

UNITED WAY OF SAN DIEGO COUNTY

Outcomes & Community Impact Program

SAN DIEGO COUNTY

FOUR-YEAR HISTORY OF TOP LEVEL FINDINGS 1999–2002



Your heart at work.

THE UNITED WAYSM
SAN DIEGO COUNTY

Funding Sources

2002

- The California Endowment
- County of San Diego
- Community Health Improvement Partners (CHIP)
- Alliance Healthcare Foundation
- Legler Benbough Foundation
- Children's Hospital
- United Way of San Diego County

2001

- The California Endowment
- Alliance Healthcare Foundation
- The San Diego Foundation
- The Parker Foundation
- Legler Benbough Foundation
- United Way of San Diego County

2000

- The California Endowment
- Alliance Healthcare Foundation
- McCarthy Family Foundation
- The San Diego Foundation
- The Parker Foundation
- United Way of San Diego County

1999

- The California Endowment
- Alliance Healthcare Foundation
- The San Diego Foundation
- Chrysler Corporation Fund
- United Way of San Diego County

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1998

- Alliance Healthcare Foundation
- City of Escondido
- Kaiser Permanente
- McCarthy Family Foundation
- Pacific Bell Foundation
- Sharp HealthCare Foundation
- United Way of San Diego County

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SAN DIEGO COUNTY OUTCOMES MEASUREMENT PROGRAM

INTRODUCTION

The Question

Each year billions of dollars and time are invested in San Diego County by the public and private sectors to improve the health and well being of the community and its residents. These resources are applied to a wide range of health, social and community issues. *All concerned have a growing interest in knowing whether this investment of community assets is actually making a difference.*

Throughout San Diego County, neighborhood, health, philanthropic and civic leaders have begun to work together to improve the quality of life in their communities in new and innovative ways. In contrast to needs-based attempts at reducing problems, this new “community building” approach emphasizes results over programs, self-sufficiency over services, and assets over deficits. This approach focuses on mobilizing community assets, greater involvement of all levels of community residents, and leveraging resources toward achieving agreed-upon community goals. Remarkable progress is possible when individuals can agree on short- and long-term goals and join together to realize them.

Based on this new paradigm of social and system change, United Way launched the planning for its annual Outcomes and Community Impact Measurement Program in 1997. After a pilot program in 1998, the program was formally launched in 1999.

Purpose of Outcomes Measurement Program

United Way is leading a unique collaborative process designed to be a comprehensive measurement and outcomes reporting system related to the health and well being of residents of San Diego County. The focus is on residents’ perceptions of their needs and capabilities and how well current systems are meeting their needs and visions.

Coupled with findings from secondary research and other asset-based community building efforts, *the goal of this program is to give residents, government officials, philanthropists and service providers valuable information on the changing nature of the quality of life of San Diego County residents and new insights into how best to improve it.*

The annual findings are designed to empower community leadership to meaningfully impact policy, program planning and development, and funding. In so doing, the hope is to contribute to better health and well-being outcomes for families and individuals in San Diego County by informing the dialogue over the appropriate system changes needed to build strong, healthy and safe communities.

Research Design

A random sample of 3,600 households is surveyed annually by phone. Participants are asked a series of questions related to 42 health and human care service areas (both needs and behaviors). Information is collected not only on if participants had any needs in these areas and whether they were met, but also on how well all their needs were met or, if needs were not met, what were the barriers.

Value and Use of the Findings

- Community Organizations and Residents—This research can empower the community to better articulate its needs and visions and seek appropriate resources to address them.
- Decision Makers—The information from this research can help them make more informed policy and funding decisions.
- Service Providers—This information can assist agencies to better focus their services and make more compelling requests for support.

Features

- Large sample size—Over 3,600 households countywide annual sample
- Ability to analyze data at sub-regional areas and for sub-populations (i.e., age, ethnicity, income, education level, employment status, etc.)
- Identifies the degree to which needs/goals are met (fully, partially or not at all)
- Looks at satisfaction level with many of the indicators

Products

- Annual Healthy Community Index (HCI)
- 42 Standard Indicator reports annually
- Specialized reports (by region, ethnicity, age, etc.)
- Annual data bases

Dissemination Methods

- On the web at www.unitedway-sd.org. Click on Outcomes/Healthy Community Index
- On CDrom
- Paper copies
- Marketing materials (PowerPoint presentation, flyers, summary handouts)

Evaluation

To insure the program has ongoing evaluation mechanisms in place, a research/evaluation advisory committee has been established. Together with United Way's Research and Development Committee, the committee is responsible for advising the project on research design, data collection methodology, data analysis and distribution of findings.

How to Use the Summary Data in this Report

Each year, 42 standard indicator reports are produced (see how to access these reports below). Included in this Four-year History of Top Level Findings 1999-2002 is the following type of data from these reports *in a bar chart format*:

- Percent of sample respondents who expressed a need for a particular service during the past 12 months*
- Percent indicating they received all the help they needed in that service area
- Of those who received some or all of the service they needed, the percent satisfied or very satisfied with the service received.

The size of the sample for each indicator varies. For example, everyone was asked if they had a primary care provider. Consequently, the sample size for this question equals the total household sample size for that year. The number of households with children under age 13 will be less than the total sample. Thus, the sample size asked about childcare needs will be only that subset of respondents with children under age 13.

The sample size and a much more detailed analysis of each indicator by a number of demographic characteristics (age, gender, geographic area, employment status, ethnic background, etc.) are available in the 42 standard indicator reports for 1999-2002 (see below).

Now that four years of data is available, it is possible to begin to look for “trends” in the data. The reader should be cautioned that three data points are the least number of data points necessary to begin to look for trends. Each succeeding year of data added to this three-year baseline will improve the confidence level of the data to accurately detect any statistically significant trends. Unless specifically noted in this document or the 42 annual standard reports, changes in the data over time should not be presumed to be significant. Changes could be due to random variations. The reader can look to the changes in the data for insight into what trends may be shaping up for the future, and to draw their own preliminary conclusions.

* Some of the indicators relate to positive behaviors, not needs. For example, the research also looks at behaviors we would like to see increase, such as volunteering or belonging to a neighborhood association. So these indicators are framed to ask whether participants wanted to volunteer or belong to an association. Several indicators relate to respondents’ satisfaction with issues such as current living conditions or educational level.

How to Access the Full 1999-2002 Reports

Copies of the full reports produced for 1999, 2000, 2001 and 2002 can be obtained in several formats.

- To order the CD version, go to www.unitedway-sd.org. Click on Outcomes/Health Community Index. Then click on Order CD copies. Fill in the request form and select **Send**. *
- Copies of the 2002 Reports are available on the same website. Click on 2002 Reports. *
- Paper copies are available at cost plus handling.

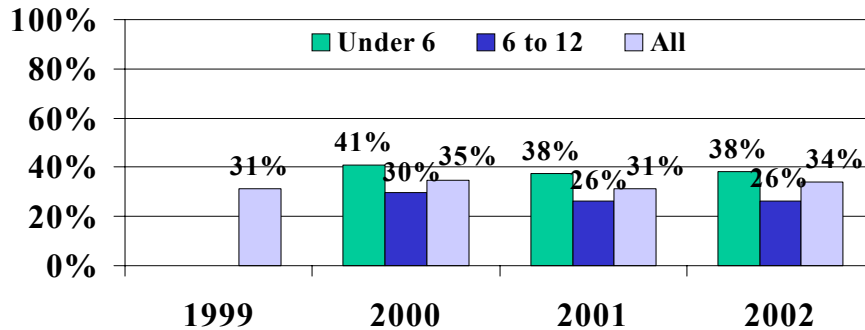
For information on requesting special data analysis reports, contact either Larry Johnson or Mike Moder. Until funding is secured to provide this service for free, call to get a cost estimate for any special requests.

* 2002 Reports available on the web site and CD in April 2003.

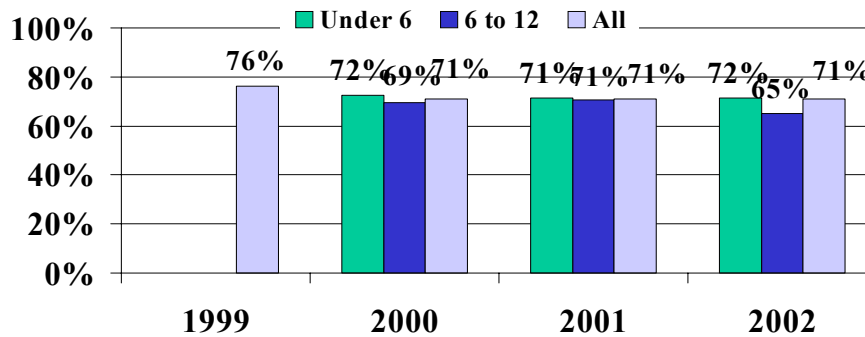
Three-Year Trend of Child Care Indicators

The following charts provide a comparison of child care need, utilization and satisfaction for the past three years.

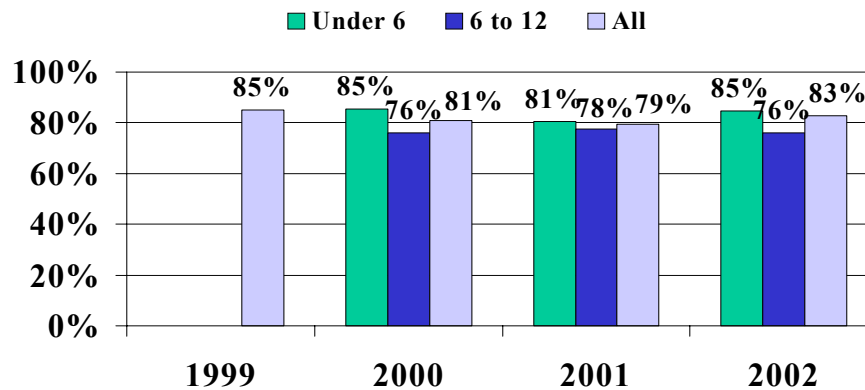
Percent needing child care services during the past 12 months



Percent indicating they received all needed child care services



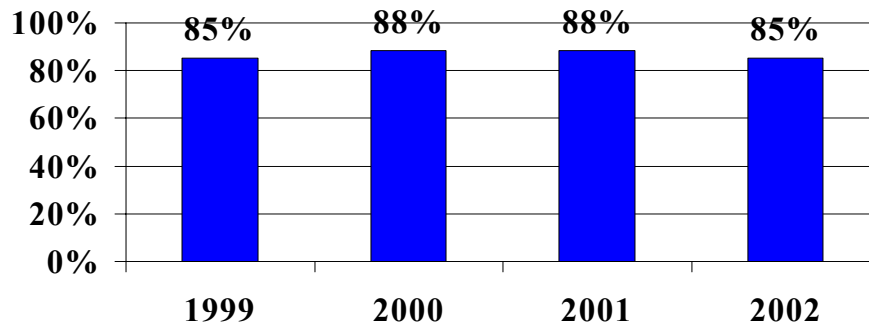
Percent satisfied or very satisfied with child care services received



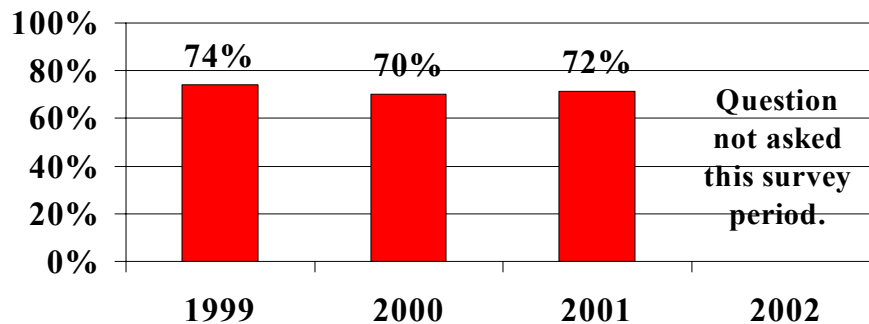
Four-Year Trend of Youth Development Indicators

The following charts provide a comparison of participation in and satisfaction with youth development activities for the past four years.

Percent participating in youth development activities during the past 12 months



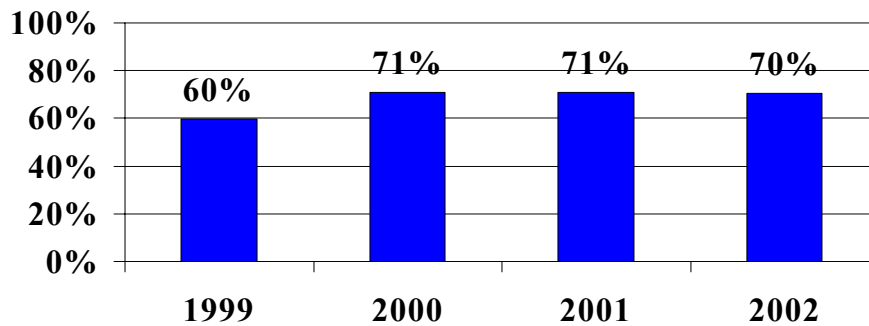
Percent satisfied or very satisfied with youth development activities



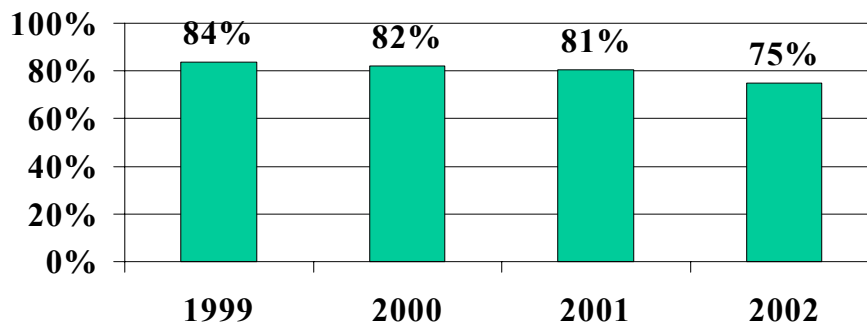
Four-Year Trend of Physical Health Care Services Indicators

The following charts provide a comparison of physical health care services need, utilization and satisfaction for the past four years.

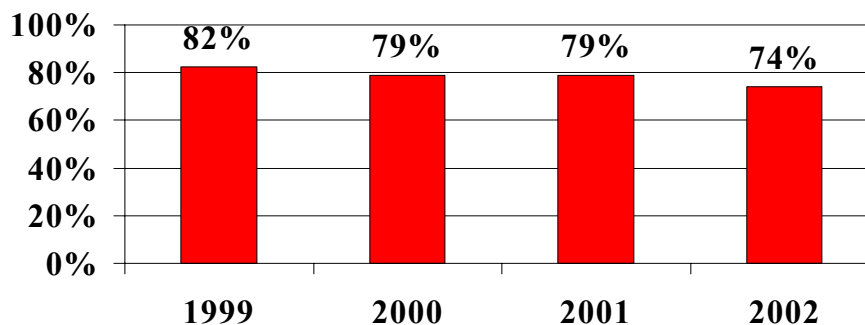
Percent needing physical health care services during the past 12 months



Percent indicating they received all needed physical health care services



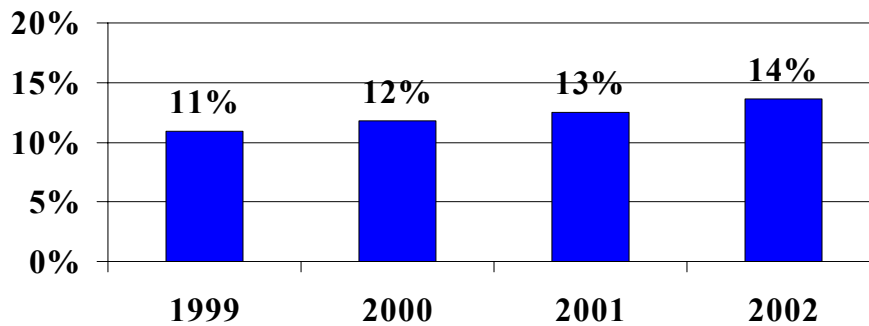
Percent satisfied or very satisfied with physical health care services received



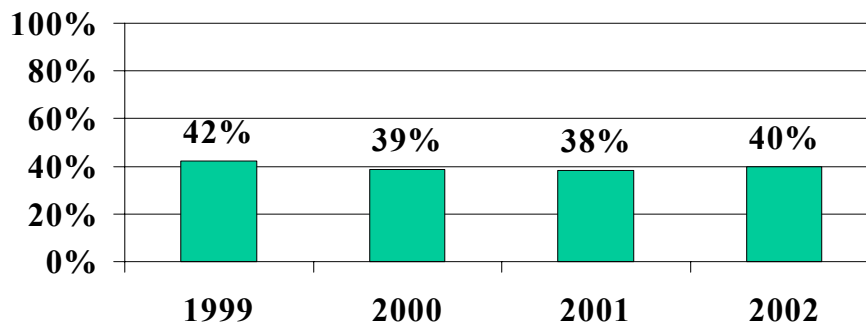
Four-Year Trend of Mental Health Care Services Indicators

The following charts provide a comparison of mental health care services need, utilization and satisfaction for the past four years.

