

Appendix C: Disadvantaged Community Identification and Coordination



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Disadvantaged Community Identification and Coordination

An economically disadvantaged community (DAC) is defined by the State as a community with a median annual household income of 80 percent or less than the State median annual household income. In 2010, the State's annual median family income was \$61,632. Figure 1 shows the economically disadvantaged communities in the Region.

DAC and severely disadvantaged community (SDAC) areas were identified and characterized by MHI for assessment. Census Bureau data was downloaded from the U.S. Department of Commerce, United States Census Bureau website¹. It was extracted for use in this analysis using the 2010 American Community Survey; a comprehensive data set for the 5-year period of 2006-2010. For California the statewide MHI was \$76,278.00. This MHI data by tract was used for mapping and characterization. In accordance with DWR guidance, the 2012 IRWM Guidelines² list if household income was below 80% of the MHI for California or \$48,706(DWR) \$46,285(SBVWCD), the community was considered a DAC. Additionally, if household income was below \$33,325.00, the tract is mapped and shown as SDAC based on CDPH guidance website³. Population and other demographic data were used from the same source.

In order to more easily work with the many DAC and SDAC areas the tracts were aggregated into geographic area clusters. These clusters will allow better description and clarity as further work is completed. A total of nine clusters were identified and displayed in Figure 2. Each cluster is shows the MHI range from lowest to highest tract in the cluster area as well as the MHI for the cluster as a whole. Table 3 shows these values and the approximate population of the DAC and SDAC located within it. Table 4 shows the cities and water districts which cover all or part of the cluster and included a DAC or SDAC tract. It should be noted that some water districts and cities that lie within the cluster are not mentioned because they do not contain any DAC or SDAC tracts. Also, the approximate populations are only for the areas that contain DAC and SDAC tracts.

Identified DAC and SDAC Areas

For the entire upper watershed area of interest or IRWM boundary, the population in 2010 was approximately 1,051,094. Median Household Income (MHI) was \$60,944.57 according to the American Community Survey, 5-yr California data set.

Within the IRWM area boundary three major areas were identified, West, East and Mountain communities. Each Cities or census designated place is shown in one of the three major areas for geographic classifications as indicated in Table 1.

¹ U.S. Department of Commerce, United States Census Bureau. <http://www.census.gov/geo/maps-data/data/tiger-data.html>

² California Department of Water Resources. 2012 Proposition 84 and 1E IRWM Guidelines. 2012 IRWM Guidelines. <http://www.water.ca.gov/irwm/grants/guidelines.cfm>

³ California Department of Public Health. <http://www.cdph.ca.gov/Pages/Default.aspx>

Table 1: Geographic Classification by City

West	East	Mountains
<ul style="list-style-type: none"> • San Bernardino • Rialto • Riverside • Grand Terrace • Loma Linda • Highland • Rubidoux • Sunny Slope • Moreno Valley 	<ul style="list-style-type: none"> • Redlands • Yucaipa • Calimesa • Cherry Valley • Beaumont 	<ul style="list-style-type: none"> • Big Bear Lake • Big Bear • Crestline

Likewise the IRWM area includes the following water related agencies characterized by the same geographic classification, and are shown in Table 2.

