone who helped make the 2023 Community Needs Assessment possible! This report would not be possible without the active participation of community members and CAP OC stakeholders. A special thank you to the following people and organizations:

- CAP OC's Board of Directors and our Executive Leadership Council, especially CAP OC's President and CEO Gregory C. Scott
- CAP OC's Planning Department:
    - Curtis Gibbs, Director of Planning and Business Development
    - Alexander Caro, Planning Manager
    - Yesenia Hernandez, Senior Planner
    - Carolyn Coleman, Community Engagement Liaison
- CAP OC's AmeriCorps VIP Fellow, Kelsey Quinn
- CAP OC Planning Volunteers and Interns including:
    - Nicholas Benton, CSUF Intern
    - Ivonne Huitron, CSUF MPH Intern
    - Celeste Aranda, CSUDH Intern
    - Nuria Maria Safar, CSUDH Intern
    - Breanna Cadiente, CSUF MPH Intern
    - Inez Aquino, CSUF MPH Intern
    - Nayeli Santa Cruz, UCI Intern
    - Zoelli Ortiz, UCI Intern
    - Lilya Chakhoyan, UCI Volunteer
    - Delia V. Acedo, UCI Intern

    - Arlette Ruedas Gonzalez, UCI Intern
    - Emely Vazquez, CSUF MPH Intern
- We'd like to thank the many volunteers that assisted us during our in-person and virtual outreach events.
- All CAP OC staff for the time and energy they spent promoting the Community Needs Assessment Survey and the Customer Satisfaction Survey
- All CAP OC and other community stakeholders who generously offered their time and thoughts in meetings, including Anaheim Independencia FRC, El Modena FRC, Southwest Community Center, and other partners.

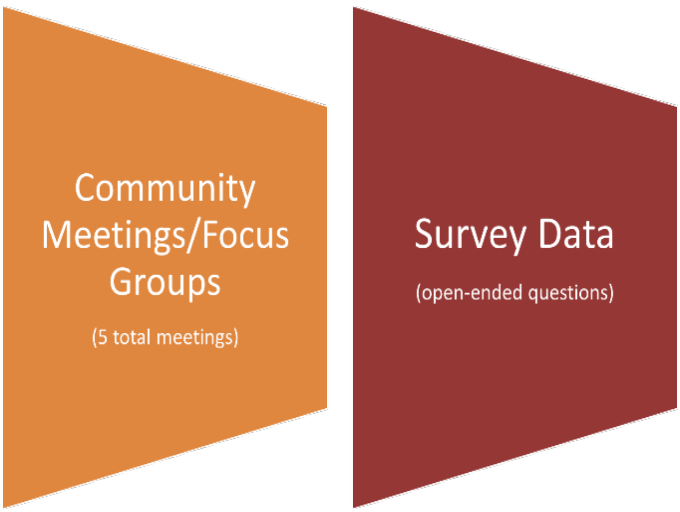
Methodology

CAP OC engaged in a research study on the County of Orange to identify the causes and conditions of poverty for the 2023 Community Needs Assessment. This section seeks to lay out CAP OC's approach to data collection, discuss how research was conducted, its outreach strategies and data analysis methods.

Data collection

Information was gathered using qualitative and quantitative methods of approach. Qualitative data refers to data that is non-numerical, for example, interviews, focus groups and written feedback. Quantitative data, on the other hand, refers to information that can be measured and written down like databases and statistics.

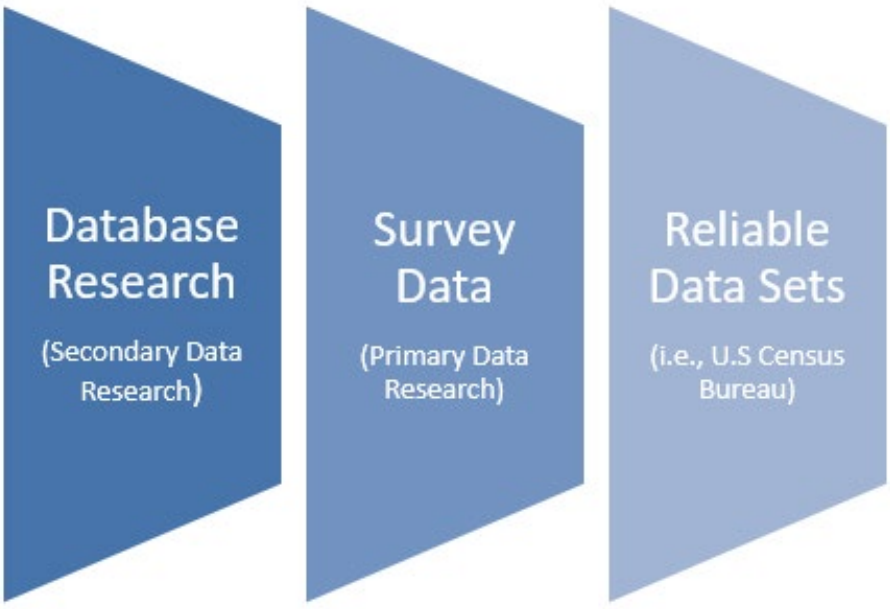
Qualitative Approach



CAP OC's qualitative approach included:

- **Community Meetings (Focus Groups)** - 5 Community Meetings with OC residents to gather additional data/information that could not be captured from surveys, database research.
- **CNA Survey** - Open-ended questions in CNA, survey question #21 which asked, "Is there anything else you would like to add about your or your community's needs?"

Quantitative Approach



CAP OC's quantitative approach included:

- **Database Research** - Research that's already been done, utilizing secondary database research (i.e., OC Community Indicators Report, the Annual Report on the Conditions of Children in Orange County, etc.).

- **CNA Survey** - Primary data research conducted by CAP OC by collecting data directly from participants (available for anyone who was 16 years and older who lived or worked in Orange County).
- **Reliable Data Sets -** Pulling raw data sets directly from reliable sources such as the U.S Census Bureau.

The data collected for the Community Needs Assessment was gathered through primary and secondary sources. Primary sources include the Community Needs Assessment survey and Community Meetings. The survey was provided both in print for in-person outreach events and online through Survey Monkey. Four out of five Community Meetings were conducted in person, and one was virtual via Zoom. Secondary source research was obtained from official government databases (e.g., Census Bureau) and other data specific to Orange County provided quantitative information that served as a statistical foundation.

Outreach

To reach a diverse and representative population within the County, a variety of engagement strategies were conducted throughout Orange County with the help of an AmeriCorps Volunteer Infrastructure Program (VIP) Fellow, 6-8 interns from local universities and 50 volunteers. CAP OC's outreach strategies focused on targeting low-income populations in Orange County.

Engagement strategies consisted of the following:

- Large-scale community events, such as the Black History Parade and Unity Festival, Boco de Oro and Tet Festival, etc.
- Food distributions such as CAP OC's Senior Food Box and Clementine distributions and South County Outreach
- School events like the We Care Resource Fair, Open Houses and UCI Community Services and Leadership Fair
- Canvassing the surrounding neighborhoods of CAP OC's three Family Resource Centers (FRC): Anaheim Independencia FRC, Southwest Community Center, and El Modena FRC (canvassers focused on either the Census block and/or Census tract)
- 5 Community Meetings: 1) El Modena Family Resource Center, 2) Anaheim Independencia Family Resource Center, 3) Southwest Community Center, 4) CAP OC's Headquarters in Garden Grove, and 5) Virtual Meeting with CEAC (Community Engagement Advisory Council) members via Zoom
- Social Media advertising: Facebook, Twitter, and Instagram
- Promotional geo-targeted posts on Facebook targeting Orange County residents

- Leveraging CAP OC's Food Bank partnerships such as the Donated Food Program and Diaper Bank
- Conducting short presentations and announcements during virtual meetings and collaboratives
- Requesting short blurbs from other OC organizations newsletters such as CalOptima Health
- Direct email campaign targeting Community Based Organizations (CBOs), Faith-Based Organizations and Schools in OC
- Collaborating with CAP OC's departments and programs
- AmeriCorps NCCC (National Civilian Community Corps) & CA Conservation Corps volunteers were stationed at the Energy and Environmental Service Department (EES) lobby one to two times a week for two months to help promote and assist participants with the CNA

In addition, to reduce language barriers CAP OC's CNA survey was available in five different languages: English, Spanish, Chinese (Mandarin), Vietnamese and Arabic. Community Meetings were conducted either in English, Spanish or bilingual (English & Spanish) accommodating to the audience's needs. This action was essential to ensure that the 2023 Community Needs Assessment represented the Orange County community and community members shared and expressed themselves in their own languages. All the information gathered helped to inform CAP OC of the needs of low-income populations in Orange County.

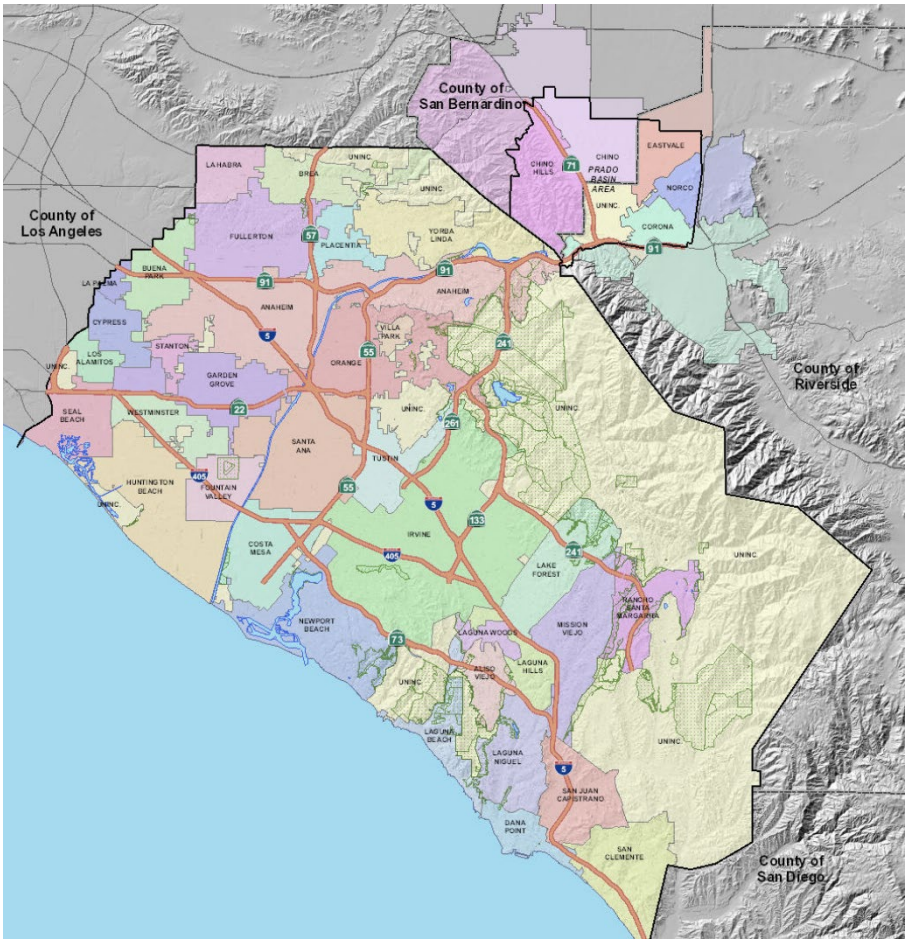
Data Analysis

The data collected from the 2023 CNA survey was analyzed using descriptive statistics meant to describe the actual characteristics of a survey data set. These summaries only provide an analysis of the data of those that responded to the survey and do not make inferences about the community at-large.

Community Profile

To best serve the community, one must first understand the factors that make up the community including geography, population trends, the cost of living, and the economy.

Orange County Geography

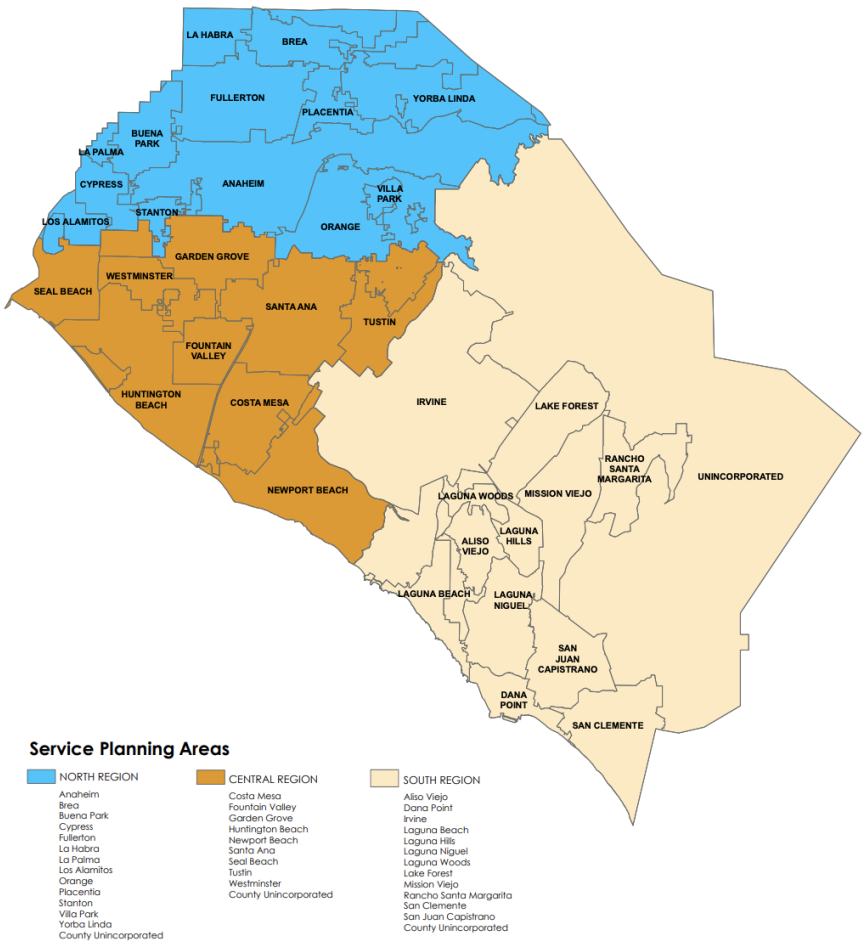


Source: Orange County GIS Open Data Portal

Orange County consists of a total of 799 square miles of land and 42 miles of coastline, making up 0.5% of California's land area and only 8% of California's population.[1]

[1] Orange County Business Council. *Orange County Community Indicators Report*, p. 6.

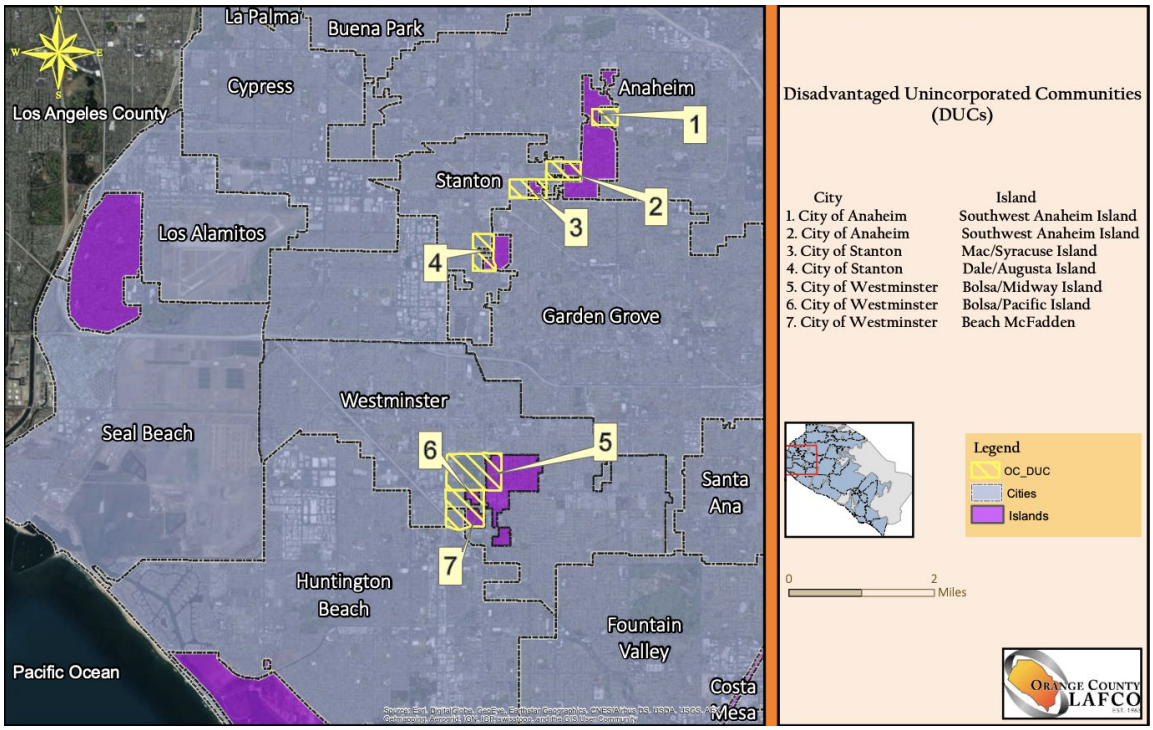
The county is located on the coast of Southern California, with Los Angeles County, San Bernardino County, Riverside County, and San Diego County as neighboring counties.



Source: Orange County Health Care Agency

Orange County is composed of 34 cities and several large unincorporated areas. In northern and central Orange County, there are 24 unincorporated areas that are either completely or substantially surrounded by cities that are responsible for providing most of its essential services.[2] The county governs these unincorporated areas by providing services such as public safety, libraries, and other essential services.

[2] Orange County Local Agency Formation Commission, https://oclafco.org/how/county-unincorporated-areas/



Source: Orange County Local Agency Formation Commission

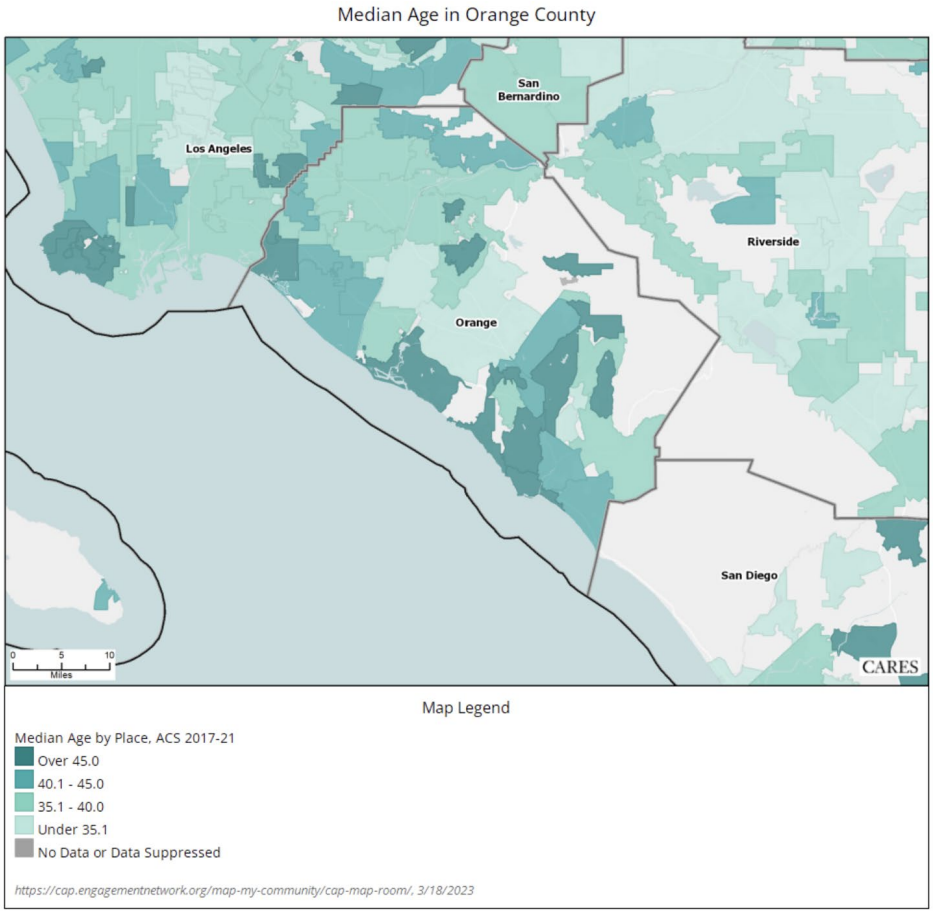
The Orange County Local Agency Formation Commission has identified 7 disadvantaged unincorporated communities (DUCs) within the cities of Anaheim, Stanton, and Westminster, all of which are also important when assessing community needs. DUCs are areas within an unincorporated area that have an annual median income less than 80% of the statewide median income.[3] This may be due to the aging infrastructure and lack of investment in essential services. Recognizing these vulnerable communities and addressing their needs is a crucial part of CAP OC's mission.

Population

Orange County's population in 2021 was 3,169,542 residents, but declined to 3,162,542

[3] Orange County Local Agency Formation Commission, https://oclafco.org/how/disadvantaged-unincorporated-communities/.

residents in 2022 due to domestic migration.[4] However, the county still remains to be California's third largest county after Los Angeles and San Diego.[5] The average population density in 2022 was 3,967 residents per square mile, which was 5.7% more than the population density in 2010.[6] The county is projected to reach a population of 3,166,309 residents in 2060.[7]



Source: Community Action Partnership Map Room

In 2021, the median age in Orange County was 39.2 years.[8] About 21.4% of Orange County residents were under the age of 18 years, 42.6% of residents were between the age of 18-64, and

[4] Orange County Business Council. *Orange County Community Indicators Report, p. 7.*
[5] Orange County Business Council. *Orange County Community Indicators Report*, p. 8.
[6] Orange County Business Council. *Orange County Community Indicators Report*, p. 8.
[7] Orange County Business Council. *Orange County Community Indicators Report*, p. 8.
[8] Census Reporter 2021, https://censusreporter.org/profiles/05000US06059-orange-county-ca/https://www.census.gov/quickfacts/fact/dashboard/orangecountycalifornia/POP010220

15.7% of residents were 65 years and older.[9] However, the county will begin to see the continuous growth of older age groups, where the 65+ age group is expected to reach 29% by 2060.[10] The US Census Bureau reports that in 2020 there were 50.4% females and 49.6% males residing in Orange County.[11] A limitation with the Census data, is that it only asks respondents to choose between female or male, therefore excluding other identities such as transgender, non-binary, etc.

Source: US Census, Annual Estimates of the Resident Population for Incorporated Places in California: April 1, 2020 to July 1, 2021

City	Population
Aliso Viejo	51,824
Anaheim	345,940
Brea	47,589
Buena Park	83,011
Costa Mesa	110,750
Cypress	49,926
Dana Point	32,821
Fountain Valley	56,495
Fullerton	141,874
Garden Grove	170,488
Huntington Beach	196,652
Irvine	309,031
La Habra	62,609
La Palma	15,413
Laguna Beach	22,795
Laguna Hills	30,965
Laguna Niguel	64,239
Laguna Woods	17,452
Lake Forest	85,742
Los Alamitos	11,695
Mission Viejo	92,449
Newport Beach	84,792
Orange	137,263
Placentia	51,274
Rancho Santa Margarita	47,442
San Clemente	63,896
San Juan Capistrano	34,955
Santa Ana	309,441
Seal Beach	24,937
Stanton	37,970
Tustin	79,430
Villa Park	5,773
Westminster	90,195
Yorba Linda	67,989

Source: United States Census Bureau

Orange County cities are a reflection of the diversity and different racial and ethnic groups of the region. Currently, Orange County is 69.7% White, 34.1% Hispanic or Latino, 22.8% Asian,

[9] United States Census Bureau 2020, https://www.census.gov/quickfacts/fact/dashboard/orangecountycalifornia/POP010220
[10] Orange County Business Council. *Orange County Community Indicators Report*, p. 9.
[11] United States Census Bureau 2020, https://www.census.gov/quickfacts/orangecountycalifornia

2.2% Black or African American, 1.1% American Indian and Alaska Native, and 0.4% Native Hawaiian and Other Pacific Islander.[12] The California Department of Finance's Demographic Research Unit expects White and Asian communities to decline by 5.4% and 1.0% respectively between 2022 to 2060, while the Latino community will increase by 4.5% over the same time.[13]

With a county home to different racial and ethnic groups, foreign-born individuals make up a significant portion of those who reside in it. There are approximately 939,029 foreign-born residents in Orange County, that is 2.1% of all foreign-born residents in the US and 29.6% of the foreign-born population of Southern California counties.[14] 30% of OC residents were born in other countries. The top countries of origin include Mexico, Vietnam, China, and Korea. In addition, 45% of all OC residents over the age of five speak a language other than English at home. [15]

Poverty in Orange County

In 2021, 9.9% of Orange County residents were living below the poverty line, that is 0.2% decrease from 2020's rate of 10.1%.[16] Orange County's poverty rate is in fact lower than the nation (11.6%), the CA state (12.3%), and its neighboring counties – Los Angles (16.6%), San Diego (10.7%), San Bernardino (13.2%), and Riverside (11.6%).[17] However, when digging

[12] United States Census Bureau 2020, https://www.census.gov/quickfacts/fact/dashboard/orangecountycalifornia/POP010220
[13] Orange County Business Council. *Orange County Community Indicators Report 2022-2023*, p. 10.
[14] Orange County Business Council. *Orange County Community Indicators Report 2022-2023*, p. 10-11.
[15] Orange County Business Council. *Orange County Community Indicators Report 2023-2023*, p. 10-11.
[16] United States Census Bureau 2020, https://www.census.gov/quickfacts/fact/dashboard/orangecountycalifornia/POP010220; Orange County Business Council. *Orange County Community Indicators Report 2023-2023*, p. 11
[17] United States Census Bureau 2021, https://www.census.gov/quickfacts/fact/dashboard/orangecountycalifornia/POP010220, https://www.census.gov/quickfacts/fact/table/losangelescitycalifornia/RHI125221, https://www.census.gov/quickfacts/sandiegocountycalifornia,

deeper and looking at factors such as race, age, gender, etc. the disparity between groups is much more evident.

Along racial lines, the two racial groups with the highest rate of poverty also account for the lowest population size in OC – Black or African Americans' poverty rate is 13.1%, yet only account for 2.2% of the population and American Indian and Alaskan Natives' poverty rate is 12.8% yet they only make up 1.1% of the population.[18] This is followed by Hispanic or Latino (11.6%) and Asian (11.5%).[19] In comparison, White Americans poverty rate is 7.8%, 4-5% less than people of color.[20]

Race	Poverty Rate	Population Size
White	7.8%	69.7%
Black or African American	13.1%	2.2%
American Indian and Alaska Native	12.8%	1.1%
Asian	11.5%	22.8%
Hispanic or Latino origin	11.6%	34.1%

Source: U.S. Census Bureau

According to the Census Bureau, 10.8% of children, those under 18, are living below the poverty level, even more alarming, is the poverty rate for children under 5 years of age – 10.9%.[21] For older adults, age 65 years and older, the poverty rate is 10%.[22]

https://www.census.gov/quickfacts/sanbernardinocountycalifornia, https://www.census.gov/quickfacts/fact/table/riversidecountycalifornia/BZA010221, https://www.census.gov/quickfacts/CA, https://www.census.gov/library/publications/2022/demo/p60-277.html

[18] United States Census Bureau 2021, https://data.census.gov/table?q=poverty&g=050XX00US06059

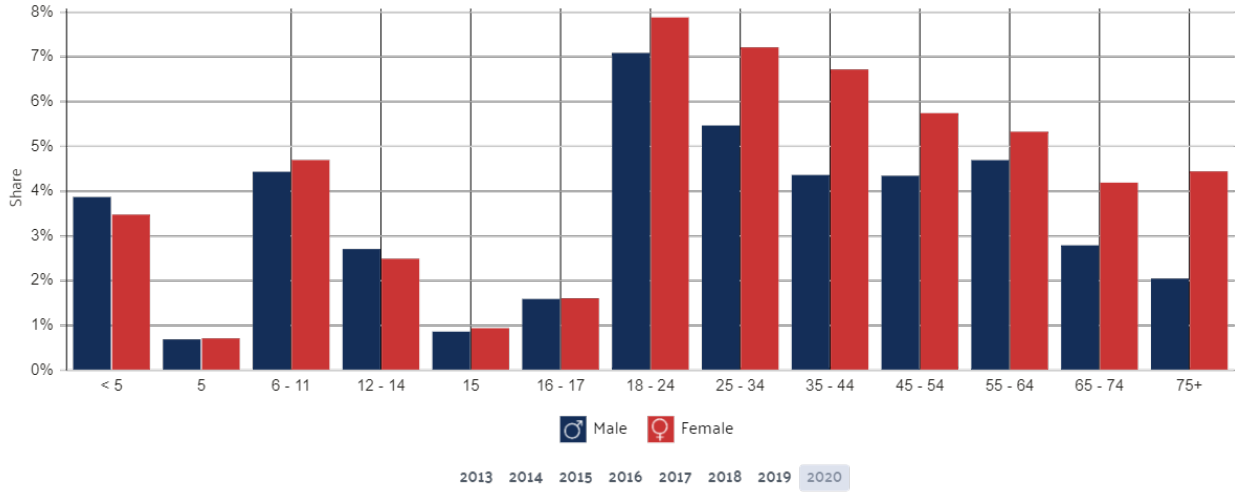
[19] United States Census Bureau 2021, https://data.census.gov/table?q=poverty&g=050XX00US06059

[20] United States Census Bureau 2021, https://data.census.gov/table?q=poverty&g=050XX00US06059

[21] United States Census Bureau 2021, https://data.census.gov/table?q=poverty&g=050XX00US06059

[22] United States Census Bureau 2021, https://data.census.gov/table?q=poverty&g=050XX00US06059

The graph from Data USA displays poverty levels among age and gender indicating that females among all age groups were the largest demographic living under the poverty line in Orange County.[23] The largest demographic group was in fact Females 18-24 years of age.[24]



Source: Data USA

It is important to note the LGBTQIA+ community is also impacted by poverty. Data from the Behavioral Risk Factor Surveillance System and the U.S. Census Household Pulse Survey reported 17% of LGBTQ individuals lived in poverty in 2021.[25] However, data specific to the LGBTQIA+ community in Orange County living in poverty is limited and requires further research. Part of the limitation is due to systems not properly identifying LGBTQIA+ and gender non-conforming residents. Gender, most confused with sex, refers to social identities that best reflect the identity of the individual, thus creating a large array of different genders and further identities.

[23] Data USA. *Orange County, CA*. https://datausa.io/profile/geo/orange-county-ca#:~:text=Poverty%20%26%20Diversity&text=The%20largest%20demographic%20living%20in,followed%20by%20Hispanic%20and%20Asian.
[24] Data USA. *Orange County, CA*. https://datausa.io/profile/geo/orange-county-ca#:~:text=Poverty%20%26%20Diversity&text=The%20largest%20demographic%20living%20in,followed%20by%20Hispanic%20and%20Asian.
[25] UCLA Williams Institute School of Law. LGBT Poverty in the United States. https://williamsinstitute.law.ucla.edu/publications/lgbt-poverty-us/

Educational attainment and employment status are also important indicators of poverty. Of the population 25 years and older, 16.9% of those that completed less than high school are living below the poverty line and those with a high school diploma or equivalent have a poverty rate of 11.9%.[26] In comparison, individuals with a Bachelor's degree or higher have a poverty rate of 5.5%.[27] In terms of employment status, of the civilian labor force 16 years and older, 19.5% of unemployed individuals live below the poverty line.[28] On the other hand, only 4.1% of employed individuals live below the poverty line.[29] However, once again, females have a higher rate of poverty – unemployed females have a poverty rate of 21% and unemployed males are 18.1%.[30] In addition, employed females have a poverty rate of 4.9% while employed males are 3.3%.[31]

Cost of Living in Orange County

The US Census Bureau estimated the Orange County median household income in 2021 to be $100,559, about $6,000 higher than in 2020.[32] The housing wage needed to afford a one-bedroom unit in Orange County in 2016 was $25.46 per hour and has increased to $36.63 in 2022.[33] As the cost of living in Orange County continues to rise, this becomes a struggle for low-income residents. Over 90% of residents who make under $20,000 spend more than 30% of their income towards housing payments.[34] Additionally, 9.5% of full-time workers and 28.3% of part-

[26] United States Census Bureau 2021, https://data.census.gov/table?q=poverty&g=050XX00US06059
[27] United States Census Bureau 2021, https://data.census.gov/table?q=poverty&g=050XX00US06059
[28] United States Census Bureau 2021, https://data.census.gov/table?q=poverty&g=050XX00US06059
[29] United States Census Bureau 2021, https://data.census.gov/table?q=poverty&g=050XX00US06059
[30] United States Census Bureau 2021, https://data.census.gov/table?q=poverty&g=050XX00US06059
[31] United States Census Bureau 2021, https://data.census.gov/table?q=poverty&g=050XX00US06059
[32] California State University, Fullerton Center for Demographic Research, *Orange County Facts & Figures December 2022*.; Orange County Business Council. *Orange County Community Indicators Report*, p. 13
[33] Orange County Business Council. *Orange County Community Indicators Report*, p. 58
[34] Orange County Business Council. *Orange County Community Indicators Report*, p. 56.

time workers were living in poverty in 2020.[35] These numbers highlight the attention needed towards employment and housing in the county.

