

2003 Outcomes and Community Impact Program



United Way of San Diego County

Emergency Assistance

The 2003 Outcomes & Community Impact Program surveyed 3,662 randomly selected households from throughout San Diego County between October 23, 2003 and March 30, 2004. One segment of this year's survey was to determine the degree to which San Diego County residents needed emergency assistance such as food, clothing or financial help, not previously covered in the survey. Questions in this section inquired if respondents or other members of their households needed emergency assistance within the past 12 months.

Respondents who indicated they needed emergency assistance were asked the reason for their need.

Those respondents indicating they had received either all or some

of the help they needed were asked their level of satisfaction with the emergency assistance received.

This chapter explores the findings related to the need for and use of emergency assistance by San Diego County residents. This includes examining the findings by demographic variables including geographic location, age, race/ethnicity, educational level and income.

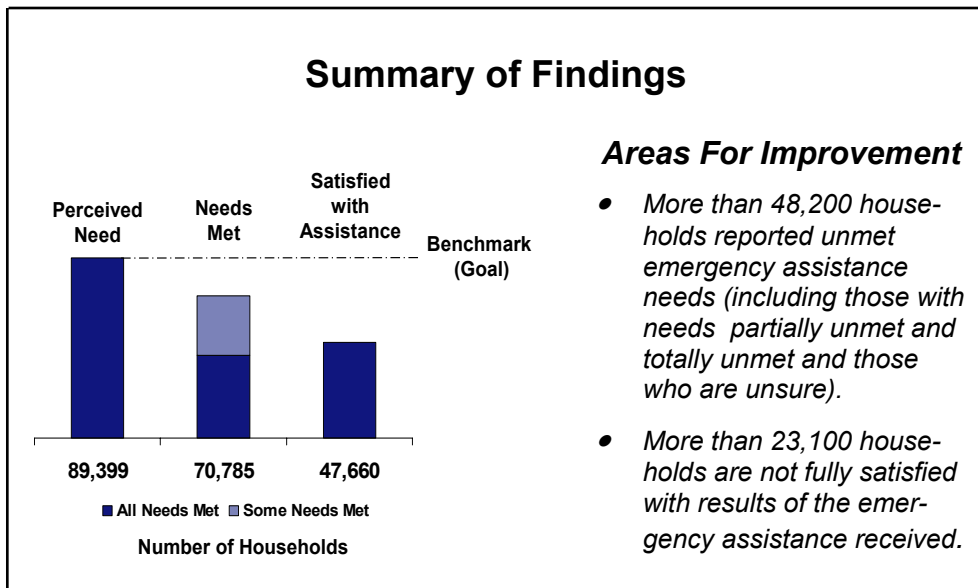
In addition, findings are projected to the current number of occupied households in San Diego County.

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SPECIAL POINTS OF INTEREST:

- Overall, 8.7 percent of respondents reported a need for emergency assistance.
- Of those reporting a need for emergency assistance, 46.1 percent said they were able to obtain all of the assistance needed.
- Of those respondents receiving emergency assistance, 67.3 percent rated their satisfaction with the services as satisfied or very satisfied.
- Over 11 percent said they were dissatisfied or very dissatisfied with the assistance received.
- Health and financial problems were the most common reasons for needing emergency assistance.



Need for Emergency Assistance

“During the past year did you or someone in your household need any type of emergency assistance?”

Overall, 8.7 percent of the respondents (n=317) reported they needed emergency assistance during the past 12 months. Need varied by geographic region, ethnicity, education and age category. This section reviews need and reports observed differences. Differences that are statistically significant have been indicated with an asterisk.

Within each demographic subgroup, those reporting a need for emergency assistance ranged from 3.9 percent for respondents with annual household incomes of \$100,000 or more to 21.1 percent for respondents with annual household incomes of less than \$20,000. Findings within these and other groups include:

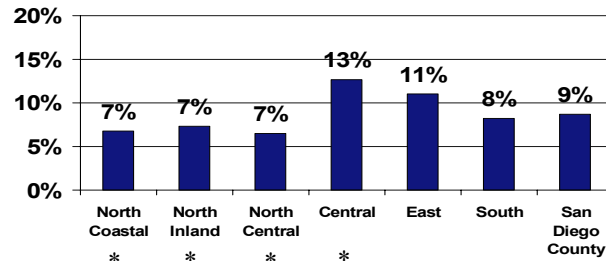
- Geographically, emergency assistance need ranged from 6.5 percent in the North Central region to 12.7 percent in the Central region. The differences between the Central region and the North Coastal, North Inland and North Central regions are significant.
- In terms of race/ethnicity, need ranged from 4.9 percent for Asian respondents to 16.7 percent for American Indians. The differences between the white and Hispanic and African-American respondents are significant.
- Respondents with annual household incomes under \$20,000 reported a significantly higher need for emergency assistance than those with higher household incomes, 21.1 and 6.5 percent, respectively.
- Respondents with less than a high school education reported a significantly higher need for emergency assistance than respondents with a four-year college education or more, 13.0 and 5.8 percent, respectively.

Examination of other variables including marital and employment status found the following significant differences:

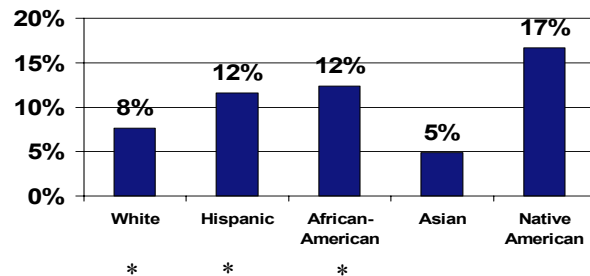
- Separated or divorced respondents reported a significantly higher need for emergency assistance than married respondents, 11.7 and 6.4 percent, respectively.
- Unemployed (13.5%) and disabled (43.1%) respondents reported a significantly higher need for emergency assistance than those who were employed (7.2%).

Percent indicating need for emergency assistance

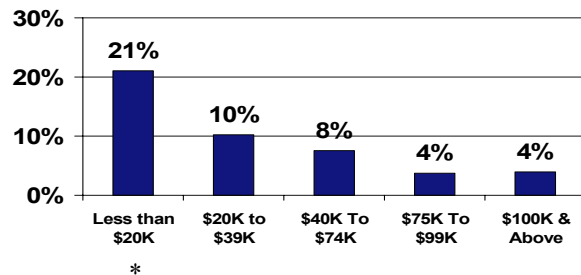
Geographic Region



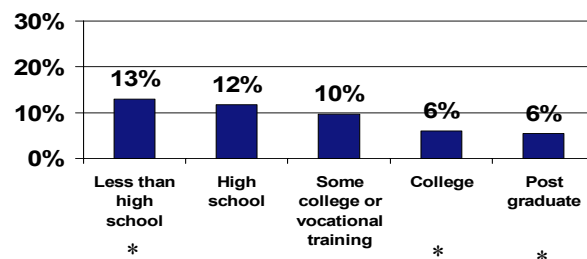
Race/Ethnicity



Annual Household Income



Education Level



* Significant at $p < .05$

Amount of Emergency Assistance Received

“Did you receive all, some or none of the emergency assistance you needed?”

Overall, 46.1 percent of the respondents (n=146) reported they received all the emergency assistance they needed during the past 12 months. Amount of emergency assistance received varied by geographic region, ethnicity, education and income. This section reviews the degree to which emergency assistance needs were met and reports observed differences.

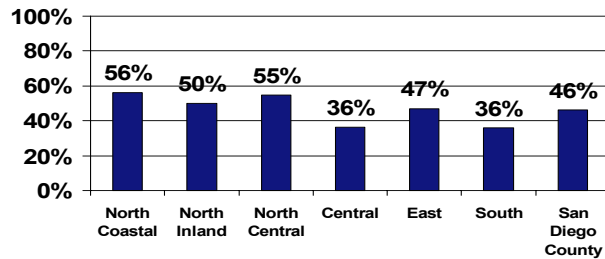
Within each demographic subgroup, those reporting all emergency assistance needs were met ranged from 35.6 percent for single respondents to 62.5 percent for respondents reporting annual household income of \$100,000 or above. Findings within other groups include:

- Geographically, those receiving all emergency assistance needed ranged from 36.1 percent in the South region to 56.1 percent in the North Central region. The differences between regions are not statistically significant.
- In terms of race/ethnicity, those receiving all emergency assistance needed ranged from 38.7 percent for Hispanic respondents to 52.2 percent for white respondents. There were insufficient responses among other race/ethnic groups to evaluate how well their emergency assistance needs were met.
- Respondents with a college education or more reported receiving more needed emergency assistance than those with some college education or vocational training, 59.1 percent and 35.7 percent, respectively. The differences noted are statistically significant.
- Households with annual incomes under \$40,000 received significantly less of the needed emergency assistance than households with incomes of \$40,000 or more, 36.6 percent and 55.5 percent, respectively. The differences noted are statistically significant.

