

2003 Outcomes and Community Impact Program



United Way of San Diego County

Social Services Advocacy

The 2003 Outcomes & Community Impact Program surveyed 3,662 randomly selected households from throughout San Diego County between October 24, 2003 and March 30, 2003. One segment of this survey was intended to determine how frequently San Diego County residents would have benefited from the help of an advocate in obtaining needed social services during the past year. Questions in this section inquired if respondents had needed advocacy help during the past 12 months.

Respondents who indicated they had needed advocacy in obtaining social services were asked how well their needs were met.

This chapter explores the findings related to the need for social services advocacy by San Diego County residents. This includes examining the findings by demo-

graphic subgroups including geographic location, age, race/ethnicity, educational level, income and other variables as indicated.

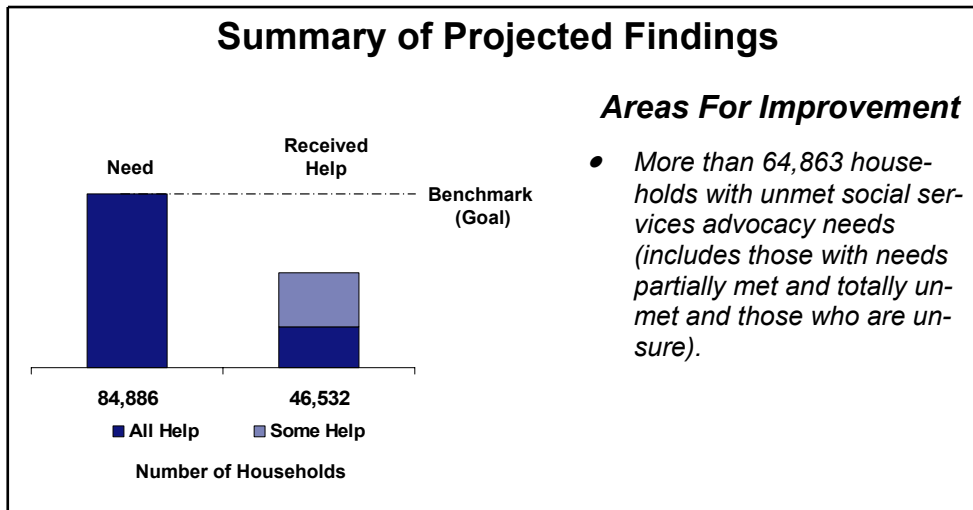
In addition, findings are projected for the current number of occupied households in San Diego County.

INSIDE

Need for social services advocacy	2
Amount of advocacy received	3
Profile	4
Five-year trend	5
Background & Concept	6

SPECIAL POINTS OF INTEREST:

- Overall, 8.2 percent of the respondents reported a need for social services advocacy within the past 12 months.
- Of those who needed advocacy, 23.6 percent reported they received all the social services advocacy needed.
- Of those who needed advocacy, 42.9 percent reported they were unable to get any needed social services advocacy.



Need for Social Services Advocacy

“During the past 12 months would you or someone living in your household have benefited from the help of an advocate in obtaining needed services?”

Overall, 8.2 percent of the respondents (n=301) reported they or someone in their household would have benefited from the help of an advocate in obtaining social services during the past 12 months. The level of need varied by geographic region, ethnicity, education and age. This section reviews the level of need and indicates differences between demographic subgroups that are statistically significant with an asterisk.

