2021 Annual Community Survey Report
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About the Survey

Overview
The Karsh Center Annual Community was first implemented in 2020 in collaboration with a broad coalition of service providers in Los Angeles, including the Magnolia Community Initiative Network. The initial survey was designed in concert with those organizations and distributed to a diverse range of clients across Los Angeles County.

This year, the Karsh Center received a grant from Cedars-Sinai to explore issues specific to our client community through our own survey. The Karsh Center designed this survey with three goals in mind:

1. Evaluate and identify the gaps between current programming and community demand for servicing clients disproportionately impacted by the COVID-19 pandemic's health and economic effects.
2. Generate actionable strategies for Karsh Center programming
3. Identify potential referrals for client respondents during the survey interview

Methodology
We defined our target population to be clients that recently sought services from the Karsh Center, especially during the COVID-19 pandemic. Thus, the invitation list was generated from a list of clients who attended programming from March 2020 to August 2021.

The survey was administered over the phone, via email, and in person. Staff, interns and volunteers made over 600 calls to clients to invite them to complete the community survey. Email invitations to complete the survey were sent to 146 clients. We also distributed the survey in paper form to Food Pantry participants on October 10 and 12, 2021, as well as to participants at the diaper distribution on October 20, 2021. The survey was administered in English, Spanish and Korean.

We accepted incomplete survey response data; respondents were permitted to skip any questions that they did not want to answer.

After we conducted the first calls without much response, we concluded that implementing a survey without incentives would yield a low participant response rate. We then created a raffle with $25 gift cards for Ralphs or Door Dash to encourage participation.

Unless otherwise indicated, all percentages in this report are out of the survey total of 355 respondents.
Demographics

Overview

*Takeaway #1: While the demographics of our client population and the survey respondents can be organized into roughly the same categories, the demographics of our survey respondents are not in proportion to those of our client demographics overall.*

Our survey response demographics generally fall into two categories: older, Korean-speaking individuals and younger, Spanish-speaking individuals. The charts below show the age range of responses when segmented by survey language. These categories mirror the demographic categories we observe in our overall client population.

While the demographic categories of our survey responses are in alignment with our general client base, they are disproportionate.

For example, around 30 percent of the clients in our database speak Spanish, compared to 52 percent of the clients who responded to our survey.

Additionally, while 29 percent of our clients are between 55 and 64 years of age, only 9 percent of the survey results are from that age range.
**Takeaway #2: Clients who participated in programs like the Food Pantry or the Family Support Program were more likely to respond to the survey.**

The survey response demographics described in Takeaway #1 are skewed in comparison to our general Karsh Center population in part because survey participation was highly variable across our programming.

Clients from the Food Pantry and the Family Support Program were the most well-represented in our survey data. Almost all 278 client responses for which we have prior programming attendance information came from individuals who attended one of those distribution programs between March 2020 and August 2021.

The next highest participation rate came from clients who attended either a Big Give or Back to School event, representing around 66 responses. The following chart shows the frequency of clients who participated in a particular program; for example, 11.5% of survey respondents participated in the Big Give.

In contrast, clients who attended a one-off dental or vision appointment were not well-represented in our data. We made 142 calls to clients who we knew accessed dental or vision services. In the end, only 12 of those clients completed the survey. Of those 12 clients, only two had attended those appointments only – the rest had received an additional service from the Karsh Center.

These results make sense in context of how the Karsh Center cultivates relationships with its clients. The lower response rate is most likely a function of how dental and vision appointments are provided; our dental and vision service provider, KHEIR, interfaces with clients directly to schedule appointments and performs follow up. On the other hand,
clients who attend our distributions have interfaced directly with Karsh Center staff before receiving services. They are more familiar with what the Karsh Center does and are more likely to understand how and why survey participation is important to our services.

The disproportionate response rate impacts our demographic data because our dental and vision clients are much more likely to speak Korean and are older. Thus, a lower participation rate from those clients means that we have less survey data from those demographic categories.

Demographics – Implications
The results from our demographic data collection show that our survey data can, to an extent, be considered relevant to our general client population. However, they also demonstrate how programmatic structure may impact a clients’ sense of connection with the Karsh Center. Programs that occurred on a regular basis and involved direct interface with Karsh Center staff evoked a greater response. In order to close the demographic disparity in survey results, the Karsh Center could consider offering more programming to cater towards the Korean-speaking, older demographic that we know exists in our community.
Demographics – Data Tables

Unless otherwise indicated, percentages represent the number of clients who selected that option, out of 355 survey results.

<table>
<thead>
<tr>
<th>What is your race/ethnicity?</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian or Alaska Native</td>
<td>0.8%</td>
</tr>
<tr>
<td>Asian</td>
<td>35.2%</td>
</tr>
<tr>
<td>Multiracial</td>
<td>0.6%</td>
</tr>
<tr>
<td>Black or African American</td>
<td>1.7%</td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td>53.0%</td>
</tr>
<tr>
<td>Native Hawaiian or Other Pacific Islander</td>
<td>0.6%</td>
</tr>
<tr>
<td>White</td>
<td>3.1%</td>
</tr>
<tr>
<td>No Response</td>
<td>5.1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Language of Survey</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>25.6%</td>
</tr>
<tr>
<td>Korean</td>
<td>22.8%</td>
</tr>
<tr>
<td>Spanish</td>
<td>51.5%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age Range</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>18 – 24</td>
<td>3.2%</td>
</tr>
<tr>
<td>25 – 34</td>
<td>27.5%</td>
</tr>
<tr>
<td>35 – 44</td>
<td>34.7%</td>
</tr>
<tr>
<td>45 – 54</td>
<td>7.8%</td>
</tr>
<tr>
<td>55 – 64</td>
<td>9.4%</td>
</tr>
<tr>
<td>65+</td>
<td>15.3%</td>
</tr>
<tr>
<td>Unknown</td>
<td>2.2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What is your gender identity?</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>63.9%</td>
</tr>
<tr>
<td>Male</td>
<td>14.6%</td>
</tr>
<tr>
<td>No Response</td>
<td>14.3%</td>
</tr>
</tbody>
</table>
### Top 5 ZIP Codes

<table>
<thead>
<tr>
<th>ZIP Code</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>90005</td>
<td>13.8%</td>
</tr>
<tr>
<td>90020</td>
<td>10.2%</td>
</tr>
<tr>
<td>90006</td>
<td>9.57%</td>
</tr>
<tr>
<td>90057</td>
<td>7.64%</td>
</tr>
<tr>
<td>90004</td>
<td>5.20%</td>
</tr>
</tbody>
</table>

---

**How many of the following individuals are in your household?**

Percentages represent the frequency of responses with that number of individuals. For example, 41.4% of survey respondents had one child under 5 years old in their household.

<table>
<thead>
<tr>
<th>Number of Individuals in Household Age Range</th>
<th>Children Ages 0 - 5</th>
<th>Children Ages 6 - 17</th>
<th>Adults 18 - 64</th>
<th>Adults 65+</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>8.0%</td>
<td>16.6%</td>
<td>0.5%</td>
<td>50.3%</td>
</tr>
<tr>
<td>1</td>
<td>41.4%</td>
<td>28.0%</td>
<td>22.0%</td>
<td>12.7%</td>
</tr>
<tr>
<td>2</td>
<td>17.9%</td>
<td>18.1%</td>
<td>45.0%</td>
<td>4.1%</td>
</tr>
<tr>
<td>3</td>
<td>3.6%</td>
<td>7.2%</td>
<td>10.1%</td>
<td>0.5%</td>
</tr>
<tr>
<td>4</td>
<td>0.5%</td>
<td>0.5%</td>
<td>5.0%</td>
<td>0.1%</td>
</tr>
<tr>
<td>5</td>
<td>0.2%</td>
<td>0.0%</td>
<td>1.7%</td>
<td>0.2%</td>
</tr>
<tr>
<td>6</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.5%</td>
<td>0.0%</td>
</tr>
<tr>
<td>No Response</td>
<td>28.4%</td>
<td>16.6%</td>
<td>13.6%</td>
<td>32.2%</td>
</tr>
</tbody>
</table>

The average household size was 3.16. Of client households surveyed, 55.6% included a child; 21% included an adult over 65 years old.
Health and Wellness

Overview

*Takeaway #3: While clients are struggling with emotional hardship and their well-being, they have a high level of resiliency in the face of difficulty.*

The survey included a set of four questions to assess the emotional well-being of respondents. The charts below show that while most clients experience negative emotions like stress and sadness, they are equally, if not more likely, to have moments of calm and peace. However, the high rate of non-response for this survey question indicates there may be hesitancy among our clients to share their negative emotions.

In the past year, how often did you feel...
Takeaway #4: COVID-19 has created a stressful environment for many children, and, in turn, their parents and guardians.

Our survey results illustrated the social and emotional impact on our clients’ families. Half of parents and caretakers surveyed noticed some change in their child’s behavior during the COVID-19 pandemic. A word cloud of their descriptions of how their child reacted to the pandemic is below – the most frequent emotion mentioned was “stressed.”

![Word cloud showing common emotions during the pandemic](image)

However, many parents and caretakers reported that they did not have peer-to-peer support. A little less than one-third of parent and caretakers surveyed felt that they had other parents or caretaker with whom they could talk. These results illustrate the prevalence of feelings of isolation in our community, even before the pandemic occurred.
**Takeaway #5: Clients struggle with access to affordable medical care, especially for dental and vision services.**

The surveyed population does, for the most part, have access to some basic medical care. Most respondents indicated that they could get medical care when they needed it, and around two-thirds of clients surveyed reportedly receive an annual medical exam.

However, participation rates in dental and vision exams are much lower. The chart below details the kind of medical care accessed by our clients.\(^1\) Only around half of the surveyed population received an annual dental exam.

### Medical Exam Participation Rates

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes (%)</th>
<th>No (%)</th>
<th>No Response (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you kept up with your annual medical exam?</td>
<td>66.4%</td>
<td>30.7%</td>
<td>2.9%</td>
</tr>
<tr>
<td>Have you kept up with your annual dental exam?</td>
<td>47.5%</td>
<td>49.5%</td>
<td>3.0%</td>
</tr>
<tr>
<td>Have you kept up with your annual vision exam?</td>
<td>37.5%</td>
<td>46.2%</td>
<td>11.8%</td>
</tr>
</tbody>
</table>

Clients cited a variety of reasons for not accessing this care. The most common explanation was lack of insurance, followed by lack of affordability. However, there are other barriers to access; 6-10% of the respondents to these questions reported that they did not know how to receive a medical, dental, or vision exam.

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\(^1\) “N/A” means that a client does not need to have an annual optometry exam.
Health and Wellness – Implications

The results imply that the Karsh Center needs to expand the access and variety of its existing health and wellness programs. For example, the Karsh Center already has facilities for dental and vision care, but there remains a high need for these services within our community. To meet that gap, the Karsh Center could offer additional programming specifically for individuals without health insurance. Similarly, clients requested additional parenting programs from the Karsh Center, along with assistance for their child in school. The Karsh Center could adapt its programming to target parents of school-aged children.
### Health and Wellness – Data Tables

Unless otherwise indicated, percentages are out of 355 survey results.

**In the past year, how often did you feel the following?**

<table>
<thead>
<tr>
<th></th>
<th>Stressed</th>
<th>Sad or hopeless</th>
<th>Calm or Peaceful</th>
<th>Lonely or disconnected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>16.1%</td>
<td>25.4%</td>
<td>6.8%</td>
<td>30.7%</td>
</tr>
<tr>
<td>Rarely</td>
<td>12.1%</td>
<td>16.6%</td>
<td>10.7%</td>
<td>16.9%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>34.1%</td>
<td>31.0%</td>
<td>33.5%</td>
<td>21.1%</td>
</tr>
<tr>
<td>Often</td>
<td>13.2%</td>
<td>8.5%</td>
<td>16.9%</td>
<td>8.7%</td>
</tr>
<tr>
<td>Always</td>
<td>12.1%</td>
<td>3.4%</td>
<td>19.4%</td>
<td>7.0%</td>
</tr>
<tr>
<td>Chose not to respond</td>
<td>12.4%</td>
<td>15.2%</td>
<td>12.7%</td>
<td>15.5%</td>
</tr>
</tbody>
</table>

**When you have felt stressed or overwhelmed have you ever talked to a mental health professional?**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>15.4%</td>
</tr>
<tr>
<td>No</td>
<td>84.6%</td>
</tr>
<tr>
<td>No Response</td>
<td>0.0% (17 Responses)</td>
</tr>
</tbody>
</table>

**How are you taking care of yourself at this time? For example, are you eating healthy food, getting exercise, trying a new hobby? Check all that apply.**

<table>
<thead>
<tr>
<th></th>
<th>Percentage that Selected Response (Out of 337 Responses)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eating sufficient healthy food</td>
<td>60.0%</td>
</tr>
<tr>
<td>Engaging in physical activity</td>
<td>45.9%</td>
</tr>
<tr>
<td>Contacting family and friends via telephone or social media</td>
<td>36.1%</td>
</tr>
<tr>
<td>Practicing meditation, mindfulness or prayer</td>
<td>27.3%</td>
</tr>
<tr>
<td>Helping others, including volunteering</td>
<td>14.1%</td>
</tr>
<tr>
<td>Taking up a new interest e.g., singing, painting, gardening</td>
<td>14.6%</td>
</tr>
<tr>
<td>I struggle to take care of myself</td>
<td>12.7%</td>
</tr>
<tr>
<td>Other</td>
<td>4.2%</td>
</tr>
</tbody>
</table>

**Are you a parent or caretaker of a child under 18?**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>69.75%</td>
</tr>
<tr>
<td>No</td>
<td>26.55%</td>
</tr>
<tr>
<td>No Response</td>
<td>3.70%</td>
</tr>
</tbody>
</table>
### (If a parent/caretaker) Do you feel like you have other parents or caregivers that you can talk to?

<table>
<thead>
<tr>
<th>Yes</th>
<th>69.6%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>30.4%</td>
</tr>
</tbody>
</table>

### (If a parent/caretaker) Have you noticed any changes in your child’s behavior or personality during the last year due to the COVID-19 pandemic?

