

Assessment of Equity and Opportunity for Affordable Housing Residents



January 2014



ASSESSMENT OF EQUITY AND OPPORTUNITY FOR AFFORDABLE HOUSING RESIDENTS

REPORT OF FINDINGS AND RECOMMENDATIONS

January 2014

Prepared for:



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About the Lane Livability Consortium

The information summarized in this report was prepared at the request of a coalition of local public, nonprofit, and educational agencies and organizations called the Lane Livability Consortium. These entities are working together through the Lane Livability Consortium to find new ways to advance community growth and prosperity in the Eugene-Springfield metropolitan area. The Lane Livability Consortium was established in 2010 in order to apply for and receive a Sustainable Communities Regional Planning Grant from the U.S. Department of Housing and Urban Development. The Consortium's efforts are funded through the Regional Planning Grant and with leveraged resources contributed by local partner agencies. Work through the Consortium commenced in 2011 and will conclude in 2014.

Partner agencies include City of Eugene, City of Springfield, Lane County, Eugene Water and Electric Board, Housing and Community Services Agency of Lane County, Lane Council of Governments, Central Lane Metropolitan Planning Organization, Lane Transit District, Oregon Department of Transportation, St. Vincent de Paul Society of Lane County, University of Oregon Sustainable Cities Initiative, and the University of Oregon Community Planning Workshop.

The primary focus of the Consortium is to identify opportunities for greater impacts and linkages among our region's core plans and investments related to land use, transportation, housing, and economic development. Other Consortium initiatives include work on public engagement, scenario planning, use of data for decision-making, regional investments, organizational capacity building, and catalytic projects.

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1.0 EXECUTIVE SUMMARY

INTRODUCTION

In 2013, the Lane Livability Consortium (LLC) initiated an assessment of low-income residents of subsidized and affordable rental housing developments within Eugene and Springfield, in partnership with St. Vincent de Paul Society of Lane County (SVDP), Metropolitan Affordable Housing Corporation (Metro), the Housing and Community Services Agency of Lane County (HACSA), the City of Eugene, and the City of Springfield. The purpose of this assessment is to solicit resident input to identify and analyze the issues of equity, access, and opportunity within the region and to consider how the findings could inform agency plans, policies, and major investments. Funding for this effort was provided by the Sustainable Communities Regional Planning Grant through the U.S. Department of Housing and Urban Development (HUD).

This assessment expands on previous surveys of area affordable housing residents (conducted in 2008 and 2005) by focusing on issues of access, equity, and opportunity. Experience informs us that most residents of affordable housing have difficulty participating in traditional public engagement processes, and thus, the results of this assessment are intended to broadly inform multiple planning areas. While the lead agencies provided the most guidance in development and implementation of the assessment, feedback was sought from the entire Lane Livability Consortium to maximize the applicability of the results and findings.

This assessment will compliment other equity projects from the LLC including the Equity and Opportunity Assessment (EOA), and the Latino Public Participation and Community Indicators Project. Results and findings will also inform the City of Eugene Consolidated Plan, Fair Housing Plan, the Housing Dispersal Policy, Lane Coordinated Public Transit - Human Services Transportation Plan and other policies implemented with public funding. Results will be shared with public service providers, city staff, community leaders and the public.

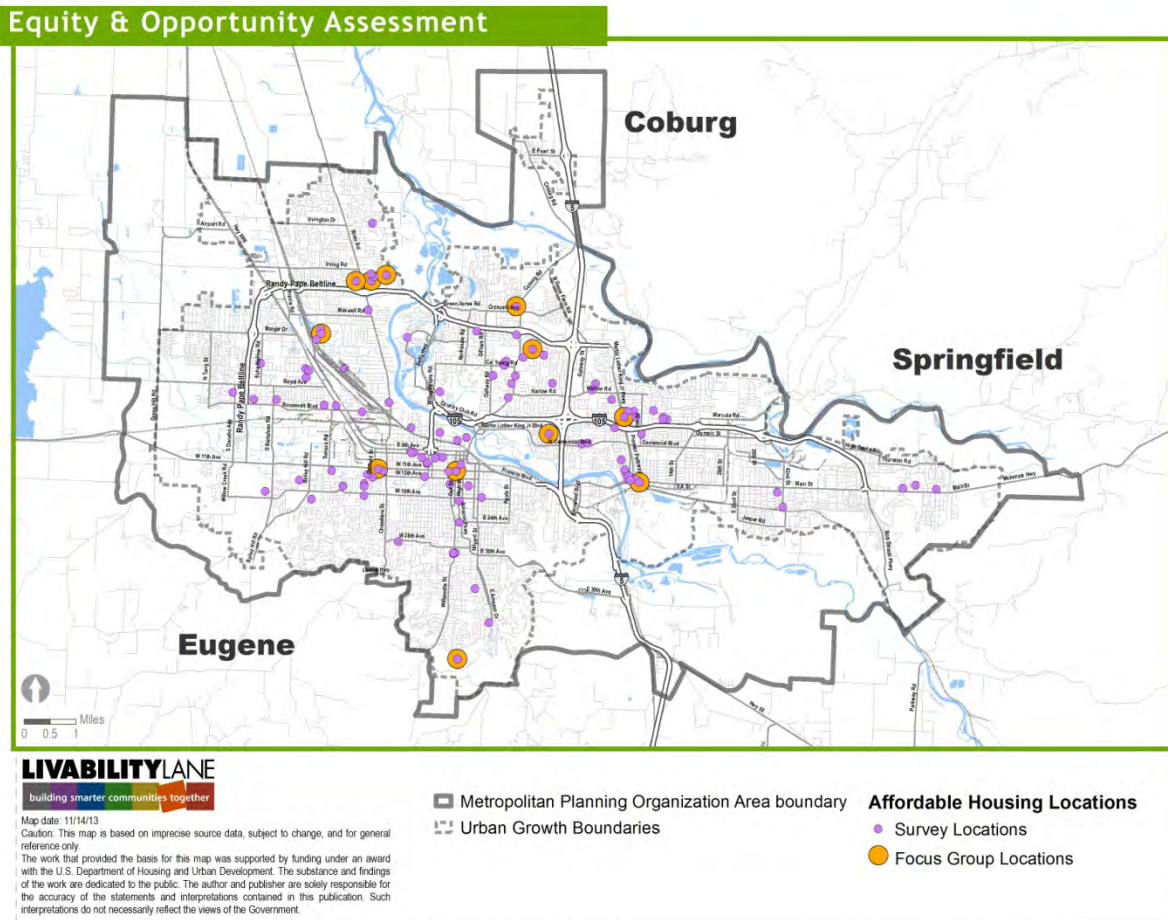
PROJECT APPROACH

In July, the project manager convened focus groups of Resident Services staff from SVDP and Metro to discuss issues that residents face when attempting to move toward greater self-sufficiency. This input provided a foundation to develop resident focus groups. In July and August, 128 residents participated in 12 focus groups in affordable housing developments across Eugene and Springfield, including one focus group conducted in Spanish.

In September, a written survey available in English and Spanish was distributed to approximately 2,380 housing units owned and managed by SVDP, Metro and HACSA. A total of 692 surveys were returned for a response rate of 29%. *Map 1-1* shows the locations of the affordable housing developments that participated in the focus groups and surveys.

Participants in the focus groups and survey were asked to respond to questions in ten topic areas. Residents highlighted critical issues of equity and opportunity in our region. An analysis of their responses is presented in this report.

Map 1-1: Affordable Housing Locations for Survey and Focus Groups



SUMMARY OF KEY FINDINGS AND RECOMMENDATIONS

The key findings and associated recommendations are organized thematically into ten topic areas. Each area identifies resident perspectives as well as observations of the project leaders and includes recommendations to enhance equity, access, and opportunity for affordable housing residents. A detailed list of findings and recommendations is presented in Section 4.0. Below is a summary.

While the project focused on issues of access and opportunity, it is important to note that many residents experienced significant benefits from their affordable housing over their previous living situations. These impacts have been well documented in previous resident surveys. In particular, residents repeatedly describe experiences with high housing costs, poor housing quality, and undesirable neighborhood conditions. These challenges faced by low-income people in the private market exacerbate instability, result in poor health outcomes, and make it more difficult for resident to afford food, health care, and other basic needs.

Location of Housing and Geographical Access to Services

- The three most important housing characteristics identified when selecting housing were Affordability, Quality, and Safety. Access to Transit and Location were also important.
- Affordable rental housing is distributed across multiple areas of Eugene and Springfield.
- Most residents believe their current housing is conveniently located to services.
- Residents indicated access to grocery stores, pharmacies, doctors, public transit, banks, schools, parks, and employment should continue to be considered in future housing projects.
- Choices in housing types, amenities and locations expand resident opportunities.

Recommendation 1: Continue to emphasize housing choice in developing affordable housing with respect to location, unit sizes, and building types. Continue to consider access to frequently used services, jobs, and neighborhood amenities in affordable housing siting decisions.

Perception of Safety

- The level of police presence is not perceived as adequate by many affordable housing residents.
- Responses to questions about “feeling safe” often focused on traffic safety concerns about specific areas rather than crime concerns, although crime concerns were also expressed.
- Residents were frustrated about the lack of a clear communication channel for reporting crimes, indicating that if they reported crimes to the police, they were sometimes told to contact the property manager, and if they reported crimes to the property managers, they were sometimes told to call police.

Recommendation 2: Enhance police presence in traffic enforcement and responses to calls for assistance from residents.

Recommendation 3: Improve coordination between police and property managers, and educate residents about when to call police and when to call property managers.

Services Needs Assessment

- The Services Needs Assessment showed residents are having problems affording food, clothing, housing, legal assistance and health care.
- Households with children also had problems affording childcare and utility bills.
- Residents are not aware of many existing services available to them in the community.
- Affordable housing providers have direct access to residents and are able to connect them with other programs and services in the community that increase their opportunities. This is a tremendous advantage for residents of affordable housing over other low-income members of the community.

Recommendation 4: Preserve social and community services identified by residents as critical needs. Explore opportunities to increase awareness of assistance opportunities available to low-income residents.

Recommendation 5: Improve communication and coordination between residents, housing providers, and service providers to better connect residents with existing services.

Childcare

- Most residents care for their children at home and do not use childcare. Those who need childcare mostly use friends, family, and neighbors rather than childcare centers.
- High childcare costs and low salaries adversely affect parents of young children from seeking employment.
- Residents suggested ideas to increase the availability of childcare for working parents such as: co-locating affordable childcare centers with housing developments, training and certifying more home-based childcare centers, facilitating childcare exchanges within developments, and supporting affordable after-school care.
- **Recommendation 6:** Explore different ways to increase childcare options.
- **Recommendation 7:** Explore different ways to increase access to after-school activities for older children.

Schools

- Whether children attended assigned schools or school choice schools, most affordable housing residents were satisfied with the quality of their children's schools.
- After-school activities and care options were not accessed by some families due to cost and transportation challenges.

Recommendation 8: Explore ways to provide free LTD bus passes to youth for easier transportation to school and after-school activities.

Transportation and Traffic Safety

- The primary mode of transportation for survey respondents is cars (54%), with higher car usage by parents with children (70%). Residents with more limited means or opportunities also predominately traveled by car, including households earning less than \$10,000 per year (46%), and senior and disabled populations (48%).
- Residents who do not drive (30%) had concerns about cost of bus passes, bus frequency, lack of night and weekend service, and difficulty getting to and from bus stops because of traffic safety concerns.
- Major traffic safety concerns were related to speed, sidewalks, crosswalks and crossing signals at traffic lights.

Recommendation 9: Explore ways to improve traffic safety, lighting, and connectivity around affordable housing developments to improve access to bus stops and schools and along similar critical high pedestrian routes.

Recommendation 10: Increase affordability of and access to public transportation for affordable housing residents.

Health and Wellness

- The majority of affordable housing residents have health insurance, and most of that coverage is provided by Oregon Health Plan and Medicare/Medicaid. The costs related to healthcare continue to be a serious problem and most insurance plans do not have any coverage for dental care, vision, or prescriptions.
- Lack of access to nutritious food, safe places to exercise, and health care negatively impact residents' health.

Recommendation 11:

Explore ways to connect efforts to improve the health of affordable housing residents. In addition, explore ways to elevate housing affordability and quality as a public health issue.

Food and Nutrition

- Even though approximately 78% of survey participants receive some SNAP benefits (food stamps), affording food was still a serious concern for 45% of the survey participants.
- Improving access to food pantries and expanding community gardening programs could relieve the cost of food for affordable housing residents.

Recommendation 12: Facilitate access to affordable nutritious food for low income residents of affordable housing.

Financial Opportunities

- Approximately 77% of survey participants had a checking account with a bank or credit union and 53% had savings accounts.
- 2% of survey respondents had Individual Development Accounts (IDAs).
- 16% did not have a checking, savings or Individual Development Account.

Recommendation 13: Educate residents about available financial services and find ways to provide greater access to Individual Development Accounts.

Access to Jobs

- Barriers to employment were significant as evidenced by the percentage of people working (33%) and looking for work (24%).
- Primary barriers are low salaries, not enough experience, not enough training, disability, childcare and transportation.
- Many residents do not know about existing resources to help them find employment and indicated better access to computers and the Internet could also help them find employment.

Recommendation 14: Explore community partnerships to connect affordable housing residents with assistance increasing economic opportunities.

Barriers to reentering the Private Housing Market

- In comparison to previous surveys, residents identified greater barriers to moving out of affordable housing. More residents are seniors and persons with disabilities that have

fixed incomes. These shifts are consistent with overall demographic changes in the region.

- For other households, many have been unable to sufficiently increase their incomes to access quality private market housing. In fact, many residents described difficulties paying subsidized rents and were fearful of losing their units.
- Less frequent turnover in affordable housing units has decreased opportunities for those who are in need of affordable housing and resulted in longer waits for units.

Recommendation 15: Explore ways to increase the affordable housing units in the region.

Neighborhood Associations

- Few residents in Eugene knew about their neighborhood associations, or knew that neighborhood associations could be advocates for them.
- Coordination between the affordable housing developments and neighborhood associations could build mutually beneficial relationships.

Recommendation 16: Educate residents in Eugene about the existence of their neighborhood associations and how they can be used to foster change.

2.0 ASSESSMENT METHODOLOGY

2.1 DEVELOPMENT OF PROJECT SCOPE

The Lane Livability Consortium's assessment of affordable housing residents was led by St. Vincent de Paul Society of Lane County, Inc. (SVDP), in collaboration with other agencies that were instrumental in reaching disadvantaged community residents. SVDP, Metropolitan Affordable Housing Corporation (Metro), and the Housing and Community Services Agency of Lane County (HACSA) are the three largest affordable rental housing providers in the region, dedicated to serving the low-income population. Other lead agencies in the project were the City of Eugene and the City of Springfield, which provide various forms of support for the development of affordable housing within their respective jurisdictions. In May 2013 a project manager was hired to coordinate the assessment with all the housing providers and affordable housing residents. In June, representatives of the lead agencies met to determine the scope of the assessment. It was determined that the activities of the assessment would be to:

- 1) Gather quantitative and qualitative data from disadvantaged community members;
- 2) Analyze data from the outreach effort;
- 3) Identify issues of equity, access and opportunity that could be addressed; and
- 4) Develop recommendations for policies, programs, and investments based on the analysis.

There were five steps in the assessment. The first was to convene a focus group of Resident Services Coordinators. In affordable housing developments, Resident Services Coordinators (RSCs) assess the needs of the tenants and provide services to meet those needs, from financial counseling classes to summer camps for children. Because the RSCs hear concerns of residents, they could identify some of the primary issues regarding equity and access.

The second step was to hold focus groups in targeted affordable housing developments. The lead agencies wanted to hold at least eight focus groups in affordable housing developments managed by SVDP, Metro, and HACSA, including at least one focus group in Spanish targeted for Latino residents. The third step was to distribute a survey to low-income residents of affordable housing developments owned and managed by SVDP, Metro, and HACSA. The focus groups and survey questions would be designed to identify residents' concerns and opinions about their opportunities and access to housing, transportation, healthcare, childcare, schools, employment and other services.

The fourth step of the process was to analyze the data and identify common concerns related to equity and access. The lead agencies examined the data from the focus groups and the surveys to determine trends. The aggregated results were considered in addition to the responses based on individual developments, geographical region, and household type to identify concerns that may be particular to a sub group. Issues related to equity, opportunity and access were studied to explore whether the problems could be alleviated through policies, programs, or public investments.

The last step was to develop recommendations to improve equity and access issues. The analysis of data collected from the focus groups and surveys uncovered common issues. Recommendations include ways to address the identified concerns to enhance equity, access and opportunity for low-income residents. Finally, the findings and recommendations from the gathered quantitative and qualitative data would be included in the Equity and Opportunity Assessment (EOA) report so that it may be used to assist governmental and nongovernmental agencies in a wide variety of planning and program development efforts.

2.2 DEVELOPMENT OF FOCUS GROUP AND SURVEY QUESTIONS

As part of the EOA for the U.S. Department of Housing and Urban Development, the Lane Livability Consortium had completed a quantitative analysis of the region using census tract level data from various official sources such as the U.S. Census Bureau. The data was illustrated with maps examining geographical areas of inequity related to different topic areas. Some examples of maps to measure equity by census tract were median household income, presence of Latino and minority households, and population with a disability. The maps inspired curiosity about equity and opportunity for low-income residents in many topic areas. Some questions to emerge from the EOA data mapping project that the focus groups and survey could help to illustrate were:

- 1) Where are the best sites for affordable housing and who should it be targeted to: veterans, families, older adults, etc.?
- 2) What are the impacts of siting decisions related to resident satisfaction and access to services?
- 3) Could the quantitative data be clarified with real voices of affordable housing residents?

In addition to the topic areas highlighted by the EOA maps, focus group and survey topics were solicited from other community leaders. As service providers and members of the vast community service network in the region, the assessment lead agencies identified issues of equity and opportunity that were already community concerns needing more analysis. Some questions were used from surveys implemented in previous years by the City of Eugene, United Way, and other agencies. Input was also provided by the United Way; the 4J and Bethel school districts; Lane Coalition for Healthy Active Youth (LCHAY); Centro Latino Americano; the University of Oregon Planning, Public Policy and Management Department; Lane County Network for Immigrant Integration; and City of Eugene staff in Equity and Human Rights. From the discussions, the questions for the focus group and survey were developed in the topic areas below. *Appendix A* includes the survey and focus group questions.

