

2003 Outcomes and Community Impact Program



United Way of San Diego County

Public Help

The 2003 Outcomes & Community Impact Program surveyed 3,662 randomly selected households from throughout San Diego County between October 24, 2003 and March 30, 2004. One segment of this survey was to determine the degree to which San Diego County residents needed public (i.e., governmental) help such as food stamps, subsidized medical care or housing provided by various local, state or federal agencies. Questions in this section inquired if respondents or other members of their households needed public help within the past 12 months.

Respondents who indicated they needed public help were asked the reason for their need and who provided the help.

Those respondents indicating they had received either all or some

of the help they needed were asked their level of satisfaction with the public help received. Additionally, respondents who did not receive all the public help needed were asked the main reason they hadn't received the assistance.

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

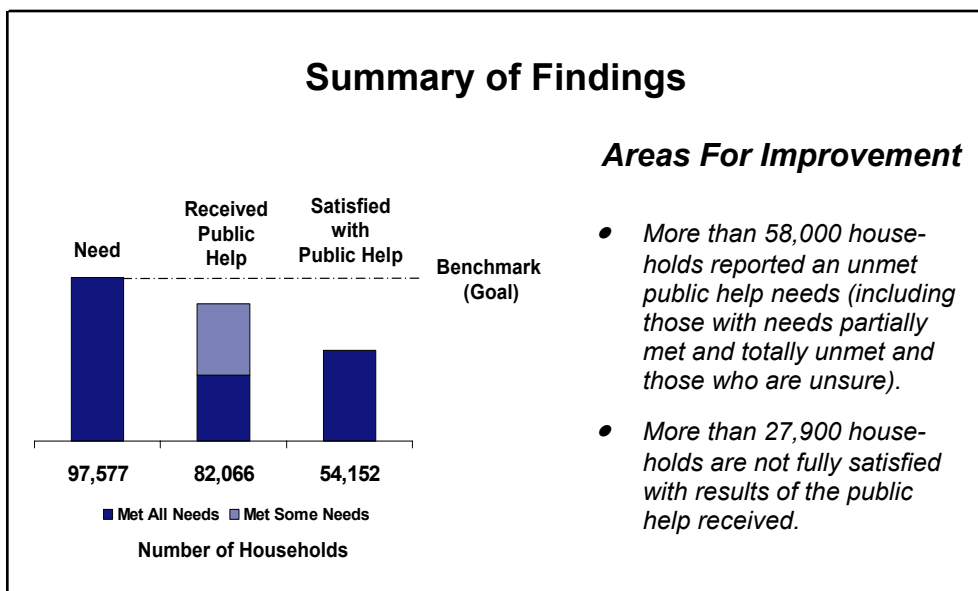
In addition, findings are projected to the current number of occupied households in San Diego County.

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SPECIAL POINTS OF INTEREST:

- Overall, 9.4 percent of respondents reported a need for public help.
- Of those reporting a need for public help, 40.5 percent said they were able to obtain all of the public help needed.
- Of those respondents who received some or all public help needed, 66.0 percent rated their satisfaction with the results as satisfied or very satisfied.
- Of those respondents who received some or all public help needed, 10.2 percent said they were dissatisfied or very dissatisfied with the results of public help.
- Health and financial problems were the most common reasons for needing public help.
- The County of San Diego and State of California were the most often named providers of public help.



Need for Public Help

“During the past year did you or someone in your household need any type of public help such as food stamps, cash assistance, subsidized medical care or housing from various public agencies?”