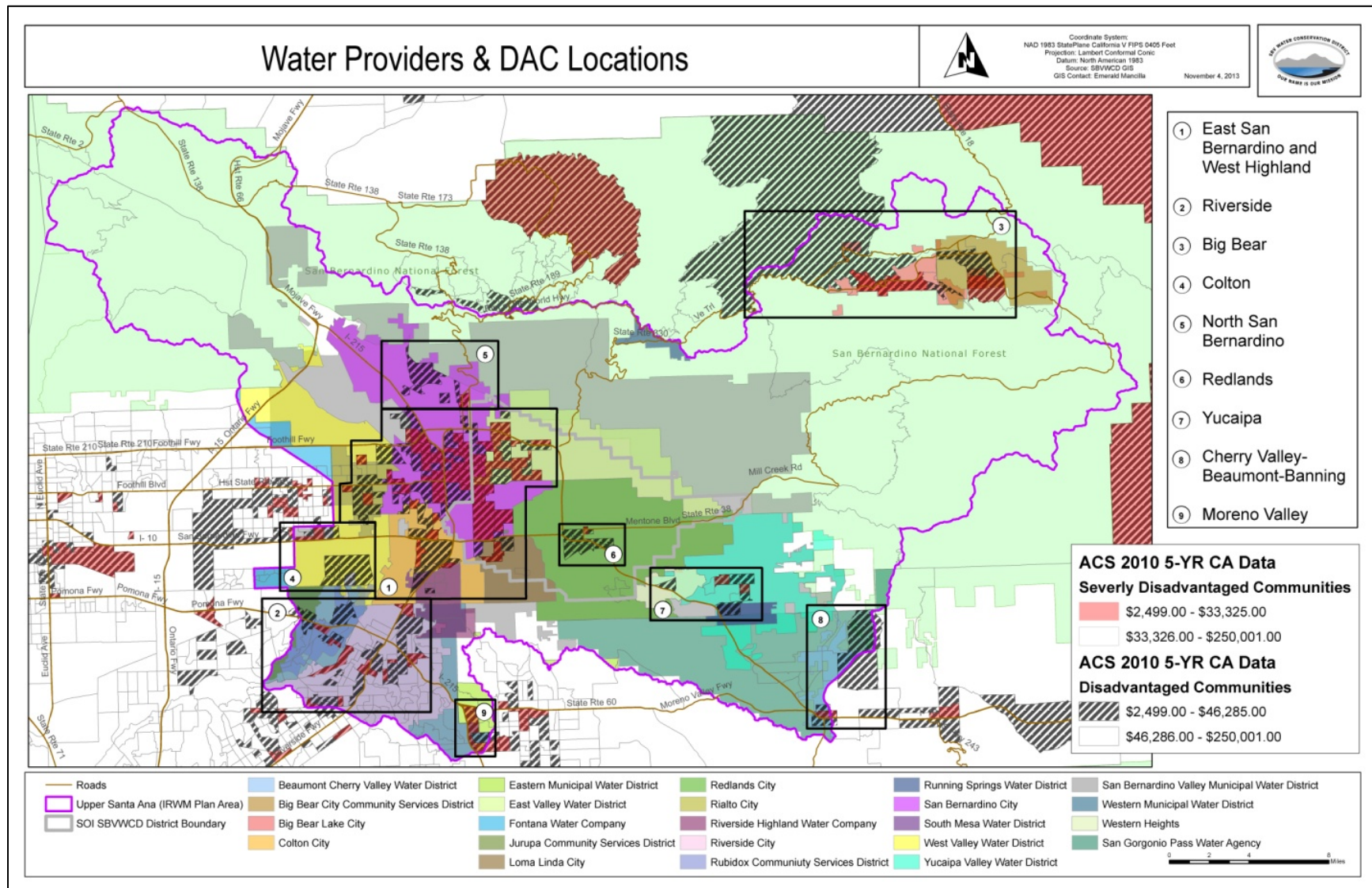
Table 2: Geographic Classification by Water Agency

West	East	Mountains
<ul style="list-style-type: none"> • San Bernardino Valley Municipal Water District • West Valley Water District • San Bernardino City • Rialto City • Loma Linda City • East Valley Water District • Colton City • Western Municipal Water District • Rubidoux Community Services District • Riverside City • Jurupa Community Services District • Eastern Municipal Water District 	<ul style="list-style-type: none"> • Redlands City • Yucaipa Valley Water District • South Mesa Water District • San Gorgonio Pass Water Agency • Beaumont Cherry Valley Water District • San Bernardino Valley Water Conservation District • San Bernardino Valley Municipal Water District • Western Heights Water Company 	<ul style="list-style-type: none"> • Big Bear Lake City • Big Bear City Community Services District

As illustrated in Figure 1, a central area for DAC and SDAC occurs in the management area. This central area occurs between the east side of the City of San Bernardino and west side of City of Highland. This geographic area is identified as cluster area 1. From this central area the DAC and SDAC are somewhat scattered and other clusters are identified in the valley area outward towards Colton, Fontana and Riverside. In order to describe the areas they were assigned to clusters as illustrated below on Figure 2.