<table>
<thead>
<tr>
<th>Yes</th>
<th>52.3%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>47.7%</td>
</tr>
</tbody>
</table>

### Have you kept up with your annual medical exam?

<table>
<thead>
<tr>
<th>Yes</th>
<th>66.4%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>30.7%</td>
</tr>
<tr>
<td>No Response</td>
<td>2.9%</td>
</tr>
</tbody>
</table>

### If no: Why haven’t you kept up with your annual medical exam? Select all that apply.

<table>
<thead>
<tr>
<th>I do not know how</th>
<th>9.2%</th>
</tr>
</thead>
<tbody>
<tr>
<td>I cannot afford it</td>
<td>16.3%</td>
</tr>
<tr>
<td>I do not have insurance</td>
<td>26.5%</td>
</tr>
<tr>
<td>I’m afraid because of COVID-19</td>
<td>7.1%</td>
</tr>
<tr>
<td>I do not have time</td>
<td>6.1%</td>
</tr>
<tr>
<td>I do not have transportation</td>
<td>3.1%</td>
</tr>
<tr>
<td>It is not a priority for me</td>
<td>9.2%</td>
</tr>
<tr>
<td>Other</td>
<td>6.1%</td>
</tr>
</tbody>
</table>

### Have you kept up with your annual dental exam?

<table>
<thead>
<tr>
<th>Yes</th>
<th>47.5%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>49.5%</td>
</tr>
<tr>
<td>No Response</td>
<td>3.0%</td>
</tr>
</tbody>
</table>
### If no: Why haven't you kept up with your annual dental exam? Select all that apply.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percent that Selected Response (Out of 183 Responses)</th>
</tr>
</thead>
<tbody>
<tr>
<td>I do not know how</td>
<td>6.8%</td>
</tr>
<tr>
<td>I cannot afford it</td>
<td>37.9%</td>
</tr>
<tr>
<td>I do not have insurance</td>
<td>40.4%</td>
</tr>
<tr>
<td>I’m afraid because of COVID-19</td>
<td>11.8%</td>
</tr>
<tr>
<td>I do not have time</td>
<td>11.8%</td>
</tr>
<tr>
<td>I do not have transportation</td>
<td>3.1%</td>
</tr>
<tr>
<td>It is not a priority for me</td>
<td>3.7%</td>
</tr>
<tr>
<td>Other</td>
<td>11.8%</td>
</tr>
</tbody>
</table>

### Have you kept up with your annual vision exam?

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent that Selected Response (Out of 148 Responses)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>37.5%</td>
</tr>
<tr>
<td>No</td>
<td>46.2%</td>
</tr>
<tr>
<td>N/A</td>
<td>11.8%</td>
</tr>
<tr>
<td>No Response</td>
<td>4.5%</td>
</tr>
</tbody>
</table>

### If no: Why haven't you kept up with your annual vision exam? Select all that apply.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percent that Selected Response (Out of 148 Responses)</th>
</tr>
</thead>
<tbody>
<tr>
<td>I do not know how</td>
<td>10.1%</td>
</tr>
<tr>
<td>I cannot afford it</td>
<td>33.8%</td>
</tr>
<tr>
<td>I do not have insurance</td>
<td>39.2%</td>
</tr>
<tr>
<td>I’m afraid because of COVID-19</td>
<td>7.4%</td>
</tr>
<tr>
<td>I do not have time</td>
<td>8.1%</td>
</tr>
<tr>
<td>I do not have transportation</td>
<td>4.7%</td>
</tr>
<tr>
<td>It is not a priority for me</td>
<td>8.1%</td>
</tr>
<tr>
<td>Other</td>
<td>15.5%</td>
</tr>
</tbody>
</table>

### Do you need assistance getting a COVID-19 vaccine?

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent that Selected Response (Out of 148 Responses)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>8.0%</td>
</tr>
<tr>
<td>No</td>
<td>86.3%</td>
</tr>
<tr>
<td>No Response</td>
<td>5.7%</td>
</tr>
</tbody>
</table>
Stability

Overview

*Takeaway #6: Many of our clients are still recovering from the economic impact of COVID-19.*

COVID-19 has had a lasting impact on our clients’ stability – a significant portion of clients lost jobs early during the pandemic and have yet to find another source of income. This conclusion can be supported by the responses to our survey, in which about a quarter of our clients indicated they had been unemployed for over a year.

When surveyed about potential services offered by the Karsh Center, clients requested support with the basics of job search (i.e., finding jobs and preparing applications). The chart below illustrates further participants responses.

Which of the following do you think would help you get work? Select all that apply.

Percent that Selected Response (Out of 114 Responses)

<table>
<thead>
<tr>
<th>Option</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help finding more jobs to apply to</td>
<td>16.90%</td>
</tr>
<tr>
<td>Help with interviewing/resume</td>
<td>9.80%</td>
</tr>
<tr>
<td>Technology classes/support</td>
<td>9.50%</td>
</tr>
<tr>
<td>Technology access (computer, telephone, printer, etc.)</td>
<td>8.90%</td>
</tr>
<tr>
<td>Childcare</td>
<td>8.60%</td>
</tr>
<tr>
<td>Language classes/support</td>
<td>8.60%</td>
</tr>
<tr>
<td>Transportation support</td>
<td>6.80%</td>
</tr>
<tr>
<td>Education/degree access</td>
<td>6.80%</td>
</tr>
<tr>
<td>Career guidance</td>
<td>5.90%</td>
</tr>
<tr>
<td>Other</td>
<td>0.60%</td>
</tr>
</tbody>
</table>
Takeaway #7: Almost half of our clients live in unsafe or tenuous housing situations.

The vast majority of clients surveyed (over 87 percent) reported themselves as renters. Their responses to the survey indicate that their housing situations are substandard. Almost 50 percent of renters who responded were either worried about eviction or safety in their homes. The charts below detail how renters responded to specific questions regarding their housing. These concerns have real impact; a little less than a quarter of respondents had stable housing throughout the whole of the year.

Are you worried that you may be evicted in the next year?  
Out of 298 Responses

- Yes: 35.3%
- No: 63.3%
- No Response: 1.5%

Do you think your landlord is providing a safe environment?  
Out of 298 Responses

- Yes: 67.3%
- No: 30.1%
- No Response: 2.6%
Stability – Implications

These survey responses represent an area of growth for the Karsh Center: services related to stability. Many of our clients are experiencing long-term unemployment or underemployment, meaning that there is a systemic issue with their ability to access financial security. This vulnerability in turn impacts their access to housing and safe working environment. There are a variety of programs the Karsh Center could offer, as well as organizations to which to refer, that can meet more of this gap. However, additional research is needed.

Stability – Data Tables

Unless otherwise indicated, percentages are out of 355 survey results.

<table>
<thead>
<tr>
<th>What is your employment status? Select all that apply.</th>
<th>Percentage that Selected Response (Out of 312 responses)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed for wages</td>
<td>19.2%</td>
</tr>
<tr>
<td>Self-Employed</td>
<td>4.8%</td>
</tr>
<tr>
<td>Unemployed for more than one year</td>
<td>25.3%</td>
</tr>
<tr>
<td>Unemployed for less than one year</td>
<td>4.8%</td>
</tr>
<tr>
<td>Unable to work (disabled)</td>
<td>3.8%</td>
</tr>
<tr>
<td>Working two or more jobs</td>
<td>0.6%</td>
</tr>
<tr>
<td>Retired</td>
<td>17.3%</td>
</tr>
<tr>
<td>Underemployed (part-time or need another job)</td>
<td>7.1%</td>
</tr>
<tr>
<td>Other (Student, Homemaker, etc.)</td>
<td>1.3%</td>
</tr>
<tr>
<td>Homemaker</td>
<td>19.2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Do you generally feel safe in your workplace?</th>
<th>Percentage that Selected Response (Out of 355 responses)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>34.3%</td>
</tr>
<tr>
<td>No</td>
<td>15.9%</td>
</tr>
<tr>
<td>No Response</td>
<td>49.8%</td>
</tr>
</tbody>
</table>
How did your employment change because of COVID-19? Select all that apply. | Percentage that Selected Response (Out of 251 responses)
---|---
I lost hours | 31.5%
I could not find work | 17.5%
I did not have child care, so I could not work | 12.4%
I was laid off/furloughed | 10.0%
I was unable to work from home | 6.0%
I lost work because of illness | 3.6%
I was unable to work as I cared for a family member. | 5.2%
I found a job because of COVID-19 | 1.6%
I had no change in my employment | 25.1%
Other | 13.1%

Are you currently looking for work?
---|---
Yes | 28.5%
No | 63.1%
No Response | 8.4%

If yes: Which of the following do you think would help you get work? Select all that apply. | Percent that Selected Response (Out of 114 Responses)
---|---
Help finding more jobs to apply to | 16.9%
Help with interviewing/resume | 9.8%
Language classes/support | 8.6%
Technology classes/support | 9.5%
Technology access (computer, telephone, printer, etc.) | 8.9%
Career guidance | 5.9%
Education/degree access | 6.8%
Childcare | 8.6%
Transportation support | 6.8%
Other | 0.6%
<table>
<thead>
<tr>
<th>For how much of this past year did you have stable housing (i.e., you owned, rented, or stayed somewhere as part of a household)?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never during the year</td>
</tr>
<tr>
<td>Less than 6 months</td>
</tr>
<tr>
<td>Between 6 months and a year</td>
</tr>
<tr>
<td>For the whole year</td>
</tr>
<tr>
<td>No Response</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Are you currently renting?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>No Response</td>
</tr>
</tbody>
</table>

| If renting: Are you worried that you may be evicted in the next year? | Out of 298 Responses |
|---------------------------------------------------------------------|
| Yes | 35.3% |
| No | 63.3% |
| No Response | 1.5% |

| If renting: Do you think your landlord is providing a safe environment? | Out of 298 Responses |
|---------------------------------------------------------------------|
| Yes | 67.3% |
| No | 30.1% |
| No Response | 2.6% |
Food Insecurity

Overview

Takeaway #8: Clients experience a high rate of food insecurity, despite access to biweekly food distributions at the Center.

Anecdotally, we know that the Karsh Center Food Pantry, held every Sunday and Tuesday, is a reliable source of groceries for many of our clients. This is supported by our data; almost sixty percent of clients who responded visited the food pantry at least once a month during the past year.

The consistent return of our Food Pantry clients speaks to the high need within our community. According to a study from the Los Angeles County Emergency Food Security Branch and Public Exchange at the University of Southern California (USC) Dornsife College of Letters, Arts and Sciences, one-third of households across Los Angeles County experienced some level of food insecurity over the course of the pandemic.\(^2\) In contrast, almost three-quarters of the Karsh Center clients that answered our survey reported that they ran out of money for food at least once in the past year (as detailed in the chart below).

Thinking about your family in the last year, how often was this statement true: “The food that we buy just doesn’t last and we don’t have money to get more.”

Takeaway #9: Clients express a clear preference for foods that are appropriate to their culture, diet, and cooking skill level.

With a diverse background of cultures and cuisines, Karsh Center clients may not always be familiar with the groceries we offer. Our survey confirmed the importance of making sure the food we provide is suited to our clients’ needs and preferences. The chart below shows that more than half of Karsh Center clients travel outside of their neighborhood to find appropriate food for their family. When they were able to find this food in their neighborhood, almost a quarter responded that it was not affordable.

Do you have to travel outside of your neighborhood to find the foods that your family likes to eat?

The Karsh Center also received some feedback about the quality and variety of groceries that it distributes. In response to an overall survey question about how the Karsh Center could improve its services, 13 clients gave feedback specific to the food provided at the Karsh Center Food Pantry:

- 7 requested a larger variety of food, specifically more vegetables
- 4 requested more fresh food (as opposed to canned food)
- 2 requested fresher produce (i.e., less overripe fruits and vegetables)
- 2 requested more water
- 1 requested that more food be included in the bags
Food Insecurity – Implications
Due to the high rate of survey participants from Food Pantry programs, the number of clients experiencing food insecurity is likely overrepresented in the data. Nonetheless, we know that providing groceries is a key strategy for the Karsh Center to provide a sense of security to our clients. It is therefore important that we continually assess and adapt to provide culturally appropriate, high quality, staples to our clients.

In addition, the standard of care that the Karsh Center has for its clients means that we care not only about distributing food, but also making sure that clients are supported with resources for incorporating a wide variety nutritious food in their lifestyles. We should continue to offer programming (i.e., FEAST) to give clients the resources to experiment and improve their diet.

Food Insecurity – Data Tables
Unless otherwise indicated, percentages are out of 355 survey results.

<table>
<thead>
<tr>
<th>Thinking about your family in the last year, how often was this statement true: “The food that we buy just doesn't last and we don't have money to get more.”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
</tr>
<tr>
<td>Rarely</td>
</tr>
<tr>
<td>Often</td>
</tr>
<tr>
<td>Sometimes</td>
</tr>
<tr>
<td>Always</td>
</tr>
<tr>
<td>No Response</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How often do you visit the Karsh Center Food Pantry (Sunday and Tuesday)?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did not know about it</td>
</tr>
<tr>
<td>Never</td>
</tr>
<tr>
<td>This is my first visit ever (if currently at Food Pantry).</td>
</tr>
<tr>
<td>Once a year</td>
</tr>
<tr>
<td>Every few months</td>
</tr>
<tr>
<td>Once a month</td>
</tr>
<tr>
<td>Twice a month</td>
</tr>
<tr>
<td>Once a week</td>
</tr>
<tr>
<td>Twice a week</td>
</tr>
<tr>
<td>No Response</td>
</tr>
<tr>
<td>Do you have to travel outside of your neighborhood to find the foods that your family likes to eat?</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>No Response</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>When you purchase food that your family likes to eat in your neighborhood, is it affordable?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>I do not purchase it</td>
</tr>
<tr>
<td>No Response</td>
</tr>
</tbody>
</table>
Takeaway #1: Many of our clients do not have consistent access to the internet and/or personal devices.

The strain on home technology has increased due to the COVID-19 pandemic; in addition to many schools requiring students to attend class from home, many services are now only available virtually. However, a significant portion of our clients do not have consistent access to the internet or to devices that meet their needs. The chart below shows that more than a third of the survey respondents need additional technology in their household.

Do you have the technology/equipment to meet your household needs (computers, laptops, smart phones)?