Living Wage

Living wage refers to the "minimum subsistence wage for persons living in the United States".[36] According to the living wage model it is an alternative market-based approach that measures basic needs and "draws upon geographically specific expenditure data related to a family's likely minimum food, childcare, health insurance, housing, transportation, and other basic necessities (e.g. clothing, personal care items, etc.) costs".[37] In Orange County, the living wage for a single individual is $23.66 - this is the hourly rate an individual in a household must earn to support themself.[38] However, the minimum wage remains as $15.50.[39] If you add a single child to the equation the living wage doubles to $47.25 an hour, yet the minimum wage remains unchanged.[40]

Economy

The California Employment Development Department estimated the occupations with the fastest job growth in Orange County for the years 2018-2028. Among the top five occupations were occupational therapy assistants, speech-language pathologists, anthropologists and

[35] Orange County Business Council. *Orange County Community Indicators Report*, p. 66.
[36] *About the Living Wage Calculator*. Living Wage Calculator. Retrieved May 2023, from https://livingwage.mit.edu/pages/about
[37] *About the Living Wage Calculator*. Living Wage Calculator. Retrieved May 2023, from https://livingwage.mit.edu/pages/about
[38] *Living wage calculator*. Living Wage Calculator - Living Wage Calculation for Orange County, California. (n.d.). Retrieved April 14, 2023, from https://livingwage.mit.edu/counties/06059
[39] *Living wage calculator*. Living Wage Calculator - Living Wage Calculation for Orange County, California. (n.d.). Retrieved April 14, 2023, from https://livingwage.mit.edu/counties/06059
[40] *Living wage calculator*. Living Wage Calculator - Living Wage Calculation for Orange County, California. (n.d.). Retrieved April 14, 2023, from https://livingwage.mit.edu/counties/06059

archaeologists, health diagnosing practitioners, and occupational/physical therapists/aides.[41] By December 2022, the unemployment rate in the county was at 2.5%, remaining lower than the state and national average unemployment rates which were 4.1% and 3.5% respectively.[42]

Crime Rates in Orange County

Crime index is a measure of relative risk for specific types of crimes committed.[43] Orange County has seen a small increase in its total crime index over the past couple of years, rising from 82 to 85.[44] However, Orange County still has the second lowest crime index compared to neighboring counties Los Angeles and San Bernardino, who had high total crime index numbers at 109 and 108 respectively.[45] Irvine was ranked the third best city to raise a family due to high scores in Health & Safety and Childcare, as well as attracting diverse groups to the city, according to WalletHub.[46] Cities such as Huntington Beach, Garden Grove, Anaheim, and Santa Ana ranked lower, despite improving in areas such as poverty, unemployment, wealth gaps, and debt.[47]

[41] California Employment Development Department, *Orange County Profile*. https://labormarketinfo.edd.ca.gov/cgi/dataBrowsing/localAreaProfileQSResults.asp?state=true&selectedarea=Orange%20County%20%20%20

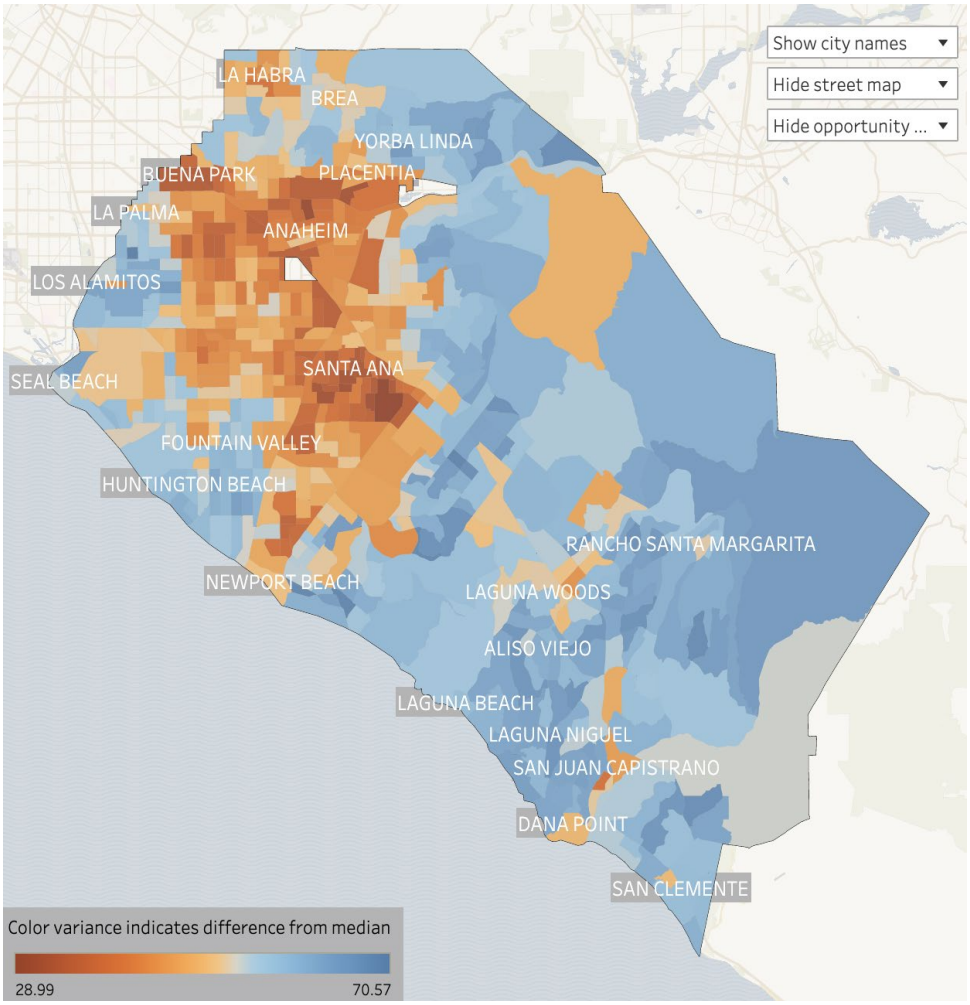
Broadband

High-quality, affordable, and reliable broadband is essential to the social and economic welfare of communities in the modern world. In Orange County from 2017-2021, 92.9% of OC residents had a broadband internet subscription.[48] According to the United States Census Bureau 88.2% of households possessed a desktop or laptop, 92.3% had a smartphone, 73.6% had a tablet or other portable device, and 3.3% owned some other type of computer technology.[49] Within all households, 86.6% owned a cellular data plan, 81.2% had a broadband subscription such as cable, fiber optic, or a digital subscriber line.[50] Even though the overall numbers are high in OC, when looking at the household income there is inequality. According to the Census Bureau, households with an income less than $20,000 have a higher proportion of individuals without an internet subscription (16.7%). In fact, it is almost double the percentage of households with an income between $20,000 to $74,999 (8.8%) and almost 8 times more than households earning $75,000 or more (2.2%).[51]

The lack of dependable broadband may affect access to social services or other opportunities, resources, and information. Insufficient broadband threatens to magnify existing inequalities by denying communities of fundamental infrastructure for education, commerce, and civic engagement.[52]

[48] United States Census Bureau. 2022. Narrative Profiles. Census.gov. https://www.census.gov/acs/www/data/data-tables-and-tools/narrative-profiles/2021/report.php?geotype=county&state=06&county=059
[49] United States Census Bureau. 2022. Narrative Profiles. Census.gov. https://www.census.gov/acs/www/data/data-tables-and-tools/narrative-profiles/2021/report.php?geotype=county&state=06&county=059
[50] United States Census Bureau. 2022. Narrative Profiles. Census.gov. https://www.census.gov/acs/www/data/data-tables-and-tools/narrative-profiles/2021/report.php?geotype=county&state=06&county=059
[51] United States Census Bureau 2021, https://data.census.gov/table?q=BROADBAND&g=050XX00US06059
[52] Galperin, H., Le, T. H., & Wyatt, K. (2021). Who gets access to fast broadband? Evidence from Los Angeles County. Government Information Quarterly, 38(3), 101594. https://doi.org/10.1016/j.giq.2021.101594

Racial Equity

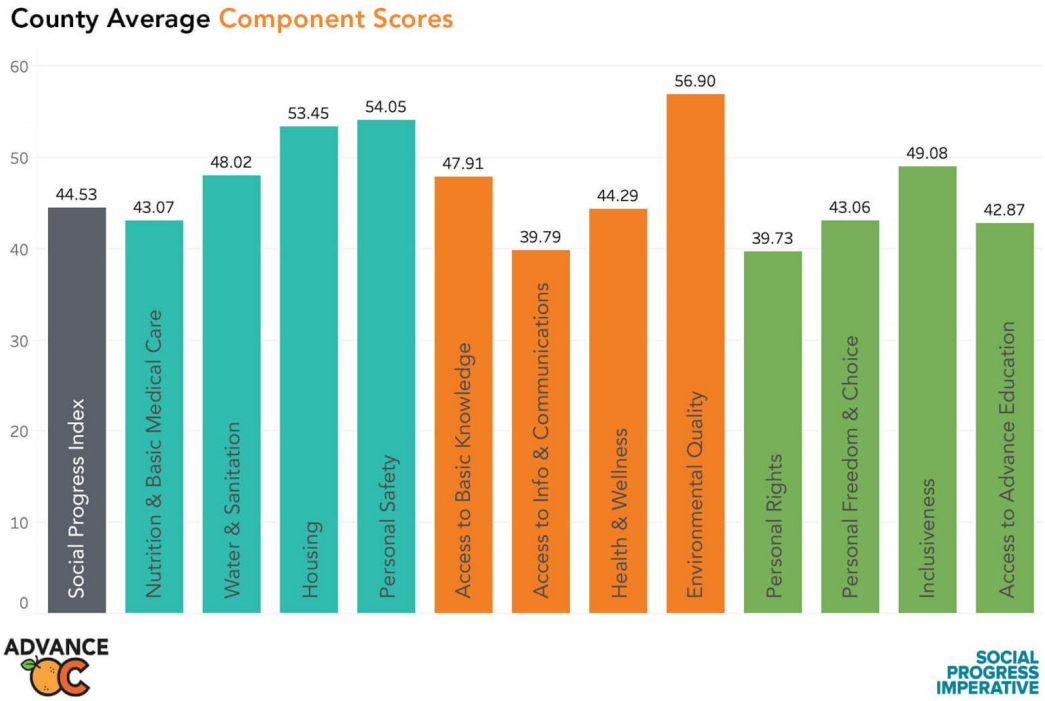


Source: OC Equity Map

Racial equity can be achieved when an individual's racial identity no longer predicts how they will thrive.[53] The OC Equity map showcases the current social progress index in Orange County. This tool is used to identify where any health inequalities may exist in order to eliminate them and incorporates over 50 indicators that measure the health and wellness of a community.[54] Using the equity map, areas in blue along the coast and southern Orange County have a higher

[53] Racial Equity Tools. *Racial Equity*. https://www.racialequitytools.org/resources/fundamentals/core-concepts/racial-equity
[54] Advance OC. *Social Progress Index*. https://www.advanceoc.com/social-progress-index/

social progress index and areas in orange, such as northern Orange County, have a lower social progress index score. For example, a city such as Santa Ana is not meeting the social and environmental needs as much as cities like Huntington Beach. Looking at the different components of the OC Equity Map, the county's overall average Social Progress Index was 44.53. Low scores should not be interpreted as "bad" or as a "less desirable" outcome, but rather areas in need of improvement.[55]



Source: Advance OC

A community thrives and prospers due to the racial and cultural diversity of its residents. Data from the National Equity Atlas indicates Orange County's diversity index has risen from 1.16 in 2000 to 1.27 in 2020, ranked #44 out of 430 counties.[56] According to population growth rates,

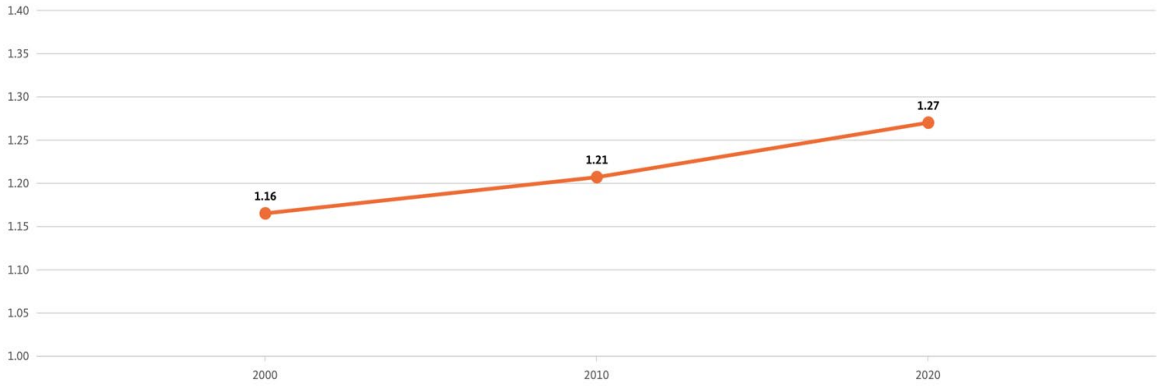
[55] Advance OC. *Orange County Equity Map Instructional Manual*. https://global-uploads.webflow.com/61d5e32cdfe7f97aec0f7534/620ec893395255bed52ccf29_OCHCA-EquityToolManual-English_210914_v5-3.pdf

[56] National Equity Atlas. *Diversity index*. https://nationalequityatlas.org/indicators/Diversity_index#/?geo=04000000000006059

the rates of Black, Hispanic, or Latino, Asian or Pacific Islander and multiracial people far outpace the rates for White Americans.[57]

The statistics on race and ethnicity as provided by the Census for the City of Santa Ana are 76.7% Hispanic or Latino, 29.7% White, 11.9% Asian, and 1% Black or African American.[58] Compared to the City of Huntington Beach where the population is 67.8% White, 19.8% Hispanic or Latino, 12.9% Asian, and 1.2% Black or African American.[59] It is important to note the differences in diversity between the two cities, as one racial group in one city may have needs and require resources different from other racial groups in the city.

Diversity Index of Orange County (2000-2020)



Source: National Equity Atlas

Race and communities must both be measured in order to address impacts of structural racism. Community indicators such as having access to open space and parks, access to health insurance,

[57] National Equity Atlas. *Diversity index*. https://nationalequityatlas.org/indicators/Diversity_index#/?geo=04000000000006059
[58] United States Census Bureau 2020. https://www.census.gov/quickfacts/fact/dashboard/santaanacitycalifornia,anaheimcitycalifornia,orangecountycalifornia
[59] United States Census Bureau 2020. https://www.census.gov/quickfacts/fact/dashboard/huntingtonbeachcitycalifornia,santaanacitycalifornia,anaheimcitycalifornia,orangecountycalifornia/PST045222

and homeownership provide a snapshot of the community's current condition, however it is disaggregated by race and ethnicity.

Hate Crimes

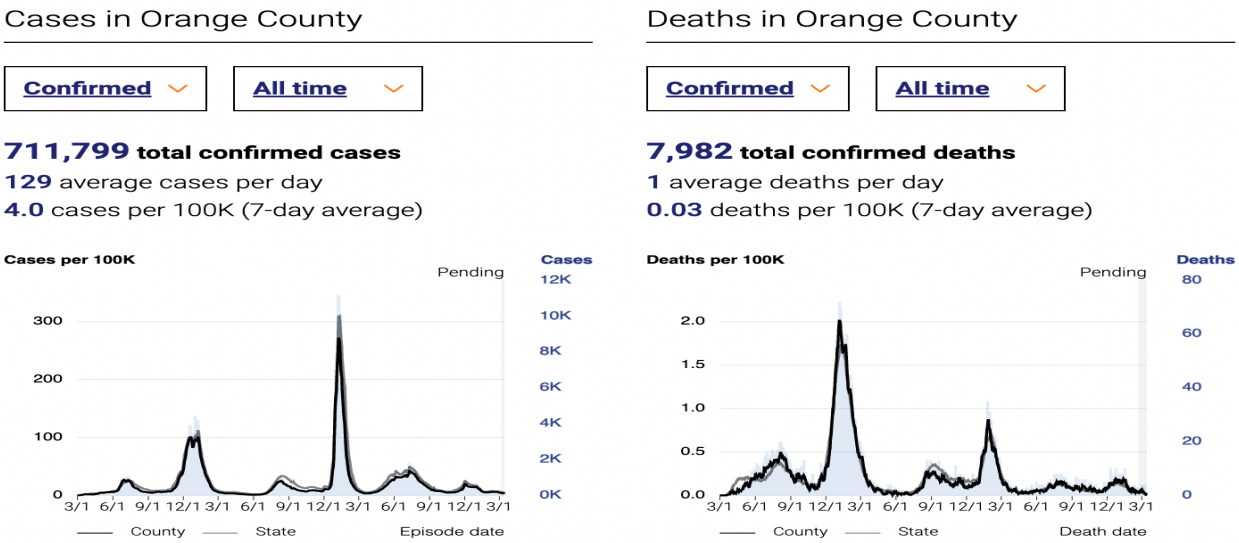
In 2021, 398 hate crimes and incidents were reported in Orange County, which was a 6% increase from 2020.[60] The California Attorney General defines hate crime as "a crime against a person, group, or property motivated by the victim's real or perceived protected social group".[61] The California Department of Justice defines hate incidents as "an action or behavior motivated by bias-motivated hate but is not necessarily a crime".[62] Although Orange County is diverse, 60% of hate crimes were primarily motivated by the victim's race, ethnicity, or national origin.[63] More than half of the hate crimes were towards victims who identified as black, indigenous, persons of color (BIPOC).[64] In the past year, the OC Human Relations Commission has issued several statements denouncing incidents of racism and hate speech in regards to anti-Asian hate emerging from the COVID-19 pandemic.[65]

COVID-19 in Orange County

Orange County has seen the effects of COVID-19 in the community and after three years, the impact of COVID-19 has slowly diminished although it is still a prominent matter. As of 2023, there are 711,799 total confirmed cases which is 4.0 cases for every 100,000 people in Orange County.[66] The total number of confirmed deaths from COVID-19 is 7,982 deaths averaging 0.03

[60] Orange County Human Relations Commission. *2021 Orange County Hate Crimes Report*. p. 7
[61] Orange County Human Relations Commission. *2021 Orange County Hate Crimes Report*. p. 3
[62] Orange County Human Relations Commission. *2021 Orange County Hate Crimes Report*. p. 3
[63] Orange County Human Relations Commission. *2021 Orange County Hate Crimes Report*. p. 3
[64] Orange County Human Relations Commission. *2021 Orange County Hate Crimes Report*. p. 3
[65] Orange County Human Relations Commission. *2021 Orange County Hate Crimes Report*. p. 2
[66] California Governor's Office, COVID-19 State Dashboard, available at https://covid19.ca.gov/statedashboard/.

deaths per 100,000 people.[67] The most vulnerable populations with a risk of COVID-19 are seniors with disabilities with a 31% vulnerability and seniors living alone at 20% vulnerability.[68] Asthma ER admissions rate is at 0.3 per 10,000 admissions which is the highest associated health risk factor for COVID-19.[69] The number of fully vaccinated individuals in Orange County is 2,369,627 people as of 2023.[70]

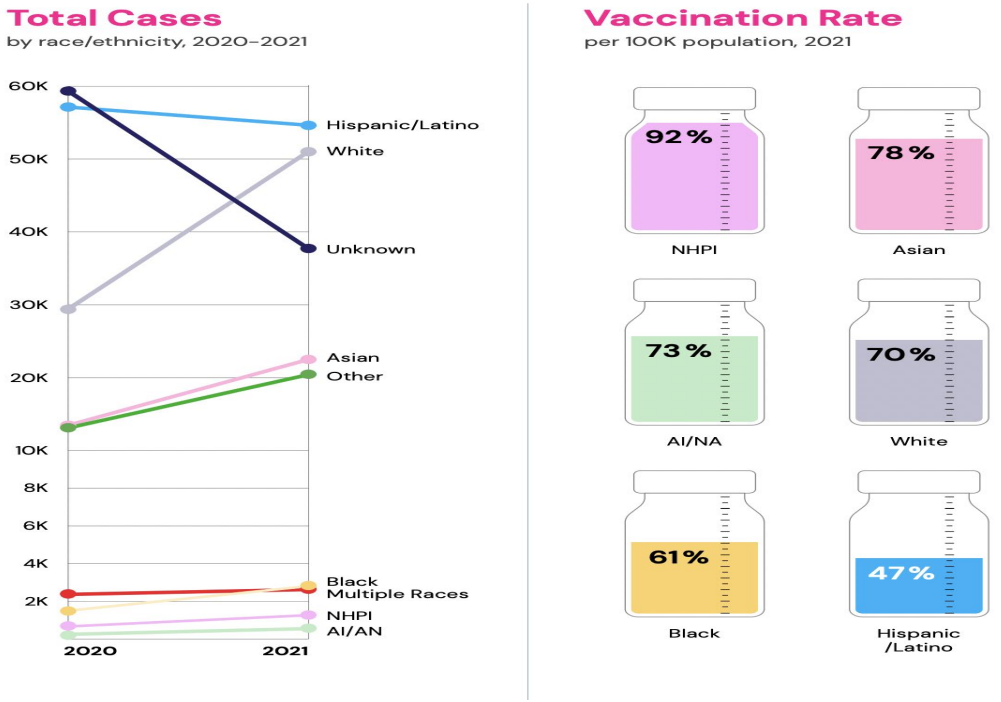


Source: California Governor's Office

COVID-19 disproportionately affects marginalized communities, and the Latino population represents the largest minority group in Orange County. The Latino population accounts for 44.4% of all confirmed COVID-19 cases in Orange County and 38.9% of the total cases in California.[71] The death rate is the highest amongst the Latino population accounting for 42.1% of confirmed COVID-19 deaths in Orange County and 38.9% of the total deaths in California.[72]

[67] California Governor's Office, COVID-19 State Dashboard, available at https://covid19.ca.gov/statedashboard/.
[68] Public Health Alliance of Southern California, The California Healthy Places Index (HPI).
[69] https://covid19.ca.gov/vaccination-progress-data/
[70] OC Health Care Agency, Vaccines Administered in OC, available at https://occovid19.ochealthinfo.com/vaccines-administered-oc
[71] California Governor's Office, COVID-19 State Dashboard, available at https://covid19.ca.gov/statedashboard/.
[72] California Governor's Office, COVID-19 State Dashboard, available at https://covid19.ca.gov/statedashboard/.

In 2020, COVID-19 was responsible for 90% of the decline in life expectancy for the Latino population of Orange County, dropping three years, from 81.8 years old in 2019 to 78.8 years old in 2020.[73] The vaccination rate among the Latino population was the lowest at 47% among all racial and ethnic groups in Orange County in 2021.[74]



Source: OC Health Care Agency

Although the aftereffects of this pandemic still exist in Orange County, many new changes have been implemented since COVID-19's initial beginning in late 2019. On January 30, 2023, the Biden Administration deemed that May 2023 will be the end of the ongoing public health emergency protocols.[49] Meaning that although access to COVID-19 related medicine such as testing, vaccinations, and treatment will remain accessible to the public, things such as COVID related doctor's appointments and rapid tests administered by health professionals may be costly to uninsured people in the U.S. Following suit, Governor Gavin Newsom marked the end of

[73] OC Health Care Agency, Population Overview Hispanic/Latino, pg. 13
[74] OC Health Care Agency, Population Overview Hispanic/Latino, pg. 9
[75] Kaiser Family Foundation, *The End of the COVID-19 Public Health Emergency,* para.

California's COVID-19 state of emergency in February of 2023.[76] California's COVID-19 death rate was one of the lowest in the nation thanks to the enacted SMARTER Plan, pledging to continue reducing the impact of COVID-19 on California's residents.

The end of March 2022 signified the end of the CA eviction moratorium meaning that tenants were no longer protected by rental laws that gave them the chance to gather funds for rent amid the COVID-19 pandemic.[77] For residents of Orange County, other emergency programs such as Orange County's Emergency Rental Assistance program also came to an end in 2022.

Despite the COVID-19 pandemic being no longer declared a public health emergency, residents of Orange County continue to feel the impacts of the pandemic. Respondents were asked if the pandemic had affected them in the following areas in life (employment, finances, housing, education, or health) in the last year and the majority of respondents stated having been to some degree impacted (slightly, moderately, or severely).

Response	**Employment**	**Finance**	**Housing**	**Education**	**Health**
Slightly, Moderately, & Severely Impacted	68%	74%	54%	54%	72%

Even after the height of the pandemic, 50% of OC residents still report having a difficult time accessing supplies like masks that would protect them against COVID-19 and 45% of residents report finding it difficult to find testing sites when they need them. For those seeking additional protection against COVID-19, 36% of residents find it difficult to access COVID-19 vaccinations; and in the case those resources are available, 39% of the community lack reliable

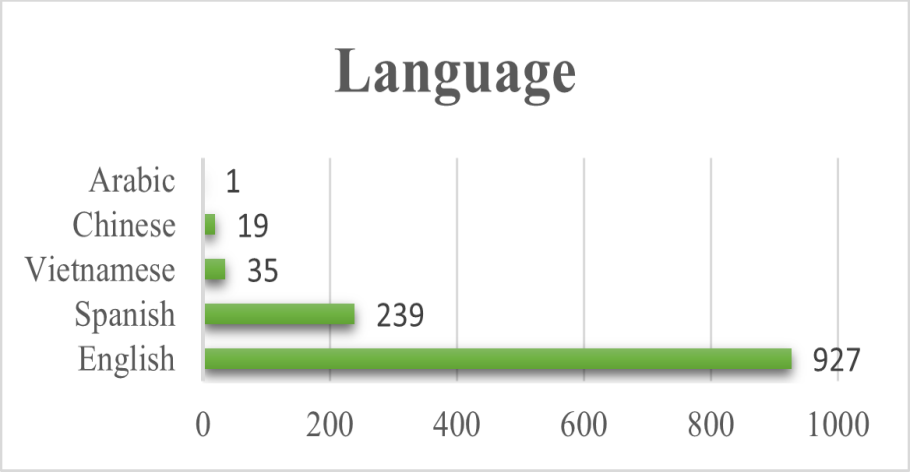
[76] California Government, *Governor Newsom Marks End of California's COVID-19 State of Emergency,* para. 3
[77] California Government, Tenant Protection Information, para. 1

transportation to access these resources. COVID-19 concerns were even brought up at the community meetings as participants advocated for the need for additional health care like counseling and services catered directly towards children due to the impact of the pandemic on their social life and education.

Orange County is home to a diversity of immigrants, of which nearly half at 41% have concerns in accessing much needed COVID-19 resources due to their immigration status, making it much more difficult to seek the assistance and care needed. As derived from these concerns, it is evident the community is still in need of COVID-19 resources and although the public health emergency is “over”, its impact is not.

Findings

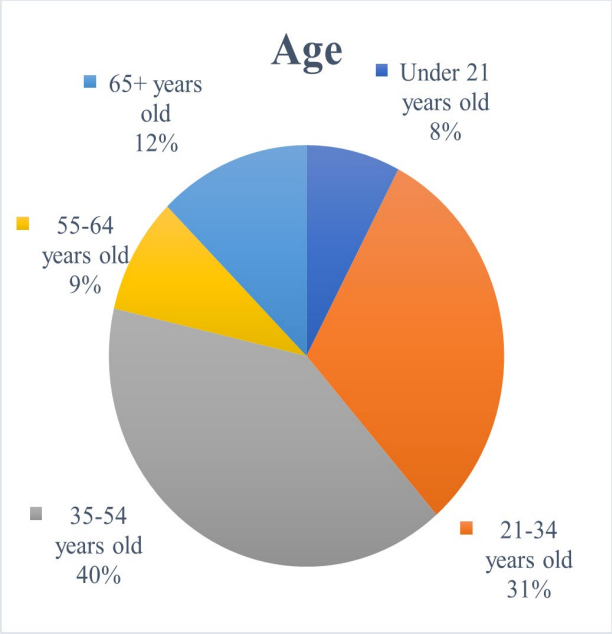
The 2023 Community Needs Assessment survey consisted of a total of 21 questions – 8 matrix, 8 multiple choice, 4 open ended, and 1 ranking. The survey achieved a total of 1,221 responses with an 83% completion rate, the ranking question #18 was incomplete by 212 responses. On average, respondents took about 9 minutes to complete the survey. Although the survey was available in five languages – English, Spanish, Vietnamese, Chinese (Mandarin) and Arabic – an overwhelming number of survey respondents completed the survey in English, 927.



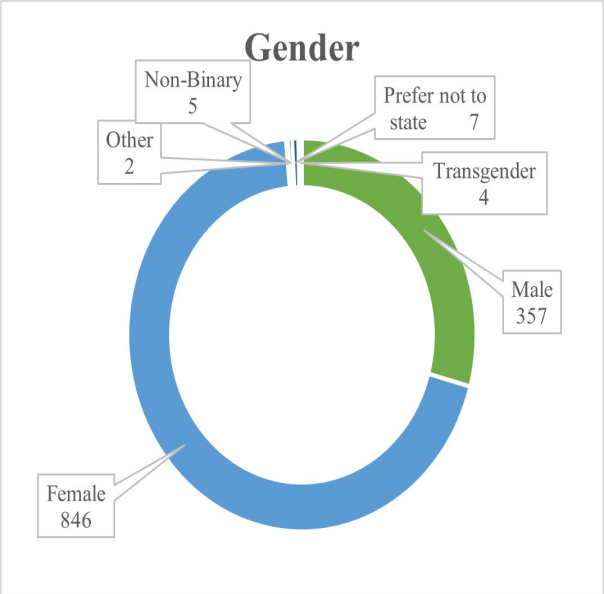
Demographics

The survey was available to respondents 16 years and older and received most responses (71%) from the following age groups 21-34 years old (31%) and 35-54 years old (40%). The median age range was 35-54 years old - which falls in line with Orange County's median age of 39.2 years.[78] The majority of survey respondents identified their gender as being 'Female' (69%).

[78] Census Reporter 2021, https://censusreporter.org/profiles/05000US06059-orange-county-ca/https://www.census.gov/quickfacts/fact/dashboard/orangecountycalifornia/POP010220

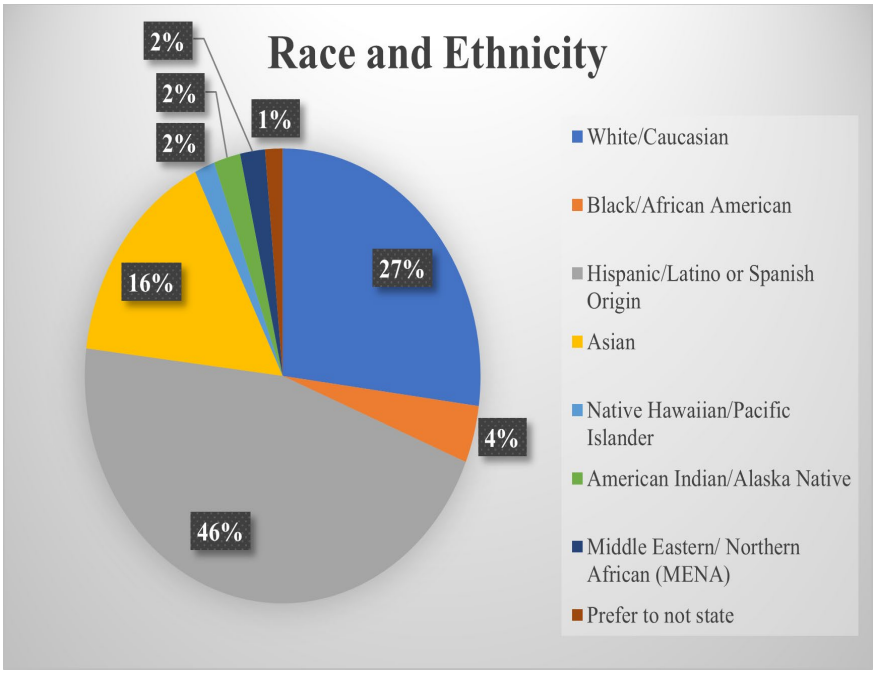


Although only 1% of respondents identified as something other than Female or Male, it is notable since in 2021 only 0.5% identified as non-binary, genderfluid or not sure.

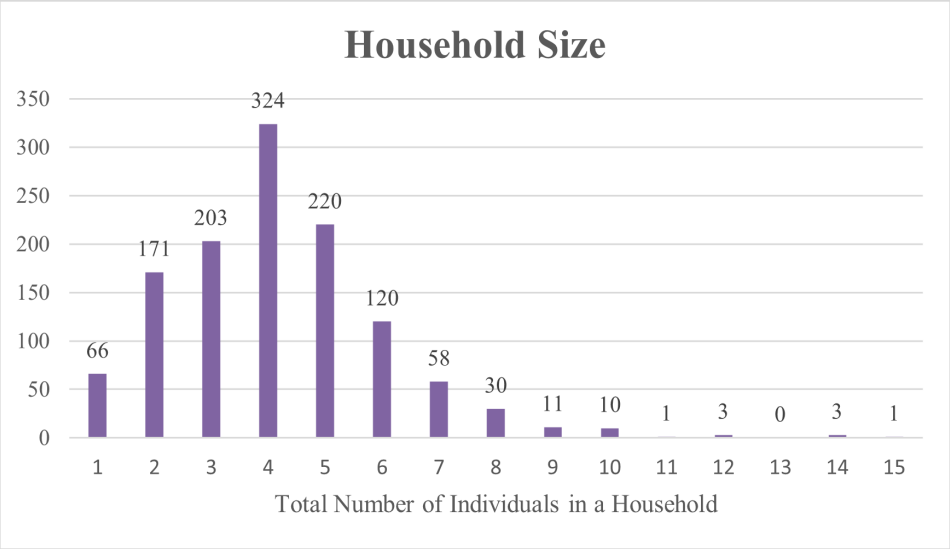


In terms of race and ethnicity, survey respondents identified as: 46% Hispanic/ Latino or Spanish Origin, 27% White/ Caucasian, 16% Asian, 4% Black/ African American, 2% Native Hawaiian/ Pacific Islander, 2% American Indian/ Alaska Native, 2% Middle Eastern/ Northern African (MENA), and 1% Preferred not to state. Of the 1221 respondents, 7.1% (87) identified as being

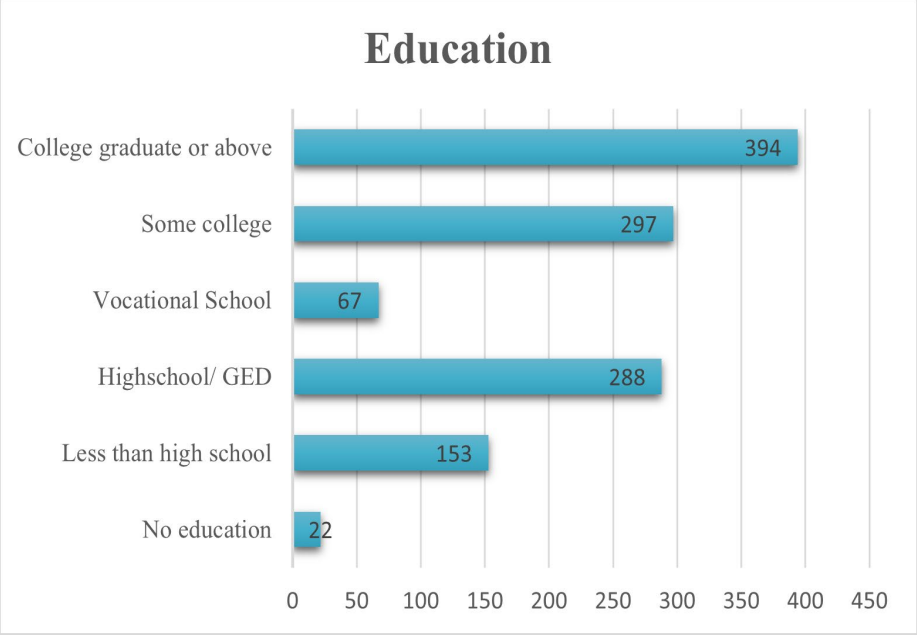
multiracial (of 2 or more races or ethnicities). In comparison to the Census Bureau populations statistics, the CNA's largest race and ethnicity group was not White but Hispanic/ Latino or Spanish Origin. In addition, those who identified as Black/African American accounted for 4% of CNA respondents, double the proportion in OC. It is also important to note that the CNA included the category for MENA, a category not often included in population statistics.