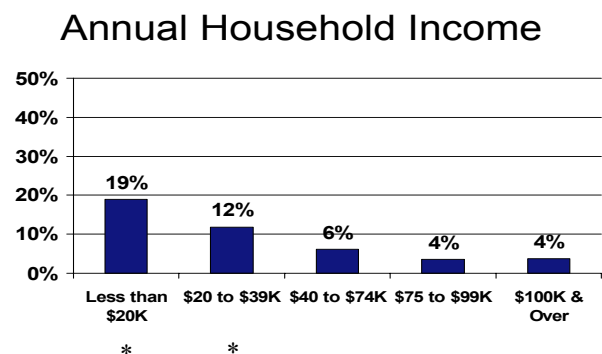
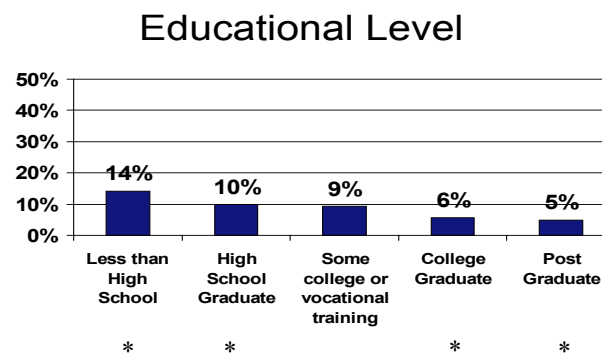
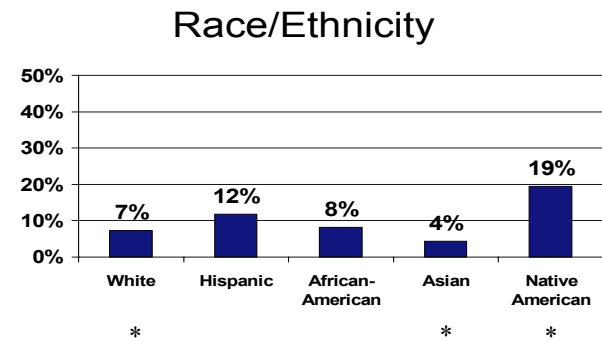
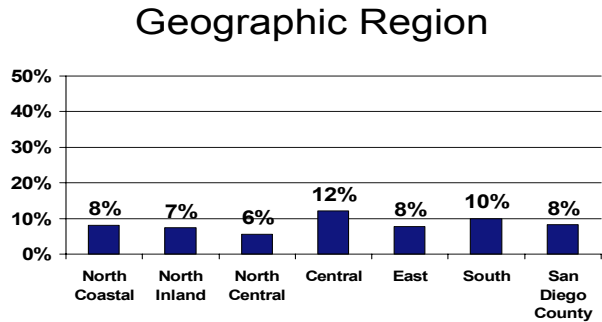
Within each demographic subgroup, those reporting a need for social services advocacy during the past 12 months ranged from 3.5 percent of respondents with annual household incomes between \$75,000 and \$99,999 to 23.5 percent of disabled respondents. Findings within these and other variables include:

- Geographically, those reporting a need for social services advocacy ranged from 5.6 percent in the North Central region to 12.1 percent in the Central region. The reported need for social services advocacy was significantly higher in the Central region than in the North Inland and the North Central regions.
- In terms of respondent race/ethnicity, Native American respondents reported a significantly higher need for social services advocacy than white and Asian respondents.
- Persons with a high school education or less reported a significantly higher need for social services advocacy than respondents with a college education or more.
- Need for social services advocacy decreased as income increased, ranging from 3.7 percent for those with annual household incomes of \$100,000 or more to 18.9 percent for those with incomes of less than \$20,000. The need was significantly higher among those respondents with annual household incomes under \$40,000.

Review of other variables found the following significant findings:

- Respondents who are separated or divorced reported a significantly higher need for social services advocacy than married respondents, 14.1 and 5.7 percent, respectively.
- Respondents without medical insurance coverage reported a significantly higher need for social services advocacy than those with insurance, 16.2 percent and 6.7 percent, respectively.

Percent indicating need for social services advocacy



* Difference significant at $p < .05$

Amount of Social Services Advocacy Received

“Were you able to access all, some or none of the social services advocacy needed?”

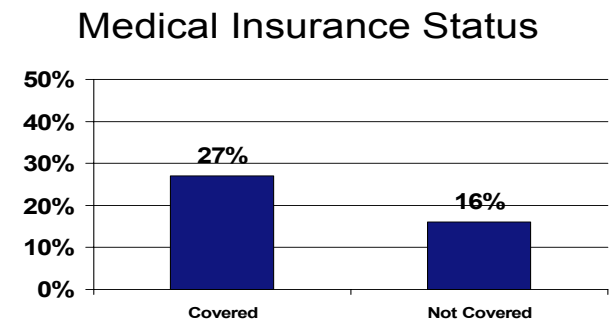
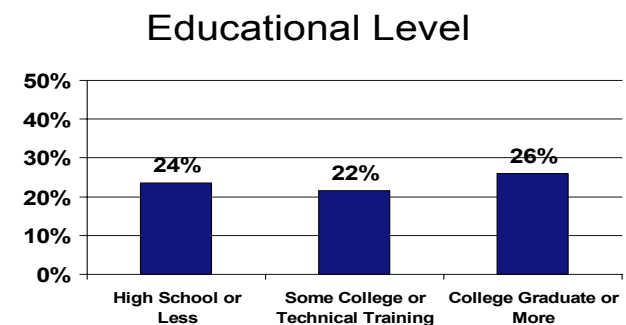
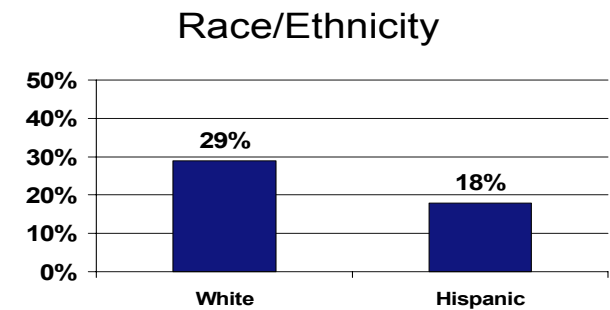
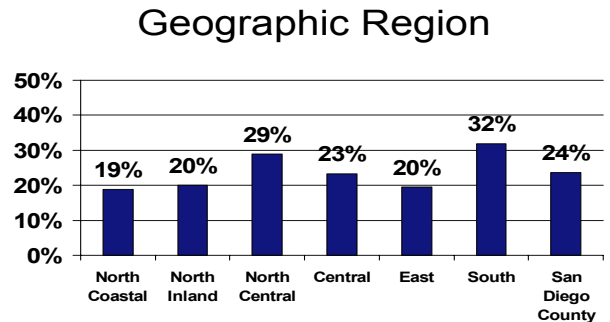
Overall, 23.6 percent of the respondents (n=71) reported they had received all the social services advocacy needed. An additional 23.6 percent indicated they received some of the services while 31.2 percent reported they were unable to receive any of the social services advocacy they needed. The levels of social services advocacy received varied by geographic region, ethnicity, education and medical insurance status. This section reviews the levels of services received.