- Yes 56.9%
- No 36.8%
- No Response 6.3%

Internet access also remains an issue. Only half of our clients consistently access the internet from home. Around 12 percent of clients indicated that they exclusively use their mobile device to access the internet. Lack of connection to the internet has a direct impact on our clients’ ability to receive services, apply for jobs, and support their children.
Takeaway #11: Clients have a wide range of comfort and ambition when it comes to incorporating technology into their lives.

Clients have varying levels of ability to use technology, complicating our understanding of the issue of their access to the internet and technological devices. One of the few questions that we chose to repeat from last year’s survey asked about clients’ comfort with technology. In the chart below, we see that, compared to the clients surveyed last year, our clients are more comfortable using technology and computers.

However, there are still many clients who need instruction in the basics of using computers. Over half of clients surveyed were interested in classes about technology. When asked which classes would be helpful, most requested basic computer assistance, followed by support for English classes. Many of our clients also expressed a desire to learn specific applications, such as Word or Excel.
Technology – Implications
Overall, clients are interested in receiving support from the Karsh Center in this programming area. However, the data surrounding our clients’ access to technology suggests that there will not be a singular solution to this issue. Clients need and own a variety of devices. Some clients will require technology classes to review the basics in order to use their computers, others just need a new laptop or tablet. Clients interested in pursuing computer programming, graphic design, and video editing will require more sophisticated devices and a higher level of instruction.

Technology – Data Tables
Unless otherwise indicated, percentages are out of 355 survey results.

<table>
<thead>
<tr>
<th>Do you have the technology/equipment to meet your household needs (computers, laptops, smart phones)?</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>56.9%</td>
</tr>
<tr>
<td>No</td>
<td>36.8%</td>
</tr>
<tr>
<td>No Response</td>
<td>6.3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Where do you usually connect to the internet? Select all that apply</th>
<th>Percentage that Selected Response (Out of 297 Responses)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>52.5%</td>
</tr>
<tr>
<td>I don’t often/rarely use the internet</td>
<td>23.2%</td>
</tr>
<tr>
<td>Cellphone</td>
<td>12.8%</td>
</tr>
<tr>
<td>School</td>
<td>7.7%</td>
</tr>
<tr>
<td>Library</td>
<td>6.7%</td>
</tr>
<tr>
<td>Other</td>
<td>3.7%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Overall, how comfortable are you with technology and computers?</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not at all comfortable</td>
<td>21.9%</td>
</tr>
<tr>
<td>A little comfortable</td>
<td>27.1%</td>
</tr>
<tr>
<td>Somewhat comfortable</td>
<td>32.8%</td>
</tr>
<tr>
<td>Very comfortable</td>
<td>9.8%</td>
</tr>
<tr>
<td>No Response</td>
<td>8.4%</td>
</tr>
</tbody>
</table>
Is there anything that you would like to do on computers or the internet that you cannot currently do? (Open text responses, categorized)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Number of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Take classes/learn online</td>
<td>44</td>
</tr>
<tr>
<td>Basic computer skills</td>
<td>43</td>
</tr>
<tr>
<td>Job Search or Business</td>
<td>30</td>
</tr>
<tr>
<td>Help child with school</td>
<td>23</td>
</tr>
<tr>
<td>Need help with a particular application</td>
<td>21</td>
</tr>
<tr>
<td>English Classes</td>
<td>17</td>
</tr>
<tr>
<td>Email</td>
<td>5</td>
</tr>
<tr>
<td>Access Services</td>
<td>5</td>
</tr>
<tr>
<td>Need internet access</td>
<td>4</td>
</tr>
<tr>
<td>Programming</td>
<td>4</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
</tr>
</tbody>
</table>

Are you interested in classes to help you learn more about technology (for example, resume building, checking your email)?

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>58.1%</td>
</tr>
<tr>
<td>No</td>
<td>31.6%</td>
</tr>
<tr>
<td>No Response</td>
<td>10.2%</td>
</tr>
</tbody>
</table>

Top 6 Technology Class Requests (Original responses were open text, data was manually categorized)

<table>
<thead>
<tr>
<th>Request</th>
<th>Number of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Computer Assistance</td>
<td>39</td>
</tr>
<tr>
<td>English Classes</td>
<td>17</td>
</tr>
<tr>
<td>Job Search</td>
<td>9</td>
</tr>
<tr>
<td>Microsoft Office</td>
<td>9</td>
</tr>
<tr>
<td>Email</td>
<td>7</td>
</tr>
</tbody>
</table>
Karsh Center Feedback

Overview

*Takeaway #12: The Karsh Center is popular among the clients surveyed.*

The majority of clients surveyed are satisfied with the services we provide, as detailed in the chart below.

Out of the eight individuals that responded that they were “not at all satisfied” with us, only three had specific comments to make – one requested LinkedIn training, another wanted more pull-ups provided in diaper distributions, and the last wanted less spoiled food and a larger variety of vegetables in the Food Pantry.

When asked specifically about changes they would like to see at the Karsh Center, many clients just requested more of the services that the Karsh Center already provides, especially surrounding childcare.

How satisfied are you with the services you receive at the Karsh Center?

- Very satisfied: 79.9%
- Somewhat satisfied: 17.6%
- Not at all satisfied: 2.5%

Around half of clients also indicated that they would be comfortable with in-person services, which suggests that it may be possible for the Karsh Center to offer limited capacity programs on-site once again.
Karsh Center Feedback – Implications

The survey results suggest that the Karsh Center is held in high regard among our client community. The comments and feedback shared throughout the survey overall indicate that clients would like to access more services at the Karsh Center. They are also interested in returning to in-person services in the short term.

However, these results are biased towards clients who have a positive relationship with the Karsh Center. More research and conversation is needed to understand the perception of the Karsh Center within our community.
## Karsh Center Feedback – Tables

Unless otherwise indicated, percentages are out of 355 survey results.

<table>
<thead>
<tr>
<th>In general, how would you prefer to receive information about programs that you may qualify for? Select all that apply.</th>
<th>Percentage that Selected Response (Out of 319 Responses)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flyers</td>
<td>12.2%</td>
</tr>
<tr>
<td>Phone calls</td>
<td>40.8%</td>
</tr>
<tr>
<td>Texts</td>
<td>52.0%</td>
</tr>
<tr>
<td>Emails</td>
<td>28.2%</td>
</tr>
<tr>
<td>In-person</td>
<td>12.2%</td>
</tr>
<tr>
<td>Social media</td>
<td>9.4%</td>
</tr>
<tr>
<td>Other</td>
<td>1.9%</td>
</tr>
<tr>
<td>I do not want to be contacted</td>
<td>3.1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How satisfied are you with the services you receive at the Karsh Center?</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Not at all satisfied</td>
<td>2.5%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>17.6%</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>79.9%</td>
</tr>
<tr>
<td>No Response</td>
<td>0.0% (36 Responses)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If the Karsh Center were to do in-person programming, how soon would you be comfortable going in?</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>As soon as possible</td>
<td>52.8%</td>
</tr>
<tr>
<td>In the next several months</td>
<td>23.8%</td>
</tr>
<tr>
<td>No Response</td>
<td>15.9%</td>
</tr>
<tr>
<td>Other</td>
<td>5.4%</td>
</tr>
</tbody>
</table>
Conclusion

The 2021 Annual Community Survey allowed the Karsh Center to reconnect with our community after a dizzying year. From the data, we learned multitudes about our clients’ physical and mental well-being overall. The takeaways discussed in this report are below:

1. While the demographics of our client population and the survey respondents can be organized into roughly the same categories, the demographics of our survey respondents are not in proportion to those of our client demographics overall.

2. Clients who participated in programs like the Food Pantry or the Family Support Program were more likely to respond to the survey.

3. While clients are struggling with emotional hardship and their well-being, they have a high level of resiliency in the face of difficulty.

4. COVID-19 has created a stressful environment for many children, and, in turn, their parents and guardians.

5. Clients struggle with access to affordable medical care, especially for dental and vision services.

6. Many of our clients are still recovering from the economic impact of COVID-19.

7. Almost half of our clients live in unsafe or tenuous housing situations.

8. Clients experience a high rate of food insecurity, despite access to biweekly food distributions at the Center.

9. Clients express a clear preference for foods that are appropriate to their culture, diet, and cooking skill level.

10. Many of our clients do not have consistent access to the internet and/or personal devices.

11. Clients have a wide range of comfort and ambition when it comes to incorporating technology into their lives.

12. The Karsh Center is popular among the clients surveyed.

Overall, the takeaways illustrate the utility of the Karsh Center’s positioning as a “one-stop shop.” Most of our clients told us that they are struggling with more than one issue in their lives. Operating a single location in the community where individuals in need can access multiple supportive services helps our clients save time and conserve emotional energy.

We had already gleaned many of these takeaways through one-on-one interactions with clients in our daily work; the survey enabled us to see, in quantitative terms, where to focus our efforts in the new year. The next few pages explore possibilities for our current and future programming.
Feedback on Current Programming

Overall Satisfaction
As evidenced by the reported rate of satisfaction with the Karsh Center, we operate at a high standard. Almost 80% of clients were “very satisfied” with us. We received almost no critical feedback, especially in context of the high number of surveys we received. Theoretically, that leaves little room for improvement; however, the lack of variability in this data hints at opportunities to learn more.

To get a better sense of client satisfaction, surveying needs to occur consistently across programs. In particular, we should follow up with the clients who choose not to continue their relationship with the Karsh Center in real-time. Consistent surveying will pinpoint issues with our location, approach, or accessibility, making sure that we are not unwittingly putting up barriers to our own programming. Encouraging volunteers and staff who interact with clients to collect informal feedback will also help us evaluate our programming while avoiding client “survey fatigue.”

Questions for Exploration:
- Why do clients report they are satisfied with the Karsh Center? What are we doing “right”?
- Where are the clients who are not satisfied with the Karsh Center? Why do they feel that way?
- How do we continue to get more consistent feedback on specific programs?

Food Pantry
The high rate of responsiveness and interest in completing the survey from participants of Karsh Center Food Pantry was particularly elucidating. Historically, it has been difficult to track and follow up with clients at our Food Pantry programs, because of privacy concerns and Los Angeles Regional Food Bank policies. Therefore, many of the Food Pantry clients were recorded in our system for the first time in this survey, despite them having attended for years.

The response data shows there is enormous potential for deeper engagement with this client base. In addition to providing better data about the Food Pantry itself, building more formal relationships with clients at the Food Pantry allows the Karsh Center to bring that program into the general fold of its “one-stop-shop” mission. Offering “Open Houses” during Food Pantry hours, inviting clients to provide feedback or identify themselves for services on a more frequent basis, or providing more frequent on-site services (i.e., medical exams) during Food Pantry hours would re-engage that client base.

Questions for Exploration:
- What are the reasons that a household might decide not to come to the Food Pantry?
- What percentage of clients at the Food Pantry already know about Karsh Center programs?
Family Support Program
The other major area of feedback was the Family Support Program. As evidenced by the data, clients clearly need assistance with the emotional burden of parenting, in addition to its financial impact. Within the survey, clients’ requests to the Karsh Center ranged from providing a higher monthly allocation of diapers to restarting parenting classes to including programs for children above the age of five.

Of those suggestions, creating more programming for school-aged children seems to represent the greatest offset to the effects of the COVID-19 pandemic. The emotional impact of being taken out of the classroom was immense, and virtual schooling has been difficult on clients without computer literacy.

Additionally, although the Karsh Center is doing great work to support a peer community within our client base, it is troubling that 30% of caretakers still felt that they did not have another individual in their situation with whom they could talk. This has an impact, not only on the well-being of the children themselves, but on caretakers’ ability to function in the rest of their lives. One potential solution involves drawing on the resources within our client base to help create more peer-to-peer groups, allowing clients to take the lead on how they would like to connect with each other.

Questions for Exploration:
• How can we support caretakers of school-aged children on a regular basis? Where else are they receiving emotional and financial support?
• How do we facilitate peer-to-peer connection, especially when programming is virtual?
• Are we providing enough basic needs goods to make an impact in clients’ lives? How do we continue to link those necessities with our larger programming goals?

Health and Wellness
Although we did not receive any specific feedback on our medical care programs, the survey suggested their continued importance within our programming slate. In particular, the high prevalence of Karsh Center clients saying that they did not access medical care because they did not have medical insurance was concerning. The Karsh Center should offer additional free or low-cost general, dental, and vision check-ups for individuals without insurance. Additionally, we should do a targeted campaign to promote Covered California to our clients during its enrollment period.

Questions for Exploration:
• How many of our clients have insurance?
• How can we reduce barriers to medical access?
Suggestions for Future Programming

Focus on Stability
The core of the Karsh Center’s mission is to help its community thrive; this is not possible if the members of the community cannot afford to reside near us. Providing more resources for economic stability is an important way for the Karsh Center to meet its mission. We especially need to create more supports for clients who do not have access to job markets, because of language barriers, training, citizenship status, and/or familiarity with technology.

In the past, the Karsh Center has offered programming and referrals to support clients with bankruptcy, immigration processing, and ESL. These programs should be re-energized as part of a sustained campaign to increase our clients’ opportunities to thrive in our community.

There are many ways the Karsh Center can support its community in finding and sustaining job opportunities. Our skilled volunteer base can assist with resumes and job search. We could also identify organizations that can provide one-on-one job or career counseling to help Karsh Center clients make effective long-term plans.

- How do Karsh Center clients currently look for jobs? How can the Karsh Center connect clients with jobs that they may not otherwise find or be able to access?
- Would clients be interested in longer-term programming as opposed to one-off services for job search, resume, etc.?
- How can our clients take advantage of the increasing availability of virtual or remote positions?

Technology
Post-pandemic, access to technology means another path to economic stability, additional opportunities for children, and inclusion in greater society. A significant portion of our clients either do not have devices or do not know how to use them; this is a barrier to their success.

To serve individuals without devices, the Karsh Center should consider running a subsidy program for new technology or encourage congregants to donate their used devices to the Karsh Center. These programs can also be accompanied by classes to learn how to use their devices, as well as printed-out booklets with instructions and one-on-one “Office Hours” for technical support.

The Karsh Center should also consider offering more advanced-level classes to serve clients who are interested in getting a job in the remote or digital economy or need help with specific computer applications. While these classes could be held over Zoom, it may
be more effective to create a space within the Karsh Center specifically for programs that involve technology.