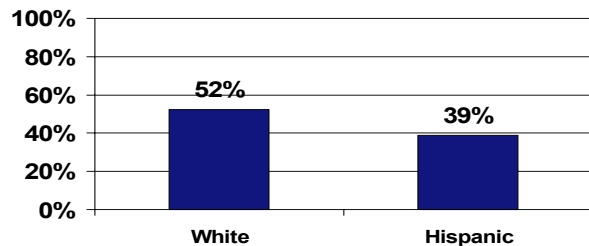
Examination of other variables did not identify any statistically significant differences.

Percent receiving all emergency assistance needed

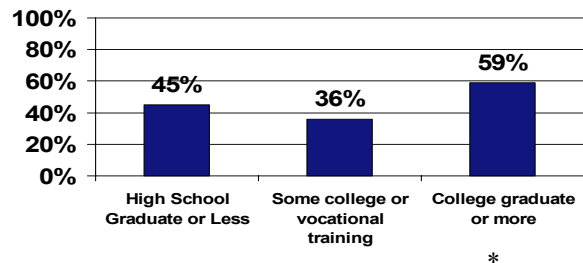
Geographic Region



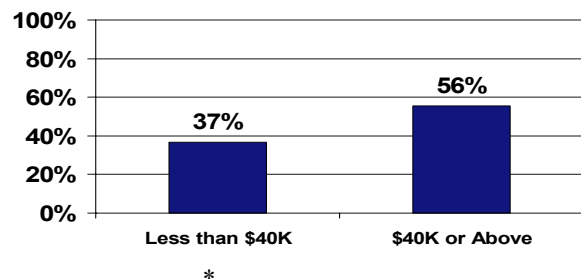
Race/Ethnicity



Educational Level



Annual Household Income



* Significant at p < .05

Satisfaction with Emergency Assistance Received

“How satisfied are you with the emergency assistance you received?”

Respondents receiving some or all of the emergency assistance they needed were asked to rate their level of satisfaction with the assistance using a six-point scale with six being “very satisfied” and one being “very dissatisfied.”

The overall mean level of satisfaction with emergency assistance was 4.87. In terms of proportion, those actually satisfied or very satisfied accounted for 67.3 percent of respondents receiving emergency assistance. Those dissatisfied or very dissatisfied accounted for 11.2 percent of these respondents.

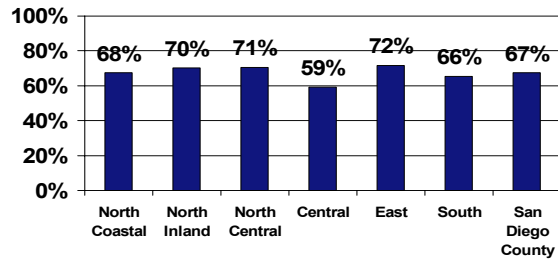
Those reporting levels of satisfaction within each demographic subgroup ranged from 59.2 percent among respondents living in the Central region to 74.5 percent among respondents reporting household incomes of \$40,000 and above. Findings within the various demographic subgroups include:

- Geographically, levels of satisfaction ranged from 59.2 percent in the Central region to 71.7 percent in the East region. None of the differences are significant.
- In terms of race/ethnicity, the levels of satisfaction ranged from 64.9 percent among Hispanic respondents to 71.4 percent for white respondents. These differences are not significant.
- Respondents age 35 and over were slightly more satisfied than younger respondents. These differences are not significant.
- Respondents with annual household incomes under \$40,000 reported a higher level of satisfaction with emergency assistance than those with higher incomes. These differences are not significant.

