

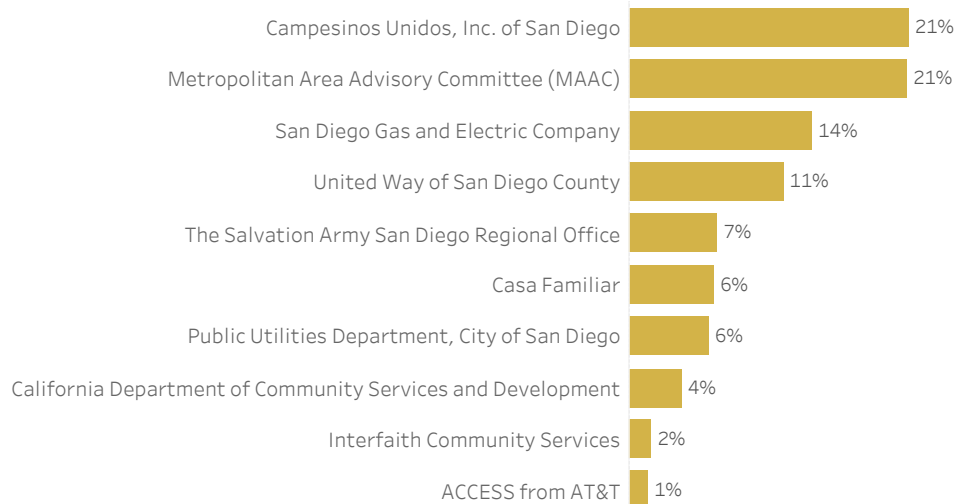
Utilities Assistance Need Trends

- March 2020: Utility assistance needs sharply increase at start of COVID-19 response. Gas/electric payment assistance represents over half of utility needs.
- April 2020: Utility assistance remains among top needs for clients.
- May 2020: Utilities assistance surpasses food, housing and income support as top need and hits a yearly high after increasing every week since April; 1 in 6 clients helped need assistance with paying for utilities during high temperatures.
- June 2020: 1 in 7 clients need utility assistance, remaining among top needs.
- July 2020: 1 in 9 clients need utility assistance, remaining among top needs.
- August 2020: 1 in 7 clients need utility assistance, remaining among top needs.
- September 2020: 1 in 7 clients need utility assistance, remaining among top needs.
- October 2020: 1 in 7 clients need utility assistance, remaining among top needs.
- November 2020: 1 in 8 clients need utility assistance, remaining among top needs.
- December 2020: 1 in 9 clients need utility assistance, remaining among top needs.

Note: Utilities assistance needs represent referrals to utilities assistance resources, and do not include ongoing financial utilities support for clients already connected to resources. The gradual decline in utilities assistance needs since the start of the pandemic can be partly attributed to clients already enrolled in assistance programs or not eligible for repeat assistance.

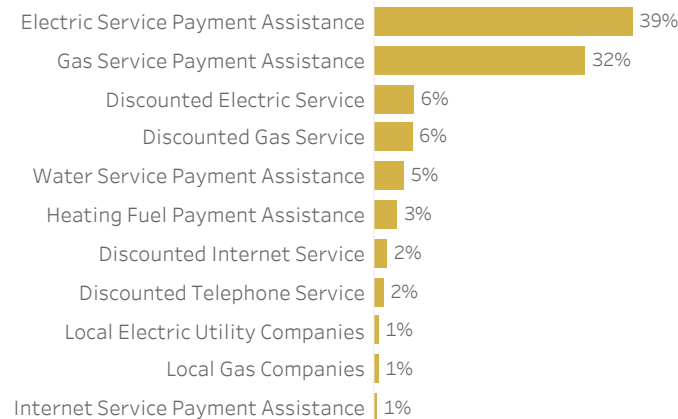
Top Utilities Assistance Referral Agencies during COVID-19 Response

