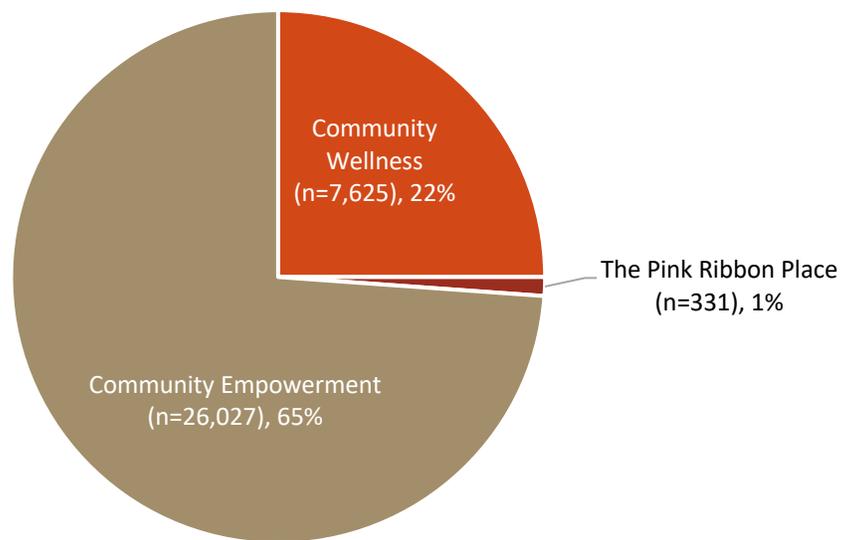


# 2022 ANNUAL IMPACT STATEMENT

## RCHF'S COMMUNITY REACH AND ENGAGEMENT

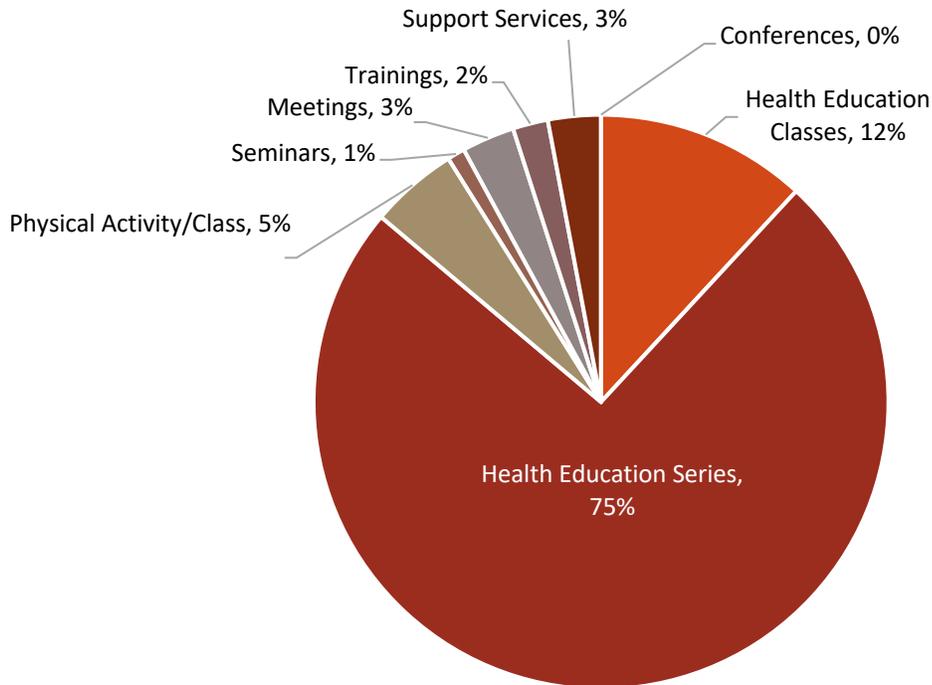
RCHF's Community Wellness Program, including the Pink Ribbon Place, and the Community Empowerment Program recorded 34,983 encounters with community members through 752 events and activities. Nearly two thirds of these encounters (65%) were made by the Community Empowerment Program, which recorded 26,027 encounters in 2022, largely through the team's implementation of *Making Proud Choices*, a reproductive health education curriculum offered to teens in Riverside area schools and funded by the California Department of Public Health Maternal, Child and Adolescent Health.

Percentage of Encounters Among RCHF's Health Strategies Programs



The largest percentage (87%) of these encounters were made through a health education series (75%) or health education class (12%).

## RCHF Health Strategies: Percentage of Encounters Activity Type



RCHF programs maintained a large presence on Facebook and Instagram in 2022. In fact, the Foundation reached 121,852 unique users on its Facebook and Instagram posts and recorded 8,632 visits. The Foundation also received 178 new Facebook and 258 new Instagram likes and followers.

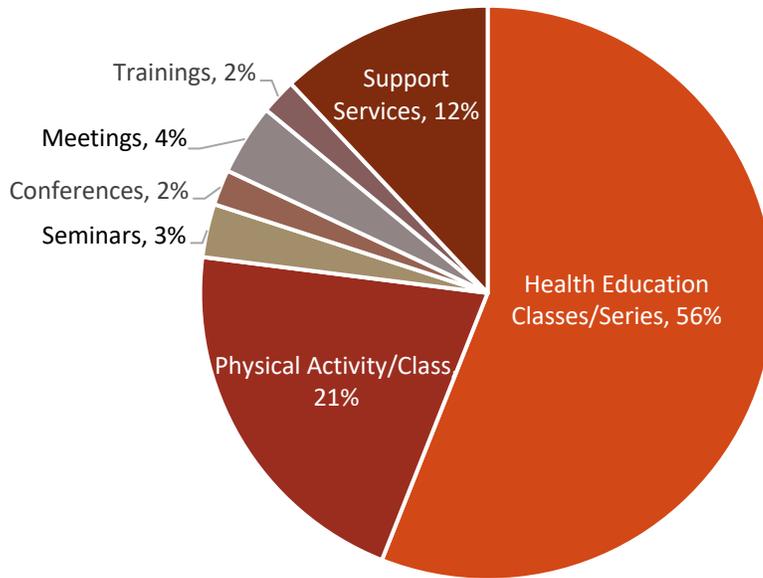
### COMMUNITY WELLNESS PROGRAM

In 2022, RCHF's Community Wellness team provided classes, seminars, and workshops promoting health and wellbeing in the following areas:

- Chronic disease prevention and management
- Healthy lifestyle practices (e.g., nutrition and exercise)
- Women's and maternal health

