211 Riverside has been helping people find critical resources since 2005.

Each year, over 120,000 County of Riverside residents find the assistance they need for every day challenges such as Veterans Services, Emergency Food & Shelter, CalFresh (Food Stamps), Rental Housing Assistance, Utility Assistance, Free and Affordable Healthcare and other concerns by using 211.

Although helping people in need is the greatest goal and strength of 211 Riverside, 211 Riverside offers much more to the community. Through its collection of data, 211 Riverside is a resource for those of us involved in meeting social service needs in our community. This report identifies the greatest areas of need in each location in our County, who is in need, and what existing resources are available to meet those needs. It shows our areas of strength in addressing the needs of our residents but also identifies what additional services should be planned and where they should be located.

This is the 2014-2015 report. In future years, we will be expanding the type of data in the report and will include more statistics of the current state of nonprofit services in Riverside County.

Thank you to our 211 staff and to all of our 211 supporters who make what we do possible!

Sincerely,

Rod Ballance
CEO — Community Connect
Thank you to our Supporters

Thank you to Community Connect supporters who help us provide services through our 7 programs: Helpline Suicide Prevention Hotline, Housing Assistance Program, Transportation Assistance Program, 211 Riverside, Long Term Care Ombudsman Program, Alternative Sentencing Program, Nonprofit Resource Center. And thank you to the many individuals who give of their time and money to support the work of Community Connect.

Riverside County Department of Public Social Services • 211 California • 211 San Diego • CalFresh • 211 San Bernardino • 211 Los Angeles • City of Moreno Valley • City of Riverside • Corona Norco United Way • United Way of the Inland Valleys • City of Corona • City of Indian Wells • City of La Quinta • City of Lake Elsinore • City of Rancho Mirage • Covered California • UCSD – Project BEST • iFoster Kinship Navigator • Community Action Partnership • Google AdWords • Riverside County Transportation Commission-VETLINK • Riverside County Transportation Commission-TAP • California Emerging Technology Fund • County of Riverside • Riverside County Department of Mental Health • Riverside County Department of Public Health • Riverside County EFSP • Majestic Realty Foundation • Riverside Community Health Foundation • The Community Foundation • Provident Bank • Wells Fargo Bank • Independence Bank • Bank of America • Edison International • First 5 Riverside • Kaiser Permanente • The Fair Housing Council of Riverside County • Riverside County Probation Department • Fair Housing Council of Riverside County • The California Wellness Foundation • Riverside Community Health Foundation • Sahaba Initiative In-Kind • American Career College • Riverside County Office of Aging • Riverside Downtown Partnership • Riverside County Office of Emergency Services • Moreno Valley Armed Forces Recruitment Station • Riverside Armed Forces Recruitment Station • Smart Riverside • Inland Empire Health Plan • Stater Brothers • Altura Credit Union • Law Offices of Brian C. Pearcy, APC • Riverside Community Hospital • Riverside Medical Clinic • Riverside Public Utilities • Riverside Uptown Kiwanis • Soboba Band of Luiseno Indians • The Norris Group • A to Z Printing • Inland Empire Brewing Company • Riverside International Wine Competition • Desert Hills Premium Outlets • Farrell’s Ice Cream Parlor • Fiesta Village • Harrah’s Laughlin • In-N-Out Burgers • Inland Empire 66ers Baseball • Molinos Coffee • Mulligan Family Fun Center • Old Spaghetti Factory • Ontario Reign • Palm Springs Air Museum • Rancho Cucamonga Quakes • San Diego Zoo • Scandia • The Cheesecake Factory • The Living Desert • Arts Bar & Grill • D-Dogs • Mario’s Place • Mission Tobacco Lounge • Pixels • ProAbition • The Menagerie • Raceway Ford of Riverside • Bud’s Tire and Wheel, Inc. • Harkins Theaters • Legends FC Riverside Girls Soccer Team • Worthington’s Tavern • Mezcal Cantina y Cocina • Hyatt Place • Loft 84

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Community Connect Services

**2-1-1 Services**

2-1-1 is a toll free, confidential service providing Riverside County residents access and referrals to community and health information 24 hours a day, 7-days a week. Are you or someone you know in need of...

- Food and shelter information
- Suicide Prevention hotline
- Health care and mental health services
- Job training and unemployment services
- Education and the arts
- Rent and mortgage assistance
- Financial assistance
- Children’s services including day care
- Senior services including social security
- Help with healthcare options
- Ways to volunteer

Our trained specialists can direct you to the services you need fast. During disasters and disaster recovery, 2-1-1 serves as a critical connection for non emergency phone assistance for referrals to shelters, food, medical, and recovery information.

During a disaster and after in a recovery period, 2-1-1 plays a critical role in diverting non emergency phone calls to 9-1-1 by providing callers to evacuation, food, shelter, medical and recovery information. Know the numbers and get the help you need fast.

**Alternative Sentencing Program**

Community Connect features several life-altering programs that help both youth and adults by providing opportunities to give back to the community and self-redirection.

- **A.W.A.R.E.**
  is an early redirection education program for both the youth and their parents. Educating on the consequences in making negative choices that lead to decisions to violate the law and the effects on the family, community and themselves. Young offenders that benefit from this program have, for example, exhibited issues involving theft, graffiti and fighting.

- **T.E.M.P.O.**
  is a drug and alcohol early Intervention program that exposes youth to the legal, financial and emotional consequences of substance abuse. Young offenders that benefit from this program have, for example, been involved in illegal drug possession, 1st time DUI and/or under the influence of narcotics.

- **Community Service**
  allows for opportunities for adult applicants to pay back the community for offenses in lieu of incarceration. Allowing for employment stability and continued family interaction. Tax-payer dollars are saved by eliminating confinement expenses.

- **Youth Connect**
  is an intervention program gearing at-risk youth to more promising futures. It educates participants with job skills and includes mentors and development courses to gear participants for a more successful life.

**Non Profit Resource Center**

NONPROFIT RESOURCE CENTER’s goal is to provide professional leadership and development opportunities to support nonprofits throughout the region.

- **Professional Development**
  NRC offers convenient and affordable training opportunities on topics tailored to nonprofit management, facilitated by professionals with distinct areas of expertise. Topics include starting a nonprofit, developing a board, grant writing, and strategic planning to name a few.

- **Networking Mixers**
  Hosted mixers by NRC allows nonprofit professionals to network, build relationships, learn more about each others’ important work, and to discover new synergies ways to collaborate.

- **Funding Research**
  NRC hosts the Foundation Center Directory where professionals can research potential funding opportunities related to the nonprofit sector at no charge. This service is free and open to the public with appointment.

- **Professional Consultants**
  NRC matches highly skilled consultants with nonprofit organizations to provide on-site, intensive, project-specific assistance with management issues and challenges.
The Long Term Care Ombudsman Program of Community Connect features a volunteer based program that is staff supported to regularly visit long term care facilities in the county of Riverside.

**Advocacy** by voicing residents’ concerns to a facility’s administration.

**Elder Abuse Investigation** Ombudsmen are trained to investigate and report suspected cases of elder and dependent adult abuse in long-term care facilities.

**Informal Mediation** to help parties involved reach agreements and settle conflicts, with the resident’s satisfaction as the main focus.

**Investigation** of complaints made by or on behalf of other long-term residents.

**Education** to make residents and caregiver more aware of residents' rights under State and federal regulations.

**Regular Visits** that are unannounced, to skilled nursing facilities and assisted living or board and care facilities.

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The HELPline of Community Connect offers a confidential 24/7 Suicide/Crisis Intervention hotline service. The hotline number serves as a lifeline to those who may be feeling overwhelmed, in need of emotional assistance and possibly considering suicide.

**There is Hope** Suicide is an escape, a cry for help. HELPline counselors are people who care. Who will listen and support you in when a crisis occurs. Explore alternatives together to help stabilize your situation. “You are not alone.”

**Community Education** HELPline provides community education workshops. Participants learn to recognize signs of suicide ideation, tips to talk to someone considering suicide and what to do if someone you know is thinking about suicide or has a suicide plan. HELPline also offers the following evidence based training:

- **suicideTALK** (90+ min). “Should we talk about suicide?” Brings suicide awareness to our communities.
- **safeTALK** (3 hour), prepares anyone over the age of 15 to learn suicide alertness skills.
- **ASIST** (2-day), workshop is for caregivers who want to learn suicide intervention skills.

**Volunteer** NRC matches highly skilled consultants with nonprofit organizations to provide on-site, intensive, project-specific assistance with management issues and challenges.
Community Connect Services

Transportation Access Program

TAP assists agencies with the transportation needs of their clients by providing free bus tickets to agencies for distribution to clients for urgent or emergency use and information on available transportation. The agencies served include nonprofit organizations, churches, schools and government agencies. Qualifying agencies utilize the bus tickets provided by TAP to help their clients in need of transportation assistance. Many individuals who receive tickets are:

- **Students** who have no other way to get to school.
- **Parents** who buy groceries and transport them home.
- **Disabled/Patients** who need to visit a doctor’s office.
- **Veterans** who need to get to Veteran facilities.
- **Struggling People** who may be unemployed who need to get to a job interview.

Housing Assistance Program

COMMUNITY CONNECT’S HOUSING ASSISTANCE PROGRAM helps hundreds of individuals and families annually with housing needs throughout Riverside County.

- **Rental Assistance**
  The Rental Assistance Program assists with partial mortgage or rent payment during emergencies such as an unexpected car repair or temporary loss of income. Assistance is based on documentation and availability.

- **Housing & Employment Assistance**
  The Housing and Employment Assistance Program offers assistance locating affordable housing, subsidized, and/or low-income housing to homeless individuals and families. The program also offers confidential, one-on-one counseling including employment search, resume preparation, and application assistance.

