

# CAP Needs Assessment Survey 2019

## Descriptive Results

Prepared by

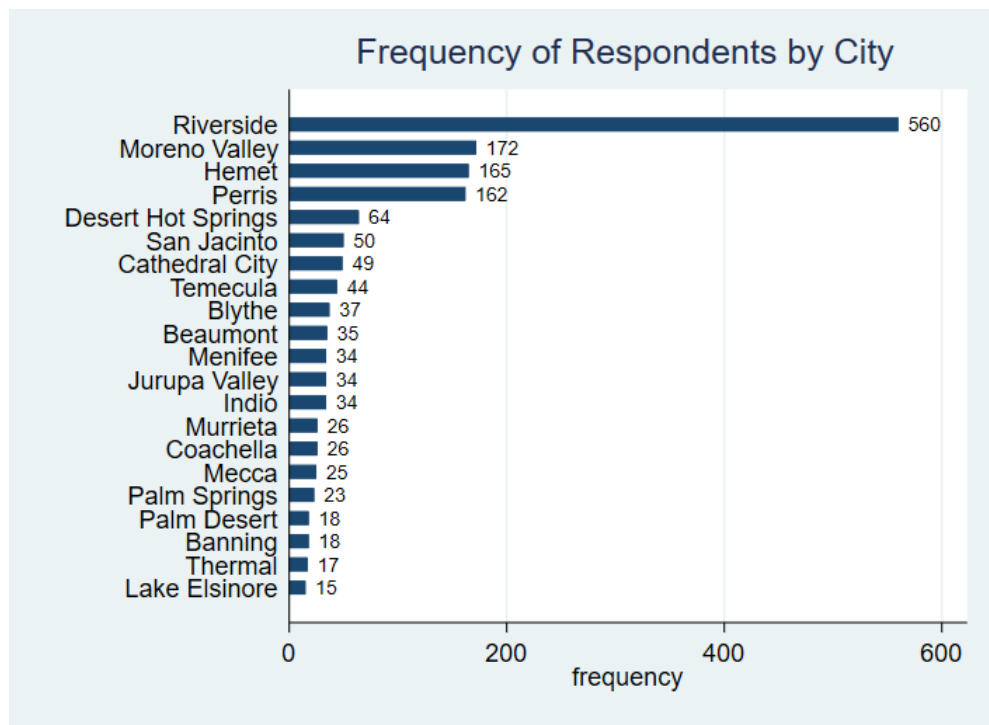
Kathryn O'Neill and Suleyma Vergara

## Demographic Results

The survey had 1,616 English responses and 291 Spanish responses. After cleaning the data of respondents whose cities of residence were not in Riverside County and who answered less than 40% of the questions, we were left with 1,453 English responses and 245 Spanish responses for a total of 1,698 responses. When examining results, note that respondents were not required to answer every question. Percentages that are presented reflect the percentage of responses received for that question, not percentage of all respondents, unless otherwise indicated.

### City of residence

Cities with more than 10 respondents are listed in the graph below. The large majority of responses were from the city of Riverside. There were less than 10 responses from each of the following: Eastvale, Winchester, Wildomar, Mira Loma, Rancho Mirage, Nuevo, North Shore, Thousand Palms, Norco, Cherry Valley, Canyon Lake, Cabazon, Ripley, Homeland, Highgrove, Bermuda Dunes, Aguanga, Woodcrest, Valle Vista, Rubidoux, March ARB, Calimesa, Anza.



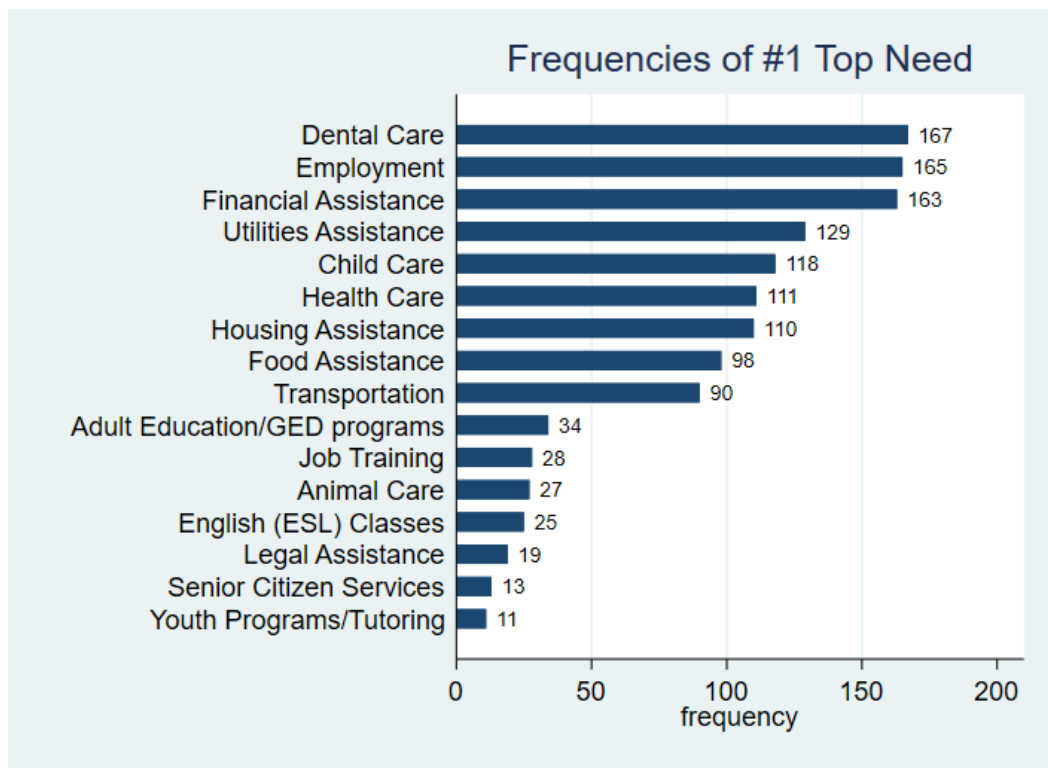
## Demographics

		<b>ALL RESPONDENTS (N = 1698)</b>
<b>SEX, % FEMALE</b>		76%
<b>AVERAGE AGE</b>		46
<b>RACE AND ETHNICITY, %</b>		
	Hispanic	51%
	White	25%
	Black	16%
	Asian	3%
	Other	5%
<b>ENGLISH SPOKEN AT HOME, %YES</b>		81%
<b>SPANISH SPOKEN AT HOME, %YES</b>		33%
<i>Note – 16% of respondents indicated that they speak both English &amp; Spanish at home.</i>		
<b>EDUCATION LEVEL, %</b>		
	Less than High School	14%
	High School	26%
	Some College	30%
	Trade/Vocational School	8%
	Bachelor's Degree	12%
	Graduate Degree	10%
<b>US CITIZEN, % YES</b>		87%
<b>AVERAGE HOUSEHOLD SIZE</b>		3.2

## Top Needs of Riverside County Low-income Residents

Respondents to this survey were asked to rank their top three needs over the last year. I present their responses in two ways. I first describe what was most commonly listed as the #1 top need, and then I combine all of the top needs regardless of rank, and show the overall distribution.

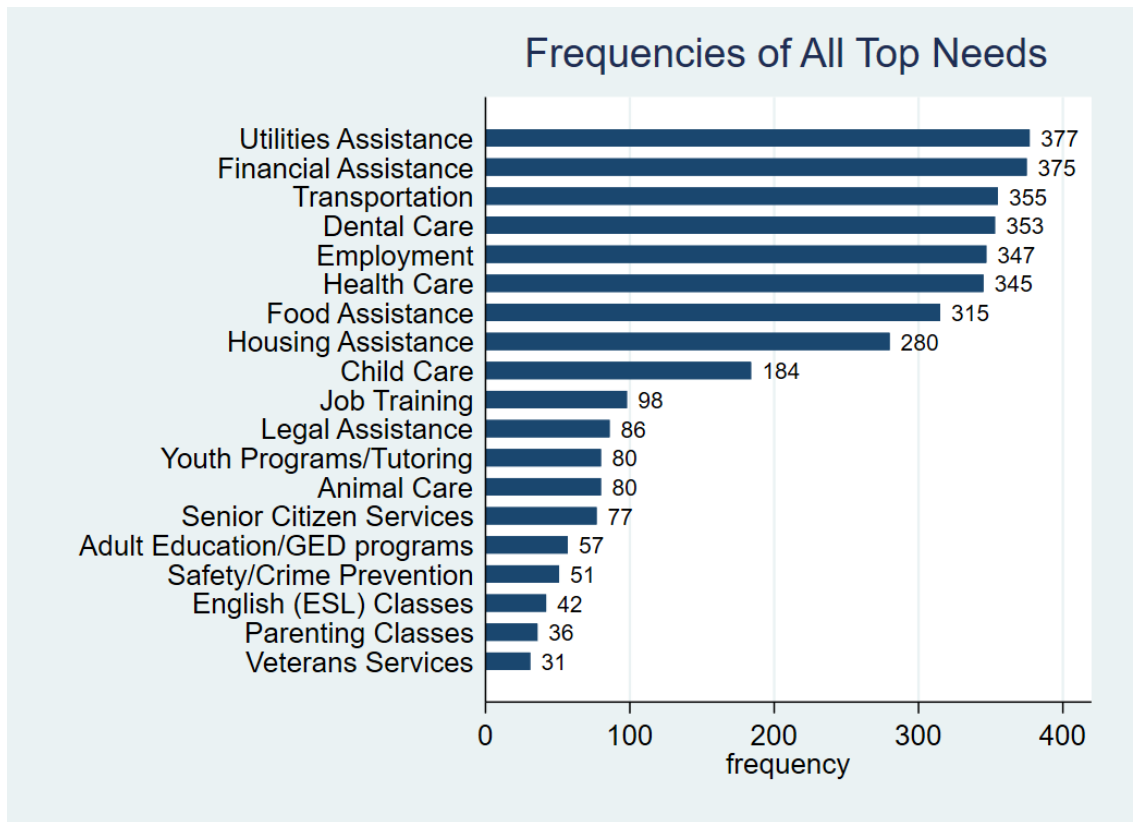
The bar chart below represents the most common needs listed as the respondent's #1 top need (all needs that were reported more than 10 times are listed in the chart). Dental Care, Employment, and Financial Assistance are the clear leaders. One reason for the need for Dental Care is likely the fact that Medicare does not cover dental care in Riverside county. The employment and financial assistance needs may go hand in hand. Both groups may have a lack of financial resources compared to need, and some express that through identifying a need for more or better employment. Later on in this survey, we will discuss the obstacles that respondents report facing when trying to find work.