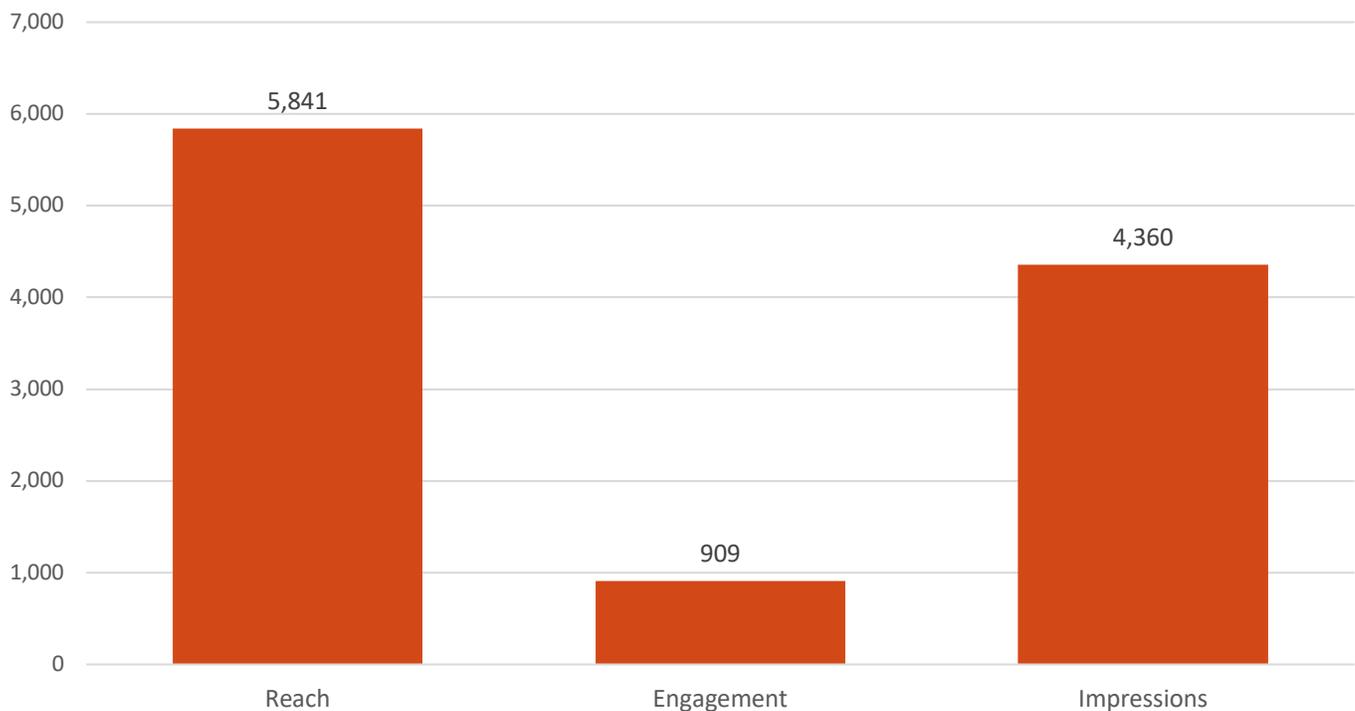
Through its health education programs and outreach, the Community Wellness Program recorded 7,625 encounters with community residents through 475 events, over half of which (56%) were made through a health education class or series. Fitness lessons and classes also accounted for a large share of all encounters (21%).

## Community Wellness: Percentage of Encounters by Activity Type



Community Wellness activities were also promoted on social media, reaching 5,841 new unduplicated individuals (reach), recording 4,360 views (impressions), and engaging over 900 people via comments, likes, direct messages, and shares (engagement).

## Community Wellness Program - Reach, Engagement, and Impressions through Social Media



## IMPROVING CHRONIC DISEASE PREVENTION AND MANAGEMENT

RCHF offers programs such as *Solutions*, *Prevent Diabetes*, *Road to Health*, and the National Diabetes Prevention Program (NDPP) to help participants prevent and/or manage chronic diseases. Through these programs, participants learned how to prevent and manage chronic diseases and are encouraged to take steps to improve their health through nutrition and exercise.

Nearly half (45%) of the participants in our chronic disease education seminars improved their knowledge of chronic disease prevention and management, while nearly all others (48%) showed no significant change in knowledge, having entered the program with a good understanding of chronic disease, including their causes and symptoms.

Where these programs had their biggest impact was in giving participants concrete techniques and strategies that they can use to adopt a healthier lifestyle successfully. For instance, 86% of participants completing the NDPP, a CDC-recognized lifestyle change program effective in preventing or delaying Type 2 diabetes, reported that the program helped them select healthier foods when eating out. Eighty one percent (81%) of NDPP graduates indicated that they learned strategies to help them incorporate regular physical activity into their daily life.

Increasing participants' knowledge and skills is just one aim of our programs addressing chronic disease. The programs also help participants reach short-term diet and fitness goals and motivate them to continue to practice healthy habits long after they complete the program.

- All participants attending our *Prevent Diabetes* session indicated that they would make some lifestyle changes (e.g., improve their diet or exercise more often).
- Over half (57%) of those completing the NDPP reported that they had lost 5-7% of their body weight, with another 33% having made some progress toward that goal.
- Sixty-two percent (62%) of NDPP participants were more physically active after completing the series than they were when they began the program, with 38% indicating that they had made progress toward the goal of exercising at least 150 minutes per week.

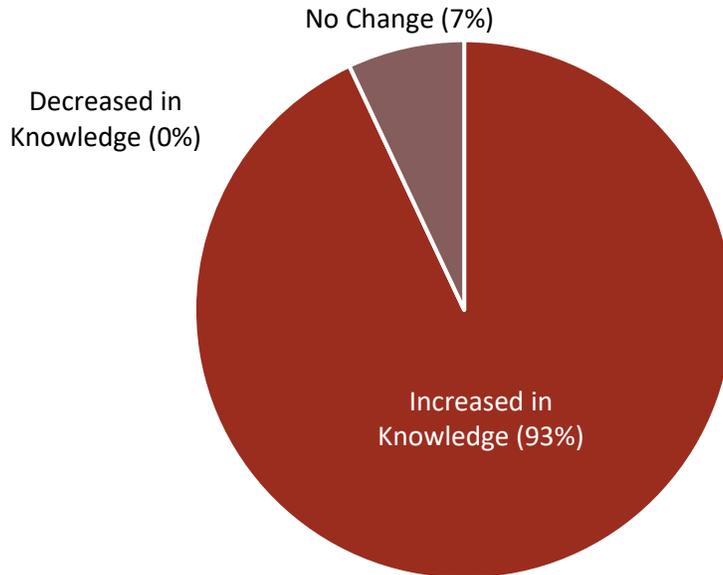
## PRACTICING A HEALTHY LIFESTYLE

Several Community Wellness programs focus on encouraging participants to make healthier lifestyle choices through physical activity, proper nutrition, stress management, and mental wellness techniques. These programs are more specific and focused on physical and mental wellness than those presented with a focus on chronic disease prevention. Among the classes and seminars presented this past year include the following:

- *My Hair My Health*
- *Five Love Languages*
- *Cook with Me*
- *Recetas Saludables*
- *How to Create Healthy Routines and Habits (to Improve the Health of Your Family)*
- *Personal Care, Love Yourself*
- *Starting an Exercise Routine*

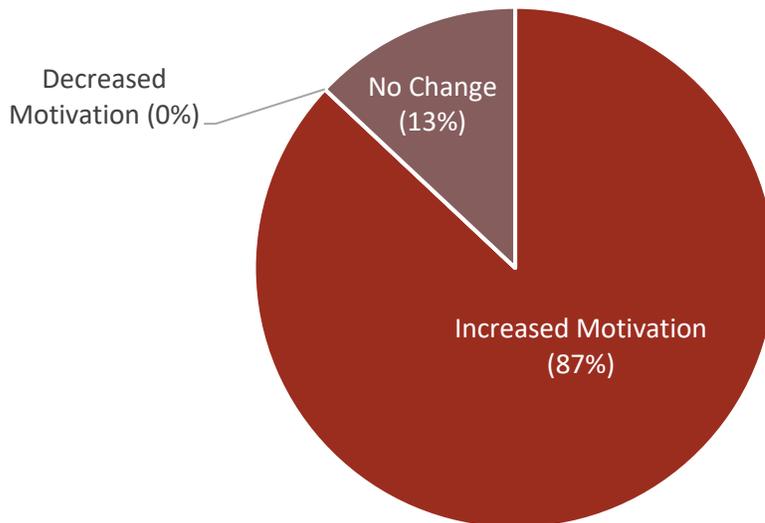
Ninety-three percent (93%) of participants in the healthy lifestyle programs increased their knowledge of healthy choices. For several of these programs – for instance, *How to Create Healthy Routines and Habits* and *Personal Care, Love Yourself* – participants’ knowledge of health topics increased by at least 30% on average. For participants learning about mental health topics (e.g., *Five Love Languages*), participants’ knowledge level increased on average by 55% after completing the session.

Percent of Participants Improving Knowledge of Healthy Choices



In addition to improving participants’ knowledge of physical and mental wellness, RCHF’s programs encouraged participants to make critical lifestyle changes. While we were not able to track participants long-term, we were able to gauge their intent to practice a healthy lifestyle. To this end, 87% of participants became more motivated and more committed to living healthier after participating in our health programs, such as *Cook with Me* and *Recetas Saludables*.

Percent of Participants Increasing Motivation to Improve their Health



## IMPROVING WOMEN’S AND MATERNAL HEALTH

In 2022, the Community Wellness Program offered a suite of programs and sessions addressing women’s and maternal health. While activities, such as the *Salud Integral de la Mujer* conference, which serves the Spanish-speaking population, and *Women’s Health and Wellness* addressed overall health and well-being, other RCHF programs educated and assisted expectant mothers through childbirth. These programs include the *Doula Access Program*, where doulas helped pregnant mothers through childbirth; *Doula Training* sessions, which helped educate prospective doulas and reach traditionally underserved populations; and *Childbirth Education Classes*. The Pink Ribbon Place’s programs and services help a growing number of breast cancer survivors in the community through its annual *SoCal Women’s Cancer Conference*; group and individual counseling; health and wellness programs; and wigs, bras, and prostheses.

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### WOMEN’S HEALTH AND WELLNESS

The *Salud Integral* conference and the *Women’s Health and Wellness* presentation promoted physical and emotional health among Hispanic/Latina and Black/African American women, respectively. This year’s *Women’s Health and Wellness* seminar focused on educating attendees about fibroids, while the *Salud Integral* conference addresses emotional health topics, such as guilt and shame, and on using health apps. Together these activities aimed not only to increase awareness of women’s health issues but also motivate participants to practice a healthier lifestyle (e.g., through improved nutrition, increased exercise, etc.).

Results suggest that these programs were successful in achieving these aims.

- Ninety percent (90%) of attendees increased their knowledge of women’s health issues
- 100% of participants indicated that what they learned at the events motivated them to practice a healthier lifestyle.
- 83% of *Salud Integral* attendees rated the conference as “Outstanding”.

*The Salud Integral Conference* has been successful in attracting repeat attendees – 74% of attendees to the 2022 conference had attended the conference in the past – and in maintaining a following on social media, with 57% of all attendees indicating that they were part of the *Salud Integral* Facebook group.

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### CHILDBIRTH AND DOULA PROGRAMS

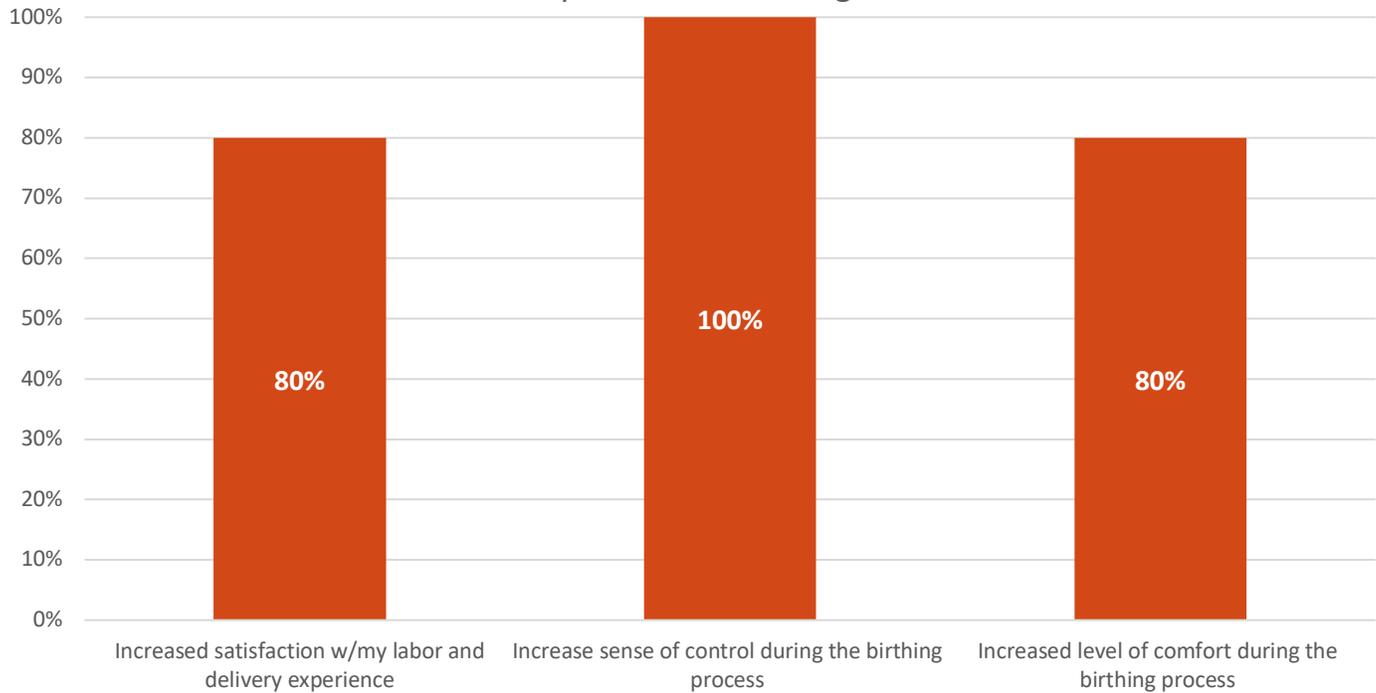
Community Wellness continued its childbirth education classes, Doula Access Program, and Doula training seminars this past year with some encouraging results.