Household size ranged from a single person up to 15 people. However, most respondents lived in homes ranging from 3-5 individuals (61%), of which a majority (84%) resided in a household with 1-2 children (under 18 years of age). Of the 1221 households, 411 (34%) reported not having any children (individuals under 18 years of age) living in the household.



Respondents' education level varied from ‘No education’ up to ‘College graduate or above’. Most respondents had at least acquired a high school diploma or more (80.18%). Respondents declared their education level as follows: 32.27% had obtained a college degree or more, 24.32% had some college education, 23.59% had at least a high school diploma or GED, 12.53% had less than a high school education, 5.49% had gone to a vocation school, and 1.80% had no formal education.



Of the 1221 survey respondents, 76.8% of respondents stated having a yearly household income of $80,000 or less. The median income range was $30,00-$50,000 - which is significantly lower than Orange County's median household income of $100,559.[79] Even more significant, 34% of respondents stated having a yearly income of under $30,000.

Respondents stated their work status as the following: 22.4% were unemployed, 15.6% worked part-time, 41.1% worked full-time, 5.7% were self-employed, 12.6% were retired and 5.2% stated they were students. Of the 127 respondents that stated they were students, 24% (31) were employed full-time.

[79] California State University, Fullerton Center for Demographic Research, *Orange County Facts & Figures December 2022*.

Top Needs Identified

The list below shows the top (11) needs identified in our 2023 CNA survey results.

Top 11 Needs Identified	Issue Domain
1. Lack of opportunity to save money for the future	Finance
2. Difficulty paying for basic essentials such as food and safe housing	Finance
3. Inability to consistently pay debts on time	Finance
4. Difficulty paying for utilities and affecting utilization.	Housing
5. Lack of living wage employment opportunities	Employment
6. Lack of affordable housing due to high cost of rent or mortgage	Housing
7. Lack of basic (key) financial skills such as making budgets and obtaining/ managing credits	Finance
8. Difficulty navigating the healthcare system to access services	Health
9. Lack of access to affordable health insurance, medical care and prescription medicines	Health
10. Lack of access to job training and education to obtain desired employment	Employment
11. Lack of safety in the community due to crime or violence	Housing

Finance

The finance domain encompasses topics such as budgeting, financial literacy, and credit scores. In 2022, the median household income in Orange County was $100,559. [80] Median household income can vary by factors such as race and age. The breakdown of median household income by race and age can be seen in the tables below.

Median Household Income by Race	
Race	**Median Household Income**
White (Non-Hispanic)	$110,482
Hispanic or Latino	$81,606
Black or African Americans	$88,536
Asian	$103,291
Native American	$81,025

Source: 2021 American Community Survey, US Census Bureau

Median Household Income by Age of Householder	
Age	**Median Household Income**
15 to 24 years	$52,758
25 to 44 years	$106,747
45 to 64 years	$117,893
65 years and over	$74,048
15 to 24 years	$52,758

Source: 2021 American Community Survey, US Census Bureau

[80] 2021 American Community Survey, US Census Bureau

Needs

As indicated by the 2023 Community Needs Assessment and community forums, finance is the top concern for residents of Orange County, ranking first in the assessment with 58% of respondents having difficulty with this domain. Additionally, 74% of respondents indicated their finances being significantly affected by the Covid-19 pandemic in the past year (2022).

Lack of Opportunity to Save Money for the Future and Inability to Consistently Pay Debts on Time

77% of community members have shared they are unable to save money for the future. Of those, 44% reported a moderate and severe impact on their ability to save money. Even more alarming, 26% of respondents stated it was "Very Difficult". At the Southwest Community Meeting many participants expressed living paycheck to paycheck therefore making it difficult to set money aside. Additionally, 64% of community members stated having a difficult time paying debts on time - 33% experienced significantly higher difficulty.

In OC the median household income is $100,559.[81] Yet 85% of community members that said they had difficulty saving money for the future have a yearly income of $80,000 or less, furthermore 35% said it was less than $30,000. The significant difference between the median income and the actual income of respondents only accentuates the hardships in which residents find themselves in. Being able to save on an annual income that is lower than the median income is difficult, but it is significantly harder to do so when unemployed. Furthermore, 25% of respondents that found it difficult to save money stated being unemployed.

[81] California State University, Fullerton Center for Demographic Research, *Orange County Facts & Figures December 2022*.

Additionally, community members are currently experiencing inflation. Inflation is "a rise in prices, which can be translated as the decline of purchasing power over time. The rate at which purchasing power drops can be reflected in the average price increase of a basket of selected goods and services over some period of time."[82] Therefore, inflation makes it difficult to stay financially stable and pay back debts when the value of money keeps fluctuating.[83] The combined effects of insufficient income and inflation have exacerbated the financial need of the community.

Difficulty Paying for Basic Essentials Such as Food and Safe Housing

Finances shape the lives of people and 66% of Orange County residents have reported not feeling financially secure enough to consistently afford food, housing, and other essentials. Furthermore, 85% of respondents that find it difficult to pay for basic essentials stated having a yearly income of $80,000 or less. Participants at the Southwest Community Meeting stated that during the pandemic their CalFresh benefits generously increased which was relief for the families as it allowed them to pay for other expenses, however, that has since decreased, and families are struggling once again.

With the cost of food, gas, housing and other essentials at an all-time high, it is much more difficult for families to stay afloat. The cost of food, gas, and transportation is 29% higher in

[82] Fernando, Jason. "Inflation: What It Is, How It Can Be Controlled, and Extreme Examples." Investopedia, 6 June 2023, www.investopedia.com/terms/i/inflation.asp.
[83] Western & Southern Financial Group. 2023. The impact of inflation on your savings & investments. *Western & Southern Financial Group.* https://www.westernsouthern.com/investments/the-impact-of-inflation-on-your-savings-and-investments

Orange County than the national average.[84] For examples, eggs experienced a 72.3% price increase from $1.67 in 2021 to $2.68 in 2022 and $3.44 in March of 2023.[85] Gas, another essential, dropped 5.2% less than in previous years making it more expensive in 2023 than it was in 2022.[86]

In addition, housing expenses in OC are 157% higher than the national average, making affordable housing a significant need.[87] According to the Orange County 2023 Affordable Housing Needs Report, the monthly average rent is $2,672, totaling $32,064 a year, while 34% of survey respondents stated making less than $30,000 a year.[88]

Lack of Basic (Key) Financial Skills

Financial literacy is a significant need for the community. The Community Needs Assessment recorded 62% of the community has a difficult time budgeting to achieve their financial goals. Additionally, 34% of the community does not have access to a bank account and 53% of respondents do not understand their credit score or how to improve it. Without a bank account, credit is much harder to obtain, build and maintain a good score. Not having a credit score or having a low credit score affects a person's ability to buy a home, car, rent, or make other forms of large purchases. To achieve their financial goals, the community must have a stable foundation of financial literacy. Having a firm financial education means the ability to make

[84] Forbes. (2023). Cost of living in orange county, ca. Forbes Advisor. https://www.payscale.com/cost-of-living-calculator/California-Orange-County
[85] US Inflation Calculator. (2023). Egg Prices By Year And Adjusted For Inflation. US Inflation Calculator. https://www.usinflationcalculator.com/inflation/egg-prices-adjusted-for-inflation/
[86] US Inflation Calculator. (2023). Gasoline Inflation in the United States (1968-2023). US Inflation Calculator. https://www.usinflationcalculator.com/inflation/gasoline-inflation-in-the-united-states/
[87] Forbes. (2023). Cost of living in orange county, ca. Forbes Advisor. https://www.payscale.com/cost-of-living-calculator/California-Orange-County
[88] California Housing Partnership (2023). *Orange County 2023 Affordable Housing Needs Report*, pg. 1

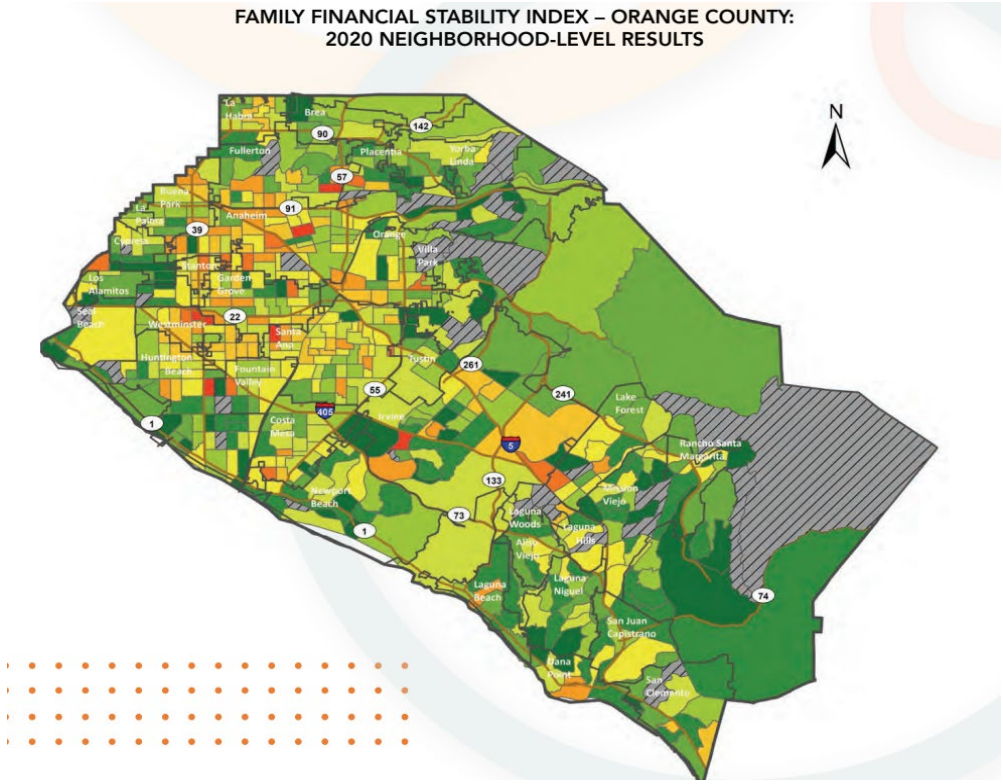
conscious decisions on how one is spending their money and managing their finances intelligently, using credit and loans carefully, and protecting one's identity thus granting them the financial freedom to take control of their lives.[89]

Causes of Poverty

Financial Instability

In 2020, approximately 19% of Orange County neighborhoods were financially unstable.[90] Debts and bills can be quick to pile up, which is why people living in poverty may find it difficult to invest in future ventures like education or homeownership. Late or missed payments may result in a low credit score. Individuals with low credit scores are seen as a risk to future lenders and pay higher interest rates on loans. Additionally, potential employers or renters may be dissuaded from hiring or housing an individual with a low credit score, further perpetuating that individual's poverty. Santa Ana, Los Alamitos, and Westminster are the cities in Orange County with the highest concentration of families who are financially unstable.[91]

[89] Orange County Treasurer-Tax Collector. (2023). Orange county proclaims april national financial literacy month. OCgov. https://www.octreasurer.com/press/orange-county-proclaims-april-national-financial-literacy-month
[90] Orange County Business Council, *Orange County Community Indicators Report 2022,* p. 69
[91] Orange County Business Council, *Orange County Community Indicators Report 2022,* p. 69



Red and orange indicate high levels of family financial instability.
Source: Orange County Community Indicators Report 2022

Financial Literacy

In an Orange County survey conducted by the Institute for Money, Technology & Financial Inclusion at the University of California, Irvine, researchers found that about 58% of respondents had never had any type of financial literacy training.[92] People who have limited financial literacy are more likely to make poor financial decisions. A lack of knowledge of the basic functions of financial management could greatly impact one's ability to pay for everyday expenses and build wealth in the future. Topics such as understanding how credit works, applying for loans, and managing a bank account is information that typically isn't taught in many schools or at home for many families struggling to pay for everyday expenses. These issues become exacerbated

[92] Nandita Badami, Jenny Fan, & Bill Maurer, *Addressing Financial Literacy in Orange County, California*, 2020, p.9

when applied to community members who speak a language other than English because they may not be familiar with the financial terminology or have confidence in traditional banking institutions. This is why financial literacy has become one of the ways that low-income individuals can break the cycle of poverty and begin to make transformative changes in the financial health of their families.

Conditions of Poverty

Inability to Accumulate Wealth

As stated previously, people who have a low credit score are seen as risks to lenders and pay higher interest rates on loans. Without the help of loans, impoverished community members may find it difficult to invest in assets such as homes, businesses, or vehicles. These assets can accumulate wealth for an individual who can later pass those assets onto future generations, which creates generational wealth. Low-income communities specifically have the odds stacked against them by the cycle of poverty. The cycle of poverty is "a term used to describe the phenomenon where poor families stay impoverished for at least three generations. Generally speaking, if your grandparents were poor, and your parents were poor, the odds are decent that you, too, will be poor."[93] Sadly, without the ability to accumulate generational wealth, many families get caught in a web of debt that is passed down from generation to generation.

[93] Williams, Geoff. "The Cycle of Poverty and Its Traps That Keep You Poor". U.S. News & World Report. 30 May 2023.

Assets

Community Action Partnership for Orange County (CAP OC)

CAP OC offers financial empowerment classes throughout the year in Orange County. The classes (one session, three sessions or five sessions) utilize the Your Money, Your Goals curriculum developed by the Consumer Financial Protection Bureau (federal government) to help participants develop and use knowledge, skills, and tools to increase their financial well-being.

In 2023 CAP OC launched a Lending Circle Program in partnership with Mission Asset Fund. Lending Circles (social loans) turns a common community practice into a credit-building activity that changes lives by giving members access to zero-interest loans that are funded by the group. With Lending Circles, CAP OC transforms this practice into a safe way to build members' credit. The Lending Circle Program is represented by the following:

- Payments are reported to three credit bureaus.
- Members receive a loan when it's their turn.
- Typical monthly payments are between $50-$200.
- Lending Circles are formed between 6-12 people.
- The loan amount ranges from as little as $300 to $2,400.
- Each month, a new member of the Lending Circle receives the loan until everyone in the group gets their chance.
- Members are provided with Financial Empowerment information, tools and resources.

2-1-1 Orange County (211OC)

211OC links Orange County's most vulnerable with the health and human service resources they need through a simple toll free, three-digit phone number. They offer resources for bills/ finances, clothing/hygiene, consumer protection, Covid-19 information & resources, disaster preparedness & response, children/ family, crisis services, education, employment, food, health care, housing, legal assistance, mental health, people resource centers, substance abuse, teen health, and transportations.

SparkPoint OC - Orange County United Way

SparkPoint OC empowers Orange County families and individuals to get on the path from surviving to thriving. Through the program, families create step-by-step personal financial plans to tackle their specific needs – from getting out of debt, to going back to school, or learning how to budget. Families can take part in the program for up to 12 months to achieve their goals.

Housing

The housing domain covers topics concerning recent developments in Orange County surrounding housing security, affordability, and availability. Researchers are working to identify factors impacting these three components, a prominent element being the recent COVID-19 pandemic. The perspective of unsheltered residents living in Orange County will also be included in this report.

Needs

The housing domain dominated the conversations during the community meetings. Out of the 5 community meetings, participants chose to focus on the topic of housing at 4 of them. Not to mention, 54% of OC community members reported housing concerns due to the pandemic - 38% of which are experiencing a far heavier impact.

Lack of Affordable Housing Due to High Cost of Rent or Mortgage

In the 2023 Community Needs Assessment Survey, 61% of respondents had difficulty paying rent or making mortgage payments. Attendants at the Virtual Community Meetings expressed the importance of the topic with one participant stating, “La comunidad necesita empatia y equidad, la vivienda es un derecho” translated to “the community needs empathy and equity, housing is a right”. The stated yearly income of 53.8% of respondents was $50,000 or less with about 41.10% of these respondents having a household of 4 to 5 individuals. At community meetings respondents communicated the need for affordable housing and suggested implementing rent control or relief to mitigate the high cost of housing. They also indicated landlords have raised rents to make up for the economic crisis caused by the pandemic.

The topic of affordable housing is connected to issues of high rent and mortgage payments. In Orange County the median rent is $2,057 and the median mortgage is $2,967.[94] According to the Orange County 2023 Affordable Housing Needs Report one must earn an average hourly wage of $51.39 in order to afford the average monthly asking rent of $2,672 yet the current state minimum wage is $15.00.[95] In addition, in Orange County an individual/household must make $162,000 a year to afford a median priced home of $826,000, however only 21% of households are able to afford the median price.[96] Rent and mortgage rates are only increasing, from Q4 2021 to Q4 2022 the asking rents increased by 2.7% in OC.[97]

Difficulty Paying for Utilities and Affecting Utilization

61% of respondents had difficulty paying for utilities including water, electricity, and gas and using them how they want to. At community meetings, participants indicated that their difficulty in paying for utilities was because of the high cost of living including paying high rent/mortgage payments. At one community meeting a guest speaker presented the fact that 30% of income in Orange County is allocated to rent but no more than 1/3 of income should be allocated to rent to avoid living in poverty. Participants felt that high cost of living like rent/mortgage payments were economic burdens that declined their ability to pay for additional services like utilities.
In Orange County, residents spend a median of $213 per month on electricity that's about 28% higher than the national average.[98] In California, residents pay the second highest price for

[94] *QuickFacts: Orange County, California*. (2021). Census Bureau QuickFacts; United States Census Bureau. https://www.census.gov/quickfacts/orangecountycalifornia
[95] California Housing Partnership (2023). *Orange County 2023 Affordable Housing Needs Report*, pg. 1
[96] *The Kennedy Commission | Orange County Affordable Housing Advocacy*. (n.d.). The Kennedy Commission. Retrieved from https://www.kennedycommission.org
[97] California Housing Partnership (2023). *Orange County 2023 Affordable Housing Needs Report*, pg. 1
[98] *Electricity Cost in Orange County, CA: 2023 Electric Rates*. (n.d.). EnergySage. Retrieved from https://www.energysage.com/local-data/electricity-cost/ca/orange-county/

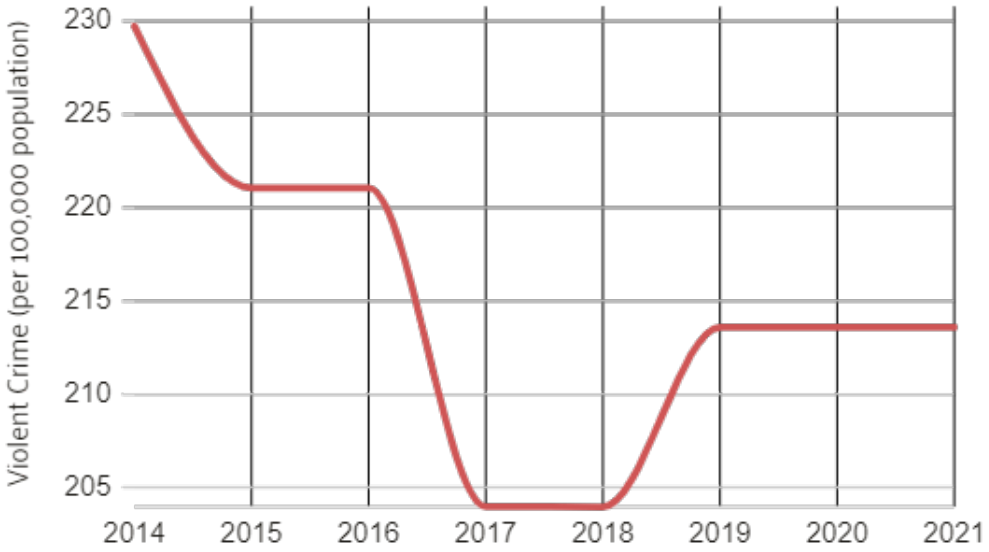
electricity in the nation with an estimate of Orange County residents spending $130,600 in electric bills over the next 25 years.[99] Even worse, the cost of natural gas has skyrocketed in the past year, especially in the winter months as "wholesale prices for the home-heating, water-boiling, climate-warming commodity rose 63% since October (2022)".[100] Although utility prices have steadied as of February 2023, Southern California Edison is seeking to increase rates by 4.4%, which would take effect on June 1, 2023.[101]

Lack of Safety in the Community Due to Crime or Violence

51% of respondents had difficulty living in an area where they felt safe from crime or violence. At community meetings participants reported not feeling safe in their neighborhoods, attributing high crime to homelessness and gang activities. Other participants expressed not feeling safe due to the high levels of drug use (alcohol and marijuana), and vandalism of gang affiliation. Participants expressed not feeling safe letting their children wait to be picked up after school, walk to school/home, or spend time in recreational areas without supervision.

As mentioned in the Community Profile of this report, Orange County is relatively safe when comparing it to neighboring counties like Los Angeles and San Bernardino. Violent crimes rates, for example, have remained relatively the same throughout the pandemic. [102]

[99] Electricity Cost in Orange County, CA: 2023 Electric Rates. (n.d.). EnergySage. Retrieved from https://www.energysage.com/local-data/electricity-cost/ca/orange-county/
[100] CALMatters. "Relief for California's Natural Gas Price Pain Is Coming." The Orange County Register, 2 Feb. 2023. Retrieved from https://www.ocregister.com/2023/02/02/relief-for-californias-gas-price-pains/
[101] Sternfield, M. "Higher power bills likely headed for Southern California." KTLA 5 News, 8 Feb. 2023. Retrieved from https://ktla.com/news/local-news/southern-california-can-expect-higher-electricity-bills-this-summer/
[102] Data USA. *Orange County, CA*. https://datausa.io/profile/geo/orange-county-ca#:~:text=Poverty%20%26%20Diversity&text=The%20largest%20demographic%20living%20in,followed%20by%20Hispanic%20and%20Asian.



Source: Data USA

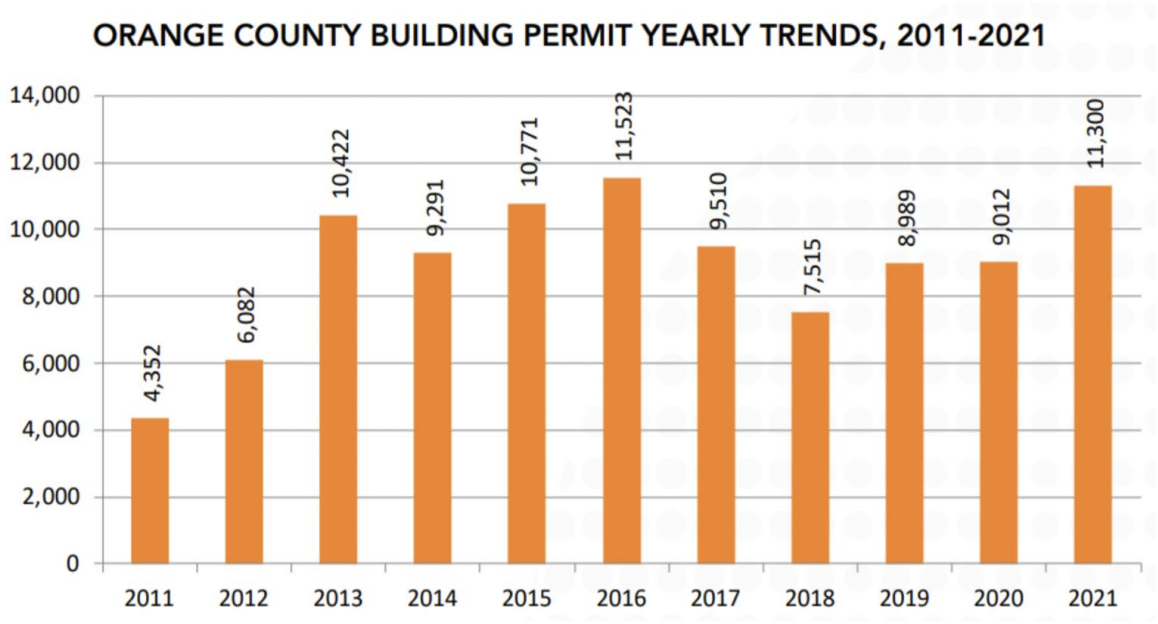
Causes of Poverty

Housing Affordability Continues to be a Pain Point Amongst Residents

Housing affordability has had a dramatic increase since June 2012, home prices in OC have increased by 123%.[103] This means that an OC homebuyer would need a minimum qualifying income of $157,000 to purchase a home with a median price of $1,000,000.[104] Although recently becoming home to a large tech-talented group of people, OC has always catered to an array of different income levels, making housing affordability a key issue. Although the market wavers from time to time, home prices in OC are making it difficult for residents to become homeowners. Many cities in OC are working to create more affordable housing for their middle income and low-income families. Funding for housing production and preservation has gone up to $251,000,000 which is a 9% increase from last year.[105] Incentivization for this plan to supply

[103] 2022-2023 Orange County Business Council. *Orange County Community Indicators*, p. 53.
[104] 2022-2023 Orange County Business Council. *Orange County Community Indicators*, p. 53.
[105] 2022 California Housing Partnership, *Affordable Housing Needs Report,* p.1

more affordable housing stemmed from a need to cater to OC's middle-income families. Although state and federal tax credits help to create these homes, they primarily target low to very low-income home creation.[106] Building permits have had an upward trend in the last few years, showing hope for more building creation in the future.



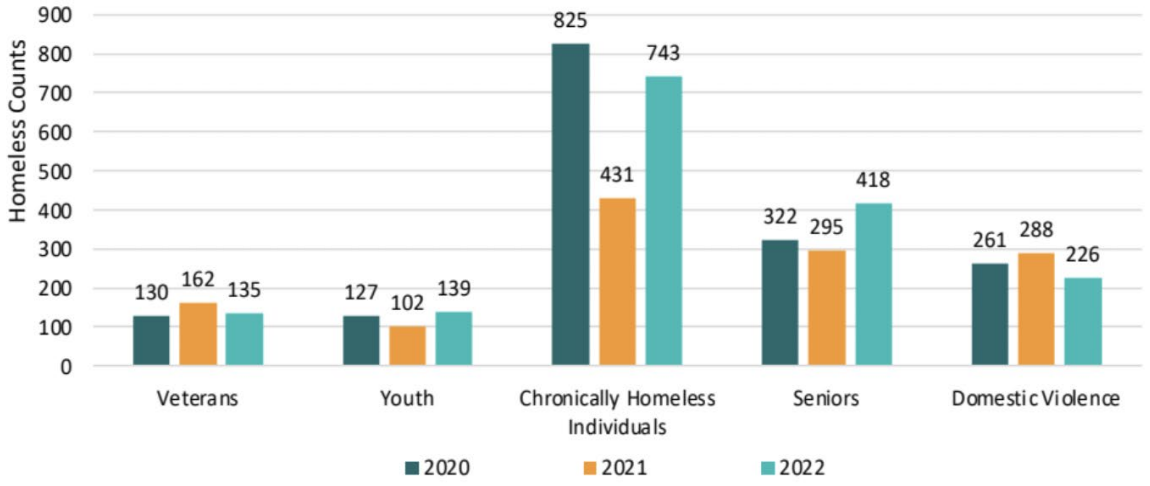
Source: U. S. Census Bureau's Building Permits Survey

The COVID-19 pandemic exacerbated the county's already established affordability crisis.[107] Many residents are receiving a high score of 4 (out of 10) on the Family Financial Stability Index for Orange County (FFSI-OC). This measure looks at a family's income, employment status, and proportion of household income spent on rent.[108] Three cities (Santa Ana, Los Alamitos, and Westminster) had the highest concentrations of family financial instability with scores of 4 on the 2020 FFSI-OC.[109]

[106] Caro, Alexander. *Strategies to incentive middle income housing in the city of Anaheim,* p. 1
[107] 2022-2023 Orange County Business Council. *Orange County Community Indicators*, p. 53.
[108] 2022-2023 Orange County Business Council. *Orange County Community Indicators*, p. 69.
[109] 2022-2023 Orange County Business Council. *Orange County Community Indicators*, p. 69.

OC's unsheltered population has risen by 9% since 2021 with approximately 2,661 Orange County residents living in sheltered homeless arrangements in 2022. [110] Looking at individuals who identified as chronically homeless, OC saw an increase in chronically unsheltered individuals by 312 people since 2021 according to the Point-in-Time Count conducted in OC.[111] The same was not true for unsheltered families as OC. In 2021, there was a reported 1043 number of unsheltered families, 93 more than 2022's number of reported 930 unsheltered families. [112] It is important to note that collecting the perspectives of unsheltered families has been more difficult to collect in recent years. Maura Mikulec, from housing advocacy group Housing as a Human Right OC, explained that there were 16% fewer volunteers doing counts in 2022 than in 2019, and these volunteers were directed to 'hot spots' which likely could have left many individuals uncounted.[113]

SHELTERED HOMELESS COUNTS BY SPECIAL POPULATIONS IN ORANGE COUNTY, 2022



Source: Orange County 2-1-1, 2022 Sheltered Point in Time Count

[110] 2022-2023 Orange County Business Council. *Orange County Community Indicators*, p. 61.
[111] 2022 Sheltered Point In Time Count, Orange County, CA (CA-602).
[112] 2022 Sheltered Point In Time Count, Orange County, CA (CA-602).
[113] 2022-2023 Orange County Business Council. *Orange County Community Indicators*, p. 62.

Conditions of Poverty

Insufficient Income and Lack of Rent Control Increase Housing Insecurities in Orange County

A lack of stable and adequate income and high rent is cited as the prevailing barrier to acquire safe and affordable housing. Although employment rates in OC have increased since May of 2021, there has been a recent increase in unemployment in June, which is indicative of a nationwide slowdown in economic activity as employers look to reduce operating costs during the pandemic.[114] A lack of substantial income, high grocery and fuel costs, and rising rent have made it difficult for OC residents to sustain their lifestyles. Rapidly rising rents are becoming serious concerns as a significant portion of resident's income is going towards high rent prices, leaving less margins for other areas of one's life. The median rent of 2,200 requires renters to make an average $42 per hour that is 3.6 times the state minimum wage, more than 83% of households are paying half their income on housing.[115] On average Orange County residents need to make an average $86,000 annually in order to meet the current basic needs.[116]

Assets

Community Action Partnership of Orange County (CAP OC)

To meet immediate needs and help support OC residents with the high cost of living, CAP OC offers utility assistance, a variety of food assistance programs and gift cards.

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[114] 2022-2023 Orange County Business Council. *Orange County Community Indicators*, p. 40.
[115] (2019, May). *Orange County's Housing Emergency Update* [Review of *Orange County's Housing Emergency Update*]. California Housing Partnership . https://www.families-forward.org/wp-content/uploads/2019/10/Orange-HNR-2019-1.pdf
[116] (2019, May). *Orange County's Housing Emergency Update* [Review of *Orange County's Housing Emergency Update*]. California Housing Partnership . https://www.families-forward.org/wp-content/uploads/2019/10/Orange-HNR-2019-1.pdf

CAP OC offers utility assistance through the Low-Income Home Energy Assistance Program (LIHEAP). The program provides federally funded assistance to eligible households so they can meet and manage their home heating/ cooling needs. These households are provided with bill support and assistance to reduce the costs associated with their home energy bills, energy crises, weatherization, and minor energy-related home repairs. This program helps reduce the risk of health and safety problems that arise from unsafe heating and cooling situations and practices. One of CAP OC's newer programs is the Low-Income Household Water Assistance Program (LIHWAP) which is set to cover water bills for Orange County residents. The program will cover up to $15,000 in past due water bills. If individuals received and were eligible for LIHEAP benefits, they're automatically eligible for LIHWAP.

CAP OC has a variety of food programs through the Orange County Food Bank that helps to feed the community from seniors to families and those that are unsheltered.

- At its Southwest Community Center in Santa Ana, CA hot meals are provided 7 days a week.
- The Clementine Food Trolley distributes food to 8-10 sites a month each with 60-70 families. Please note that currently, the Trolley itself is temporarily sidelined. However, Food Bank trucks are covering its distributions.
- Through the CalFresh Outreach program low-income families and individuals on a limited budget are assisted in applying for food stamps. Additionally, CAP OC is part of a county-wide collaborative to increase CalFresh enrollment in OC.
- 23,000 food boxes are distributed each month at 70 distribution sites to low-income senior ages 60+ through the Commodity Supplemental Food Box Program (CSFP).