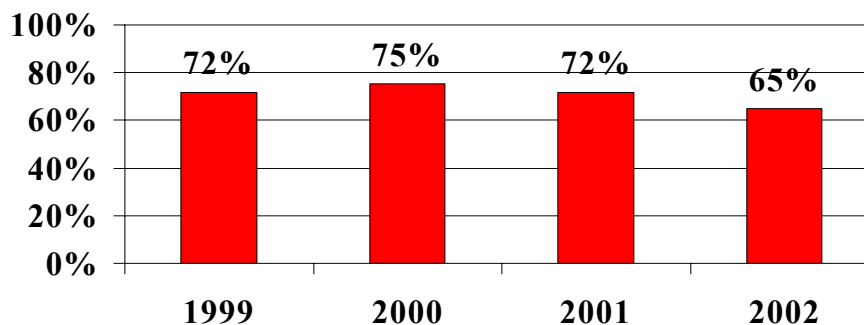
Percent needing mental health care services during the past 12 months



Percent indicating they received all needed mental health care services



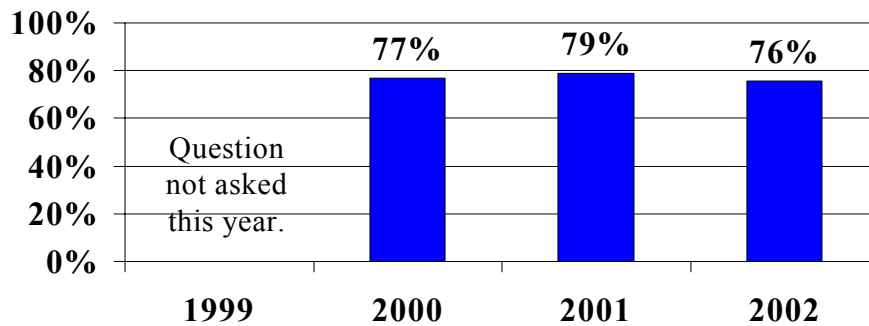
Percent satisfied or very satisfied with mental health care services received



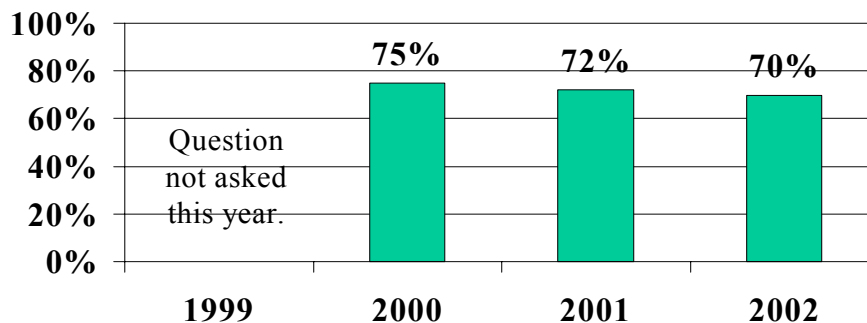
Three-Year Trend of Dental Care Indicators

The following charts provide a comparison of dental care need, utilization and satisfaction of the past three year. *(This question set was not asked until the 2000 survey.)*

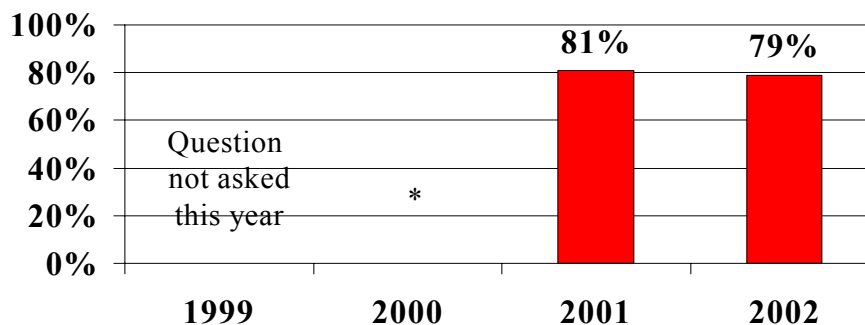
Percent needing dental care services during the past 12 months



Percent indicating they received all needed dental care services



Percent satisfied or very satisfied with dental care services received

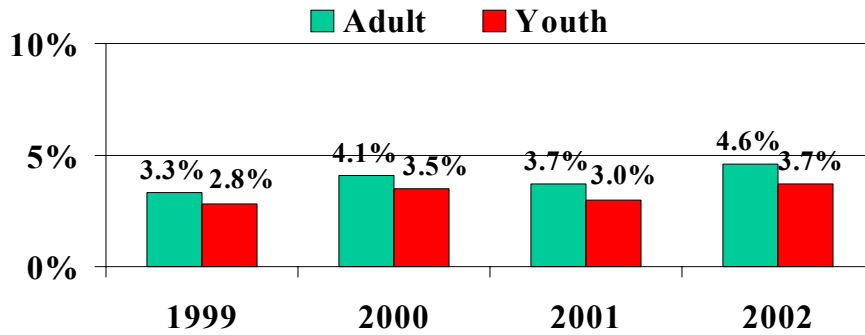


* Due to a data collection error in 2000, satisfaction with dental care received could not be reported accurately.

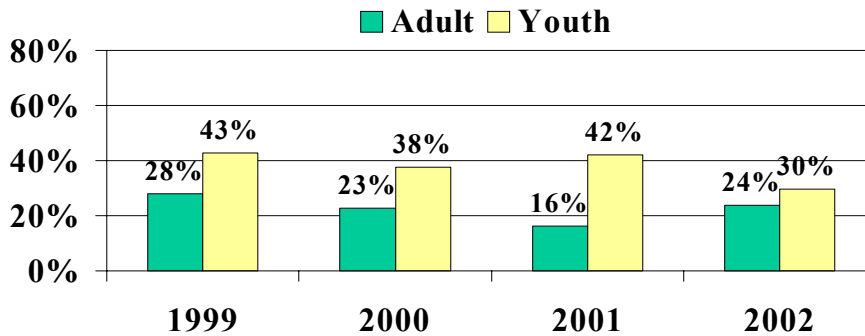
Four-Year Trend of Substance Abuse Indicators

The following charts provide a comparison of substance abuse treatment need, utilization and satisfaction for the past four years.

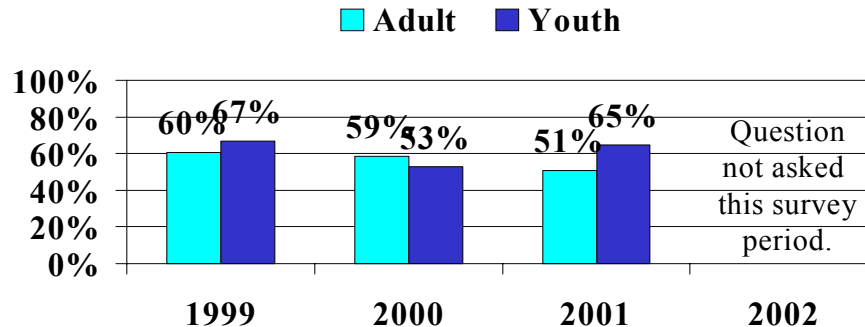
Percent needing substance abuse treatment services during the past 12 months



Percent indicating they received all needed substance abuse treatment services



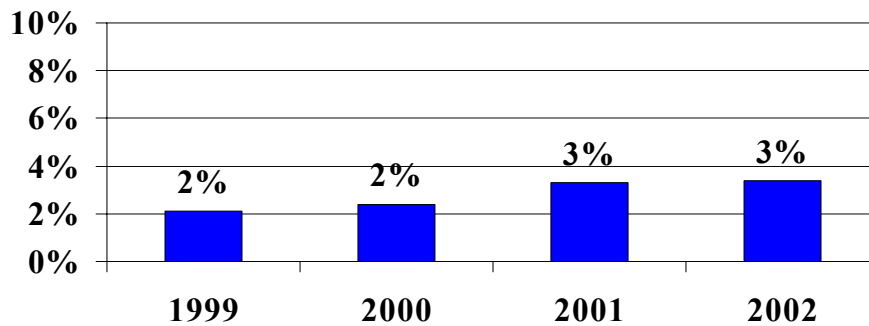
Percent satisfied or very satisfied with substance abuse treatment services received



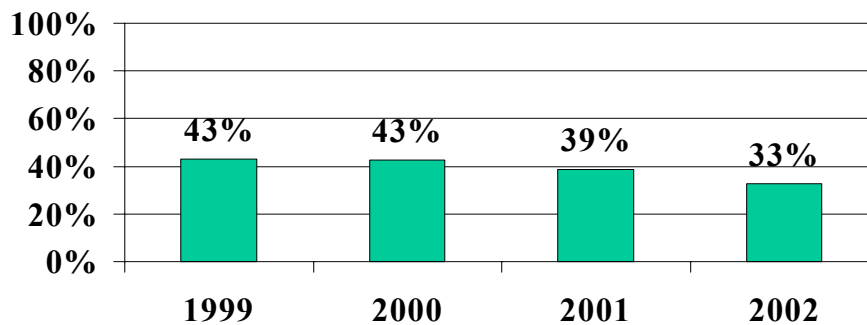
Four-Year Trend of Respite Services Indicators

The following charts provide a comparison of respite services need, utilization and satisfaction for the past four years.

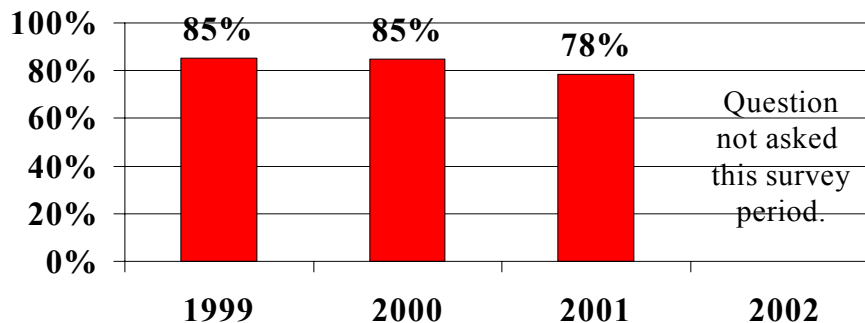
Percent needing respite services during the past 12 months



Percent indicating they received all needed respite services



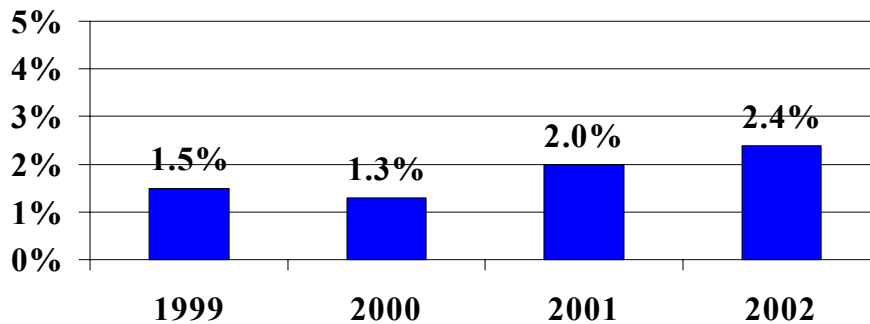
Percent satisfied or very satisfied with respite services received



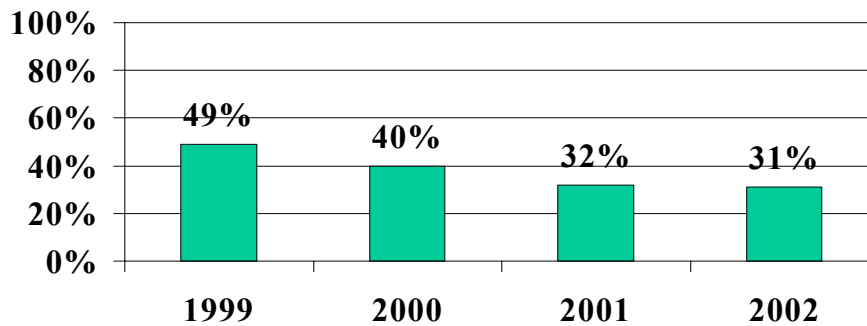
Four-Year Trend of Emergency Shelter Services Indicators

The following charts provide a comparison of emergency shelter need, utilization and satisfaction for the past four years.

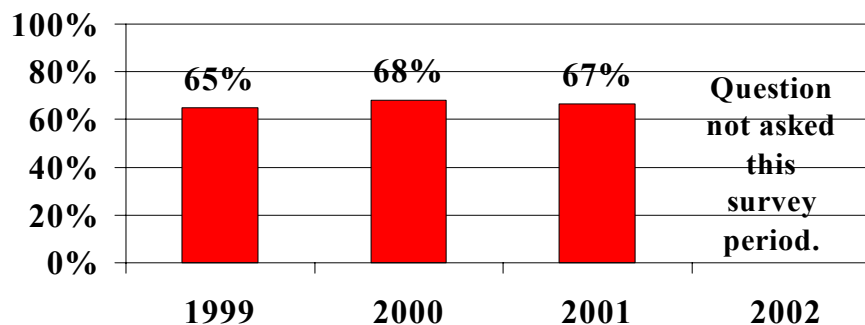
Percent needing emergency shelter services during the past 12 months



Percent indicating they received all needed emergency shelter services



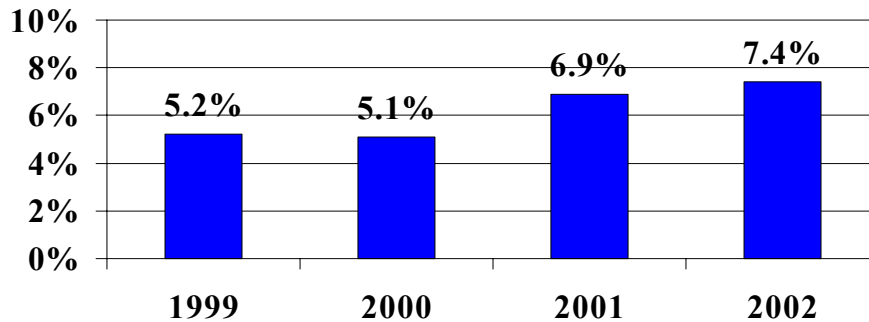
Percent satisfied or very satisfied with emergency shelter services received



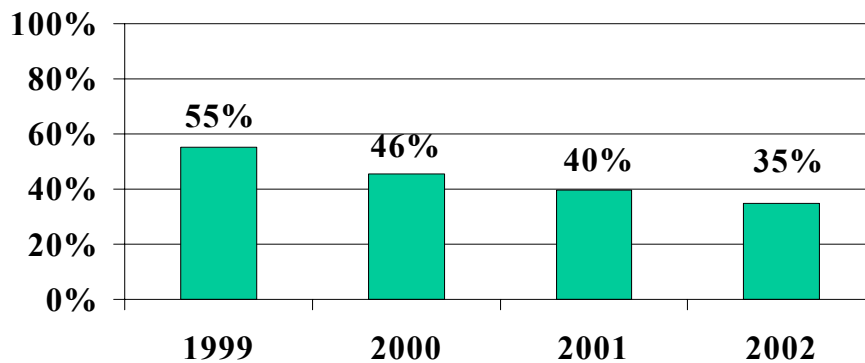
Four-Year Trend of Emergency Assistance Services Indicators

The following charts provide a comparison of emergency services need, utilization and satisfaction for the past four years.

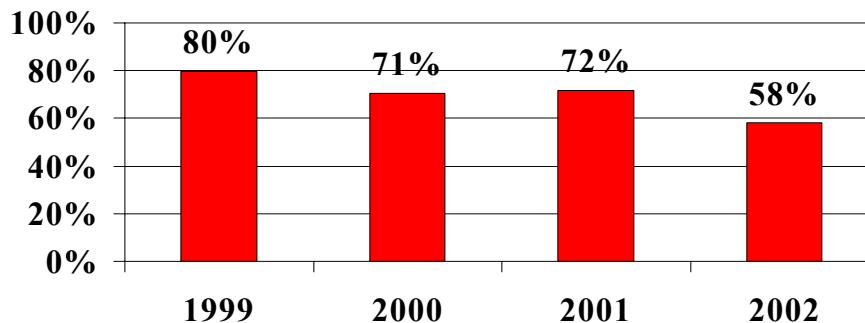
Percent needing emergency assistance during the past 12 months



Percent indicating they received all needed emergency assistance



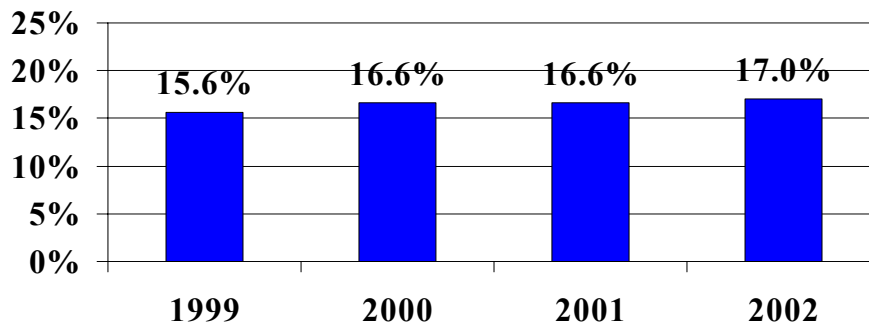
Percent satisfied or very satisfied with emergency assistance received



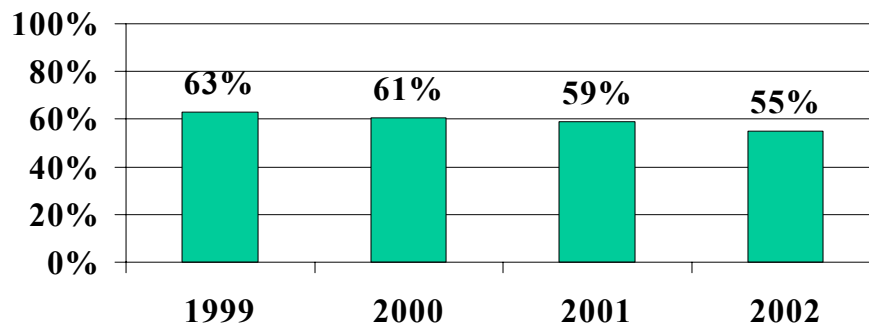
Four-Year Trend of Legal Assistance Indicators

The following charts provide a comparison of legal assistance need, utilization and satisfaction for the past four years.