- Location of Housing and Geographical Access to Services
- Perception of Safety
- Services Needs Assessment
- Childcare
- Schools
- Transportation and Traffic Safety
- Health and Wellness

- Food and Nutrition
- Financial Opportunities
- Access to Jobs

2.3 SELECTION OF SITES FOR FOCUS GROUPS

Focus groups were to be held in affordable housing developments to maximize convenience and participation. SVDP, Metro, and HACSA selected the sites from the properties they owned and managed. Sites were selected based on the following criteria:

- Geographic distribution. It was important to have sites well distributed in Eugene and Springfield to investigate how geographic location impacts accessibility to services and opportunities.
- Availability of a community room, or a location to hold a focus group. The greatest participation would occur if focus group meetings were held in a familiar place as close to home as possible.
- Involvement of a Resident Services Program. Sites were prioritized if a Resident Services Coordinator (RSC) worked within the development. Sites with RSCs were more likely to be accustomed to community meetings and activities, and RSCs could advertise the focus groups at other events within the development.
- Development population. It was important to hold focus groups in developments with a variety of housing types and household types.
- Clustered sites. Three sites were selected where multiple affordable housing developments were in the same area, to try to get participation from all the developments in the area.
- One focus group in Spanish. The site was selected based on the number of Latino households living in affordable housing developments in the area.

After weighing all the options, twelve sites were selected: ten in Eugene and two in Springfield. *Table 2-1* shows the focus group sites, locations, and managing agencies. See *Map 1-1* for geographical locations.

Table 2-1: Focus Group Sites

Development	Address	Managing Agency
Aurora Building	100 E. 11 th Ave. Eugene	SVDP
Lamb Building and Oakwood Manor	1870 W. 11 th Ave. Eugene	SVDP
Maplewood Manor	2855 Matt Dr. Eugene	HACSA
The Park at Emerald Village	1950 N 2 nd St. Springfield	Metro
Ross Lane Apartments	2650 Ross Ln. Eugene	SVDP
Royal Building	509 Main St. Springfield	SVDP
Santa Clara Place	120 Santa Clara Ave. Eugene	SVDP
Apple Orchard, Green Leaf, Oak Leaf (the Villages) and Santa Clara Place (in Spanish)	2670 Edgewood Dr. Eugene	Metro and SVDP

Walnut Park and Turtle Creek	925 Hatton Ave. Eugene	HACSA
Willakenzie Crossing, Willakenzie Townhomes, Fourteen Pines, and Sheldon Village	3057 Willakenzie Rd. Eugene	Metro and HACSA
Willamette Gardens	3545 Kinsrow Ave. Eugene	Metro
Woodleaf Village	745 Woodleaf Ln. Eugene	Metro

2.4 METHODOLOGY OF FOCUS GROUPS

Focus groups took place in the community room of the developments. Focus groups were advertised at least two weeks in advance by flyer, by agency newsletter, and by word-of-mouth via the Resident Services Coordinators. Some flyers were in Spanish to encourage Latino participation. Focus groups were held on weekday evenings for 90 minutes in July and August 2013. Pizza, salad and refreshments were provided for dinner as an incentive. Childcare was provided at the sites for residents with children.

The meeting facilitator explained the project purpose and asked residents the focus group questions. The facilitator wrote the residents' comments on a large flip chart so that residents could review the accuracy of the dictation. In some meetings there was a second note taker. At the end of the meetings, the facilitator did a raffle for participants to win \$20.00 gift cards to the nearest grocery store. The focus group at the Villages was entirely facilitated in Spanish although there was Latino participation in several of the focus group meetings. In 12 focus group meetings, 128 residents participated. The summary of the focus group meetings can be accessed in *Appendix B*.

2.5 METHODOLOGY OF THE SURVEY

The 2013 Community Survey was distributed to approximately 2,380 households in 44 developments owned and managed by SVDP, HACSA and Metro in September 2013. The developments were diverse in geographical location, housing types (multi-family apartments, low-rise apartments, attached and detached single family residences) and financing mechanism (public housing, tax-credit, and special needs). A list of the participating developments is in *Appendix C*. Income limits for the majority of units are households with incomes less than 60% of area median income (AMI), although some units serve households with incomes up to 80% AMI.

Surveys were delivered directly to each door. Over 100 households in HACSA's scattered site single family homes as well as Spanish-speaking HACSA households received surveys in the mail. The cover letter explained the general purpose of the survey and that the responses would be used to inform local governments and service providers of concerns and needed changes in the community. As an incentive, there was a location on the survey where residents could write their name and address to be entered in a raffle to win one of five \$100.00 gift cards to a grocery store of their choice. Although residents would provide their names, the cover letter provided an assurance of confidentiality and anonymity for all responses; the raffle entries were removed from each submitted survey prior to data input. The cover letter in

English had a message in Spanish about the raffle and how to receive a survey in Spanish. Agencies distributed surveys in Spanish to households they identified as Spanish-speaking.

The surveys were mostly closed-ended multiple choice questions. There were some options to write in alternative responses. The survey had three open-ended questions in which residents could elaborate on issues of safety, traffic safety and any other relevant topic. The survey was long, 59 questions, because so many different groups contributed survey questions.

Residents had two weeks to submit survey responses. Housing developments with centralized community rooms had drop boxes to submit the surveys. All other households were provided with stamped addressed envelopes with which to mail back the surveys. A total of 692 survey responses were received for a total response rate of 29%. In total 243 surveys were mailed back, which was a response rate of 34% for the mailed surveys. The 2013 Community Survey Results Summary can be accessed in *Appendix D*.

3.0 ASSESSMENT RESULTS AND FINDINGS

3.1 HOUSEHOLD INFORMATION

Demographic information was not collected for focus group participants. The meeting facilitator observed diversity in age, race, ethnicity, disability, and familial status in the focus group meetings. Few demographics were collected for the Community Survey to allow more room for other questions. Of the survey respondents, 51% were single person households and 22% were 2-person households. Just 36% of respondents had children under the age of 18 in the household. Metro residents had the highest rate of households with children (43%). HACSA and SVDP likely had fewer because of the number of housing units they provide that are targeted to single, elderly, and disabled households. The survey did not ask about race or ethnicity. It is difficult to determine the exact number of Latino survey respondents, because many Latinos likely answered the survey in English. Only 1.4% of surveys returned were Spanish language surveys. In focus groups and in surveys, concerns of Latinos were the same concerns of affordable housing residents in general.

Figure 3-1 shows the income range of survey respondents. Nearly half the respondents have incomes of less than \$10,000 per year and 94% of respondents have incomes of less than \$25,000 per year. Figure 3-2 shows the sources of household income. Residents were able to select more than one source of income in this survey question. Approximately 63% of residents receive government subsidies such as Social Security, Disability, Unemployment and Temporary Assistance for Needy Families (TANF). For the households earning less than \$10,000 annually, 72% received government subsidies. In addition, 78% of survey respondents received Supplemental Nutrition Assistance Program (SNAP), also called food stamps.

Figure 3-1: Annual Household Income Range

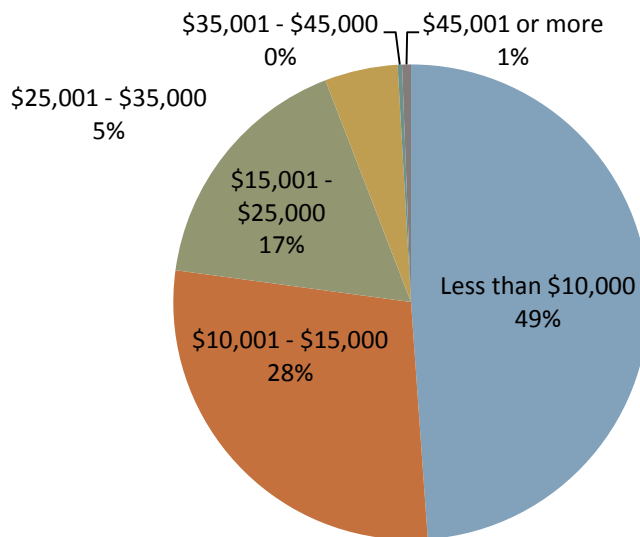
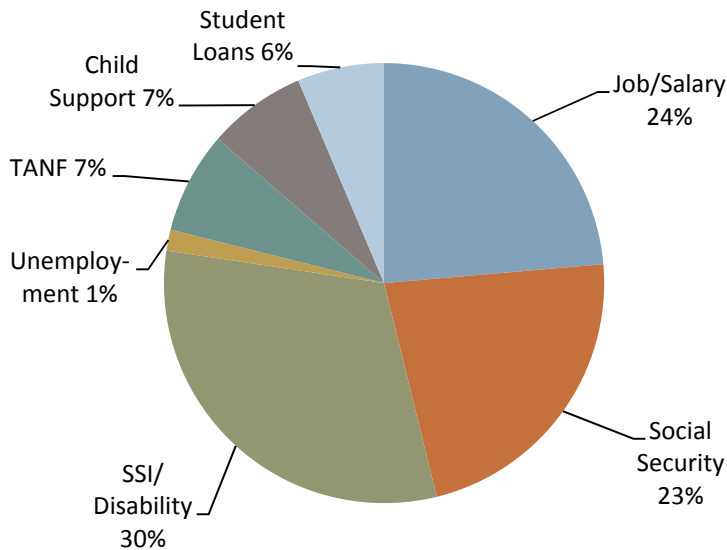


Figure 3-2: Sources of Income



The survey captured the duration of household occupancy. Of the respondents, 34% had lived in their homes for five years or more, and approximately 23% had lived in their homes less than one year. The results differed by agency. Of HACSA residents, 46% had lived in their homes five years or more. The majority of Metro residents (60%) lived in their homes less than two years.

The agencies were interested in learning how long residents had been on the waiting list prior to occupying their residence. It is important to note that residents responses were based on when they moved in and do not reflect the current waitlist times. Half of HACSA residents who responded had been on the waiting list for at least a year. Just 18% of SVDP residents and 13% of Metro residents were on the waiting list for a year. The majority of Metro residents (56%) had been on the waiting list less than two months, while 45% of SVDP residents and 27% of HACSA residents were on the waiting list less than two months. For residents living in their housing less than two years, waiting list times were similar for HACSA and Metro. However, for SVDP survey respondents who lived in their housing less than two years, none were on the waiting list longer than six months, and 55% were on the waiting list less than two months.

Of the survey respondents, only 8% had educational attainment less than high school graduate or equivalent General Educational Development (GED). Approximately 40% of respondents had some college; 20% were college graduates; and 5% had received technical, vocational, or trade certifications.

3.2 LOCATION OF HOUSING AND GEOGRAPHICAL ACCESS TO SERVICES

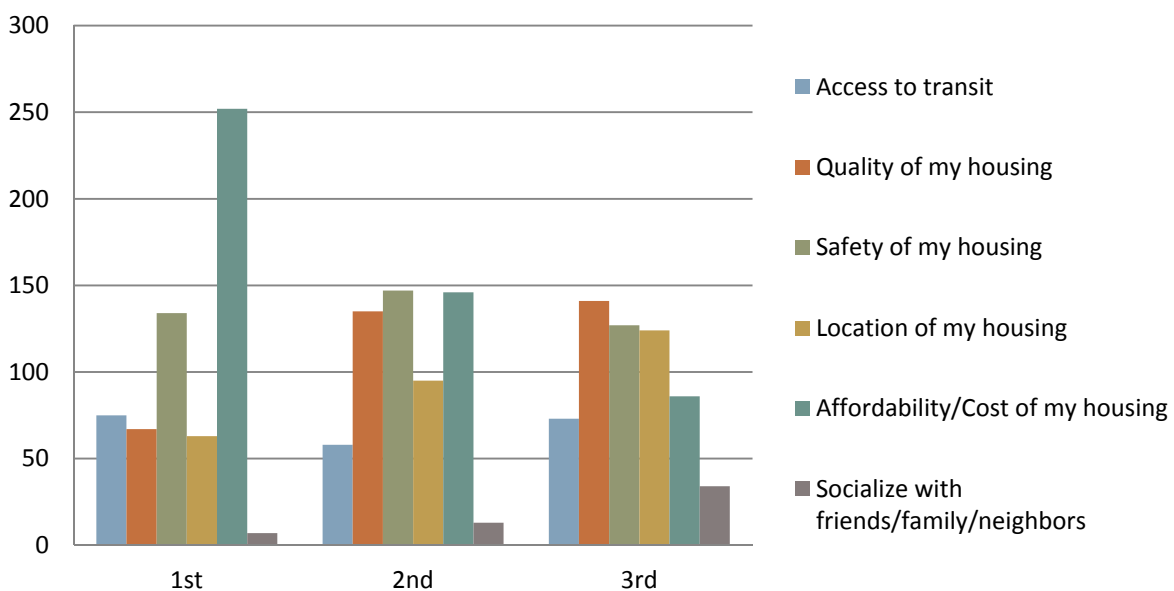
The focus group and survey requested information from affordable housing residents about their satisfaction with the location of their housing. Local governments and service providers

wanted to know the most important factors in selecting housing. Some residents said they did not have a choice in housing development; they had to take the first available unit. If residents in the focus groups had not selected the particular development in which they lived, they were asked what developments they preferred and why. Residents were asked about services that were convenient to their housing and what services should be closer. The information would be useful in selecting sites for future affordable housing developments.

3.2.1 Importance of Housing Characteristics to Select Housing

For the majority of residents, the most important housing characteristics when selecting housing were Affordability, Quality and Safety. Location and Access to Transit were also important factors in selecting housing. *Figure 3-3* shows the ranking of important housing characteristics when selecting housing. Affordability was the highest ranked characteristic (58% of survey respondents selected Affordability as their first or second ranked most important housing characteristic), while Safety was the second highest ranked characteristic (41% of respondents selected Safety as their first or second ranked housing characteristic).

Figure 3-3: Rank of Importance: Housing Characteristics



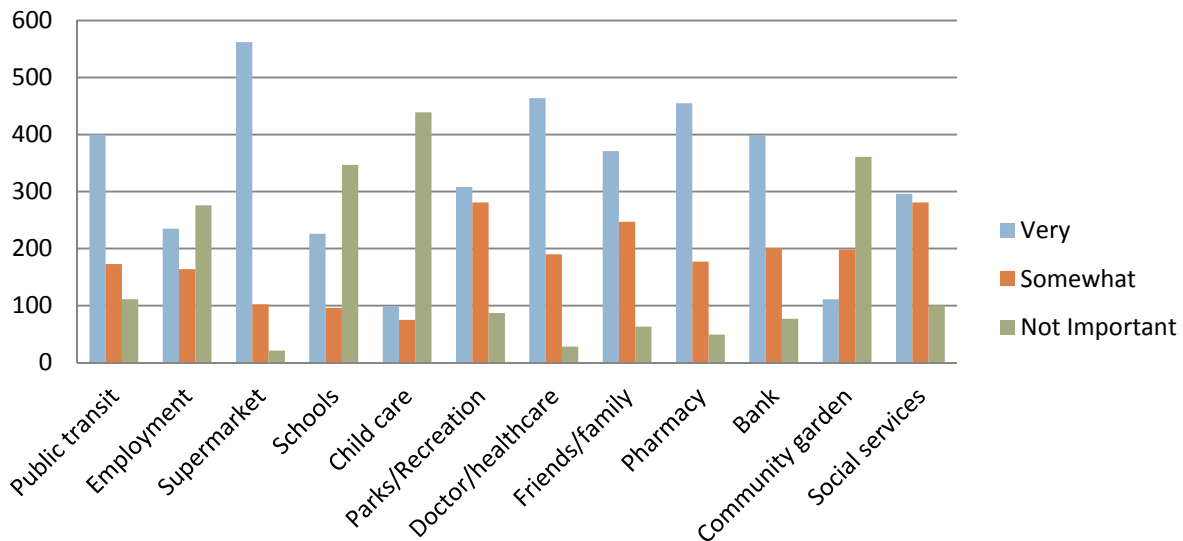
3.2.2 Importance of Proximity to Services

In the survey, residents were given a list of services and asked whether their housing was convenient to those services. Convenience was defined as 15 minutes by car, or 30 minutes by walking, biking or riding the bus. The majority of respondents wrote that all the listed services were convenient to their housing except for Childcare and Community Gardens. Of the households with children that responded to the survey, few used childcare (see Section 3.5 for more about childcare), but 44% responded that their housing was convenient to childcare. The focus groups also discussed the list of services, and yielded the same general responses. Most residents consider that their housing is convenient to services.

Residents were asked how important it was to them to have the same list of services near their housing: Very Important, Somewhat Important or Not Important (*Figure 3-4*). The majority of respondents selected Supermarkets (81%), Pharmacy (68%), Doctor/Healthcare (67%), Transit (58%), and Bank (58%) as Very Important. Because of the high number of households without children, Childcare and Schools had the highest response of Not Important. Community Gardens was also frequently selected as Not Important (52%). Employment was presumably selected as Not Important (40%) because there are so many residents who have disabilities, are retired or do not work for other reasons.

Of the 245 households with children that responded to the survey, 78% selected Schools as Very Important to be near their housing, although only 34% responded that Childcare was Very Important. Proximity to Parks (60%) and Employment (51%) was also more important to households with children than for all survey respondents.

Figure 3-4: Importance of Services Close to Housing



3.2.3 Location of Housing Findings Summary

In general, residents in all different developments around Eugene and Springfield responded that their housing was conveniently located to all important services. Several residents commented that they would want a discount grocery store like WinCo located closer to their housing. Many residents commented that they did not have a location choice because they took the first available housing unit. Availability depends on the number of bedrooms the households need. HACSA residents are not given a choice of development, but are provided with the first available unit. SVDP residents are given a choice of only the developments with openings, and can only refuse one development before losing their slot on the top of the waiting list. Metro residents have choice in their housing development, although some developments have longer waiting lists than others.

There was evidence of self-selection in housing location in both SVDP and Metro housing developments. Single person households who primarily rode transit tended to live in the more centrally located or downtown apartments. Families with children and households with cars tended to live in the developments farther from the centers. The choice in locations was very appealing for residents, although they did not feel every development was equal in terms of quality and safety.

3.3 PERCEPTION OF SAFETY

When residents were asked whether they felt “safe” in their housing unit, their housing complex and/or the neighborhood, the answers were often associated with traffic safety issues rather than crime concerns. However, residents in many developments did express concern about crime issues. Overall, 75% of residents responded that they Agree or Strongly Agree that they feel safe in their housing complex, and 60% Agreed or Strongly Agreed that they felt safe in their neighborhood. Only 8% of survey respondents Disagreed or Strongly Disagreed they felt safe in their home, 12% Disagreed or Strongly Disagreed they felt safe in their complex, and 18% Disagreed or Strongly Disagreed they felt safe in their neighborhoods.

A perception of safety question was asked in the 2006 and 2008 City of Eugene Affordable Housing Resident Survey, but it asked if residents “felt safe in their home and neighborhood.” Because the 2013 survey separated out home and neighborhood, there were different results. Residents feel less confident about their safety in their neighborhoods. The results of the past surveys and the 2013 survey are compared in *Table 3-1*.