**Questions for Exploration:**
- What kinds of devices would be most beneficial to our clients – computers, laptops, printers, tablets, etc.?
- In addition to computer classes, how could we utilize a “Computer Lab” or digital technology space?

**Legal Assistance and Housing**

The survey results confirmed a longstanding assumption at the Karsh Center: many of our clients have already experienced housing insecurity. Housing access in Los Angeles remains one of the city’s greatest challenges. Our clients are not alone in worrying about rent and eviction.

From a holistic perspective, the Karsh Center’s work helps clients stay in their homes as much as possible by easing financial burdens and providing access to assistance programs. Our collaborations with affordable housing organizations help their residents find stability and security. We should work on deepening those connections and creating a referral process for potential residents.

There is also some opportunity for the Karsh Center to specifically support clients’ access to affordable and safe housing. One way is to help clients overcome power dynamics that may impact their safety and well-being. Many of our clients may be uncomfortable addressing unsafe housing conditions with their landlord because they are concerned about eviction. The Karsh Center can offer more legal resources specifically geared toward tenant rights. The same could go for clients who are concerned about their safety at work but are hesitant to speak out.

Lastly, it may be time for the Karsh Center to consider providing a small grant or one-time assistance fund to clients in need. The pandemic demonstrated that a quick infusion of cash could go a long way to support stability. This grant could be couched within a larger program that assists clients in achieving a safe, healthy, and comfortable living situation.

**Questions for Exploration:**
- What do clients on the brink of eviction need?
- How can we provide consistent resources to clients in unstable housing situations?
- How are clients looking for affordable housing?
- On average, how much money would make an impact on clients’ living situations?
Next Steps
Perhaps the most important takeaway of this report is the need for additional feedback infrastructure within our programming. There are numerous ways that the Karsh Center can use its resources to help our community; the most difficult decision we must make is how to prioritize our time. In the interest of transparency, fairness, and impact, we must continue to incorporate evaluation and the use of data to understand how our client’s needs continue to evolve, expand and change over time.

One effective strategy for the Karsh Center would be to dedicate more staff and volunteer time to one-on-one connection with clients. Care Coordination/Case management allows us to create a comprehensive and hopefully sustained impact in individuals’ lives. It is also an opportunity for us to learn about changes we should make to our overall programming from year to year.

Many of the recommendations made in this report can be accomplished without much additional effort. Through deepening our relationships with our existing collaborators there is a wealth of resources within our network that we have not yet tapped into. This is especially true for issues like supporting the unhoused and job security.

Although this community survey helped identify a few areas of improvement and exploration in the coming year, it is important to note that it is not a complete picture of Karsh Center’s clients or the broader community of individuals in need. We will need to supplement these survey results with program feedback responses, county-wide data reports, and other resources in order to gain a full picture of the gap between the Karsh Center’s programming and community demand.
Appendix - Survey Questions

English – Survey

The Karsh Center would like to know what you and all the people we serve are going through at this time.

The following questions will be about you and your household. Your answers are completely anonymous, so we will not share or use your individual information with anyone.

As a thank you for participating, we are entering survey respondents into a raffle for $25 Food 4 Less or Door dash gift card.

Date of Survey:

What is your race/ethnicity? Select as many as apply.

- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic or Latino
- Native Hawaiian or Other Pacific Islander
- White
- Other

What is your age?

- 18 – 24
- 25 – 34
- 35 – 44
- 45 – 54
- 55 – 64
- 65+

What is your gender identity?

What is your ZIP Code?

How many of the following individuals, including yourself, are in your household?:

- Children ages 0-5:
- Children ages 6-17:
• Adults 18-64:
• Adults 65+ :

In the past year, how often did you feel the following?

<table>
<thead>
<tr>
<th></th>
<th>Never</th>
<th>Rarely</th>
<th>Sometimes</th>
<th>Often</th>
<th>Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stressed</td>
<td>c</td>
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<td>c</td>
<td>c</td>
<td>c</td>
</tr>
<tr>
<td>Sad or Hopeless</td>
<td>c</td>
<td>c</td>
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<td>c</td>
<td>c</td>
</tr>
<tr>
<td>Calm or peaceful</td>
<td>c</td>
<td>c</td>
<td>c</td>
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<td>c</td>
</tr>
<tr>
<td>Lonely or disconnected</td>
<td>c</td>
<td>c</td>
<td>c</td>
<td>c</td>
<td>c</td>
</tr>
</tbody>
</table>

When you have felt stressed or overwhelmed have you ever talked to a mental health professional?

☐ Yes
☐ No

How are you taking care of yourself at this time? Check all that apply.

☐ Eating sufficient healthy food
☐ Engaging in physical activity
☐ Contacting family and friends via telephone or social media
☐ Practicing meditation, mindfulness or prayer
☐ Helping others, including volunteering
☐ Taking up a new interest e.g., singing, painting, gardening
☐ I struggle to take care of myself
☐ Other

Are you a parent or caretaker of a child under 18?

☐ Yes
☐ No

(If a parent/caretaker) Do you feel like you have other parents or caregivers that you can talk to?

☐ Yes
☐ No

(If a parent/caretaker) Have you noticed any changes in your child's behavior or personality during the last year due to the COVID-19 pandemic?

☐ Yes
☐ No

If yes, can you describe those changes?
Can you get medical care when you need it?
- Yes
- No

Have you kept up with your annual medical exam?
- Yes
- No

If no, why haven’t you kept up with your annual medical exam?
- I do not know how
- I cannot afford it
- I do not have insurance
- I’m afraid because of COVID-19
- I do not have time
- I do not have transportation
- It is not a priority for me
- Other

Have you kept up with your annual dental exam?
- Yes
- No

If no, why haven’t you kept up with your annual dental exam?
- I do not know how
- I cannot afford it
- I do not have insurance
- I’m afraid because of COVID-19
- I do not have time
- I do not have transportation
- It is not a priority for me
- Other

Have you kept up with your annual vision exam?
- Yes
- No
- N/A
If no, why haven't you kept up with your annual vision exam?
- I do not know how
- I cannot afford it
- I do not have insurance
- I'm afraid because of COVID-19
- I do not have time
- I do not have transportation
- It is not a priority for me
- Other

Do you need assistance getting a COVID-19 vaccine?
- Yes
- No

What is your employment status? Select all that apply.
- Employed for wages
- Self-Employed
- Unemployed for more than one year
- Unemployed for less than one year
- Unable to work (disabled)
- Working two or more jobs
- Retired
- Underemployed (part-time or need another job)
- Other (Student, Homemaker, etc.)

(If employed) Do you generally feel safe in your workplace?
- Yes
- No

How did your employment change because of COVID-19? Select all that apply.
- I lost hours
- I could not find work
- I did not have child care, so I could not work
- I was laid off/furloughed
- I was unable to work from home
- I lost work because of illness
- I was unable to work as I cared for a family member.
- I found a job because of COVID-19
- I had no change in my employment
- Other
Are you currently looking for work?

☐ Yes
☐ No

(If unemployed and looking for work) Which of the following do you think would help you get work? Select all that apply.

☐ Help finding more jobs to apply to
☐ Help with interviewing/resume
☐ Language classes/support
☐ Technology classes/support
☐ Technology access (computer, telephone, printer, etc.)
☐ Career guidance
☐ Education/degree access
☐ Childcare
☐ Transportation support
☐ Other

For how much of this past year did you have stable housing (i.e., you owned, rented, or stayed somewhere as part of a household)?

☐ Never during the year
☐ Less than 6 months
☐ Between 6 months and a year
☐ For the whole year

Are you currently renting?

☐ Yes
☐ No

(If you are currently renting) Are you worried that you may be evicted in the next year?

☐ Yes
☐ No

(If you are currently renting) Do you think your landlord is providing a safe environment?

☐ Yes
☐ No

Thinking about your family in the last year, how often was this statement true: “The food that we buy just doesn’t last and we don’t have money to get more.”

☐ Never
☐ Rarely
☐ Sometimes
☐ Often
☐ Always

**How often do you visit the Karsh Center Food Pantry (Sunday and Tuesday)?**
☐ Never
☐ Once a week
☐ Twice a week
☐ Once a month
☐ Twice a month
☐ Every few months
☐ Once a year
☐ This is my first visit ever (if currently at Food Pantry).
☐ Did not know about it

**Do you have to travel outside of your neighborhood to find the foods that your family likes to eat?**
☐ Yes
☐ No

**If no: When you purchase food that your family likes to eat in your neighborhood, is it affordable?**
☐ Yes
☐ No
☐ I do not purchase it

**Do you have the technology/equipment to meet your household needs (computers, laptops, smart phones)?**
☐ Yes
☐ No
Where do you usually connect to the internet?
- School
- Home
- Library
- Other
- I don't often/rarely use the internet

Overall, how comfortable are you with technology and computers?
- Not at all comfortable
- A little comfortable
- Somewhat comfortable
- Very comfortable

Is there anything that you would like to do on computers or the internet that you cannot currently do?

Are you interested in classes to help you learn more about technology (for example, resume-building, checking your email)?
- Yes (Optional) Type of classes:
- No

In general, how would you prefer to receive information about programs that you may qualify for? Select all that apply.
- Flyers
- Phone calls
- Texts
- Emails
- In-person
- Social media
- Other
- I don't want to be contacted

How satisfied are you with the services you receive at the Karsh Center?
- Not at all satisfied
- Somewhat satisfied
- Very satisfied
Are there changes or improvements you would like to see at Karsh Center?

If the Karsh Center were to do in-person programming, how soon would you be comfortable going in?

- As soon as possible
- In the next several months
- Other
Korean- Survey

우리는 우리와 함께하는 모든 사람들이 지금 어떻게 지내시고 있는지 정말 알고 싶습니다.

본인과 가족에 대한 몇 가지 질문을 할 건데요. 모든 답변은 보호할 것이고 개인 정보를 다른 사람과 공유하거나 사용하지 않습니다.

시간 내주시는 뜻으로, 복권에 참여하실 기회를 드립니다. 상은 푸드 포레스 아니면 도어 대쉬 $25 볼 기프트카드입니다.

설문조사 날짜:
인종은 무엇입니까?
- [ ] 아메리카 인디언 또는 알래스카 토착민
- [ ] 아시안
- [ ] 흑인 또는 아프리칸 아메리칸
- [ ] 히스페닉 또는 라틴계
- [ ] 하와이 토착민 또는 기타 태평양 섬 주민
- [ ] 백인
- [ ] 기타

응답자의 나이:
- [ ] 18 – 24
- [ ] 25 – 34
- [ ] 35 – 44
- [ ] 45 – 54
- [ ] 55 – 64
- [ ] 65+

성 정체성은 어떻게 되세요?

우편 번호:
당신을 포함한 다음 중 몇 명이 당신의 가정에 있나요?:
- [ ] 0-5 세 어린이:
- [ ] 6-17 세 어린이:
- [ ] 성인 18-64 세:
- [ ] 성인 65+세:
지난 한 해 동안, 다음 감정들을 얼마나 자주 느꼈나요?

<table>
<thead>
<tr>
<th></th>
<th>절대 아니오</th>
<th>드물게요</th>
<th>가끔요</th>
<th>자주요</th>
<th>항상</th>
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</thead>
<tbody>
<tr>
<td>압박감</td>
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<td>슬프거나 절망적임</td>
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<tr>
<td>평온함 또는 평화로움</td>
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<tr>
<td>외롭거나 동떨어진 느낌</td>
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</tbody>
</table>

스트레스를 받거나 압도당할 때 정신 건강 전문가와 상담해본 적이 있습니까?
- 네
- 아니오

이 시기에는 몸을 어떻게 챙기고 계시나요? 해당되는 모든 항목을 선택해 주십시오.
- 충분한 건강식 섭취
- 신체 활동
- 전화 또는 소셜 미디어를 통해 가족이나 친구에게 연락하기
- 명상 또는 기도
- 자원봉사, 사람 돕는 일
- 노래, 그림, 정원 가꾸기 등 새로운 관심사/취미를 갖기
- 제 자신을 돌보기가 힘들게 느껴지네요
- 기타

18 세 미만에 미성년자에게 보호자나 부모로 생활하고 계신가요?
- 네
- 아니오

만약 부모/보육자라면- 함께 이야기를 나눌 수 있는 다른 부모나 보육자가 있다고 느끼나요?
- 네
- 아니오

만약 부모/보육자라면- 지난 해 COVID-19 대유행으로 인해 자녀의 행동이나 성격에 변화가 있었습니까?
- 네
- 아니오

그렇다면 그 변화에 대해 설명해 주십시오:

필요할 때 진료를 받을 수 있나요?
연례 건강 진단을 잘 받으셨나요?
☐ 네
☐ 아니오

만약 아니라면, 왜 연례 건강검진을 계속 받지 못하셨나요?
☐ 어떻게하는 건지 모르겠어요
☐ 그럴 여유가 없어요
☐ 보험이 없어요
☐ COVID-19 때문에 두려워요
☐ 시간이 없어서요
☐ 교통편이 없습니다
☐ 다른 것이 더 우선순위가 되서
☐ 기타

연례 치과 검진은 잘 받으셨어요?
☐ 네
☐ 아니오

만약 아니라면, 왜 치과 검진을 계속 받지 못하셨나요?
☐ 어떻게하는 건지 모르겠어요
☐ 그럴 여유가 없어요
☐ 보험이 없어요
☐ COVID-19 때문에 두려워요
☐ 시간이 없어서요
☐ 교통편이 없습니다
☐ 다른 것이 더 우선순위가 되서
☐ 기타

연례 시력 검사를 잘 받아 보셨나요?
☐ 네
☐ 아니오
☐ 해당 되지 않음

만약 아니라면, 왜 연례 시력 검사를 계속하지 못했나요?
☐ 어떻게하는 건지 모르겠어요
☐ 그럴 여유가 없어요
☐ 보험이 없어요
☐ COVID-19 때문에 두려워요
시간이 없어서요
교통편이 없습니다
다른 것이 더 우선순위가 되서
기타

COVID-19 백신을 받는데 도움이 필요합니까?
☐ 네
☐ 아니오

고용 상황은 어떻게 달라졌나요? 해당되는 항목을 모두 선택해 주십시오.
☐ 임금을 위해 고용됨
☐ 자영업자
☐ 1 년 이상 실업자
☐ 1 년 미만 실업자
☐ 일할 수 없음 (장애로 인해)
☐ 두 개 이상의 작업 있음
☐ 은퇴함
☐ 불완전한 일자리 (아르바이트 또는 다른 작업 필요)
☐ 기타 (학생, 주부 등)

일자리가 있을 경우 직장에서 개인적으로 안전하다고 느끼시나요?
☐ 네
☐ 아니오

COVID-19로 인해 직업이 어떻게 바뀌었나요? 해당되는 항목을 모두 선택해주십시오.
☐ 근무시간이 줄었다
☐ 일자리를 구할 수가 없었다
☐ 보육이 없어서 일을 할 수 없었다
☐ 해고/감원되었다
☐ 집에서 일할 수 없었다
☐ 병으로 인해 실직했다
☐ 가족을 돌보기 때문에 일을 할 수 없었다
☐ COVID-19 때문에 직장을 구했다
☐ 고용에 아무런 변화가 없었다
☐ 기타

현재 일자리를 구하고 있습니까?
☐ 네
☐ 아니오
현재 일자리를 구하고 있을 경우-- 다음 중 어떤 것이 일을 얻는데 도움을 원하십니까? 해당되는 항목을 모두 선택해 주십시오.