Within each demographic subgroup, those reporting they had received all the social services advocacy needed ranged from 12.8 percent of respondents with annual household incomes under \$20,000 to 31.8 percent for respondents living in the South region. Findings within these and other variables include:

- Geographically, those reporting they had received all the social services advocacy needed ranged from 18.8 percent in the North Coastal region to 31.8 percent in the South region. The differences between regions are not statistically significant.
- In terms of respondent race/ethnicity, white respondents reporting they received all the social services advocacy services needed more often than Hispanic respondents, 28.9 and 17.9 percent, respectively. The differences between race/ethnic groups are not statistically significant.
- Persons with a college education or more reported receiving more social services advocacy than respondents with less education. The differences noted between education levels are not significant.
- Respondents with medical insurance coverage were significantly more likely to receive all the social services advocacy needed than those without medical insurance coverage, 27.1 percent and 16.0 percent, respectively.

Review of other variables did not find any other significant differences.

Percent receiving all needed social services advocacy



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* Difference significant at $p < .05$

Social Services Advocacy Profile

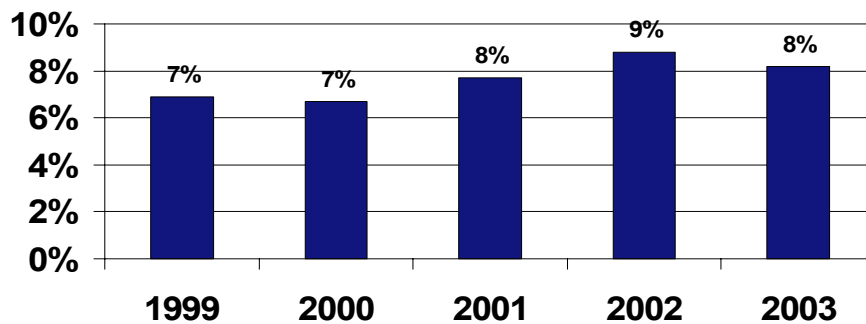
Countywide, an estimated 8.2 percent of occupied households reported the need for advocacy help to obtain needed social services during the past year. This equates to an estimated 84,886 households in San Diego County reporting a need for social services advocacy within the past 12 months.

	Need (n=3,662)			Amount of Help Received (n=301)			
	<i>(n)</i>	<i>(%)</i>	<i>(estimate)</i>		<i>(n)</i>	<i>(%)</i>	<i>(estimate)</i>
Yes	301	8.2	84,886	Received all needed	71	23.6	20,023
No	3,329	90.9	938,825	Received some	94	31.2	26,509
Don't know/Refused	32	0.9	9,024	Received none	129	42.9	36,380
				Don't know	7	2.3	1,974

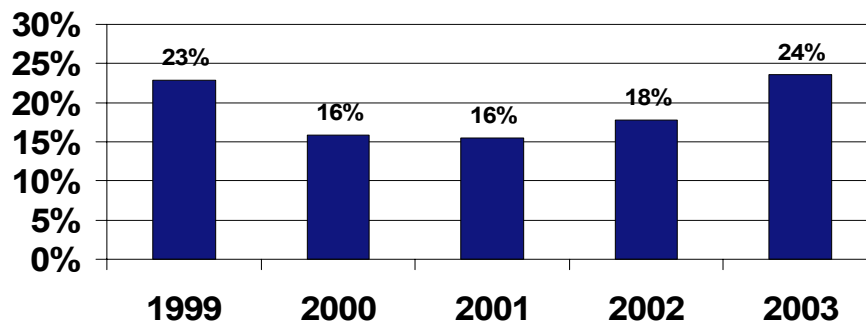
Five-Year Trend of Social Services Advocacy Indicators