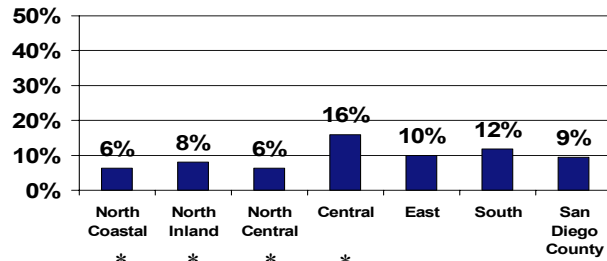
Overall, 9.4 percent of the respondents (n=346) reported they needed public help during the past 12 months. Need varied by geographic region, ethnicity, income and age. This section reviews need and reports observed differences. Differences that are statistically significant have been indicated with an asterisk.

Within each demographic subgroup, those reporting a need for public help ranged from 3.2 percent of respondents with annual household incomes of \$100,000 or more to 54.9 percent among respondents reporting they are disabled. Findings within these and other groups include:

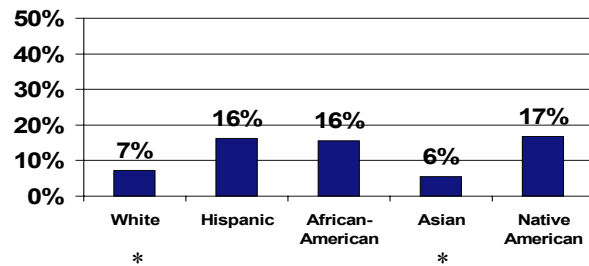
- Geographically, public help need ranged from 6.3 percent in the North Coastal and North Central regions to 15.9 percent in the Central region. Need in the Central region was significantly higher than all other regions except the East and South regions.
 - In terms of race/ethnicity, need for public help ranged from 5.5 percent among Asian respondents to 16.7 percent among Native American respondents. White and Asian respondents reported a significantly lower need than other racial/ethnic groups.
 - Respondents with annual household incomes under \$40,000 reported a significantly higher need for public help than those with higher household incomes.
 - Respondents without medical insurance coverage reported a significantly higher need for public help than respondents with medical insurance coverage.
- Examination of other variables, including educational level and marital status found the following statistical differences:
- Respondents with a high school education or less reported a significantly higher need for public help than those with a college education or more, 19.2 and 6.2 percent, respectively.
 - Separated, divorced, single and those living as married reported a significantly higher need for public help than married respondents, 13.1 and 6.5 percent, respectively.

Percent indicating need for public help

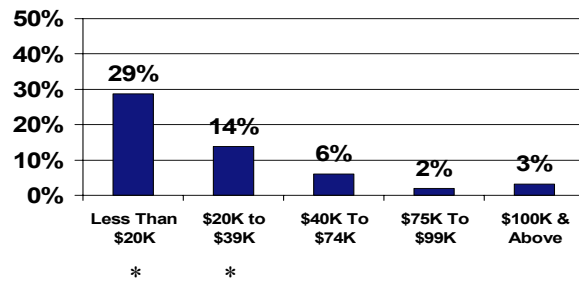
Geographic Region



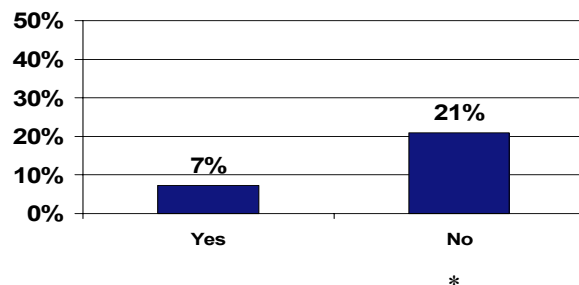
Race/Ethnicity



Annual Household Income



Medical Insurance



* Significant at p < .05

Amount of Public Help Received

“Did you receive all, some or none of the public help you needed?”

Overall, 40.5 percent of the respondents who needed public help (n=140) reported they received all the assistance needed during the past 12 months. Amount of public help received varied by geographic region, ethnicity, gender and marital status. This section reviews the degree to which public help needs were met and reports observed differences.