The following chart describes all responses about top needs, regardless of whether they were ranked 1, 2, or 3. Needs with a frequency greater than 30 are displayed. The pattern of most common needs here is different than what was listed as the primary top need. Utilities Assistance has reached the top – this provides significant support for value of CAP’s Utility Assistance program. Utilities assistance is only two responses ahead of the second most common need, though, and in fact the top 6 needs are clustered fairly close together.

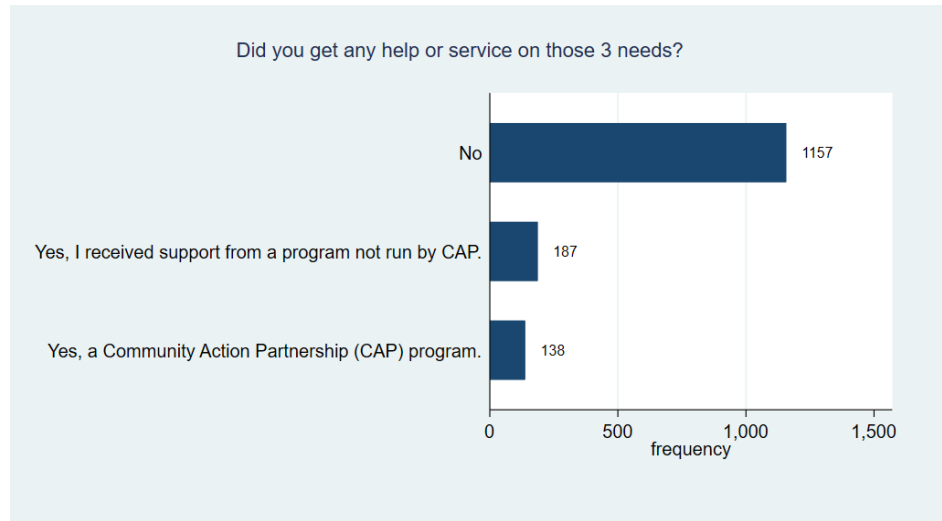
Financial Assistance is the next most common need, followed by Transportation, above the most common #1 need of Dental Care. Transportation jumped quite far up in this version of the Top Needs’ frequencies. (Note: respondents who wrote about gas prices and car repair issues as their top needs were put into the category of Transportation.) Transportation needs may be especially salient because this region is very spread out, with limited public transportation. Transportation also may be a part of other needs, such as challenges finding employment in range of their available transportation, or challenges paying for car repair and maintenance.

It is unsurprising that Health Care is among the top needs reported in this survey, as this ties in with national trends regarding significant challenges to healthcare access in this county.



In both of these charts, there is no one clear leading top need. The top 3 needs in the first chart and top 6 needs in the second chart are all very close together. This makes sense, as several of these needs are clearly related and may reflect a reality that these are all variants on Financial Assistance as a top need. Utility Assistance is simply Financial Assistance applied to a specific set of bills; Transportation needs often reflect an inability to pay for a car repair, or to afford a car at all; Dental care reflects a lack of a job that provides Dental insurance and an inability to pay independently for dental care. The need for employment can be interpreted as a desire to work to earn this needed income.

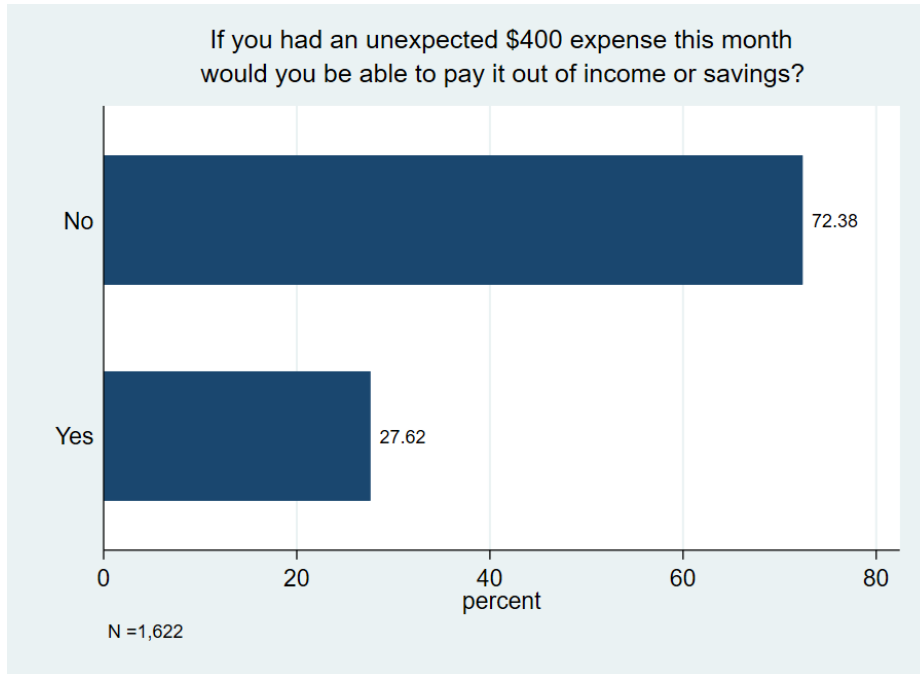
We also asked the respondents whether they received help with the top three needs that they listed. The majority of them had not.



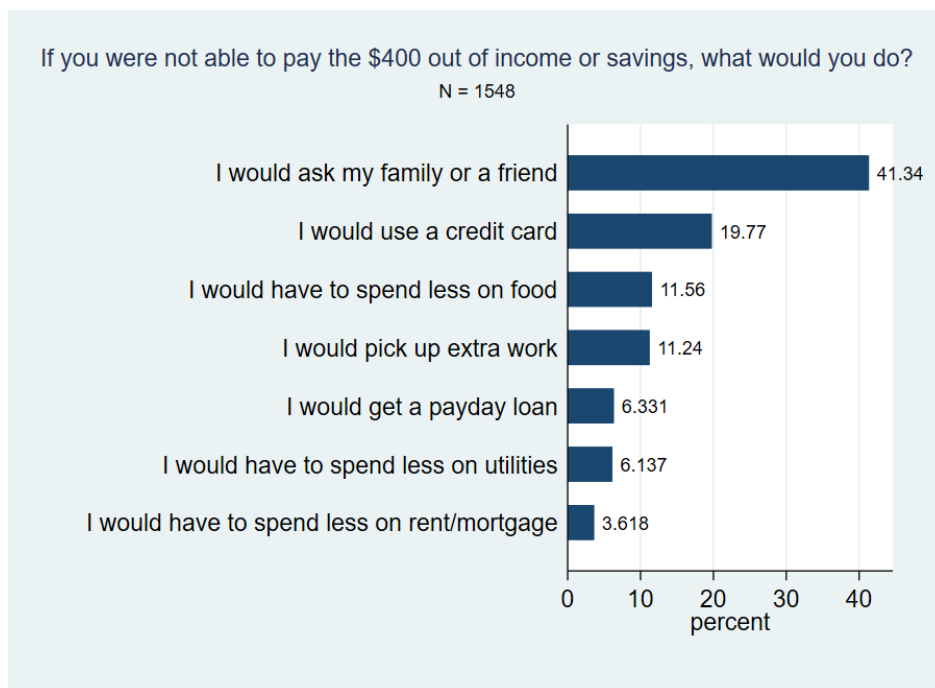
For another perspective on the financial need of our respondents, we asked the following question:

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

The results of that question are below. For context, the same question was asked in a national survey across the U.S., and nationally about 40% of respondents answered ‘No’. The high rate of 70% negative responses in our results indicates that this survey may have successfully reached low income portions of the population in Riverside County. The inability to pay an unexpected expense like this (without going into debt, etc) also has significant potential impacts on the ability to pay for things like car repairs or health expenses.