- **Shared Housing**
  The Shared Housing Program facilitates the search of renters and homeowners looking to rent a room in their home to share living expenses or have a room available in their home and are looking for companionship and some light work around the home in exchange for rental payment. This program is available to all ages.
<table>
<thead>
<tr>
<th>City</th>
<th>Population</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hemet</td>
<td>6,049</td>
<td>7.4%</td>
</tr>
<tr>
<td>Riverside</td>
<td>19,835</td>
<td>6.3%</td>
</tr>
<tr>
<td>Desert Hot Springs</td>
<td>1,336</td>
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<tr>
<td>Perris</td>
<td>3,317</td>
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<tr>
<td>Moreno Valley</td>
<td>8,674</td>
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<tr>
<td>Lake Elsinore</td>
<td>2,232</td>
<td>3.9%</td>
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<tr>
<td>Banning</td>
<td>1,152</td>
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<tr>
<td>San Jacinto</td>
<td>1,694</td>
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<tr>
<td>Palm Springs</td>
<td>1,293</td>
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<tr>
<td>Menifee</td>
<td>1,784</td>
<td>2.1%</td>
</tr>
<tr>
<td>Corona</td>
<td>3,377</td>
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<tr>
<td>Calimesa</td>
<td>168</td>
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<tr>
<td>Temecula</td>
<td>2,137</td>
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<tr>
<td>Murrieta</td>
<td>2,126</td>
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<tr>
<td>Beaumont</td>
<td>752</td>
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<tr>
<td>Eastvale</td>
<td>955</td>
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</tr>
<tr>
<td>Indio</td>
<td>1,343</td>
<td>1.6%</td>
</tr>
<tr>
<td>Wildomar</td>
<td>521</td>
<td>1.5%</td>
</tr>
<tr>
<td>Palm Desert</td>
<td>770</td>
<td>1.5%</td>
</tr>
<tr>
<td>Cathedral City</td>
<td>748</td>
<td>1.4%</td>
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<tr>
<td>Norco</td>
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</tr>
<tr>
<td>Coachella</td>
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<tr>
<td>Rancho Mirage</td>
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<tr>
<td>Blythe</td>
<td>170</td>
<td>0.9%</td>
</tr>
<tr>
<td>La Quinta</td>
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<tr>
<td>Indian Wells</td>
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</tr>
<tr>
<td>Jurupa Valley</td>
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</tr>
<tr>
<td>Canyon Lake</td>
<td>30</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

Riverside County

Total Call Volume

- First Time Caller: 13,904 (24%)
- Return Caller: 12,658 (21%)
- Decline to State: 32,043 (55%)

Top 10 Most Referred Agencies

- Riverside County Department of Public Social Services: 11.88%
- Catholic Charities: 9.61%
- Community Action Partnership of Riverside County: 8.26%
- Salvation Army Sierra del Mar Division: 6.41%
- Path of Life Ministries: 3.93%
- National Community Renaissance: 3.92%
- Riverside Housing Development Corporation: 3.06%
- Family Service Association of Western Riverside County: 3.01%
- Riverside County Department of Mental Health: 2.98%
- Riverside County Housing Authority: 2.82%

Call Satisfaction

- Excellent: 85.9%
- Good: 11.5%
- Fair: 2.0%
- Poor: 0.6%

Was the referral information accurate?

- Yes: 90.6%
- No: 5.4% (Declined to State: 5.4%, Referral Inaccurate: 1.6%, Waiting List: 1.5%, Referral Service Cost Too High: 0.6%, Transportation Issues: 0.3%)
### Overall Needs Sub-Categories

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Pantries</td>
<td>3,636</td>
</tr>
<tr>
<td>Low Income/Subsidized Rental Housing</td>
<td>1,492</td>
</tr>
<tr>
<td>Homeless Shelter</td>
<td>1,278</td>
</tr>
<tr>
<td>Rent Payment Assistance</td>
<td>1,156</td>
</tr>
<tr>
<td>Transitional Housing/Shelter</td>
<td>983</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>709</td>
</tr>
<tr>
<td>Food Stamps/SNAP</td>
<td>550</td>
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<tr>
<td>Utility Service Payment Assistance</td>
<td>483</td>
</tr>
<tr>
<td>Clothing</td>
<td>472</td>
</tr>
<tr>
<td>Individual Counseling</td>
<td>358</td>
</tr>
<tr>
<td>Discounted Utility Services</td>
<td>352</td>
</tr>
<tr>
<td>Specialized Counseling Services</td>
<td>313</td>
</tr>
<tr>
<td>Bus Fare</td>
<td>311</td>
</tr>
<tr>
<td>General Legal Aid</td>
<td>297</td>
</tr>
<tr>
<td>Emergency Shelter</td>
<td>252</td>
</tr>
<tr>
<td>Residential Substance Abuse Treatment Facilities</td>
<td>249</td>
</tr>
<tr>
<td>Congregate Meals/Nutrition Sites</td>
<td>246</td>
</tr>
<tr>
<td>Holiday Gifts/Toys</td>
<td>243</td>
</tr>
<tr>
<td>Senior Housing Information and Referral</td>
<td>237</td>
</tr>
<tr>
<td>Specialized Information and Referral</td>
<td>225</td>
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</table>

### Calls by Age

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Count</th>
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<tbody>
<tr>
<td>0-5</td>
<td>0.7%</td>
</tr>
<tr>
<td>6-12</td>
<td>0.7%</td>
</tr>
<tr>
<td>13-17</td>
<td>1.5%</td>
</tr>
<tr>
<td>18-20</td>
<td>2.8%</td>
</tr>
<tr>
<td>21-28</td>
<td>4.6%</td>
</tr>
<tr>
<td>29-34</td>
<td>8.4%</td>
</tr>
<tr>
<td>35-40</td>
<td>11.2%</td>
</tr>
<tr>
<td>41-49</td>
<td>13.7%</td>
</tr>
<tr>
<td>50-60</td>
<td>19.0%</td>
</tr>
<tr>
<td>61-64</td>
<td>14.8%</td>
</tr>
<tr>
<td>65+</td>
<td>13.7%</td>
</tr>
<tr>
<td>Unknown</td>
<td>8.8%</td>
</tr>
</tbody>
</table>

### Calls by Household

<table>
<thead>
<tr>
<th>Household</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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</tr>
<tr>
<td>2</td>
<td>14.7%</td>
</tr>
<tr>
<td>3</td>
<td>9.3%</td>
</tr>
<tr>
<td>4</td>
<td>7.6%</td>
</tr>
<tr>
<td>5</td>
<td>5.4%</td>
</tr>
<tr>
<td>6</td>
<td>2.9%</td>
</tr>
<tr>
<td>7</td>
<td>1.2%</td>
</tr>
<tr>
<td>8</td>
<td>0.5%</td>
</tr>
<tr>
<td>9</td>
<td>0.3%</td>
</tr>
<tr>
<td>10+</td>
<td>0.2%</td>
</tr>
</tbody>
</table>

*Unavailable 20.6%
### Overall Needs Sub-Categories

<table>
<thead>
<tr>
<th>Service</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Pantries</td>
<td>1,826</td>
</tr>
<tr>
<td>Low Income/Subsidized Rental Housing</td>
<td>985</td>
</tr>
<tr>
<td>Rent Payment Assistance</td>
<td>920</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>860</td>
</tr>
<tr>
<td>Homeless Shelter</td>
<td>655</td>
</tr>
<tr>
<td>Transitional Housing/Shelter</td>
<td>611</td>
</tr>
<tr>
<td>Utility Service Payment Assistance</td>
<td>543</td>
</tr>
<tr>
<td>Food Stamps/SNAP</td>
<td>283</td>
</tr>
<tr>
<td>General Legal Aid</td>
<td>209</td>
</tr>
<tr>
<td>Home Rental Listings</td>
<td>207</td>
</tr>
<tr>
<td>Information and Referral</td>
<td>203</td>
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<tr>
<td>Individual Counseling</td>
<td>196</td>
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<tr>
<td>Discounted Utility Services</td>
<td>171</td>
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<tr>
<td>Emergency Shelter</td>
<td>171</td>
</tr>
<tr>
<td>Clothing</td>
<td>169</td>
</tr>
<tr>
<td>Paratransit Programs</td>
<td>149</td>
</tr>
<tr>
<td>Specialized Counseling Services</td>
<td>133</td>
</tr>
<tr>
<td>Holiday Gifts/Toys</td>
<td>117</td>
</tr>
<tr>
<td>Medicaid</td>
<td>109</td>
</tr>
<tr>
<td>Senior Housing Information and Referral</td>
<td>102</td>
</tr>
</tbody>
</table>

### Calls by Age

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Calls</th>
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<tbody>
<tr>
<td>0-5</td>
<td>9.1%</td>
</tr>
<tr>
<td>6-12</td>
<td>7.0%</td>
</tr>
<tr>
<td>13-17</td>
<td>4.1%</td>
</tr>
<tr>
<td>18-20</td>
<td>15.7%</td>
</tr>
<tr>
<td>21-28</td>
<td>12.4%</td>
</tr>
<tr>
<td>29-34</td>
<td>14.2%</td>
</tr>
<tr>
<td>35-40</td>
<td>15.0%</td>
</tr>
<tr>
<td>41-49</td>
<td>15.7%</td>
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<tr>
<td>50-60</td>
<td>14.2%</td>
</tr>
<tr>
<td>61-64</td>
<td>4.1%</td>
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<tr>
<td>65+</td>
<td>7.0%</td>
</tr>
<tr>
<td>Unknown</td>
<td>9.1%</td>
</tr>
</tbody>
</table>

### Calls by Household

<table>
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<tr>
<th>Household Size</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>29.3%</td>
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<td>2</td>
<td>14.5%</td>
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<tr>
<td>3</td>
<td>12.6%</td>
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<tr>
<td>4</td>
<td>11.2%</td>
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<tr>
<td>5</td>
<td>8.0%</td>
</tr>
<tr>
<td>6</td>
<td>4.1%</td>
</tr>
<tr>
<td>7</td>
<td>1.7%</td>
</tr>
<tr>
<td>8</td>
<td>1.0%</td>
</tr>
<tr>
<td>9</td>
<td>0.5%</td>
</tr>
<tr>
<td>10+</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