Table 3-1: Feeling of Safety in Residents’ Homes and Neighborhoods

Agree or Strongly Agree: I feel safe in my home and neighborhood.				
	2006	2008	2013-Home	2013-Neighborhood
Overall	79%	73%	83%	60%
HACSA	86%	73%	83%	62%
Metro	87%	65%	83%	59%
SVDP	67%	76%	82%	57%

Source: City of Eugene Affordable Housing Resident Survey, 2006 and 2008

Certain housing developments had a higher number of resident responses with negative feelings of safety in their neighborhoods. Metro developments with significant responses of “disagree or strongly disagree that they feel safe in their neighborhood” were: Park at Emerald Village in Springfield (28%), Willamette Gardens (28%), and West Town (28%). SVDP developments with significant responses of “disagree or strongly disagree that they feel safe in their neighborhood” were: Aurora Building (30%), Lamb Building (48%), Mac McDonald (38%), and Oakwood Manor (29%). HACSA developments with significant responses of “disagree or strongly disagree that they feel safe in their neighborhood” were: Abbie Lane Apartments (26%), Jacob’s Lane (29%), Laurel Gardens (46%), and McKenzie Village (26%). These developments represent a wide range of geographical areas, housing types, and family and

single populations. Some developments are in busy traffic areas and some are not. Negative perceptions of safety cannot be attributed to any specific area or type of housing.

Residents in the focus groups and survey wanted more enforcement to improve their safety. Besides traffic safety issues, the primary safety concerns of residents were “drug houses,” drug use, and drug sales in the neighborhood, particularly in public areas such as the bike path and parks. Many residents were worried about drug use within their housing complex and its affect on children and residents in recovery for addictions. The main crime reported was theft: bicycle theft and car break-ins. Some residents had fear related to neighbors, within the complexes or outside the complexes. The residents were frustrated that when they reported crimes about neighbors (physical threats, stalking, and vandalism) the police told them to report it to their property manager and their property manager told them to report it to police.

“Police seldom patrol regularly as a deterrent and are slow to respond when an issue is phoned in to them.”

3.3.1 Safety Findings Summary

Overall perceptions of safety could have been affected by residents’ feelings about traffic safety, since that issue was prevalent in focus groups and the survey regarding general safety. In both the focus groups and in the surveys, many residents were fearful of drug problems, transients and homeless people nearby, and issues of theft. Residents wanted better coordination between police and property managers to better understand who to call for certain crime issues. Residents had several suggestions to improve safety, including:

- More police patrolling
- Security features within complexes, such as security cameras and lighting
- Neighborhood Watch groups
- More street lighting in neighborhoods

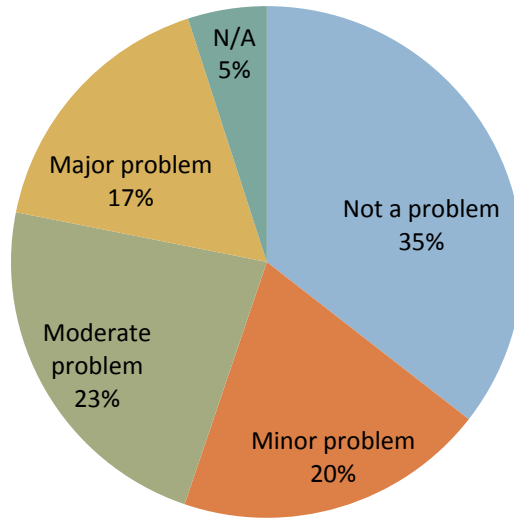
3.4 SERVICES NEEDS ASSESSMENT

In 2004, 2007, and 2009, the United Way of Lane County implemented a survey of residents in Eugene and Springfield. One part of the survey requested information about the degree of problem residents faced in accessing certain necessities. The 2013 Community Survey (*Appendix A*) included 22 of these questions from the United Way survey, and affordable housing residents selected Not a problem, Minor problem, Moderate problem, Major problem or Not applicable. Of the 22 questions, the following five issues had a significant response rate of Moderate or Major Problem.

3.4.1 Not enough money for housing

The general response from survey participants was that 40% of residents considered housing costs a Moderate or Major problem (*Figure 3-5*). The response varied slightly with the different housing providers: housing costs were a Moderate or Major problem for 35% of HACSA respondents, 44% of Metro respondents, and 44% of SVDP respondents. For households with children, housing cost was more of a concern; 45% of those households responded it was a Moderate or Major problem.

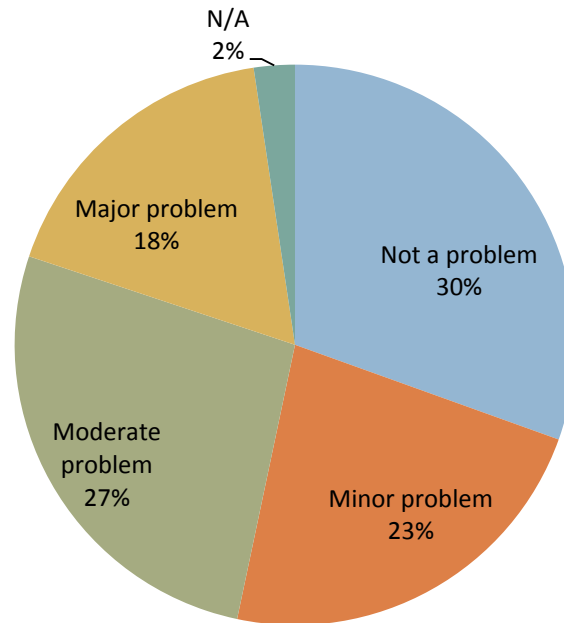
Figure 3-5: Not enough money for housing



3.4.2 Not enough money for food

In both the surveys and the focus group, the cost of food, especially nutritious food, was a concern for residents. In the survey, 45% of respondents felt that having not enough money for food was a Moderate or Major problem (*Figure 3-6*). Households with children responded strongly with 48% reporting cost of food was a Moderate or Major problem. In addition, one of the questions asked residents to respond if it was a problem to afford nutritious food. Affording nutritious food was a Moderate or Major problem for 37% of the total survey respondents, and 41% for households earning less than \$10,000. Improved access to nutritious food could improve residents' overall health outcomes. There is more information about affordable housing residents' responses about food access in Section 3.9.

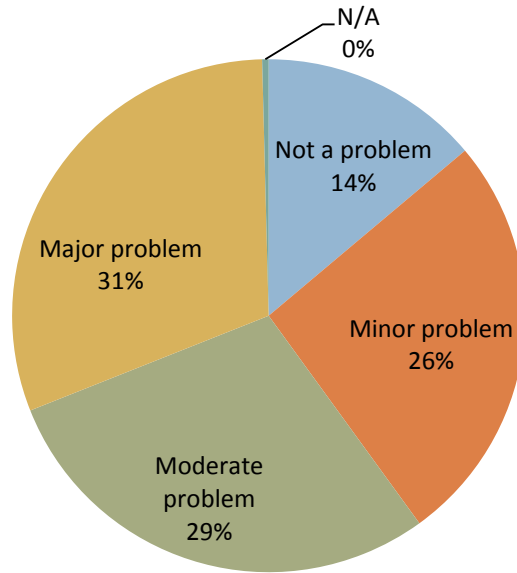
Figure 3-6: Not enough money for food



3.4.3 Not enough money to buy needed clothing or shoes

Of the survey respondents, 51% had a Moderate or Major problem buying needed clothing or shoes. Focus group participants discussed how clothing was important for job interviews but it was not always affordable. Households with income less than \$10,000 annually responded strongly: 56% could not afford needed clothing or shoes. The highest level of need was households with children. Approximately 60% of those households felt it was a Moderate or Major problem (*Figure 3-7*).

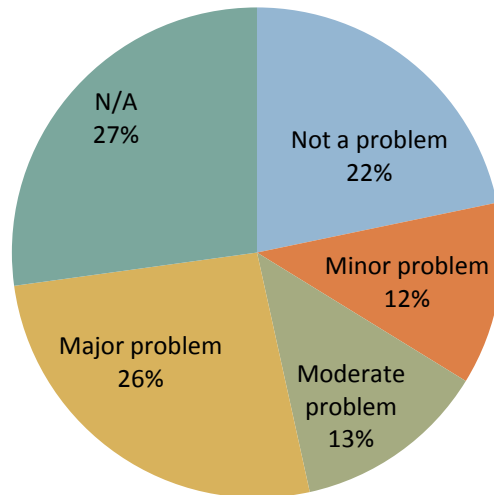
Figure 3-7: Not enough money for clothes/shoes for Households with Children



3.4.4 Not able to afford legal help

Although nearly half of survey respondents did not have any legal issues that would constitute a problem, the households that did have legal issues had trouble affording assistance. Of the total households, 39% of respondents felt that affording legal help was a Moderate or Major problem (Figure 3-8). The response was slightly higher (42%) for households earning less than \$10,000 per year.

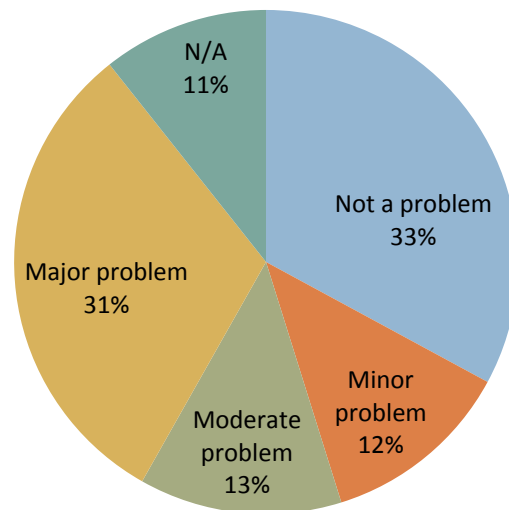
Figure 3-8: Not able to afford legal help



3.4.5 Not enough money to pay the Doctor or Dentist

Although the majority of residents have health insurance, a frequent comment in the focus groups and survey was that the insurance did not cover everything. Most residents did not have health insurance plans that covered dental care, and payments to the dentist were in full. Even with health insurance, doctor visits sometimes require a co-payment from the patient. Because of these expenses, 44% of survey respondents felt that paying the doctor or dentist was a Moderate or Major problem (Figure 3-9).

Figure 3-9: Not enough money to pay doctor or dentist



3.4.6 Services Needs Assessment Findings Summary

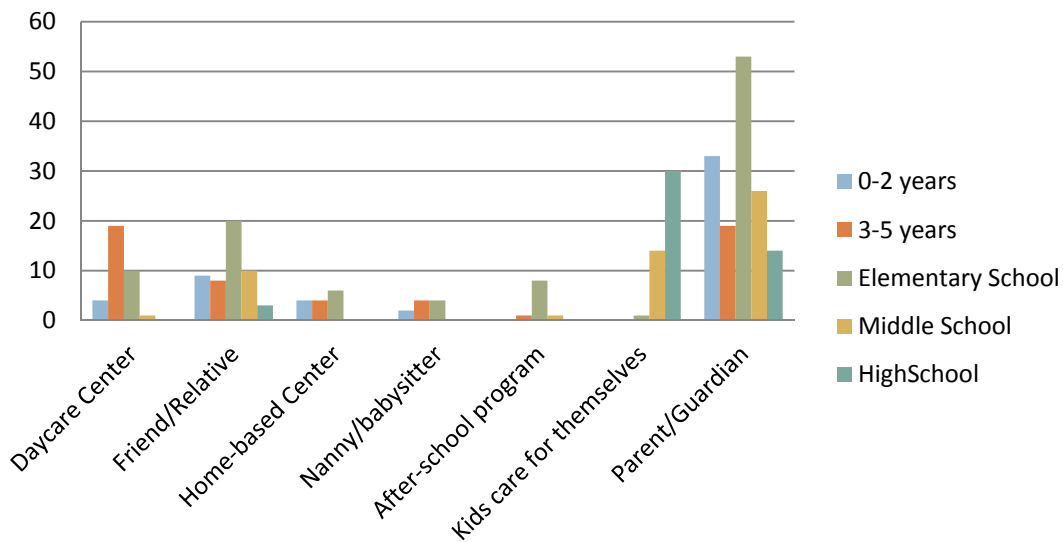
The United Way surveys in past years were administered differently than the 2013 Community Survey. The United Way performed telephone surveys of a random sample of residents of all income levels and household tenures in Eugene, Springfield, and more rural parts of Lane County. Even so, comparing the results of the 2013 Community Survey to the 2009 and 2007 United Way surveys, similar problems were identified as the primary concerns of residents. Primary problems residents experienced in 2013 were affording food, clothing, housing, legal assistance and health care. However, for all the needs assessment questions on the 2013 survey, fewer respondents chose Major problem than the respondents in the 2007 and 2009 surveys. There were some issues that were of higher concern to certain household types in the 2013 survey. For households earning less than \$10,000, affording nutritious food was the only question that had a higher number of respondents selecting Major problem in 2013 (22%) than households at that income level in 2009 (18%). 'Not able to pay utility bills' was not included in the five most difficult problems in 2013 because only 29% of residents wrote it was a Moderate or Major problem. However, 41% of households with children wrote the cost of utilities was a Moderate or Major Problem. The Services Needs Assessment topics that were significant problems were related to the core issue for low income residents: not enough money and not enough assistance. Some residents are not aware of the existing services to assist them in the

community. The results of all the Services Needs Assessment questions can be accessed in *Appendix D, 2013 Community Survey Results Summary*.

3.5 CHILDCARE

Only 37% of survey respondents had children in the household and not all were younger children needing childcare. Still, concerns about childcare were important among the families in the survey and focus groups. The survey participants responded that 71% of parents or guardians care for their children at home. Of the 29% of households with children that use childcare, most do not use childcare centers. They use friends, families or neighbors for free. Childcare centers are most popular for preschool and elementary school aged children (*Figure 3-10*).

Figure 3-10: Type of Childcare by Age of Children



3.5.1 Childcare Challenges

In focus groups, residents explained that childcare is so expensive, it is not possible for households with children to look for work. In general, the type of job residents could obtain does not earn a high enough salary to pay childcare costs and still make a living. If a household has more than one child needing care, the expense and earning discrepancy is even more pronounced. Several housing developments had childcare exchanges among neighbors without exchanging any funds. Some residents complained that the childcare exchange model was not very reliable since neighbors were not always available. Many parents said they would prefer to use a childcare center, but it would have to be affordable and convenient to home.

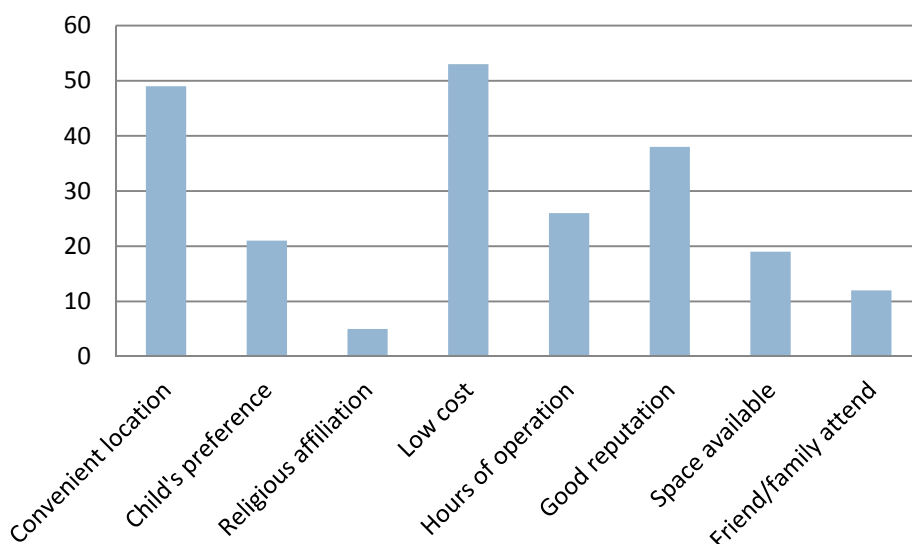
Another problem with daycare centers and home-based childcare centers is that they have fixed hours. Residents reported that it was difficult to find childcare that is open after 6:00 p.m. and very few, if any, childcare providers have weekend hours. The schedule of childcare centers limit the times when parents and guardians can work and thereby limit the potential jobs they can find. It also limits the potential time for parents and guardians to get more education.

One reason low income parents cannot afford childcare is the scarcity of assistance. The Oregon Department of Human Services provides some childcare assistance for parents who work, but does not provide childcare assistance to parents in school full-time. DHS assistance does not fully cover childcare costs, so parents and guardians are still responsible for funding some of the cost. Head Start is a fantastic program for households that qualify, but many households do not qualify.

3.5.2 Reasons for Selecting Childcare

The three most popular reasons parents and guardians selected their childcare were Cost, Convenience, and Good Reputation (*Figure 3-11*). Survey respondents were able to select all answers that applied to them. Since the most frequently used type of childcare was Friend or Relative, the cost was most reasonable for parents. Convenience was also an important factor in selecting childcare. Of the residents that bring their children somewhere for care, 70% of survey respondents had to travel less than 10 minutes to reach that care. An additional 15% traveled between 10-20 minutes.

Figure 3-11: Reasons for selecting childcare



Participants in the focus groups said they generally did not send children aged 3-5 to preschool because of the same issue of affordability. In the survey, 74% of respondents with children aged 3-5 reported that their children attended preschool.

“Childcare is so expensive. It is \$400 per month not counting the gas it takes to get there, and that is one of the best prices I could get. We drive 35 minutes per day to use that childcare.”

3.5.3 Childcare Findings Summary

- Only 29% of households with children use some type of childcare, while 71% of children are cared for at home with parents or guardians.

- The families that do use childcare outside the home do not generally use childcare centers. The majority of residents use friends, families or neighbors for free childcare or childcare exchanges.
- Childcare presents a significant barrier to employment. For many families, childcare is expensive and salaries are low enough that it is not possible for parents to work.
- The daytime and weekday hours of childcare centers and home-based childcare centers are limiting for parents who may find alternative shift work or weekend work.

“I am not sure if I like the school because when we have a parent teacher conference they ask us if we have any questions and I cannot ask any because I did not understand anything they said. There is no attempt to reach out to Spanish speaking parents.”

3.6 SCHOOLS

The focus groups and survey responses showed that the majority of children in affordable housing developments attend the local school they are assigned to in their district (85%). The three most significant factors that led parents to choose their children’s schools were Good Reputation (37%), Ability to Get There (30%), and Proximity to Home (27%). In focus groups, residents said they would not take advantage of school choice (requesting a different school in the district) because transportation was a barrier. Transportation is provided for students who attend their assigned school.

Most parents were satisfied with their children’s schools (70%) and would not consider school choice even if there were no barriers. Of the survey respondents with children, 13% wrote they did not know how to send their children to an alternative school. Spanish speaking parents expressed frustration that schools did not employ more Spanish speaking employees to answer their questions.

There were households that did choose to send their children to other schools in the district using school choice. In focus groups, many participants said they sent their children to other schools for the special programs offered, such as Spanish immersion, French immersion, and Japanese immersion. Some residents said the choice schools were not far from home, so transportation was not a barrier. Some residents had kept their children in former school districts when they moved to their present residence. A small number of children were home schooled, or enrolled in alternative schools.

Approximately 57% of respondents’ children participated in after-school activities and sports. In the focus groups, many residents said their children could not participate because the activities cost too much. Other residents noted that if children participate in activities, they are not provided transportation home. Cost and transportation were the two most significant factors related to participation in after-school activities. Many parents and non-parents identified the need for activities for older children. Physical activity or activities after school could improve children’s health. Several developments have children playing outside every day because the cost of after school activities is too high. Residents worried about the children getting into trouble or being in danger because of speeding cars in the parking areas.