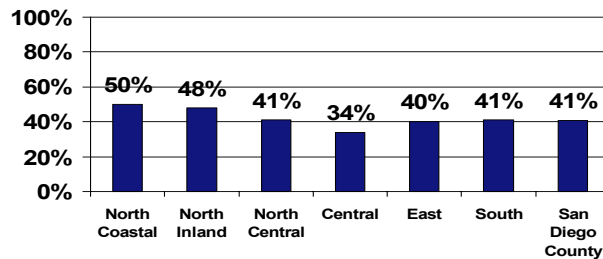
Within each demographic subgroup, those reporting that all public help needs were met ranged from 31.1 percent among respondents with annual household incomes between \$20,000 to \$39,999 to 50.0 percent among numerous subgroups. Findings within these and other groups include:

- Geographically, those receiving all public help needed ranged from 34.0 percent in the Central region to 50.0 percent in the North Coastal region. These differences are not statistically significant.
- In terms of race/ethnicity, those receiving all public help needed ranged from 40.7 percent for white respondents to 44.6 percent for Hispanic respondents. These differences are not statistically significant.
- Age had very little impact on the amount of public help ranged, ranging from 39% reporting they received all the help needed among those age 65 and over to 42.1 percent among respondents under age 45. These differences are not statistically significant.
- Respondents with annual household incomes \$40,000 reported receiving less public help than respondents in other annual household income categories. These differences are not statistically significant.

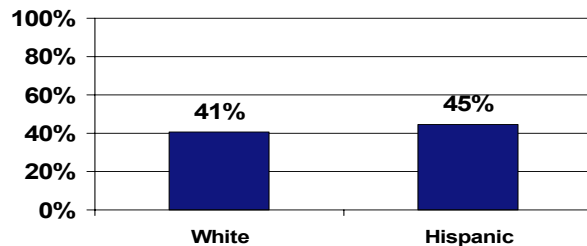
Examination of other demographic variables found no significant differences in the amount of public help received.

Percent receiving all public help needed

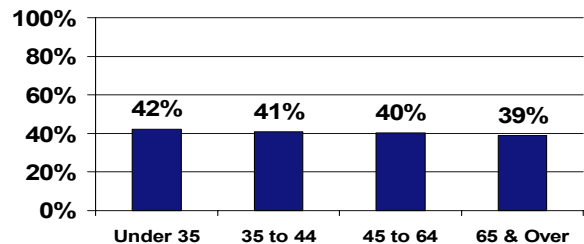
Geographic Region



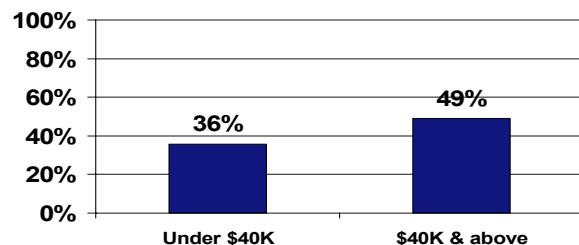
Race/Ethnicity



Age Category



Income Category



Satisfaction with Public Help Received

“How satisfied are you with the results of the public help received?”

Respondents receiving some or all of the public help they needed were asked to rate their level of satisfaction with the results of the help using a six-point scale with six being “very satisfied” and one being “very dissatisfied.” This section reviews satisfaction with public help received.

The overall mean level of satisfaction with public help was 4.8. In terms of proportion, those actually satisfied or very satisfied accounted for 66.7 percent of respondents receiving public help. Those dissatisfied or very dissatisfied accounted for 10.3 percent of these respondents.

As shown on the accompanying charts, those reporting levels of satisfaction within each demographic subgroup ranged from 54.7 percent among respondents living in the East region to 77.5 percent of respondents living in the North Inland region.