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

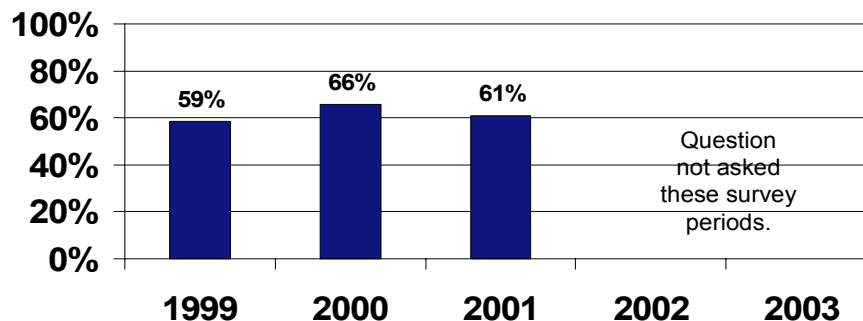
Percent needing social services advocacy during the past 12 months



Percent indicating they received all needed social services advocacy



Percent satisfied or very satisfied with social services advocacy received



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.

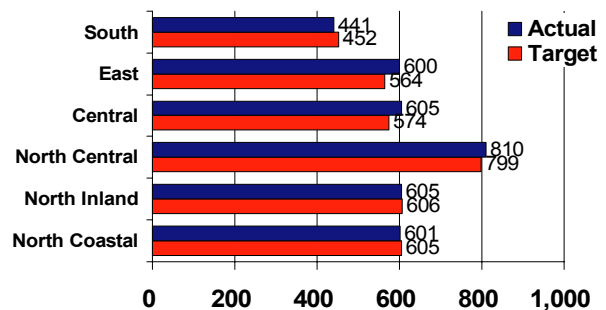
Methodology

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.

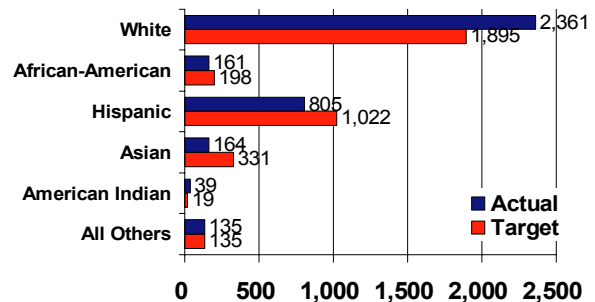
To enhance the quality of the data in terms of how well it represents the geographic and race/ethnic population of San Diego County, the county was divided into six geographic regions. These regions correspond with the San Diego County Health and Human Services Agency regions. A targeted number of interviews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

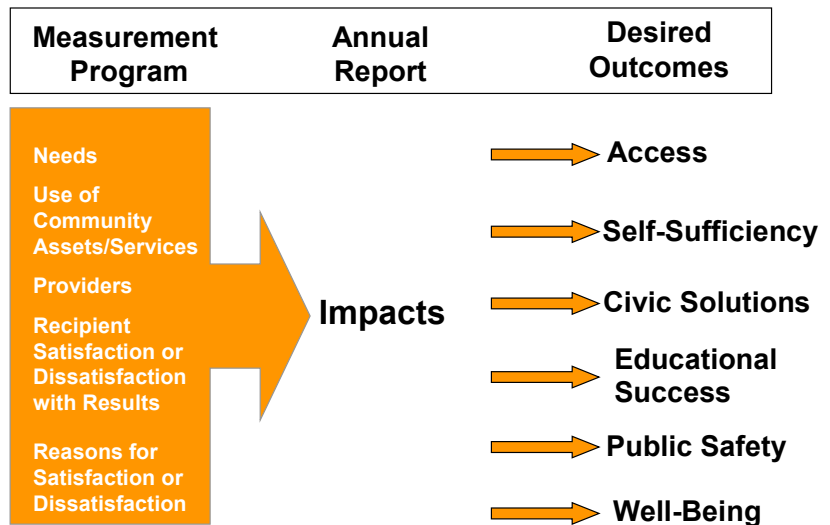
- Alliance Healthcare Foundation
- The California Endowment
- County of San Diego
- Community Health Improvement Partners (CHIP)
- Kaiser Permanente
- McCarthy Family Foundation
- INFO LINE of San Diego County
- The San Diego Foundation
- United Way of San Diego County

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