* Unavailable 16.9%
City of Hemet

Overall Need Hemet

- Housing: 3,893
- Utility Assistance: 2,156
- Food/Meals: 1,779
- Mental Health/Addictions: 1,059
- Legal, Consumer and Public Safety Services: 86
- Health Care: 83
- Individual, Family and Community Support: 737
- Transportation: 703
- Information Services: 403
- Clothing/Personal/Household Needs: 334
- Income Support/Assistance: 301
- Employment: 298
- Education: 298
- Other Government/Economic Services: 171
- Arts, Culture and Recreation: 171
- Volunteers/Donations: 136
- Disaster Services: 136

Calls by Race/Ethnicity

- Caucasian (Non-Hispanic): 41.1%
- African American/Mix: 24.2%
- Hispanic: 21.0%
- Declined to state: 7.6%
- Other: 3.0%
- Bi-racial/Multi-Ethnic: 1.8%
- Asian/Mix: 0.8%
- Native American or Native Alaskan or Other Pacific Islander/Mix: 0.6%
- Native Hawaiian or Other Pacific Islander/Mix: 0.6%
- Not Available: 0.1%

Calls by Gender

- Female: 74.8%
- Male: 25.0%
- Not Available: 0.2%
Overall Needs Sub-Categories

- Food Pantries: 926
- Rent Payment Assistance: 825
- Utility Assistance: 741
- Utility Service Payment Assistance: 576
- Low Income/Subsidized Rental Housing: 505
- Homeless Shelter: 449
- Transitional Housing/Shelter: 211
- Food Stamps/SNAP: 166
- General Legal Aid: 146
- Paratransit Programs: 127
- Information and Referral: 117
- Individual Counseling: 110
- Senior Housing Information and Referral: 99
- Discounted Utility Services: 93
- Clothing: 93
- Residential Substance Abuse Treatment Facilities: 91
- Specialized Counseling Services: 82
- Legal Counseling: 73
- Rental Deposit Assistance: 69
- Energy/Water Conservation Improvements: 61

Calls by Age

- 0-5: 0.5%
- 6-12: 0.6%
- 13-17: 0.9%
- 18-20: 2.4%
- 21-28: 13.1%
- 29-34: 10.9%
- 35-40: 10.3%
- 41-49: 13.6%
- 50-60: 18.3%
- 61-64: 6.8%
- 65+: 14.6%
- Unknown: 8.1%

Calls by Household

- 1: 38.0%
- 2: 16.5%
- 3: 9.9%
- 4: 8.1%
- 5: 5.8%
- 6: 2.3%
- 7: 1.2%
- 8: 0.6%
- 9: 0.4%
- 10+: 0.2%

* Unavailable 16.9%
City of Perris

Overall Need Perris

Calls by Race/Ethnicity

Calls by Gender
Overall Needs Sub-Categories

- Food Pantries: 698
- Low Income/Subsidized Rental Housing: 355
- Rent Payment Assistance: 330
- Utility Service Payment Assistance: 275
- Utility Assistance: 256
- Homeless Shelter: 229
- Transitional Housing/Shelter: 198
- Food Stamps/SNAP: 110
- General Legal Aid: 105
- Clothing: 92
- Individual Counseling: 77
- Discounted Utility Services: 73
- Specialized Counseling Services: 56
- Residential Substance Abuse Treatment Facilities: 55
- Legal Counseling: 53
- Information and Referral: 50
- Emergency Shelter: 44
- Online Connection Services: 42
- Paratransit Programs: 41
- Thanksgiving Programs: 33

Calls by Age

- 0-5: 1.4%
- 6-12: 0.6%
- 13-17: 1.9%
- 18-20: 2.8%
- 21-28: 15.4%
- 29-34: 14.2%
- 35-40: 12.9%
- 41-49: 11.5%
- 50-60: 17.8%
- 61-64: 3.8%
- 65+: 9.8%
- Unknown: 7.9%

Calls by Household

- 1: 28.9%
- 2: 14.4%
- 3: 11.6%
- 4: 10.8%
- 5: 9.1%
- 6: 4.8%
- 7: 1.7%
- 8: 0.4%
- 9: 0.5%
- 10+: 0.3%

* Unavailable 17.6%
City of Corona

Overall Need Corona

- Housing: 2,101 calls
- Food/Meals: 1,100 calls
- Mental Health/Addictions: 793 calls
- Utility Assistance: 716 calls
- Health Care: 479 calls
- Legal, Consumer and Public Safety Services: 452 calls
- Individual, Family and Community Support: 396 calls
- Income Support/Assistance: 189 calls
- Clothing/Personal/Household Needs: 187 calls
- Information Services: 178 calls
- Transportation: 172 calls
- Education: 124 calls
- Employment: 122 calls
- Arts, Culture and Recreation: 41 calls
- Other Government/Economic Services: 23 calls
- Volunteers/Donations: 21 calls
- Disaster Services: 5 calls

Calls by Race/Ethnicity

- Hispanic: 40.1%
- Caucasian (Non-Hispanic): 29.9%
- African American/Mix: 13.2%
- Declined to state: 7.6%
- Other: 5.1%
- Asian/Mix: 2.3%
- Native Hawaiian or Other Pacific Islander/Mix: 1.3%
- Native American or Native Alaskan/Mix: 0.3%
- Bi-racial/Multi-Ethnic: 0.2%

Calls by Gender

- Female: 71.0%
- Male: 28.7%
- Not Available: 0.3%
Overall Needs Sub-Categories

- Food Pantries: 496
- Rent Payment Assistance: 453
- Utility Assistance: 298
- Low Income/Subsidized Rental Housing: 280
- Homeless Shelter: 179
- Transitional Housing/Shelter: 166
- Food Stamps/SNAP: 161
- Individual Counseling: 126
- Utility Service Payment Assistance: 110
- Clothing: 80
- General Legal Aid: 79
- Specialized Counseling Services: 72
- Paratransit Programs: 69
- Discounted Utility Services: 65
- Information and Referral: 60
- Home Rental Listings: 60
- Residential Substance Abuse Treatment Facilities: 59
- Medicaid: 58
- Senior Housing Information and Referral: 46
- Legal Counseling: 45

Calls by Age

- 0-5: 1.2%
- 6-12: 0.9%
- 13-17: 2.7%
- 18-20: 3.3%
- 21-28: 16.0%
- 29-34: 11.7%
- 35-40: 10.6%
- 41-49: 16.7%
- 50-60: 15.9%
- 61-64: 4.9%
- 65+: 8.1%
- Unknown: 7.8%

Calls by Household

- 1: 32.1%
- 2: 14.8%
- 3: 12.0%
- 4: 10.6%
- 5: 6.2%
- 6: 3.0%
- 7: 1.2%
- 8: 0.9%
- 9: 0.1%
- 10+: 0.0%

*Unavailable 19.1%
City of Lake Elsinore

Overall Need Lake Elsinore

- Housing: 1,522
- Food/Meals: 839
- Utility Assistance: 595
- Mental Health/Addictions: 467
- Health Care: 393
- Legal, Consumer and Public Safety Services: 376
- Individual, Family and Community Support: 225
- Clothing/Personal/Household Needs: 139
- Transportation: 138
- Information Services: 128
- Income Support/Assistance: 124
- Employment: 104
- Education: 38
- Other Government/Economic Services: 18
- Arts, Culture and Recreation: 15
- Volunteers/Donations: 14
- Disaster Services: 12

Calls by Race/Ethnicity

- Caucasian (Non-Hispanic): 46.8%
- Hispanic: 27.7%
- African American/Mix: 13.7%
- Declined to state: 7.2%
- Other: 1.9%
- Bi-racial/Multi-Ethnic: 1.4%
- Asian/Mix: 1.4%
- Native American or Native Alaskan/Mix: 0.8%
- Native Hawaiian or Other Pacific Islander/Mix: 0.3%
- Not Available: 0.2%

Calls by Gender

- Female: 73.5%
- Male: 26.3%
- Not Available: 0.2%
Overall Needs Sub-Categories

- Food Pantries: 411
- Rent Payment Assistance: 273
- Utility Assistance: 268
- Homeless Shelter: 216
- Low Income/Subsidized Rental Housing: 201
- Transitional Housing/Shelter: 97
- Food Stamps/SNAP: 93
- General Legal Aid: 80
- Utility Service Payment Assistance: 72
- Clothing: 55
- Residential Substance Abuse Treatment Facilities: 54
- Individual Counseling: 53
- Discounted Utility Services: 48
- Information and Referral: 38
- Medicaid: 37
- Senior Housing Information and Referral: 37
- Legal Counseling: 35
- Paratransit Programs: 30
- Community Clinics: 30
- Public Clinics: 30

Calls by Age

- 0-5: 0.9%
- 6-12: 0.7%
- 13-17: 1.6%
- 18-20: 3.1%
- 21-28: 12.0%
- 29-34: 13.6%
- 35-40: 12.6%
- 41-49: 15.3%
- 50-60: 20.0%
- 61-64: 3.6%
- 65+: 9.3%
- Unknown: 7.4%

Calls by Household

- 1: 34.7%
- 2: 17.5%
- 3: 11.7%
- 4: 9.6%
- 5: 5.8%
- 6: 2.9%
- 7: 1.5%
- 8: 0.3%
- 9: 0.4%
- 10+: 0.4%

*Unavailable 15.4%
### Overall Needs Sub-Categories

- Food Pantries: 256
- Utility Assistance: 247
- Rent Payment Assistance: 189
- Low Income/Subsidized Rental Housing: 183
- Homeless Shelter: 150
- Food Stamps/SNAP: 132
- Transitional Housing/Shelter: 84
- Community Clinics: 80
- Residential Substance Abuse Treatment Facilities: 73
- Individual Counseling: 50
- Utility Service Payment Assistance: 45
- Senior Housing Information and Referral: 42
- Medicaid: 37
- Clothing: 37
- Legal Counseling: 32
- General Legal Aid: 31
- Disabilities and Health Conditions: 27
- Specialized Counseling Services: 25
- Housing Search and Information: 23
- General Medical Care: 23