- All (100%) attendees of the childbirth education session increased their knowledge of the birthing experience (pre-conception, pregnancy, stages of labor, postpartum, and breastfeeding).
- 89% of attendees to the *Black Community Doula Training* and the *Spanish Community Doula Training* sessions increased their understanding of the role and responsibilities of being a doula.
- Participants reported that the doula training session increased their confidence in being an effective doula, with 75% indicated they were “very confident” in their ability to be an effective doula.
- 82% of *Doula Medi-Cal Provider Training* session attendees increased their knowledge of the recent changes in Medi-Cal coverage that includes coverage for doula services.

The *Doula Access Program* also continued in 2022. Results from our follow-up with participants were encouraging.

- Two thirds (67%) of program participants in 2022 reported that they completed their postpartum visit
- Two thirds of program participants stated that they are actively breastfeeding their child.
- All (100%) mothers that completed the program indicated that they would recommend doula services to others.
- Nearly all participants also attributed increased satisfaction, control, and comfort during the birth process to doula services.

Percent of Doula Participants Agreeing or Strongly Agreeing that Having a Doula Improved the Birthing Process



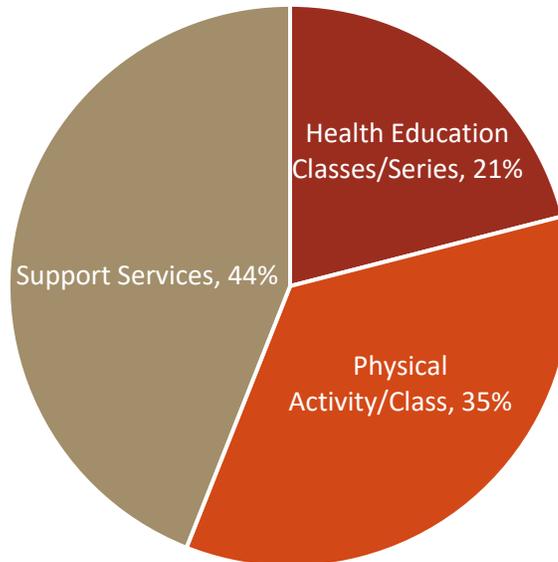
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#### THE PINK RIBBON PLACE

Through community conferences and seminars, physical activity classes, and individual and group counseling, The Pink Ribbon Place provides support and education for cancer survivors and their families on cancer-related issues, empowers cancer survivors to advocate for themselves, encourages physical activity.

In 2022, these activities involved nearly 331 encounters with community members across 61 events, with most encounters captured via The Pink Ribbon Place's support services, which includes the *Hope for Women/Esperanza par Mujeres*, *Oasis*, and *Meta-Thriver* support groups.

## The Pink Ribbon Place: Percentage of Encounters by Activity Type



The Pink Ribbon Place also had a large presence and following on social media. In 2022, The Pink Ribbon Place:

- Reached over 51,000 on Facebook and Instagram people – 27,057 on Facebook and 24,166 on Instagram
- Logged nearly 5,500 visits to its Facebook (n=2,799) and Instagram (n=2,689) accounts
- Received 101 new likes and followers on its Facebook page and 253 new likes and followers on Instagram

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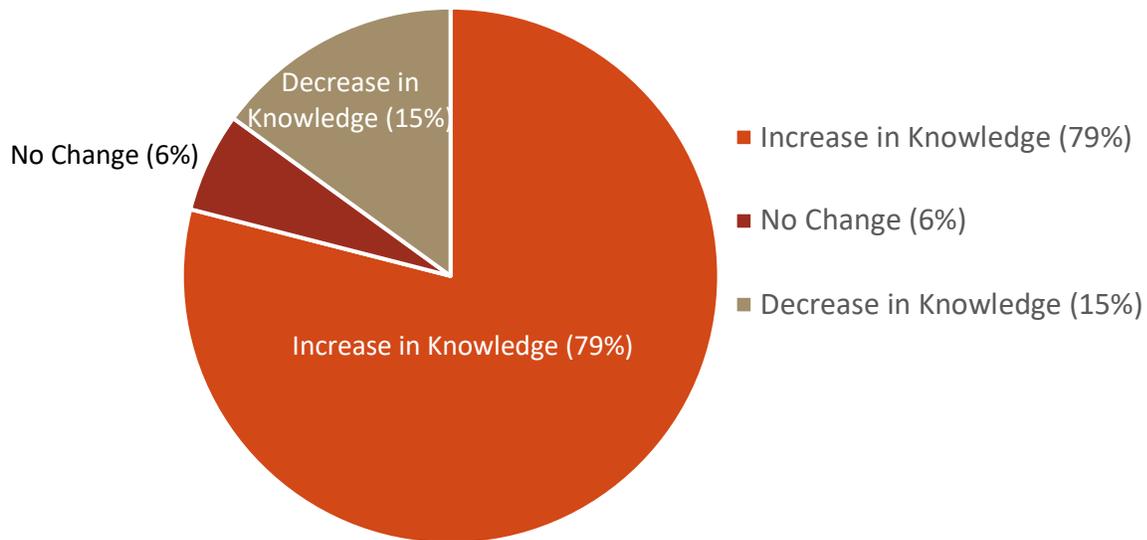
### INCREASING KNOWLEDGE OF CANCER AND CANCER-RELATED ISSUES

The 2022 *SoCal Women's Cancer Conference* (WCC) was held as two conferences – one in English, the other in Spanish. Although differing in content, the Spanish and English conferences had a similar goal: To increase attendees' knowledge of cancer-related issues. Among the topics addressed at the conferences:

- Pain management
- Mental health
- Nutrition
- Self-care
- Life after cancer
- Sexuality
- Advocacy

Results from the pre- and post-conference survey illustrate improvements in knowledge across all topics.

## Change in Knowledge of Cancer Topics Among All Conference Participants



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### BUILDING CONFIDENCE AND EMPOWERING SURVIVORS

The WCC also sought to help cancer survivors feel more comfortable and confident access resources to help them navigate their cancer journey.