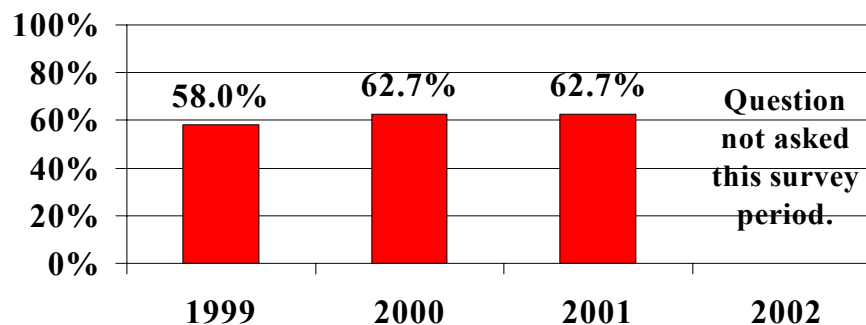
Percent needing legal assistance during the past 12 months



Percent indicating they received all needed legal assistance



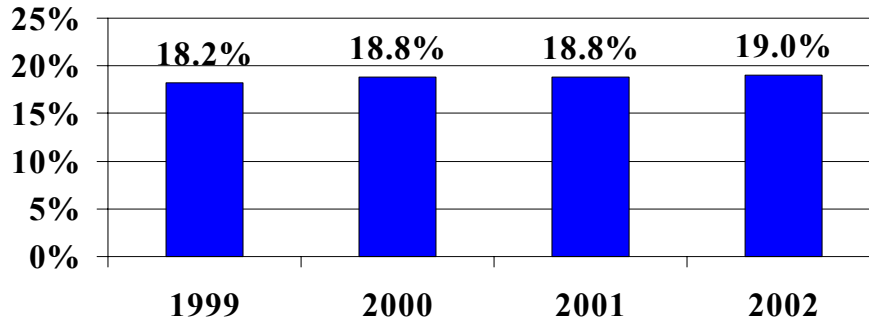
Percent satisfied or very satisfied with legal assistance received



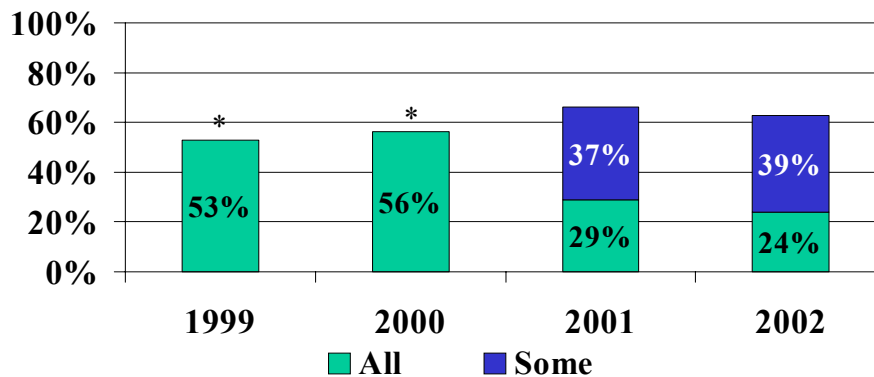
Four-Year Trend of Support Group Participation Indicators

The following charts provide a comparison of support group need, utilization and satisfaction for the past four years.

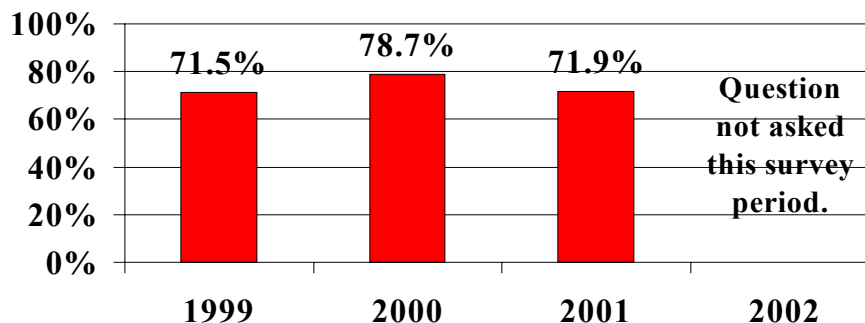
Percent wanting to participate in support group activities during the past 12 months



Percent indicating they participated in some or all of the support group activities desired



Percent satisfied or very satisfied with support group activities

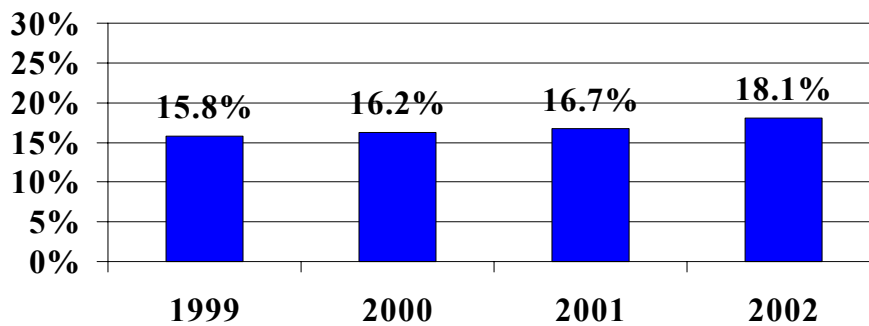


* Prior to 2001 this was a “Yes” or “No” question.

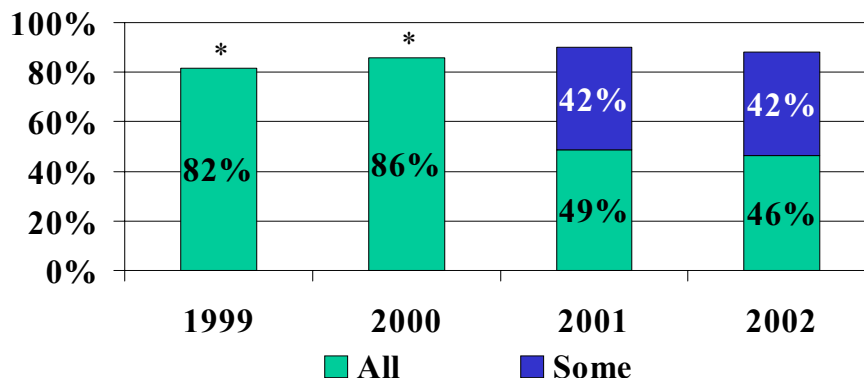
Four-Year Trend of Professional Services Indicators

The following charts provide a comparison of professional services need, utilization and satisfaction for the past four years.

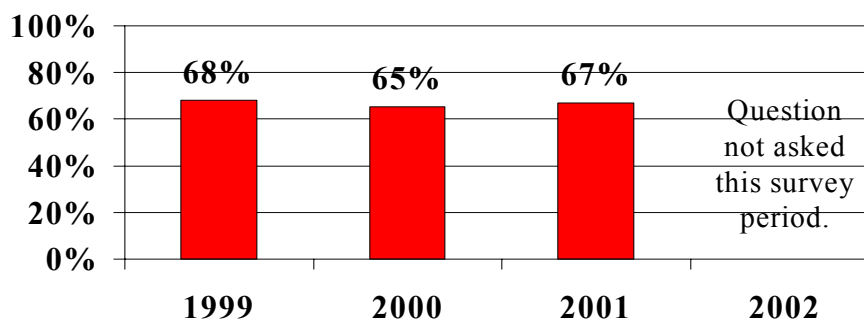
Percent needing professional services during the past 12 months



Percent indicating they received some or all of needed professional services



Percent satisfied or very satisfied with professional services received

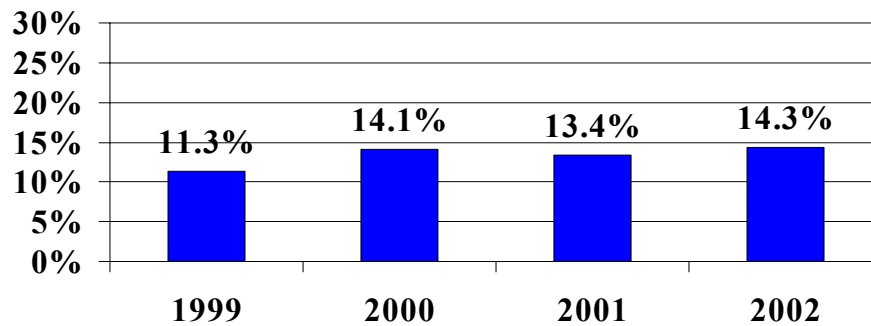


* Prior to 2001 this was a "Yes" or "No" question.

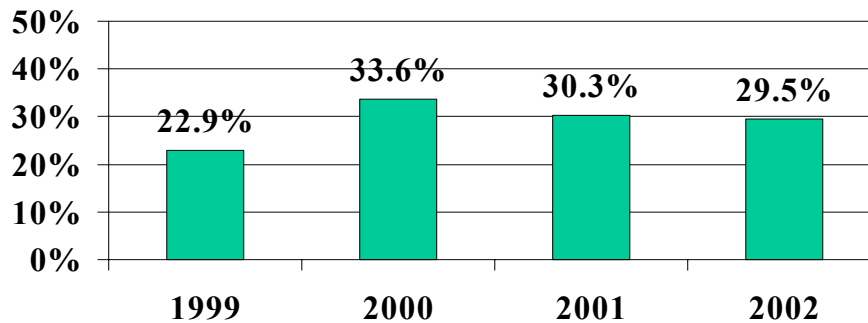
Four-Year Trend of Information Needs Indicators

The following charts provide a comparison of information need, utilization and satisfaction for the past four years.

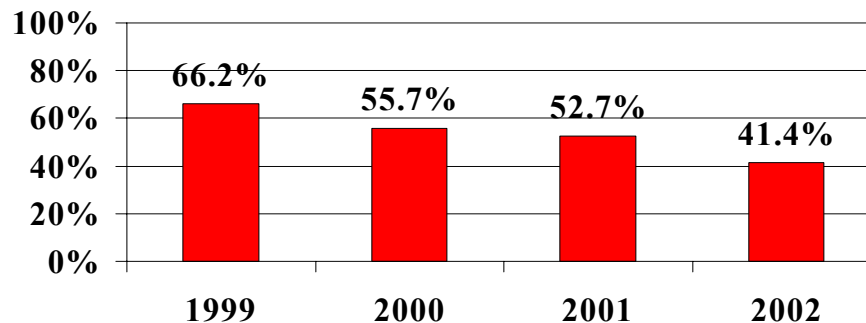
Percent needing information services during the past 12 months



Percent indicating they received all needed information services



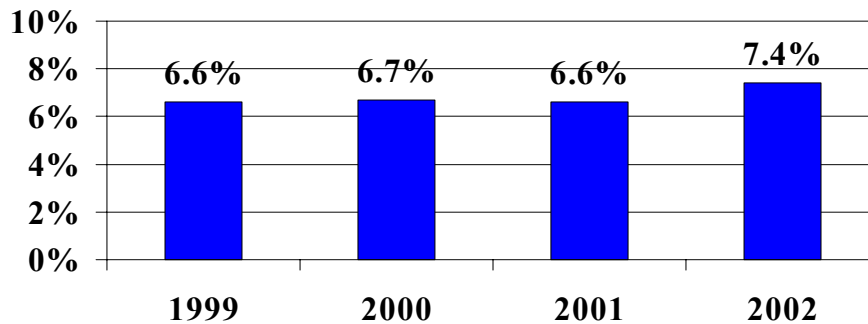
Percent satisfied or very satisfied with information services received



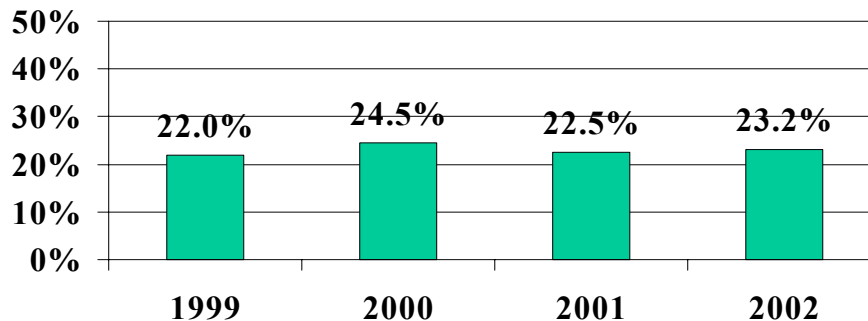
Four-Year Trend of Medical Advocacy Indicators

The following charts provide a comparison of medical advocacy need, utilization and satisfaction for the past four years.

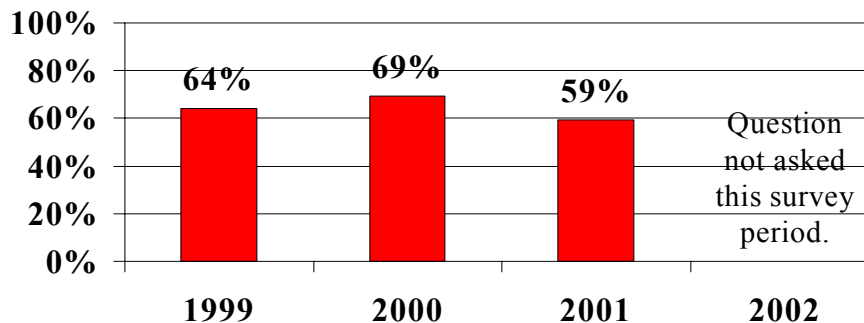
Percent needing medical advocacy services during the past 12 months



Percent indicating they received all needed medical advocacy services



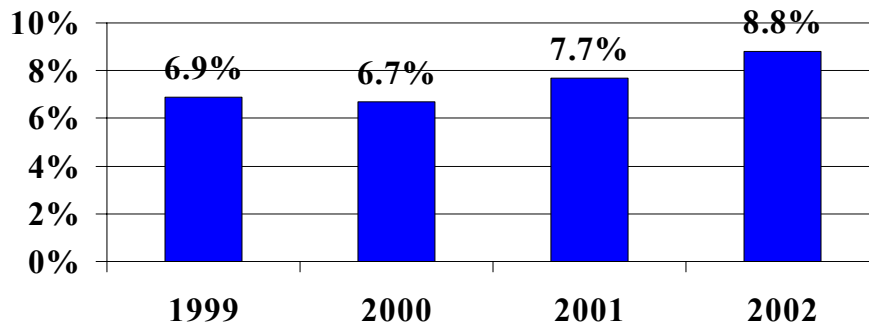
Percent satisfied or very satisfied with medical advocacy services received



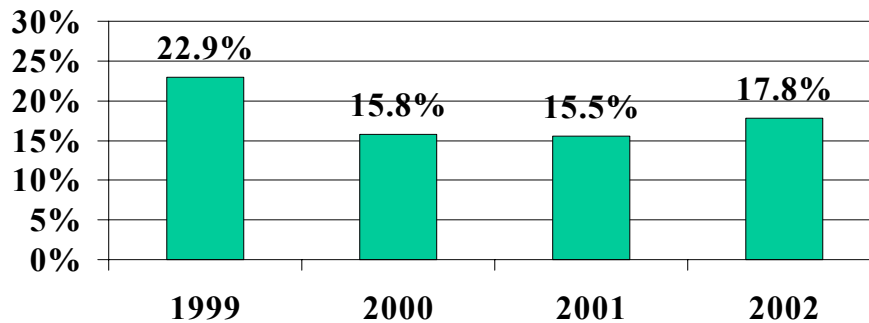
Four-Year Trend of Social Services Advocacy Indicators

The following charts provide a comparison of social service advocacy need, utilization and satisfaction for the past four years.