### Calls by Age

- 0-5: 0.5%
- 6-12: 1.2%
- 13-17: 2.1%
- 18-20: 3.6%
- 21-28: 14.0%
- 29-34: 13.1%
- 35-40: 9.8%
- 41-49: 13.3%
- 50-60: 16.2%
- 61-64: 5.3%
- 65+: 13.3%
- Unknown: 7.4%

### Calls by Household

- 1: 35.4%
- 2: 15.2%
- 3: 10.3%
- 4: 9.8%
- 5: 6.4%
- 6: 2.2%
- 7: 0.8%
- 8: 0.4%
- 9: 0.0%
- 10+: 0.0%

*Unavailable 19.5%*
City of San Jacinto

Overall Need San Jacinto

<table>
<thead>
<tr>
<th>Service</th>
<th>Call</th>
<th>Web</th>
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<tbody>
<tr>
<td>Housing</td>
<td>978</td>
<td></td>
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<tr>
<td>Utility Assistance</td>
<td>790</td>
<td></td>
</tr>
<tr>
<td>Food/Meals</td>
<td>586</td>
<td></td>
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<tr>
<td>Mental Health/Addictions</td>
<td>299</td>
<td></td>
</tr>
<tr>
<td>Health Care</td>
<td>261</td>
<td></td>
</tr>
<tr>
<td>Individual, Family and Community Support</td>
<td>224</td>
<td></td>
</tr>
<tr>
<td>Legal, Consumer and Public Safety Services</td>
<td>213</td>
<td></td>
</tr>
<tr>
<td>Information Services</td>
<td>128</td>
<td></td>
</tr>
<tr>
<td>Transportation</td>
<td>118</td>
<td></td>
</tr>
<tr>
<td>Clothing/Personal/Household Needs</td>
<td>95</td>
<td></td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>86</td>
<td></td>
</tr>
<tr>
<td>Employment</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>Other Government/Economic Services</td>
<td>42</td>
<td></td>
</tr>
<tr>
<td>Arts, Culture and Recreation</td>
<td>39</td>
<td></td>
</tr>
<tr>
<td>Education</td>
<td>35</td>
<td></td>
</tr>
<tr>
<td>Disaster Services</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Volunteers/Donations</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>

Calls by Race/Ethnicity

- Caucasian (Non-Hispanic): 32.3%
- Hispanic: 30.7%
- African American/Mix: 23.7%
- Asian/Mix: 8.4%
- Native American or Native Alaskan/Mix: 3.2%
- Biracial/Multi-Ethnic: 0.8%
- Asian/Mix: 0.5%
- Declined to state: 0.3%
- Other: 0.1%

Calls by Gender

- Female: 77.5%
- Male: 22.4%
- Not Available: 0.1%
Overall Needs Sub-Categories

- Food Pantries: 292
- Utility Assistance: 235
- Utility Service Payment Assistance: 227
- Rent Payment Assistance: 203
- Low Income/Subsidized Rental Housing: 160
- Homeless Shelter: 85
- Food Stamps/SNAP: 56
- Information and Referral: 50
- Discounted Utility Services: 50
- Paratransit Programs: 46
- General Legal Aid: 42
- Senior Housing Information and Referral: 35
- Transitional Housing/Shelter: 35
- Clothing: 30
- Specialized Counseling Services: 28
- Individual Counseling: 25
- Medicaid: 24
- Community Clinics: 23
- Thanksgiving Programs: 22
- Holiday Gifts/Toys: 22

Calls by Age

- 0-5: 0.6%
- 6-12: 0.4%
- 13-17: 0.6%
- 18-20: 1.9%
- 21-28: 13.4%
- 29-34: 13.6%
- 35-40: 11.2%
- 41-49: 12.3%
- 50-60: 17.3%
- 61-64: 6.3%
- 65+: 13.0%
- Unknown: 9.3%

Calls by Household

- 1: 34.4%
- 2: 14.6%
- 3: 10.4%
- 4: 9.2%
- 5: 7.1%
- 6: 3.5%
- 7: 2.1%
- 8: 0.6%
- 9: 0.4%
- 10+: 0.4%

*Unavailable 17.1%
City of Desert Hot Springs

Overall Need Desert Hot Springs

- Housing: 536
- Food/Meals: 491
- Utility Assistance: 349
- Mental Health/Addictions: 251
- Health Care: 225
- Individual, Family and Community Support: 183
- Legal, Consumer and Public Safety Services: 166
- Transportation: 98
- Clothing/Personal/Household Needs: 70
- Information Services: 56
- Income Support/Assistance: 54
- Other Government/Economic Services: 26
- Employment: 26
- Education: 18
- Volunteers/Donations: 14
- Arts, Culture and Recreation: 9
- Disaster Services: 3

Calls by Race/Ethnicity

- Caucasian (Non-Hispanic): 39.5%
- Hispanic: 29.5%
- African American/Mix: 19.2%
- Declined to state: 7.7%
- Female: 27.6%
- Male: 72.3%
- Native Hawaiian or Other Pacific Islander/Mix: 0.1%
- Not Available: 0.3%

Calls by Gender
### Overall Needs Sub-Categories

- Food Pantries: 217
- Utility Assistance: 192
- Rent Payment Assistance: 114
- Food Stamps/SNAP: 53
- Individual Counseling: 52
- Low Income/Subsidized Rental Housing: 49
- Homeless Shelter: 45
- Transitional Housing/Shelter: 36
- Paratransit Programs: 33
- General Legal Aid: 29
- Public Clinics: 25
- Clothing: 25
- Home Delivered Meals: 25
- Family Counseling: 24
- Discounted Utility Services: 19
- Medicaid: 19
- Legal Counseling: 18
- Community Clinics: 18
- Energy/Water Conservation Improvements: 18
- Utility Service Payment Assistance: 16

### Calls by Age

- 0-5: 0.8%
- 6-12: 1.0%
- 13-17: 1.9%
- 18-20: 1.8%
- 21-28: 13.5%
- 29-34: 9.9%
- 35-40: 9.1%
- 41-49: 15.8%
- 50-60: 19.2%
- 61-64: 9.2%
- 65+: 10.0%
- Unknown: 7.9%

### Calls by Household

- 1: 38.3%
- 2: 17.0%
- 3: 9.7%
- 4: 7.7%
- 5: 5.1%
- 6: 1.9%
- 7: 0.9%
- 8: 0.5%
- 9: 0.3%
- 10+: 0.2%

*Unavailable 18.5%
City of Palm Springs

Overall Need Palm Springs

- Housing: 666 (304 Call, 342 Web)
- Food/Meals: 342 (221 Call, 121 Web)
- Mental Health/Addictions: 221 (145 Call, 76 Web)
- Utility Assistance: 213 (89 Call, 124 Web)
- Health Care: 189 (108 Call, 81 Web)
- Legal, Consumer and Public Safety Services: 145 (70 Call, 75 Web)
- Individual, Family and Community Support: 97 (61 Call, 36 Web)
- Information Services: 70 (55 Call, 15 Web)
- Income Support/Assistance: 56 (36 Call, 20 Web)
- Transportation: 54 (36 Call, 18 Web)
- Clothing/Personal/Household Needs: 50 (36 Call, 14 Web)
- Employment: 48 (36 Call, 12 Web)
- Other Government/Economic Services: 18 (10 Call, 8 Web)
- Arts, Culture and Recreation: 8 (5 Call, 3 Web)
- Disaster Services: 6 (3 Call, 3 Web)
- Education: 5 (4 Call, 1 Web)
- Volunteers/Donations: 3

Calls by Race/Ethnicity

- Caucasian (Non-Hispanic): 53.6%
- Hispanic: 17.7%
- African American/Mix: 14.1%
- Declined to state: 9.4%
- Other: 3.6%

Calls by Gender

- Female: 38.8%
- Male: 60.6%
- Not Available: 0.6%
Overall Needs Sub-Categories

- Food Pantries: 119
- Utility Assistance: 117
- Homeless Shelter: 99
- Transitional Housing/Shelter: 82
- Rent Payment Assistance: 76
- Low Income/Subsidized Rental Housing: 73
- Food Stamps/SNAP: 56
- Individual Counseling: 30
- Information and Referral: 21
- Public Clinics: 21
- Clothing: 20
- General Legal Aid: 18
- Senior Housing Information and Referral: 18
- Community Clinics: 17
- In Home Supportive Services Subsidies: 15
- Rental Deposit Assistance: 15
- Discounted Utility Services: 15
- Disabilities and Health Conditions: 14
- Local Transit Passes: 13
- Specialized Information and Referral: 13

Calls by Age

- 0-5: 0.5%
- 6-12: 1.2%
- 13-17: 0.6%
- 18-20: 2.0%
- 21-28: 9.8%
- 29-34: 7.8%
- 35-40: 7.2%
- 41-49: 12.2%
- 50-60: 24.7%
- 61-64: 6.4%
- 65+: 15.9%
- Unknown: 11.9%

Calls by Household

- 1: 51.4%
- 2: 12.6%
- 3: 6.4%
- 4: 4.9%
- 5: 1.9%
- 6: 1.4%
- 7: 0.5%
- 8: 0.4%
- 9: 0.0%
- 10+: 0.0%

* Unavailable 20.4%
Overall Need Indio

- Housing: 737
- Food/Meals: 438
- Mental Health/Addictions: 267
- Utility Assistance: 171
- Health Care: 169
- Legal, Consumer and Public Safety Services: 160
- Individual, Family and Community Support: 122
- Income Support/Assistance: 92
- Information Services: 68
- Transportation: 65
- Clothing/Personal/Household Needs: 53
- Employment: 29
- Education: 17
- Other Government/Economic Services: 15
- Arts, Culture and Recreation: 9
- Disaster Services: 6
- Volunteers/Donations: 2