- OC Food Bank has 300+ hunger-fighting agency partners that help distribute food to people in need.
- The Diaper Bank provides diapers, pull ups and related supplies through a collaborative network of 94 partner organizations serving families with infant children.

The Anaheim Mobile Family Resource Center, a partnership with the City of Anaheim, helps bring and link services to 14 isolated neighborhoods in Anaheim. CAP OC's role is to provide $200-500 gift cards to 100 families.

CAP OC also has a few programs aimed at housing individuals/ families.

- Since late 2020, CAP OC beginning with the County of Orange followed by CalOptima Health, has been contracted for Housing Navigation and Sustainability Program services that help with preparing, locating, and stabilizing homeless, Medi-Cal-insured, chronically ill, high utilizers in permanent housing. This is one of 6 community supports through the CalAIM program that CAP OC is under contract with CalOptima Health. See the Assets Section under the Health domain for a complete list of community supports.
- CAP OC has 7 housing units in the City of Anaheim that are rented out to low-income households which are to receive some improvements and case management services offered to the tenants beginning in 2024.

OC Housing Authority

The Orange County Housing Authority (OCHA) is a federally funded program that provides housing assistance to qualified low-income homeless individuals/households. The program offers

several services based on housing needs ranging from veteran supportive housing, homeownership, elderly housing, emergency housing and rental assistance. The program provides vouchers to use for rental assistance and other housing needs for various forms of apartments, houses, and dwellings located in Orange County. The vouchers can only be used in privately owned housing not city owned and can be used if the property owner is willing to participate. Cities such as Garden Grove, Anaheim, and Santa Ana also provide a limited number of federal Section 8 housing certificates, which could be project or tenant based.

The Kennedy Commission

The Kennedy Commission is a community-based non-profit that works with residents and community organizations to increase the production of homes affordable to lower income households in Orange County. They develop housing solutions that affirm the dignity of families with very low- and extremely low-incomes and unite communities across Orange County to develop homes affordable to all. CAP OC is a member of the Kennedy Commission.

Employment

The employment domain encompasses a variety of topics centered on employment-related themes such as accessing well-paying jobs, projected job growth, vocational training, and other opportunities. Orange County is home to a labor force of 1,613,807 people.[117] Its unemployment rate fell to 2.5% by December 2022, according to a report by the Employment Development Department of California, below that of the state's (3.7%) and nation's (3.3%).[118] Although 47% of households in OC earn over $100,000, 10.1% of OC residents live below the poverty line.[119]

Needs

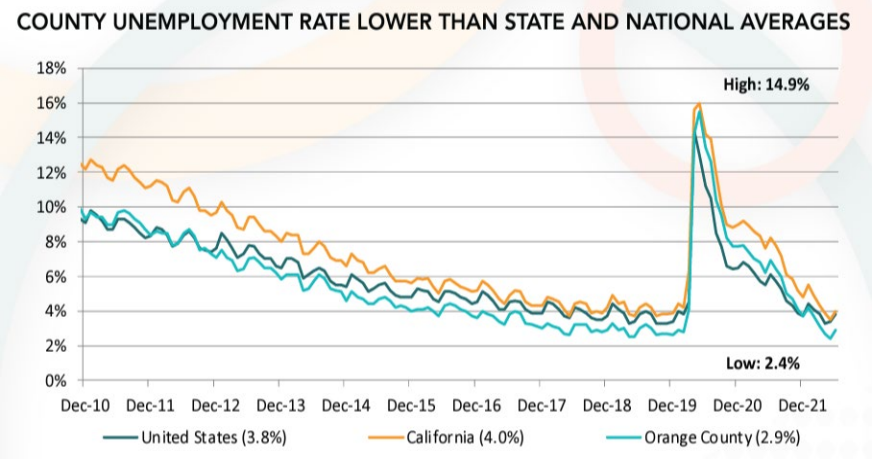
Lack of Living Wage Employment Opportunities

Although Orange County is home to strong job sectors and industries in the region, the County is also experiencing a lack in living wage employment opportunities. Findings from our 2023 CNA survey results found that 61% of respondents reported difficulty in finding and keeping a job that pays a living wage. About half of respondents (53%) earned $50,000 or less. Even more alarming, 56% of those respondents stated it was "Very Difficult" finding and keeping a job that pays a living wage, earning a yearly income of under $30,000.

According to the State of California, the following occupations are the most common in Orange County: 1) Executive, Managers and Administrators, 2) Sales and 3) Office and Administrative

[117] "Orange County (Change Location)." ORANGE COUNTY Community Profile | State of California, properties.zoomprospector.com/california/community/Orange-County-CA-/r1700/profile. Accessed 2 June 2023.
[118] Brennan, Peter J. "OC Unemployment Falls to 2.5%." *Orange County Business Journal*, 20 Jan. 2023, www.ocbj.com/finance/oc-unemployment-falls-to-2-5/.
[119] 2022-2023 Orange County Business Council. *Orange County Community Indicators*, p. 66.

Support.[120] Of these top 3 occupations only the Executive, Managers and Administrators' median hourly wage of $60.84 exceeds the living wage of $23.66.[121] Sales, on the contrary, has a median hourly wage of $17.97, almost $6 below the living wage.[122] The Office and Administrative Support's median hourly wage is only about a dollar from the living wage at $22.71.[123] These jobs also include the many hospitality jobs in hotels, service industries that help support economies like Anaheim, Santa Ana, and beach cities. Orange County, in general, was able to fare well in maintaining jobs during the pandemic, even as unemployment numbers rose at the state and national levels (see graph below). However, even with these low figures, many employers were putting into place hiring freezes and other measures fearing a possible recession.[124]



Source: 2022-2023 OC Community Indicators Report

[120] "Orange County (Change Location)." ORANGE COUNTY Community Profile | State of California, properties.zoomprospector.com/california/community/Orange-County-CA-/r1700/profile. Accessed 2 June 2023.
[121] "Orange County (Change Location)." ORANGE COUNTY Community Profile | State of California, properties.zoomprospector.com/california/community/Orange-County-CA-/r1700/profile. Accessed 2 June 2023.; "Los Angeles-Long Beach-Anaheim, CA - May 2022 OEWS Metropolitan and Nonmetropolitan Area Occupational Employment and Wage Estimates." *U.S. Bureau of Labor Statistics*, 25 Apr. 2023, www.bls.gov/oes/current/oes_31080.htm#top.
[122] "Los Angeles-Long Beach-Anaheim, CA - May 2022 OEWS Metropolitan and Nonmetropolitan Area Occupational Employment and Wage Estimates." *U.S. Bureau of Labor Statistics*, 25 Apr. 2023, www.bls.gov/oes/current/oes_31080.htm#top.
[123] "Los Angeles-Long Beach-Anaheim, CA - May 2022 OEWS Metropolitan and Nonmetropolitan Area Occupational Employment and Wage Estimates." *U.S. Bureau of Labor Statistics*, 25 Apr. 2023, www.bls.gov/oes/current/oes_31080.htm#top.
[124] Orange County Business Council. *Orange County Community Indicators Report*, p. 6.

Lack of Access to Job Training and Education to Obtain Desired Employment

According to the survey results, more than half of respondents (53% - 706) expressed difficulty with having the education and skills to get the job they want. Of those 706 respondents, 44% had a high school diploma or less and 24% stated being unemployed.

According to Closing the Skills Gap, 69% of HR professionals believe their organization has a skills gap[125] With the most in-demand hard and technical skills being - strategic thinking and analytics (41%), digital communication (41%), and project management (40%). On the other hand, the most needed soft and durable skills being - problem-solving (42%), time management (36%), adaptability (35%), and leadership (34%).

According to the Orange County Business Council, 45% of U.S. employers cite lack of skills as the "main reason" for entry-level vacancies.[126] They believe the top three reasons for these issues to be lack of technical skills, lack of workplace competencies, and lack of applicants. A few recommendations the report offered was Educators must continually seek to tailor their programs to fit employer needs and emerging middle-skill job opportunities; develop and expand infrastructure for internships, apprenticeships, and career technical education (CTE) programs in healthcare, IT, and advanced manufacturing; develop comprehensive, adaptable middle-skill courses and certificate programs with transferable labor market skills; and more.[127]

[125] Stokes, Kris. "Closing the Skills Gap 2023." Wiley, 24 Jan. 2023, beyond.wiley.com/resources/skills-gap-report/.
[126] Closing Orange County's skills gap. Orange County business council. (n.d.). https://www.ocbc.org/wp-content/uploads/2016/07/Chase-Middle-Skills-report-for-web.pdf
[127] Closing Orange County's skills gap. Orange County business council. (n.d.). https://www.ocbc.org/wp-content/uploads/2016/07/Chase-Middle-Skills-report-for-web.pdf

According to The Future of Work after COVID-19 Report, "more than 60% of the world's labor force is employed in occupations that could be partially displaced by automation and digital technologies by 2030".[128] As of 2022, OC is the nation's 2nd most concentrated high-tech sector (2nd to Oakland-Hayward-Berkeley) with five emerging technology industries - Cybersecurity, Artificial Intelligence (AI), Computer and Video Gaming, and Ophthalmic/ Vision.[129] Closing the skills gap will be essential in ensuring that OC residents have the necessary skills and education to be able to fill these high tech jobs.

Causes of Poverty

Low Wages

A report from the United Ways of California, an antipoverty advocacy organization, shows that the rising costs of housing and child care have outstripped growth in wages so much that 3.5 million working households don't make enough to meet their most basic necessities.[130] In 2016, California passed a law to raise the minimum wage to $15.00 per hour statewide by 2022 for large businesses with 26 or more employees, and by 2023 for small businesses with 25 or fewer employees. Despite the raise in the minimum wage, Orange County's living expenses have gone up 3.0% from a year ago.[131] The largest increases were found in transportation, food, and housing. This further shows that the minimum wage isn't keeping up with the living expenses in the Orange County area. Orange County is known for being on the list of the topmost expensive

[128] Lund, Susan, et al. "The Future of Work after COVID-19." McKinsey & Company, 18 Feb. 2021, www.mckinsey.com/featured-insights/future-of-work/the-future-of-work-after-covid-19.
[129] Orange County Business Council. *Orange County Community Indicators Report*, p. 46.; Orange County Business Council. *Orange County Workforce Indicators Briefing*, p. 2.
[130] Paz, Erika. "For 3.5 Million California Families, Jobs Don't Cover High Cost of Living." *CalMatters*, 22 July 2021, https://calmatters.org/california-divide/2021/07/cost-of-living-study-california-families/.
[131] Cal/OSHA. "California's Minimum Wage to Increase to $15.50 per Hour." *California's Minimum Wage to Increase to $15.50 per Hour | California Department of Industrial Relations*, 14 December 2022, https://www.dir.ca.gov/DIRNews/2022/2022-102.html.

cities to live in. The average living cost in Orange County ranges from $41,926 to $174,380 depending on family size and how many adults are working in the household.[132]

Impacts of Criminal Conviction on Job-Seekers

Jobseekers with a criminal record will have a harder time obtaining a job than one without one. According to a study done by the University of Michigan, fairly minor felony records have large negative effects on employer callbacks across a variety of subsamples defined by applicant and job characteristics. The effect on labor market access may ultimately be limited by employers' voluntary or mandatory elimination of the criminal record box on job applications.[133] Employment rates are lower for individuals with a criminal record than the general population and recent studies suggest that records may be preventing about one third of working-age males from contributing to the formal economy, leading to a substantial loss of income and tax revenue.[134] Patterns in employment around the time of either the first or last criminal history event do not necessarily reflect the causal impact of having a record. These persistent trends could be the direct result of the criminal charge or conviction, or they could also be the result of other unobservable events in an individual's life that caused both the criminal charge and a decline in employment, such as recent drug addiction or job loss. The reduction in any wage employment for convictions could also be the result of incapacitation effects stemming from

[132] *Living wage calculator*. Living Wage Calculator - Living Wage Calculation for Orange County, California. (n.d.). Retrieved April 14, 2023, from https://livingwage.mit.edu/counties/06059.
[133] Agan, A., & Starr, S. B. (n.d.). *The effect of Criminal Records on access to employment*. The Effect of Criminal Records on Access to Employment. Retrieved March 22, 2023, from https://repository.law.umich.edu/cgi/viewcontent.cgi?article=2892&context=articles.
[134] (Looney and Turner, 2018)

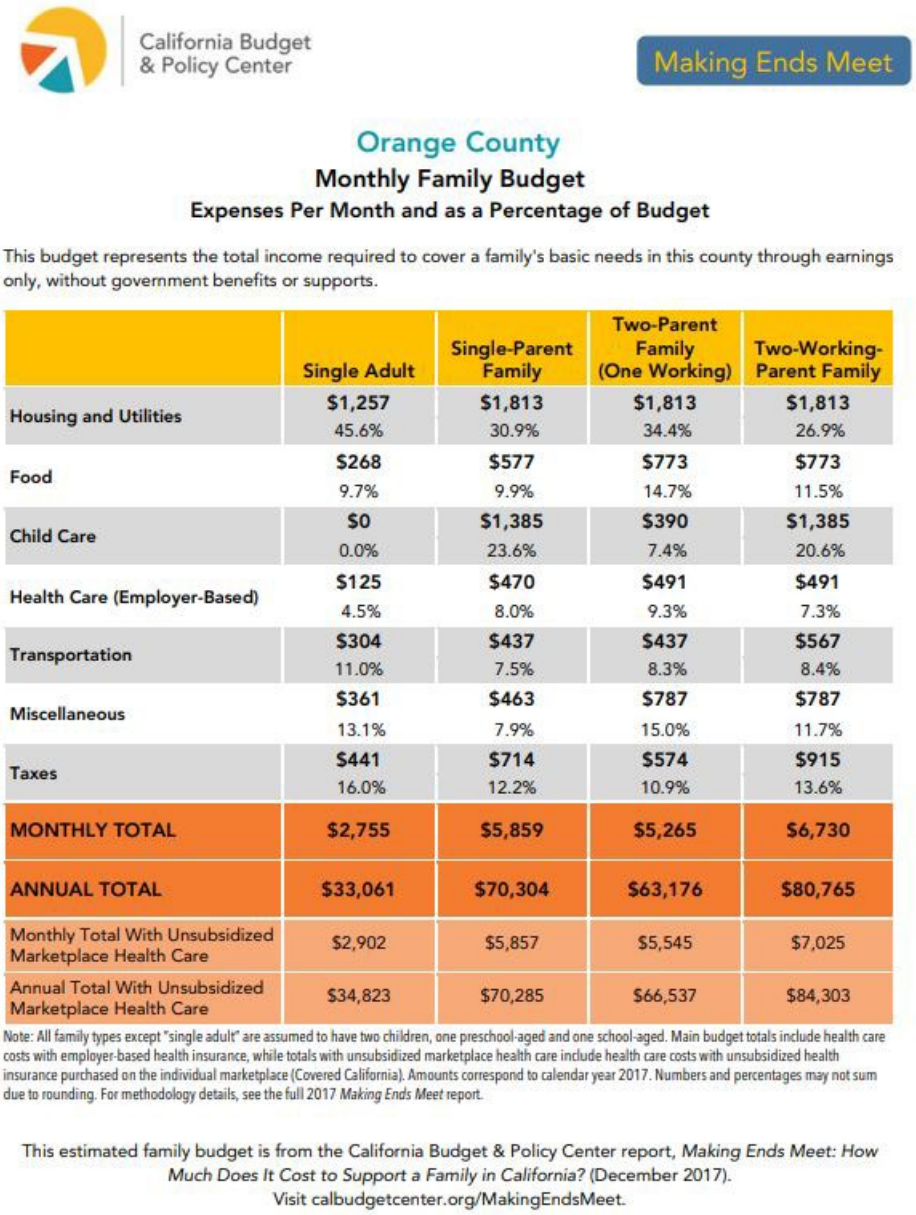
incarceration, though this is not the case for non-convictions which would not result in incarceration sentences.[135]

Conditions of Poverty

Lack of Access to Childcare

The lack of access to childcare is a condition of poverty. Low-income residents are often unable to afford childcare costs, which can negatively impact an individual's employment status. For example, someone may not take job opportunities for the reason of not being able to get childcare during the time they need to be in attendance for that job. According to surveys done by First 5 Orange County, lack of adequate childcare is taking working parents out of the workforce talent pool.[136] Despite employers recognizing this issue, it still does not change the problem of minimum wage. According to the California Budget and Policy Center, childcare in Orange County costs anywhere between $390 to $1,385 a month, which is a significant expense for low-income families already struggling to make ends meet.[137]

[135]A, A., G, A., & M, A. (2022, September 19). *The Impact of Criminal Records on Employment, Earnings, and Tax Filing* *. IRS: Internal Revenue Service. Retrieved April 13, 2023, from https://www.irs.gov/downloads/irs-soi.
[136] "Exploring the Challenges." *First 5 Orange County*, 2 July 2021, https://first5oc.org/childcare/exploring-the-challenges/.
[137] "Making Ends Meet: How Much Does It Cost to Support a Family in California?" *California Budget and Policy Center*, 22 Jan. 2022, https://calbudgetcenter.org/resources/making-ends-meet-much-cost-support-family-california/.



California Budget & Policy Center

Making Ends Meet

Orange County

Monthly Family Budget

Expenses Per Month and as a Percentage of Budget

This budget represents the total income required to cover a family's basic needs in this county through earnings only, without government benefits or supports.

	Single Adult	Single-Parent Family	Two-Parent Family (One Working)	Two-Working-Parent Family
Housing and Utilities	$1,257 45.6%	$1,813 30.9%	$1,813 34.4%	$1,813 26.9%
Food	$268 9.7%	$577 9.9%	$773 14.7%	$773 11.5%
Child Care	$0 0.0%	$1,385 23.6%	$390 7.4%	$1,385 20.6%
Health Care (Employer-Based)	$125 4.5%	$470 8.0%	$491 9.3%	$491 7.3%
Transportation	$304 11.0%	$437 7.5%	$437 8.3%	$567 8.4%
Miscellaneous	$361 13.1%	$463 7.9%	$787 15.0%	$787 11.7%
Taxes	$441 16.0%	$714 12.2%	$574 10.9%	$915 13.6%
MONTHLY TOTAL	$2,755	$5,859	$5,265	$6,730
ANNUAL TOTAL	$33,061	$70,304	$63,176	$80,765
Monthly Total With Unsubsidized Marketplace Health Care	$2,902	$5,857	$5,545	$7,025
Annual Total With Unsubsidized Marketplace Health Care	$34,823	$70,285	$66,537	$84,303

Note: All family types except "single adult" are assumed to have two children, one preschool-aged and one school-aged. Main budget totals include health care costs with employer-based health insurance, while totals with unsubsidized marketplace health care include health care costs with unsubsidized health insurance purchased on the individual marketplace (Covered California). Amounts correspond to calendar year 2017. Numbers and percentages may not sum due to rounding. For methodology details, see the full 2017 *Making Ends Meet* report.

This estimated family budget is from the California Budget & Policy Center report, *Making Ends Meet: How Much Does It Cost to Support a Family in California?* (December 2017).
Visit calbudgetcenter.org/MakingEndsMeet.

Source: California Budget & Policy Center

Assets

Community Action Partnership of Orange County (CAP OC)

In mid-2021, CAP OC demonstrated their dedication to ending poverty by providing all employees with a minimum living wage of $23/hr. This new policy demonstrates that the agency is "walking the walk" to ensure that no employee struggles to make ends meet.

Additionally, CAP OC's workforce development program, known as Empowered2Work, targets disadvantaged youth/ young adults in providing holistic workforce development support, training and mentorships that address issues of equity, inclusion, diversity and trauma from a healing and self-development perspective. They partner with traditional workforce development programs such as the Employee Development Department (EDD) and Workforce Innovation and Opportunity Act (WOIA) that provide soft skills, resume creation, interviewing skills, certifications, and specific job skills.

Across the agency there are various opportunities to volunteer and intern that provide individuals with hands-on work and leadership experience. Some of these opportunities include CAP OC's partnerships with local colleges and universities to provide internship opportunities for college credit. The interns volunteer their time with a number of agency departments, with the Planning Department coordinating and helping to place such interns across the agency.

CAP OC's Apprenticeship Program

CAP O's Energy and Environmental Services (EES) Department currently has a number of internship and apprenticeship programs, recruiting Interns from local colleges and universities. These Interns and apprentices help to support both the Weatherization and Utility Assistance, including water programs that will focus on educating low-income communities on sustainability and promotion of environmental issues and policies. In 2023, EES achieved three apprentices being certified as Weatherization technicians.

UpSkill OC - Orange County United Way

UpSkill OC is a workforce development program that provides recently homeless and housing insecure OC residents with a path to sustainable employment in middle-skill careers, particularly in the IT and Healthcare industries. Through job training programs, coaching and community-based support services, UpSkill OC bridges the gap between the growing number of job openings and newly trained candidates ready to fill middle-skill jobs with livable wages.

Workforce Solutions Centers

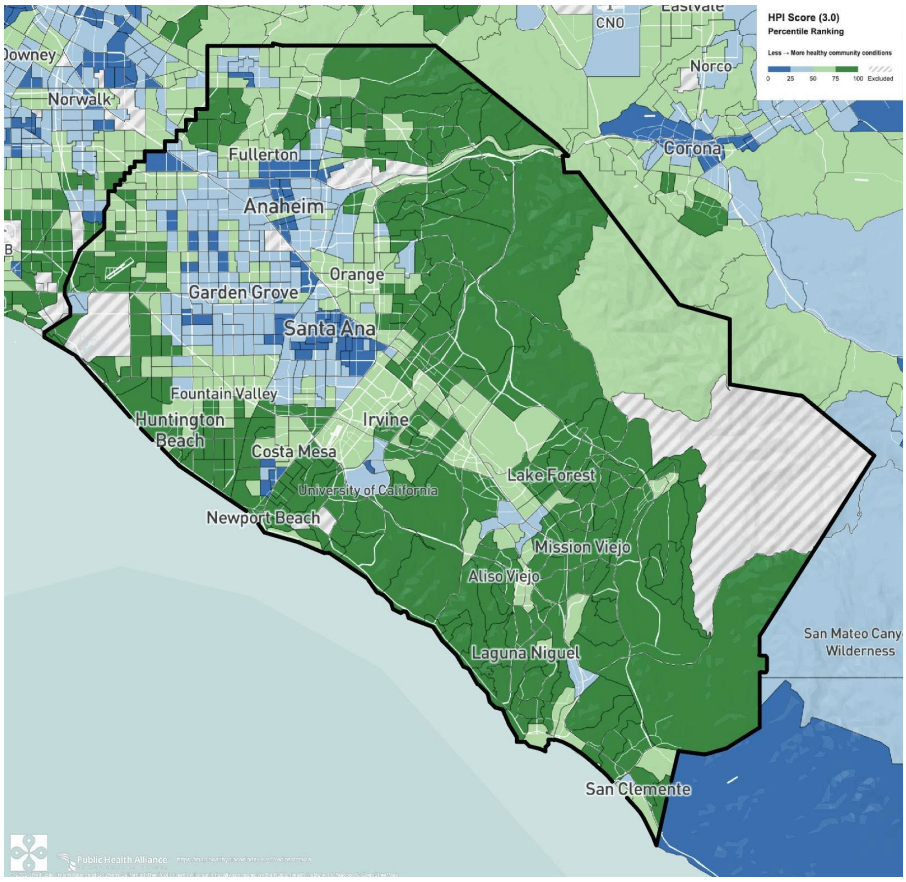
Workforce Solutions Centers (formerly known as the One-Stop Centers) are centers that provide comprehensive employment and training services, including a Resource Center with access to computers, fax machines, copiers, and telephones. Other services include a resume distribution program, veteran transition services, a career resource library, labor market information, networking opportunities, job search workshops, on-site interviews with local employers, transferable skills information, job leads, and training programs. There are programs for youth, mature workers, people with disabilities, adults, dislocated workers and Veterans.

Health

"*Many of the strongest predictors of health and well-being fall outside of the healthcare setting. Our housing, transportation, education, workplaces, and environments are major elements that impact the physical and mental health of Americans*." - Regina Benjamin, former US Surgeon General (2009-2013).

The most significant predictors of health are education and income (which can influence a person's lifestyle), their nutrition, and their physical and mental well-being. Since health encompasses a variety of factors, it is important to look at the overall community health of Orange County. The Healthy Places Index (HPI) serves to provide data on the health equity of communities through its robust online data and GIS mapping tool (see map below). The HPI combines 25 community characteristics into a single index score. Those community characteristics include housing, education, access to healthcare, and much more. This powerful tool allows stakeholders and policy makers to see the social conditions that drive health and identify/address health inequities through new programs and policies.[138] With this data, the varying index scores across Orange County is evident. Most notable are the regions in blue, indicating "less healthy community conditions", that are concentrated in cities such as Santa Ana, Garden Grove, and Anaheim.[139] In contrast, greener regions, indicating "more healthy community conditions", are concentrated near the coast and southern region in cities such as Newport Beach, Mission Viejo, and Laguna Niguel.[140]

[138] Public Health Alliance of Southern California, The California Healthy Places Index (HPI) website: https://www.healthyplacesindex.org/
[139] Public Health Alliance of Southern California, The California Healthy Places Index (HPI) website: https://www.healthyplacesindex.org/
[140] Public Health Alliance of Southern California, The California Healthy Places Index (HPI) website: https://www.healthyplacesindex.org/



Source: Public Health Alliance of Southern California – The California Health Places Index (HPI)

Needs

The 2023 Community Needs Assessment Survey revealed that Orange County community members face a set of challenges related to the healthcare sector. The top two concerns were related to accessing and maintaining consistent access to healthcare services.

Difficulty Navigating the Healthcare System to Access Services

Navigating the healthcare system to access services was a significant challenge and presented to be the top health need of the community. 57% of the respondents expressed a degree of difficulty (slightly, moderately, or very difficult) with navigating the existing healthcare system in order to access the appropriate services they needed in their community. On top of that, seeing a doctor

on a regular basis also revealed to be a significant challenge as more than 50% of respondents indicated they have experienced a level of difficulty when dealing with setting a consistent physician appointment.

These exact challenges were reinforced and discussed in community meetings. The undocumented community faced challenges in accessing medical services they needed due to their immigration status, as noted in the Monarch Community Meeting. In this meeting the community also discussed the necessity for more bilingual care, as well as more information and guidance on how to navigate medical resources. During the Anaheim Independencia Family Resource Center Community Meeting, members shared that the lack of transportation services for elderly residents was a significant barrier for them to attend their medical appointments. These external challenges restricted their ability to maintain a more comprehensive understanding of their health and limited services.

Community-level statistics reveal Orange County remains as the third lowest rate of uninsured residents when compared to other counties.[141] Being that insurance is the gateway to appropriate health attention in the United States, having coverage plays a huge role in accessing a physician on a regular basis. Having access to trustworthy physicians or healthcare professionals may vary tremendously due to the complexity of the system. The difficulty that can come with navigating the healthcare system may turn individuals away from reaching the help they require. Creating adjustments to make healthcare more accessible and less complicated can improve the quality of life for many. Navigating the healthcare system through a more simplified avenue can lead to

[141] Orange County Business Council. *Orange County Community Indicators Report*, p. 88.

higher use of existing health services and more security for individuals to prioritize their health. With a decline of Orange County residents lacking health insurance, falling from 7.6% to 7.1% in 2020, these improvements may continue to permit access to services to more people in an affordable manner.[142]

However, the decline of uninsured people does not mean the healthcare system has become easier to navigate. Recently, Medi-Cal has begun a recertification process that may leave millions of Californians at risk of losing their medical coverage.[143] As the COVID-19 public health emergency protocol comes to end, Medi-Cal has begun to reevaluate the eligibility of all recipients. If recipients do not provide the proper required information, nor reapply on time, or they have earned above the income threshold, they will lose their healthcare coverage.[144] During the pandemic, the recertification process was paused and not required thus navigating this system change after these past few years leaves individuals in a vulnerable position. In fact, the Biden administration predicts that nearly half of the 15 million people expected to lose coverage across the country will be "dropped due to procedural reasons such as failing to respond to requests for updated personal information."[145] It is cases such as not being aware of the recertification process, or forgetting to complete the procedure that will endanger the coverage of individuals who have been under Medi-Cal for several years.[146]

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[142] Orange County Business Council. *Orange County Community Indicators Report*, p. 88.
[143] "Millions of Californians at Risk of Losing Medi-Cal Coverage." Orange County Register, February 2, 2023. https://www.ocregister.com/2023/02/02/millions-of-californians-at-risk-of-losing-medi-cal-coverage/.
[144] Pradhan, Rachana. "Why Millions on Medicaid Are at Risk of Losing Coverage in the Months Ahead." NPR, February 14, 2022. https://www.npr.org/sections/health-shots/2022/02/14/1080295015/why-millions-on-medicaid-are-at-risk-of-losing-coverage-in-the-months-ahead.
[145] "Millions of Californians at Risk of Losing Medi-Cal Coverage." Orange County Register, February 2, 2023. https://www.ocregister.com/2023/02/02/millions-of-californians-at-risk-of-losing-medi-cal-coverage/.
[146] "Millions of Californians at Risk of Losing Medi-Cal Coverage." Orange County Register, February 2, 2023. https://www.ocregister.com/2023/02/02/millions-of-californians-at-risk-of-losing-medi-cal-coverage/.

Lack of Access to Affordable Health Insurance, Medical Care, and Prescription Medicines

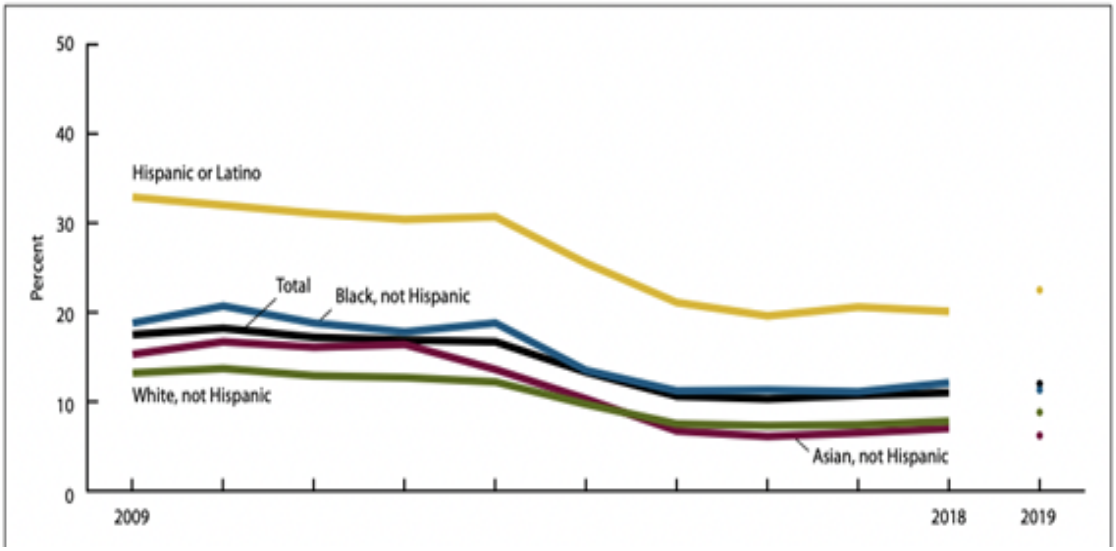
In the 2023 Community Needs Assessment Survey, 52% of respondents stated they had trouble in getting and maintaining health insurance that covers their needs. Up to 25% of those respondents stated it was either moderately difficult or very difficult to obtain appropriate health insurance. More than half of the respondents, 51%, identified a difficulty in paying for prescription medicines. Given that 72% of all survey respondents indicated that COVID-19 had some level of impact (slight, moderate, or severe impact) to their health and 26% of respondents reported COVID-19 having a severe impact on their health, it is important that these medical system needs are met.

Regarding health and health insurance, during the Monarch community meeting, participants stated they wanted more rounded care by their provider and proper education on their insurance. Participants also expressed that they wanted mental health services to be included in their health insurance and detailed information on cost of insurance and pharmaceuticals. Similarly, in the El Modena Family Resource Center community meeting, participants stressed the importance of having health insurance to address the mental health issues children and adolescents have experienced due to the pandemic. However, it is important to note that while conducting survey outreach, respondents seemed hesitant to respond when asked about mental health. This could be due to the stigma surrounding mental health within the community which may have impacted the qualitative data collected.