Figure 2: DAC Cluster Areas



East

- Cluster six contains two water districts and one city. The MHI is \$33,432.00 and the approximate population is 11,334. There are seven DAC and one SDAC.
- Cluster seven contains four water districts and two cities. The MHI is \$37,124.00 and the approximate population is 9,683. There are six DAC and two SDAC.
- Cluster eight contains two water districts and three cities. The MHI is \$37,257.00 and the approximate population is 6,342. There are three DAC and one SDAC.

West

- Cluster one deals with eight water districts and six cities. This cluster out of the nine has the most DAC and SDAC. In total there are fifty five DAC and sixty six SDAC. The cluster area has an approximate population of 187,226 and median household income (MHI) of \$30,814.00.
- Cluster two deals with four water districts and three cities. The MHI is \$33,649.00 and median population is 53,136. It contains twenty five DAC and 13 SDAC.
- Cluster four contains two water districts and three cities. The MHI is \$41,056.00 and approximate population is 14,841. There are 5 DAC and one SDAC.
- Cluster five contains two water districts and one city. The MHI is \$39,347.00 and the approximate population is 29,725. There are five DAC and two SDAC.
- Cluster nine contains two water districts and three cities. The MHI is \$32,439.00 and the approximate population is 5,253. There are two DAC and two SDAC.

Mountains

- Cluster three contains two water districts and two cities. The MHI is \$31,898 and the approximate population is 9,183. There are six DAC and six SDAC.

In the USARW Region, more than 325,000 residents in 208 census tracts are considered as disadvantaged. Of the 208 tracts 45% are considered severely disadvantaged. However, the vast majority receive water supplies that meet all state and federal standards for water quality from the utility which serves the area they live in. The water agencies listed in Table 4 are participating in the update and serve the listed communities.

Table 3: Summary of Collected DAC-related Data

Cluster #	Water Districts**	Cities-County	Range of MHI (Low-High) MHI	Approximate Population	Total DAC	Total SDAC	IRWM Category
1	<ul style="list-style-type: none"> West Valley Water District San Bernardino City Riverside Highland Water Company Rialto City Loma Linda City East Valley Water District Colton City San Bernardino Valley Municipal Water District 	<ul style="list-style-type: none"> San Bernardino Rialto Colton Grand Terrace Loma Linda Highland 	(\$7,411-\$45,750) \$30,814.00	187,226	55	66	West
2	<ul style="list-style-type: none"> Rubidoux Community Services District Riverside City Jurupa Community Services District Western Municipal Water District 	<ul style="list-style-type: none"> Sunny Slope Rubidoux Riverside 	(\$6,544-\$46,231) \$33,649.00	53,136	25	13	West
3	<ul style="list-style-type: none"> Big Bear Lake City Big Bear Community Services District 	<ul style="list-style-type: none"> Big Bear Lake Big Bear 	(\$18,553-\$43,173) \$31,898.00	9,183	6	6	Mountains
4	<ul style="list-style-type: none"> West Valley Water District San Bernardino Valley Municipal Water District 	<ul style="list-style-type: none"> Fontana Bloomington Rialto 	(\$31,827-\$45,749) \$41,056.00	14,841	5	1	West
5	<ul style="list-style-type: none"> San Bernardino City San Bernardino Valley Municipal Water District 	<ul style="list-style-type: none"> San Bernardino City 	(\$26,775-\$46,159) \$39,347.00	29,725	5	2	West
6	<ul style="list-style-type: none"> Redlands City San Bernardino Valley Municipal Water District 	<ul style="list-style-type: none"> Redlands 	(\$27,188-\$44,155) \$33,432.00	11,334	7	1	East
7	<ul style="list-style-type: none"> Yucaipa Valley Water District South Mesa Water District San Bernardino Valley Municipal Water District Western Heights Water Company 	<ul style="list-style-type: none"> Yucaipa Calimesa 	(\$29,186-\$44,179) \$37,124.00	9,683	6	2	East
8	<ul style="list-style-type: none"> Beaumont Cherry Valley Water District San Gorgonio Pass Water Agency 	<ul style="list-style-type: none"> Cherry Valley Beaumont Banning Calimesa 	(\$27,031-\$45,485) \$37,257.00	6,342	3	1	East
9	<ul style="list-style-type: none"> Eastern Municipal Water District Western Municipal Water District 	<ul style="list-style-type: none"> Riverside Moreno Valley March AFB 	(\$20,477-\$43,984) \$32,439.00	5,253	2	2	West