Calls by Race/Ethnicity

- Hispanic: 42.7%
- Caucasian (Non-Hispanic): 35.8%
- African American/Mix: 8.8%
- Declined to state: 7.4%
- Other: 2.6%
- Bi-racial/Multi-Ethnic: 1.9%
- Native American or Native Alaskan/Mix: 0.5%
- Asian/Mix: 0.2%

Calls by Gender

- Female: 30.8%
- Male: 69.1%
- Not Available: 0.1%
Overall Needs Sub-Categories

- Food Pantries: 198
- Low Income/Subsidized Rental Housing: 115
- Rent Payment Assistance: 102
- Utility Assistance: 91
- Transitional Housing/Shelter: 85
- Homeless Shelter: 73
- Food Stamps/SNAP: 52
- Individual Counseling: 37
- Senior Housing Information and Referral: 30
- Information and Referral: 25
- Residential Substance Abuse Treatment Facilities: 22
- Clothing: 20
- Thanksgiving Programs: 19
- General Legal Aid: 19
- Paratransit Programs: 18
- Housing Search and Information: 18
- Public Clinics: 15
- Discounted Utility Services: 15
- Medicaid: 14
- Psychiatrist Referrals: 14

Calls by Age

- 0-5: 0.1%
- 6-12: 1.0%
- 13-17: 2.3%
- 18-20: 2.9%
- 21-28: 13.3%
- 29-34: 11.3%
- 35-40: 10.6%
- 41-49: 13.9%
- 50-60: 20.8%
- 61-64: 4.6%
- 65+: 11.0%
- Unknown: 8.0%

Calls by Household

- 1: 37.6%
- 2: 13.5%
- 3: 11.4%
- 4: 7.0%
- 5: 3.8%
- 6: 2.4%
- 7: 1.1%
- 8: 0.2%
- 9: 0.0%
- 10+: 0.0%

* Unavailable 23.0%
City of Banning

Overall Need Banning

<table>
<thead>
<tr>
<th>Service</th>
<th>Calls</th>
<th>Web</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>716</td>
<td></td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>326</td>
<td></td>
</tr>
<tr>
<td>Food/Meals</td>
<td>254</td>
<td></td>
</tr>
<tr>
<td>Mental Health/Addictions</td>
<td>248</td>
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</tr>
<tr>
<td>Legal, Consumer and Public Safety Services</td>
<td>156</td>
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</tr>
<tr>
<td>Individual, Family and Community Support</td>
<td>128</td>
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<tr>
<td>Health Care</td>
<td>98</td>
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<tr>
<td>Clothing/Personal/Household Needs</td>
<td>92</td>
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<td>Transportation</td>
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<td>Information Services</td>
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<tr>
<td>Income Support/Assistance</td>
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<tr>
<td>Employment</td>
<td>35</td>
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<tr>
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<tr>
<td>Other Government/Economic Services</td>
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<tr>
<td>Volunteers/Donations</td>
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</tr>
<tr>
<td>Arts, Culture and Recreation</td>
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</tr>
</tbody>
</table>

Calls by Race/Ethnicity

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<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caucasian (Non-Hispanic)</td>
<td>33.3%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>29.1%</td>
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<tr>
<td>African American/Mix</td>
<td>24.5%</td>
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<tr>
<td>Declined to state</td>
<td>6.1%</td>
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<tr>
<td>Other</td>
<td>2.9%</td>
</tr>
<tr>
<td>Bi-racial/Multi-Ethnic</td>
<td>2.0%</td>
</tr>
<tr>
<td>Native American or Native Alaskan/Mix</td>
<td>0.9%</td>
</tr>
<tr>
<td>Asian/Mixed</td>
<td>0.9%</td>
</tr>
<tr>
<td>Native Hawaiian or Other Pacific Islander/Mix</td>
<td>0.2%</td>
</tr>
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Calls by Gender

<table>
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<tr>
<th>Gender</th>
<th>Calls</th>
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<tbody>
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<td>Female</td>
<td>0.0%</td>
</tr>
<tr>
<td>Male</td>
<td>25.9%</td>
</tr>
<tr>
<td>Not Available</td>
<td>74.1%</td>
</tr>
</tbody>
</table>
Overall Needs Sub-Categories

- Utility Assistance: 144
- Food Pantries: 117
- Homeless Shelter: 102
- Rent Payment Assistance: 97
- Low Income/Subsidized Rental Housing: 92
- Transitional Housing/Shelter: 82
- Utility Service Payment Assistance: 53
- Clothing: 37
- Residential Substance Abuse Treatment Facilities: 33
- Individual Counseling: 25
- General Legal Aid: 25
- Specialized Counseling Services: 24
- Food Stamps/SNAP: 23
- Paratransit Programs: 23
- Information and Referral: 22
- Crisis Shelter: 17
- Discounted Utility Services: 15
- Dental Care: 13
- Legal Counseling: 13
- Substance Abuse Counseling: 12

Calls by Age

- 0-5: 0.0%
- 6-12: 0.6%
- 13-17: 1.0%
- 18-20: 2.1%
- 21-28: 15.2%
- 29-34: 18.7%
- 35-40: 9.7%
- 41-49: 11.5%
- 50-60: 16.5%
- 61-64: 4.0%
- 65+: 13.0%
- Unknown: 7.7%

Calls by Household

- 1: 32.7%
- 2: 19.0%
- 3: 11.3%
- 4: 8.0%
- 5: 5.8%
- 6: 2.7%
- 7: 1.1%
- 8: 0.2%
- 9: 0.2%
- 10+: 0.5%

*Unavailable 18.6%
City of Eastvale

Overall Need Eastvale

- Housing: 691
- Food/Meals: 485
- Utility Assistance: 283
- Mental Health/Addictions: 281
- Health Care: 245
- Legal, Consumer and Public Safety Services: 195
- Individual, Family and Community Support: 116
- Transportation: 100
- Income Support/Assistance: 85
- Information Services: 60
- Clothing/Personal/Household Needs: 48
- Employment: 38
- Education: 35
- Other Government/Economic Services: 9
- Volunteers/Donations: 9
- Arts, Culture and Recreation: 8

Calls by Race/Ethnicity

- Hispanic: 38.9%
- Caucasian (Non-Hispanic): 31.8%
- African American/Mix: 14.7%
- Declined to state: 5.1%
- Other: 4.7%
- Asian/Mix: 2.7%
- Bi-racial/Multi-Ethnic: 1.7%
- Native Hawaiian or Other Pacific Islander: 0.5%

Calls by Gender

- Female: 67.9%
- Male: 32.1%
- Not Available: 0.0%
**Overall Needs Sub-Categories**

- **Food Pantries**: 208
- **Low Income/Subsidized Rental Housing**: 101
- **Utility Assistance**: 98
- **Rent Payment Assistance**: 91
- **Food Stamps/SNAP**: 74
- **Transitional Housing/Shelter**: 62
- **Utility Service Payment Assistance**: 52
- **Homeless Shelter**: 41
- **Individual Counseling**: 41
- **Discounted Utility Services**: 33
- **Public Clinics**: 33
- **General Legal Aid**: 31
- **Paratransit Programs**: 30
- **Specialized Counseling Services**: 22
- **Residential Substance Abuse Treatment Facilities**: 20
- **Medicaid**: 20
- **Senior Housing Information and Referral**: 19
- **Paratransit Programs**: 18
- **Residential Substance Abuse Treatment Facilities**: 16

**Calls by Age**

- **0-5**: 1.5%
- **6-12**: 0.3%
- **13-17**: 1.8%
- **18-20**: 2.8%
- **21-28**: 12.7%
- **29-34**: 11.2%
- **35-40**: 11.9%
- **41-49**: 13.1%
- **50-60**: 18.3%
- **61-64**: 4.1%
- **65+**: 15.3%
- **Unknown**: 7.0%

**Calls by Household**

- **1**: 36.3%
- **2**: 15.1%
- **3**: 9.6%
- **4**: 9.9%
- **5**: 6.2%
- **6**: 5.3%
- **7**: 1.0%
- **8**: 0.7%
- **9**: 0.2%
- **10+**: 0.2%

*Unavailable 15.3%*
## Overall Needs Sub-Categories

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<tr>
<td>Transitional Housing/Shelter</td>
<td>50</td>
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<tr>
<td>Food Stamps/SNAP</td>
<td>37</td>
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<tr>
<td>Information and Referral</td>
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<tr>
<td>Clothing</td>
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<tr>
<td>General Legal Aid</td>
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<td>Individual Counseling</td>
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<tr>
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<td>Home Rental Listings</td>
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## Calls by Age

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<tr>
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<td>18-20</td>
<td>2.3%</td>
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<td>21-28</td>
<td>13.1%</td>
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<tr>
<td>29-34</td>
<td>13.1%</td>
</tr>
<tr>
<td>35-40</td>
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<tr>
<td>41-49</td>
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<tr>
<td>61-64</td>
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## Calls by Household

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<tr>
<td>9</td>
<td>0.0%</td>
</tr>
<tr>
<td>10+</td>
<td>0.0%</td>
</tr>
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</table>

*Unavailable 18.7%
City of Menifee

Overall Need Menifee

Food/Meals: 674
Utility Assistance: 456
Mental Health/Addictions: 452
Health Care: 429
Legal, Consumer and Public Safety Services: 299
Individual, Family and Community Support: 207
Income Support/Assistance: 147
Transportation: 109
Clothing/Personal/Household Needs: 91
Information Services: 91
Employment: 53
Education: 41
Other Government/Economic Services: 21
Volunteers/Donations: 20
Arts, Culture and Recreation: 12
Disaster Services: 8

Calls by Race/Ethnicity

- Caucasian (Non-Hispanic): 44.2%
- Hispanic: 31.1%
- African American/Mix: 8.4%
- Declined to state: 6.4%
- Other: 5.5%
- Asian/Mix: 2.0%
- Bi-racial/Multi-Ethnic: 1.5%
- Native American or Native Alaskan/Mix: 0.6%
- Native Hawaiian or Other Pacific Islander/Mix: 0.3%

Calls by Gender

- Female: 72.7%
- Male: 27.1%
- Not Available: 0.2%
### Overall Needs Sub-Categories