- 신청할 추가 작업 찾기 지원
- 인터뷰/레쥬메에 대한 도움받
- 연어 수업/지원
- 기술 클래스/지원
- 기술적 장치에 접근 (컴퓨터, 전화, 프린터 등)
- 전로안내
- 교육/학외 접근
- 육아
- 교통지원
- 기타

지난 1 년 중, 얼마나 동안 안정적인 주택에서 머물렀습니까? (집이나 월세, 네트 아파트, 또는 가정의 일부로 머문 것)

- 1 년 동안 한번도 없었다
- 6 개월 미만
- 6 개월에서 1 년 사이
- 1 년 내내 안정한 머물 곳이 있었다

현재 임대 중이신가요?

- 네
- 아니오

현재 임대 중이면-- 일년 안에 쫓겨날까봐 혹시 걱정되시나요?

- 네
- 아니오

현재 임대 중이면-- 집주인이 안전한 환경을 제공하고 있다고 생각하세요?

- 네
- 아니오

작년에 본인 가족에 대해 생각해보면, 이 말이 얼마나 자주 해당 되었는가요: "우리가 사는 음식은 오래가지 못하는데 더 많이 살 돈이 없다."

- 절대 아니오
- 드물게요
- 가끔요
- 자주요
- 항상
카쉬 센터 푸드 팬트리 (일요일과 화요일) 를 얼마나 자주 방문하십니까?

- 절대로 아니오
- 일주일에 한번
- 일주일에 두 번
- 한달에 한 번
- 한 달에 두 번
- 몇 달에 한 번
- 1 년에 한 번
- 이번이 첫 방문입니다 (현재 식품 분배 창고에서 답하고 있을 경우)
- 모르고 있었다

가족들이 좋아하는 음식을 찾기 위해 동네 밖으로 나가야 하나요?

- 네
- 아니오

만약 그렇지 않다면: 동네에서 본인의 가족들이 좋아하는 음식을 살 때, 가격이 적당한가요?

- 네
- 아니오
- 식품을 구입하지 않습니다

가정 내 필요로 하신 (컴퓨터, 랩톱, 스마트폰)을 충족할 수 있는 기술/장비가 있습니까?

- 네
- 아니오

인터넷에 접속하는 곳은 주로 어디입니까?

- 학교
- 집
- 도서관
- 기타
- 인터넷을 자주/ 거의 사용하지 않는다
전체적으로, 기술과 컴퓨터를 쓰는 것이 얼마나 편안합니다?
- 전혀 편하지 않다
- 조금은 편하다
- 다소 편하게 한다
- 매우 편하게 한다

컴퓨터나 인터넷에서 현재 하고 싶은데 하기이 어려운 것이 있습니까?

컴퓨터나 인터넷에서 현재 할 수 없는 것이 혹시 있습니까? 기술 (예: 이력서 작성, 이메일 확인) 에 대한 수업에 관심이 있습니까?
- 네, 수업 종류:
- 아니오

일반적으로 말하자면, 혜택이 되는 프로그램들에 대한 정보를 수신하려면 어떻게 해야 좋습니까?
해당되는 항목을 모두 선택해 주십시오.
- 리플렛
- 전화 통화
- 문자
- 이메일
- 직접 만나서
- 소셜 미디어
- 기타
- 연락을 받고 싶지 않습니다

카쉬센터에서 받는 서비스에 얼마나 만족하십니까?
- 전혀 만족스럽지 않다
- 다소 만족함
- 매우 만족함

카쉬센터에서 보고 싶은 변화나 개선 사항이 있습니까?

만약 카쉬센터에서 직접 모여서 프로그래밍을 한다면, 언제 좀에 안전하게 들어오실 수 있었습니다?
- 가능한 한 빨리
- 앞으로 몇 달 동안
- 기타
Spanish – Survey

Nos encantaría saber por qué están pasando usted y todas las personas a las que servimos en estos momentos. Le voy a hacer una serie de preguntas sobre usted y las personas en su hogar. Sus respuestas son completamente anónimas así que no usaremos ni compartiremos su información individual con nadie.

En agradecimiento por su participación, usted entrará en una rifa para recibir una tarjeta de regalo de $25 a Food 4 Less o a DoorDash.

Fecha de la encuesta:

¿Cuál es su raza/etnicidad? Marque todos los que apliquen.
- Nativo de América del norte o de Alaska
- Asiática
- Negra o afroamericana
- Hispana o latina
- Nativo de Hawái o de otra isla del Pacífico
- Blanca
- Otra

¿Cuál es su edad?
- 18 – 24
- 25 – 34
- 35 – 44
- 45 – 54
- 55 – 64
- 65+

¿Cuál es su identidad de género?

¿Cuál es su Código postal?

¿Cuántos de los siguientes individuos, inclusive de usted mismo, viven en su hogar?
- Niños de 0-5 años:
- Niños de 6-17 años:
- Adultos de 18-64 años:
• Adultos mayores de 65 años:

En el año pasado, ¿qué tan a menudo se sintió lo siguiente?

<table>
<thead>
<tr>
<th></th>
<th>Nunca</th>
<th>Rara vez</th>
<th>A veces</th>
<th>A menudo</th>
<th>Siempre</th>
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<tbody>
<tr>
<td>Estresado</td>
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<tr>
<td>Triste o sin esperanza</td>
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<tr>
<td>Calmado o tranquilo</td>
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<tr>
<td>Aislado o desconectado</td>
<td>c</td>
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</tbody>
</table>

Cuando haya sentido estresado o abrumado, ¿alguna vez habló con un profesional de salud mental?
☐ Sí
☐ No

¿Cómo se cuida en estos tiempos? Marque todos los que apliquen.
☐ Como suficiente comida saludable
☐ Hago actividad física
☐ Me pongo en contacto con familiares y amigos por teléfono o medios sociales
☐ Practico meditación, concienciación u oración
☐ Ayudo a otros, que incluye ser voluntario
☐ Cultivo nuevos intereses, p.ej. cantar, pintar, jardinería
☐ Batallo con cuidarme a mí mismo
☐ Otro

¿Es usted padre/madre o cuidador de un niño menor de 18 años?
☐ Sí
☐ No

(Si es padre/madre/cuidador) ¿Siente que tiene a otros padres o cuidadores con los que puede hablar?
☐ Sí
☐ No

(Si es padre/madre/cuidador) ¿Se ha fijado en algún cambio en la conducta o personalidad de su hijo durante el año pasado debido a la pandemia de COVID-19?
☐ Sí
☐ No
Si contestó que sí, ¿puede describir tales cambios?

¿Puede recibir atención médica cuando la necesita?
  □ Sí
  □ No

¿Se ha mantenido actualizado con su examen médico anual?
  □ Sí
  □ No

Si no, ¿por qué no se ha mantenido actualizado con su examen médico anual?
  □ No sé cómo
  □ No lo puedo pagar
  □ No tengo seguro
  □ Tengo miedo debido a COVID-19
  □ No tengo tiempo
  □ No tengo transporte
  □ No es una prioridad para mí
  □ Otro

¿Se ha mantenido actualizado con su examen dental anual?
  □ Sí
  □ No

Si no, ¿por qué no se ha mantenido actualizado con su examen dental anual?
  □ No sé cómo
  □ No lo puedo pagar
  □ No tengo seguro
  □ Tengo miedo debido a COVID-19
  □ No tengo tiempo
  □ No tengo transporte
  □ No es una prioridad para mí
  □ Otro

¿Se ha mantenido actualizado con su examen anual de la vista?
  □ Sí
  □ No
  □ No aplica
Si no, ¿por qué no se ha mantenido actualizado con su examen anual de la vista?
- No sé cómo
- No lo puedo pagar
- No tengo seguro
- Tengo miedo debido a COVID-19
- No tengo tiempo
- No tengo transporte
- No es una prioridad para mí
- Otro

¿Necesita ayuda con recibir una vacuna de COVID-19?
- Sí
- No

¿Cuál es su estado de empleo? Elija todos los que apliquen.
- Empleado por un sueldo
- Empleado por cuenta propia
- Desempleado por más de un año
- Desempleado por menos de un año
- Incapaz de trabajar (discapacitado)
- Tengo dos trabajos o más
- Jubilado
- Desempleado (de medio tiempo o necesito otro trabajo)
- Otro (Estudiante, ama de casa, etc.)

(Si tiene trabajo) Por lo general ¿Se siente seguro en su lugar de trabajo?
- Sí
- No

¿Cómo cambió su empleo debido a COVID-19? Elija todos los que apliquen.
- Empleado por un sueldo
- Empleado por cuenta propia
- Desempleado por más de un año
- Desempleado por menos de un año
- Incapaz de trabajar (discapacitado)
- Tengo dos trabajos o más
- Jubilado
- Desempleado (de medio tiempo o necesito otro trabajo)
- Otro (Estudiante, ama de casa, etc.)
¿Actualmente busca trabajo?
- Si
- No

(Si está desempleado y busca trabajo) ¿Cuáles de las siguientes cosas piensa que podrían ayudarle a encontrar trabajo? Marque todos los que apliquen.
- Ayuda con encontrar más trabajos a los que puedo aplicar
- Ayuda con entrevistas/curriculum vitae
- Clases/apoyo de lenguaje
- Clases/apoyo de tecnología
- Acceso a tecnología (computadora, teléfono, impresora, etc.)
- Orientación vocacional
- Acceso a educación/títulos
- Cuidado de niños
- Apoyo de transporte
- Otro

¿Por cuánto tiempo durante este año pasado tuvo vivienda estable (p.ej., fue dueño, alquilaba o se quedó en alguna parte como parte del hogar?)
- En ningún momento del año
- Por menos de 6 meses
- De entre 6 meses a un año
- Durante todo el año

¿Actualmente renta?
- Sí
- No

(Si actualmente renta) ¿Tiene miedo de que le vayan a desalojar durante el siguiente año?
- Sí
- No

(Si actualmente renta) ¿Piensa que su dueño le provee un ambiente seguro?
- Sí
- No

Piense en su familia durante el año pasado, ¿qué tan a menudo fue cierta la siguiente declaración: “La comida que compramos no dura y no tenemos suficiente dinero para comprar más”.
- Nunca

2021 Karsh Center Community Survey
¿Qué tan a menudo visita a la despensa de comida del Karsh Center (los domingos y martes)?

- Rara vez
- A veces
- A menudo
- Siempre

- Nunca
- Una vez a la semana
- Dos veces a la semana
- Una vez al mes
- Dos veces al mes
- De vez en cuando
- Una vez al año
- Esta es mi primera visita (si actualmente está en el Banco de comida)
- No sabía de eso

¿Tiene que viajar fuera de su vecindario para encontrar la comida que a su familia le gusta comer?

- Sí
- No

Si no: Cuando compra comida que a su familia le gusta comer en su vecindario, ¿es económica?

- Sí
- No
- No lo compro

¿Tiene la tecnología/aparatos para satisfacer las necesidades de su hogar (computadoras, computadoras laptop, teléfonos inteligentes)?

- Sí
- No

Por lo general, ¿dónde conecta al internet?

- En la escuela
- En la casa
- En la biblioteca
- En otro lugar
- No lo hago a menudo/rara vez uso el internet
Por lo general, ¿qué tan cómodo está con la tecnología y las computadoras?
- No cómodo para nada
- Poco cómodo
- Algo cómodo
- Muy cómodo

¿Hay algo que le gustaría hacer en las computadoras o en el internet que actualmente no puede hacer?

Tiene interés en clases que le ayudarían a aprender más de la tecnología (por ejemplo, cómo crear un currículo vitae, cómo checar su correo electrónico)?
- Sí, Tipo de clase:
- No

Por lo general, ¿cómo prefiere recibir información sobre programas por los que podría calificar? Marque todos los que apliquen.
- Volantes
- Llamadas telefónicas
- Mensajes de texto
- Correo electrónico
- En persona
- Medios sociales
- Otro
- No quiero que me contacten

¿Qué tan satisfecho está con los servicios que recibe del Karsh Center?
- Nada satisfecho
- Algo satisfecho
- Muy satisfecho

¿Hay cambios o mejoras que le gustaría ver en el Karsh Center?

Si el Karsh Center hiciera programas en persona, ¿qué tan pronto se sentiría cómodo con ir en persona?
- Tan pronto como sea posible
- Durante los próximos meses
- Otro
Appendix B - Surveytaker Script

Surveytaker Instructions:
Taking surveys over the phone requires some back-and-forth between you and the client. Please do your best to interpret their responses to fit the answers that we have provided, but do not hesitate to ask a follow-up question if you need clarity. The survey will sound more like a conversation.

As you are going through the survey, make note of referrals that you can give to the client. You will have an opportunity to ask them if they would like any referrals at the end of the survey. If you give a referral, make sure to enter it on the same Encounter form that you’re using to note your survey call.

If the client hangs up in the middle of the survey without explanation, try to call them back once. If they do not answer, save the survey as-is. If they decide that they no longer want to participate, delete the survey results, update the tracking sheet, and delete the encounter.