*Cities/County, Range of MHI, and Population details were not determined by cluster. Instead, they were determined based on the DAC/SDAC areas within each cluster.

**Valley District and Western MWD overlie most DAC areas, and Valley District overlies much of the Eastern Valley DAC areas.

Table 4: Water Districts and Cities/Counties Served

Water Districts	Cities/County
San Bernardino Valley Municipal Water District	<ul style="list-style-type: none"> • San Bernardino • Colton • Grand Terrace • Loma Linda • Highland • Fontana • Bloomington • Rialto • Redlands • Yucaipa
West Valley Water District	<ul style="list-style-type: none"> • Riverside, Co • San Bernardino, Co • Colton • Fontana • Rialto
San Bernardino City	<ul style="list-style-type: none"> • San Bernardino
Riverside Highland Water Company	<ul style="list-style-type: none"> • Colton • Grand Terrace • Riverside
Rialto City	<ul style="list-style-type: none"> • Rialto
Loma Linda City	<ul style="list-style-type: none"> • Loma Linda
East Valley Water District	<ul style="list-style-type: none"> • Highland
Colton City	<ul style="list-style-type: none"> • Colton
Western Municipal Water District	<ul style="list-style-type: none"> • Sunny Slope • Rubidoux • Riverside
Rubidoux Community Services District	<ul style="list-style-type: none"> • Rubidoux
Riverside City	<ul style="list-style-type: none"> • Riverside
Jurupa Community Services District	<ul style="list-style-type: none"> • Jurupa
Big Bear Lake City	<ul style="list-style-type: none"> • Big Bear City
Big Bear Community Services District	<ul style="list-style-type: none"> • Big Bear
Redlands City	<ul style="list-style-type: none"> • Redlands
Yucaipa Valley Water District	<ul style="list-style-type: none"> • Yucaipa • Calimesa
South Mesa Water District	<ul style="list-style-type: none"> • Calimesa
Western Heights Water Company	<ul style="list-style-type: none"> • Yucaipa
San Gorgonio Pass Water Agency	<ul style="list-style-type: none"> • Cherry Valley • Beaumont • Banning
Beaumont Cherry Valley Water District	<ul style="list-style-type: none"> • Beaumont • Cherry Valley
Eastern Municipal Water District	<ul style="list-style-type: none"> • Riverside

DAC Outreach Coordination

Distributed Approach and Organizations

The IRWM update group identified that DAC identification and outreach would be performed in two separate efforts for the update. The group through volunteers would prepare the section and preliminary analysis. Following a preliminary identification, organization and assessment described in section 2, the group would coordinate with participating entities for their outreach and results.

Coordination

On September 23, 2013 the IRWM update group met and discussed initial findings research and characterization. From this research determined that it was most feasible to have the local districts and agencies coordinate outreach for their areas. Because some of the efforts have been ongoing before the update and new efforts are planned, when results are obtained agencies will report them to the group for incorporation into the IRWM update on an ongoing basis until publication.