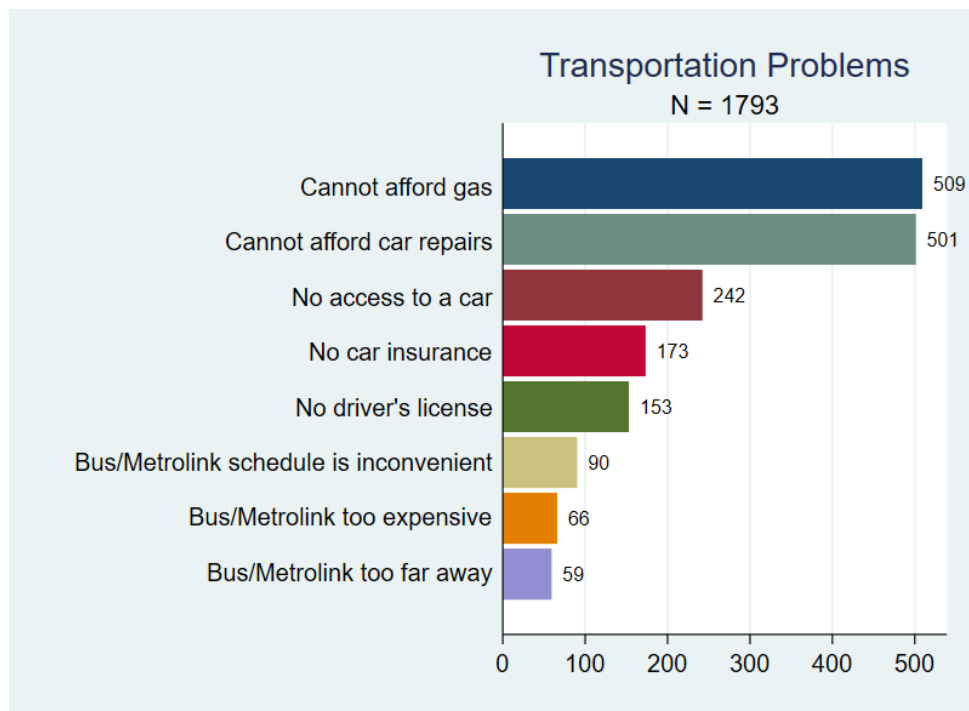
We also asked respondents what they would do in such a situation – whether they would borrow money or spend less elsewhere, for example. Their responses are below. The most common response is that they would borrow money from family or a friend, followed by credit card debt.



## Transportation Problems

Respondents were asked about their primary mode of transportation. The majority, 85%, chose “Car/Motorcycle”. The next most common response was Bus/Metrolink, at 7%.

Respondents were also asked about problems that they have faced with transportation within the last 12 months. Ability to afford gas and car repairs are the most significant, with 509 and 501 respondents indicating those, respectively. Note that for this question, respondents were able to choose more than one option – that is way the total number in the chart below is larger than the number of respondents. All of the transportation barriers relating to cars are more commonly noted than the problems relating to buses and the Metrolink. This reflects the fact that this region is very car-dependent, with limited public transit options. Access to transportation is crucial, and can make the difference between keeping and losing a job, for example. This need may merit more exploration. (For example, the ability to afford car repairs is likely tied to the ability to pay an unexpected \$400 expense.)



## Housing Problems

Housing is an extremely salient topic in California today, and the Inland Empire is no exception. While housing across California is more expensive than elsewhere in the U.S., the Inland Empire has been identified as a region with more affordable housing than nearby coastal regions. As a result, many people in the IE live here and commute to jobs in other counties. In this survey, we asked a series of questions about the nature and quality of our respondents' housing.



First, we see in the table below that the majority of the respondents rent, mostly in single family homes or apartments. A substantial 32% of respondents own their home.

Concerningly, 17% of respondents indicated that they have been homeless for a week or longer at some point in their life. 35% responded 'Yes' that they feel worried about having stable housing in the near future.

<b>HOUSING</b>	
<b>HOUSING TYPE</b>	
Single-family home	51%
Apartment	27%
Multi-family home	9%
Trailer/mobile home	8%
Other	5%
<b>HOUSING STATUS</b>	
Rent	48%
Own	32%
Live with friends/family	16%
Other	4%
<b>EVER HOMELESS, %YES</b>	17%
<b>HOUSING WORRY, %YES</b>	35%
<b>AVERAGE RENT/MORTGAGE COST*</b>	\$1,060
<b>AVERAGE UTILITIES COST*</b>	\$260

*\*see qualifications below – these numbers may be biased.*

Respondents were also asked for how much they spend on rent/mortgage and utilities each month. The averages are reported in the table, though it is important to recognize the limitations of the accuracy of these numbers. Respondent error in input can bias the averages; excluding one 0 or adding an extra 0 makes a big difference (for example, \$20 in utilities versus \$200, or \$20,000 rent versus \$2,000 rent). We were as conservative as possible in excluding outliers, and allowed rent to range from \$100 to \$9,500. This excluded 27 cases from rent. We allowed utilities to range from \$20 to \$1600, excluding only 1 outlier.

We also asked respondents about the condition of their home. 668 people responded, with a variety of problems in their home. The top two responses are nearly tied – heating or cooling systems that do not work properly, or stoves or refrigerators that do not work correctly. CAP’s utilities assistance and weatherization programs may want to look into the possibility of expanding to meet these needs.

### HOUSING CONDITIONS

Heating or cooling system that does not work properly	22.6%
A stove or refrigerator that does not work properly	22.0%
Rats, mice, roaches, or other pests	13.6%
A toilet, hot-water heater, or other plumbing that does not work right	11.5%
A leaky roof or ceiling	8.9%
Broken windows	8.4%
Exposed wires or other electrical problems	8.2%
Unreliable garbage pickup	4.6%

With housing conditions in mind, we asked respondents who rent whether they have had trouble getting the landlord to make needed repairs. 225 people (18% of responses to that question) indicated that this has been an issue.

We also asked whether respondents have ever felt that their security deposit was unfairly withheld when moving out of a rented apartment or house. 23% of respondents indicated that have had this concern.

Next, we asked about housing shocks that respondents may have faced in the last year. *Only 321 people responded to this question (only 19% of all respondents)*, but they were able to choose more than one problem, so the frequencies in the graph below add up to 430. Unsurprisingly, the ability to find affordable housing is the most common challenge. The next two most common housing problems are alarming – being threatened with eviction and homelessness – but it is important to remember that these are very small numbers, less than 1% of all respondents to this survey.

HOUSING PROBLEM	FREQUENCY
I cannot find affordable housing	171
I was threatened with eviction	81
I was homeless	78
I was evicted	37
My physical disability makes it hard to find housing	36
My house was foreclosed	21
I live in a condemned house	6
<i>Total</i>	<i>430</i>

Lastly, we also asked about neighborhood safety. 22% of respondents indicated that they knew of a violent event that happened in their neighborhood, such as a mugging, fight, or sexual assault. Only 15% of respondents, though, indicated that they do not feel safe in their neighborhood.

## Work & Income

Work and income are important subjects often debated when discussing poverty and movement out of poverty. There are some that believe if you work you cannot or should not face poverty; however, growing research shows those in poverty are often employed and still face difficulties making ends meet. Similarly, our results show that a majority of survey respondents are employed.

Respondents were asked whether or not they were employed and a majority, 57.62% reported being employed. 79% reported having only one job and only 42% reported being employed full-time.

The results of these employment questions are illustrated in the table below.

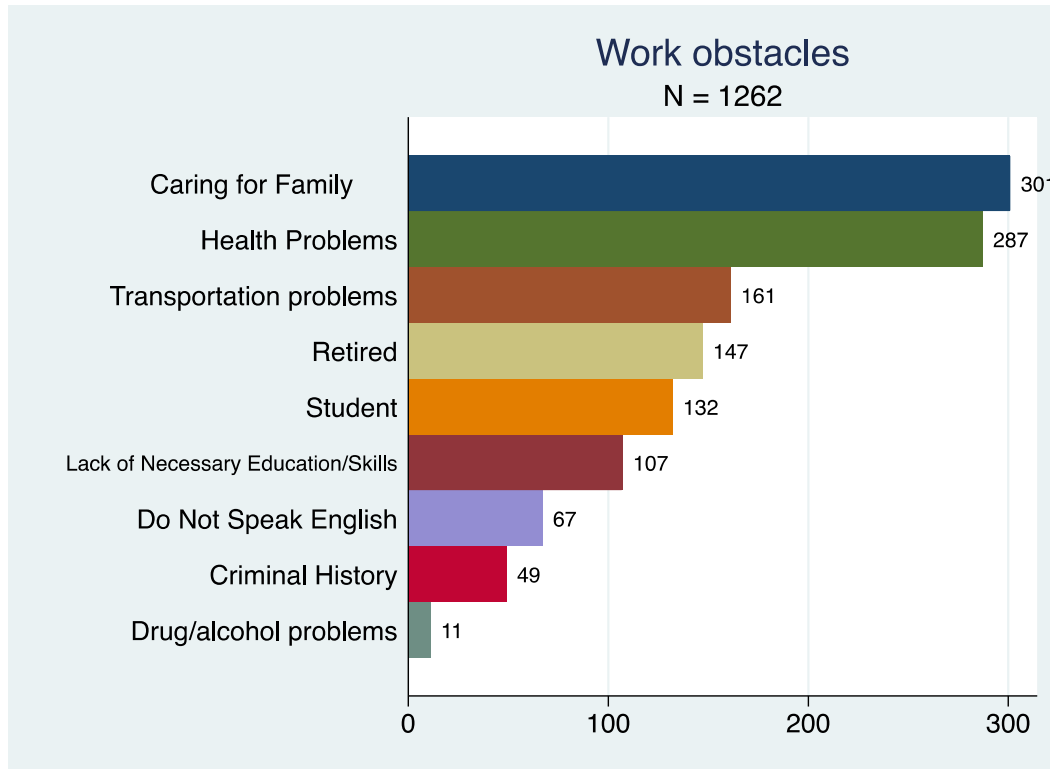
<b>EMPLOYMENT</b>		<b>N= 1,602</b>
<b>WORK FOR PAY</b>		
	Yes	57.62%
	No	42.38%
<b>NUMBER OF JOBS</b>		
	One	79.25%
	Two	13.31%
	Three	1.59%
	Four +	0.60%
<b>WORK FULL-TIME, %YES</b>		42.40%
<b>SEASONAL OR TEMPORARY JOBS, %YES</b>		18.33%
<b>WORK LAST WEEK, % YES</b>		61.35%

*\*N refers to the number of responses. There were 1,602 responses to this question.*

This means the average survey respondent is employed, holding only one job and working less than 40 hours a week. This may be related to the fact that most survey respondents were women. Women often bear greater household responsibilities, which could create obstacles that may not allow for full-time employment or multiple jobs.

