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## Community Assessment Project Products

The Community Assessment Project's Year 7/2001 Comprehensive Report – hundreds of pages of data and survey results – is available as a book for \$25.00 or CD for \$10.00 at the United Way Office, 1220 41<sup>st</sup> Avenue, Capitola, CA 95010. Tel: 831-479-5466 Fax: 831-479-5477.

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The report is also available on the World Wide Web at:  
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## About the Researcher

Applied Survey Research (ASR) is a nonprofit, social research firm dedicated to helping people build better communities by collecting meaningful data, facilitating information-based planning and developing custom strategies. The firm was founded on the principle that community improvement, initiative sustainability and program success are closely tied to assessment of needs, evaluation of community goals and development of appropriate responses.

The Community Assessment Project is a prime example of a comprehensive evaluation of the needs of the community. Its goal is to stimulate dialogue about growing trends and to encourage informed strategies for shaping future policies and effective actions.

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## Community Assessment Project Overview

Over the past seven years, a consortium of public and private health, education, human service and civic organizations convened by the United Way of Santa Cruz County has sponsored the Community Assessment Project of Santa Cruz County (CAP), a collaborative project to measure and improve the quality of life in Santa Cruz County over a ten-year period.

The goals of the CAP project are to continually improve the quality of life for Santa Cruz County residents by:

- raising public awareness of human needs, changing trends, emerging issues, and community problems;
- providing accurate, credible and valid information on an ongoing basis to human service planners and those providing funds;
- providing information for individual institutions to guide decision-making about creation, management and redesign of programs;
- setting community goals using measurable quality of life indicators that will lead to positive, healthy development for individuals, families, and communities; and
- supporting and assisting with the establishment of collaborative action plans to achieve the community goals.

The CAP steering committee intends to provide the most relevant insights about the needs of residents to point our community toward specific initiatives that will positively impact all residents.

Applied Survey Research (ASR), a not-for-profit social research firm, was contracted by the United Way to incorporate best practices from other assessment efforts across the nation into a community assessment model that would provide public and private interests with clear information about past trends and current realities. Under the guidance of the CAP Steering Committee, ASR continues to manage the project, collecting secondary (pre-existing) data and conducting the annual community survey for primary (original) data.

## Model Summary

The CAP community assessment model, now implemented for its seventh year, provides a comprehensive view of the quality of life in Santa Cruz County. It is based on credible primary (original) data and secondary (pre-existing) data that are gathered for a series of indicators in six areas: the Economy, Education, Health, Public Safety, the Natural Environment, and the Social Environment. The Comprehensive Report is a tool for concerned citizens from the private and public sectors to come together to review the numbers and turn them into a picture of where our county is headed. While the Comprehensive Report is the culmination of one year's activity, it outlines the trends over time and helps to lay the groundwork for planning and community action.

The CAP has nurtured and encouraged a common community focus by establishing Community Goals for the year 2004. There are two to three goals for each of the six topical areas of Economy, Education, Health, Public Safety, the Natural Environment, and the Social Environment. Progress toward these goals is tracked each year through measurable quality of life indicators.

As mentioned previously, one of the primary purposes of the CAP is to encourage collaborative community action that will positively impact Community Goals. We are pleased to note that community action has occurred at the individual organizational level as well as at the community group level in both Year 5 and Year 6, and we look forward to more of this activity.

Particularly noteworthy is the formation of new groups to address community improvement. One example, from Year 6, was the formation of Investing in Children and Families – What Works!, an initiative that seeks to identify effective strategies, services and activities that support the CAP community goal of keeping children safe in their families and communities.

Other community initiatives include the formation of the Together for Youth/Unidos Para Nuestros Jovenes coalition to develop a comprehensive prevention plan to reduce Santa Cruz County youth alcohol and drug use. Yet another example has been the establishment of the Latino Strategic Planning Collaborative focusing on the achievement of CAP goals within the Latino community.