Inquiry and Outreach Results

Of the entities identified in Section 2.4 the three water agencies have reported their results in DAC communities. West Valley Water District (WVWD), Yucaipa Valley Water District (YVWD) and San Bernardino Valley Water Conservation District (SBVWCD) have characterized DAC and or SDAC areas in the boundaries.

West Valley Water District

West Valley Water District provided needs and project related to outreach they routinely do with the DAC areas in their District.

Yucaipa Valley Water District

Yucaipa Valley Water District provided needs and project related to outreach they routinely do with the DAC areas in their District.

San Bernardino Municipal Water Department

The San Bernardino Municipal Water Department provides feedback on the programs they use to serve the largest DAC areas in the region. The water and wastewater services are provided to DAC, SDAC and non-disadvantaged areas alike.

San Bernardino Valley Water Conservation District

San Bernardino Valley Water Conservation District identified Disadvantaged Unincorporated Communities in response to a sphere of interest and municipal service review in accordance with SB-244 and San Bernardino County Local Agency Formation Commission (LAFCO) guidance. LAFCO uses the same MHI level as the DWR guidance; however they focus on areas that are not in incorporated cities, because incorporated cities have powers and authorities to serve DAC communities in addition to those from any special district. The analysis indicates that in the IRWM Planning Region, more than 325,000 residents in 208 census tracts are considered disadvantaged. Of the 208 tracts 45% are considered severely disadvantaged. However, the vast majority receive water supplies that meet all state and federal standards for water quality from the utility which serves the area they live in. The water conservation and groundwater recharge services are provided to DAC, SDAC and non-disadvantaged areas alike.

Meetings and Documentation

Because coverage of DAC issues, separate from regular water or waste water service provision is a new element to planning most agencies indicated they will be incorporating this into their future efforts and will provide meeting and other documentation in the future. In most areas, the DAC

areas are served contiguous portions of the city or district for water supply, water quality and wastewater. City departments and districts have meetings with community representatives and customers in DAC and SDAC areas.

Recommendations

The IRWM group recommends the city departments and districts that have not already done so, undertake some organized outreach to DAC and SDAC areas in their jurisdiction, keep records of the interaction, needs and project ideas for future IRWM plan updates.

A large number of tracts in the Upper Santa Ana River watershed are classified as disadvantaged or severely disadvantaged based on the US Bureau of Census American Community Survey Median Household Income guidance. Nine cluster areas were identified in the three geographic regions of the plan. Cluster one is the largest by area and population. In the planning area, more than 325,000 residents in 208 census tracts are considered as disadvantaged. Of the 208 tracts 45% are considered severely disadvantaged. However, the vast majority receive water supplies that meet all state and federal standards for water quality from the utility which serves the area they live in. Areas with the largest concentrations of DAC and severely disadvantaged community (SDAC) residents have developed programs to assist the DAC members in paying their water related bills while still ensuring their water and wastewater service are meeting all applicable state and federal regulations. In these areas affordability can be a challenge which providers have special programs to assist residents and special grants may be available to households near the poverty level.

Water management strategies evaluated and considered for the IRWM Plan are designed to improve water supply reliability and water quality for these communities in the Region. The disadvantaged communities are dispersed throughout the Plan Area, and are served water by different water purveyors. The location of disadvantaged communities relative to project locations determines the range and extent of benefit a given project provides to an individual disadvantaged community.

For example, the larger, regional projects provide water supply reliability and/or water quality benefits to a water provider's service area or the Plan Area in total. While these projects do not specifically target disadvantaged communities, the benefits of the project may extend to one or more disadvantaged communities.

In addition there are individual projects located within the disadvantaged communities that directly benefit those areas by improving water supply reliability and/or water quality to the targeted disadvantaged community.