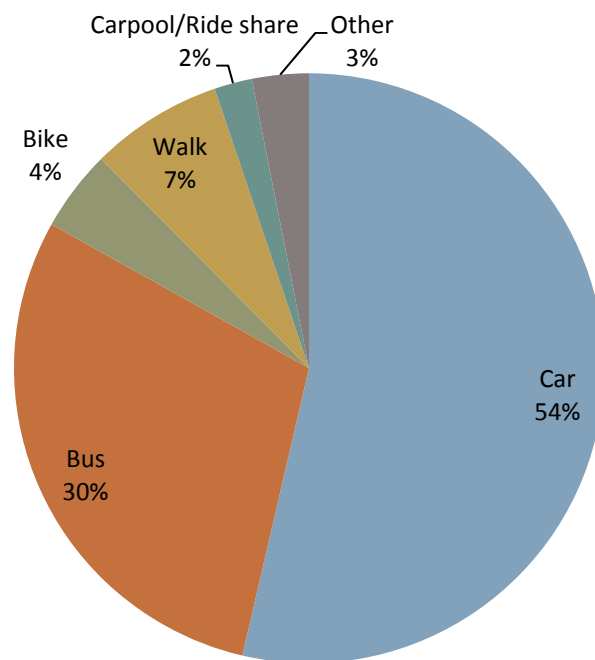
3.6.1 Schools Findings Summary

- 70% of survey respondents Agreed or Strongly Agreed that they were satisfied with the quality of their children’s schools.
- Most resident children attend the neighborhood school, but 15% of residents’ children exercise school choice.
- Special programs and transportation were factors in whether parents would exercise school choice.
- Some parents said their children could not participate in after-school activities because of cost and transportation challenges. After school activities could improve physical activity and health of children.

3.7 TRANSPORTATION AND TRAFFIC SAFETY

The primary mode of transportation for residents is cars (54%), and 30% of survey participants primary ride the bus (*Figure 3-12*). Among survey respondents with children, 70% of drove cars. Households earning less than \$10,000 annually also drove cars primarily (46%) and 34% rode the bus. Examining just the senior and disabled households, cars were the primary mode of transportation (48%) and 32% of senior and disabled residents rode the bus. Approximately 63% of survey respondents felt they “needed a car where they lived.” In the focus groups nearly everyone said they would prefer to have a car. Residents explained that even if they lived downtown, in walkable areas near services, it was easier and more convenient to have a car.

Figure 3-12: Primary Mode of Transportation



3.7.1 Transportation Challenges

For the residents who have cars, the cost of gasoline, car maintenance, car insurance, and parking sometimes create enough problems to avoid driving. Parking was

“I often stay home because I have no transportation.”

noted as a problem for many residents in different affordable housing developments. The common complaints were that no parking was provided for the housing development, or not enough parking was provided. Most developments with parking only had one parking space per apartment. Residents complained that there was not enough guest parking for visitors and households that owned more than one car. In developments where parking was not provided, residents with cars had to pay for privately owned parking spaces. For example, at the Aurora Building in downtown Eugene, SVDP negotiated a price for residents in a neighboring parking lot, but residents still struggle with the cost. The Aurora residents also feel it is unfair that other affordable housing residents get free parking.

If they could afford it, the majority of affordable housing residents would rather have a car. Some of the reasons discussed in focus groups were:

- Convenience in carrying heavy packages, groceries, and children.
- Saving time: waiting for the bus and coordinating bus connections forces bus riders to leave early and spend longer time in transit.
- Scheduling and connection problems with the bus can cause people to be late.
- The bus doesn't go everywhere.
- Weather challenges: walking and waiting for the bus in the rain and cold.

Having a car and not having a car causes issues of equity and access, as was evidenced in the many comments related to transit challenges. Many residents said it was expensive to ride the bus. Just 31% of affordable housing residents use a Lane Transit District (LTD) bus pass, but 66% said they would buy a bus pass if it were cheaper. LTD previously offered bus passes to youth for free. Many young people used the passes to ride to high school, after-school activities, or to employment, which was helpful to reduce their parents' responsibility for their transportation. LTD no longer offers the free passes for youth, and some parents have trouble providing their children transportation.

The most common complaints related to the bus system in general were:

- High cost of bus passes
- Lack of frequency in some locations
- Lack of night and weekend service in some locations
- Difficulty getting to and from bus stops because of lack of sidewalks, crosswalks, and street lighting.

3.7.2 Traffic Safety

Traffic safety was a major focus of residents in the focus groups and in the survey. The issue dominated several focus group meetings. When residents were asked about perceptions of safety, they often expressed traffic safety concerns rather than crime concerns. Because 46% of

residents responded that they do not use a car as their primary mode of transportation, pedestrian and bicycle improvements are important for residents to be able to have safe access to destinations. Improvements would also allow residents to have safe ways to exercise and improve health. Although 78% of survey respondents feel safe walking and bicycling in their neighborhoods, many residents had specific complaints related to traffic safety. Specific details residents shared about traffic problem areas were shared with City of Eugene and City of Springfield transportation planners to make future improvements. *Appendix E* is a listing of the specific areas of traffic concern noted by residents by city and category. The most common concerns affecting residents across Eugene and Springfield were the following:

Traffic speed. Residents regularly have incidents of danger as pedestrians and bicyclists, even if they feel safe overall. Many people complained that they had nearly been hit by speeding drivers while trying to cross the street. Some drivers complained about other speeding drivers as well. Residents felt that an increase in police enforcement could improve the speeding danger.

Crosswalks. Related to the traffic speed problem were problems crossing the street. Even in marked crosswalks, pedestrians reported they had difficulty getting cars to stop and give them enough time to get all the way across the street. Often elderly and disabled residents commented that cars would speed by them when they were still in the street.

“Where I have to cross the streets to catch the bus there needs to be a crosswalk so I can go across safely!”

Residents felt that an increase in police enforcement could help, but crosswalk design features could also help. Many residents requested lighted crosswalks or yellow street signs for ‘pedestrian crossing ahead.’ Another complaint was the lack of crosswalks in intersections that have high pedestrian traffic, such as the intersections between the affordable housing developments and the nearest bus stops. Residents felt some of those intersections could be made safer just by adding crosswalk paint. A study could be done for the problem intersections to identify which crossings need better paint and which are critical enough to have lights and/or signs.

Sidewalks. Many residents felt that the lack of sidewalks near their development was a serious traffic safety concern. Some affordable housing developments have no sidewalks between their development and the nearest bus stop on roads with dangerous conditions such as narrow shoulders, blind curves and poor street lighting. Several affordable housing developments had

“Not enough sidewalks, not enough crosswalks. Park Ave has no sidewalks and the majority of walkers are kids to and from schools.”

no sidewalks between their development and the nearest schools so children had to walk on roads with dangerous conditions. The school districts do not provide transportation for children that live within a certain distance from the school. Parents without cars have no alternative but to brave the dangerous roads to walk their children to school.

Several residents in the focus groups and survey had concerns about the poor conditions of sidewalks and curb ramps. Residents in wheel chairs and residents with mobility problems were especially likely to comment on sidewalks that had buckled or had vegetation growing in them. Residents in power chairs explained that they sometimes use the bike lanes because the sidewalks are in poor condition. Parents with strollers also noted the uneven sidewalks and missing curb ramps. The cities of Eugene and Springfield could perform sidewalk audits and prioritize improvements in high pedestrian areas with the greatest need for sidewalks.

Crossing lights. Residents are having difficulty stopping traffic to cross the street at crosswalks. Because there is little threat of police enforcement, drivers are not inclined to stop. Problems are especially serious on arterial roads such as 11th Avenue, 6th Avenue and 7th Avenue in Eugene, and Pioneer Parkway and Main Street in Springfield. Residents would prefer crossing lights to stop the traffic and clearly give pedestrians the right of way.

“Crossing lights are too fast on Pioneer Parkway and you almost get hit.”

For existing crossing lights, the length of crossing signal was a concern for residents. Seniors and disabled residents in particular noted that the crossing signals were not long enough to get across. Part of the confusion is how much time is still available after the ‘walk’ signal becomes the flashing hand ‘don’t walk’ signal. Solutions suggested were lengthening the walk signals and installing countdown technology on the signals so that pedestrians know exactly how much time they have left to cross the street.

Street lighting. Many residents noted a lack of street lighting, especially along pedestrian routes to bus stops and schools. The poor lighting was a safety issue related to crime as well as traffic. Many roads do not have sidewalks, and the darkness compounds the danger pedestrians feel around speeding cars. In the winter months especially, children walking to school and bus riders are required to walk in hours of darkness. Several residents said they avoided walking at night, but responsibilities and obligations could not prevent it all together. City staff could perform their street safety audits in hours of darkness to better note lighting deficiencies.

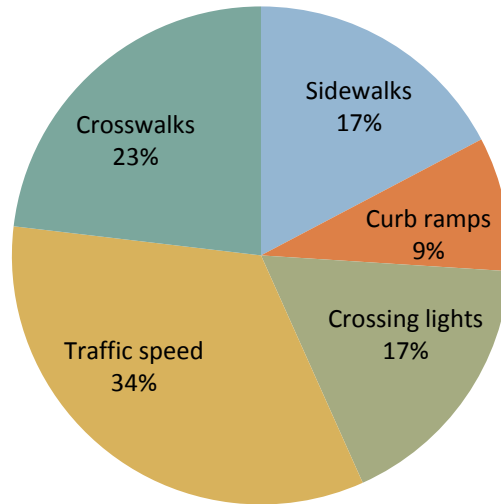
Bicycles. Several residents had concern about bicycles riding on the sidewalk. Because bicycles travel quickly, seniors especially worried about being hit. Downtown, riding bicycles on the sidewalks is forbidden, but it still happens. Bicycle riders in the survey commented that they are afraid to ride in bicycle lanes downtown because of the traffic volume and speed. Some bicycle riders said the bike lanes are dangerous because they are filled with debris (glass, screws, and nails) and cars cross into them without looking.

Residents suggested adding bicycle lanes where there is high pedestrian traffic on the sidewalks, improving the design of bicycle lanes so that riders feel safe, and increasing the police enforcement of cars encroaching on bicycle lanes. Bicycle riders appreciated the region’s

“I don't like riding my bike in the bike lane, because it feels dangerous being on the same road as cars. Bike paths downtown are crazy.”

bike paths, although some felt unsafe because of people sleeping or using drugs on the paths, and poor lighting.

Figure 3-13: Primary Concerns about Traffic Safety



3.7.3 Transportation and Traffic Safety Findings Summary

- The most popular mode of transportation is the car (54%). Even for households earning less than \$10,000 annually, 46% of respondents used a car as their primary transportation. Approximately 70% of households with children drive cars.
- Parking is a challenge at some of the developments, and should be considered more when designing future developments.
- Having a car and not having a car causes issues of equity and access because of transit challenges, cost of transit and pedestrian safety issues.
- The most common complaints about the bus system are:
 - High cost of bus passes
 - Lack of frequency in some locations
 - Lack of night and weekend service in some locations
 - Difficulty getting to and from bus stops
- Traffic safety was a major issue in the survey and focus groups. When residents were asked about their perceptions of safety, they often expressed traffic safety concerns rather than crime concerns.
- Specific locations and details provided by residents related to traffic safety problems were submitted to the City of Eugene and City of Springfield (*Appendix E*).
- Residents want improvements to the following aspects of traffic safety:
 - Traffic speed enforcement
 - Crosswalks/ Crossing lights
 - Sidewalks

- Street lighting
- Bike lanes

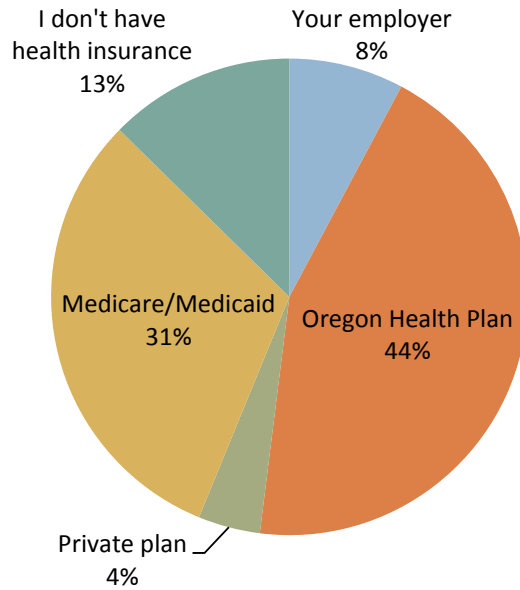
3.8 HEALTH AND WELLNESS

The issue of health and wellness permeates issues that affect affordable housing residents. Housing stability and improved quality of housing have a positive impact on health. Many focus group participants said that their previous rental housing was worse quality than their subsidized unit and owners did not maintain it properly. Residents mentioned mold problems, poor maintenance, and poor overall condition in previous housing.

Location of housing in relation to healthcare is very important to residents. Approximately 67% of survey respondents wrote it was Very Important for housing to be near a doctor or healthcare, and 68% wrote it was Very Important for housing to be near a pharmacy. Connectivity to physical and mental health services affects health outcomes, and more service providers could visit affordable housing developments. Because access to affordable nutritious food is a problem for some residents, their health is impacted. Perceptions of safety and traffic safety affect residents' ability to have a safe place to exercise

The majority of low-income affordable housing residents have health insurance. The survey respondents reported that 86% were insured, and 75% were insured by Oregon Health Plan (OHP) and Medicare/Medicaid (*Figure 3-14*). Of the households earning less than \$10,000 per year, 88% had health insurance and 86% were insured through OHP and Medicare/Medicaid. Examining just senior and disabled households who responded to the survey, 96% had health insurance, with 89% insured through OHP and Medicare/Medicaid. Because of the high rate of insurance, most residents (75%) received health care from a primary care doctor, and only 5% of residents used the Emergency Room or Urgent Care. Residents appreciated the community health providers that allowed uninsured people to pay what they could afford on a sliding scale for services. There were 56% of survey respondents who had a member of the household with a medical condition requiring regular visits to a doctor. Approximately 67% of seniors and disabled survey respondents had a medical condition requiring regular visits to a doctor. The survey respondents who were uninsured were spread evenly throughout housing developments.

Figure 3-14: Sources of Health Insurance Coverage



In the focus groups, many people spoke about specific concerns related to their health care coverage. Their most common complaint was that most health insurance plans did not cover all health care needs. Most health insurance plans did not cover dental care, vision care or all prescriptions. As a result, residents struggled with costs related to those healthcare issues. Of the survey respondents, 78% wrote that someone in their household had to take a prescription medication all the time. Approximately 89% of senior and disabled survey respondents had to take regular prescriptions. Several residents in the focus groups said they had not been able to purchase prescription medication because of the expense. Some residents said their doctors could help with alternative prescriptions or generic medication, but others just skipped their medication. In the Services Needs Assessment, 23% of survey respondents wrote that ‘Not enough money for prescriptions’ was a Moderate or Major problem. Residents were able to receive some vision assistance from the Lion’s Club.

“People do not have dental insurance. Instead of ongoing maintenance like caps, people do not get care until the teeth must be extracted. People do not have money for dentures, which affects ability to get a job and self esteem.”

Several residents said they went to Whitebird as an affordable dental care provider, but there were complaints that Whitebird mostly provided extractions of teeth rather than preventative dental healthcare. Dental health was also a concern because other health problems can be affected by dental health issues.

Another difficult issue with health care coverage is that low-income residents receiving OHP and Medicare/Medicaid benefits are fearful of losing those benefits. Many residents commented that it was difficult to qualify for OHP health insurance; it is a lottery. Children and pregnant women are covered by OHP, but other adults have a more difficult time getting

insured by the state. There is an income limit associated with the programs. If households earn too much, they would no longer qualify for the health care benefit. This is a “Catch-22” situation for residents. They want to earn more so that they can afford more. However, if they earn more, they will no longer qualify for benefits. The amount they will earn is not likely to cover health care, food assistance, and other benefits with funds left for other expenses. Therefore, many residents said it would not be worth the loss in benefits to increase their incomes.

3.8.1 Health and Wellness Findings Summary

- Health issues are important in the lives of all affordable housing residents. Quality and affordability of housing, access to doctors, access to nutritious food, healthcare education and safe places to exercise improve health outcomes for residents.
- The regional efforts to improve public health through the Community Health Improvement Plan include strategies that would also benefit the health of affordable housing residents. Given the numerous impacts of housing conditions and quality on health, it is important to elevate housing cost and affordability as a public health concern.
- The majority of affordable housing residents have health insurance, and most of that coverage is provided by Oregon Health Plan and Medicare/Medicaid. It is important to connect uninsured residents with health insurance information.
- The most critical concerns of affordable housing residents were that not all health issues were covered by their health insurance. The cost of supplemental insurance for dental care, vision care, and prescription coverage is unaffordable.
- All costs related to healthcare continue to be a serious problem. Residents had such fear of losing their health care coverage through the state or federal government because of the program’s income limitations, that they were not able to look for work or increase their incomes. To surmount this obstacle, residents would need to be trained for better jobs that would provide benefits or have high enough salaries to cover the costs of health insurance.

3.9 FOOD AND NUTRITION

When assessing what services were most important to have near affordable housing, 81% of residents chose Supermarkets as Very Important to be nearby. It was the highest ranked service residents wanted near their housing. Most people said supermarkets were convenient to their housing; 82% of residents responded on the survey that they had sources of healthy food nearby.

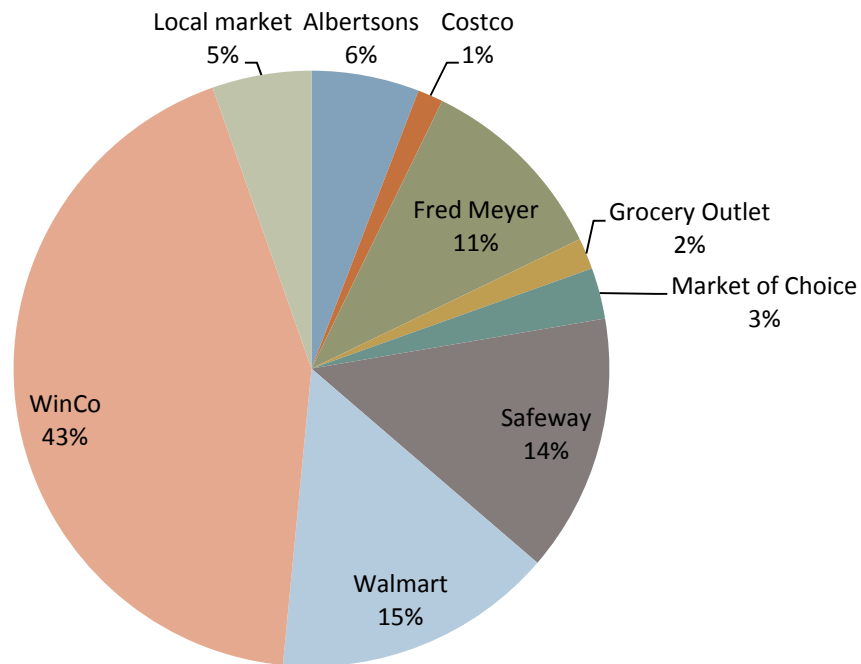
3.9.1 Sources of Food

A dilemma for affordable housing residents is related to transportation to grocery stores. Because residents must carry heavy packages home from the store, it is difficult to walk or ride a bicycle. Some residents said it was difficult to carry packages on the bus as well. The problem of carrying groceries was one reason that the majority of residents felt they needed a car where they lived. Even residents who live within a short walk of a grocery store said it was not as

convenient as driving. Because they could only carry 1-2 days worth of food, they had to walk to the grocery store nearly every day.