If the client wants to know more about the purposes of the survey, here it is:

“The purpose of this survey is to explore new opportunities for programs at the Karsh Center as well as existing programming. We are also using the results of this survey to report our progress as part of a grant that we received.”

If they still have questions, refer them to zena@karshcenter.org.

As always, maintain a friendly yet professional tone throughout the survey. We are asking clients about very sensitive and emotional topics. Please give them the space to vent, but make sure that you move along the survey in a timely manner. You can always refer them back to the Karsh Center if they need help later.

Before You Begin:
1. Look up the survey respondent in Apricot. Double check that the information in the survey tracker is correct.
2. In SurveyMonkey: Enter in the date, their name and their preferred language.
3. In Apricot: Begin a new encounter and enter in the date, indicate that the encounter is “over the phone,” and select your name. Leave “What service or program is the client requesting?” blank, and “How did you help the client?” select “Annual Community Survey”
INTRODUCTION
IF NO RESPONSE/VOICEMAIL: Good morning/afternoon. My name is [FIRST NAME] and I am calling on behalf of the Karsh Center in Koreatown to ask you some questions that will help us serve our community better. If you have a few moments to help us with our survey, please call us back at (213) 401-4651.

SURVEY TAKER: “Good morning/afternoon. My name is [FIRST NAME] and I am calling on behalf of the Karsh Center in Koreatown to ask you some questions that will help us serve our community better. Do you have 25 minutes right now? As a thank you for participating, you will be entered into a raffle for a $25 Ralph’s or DoorDash gift card.

IF RESPONDENT SAYS NO:
Thank you for letting me know. May I ask when is a good time to call again?
IF RESPONDENT GIVES A TIME:
Enter the time(s) they suggest on the tracking sheet.

IF RESPONDENT DOES NOT GIVE A TIME:
I understand, thank you for letting us know that you do not wish to participate. If you have any questions about our services or change your mind, please feel free to contact us at any time at 213-401-4651 or info@karshcenter.org.

IF RESPONDENT SAYS YES:
Great! As I mentioned, we really would like to know what you and all the people we serve are going through at this time. I will ask you a series of questions about you and your household. Your answers are completely anonymous, so we will not share or use your individual information with anyone. However, we can skip questions that you do not feel comfortable answering.

Do you have any questions for me before we begin?
Answer any questions they may have.

SURVEY TAKER: Alright, let’s begin!
LOGISTICS

- **Only ask if we DO NOT have this information in their profile.** What is your age?
  - 18 – 24
  - 25 – 34
  - 35 – 44
  - 45 – 54
  - 55 – 64
  - 65+

  *If they are under 18, that’s a problem! Stop the survey and ask them to pass the phone to their parent/guardian. Explain what just happened and start the script again.*

- **Only ask if we DO NOT have this information in their profile.** How do you identify your race and ethnicity?
  - American Indian or Alaska Native
  - Asian
  - Black or African American
  - Hispanic or Latino
  - Native Hawaiian or Other Pacific Islander
  - White
  - Other

  *If they say something like “Korean,” or “Bangladeshi” you can put “Asian.” If they name a specific country or racial/ethnic group that you are not familiar with, please read them the list of options and ask them if they are comfortable with any of those.*

- **Only ask if we DO NOT have this information in their profile.** What is your gender identity?

  *If they say anything besides “Male”, “Man”, “Woman” or “Female,” write in the exact phrase that they use.*

- **What is your ZIP code?**

  *This should be the ZIP code of residence. If they are currently homeless, write in 99999.*

- How many children ages 0 - 5 are in your household?

- How many children ages 6 - 17 are in your household?

- How many adults under 64 are in your household (including yourself)?

  *If you know the client is under 64, say “including yourself.” If they are over 64, omit “including yourself”.*

- How many adults over 65 are in your household (including yourself)?

  *If you know the client is over 65, say “including yourself.” If they are under 65, omit “including yourself”.*
MENTAL HEALTH AND RESILIENCY

SURVEY TAKER: Thank you. We are going to move onto the next set of questions. The responses to these questions are “Never” “Rarely” “Sometimes” “Often” and “Always.”

- In the past year, how often did you feel stressed?
- In the past year, how often did you feel sad or hopeless?
- In the past year, how often did you feel calm or peaceful?
- In the past year, how often did you feel lonely or disconnected?

SURVEY TAKER: Thank you for sharing.

- When you have felt stressed or overwhelmed have you ever talked to a mental health professional?
- How are you taking care of yourself at this time? For example, are you eating healthy food, getting exercise, meditating, trying a new hobby? Listen carefully to their response and check all that apply. If they mention multiple things that are not on the list below, select other and type in each one, separated by a comma.
  - Eating sufficient healthy food
  - Engaging in physical activity
  - Contacting family and friends via telephone or social media
  - Practicing meditation, mindfulness or prayer
  - Helping others, including volunteering
  - Taking up a new interest e.g., singing, painting, gardening
  - I struggle to take care of myself
  - Other

- Are you a parent or caretaker of a child under 18? If they respond “yes”, continue. If they respond “No” skip to the Health and Well-being section.
- Do you feel like you have other parents or caregivers that you can talk to?
- Have you noticed any changes in your child’s behavior or personality during the last year due to the COVID-19 pandemic? If they respond “yes”, continue. If they respond “No” skip to the Health and Well-being section.
- If they have: Can you please describe those changes? Type in/paraphrase as best as you can
HEALTH AND WELL-BEING
SURVEY TAKER: We are now moving onto the next section.

• Can you get medical care when you need it?

• Have you kept up with your annual medical exam?

• **If they have not, ask the following:** Is there a reason you haven’t kept up with your medical exam? The possible answers are below; they can select as many as fit. Use your best judgement. If they list something that is not below, select Other and separate reasons with a comma.
  o I do not know how
  o I cannot afford it
  o I do not have insurance
  o I’m afraid because of COVID-19
  o I do not have time
  o I do not have transportation
  o It is not a priority for me
  o Other

• How about your dental exam?

• **If they have not, ask the following:** Is there a reason you haven’t kept up with your dental exam? The possible answers are below; they can select as many as fit. Use your best judgement. If they list something that is not below, select Other and separate reasons with a comma.
  o I do not know how
  o I cannot afford it
  o I do not have insurance
  o I’m afraid because of COVID-19
  o I do not have time
  o I do not have transportation
  o It is not a priority for me
  o Other

• Have you kept up with your annual vision exam? This is the only one with a N/A, if they don’t require a specific vision exam.

• **If they have not, ask the following:** Is there a reason you haven’t kept up with your vision exam? The possible answers are below; they can select as many as fit. Use your best judgement. If they list something that is not below, select Other and separate reasons with a comma.
  o I do not know how
  o I cannot afford it
  o I do not have insurance
  o I’m afraid because of COVID-19
  o I do not have time
  o I do not have transportation
• Do you need assistance getting a COVID-19 vaccine? If this is a yes, definitely make a note to refer them to a vaccine clinic and help walk them through the process. Remember to add this referral to their open Encounter form. If they are hesitant to respond, give them whatever information they need for a “yes” or “no” decision.

Stability

SURVEY TAKER: Thank you! Just to let you know, we are about halfway through the survey.

• What is your employment status? They may select all that apply. Remember to ask if you need clarification.
  o Employed for wages
  o Self-Employed
  o Unemployed for more than one year
  o Unemployed for less than one year
  o Unable to work (disabled)
  o Working two or more jobs
  o Retired
  o Underemployed (part-time or need another job)
  o Other (Student, Homemaker, etc.)

• If they are currently employed (but not self-employed): Do you generally feel safe in your workplace?

• How did your employment change because of COVID-19? Select all that apply.
  o I lost hours
  o I could not find work
  o I did not have child care, so I could not work
  o I was laid off/furloughed
  o I was unable to work from home
  o I lost work because of illness
  o I was unable to work as I cared for a family member.
  o Other

• Are you currently looking for work?
  o Yes
  o No

• If they are currently looking for work: Which of the following do you think would help you get work? The possible answers are below; they can select as many as fit. Use your best judgement. If they list something that is not below, select Other and separate responses with a comma.
  o Help finding more jobs to apply to
  o Help with interviewing/resume
  o Language classes/support
  o Technology classes/support
Technology access (computer, telephone, printer, etc.)
Career guidance
Education/degree access
Childcare
Transportation support
Other

For how much of this past year did you have stable housing (i.e., you owned, rented, or stayed somewhere as part of a household)? Interpret their answer as you need to and make your best judgement for “stable housing.” Living in a car, staying on a couch, etc. should not really qualify as stable in this case.
Never during the past year
Less than 6 months
Between 6 months and a year
For the whole year

Are you currently renting? If the answer is “yes,” continue. If it is no, skip to the Food Insecurity section.

Are you worried that you may be evicted in the next year?

Do you think your landlord is providing a safe environment?

FOOD INSECURITY
SURVEY TAKER: Thank you! The next section is about your access to food.

Thinking about your family in the last year, how often was this statement true: “The food that we buy just doesn’t last and we don’t have money to get more.”
Never
Rarely
Sometimes
Often
Always

Did you know about the Karsh Center Food Pantry on Sunday and Tuesday? If they say no, make a note to give them more information about this at the end of the survey. Respond “did not know about it” to the next question.

How often do you visit the Food Pantry? Pick whichever answer is closest.
Never
Once a week
Twice a week
Once a month
Twice a month
- **Do you have to travel out of your neighborhood to find the foods that you and your family like to eat?** *The purpose of this question is to see if the client has access to culturally appropriate foods nearby.*

- **If the client can find foods that their family likes to eat in their neighborhood: Is it affordable?**
  - Yes
  - No
  - I do not purchase it

**TECHNOLOGY**

**SURVEY TAKER:** Thank you! We have just two sections left.

- **Do you have the technology/equipment to meet your household needs (computers, laptops, smart phones)?** *The idea is to capture whether they have enough devices. If they have to share a device and would prefer not to, it’s a “no” for this question.*

- **Where do you usually connect to the internet?** *Select as many as apply. Remember that if you select Other and there are multiple answers, use a comma to separate them.*
  - School
  - Home
  - Library
  - Other
  - I don’t often/rarely use the internet

- **Overall, how comfortable are you with technology and computers?**
  - Not at all comfortable
  - A little comfortable
  - Somewhat comfortable
  - Very comfortable

- **Is there anything that you would like to do on computers or the internet that you cannot currently do?** *This is an open text box. Paraphrase as best as you can.*

- **Are you interested in classes to help you learn more about technology (for example, resume building, checking your email)?** *Add in “Yes/No” and then include details if they mention something specific.*
KARSH CENTER SATISFACTION

SURVEY TAKER: This is the last section of the survey. The questions are about your experience with the Karsh Center. As you know, the survey results are anonymous, so they will not affect your ability to receive services with us. We would appreciate all the feedback you can give us.

- **In general, how would you prefer to receive information about programs that you may qualify for?**
  - Flyers
  - Phone calls
  - Texts
  - Emails
  - In-person
  - Social media
  - Other
  - I don’t want to be contacted

- **How satisfied are you with the services you receive at the Karsh Center? The possible responses are “Not at all satisfied,” “somewhat satisfied,” and “very satisfied”**.
  - Not at all satisfied
  - Somewhat satisfied
  - Very satisfied

- **Are there changes or improvements you would like to see at the Karsh Center? This is an open text box. Try to use their exact language, but paraphrase if necessary.**

- **If the Karsh Center were to do in-person programming, how soon would you be comfortable going in?**
  - As soon as possible
  - In the next several months
  - Other
CLOSEOUT
SURVEY TAKER: Thank you so much for your time today. Your answers are extremely helpful.

IF SURVEY TAKER HAS REFERRALS: Based on our conversation, I have some suggestions for resources that you can access. Would you like me to go through them?

   IF RESPONDENT SAYS YES: Give the names and information for the referrals. Make a note in the encounter.
   IF RESPONDENT SAYS NO: Thank you for letting me know. If you change your mind, you can call us anytime.

Unless you have any questions, I will close out our conversation today. Wait for questions.

Great, have a wonderful day!

After you end your call:
   1. Enter in race/ethnicity, gender identity, and age, if you haven't already
   2. Mark any other referrals given in the Client Encounter.
   3. Update the tracking sheet
   4. Submit the Survey Monkey
INTRODUCTION

IF NO RESPONSE/VOICEMAIL: 안녕하십니까. 저는 [이름]입니다. 한인아타운에 카쉬 가족 사회 서비스 센터를 대표하여 전화 드립니다. 저희 지역사회에 더 도움이 되려고 몇 가지 질문을 드리고자 합니다. 설문 조사를 도와 주실 시간이 있으시면 (213) 401-4651 로 다시 전화 주십시오.

SURVEY TAKER: "안녕하십니까. 저는 [이름]입니다. 한인아타운에 카쉬 가족 사회 서비스 센터를 대표하여 전화 드립니다. 저희 지역사회에 더 도움이 되려고 몇 가지 질문을 드리고자 합니다. 지금 25 분 있습니까?"

"As a thank you for participating, you will be entered into a raffle for a $25 Food 4 Less or DoorDash gift card." / 시간 내주시는데 감사하는 뜻으로, 복권에 참여하실 기회를 드립니다. 상은 푸드 포 레스 아니면 도어 대쉬 $25 불 기프트카드입니다.

IF RESPONDENT SAYS NO:
알려 주셔서 감사합니다. 다시 전화하면 좋은 시간은 있을까요?
IF RESPONDENT GIVES A TIME:
Enter the time(s) they suggest on the tracking sheet.

IF RESPONDENT DOES NOT GIVE A TIME:
이해했습니다. 참여를 원치 않는다는 것을 알려 주셔서 감사합니다. 저희 서비스에 대해 궁금한 점이 있거나 생각이 바뀌신다면 언제든지 213-401-4651 또는 info@karshcenter.org 으로 연락 주세요.

IF RESPONDENT SAYS YES:
좋습니다! 말씀드렸듯이, 우리는 우리와 함께하는 모든 사람들이 지금 어떻게 지내시고 있는지 정말 알고 싶습니다. 본인과 가족에 대한 몇 가지 질문을 할 건데요. 모든 답변은 보호할 것이고 개인 정보를 다른 사람과 공유하거나 사용하지 않습니다. 그리고 대답하는 것이 불편하다고 느끼는 질문은 넘어갈 수 있습니다.