For the past 26 years in the US, health insurance has become increasingly crucial when investigating early and timely patient health-seeking behaviors for medical and dental care and

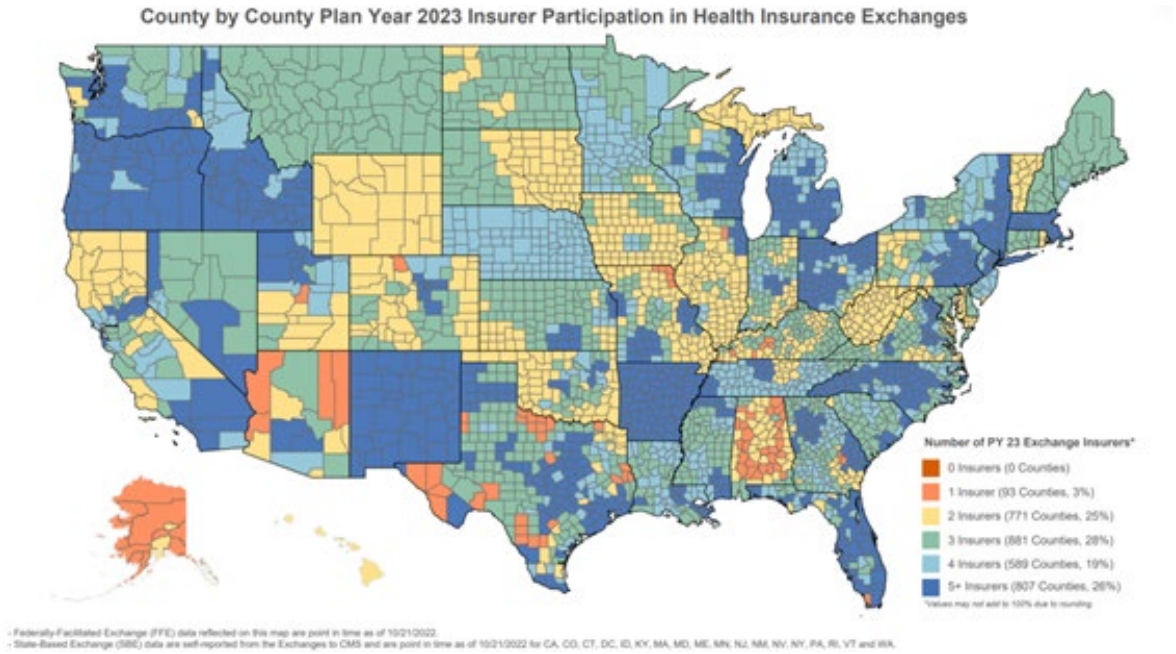
prescription adherence. Although non-Hispanic Americans (including Blacks, Whites, and Asians) have lead in terms of those with medical coverage, Hispanic Americans usually have less or no health insurance.[147] In an investigation conducted by the CDC from 1997 to 2019, late health care-seeking behaviors across multiple sociodemographic were analyzed and it was found that the most brutally vulnerable groups were consistently adults and seniors, Hispanic, people with poor education, poverty-hit populations, and uninsured Americans.[148] The CDC also looked at how much individuals would spend on average on health care services from 1960 to 2019 and it determined that generally throughout the decades, out-of-pocket costs and health insurance (private, Medicare, Medicaid, CHIP, etc.) costs rose dramatically and that trend is expected to continue into the future.[149]

Figure 4. Lack of health insurance coverage among people under age 65, by race and Hispanic origin: United States, 2009–2019



Source: Centers for Disease Control - Health, United States, 2020-2021

[147] Centers for Disease Control. 2022. *Health, United States, 2020-2021: Annual Perspective.* cms.gov. https://www.cdc.gov/nchs/data/hus/hus20-21.pdf
[148] Centers for Disease Control. 2022. *Health, United States, 2020-2021: Annual Perspective.* cms.gov. https://www.cdc.gov/nchs/data/hus/hus20-21.pdf
[149] Centers for Disease Control. 2022. *Health, United States, 2020-2021: Annual Perspective.* cms.gov. https://www.cdc.gov/nchs/data/hus/hus20-21.pdf



Source: Center for Medicare & Medicaid Services - Snapshot of Health Insurance Coverage

In Orange County, according to the US Census Bureau, in 2022, 7.5% of residents younger than 65 (of which 5.3% are disabled) do not have health insurance.[150] The OCHIP (OC Health Improvement Plan) found that from 2020 to 2022, about 15% of adult residents were uninsured, 10% of residents reported late or difficulty in health-seeking, and at least 33% of adults did not receive needed mental health care.[151] This further supports the needs of maintaining health insurance that covers specific health demands and paying for necessary prescription medicines presented by the communities throughout OC.

[150] United States Census Bureau. 2022. *Quick Facts Orange County, California.* census.gov. https://www.census.gov/quickfacts/orangecountycalifornia

[151] Orange County's Healthier Together. 2022. *Orange County Health Improvement Plan 2020-2022*. ISSUU. https://issuu.com/advanceoc/docs/oc_health_improvement_plan_2020-202_865ed257f5f016

Source: Orange County's Healthier Together - OC Health Improvement Plan 2020-2022

Causes of Poverty

Increased Cost of Living Creates Greater Food Insecurity and Health Concerns

Orange County's cost of living is higher compared to other places in California, which means that the minimum for a family household to meet its basic needs is $76,488.[152] Yet, 18% of households in Orange County have an income of less than $35,000.[153] Families that pay more than 30% of their income towards housing are considered "cost burdened" and therefore have more difficulty affording food, medical care, and transportation.[154] This leaves adults and

[152] OC Health Care Agency, Public Health Services, Retrieved March 21, 2023, from https://www.ochealthinfo.com/about-hca/public-health-services.
[153] OC Health Care Agency, Public Health Services, Retrieved March 21, 2023, from https://www.ochealthinfo.com/about-hca/public-health-services.
[154] UCI Medical Center 2022 Community Health Needs Assessment, pg. 17

children with the threat of food and nutrition insecurity, as their health is negatively affected by foods that they can afford, such as processed meals and fast food. This can lead to serious health conditions such as cardiovascular diseases and kidney disease which is higher in Orange County compared to California averages.[155] Food insecurity is associated with chronic health problems including, heart disease, diabetes, hyperlipidemia, obesity, high blood pressure, and mental health issues including major depression.[156] The food insecurity rate in Orange County increased by 45% in 2020 due to the COVID-19 pandemic.[157]

Conditions of Poverty

Lack of Food Security Increases the Onset of a Number of Mental and Physical Health Concerns

Living in a food-insecure household means that the consistent lack of food leads to more unhealthy lifestyles because of their lower economic status which does not allow them to purchase healthy food such as fresh fruits, vegetables, and meats. In Orange County, more than half of children and teens (55.1%) consumed two servings of fruit a day, which is lower than the California rate of 64.5%.[158] Adults that were able to find fresh produce in their communities in Orange County said that only 55.7% were considered affordable.[159] Unfortunately, communities that have a lower socioeconomic status have higher concentrations of fast-food establishments and convenience stores with relatively high prices, resulting in higher rates of obesity and

[155] UCI Medical Center 2022 Community Health Needs Assessment, pg. 30
[156] Report on Aging in Orange County 2022 - Presented by the Orange County Strategic Plan for Aging, pg. 42
[157] Feeding America 2021 Hunger and Food Insecurity website: https://www.feedingamerica.org/hunger-in-america/food-insecurity.
[158] UCI Medical Center 2022 Community Health Needs Assessment, pg. 47
[159] UCI Medical Center 2022 Community Health Needs Assessment, pg. 47

diabetes.[160] Food insecurity can also manifest itself in mental health issues among children, adults, and seniors, with 19.5% of adults in Orange County needing help for emotional and mental health distress, and 46.9% of people who sought treatment did not receive any.[161] Many people do not have the mental capacity to learn about healthy food options and nutrition because they are prioritizing basic necessities such as shelter, job security, and access to food.[162] This can cause anxiety and depression to develop and lead to a decline in health which disproportionately affects the health in lower socioeconomic communities compared to wealthier ones.

Assets

Community Action Partnership of Orange County (CAP OC)

CAP OC has partnered with CalOptima Health to provide the following 7 CalAIM Community Supports that will help improve the health of Orange County residents:

1. Enhanced Care Management (ECM) (starts Jan 1, 2024) - A new statewide Medi-Cal benefit available to select "Populations of Focus" that will address clinical and non-clinical needs of the highest-need enrollees through intensive coordination of health and health-related services. It will meet beneficiaries wherever they are – on the street, in a shelter, in their doctor's office, or at home. Beneficiaries will have a single Lead Care Manager who will coordinate care and services among the physical, behavioral, dental, developmental, and social services delivery systems, making it easier for them to get the right care at the right time.

[160] Retrieved from Let's Get Healthy California website: https://letsgethealthy.ca.gov/goals/creating-healthy-communities/increasing-access-to-healthy-food-outlets/.
[161] UCI Medical Center 2022 Community Health Needs Assessment, pg. 49
[162] UCI Medical Center 2022 Community Health Needs Assessment, pg. 48

2. Housing Transition/ Navigation Services - Helps members to find housing including but not limited to conducting a housing assessment, developing a housing support plan, searching for housing, and securing housing.
3. Housing Deposits - Helps members establish a basic household with funding for one-time costs, like a security deposit, setup fees/deposits for utilities, one-time cleaning, furniture, or other goods.
4. Housing Tenancy and Sustaining Services - Helps members stay safe and stable in a home once they are housed. This can include education on the rights and responsibilities of the tenant and landlord, coaching on developing and maintaining a relationship with the landlord, and ongoing support with activities related to household management.
5. Day Habilitation Programs - Assists members in acquiring, retaining and improving self-help, socialization and adaptive skills necessary to reside successfully in the member's natural environment.
6. Asthma Remediation - Makes physical modifications to a home environment that are necessary to ensure member health, welfare, and safety, or enables members to function in the home and remediates acute asthma episodes that could result in the need for emergency services and hospitalization.
7. Environmental Accessibility Adaptations (Home Modifications) - Makes physical adaptations to a home environment that are necessary to ensure member health, welfare, and safety, or enable members to function with greater independence in the home and avoid institutionalization.

Family Resource Centers (FRCs)

Orange County has a network of Family Resource Centers located throughout Orange County that provide essential family support services, education, and resources to families. The 16 family resource centers are distributed accordingly:

1. Anaheim (2 FRCs) - Anaheim Independencia FRC is part of CAP OC
2. Garden Grove
3. Huntington Beach
4. La Habra
5. Lake Forest
6. Newport Beach
7. Orange (2 FRCs) - El Modena FRC is part of CAP OC
8. San Juan Capistrano
9. Santa Ana (3 FRCs)
10. Stanton
11. Tustin
12. Westminster

Mobile Clinics

Mobile Clinics are staple resources that travel to communities and neighbors to provide health care. These clinics are staffed by physicians, nurses, community health workers, and other related staff to bring medical services such as primary care, prevention care (e.g., mammography), health education, health screenings, vaccination, dental care, vision, and more. Two popular mobile units through Orange County are:

1. Families Together of Orange County - They have 4 mobile units that provide essential care such as medical, dental, vision, and ambulance units for the homeless, vulnerable populations, and schools in Orange County. Services such as eye exams, glasses repair, full dental services, oral health assessments, vaccines, and full family practice services are provided.
2. Central City Community Health Center - They provide quality health and human services to the medically underserved and low-income populations in a culturally sensitive manner through their mobile medical clinic. Services such as prevention and medical services, health screenings, vaccines, women's health, family practice, blood work, and medications are provided.

These mobile clinics work in collaboration with local non-profit organizations and FRCs throughout the county to provide low cost and free health services.

Health Informatics Applications

Artificial Intelligence systems work to conduct public health surveillance that benefits both researchers and health consumers. Health surveillance organizations such as the CDC can use Natural Language Processing (coding method) machine learning in the following ways:

1. Monitoring social media texts containing health information[163]
2. Mapping infectious disease outbreaks[164]

[163] Borghouts, J., Huang, Y. Gibbs, S., Hopfer, S., Li, C. & Mark, G. (2023). Understanding underlying moral values and language use of COVID-19 vaccine attitudes on twitter. *PNAS nexus, 2*(3), pgad013. https://doi.org/10.1093/pnasnexus/pgad013; Waikar, S. (2020, April 2). *Tracking COVID-19: Hunting the Virus with Technology, AI, and Analytics.* Stanford University Human-Centered Artificial Intelligence. https://hai.stanford.edu/news/tracking-covid-19-hunting-virus-technology-ai-and-analytics

[164] Buoy Health. (2023). *AI Symptom Checker.* Buoy. https://www.buoyhealth.com/multi-symptom-checker

3. Assisting with patient self-symptom checking (Apple Health/Fitbit health measures)[165]
4. understanding health behaviors[166]

Future solutions must consider the health of marginalized populations because research and technological applications tend to underrepresent them.[167] The OC Health Care Agency hosts all its health informatics applications from HCA Information Technology, which improves electronic health records and other health IT systems.

[165] Outbreaks Near Me. (2019-2023). *Outbreaks Near Me.* Outbreaks Near Me. https://outbreaksnearme.org/us/en-US

[166] UC Institute for Prediction Technology. (2023). *The University of California Institute for Prediction Technology (UCIPT).* UCIPT. http://predictiontechnology.ucla.edu/

[167] Gayle, D.B., Yuan, X., Dubois, E., Knight, T. (2023). Technological Innovations in Response to COVID-19: Research Agenda Considering Marginalized Populations. *Social Vulnerability to COVID-19*, 11-30. https://doi.org/10.1007/978-3-031-06897-3_2

Community Engagement/ Involvement

The community involvement domain covers a wide range of topics that affect how an individual interacts with other community members and local government leaders. This can include access to things such as computers/internet, green space, recreational facilities, and transportation. Community involvement is crucial for community members to build social networks and have a voice in their community.

Needs

Difficulty Participating and Engaging in Community Groups or Civic Events

The 2023 Community Needs Assessment indicated that 46% of survey respondents struggled with getting involved with groups, such as schools and neighborhood associations, to help improve their communities, with 19% of respondents finding this situation to be moderately or very difficult for them. Overall, with almost half of respondents indicating their desire for community involvement, it is important to ensure that they are aware of and connecting with local groups.

Of the 5 community meetings held throughout the CNA outreach timeline, the one held at CAP OC's headquarters in Garden Grove (Monarch Community Meeting) was the only meeting where community members chose community engagement/involvement as one of their top choices to discuss. The participants that attended this meeting mostly consisted of community leaders from around the county that had greater experience and knowledge with advocacy and community organizing and a greater interest in being involved with their community and improving it. They expressed a desire for greater unity and the need for leadership to

successfully implement change in their community. Moreover, they also had a need to work with the local government to address needs in their community, more allocated assistance in the adolescence of youth, and overall security.

A noteworthy resource community members identified was the need for a senior center in the City of Anaheim for support and socialization. With about 12% of Anaheim residents being 65 and older, it is important to include a space for these individuals to come together as a community.[168] Some benefits of getting involved with community groups, such as a senior center, include a sense of belonging, diversity, and emotional support.[169]

Participants expressed the desire for more community meetings for residents to attend. 45% of respondents found participating in civic events to be a challenge, with 20% indicating it to be moderate or very difficult.

According to participants, there is a lack of information and resources on community services which they think can be improved with more community meetings as it would allow for them to have better access to community needs. To increase community engagement and involvement, participants also highlighted offering virtual meetings as a way for busier individuals to still attend and engage.

[168] US Census Bureau. (2022). https://www.census.gov/quickfacts/anaheimcitycalifornia
[169] YMCA Whittier. (2023). *5 Benefits of Joining a Strong Community*. https://ymcawhittier.org/benefits-joining-strong-community/

Research shows that getting involved with the community yields positive benefits in individuals. Community involvement is important because what goes on in the community has a direct impact on its residents.[170] Civic engagement promotes and increases social networks, which in turn strengthens an individual's self-esteem and connection to their community.[171] Not only does civic engagement create a sense of belonging, but it also gives individuals a sense of their identity and purpose in life.

It is important to note that further research is needed to explore the reasons why respondents find it difficult to get involved with community groups or participate in civic events and what potential barriers they may be facing. Furthermore, additional research is needed to determine volunteerism rates in Orange County.

Causes of Poverty

Access to Internet/Broadband

Since the onslaught of COVID-19, much of how we conduct community involvement has gone virtual. Because of the shift to online participation, it is vital for people to involve themselves in community meetings virtually. Luckily, most OC residents have access to devices that can connect to the internet. It is estimated that 97.68% of households in Orange County have one or more computing devices.[172] Additionally, 99.87% of Orange County residents have access to broadband internet as of June 2021.[173] While these numbers are promising, it is important to

[170] Nutmeg. (2023). *The IMPORTANCE of getting involved in the community*. http://www.nutmegcommunity.org/node/155
[171] Pancer, S.M. (2023). *The Participation Phenomenon: Getting Involved in Your Community Might Just Save Your Life*. https://granicus.com/blog/participation-phenomenon-getting-involved-in-your-community/
[172] United States Census Bureau. American Community Survey 2021
[173] United States Census Bureau. American Community Survey 2021

acknowledge that there is still a significant amount of Orange County residents that do not have access to computing devices or internet services. These members may be barred from attending virtual community involvement events and therefore would not be able to voice their concerns about the community.

Language Barriers

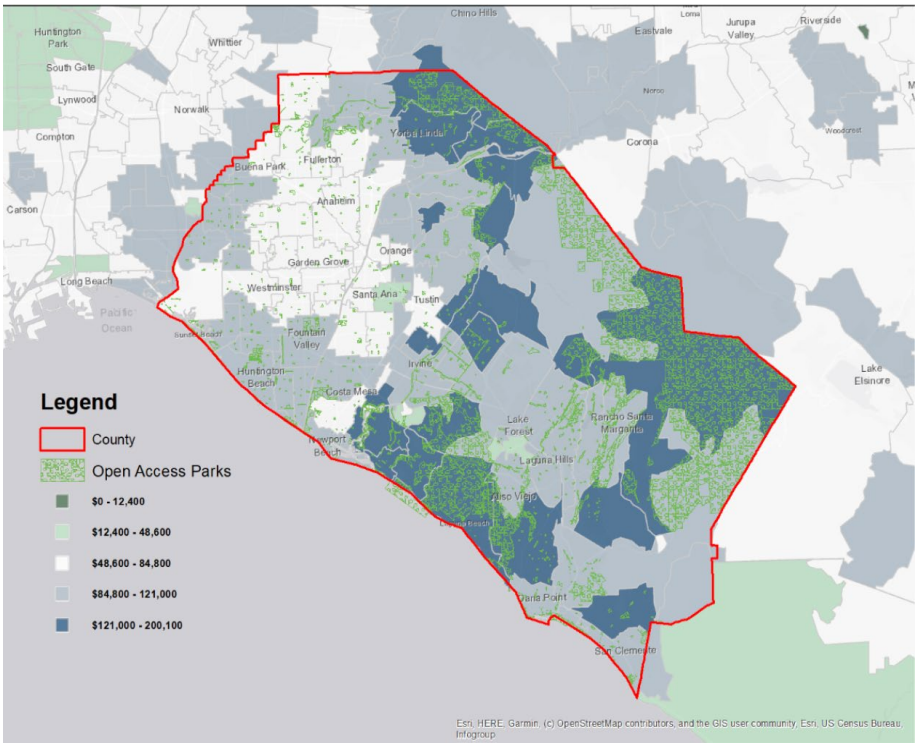
It is estimated that 45.84% of Orange County residents over the age of 5 speak a language other than English[174]. Community members who cannot speak English may be dissuaded from attending community events where only English is spoken. Facing a language barrier has implications beyond community involvement. Without being able to communicate in English, community members may find difficulty with employment, financial literacy, and educational attainment.

Design of the Built Environment

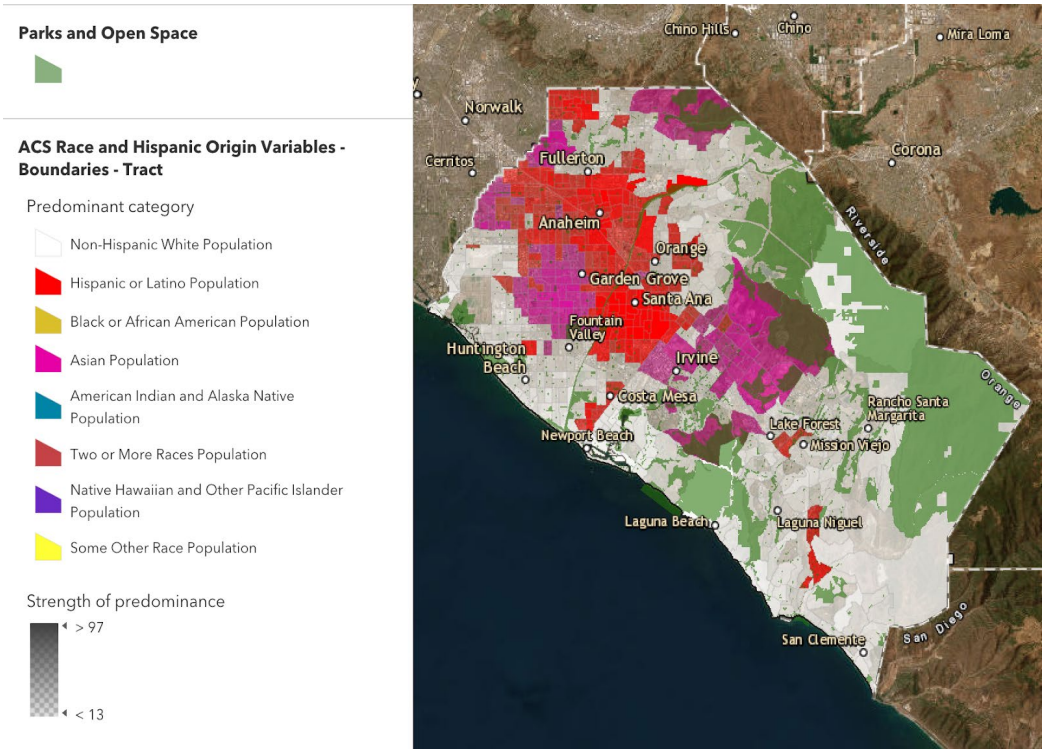
Access to greenspace or recreational facilities can be limited for some Orange County residents. Orange County has 25 urban and wilderness parks that make up 39,000 acres of land.[175] However, over half of these urban and wilderness parks are in Southern or Eastern Orange County. According to a study done with ArcGIS technology, Orange County's greenspaces are denser in high income, White non-Hispanic residential areas.[176] The maps below show open access greenspace distribution in Orange County according to income and race respectively.

[174] United States Census Bureau. American Community Survey 2021
[175] County of Orange (2022, January 11). REGIONAL & WILDERNESS PARKS. Oc Parks. Retrieved May 15, 2023, from https://www.ocgov.com/residents/communities-neighborhoods/regional-wilderness-parks.
[176] Ng, 2021. Retrieved from https://storymaps.arcgis.com/stories/0531461f5c0d47a385fb4e271f91bfbe

With a lack of access to greenspace facilities, it can be difficult for low-income residents to find opportunities to get involved with their community.



Source: Orange County Greenspaces by Income



Source: Orange County Greenspaces by Race/Ethnic Origin

Conditions of Poverty

Limited Transportation Options

Orange County offers limited transportation options. Motor vehicle transportation is prioritized over alternate modes of transportation, such as bus, light/heavy rail, or micro-mobility options (e.g., bikes, scooters, or skateboards). Orange County Transportation Authority continues to pour funds into highway improvements on the I-405 and I-5 while neglecting alternative transportation. Not having access to a motor vehicle can perpetuate difficulties when one is already in poverty. About 33.5% of Orange County residents live in households with one or less motor vehicles.[177] Not having access to a motor vehicle can discourage community members from attending community events or local meetings where they would have the opportunity to voice their concerns about finances, employment, or other issues that are keeping them in poverty.

Aside from community involvement concerns, having only one motor vehicle can add stress to families who have multiple commuters. For example, a family may have one car that one family member needs to take to work every day, which means the rest of the family must rely on public transportation or micro-mobility to commute to their places of employment or education. With Orange County neglecting to improve alternate transportation, these modes of transportation can be slow, unreliable, or dangerous. This can prevent individuals who are forced to rely on alternative transportation from seeking jobs or educational opportunities that would be advantageous but are located further away.

[177] United States Census Bureau. American Community Survey 2021

Assets

Community Action Partnership of Orange County (CAP OC)

CAP OC offers a variety of volunteer, internship, and leadership opportunities across the agency and throughout the county. Community members can sign up and view all volunteer opportunities at CAP OC on Volunteer Hub by going to https://capoc.volunteerhub.com/. College students can earn academic credit by interning at CAP OC such as the various Planning interns that assisted with this report. At CAP OC's FaCT (Families and Communities Together) funded centers, there are leadership opportunities for parents and youth to get involved through CEAC (Community Engagement Advisory Council) and YAC (Youth Advisory Council).

To address community engagement needs highlighted in Orange County, below is a list of organizations that empower and mobilize communities:

- Orange County Congregation Community Organization (OCCCO) - Works to empower individuals to use their voice to make positive, lasting change within low-income communities. Their work focuses on housing dignity, education justice, and immigration rights to shape equitable public policy throughout Orange County.
- OC Action - Was founded to develop political power and educate voters on issues that impact their communities in order to bring change to Orange County.
- Orange County United Way - Aims to create community-based and community-led solutions that address issues OC residents face through their 50+ countywide programs.
- Orange County Civic Engagement Table (OCCET) - Serves low-income immigrant Latinx and Asian American communities, addressing issues surrounding immigration,

finance, and racial justice. OCCET seeks to increase the quality and effectiveness of civic participation among low-income individuals and communities of color in Orange County.

- VietRise - Builds leadership and creates systemic change with working-class Vietnamese and immigrant communities in Orange County through cultural empowerment and civic engagement.
- Resilience OC - Vision is to inform and inspire communities of color to thrive and build a just future. Their programs include youth engagement, campaigns to cancel the ICE contract Santa Ana had, and leadership training.

Orange County has a plethora of nonprofit organizations that the community can get involved with, either by volunteering or attending meetings. Some of these organizations include but are not limited to:

- Habitat for Humanity - A nonprofit organization that helps people in communities around the world build homes for needy families.
- The HUB OC - A family of programs that empower, encourage and support change for individuals, families, and communities.
- YWCA Orange County - A women's organization/ nonprofit dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all through women's health programs and youth employment services.
- Family Promise of Orange County - A non-profit that aims to create a pathway of support for families experiencing housing instability and insecurity.

- Friends of VNOC (Volunteer Network OC) - A nonprofit organization designed to connect volunteers to OC organizations providing services to people in need through their website, user-friendly app, and social media platform.

Education

Community members of Orange County continue to experience new and existing challenges regarding education in 2023. Over the time of the pandemic, as new resources like vaccinations were presented, the transition of in-person classes for all education levels began to roll out. With this transition, it is essential to examine and identify how these changes influence the community, families, and individuals.

Needs

The needs described below explore challenges and opportunities to enable students and families to succeed at school and in higher education.

Lack of Access to Technology Affecting Computer Literacy

In the 2023 CNA Survey, 45% of respondents expressed a degree of difficulty with having access to technology which includes laptops, internet, hotspot and understanding how to use these devices. The lack of access to technology is affecting computer literacy in Orange County. Computer literacy is "the knowledge and ability to use computers and technology efficiently".[178] Those individuals that are digitally literate have an advantage as studies have shown that students who are computer literate perform better academically.[179]

[178] Kumareshwar, Shri, et al. "A Study on the Impact of Computer Literacy on Learning with Reference to High Schools in Karnataka." *Journal of Emerging Technologies and Innovative Research (JETIR)*, Feb 2023, https://www.jetir.org/papers/JETIR2302132.pdf

[179] Kumareshwar, Shri, et al. "A Study on the Impact of Computer Literacy on Learning with Reference to High Schools in Karnataka." *Journal of Emerging Technologies and Innovative Research (JETIR)*, Feb 2023, https://www.jetir.org/papers/JETIR2302132.pdf

Computer literacy is not only limited to students but also parents. For instance, parents shared that due to their lack of technology skills and language barriers, it was difficult when attempting to help their children.

Due to the COVID-19 pandemic, there was an increased demand in the use of technology and computer/ tech skills, especially as schools, employment, and services for essential needs transitioned to virtual platforms. The lack of computer literacy can affect students, parents, and families by creating barriers to academic performance, communication, access to educational and human resources and opportunities for career advancement. As COVID-19 rules and regulations lift and there is a shift back to in-person participation for learning and work, virtual platforms and skills will remain relevant. According to Coursera Chief Product Officer Shravan Goli, "the bottom line is that technology acceleration using existing and emergency technology is here to stay in higher education."[180]

Lack of Access to Resources for Higher Education

43% of respondents expressed a degree of difficulty with understanding how to access options for education beyond high school. Higher education includes community "junior" colleges, 4-year universities, trade schools, technical schools, vocational schools and military service or training. This plethora of options is not always evident to high school students. At the ELMO Community Meeting, participants expressed a need for more counseling or career guidance for students, especially for students that would like to go to college. Another community member shared, "Parent involvement is critical in children or student's success". Navigating a system

[180] Teich, Annie Galvin. "Technology Acceleration Is Here to Stay in Higher Ed." *Fierce Education*, 21 July 2021, www.fierceeducation.com/best-practices/technology-acceleration-here-to-stay-higher-ed.

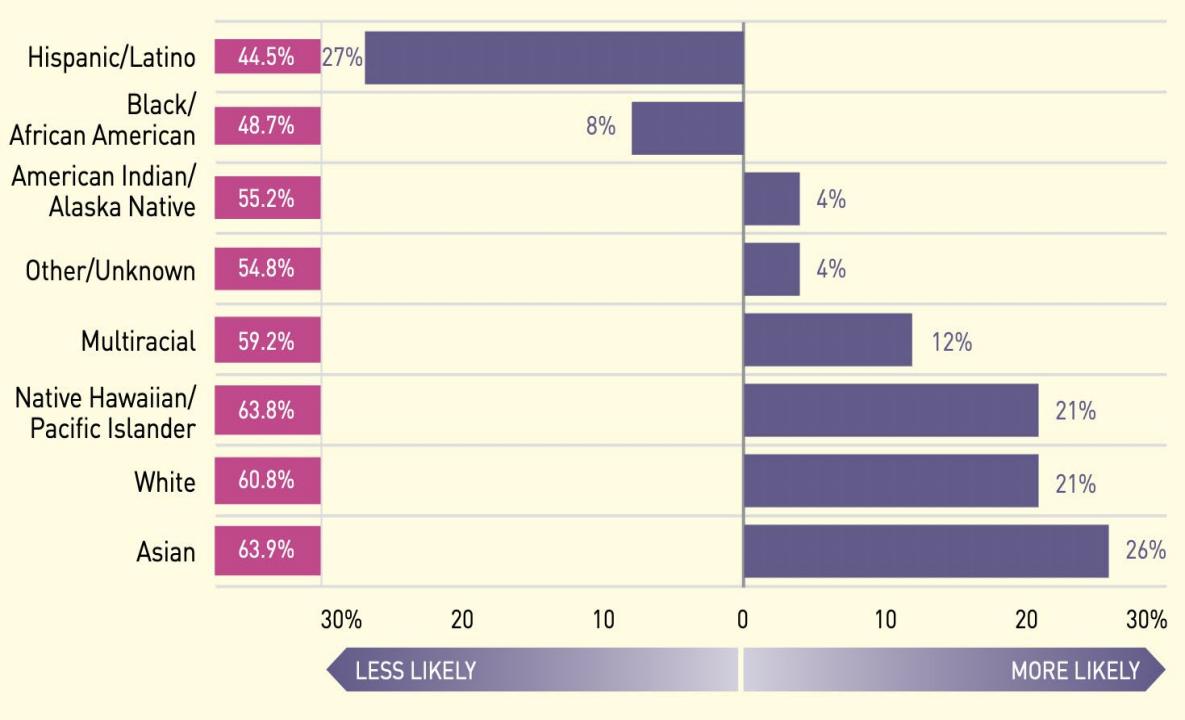
without proper guidance is stressful and can create even more barriers. For instance, first generation college students do not have the opportunity to rely on the college experience of their parents nor other family members and can have difficulty finding mentors to help them.[181]

Cause of Poverty:

Lack of Access to Educational Resources Across all Ages

Education begins at an early age before even entering kindergarten, children learn from early developmental opportunities and experiences. Without access to proper educational resources, communities are not able to reach their full academic potential. For instance, as stated by 27th Annual report, the Hispanic/Latino community in Orange County had one of the lowest rates of children being ready to begin kindergarten at 44.5%.[182] It is important to know that there are many social and environmental barriers that influence children's development and preparation for school. [183]

[181] Khadijah Booth Watkins, Gene Beresin. "The Challenges of First-Generation College Students." MGH Clay Center for Young Healthy Minds, 9 June 2022, www.mghclaycenter.org/parenting-concerns/young-adults/first-generation-college-studnets/.
[182] The 27th Annual Report on the conditions of children. (n.d). https://ocstudentmentalhealth.org/wp-content/uploads/2021/12/27th-Annual-Conditions-of-Children_With-Supplemental-Tables_0.pdf
[183] The 27th Annual Report on the conditions of children. (n.d). https://ocstudentmentalhealth.org/wp-content/uploads/2021/12/27th-Annual-Conditions-of-Children_With-Supplemental-Tables_0.pdf



Source: The 27th Annual Report on the Conditions of Children

Condition of Poverty:

Lack of Equitable Growth

Individuals experiencing poverty are negatively impacted physically and mentally. Poverty's negative risk factors include homelessness, lack of nutrition, food insecurity, lack of access to healthcare and under-resourced schools. Furthermore, these conditions reflect the barriers that school districts face when assisting low-income communities and families. Living in poverty is a risk for poor academic achievement, school dropout and physical health issues.

High poverty schools have fewer resources, less skilled teachers, and less challenging curricula than schools in affluent communities. As schools experience poverty, students remain with lower resources and lack of equitable growth in education. All in all, education is a valuable

accomplishment, and it serves a socioeconomic advantage for students and members of the community.[184] Students of color have remained more likely to attend high-poverty schools than White students for the past decade, of which disparity is most extreme in primary schools.