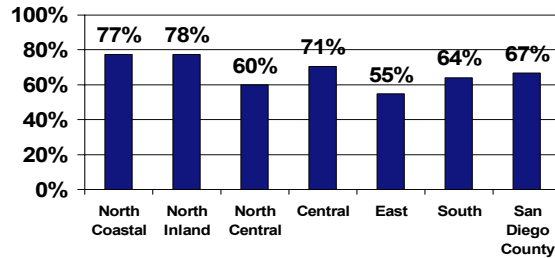
Findings within the various demographic subgroups include:

- Geographically, levels of satisfaction ranged from 54.7 percent in the East region to 77.5 percent in the South region. None of the differences are significant.
- In terms of race/ethnicity, satisfaction ratings ranged from 65.1 percent for white respondents to 70.5 percent for Hispanic respondents. These differences are not statistically significant.
- Satisfaction ranged from 58.4 percent among respondents in the 35 to 44 year age category to 70.9 percent in the under 35 age category. These differences are not statistically significant.
- In terms of education, satisfaction levels ranged from 58.3 percent for those with a college education or more to 76.5 percent for those with a high school education. These differences are not statistically significant.

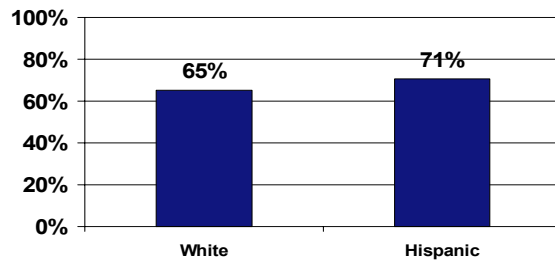
Examination of other demographic variables found no statistically significant differences in the satisfaction with public help received.

Percent satisfied with public help

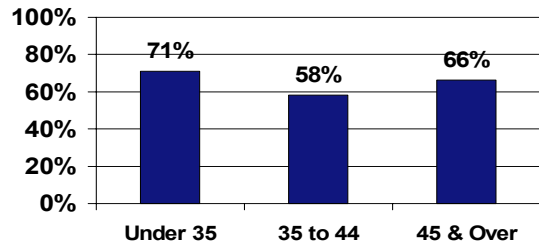
Geographic Region



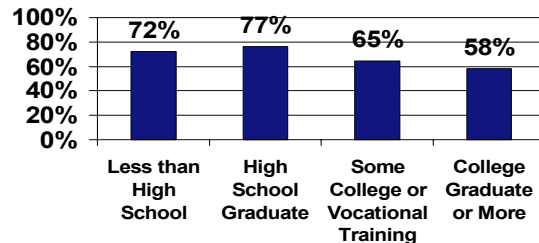
Race/Ethnicity



Age Category



Educational Level



Reasons for Needing Public Help

“What is the main reason you needed public help?”

The most common reasons given for needing public help were health problems and lack of money, mentioned by 43.4 percent and 32.1 percent of those respondents reporting they needed public help. The next most frequently mentioned reason for needing public help was no job.

Additional analysis identified that health problems as the reason for needing public help was highest in the North Central region and lowest in the North Inland region, 52.9% and 32.7%, respectively. Review of other demographic variables did not identify any other notable differences.

Main reasons for needing public help	Percent	<i>n</i>
Health problems	43.4	150
No money	32.1	111
No job	12.7	44
Accident	2.3	8
Domestic violence	2.0	7
Disaster	1.2	4
Eviction	0.6	2
Don't know/Refused	5.8	20
Total	100	346

Who Provided the Most Public Help

“Who provided you the most public help?”

Those respondents indicating they had received all or some of the public help needed during the past 12 months were asked who provided most of the help. The most frequent responses were the County of San Diego and State of California, named by 37.4 percent and 26.5 percent of respondents, respectively.

An in-depth analysis of demographic sub-groups was not possible due to the limited number of responses and categories.

Who provided the most public help	Percent	<i>n</i>
County of San Diego	37.4	110
State of California	26.5	78
Federal government	19.7	58
City lived in	5.8	17
Don't know	10.5	31
Total	100	294

Public Help Profile

Countywide, an estimated 9.4 percent of households indicate a need for public help during the past 12 months. This equates to an estimated 97,577 households in San Diego County needing public help the past year.