DAC Needs and Projects

While most participating water entities working on update of the IRWM Plan have initiated some effort to work with DAC or SDAC areas in their jurisdiction, two have provided detailed needs and potential projects responsive to the needs in their DACs.

Yucaipa Valley Water District

Yucaipa Valley Water District has disadvantaged community (DAC) sectors within its service area, shown as cluster 7 on Figure 2.2. One DAC community is located in the western portion of the District boundary known as the Dunlap area. Yucaipa Valley Water District provides sewer service to a portion of this area and the water retailer is Western Heights Water Company. The additional DAC areas which are centrally located in the City of Yucaipa are within the Yucaipa Valley Water District and South Mesa Water District service area for water and sewer service.

YVWD – Septic System to Sewer Conversion

The most beneficial disadvantaged community project within the Yucaipa Valley Water District service area is the conversion of septic systems to sewer. Discontinuation of the use of septic tanks will improve the groundwater quality in the Yucaipa Basin. Connection to the sewer system will prevent groundwater contamination and replace failing septic systems. This conversion would benefit the lower DAC community known as Dunlap.

YVWD – Water Use Efficiency - Direct Installation

The DAC community centrally located in Yucaipa would consist of direct installation services of water efficient devices reducing cost impacts. Replacing older inefficient water devices becomes an effective way to control wasteful water practices and reduce costs. Direct installation offers a turnkey approach with a seamless process. Customers can achieve instant savings while water districts record additional water savings to meet the requirements of the Water Conservation Act of 2009 SBx 7-7.

West Valley Water District

West Valley Water District's (WVWD) service area boundary includes portions of the Cities of Rialto, Colton, Fontana and unincorporated areas of San Bernardino and Riverside County. There are several DACs within this area Identified in cluster 1 and 4 on Figure 2.2. The largest being the community of Bloomington. WVWD is currently completing construction of a state-of-the-art treatment plant that uses green technology to remove perchlorate from the water at a fraction of the cost of other methods, making this water available to local DACs .

Bloomington is an unincorporated area located in San Bernardino County with an estimated population of 23,900. Bloomington was originally developed as part of the land holdings and formed as a township of the Semi-Tropic Land and Water Company which was formed in 1887. Bloomington is a rural DAC area that consists of older homes and larger lots that residents use to raise horses. WVWD is the main water supplier for this area, which is in DAC cluster 4.

The Bloomington Municipal Advisory Commission (MAC) is a Council made up of 5 members of the community that are appointed by the County Supervisor for that area. The MAC has been around for over 20 years and meets on a monthly basis to discuss issues, concerns and events that are taking place. Currently, two of West Valley Water District's Board members also serve as Council members on the MAC. At each of the meetings, Board members announce their involvement with the Water District so the residents at this time can voice concerns or questions they may have. The MAC promotes its meetings by announcing them in the local paper, through social media and letters are sent to residents from the County. From time to time when there is an important issue involving the District the General Manager and Assistant General Manager will attend these meetings and make presentations to the community. Also in the spring of 2013 the District started a newsletter specifically for the residents of Bloomington to enhance the District's communication with these customers.

Current WVWD Projects to assist the DAC area

In order to provide customers with a reliable water supply, the District embarked on a multi-year project in the Bloomington area to replace aging infrastructure. This project includes the construction of new waterlines, fire hydrants and water services. Construction on the first phase of this project is already underway.

Need and Project for Bloomington DAC Area

Residential Audit and Direct Install Services Project - Residents of this area have expressed the need for access to residential water conservation products that they cannot afford. In DACs and

especially this community homeowners and landlords cannot afford to replace old water inefficient fixtures. The district proposed a project supporting a program of direct install services for DAC water conservation. This program would target the DAC communities and the residents that are consuming water above a conservation threshold. This program would review water usage history and perform water audits for residential properties. An audit report identifying water saving opportunities and installation of equipment including faucet aerators, showerheads, high efficiency toilets, smart controllers and rotary irrigation nozzles will be installed in accordance with the audit report. The District would provide community outreach events and efforts to promote the program services and answer any questions.