Most recently, CAP results regarding housing and homelessness in Santa Cruz County led to the development of the Homeless 2000 Committee. This committee convened to gain a deeper understanding of homelessness in Santa Cruz County, by commissioning an in-depth Homeless 2000 Census and Needs Assessment. The final report was released in August 2000, and that data has been critical in securing additional funds and other resources to further study and service homeless persons.

The CAP annually honors community heroes, special individuals whose efforts help move Santa Cruz County toward the achievement of the community goals. These true-life heroes can be found throughout the community and are wonderful examples of “where the action is” in Santa Cruz County. This year’s heroes are highlighted on the following pages of this section.

## Quality of Life Indicators

The CAP community assessment model relies on indicators as the primary measures to illustrate the status of a system or issue that might otherwise be too large and complex to understand. As an example, we might ask ourselves, “Do people have adequate access to health care?” Increasing use of the emergency room for non-emergency purposes could be an indicator that they do not.

For the purposes of this project, special groups known as Technical Advisory Committees (TAC’s) developed over one hundred quality of life indicators. These committees were represented by a rich mixture of professionals, advocates, and community volunteers, all of whom were experts in the respective areas under review.

The TAC’s used special criteria to develop the quality of life indicators used for this project. These criteria stipulated that indicators

need to be understandable to the general user and the public, responsive quickly and noticeable to real changes, relevant for policy decisions, and available annually.

## Key Quality of Life Indicators

In addition to quality of life indicators, this community assessment model also uses Key Indicators to present a snapshot of the changing conditions in each area. This snapshot is meant to be readily understood by the general public. The Key Indicators are not necessarily the most important quality of life indicators but the most indicative of the overall condition of that particular subject area. If Key Indicators are improving or worsening, it is likely that trends in the whole area are moving in the same direction.

## Primary Data

### *Indicator Selection*

Measures of community progress depend upon consistent, reliable, and scientifically accurate sources of data. As noted previously, one of the types of data gathered for this project is primary (original) data. The central primary data is a telephone survey of a sample of Santa Cruz County residents. There is much to be learned from people’s perceptions of their community, especially when those perceptions contradict the empirical evidence about its conditions. For instance, in the area of public safety, crime rates may be going down while perceptions of danger are going up.

For this reason, each March, Applied Survey Research conducts a telephone survey, in both English and Spanish, with over 600 randomly selected county residents. The intent of the survey is to measure the opinions, attitudes, desires, and needs of a demographically representative sample of the county’s residents. Respondents are asked open-ended questions as well as questions which present confined options.

### *Sample Selection and Data Weighting*

Telephone contacts were attempted with a random sample of residents in Santa Cruz County. Potential respondents were selected based on phone number prefix, and quota sampling was employed to ensure a

representative balance across the North and South County areas and the San Lorenzo Valley.

Surveys were completed with 722 respondents in the County following phone contact with 1,101 people. The overall survey completion rate was thus 65.6%, and item response rates ranged from 92% to 100% for questions asked of all respondents. Each completed survey took an average of 17.0 minutes. More than a third of attempts (34.4%) resulted in an outright refusal or termination by the respondent before completion of the survey. This suggests that additional efforts may be warranted for future years to increase the response rate and reduce any potential bias introduced by differential refusal rates among different demographic and geographic groups.

Following the recommendations of independent consultants' review of the CAP 6 report, improvements were made to CAP 7 data collection and analysis. As mentioned above, quotas were used to enforce representative geographic proportions within the sample. Due to its relatively small population in comparison to the other two areas, the San Lorenzo Valley was oversampled to obtain a large enough sample to allow for reliable comparisons with the other two regions. In addition, data from the CAP 7 survey was "weighted" along several demographic dimensions prior to data analysis. Data weighting is a procedure that adjusts for discrepancies between demographic proportions within a sample and the population from which the sample was drawn. For example, within the CAP 7 survey, the sample was 56.2% female and 43.8% male, whereas the population in Santa Cruz County is very near to evenly split between the two genders (based on the 2000 Census). When the data is weighted to adjust for the oversampling of females, answers given by each female respondent are weighted slightly downward, and answers given by each male respondent are weighted slightly upward, thus compensating for the disproportionate sampling.