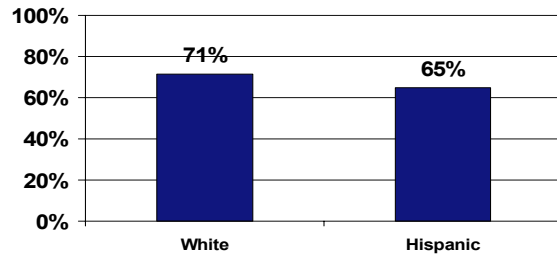
Review of other demographic sub-groups revealed no significant differences in the levels of satisfaction with emergency services.

Percent satisfied or very satisfied with emergency assistance received

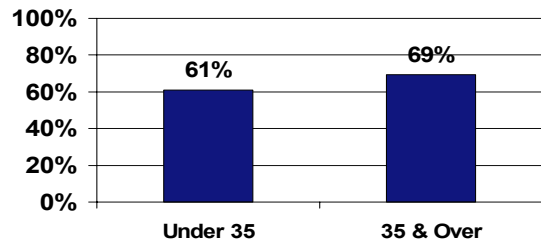
Geographic Region



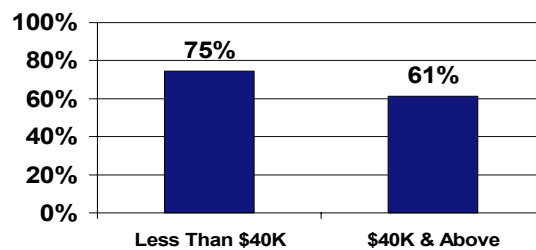
Race/Ethnicity



Age Category



Annual Household Income



Reasons for Needing Emergency Assistance

“What is the main reason you needed emergency assistance?”

The two most common reasons given for needing emergency assistance were health problems and financial problems mentioned by 40.7 percent and 23.3 percent of those respondents reporting they needed assistance, respectively. Other reasons mentioned include accidents, having no job, evictions, domestic violence and disaster.

Additional analysis was not possible due to the limited number of cases and response categories.

Main reasons for needing emergency assistance	Percent	<i>n</i>
Health problems	40.7	129
Financial problems	23.3	74
Accident	11.7	37
Disaster	9.5	30
Unemployed	8.8	28
Eviction	2.2	7
Domestic violence	1.9	6
Don't know/Refuse	1.9	6
Total	100	317

Emergency Assistance Profile

Countywide, an estimated 8.7 percent of households indicated a need for emergency assistance during the past 12 months. This equates to an estimated 89,399 households in San Diego County needing emergency assistance during the past year.

Need Emergency Assistance (n=3,662)

	(n)	(%)	(estimate)
Yes	317	8.7	89,399
No	3,336	91.1	940,799
Don't know/Refused	9	0.2	2,538

Satisfaction (n=251)

	(n)	(%)	(estimate)
Very satisfied or satisfied	169	67.3	47,660
Somewhat satisfied or dissatisfied	49	19.5	13,819
Very dissatisfied or dissatisfied	28	11.2	7,896
Unsure	5	2.0	1,410

How Well Need Met (n=317)

	(n)	(%)	(estimate)
All needs met	146	46.1	41,174
Needs partially met	105	33.1	29,611
All needs unmet	65	20.5	18,331
Don't know	1	0.3	282

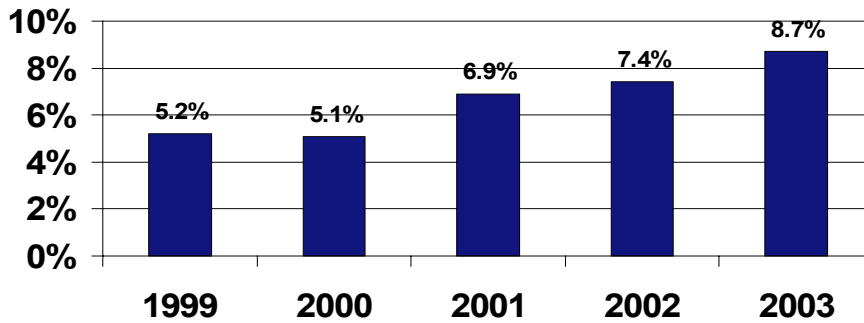
Reasons for Needing Help (n=317)