Need public help (n=3,662)

	(n)	(%)	(estimate)
Yes	346	9.4	97,577
No	3,299	90.1	930,365
Don't know/Refused	17	0.5	4,794

Satisfaction (n=294)

	(n)	(%)	(estimate)
Very satisfied or satisfied	194	66.0	54,152
Somewhat satisfied or dissatisfied	67	22.8	18,702
Very dissatisfied or dissatisfied	30	10.2	8,374

How Well Need Met (n=346)

	(n)	(%)	(estimate)
All needs met	140	40.5	39,482
Needs partially met	151	43.6	42,584
All needs unmet	51	14.7	14,383
Don't know/Refused	4	1.2	1,128

Reasons for Needing Help (n=346)

	(n)	(%)	(estimate)
Health problems	150	43.4	42,302
Financial problems	111	32.1	31,304
No job	44	12.7	12,409
Accident	8	2.3	2,256
Domestic violence	7	2.0	1,974
Disaster	4	1.2	1,128
Eviction	2	0.6	564
Don't know/Refused	17	5.8	5,640

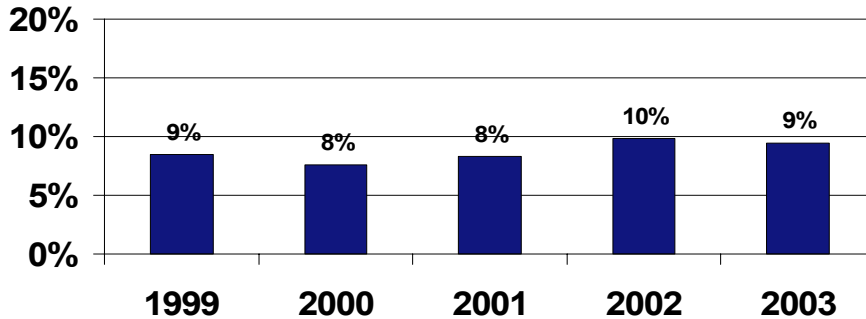
Who Provides Services (n=294)

	(n)	(%)	(estimate)
County of San Diego	110	37.4	30,705
State of California	78	26.5	21,773
Federal government	58	19.7	16,190
City lived in	17	5.8	4,745
Don't know	31	10.5	8,653

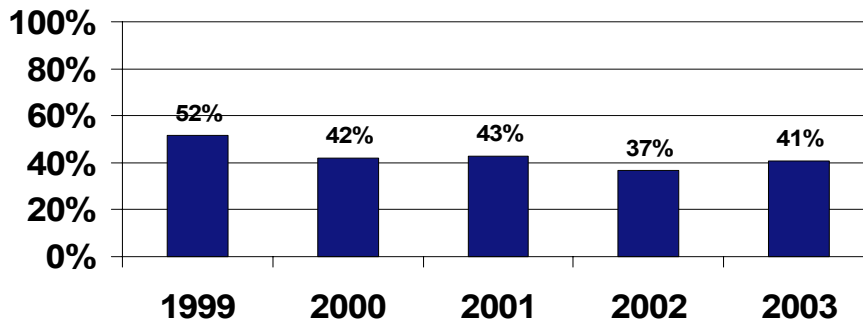
Five-Year Trend of Public Help Indicators