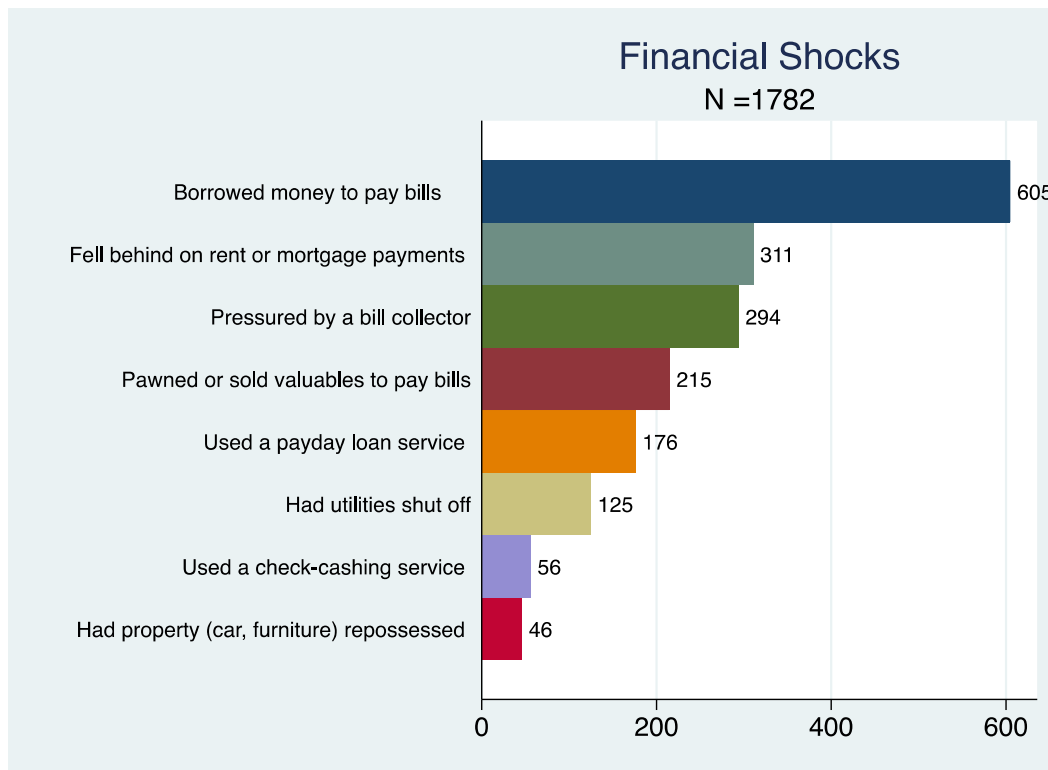
On a related note, we asked respondents about whether they faced obstacles that prevented them from working. Unsurprisingly, the most popular obstacle selected by respondents was caring for family. Next most common was health problems. The high number of individuals who reported caring for family as a work obstacle may be influenced by the fact that a majority of our respondents were female. Multiple studies have shown females often take on a majority of family responsibly such as caring for children and/or any sick or elderly family members. Transportation problems is the third most popular option. This seems like a common recurring problem for low-income individuals in Riverside County. As previously stated, transportation problems include inability to afford car repairs, limited public transportation, etc.

It is also notable here that 'Lack of necessary education/skills' ranks so low in barriers to work. Job training and education programs are often promoted as programs to get people into work, but these results suggest that such programs do not actually address the main obstacles to work faced by the population of our respondents in Riverside county, at least. In contrast, access to health insurance, child care, and public transportation would be more likely to help people access gainful employment.



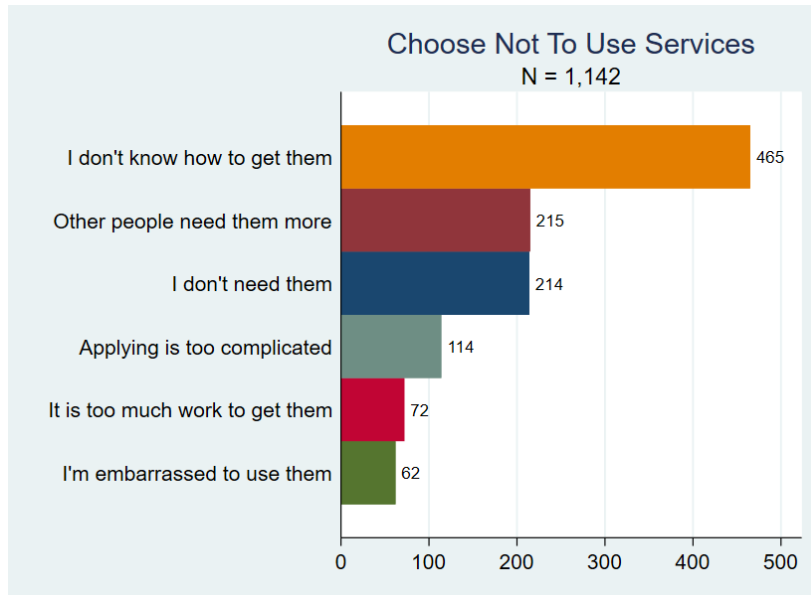
Respondents were also asked about any financial shocks they may have faced over the last 12 months. Financial shocks in this case refers to economic obstacles such as pressure from bill collectors, having to borrow money to pay bills, using check-cashing services, etc.

The most common shock reported was having borrowed money to pay bills, followed by falling behind on rent or mortgage payments and being pressured by bill collectors. These responses reflect the issues faced by the poor in Riverside County and they can serve as obstacles that can keep the poor in poverty. For instance, falling behind on rent or mortgage payments may lead to eviction and other problems with housing security. Many of the respondents selected financial assistance as their top need. We believe this question can give us insights into what financial need looks like and the financial shocks often faced by the poor in the county.



Respondents were also asked about the benefits that they receive, such as TANF, Cal Fresh, or Unemployment Insurance. Unfortunately, this data was really messy, and we currently do not have aggregate data for this. They were next asked about lack of take-up of benefits that they may be eligible for. Research has suggested that large fractions of people that are eligible for public benefits do not apply for and receive them. Respondents were asked directly, “Do you know of any services that you qualify for but have decided *not* to use?” Just 10% of respondents to that question (166 people) said “Yes”.

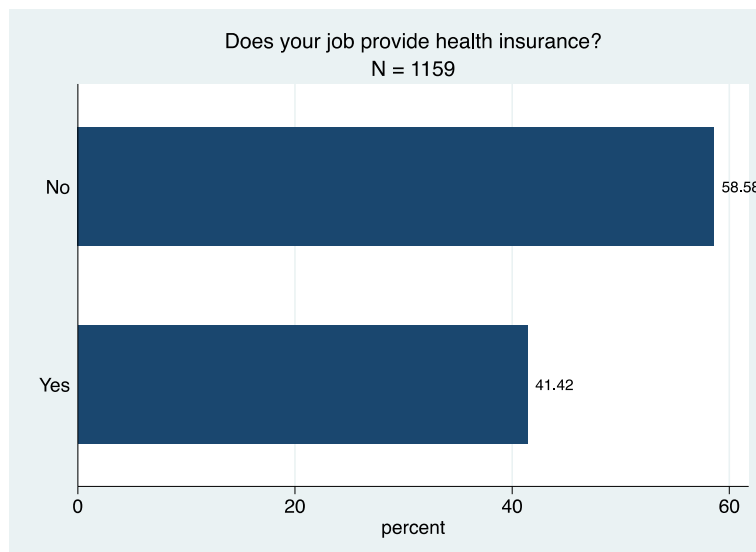
A much larger number of people responded to the following question, “If you qualify for a service but don’t use it, why?” This question may have been easier to understand, and people may not be sure about what they do and do not qualify for. The most common response is that people do not know how to access the services that they may be eligible for. A similar pattern of response is found later in the survey, where respondents indicate that they think most people don’t know about CAP’s programs. Lack of knowledge of services may be an important theme among Riverside county’s low income residents.



## Health

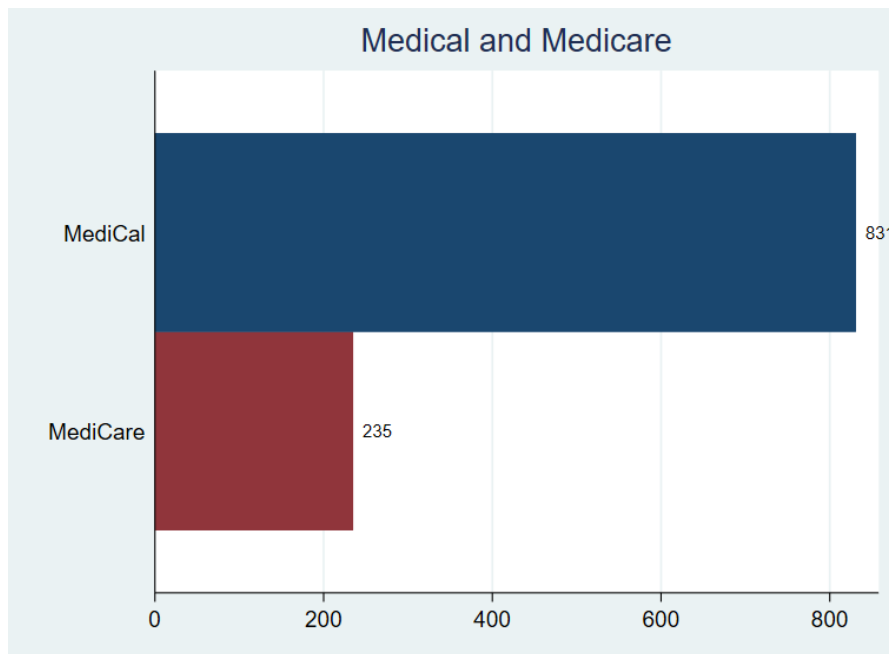
A majority of Americans receive their healthcare benefits from their employers. However, this is often not the case for hourly or minimum wage employees. For this reason, we wanted to see the percentage of low-income respondents with job provided health insurance.