Residents' favorite place to shop for food was WinCo (43%). *Figure 3-15* shows the stores where residents shopped most. In focus groups many residents said they traveled to WinCo even if it was far from their home, just because it was so much less expensive than every other store. Several residents in the focus groups and surveys expressed that they wanted a WinCo or other discount grocery store closer to their housing. Some residents complained that the nearest grocery store was too expensive, and transportation to WinCo was a challenge. Some Resident Services Coordinators drove groups of residents to WinCo as an outing so that they could stock up on groceries for a fraction of the cost.

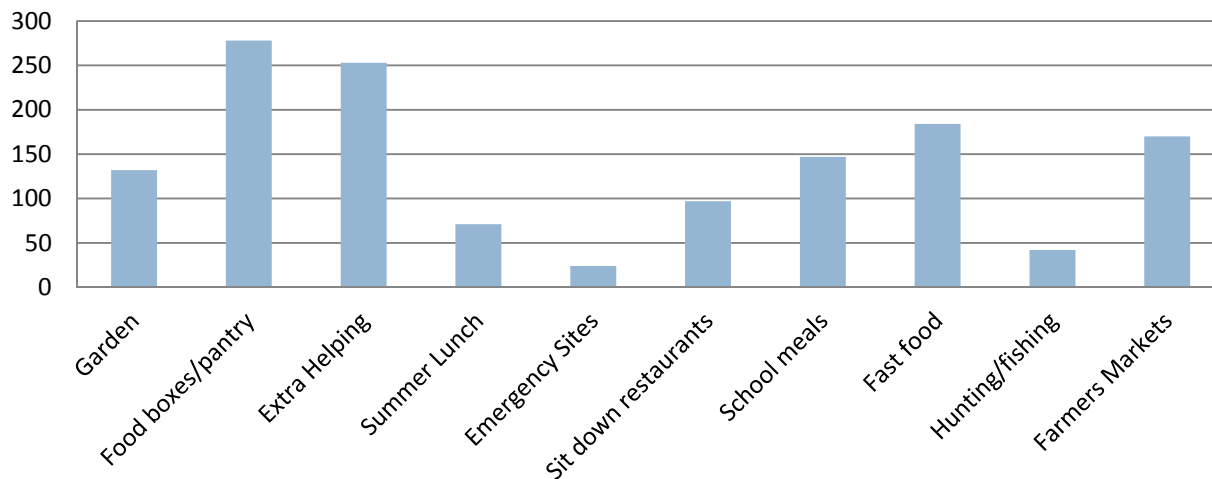
Figure 3-15: Primary Place Residents Shop for Food



Residents did have access to food in places other than grocery stores. The two most popular sources of food were the Extra Helping Program and Food Boxes (*Figure 3-16*). Both of these services are provided by Food for Lane County. In the Extra Helping program, Resident Services Coordinators retrieve food from Food for Lane County and bring it to affordable housing developments where residents can “shop” for the free food right in their own complex. Residents that have used the program reported that it was much easier to eat healthy because free bread, fruit and vegetables were available so conveniently. Several residents who did not have access to Extra Helping expressed that they would want that program in their development. When households qualify to receive Food Boxes, they are able to go to food

pantry locations to retrieve 3-5 day supplies of food. Nearly 26% of survey respondents received Food Boxes. The main issue residents had with Food Boxes was the transportation to get to the food pantries. Some residents commented it was too difficult to carry food boxes on the bus, or that the food pantries were too far away. Occasionally Resident Services Coordinators drove residents to food pantry locations as an outing to get food.

Figure 3-16: Food Sources Other Than Stores



Some residents complained about the quality of the Summer Lunch program, even if it was helpful for households on a tight budget. There are no vegetarian options; most of the meals have meat. Pork is a problem for some families for religious and cultural reasons. Some parents complained the food was similar to school cafeteria food and the children did not like it. In several affordable housing developments, children were not consistent about attending, so the program was stopped. Most parents said Summer Lunch would be nicer if it were healthier, rather than corn dogs and chicken nuggets.

3.9.2 Expense of Food

Cost of food is a serious concern for residents. In the Services Needs Assessment (Section 3.4), 45% of residents wrote “Not enough money for food” was a Moderate or Major problem and 37% of respondents wrote that “affording nutritious food” was a Moderate or Major problem. When asked what would make eating healthy easier for their families, 83% of residents responded if prices were lower, it would be easier to eat healthy.

Some residents expressed a desire to start or strengthen a community garden program at their complex to make healthy food more affordable. However, 52% of survey respondents wrote that living near a community garden was Not Important. A community gardening program may help residents follow the idea that gardens could be a source of healthy food for low or no cost.

“The end of the month is difficult because food stamps run out.”

Approximately 78% of survey respondents receive benefits from the Supplemental Nutrition Assistance Program (SNAP), also called food stamps. SNAP provides such an important benefit for families, that it is another benefit mentioned by residents in discussions of the “Catch-22”

dilemma for low-income households. If residents increase their incomes, they will no longer qualify for SNAP. However, the jobs that residents can get would not increase their incomes enough to be able to afford the same amount of food that the benefit provides. Rather than lose their food benefits, many residents choose not to increase their incomes. Even with SNAP benefits, residents still responded they did not have enough money for food.

3.9.3 Food and Nutrition Findings Summary

It was very important to affordable housing residents to have an affordable source of food close to their housing. Many residents would prefer if all affordable housing was located near a WinCo store. Transportation to grocery stores was difficult because of the dilemma of carrying heavy packages home. The biggest concern of residents related to food is the cost. Community gardening programs within complexes could help residents see gardens as an inexpensive source of healthy food. Even with food stamps, it is difficult for residents to afford healthy food. Residents said that food stamp benefits are so important that they would not want to lose their benefits by increasing their incomes. Food for Lane County's Extra Helping and Food Box programs are very popular; residents would want the programs expanded closer to their housing.

3.10 FINANCIAL OPPORTUNITIES

The majority of survey respondents did have checking accounts (77%) and savings accounts (53%) with a bank or credit union. Some had savings accounts but not checking accounts; some residents had checking accounts only. Of survey respondents, 16% did not have either a checking or a savings account. Many residents said they had to have accounts because some public assistance programs required a direct deposit service at a bank or credit union to receive benefits. Others said they had an account because it only took \$5.00 to open one, and it seemed safer than holding cash. A few residents said they distrusted banks and would not want an account. In the focus groups, residents discussed how they paid bills and cashed checks if they did not use a bank or credit union. Residents cashed checks at stores like Walmart and Target, paying a fee for the service. Some residents signed checks over to friends or family and were given cash in return.

Most residents did not know what an Individual Development Account (IDA) was, and only 2% of survey respondents used IDAs. In the focus groups, several residents expressed interest in the concept of IDAs. Some residents had started businesses using IDAs and encouraged others to look into the program. When residents were asked if they would want a class to learn more about financial opportunities such as IDAs, budgeting, and more, many residents said they were not interested.

3.10.1 Financial Opportunities Findings Summary

- Most residents do have checking accounts and/or savings accounts.
- Not many residents in the surveys or focus groups knew what an IDA was or how it could benefit them.
- Only 16% of survey respondents did not have any kind of account.

3.11 ACCESS TO JOBS

Survey data showed only 33% of affordable housing residents were employed or self-employed. Only 24% of survey respondents wrote they were currently looking for a job, and some of those residents were employed. Of the unemployed residents, just 21% were looking for a job.

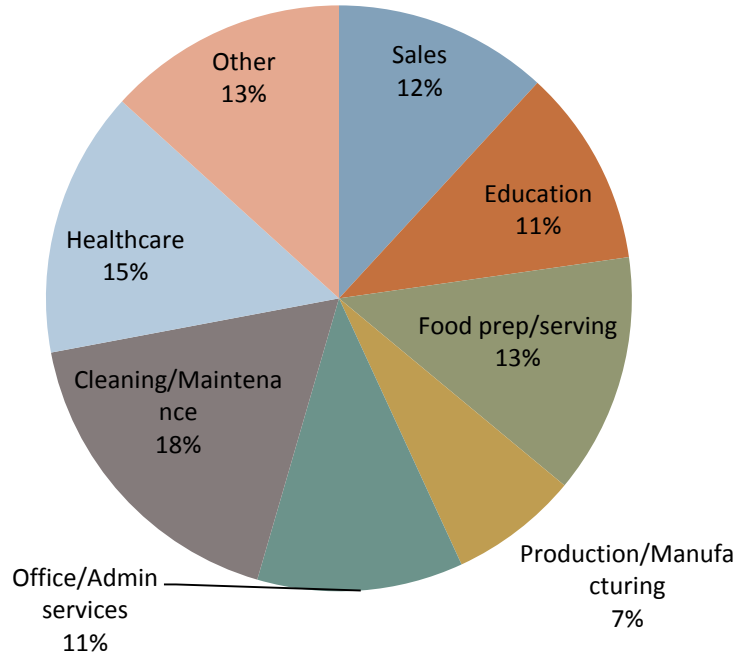
SVDP, HACSA and Metro reviewed property management records and all three agencies found that their records show higher rates of employment than the survey data reflected. SVDP records showed that 34% of their residents are employed and the survey data showed just 23% of SVDP survey respondents were employed. HACSA records found that 38% of households were employed in their data compared to 31% of HACSA survey respondents. The HACSA property management data did not include three properties that participated in the survey (Sheldon Village, Willakenzie Townhomes, and Walnut Park/Turtle Creek.) Metro property management records showed that 48% of households are employed compared to 38% of Metro survey respondents. Perhaps unemployed residents were more likely to respond to the survey. Anecdotally, the housing providers believe the employment situation of residents has changed significantly since the nationwide economic downturn.

There are four categories that were considered when analyzing the unemployed. Some residents are retired, some are disabled, some are full-time students, and some are parents caring for children at home. However, the survey did not provide data on the exact number of residents in those categories. A rough estimate of retired and disabled residents was collected on the survey. The information was gathered because so many residents wrote “I am retired” or “I am disabled” on their survey. Also, residents of McKenzie Village, Parkview Terrace, and Aster Apartments must be senior or disabled to qualify for the housing. Students were estimated from the number of residents receiving student loans as a source of income. Parents who wrote on the survey that they cared for children at home were also counted. The rough conclusion was that approximately 14% of residents were not employed, not retired, not disabled, not in school, not caring for children at home, and also not looking for work. A more concrete study should be done to find out the reasons more people are not looking for work so that the community may consider solutions to the low employment problem.

3.11.1 Resident Employment

Of survey respondents, over 33% were employed including 5% who were self-employed. The majority of residents (85%) only worked one job. Approximately half the respondents worked full time (30 hours or more) and half the respondents worked part time. Residents held a wide variety of jobs, shown in *Figure 3-17*. Over half the survey respondents worked day shifts (61%). Less than half of the survey respondents received benefits from their employers, like health insurance and retirement (40%). Some residents responded that although they were not employed, they did volunteer in the community.

Figure 3-17: Residents' Job Types



3.11.2 Barriers to Employment

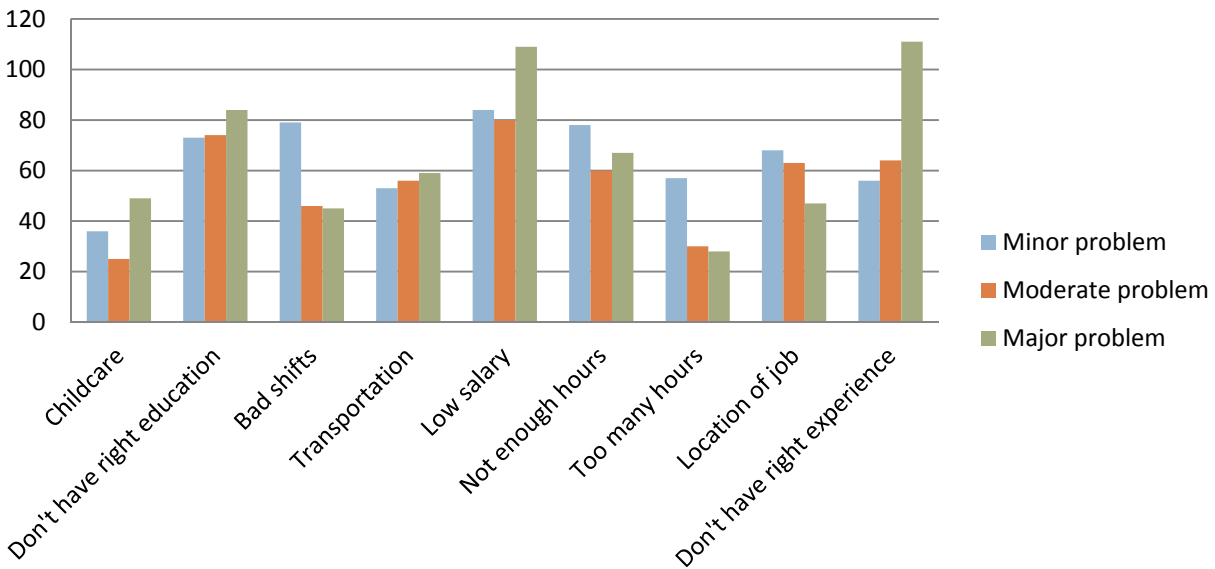
Survey respondents and focus group participants revealed many employment barriers they have experienced. One of the most significant barriers is the low salaries of available jobs. When weighing their options, working is not worthwhile when salaries are too low. It is the “Catch-22” of benefits: if residents earn too much money, they will no longer qualify for benefits such as health insurance and food stamps, and their rent cost may increase (certain housing programs calculate rent as a percentage of income). However, the jobs the residents can attain are without benefits and earn low wages. A low salary would not enable residents to purchase health insurance or afford more food and rent. There is less incentive to work with the threat of losing benefits.

Figure 3-18 shows the level of problem certain barriers present to survey respondents. In addition to low salaries, the most prominent barriers were Not Having the Right Experience and Not Having the Right Education/Training. Community employment programs could help with these problems. Efforts are already happening in the community in programs such as Vocational Rehabilitation. One criticism residents expressed of the existing employment programs were that they provided training but did not provide training for a specific job that they would fill at the end of the program. Residents suggested creating apprenticeships or job training programs related to specific job openings in the community.

“I don’t want to lose Medicare. With Medicare you are only allowed to earn \$1,000 per month. So I am limited to a part time position of 20 hours or I will lose my benefits. When I weigh all the benefits of working, the only option would be to limit my hours.”

Childcare and Transportation were also listed as Major problems in getting employment. For just the households with children, Childcare was ranked even higher as a Major problem in getting employment.

Figure 3-18: Degree of Problem in Getting Employment



The focus group participants discussed additional barriers to employment, and why more people were not employed or looking for jobs. The most common barriers were the following:

Disabilities, health problems and mental health issues. Roughly 29% of survey respondents were disabled. Some disabled people were employed, but many residents found it difficult to obtain a job that would work with their disability. Residents with anxiety disorders discussed the difficulty of the interview process. Other residents found it difficult to hold a job because they never knew when their health problems would prevent them from working.

Childcare. More information about this barrier is in Section 3.5. The high cost of childcare and low wage jobs make working a futile effort. Also, for alternative shift work, childcare is difficult to find since most childcare is only available during the day.

“Childcare is way too expensive. With two working spouses, one spouse’s entire salary is spent on childcare, so it is not even worthwhile.”

Backgrounds. Residents with a criminal history had a difficult time finding employment because some jobs precluded employment of felons. Transience was also a barrier. Because of different circumstances, some residents had moved several times in their lives. The transience caused them to have several jobs for short periods in all different locations. Employers prefer to see that people held steady jobs for a longer amount of time. Transience also made it difficult to maintain job references. Another problem was

described as bad employment history; employers do not like hiring people who had been fired from former jobs.

Other issues. A commonly discussed problem was age discrimination. Older workers having difficulty finding work felt that it was because of their age. Because the region has a large university, residents discussed the competition for jobs with college students who are willing to

“Would be nice to have access to computers in the community room for the tenants for business purposes.”

be paid less. In general, there is a lot of competition for job openings because of the troubled economy and high number of unemployed people in the region.

Another problem was related to language skills. Latinos felt that employers wanted perfect English skills and non-Latinos had trouble because many jobs required bi-

lingual skills in Spanish. Although 71% of survey respondents wrote they have access to computers and Internet, lack of computer skills experience and lack of computer access for job searches were problems.

3.11.3 Access to Jobs Findings Summary

The survey results show that 33% of respondents are employed or self-employed and 24% of respondents are currently looking for new jobs, although housing providers’ property management data showed slightly higher levels of employment. There is more to the story of why more people are not working and looking for jobs, but the survey and focus groups did not capture that information. The community should further analyze the employment of affordable housing residents. The barriers to employment are significant. Primary barriers are:

- Low salary
- Not having the right experience
- Not having the right education/training
- Childcare
- Transportation
- Disabilities and health problems
- Fear of losing public assistance benefits because of increased income
- Backgrounds

3.12 RESIDENT FEEDBACK ON PROPERTIES

Although the 2013 Community Survey and focus group questions were not related to property management issues, residents did give feedback about properties when discussing safety and location of future affordable housing developments. Specific details of the residents’ comments related to design of future developments, property management, and programming for resident services were provided to HACSA, Metro, and SVDP separately. Examples of the most common feedback are provided here.

3.12.1 Future Design of Affordable Housing Developments

- Because traffic speed was a concern within complexes, many residents would like to see Children at Play signs, Speed Limit signs or speed bumps close to the entrance that remind drivers to slow down.
- Several residents talked about security features in the housing units such as sturdier doors, double locks on doors, no windows near the door lock (since windows can be broken), and peep holes.
- Many residents expressed concerns about bicycle theft. They wanted a place outdoors to store bicycles securely. Some housing developments did have covered, locked bicycle storage, and that was a desirable feature.
- In general, residents love to have green spaces, pretty landscaping, and play equipment for different ages of children. Even in downtown developments with large community terraces, residents wanted more plants and greenery and therefore, watering access. In complexes with children, it is preferable for them to play in green spaces and play equipment than in the street or parking lot.
- Some housing complexes have businesses or offices that are located on the property. Several residents suggested co-locating affordable childcare facilities within housing developments. Because Head Start has specific regulations to qualify for enrollment and few residents seemed to qualify, residents were not fully satisfied with the Head Start facilities located at some developments.
- Residents wanted more storage in some complexes.
- Cars/parking must be considered, even for downtown developments. Roughly half of residents drive and it is not likely to change. Residents traditionally have been provided one space; they also wanted more guest spots, for visitors and to address the reality that some households have two cars.
- In general, residents preferred somewhat smaller developments because they felt more secure knowing the other residents. Residents seemed to prefer the style of housing that looked like houses over the apartment buildings.
 - Residents wanted better insulation between apartments so they did not have to hear all the noise their neighbors produced.
- Energy efficiency features were appreciated immensely by the residents who had them, since utility bills are a concern.
- Many seniors appreciated living only among other seniors. Some seniors at complexes with families complained about the noise and unpredictability of children.