Source: National Equity Atlas

Although, Orange County's dropout rate was 4% in 2021, lower than the state rate of 9.4%, dropout rates were highest among:

- Foster youth (18.3%)
- Migrant education students (12.3%)
- English learners (10.0%)
- Homeless youth (8.3%)
- Students with disabilities (6.1%)

[184] *School poverty: National equity atlas*. School poverty | National Equity Atlas. (n.d.). https://nationalequityatlas.org/indicators/School_poverty?breakdown=by-race-ethnicity

- Socioeconomically disadvantaged students (5.6%)[185]

In 2021, of those aged 25 and over, 86.6% graduated high school or higher and 42.1% earned a bachelor's degree or higher.[186] Although these numbers are high, many individuals continue to experience ongoing challenges in basic life necessities. For instance, in February 2021, California State University, Fullerton's (CSUF) Department of Public Health staff found that 57% of CSUF students were insecure in at least one basic need. Of the 57%, 31% of all students were food insecure, 8% were homeless, 50% were housing insecure and 21% of car owners worried that they may lose transportation due to the pandemic. [187] These numbers identify pre-existing and ongoing challenges that students at CSUF are experiencing, and potentially other students in the county may be experiencing as well.[188]

Assets

Community Action Partnership of Orange County (CAP OC)

CAP OC has 3 centers in Orange County - Anaheim Independencia Family Resource Center (Anaheim, CA), El Modena Family Resource Center (Orange, CA) and Southwest Community Center (Santa Ana, CA) - that focus on a two-generational Whole Family approach that simultaneously integrate child development, workforce development, and family development. A key program at the centers are the youth services that include various social and emotional services, after school activities, and teen activities. Youth services includes working with the

[185] The 27th Annual Report on the conditions of children. (n.d). https://ocstudentmentalhealth.org/wp-content/uploads/2021/12/27th-Annual-Conditions-of-Children_With-Supplemental-Tables_0.pdf
[186] U.S. Census Bureau quickfacts: Orange County, California. (n.d.). https://www.census.gov/quickfacts/orangecountycalifornia
[187] Nobari, T., Rusmevichientong, P., Peterson, H., Sami, M., & Koleilat. M. (2021).
[188] http://hhd.fullerton.edu/pubh/_resources/pdfs/pandemic%20on%20CSUF%20students%20basic%20needs.pdf

Workforce Development program to expose youth to different careers and Elevate Youth to provide youth leadership development and prevention activities.

Affordable Connectivity Program (ACP)

To ensure equitable access to appropriate broadband, the federal government established a benefit program called the Affordable Connectivity Program (ACP). The ACP focuses on helping low-income households pay for their broadband internet services and devices such as laptops or tablets.[189] This benefit program is run by the Federal Communications Commission. Under the ACP, recipients can receive a discount of up to $30 per month on their internet service or up to $75 per month for households on qualifying Tribal land.[190] There can also be a one-time discount of up to $100 to purchase a laptop, desktop, computer, or tablet from providers participating in the benefits program.[191]

A household can become eligible for ACP if the household income is at the 200% federal poverty level or lower.[192] They are also eligible if one member of the household meets at least one criteria of the following: 1) has received a Federal Pell Grant, 2) meets the eligibility criteria for a participating provider's existing low-income internet program, or 3) participates in assistance programs like free and reduced lunch, SNAP, Medicaid, federal housing assistance, WIC, SSI, Veterans Pension or Lifetime.[193] ACP stands as a very important and valuable program for the OC community because a large portion of residents qualify for this assistance.

[189] Affordable Connectivity Program. Federal Communications Commission. https://www.fcc.gov/acp
[190] Affordable Connectivity Program. Federal Communications Commission. https://www.fcc.gov/acp
[191] Affordable Connectivity Program. Federal Communications Commission. https://www.fcc.gov/acp
[192] Universal Service Administrative Company. Do I Qualify? - ACP - Universal Service Administrative Company. https://www.affordableconnectivity.gov/do-i-qualify/
[193] Universal Service Administrative Company. Do I Qualify? - ACP - Universal Service Administrative Company.

There are 84,963 households receiving food stamps (SNAP), 26,00 individuals under 19 years olds receiving Medicaid and 39,000 people ages 19-64 covered by Medicaid in OC.[194] Under the California Universal Meals Program, for the 2022-23 school year, California has become the first state to implement statewide breakfast and lunch for all students, also making them eligible. It is estimated that 308,000 individuals are below poverty level in OC.[195] Under such demographics, these individuals automatically qualify for ACP. The total number of households participating in ACP as of the first month of operation for Orange County was 12,322 total subscribers.[196] This number may continue to grow exponentially as the months go on. In 2023, CAP OC received a grant from SCAG (Southern California Association of Governments) to help bridge the digital divide and increase ACP enrollment.

Orange County Libraries

Orange County Public Libraries provide a variety of resources for different populations including children, young adults, adults, and seniors. Some services include research databases, volunteer opportunities, college and career assistance, wellness and health, and senior services. Aside from the library, computers are available onsite and online resources are accessible from any computer. Due to the events of the pandemic Orange County released options for loaner laptops at every public library in the county.

[194] U.S. Census Bureau 2021. Explore Census Data. https://data.census.gov/table?q=SNAP/Food+Stamps&t=Official+Poverty+Measure:Poverty&g=050XX00US06059&tid=ACSDT1Y2021.B22003; U.S. Census Bureau 2021. Explore Census Data. https://data.census.gov/table?q=MEDICAID&t=Official+Poverty+Measure:Poverty&g=050XX00US06059

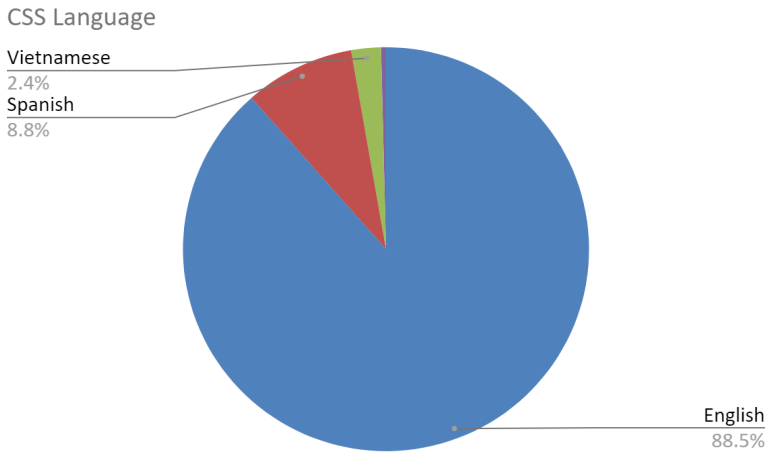
[195] U.S. Census Bureau 2021. Explore Census Data. https://data.census.gov/table?q=Orange+County,+California&t=Official+Poverty+Measure:Poverty&tid=ACSST1Y2021.S1701

[196] Universal Service Administrative Company. Emergency Broadband Benefit Program Enrollments and Claims Tracker - Universal Service Administrative Company. https://www.usac.org/about/emergency-broadband-benefit-program/emergency-broadband-benefit-program-enrollments-and-claims-tracker/#enrollment-by-county

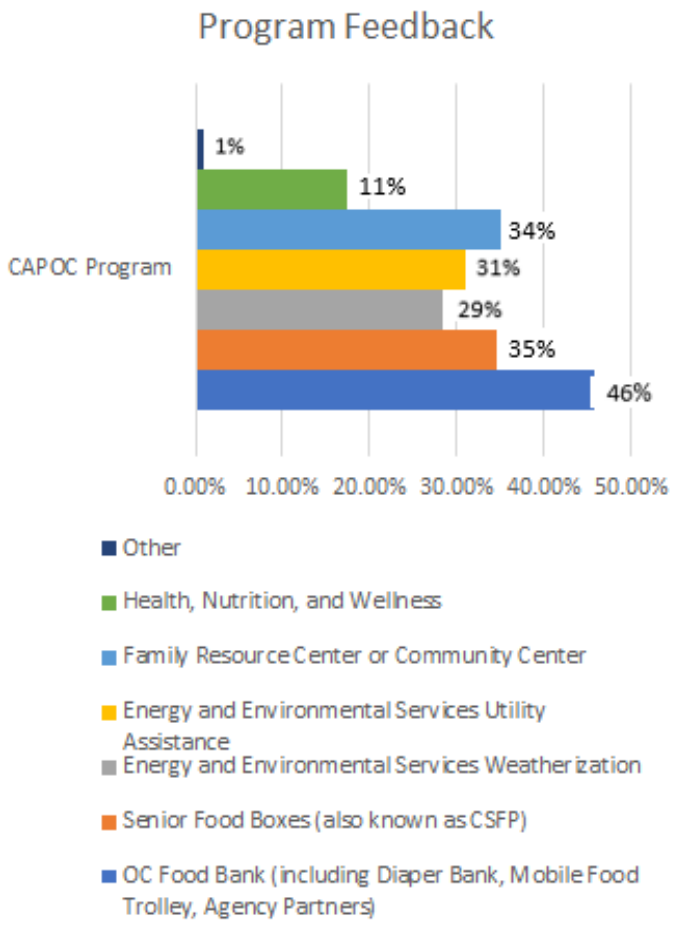
Customer Satisfaction

As part of the 2023 Community Needs Assessment, CAP OC also examined data related to customer satisfaction to understand how it can better improve its services and gauge how it is making an impact on the lives of its participants. To achieve this, CAP OC also engaged in a similar exercise to the CNA and developed a survey to collect information from our program participants. Data was collected via a Customer Satisfaction Survey (CSS) and was supplemented heavily by feedback solicited from meeting participants regarding CAP OC customer satisfaction.

CAP OC planning department staff, with the assistance of interns, surveyed CAP OC participants at a total of 12 CAP OC-held events including food distributions, senior food box distributions, diaper bank distributions, events at our 3 community centers, etc. A total of 1,015 respondents completed this survey, either on a paper form or online with the assistance of planning department staff and interns. Although, the survey was available in 4 languages – English, Spanish, Vietnamese and Korean – most surveys were completed in English (88.47%), followed by Spanish (8.8%), Vietnamese (2.4%), and none in Korean.



Most respondents offered feedback for the OC Food Bank (including Diaper Bank, Mobile Food Trolley, and Agency Partners) at 46%, followed by the Senior Food Box Program at 35% and the Family Resource Center with 34%. The lowest was for Other at 1%. Respondents for 'Other' came from UC Irvine (interns), the UCI Fresh Program, and Orange Coast College.



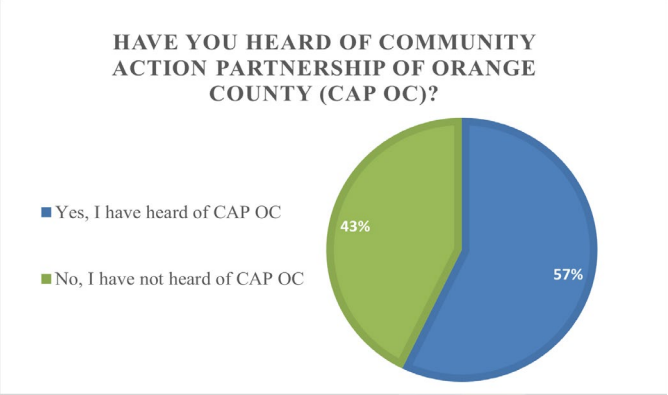
Overall, respondents were very satisfied with CAP OC services. 98.72% of respondents were happy with their overall experience, stating they were grateful and praised the good service. Those that said 'No' complained of diaper rashes and long lines. Most respondents, 98.42%, felt that staff members and volunteers were respectful and helpful. A small percentage that said 'No'

felt that the staff was arrogant, and that service needed to improve. Those that said 'Yes', however, felt the staff went out of their way to help outside of their duties and were amazing overall. Staff employees Elva and Dao were specifically praised for their fantastic job!

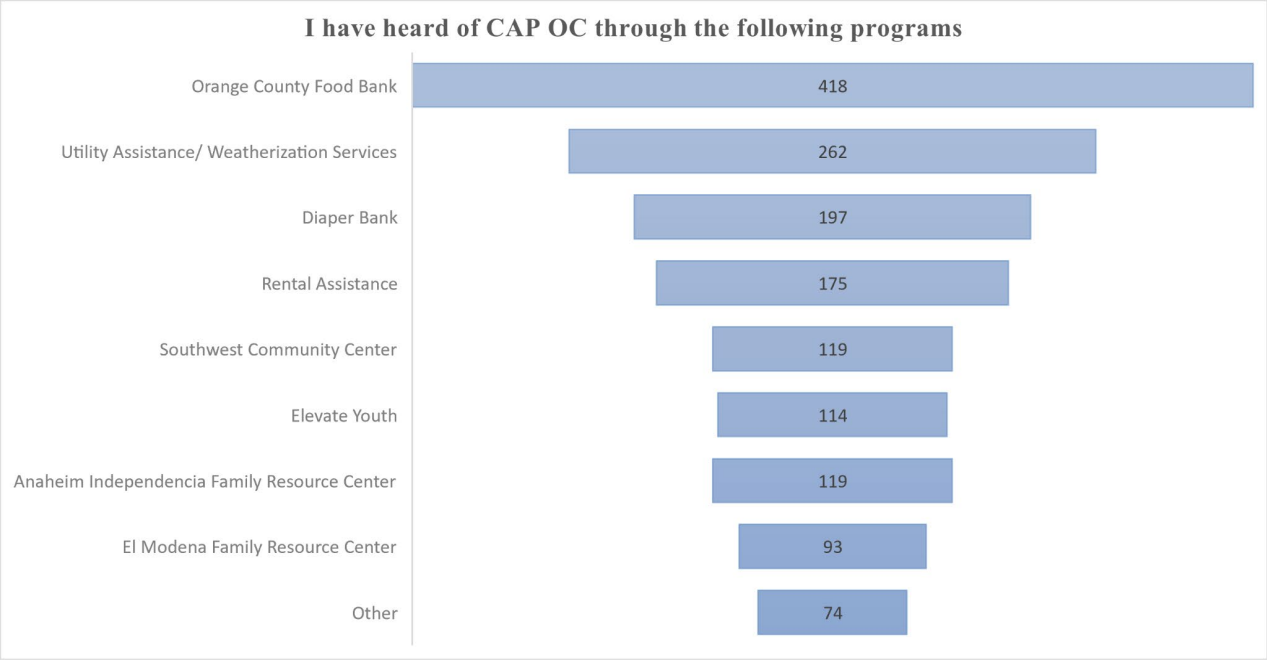
84.63% of respondents found the building(s) to be clean and well organized, while 13.5% of respondents did not visit a building. Those that responded 'No' felt the building was accessible but not clean. 98.13% of respondents felt their needs were met and were satisfied with the services. Those that did not have their needs met lamented the lack of vegetables, diapers causing rashes, and that some food was expired.

Additionally, many customers, 80.3%, were referred to other services offered by CAP OC, thus demonstrating great cross-departmental interaction. To eliminate poverty, CAP OC offers services to all members of the community and a measurable indicator of its success begins with people being aware of the resources offered.

In the 2023 CNA survey, respondents were asked if they had heard of CAP OC. Of the 1221 residents surveyed, 699 had previously heard of CAP OC, while the other 522 had not. This is a small drop, of 8%, from 2021 where 65% of respondents had heard of CAP OC.



Amongst communities that were aware of our services, the most well-known was the Orange County Food Bank with 418 residents reporting they had heard of the program before, which is what was expected as the Food Bank has a big reputation in OC. During outreach events at CAP OC events, it was noted that while many respondents were evidently receiving CAP OC services, they were not aware the service they were receiving was from CAP OC.



The second most well-known program was Utility Assistance/ Weatherization Services with 262 of residents being aware of the services prior to being surveyed. The least known program was the El Modena Family Resource Center with only 93 residents. Aside from the programs listed in the survey, 74 residents reported having heard of CAP OC through "Other" mediums. The "Other" section consisted of individuals who were partners, staff, volunteers/ interns, family and friends, or had heard of CAP OC through the media.

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Appendices

1. CAP OC 2023 Community Needs Assessment Survey Instrument (multiple languages)
2. CAP OC Customer Satisfaction Survey Instrument in English
3. Selection of Quantitative Data Representations from CAP OC's 2023 Community Needs Assessment
4. Community Meeting Summaries (5) - in chronological order
5. Selection of Advertising Materials Used to Promote Data Collection Efforts (multiple languages)

CAP OC 2023 Community Needs Assessment

Community Action Partnership of Orange County (CAP OC) provides services to Orange County residents by addressing immediate needs and empowering the community. This survey will help us better understand the current needs and resources of Orange County residents so we can better support our community with the services that you want and need the most.

We respect your privacy, and your responses will be kept anonymous.

1. How old are you? Please select the range below that best describes your age.

- ☐ Under 21 years old
- ☐ 21-34 years old
- ☐ 35-54 years old
- ☐ 55-64 years old
- ☐ 65+ years old

2. What is your gender?

- ☐ Female
- ☐ Male
- ☐ Transgender
- ☐ Non-Binary/Non-Conforming
- ☐ Prefer not to state
- ☐ Other (please specify)

3. What is your highest level of education?

- ☐ No education
- ☐ Less than high school
- ☐ High school/GED
- ☐ Vocational school
- ☐ Some college
- ☐ College graduate or above

4. What describes your work status? Please check all that apply.

- ☐ Full-Time Employment
- ☐ Part-Time Employment
- ☐ Self-Employed
- ☐ Unemployed
- ☐ Student
- ☐ Retired

5. How would you describe your race and/or ethnicity? Please check all that apply.

- ☐ White/Caucasian
- ☐ Black/African American
- ☐ Hispanic/Latino or Spanish Origin
- ☐ Asian
- ☐ Native Hawaiian/Pacific Islander
- ☐ American Indian/Alaska Native
- ☐ Middle Eastern/Northern African (MENA)
- ☐ Prefer not to state
- ☐ Other (please specify)

6. What ZIP code do you live in? (Please enter a 5-digit ZIP code. For example, 92804.

The following three questions ask about your household. For the purpose of this survey, 'household' refers to all people living in a unit, including those who may not be related.

7. How many people, including yourself, live in your household?

8. Of the people in your household, how many are under 18 years old?

9. How would you describe your household's annual income? Household income is the total gross income received by all members in your household.

- ☐ Under $30,000
- ☐ $30,001 - $50,000
- ☐ $50,001 - $80,000
- ☐ $80,001 - $100,000
- ☐ Over $100,000

10. In the last year (2022), has the COVID-19 (coronavirus) pandemic affected any of the following areas or situations of your life: employment, finances, housing, education, or health? If so, to what extent?:

	Yes, severe impact	Yes, moderate impact	Yes, slight impact	No, no impact	Unsure
Employment					
Finances					
Housing					
Education					
Health					

* 11. How difficult are the following COVID-19 situations for your household?

	Not Difficult	Slightly Difficult	Moderately Difficult	Very Difficult	N/A
Accessing supplies that protect against COVID-19 (example: masks, hand sanitizer)					
Finding COVID-19 testing, if needed					
Finding COVID-19 vaccinations, if needed					
Having reliable transportation to access COVID-19 services					
Concerns about access to COVID-19 financial resources due to immigration status					

12. How difficult are the following employment situations for your household?

	Not Difficult	Slightly Difficult	Moderately Difficult	Very Difficult	N/A
Finding and keeping a job that pays a living wage					
Having reliable transportation to and from work					
Having the education and skills to get the job you want					
Facing discrimination (example: racism) when looking for a job					
Finding a job due to my criminal history					

* 13. How difficult are the following financial situations for your household?

	Not Difficult	Slightly Difficult	Moderately Difficult	Very Difficult	N/A
Being able to consistently pay for food, safe housing, and other essentials					
Being able to consistently pay my debts on time					
Understanding my credit score and how to improve my credit					
Understanding how to budget my money to achieve my financial goals					
Having access to a bank account					
Being able to save money for the future					

14. How difficult are the following housing situations for your household?

	Not Difficult	Slightly Difficult	Moderately Difficult	Very Difficult	N/A
Having access to safe, stable shelter on a regular basis					
Paying for rent or making mortgage payments					
Paying for utilities (example: water, electricity) and using them when and how you want					
Avoiding eviction from the place where you live					
Facing discrimination (example: racism), when looking for housing options					
Living in an area where I feel safe from crime or violence					

15. How difficult are the following education situations for your household?

	Not Difficult	Slightly Difficult	Moderately Difficult	Very Difficult	N/A
Having access to early childhood education (example: preschool)					
Having access to resources (example: tutors) to succeed at school					
Understanding how to access options for education beyond high school (ex. college)					
Having access to adult education (example: GED) and job skills training					
Having reliable transportation to and from school					
Having access to technology (example: laptop, internet/hotspot) and understanding how to use it					

16. How difficult are the following health situations for your household?

	Not Difficult	Slightly Difficult	Moderately Difficult	Very Difficult	N/A
Navigating the healthcare system to access services					
Getting and maintaining health insurance that covers my needs					
Seeing a doctor on a regular basis					
Paying for my prescription medicines					
Applying for public social services (example: SNAP/food stamps, Medicaid, or other services) if eligible					
Living independently due to my health or disability					
Accessing treatment for substance abuse or addiction					
Accessing mental health care or support when needed					
Having access to green spaces (example: parks, community gardens, etc.)					

17. How difficult are the following community engagement situations for your household?

	Not Difficult	Slightly Difficult	Moderately Difficult	Very Difficult	N/A
Getting involved with groups (example: schools, neighborhood associations) to help improve my community					
Participating in civic events (example: city council meetings, public meetings)					
Having access to safe recreational activities (example: sports leagues, visiting parks, etc.)					
Having access to multiple transportation options (example: public transit, biking, walking, etc.)					

18. Please rank the following topics in level of importance to you and your family on a scale of 1 to 6 (1 being least important and 6 being most important).

— Employment (finding and keeping a good-paying job)
— Finance (understanding credit and being able to save and budget money)
— Housing (living in safe, affordable housing on a consistent basis)
— Education (having access to schools and job training for everyone in your family)
— Health (having access to healthcare and being able to practice healthy habits)
— Community Engagement (being able to participate in and improve your community)

19. Have you heard of Community Action Partnership of Orange County (CAP OC)?

- ☐ Yes, I have heard of CAP OC
- ☐ No, I have not heard of CAP OC

20. I have heard of CAP OC through the following programs (Check all that apply)

- ☐ Orange County Food Bank
- ☐ Diaper Bank
- ☐ Utility Assistance/ Weatherization Services
- ☐ Rental Assistance
- ☐ Financial Empowerment Classes
- ☐ Elevate Youth
- ☐ Southwest Community Center
- ☐ Anaheim Independencia Family Resource Center
- ☐ El Modena Family Resource Center
- ☐ Other (please specify)

21. Is there anything else you would like to add about your or your community's needs?

Encuesta de la evaluación de las necesidades de la comunidad del 2023 de CAP OC

Community Action Partnership of Orange County (CAP OC) brinda servicios a los residentes del Condado de Orange para abordar las necesidades inmediatas y empoderar a la comunidad. Esta encuesta nos ayudará a comprender mejor las necesidades y los recursos actuales de los residentes del Condado de Orange para que podamos apoyar mejor a nuestra comunidad con los servicios que más desean y necesitan. Respetamos su privacidad y sus respuestas se mantendrán anónimas. Utilice el menú desplegable en la parte superior de su pantalla para seleccionar su idioma preferido, incluidos español, vietnamita, arabe y chino.

*** 1. ¿Cuántos años tiene? Por favor seleccione el rango a continuación que mejor describa su edad:**

- ☐ Menor de 21 años
- ☐ 21-34 años de edad
- ☐ 35-54 años de edad
- ☐ 55-64 años de edad
- ☐ 65+ años de edad

*** 2. ¿Cuál es su género?**

- ☐ Femenina
- ☐ Masculino
- ☐ Transgénero
- ☐ No binario / no conforme
- ☐ Prefiero no declarar
- ☐ Otro (por favor especifique): _____

*** 3. ¿Cuál es su nivel más alto de educación?**

- ☐ Ninguna educación
- ☐ Menos de la escuela secundaria
- ☐ Escuela secundaria / GED (Desarrollo General de Educación, examen general equivalente a diploma secundaria)
- ☐ Escuela vocacional
- ☐ Alguna educación universitaria
- ☐ Graduado universitario o superior

*** 4. ¿Cuál describe su estado laboral? Por favor marque todo lo que corresponda.**

- ☐ Empleo de tiempo completo
- ☐ Empleo de tiempo parcial (Empleo part-time)
- ☐ Empleo por cuenta propia
- ☐ Desempleado
- ☐ Estudiante
- ☐ Jubilado

*** 5. ¿Cómo describiría su raza y/o etnicidad? Por favor marque todos los que apliquen.**

- ☐ Blanco / caucásico
- ☐ Negro / afroamericano
- ☐ Hispano/Latino o origen español
- ☐ Asiático
- ☐ Nativo hawaiano / isleño del Pacífico
- ☐ Indio americano / nativo de Alaska
- ☐ Medio oriente/África del norte (MENA)
- ☐ Prefiero no declarar
- ☐ Otro (especifique):

*** 6. ¿En qué código postal vive? (Por favor ingrese un código postal de 5 dígitos. Por ejemplo, 92804 o 92701).**

Las siguientes tres preguntas se refieren a su hogar. Para el propósito de esta encuesta, 'hogar' se refiere a todas las personas que viven en una unidad, incluyendo aquellas que no son relacionadas.

*** 7. ¿Cuántas personas, incluyendo usted, viven en su hogar?**

*** 8. De las personas en su hogar, ¿cuántas son menores de 18 años?**

*** 9. ¿Cómo describiría los ingresos anuales de su hogar? El ingreso familiar es el ingreso bruto (ingreso antes de impuestos) total recibido por todos los miembros de su hogar.**

- ☐ Menos de $30,000
- ☐ $30,001 - $50,000
- ☐ $50,001 - $80,000
- ☐ $80,001 - $100,000
- ☐ Mas de $100,000

10. En el último año (2022), ¿la pandemia de COVID-19 (coronavirus) ha afectado alguna de las siguientes áreas o situaciones de su vida: empleo, finanzas, vivienda, educación o salud? ¿Si es así, en qué medida?:

	Si, impacto severo	Si, impacto moderado	Si, impacto ligero	No, ningun impacto	No, estoy seguro
Empleo	☐	☐	☐	☐	☐
Finanzas	☐	☐	☐	☐	☐
Vivienda	☐	☐	☐	☐	☐
Educación	☐	☐	☐	☐	☐
Salud	☐	☐	☐	☐	☐

*** 11. ¿Qué tan difíciles son las siguientes situaciones sobre COVID-19 para su hogar?**

	No es difícil	Un poco difícil	Moderadamente difícil	Muy difícil	No aplica
Acceder a suministros que protegen contra COVID-19 (ejemplo: mascarillas, desinfectante para manos)	☐	☐	☐	☐	☐
Encontrar pruebas de COVID-19, si es necesario	☐	☐	☐	☐	☐
Encontrar vacunas COVID-19, si es necesario	☐	☐	☐	☐	☐
Tener transporte seguro para acceder a los servicios de COVID-19	☐	☐	☐	☐	☐
Preocupaciones sobre el acceso a los recursos financieros de COVID-19 debido al estado migratorio	☐	☐	☐	☐	☐

*** 12. ¿Qué tan difíciles son las siguientes situaciones de empleo para su hogar?**

	No es difícil	Un poco difícil	Moderadamente difícil	Muy difícil	No aplica
Encontrar y mantener un trabajo que pague un salario digno	☐	☐	☐	☐	☐
Tener un transporte confiable hacia y desde el trabajo	☐	☐	☐	☐	☐
Tener la educación y las habilidades para conseguir el trabajo que desea	☐	☐	☐	☐	☐
Enfrentarse a la discriminación (ejemplo: racismo) al buscar trabajo	☐	☐	☐	☐	☐
Encontrar un trabajo debido a un historial criminal	☐	☐	☐	☐	☐

*** 13. ¿Qué tan difíciles son las siguientes situaciones de finanzas para su hogar?**

	No es difícil	Un poco difícil	Moderadamente difícil	Muy difícil	No aplica
Ser capaz de pagar constantemente por alimentos, vivienda segura y otros elementos esenciales	☐	☐	☐	☐	☐
Ser capaz de pagar constantemente mis deudas a tiempo	☐	☐	☐	☐	☐
Comprender mi puntaje de crédito y cómo mejorar mi crédito	☐	☐	☐	☐	☐
Comprender cómo presupuestar mi dinero para lograr mis objetivos financieros	☐	☐	☐	☐	☐
Tener acceso a una cuenta bancaria	☐	☐	☐	☐	☐
Ser capaz de ahorrar dinero para el futuro	☐	☐	☐	☐	☐

*** 14. ¿Qué tan difíciles son las siguientes situaciones de vivienda para su hogar?**

	No es difícil	Un poco difícil	Moderadamente difícil	Muy difícil	No aplica
Tener acceso a alojamiento seguro y estable de manera regular	☐	☐	☐	☐	☐
Pagar la renta o hacer los pagos de la hipoteca	☐	☐	☐	☐	☐
Pagar los biles de utilidades (ejemplo: agua, electricidad) y usarlas cuando y como quieras	☐	☐	☐	☐	☐
Evitar el desalojo del lugar donde vives	☐	☐	☐	☐	☐
Enfrentar discriminación (ejemplo: racismo) al buscar opciones de vivienda	☐	☐	☐	☐	☐
Vivir en una area donde me sienta seguro del crimen o la violencia	☐	☐	☐	☐	☐

*** 15. ¿Qué tan difíciles son las siguientes situaciones educativas para su hogar?**

	No es difícil	Un poco difícil	Moderadamente difícil	Muy difícil	No aplica
Tener acceso a la educación infantil (ejemplo: preescolar)	☐	☐	☐	☐	☐
Tener acceso a recursos (ejemplo: tutores) para tener éxito en la escuela	☐	☐	☐	☐	☐
Comprender cómo acceder a las opciones de educación más allá de la escuela secundaria (por ejemplo, la universidad)	☐	☐	☐	☐	☐
Tener acceso a educación para adultos (ejemplo: GED) y capacitación laboral	☐	☐	☐	☐	☐
Tener transporte seguro hacia y desde la escuela	☐	☐	☐	☐	☐
Tener acceso a la tecnología (ejemplo: computadora portátil, Internet/punto de acceso) y comprender cómo usarla	☐	☐	☐	☐	☐

16. ¿Qué tan difíciles son las siguientes situaciones de salud para su hogar?

	No es difícil	Un poco difícil	Moderadamente difícil	Muy dificil	No aplica
Poder manejar el sistema de salud para acceder a los servicios.	☐	☐	☐	☐	☐
Obtener y mantener un seguro de salud que cubra mis necesidades	☐	☐	☐	☐	☐
Ver a un doctor regularmente	☐	☐	☐	☐	☐
Pagar por mis medicamentos recetados	☐	☐	☐	☐	☐
Solicitar servicios sociales públicos (ejemplo: SNAP/cupones de alimentos, Medicaid u otros servicios) si es elegible	☐	☐	☐	☐	☐
Vivir de forma independiente debido a mi salud o discapacidad	☐	☐	☐	☐	☐
Acceder a tratamiento por abuso de sustancias o adicción	☐	☐	☐	☐	☐
Acceder a atención o apoyo de salud mental cuando sea necesario	☐	☐	☐	☐	☐
Tener acceso a espacios verdes (ejemplo: parques, jardines comunitarios, etc.)	☐	☐	☐	☐	☐

*** 17. ¿Qué tan difíciles son las siguientes situaciones de participación comunitaria para su hogar?**

	No es difícil	Un poco difícil	Moderadamente difícil	Muy difícil	No aplica
Involucrarse con grupos (ejemplo: escuelas, asociaciones de vecinos) para ayudar a mejorar mi comunidad	☐	☐	☐	☐	☐
Participar en eventos cívicos (ejemplo: reuniones del consejo de la ciudad, reuniones públicas)	☐	☐	☐	☐	☐
Tener acceso a actividades recreativas seguras (ejemplo: ligas deportivas, visitar parques, etc.)	☐	☐	☐	☐	☐
Tener acceso a múltiples opciones de transporte (ejemplo: transporte público, andar en bicicleta, caminar, etc.)	☐	☐	☐	☐	☐

*** 18. Clasifique los siguientes temas según el nivel de importancia para usted y su familia en una escala del 1 al 6 (1 siendo el menos importante y 6 el más importante).**

- ☐ Empleo (encontrar y mantener un trabajo que pague un salario digno)
- ☐ Finanzas (entender el crédito y ser capaz de ahorrar y crear un presupuesto)
- ☐ Vivienda (vivir en viviendas seguras y asequibles de manera constante)
- ☐ Educación (tener acceso a escuelas y capacitación laboral para todos en su familia)
- ☐ Salud (tener acceso al cuidado de salud y poder practicar habitos saludables)
- ☐ Participación comunitaria (ser capaz de participar y mejorar su comunidad)

*** 19. ¿Ha oído hablar de Community Action Partnership of Orange County (CAP OC) antes de ahora?**

- ☐ Sí, he oído hablar de CAP OC
- ☐ No, no he oído hablar de CAP OC

*** 20. He oído hablar de CAP OC a través de los siguientes programas (Marque todo lo que corresponda)**

- ☐ Orange County Food Bank (Banco de comida del Condado de Orange)
- ☐ Diaper Bank (Banco de pañales)
- ☐ Utility Assistance/Weatherization (Asistencia de utilidades/ Climatización)
- ☐ Rental Assistance (Asistencia de renta)
- ☐ Financial Empowerment Classes (Clases de empoderamiento financiero)
- ☐ Elevate Youth (Programa de juventud)
- ☐ Southwest Community Center (Centro comunitario de Southwest)
- ☐ Anaheim Independencia Family Resource Center (Centro de recursos familiares de Anaheim Independencia)
- ☐ El Modena Family Resource Center (Centro de recursos familiares de El Modena)
- ☐ Otro (especifique)

21. ¿Hay algo más que le gustaría agregar sobre sus necesidades o las de su comunidad?

2023 CAPOC OC Khảo sát đánh giá nhu cầu cộng đồng

Đối tác Hành động Cộng đồng của Quận Cam (CAP OC) cung cấp dịch vụ cho cư dân Quận Cam bằng cách giải quyết các nhu cầu cấp thiết và trao quyền cho cộng đồng. Cuộc khảo sát này sẽ giúp chúng tôi hiểu rõ hơn về nhu cầu và nguồn lực hiện tại của cư dân Quận Cam để chúng tôi có thể hỗ trợ cộng đồng của mình tốt hơn với các dịch vụ mà bạn muốn và cần nhất.

Chúng tôi tôn trọng quyền riêng tư của bạn và phản hồi của bạn sẽ được ẩn danh.
Vui lòng sử dụng menu thả xuống trên đầu màn hình để chọn ngôn ngữ ưa thích của bạn, bao gồm cả tiếng Tây Ban Nha và tiếng Việt.