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<td>Homeless Shelter</td>
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<tr>
<td>Food Stamps/SNAP</td>
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<tr>
<td>Transitional Housing/Shelter</td>
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<tr>
<td>Utility Service Payment Assistance</td>
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<td>Medicaid</td>
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<td>General Legal Aid</td>
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<td>Residential Substance Abuse Treatment Facilities</td>
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<td>Individual Counseling</td>
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<td>Clothing</td>
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<td>Community Clinics</td>
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<td>Information and Referral</td>
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<td>Specialized Information and Referral</td>
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### Calls by Age

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<tr>
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<td>18-20</td>
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<td>21-28</td>
<td>10.8%</td>
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<td>41-49</td>
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<tr>
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<td>17.5%</td>
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### Calls by Household

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<tr>
<td>5</td>
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</tr>
<tr>
<td>6</td>
<td>4.4%</td>
</tr>
<tr>
<td>7</td>
<td>1.3%</td>
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<tr>
<td>8</td>
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<tr>
<td>9</td>
<td>0.2%</td>
</tr>
<tr>
<td>10+</td>
<td>0.0%</td>
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</tbody>
</table>

*Unavailable 18.8%
Overall Need Palm Desert

- Housing: 334
- Food/Meals: 252
- Health Care: 156
- Utility Assistance: 131
- Mental Health/Addictions: 97
- Legal, Consumer and Public Safety Services: 50
- Individual, Family and Community Support: 42
- Information Services: 17
- Income Support/Assistance: 11
- Transportation: 9
- Clothing/Personal/Household Needs: 8
- Education: 3
- Employment: 3
- Volunteers/Donations: 2
- Other Government/Economic Services: 2
- Arts, Culture and Recreation: 2
- Disaster Services: 2

Calls by Race/Ethnicity

- Caucasian(Non-Hispanic): 53.5%
- Hispanic: 20.8%
- Declined to state: 11.2%
- African American/Mix: 7.6%
- Other: 3.6%
- Native American or Native Alaskan/Mix: 2.6%
- Bi-racial/Multi-Ethnic: 0.7%

Calls by Gender

- Female: 34.8%
- Male: 65.2%
- Not Available: 0.0%
Overall Needs Sub-Categories

- Food Pantries: 100
- Utility Assistance: 75
- Rent Payment Assistance: 62
- Food Stamps/SNAP: 48
- Low Income/Subsidized Rental Housing: 42
- Homeless Shelter: 35
- Information and Referral: 24
- Transitional Housing/Shelter: 24
- General Legal Aid: 22
- Senior Housing Information and Referral: 21
- Medicaid: 17
- Paratransit Programs: 13
- Public Clinics: 12
- Residential Substance Abuse Treatment Facilities: 12
- Utility Service Payment Assistance: 10
- Disabilities and Health Conditions: 10
- Community Clinics: 10
- Individual Counseling: 9
- Specialized Information and Referral: 9
- Housing Search and Information: 8

Calls by Age

- 0-5: 1.0%
- 6-12: 0.0%
- 13-17: 0.5%
- 18-20: 4.0%
- 21-28: 10.3%
- 29-34: 12.1%
- 35-40: 9.8%
- 41-49: 8.8%
- 50-60: 20.9%
- 61-64: 6.3%
- 65+: 16.3%
- Unknown: 10.1%

Calls by Household

- 1: 45.1%
- 2: 20.0%
- 3: 7.0%
- 4: 5.8%
- 5: 2.0%
- 6: 0.6%
- 7: 0.6%
- 8: 0.0%
- 9: 0.0%
- 10+: 0.0%

* Unavailable 19.0%
Overall Need Cathedral City

- Housing: 319 calls
- Food/Meals: 209 calls
- Utility Assistance: 192 calls
- Health Care: 184 calls
- Legal, Consumer and Public Safety Services: 116 calls
- Mental Health/Addictions: 115 calls
- Individual, Family and Community Support: 85 calls
- Employment: 35 calls
- Income Support/Assistance: 32 calls
- Information Services: 29 calls
- Transportation: 27 calls
- Clothing/Personal/Household Needs: 17 calls
- Other Government/Economic Services: 14 calls
- Arts, Culture and Recreation: 5 calls
- Education: 5 calls
- Volunteers/Donations: 3 calls
- Disaster Services: 2 calls

Calls by Race/Ethnicity

- Caucasian (Non-Hispanic): 38.6%
- Hispanic: 38.0%
- African American/Mix: 12.3%
- Declined to state: 5.8%
- Other: 1.8%
- Asian/Mix: 1.5%
- B-Hispanic/Multi-Ethnic: 0.9%
- Native American or Native Alaskan/Mix: 0.3%
- Native Hawaiian or Other Pacific Islander/Mix: 0.3%

Calls by Gender

- Female: 66.5%
- Male: 33.3%
- Not Available: 0.2%
### Overall Needs Sub-Categories

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<th>Category</th>
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<td>Low Income/Subsidized Rental Housing</td>
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<td>Food Stamps/SNAP</td>
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<tr>
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<td>Public Clinics</td>
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<td>Transitional Housing/Shelter</td>
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### Calls by Age

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### Calls by Household

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<tr>
<td>9</td>
<td>0.0%</td>
</tr>
<tr>
<td>10+</td>
<td>0.2%</td>
</tr>
</tbody>
</table>

*Unavailable 18.5%*
Overall Need Wildomar

Calls by Race/Ethnicity

Calls by Gender
Overall Needs Sub-Categories

- Food Pantries: 136
- Low Income/Subsidized Rental Housing: 82
- Utility Assistance: 69
- Homeless Shelter: 41
- Rent Payment Assistance: 36
- Individual Counseling: 34
- Food Stamps/SNAP: 32
- Transitional Housing/Shelter: 28
- Medicaid: 18
- Clothing: 17
- Paratransit Programs: 17
- Public Assistance Issues: 14
- General Legal Aid: 13
- General Medical Care: 12
- Disabilities and Health Conditions: 12
- Specialized Information and Referral: 11
- Parenting Skills Classes: 10
- Community Clinics: 10
- Family Counseling: 10
- Public Clinics: 10

Calls by Age

- 0-5: 1.4%
- 6-12: 0.0%
- 13-17: 0.9%
- 18-20: 2.0%
- 21-28: 11.8%
- 29-34: 11.2%
- 35-40: 9.5%
- 41-49: 15.2%
- 50-60: 22.7%
- 61-64: 5.5%
- 65+: 12.4%
- Unknown: 7.5%

Calls by Household

- 1: 34.7%
- 2: 14.9%
- 3: 12.9%
- 4: 6.9%
- 5: 6.0%
- 6: 5.7%
- 7: 0.9%
- 8: 0.9%
- 9: 0.0%
- 10+: 0.5%

* Unavailable: 16.6%
Jurupa Valley, CA

Overall Needs Sub-Categories

- Food Pantries: 55
- Utility Assistance: 16
- Discounted Utility Services: 14
- Low Income/Subsidized Rental Housing: 10
- Food Stamps/SNAP: 9
- Information and Referral: 5
- Holiday Gifts/Toys: 4
- Medicaid: 4
- Rent Payment Assistance: 4
- Preschools: 4
- Energy/Water Conservation Improvements: 4
- Paratransit Programs: 4
- Landlord/Tenant Dispute Resolution: 3
- Unemployment Insurance: 3
- Utility Service Payment Assistance: 3
- Congregate Meals/Nutrition Sites: 3
- Home Rental Listings: 3
- Christmas Programs: 3
- Dental Care: 3
- Specialized Counseling Services: 3

Calls by Age

<table>
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Calls by Household

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</tr>
<tr>
<td>10+</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Unavailable 3.2%
City of Coachella

Overall Need Coachella

- Housing: 150
- Food/Meals: 134
- Mental Health/Addictions: 115
- Utility Assistance: 98
- Legal, Consumer and Public Safety Services: 60
- Health Care: 51
- Individual, Family and Community Support: 45
- Clothing/Personal/Household Needs: 26
- Income Support/Assistance: 24
- Information Services: 18
- Transportation: 18
- Education: 8
- Employment: 5
- Other Government/Economic Services: 2

Calls by Race/Ethnicity

- Hispanic: 73.4%
- Caucasian (Non-Hispanic): 14.1%
- African American/Mix: 5.1%
- Asian/Pacific Islander/Mix: 3.4%
- Bi-racial/Multi-Ethnic: 2.3%
- Native American or Native Alaskan/Mix: 0.6%
- Native Hawaiian or Other Pacific Islander/Mix: 0.6%
- Other: 0.6%
- Declined to state: 0.6%

Calls by Gender

- Female: 70.3%
- Male: 29.3%
- Not Available: 0.4%
### Overall Needs Sub-Categories

- **Food Pantries**: 61
- **Utility Assistance**: 51
- **Rent Payment Assistance**: 27
- **Individual Counseling**: 25
- **Low Income/Subsidized Rental Housing**: 20
- **Food Stamps/SNAP**: 16
- **Family Counseling**: 12
- **Clothing**: 11
- **Discounted Utility Services**: 11
- **General Legal Aid**: 10
- **Licensed Clinical Social Worker Referrals**: 10
- **Homeless Shelter**: 9
- **Specialized Counseling Services**: 8
- **Rental Deposit Assistance**: 7
- **Senior Housing Information and Referral**: 7
- **Transitional Housing/Shelter**: 7
- **Medicaid**: 7
- **Information and Referral**: 6
- **Energy/Water Conservation Improvements**: 6
- **Public Clinics**: 5

### Calls by Age

- **0-5**: 0.4%
- **6-12**: 0.9%
- **13-17**: 4.0%
- **18-20**: 3.5%
- **21-28**: 21.1%
- **29-34**: 16.7%
- **35-40**: 11.5%
- **41-49**: 7.0%
- **50-60**: 13.7%
- **61-64**: 4.0%
- **65+**: 10.1%
- **Unknown**: 7.0%