Of our respondents only 41.42% reported having employer provided health insurance while the majority, 58.58% reported not having access to employer provided healthcare. This likely ties to the top needs listed at the beginning of this report, as Dental Care and Health care were both common top needs.

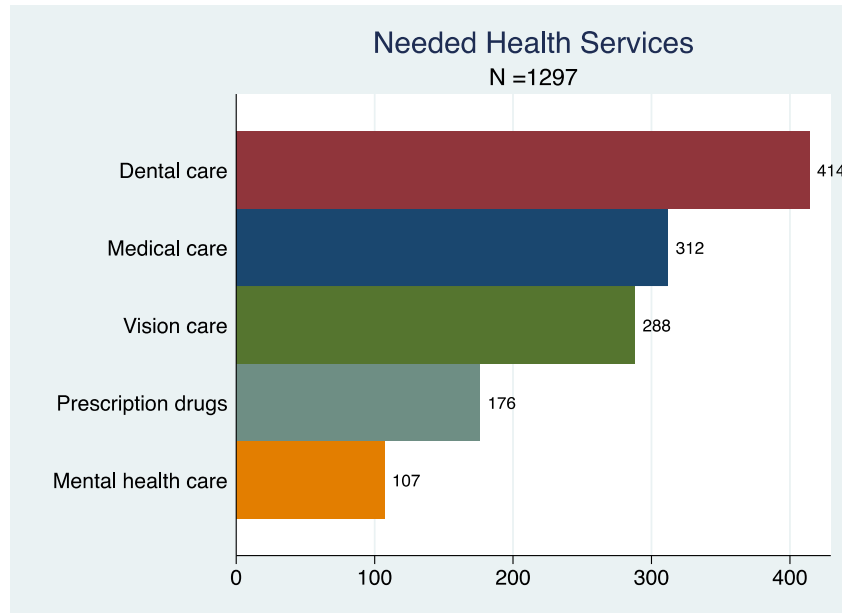


Many low-income individuals that do not have access to employer provided health insurance can qualify to receive public healthcare benefits like Medicaid/ Medi-Cal or Medicare for low-income elderly individuals. Medicare is a public health insurance for individuals 65 or older or people disabilities, while Medicaid/ Medi-Cal is a public insurance for low-income individuals. We wanted to see how the poor meet their healthcare needs and asked respondents if they received either Medicaid/Medi-Cal or Medicare to see the distribution of respondents using these services among our sample.

We asked respondents whether they received Medicaid/Medi-Cal or Medicaid and found some surprising results. Of our respondents about half (49%) reported receiving Medicaid/ Medi-Cal benefits and only 235 people (14% of all respondents) reported receiving Medicare benefits. This combined with the fact that a majority of respondents report not having employer-provided healthcare may be a reason why dental care was the most selected top need this year among our respondents. Dental care is often a very expensive health cost and Medicaid/Medi-Cal recipients only receive dental services up to the age of 21.



Dental care shows up often as a top need for respondents. In addition to being the number one top need overall, Dental Care is also the most reported needed health service. This is followed by medical care and vision care. This shows a continued need for access to healthcare for the poor.

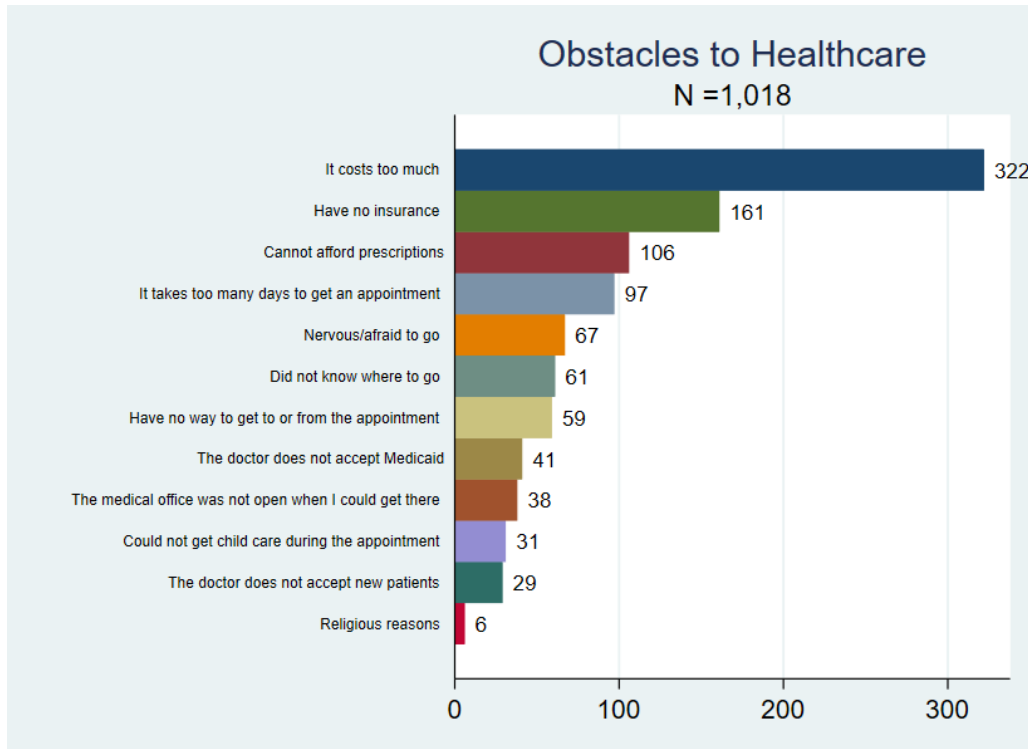


Although many changes have been made to the healthcare system allowing for more coverage after the Affordable Care Act, many low-income individuals still struggle to find affordable access to healthcare.

Respondents were asked what obstacles to healthcare they have faced that have prevented them from getting healthcare and the majority selected high costs as a reason why. This was followed by a lack of insurance and inability to afford prescription drugs. Costs is a high barrier for low-income individuals and these results suggests many of the survey respondents are not having their healthcare needs meet.

Healthcare is an important need and low-income individuals are still facing barriers to healthcare. Although this is a problem that cannot be “fixed” by CAP, knowing the needs of the community can be beneficial in forming partnership with other nonprofits and/ or providing resources and information about available resources such as low-income clinics to CAP users.





## Food & Nutrition

Food and nutrition play an important role in the overall wellbeing of individuals and we wanted to understand food security of the poor in Riverside county. Food security is a measure of the availability of food and individuals' accessibility to it, where accessibility includes affordability. To measure food security, we used questions from the United States Department of Agriculture (USDA). The table below illustrates the questions and the percent of respondents who answered "yes". All questions included a 12-month timeframe. For example, the first question was:

*"The food that we bought just didn't last, and we didn't have money to get more." Was that often, sometimes, or never true for your household in the last 12 months?*

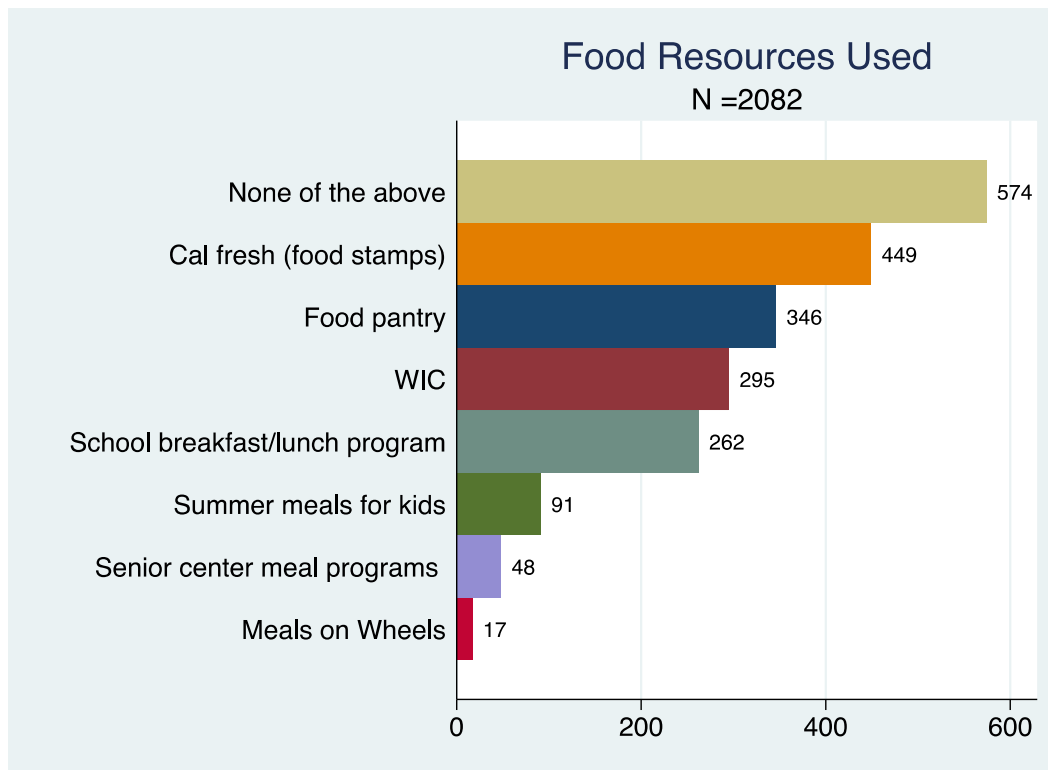
A response of "never true" was coded as a "no" response and often true and "sometimes true" and "often true" were coded as a "yes" response, according to the USDA guidelines for analyzing the results of these questions. Overall, a little less than half of respondents reported having a shortage of food and no money to buy more (47.41%) and being unable to eat balanced meals (46.53%).