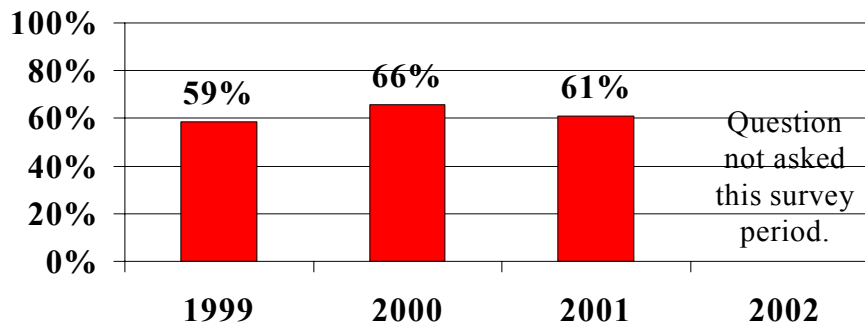
Percent needing social services advocacy during the past 12 months



Percent indicating they received all needed social services advocacy



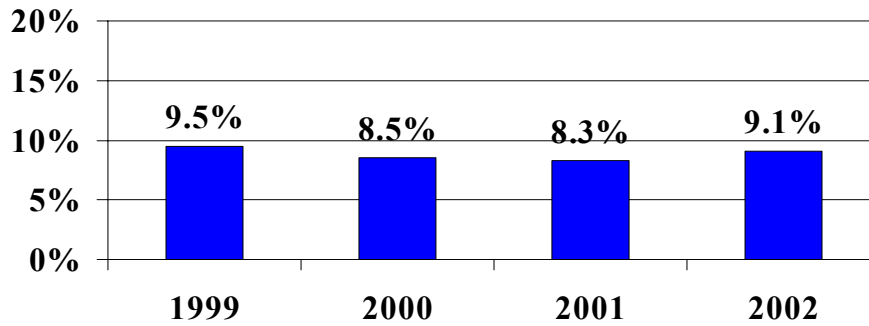
Percent satisfied or very satisfied with social services advocacy received



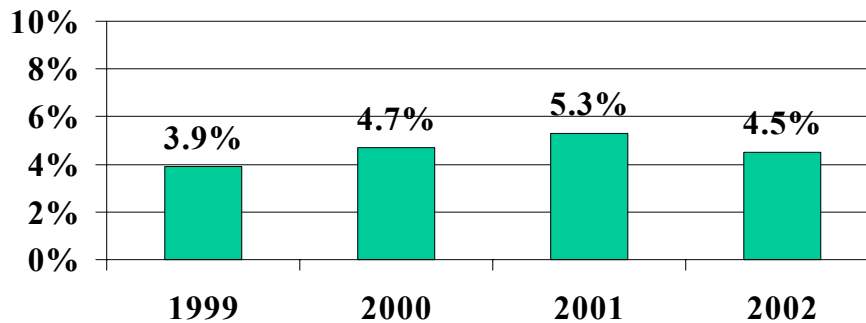
Four-Year Trend of Discrimination Indicators

The following charts provide a comparison of discrimination, utilization of services to resolve discrimination and satisfaction with these services for the past four years.

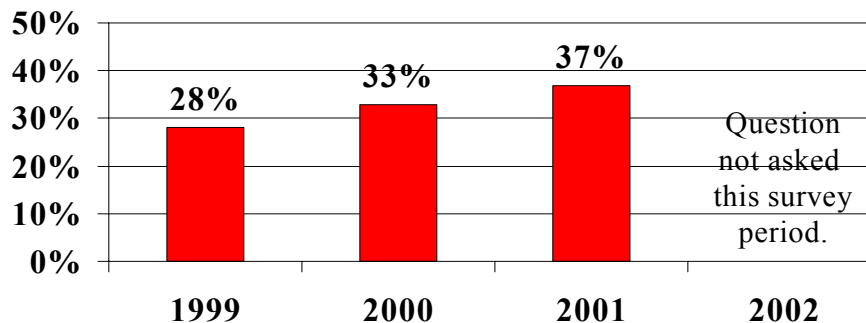
Percent experiencing discrimination during the past 12 months



Percent indicating they received all needed help resolving discrimination problems



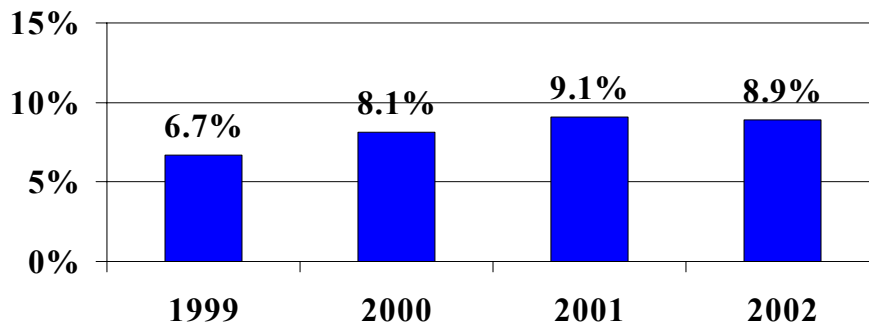
Percent satisfied or very satisfied with help received



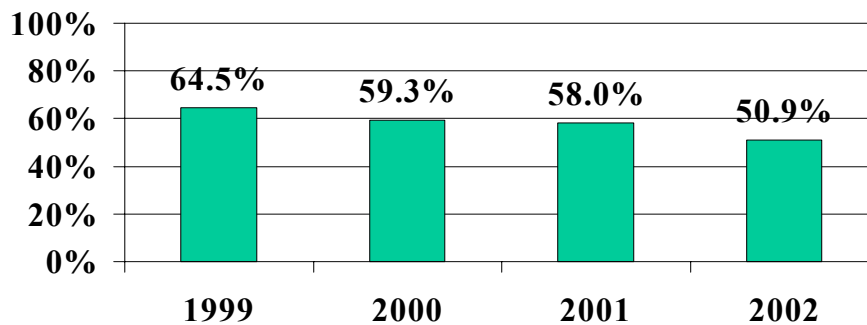
Four-Year Trend of Assistance with Daily Living Indicators

The following charts provide a comparison of activities of daily living assistance need, utilization and satisfaction for the past four years.

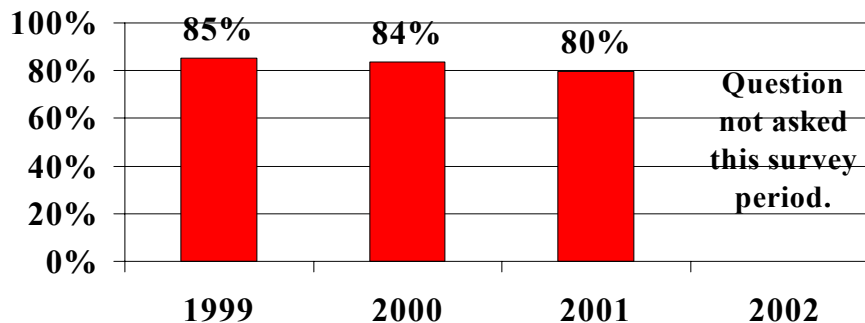
Percent needing assistance with activities of daily living during the past 12 months



Percent indicating they received all needed assistance with activities of daily living



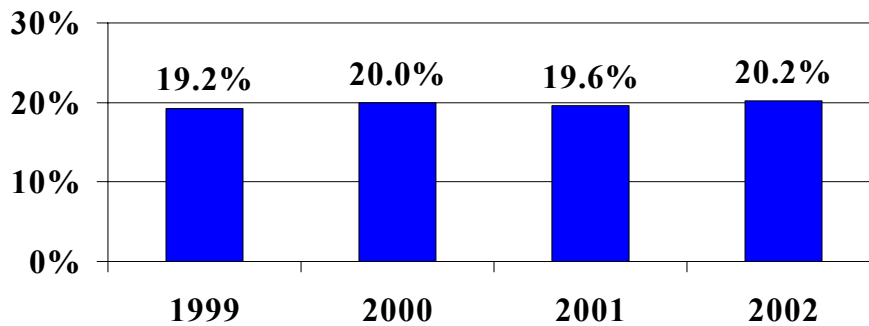
Percent satisfied or very satisfied with assistance with activities of daily living received



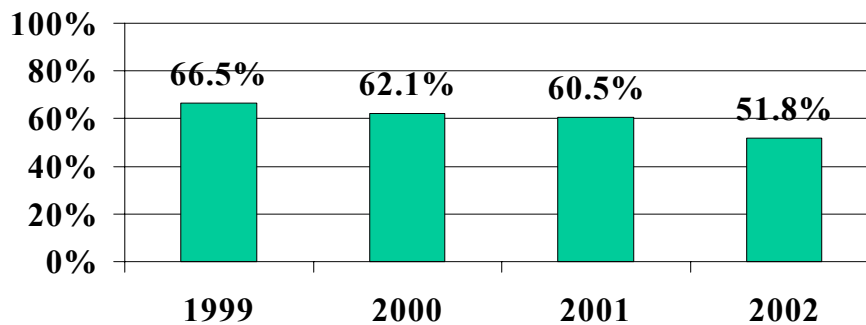
Four-Year Trend of Transportation Indicators

The following charts provide a comparison of transportation need, utilization and satisfaction for the past four years.

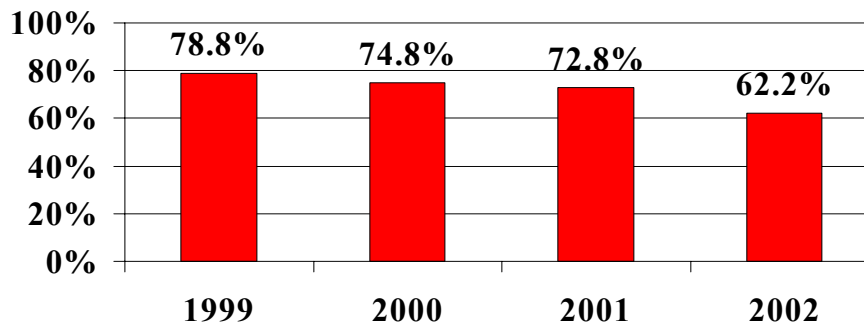
Percent needing transportation services during the past 12 months



Percent indicating they received all needed transportation services



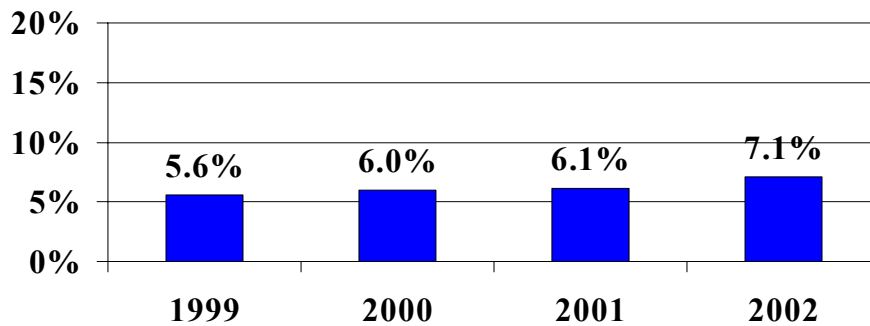
Percent satisfied or very satisfied with transportation services received



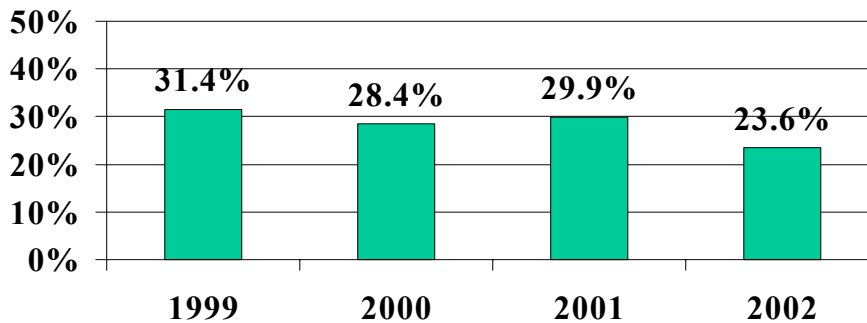
Four-Year Trend of Debt and Money Management Indicators

The following charts provide a comparison of debt and money management need, utilization and satisfaction for the past four years.

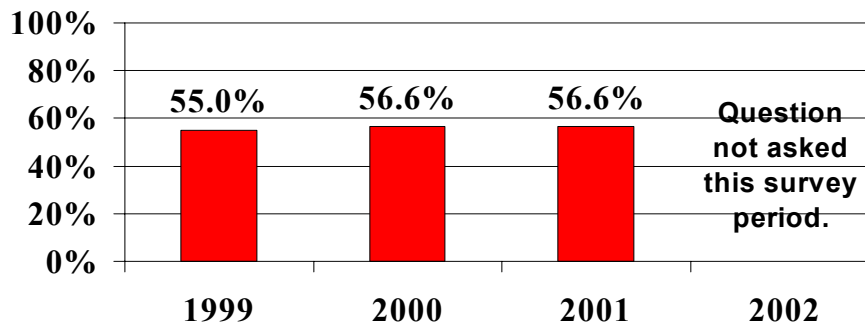
Percent needing debt and money management services during the past 12 months



Percent indicating they received all needed debt and money management services



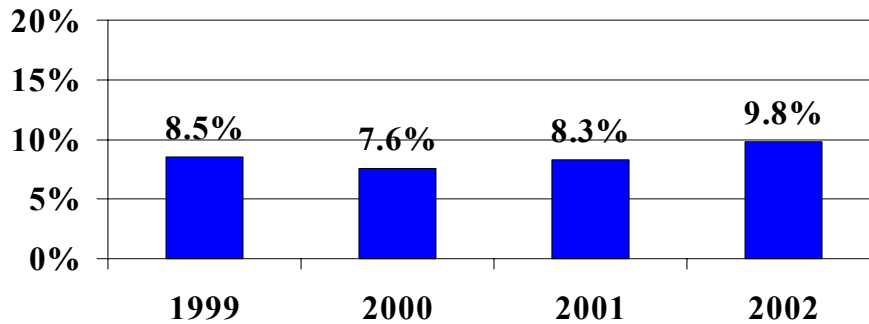
Percent satisfied or very satisfied with debt and money management services received



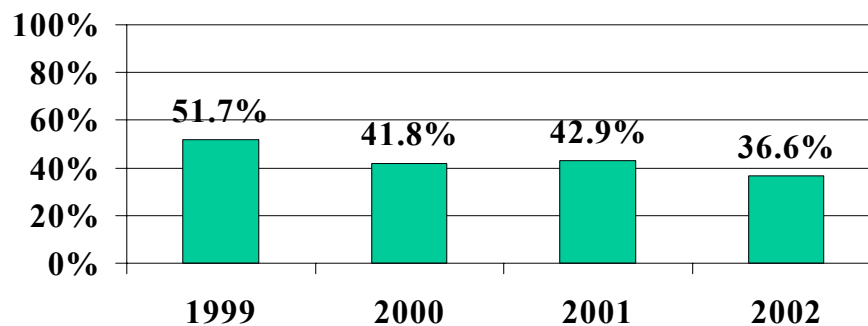
Four-Year Trend of Public Help Indicators

The following charts provide a comparison of public help need, utilization and satisfaction for the past four years.

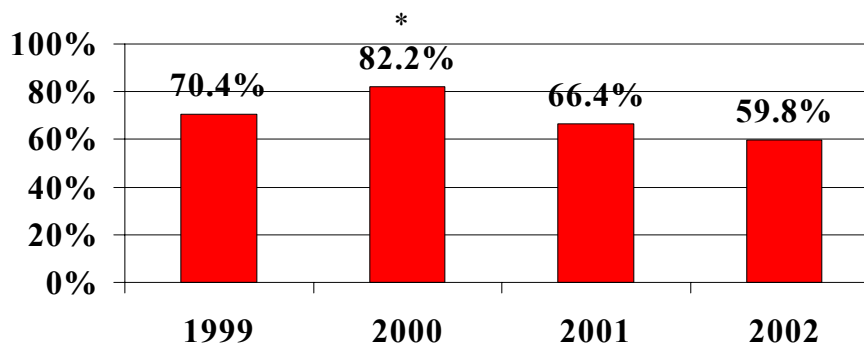
Percent needing public help during the past 12 months



Percent indicating they received all needed public help



Percent satisfied or very satisfied with public help received

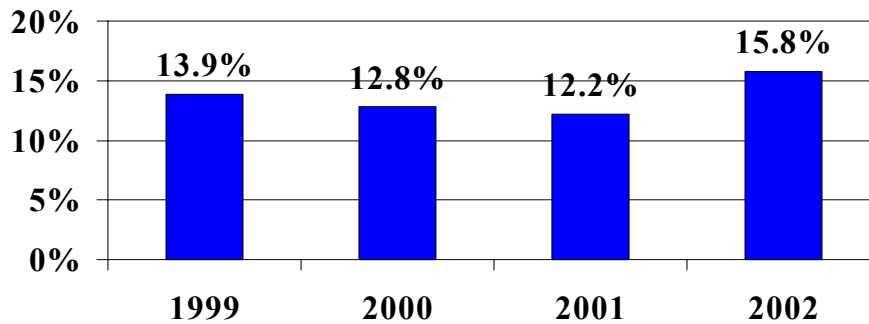


* Due to a data collection error, those who received some of the public help needed were excluded from this question.