“Locating a child care center on site of a development would open up many opportunities, including bringing some jobs to the development.”

“Older people mixing with kids can be difficult because kids are highly active and noisy.”

3.12.2 Property Management

- Security improvement suggestions were the primary comments for property managers. Residents want more night and weekend security, better lighting around complexes, and possibly security cameras. All of these security features cost money, but

implementing some visible security improvement could go a long way in making residents feel safer.

- There were concerns expressed related to trespassing in some complexes. Residents wanted to secure entrances and exits, or fence the property.
- Residents wanted to know how many complaints one neighbor would have to receive before he or she could be evicted. Many residents complained that their neighbors were engaging in criminal activities but complaints to management and the police went nowhere. This contributed to feeling unsafe.
- Residents wanted better communication from management, such as an annual meeting to hear what residents were thinking.
- Several residents were interested in creating community gardens on the properties, or improving existing community gardens. One issue was water access. Because the complex would pay for common area water access, managers have typically kept the access locked. Residents complained they cannot water gardens on the weekends because the manager is not working.
- Residents on the waiting list for housing would want more choice in the development they are offered. They would want to view different developments and be able to stay on the waiting list until the development of their choice has an opening.
- There were several complaints about smoking on both sides of the smoking issue. Some residents thought there was not enough enforcement of smoking bans and smoke was causing them health problems by infiltrating their units. Smokers, especially parents of small children and the disabled, did not appreciate having to go far off the property to be able to smoke.
- Many people complained about traffic speed within the complex and enforcement of speed limits.
- In complexes with common stairwells, several residents complained that the stairwells were not cleaned often.

“All smoking should not be allowed. In an 8-unit building I'm the only non-smoker. It's a major health factor.”

3.12.3 Resident Services Programs

- Residents who really appreciated the resident services programming thought of their Resident Services Coordinator (RSC) as their advocate. The RSC would help them to get connected to programs and services they had not heard about.
- Many residents expressed that they would want access to a computer or Internet services in their complex with flexible hours of availability. This would help with school work and job searches. Residents also wanted computer classes for adults who wished to improve their skills.
- Residents are interested in more social activities to meet neighbors and create a better feeling of neighborhood security. This was desirable especially at communities with a high number of seniors. Suggested activities were bingo, game nights, potluck dinners, movie nights, walking clubs and block parties.

- Residents want some classes to be coordinated at their complexes. Examples were a self-defense class, nutrition class, craft class, start your own business class, gardening class, and training on fire drills and earthquake drills.
- Residents would love more after-school activities for children. The homework/tutoring club for children and summer camp are much appreciated.
- The Extra Helping program from Food for Lane County and the RSCs is extremely popular. The program helps residents to access healthy food. Some residents complained that since the program is during the day, not everyone can attend.
- Because transportation is so difficult for some people without cars, residents appreciated times when RSCs were able to bring residents on shopping trips to grocery stores and food pantries. Some residents were homeless prior to living in their complex and needed furniture for their housing unit. It was also helpful for the RSCs to help residents transport furniture.
- Some residents were interested in giving classes to neighbors and would like the RSCs to help them coordinate an event. Examples were: maximizing savings with coupons, how to change your diet with protein smoothies, and using food as medicine.

“Having the Resident Services program on site is great. [The RSC] refers residents to all kinds of services they didn’t know about. She assists with administrative issues with property management, she helps us find out who to talk to, and she makes services more accessible to us.”

3.13 RESIDENT FEEDBACK ON BARRIERS TO RE-ENTERING THE PRIVATE MARKET

Although not specifically addressed in the survey, comments from affordable housing residents identified many serious barriers to housing transition to the private housing market. Residents reported significant concerns that should their wage earning potential improve, they would lose access to the services they are currently using and, as a result, assume larger out-of-pocket costs.

In addition, residents reported numerous issues regarding access to jobs, which create severe barriers to a successful housing transition. More information about this barrier is in Section 3.11.

Residents also described ways in which their current housing was improved as compared to the market rate housing they had moved from. In describing their previous housing, the majority of residents in focus groups said they have better quality of housing now.

Residents mentioned mold problems, poor maintenance, and poor overall condition in previous housing. Residents appreciated the energy efficiency of current housing, which allowed them to save money in utility payments. Some residents said that their rent was cheaper in previous housing, but many people had

“I’ve been here for fourteen years. It was the ninth move for me in five years. I couldn’t make enough money to stay in one place. I had to keep moving. I came from an apartment with three different colors of mold; we were sick all the time. As a single mom, it was good to move here for support. It was a healthier environment.”

comparable or higher rent before. These comments are anecdotal evidence of a gap that exists in the region that may limit equity and access to opportunity to low-income households that do not qualify for services.

A recommendation from the 2008 City of Eugene Affordable Housing Resident survey suggested that residents intended to improve their financial standing and move out. Participants in the 2013 focus groups said the opposite; people overall had the intention to stay in their current housing. If they were going to move, it would likely be to another subsidized housing opportunity. The optimism of improving financial standing is not the same as in 2008. Many residents are worried about losing their affordable housing, and almost no one mentioned eventually owning a house. Longer residency times in housing units has the potential to further limit supply of affordable or subsidized housing for low-income residents in the region.

3.13.1 Barriers to Re-Entering Private Market Findings Summary

- Serious barriers exist to re-entering the private housing market, including concerns about loss of services, access to living wage jobs, and quality and condition of private market housing.
- Residents of affordable housing have indicated that they intend to stay in their current housing.
- Less frequent turnover in affordable housing units will limit supply and increase pressure to meet the needs of low-income residents in the region.

3.14 NEIGHBORHOOD ASSOCIATIONS

Residents were not specifically asked about participation in their neighborhood associations although it became evident in the focus group discussions that most residents in Eugene did not even know they existed or how they could be used. Residents were surprised to learn that they could participate in their neighborhood associations and that these groups could be used to affect positive changes in their neighborhoods. Often, residents of affordable housing feel disconnected from the process of making changes in their communities. Participation in neighborhood associations could give residents the opportunity to voice their opinions about concerns such as traffic safety in a more effective way.

3.14.1 Neighborhood Associations Summary

- Few residents in Eugene knew about their neighborhood associations, or knew that neighborhood associations could be advocates for them.
- Coordination between the affordable housing developments and neighborhood associations could build mutually beneficial relationships.

3.15 RESIDENT FEEDBACK SUMMARY

Community leaders thought it was important to expend public dollars to implement the focus groups and 2013 Community Survey to gather feedback from affordable housing residents about issues affecting their equity of access and opportunities in the community. Residents

were very open about sharing their views on where affordable housing is best located, the most desirable housing types, and improvements to the community that would positively impact their lives. Many government agencies and community service agencies will use the feedback from the assessment to prioritize projects and programs. The community is very grateful to all the participants for their insight.

4.0 RECOMMENDATIONS AND ACTIONS FOR IMPLEMENTATION

Improving conditions and increasing opportunities for affordable housing residents places them in a position to be more likely to succeed. As residents of affordable or subsidized housing, these low-income residents already have more opportunity than many low-income residents of the region. The participants were very appreciative of their housing, especially those who had come from a homelessness situation. However, the issues outlined in Chapter 3.0 demonstrate that residents could have better access to opportunity with improvements in the community.

LOCATION OF HOUSING AND GEOGRAPHICAL ACCESS TO SERVICES

- Residents were very diverse in where they wanted to live, so choice is important. Choice in housing location is important: downtown v. suburban locations, and bus-centric or car-centric locations. Single person households who primarily rode transit tended to live in the more centrally located or downtown apartments. Families with children and households with cars tended to live in the developments farther from the centers.
- Several residents said it was difficult to mix seniors and disabled people with families with children. Although the opportunity for interaction is wonderful, the opportunity for conflict was also present. Seniors would prefer a choice whether to live in senior-only developments or diverse communities.
- Architectural style of high-rise apartments, low-rise apartments or townhouses had advantages and disadvantages for different target groups. Disabled people liked having elevators and accessible buildings where they could visit all their neighbors regardless of apartment type. At the same time, some disabled people prefer more quiet and green space in suburban style developments. Parents of small children in suburban style developments liked to park the car in front of their door so that they could bring in groceries and children easily. Families greatly appreciated the green spaces in their developments so that children could play outside their doors and away from parking areas. At the same time, some families without cars prefer the convenience of living in denser areas, closer to walkable services and more frequent bus service.
- It is still important in the suburban style developments to be close to services like transit, grocery stores, schools and other services.

Recommendation 1: Continue to emphasize housing choice in developing affordable housing with respect to location, unit sizes, and building types. Continue to consider access to frequently used services, jobs, and neighborhood amenities in affordable housing siting decisions.

PERCEPTION OF SAFETY

- The level of police presence is not perceived as adequate by many affordable housing residents.
- Police enforcement of traffic violations such as speeding would improve the perception of traffic safety.

- Improving the perception of safety from crime would make residents more self-assured as they access services.
- Residents do not know who to call for certain emergencies. Communication and coordination between the police and property management entities should be improved.
- Some residents felt unsafe with the presence of homeless and transient populations outside their housing and in natural areas near their housing. It is critically important to strive to find housing solutions for the homeless in the region.

“We wish more people spoke Spanish at the schools, the police, the city, so we wouldn’t have to have children translate. “

Recommendation 2:

Enhance police presence in traffic enforcement and responses to calls for assistance from residents.

Recommendation 3: Improve coordination between police and property managers, and educate residents about when to call police and when to call property managers.

SERVICES NEEDS ASSESSMENT

- Low-income residents rely on critical services to meet daily needs, and are disproportionately impacted by reductions in services.
- Residents identified various needs such as food assistance, clothing assistance, legal assistance, help with medical expenses, and help with utility bills.
- Developing ways to connect residents with existing and new programs would address these problems. Offer more classes on-site for residents by visiting service providers such as community health, workforce development and legal assistance providers.
- Improve the Resident Services program so that coordinators act as ombudsmen or advocates that will connect residents to services and opportunities in the community.
- In the 2008 City of Eugene Affordable Housing Resident Survey, a recommendation was to increase awareness of support services in the community, but it is still a problem today. Residents Services Coordinators could assist in this effort for better communication.
- Besides offering more classes on-site for residents by visiting service providers, residents also want more fun activities to create a sense of community. Sense of community can improve sense of safety. Seniors especially expressed interest in more social activities.
- Explore services to provide residents help with developing “long term goals,” day-to-day coaching, and motivation in job search or training endeavors.
- Prioritize hiring of bilingual Spanish speakers in public positions within service agencies such as municipal and county government and housing agencies. In schools make it a priority that Spanish speaking staff be available at parent meetings.
- Create a policy that all government employees should take cultural competency training to better understand different cultures within the community.

Recommendation 4: Preserve social and community services identified by residents as critical needs. Explore opportunities to increase awareness of assistance opportunities available to low-income residents.

Recommendation 5: Improve communication and coordination between residents, housing providers, and service providers to better connect residents with existing services.

CHILDCARE

- Many residents care for children at home because childcare is too expensive to consider. This limits the opportunities for households with children.
- Consider co-locating affordable childcare facilities within housing developments.
- Train and certify more home-based child care centers in the region.
- Facilitate childcare exchanges within housing developments.
- Prioritize after-school activities for older children, considering transportation and cost.
- Consider offering on-site tutoring as after-school activities for older children. Parents liked computer access, homework clubs and tutoring on-site as after-school services. Partner with University of Oregon students studying education, or just student volunteers to provide these mentorship activities.

Recommendation 6: Explore different ways to increase childcare options.

Recommendation 7: Explore different ways to increase access to after-school activities for older children.

SCHOOLS

- Most children attend the local school they are assigned to in their district, but 15% of survey respondents with children exercise school choice. Residents said the primary barrier for school choice is transportation.
- Some children do not participate in after-school activities and sports because of cost, and because transportation is not provided after activities.
- Many residents identified the need for activities for older children. Physical activities after school could improve children's health.

Recommendation 8: Explore ways to provide free LTD bus passes to youth for easier transportation to school and after-school activities.

TRANSPORTATION AND TRAFFIC SAFETY

- Traffic safety improvements would assist residents to access destinations safely.
- Refer to the list of traffic safety improvements identified by residents in the focus groups and the survey (*Appendix E*) and prioritize improvements that would increase safety for children getting to and from school and people getting to and from transit stops.
- Increase street lighting, especially in high pedestrian areas, such as paths between affordable housing developments and the nearest bus stops.
- Perform a sidewalk audit, identifying what streets are high priorities for new sidewalks, and what sidewalks need major repairs.

- Identify locations for new painted crosswalks, lit crosswalks, or improved crossing lights. A study could be done for the problem intersections to identify which crossings need better paint, and which are critical enough to have lights and/or signs.
- Develop design solutions for better pedestrian connectivity in major problem areas. Examples: River Road north of the Beltline in Eugene, and Pioneer Parkway and 'Q' Street in Springfield. Consider crossings, speed control, and visual cues about heightened pedestrian activity.
- Some residents would ride bicycles more if they could afford bicycles.
- Resources are available to provide traffic safety education to help residents to feel safer.
- Transit improvements would increase equity and access to services for households without cars.
- Survey data shows that although 31% of survey participants use a bus pass, 66% would purchase a bus pass if it were cheaper.
- Create a pool of LTD riders in HACSA, Metro and SVDP housing similar to an employer pool and offer discounted bus passes as part of the pool.
- Explore ways to expand route frequency, night and weekend bus service on identified routes serving affordable housing developments.
- Reinstate free or inexpensive youth bus passes for students to help them get to school, after-school activities and employment.

Recommendation 9: Explore ways to improve traffic safety, lighting, and connectivity around affordable housing developments to improve access to bus stops and schools and along similar critical high pedestrian routes.

Recommendation 10: Increase affordability of and access to public transportation for affordable housing residents.

HEALTH AND WELLNESS

- Health and Wellness relate to many other topic areas, such as housing quality, perception of safety, traffic safety, food and nutrition.
- More health improvement classes could be offered in affordable housing community rooms by visiting service providers such as healthy food preparation, substance abuse recovery and smoking cessation support.
- Residents expressed that affording dental healthcare was a significant problem. The region needs a solution to providing preventative dental healthcare, not just emergency dental services. Explore venues to provide dental care education, tooth brushes, floss, and fluoride, such as schools.
- Improving infrastructure for pedestrians and bicyclists around affordable housing developments would create safe places to exercise or walk and bike for transportation, which would improve the health of residents.
- Supporting and promoting affordable after-school activities would assist children to be more active and healthy.
- Improving access to food support programs and community gardens would help residents achieve better nutrition.

- Connect uninsured affordable housing residents with information about enrolling in health insurance programs.
- Create a better understanding of health outcomes affected by affordable housing.

Recommendation 11: Explore ways to connect efforts to improve the health of affordable housing residents. In addition, explore ways to elevate housing affordability and quality as a public health issue.

FOOD AND NUTRITION

- Improve access to the Extra Helping program and food boxes from Food for Lane County to assist residents to achieve good nutrition. Provide transportation to food pantries or expand the locations of food pantries to be closer to affordable housing developments.
- Develop or improve gardens at housing developments to relieve the cost of food. This would require providing watering access to garden sites.
- Residents who do not drive or have access to cars reported that getting packages of food back home from a grocery store was difficult. Residents that lived close enough to a grocery store to walk said that they had to go on a daily basis because they could not carry more than a day or two of food at one time. Procuring grocery carts for residents who travel to the grocery store on foot would assist the residents to purchase more food at once and reduce the need for daily trips. It may also encourage those with cars living near grocery stores to make shorter trips on foot.

Recommendation 12: Facilitate access to affordable nutritious food for low income residents of affordable housing.

FINANCIAL OPPORTUNITIES

- Most residents have checking accounts (77%) and/or savings accounts (53%) with a bank or credit union.
- Not many residents in the surveys or focus groups knew what an Individual Development Account (IDA) was. Some residents were interested in knowing more.
- Only 16% of survey respondents did not have any kind of account.

Recommendation 13: Educate residents about available financial services and find ways to provide greater access to Individual Development Accounts.

ACCESS TO JOBS

- Survey results showed only 33% of residents of affordable housing were employed and only 24% were looking for jobs.
- Housing providers' records showed slightly different employment data, but employment numbers still seemed low.
- Further research would be required to analyze the reasons why more residents are not seeking and finding work.

- Many residents do not know about resources in the community that could help them overcome barriers and find employment, such as Lane Workforce Partnership, eDev from the Lane Small Business Development Center, NEDCO's Hatch Business Incubator, and more. Partnerships between these agencies and housing providers could increase the number of residents accessing workforce services.
- Some comments about workforce training programs were that residents still did not find employment at the end of the program. Explore apprenticeship and training programs that would be associated with specific job openings, allowing employers to be more involved in creating the training and participants more assured of future employment.
- Residents were interested in assistance programs to help residents sell crafts and items. The cost of booth space at Sprout and other farmer's markets is too expensive for low-income residents. It would be interesting to explore having a scholarship program for booth space, a shared booth space for affordable housing residents, or perhaps permission to have a table to sell crafts or items within St. Vinnie's stores.
- Improve computer access for residents to search for jobs, take online classes, and tend to other business.

Recommendation 14: Explore community partnerships to connect affordable housing residents with assistance increasing economic opportunities.

BARRIERS TO RE-ENTERING PRIVATE HOUSING MARKET

- In comparison to previous surveys, residents identified greater barriers to moving out of affordable housing. More residents are seniors and persons with disabilities that have fixed incomes. These shifts are consistent with overall demographic changes in the region.
- For other households, many have been unable to sufficiently increase their incomes to access quality private market housing. In fact, many residents described difficulties paying subsidized rents and were fearful of losing their units.
- Less frequent turnover in affordable housing units has decreased opportunities for those who are in need of affordable housing and resulted in longer waits for units.

Recommendation 15: Explore ways to increase the affordable housing units in the region.

NEIGHBORHOOD ASSOCIATIONS

- Few residents in Eugene knew about their neighborhood associations, or knew that neighborhood associations could be advocates for them.
- Coordination between the affordable housing developments and neighborhood associations could build mutually beneficial relationships.

Recommendation 16: Educate residents in Eugene about the existence of their neighborhood associations and how they can be used to foster change.