- Over half (51%) felt more confident about finding and accessing local resources after attending the WCC than before they attended.
- 97% of attendees found the resources that were provided use
- 64% of attendees rated the conference “Excellent”, with another 18% rating it as “Very Good”.

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### ENCOURAGING REGULAR PHYSICAL ACTIVITY

*Aquamotion*, a pool aerobics class, and *Iyengar Yoga* help cancer survivors re-build strength and encourage them to make physical activity a part of their lifestyle. These classes were appreciated by participants. One participant remarked, “This has been the very best exercises for me especially in the water at the pools. The staff have all been friendly and comforting. The classes are excellent!” Results from the feedback survey also revealed that participants benefitted from the classes.

- All (100%) of participants indicated that they improved their aerobics skills by being a part of the class.
- All (100%) of participants indicated that they were motivated to make exercise and physical activity a regular part of their life after participating in The Pink Ribbon Place’s programs.

## COMMUNITY EMPOWERMENT

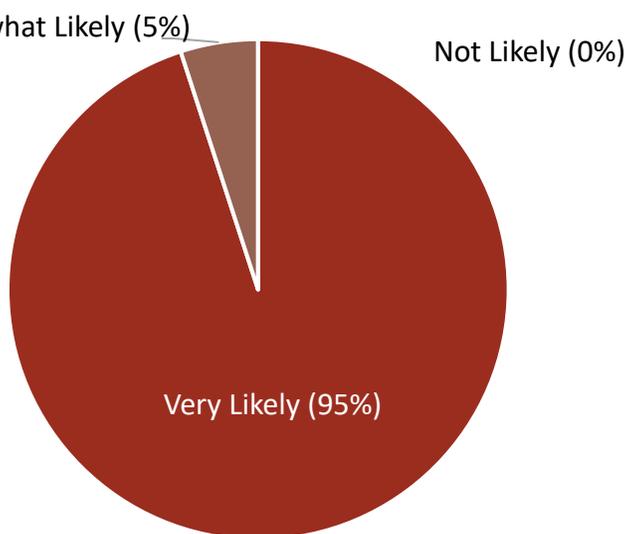
The Community Empowerment Program (CEP) recorded 26,027 encounters with community residents in 2022, considerably more than the 663 encounters recorded in 2021. CEP recorded encounters with community residents through 216 events, conferences, clinic services, and health education classes and seminars – a 33% increase from 2021.

## HEAL RX PROGRAM

The *Heal RX Program* was developed to address the lack of healthy food options in the City of Riverside by providing access to fruits and vegetables to residents at reduced cost. In 2022, 261 participants completed a short survey asking whether they had been diagnosed with a chronic illness and how likely they were to use the produce they received from the program.

- Half of the participants (50%) accessing the program had a diagnosed chronic illness. Sixty-three percent (63%) had a family member that been diagnosed with a chronic illness.
- Nearly all participants (95%) were *very likely* to use the produce they received.
- All (100%) of those with a chronic illness said they were *at least somewhat likely* to use the produce they received.
- 92% of those *with* a chronic illness were *very likely* to use the produce they received.

How Likely Are You to Use the Produce You Receive?



## DENTAL HEALTH EDUCATION

The Adolescent Dental Education session was administered in elementary schools in the Riverside, Jurupa, and Arlington Unified school districts. The educational sessions, taught via a pre-recorded session or live virtual class, sought to increase participants' knowledge of proper oral health and to increase the likelihood that participants would practice healthy oral health habits.

- 73% of teachers believed the students benefited from the information offered in the session

- 45% of teachers surveyed rated the usefulness of the information presented as “Excellent”
- 65% of teachers were “Very Likely” to recommend the session to others.

## RESIDENT LEADERSHIP ACADEMY

The Resident Leadership Academy (RLA), a 10 to 12-week program through the RCHF’s HEAL Zone Initiative, equips Eastside residents with the knowledge, tools, strategies, and commitment to make positive changes in their neighborhood. The curriculum inspires residents to decide for themselves how they want to create a better, healthier neighborhood, encourages residents to collaborate with local grassroots networks, and engages residents in activities designed to reduce neighborhood-level factors leading to poor health outcomes.

In late April 2022, RCHF began recruiting participants for RLA through neighborhood canvassing, reaching more than 1,200 homes and recording 14 face-to-face encounters with residents before September’s first RLA meeting. To date, RCHF has recruited 25 volunteers for its two cohorts – 7 volunteers for the English-speaking sessions and 18 volunteers for the Spanish-speaking sessions. Each cohort will plan and implement their own project in the Eastside. Planning and implementing the community improvement project requires substantial commitment from volunteers, but one they are eager to sustain and achieve. “I’ve always been civic-minded and being a new resident of the Eastside, I wanted to learn about what’s happening here, and was looking for ways to get involved,” says Marquis Palmer.

Weekly sessions began in late September of 2022. RLA members learned about the social determinants of health, land use, active transportation, and food systems. They were also introduced to the other TCC-funded projects to help residents imagine how their own project can complement and build on existing efforts in the Eastside. Throughout the program, members learned how they can influence local decision-making.