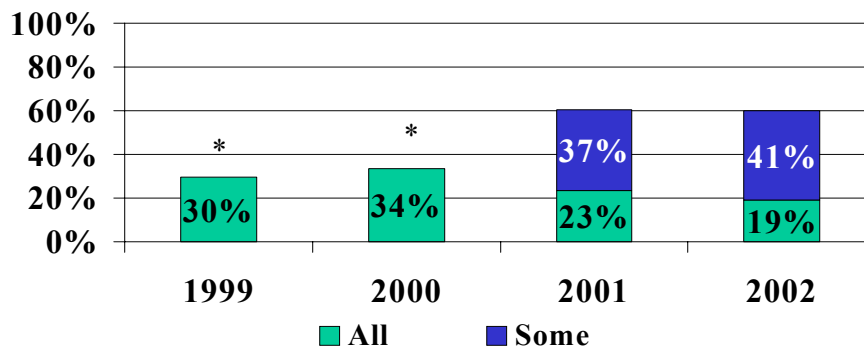
Four-Year Trend of Employment Assistance Indicators

The following charts provide a comparison of employment assistance need, utilization and satisfaction for the past four years.

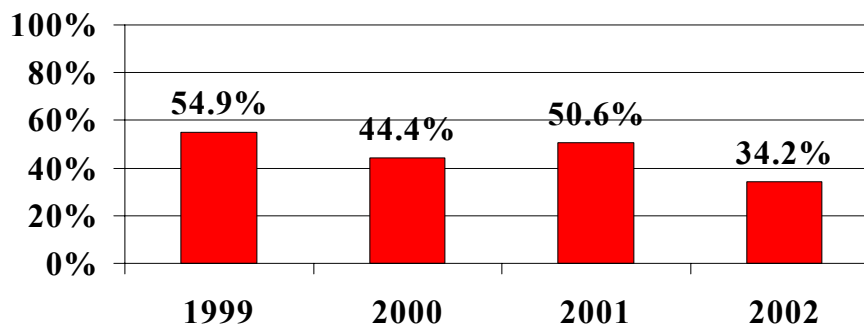
Percent needing employment assistance during the past 12 months



Percent indicating they received some or all of the employment assistance desired



Percent satisfied or very satisfied with employment assistance received

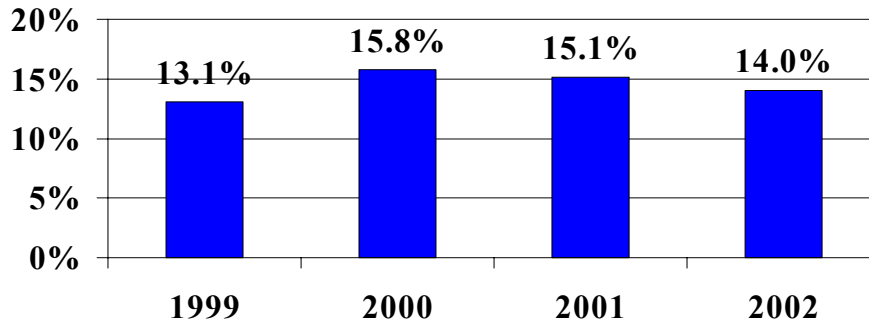


* Prior to 2001 this was a "Yes" or "No" question.

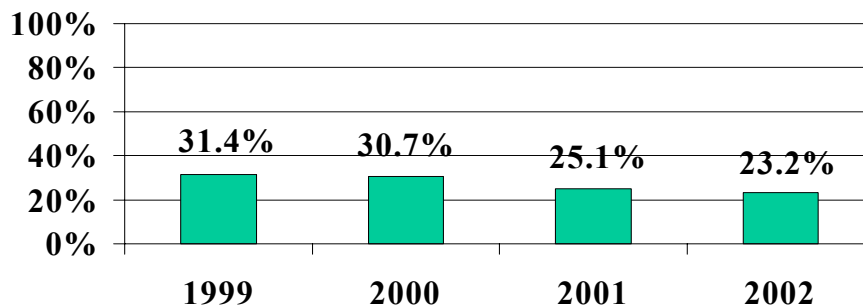
Four-Year Trend of Employment Training Indicators

The following charts provide a comparison of employment training need, utilization and satisfaction for the past four years.

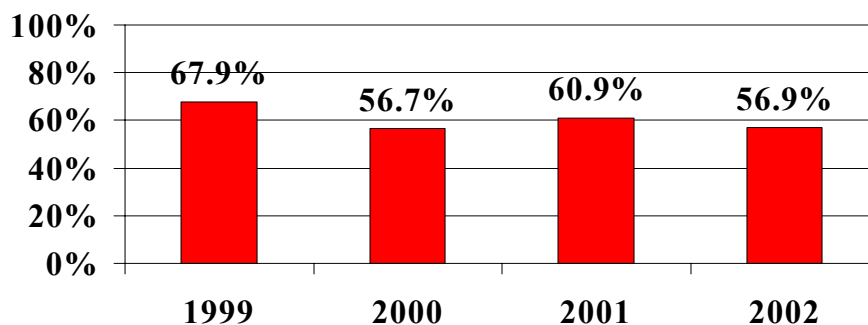
Percent needing employment training during the past 12 months



Percent indicating they received all of the employment training needed



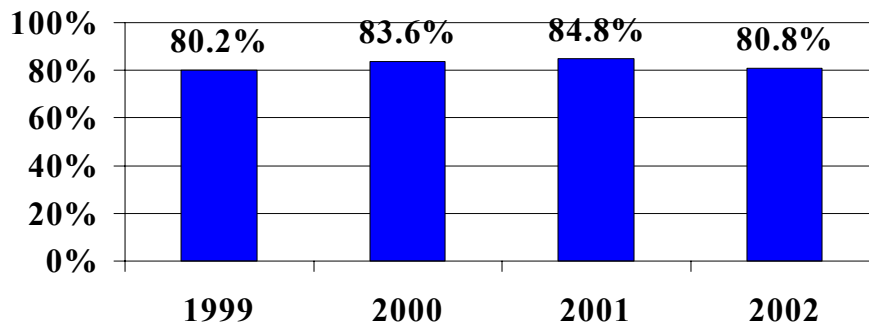
Percent satisfied or very satisfied with employment training received



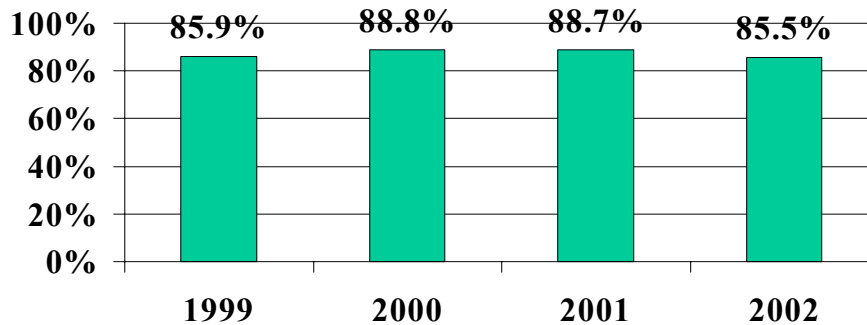
Four-Year Trend in Medical Insurance Coverage

The following charts provide a comparison of medical insurance coverage for adults and children and satisfaction with the coverage for the past four years.

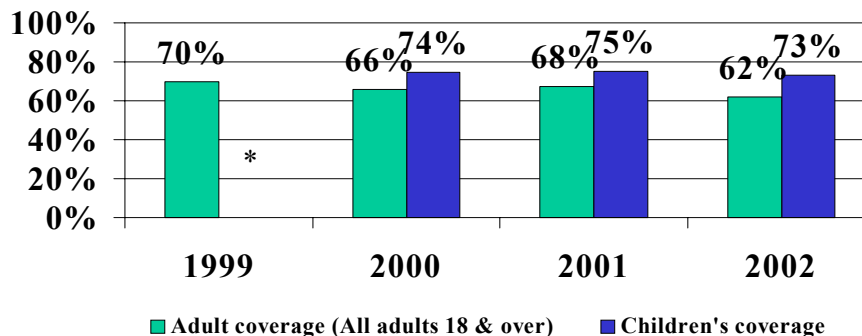
Percent reporting they currently have medical insurance coverage (age 18 to 64 & non-military)



Percent indicating their children currently have medical insurance coverage



Percent reporting they are satisfied or very satisfied with medical insurance coverage

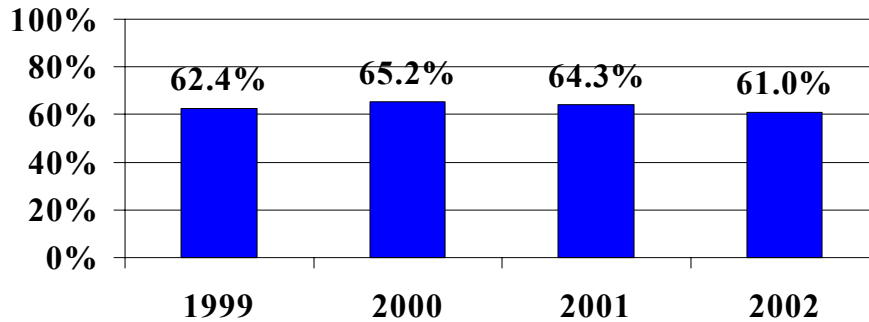


* Prior to 2000 the question related to satisfaction with medical coverage for children was not asked.

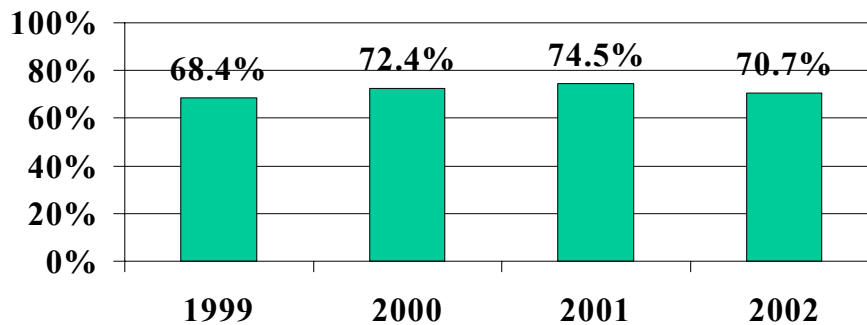
Four-Year Trend in Dental Insurance Coverage

The following charts provide a comparison of dental coverage for adults and children and satisfaction with coverage for the past four years.

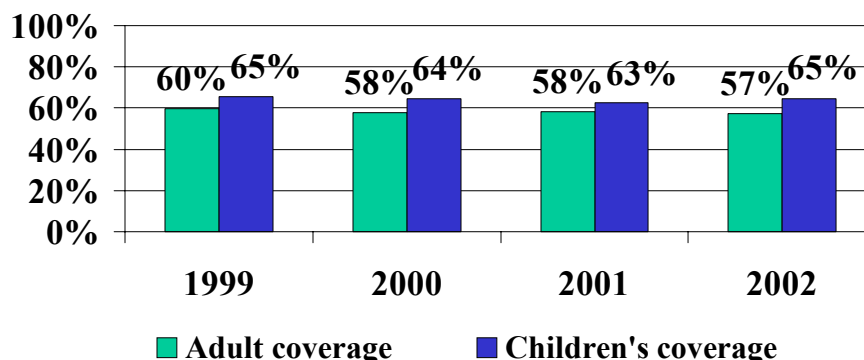
Percent of adults reporting they currently have dental insurance coverage



Percent of parents indicating their children currently have dental insurance coverage



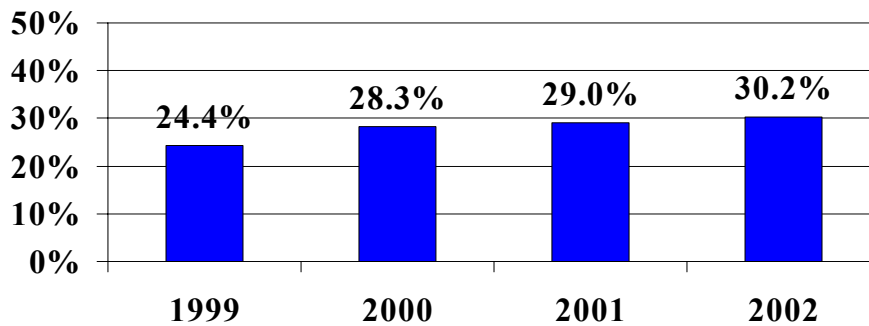
Percent reporting they are satisfied or very satisfied with dental insurance coverage



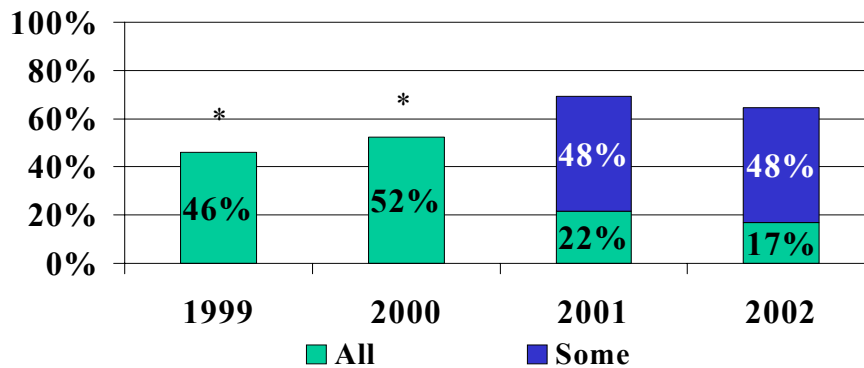
Four-Year Trend of Neighborhood Participation Indicators

The following charts provide a comparison of neighborhood participation and satisfaction with its impact for the past four years.

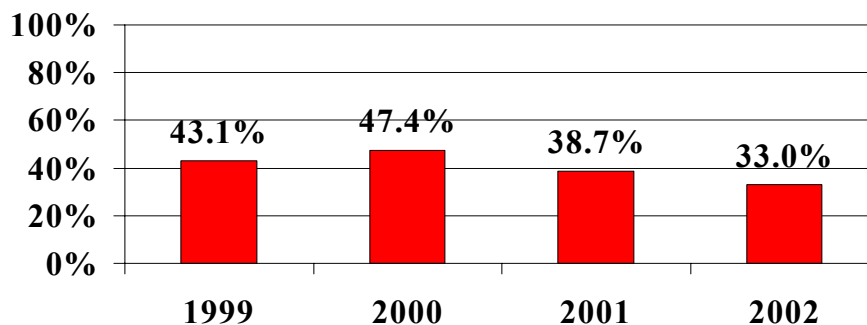
Percent wanting to participate in neighborhood groups during the past 12 months



Percent indicating they participated in some or all of the neighborhood activities desired



Percent satisfied or very satisfied with their participation in neighborhood groups

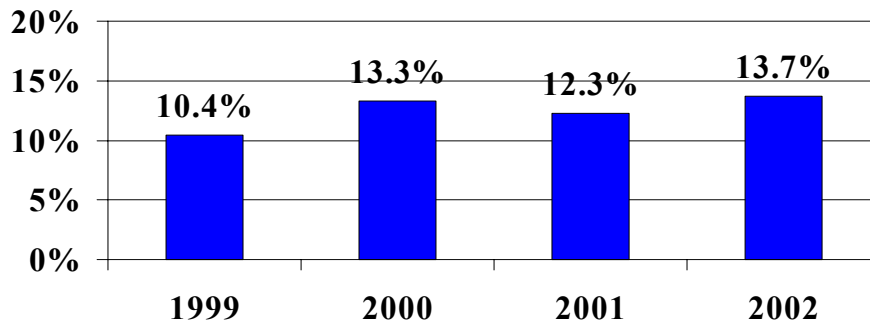


* Prior to 2001 this was a “Yes” or “No” question.

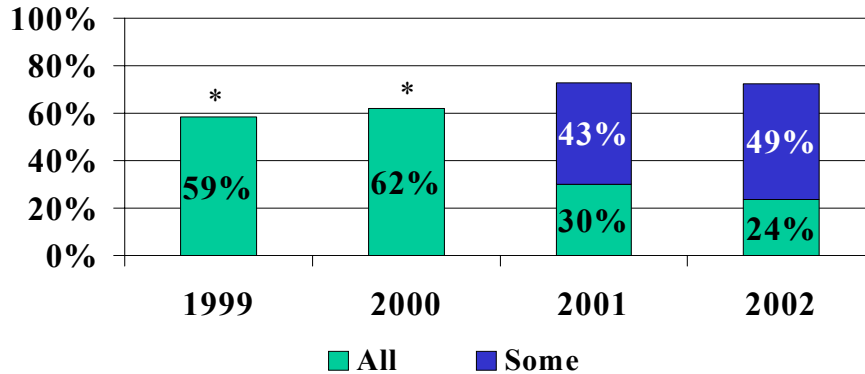
Four-Year Trend of Community Association Participation Indicators

The following charts provide a comparison of community association participation and satisfaction for the past four years.