Although CAP does not provide any sort of food assistance, it may be beneficial to some CAP users be provided with information about any food pantries, community gardens in the area, or other types of resources that can benefit those facing this type of food insecurity. Food insecurity can be

detrimental to the health of low-income individuals and especially children. Access to health and nutritious food results in better quality of life as well as decreased healthcare costs in the future.

<b>FOOD SECURITY</b>		
Food that we bought just didn't last, and we didn't have money to get more.	<b>%Yes</b>	47.41%
We couldn't afford to eat balanced meals.	<b>%Yes</b>	46.53 %
Did you or other adults in your household ever cut the size of your meals or skip meals because there wasn't enough money for food?	<b>%Yes</b>	22.03 %
	<b>Yes, but not every month</b>	12.01 %
Did you ever eat less than you felt you should because there wasn't enough money for food?	<b>%Yes</b>	35.97%
Were you ever hungry but didn't eat because there wasn't enough money for food?	<b>%YES</b>	26.87%

We also asked about the food resources individuals had used in the past 12 months, such as Cal Fresh (food stamps), food pantries, WIC, School lunch programs, etc. (the chart below provides all possible responses). Since many low-income individuals qualify for a variety of these resources, respondents were able to select more than one option for this question (note the high number of responses).



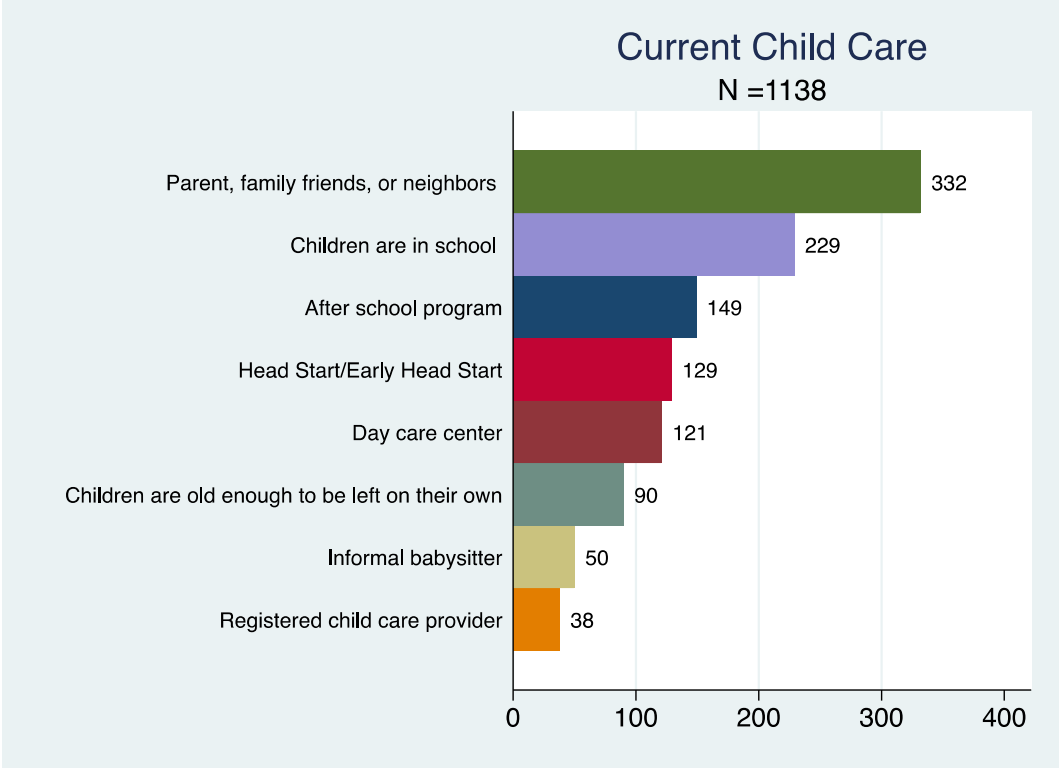
The distribution of respondents showed about 574 reported not using any of the mentioned services. Cal fresh (food stamps) was the second most selected option, with 449 people, or 26% of all respondents. This resource provides low-income individuals with money to spend on groceries and food. It is a valuable benefit that often allows for families to be able to purchase higher quality foods and vegetables allowing for more balanced meals. Food pantries, the second most commonly used resource with 20% of respondents indicating they have used them, are also valuable resources often provided by nonprofits and other charities that work to provide extra food to individuals. WIC was the third most used resource. This program provides supplemental nutrition for nursing, pregnant or post-partum women, infants, and children up to age five who are found to be at nutritional risk. These programs can help those facing food insecurity and an inability to afford balanced meals with options and assistance. CAP can serve as a knowledge resource for its users and help combat food insecurity by providing information about the availability of these resources or information of how to and where to apply.

### Child Care

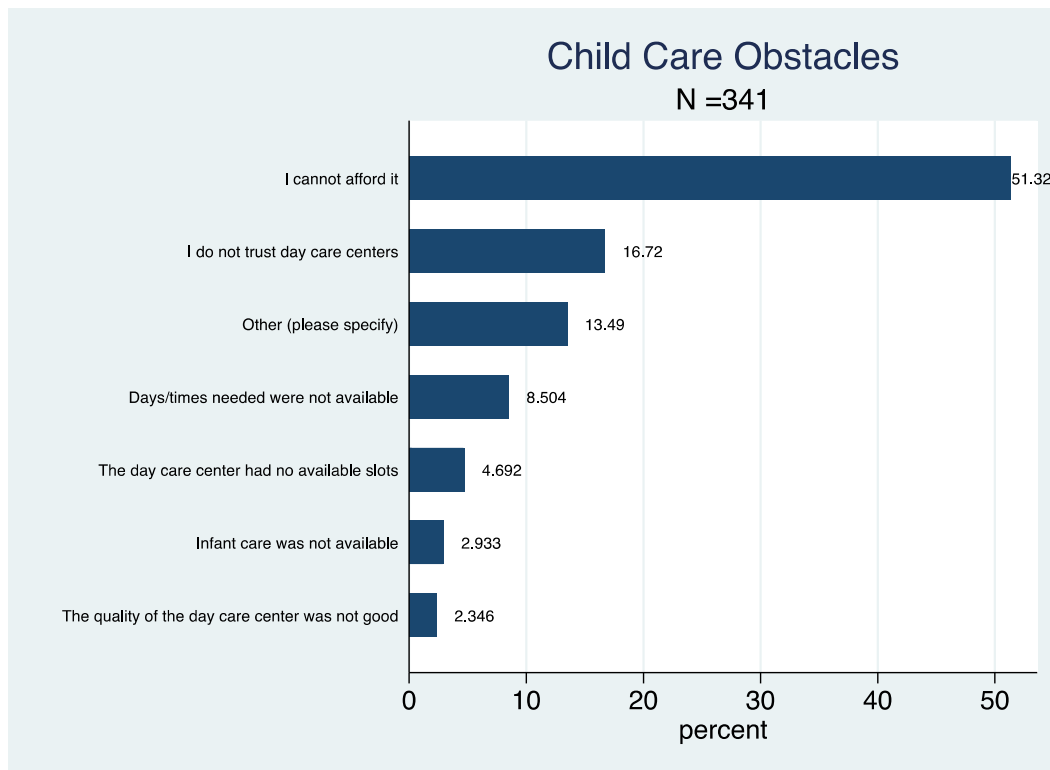
Child care is often an expensive and necessary service for working parents. This is true for both low-income and non-low-income parents. However, low-income parents face greater challenges when it comes to being able to afford childcare and greater risk for childcare to be a barrier to employment, especially among low-income single mothers.

We asked respondents how they met their childcare needs and a majority reported having family, friends, or neighbors care for their children. The second highest response was children being in school followed by after school programs. Head start/Early start programs closely followed after school

programs. Aside from having parents, family, or neighbors care for children that can apply for both school age and non-school aged children, results seem to be more relevant to school aged children.



Additionally, we asked about any obstacles to childcare. This could be important given that many respondents reported that caring for family is an obstacle to employment.