* 1. Bạn bao nhiêu tuổi? Vui lòng chọn phạm vi bên dưới mô tả đúng nhất độ tuổi của bạn: dưới
- 21 tuổi
- 21-34 tuổi
- 35-54 tuổi
- 55-64 tuổi
- 65 tuổi trở lên

* 2. Giới tính của bạn là gì?
- Nữ giới
- Nam giới
- chuyển giới
- Không nhị phân/Không phù hợp
- Không muốn nhà nước
- Khác (vui lòng ghi rõ)

  _____

* 3. Mức cao nhất của giáo dục của bạn là gì?
- Không có đi học
- Ít hơn trung học
- Trường trung học / GED
- trường dạy nghề
- đại học nào đó
- Tốt nghiệp cao đẳng trở lên

* 4. Điều gì mô tả tình trạng công việc của bạn? Vui lòng kiểm tra tất cả những gì phù hợp.
- Việc làm toàn thời gian
- Việc làm bán thời gian
- Tự kinh doanh
- thất nghiệp
- Sinh viên
- nghỉ hưu

* 5. Bạn mô tả chủng tộc và/hoặc sắc tộc của mình như thế nào? Vui lòng kiểm tra tất cả những gì áp dụng.

- ☐ Da trắng/Da trắng
- ☐ Da đen/Mỹ gốc Phi
- ☐ Gốc Tây Ban Nha/Latinh hoặc Tây Ban Nha
- ☐ Châu Á
- ☐ Thổ dân Hawaii/Đảo Thái Bình Dương
- ☐ Người Mỹ da đỏ/Thổ dân Alaska
- ☐ Trung Đông/Bắc Phi (MENA)
- ☐ Không muốn trả lời
- ☐ Khác (vui lòng ghi rõ)

_____

* 6. Bạn sống ở mã ZIP nào? (Vui lòng nhập mã ZIP gồm 5 chữ số. Ví dụ: 92804 hoặc 92701.)

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Ba câu hỏi sau đây hỏi về hộ gia đình của bạn. Vì mục đích của cuộc khảo sát này, 'hộ gia đình' đề cập đến tất cả những người sống trong một đơn vị, kể cả những người có thể không có quan hệ họ hàng với nhau.

* 7. Có bao nhiêu người, bao gồm cả bạn, sống trong hộ gia đình của bạn?

_____

* 8. Trong số những người trong gia đình bạn, có bao nhiêu người dưới 18 tuổi?

_____

* 9. Làm thế nào bạn sẽ mô tả thu nhập hàng năm của hộ gia đình bạn? Thu nhập hộ gia đình là tổng thu nhập gộp nhận được bởi tất cả các thành viên trong hộ gia đình của bạn.

- ☐ Dưới 30.000 USD
- ☐ 30.001 USD - 50.000 USD
- ☐ 50.001 USD - 80.000 USD
- ☐ 80.001 USD - 100.000 USD
- ☐ Hơn 100.000 đô la

10. Vào năm ngoái (2022), đại dịch COVID-19 (vi-rút corona) có ảnh hưởng đến bất kỳ điều nào sau đây các lĩnh vực hoặc tình huống trong cuộc sống của bạn: việc làm, tài chính, nhà ở, giáo dục hoặc sức khỏe? Nếu như vậy, đến mức độ nào?:

	Có, tác động nghiêm trọng	Có, tác động vừa phải	Có, tác động nhẹ	Không, không ảnh hưởng	không chắc chắn
Thuê người làm	●	●	●	●	●
tài chính	●	●	●	●	●
nhà ở	●	●	●	●	●
Giáo dục	●	●	●	●	●
Sức khỏe	●	●	●	●	●

* 11. Các tình huống COVID-19 sau đây khó khăn như thế nào đối với gia đình bạn?

	Không khó	hơi khó	Khó khăn vừa phải	Rất khó	không áp dụng
Tiếp cận nguồn cung cấp bảo vệ chống lại COVID-19 (ví dụ: khẩu trang, chất khử trùng tay)	●	●	●	●	●
Khám phá Covid 19 bằng cách thu nghiệm (nếu cần)	●	●	●	●	●
Khám phá Covid 19 bằng cách thu nghiệm (nếu cần)	●	●	●	●	●
Có phương tiện vận chuyển đáng tin cậy để tiếp cận các dịch vụ COVID-19	●	●	●	●	●
Lo ngại về khả năng tiếp cận các nguồn tài chính COVID-19 do tình trạng nhập cư	●	●	●	●	●

* 12. Các tình huống việc làm sau đây khó khăn như thế nào đối với hộ gia đình của bạn?

	Không khó	hơi khó	Khó khăn vừa phải	Rất khó	không áp dụng
Tìm và giữ một công việc trả mức lương đủ sống	●	●	●	●	●
Có phương tiện di chuyển dang tin cậy để đi và về từ chỗ làm	●	●	●	●	●
Có giáo dục và kỹ năng để có được công việc bạn muốn	●	●	●	●	●
Đối mặt với sự phân biệt đối xử (ví dụ: phân biệt chủng tộc) khi tìm việc	●	●	●	●	●
Tìm việc làm do lịch sử tội phạm của tôi	●	●	●	●	●

* 13. Các tình huống tài chính sau đây khó khăn như thế nào đối với hộ gia đình của bạn?

	Không khó	hơi khó	Khó khăn vừa phải	Rất khó	không áp dụng
Có khả năng chi trả ổn định cho thực phẩm, nhà ở an toàn và các nhu yếu phẩm khác	●	●	●	●	●
Có thể liên tục trả các khoản nợ của tôi đúng hạn	●	●	●	●	●
Hiểu điểm tín dụng của tôi và cách cải thiện tín dụng của tôi	●	●	●	●	●
Hiểu cách lập ngân sách tiền của tôi để đạt được các mục tiêu tài chính của tôi	●	●	●	●	●
Có quyền truy cập vào tài khoản ngân hàng	●	●	●	●	●
Có thể tiết kiệm tiền cho tương lai	●	●	●	●	●

* 14. Các tình huống nhà ở sau đây khó khăn như thế nào đối với hộ gia đình của bạn?

	Không khó	hơi khó	Khó khăn vừa phải	Rất khó	không áp dụng
Thường xuyên được tiếp cận nơi trú ẩn an toàn, ổn định	●	●	●	●	●
Thanh toán tiền thuê nhà hoặc thanh toán thế chấp	●	●	●	●	●
Thanh toán cho các tiện ích (ví dụ: nước, điện) và sử dụng chúng khi nào và như thế nào bạn muốn	●	●	●	●	●
Tránh bị trục xuất khỏi nơi bạn sống	●	●	●	●	●
Đối mặt với sự phân biệt đối xử (ví dụ: phân biệt chủng tộc), khi tìm kiếm các lựa chọn nhà ở	●	●	●	●	●
Sống trong một khu vực mà tôi cảm thấy an toàn khỏi tội phạm hoặc bạo lực	●	●	●	●	●

* 15. Các tình huống giáo dục sau đây khó khăn như thế nào đối với hộ gia đình của bạn?

	Không khó	hơi khó	Khó khăn vừa phải	Rất khó	không áp dụng
Được tiếp cận với giáo dục mầm non (ví dụ: mầm non)	●	●	●	●	●
Có quyền truy cập vào các nguồn lực (ví dụ: gia sư) để thành công ở trường	●	●	●	●	●
Hiểu cách tiếp cận các lựa chọn cho giáo dục sau trung học (ví dụ: đại học)	●	●	●	●	●
Được tiếp cận với giáo dục dành cho người lớn (ví dụ: GED) và đào tạo kỹ năng công việc	●	●	●	●	●
Có phương tiện đi lại đáng tin cậy đến và về nhà	●	●	●	●	●
Có quyền truy cập vào công nghệ (ví dụ: máy tính xách tay, internet/ điểm phát sóng) và hiểu cách sử dụng nó	●	●	●	●	●

16. Các tình huống sức khỏe sau đây khó khăn như thế nào đối với hộ gia đình của bạn?

	Không khó	hơi khó	Khó khăn vừa phải	Rất khó	không áp dụng
Điều hướng hệ thống chăm sóc sức khỏe để tiếp cận các dịch vụ	●	●	●	●	●
Nhận và duy trì bảo hiểm y tế đáp ứng các nhu cầu của tôi	●	●	●	●	●
Đi khám bác sĩ thường xuyên	●	●	●	●	●
Thanh toán tiền thuốc theo toa của tôi	●	●	●	●	●
Đăng ký các dịch vụ xã hội công cộng (ví dụ: SNAP/phiếu thực phẩm, Medicaid hoặc các dịch vụ khác) nếu đủ điều kiện	●	●	●	●	●
Sống độc lập do sức khỏe hoặc khuyết tật của tôi	●	●	●	●	●
Tiếp cận điều trị lạm dụng chất gây nghiện hoặc nghiện	●	●	●	●	●
Tiếp cận chăm sóc hoặc hỗ trợ sức khỏe tâm thần khi cần thiết	●	●	●	●	●
Có quyền sử dụng không gian xanh (ví dụ: công viên, vườn cộng đồng, v.v.)	●	●	●	●	●

17. Các tình huống tham gia cộng đồng sau đây khó khăn như thế nào đối với hộ gia đình của bạn?

	Không khó	hơi khó	Khó khăn vừa phải	Rất khó	không áp dụng
Tham gia với các nhóm (ví dụ: trường học, hiệp hội khu phố) để giúp cải thiện cộng đồng của tôi	●	●	●	●	●
Tham gia các sự kiện dân sự (ví dụ: các cuộc họp hội đồng thành phố, các cuộc họp công cộng)	●	●	●	●	●
Được tiếp cận các hoạt động giải trí an toàn (ví dụ: giải đấu thể thao, thăm công viên, v.v.)	●	●	●	●	●
Có quyền truy cập vào nhiều tùy chọn giao thông (ví dụ: phương tiện công cộng, đi xe đạp, đi bộ, v.v.)	●	●	●	●	●

18. Vui lòng xếp hạng các chủ đề sau theo mức độ quan trọng đối với bạn và gia đình theo thang điểm từ 1 đến 6 (1 là ít quan trọng nhất và 6 là quan trọng nhất).

— Việc làm (tìm và giữ một công việc được trả lương cao)
— Tài chính (hiểu tín dụng và có thể tiết kiệm và lập ngân sách tiền)
— Nhà ở (sống trong nhà ở an toàn, giá cả phải chăng trên cơ sở nhất quán)
— Giáo dục (có quyền đi học và đào tạo nghề cho mọi người trong gia đình bạn)
— Sức khỏe (được tiếp cận với dịch vụ chăm sóc sức khỏe và có thể thực hành các thói quen lành mạnh)
— Sự tham gia của cộng đồng (có thể tham gia và cải thiện cộng đồng của bạn

* 19. Bạn đã từng nghe nói về Hiệp hội Hành động Cộng đồng của Quận Cam (CAP OC) chưa

- Vâng, tôi đã nghe nói về CAP OC
- Không, tôi chưa nghe nói về CAP OC

20. Tôi đã nghe nói về CAP OC thông qua các chương trình sau (Đánh dấu tất cả những gì phù hợp)

- ☐ Ngân Hàng Thực Phẩm Quận Cam
- ☐ ngân hàng tã
- ☐ Dịch vụ hỗ trợ tiện ích/thời tiết
- ☐ Hỗ trợ cho thuê
- ☐ Các lớp trao quyền tài chính
- ☐ nâng tầm tuổi trẻ
- ☐ Trung tâm cộng đồng Tây Nam
- ☐ Trung tâm tài nguyên gia đình độc lập Anaheim
- ☐ Trung tâm tài nguyên gia đình El Modena
- ☐ Khác (vui lòng ghi rõ)

21. Có bất cứ điều gì khác bạn muốn thêm về nhu cầu của bạn hoặc cộng đồng của bạn?

_____

_____

2023 CAP OC 社區需求之評估調查

橙县社区伙伴机构(CAP OC) 通过解决您的紧急需求 及帮助您获得新技能, 为橙县居民提供服务.该调 查将帮助我们更好地了解橙县居民当前的需求和现有 资源情况，以便我们能够更好地为我们的社区服务, 满足您的需求。

我们尊重您的隐私，您的回复将被匿名．請使用屏幕頂部的下拉菜單 選擇您喜歡的語言：包 括西班牙語，越南語，阿拉伯語和中文（普通話）完 成調查.

1. 您今年多大？ 请选择您的年龄范围：

- □ 21岁以下
- □ 21-34岁
- □ 35-54岁
- □ 55-64岁
- □ 65岁以上

2. 您的性别是什么？

- □ 女性
- □ 男性
- □ 跨性别
- □ 非二元性别/无性别认同
- □ 不想说
- □ 其他（请注明）

_____

3. 您的最高学历？

- □ 未曾受过教育
- □ 高中以下
- □ 高中/ GED
- □ 职业学校
- □ 未完成大学
- □ 大学及以上学历

4. 如何描述您的工作状态？请勾选所有适用项。

- □ 全职工作
- □ 兼职工作
- □ 自雇人士
- □ 失业
- □ 学生
- □ 退休

* 5. 您如何描述您的种族和/或民族？请勾选所有适 用项。

- □ 白人/高加索人
- □ 黑人/非裔美国人
- □ 西班牙裔或拉丁裔
- □ 亚裔
- □ 夏威夷原住民/太平洋岛民
- □ 美洲印第安人/阿拉斯加原住民
- □ 中东/北非 (MENA)
- □ 不想说
- □ 其他（请注明）

_____

* 6. 您居住地的邮政编码是多少？（请输入 5 位数的 邮政编码。例如，92804 或 92701。）

_____

以下三个问题会询问您的家庭情况。就本次调查而 言，“家庭”是指居住在一个房屋内的所有人，包括可 能没有血缘关系的成员

* 7. 您家里住了多少人，包括您自己？

_____

* 8. 您的家庭中，有多少成员未满18岁？

_____

* 9. 您如何描述您家庭的年收入？家庭收入是指您家 庭所有成员的总收入。

- □ 低于 30,000 美元
- □ $30,001 - $50,000
- □ $50,001 - $80,000
- □ $80,001 - $100,000
- □ 超过 100,000 美元

*10. 在过去一年（2022 年), COVID-19 (冠状病 毒) 大流行是否影响了您生活中以下的方面：就业、 财务、住房、教育或健康？ 如果回答是，是何种程 度的影响？：

	是的，严 重影响	是，中度 影响	是的，轻 微影响	没有，没 有影响	不确定
就业	●	●	●	●	●
财政	●	●	●	●	●
住房	●	●	●	●	●
教育	●	●	●	●	●
健康	●	●	●	●	●

* 11. 以下 COVID-19 情况对您的家庭来说有多困 难？

	不难	有点难	中等难度	非常困难	不适用
获得 COVID19 防护用 品（例 如：口 罩、洗手 液）	●	●	●	●	●
当有需求 寻找 COVID19 测试地 点	●	●	●	●	●
当有需求 寻找 COVID19 疫苗接 种地点	●	●	●	●	●
拥有可靠 的交通工 具以获得 COVID19 服务	●	●	●	●	●
由于移民 身份问题 而对能否 获得 COVID19 财政资 源的担忧	●	●	●	●	●

* 12. 以下就业情况对您的家庭来说有多困难？

	不难	有点难	中等难度	非常困难	不适用
找到一份 可以负担 生活开销 的工作	●	●	●	●	●
有可靠的 上下班交 通工具	●	●	●	●	●
有相应的 教育和技 能以获得 工作	●	●	●	●	●
找工作时 面临歧视 （例如： 种族主 义）	●	●	●	●	●
带着犯罪 前科去找 工作	●	●	●	●	●

13. 以下财务状况对您的家庭来说有多困难？

	不难	有点难	中等难度	非常困难	不适用
能够持续 支付食 物、安全 住房和其 他必需品 的费用	●	●	●	●	●
能够持续 按时地偿 还债务	●	●	●	●	●
了解我的 信用评分以及如何 提高我的 信用	●	●	●	●	●
了解如何 预算我的 资金以实 现我的财 务目标	●	●	●	●	●
有银行帐 户的使用 权	●	●	●	●	●
能够为未 来存钱	●	●	●	●	●

14. 以下住房情况对您的家庭来说有多困难？

	不难	有点难	中等难度	非常困难	不适用
定期获得 安全、稳 定的住所	●	●	●	●	●
支付租金 或支付抵 押贷款	●	●	●	●	●
支付公用 事业费用 （例如： 水、电） 并按您的 需求使用	●	●	●	●	●
避免从您 的居住地 被驱逐	●	●	●	●	●
在寻找房 源时面临 歧视（例 如：种族 主义）	●	●	●	●	●
住在一个 我觉得远 离犯罪或 暴力的地 方	●	●	●	●	●

15. 以下教育情况对您的家庭来说有多困难？

	不难	有点难	中等难度	非常困难	不适用
获得幼儿 教育（例 如：学前 班）	●	●	●	●	●
获得资源 （例如： 导师）以 在教育上 取得成功	●	●	●	●	●
了解如何 获得高中 毕业以后 的教育选 择（例如 大学）	●	●	●	●	●
获得成人 教育（例 如： GED）和 工作技能培训	●	●	●	●	●
有可靠的 往返学校 的交通工 具	●	●	●	●	●
可以使用 科技产品 （例如： 笔记本电 脑、互联 网/热点） 并了解如 何使用它	●	●	●	●	●

16. 以下健康状况对您的家庭来说有多困难？

	不难	有点难	中等难度	非常困难	不适用
知晓医疗 保健系统 以获取服 务	●	●	●	●	●
获得并维 持满足我 需求的健 康保险	●	●	●	●	●
定期看医 生	●	●	●	●	●
支付我的 处方药费 用	●	●	●	●	●
如果符合 条件，申 请公共社 会服务 （例如 ： SNAP/食 品券、医 疗补助或 其他服 务）	●	●	●	●	●
因为健康 问题或者 残障而独 居	●	●	●	●	●
获得药物 滥用或成 瘾治疗					
在需要时 获得心理 保健或支 持	●	●	●	●	●
可以使用 绿地（例 如：公 园、社区 花园等 ）	●	●	●	●	●

* 17. 以下社区参与情况对您的家庭来说有多困难？

	不难	有点难	中等难度	非常困难	不适用
参与团体 （例如： 学校、社 区协会） 以帮助改 善我的社 区	●	●	●	●	●
参加市民 活动（例 如：市议 会会议、 公开会 议）	●	●	●	●	●
能够参加 安全的娱 乐活动 （例如： 体育联盟、参观 公园等）	●	●	●	●	●
可以选择 多种交通 方式（例 如：公共 交通 、骑 自行车、 步行等）	●	●	●	●	●

18. 请为以下主题对于您和您的家人的重要性按1-6 进行排序（1 表示最不重要，6 表示最重要).

- □ 就业（找到并保持一份高薪工作）
- □ 财务（了解信用并能够储蓄和做资金预 算）
- □ 住房（始终住在安全、可负担的住房中）
- □ 教育（为您家庭中的每个人提供上学和职 业培训的机会）
- □ 健康（获得医保并能够养成健康的习惯）
- □ 社区参与（能够参与和改善您的社区）

* 19. 您听说过橙县社区伙伴机构 (CAP OC) 吗？

- □ 是的，我听说过 CAP OC
- □ 不，我没听说过 CAP OC

20. 我通过以下计划听说过 CAP OC（勾选所有适用项）

- □ 橙县食品银行
- □ 尿布银行 (免费尿布组织）
- □ 公用事业援助/高效节能家庭服□
- □ 租金援助
- □ 金融赋能课程
- □ Elevate Youth（CAP OC的戒烟组织 ）
- □ 西南社区中心（圣安娜家庭资源中心）
- □ 阿纳海姆独立家庭资源中心
- □ 埃尔摩德纳家庭资源中心
- □ 其他（请注明）

  _____

21. 关于您或您所在社区的需求，您还有什么要补充的吗？

_____

_____

CAP OC مسح تقييم احتياجات المجتمع في 2023

خدمات لسكان مقاطعة أورانج من خلال تلبية الاحتياجات الفورية (CAP OC) تقدم شراكة العمل المجتمعي في مقاطعة أورانج وتمكين المجتمع. سيساعدنا هذا الاستطلاع على فهم أفضل للاحتياجات والموارد الحالية لسكان مقاطعة أورانج حتى نتمكن من دعم مجتمعنا بشكل أفضل بالخدمات التي تريدها وتحتاجها أكثر من غيرها.

نحن نحترم خصوصيتك ، وستبقى ردودك مجهولة.

* 1. كم عمرك؟ الرجاء تحديد النطاق أدناه الذي يصف عمرك على أفضل نحو:
- ☐ أقل من 21 سنة
- ☐ 21 - 34 سنة
- ☐ 35-54 سنة
- ☐ 55 - 64 سنة
- ☐ 65+ سنة

* 2. ما هو جنسك؟
- ☐ أنثى
- ☐ ذكر
- ☐ المتحولين جنسيا
- ☐ غير ثنائي / غير مطابق
- ☐ تفضل عدم التصريح
- ☐ غير ذلك (يرجى التحديد)

* 3. ما هو أعلى مستوى تعليمي لديك؟
- ☐ لا تعليمأقل من المدرسة الثانوية
- ☐ المدرسة الثانوية / GED
- ☐ مدرسة مهنية
- ☐ بعض الكليات
- ☐ خريج الكلية أو أعلى

* 4. ما الذي يصف حالة عملك؟ يرجى التحقق من كل ما ينطبق.
- ☐ موظف بدوام كامل
- ☐ عمل بدوام جزئي
- ☐ العاملون لحسابهم الخاص
- ☐ عاطلين عن العمل
- ☐ طالب
- ☐ متقاعد

* 5. كيف تصف عرقك و / أو عرقك؟ يرجى التحقق من كل ما ينطبق.
- ☐ أبيض / قوقازي
- ☐ أسود / أمريكي من أصل أفريقي
- ☐ أصل إسباني / لاتيني أو إسباني
- ☐ آسيا
- ☐ من سكان هاواي الأصليين / جزر المحيط الهادئ
- ☐ الهنود الحمر / سكان ألاسكا الأصليين
- ☐ الشرق الأوسط / شمال إفريقيا (MENA)

☐ تفضل عدم التصريح
☐ غير ذلك (يرجى التحديد)

* 6. ما هو الرمز البريدي الذي تعيش فيه؟ (الرجاء إدخال رمز بريدي مكون من 5 أرقام. على سبيل المثال ، 92804 أو 92701.)

الأسئلة الثلاثة التالية تسأل عن أسرتك. لغرض هذا المسح ، تشير كلمة "أسرة" إلى جميع الأشخاص الذين يعيشون في وحدة ، بما في ذلك أولئك الذين قد لا يكونون على صلة.

* 7. كم عدد الأشخاص الذين يعيشون في منزلك ، بما فيهم أنت؟

* 8. كم عدد أفراد أسرتك الذين تقل أعمارهم عن 18 عامًا؟

* 9. كيف تصف الدخل السنوي لأسرتك؟ دخل الأسرة هو إجمالي الدخل الإجمالي الذي يتلقاه جميع أفراد أسرتك.

☐ أقل من 30 ألف دولار
☐ 3001 دولار - 50000 دولار
☐ 50،001 دولار - 80000 دولار
☐ 80،001 دولار - 100،000 دولار
☐ أكثر من 100000 دولار

10. في العام الماضي (2022) ، هل أثر جائحة COVID-19 (الفيروس التاجي) على أي من المجالات أو المواقف التالية في حياتك: العمل أو الشؤون المالية أو الإسكان أو التعليم أو الصحة؟ إذا كان الأمر كذلك، إلى أي مدى؟:

غير متأكد	لا ، لا تأثير	نعم ، تأثير طفيف	نعم ، تأثير معتدل	نعم تأثير شديد	
☐	☐	☐	☐	☐	توظيف
☐	☐	☐	☐	☐	المالية
☐	☐	☐	☐	☐	الإسكان
☐	☐	☐	☐	☐	تعليم
☐	☐	☐	☐	☐	صحة

* 11. ما مدى صعوبة مواقف COVID-19 التالية على أسرتك؟

لا اجابة	صعب جدا	صعب بشكل معتدل	صعب بعض الشيء	ليس من الصعب	
☐	☐	☐	☐	☐	الوصول إلى المستلزمات التي تحمي من COVID-19 (مثال: الأقنعة ومعقم اليدين)

البحث عن اختبار COVID-19 ، إذا لزم الأمر	☐	☐	☐	☐	☐
البحث عن لقاحات COVID-19 ، إذا لزم الأمر	☐	☐	☐	☐	☐
امتلاك وسيلة نقل موثوقة للوصول إلى خدمات COVID-19	☐	☐	☐	☐	☐
مخاوف بشأن الوصول إلى الموارد المالية لـ COVID-19 بسبب حالة الهجرة	☐	☐	☐	☐	☑

* 12. ما مدى صعوبة أوضاع التوظيف التالية على أسرتك؟

	ليس من الصعب	صعب بعض الشيء	صعب بشكل معتدل	صعب جدا	لا اجابة
العثور على وظيفة بأجر معيشي والاحتفاظ بها	☐	☐	☐	☐	☐
وجود وسيلة نقل موثوقة من وإلى العمل	☐	☐	☐	☐	☐
الحصول على التعليم والمهارات اللازمة للحصول على الوظيفة التي تريدها	☐	☐	☐	☐	☐
مواجهة التمييز (مثال: العنصرية) عند البحث عن عمل	☐	☐	☐	☐	☐
وظيفة بسبب تاريخي الإجرامي	☐	☐	☐	☐	☐

* 13. ما مدى صعوبة الأوضاع المالية التالية على أسرتك؟

	ليس من الصعب	صعب بعض الشيء	صعب بشكل معتدل	صعب بشكل معتدل	لا اجابة
القدرة على دفع ثمن الطعام	☐	☐	☐	☐	☐

والسكن الآمن والضروريات الأخرى باستمرار					
القدرة على سداد ديوني باستمرار في الوقت المحدد	☐	☐	☐	☐	☐
فهم درجة الائتمان الخاصة بي وكيفية تحسين الائتمان الخاصة بي	☐	☐	☐	☐	☐
فهم كيفية وضع ميزانية لأموالي لتحقيق أهدافي المالية	☐	☐	☐	☐	☐
الوصول إلى حساب مصرفي	☐	☐	☐	☐	☐
القدرة على ادخار المال للمستقبل	☐	☐	☐	☐	☐

* 14. ما مدى صعوبة الأوضاع السكنية التالية على أسرتك؟

	ليس من الصعب	صعب بعض الشيء	صعب بشكل معتدل	صعب جدا	لا اجابة
الحصول على مأوى آمن ومستقر بشكل منتظم	☐	☐	☐	☐	☐
دفع الإيجار أو سداد أقساط الرهن العقاري	☐	☐	☐	☐	☐
دفع ثمن المرافق (مثال: الماء والكهرباء) واستخدامها متى وكيف تريد	☐	☐	☐	☐	☐
تجنب الإخلاء من المكان الذي تعيش فيه	☐	☐	☐	☐	☐
مواجهة التمييز (مثال: العنصرية) عند البحث عن خيارات السكن	☐	☐	☐	☐	☐
أعيش في منطقة أشعر فيها بالأمان من الجريمة أو العنف	☐	☐	☐	☐	☐

* 15. ما مدى صعوبة المواقف التعليمية التالية على أسرتك؟

لا اجابة	صعب جدا	صعب بشكل معتدل	صعب بعض الشيء	ليس من الصعب	
☐	☐	☐	☐	☐	الحصول على تعليم الطفولة المبكرة (مثال: مرحلة ما قبل المدرسة)
☐	☐	☐	☐	☐	الوصول إلى الموارد (على سبيل المثال: المعلمون) للنجاح في المدرسة
☐	☐	☐	☐	☐	فهم كيفية الوصول إلى خيارات التعليم بعد المدرسة الثانوية (مثل الكلية)
☐	☐	☐	☐	☐	الحصول على تعليم الكبار (مثال: GED) والتدريب على المهارات الوظيفية
☐	☐	☐	☐	☐	وجود وسيلة نقل موثوقة من وإلى المدرسة
☐	☐	☐	☐	☐	الوصول إلى التكنولوجيا (على سبيل المثال: الكمبيوتر المحمول والإنترنت / نقطة الاتصال) وفهم كيفية استخدامها

16. ما مدى صعوبة الأوضاع الصحية التالية على أسرتك؟

لا اجابة	صعب جدا	صعب بشكل معتدل	صعب بعض الشيء	ليس من الصعب	
☐	☐	☐	☐	☐	التنقل في نظام الرعاية الصحية للوصول إلى الخدمات
☐	☐	☐	☐	☐	الحصول على تأمين صحي يغطي احتياجاتي والحفاظ عليه
☐	☐	☐	☐	☐	مراجعة الطبيب بشكل منتظم
☐	☐	☐	☐	☐	دفع ثمن الأدوية الخاصة بي
☐	☐	☐	☐	☐	التقديم على الخدمات الاجتماعية العامة

فود / SNAP :مثال) ستامبس ، ميديكيد ، أو خدمات أخرى) إذا مؤهل					
أعيش بشكل مستقل بسبب صحتي أو إعاقتي	☐	☐	☐	☐	☐
الحصول على علاج لتعاطي المخدرات أو الإدمان	☐	☐	☐	☐	☐
الحصول على رعاية أو دعم الصحة العقلية عند الحاجة	☐	☐	☐	☐	☐
الوصول إلى المساحات الخضراء (على سبيل المثال: المتنزهات والحدائق المجتمعية وما إلى ذلك)	☐	☐	☐	☐	☐

* 17. How difficult are the following community engagement situations for your household?

	ليس من الصعب	صعب بعض الشيء	صعب بشكل معتدل	صعب جدا	لا اجابة
الانخراط في مجموعات (على سبيل المثال: المدارس وجمعيات الأحياء) للمساعدة في تحسين مجتمعي	☐	☐	☐	☐	☐
لمشاركة في الأحداث المدنية (مثال: اجتماعات مجلس ، المدينة (الاجتماعات العامة	☐	☐	☐	☐	☐
الوصول إلى الأنشطة الترفيهية الآمنة (على سبيل المثال: البطولات الرياضية ، زيارة الحدائق ، إلخ.)	☐	☐	☐	☐	☐
الوصول إلى خيارات نقل متعددة (على سبيل المثال: النقل العام ، وركوب الدراجات ، والمشي ، وما إلى ذلك)	☐	☐	☐	☐	☐

* 18. يرجى ترتيب الموضوعات التالية حسب مستوى الأهمية بالنسبة لك ولعائلتك على مقياس من 1 إلى 6 (1 الأقل أهمية و 6 هو الأكثر أهمية).

- ☐ التوظيف (إيجاد وظيفة جيدة الأجر والاحتفاظ بها)
- ☐ التمويل (فهم الائتمان والقدرة على الادخار والميزانية المالية)
- ☐ السكن (العيش في مساكن آمنة وبأسعار معقولة على أساس ثابت)
- ☐ التعليم (الوصول إلى المدارس والتدريب الوظيفي لكل فرد في عائلتك)
- ☐ الصحة (الحصول على الرعاية الصحية والقدرة على ممارسة العادات الصحية)
- ☐ المشاركة المجتمعية (القدرة على المشاركة في مجتمعك وتحسينه)

* 19. هل سمعت عن شراكة العمل المجتمعي لمقاطعة أورانج (CAP OC)؟

- ☐ نعم ، لقد سمعت عن CAP OC
- ☐ لا ، لم أسمع عن CAP OC

* 20. لقد سمعت عن CAP OC من خلال البرامج التالية (حدد كل ما ينطبق)

- ☐ بنك الطعام في مقاطعة أورانج
- ☐ بنك حفاضات
- ☐ مساعدة المرافق / خدمات الطقس
- ☐ المساعدة في التأجيرفئات التمكين المالي
- ☐ ارفعوا الشباب
- ☐ مركز المجتمع الجنوبي الغربي
- ☐ مركز موارد الأسرة أنهايم الاستقلال
- ☐ مركز موارد الأسرة بالمودينا
- ☐ غير ذلك (يرجى التحديد)

21. هل هناك أي شيء آخر تود إضافته بخصوص احتياجاتك أو احتياجات مجتمعك؟

إذا كنت مهتمًا بمعرفة المزيد عن شراكة العمل المجتمعي من Orange وخدماتنا ، يرجى زيارتنا على www.capoc.org.

CAP OC Customer Satisfaction Survey

Thank you for agreeing to provide information and feedback about Community Action Partnership of Orange County (CAP OC)! Translated versions of the survey, including Spanish, Korean, and Vietnamese, are available via the dropdown menu on the top of your screen.

Para completar esta encuesta en español, hágale clic al menú en la esquina superior a la derecha de su pantalla que dice "English" y saldrá la opción para "Español".

한국어 설문 조사를 제출 하고 싶으시면 우측 상단에 있는 드롭 다운 메뉴를 이용해 주십시오.

* 1. For which CAP OC program are you providing feedback? Check all that apply.

- [ ] OC Food Bank (including Diaper Bank, Mobile Food Trolley, Agency Partners)
- [ ] Senior Food Boxes (also known as CSFP)
- [ ] Energy and Environmental Services Weatherization
- [ ] Energy and Environmental Services Utility Assistance
- [ ] Family Resource Center or Community Center
- [ ] Health, Nutrition, and Wellness
- [ ] Other (please specify):

CAP OC Customer Satisfaction Survey

* 2. Were you happy with your overall experience?

- ◯ Yes
- ◯ No (please explain)

* 3. Were staff members, volunteers, and/or contractors (if applicable) respectful and helpful?

- ◯ Yes
- ◯ No (please explain)

* 4. If you visited a building, was the building clean and accessible?

- ◯ Yes
- ◯ No (please explain)
- ◯ I did not visit a building

* 5. Did the services provided meet your needs?