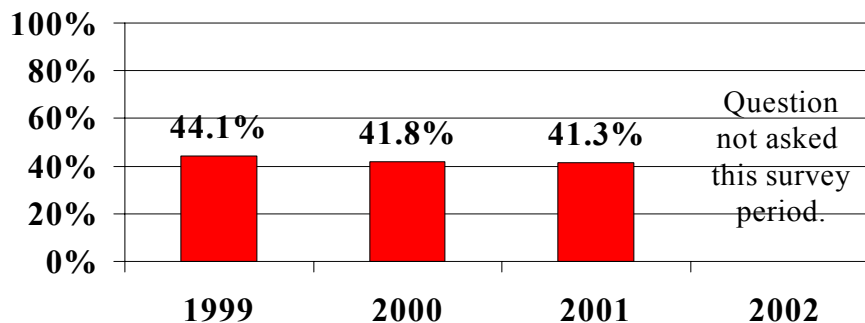
Percent wanting to participate in a community association during the past 12 months



Percent indicating they participated in some or all community associations desired



Percent satisfied or very satisfied with impact of community participation

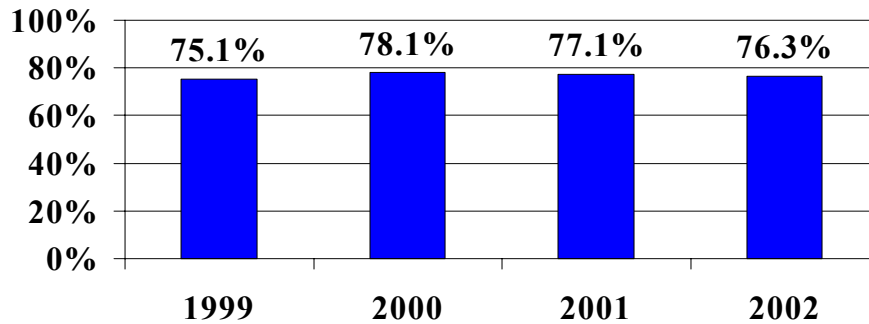


* Prior to 2001 this was a “Yes” or “No” question.

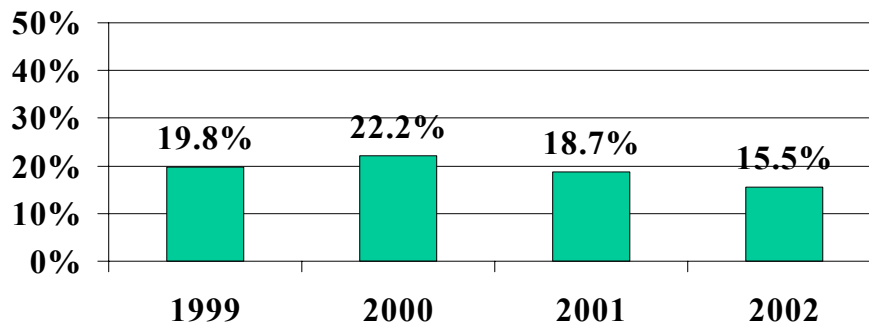
Four-Year Trend of Charitable Giving Indicators

The following charts provide a comparison of charitable giving and satisfaction for the past four years.

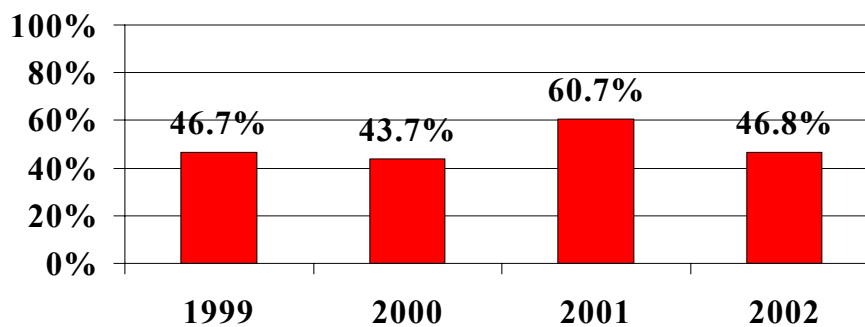
Percent donating to a charity, educational or religious organization during the past 12 months



Percent indicating they donated to the United Way during past 12 months



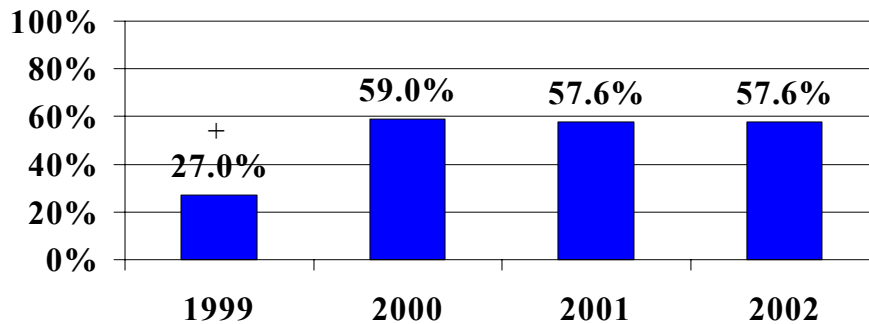
Percent satisfied or very satisfied with United Way



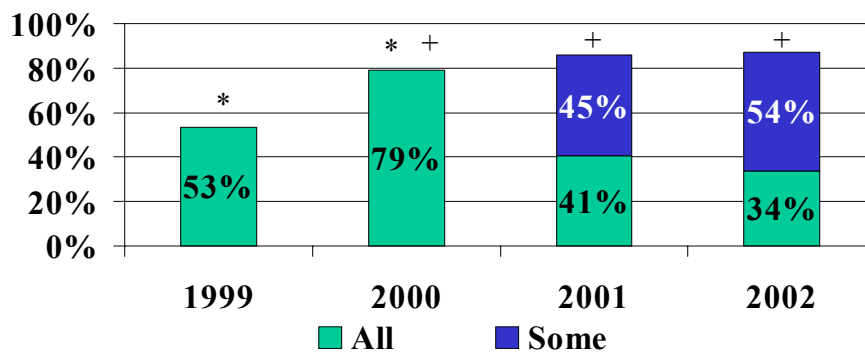
Four-Year Trend of Volunteer Activities Indicators

The following charts provide a comparison of interest, participation and satisfaction with the impact of volunteer activities for the past four years. (Questions were changed beginning in 2000.)

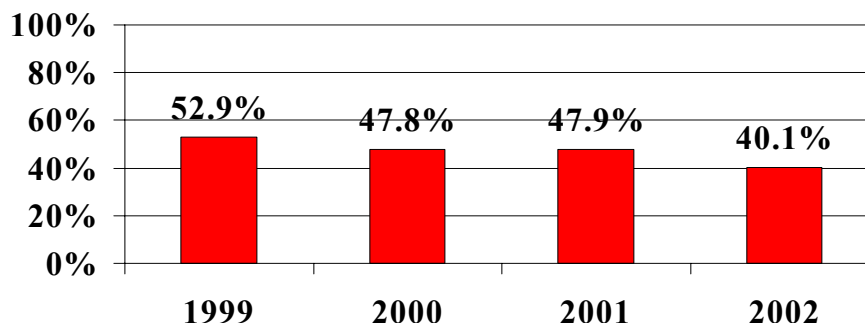
Percent reporting an interest in volunteering during the past 12 months



Percent indicating they participated in some or all volunteer activities wanted



Percent indicating volunteering activity had great impact on quality of life or problem solving

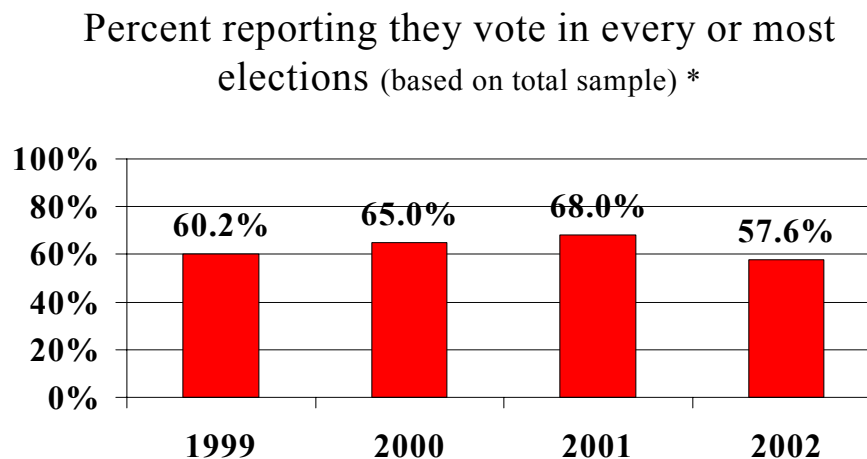
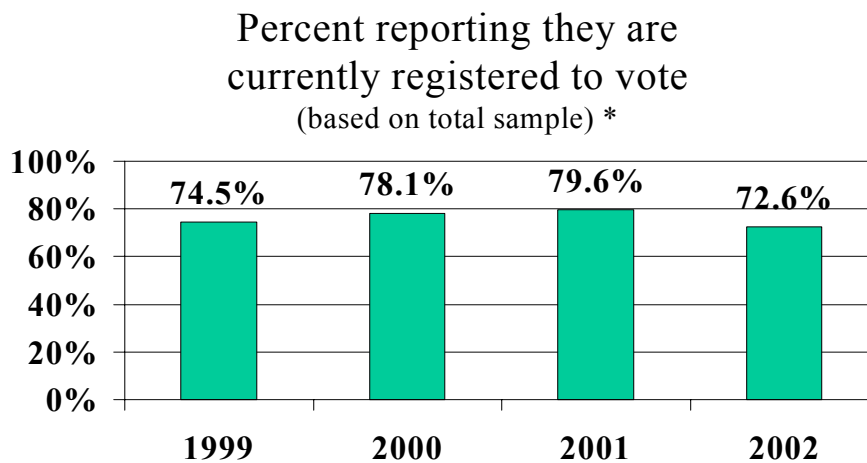
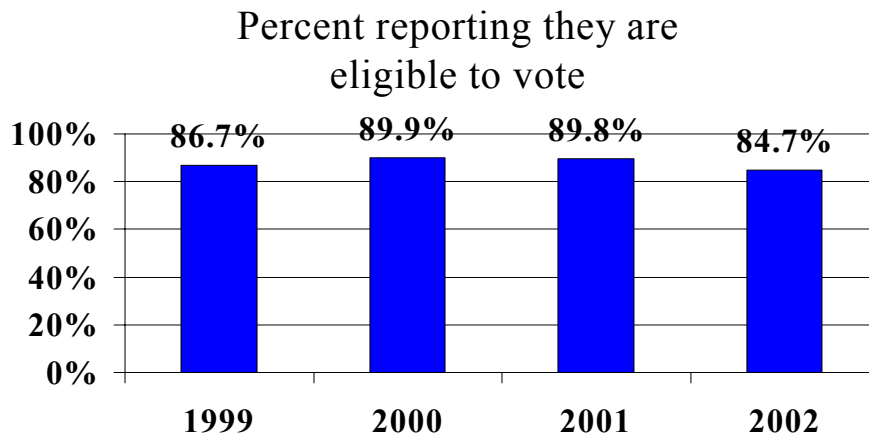


+ Beginning in 2000 a more detailed explanation of what activities were included under volunteerism was added.

* Prior to 2001, this was a "Yes" or "No" question.

Four-Year Trend of Voter Behavior Indicators

The following charts provide a comparison of voter behavior for the past four years.

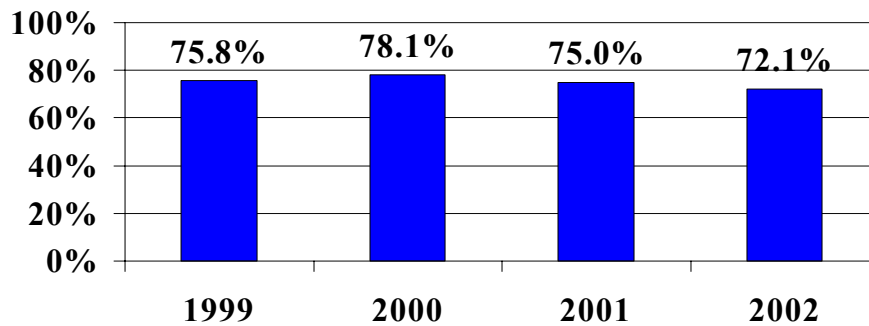


* The HCI index reports on the percent based on eligible voters.

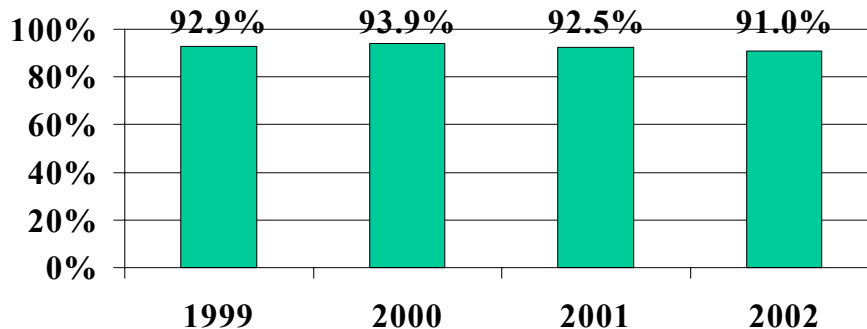
Four-Year Trend of Parent Involvement Indicators

The following charts provide a comparison of parent involvement in children's education for the past four years.

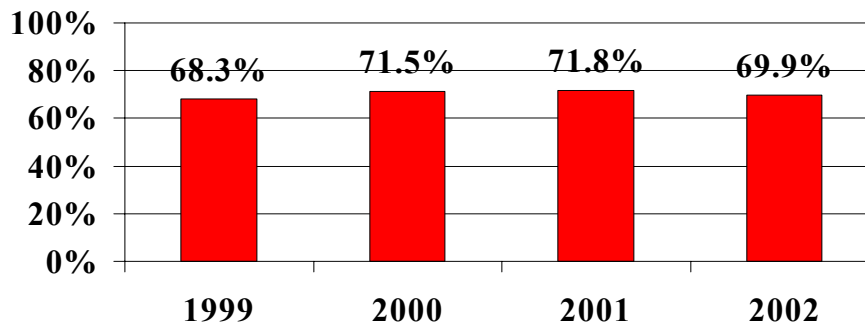
Percent reporting they helped with children's homework very often or often during the past 12 months



Percent indicating they communicate very often or often with their children about school



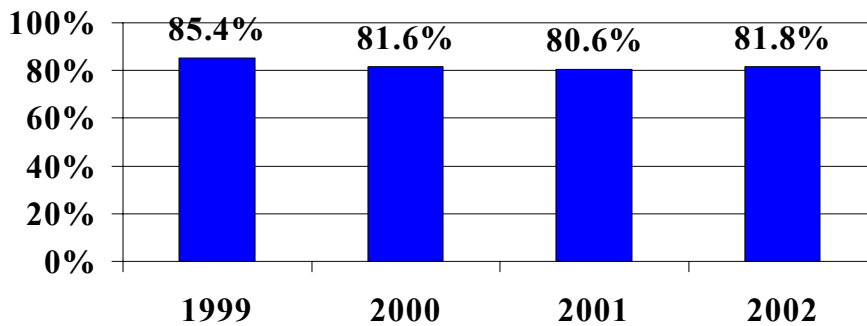
Percent reporting they attend meetings and events at children's school often or very often



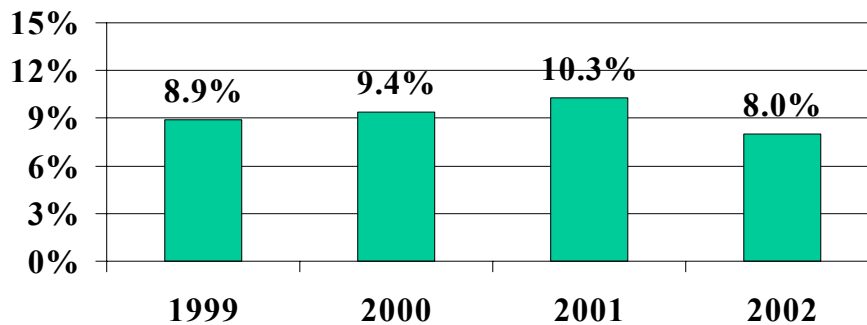
Four-Year Trend with Satisfaction in Children's Education Indicators

The following charts provide a comparison of type of school attended and satisfaction with education provided for the past four years.