The survey data for Year 7 were simultaneously weighted along the following demographic characteristics: gender, ethnicity, and geographic location. Despite the quota sampling for geographic location, weighting for this dimension was necessary due to the oversampling in the San Lorenzo Valley. In addition, the weighting

for ethnicity was performed to be region-specific (based on 2000 Census data) to account for ethnicity differences across the three regions of Santa Cruz County. The weighted data was used in the generation of the overall frequency tables, and all of the cross-tabulations, with the exception of the regional comparisons. For the regional comparisons, the regional weights were dropped so that the San Lorenzo Valley oversample could be utilized.

Two important characteristics of weighted data need to be mentioned. First, within a weighted data set the weight of each person's responses are determined by that individual's characteristics along the weighted dimensions (gender, ethnicity, geographic location). Thus, different respondents will have different weights attributed to their responses, based on each person's intersection along the three weighted demographic dimensions. Further, the weights that are produced are fractional, and the counts within frequency tables are of these individual-specific fractional values rather than simply counts of individuals, considering each person's response equally. Secondly, in order to calculate the weight associated with each person's responses, it is necessary to have information about the individual for all of the demographic dimensions that are being weighted. Several CAP 7 respondents did not provide their ethnicity, and it was therefore necessary to drop these people from the sample because weights could not be calculated for them. This caused the size of the weighted data set to drop to 706 respondents, from the initial number of 722 respondents interviewed.

### *Sample Representativeness*

We are 95% confident that the opinions of survey respondents do not differ from those of the general population by more than +/- 3.7%. This "margin of error" is useful in assessing how likely it is that the responses observed in the sample would be found in the population of all residents in Santa Cruz County, if every resident were to be polled. For example, within the CAP 7 sample, 42.8% of respondents indicated that they used the library on a regular basis. Therefore, we are 95% confident that across all residents of Santa Cruz County the percentage of people that use the library regularly is between 39.1% and 46.5% (42.8% +/- 3.7%).

It is also important to note that the margin of error is increased as the sample size is reduced. This becomes relevant when focusing on particular breakdowns or subpopulations in which the overall sample is broken down into smaller groups. In these instances, the margin of error will be larger than the previously stated interval of 3.7%; this margin of error only applies to the overall sample.

It should be understood that all surveys have subtle and inherent biases. ASR has worked diligently with the project committee to reduce risks of bias, and to eliminate identifiable biases. One remaining bias in this study appears in the area of respondent self-selection, the capturing of opinions only of those willing to contribute 20 minutes of their time to participate in this community survey.

### *Data Analysis*

Significance testing on the overall CAP7 data was performed using Chi-square tests in conjunction with confidence interval estimations, to determine whether differences observed within the CAP7 data would be likely to be expected across the population as a whole. A footnote indicates when statistically significant differences were found in the overall survey data. In addition, a detailed listing of questions with statistically significant findings is included in the appendix.

### *Analysis of Breakdowns*

Significance testing between subpopulations in the CAP7 report was conducted using confidence interval comparisons. For each comparison tested, 95% confidence intervals were calculated for the proportions observed in each of the groups (e.g., the percentages of males and females who reported regularly using the library, respectively). These confidence intervals represent the interval within which we have 95% confidence that the population proportion for each group would be found. If the confidence intervals around the proportions of the groups being compared (male vs. female) do not overlap, statistical significance is reported. This means that we would be 95% confident that a difference would exist in the population between the proportion of men who would respond "yes" and the number of women who would respond "yes" to this question. In a similar manner, this type of statistical testing for significant differences between groups was performed for all possible

comparisons in crosstabulations containing more than two groups. For example, in the region breakdown, each of the following comparisons were tested: South County vs. North County, South County vs. San Lorenzo Valley, and North County vs. San Lorenzo Valley. An asterisk indicates when significant differences were found in the survey data, and footnotes are provided identifying which specific comparisons were significant. In addition, a listing of sub-group comparisons specifying which were found to be statistically significant is included in appendix II.