	(n)	(%)	(estimate)
Health problems	129	40.7	36,380
Financial problems	74	23.3	20,869
Accident	37	11.7	10,435
Disaster	30	9.5	8,460
Unemployed	28	8.8	7,896
Eviction	7	2.2	1,974
Domestic violence	6	1.9	1,692
Don't know/Refused	6	1.9	1,692

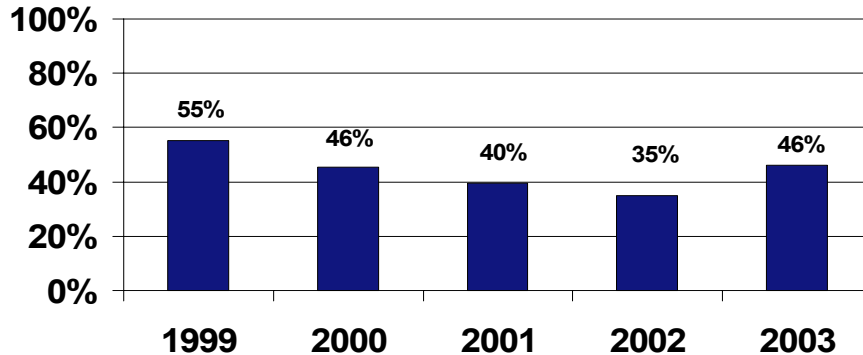
Five-Year Trend of Emergency Assistance Services Indicators

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

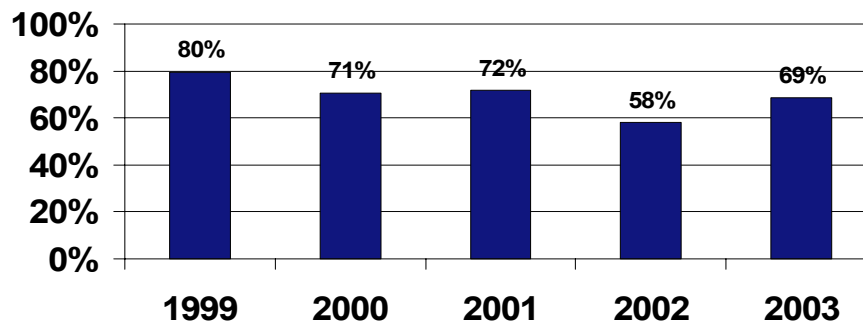
Percent needing emergency assistance during the past 12 months



Percent indicating they received all needed emergency assistance



Percent satisfied or very satisfied with emergency assistance received



Background

Each year billions of dollars are invested in San Diego County by federal, state, county, cities and charitable organizations to improve the health and well-being of the community and its residents. These funds are applied to a wide variety of health, social and community issues. All concerned have a growing interest in knowing whether this investment of community assets is making a difference. The Outcomes and Community Impact Measurement Program has been designed to be a comprehensive measurement and outcomes reporting system related to the health and well-being of San Diego County residents.

The Outcomes and Community Impact Measurement Program data reviewed in this document are for the 2003 data collection and reporting period.

Concept

Initial concepts behind this program began in 1995 when the United Way of San Diego County convened eight task forces representing San Diego County residents and community leaders who developed the following list of desired countywide outcomes:

- **Access** – People have access to a full range of effective community services.
- **Self-sufficiency** – People reach and maintain an optimal level of independence and health.
- **Civic Solutions** – People live in, participate in and are supported by diverse, economically sound communities.
- **Educational Success** – People have the necessary life-long educational support to reach their potential as productive and contributing community members.
- **Public Safety** – People feel safe from the threat of crime and violence in their homes, neighborhoods and communities.
- **Well-being** – People are emotionally self-sufficient and able to cope with the stressors in their lives.

Based on the desired outcomes developed by these task forces, a measurement platform was designed to measure the impact of community assets and services on addressing people's needs and visions.