Affordable housing residents want the same quality of life as all residents, including safety, security, and access to services. They want to be able to make choices in their housing location and housing style. They want access to opportunities for their children and opportunities for jobs. Residents want to be able to meet their basic needs for housing, food, clothing, healthcare and transportation. Residents are concerned about community problems and care for the well-being of family, friends and neighbors. The residents of SVDP, Metro and HACSA housing appreciated the opportunity to share their concerns and opinions through the assessment process.

5.0 CONCLUSIONS ABOUT THE ASSESSMENT PROCESS

Overall, participation in the assessment of affordable housing residents was good in both overall number and diversity of participants. With 12 focus groups and 128 participants, the average participation was over ten residents per focus group. In reality, some focus groups had as many as 15-20 participants while two focus groups had fewer than five participants. Even in the smaller focus groups, the information provided by the residents was very valuable. The 29% response rate for the survey was higher than the response rate for City of Eugene resident surveys in 2006 and 2008.

5.1 PREPARATION

- It was important for the facilitator to develop a relationship with service providers who have direct daily contact with residents and to communicate well together. This way, the service providers could speak to residents about the project, answer questions, and residents could trust the project.
- Service providers were interviewed about what topics the residents were most concerned about so that questions could be focused on topics they were excited to discuss.
- Community leaders in different topic areas also weighed in on questions to ask residents that would help directly inform their work.
- All materials such as flyers and surveys were available in English and Spanish. The facilitator spoke Spanish so that translation would be easier. Latino residents did participate in predominantly English focus groups.
- It was key to provide and advertise incentives to participate: focus groups provided dinner and a raffle for grocery store gift cards \$20 each. The survey provided a raffle for five \$100 grocery store gift cards. Food costs are a concern of residents so they were appropriate incentives.
- Service providers identified “community leaders” within affordable housing developments who would have great input, and also would encourage their friends and neighbors to attend the focus groups or answer the survey.
- Service providers continued to give reminders to residents about the focus groups and surveys so that they would be fresh in their minds.
- The information was presented to residents so that they knew their participation would make a difference. It was not a pointless exercise but was linked to real potential for change in the community.
- The focus group and survey questions were not “fun” or “kid-friendly” but they were developed around topics that the residents cared enough about to want to discuss.

5.2 FOCUS GROUPS

- Focus group sites were selected based on size, geographic disbursement, clusters of developments, availability of a community room to hold focus groups, and existence of a resident services program so that residents were accustomed to activities.

- Releasing information well in advance (flyers, calendars, newsletters) was important so that residents had a chance to ask questions.
- For the focus group in Spanish, more personal contact and personal invitations from a known and trusted person like the Resident Services Coordinator or other service provider was required in addition to flyers.
- Focus groups held right on site in the developments were successful because convenience was good. It was important to provide and advertise childcare.
- Holding one focus group for a cluster of developments was not very successful. When neighboring developments were invited to a focus group in another development, transportation was provided. However, only one focus group was successful in transporting residents from another site. The greatest participation was from residents living in the development where the focus group was located.
- At the focus group meetings, the survey was announced so that participants would be looking out for it.

5.3 SURVEYS

- Surveys were delivered right to residents' doors or mailed to their mailbox. For developments that had centralized community rooms, drop boxes were provided for residents to leave their surveys. For developments without community rooms, stamped addressed envelopes were provided. More than 34% of the mail-back surveys were submitted, so that seemed to be slightly more successful than the drop boxes.
- Surveys in Spanish were provided directly to the households that service providers knew were prominently Spanish-speaking. Also a message in Spanish was on the English version of the survey, telling Spanish speakers about the incentives and how to access a survey. Only ten surveys in Spanish were received, although many Latinos likely answered the survey in English. Perhaps Latinos would have answered more surveys in Spanish if trusted service providers had given them more personalized encouragement.

APPENDIX A

2013 COMMUNITY SURVEY AND FOCUS GROUP QUESTIONS

2013 COMMUNITY SURVEY

About You

Please circle the answer that applies to you.

1. How many people live in your home?

1 2 3 4 5 or More

2. How many children under the age of 18 live in your home?

None 1 2 3 4 5 or More

3. What is your household type?

Single person Couple Single with child(ren) Couple with child(ren) Other

4. What are your sources of income? (Please circle **ALL that apply.**)

Job/Salary SSI/Disability TANF Student Loans
Social Security Unemployment Child support Other: _____

5. Do you receive any of the following assistance: Food stamps WIC Food boxes

6. What is your annual household income range?

Less than \$10,000 \$10,001-\$15,000 \$15,001-\$25,000 \$25,001-\$35,000 \$35,001-\$45,000 \$45,001 or more

Your Home and Community

7. How long have you lived in your home?

0-6 months 7-12 months 1-2 years 3-5 years 5+ years

8. How long were you on the waiting list for housing before you moved into your current home?

Less than 1 month 1-2 months 3-6 months 7-12 months Over a year

9. Please **rank your top three** most important housing characteristics by writing 1, 2, and 3 (**1 is MOST important**):

_____ Good access to public transportation near my housing
_____ Quality of my housing
_____ Safety of my housing

- _____ Location of my housing (for example, located close to jobs, schools, parks, grocery stores, doctors' offices and other public services)
- _____ Affordability/Cost of my housing
- _____ Opportunities my housing provides to socialize with friends, family, and/or neighbors

10. Is it convenient (**15 minutes by car, or 30 minutes by walking/biking/bus**) to get from your home to:

A. Public transportation	Yes	No
B. Employment opportunities	Yes	No
C. Supermarket	Yes	No
D. Schools	Yes	No
E. Child care (if applicable)	Yes	No
F. Parks, recreation and leisure activities	Yes	No
G. Doctor/healthcare	Yes	No
H. Friends and/or family	Yes	No
I. Pharmacy	Yes	No
J. Your bank	Yes	No
K. Community garden plots	Yes	No
L. Social services	Yes	No

11. How important is it to you to have the following services near your home (**Very, Somewhat, or Not important**):

A. Public transportation	Very	Somewhat	Not important
B. Employment opportunities	Very	Somewhat	Not important
C. Supermarket	Very	Somewhat	Not important
D. Schools	Very	Somewhat	Not important
E. Child care (if applicable)	Very	Somewhat	Not important
F. Parks, recreation and leisure activities	Very	Somewhat	Not important
G. Doctor/healthcare	Very	Somewhat	Not important
H. Friends and/or family	Very	Somewhat	Not important
I. Pharmacy	Very	Somewhat	Not important
J. Your bank	Very	Somewhat	Not important
K. Community garden plots	Very	Somewhat	Not important
L. Social services	Very	Somewhat	Not important

12. Please check the box that indicates your **level of agreement** with each statement.

STATEMENT	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I feel safe in my housing unit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel safe in my housing complex.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel safe in my neighborhood outside my housing complex.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. What could be improved within your housing development or neighborhood to make you feel safer?

14. Please **rate how much of a problem** the following issues are for you by marking Not a problem, Minor problem, Moderate problem, Major problem, or Not Applicable in your household (N/A).

		Degree of Problem				
		Not a problem	Minor problem	Moderate problem	Major problem	N/A
A.	Not enough money for housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B.	Not enough room in your house for all the people who live there	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C.	Not enough money for food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D.	Not able to pay utility bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E.	Not enough money to buy needed clothing or shoes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F.	Not able to afford legal help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G.	Trouble getting to work, to school, or getting medical care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H.	Not able to pay for or get medical insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I.	Not enough money to pay the Doctor or Dentist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J.	Not able to get in-home care or adult care for an elderly person or someone with a disability or serious illness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K.	Not able to get residential or foster care for an elderly or disabled person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L.	Not able to get special transportation for a disabled or elderly person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M.	Not able to get help for a mental or emotional problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
N.	Not able to find work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O.	Not enough money to purchase prescriptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- P. Experiencing a drug or alcohol problem
- Q. Experiencing physical conflict in the household
- R. Children or teenagers experiencing behavioral or emotional problems
- S. Not able to get marriage or family counseling or help
- T. Not able to afford after school childcare
- U. Not able to afford nutritious food
- V. Not able to get help with parenting skills

Childcare

If you do NOT have children please **skip to Question #28**.

15. Do you care for your children yourself at home, or do you use childcare? At home
Childcare

16. Please mark the kind of childcare you use the **MOST** by age of your children:

Age of children:	0-2 Years	3-5 Years	Elementary School	Middle School	High School
Daycare center (ex. Headstart, Kindercare, etc.)					
Friend/Relative					
Home-based child care center					
Nanny/ babysitter					
After-school program					
Kids can take care of themselves					
Parent/Guardian					

17. What is the name of your Daycare center or home-based child care center? _____

18. How long does it take **in minutes** to get from home to childcare?

19. If you have children aged 3-4, are they enrolled in preschool or Headstart? Yes No N/A

20. Please choose the reasons you selected your childcare (mark all that apply):

- Convenient location
- Low cost
- Space available
- Child's preference
- Hours of operation/work shift
- Friend/family also attend
- Religious affiliation
- Good reputation/ good experience
- Other: _____

21. Please check the box that indicates your **level of agreement** with each statement.

STATEMENT	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I am satisfied with the quality of my childcare.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied with the location of my childcare.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Schools

If you do not have children, or if your children are not school age, please **skip to Question #28**.

22. Do your children attend the local school? Yes No

23. If not, where do they attend school (ex. Home school, alternative school): _____

24. Please **rank your top three** most important factors that led you to choose your children’s school by writing 1, 2, and 3 (**1 is MOST important**):

- | | |
|--|--|
| _____ Ability to get there | _____ After-school care options |
| _____ Didn’t know how to send kids to different school | _____ Good reputation/ quality |
| _____ Proximity to home | _____ Friends/family/neighbors also attend |
| _____ Religious affiliation | _____ Other: _____ |

25. If there were no barriers, would you send your children to a different school? Yes No Maybe

26. Do your children participate in activities or sports? Yes No

27. How much do you agree with this statement: “I am satisfied with the quality of my children’s schools”?

- Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly disagree

Getting Around

28. What is the primary way you get from place to place? Please circle **only one**.

- Car Bus Bike Walking Carpool/Ride share Other

29. Do you feel that you need a car where you live? Yes No

30. Do you currently use an LTD monthly bus pass? Yes No

31. If NO, would you use an LTD monthly bus pass if it were cheaper? Yes No

32. Do you feel safe walking and/or biking in your neighborhood? Yes No

33. What are your primary concerns about traffic safety? Please circle **all that apply**.

Sidewalks Curb ramps Crossing lights Traffic speed Crosswalks Other: _____

34. Please let us know about your specific traffic safety concern (please include the location):

[Empty text box for traffic safety concern]

Health and Wellness

35. Do you have healthcare insurance? Yes No

36. Is your health insurance coverage through:

Your employer Oregon Health Plan Private plan purchased by You Medicare/Medicaid I don't have health insurance

37. Does a member of your household have a health condition that requires regular trips to a doctor? Yes No

38. Where do you and your family go most often to receive health services?

Primary care doctor Riverstone/Volunteers in Medicine Riverbend Emergency Room/Urgent care Whitebird Other: _____

39. Does anyone in your household have a prescription medication you have to take all the time? Yes No

Food & Nutrition

40. Is it important to you to eat healthy food like fruits and vegetables? Yes No

41. Do you feel you have sources of healthy food, like fruits and vegetables, close to you? Yes No

42. Where is the primary place you shop for food? [Empty text box]

43. Besides stores, what other ways does your family typically get food? **[please check all that apply]:**

- Garden (community or home)
- Food Boxes/Food Pantry
- Extra Helping Program
- Summer Lunch program
- Emergency Dining Sites
- Sit Down Restaurants
- School Meals (for children)
- Fast food
- Hunting/Fishing
- Farmers Market

44. Eating healthy food would be easier for my family if **[please check all that apply]:**

- Prices of healthy foods were lower
- It were faster to prepare healthy foods
- There were a full-service grocery store closer to my home
- My nearest grocery store sold better quality produce
- My nearest convenience store sold more grocery items
- I knew how to cook healthy foods
- I knew what foods are healthy for my family
- There weren't outside influences on my family's diet (commercials, ads)
- Other: _____

Financial Opportunities

- 45. Do you have a checking account with a bank or credit union? Yes No
- 46. Do you have a savings account with a bank or credit union? Yes No
- 47. Do you have an Individual Development Account (IDA)? Yes No

Access to Jobs and Services

- 48. Are you currently employed? Yes No
- 49. Are you self employed? Yes No

If you are Not employed, **please skip to Question #55.** Please circle the answers that apply to you.

- 50. How many jobs do you have? _____
 - 51. What is the number of hours you work per week? _____
 - 52. What is your type of job? (If you have more than one job, circle all that apply.)
- Sales
 Food prep/serving
 Office/Admin services
 Healthcare

Education Production/Manufacturing Cleaning/Maintenance Other: _____

53. Is your shift: Day shift Night shift Changing shift Multiple jobs/shifts

54. Does your job provide benefits like health insurance and retirement? Yes No

55. Please **rate** how much of a problem the following issues are for you **to get employment** by circling Not a problem, Minor problem, Moderate problem or Major problem.

	Degree of Problem to Get Employment			
	Not a problem	Minor problem	Moderate problem	Major problem
A. Childcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Don't have the right education/ training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Bad shifts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Transportation/ getting there	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Low salary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. Not enough hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G. Too many hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. Location of job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I. Don't have the right experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

56. Are you currently trying to get a new job or start a business? Yes No

57. What is your highest level of education?

Some highschool Highschool graduate/ GED Some college College graduate Technical/Vocational/ Trade certificate

58. Do you have access to a computer and high speed internet? Yes No

59. Other comments about your community? Please tell us what is on your mind.

Would you like to be in the drawing for a grocery store gift certificate? Yes No

If Yes, which store do you prefer: **Walmart** **WinCo** **Safeway** **Fred Meyer** **Other:** _____

If you answered “Yes” to enter the drawing, please provide your name and address to participate. **This information is optional. Your name will be separated from the survey and entered into the drawing.**

Name _____ Address _____

Thank you so much for your participation!

FOCUS GROUP QUESTIONS

Your Home and Community

- Was this housing development your first choice?
- What was important to you when choosing your housing?
- What was the quality of your housing before you moved here?
- Was your housing more expensive before?
- How did you find out about housing assistance?
- Are you planning to move out of this housing within the next few years?
- Is there something preventing you from moving out of affordable housing?
- If this wasn't your first choice of development, what was?
- Why did you want that development (what factors do you want)?
- What services are convenient to your housing? (MAP)
- What services would you want close to your home?
 - Transit
 - Employment opportunities
 - Grocery stores
 - Schools
 - Your bank
 - Childcare
 - Parks, recreation
 - Doctor/healthcare
 - Community garden plots
- Do you know about your Neighborhood Association?
- Do you read/receive the Neighborhood Association newsletter?
- Do you take concerns to the Neighborhood Association?
- Do you know where to take concerns about issues outside your complex?
- Do you feel safe in your housing, complex, and neighborhood?
- How could your safety improve?

Childcare

- Where is your childcare facility located?
- How long does it take you in minutes to get there?
- What kind do you use, show of hands – daycare center, family/friend, home-based center, babysitter?
- Do you like your childcare?
- Why did you choose that childcare?
- What would you want to change about your childcare?

- Location
- Hours
- Cost
- How much does it cost per child?
- Parents of 3-4 year olds: are your kids enrolled in preschool?

Schools

- Do your children attend the neighborhood school or a different school?
- If there were no barriers, would you send your kids to a different school?
- What are the barriers?
- How satisfied are you with:
 - Transportation to the school
 - Proximity to your house
 - After-school care options
 - Reputation/quality
- What most helps your kids succeed in school? (programs, homework club, computer access, tutoring...)
- Do your kids participate in sports or activities through the school?

Transportation

- What is the primary way you get from place to place – show of hands for cars, walking, biking, bus, carpool
- Do you feel like you need a car where you live?
- What are some of the challenges in getting where you need to go?
- Do you currently use an LTD bus pass?
- Would you use one if it were cheaper?
- What are your traffic safety concerns? (specific crosswalks, speed areas, etc.)

Health, Food, Wellness

- Do you have health insurance?
- Where do you go to get medical services?
- Do you feel you have a safe place to exercise?
- Do you go to the local park?

- Where do you usually shop for food?
- Do you feel that you get enough healthy food like fruits and vegetables?
- Do you feel that you can afford healthy food?
- Do you get a food box in addition to the Extra Helping program?
- Does your family participate in Summer Lunch?
- Do you ever purchase food at Dari Mart or other convenience stores?

Finance

- Do you have a checking account with a bank or credit union?
- Do you have a savings account?
- Do you have an Individual Development Account?

Jobs

- Are you employed?
- More than one job?
- Does your job provide benefits?
- Day shift, night shift, changing shifts?
- Do you work the # of hours you want to work?
- Have you been able to increase your income?
- How were you able to increase your income (programs, training, new job, promotion)?
- In what area is your job located?
- How long does it take to get from home to your job?
- Barriers to getting a job?
- Trying to get new job or start new business?
- What might you need to reach your goals?
- Do you want to get more education?
- What is the hardest part of getting more education?

Cost	Not enough time
Childcare	Not sure what to study
Student loan debt already owed	Not sure how to begin

APPENDIX B

FOCUS GROUP SUMMARIES BY DEVELOPMENT

AURORA BUILDING (SVDP) FOCUS GROUP SUMMARY

WEDNESDAY JULY 31, 2013

- 14 residents in attendance.
- Two varying responses: Aurora was my first choice because I don't drive and this is a great location, vs. this was the first unit available, and I would have chosen somewhere quieter.
- From those same varying responses: I like it here and will not move, vs. I may try to get Section 8 or live in a complex with more green space. There are barriers to moving: background, credit issues, health issues, transportation issues when you live farther from downtown.
- Residents really appreciate the services and events nearby. They would want parks with playgrounds, affordable restaurants, a more affordable grocery store, a better parking situation, and affordable childcare in the downtown.
- Residents really appreciate the Resident Services program to help them connect to programs and services that can assist them.
- Residents knew the neighborhood association and read the newsletters but had not been involved.
- Safety had been a major issue, but it has improved. There are cameras and a night security guard. The police do patrol. There are safety issues in downtown, but the building is pretty safe. Some safety problems were discussed with panhandlers and drunks on weekends.
- Most residents did not drive. Those who did said parking cost was a problem; it should be free.
- Bus passes were expensive for residents at \$48 per month. Transit challenges were weather issues and the time it took to get certain places like WinCo.
- Traffic safety problems were mostly related to the speed on East and West 11th Avenue. It was scary for bikers in the bike lanes so they sometimes ride on sidewalks which is scary for pedestrians. Pedestrians have to be very cautious, and crossing 11th Ave is difficult.
- All but one resident had health insurance, but it doesn't cover dental, visual or some prescriptions. Dental care is expensive, so all dental care is mostly emergency extractions. Whitebird does fillings, but you have to pay up front which is a problem.
- The closest parks with playgrounds are not very close, especially when walking with kids. Residents walk and bike for transportation so that is all they do for exercise.
- The Extra Helping program is great; it helps to stretch food stamps. Fruits and vegetables are very expensive when you buy them on your own.
- Residents had checking accounts. People did not know about IDAs, but the RSC mentioned there is a monthly finance class that teaches these things, and residents again said that Resident Services really helps them become informed about different programs.