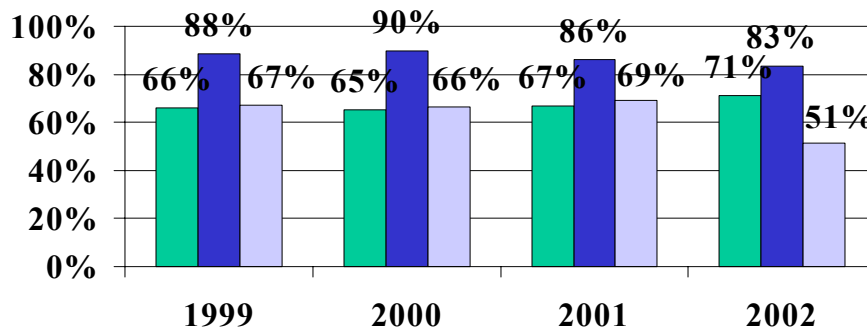
Percent reporting their children attended a public school during the past 12 months



Percent indicating their children attended a private school during past 12 months



Percent reporting they are very satisfied or satisfied with their children's education



■ Public Schools
 ■ Private Schools
 ■ All other

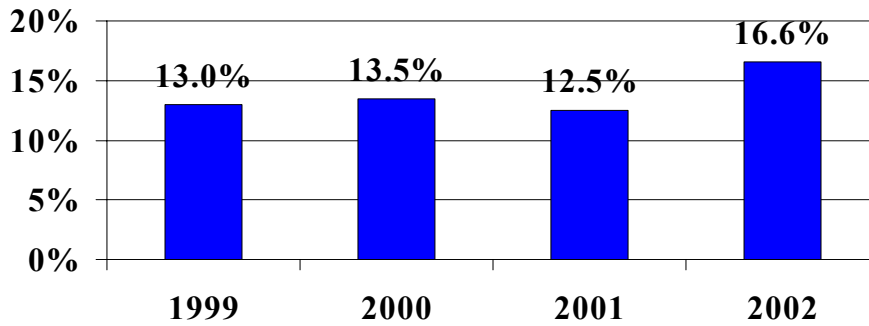
* The difference in satisfaction between parents with children in private and public school is significant at $p < .05$ level.

Note: All other includes children attending a combination of private and public schools or other alternative schools such as home schooling.

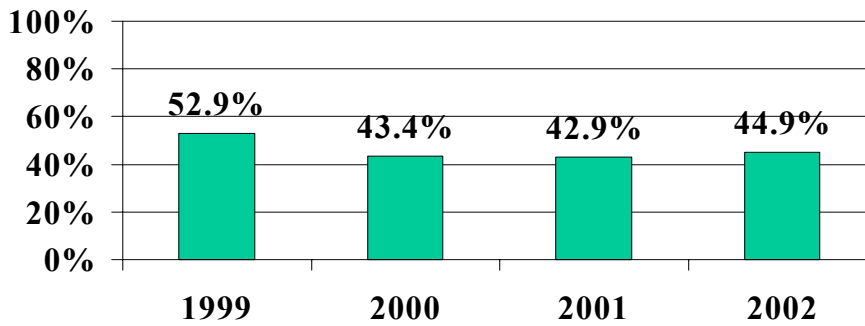
Four-Year Trend of Special Education Indicators

The following charts provide a comparison of special education need, utilization and satisfaction for the past four years.

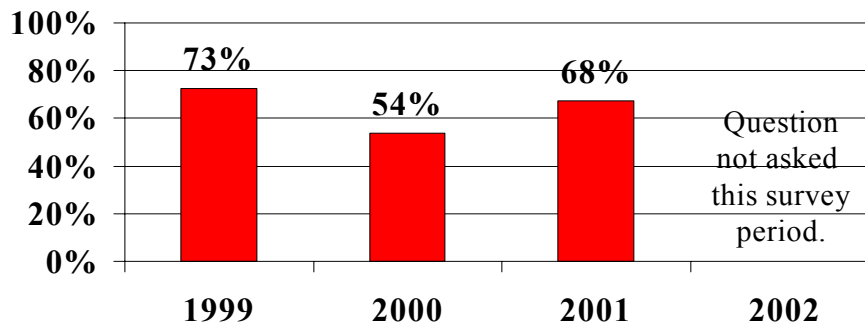
Percent reporting need for special education during the past 12 months



Percent indicating they received all needed special education services



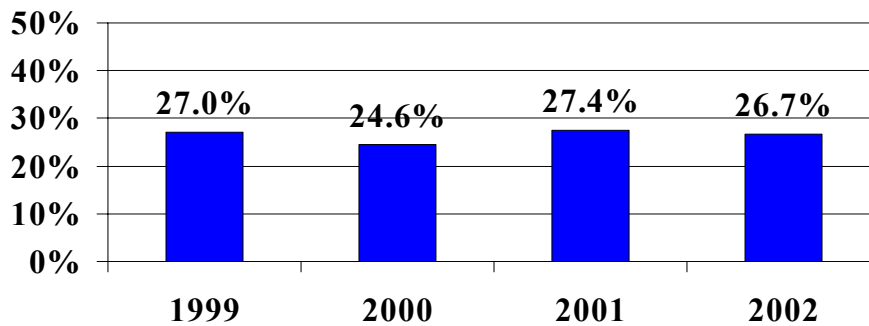
Percent reporting they were satisfied or very satisfied with the special education received



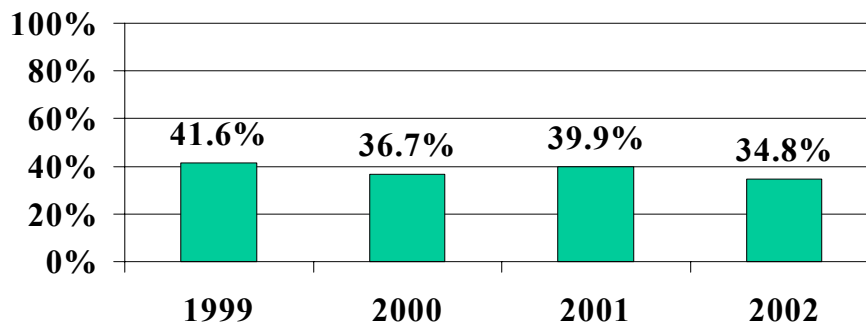
Four-Year Trend of Tutoring or Homework Assistance Indicators

The following charts provide a comparison of tutoring or homework assistance need, utilization and satisfaction for the past four years.

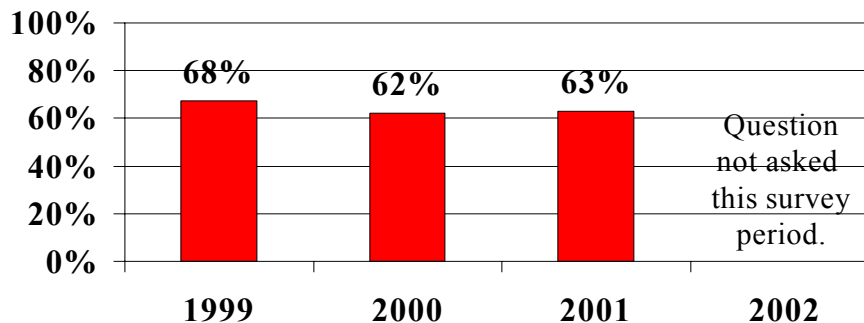
Percent reporting a need for tutoring or homework assistance during the past 12 months



Percent indicating they received all needed tutoring or homework assistance



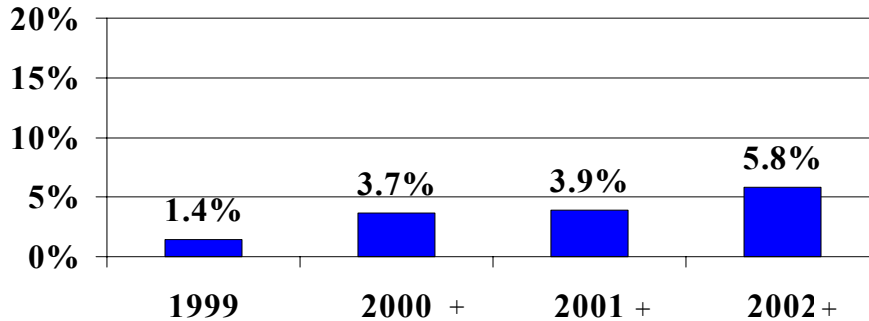
Percent reporting they are satisfied or very satisfied with tutoring or homework assistance received



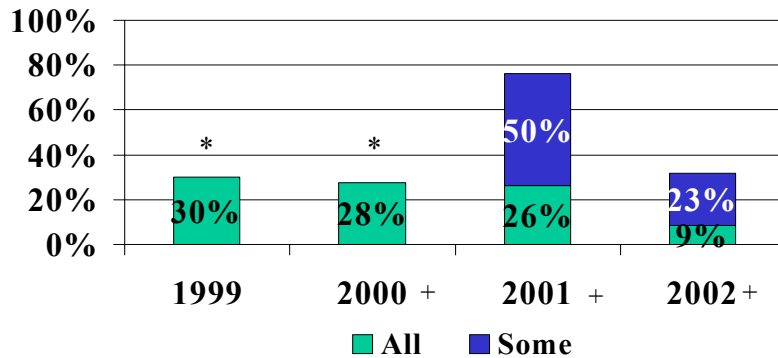
Four-Year Trend of Adult Literacy Indicators

The following charts provide a comparison of literacy need, utilization and satisfaction for the past four years.

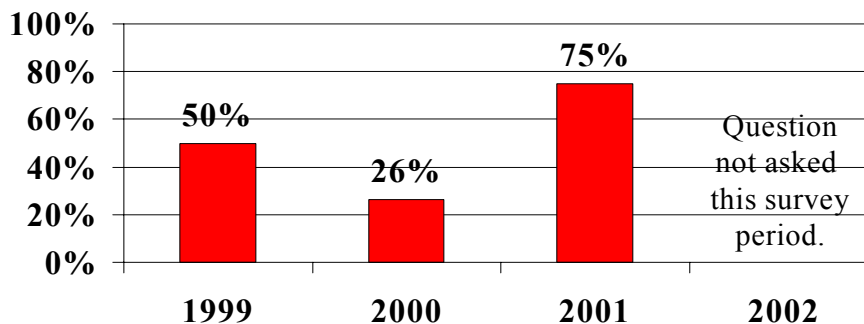
Percent reporting a need for program to improve reading, writing or math during the past 12 months



Percent indicating they received some or all needed literacy services



Percent reporting satisfied or very satisfied with literacy services received

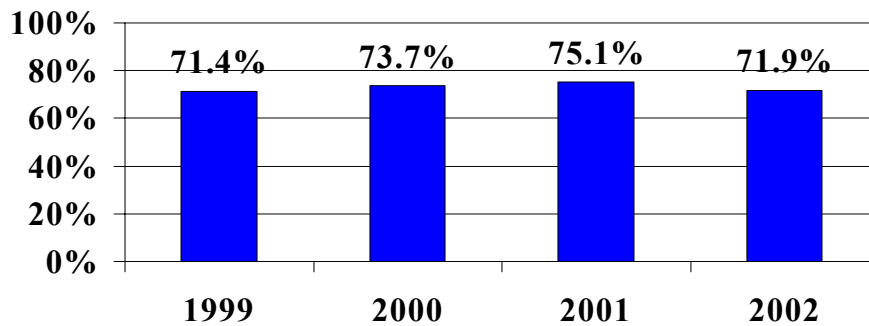


+ Question was reworded beginning in 2000 to include English speaking adults.
 * Prior to 2001 this was a "Yes" or "No" question.

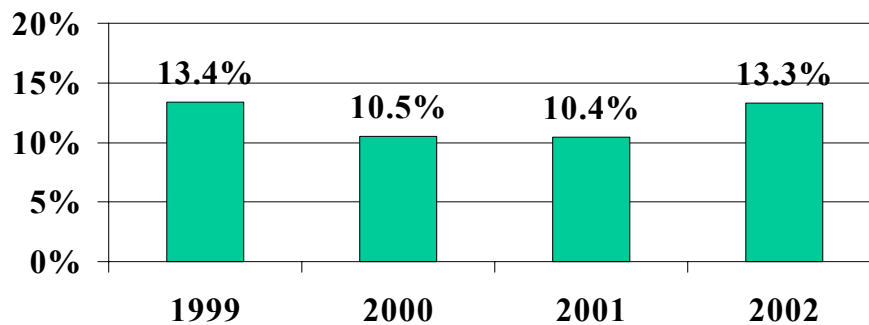
Four-Year Trend of Neighborhood Safety Indicators

The following charts provide a comparison of neighborhood safety feelings for the past four years.

Percent reporting they feel safe or very safe in their neighborhoods during the past 12 months



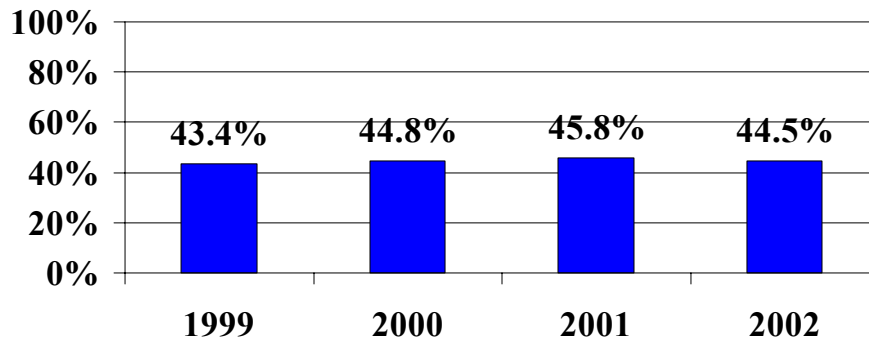
Percent indicating they feel unsafe or very unsafe in their neighborhoods during past 12 months



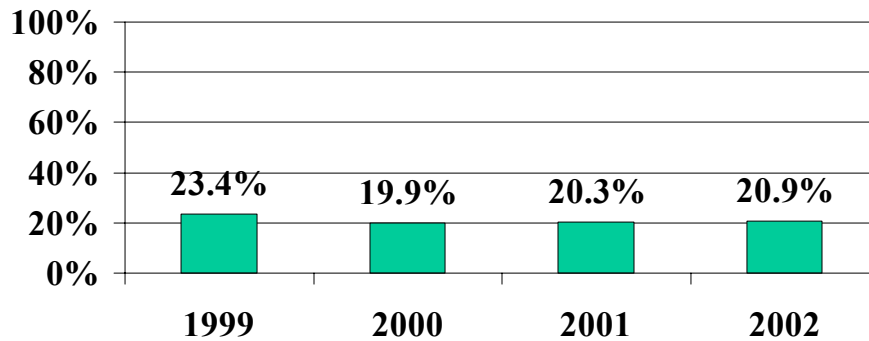
Four-Year Trend of Neighborhood Crime Control Program Indicators

The following charts provide a comparison of awareness, participation and perception of effectiveness of neighborhood crime control programs for the past four years.

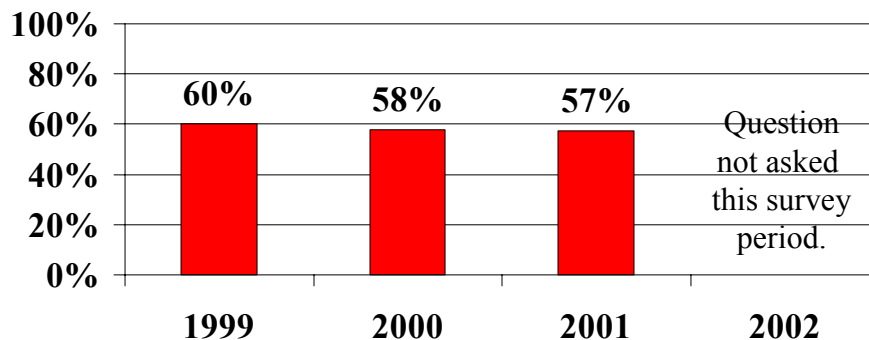
Percent reporting awareness of neighborhood crime control program



Percent aware indicating they participated in neighborhood crime control program during past six months



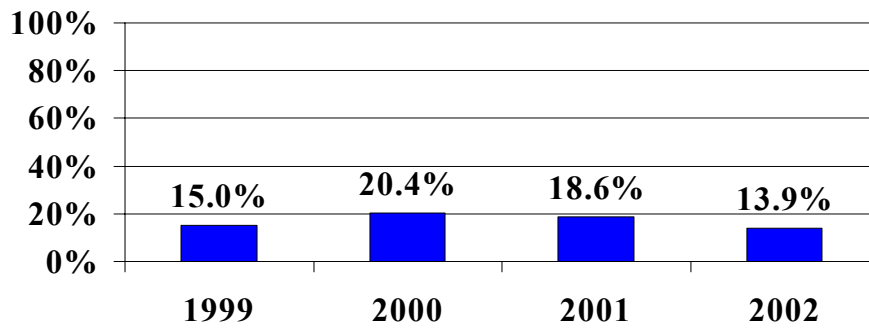
Percent rating neighborhood crime control program effective or very effective



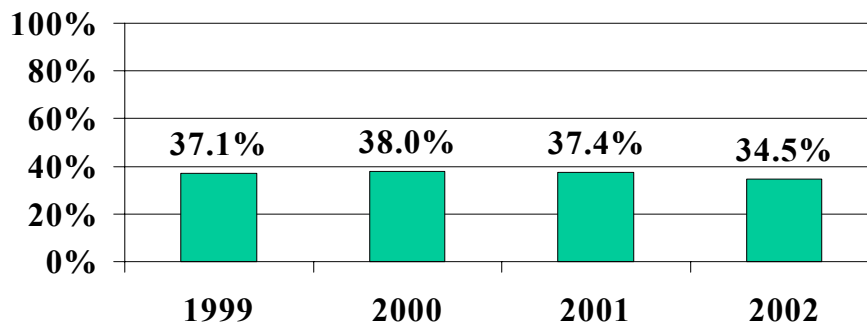
Four-Year Trend of Disaster Preparedness Indicators

The following charts provide a comparison of disaster preparedness for the past four years.