When a cross-tabulation is performed, only those respondents for whom we have information on the variable of interest are able to be included in the cross-tabulation. For example, if a respondent does not provide his/her ethnicity, we can not include this person in our ethnicity cross-tabulation. Therefore, the number of respondents included in a cross-tabulation will often be less than the overall number of respondents who completed the survey. In general, it is not uncommon for respondents to not answer every question on a survey.

## **Secondary Data**

Secondary (pre-existing) data is collected from a variety of sources, including but not limited to: the U.S. Census; federal, state, and local government agencies; academic institutions; economic development groups; health care institutions; libraries; schools; local police, sheriff and fire departments; and computerized sources through online databases and the Internet.

### *Note on Population Figures*

Unless otherwise noted, population data is drawn from the California Department of Finance's annual estimates for January of each year.

## **What's New in 2001**

Although it is a longitudinal study focusing on comparisons over time, the ten-year Community Assessment Project (CAP) for Santa Cruz County has continued to grow and improve with each year. During the seventh year, the Steering Committee took steps to improve the collection, analysis, and presentation of data.

## Data Collection

The survey instrument itself was expanded in Year 6. Data improvements in Year 7 focused on secondary data, including removal of some indicators for which data existed for earlier years but for which new data is neither available nor forthcoming in foreseeable years. This process in particular emphasized the ASR indicator-selection criterion that data be available on an annual basis.

Additionally, and for the first time, CAP surveying was conducted through a centralized call center using random-digit dialing, computer-assisted telephone interviewing (CATI), daily reports of call and contact dispositions, and streamlined delivery of data.

## Data Analysis

Several important improvements were made to data analysis and presentation. Quotas were used to enforce geographic proportions in the sample that would be representative of the actual population. Other demographic proportions that were not enforced during data collection, have been re-introduced during data analysis through a

“weighting” process. Additionally, testing of statistical significance was performed using confidence interval comparisons, a procedure that enables testing for significance for all possible between-group comparisons. (See *Analysis of Breakdowns* in previous section.)

## Data Presentation


As was begun with Year 6, demographic breakdowns of survey results are presented on the web rather than in the report. (The overall results continue to remain in the report, and demographic comparisons on key indicators appear throughout the document.) Question-by-question cross-tabulations for ethnicity, region, age, gender and income are available on the Applied Survey Research website at:

[www.appliedsurveyresearch.org/cap7\\_report.htm](http://www.appliedsurveyresearch.org/cap7_report.htm).

## What’s Next

For the future, ASR and the Committee are very interested in making further revisions and improvements in order both to make the report easier to consult on an ongoing basis, and to assist agencies in using this report as a reference in order to avoid duplication of efforts.

## Legend

- No. County** North County – includes Bonny Doon, Capitola, Davenport, Live Oak, Santa Cruz, Scotts Valley and Soquel
- So. County** South County – includes Aptos, Corralitos, Freedom, La Selva Beach, Pajaro and Watsonville
- SLV** San Lorenzo Valley – includes Ben Lomond, Boulder Creek, Brookdale, Felton, Lompico, Mount Hermon and Zayante
-  Indicates a question for which percentages do not total 100 because each respondent was allowed to select more than one answer
- \*
- Indicates statistically significant differences in survey responses between sub-groups in the 2001 telephone survey data. Absence of this symbol indicates no statistical significance differences between sub-groups

for the 2001 data. For comparisons involving more than 2 groups (region, age and income), footnotes at the bottom of the page indicate which specific comparisons are significant. See Appendix II for a complete list.