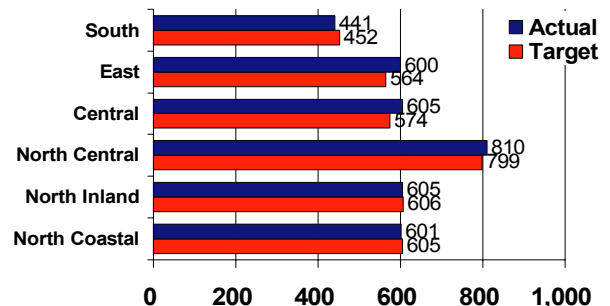
Methodology

Data was collected via telephone interviews with 3,662 randomly selected persons living throughout San Diego County. The interviews, lasting an average of 22.6 minutes, were conducted by trained interviewers from the Social and Behavioral Research Institute located at California State University San Marcos between October 24, 2003 and March 30, 2004.

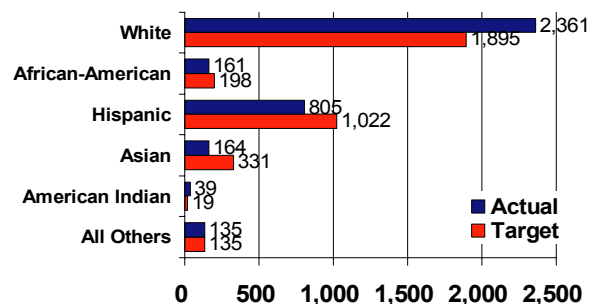
To enhance the quality of the data in terms of how well it represents the geographic and race/ethnic population of San Diego County, the county was divided into six geographic regions. These regions correspond with the San Diego County Health and Human Services Agency regions. A targeted number of interviews for each race/ethnic category within each region was established to more accurately represent the actual population within the regions.

The following tables present the targeted and actual number of interviews completed.

Targeted Number of Interviews by Region



Targeted Number of Interviews by Race/Ethnicity



2003 Outcomes and Community Impact Program

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2003 Funding Sources

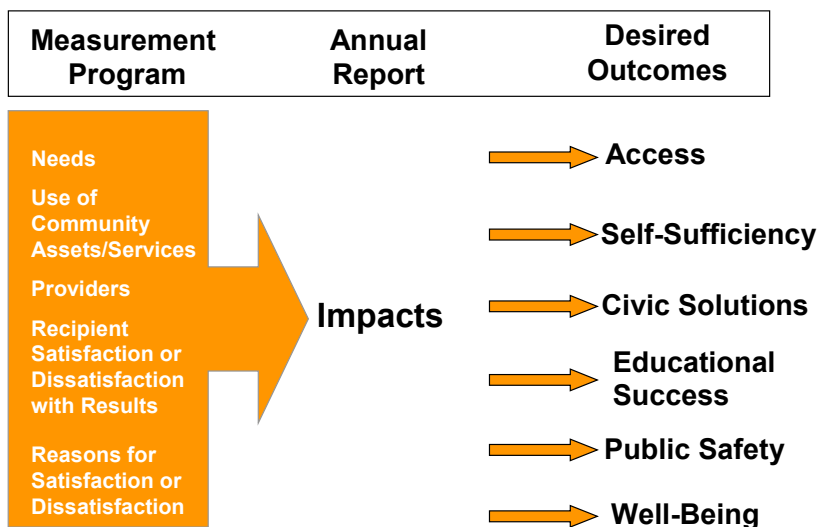
- Alliance Healthcare Foundation
- The California Endowment
- County of San Diego
- Community Health Improvement Partners (CHIP)
- Kaiser Permanente
- McCarthy Family Foundation
- INFO LINE of San Diego County
- The San Diego Foundation
- United Way of San Diego County

Outcomes and Impact Program Overview

The information contained in this report presents the findings for one of the 24 areas explored in the 2003 Outcomes and Impact Study. Other areas range from advocacy services to youth development. Each of these areas is covered in an individual report which can be obtained from the United Way of San Diego County. In addition, there are appendices supporting each of these reports which provide very detailed data in the format of cross tabulations of questions for each area by many key variables.

To view the 2003 Outcomes and Community Impact Program reports or to order copies of the 1999, 2000, 2001 and 2002 reports on disk, visit the United Way's website at www.uwsd.org. On the homepage click on the Outcomes / Healthy Community Index icon.

Outcomes and Impact



More Information Available

The information provided in this report is one segment of the available outcome and impact program reporting. Additional information is available including:

- Five-year history of top-level findings
- Methodology and Technical Report
- Frequencies
- Cross tabulations
- Significance tests