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

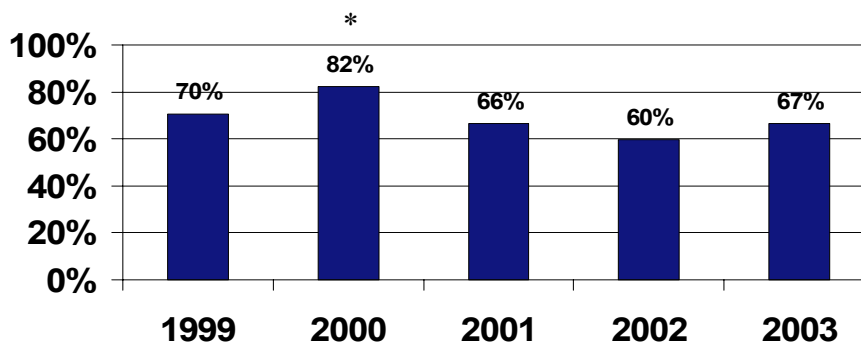
Percent needing public help during the past 12 months



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.

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.

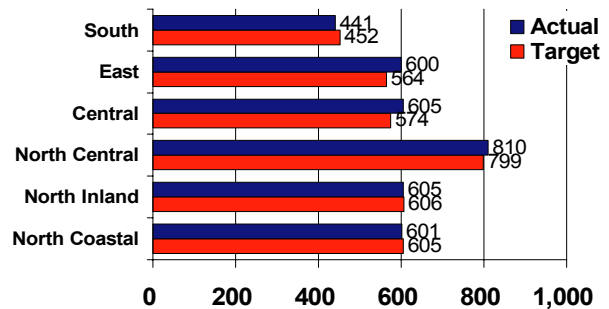
Methodology

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.

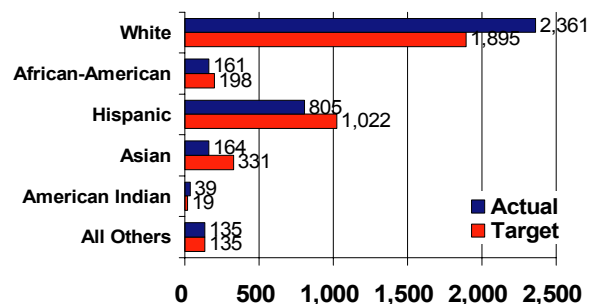
To enhance the quality of the data in terms of how well it represents the geographic and race/ethnic population of San Diego County, the county was divided into six geographic regions. These regions correspond with the San Diego County Health and Human Services Agency regions. A targeted number of interviews 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

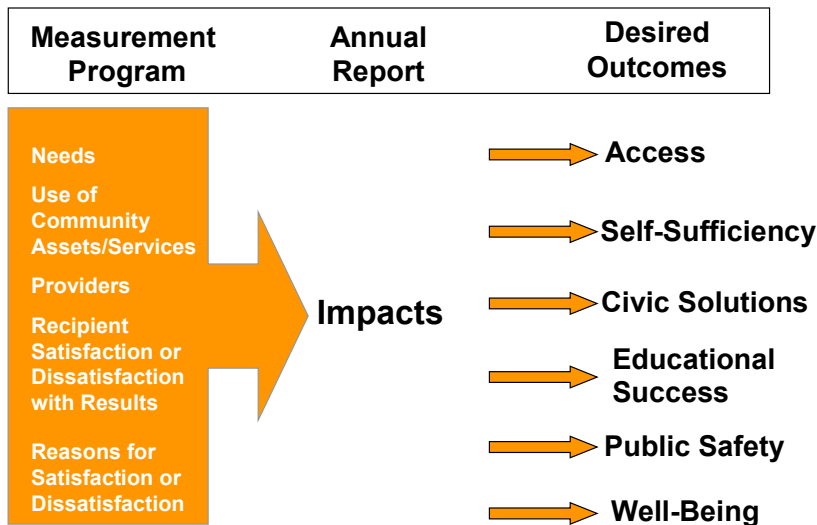
- Alliance Healthcare Foundation
- The California Endowment
- County of San Diego
- Community Health Improvement Partners (CHIP)
- Kaiser Permanente
- McCarthy Family Foundation
- INFO LINE of San Diego County
- The San Diego Foundation
- United Way of San Diego County

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