시작하기 전에 저한테 궁금하신 거 없으세요?
Answer any questions they may have.
SURVEY TAKER: Alright, let’s begin!
자, 시작하겠습니다!

LOGISTICS

- **Only ask if we DO NOT have this information in their profile.** What is your age? 연세가 어떻게 되십니까?
  - 18 – 24
  - 25 – 34
  - 35 – 44
  - 45 – 54
  - 55 – 64
  - 65+

  *If they are under 18, that’s a problem! Stop the survey and ask them to pass the phone to their parent/guardian. Explain what just happened and start the script again.*

- **Only ask if we DO NOT have this information in their profile.** How do you identify your race and ethnicity? 인종은 무엇입니까?
  - American Indian or Alaska Native 아메리카 인디언 또는 알래스카 토착민
  - Asian 아시안
  - Black or African American 흑인 또는 아프리칸 아메리칸
  - Hispanic or Latino 히스패닉 또는 라틴계
  - Native Hawaiian or Other Pacific Islander 하와이 토착민 또는 기타 태평양 섬 주민
  - White 백인
  - Other 기타

  *If they say something like “Korean,” or “Bangladeshi” you can put “Asian.” If they name a specific country or racial/ethnic group that you are not familiar with, please read them the list of options and ask them if they are comfortable with any of those.*

- **Only ask if we DO NOT have this information in their profile.** What is your gender identity? 성 정체성이 어떻게 되세요?
  *If they say anything besides “Male”, “Man”, “Woman” or “Female,” write in the exact phrase that they use.*

- **What is your ZIP code?** 우편 번호는요?
  *This should be the ZIP code of residence. If they are currently homeless, write in 99999.*
• How many children ages 0 - 5 are in your household? 같은 가정에 0-5 살 아이는 몇이세요?

• How many children ages 6 - 17 are in your household? 가정에 6-17 살 아이는 몇이세요?

• How many adults under 64 are in your household (including yourself)? 가정에 64 세 미만의 어른은 몇이세요?
  
  *If you know the client is under 64, say “including yourself” “개인을 포함해서요” If they are over 64, omit “including yourself.”*

• How many adults over 65 are in your household (including yourself)? 가정에 64 세 이상의 어른은 몇이세요?
  
  *If you know the client is over 65, say “including yourself” “개인을 포함해서요.” If they are under 65, omit “including yourself”.

**MENTAL HEALTH AND RESILIENCY**

SURVEY TAKER: 감사합니다. 이제 다음 질문 타입으로 넘어가겠습니다. 이 다음 질문들은
Never 절대 아니요, Rarely 드물게요, Sometimes 가끔요, Often 자주요, Always 항상. 이 중
하나로 답해주세요.

• 지난 한 해 동안, 압박감을 얼마나 자주 느꼈나요?
• 지난 한 해 동안, 슬픔을 얼마나 자주 느꼈나요?
• 지난 한 해 동안, 평온함 또는 평화로움을 얼마나 자주 느꼈나요?
• 지난 한 해 동안, 외롭거나 동떨어진 느낌을 얼마나 자주 느꼈나요?

SURVEY TAKER: 공유해 주셔서 정말 감사합니다.

• 스트레스를 받을 때 정신건강 전문가와 상담해본 적이 있습니까?
• 이 시국에 몸을 어떻게 챙기고 계시나요? 예를 들어서, 밥을 잘 드시는지, 신체 활동하시는지, 명상, 새로운 취미생활이든?
   Listen carefully to their response and check all that apply. If they mention multiple things that are not on the list below, select other and type in each one, separated by a comma.
   o 충분한 건강식 섭취
   o 신체 활동
   o 전화 또는 소셜 미디어를 통해 가족이나 친구에게 연락하기
   o 명상 또는 기도
   o 자원봉사, 사람 돕는 일
   o 노래, 그림, 정원 가꾸기 등 새로운 관심사 / 취미를 갖기
   o 제 자신을 돌보기가 힘들게 느껴지네요
   o 기타

• 18 세 미만에 미성년자에게 보호자나 부모로 생활하고 계신가요? If they respond “yes”, continue. If they respond “No” skip to the Health and Well-being section.

• 함께 이야기를 나눌 수 있는 다른 부모나 보육자가 있다고 느끼시나요?

• 지난 해 COVID-19 대유행으로 인해 자녀의 행동이나 성격에 변화가 있었습니까? If they respond “yes”, continue. If they respond “No” skip to the Health and Well-being section.

• If they have: 그렇다면 그 변화에 대해 설명해 주십시오. Type in/paraphrase as best as you can

HEALTH AND WELL-BEING

SURVEY TAKER: 다음 섹션으로 넘어가겠습니다.

• 필요할 때 진료를 받을 수 있나요?

• 연례 건강 진단을 잘 받으셨나요?

• If they have not, ask the following: 왜 연례 건강검진을 계속 받지 못하셨나요? The possible answers are below; they can select as many as fit. Use your best judgement. If they list something that is not below, select Other and separate reasons with a comma.
• 연례 치과 검진은 잘 받으셨어요?
  • If they have not, ask the following: 왜 치과 검진을 계속 받지 못하셨나요? The possible answers are below; they can select as many as fit. Use your best judgement. If they list something that is not below, select Other and separate reasons with a comma.
    o 어떻게 하는 건지 모르겠어요
    o 그럴 여유가 없어요
    o 보험이 없어요
    o COVID-19 때문에 두려워요
    o 시간이 없어서요
    o 교통편이 없습니다
    o 다른 것이 더 우선순위가 되서
    o 기타

• 연례 시력 검사를 잘 받아 보셨나요? This is the only one with a N/A, if they don’t require a specific vision exam.
  • If they have not, ask the following: 왜 연례 시력 검사를 계속하지 못했나요? The possible answers are below; they can select as many as fit. Use your best judgement. If they list something that is not below, select Other and separate reasons with a comma.
    o 어떻게 하는 건지 모르겠어요
    o 그럴 여유가 없어요
    o 보험이 없어요
    o COVID-19 때문에 두려워요
    o 시간이 없어서요
    o 교통편이 없습니다
 otro ething is more urgent than
• 기타

• COVID-19 백신을 받는데 도움이 필요합니까? If this is a yes, definitely make a note to refer them to a vaccine clinic and help walk them through the process. Remember to add this referral to their open Encounter form. If they are hesitant to respond, give them whatever information they need for a “yes” or “no” decision.

Stability

SURVEY TAKER: 감사합니다. 이제 반쯤 했습니다.

• 고용 상황은 어떻게가? They may select all that apply. Remember to ask if you need clarification.
  o 임금을 위해 고용됨
  o 자영업자
  o 1 년 이상 실업자
  o 1 년 미만 실업자
  o 일할 수 없음 (장애로 인해)
  o 두 개 이상의 작업 있음
  o 은퇴함
  o 불완전한 일자리 (아르바이트 또는 다른 작업 필요)
  o 기타 (학생, 주부 등)

• If they are currently employed (but not self-employed): 직장에서 개인적으로 안전하다고 느끼시나요?

• COVID-19 로 인해 직업이 어떻게 바뀌었나요?
  o 근무시간이 줄었다
  o 일자리를 구할 수가 없었다
  o 보육이 없어서 일을 할 수 없었다
  o 해고/감원되었다
  o 집에서 일할 수 없었다
  o 병으로 인해 실직했다
  o 가족을 돌보기 때문에 일을 할 수 없었다
  o COVID-19 때문에 직장을 구했다
  o 고용에 아무런 변화가 없었다
- 기타

- 현재 일자리를 구하고 있습니까?
  - Yes
  - No

- If they are currently looking for work: 현재 일자리를 구하고 있을 경우-- 다음 중 어떤 것이 일을 얻는데 도움을 원하십니까? 해당되는 항목을 모두 선택해 주십시오. The possible answers are below; they can select as many as fit. Use your best judgement. If they list something that is not below, select Other and separate responses with a comma.
  - 신청할 추가 작업 찾기 지원
  - 인터뷰/리뷰에 대한 도움말
  - 언어 수업/지원
  - 기술 클래스/지원
  - 기술적 장치에 접근 (컴퓨터, 전화, 프린터 등)
  - 진로안내
  - 교육/학위 접근
  - 육아
  - 교통지원
  - 기타

- 지난 1년 중, 얼마나 동안 안정적인 주택에서 머물렀습니까? (집이나 빌딩 또는 가정의 일부로 머문 곳) Interpret their answer as you need to and make your best judgement for “stable housing.” Living in a car, staying on a couch, etc. should not really qualify as stable in this case.
  - 1년 동안 한번도 없었다
  - 6개월 미만
  - 6개월에서 1년 사이
  - 1년 내내 안정한 머물 곳이 있었다

- 현재 임대 중이신가요? If the answer is “yes,” continue. If it is no, skip to the Food Insecurity section.

- 일년 안에 쫓겨날까봐 혹시 걱정하시나요?
• 집주인이 안전한 환경을 제공하고 있다고 생각하세요?

FOOD INSECURITY
SURVEY TAKER: 감사합니다. 다음은 식량불안에 대한 섹션입니다.

• 작년에 본인 가족에 대해 생각해보면, 이 말이 얼마나 자주 해당 되었는가요: "우리가 사는 음식은 오래가지 못하는데 더 많이 살 돈이 없다."
  ○ 절대 아니요
  ○ 드물게요
  ○ 가끔요
  ○ 자주요
  ○ 항상

• Did you know about the Karsh Center Food Pantry on Sunday and Tuesday? If they say no, make a note to give them more information about this at the end of the survey. Respond “did not know about it” to the next question.

• How often do you visit the Food Pantry? Pick whichever answer is closest.
  ○ 절대로 아니요
  ○ 일주일에 한번
  ○ 일주일에 두 번
  ○ 한달에 한번
  ○ 한 달에 두 번
  ○ 몇 달에 한 번
  ○ 1 년에 한 번
  ○ 이번이 첫 방문입니다 (현재 식품 분배 창고에서 답하고 있을 경우)
  ○ 모르고 있었다

• 가족들이 좋아하는 음식을 찾기 위해 동네 밖으로 나가야 하나요? The purpose of this question is to see if the client has access to culturally appropriate foods nearby.

• If the client can find foods that their family likes to eat in their neighborhood, 가격은 적당한가요?
  ○ 네
  ○ 아니요
  ○ 식품은 구입하지 않습니다
TECHNOLOGY

SURVEY TAKER: 감사합니다. 이제 섹션 2개 남았습니다.

- 가정 내 필요로 하신 (컴퓨터, 랩톱, 스마트폰)을 충족할 수 있는 기술/장비가 있습니까? The idea is to capture whether they have enough devices. If they have to share a device and would prefer not to, it’s a “no” for this question.

- 인터넷에 접속하는 곳은 주로 어디입니까? Select as many as apply. Remember that if you select Other and there are multiple answers, use a comma to separate them.
  - 학교
  - 집
  - 도서관
  - 기타
  - 인터넷을 자주/거의 사용하지 않는다

- 전제적으로, 기술과 컴퓨터를 쓰는 것이 얼마나 편안합니까?
  - 전혀 편하지 않다
  - 조금은 한다
  - 다소 편하게 한다
  - 매우 편하게 한다

- 컴퓨터나 인터넷에서 현재 하고 싶은데 하기가 어려운 것이 있습니까? This is an open text box. Paraphrase as best as you can.

- 컴퓨터나 인터넷에서 현재 할 수 없는 것이 혹시 있습니까? 기술 (예: 이력서 작성, 이메일 확인)에 대한 수업에 관심이 있습니까? Add in “Yes/No” and then include details if they mention something specific.

KARSH CENTER SATISFACTION

SURVEY TAKER: 이제 마지막 부분입니다. 카르시 센터에서의 본인의 경험에 관한 질문입니다. 아시다시피 답해 주시는 모든 정보는 보호 할 것이고 우리와 함께 서비스를 받으시는데 영향을 미치지 않습니다. 저희에게 주실 모든 피드백을 편하게 주시면 감사하겠습니다.

- 일반적으로 말하자면, 혜택이 되는 프로그램들에 대한 정보를 수신하려면 어떻게 해야 좋습니까? 해당되는 항목을 모두 선택해 주십시오.
  - 리플랫
- 전화 통화
- 문자
- 이메일
- 직접 만나서
- 소셜 미디어
- 기타
- 연락을 받고 싶지 않습니다

- 카쉬 센터에서 보고 싶은 변화나 개선 사항이 있습니까? This is an open text box. Try to use their exact language, but paraphrase if necessary.

- 만약 카쉬 센터에서 직접 모여서 프로그래밍을 한다면, 언제 좌에 안전하게 들어오실 수 있으시겠습니다?
  - 가능한 한 빨리
  - 앞으로 몇 달 동안
  - 기타

CLOSEOUT

SURVEY TAKER: 오늘 시간 내주셔서 정말 감사합니다. 공유해 주신 모든 것들이 많은 도움이 될겁니다.

IF SURVEY TAKER HAS REFERRALS: 지금 우리 대화 후에 제 생각에 접하실 수 있는 지원 서비스에 몇 가지에 대해 알려드릴 수 있는데. 제가 설명해 드릴까요?

  IF RESPONDENT SAYS YES: Give the names and information for the referrals. Make a note in the encounter.
  IF RESPONDENT SAYS NO: 알려 주셔서 감사합니다. 마음이 바뀌시면, 언제든지 전화해 주세요.

다른 질문이 없으시다면, 오늘 대화를 끝내겠습니다. Wait for questions.

그럼 남은 하루 행복하시길 바랍니다.
After you end your call:
1. Enter in race/ethnicity, gender identity, and age, if you haven’t already
2. Mark any other referrals given in the Client Encounter.
3. Update the tracking sheet
4. Submit the Survey Monkey
Script – Spanish

INTRODUCTION

IF NO RESPONSE/VOICEMAIL:
“Buenos días/buenas tardes. Me llamo [FIRST NAME] y le hablo de parte del Karsh Center en Koreatown para hacerle unas preguntas que nos ayudarán a servir mejor a nuestra comunidad. As a thank you for participating, you will be entered into a raffle for a $25 Food 4 Less or DoorDash gift card. Si tiene unos momentos para ayudarnos con nuestra encuesta, háblenos de regreso en (213) 401-4651.”