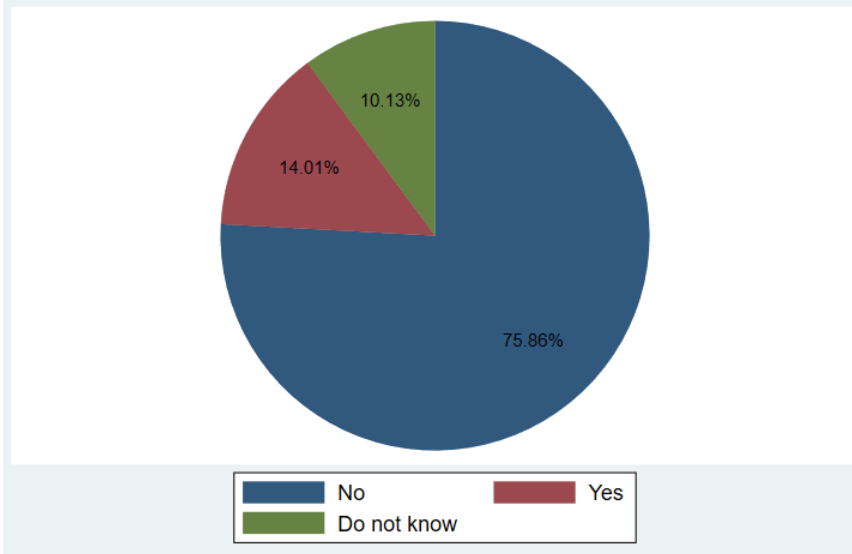
Of those who responded to this question, (note that there are only 341 responses) 51% reported they could not afford child care. This is significant because lack of access to child care can be an obstacle for employment. If access to child care prevents the ability to work this can potentially lead to greater difficulty in moving out of poverty for low-income families with children. Therefore, access to affordable child care can be beneficial to the poor, especially single mothers who may not have family support to care for children.

### Satisfaction with CAP Services

Lastly, respondents were asked about their experiences with CAP's services. Only 14% of people surveyed have (knowingly) used CAP's services in the last year.

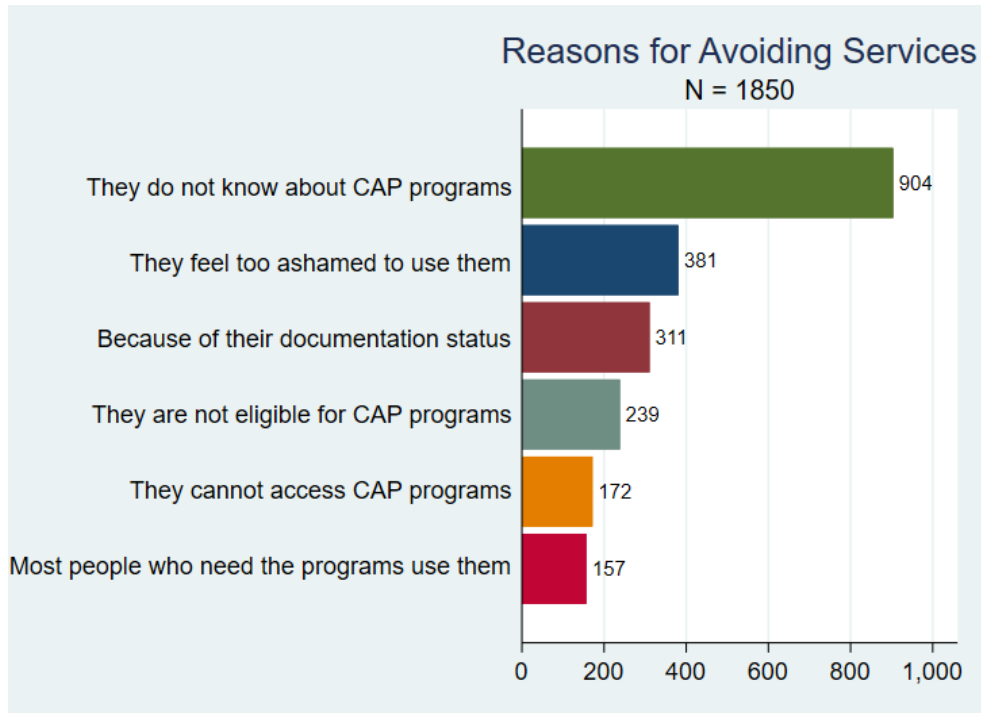
### Have you received services from CAP in the last 12 months?

N = 1649

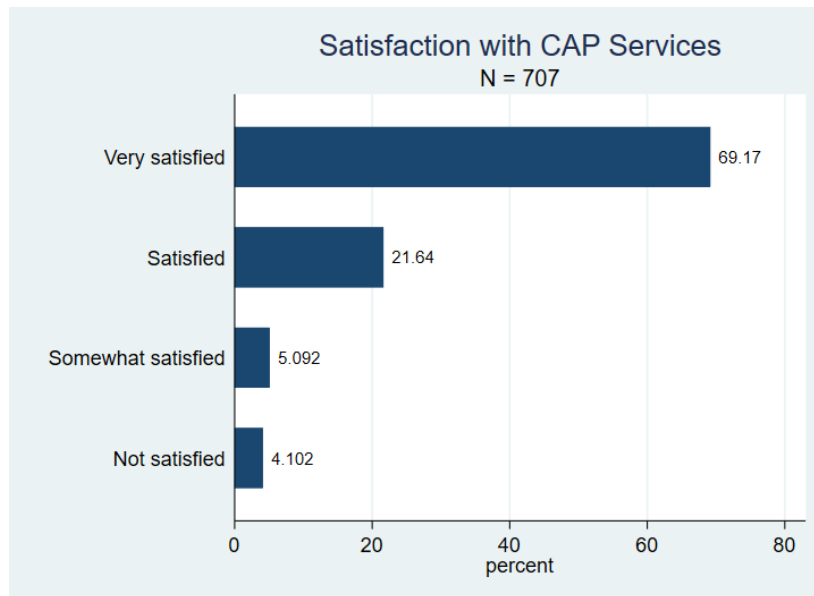


We also asked respondents which CAP programs they have used (Question 59). This was an open-ended question and we have not cleaned and quantified the answers; the raw results are available in the appendix.

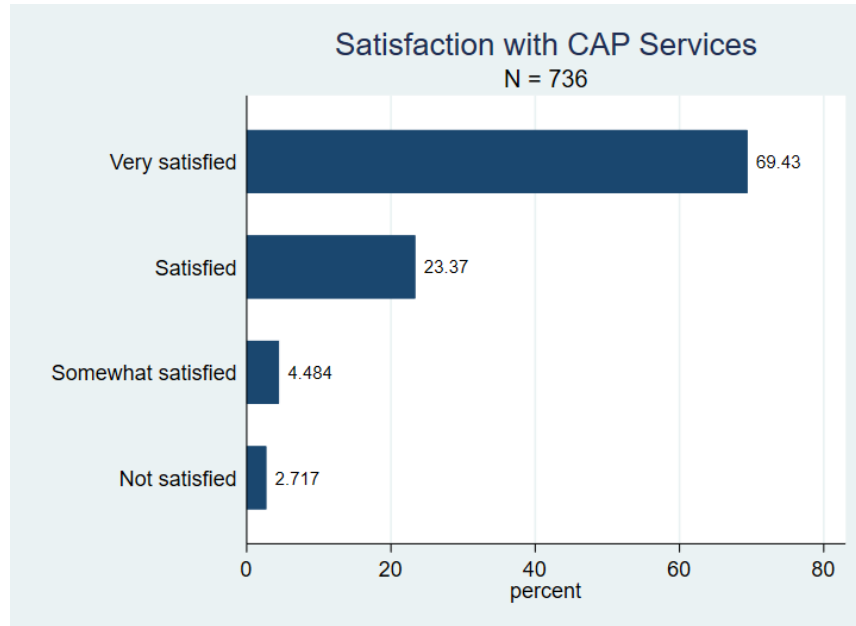
To try to learn about why community members may not use CAP's services even though they could, we asked respondents "Sometimes people don't use services that they could benefit from. Why do you think that is?". The most common response was that people believe others are not aware of CAP programs. This also could reflect the fact that only 14% of respondents to the survey had used CAP programs, so the respondents themselves may not know much about what CAP has to offer. This is followed by shame and documentation status as reasons that people may avoid services like those of CAP. CAP may want to respond to this by trying to increase public awareness of their programs, trying to normalize use of these programs, and potentially reaching out to immigrant communities to help them learn what CAP programs apply to them, with relation to documentation status.



Respondents were asked to rate their satisfaction with CAP, if they had used CAP Services before. The vast majority reported being very satisfied with these services.



Similarly, when asked about satisfaction with CAP staff, the majority were very pleased.



Only 139 people (8% of all respondents) responded to the given options for Question 63, “If you were unsatisfied with any of the services that you received, please tell us why.” The most common complaint is that the respondent had to wait too long to receive services. An additional 92 people responded ‘Other’ to this question and wrote in their own response. What they wrote is available in the appendix, under Question 63, Other.

REASON FOR DISSATISFACTION	FREQUENCY	PERCENT
I had to wait too long to receive the service.	60	43%
I had trouble collecting the right paperwork that cap wanted.	28	20%
I was not considered eligible for the service I needed	21	15%
I did not have transportation to access services	20	14%
I was embarrassed to use the service.	10	7%



## Appendix

### Responses to Question 59

“Please list any Community Action Partnership programs you have used in the past 12 months”

2:1 Match Program, Utility Assistance HEAP	SHARE
Assistance with Edison bill	SHARE
Attended Informative classes	SHARE Program
Ayudado con la preparacion de Taxes	SHARE Utility Asst
CAP	SHARE and HEAP
CAP tax	SHARE program
CAP, HEAP, Utility Assistance	SHARE, HEAP
CARE	Salvation Army
CARE	Saving for Success
Cal Fresh	Saving for Success
Calworks	Saving for Success
Catholic Charities	Saving for Success
Catholic Charity with Utility Bill	Saving for success
Classes to get assistance for a business I plan on starting.	Saving for success
Cool Center	Saving for success and I applied for the IHEAP and Share program waiting on response
Cooling Center at a senior center	Savings for Success housing programs.
County Of Riverside	Savings for success
Desktop Computer	Savings for success housing program.
Edison	Savings match program & utility assistance program
Edison Help	Senior Meals
Edison, electricidad	Seniors nutrition meals
Electric Bill Assistance	Servicio de preparacion de impuestos
Electricity	Share Program
Electricity Bill payed	Share prog
Food Pantry	So Cal Edison Bill Payment
Free Tax Asst	Synergy
Free Tax Prep	TAX prep, LI HEAP
Free computer	Tax Assistance
Free tax Preparation	Tax Filing
Free tax preparation	Tax Prep
Galilee Center	Tax Prep
Getting Taxes Done	Tax Prep
Getting my taxes done	Tax Prep
HEAP	Tax Prep.
HEAP	Tax Preparation
HEAP	Tax Preparation
HEAP	Tax Preparer fro the last few years
HEAP	Tax Programs
HEAP	Tax Return
HEAP	Tax Services
HEAP	Tax preparation
HEAP	Tax prepared last year