Indicates a Key Indicator



Indicates no new data for a particular indicator is available

**% Change**

Describes change in value between the current and previous year data



Denotes a telephone survey question



Indicates a community profile

## Suggested Uses of this Report

Due to the wide scope, it will take each reader some time to become familiar with the data and format of the CAP report. There is a wealth of information on a wide range of issues in each of six research areas – Economy, Education, Health, Public Safety, Natural Environment and Social Environment. This section is provided to make the report more useful by illustrating possible applications of the data within it.

The Steering Committee recommends that each reader first review the opening page of each of the sections, which begins by listing the Community Goals specific to the content of that section. Next is a summary that includes graphs of the Key Indicators for that section, measures that are suggestive of the overall condition of the section's particular subject area. The summary also details noteworthy findings within each section, going beyond the Key Indicators to pull scores of items into a cohesive story.

The majority of each section contains the presentation of (primary) data from telephone surveys of County residents, as well as (secondary) data collected from hundreds of stakeholders throughout the County and beyond. This detailed information is useful not only to understand the County holistically, but also to focus on specific issues of import or interest to the reader. For example, the data may help identify new customers or emerging needs, or explain changes in the local environment that will have an impact on your business or organization.

In the following paragraphs, we present four levels at which the data gathered for this study might be utilized: for descriptive snapshots about the County, for comparative trends of data over several years, by considering breakdowns among different groups of respondents, and through additional analysis or comparisons to other projects.

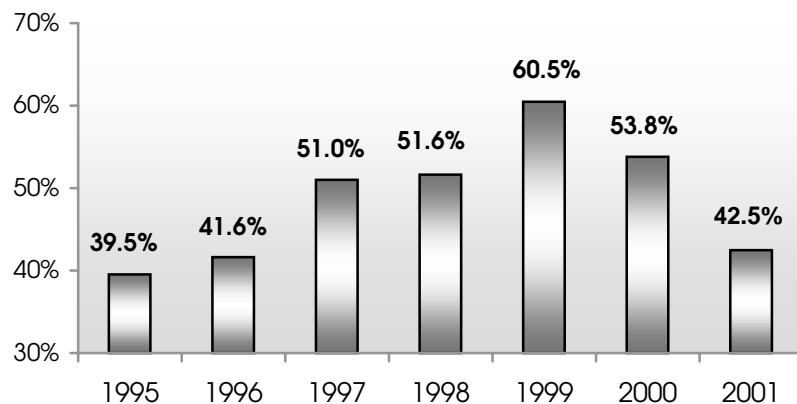
## Core Information about the County and its Directions

One use of the CAP data is by citizens and visitors, as well as businesses in the area or those considering coming here. The CAP reports summarize hundreds of issues to help understand what is unique about the County, using the most recent and powerful data available, including established sources as well as an original survey.

## Trends that Impact Businesses and Organizations

While the CAP data are useful for point-in-time descriptions of various issues, the ten-year scope of the CAP project also allows comparisons of these snapshots across many years. Both primary and secondary data are presented across several years (as available) in table or chart form. Indeed, one of the most informative features of this report is precisely this trend data. This data allow the reader to see not only where the County is, but where it has been.

For example, consider the following bar chart which summarizes “yes” answers to the question, “Do you feel you are better off this year than last year (economically)?” from all seven years of the CAP study. This data assesses respondents’ sense of their own financial well-being.



Even a quick glance shows that the percentage (or proportion, or subsample) who said “yes” increased at least a small amount each year from 1995 through 1999. In other words, personal perceptions of financial well-being were on the upswing for five consecutive years, with notable jumps in 1997 and 1999.

However, respondents to the 2000 survey indicated a strong sign of concern: The proportion who said “yes” dropped 6.7%, well before economists were predicting that the high-tech downturn would spread to other sectors and the economy generally. And the 2001 survey data show an even larger drop (12.3%), months before pundits were electing to call the year’s downturn recessionary.

The most recent three years of data thus show that sense of financial well-being in the County has weakened, and that the former upswing has decidedly reversed. The trends provided by the CAP data are thus powerfully descriptive – and the reader need only glance at the length of bars to see the path of each trend.