City of San Bernardino Municipal Water Department

By far the largest area by population and tracts is cluster one. A large portion of cluster one is within the City of San Bernardino. The City of San Bernardino Municipal Water Department (SBMWD) has a long history of interaction with the DAC communities in their service area. In response they provide a number of special services residents and businesses in their service area. These services do not specifically apply to any IRWM Grant funded programs. However these model programs are include for information and because of these services the DAC and SDACs served by SBMWD do not have water supply and/or water quality issues and the same level of service applies to all. Many of these DAC related services are described below:

Extended Notice

SBMWD provides special water bill payment services for its customers especially disadvantaged customers. The programs meet or exceed the minimum legal requirements in regards to all residential customers, (including disadvantaged customers), and the delinquency process. By law the SBMWD is required to provide customers with three notifications prior to delinquency action, which may include interruption of water service. The notices are: 1. the original bill, 2. a reminder notice, and 3. a final shut-off notice. In addition, SBMWD provides a second reminder notice contained within the following month's bill.

Account Extensions

SBMWD offers all customers (including disadvantaged customers) the opportunity for a minimum of six account extensions per year. An account extension occurs when a customer requests and is granted protection from any delinquency action, including interruption of water service, with no money down for up to a month, giving them time to pay their bill.

Payment Plans

SBVMWD offer customers (including disadvantaged customers) the option of a payment plan, which is a long term payment arrangement. The customer normally starts a payment plan with a down payment, and the account balance is amortized over a one year or less, but can be extended to two years. The customer pays their current bill plus a fixed portion of their past bill in arrears. Under this arrangement the customer is not charged interest and is protected from any delinquency action for as long as they stay current on the payment plan.

Customer Assistance Program

The Customer Assistance Program (CAP) is provided to disadvantaged residential customers who are at or below the county poverty income threshold with a sixty dollar (\$60.00) annual reduction in their water bill. This is done by giving a five dollar (\$5.00) rebate on their monthly water bill to assist them in affording water and wastewater service.

Special Notification

The Third Party Notification service is available and supports DAC households, the elderly and disabled. Customers can request SBVMWD automatically send duplicate delinquency notices to a family member or caretaker whenever the account first becomes delinquent, well in advance of a potential interruption of water service.

Medical Alert Notification

The Medical Alert Notification system supports customers who have provided acceptable documentation that loss of water would be life threatening and water is not shut off in the normal delinquency process.

Multilingual Services

A significant portion of low income customers of the District speak only Spanish all critical customer functions, customer service counter, call center, cashiering, and field service staff have Spanish bi-lingual employees who can assist customers on the phone, in person and in the field.

Due to continuous interaction with DAC residents no specific needs or documents is developed for outreach or needs. No specific projects were identified by the SBMWD, however these model programs may be useful in other areas which server large DAC and SDAC communities.

Potential Projects Summary

DAC Water Conservation efforts and projects are proposed for Yucaipa and West Valley Districts DAC areas as a way to reduce water waste and reduce cost to the DAC's they serve. This approach has been viable in other areas and as individually or combined regional project. YVWD identified DAC need for septic to sewer conversion to both improve long term water quality as well as increase compliance with ordinances for connection.

Other Grant Opportunities

The IRWM update group also reviewed water costs and household income. Several grant entities offer additional grant availability for areas where water costs more than set percentages of MHI. The California Department of Public Health offers special DAC grant options when 1.5% of MHI is expended for water. Significant areas of the valley meet this criterion. The US Environmental Protection Agency has programs for areas where 2.5% of MHI is expended for water. The World Health Organization and California Water Plan identify critical water affordability, an indicator of assistance at 3% and 2% respectively. Figure 4-1 shows significant areas qualify by income and average water rate for these income based water supply grant programs. Some areas shown in Figure 4-1 have incomes below the poverty line for the average household size for the area.