### Calls by Household

- **1**: 24.0%
- **2**: 16.6%
- **3**: 11.8%
- **4**: 14.8%
- **5**: 10.7%
- **6**: 4.1%
- **7**: 2.2%
- **8**: 0.4%
- **9**: 0.0%
- **10+**: 0.0%

*Unavailable 15.5%*
City of La Quinta

Overall Need La Quinta

- Food/Meals: 131 Calls
- Housing: 130 Calls
- Mental Health/Addictions: 62 Calls
- Health Care: 56 Calls
- Utility Assistance: 47 Calls
- Individual, Family and Community Support: 36 Calls
- Legal, Consumer and Public Safety Services: 33 Calls
- Income Support/Assistance: 24 Calls
- Transportation: 20 Calls
- Employment: 18 Calls
- Information Services: 15 Calls
- Clothing/Personal/Household Needs: 12 Calls
- Other Government/Economic Services: 8 Calls
- Education: 6 Calls
- Disaster Services: 2 Calls
- Arts, Culture and Recreation: 2 Calls

Calls by Race/Ethnicity

- Caucasian (Non-Hispanic): 49.3%
- Hispanic: 31.1%
- African American/Mix: 8.1%
- Asian/Mix: 4.1%
- Bi-racial/Multi-Ethnic: 2.7%
- Native American or Native Alaskan/Mix: 2.0%
- Not Available: 1.4%

Calls by Gender

- Female: 68.6%
- Male: 31.4%
- Not Available: 0.0%
Overall Needs Sub-Categories

- Food Pantries: 53
- Rent Payment Assistance: 39
- Food Stamps/SNAP: 29
- Low Income/Subsidized Rental Housing: 25
- Utility Assistance: 23
- Individual Counseling: 13
- In Home Supportive Services Subsidies: 10
- Residential Substance Abuse Treatment Facilities: 9
- Paratransit Programs: 8
- Medicaid: 7
- Information and Referral: 7
- Transitional Housing/Shelter: 7
- General Legal Aid: 6
- Visual/Reading Aids: 6
- Community Clinics: 6
- Adult Protective Services: 5
- Homeless Shelter: 4
- Utility Service Payment Assistance: 4
- Discounted Utility Services: 4
- Thanksgiving Programs: 4

Calls by Age

- 0-5: 0.5%
- 6-12: 1.6%
- 13-17: 1.1%
- 18-20: 6.0%
- 21-28: 12.0%
- 29-34: 8.7%
- 35-40: 9.3%
- 41-49: 9.3%
- 50-60: 13.1%
- 61-64: 3.8%
- 65+: 26.2%
- Unknown: 8.2%

Calls by Household

- 1: 32.2%
- 2: 16.5%
- 3: 14.8%
- 4: 8.7%
- 5: 3.9%
- 6: 6.5%
- 7: 0.0%
- 8: 0.0%
- 9: 0.0%
- 10+: 0.0%

*Unavailable 17.4%
City of Norco

Overall Need Norco

- Housing: 131
- Mental Health/Addictions: 76
- Food/Meals: 62
- Utility Assistance: 54
- Individual, Family and Community Support: 33
- Legal, Consumer and Public Safety Services: 23
- Clothing/Personal/Household Needs: 21
- Health Care: 20
- Employment: 17
- Income Support/Assistance: 15
- Education: 14
- Transportation: 14
- Information Services: 5
- Other Government/Economic Services: 3

Calls by Race/Ethnicity

- Caucasian (Non-Hispanic): 49.5%
- Hispanic: 32.0%
- African American/Mix: 8.2%
- Declined to state: 6.2%
- Other: 3.1%
- Bi-racial/Multi-Ethnic: 1.0%

Calls by Gender

- Female: 31.4%
- Male: 68.6%
- Not Available: 0.0%
Overall Needs Sub-Categories

- Food Pantries: 31
- Low Income/Subsidized Rental Housing: 25
- Utility Assistance: 23
- Specialized Counseling Services: 18
- Homeless Shelter: 18
- Rent Payment Assistance: 14
- Transitional Housing/Shelter: 10
- Utility Service Payment Assistance: 8
- Senior Housing Information and Referral: 7
- Individual Counseling: 7
- Preschools: 7
- Food Stamps/SNAP: 7
- Clothing: 5
- Substance Abuse Counseling: 5
- Dental Care: 4
- Paratransit Programs: 4
- General Legal Aid: 4
- Holiday Gifts/Toys: 4
- Prejob Guidance: 4
- Parenting Education: 3

Calls by Age

- 0-5: 2.8%
- 6-12: 1.4%
- 13-17: 0.7%
- 18-20: 5.0%
- 21-28: 10.6%
- 29-34: 13.5%
- 35-40: 11.3%
- 41-49: 16.3%
- 50-60: 18.4%
- 61-64: 2.8%
- 65+: 9.9%
- Unknown: 7.1%

Calls by Household

- 1: 39.0%
- 2: 16.4%
- 3: 9.6%
- 4: 6.2%
- 5: 1.1%
- 6: 4.5%
- 7: 0.6%
- 8: 0.6%
- 9: 1.1%
- 10+: 0.0%

*Unavailable 20.9%
City of Blythe

Overall Need Blythe

Calls by Race/Ethnicity

Calls by Gender

Caucasian (Non-Hispanic) 32.1%
Hispanic 29.8%
African American/Mix 20.2%
Declined to state 13.1%
Bi-racial/Multi-Ethnic 2.4%
Not Available 1.2%
Native Hawaiian or Other Pacific Islander/Mix 1.2%
Other 1.2%

Female 72.9%
Male 27.1%
Not Available 0.0%
#### Overall Needs Sub-Categories

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
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<tbody>
<tr>
<td>Discounted Utility Services</td>
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<tr>
<td>Utility Assistance</td>
<td>16</td>
</tr>
<tr>
<td>Low Income/Subsidized Rental Housing</td>
<td>16</td>
</tr>
<tr>
<td>Online Connection Services</td>
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</tr>
<tr>
<td>Food Pantries</td>
<td>9</td>
</tr>
<tr>
<td>General Legal Aid</td>
<td>8</td>
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<tr>
<td>Rent Payment Assistance</td>
<td>5</td>
</tr>
<tr>
<td>Paratransit Programs</td>
<td>5</td>
</tr>
<tr>
<td>Information and Referral</td>
<td>4</td>
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<tr>
<td>Homeless Shelter</td>
<td>4</td>
</tr>
<tr>
<td>Directory Assistance</td>
<td>4</td>
</tr>
<tr>
<td>Specialized Information and Referral</td>
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<tr>
<td>Food Stamps/SNAP</td>
<td>3</td>
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<tr>
<td>Land Use Planning and Regulation Services</td>
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<td>Individual Counseling</td>
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<td>Psychiatrist Referrals</td>
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<td>Mortgage Payment Assistance</td>
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<tr>
<td>Home Rehabilitation Programs</td>
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<tr>
<td>Transitional Housing/Shelter</td>
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#### Calls by Age

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>0-5</td>
<td>0.0%</td>
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<tr>
<td>6-12</td>
<td>0.9%</td>
</tr>
<tr>
<td>13-17</td>
<td>4.4%</td>
</tr>
<tr>
<td>18-20</td>
<td>8.0%</td>
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<td>21-28</td>
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<tr>
<td>29-34</td>
<td>8.0%</td>
</tr>
<tr>
<td>35-40</td>
<td>4.4%</td>
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<tr>
<td>41-49</td>
<td>10.6%</td>
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<td>50-60</td>
<td>23.0%</td>
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<td>61-64</td>
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<tr>
<td>65+</td>
<td>7.1%</td>
</tr>
<tr>
<td>Unknown</td>
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</table>

#### Calls by Household

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>1</td>
<td>31.8%</td>
</tr>
<tr>
<td>2</td>
<td>19.9%</td>
</tr>
<tr>
<td>3</td>
<td>6.6%</td>
</tr>
<tr>
<td>4</td>
<td>11.9%</td>
</tr>
<tr>
<td>5</td>
<td>2.0%</td>
</tr>
<tr>
<td>6</td>
<td>6.0%</td>
</tr>
<tr>
<td>7</td>
<td>0.7%</td>
</tr>
<tr>
<td>8</td>
<td>0.0%</td>
</tr>
<tr>
<td>9</td>
<td>0.0%</td>
</tr>
<tr>
<td>10+</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Unavailable 21.2%
City of Rancho Mirage

Overall Need Rancho Mirage

Calls by Race/Ethnicity

Calls by Gender

Volunteers/Donations

Arts, Culture and Recreation

Clothing/Personal/Household Needs

Information Services

Other Government/Economic Services

Employment

Individual, Family and Community Support

Legal, Consumer and Public Safety Services

Incomes Support/Assistance

Transportation

Mental Health/Addictions

Utility Assistance

Health Care

Food/Meals

Housing

59.4%

21.7%

7.2%

7.2%

4.3%

Caucasian(Non-Hispanic)

Hispanic

African American/Mix

Other

Declined to state

Female

Male

Not Available

29.6%

69.6%

0.9%
Overall Needs Sub-Categories

- Utility Assistance: 19
- Rent Payment Assistance: 18
- Food Pantries: 15
- Food Stamps/SNAP: 15
- Paratransit Programs: 14
- Low Income/Subsidized Rental Housing: 13
- Individual Counseling: 10
- Senior Housing Information and Referral: 7
- Homeless Shelter: 6
- Family Counseling: 6
- Adult Protective Services: 6
- Blindness: 5
- Medicaid: 5
- Community Clinics: 4
- Public Clinics: 4
- Local Transit Passes: 3
- Discounted Utility Services: 3
- Municipal Police: 3
- In Home Supportive Services Subsidies: 3
- Transitional Housing/Shelter: 3

Calls by Age

- 0-5: 0.0%
- 6-12: 0.0%
- 13-17: 2.2%
- 18-20: 0.0%
- 21-28: 2.2%
- 29-34: 7.5%
- 35-40: 5.4%
- 41-49: 10.8%
- 50-60: 20.4%
- 61-64: 7.5%
- 65+: 36.6%
- Unknown: 7.5%