## Breakdowns that Help Understand Particular Subgroups

In many places, particularly with data from the telephone survey, results have also been disaggregated by ethnicity, age, gender, income, and geography. These demographic variables allow a deeper level of analysis. The combination can be powerful as well as persuasive, without needing a substantial background in statistics or mathematics.

To continue the previous example, looking at those who said “yes” they “feel... better off this year than last year (economically)”, consider the percentages if we isolate each age group separately:

By Age	1999	2000	*2001
18-24 years of age	59.5	48.9	56.3
25-44 years of age	66.0	58.5	44.5
45-64 years of age	64.0	59.8	42.6
65 and older	38.5	32.3	32.2

For example, while 42.5% of the sample as a whole said “yes”, only 32.2% of those 65 years of age or older said “yes”. In other words, senior citizens were less likely than other age groups to say they are

better off this year than last. By contrast, those 18-24 were much more likely to say yes (56.3%). And a similar comparison can be made about each of the age groups in that column: The older the group, the fewer of them said they are better off than last year.

These breakdowns also allow one more step to ensure that the results are completely understood. The asterisk preceding “2001” in that table’s column heading indicates that the differences for that column are statistically significant. Every survey has a small amount of error, because a small sample is used to find out about an entire population (ASR’s scientific methods of random sampling, quota sampling, and demographic analysis ensure that the sample is sufficient to say things about the County’s population of 250,000 people).

Similar findings throughout the report will help service organizations, government agencies, and others to pinpoint how different parts of the County’s population are experiencing changes. For example, if we know that the recent economic pinch is harder on older residents, relief in the form of services or credits can be targeted at those individuals.

Similar results throughout the report might suggest regional or ethnic differences in the need for some services, which would tell providers something about the languages or locations they should target.

The entire survey and a description of statistically significant results are available in the appendix section of this report. More information about the demographic breakdowns is available on the ASR website:

[www.appliedsurveyresearch.org/cap7\\_report.htm](http://www.appliedsurveyresearch.org/cap7_report.htm)

## **Additional Data to Support or Refine your Work**

The information in each CAP report is intended for use in your own services and products, including other reports and proposals, and as a baseline for performance systems. Display graphics are available for much of the data, as are trained presenters who can come and speak with groups about the information within and behind this report.

Data in this report can be mixed and matched to help agencies determine their clients’ needs. Special reports can be created to reflect targeted populations, and cross-comparisons can be established with data from other projects. Please contact ASR for assistance or to contract for such deliverables.

## Acknowledgments

### Applied Survey Research

Project Directors: Susan Brutschy, Kelly Pleskunas and Erica Wood.

Analysts and researchers: Ellis Godard, Lisa Colvig-Amir, Eric Berg, Jennifer Panetta, Abbie Robideaux,

April Thompson, Jen Barr, Ted Benbow, Christina Gustofson and Jaime Stone.

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Kathleen King  
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Lance Linares  
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Andrew Meyer  
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Arcadio Viveros  
Salud Para La Gente Inc.

George Wolfe, M.D.  
Health Services Agency

*A special thank you to all of those who contributed and helped locate secondary data for this year's CAP report. Agencies and organizations are cited as sources, but the assistance of individual persons has been critical.*

## Community Assessment Project Year 7 Financial Sponsors

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Pajaro Valley Community Health Trust

Santa Cruz Community Counseling Center  
Seniors Council  
Sutter Maternity & Surgery Center  
United Way of Santa Cruz County  
Volunteer Center  
Waste Management of Santa Cruz County  
Watsonville Community Hospital

## 2001 Community Goals & Heroes

Each year the Santa Cruz Sentinel in association with the United Way seeks nominations from the public of people who have worked in the past year toward meeting the CAP community goals.

The following community goals were selected by a broad cross-section of Santa Cruz County residents to guide decision-making, planning, and social action in the years to come. The purpose of these community goals is to focus attention and energy to improve the quality of life for the people of the county.