HEAP Program	Tax services
HEAP Program	Taxes
Heap	Taxes
Help with Electricity	Taxes
Hemet Office	Taxes
I don't think I know what CAP is	Taxes
I tried but was denied help with Rent	Taxes
IDA AND LIHEAP	Utilities - Light
IDA program LIHEAP SHARE	Utilities Program
IEHAP	Utilities assistance
IEHAP if any	UtilitiescopyRivertside
IEHP	Utility Assistance
IHEAP , Tax Prep	Utility Assistance
IHEAP and SHARE	Utility Assistance
ILHEAP and S.H.A.R.E.	Utility Assistance Program
It has helped y family have lights	Utility Asst
It helped pay for electric bill over 6 months.	Utility Asst
LEAP prog.	Utility Asst
LI HEAP	Utility Asst
LI- HEAP	Utility Asst
LIHEAP	Utility Asst
LIHEAP	Utility Asst
LIHEAP	Utility Asst with my bills
LIHEAP	Utility Asst.
LIHEAP	Utility Asst.
LIHEAP	Utility Asst.
LIHEAP	Utility Asst.
LIHEAP	Utility Bill Assistance
LIHEAP	Utility Bills
LIHEAP	Utility assistance
LIHEAP	Utility assistance, savings for success house program
LIHEAP	Utilities
LIHEAP	VITA
LIHEAP	VITA
LIHEAP Program	VITA Program
LIHEAP Program	WIC , Estampillas, Cal Works
LIHEAP, Angelica Rocha is Great	Wateralization, y elctricidad, snap y las formas de in come tax.
LIHEAP, DAP	We have used the Tax Services
LIHEAP/ UTILITY ASSISTANCE/WEATHERIZATION	Weatherization, HEAP
La luz	center to pick up food once a week
Li HEAP	credit workshop
Li HEAP Edison	heap
LiHEAP	heap propane
LiHEap	helped with electric bill
LiHeap and Share	i believe i had help from weatherization once.
Light Bill	liheap
Light Bill Assistance	saving for success, give away bike and tech for success
Liheap	
Liheap	

Liheap	share IEHAP for Utilties
Liheap	tax Prep
Liheap	tax prep
Medical and Cal Fresh	taxes
Pago de la facture de Luz.	taxes
Para pagar servicios	taxes
Parenting Class	taxes
Pay Utilities	training for VITA
RCOE	utility Electric Assistance
Recibi una laptop cuando fui aúnas clases	utility assistance
	utility assitance

### Question 63, Other

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

<p>Always satisfied</p> <p>Asked Info that really didn't apply to service needed.</p> <p>But otherwise Happy.</p> <p>Did not use services as of yet</p> <p>Didn't receive any assistance, have not applied and don't qualify</p> <p>El dia que quedaron de dar el servicio la cancelaron y ya estaba uno ahi esperando. ayuda con taxes en B.Bonds</p> <p>Estoy muy contenta</p> <p>Everybody was great!</p> <p>Everyone has been very helpful to me and my family in this hard financial state.</p> <p>Everyone here is really nice!</p> <p>Everything was fine.</p> <p>Everything was good</p> <p>Excellent Services</p> <p>Falta de informaciony personal por parte de la oficina para aplicar para el descuento de electricidad.</p> <p>Fully satisfied when i used them</p> <p>Good communication</p> <p>Gracias</p> <p>Great Customer Service, Angelica Rocha and her Co-workers do a great Job! They understand the need of others.</p> <p>Great Service helped me beyond words, was able to catch up on bills and get ahead.</p> <p>Great people- very professional</p> <p>Great services especially for our young adults</p>	<p>I was satisfied</p> <p>It hasn't applied yet.</p> <p>It is really hard to get through on the phone lines. My cell phone will drop the call if I hold for over 15 minutes.</p> <p>La Seniorita lanca tiene una forma muy angelical para tratar a la gente.</p> <p>Lead me on to believe they were sending me to school, that was a lie.</p> <p>Linda is Amazing</p> <p>Mas informacion</p> <p>Me gusta que da la ayuda</p> <p>My paperwork was returned because of not having a gas bill. So my electric was shut off.</p> <p>N / A</p> <p>N/a</p> <p>N/a</p> <p>N/a</p> <p>Never had a problem , use several services with them.</p> <p>Never had services</p> <p>Not sure if it was CAP services i received.</p> <p>Que hubiera mas ayuda.</p> <p>Rude receptionists</p> <p>Satisfied</p> <p>She was very nice and patient.</p> <p>Sometimes the system makes people be dishonest in order to qualify for special programs because you make a little to much income</p> <p>Staff was professional courteous and understanding, very helpful</p> <p>Thank You for all the help</p>
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<p>I Have trouble being in group intake due to fragrance allergies/breathing difficulty</p> <p>I am satisfied</p> <p>I did call CAP once to find some assistance for my 85 year old mother. They told me she did not qualify.</p> <p>I do not know about the services offered by Community Action Partnership. Programs I've applied to in the past I am not eligible for.</p> <p>I do not think I have received services .</p> <p>I don't know about all the services</p> <p>I have been very satisfied with the service provided and plan to apply again when time presents itself.</p> <p>I have never used CAP services.</p> <p>I have not used the services I am retired.</p> <p>I love CAP. But recently i called and left messages to a specific employee and was never called back.</p> <p>I love how Linda is patient with everyone</p> <p>I need help in bills and transportation</p> <p>I refer people and CAP does not get back to them. And if they do, there are no funds or the program is not accepting applicants or the access to services is too long of a distance. In my personal experience I have attempted to contact staff by phone and email requesting information on how to obtain services and have tried to inquire about programs CAP offers and no one returns my calls or emails.</p> <p>I used the IDA program years ago and originally wanted a house. I think the program was OK but would be so much better if I had the benefit of having a personal counselor 1:1. Public info sessions were OK but did not address my specific situation and concerns and left a big knowledge gap that cost me in the end. I ended up buying a newer mobile home on my own and eventually foreclosed in 2012 after loosing my job. The mobile home was a bad deal but my college education eventually saved me. I was able to get employment in 2014 because of my level of education- a Masters - that the IDA program had helped me with. I had changed my IDA goal from a home to education after the advice of the director. I wish that the program would have assisted me with home ownership first time buyer programs- down payment assistance etc. and give me specific info and contacts to apply to so that we would have had a stable living situation. I could have avoided a lot of problems like the problems associated from moving and two hernia surgeries that affect my health to this day. My history is: 1999, homeless/couch surfing, 2001-2006 rent 2</p>	<p>Thank you for all the help</p> <p>The guy that helped med did a great job. his name was Daniel. He is a great gu, very good with people.</p> <p>The people I have been exposed to have been polite and helpful.</p> <p>The people who installed my water heater were inexperienced. They flooded all my plumbing with rust-I still don't have a functioning kitchen sink.</p> <p>The service was excellent.</p> <p>The workers are so rude and make you feel like we are bad people. I believe I went in 2017 for help to pay my light bill and the workers at the HEAP were rude. I want to explain exactly who.</p> <p>They are very patient and helpful.</p> <p>This is my first time using the program, so far I'm happy and staff has been very helpful</p> <p>This is the first time these services have been offered or information was provided.</p> <p>To better communicate programs</p> <p>Todo Bien</p> <p>Todo a lo contraio, todo estaba bien</p> <p>Todo estaba bien</p> <p>Very Good Programs</p> <p>Very Helpful</p> <p>Very Respectful</p> <p>Very Satisfied</p> <p>Very satisfied with tax service and 1st time home buyer service as well.</p> <p>Was not eligible for Food Stamps</p> <p>Weatherization service was not completed and the inspector assigned (Sally) was rude end unprofessional</p> <p>Windowreplacment</p> <p>ahorita que me estan ayudando estoy muy contenta</p> <p>haven't tried yet, but plan on using their services soon</p> <p>n/a</p> <p>n/a</p> <p>na</p> <p>need help to get housing</p> <p>never used services</p> <p>no</p> <p>no mostro cortesia y amabilidad</p> <p>none</p> <p>outstanding, very helpful</p> <p>que no calificaba por no tener papeles</p>
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different locations, 2006-2012 mobile home park own/rent, 2012 homeless/couch surfing, 2013-2016 own very old mobile home in MHP, 2016-present - own older stick home. I feel that if I had the opportunity to have a real home when I was in the IDA program that it would have changed our lives. I do appreciate the funding that IDA gave me for education yet I feel I could have received loans in lieu of that money. Not ideal, but I feel it would have been better to have a stable home situation instead of moving every so many years and problems. In order to get a home at that time (around 2005 or so) I would needed a lot more guidance and consultation from CAP staff that was not made available. The program series of workshops was broad and not specific and we had to do our own research in finding lenders or assistance programs. This was too confusing, stressful and unrealistic for me, a single mom with two young children. That was one other reason a changed the monetary goal from home ownership to education. If CAP partnered with programs like Habitat or area cities 1st time buyer programs I feel that would benefit recipients. Partnership, knowledge and individual case advice I think is what is needed.