Percent reporting their home is completely prepared for an earthquake



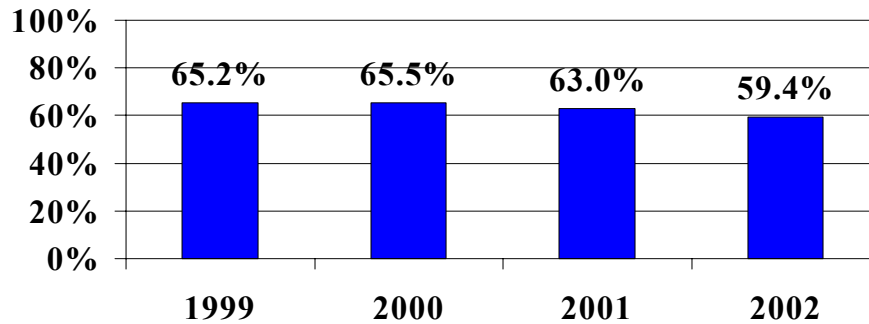
Percent reporting their home is completely prepared in case of fire



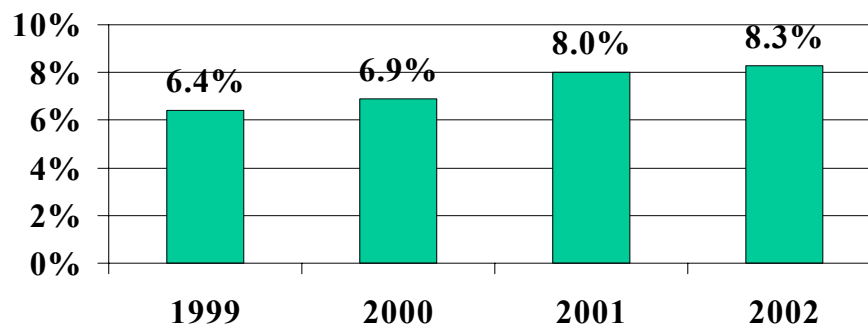
Four-Year Trend of General Health Status Indicators

The following charts provide a comparison of general health status indicators for the past four years.

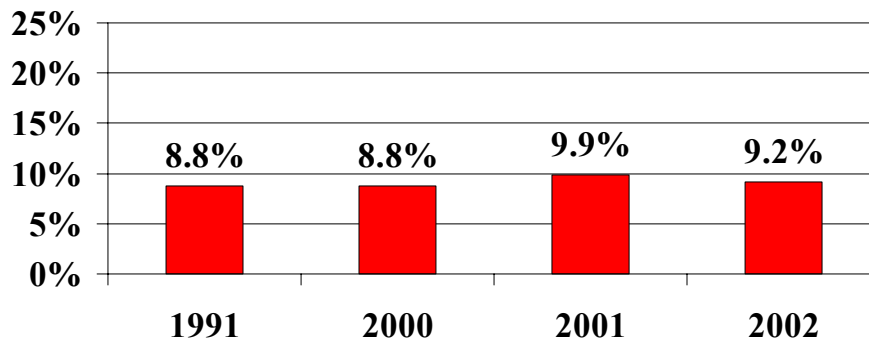
Percent rating their health status
as very good or excellent



Percent indicating they are currently disabled



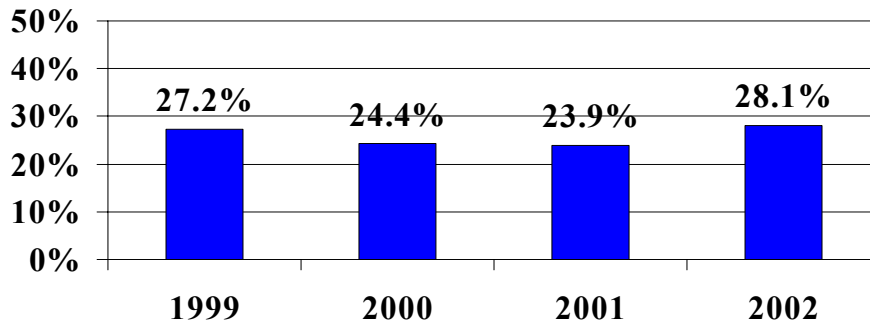
Percent indicating frequent mental distress (FMD)
(i.e., mental health not good 14 or more days during past 30 days)



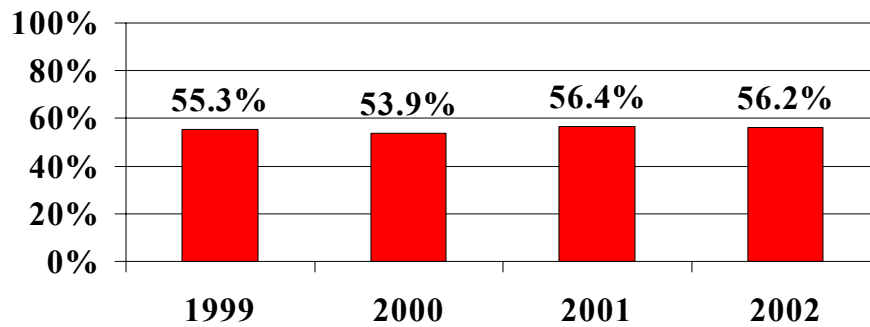
Four-Year Trend of Adult Educational Indicators

The following charts provide a comparison of adult education achievement and satisfaction for the past four years.

Percent indicating high school graduate or less



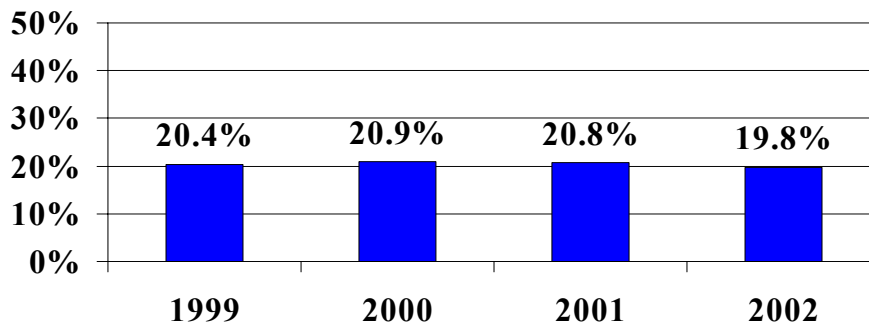
Percent satisfied or very satisfied with current education level



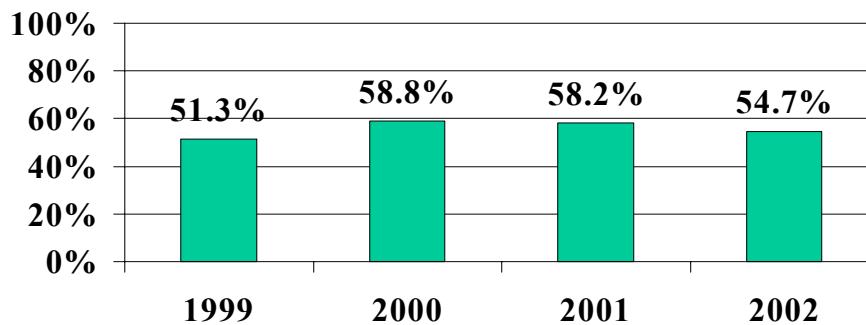
Four-Year Trend of Housing Indicators

The following charts provide a comparison of living situation, home ownership and satisfaction for the past four years.

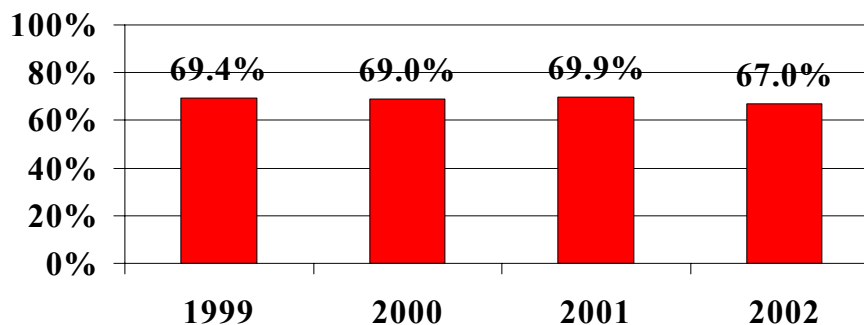
Percent indicating they live alone during the past 12 months



Percent indicating they currently own their home



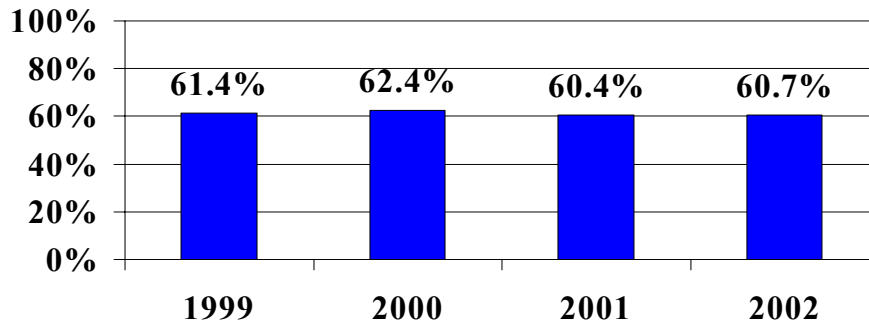
Percent satisfied or very satisfied with current housing situation



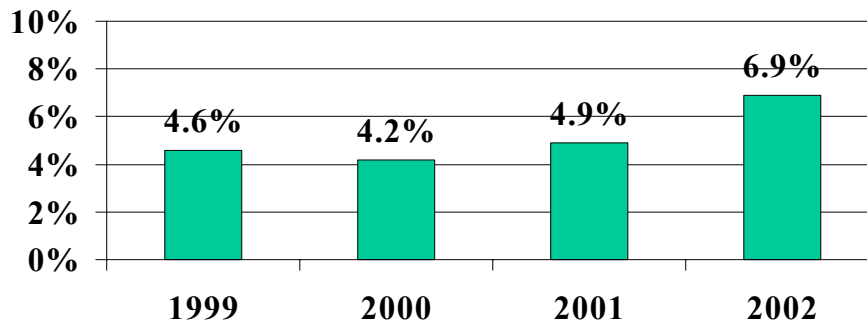
Four-Year Trend of Employment Security Indicators

The following charts provide a comparison of employment levels, unemployment and employment security for the past four years.

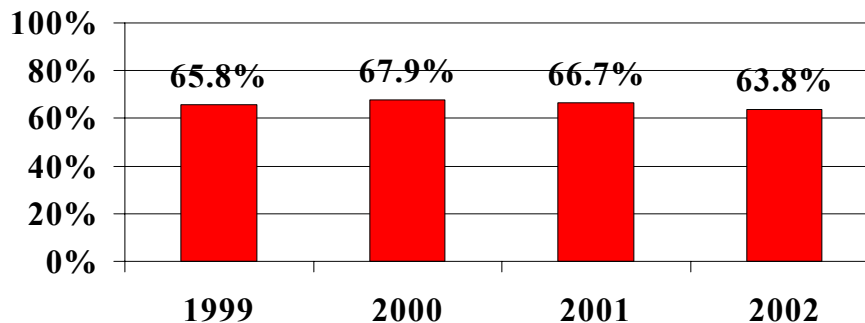
Percent currently employed



Percent indicating they are currently unemployed



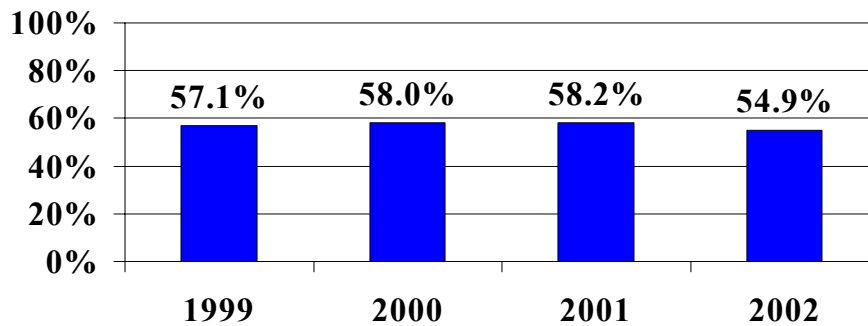
Percent indicating they are very secure with their current employment



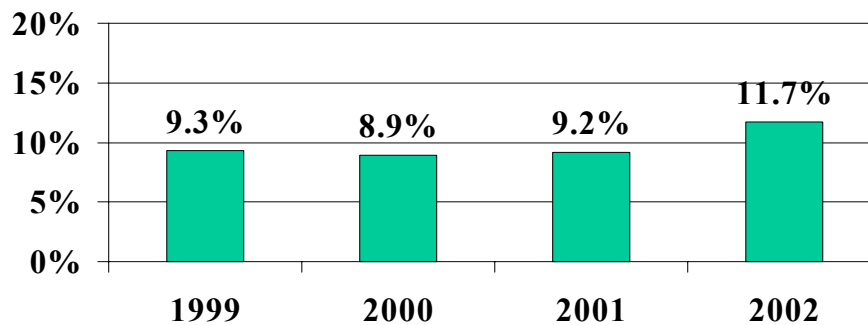
Four-Year Trend of Discretionary Income Indicators

The following charts provide a comparison of discretionary income indicators for the past four years.

Percent reporting their financial situation as comfortable



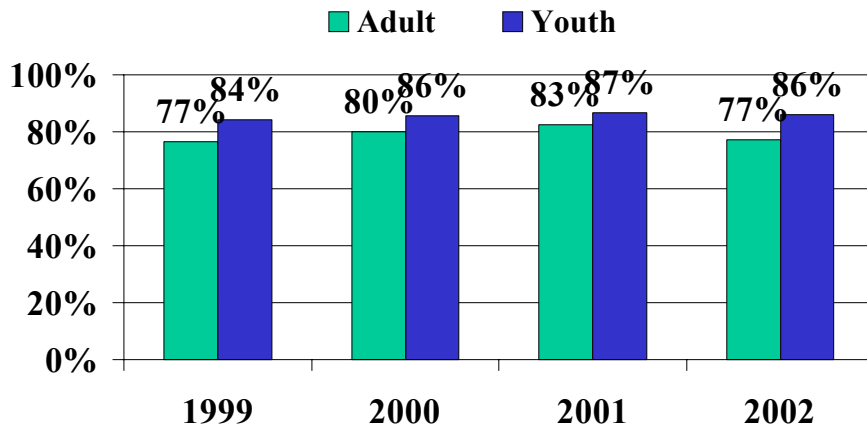
Percent indicating because of their current financial situation they typically do without essentials



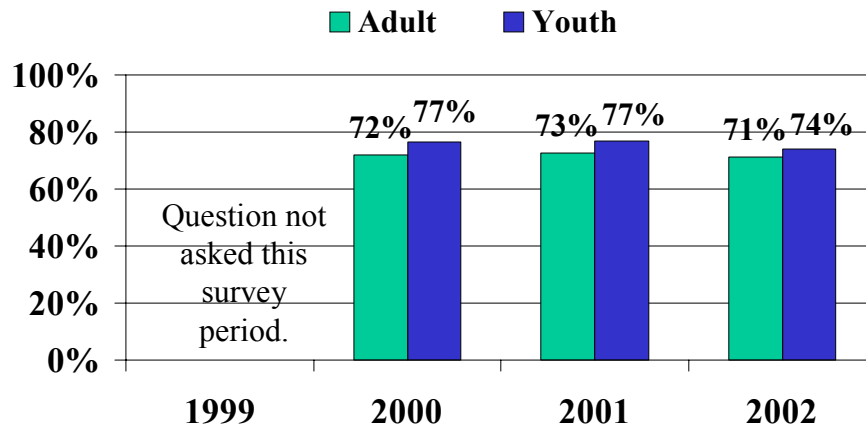
Four-Year Trend in Having a Medical and/or Dental Provider

The following charts provide a comparison for adults and children as to whether they had a medical provider and/or a dental care provider for the past four years.

Percent indicating they currently have a primary care provider ¹.



Percent indicating they currently have a dental care provider ².



1. See General Health Status Report for details on this measure.
 2. See Dental Care Report for detail on this measure.