March 13, 2020 - December 31, 2020

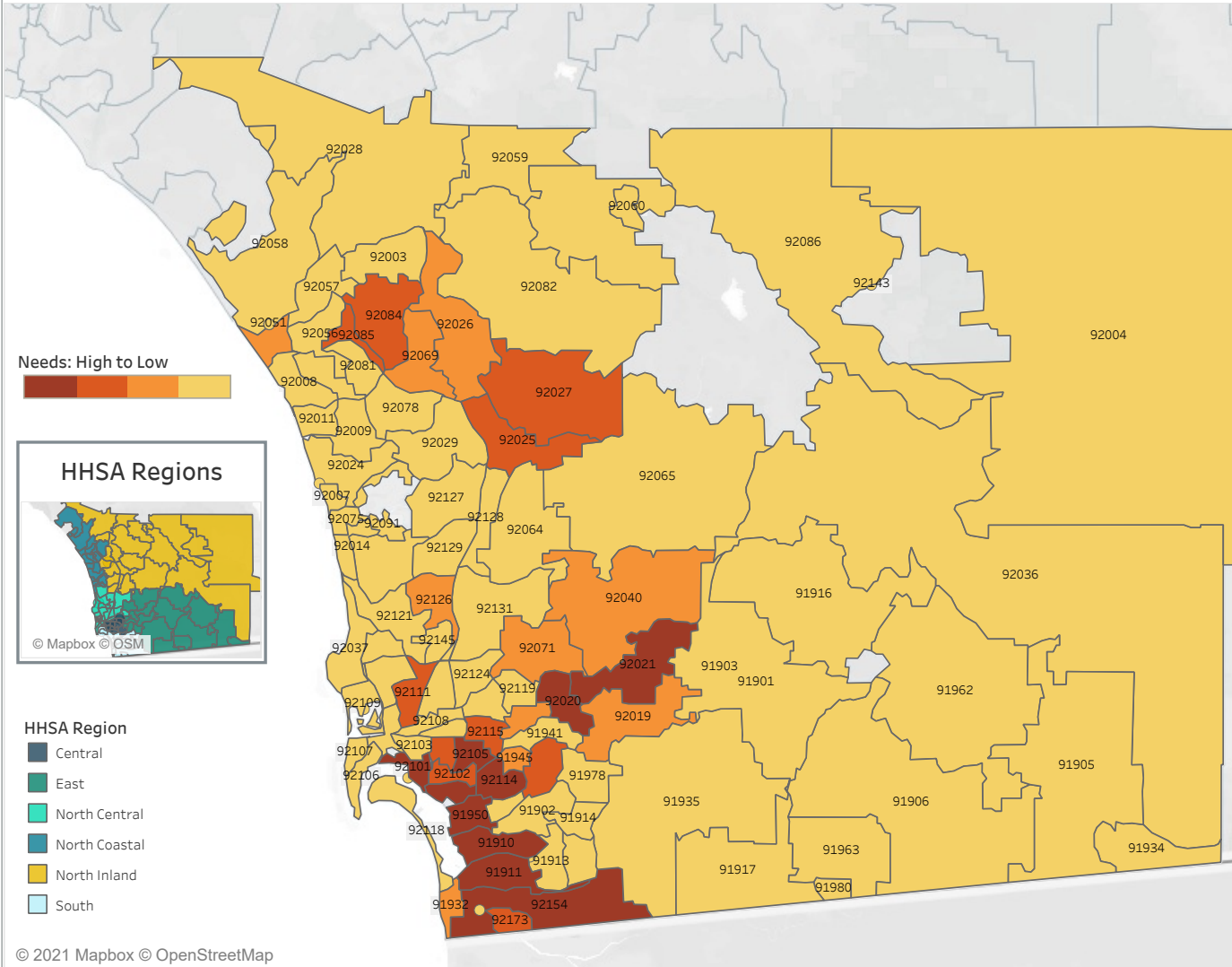


Top Utilities Assistance Needs during COVID-19 Response

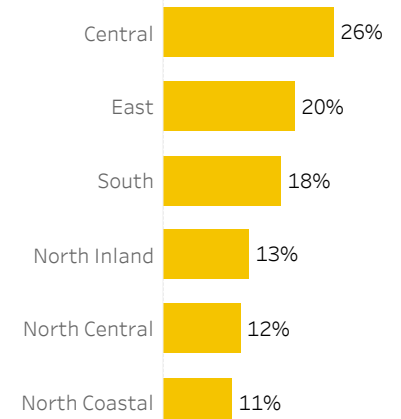
March 13, 2020 - December 31, 2020



Utilities Assistance Needs



HHS Region



Top 10 Cities

SAN DIEGO	43%
EL CAJON	9%
CHULA VISTA	9%
ESCONDIDO	6%
VISTA	4%
SPRING VALLEY	3%
OCEANSIDE	3%
NATIONAL CITY	3%
SAN MARCOS	2%
LA MESA	2%

Highest need areas (darkest color) represent the top 10 zip codes with the highest prevalence of clients having identified needs in each category. Medium need areas (medium to light color) represent the top 20 and 30 zip codes. Lower need areas (lightest color) represent all other zip codes with at least 5 identified needs.