SURVEY TAKER:
“Buenos días/buenas tardes. Me llamo [FIRST NAME] y le hablo de parte del Karsh Family Social Service Center en Koreatown para hacerle unas preguntas que nos ayudarán a servir mejor a nuestra comunidad. As a thank you for participating, you will be entered into a raffle for a $25 Food 4 Less or DoorDash gift card. ¿Tendría 25 minutos?

IF RESPONDENT SAYS NO:
“Gracias por dejarme saber. ¿Me podría decir cuando es un mejor momento para hablarle?”

IF RESPONDENT GIVES A TIME:
Enter the time(s) they suggest on the tracking sheet.

IF RESPONDENT DOES NOT GIVE A TIME:
“Entiendo. Gracias por decirnos que no tiene interés en participar. Si tiene alguna pregunta de nuestros servicios o si cambia de opinión, nos puede hablar en cualquier momento en 213-401-4651 o info@karshcenter.org.”

IF RESPONDENT SAYS YES:
“¡Excelente! Como ya mencioné, nos encantaría saber por qué están pasando usted y todas las personas a las que servimos en estos momentos. Le voy a hacer una serie de preguntas sobre usted y las personas en su hogar. Sus respuestas son completamente anónimas así que no usaremos ni compartiremos su información individual con nadie. Sin embargo, podemos excluir cualquier pregunta que no quiere contestar.”

“¿Tiene alguna pregunta antes de empezar?”
Answer any questions they may have

SURVEY TAKER:
¡Bueno, hay que comenzar!

LOGISTICS

- Only ask if we DO NOT have this information in their profile. ¿Cuál es su edad?
If they are under 18, that's a problem! Stop the survey and ask them to pass the phone to their parent/guardian. Explain what just happened and start the script again.

- **Only ask if we DO NOT have this information in their profile.** 
  - ¿Cuál es su raza/etnicidad?
    - Nativo de América del norte o de Alaska
    - Asiática
    - Negra o afroamericana
    - Hispana o latina
    - Nativo de Hawái o de otra isla del Pacífico
    - Blanca
    - Otra

  If they say something like “Korean,” or “Bangladeshi” you can put “Asian.” If they name a specific country or racial/ethnic group that you are not familiar with, please read them the list of options and ask them if they are comfortable with any of those.

- **Only ask if we DO NOT have this information in their profile.** 
  - ¿Cuál es su identidad de género?

  If they say anything besides “Male”, “Man”, “Woman” or “Female,” write in the exact phrase that they use.

- ¿Cuál es su Código postal?:
  This should be the ZIP code of residence. If they are currently homeless, write in 99999.

- ¿Cuántos niños de las edad 0 a 5 viven en su hogar?

- ¿Cuántos niños de las edad 6 a 17 viven en su hogar?

- ¿Cuántos adultos menor de 64 años viven en su hogar?
  If you know the client is under 64, say “including yourself.” If they are over 64, omit “including yourself”.

- ¿Cuántos adultos mayor de 65 años viven en su hogar (incluyéndose a usted mismo)?
  If you know the client is over 65, say “including yourself.” If they are under 65, omit “including yourself”.

MENTAL HEALTH AND RESILIENCY
SURVEY TAKER:
“Gracias. Pasaremos al siguiente grupo de preguntas. Las respuestas a estas preguntas son nunca, rara vez, a veces, a menudo y siempre.”

- En el año pasado, ¿qué tan a menudo se sintió estresado?
- En el año pasado, ¿qué tan a menudo se sintió triste o sin esperanza?
- En el año pasado, ¿qué tan a menudo se calmó o tranquilo?
- En el año pasado, ¿qué tan a menudo se sintió aislado o desconectado?

SURVEY TAKER: “Gracias por compartir.”

- Cuando haya sentido estresado o abrumado, ¿alguna vez habló con un profesional de salud mental?
- ¿Cómo se cuida en estos tiempos? Por ejemplo, ¿esta comiendo alimentos saludable, haciendo ejercicio, meditando, o probando un nuevo pasatiempo? 
  
  Listen carefully to their response and check all that apply. If they mention multiple things that are not on the list below, select other and type in each one, separated by a comma.
  - Como suficiente comida saludable
  - Hago actividad física
  - Me pongo en contacto con familiares y amigos por teléfono o medios sociales
  - Practico meditación, concienciación u oración
  - Ayudo a otros, que incluye ser voluntario
  - Cultivo nuevos intereses, p.ej. cantar, pintar, jardinería
  - Batallo con cuidarme a mí mismo
  - Otro

- ¿Es usted padre/madre o cuidador de un niño menor de 18 años? If they respond “yes”, continue. If they respond “No” skip to the Health and Well-being section.

- ¿Siente que tiene a otros padres o cuidadores con los que puede hablar?

- ¿Se ha fijado en algún cambio en la conducta o personalidad de su hijo durante el año pasado debido a la pandemia de COVID-19? If they respond “yes”, continue. If they respond “No” skip to the Health and Well-being section.

- If they have: ¿Puede describir tales cambios? Type in/paraphrase as best as you can

HEALTH AND WELL-BEING

SURVEY TAKER: Ahora pasamos a la siguiente sección.
• ¿Puede recibir atención médica cuando la necesita?

• ¿Se ha mantenido actualizado con su examen médico anual?

• If they have not, ask the following: ¿Hay alguna razón por la cual no se ha mantenido actualizado con su examen médico anual? The possible answers are below; they can select as many as fit. Use your best judgement. If they list something that is not below, select Other and separate reasons with a comma.
  o No sé cómo
  o No lo puedo pagar
  o No tengo seguro
  o Tengo miedo debido a COVID-19
  o No tengo tiempo
  o No tengo transporte
  o No es una prioridad para mí
  o Otro

• ¿Se ha mantenido actualizado con su examen dental anual?

• If they have not, ask the following: ¿Hay alguna razón por la cual no se ha mantenido actualizado con su examen dental anual? The possible answers are below; they can select as many as fit. Use your best judgement. If they list something that is not below, select Other and separate reasons with a comma.
  o No sé cómo
  o No lo puedo pagar
  o No tengo seguro
  o Tengo miedo debido a COVID-19
  o No tengo tiempo
  o No tengo transporte
  o No es una prioridad para mí
  o Otro

• ¿Se ha mantenido actualizado con su examen anual de la vista? This is the only one with a N/A, if they don’t require a specific vision exam.

• If they have not, ask the following: ¿Hay alguna razón por la cual no se ha mantenido actualizado con su examen anual de la vista? The possible answers are below; they can select as many as fit. Use your best judgement. If they list something that is not below, select Other and separate reasons with a comma.
  o No sé cómo
  o No lo puedo pagar
  o No tengo seguro
  o Tengo miedo debido a COVID-19
  o No tengo tiempo
  o No tengo transporte
  o No es una prioridad para mí
• ¿Necesita ayuda con recibir una vacuna de COVID-19? *If this is a yes, definitely make a note to refer them to a vaccine clinic and help walk them through the process. Remember to add this referral to their open Encounter form. If they are hesitant to respond, give them whatever information they need for a “yes” or “no” decision.*

Stability/ESTABILIDAD

SURVEY TAKER: ¡Gracias! Solo para informale que estamos a la mitad de la encuesta.

• ¿Cuál es su estado de empleo? *They may select all that apply. Remember to ask if you need clarification.*
  o Empleado por un sueldo
  o Empleado por cuenta propia
  o Desempleado por más de un año
  o Desempleado por menos de un año
  o Incapaz de trabajar (discapacitado)
  o Tengo dos trabajos o más
  o Jubilado
  o Desempleado (de medio tiempo o necesito otro trabajo)
  o Otro (Estudiante, ama de casa, etc.)

• *If they are currently employed (but not self-employed):* Por lo general ¿Se siente seguro en su lugar de trabajo?

• ¿Cómo cambió su empleo debido a COVID-19? Elija todos los que apliquen.
  o Perdía horas
  o No pude encontrar trabajo
  o No tenía cuidado de niños, así que no pude trabajar
  o Me despidieron/me pusieron de licencia
  o No pude trabajar desde la casa
  o Perdí trabajo por enfermedad
  o No pude trabajar cuando cuidaba a un familiar
  o Encontré trabajo debido a COVID-19
  o No tuve ningún cambio de empleo
  o Otro

• ¿Actualmente busca trabajo?
  o Yes
  o No
• If they are currently looking for work: ¿Cuáles de las siguientes cosas piensa que podrían ayudarle a encontrar trabajo? The possible answers are below; they can select as many as fit. Use your best judgement. If they list something that is not below, select Other and separate responses with a comma.
  o Ayuda con encontrar más trabajos a los que puedo aplicar
  o Ayuda con entrevistas/currículo vitae
  o Clases/apoyo de lenguaje
  o Clases/apoyo de tecnología
  o Acceso a tecnología (computadora, teléfono, impresora, etc.)
  o Orientación vocacional
  o Acceso a educación/títulos
  o Cuidado de niños
  o Apoyo de transporte
  o Otro

• ¿Por cuánto tiempo durante este año pasado tuvo vivienda estable (p.ej., fue dueño, alquilaba o se quedó en alguna parte como parte del hogar? Interpret their answer as you need to and make your best judgement for “stable housing.” Living in a car, staying on a couch, etc. should not really qualify as stable in this case.
  o Never during the past year
  o Less than 6 months
  o Between 6 months and a year
  o For the whole year

• ¿Actualmente renta? If the answer is “yes,” continue. If it is no, skip to the Food Insecurity section.

• ¿Tiene miedo de que le vayan a desalojar durante el siguiente año?

• ¿Piensa que su dueño le provee un ambiente seguro?

FOOD INSECURITY/INSEGURIDAD ALIMENTICA
SURVEY TAKER: ¡Gracias! La siguiente sección trata sobre su acceso a los alimentos.

• Piense en su familia durante el año pasado, ¿qué tan a menudo fue cierta la siguiente declaración: “La comida que compramos no dura y no tenemos suficiente dinero para comprar más”. ..
  o Nunca
  o Rara vez
  o A veces
  o A menudo
  o Siempre

• ¿Sabía sobre la despensa de alimentos del Karsh Center los domingos y martes? If they say no, make a note to give them more information about this at the end of the survey. Respond “No sabía de eso” to the next question.
• ¿Qué tan a menudo visita a la despensa de comida del Karsh Center (los domingos y martes)? Pick whichever answer is closest.
  o Nunca
  o Una vez a la semana
  o Dos veces a la semana
  o Una vez al mes
  o Dos veces al mes
  o De vez en cuando
  o Una vez al año
  o Esta es mi primera visita (si actualmente está en el Banco de comida)
  o No sabía de eso

• ¿Tiene que viajar fuera de su vecindario para encontrar la comida que a su familia le gusta comer? The purpose of this question is to see if the client has access to culturally appropriate foods nearby.

2. Si no: Cuando compra comida que a su familia le gusta comer en su vecindario, ¿es económica?
  o Sí
  o No
  o No lo compro

TECHNOLOGY/TECNOLOGÍA
SURVEY TAKER: ¡Gracias! Solo nos quedan dos secciones.

• ¿Tiene la tecnología/aparatos para satisfacer las necesidades de su hogar (computadoras, computadoras laptop, teléfonos inteligentes)? The idea is to capture whether they have enough devices. If they have to share a device and would prefer not to, it’s a “no” for this question.

• Por lo general, ¿dónde conecta al internet? Select as many as apply. Remember that if you select Other and there are multiple answers, use a comma to separate them.
  o En la escuela
  o En la casa
  o En la biblioteca
  o En otro lugar
  o No lo hago a menudo/rara vez uso el internet

• Por lo general, ¿qué tan cómodo está con la tecnología y las computadoras?
  o No cómodo para nada
  o Poco cómodo
  o Algo cómodo

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• ¿Hay algo que le gustaría hacer en las computadoras o en el internet que actualmente no puede hacer? *This is an open text box. Paraphrase as best as you can.*

• Tiene interés en clases que le ayudarían a aprender más de la tecnología (por ejemplo, cómo crear un currículo vitae, cómo checar su correo electrónico)? *Add in “Yes/No” and then include details if they mention something specific.*

KARSH CENTER SATISFACTION/SATISFACCIÓN CON EL KARSH CENTER

SURVEY TAKER:
“Esta es la última sección de la encuesta. Las preguntas son sobre su experiencia con el Karsh Center. Como ya sabe, los resultados de la encuesta son anónimos, así que no afectarán su habilidad de recibir servicios de nosotros. Agradecemos toda la retroalimentación que nos puede dar.”

• Por lo general, ¿cómo prefiere recibir información sobre programas por los que podría calificar? Marque todos los que apliquen.
  o Volantes
  o Llamadas telefónicas
  o Mensajes de texto
  o Correo electrónico
  o En persona
  o Medios sociales
  o Otro
  o No quiero que me contacten

• ¿Qué tan satisfecho está con los servicios que recibe del Karsh Center?
  o Nada satisfecho
  o Algo satisfecho
  o Muy satisfecho

• ¿Hay cambios o mejoras que le gustaría ver en el Karsh Center? *This is an open text box. Try to use their exact language, but paraphrase if necessary.*

• Si el Karsh Center hiciera programas en persona, ¿qué tan pronto se sentiría cómodo con ir en persona
  o Tan pronto como sea posible
  o Durante los próximos meses
  o Otro
SURVEY TAKER: Muchísimas gracias por su tiempo hoy. Sus respuestas nos servirán mucho.

IF SURVEY TAKER HAS REFERRALS: Según nuestra conversación, tengo unas sugerencias de recursos que podría acceder. ¿Le gustaría que los repasara?

IF RESPONDENT SAYS YES: Give the names and information for the referrals. Make a note in the encounter.
IF RESPONDENT SAYS NO: Gracias por dejarme saber. Si se cambia de opinión, nos puede hablar en cualquier momento

A menos que tenga alguna pregunta, ya terminaré nuestra conversación para hoy. Wait for questions.
Great, have a wonderful day!

After you end your call:
1. Enter in race/ethnicity, gender identity, and age, if you haven’t already
2. Mark any other referrals given in the Client Encounter.
3. Update the tracking sheet
4. Submit the Survey Monkey