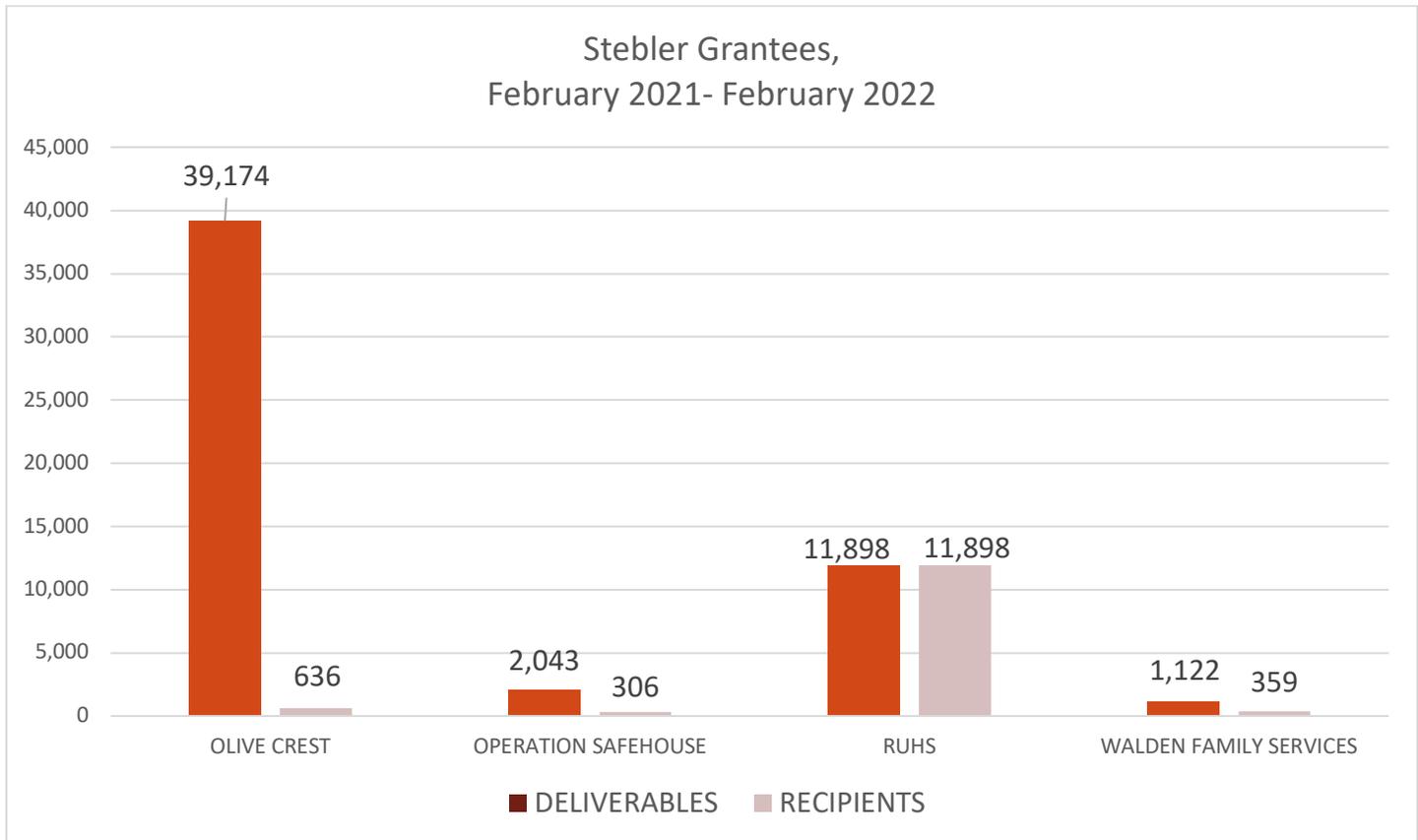
The planning phase of RLA’s project began in November 2022, with the implementation phase of the project continuing into 2023. In early 2023, RLA volunteers will gather at the César E. Chávez Community Center in the Eastside to celebrate their progress and announce their project. Volunteers are excited about the opportunity to make positive changes in the Eastside. Scott Kostka, an Eastside resident and RLA member remarked, “I’m hoping to be a part of something where I can learn, make contacts, and receive tools to help navigate changes in my neighborhood.”

## RCHF GRANT MANAGEMENT

RCHF was also able to continue their mission of improving the health and well-being of our community through provision and management of the Stebler Grant and Health and Racial Equity (HRE) Grant to seven health organizations. Within 2022, the Evaluation team strengthened the capacity to report on collective impact by updating metrics to result in consistency of impact reporting across all participating organizations. In conjunction with the distinct, primary objectives of both grant opportunities, grantees also reported on where their work serves identified community health needs within the RCHF service area, as provided by Eisenhower Health’s Riverside County Community Health Needs Assessments (CHNA). These broad and multiple needs, in no order, are *mental health, access to healthcare, homelessness, substance use and misuse, food insecurity, economic instability, preventive practices, diabetes, HIV, overweight and obesity, heart disease, dental care, violence and community safety.*

## STEBLER GRANT MANAGEMENT

The funding that is made possible through the Fred and Eva Stebler Trust is designated for use in the treatment and care of low-income and indigent minors under the age of 18 who are residents of the County of Riverside, who are not otherwise qualified or eligible to receive treatment and care of the County of Riverside and/or the State of California. By the financial support of the Stebler Grant opportunity, four grantee-organizations whose grant period spanned from March of 2021 into February of 2022 were able to collectively deliver over 54,000 services to 13,000+ recipients within Riverside County.



In October of 2022, RCHF was able to award 3 additional grants for Olive Crest, Walden Family Services, as well as the new addition, UC Riverside’s School of Medicine (Impact of Chronic Illness on Psychosocial Functioning in Childhood: Turning Adversity into a Foundation for Resiliency). Their grant period spans from October 2022 to May and September of 2023, and will be reported within the 2023 Impact statement. Lastly, further detailed reporting for collective impact was applied to Stebler grantees past the present reporting period and will also be reflected within the the 2023 Impact statement.

### **OLIVE CREST (TRAUMA RECOVERED SERVICES FOR ABUSED, NEGLECTED & INDIGENT YOUTH IN RIVCO)**

Olive Crest’s scope of work is aimed at meeting the growing needs for services throughout Riverside County, specifically in reaching out to minority youth with critical supports. Within the grant period, Olive Crest hired a part-time psychiatrist to provide extensive on-site and tele-psychiatric care to 636 vulnerable children within Riverside County, totaling a collective effort of 39,174 rehabilitative service sessions. The retention and addition of staff also served to increase the amount of weekly individualized rehabilitation services from 3.5 hours to 4.7 hours on a weekly basis.

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### WALDEN FAMILY SERVICES (FOSTERING PROMISING FUTURES)

In providing a continuum of care for foster children with special healthcare, behavioral, or developmental needs, Walden Family Services continued to exceed their own expectations. From providing initial assessments, to individualized plans, intervention sessions and trainings with essential caregivers, and additional medical services, 147 children were assessed, with 87 being new admissions. Walden staff also provided 367 one-on-one training and intervention sessions with essential caregivers to address behavioral and medical issues for 47 different children during the grant period. Furthermore, Walden uses a competency-based curriculum to train new essential caregivers (Parental Resource & Education Program (PREP)), providing 30 hours of training over 10 units for participants. These ongoing PREP trainings reached a total of 148 participants.

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### OPERATION SAFEHOUSE, INC. (EMERGENCY SHELTER)

Operation Safehouse provides emergency shelter to run away, homeless, and at-risk youth ages 11-17 in Riverside County. In wanting to reunify youth in safe and stable environments, their work involved providing youth with better communication skills through individual and group counseling, provide support services for family reunification through family counseling, and provide stable and safe living accommodations and other assistance for youth in Emergency Shelter. Within the grant period, 208 emergency shelters to run away, homeless, and at-risk youth between the ages of 11-17 were provided, with a total of 1,891 bed nights. These youth participated in daily groups that led to 993 individual hours of counseling. Lastly, 172 family counseling hours were completed across 98 different families.