Calls by Household

- 1: 50.0%
- 2: 15.3%
- 3: 4.0%
- 4: 8.1%
- 5: 0.8%
- 6: 0.0%
- 7: 0.0%
- 8: 0.0%
- 9: 0.0%
- 10+: 0.0%

* Unavailable 21.8%
## Overall Need Calimesa

<table>
<thead>
<tr>
<th>Service</th>
<th>Calls by Race/Ethnicity</th>
<th>Calls by Gender</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>Call: 89</td>
<td>Female: 67.9%</td>
</tr>
<tr>
<td>Food/Meals</td>
<td>Call: 57</td>
<td>Male: 29.8%</td>
</tr>
<tr>
<td>Mental Health/Addictions</td>
<td>Call: 41</td>
<td>Not Available</td>
</tr>
<tr>
<td>Individual, Family and Community Support</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>Health Care</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>Legal, Consumer and Public Safety Services</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>Call: 12</td>
<td></td>
</tr>
<tr>
<td>Information Services</td>
<td>Call: 11</td>
<td></td>
</tr>
<tr>
<td>Transportation</td>
<td>Call: 9</td>
<td></td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>Call: 6</td>
<td></td>
</tr>
<tr>
<td>Clothing/Personal/Household Needs</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Other Government/Economic Services</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Education</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Employment</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Volunteers/Donations</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

## Calls by Race/Ethnicity
- Caucasian (Non-Hispanic): 67.9%
- Hispanic: 17.9%
- African American/Mix: 7.7%
- Declined to state: 2.6%
- Other: 2.6%
- Asian/Mix: 1.3%
- Declined to state: 0.0%

## Calls by Gender
- Female: 67.9%
- Male: 29.8%
- Not Available: 70.2%
Overall Needs Sub-Categories

- Food Pantries: 27
- Rent Payment Assistance: 22
- Low Income/Subsidized Rental Housing: 9
- Food Stamps/SNAP: 8
- Utility Assistance: 8
- In Home Assistance: 6
- Homeless Shelter: 6
- Transitional Housing/Shelter: 5
- Paratransit Programs: 5
- Senior Housing Information and Referral: 5
- Specialized Counseling Services: 5
- Information and Referral: 4
- Detoxification: 3
- Congregate Meals/Nutrition Sites: 3
- People Without Health Insurance: 3
- Specialized Information and Referral: 3
- General Legal Aid: 3
- Residential Substance Abuse Treatment Facilities: 3
- Housekeeping Assistance: 3
- Substance Abuse Counseling: 3

Calls by Age

- 0-5: 0.0%
- 6-12: 3.0%
- 13-17: 1.0%
- 18-20: 2.0%
- 21-28: 8.1%
- 29-34: 15.2%
- 35-40: 8.1%
- 41-49: 10.1%
- 50-60: 16.2%
- 61-64: 11.1%
- 65+: 20.2%
- Unknown: 5.1%

Calls by Household

- 1: 40.3%
- 2: 22.7%
- 3: 6.7%
- 4: 4.2%
- 5: 3.4%
- 6: 3.4%
- 7: 0.8%
- 8: 0.0%
- 9: 0.0%
- 10+: 0.0%

* Unavailable 18.5%
Overall Need Temecula

- Housing: 1,244
- Food/Meals: 532
- Health Care: 387
- Mental Health/Addictions: 384
- Utility Assistance: 363
- Legal, Consumer and Public Safety Services: 227
- Individual, Family and Community Support: 165
- Income Support/Assistance: 113
- Information Services: 92
- Transportation: 89
- Employment: 85
- Clothing/Personal/Household Needs: 60
- Other Government/Economic Services: 50
- Education: 45
- Volunteers/Donations: 36
- Arts, Culture and Recreation: 9
- Disaster Services: 6

Calls by Race/Ethnicity

- Caucasian (Non-Hispanic): 42.3%
- Hispanic: 24.1%
- African American/Mix: 13.4%
- Asian/Mix: 8.1%
- Other: 5.6%
- Declined to state: 3.4%
- Bi-Racial/Multi-Ethnic: 1.7%
- Native Hawaiian or Other Pacific Islander/Mix: 0.7%
- Native American or Alaskan Native: 0.7%

Calls by Gender

- Female: 31.3%
- Male: 68.6%
- Not Available: 0.1%
### Overall Needs Sub-Categories

- Low Income/Subsidized Rental Housing: 232
- Food Pantries: 209
- Homeless Shelter: 185
- Utility Assistance: 158
- Rent Payment Assistance: 156
- Food Stamps/SNAP: 104
- Transitional Housing/Shelter: 78
- Individual Counseling: 66
- Community Clinics: 59
- Utility Service Payment Assistance: 46
- Senior Housing Information and Referral: 45
- Medicaid: 43
- General Legal Aid: 37
- Discounted Utility Services: 34
- Disabilities and Health Conditions: 28
- Information and Referral: 27
- General Medical Care: 25
- Paratransit Programs: 25
- Housing Search and Information: 23
- Specialized Information and Referral: 23

### Calls by Age

- 0-5: 1.2%
- 6-12: 0.8%
- 13-17: 1.9%
- 18-20: 4.1%
- 21-28: 14.0%
- 29-34: 13.0%
- 35-40: 9.6%
- 41-49: 15.4%
- 50-60: 16.0%
- 61-64: 5.0%
- 65+: 10.4%
- Unknown: 8.6%

### Calls by Household

- 1: 35.0%
- 2: 17.4%
- 3: 11.6%
- 4: 8.6%
- 5: 5.3%
- 6: 2.1%
- 7: 0.5%
- 8: 0.2%
- 9: 0.1%
- 10+: 0.1%

*Unavailable 19.0%
Overall Need Canyon Lake

Calls by Race/Ethnicity

Calls by Gender
## Overall Needs Sub-Categories

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Clinics</td>
<td>4</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>3</td>
</tr>
<tr>
<td>Public Clinics</td>
<td>3</td>
</tr>
<tr>
<td>Low Income/Subsidized Rental Housing</td>
<td>2</td>
</tr>
<tr>
<td>Home Rental Listings</td>
<td>2</td>
</tr>
<tr>
<td>Holiday Gifts/Toys</td>
<td>1</td>
</tr>
<tr>
<td>General Medical Care</td>
<td>1</td>
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<tr>
<td>Addictions/Dependencies Support Groups</td>
<td>1</td>
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<tr>
<td>Federal Officials Offices</td>
<td>1</td>
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<tr>
<td>Dental Care</td>
<td>1</td>
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<tr>
<td>Medicaid Contract Hospitals</td>
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<tr>
<td>Food Vouchers</td>
<td>1</td>
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<tr>
<td>Homeless Shelter</td>
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</tr>
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## Calls by Age

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-5</td>
<td>0.0%</td>
</tr>
<tr>
<td>6-12</td>
<td>0.0%</td>
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<tr>
<td>13-17</td>
<td>0.0%</td>
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<tr>
<td>18-20</td>
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</tr>
<tr>
<td>21-28</td>
<td>7.1%</td>
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<tr>
<td>29-34</td>
<td>0.0%</td>
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<tr>
<td>35-40</td>
<td>7.1%</td>
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<tr>
<td>41-49</td>
<td>35.7%</td>
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<tr>
<td>50-60</td>
<td>0.0%</td>
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<tr>
<td>61-64</td>
<td>14.3%</td>
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<tr>
<td>65+</td>
<td>14.3%</td>
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<tr>
<td>Unknown</td>
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## Calls by Household

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<thead>
<tr>
<th>Household Size</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>1</td>
<td>62.5%</td>
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<tr>
<td>2</td>
<td>12.5%</td>
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<tr>
<td>3</td>
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<tr>
<td>5</td>
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<tr>
<td>6</td>
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</tr>
<tr>
<td>7</td>
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<td>8</td>
<td>0.0%</td>
</tr>
<tr>
<td>9</td>
<td>0.0%</td>
</tr>
<tr>
<td>10+</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Unavailable 6.3%*
City of Indian Wells

Overall Need Indian Wells

- Utility Assistance: 15
- Legal, Consumer and Public Safety Services: 8
- Food/Meals: 6
- Health Care: 5
- Individual, Family and Community Support: 3
- Housing: 3
- Transportation: 2
- Information Services: 2
- Income Support/Assistance: 2

Calls by Race/Ethnicity
- Caucasian(Non-Hispanic): 63.6%
- Asian/Mixed: 18.2%
- Other: 9.1%
- Declined to state: 9.1%

Calls by Gender
- Female: 0.0%
- Male: 42.9%
- Not Available: 57.1%
Overall Needs Sub-Categories

- Utility Assistance: 8
- Food Pantries: 3
- Utility Service Payment Assistance: 2
- Dental Care: 2
- Immigration/Naturalization Adjudication Offices: 1
- Human Rights Groups: 1
- Information and Referral: 1
- In Home Supportive Services Subsidies: 1
- Transitional Housing/Shelter: 1
- Assistive Technology Expense Assistance: 1
- Energy Conservation: 1
- Emergency Road Service: 1
- Lawyer Referral Services: 1
- Domestic Animal Services: 1
- General Legal Aid: 1
- Legal Counseling: 1
- Older Adult/Disability Related Supportive Housing: 1
- Food Stamps/SNAP: 1

Calls by Age

- 0-5: 0.0%
- 6-12: 0.0%
- 13-17: 0.0%
- 18-20: 0.0%
- 21-28: 0.0%
- 29-34: 0.0%
- 35-40: 7.7%
- 41-49: 7.7%
- 50-60: 23.1%
- 61-64: 7.7%
- 65+: 30.8%
- Unknown: 23.1%

Calls by Household

- 1: 0.0%
- 2: 5.9%
- 3: 0.0%
- 4: 0.0%
- 5: 5.9%
- 6: 0.0%
- 7: 0.0%
- 8: 0.0%
- 9: 0.0%
- 10+: 0.0%

*Unavailable 47.1%