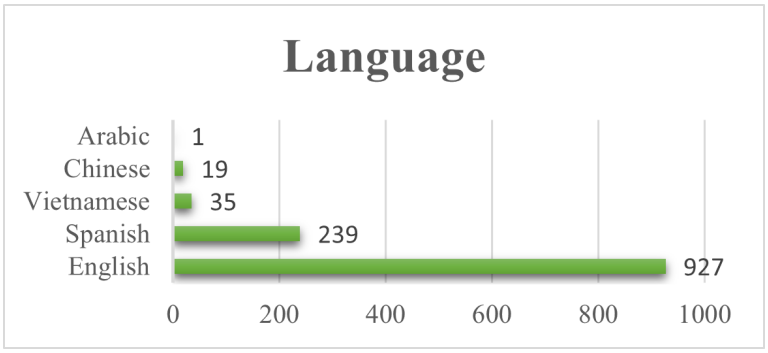
- ◯ Yes
- ◯ No (please explain)

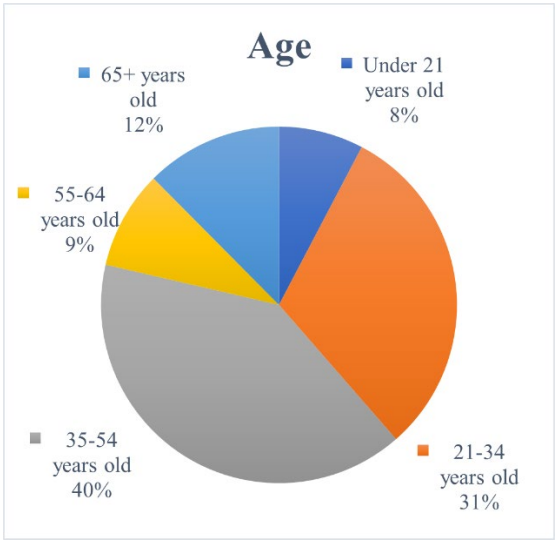
* 6. Were you referred to other services offered by CAP OC or other community organizations?

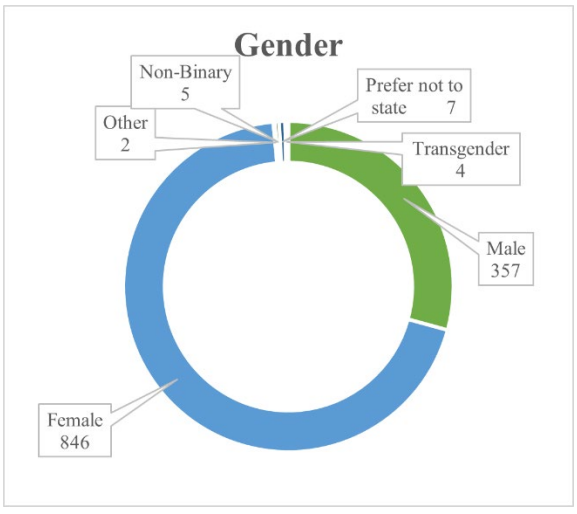
- ◯ Yes
- ◯ No (please explain)
- ◯ Not applicable

7. How can we better serve you?

Selection of Quantitative Data Representations from CAP OC's 2023 Community Needs Assessment

1. 

2. 

3. 

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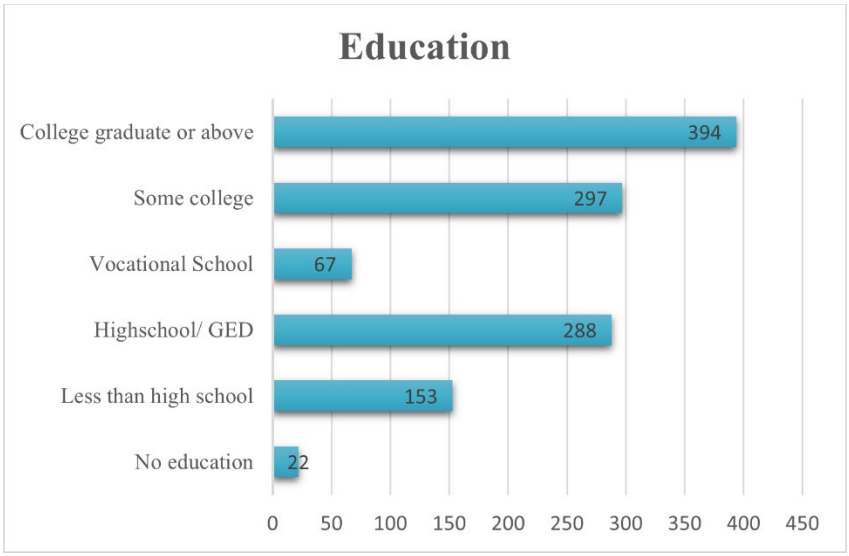
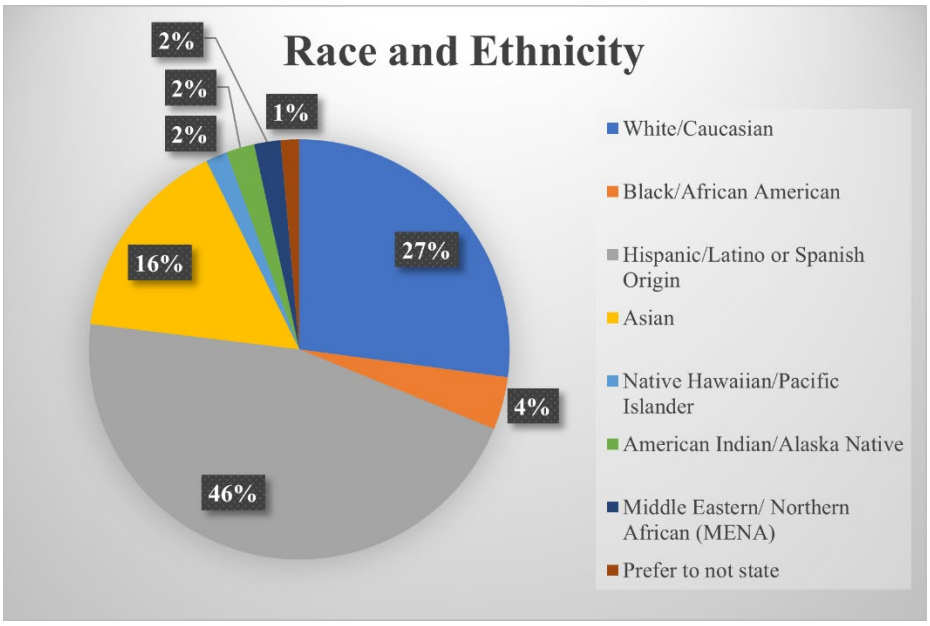

Education
College graduate or above
Some college
Vocational School
Highschool/ GED
Less than high school
No education
394
297
67
288
153
22
0
50
100
150
200
250
300
350
400
450

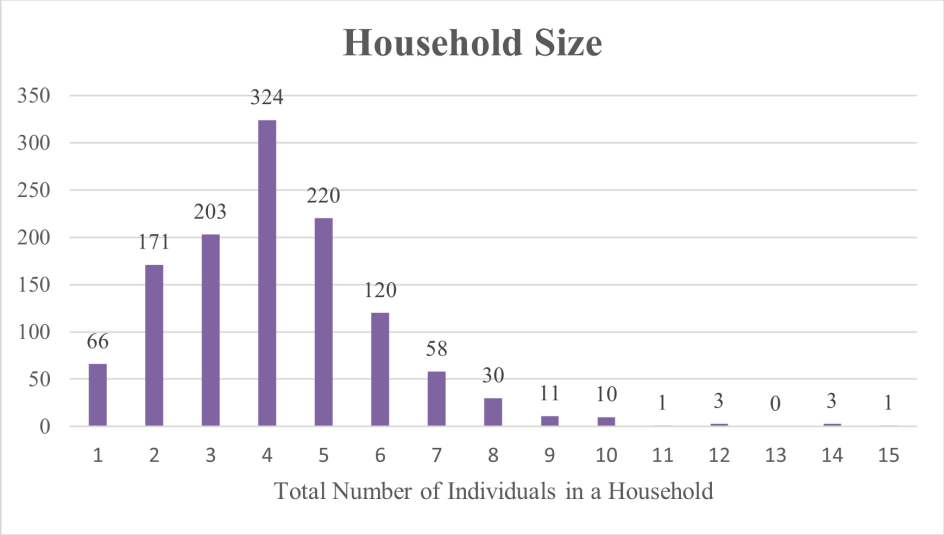
5.

Work Status
600
500
400
300
200
100
0
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
502
274
191
154
127
69
Full-Time Employment
Unemployed
Part-Time Employment
Retired
Student
Self-Employed

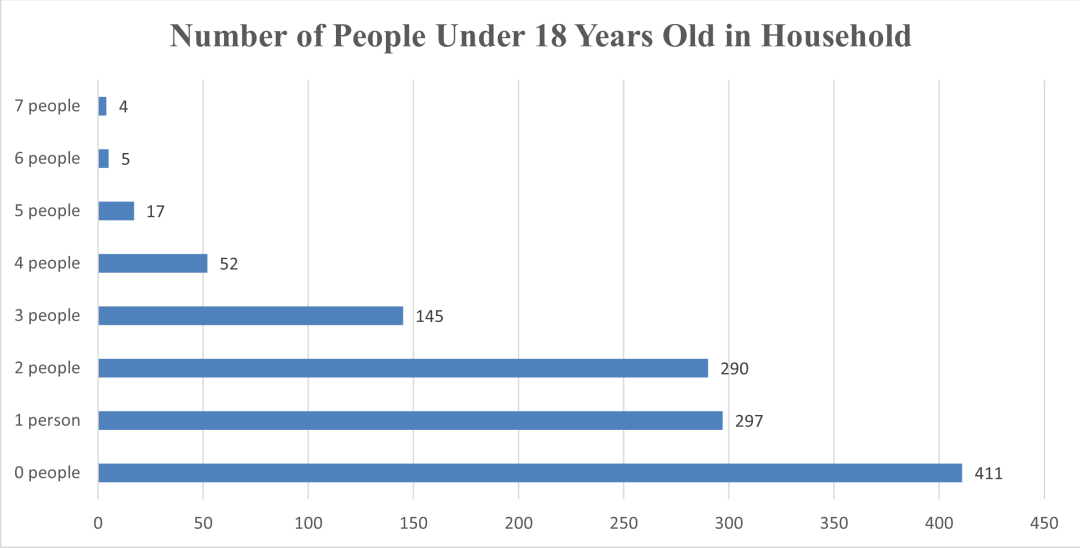
6.


Race and Ethnicity
2%
2%
2%
1%
27%
4%
46%
16%
White/Caucasian
Black/African American
Hispanic/Latino or Spanish Origin
Asian
Native Hawaiian/Pacific Islander
American Indian/Alaska Native
Middle Eastern/ Northern African (MENA)
Prefer to not state

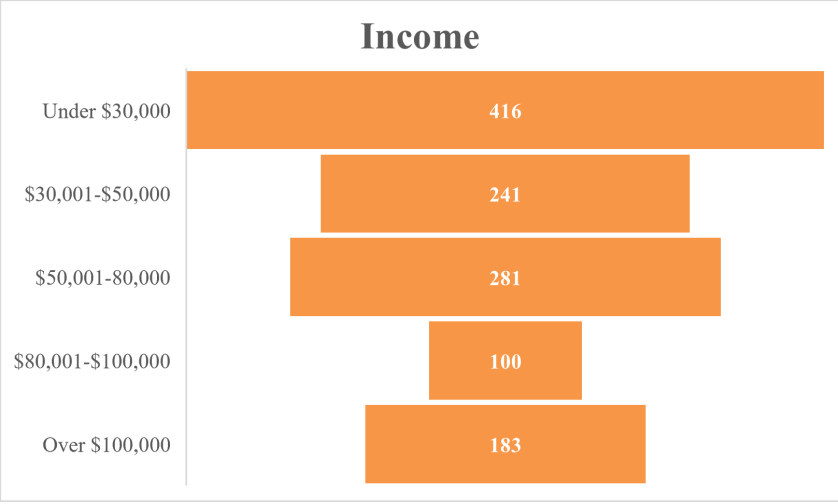
7.


Household Size
350
300
250
200
150
100
50
0
66
171
203
324
220
120
58
30
11
10
1
3
0
3
1
1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
Total Number of Individuals in a Household

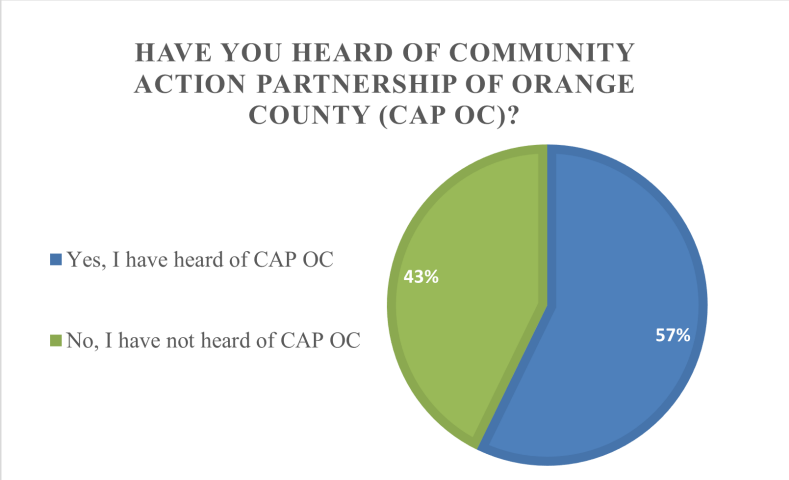
8.


Number of People Under 18 Years Old in Household
7 people
4
6 people
5
5 people
17
4 people
52
3 people
145
2 people
290
1 person
297
0 people
411
0
50
100
150
200
250
300
350
400
450

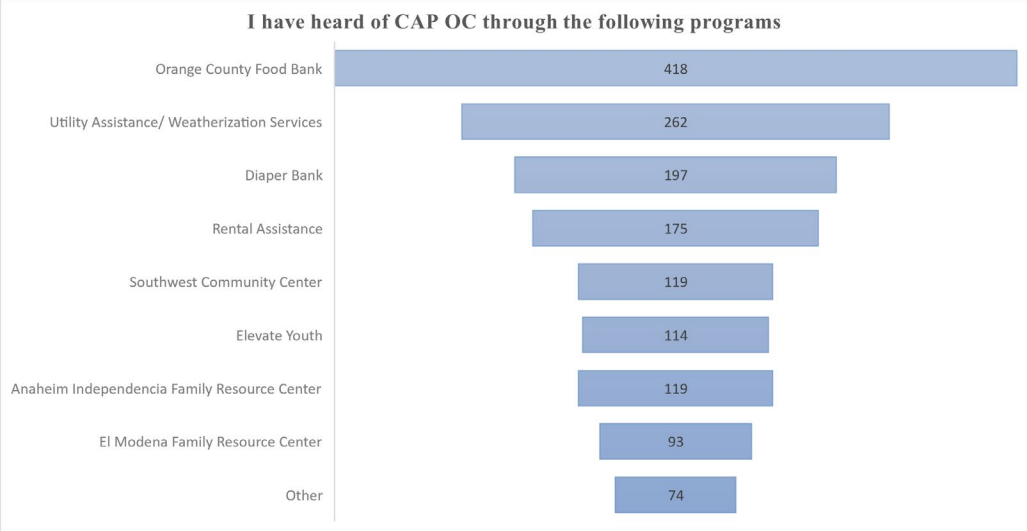
9.


Income
Under $30,000
416
$30,001-$50,000
241
$50,001-80,000
281
$80,001-$100,000
100
Over $100,000
183

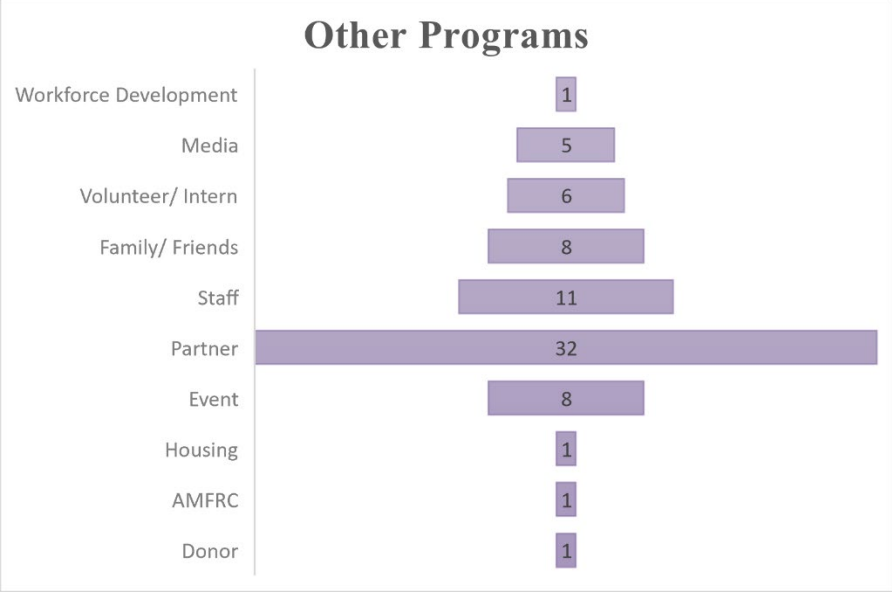
10.


HAVE YOU HEARD OF COMMUNITY ACTION PARTNERSHIP OF ORANGE COUNTY (CAP OC)?
Yes, I have heard of CAP OC
No, I have not heard of CAP OC
43%
57%

11.


I have heard of CAP OC through the following programs
Orange County Food Bank 418
Utility Assistance/ Weatherization Services 262
Diaper Bank 197
Rental Assistance 175
Southwest Community Center 119
Elevate Youth 114
Anaheim Independencia Family Resource Center 119
El Modena Family Resource Center 93
Other 74

12.

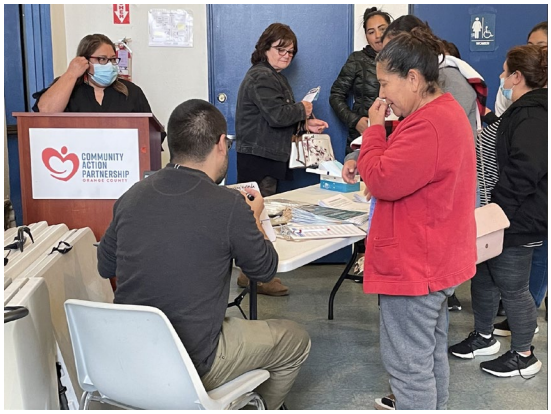

Other Programs
Workforce Development 1
Media 5
Volunteer/ Intern 6
Family/ Friends 8
Staff 11
Partner 32
Event 8
Housing 1
AMFRC 1
Donor 1

Community Meeting Summaries

El Modena Family Resource Center - Community Meeting Summary

Date: 3/16/2023
Time: 6:00-8:00 PM
Location: El Modena Family Resource Center (18672 E Center Ave, Orange CA 92869)
# of Participants: 14
Language/s meeting was conducted in: Spanish and English

The first community meeting was held at the El Modena Family Resource Center in Orange at 6:00 PM on Thursday, March 16, 2023. There was a total of fourteen residents that attended the meeting, and a majority were Hispanic women that spoke Spanish with one resident who was White and spoke English, so it started off as a bilingual community forum. In order to limit language barriers and allow for everyone to participate, the presenter translated the forum in two languages; English and Spanish.



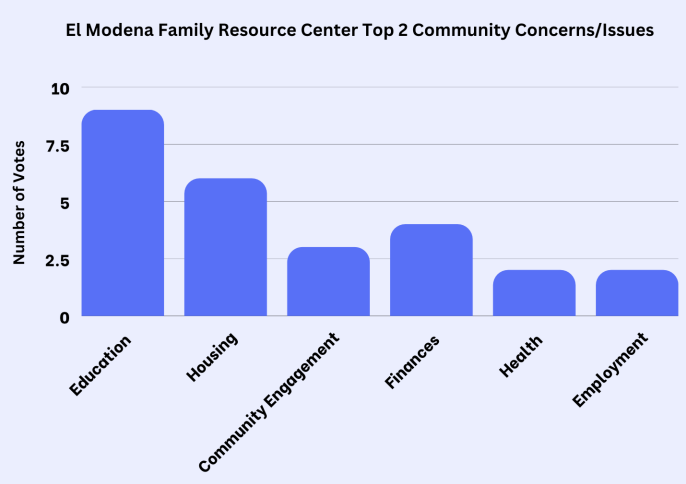
As the residents were signing in, they were asked to vote on two major domains from the topics of

Employment, Health, Education, Finance, Housing, and Community Engagement. The two major domains selected for discussion were Education and Housing, in that order of discussion. Community participants were asked to identify conditions of property, causes of poverty, relevant trends and solutions.

The first discussion was of the Education domain which was started by a woman sharing her experience with her children and their relationships with their school counselors. She raised her concerns about not having more help in guiding her children to finding career interests and career pathway information for kids wanting to go to college. There is a lack of resources and programs within the schools and there needs to be more help from outside programs that will understand the child's position and help guide them. The same resident also mentioned the importance of parental involvement with their children and a lack of support from families toward their children. Early childhood programs are critical in the community for children starting at a young age to allow them to express different interests and understand the opportunities that are available to them.

The second topic was about the Housing domain which started a discussion around the need for more information for low-income families that are seeking to purchase a home such as courses or information sessions that would help guide them. A cause that was discussed as to why there might be fewer families buying homes is the raise in rent and the financial burden that raised rent prices cause families to not be able to save up money and invest in a home.

Another topic was about parking and that there are too many cars that belong to one household at a time. They said this might be because rent has been gradually increasing, so more people are in one household in order to cover rent which creates the burden of more cars. They brought up a solution of parking permits for the people that live there as well as bringing up rent control and wanting rent to be stable to improve the street parking as well as help out the low-income families. They mentioned how there is no rent control for this area and that landlords kept raising the prices since the pandemic.



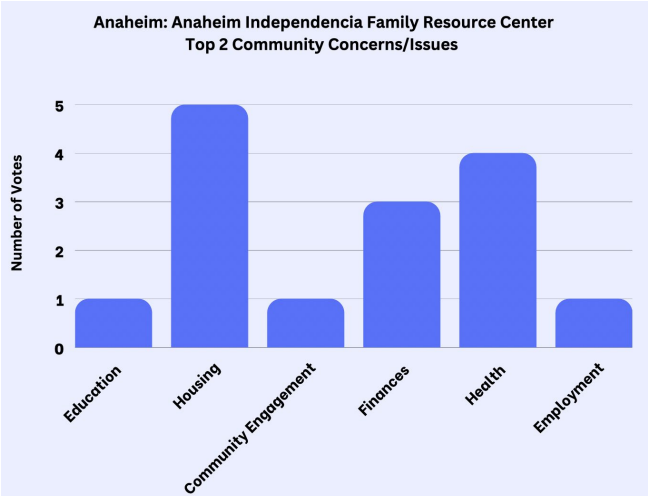
Anaheim Independencia Family Resource Center - Community Meeting Summary

Date: 03/23/2023
Time: 05:00-7:00 PM
Location: Anaheim Independencia Family Resource Center (10841 Garza Ave. Anaheim CA 92804)
# of Participants: 10
Language/s meeting was conducted in: Spanish & English

The second community forum was held at the Anaheim Independencia Family Resource Center at 5:00 PM on Thursday, March 23, 2023. Ten community members attended this forum with most being female participants. In order to limit language barriers and allow for everyone to participate, the presenter translated the forum in two languages: English and Spanish. Most participants were residents from 92804 ZIP Code and surrounding areas near the Anaheim Independencia Family Resource Center.

Due to limitations on time, as participants walked into the meeting, they were asked to vote on the top two topics they thought were most important to discuss during the meeting. The two most popular topics were housing and health. Community participants were asked to identify conditions of property, causes of poverty, relevant trends and solutions.

Housing is defined as living in safe, affordable housing on a consistent basis. There were three main topics; low-income families finding affordable apartments, the application and requirements to obtain housing and the negative impacts of living in unincorporated areas. Participants identified the following solutions to their housing needs: starting petitions and community organizing for unincorporated areas, access to resources for specific issues like, exposure to termites and more engagement with the Anaheim Independencia Family Resource Center.



The next topic was health which is a current issue experienced upon this community. Participants worry about diabetes in children and adults and lack of resources for retirement recipients.

Community participants and members would like to see more educational opportunities like prevention regarding diseases like diabetes, computer classes for seniors and guidance for retirement recipients for homeowner insurance. Community members shared that they would like to see a continuation of food drives and farmers markets for the community to have access to healthy foods.

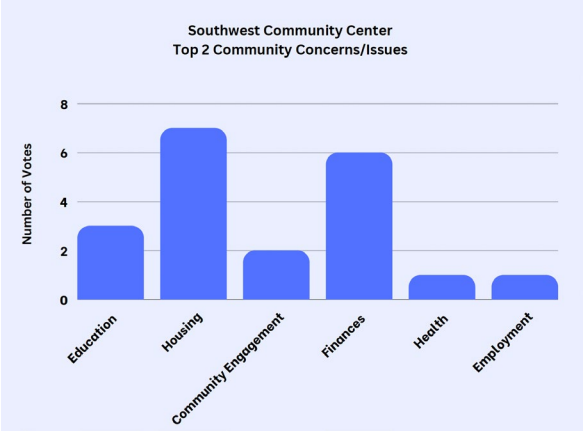
Southwest Community Center- Community Meeting Summary

Date: 4/19/2023
Time: 9:00-10:00 AM
Location: Southwest Community Center (601 W 2nd St, Santa Ana, CA 92703)
# of Participants: 10
Language/s meeting was conducted in: English, Spanish
Top Needs/Topics Discussed: Housing and Finance

This community meeting forum was held at the Southwest Community Center in Santa Ana at 9:00 AM on Wednesday, April 19, 2023. Ten community members attended this forum. In order to limit language barriers and allow for everyone to participate, the presenter translated the forum in two languages: English and Spanish. Most participants were residents from 92703 ZIP Code and surrounding areas near the Southwest Community Center.

Due to limitations on time, as participants walked into the meeting, they were asked to vote on the top two topics they thought were most important to discuss during the meeting. The two most popular topics were housing and finance. Community participants were asked to identify conditions of property, causes of poverty, relevant trends and solutions.

Housing is a big issue for the Santa community and according to the votes it scored the highest of seven. Community participants described three main topics; low-income families finding affordable apartments or housing, the application and requirements to obtain housing and the negative impacts of high rent and cost of living. Participants identified the following solutions to their housing needs: additional distribution of information into the community and explanation of the services and process.

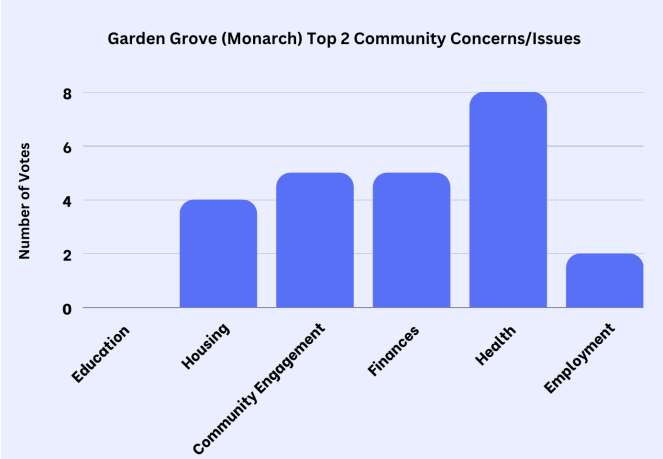


Finances was the second highest concern of community members who attended the meeting. The total number of votes resulted in six. Community participants described the following needs in the community; the lack of income and burden for families, a need for more services to aid families with basic needs and limitations to saving money due to high cost of living. Participants identified the following solutions to their finance needs: more resources to help pay for basic needs that would allow families to save money in order to balance a budget and more community knowledge in the existing programs that are available to the community.

Garden Grove (Monarch) Community Meeting Summary

Date: 4/14/2023
Time: 10:00 AM
Location: Garden Grove (Monarch - 11870 Monarch Street, Garden Grove, CA 92841)
# of Participants: 25
Language/s: Spanish and English

This community meeting was held at Garden Grove (Monarch)at 10:00 am on Friday April 14, 2023. There was a total of twenty-five residents that attended the meeting. To limit language barriers and allow for everyone to participate, the presenter translated the forum in two languages; English and Spanish.



As the residents were signing in, they were asked to vote on two major domains from the topics of Employment, Health, Education, Finance, Housing, and Community Engagement. The two major domains selected for discussion were health and community engagement, in that order of discussion. Community participants were asked to identify conditions of property, causes of poverty, relevant trends and solutions.

The meeting was opened by CSULB Professor Jose Moreno who asked the group what they feel are the most pressing needs in Orange County, setting the stage for the Planning Department's presentation. One of the participants from La Habra shared their concerns of lack of information about services and resources in the community.

The first discussion was of the health domain where a participant expressed that health is something that is difficult to obtain. Participants are facing challenges with language barriers, information, and importance to nutrition. The cost of insurance was also discussed and issues with coverage for low-income individuals and families. Participants expressed the lack of resources for accessing health

resources such as how to navigate health related information. Additionally, the lack of access to; parks and green spaces, in-person insurance sign ups and health services (specialized) at community clinics.

The second discussion was of the community engagement domain in which participants expressed the lack of civic education and collaboration. Participants mentioned that unity and awareness of social issues is essential to provide community engagement. Having awareness of social issues can provide relationship building and cohesion. Another participant shared that organizing and meeting with community members is very important in building a strong coalition to make positive change. An example that was used was the senior community, and how shared spaces like Anaheim Independencia Family Resource Center (AIFRC) is critical in building community and shared spaces.

Virtual Community Meeting Summary

Date: April 19, 2023
Time: 5:00-6:30 PM
Location: Virtual (Zoom)
# of Participants: 6
Language/s meeting was conducted in: Spanish

This community meeting was held on April 19, 2023 at 5:00 PM through Zoom. There we a total of six participants that attended the meeting – all were monolingual Spanish speakers. In order to limit language barriers, the presenter conducted the meeting in Spanish. A online poll was conducted once all participants had logged on asking participants to pick the most concerning topics. The top three topics were education, housing, and community engagement/involvement.

Education: the first topic discussed was education and the needs in this domain. Community members stated adults are limited to higher education due to having more than one job. Due to the increase in rent, housing and basic needs, adults are placing priority to these responsibilities instead of higher education. Additionally, another community member expressed her concerns with being limited to education due lack of child care and other parent responsibilities. A solution for this needs is to education our community on the resources that are available city, state or nationally.

The second topic was about the Housing domain which started a discussion about the high cost of living. Rent has reached around $2,800-3,000 monthly creating food insecurity and risk of homelessness. Another community member expressed their concerns with limitations in household sizes and renting. Families are not allowed to have more than five per household and are limited to minimal space. An asset that would make difference is planning and implementing towards reducing or ending homelessness

The third topic discussed was community engagement/involvement and the needs in this domain. Community members discussed the need for more welcoming environments in community centers and support for Latino community. Participants shared that support from organizations and community centers can make a difference.

Selection of Advertising Materials

Used to Promote Data Collection Efforts

Hi, I am with Community Action Partnership of Orange County.

We are conducting a survey to help us identify the needs of the community so we can improve our services.
In addition, by participating in our survey you enter for a chance to win a $50 gift card!

Would you like to participate?

Hola, pertenezco a Community Action Partnership of Orange County.

Estamos realizando una encuesta para ayudarnos a identificar las necesidades de la comunidad para que podamos mejorar nuestros servicios.
Además, al participar en nuestra encuesta, ¡tendrá la oportunidad de ganar una tarjeta de regalo de $50!

¿Le gustaría participar?

surveymonkey.com/r/2023CNA

COMMUNITY ACTION PARTNERSHIP ORANGE COUNTY

CoXin chào, tôi thuộc Community Action Partnership của Quận Cam.

Chúng tôi đang tiến hành một cuộc khảo sát để giúp chúng tôi xác định nhu cầu của cộng đồng để chúng tôi có thể cải thiện dịch vụ.
Ngoài ra, bằng cách tham gia vào cuộc khảo sát của chúng tôi, bạn tham gia để có cơ hội giành được thẻ quà tặng $50!

Bạn có muốn tham gia không?

您好，我是橙县社区活动伙伴机构 (CAP OC)

我们致力于通过此项问卷调查能更了解您的社区需求，以便于改进我们的服务.
此外，通过完成我们的问卷调查您有机会赢取50美元礼品卡

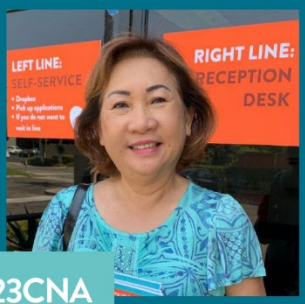
您想参与吗？

مرحبًا ، أنا مع شراكة العمل المجتمعي في Orange County.

نجري استبيانًا لمساعدتنا في تحديد احتياجات المجتمع حتى نتمكن من تحسين خدماتنا.
بالإضافة إلى ذلك ، من خلال المشاركة في الاستبيانالخاص بنا ، فإنك تدخل للحصول على فرصة للفوزبطاقة هدايا بقيمة 50 دولارًا!

هل ترغب في المشاركة؟

让我们听见您的社区意见！



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chúng tôi luôn luôn lắng nghe!

Giúp chúng tôi xác định các vấn đề ảnh hưởng đến cộng đồng bằng cách thực hiện Đánh giá nhu cầu cua cộng đồng và được tham gia để có cơ hội giành được thẻ quà tặng $50!

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صوتك مهم!

ساعدنا في تحديد المشكلات التي تؤثر على مجتمعك من خلال إجراء تقييم احتياجات المجتمع والمشاركة للحصول على فرصة للفوز ببطاقة هدايا بقيمة 50 دولارًا!

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¡Deje que se escuche la voz de su comunidad!

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18672 E Center Ave, Orange, CA 92869

11870 Monarch St, Garden Grove, CA 92841
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