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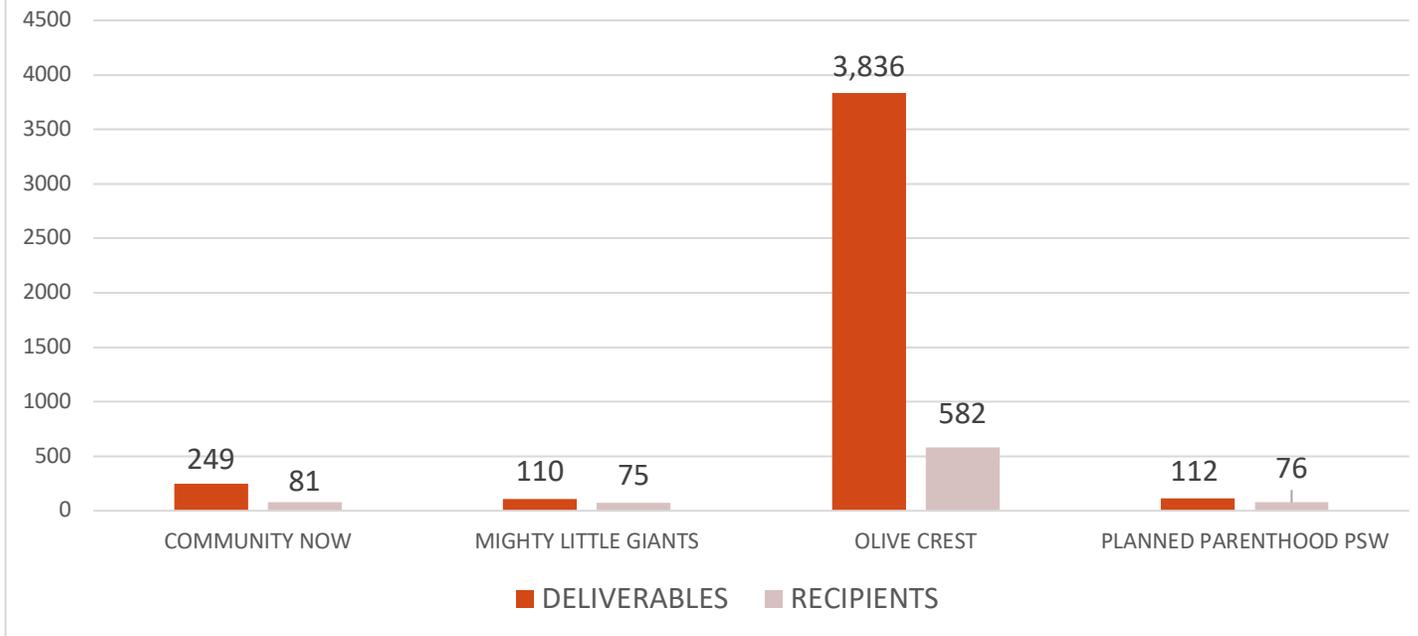
### RIVERSIDE UNIVERSITY HEALTH SYSTEM FOUNDATION (BEHAVIORAL HEALTH- SCHOOL DISTRICT PARTNERSHIP EXTENSION)

Funding provided to RUHS-Behavioral Health served in expanding their direct service delivery and coordination of care for youth and families served by Hemet Unified School District, provide trainings to school professionals, parents, and caregivers, and lastly, establish a behavioral health communication protocol for youth, families and schools. During the grant period, the Whole Person Health Score Universal Screening Tool was administered on four separate occasions, for which 11,052 students participated. In addition, referrals to behavioral health services were completed by direct referrals to an on-site RUHS-BH Parent partner and through the results of the screening tool, as students score high within the Emotional Health domain. 10 Special education and trainings were provided across the grant period, covering subjects such as ADHD, eating disorders, childhood depression and anxiety, communicating with respect, and more.

## HEALTH AND RACIAL EQUITY GRANT MANAGEMENT

As RCHF believes in social equity and racial justice as crucial issues to address in preventing chronic diseases and mental health challenges for our community, grantees were awarded to extend their work which improves the healthcare system through a health/racial equity lens. In 2022, four recipients whose grant period spanned from December of 2021 through to December of 2022 were able to collectively serve 290 individuals across 4,307 separate service encounters. Across the HRE grantees, work, 336 staff members successfully participated in evidence-based training to better serve their community, and 11 “community connections,” where grantee organizations increased their network relations within the RCHF service area, were built. Lastly, RCHF grantees’ outreach worked resulted in 220 encounters and an online reach of 8,403 individuals.

## Health & Racial Equity Grantee Performance, February 2021-February 2022



In December of 2022, four additional proposals were granted in conjunction with previous grantees, doubling the number of grantees RCHF will be able to support for the year 2023.

### COMMUNITY NOW (COACHING FOR CULTURAL SUCCESS)

Community Now recognizes racial inequity as a contributor to mental trauma which has been exacerbated by the COVID-19 pandemic. During these times of unique navigation, Community Now developed Coaching for Cultural Success training/coaching program for educators. It provides mental health support and cultural sensitivity training with a focus on educator self-care and approaches to help students cope. During the grant period, 9 trainings were conducted, along with 3 peer-to-peer meetings, and 237 individual weekly coaching sessions. In also prioritizing data collection that opens discussions for school climate improvement, leadership now has information and starting points about mental health and racial equity. 81 participants consisted of educators, principals, vice principals and administrators.

### MIGHTY LITTLE GIANTS (NICU ESSENTIAL SELF CARE KITS & NICU POSTPARTUM SUPPORT)

The overall goal of the Mighty Little Giants NICU Essential Self Care Kit program and NICU Support has been to bridge the gap for families experiencing preterm deliveries by providing support, encouragement and education as they navigate through the NICU and beyond, to post-partum support. As this project's focus is for all birthing people with babies in the NICU and primarily the BIPOC communities, they delivered 90 NICU Essential Self Care Kits to families in need and held 20 support groups online to better reach their target audience.

### OLIVE CREST (REMOVING BARRIERS TO SUCCESS FOR MINORITY YOUTH THORUGH COUNSELING SERVICES)

As previously mentioned, Olive Crest's scope of work is aimed at meeting the growing needs for services throughout Riverside County, specifically in reaching out to minority youth with critical supports. Within the grant period, their work surpassed their anticipated goals by nearly twice the amount, with 210 (goal of 115) staff members receiving training in cultural, economic and racial diversity. In addition, their goal to develop culturally and racially sensitive treatment plans for more than 250 vulnerable minority children in Riverside County was surpassed in serving 383 minority youth, 582

youth overall. 3,364 total hours of counseling were provided for minority children within the RCHF service area over the reporting 30-week period, once more, exceeding their initial objective by nearly twice as much (1.95 hours per week per child). Lastly, Olive Crest aimed to improved 80% of their minority clients improve their acuity outcomes by at least one level, in which 87% of clients within the reporting period have accomplished.