These community goals are necessarily broad in nature. Detailed action plans involving people from all sectors of the community must

### Economy

**Goal 1** By the year 2004, the number of jobs in Santa Cruz County will increase in proportion to the workforce.

—SCOTT KENNEDY  
SANTA CRUZ CITY COUNCIL

**Goal 2** By the year 2004, the County's unemployment rate will be at or below the State rate.

**Goal 3** By the year 2004, more residents will have access to housing they can afford.

—JANE BARR  
MID-PENINSULA HOUSING COALITION,  
PAJARO VALLEY UNIFIED SCHOOL DISTRICT

be developed to realize the community goals. In many ways, the community goals are interrelated. In some ways, they may even be in conflict or compete with each other for resources, energy, and attention.

These community goals are not intended to endorse or oppose any particular project or initiative. They do, however, chart the course for collective action for a better future for the people of Santa Cruz County.

### Education

**Goal 1** By the year 2004, more Santa Cruz County students will graduate from high school job-ready or prepared for higher education.

—CAROL MORAN  
UCSC EDUCATIONAL PARTNERSHIP CENTER

**Goal 2** By the year 2004, elementary and middle school students will meet or exceed the average statewide test scores for academic success.

—JONAS STANLEY AND AURELIE CLIVAS  
SAN LORENZO VALLEY HEALTHY START

**Goal 3** By the year 2004, Santa Cruz County children will enter kindergarten healthy and ready to learn.

—JONATHAN CORNEJO  
SANTA CRUZ COUNTY HEAD START POLICY COUNCIL, SPECIAL EDUCATION

—LILLIAN WESTERMAN  
SANTA CRUZ COUNTY OFFICE OF EDUCATION

## Health

**Goal 1** By the year 2004, Santa Cruz County residents will have access to primary medical and dental care.

—THERESA ONTIVEROS  
PLANNED PARENTHOOD MAR MONTE

**Goal 2** By the year 2004, Santa Cruz County youth alcohol and other drug use will be at or below statewide average.

—DESTINY CASTILLO, ALIE CAREY AND CHRISSIE MORRISON  
Y.E.S. SCHOOL

—BLANCA CORRALES  
COMMUNITY VOLUNTEER

**Goal 3** By the year 2004, Santa Cruz County residents over age 60 will live healthy and independent lives.

—LARUE FOSTER  
OMBUDSMAN

## Public Safety

**Goal 1** By the year 2004, crime within Santa Cruz County will continue to decrease, and residents will have increased confidence in their personal safety at home and in the community.

—KEN MESHKE  
NEIGHBORHOOD ACCOUNTABILITY BOARD

**Goal 2** By the year 2004, children in Santa Cruz County will live in safe families and communities.

—VIRGINIA BUTZ  
FOSTER GRANDPARENT PROGRAM

## Social Environment

**Goal 1** By the year 2004, more residents will be engaged in community involvement to make Santa Cruz County a better place to live.

—PASTOR MIKE WILKER  
CENTRAL COAST INTERFAITH COUNCIL

**Goal 2** By the year 2004, racism and discrimination in Santa Cruz County will be reduced.

—BARBARA SPRENGER  
SAN LORENZO VALLEY TEEN CENTER BOARD

**Goal 3** By the year 2004, children in Santa Cruz County will have access to affordable, high quality child care and after school/summer enrichment and recreation opportunities.

—DEPUTY AMY CHRISTY  
COMMUNITY POLICING OFFICE

## Natural Environment

**Goal 1** By the year 2004, water demand and supply will be in balance (sustainable yield).

—JESS BROWN  
FARM BUREAU

**Goal 2** By the year 2004, environmental stewardship will increase within Santa Cruz County.

—SALLY SMITH  
SURFRIDER FOUNDATION

**Goal 3** By the year 2004, open space, wetlands and protected habitats will be increased and improved.

—DIANE PORTER COOLEY  
COMMUNITY VOLUNTEER