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#### PLANNED PARENTHOOD OF THE PACIFIC SOUTHWEST (CARE COORDINATION)

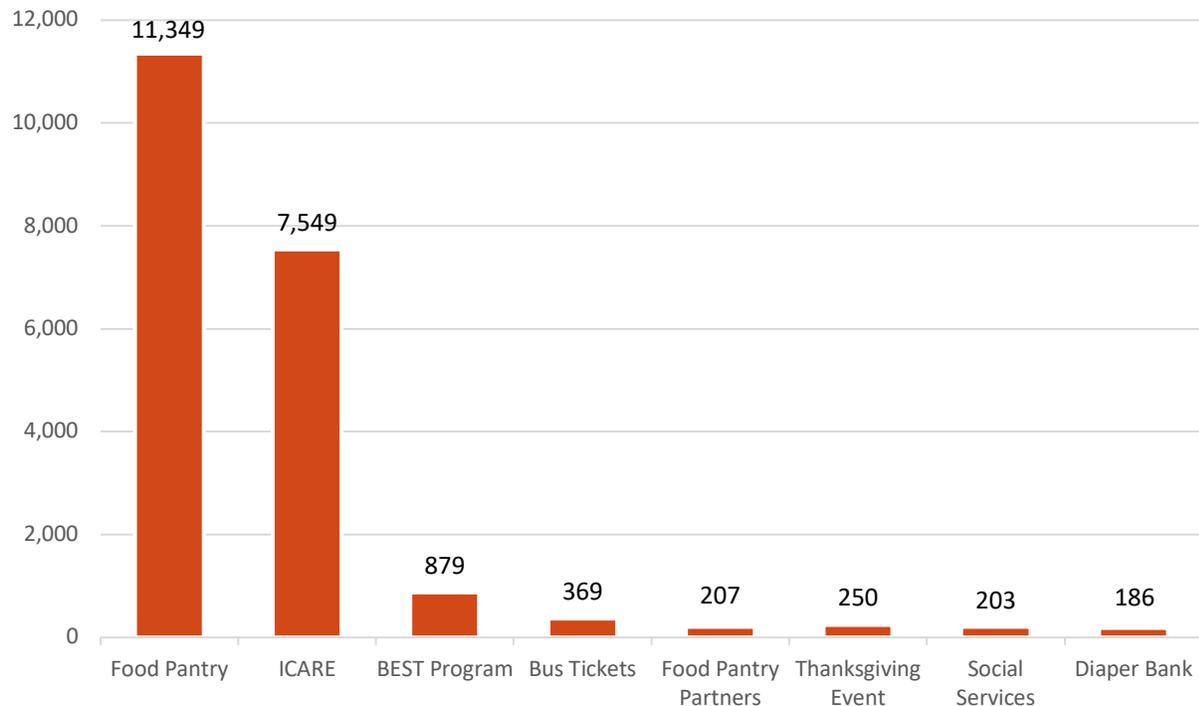
The initial goals of Planned Parenthood were to connect Riverside residents to urgent social services, including mental health resources and increase outreach from Care Coordination to local partners. The Care Coordination program has been able to identify the urgent needs that go beyond sexual and reproductive health care, such as food insecurity, homelessness, substance abuse, or intimate partner violence. Across the 12-month period, goals to follow up with 200 referred patients from the Riverside health center and increase utilization of the Care Coordination program by 50% were successful in reaching 234 referred patients, while reaching a 20% increase in utilization of program services. Lastly, building foundational relationship with social service organizations within the area was a primary objective, in which their ability for cross-referral was established with Safe Families for Children, Riverside County Crisis Stabilization Units, Life Source Affordable Counseling, and Inland Empire Latino Lawyers. These organizations provide support to low-resource community members who may not be able to find a safe place for their children to go while they manage difficult life circumstances, get access to emergency/ongoing mental health services, or find accessible legal representation.

#### COMMUNITY SETTLEMENT ASSOCIATION

Community Settlement Association (CSA) provided a variety of programs and services in 2022, including food assistance, alcohol abuse counseling (ICARE DUI program), bilingual social services, and educational services for youth (Bettering Every Student for Tomorrow, or BEST). CSA also continued its effort to educate local community members about housing assistance and tenants' rights.

In 2022, CSA recorded 20,992 encounters with residents and partners at their two sites in Riverside. The food pantry alone accounted for 54% (n=11,349) of all encounters, followed distantly the ICARE DUI program with 7,549 encounters (or 36% of all CSAs encounters).

## Percentage of Encounters Among CSA's Programs and Services



### FOOD PANTRY

Food Pantry operations offer services to the community twice a week, where residents receive nutritious fresh fruits and vegetables, along with eggs, meats, dairy products, and non-perishable foods. The pantry also prepares food bags for unhoused community members, those without cooking facilities, and those residents who are vegetarian, vegan, and gluten free. Home delivery of these food items are offered to seniors who are homebound or otherwise physically unable to pick up food for themselves.

- In 2022, the food pantry distributed vital and nourishing food bags to 11,349 residents, representing a nearly 40% increase in the number of residents served by the food pantry compared to 2021, when 8,140 residents received food bags.
- 250 people were served at CSA's food distribution for Thanksgiving
- CSA distributed over 142,000 pounds of food to residents this year.

### ICARE

Increasing Consumer Awareness and Responsibility through Education, or ICARE, is a state-licensed Drinking Driver Program (DUI) provided through CSA's contract with Riverside University Health System - Behavioral Health, providing court-mandated education on the impact of alcohol use in the family, alcohol use while driving, and the effects on society. Services are offered through one-on-one face-to-face sessions, educational sessions, and interactive group sessions for DUI clients. Services are available in English & Spanish.

- 258 members of the community enrolled in the ICARE program, up from 213 in 2021.
- 211 members of the community (or 82%) completed the ICARE program in 2022.

## SOCIAL SERVICES

Our social services program offers a variety of bi-lingual services, including food assistance referrals such as SNAP/EBT, and WIC, bus tickets, diapers, document translation services, and document preparation services. Tickets are limited and available on a first-come, first-serve basis. Services also include referrals to health, housing, and other financial resources. We also have a community garden which helps to supplement the Food Pantry Program that is run by CSA's Garden Club, members of the Eastside community, and supported by the University of California Cooperative Extension, Riverside County CalFresh Healthy Living.

- 203 residents received social service appointments with CSA
- 186 residents received 232 packs of diapers.
- 1,300 bus passes were distributed to 369 community members.

## RESIDENT TOWN HALLS

CSA held several Town Hall meetings where residents learned about assistance for renters and homeowners concerned about losing their home. The Town Halls were part of the Transforming Climate Communities grant, which has as one of its goals preventing the displacement of residents and businesses resulting from community development. Three Town Halls were held in 2022.

- Nearly two-thirds (64%) of attendees indicated that they learned a fair amount or a lot about housing assistance.
- Over half (54%) of attendees indicated that they learned a lot about where to go for assistance if their rent or mortgage becomes too high, while over three-quarters (78%) indicated that they learned some or a lot about where to get help if they might lose their home.
- Twenty six percent (26%) of residents surveyed said that they were “very concerned” that development in the Eastside neighborhood, with another 58% indicating that they are a little concerned. Fifty-eight percent (58%) of Town Hall attendees believed that CSA and the other projects funded by TCC have been effective in preventing the displacement of existing homes and small businesses.