- Five residents were employed. Others were looking for work and said it was limiting to only seek work in certain locations and only day shifts because of the bus. Childcare was a barrier.
- Residents mentioned it is complicated when there are income restrictions on benefits. You cannot better yourself and make too much money or you will not qualify for benefits, but you will not make enough to pay for those benefits yourself.
- Downtown childcare centers are very expensive: \$800 per month or more. To get children to less expensive childcare on the bus is a real complication.

LAMB BUILDING AND OAKWOOD MANOR (SVDP) FOCUS GROUP SUMMARY THURSDAY JULY 25, 2013

- 20 residents in attendance
- The locations of both developments were very convenient. Residents at Lamb said they really liked the centralized location, and security of the building was good. It is easy to get places on the bus. Residents at Oakwood Manor said they appreciated the quiet and green space, but they did not have great security.
- Right away residents began talking about West 11th Avenue and how difficult it is to cross with the speeding traffic. One resident at Lamb almost was hit when his power-chair stalled in the street while crossing from the bus stop to the building. People worried about the crosswalk and lighting.
- The quality of the housing is better than residents' previous housing. For some it was cheaper, for some more expensive, but everyone worried about rent increases.
- Rent increases would cause some people to move, and others said they could not afford to move. People said they would need more money if they were to move.
- Some people said the parks did not feel safe. Lamb residents wanted to have plants on the terrace but there was no access to water. Oakwood residents said watering access was a problem at their garden because it was locked when the manager was off duty.
- Residents did not know about the neighborhood association.
- Safety was decent at the Lamb building. People wanted fewer unknown visitors in the building and security in the storage area. At Oakwood there was concern about thefts. The manager seems to make a big difference for safety.
- Only three residents drove. Others used the bus or Ride Source, and a few walked or biked for transportation. The residents were grateful that the bus had decent night service, and they are optimistic that EmX on West 11th will be good for them.
- Residents were very concerned about crossings on West 11th. They also had difficulty with broken sidewalks and curb ramps in the area.

- Nearly half the residents had health insurance but it was expensive and didn't cover everything; it doesn't cover dental or vision care. Residents' agreed that they were not treated well at doctors' offices.
- Many residents had skipped prescriptions because they were too expensive.
- Several residents walk or bike for transportation and get enough exercise. Others said the bike path and parks are not safe for exercising.
- Extra Helping is great for access to healthy food, but if it weren't for that most residents said they cannot afford healthy food. Several people take advantage of Food Boxes, when they have a way to get them. It is difficult to carry them walking or biking, or even on the bus.
- Only two residents were employed. There were many barriers including low wages, disability, felony background, lack of experience/training.
- Some residents said they would want more education but they already owe on past loans. Fear of cost and debt prevented people from going to school.

MAPLEWOOD MANOR (HACSA) FOCUS GROUP SUMMARY THURSDAY AUGUST 22, 2013

- 12 residents in attendance
- Residents liked the location. It is quiet, but still convenient to shopping, doctors/the hospital, and everything if you drive or ride the bus.
- Everyone said their housing was worse previously: in bad crime neighborhoods, inconvenient locations, or more expensive and worse quality rentals.
- Most residents said they were not planning to move unless they could get a HACSA scattered site house. They said they would need more money to move.
- The residents felt that everything was convenient, but they would want a less expensive grocery store like WinCo, more affordable childcare centers, and a gas station/convenience store closer.
- The residents gave an emphatic Yes that they felt safe. A few residents had personal family issues and they would not feel safe anywhere. They said 911 response is very fast there.
- Residents knew about the neighborhood association and they supported efforts for bike lanes.
- Residents want Slow Children or Children at Play signs on Matt Drive; speeding is a problem. They want more crosswalks across Crescent Drive, and more signs to warn cars to stop. It is very hard to cross Coburg Road. Curb ramps nearby are not good for wheelchairs. Residents had concerns about speeding when the city extends Matt Drive.
- Residents felt the school bus stop is too far from the complex; older kids can get hurt or into trouble with little supervision.

- Residents used a variety of childcare including family/friends/neighbors, in-home care center and childcare center. DHS stopped providing childcare assistance for full time students. Home-care centers do not seem as safe and supervised as childcare centers. Childcare centers are not close, they are expensive, the hours are only day shifts and they don't pick kids up after school. The cheapest childcare is \$3.00 per hour. DHS assistance does not cover the full childcare costs.
- Most kids attend the neighborhood schools and like them. Kids attend preschool at Headstart. Parents wished kindergarten were full time.
- Most kids come home after school, but a homework club is starting. HACSA pays for Internet. Adults will have computer access too.
- Most of the residents drive. Three took the bus, one bikes and one walks. Residents would prefer a car but bus access is pretty good. For residents who walk, there is not much close by and it is dangerous to get around because Coburg Road is so busy.
- The bus can be unpredictably late or early. Students should have free bus passes; it is hard to get kids to different schools. The distance is far between bus stops. Bus passes are expensive. Service stops too early in the evening - at 6 p.m. on Sundays.
- Most residents had health insurance and disabled had caretakers. Too much income can kick you off benefits. People skip prescriptions for the cost, and co-pays are expensive. There is no dental or vision coverage.
- Healthy food is too expensive, even if Extra Helping program helps. Some fruits and vegetables we grow in the garden. With multiple kids, healthy food is too expensive.
- Half the residents had bank accounts. Residents use money orders and cash checks at Walmart. Stores charge per transaction.
- Two residents worked. Evening shifts are difficult with childcare since few centers stay open until 9 p.m. It is hard to balance the number of hours, since more hours means higher rent and more childcare cost. However, maybe the higher pay is worth it. Childcare is impossible with multiple children. Lots of barriers to employment including transportation, not enough hours, not enough jobs available, anxiety, lack of education and computer skills, lack of experience.
- Barriers to education were also significant. Transportation is long to LCC, financial aid is insufficient to live on, cost of books and tuition, and childcare without DHS assistance.

THE PARK AT EMERALD VILLAGE (METRO) FOCUS GROUP SUMMARY THURSDAY SEPTEMBER 5, 2013

- 6 residents in attendance
- Residents really liked the convenience of the location, close to everything for people with and without cars. Clean, spacious, good management.

- Better quality and less expensive than previous housing, better management. Some residents came from homelessness.
- People had mixed ideas about moving. Most wanted to stay because it is good and they would need money to move. Others were waiting for Section 8 vouchers and thought they may move.
- Residents felt that everything was close, including transit, schools, shopping. They would want more gas stations nearby.
- Residents felt safe in general. Traffic issues are the scariest, with 2nd Street, 'Q' Street and Pioneer Parkway. There are wild cats around. The wetland area nearby is a safety concern; lots of homeless camping and trash, dangerous for children. Not enough police patrolling of that area. Bike theft is an issue – need a locked storage area.
- Residents want less parking on 2nd Street near the entrance of the complex, better street lighting. Sidewalk improvements on 2nd Street for wheelchairs. Walking to the bus stops on Pioneer Parkway is scary. Hard to cross and cars speed.
- Residents used family and friends for childcare. Residents do not use childcare centers much, because there is no affordable one nearby. Would want to organize a childcare exchange with neighbors.
- School transportation is limited because Hamlin Middle School and Springfield High School are so close, but it is very hard to walk there crossing 'Q' Street. Kindergarten is too short. Barrier to school choice is cost of transportation. Some kids still enrolled in previous school district.
- Residents would want more affordable after-school programs for kids and teens. Metro offers some activities and homework club, but residents want more. Cost is key for families with multiple kids.
- Residents were split driving and riding the bus primarily. EmX is best for wheelchairs, but Ride Source is also key because sidewalks can be a problem especially in the rain. It is easier with a car because of multiple destinations with kids, work, and appointments.
- Sidewalks are a real transportation concern for wheelchairs: 2nd Street, near Springfield High, downtown in the Washburn area, curb ramps are unsafe. 2nd Street is a blind turn onto 'Q' Street because of tall bushes. 'Q' Street is hard to cross, especially at Pioneer Parkway. Pioneer Parkway is wide and dangerous to cross to the bus stop. Cars don't see us crossing. Cars speed.
- Youth bus passes were taken away and now cost \$24 per month. Kids have to walk instead.
- Everyone had health insurance but some residents skipped prescriptions they couldn't afford.
- There is a gym in the complex, so it is great for exercise. It is not accessible for wheelchairs, but there are classes for people in wheelchairs at Riverbend. Residents did go to parks a lot.

- It is difficult to afford healthy food with several children, but Extra Helping is good every two weeks.
- A barrier to employment was education, but education is too expensive. Residents want more on the job training. Other barriers were disability and health issues.

ROSS LANE APARTMENTS (SVDP) FOCUS GROUP SUMMARY

THURSDAY AUGUST 1, 2013

- 9 residents in attendance
- Residents mostly said they had little choice: for some it was the only 3-bedroom option, the only unit available, or they were moving from homelessness. It was generally a better situation than what the residents were coming from.
- Residents did not plan to move because they could not afford anything else. Some people said they wanted to move eventually but they would need more money. Others said they liked their neighbors and their sense of community. Some people wanted another SVDP development: South Hilyard, Stellar Apartments, and Santa Clara Place if they were to move.
- The location is convenient to stores, schools, doctors, the bike path, the post office, and a garden. Residents would want parks and playgrounds for older kids to be closer, a police substation, a closer bus stop, a pediatrician, urgent care and sidewalks.
- Residents did NOT feel safe, especially at night. The neighborhood is considered “bad.” The duplexes surrounding the development have had Swat Team drug raids. There are drug users on the property, and recovering addicts living here too. We have found drugs on the property.
- Residents want more security and police patrol, especially on the weekends. There is a lot of theft; we need locks on the bike storage area. Police have said perpetrators must be caught in the act, so residents want cameras and better lighting.
- Residents did not know about the neighborhood association.
- Childcare exchanges with neighbors are the primary childcare. It is safer because the parents all know each other. Residents want more after school programming like the homework club. After school programs are not affordable.
- Children attend neighborhood schools and other schools. Because there are several schools in the River Road area, transportation is not a huge barrier to school choice.
- Most of the residents drive, while others bike, walk and ride the bus. Everyone agreed you need a car there, because it’s not safe at night. Hunsaker Lane has no sidewalks, a narrow shoulder, blind curves, poor lighting, and speeding. Parking is a problem with Head Start on site and on Helen Street and Ross Lane for pulling out of the complex blind. Traffic signals are inadequate at Santa Clara Ave and River Road to cross. Crossing is very dangerous on

Division Ave. Walking and biking on River Road is dangerous because of speed, poor traffic signals, and inattentive drivers.

- Most residents had health insurance and use primary care doctors.
- There aren't many places to exercise close by and feel safe, because of lack of sidewalks and lighting. The lack of parks for older kids is a problem; they need things to do.
- Extra Helping is good for fruits and vegetables but not everyone can go because it is during the day. Summer Lunch food is not healthy and not good quality. There are no vegetarian options.
- Most residents had checking accounts and one was using an IDA.
- Two residents were employed and four were students. Those looking for work said barriers were anxiety disorders with interviewing, childcare costs, felony backgrounds, and medical issues. Further education was also difficult with children around while studying, transportation, disabilities, and expense.

ROYAL BUILDING (SVDP) FOCUS GROUP SUMMARY WEDNESDAY JULY 24, 2013

- 13 residents in attendance
- Most residents said their unit was the only unit available and they did not choose the location.
- Residents felt unsafe in the neighborhood. Downtown Springfield had more problems with drugs and prostitutes but it has calmed down. Residents still do not like the noise of traffic, the train, lack of parking, and crime. Cars have been stolen and vandalized.
- Residents want to improve safety with security guards, more police patrol and better lighting.
- The best parts are low rent, and convenience to transit. The building is pretty secure with good management and maintenance. It has air conditioning and a cheap energy bill. Island Park is pretty close by, but it is not too safe with homeless and drug dealers.
- Residents would want more open space such as Blue Bell and Park View Terrace.
- Many residents would want to move because of the theft and crime, but the only way is to get Section 8 and the waiting list is years long and a lottery.
- Residents would want an inexpensive grocery store closer, benches on the sidewalk, a place to smoke without harassment from homeless and teens, affordable cable TV and Internet, a community garden nearby.
- Traffic safety problems include the cycling bridge on the Rosa Parks bike path, sidewalks and curb ramps downtown.

- Most residents used the bus. A few residents had cars. Complaints about LTD were that after 5:00 p.m. buses only run once per hour. Bus 18 and 19 were infrequent. In general, everything was pretty convenient because of the bus station nearby.
- Only three residents had health insurance. There are doctors' offices convenient, but it is expensive to pay in full. Most people do not get healthcare services. It is difficult to get OHP unless you are pregnant or have children.
- In general residents do not feel safe in their neighborhood so there is no safe place to exercise. Residents would prefer more open space or green space.
- Residents cannot afford healthy food although they appreciate Extra Helping. The farmer's market Sprout nearby accepts food stamps, but few residents go there. No one gets food boxes.
- Most residents had checking accounts and were not interested in financial education programs.
- Most residents are on disability although two residents were employed and some were looking for jobs. Barriers to jobs were age discrimination, bus connections, jobs located far from bus lines. Residents were interested in selling plants and crafts but booth space is too expensive at farmer's markets. Ideas were scholarship programs, shared booth space for residents, or tables to sell plants and crafts at SVDP stores.
- Residents were not interested in studying for a degree but would want fun educational classes like basic sewing or Start Your Own Business.

SANTA CLARA PLACE (SVDP) FOCUS GROUP SUMMARY MONDAY JULY 29, 2013

- 14 residents in attendance
- Residents liked the area conveniences, good design, spacious units, green space, nice small community to know neighbors. Good maintenance.
- In general the housing is more expensive but better quality than previous housing. Some residents came from homelessness.
- Most residents said they would not move out; they are happy. The only way people would move would be to get Section 8 and find a single family house.
- Residents appreciate the shopping, the fire station, doctors' offices, bus access on River Road and the community garden. They would want parks to be closer.
- Residents feel safe. The only problem is Santa Clara Avenue is dangerous because of speed and the entrance of the complex is a blind pull out because of street parking. Speed in the complex is also an issue; residents want Children at Play signs.
- There has been some crime with car break-ins and even car theft. People still feel safe.
- Residents did not know about the neighborhood association.

- Residents do not use childcare. Most parents care for children at home, or use family or neighbors for childcare. It is just not affordable to use childcare centers.
- Kids attend preschool. Most kids go to the neighborhood schools but some choose other schools around River Road since transportation is not as big a barrier. Kids do not use after school programs since their parents stay home. Some play school sports.
- Half the residents drove and half rode the bus, walked and biked. Everyone would want a car if they could afford it. Senior transportation is difficult if you cannot qualify for Ride Source.
- The bus is convenient but timing connections is a problem. They can make you late so you have to leave very early for any appointment. Some residents have bus passes for free from different organizations. The bus takes too long to go all the way downtown and back out where you want to go.
- Besides Santa Clara Ave speed and visibility, River Road is a serious traffic safety concern. The crossing lights do not allow enough time for seniors or disabled to cross all lanes. Residents get nervous when the 'walk' signal turns off and they are in the street. Drivers turn across the crosswalks even when pedestrians are in the street. Pedestrians and wheelchairs worry they are not seen. The residents want better enforcement and longer 'walk' signals.
- More than half the residents had health insurance, but without vision or dental coverage. OHP is difficult to get. There is an income limit and children have priority.
- Residents without coverage did use the emergency room and Urgent Care for health care. They also skipped prescriptions because of cost.
- Residents were interested in a walking club. There are sidewalks around for exercise but River Road is not pleasant for walking. There are parks somewhat close by. Most residents do not exercise, some because they walk and bike for transportation.
- Extra Helping is really great to afford healthy food. It is hard because it is so expensive. Residents use the garden to supplement their fruits and vegetables.
- Most residents had checking accounts and one had an IDA with the LIFT program. A couple residents did not trust banks and were interested in the IDA.
- Three residents were employed. Some others are looking for work, or on disability or social security. Barriers to employment are lack of experience (especially for teens), competition, transportation, background, disability, and specific hours needed.
- A few residents were students. Barriers to education were that FAFSA is complicated, school is expensive, previous debt, exhausted after work, fear of loans, and no confidence it will lead to a job.

**THE VILLAGES (METRO) AND SANTA CLARA PLACE (SVDP) FOCUS GROUP
SUMMARY
MONDAY AUGUST 19, 2013 (IN SPANISH)**

- 3 Spanish speaking residents in attendance, all from the Villages. No Latinos could attend from Santa Clara.
- Residents liked the area. It is calm and well maintained. There are good amenities around the area and a lot of other Latinos which is nice.
- Some residents had more expensive housing or less expensive housing, but this is better quality than previous housing.
- The residents were not planning to move. There are more Latinos here now and we have everything we need and a community.
- Residents wish more people spoke Spanish at the schools, the police and the city so children would not have to translate.
- Residents appreciate the stores, parks, schools, and bus close by. They would want a taxi stand, immigration services like a Mexican consulate (the nearest one is Portland.) More childcare options and after school care options.
- Residents feel safe in general but the biggest problems are with traffic safety. There are children playing outside, but cars speed in the complex. There are no sidewalks on Green Lane between River Road and the complex. There is poor lighting, so it is especially dangerous at night. Residents cannot avoid walking on Green Lane after dark because of the bus. There are people who sleep in the woods area, so lighting would help us feel safer. River Road is also dangerous for pedestrians because of speed and that drivers don't respect the 'walk' signals. They turn so close to pedestrians they nearly hit us. Police enforcement would not help long-term. Drivers need to be more aware of pedestrians.
- The kids attend the neighborhood schools because of provided transportation. One resident said she didn't know if she liked the school because when there is a parent-teacher conference she can't ask any questions because she didn't understand the conference. The school needs more Spanish speaking staff.
- Residents worry communication would be a problem in an emergency if children are not around to translate.
- Residents would want a library and computer access nearby, with adult computer classes.
- Children don't participate in after-school activities because of cost and transportation.
- All the residents used the bus and walking. The bus is fairly convenient. Residents want No Smoking bus stops, shelters on bus stops, and bus schedules posted.
- One of the residents used a bus pass, but they agreed the bus passes are expensive. Centro Latino Americano sometimes gives out bus passes.

- Residents did not know about the neighborhood association but doubted anyone spoke Spanish.
- In addition to sidewalks on Green Lane, better lighting on Green Lane and Lone Oak Way, pedestrian improvements on River Road, and speed enforcement, residents want a path directly to Walmart. Walmart is fairly close by, but it is far to go around using the streets.
- None of the residents had health insurance. They use Riverstone, Charnelton Clinic and Volunteers in Medicine. They have a sliding scale based on how much people can afford. Regular checkups and mammograms are very expensive. Mammograms are \$100. One resident worried clinics would not treat non-citizens. She is a permanent resident.
- Residents walk everywhere for transportation and that is exercise. They use parks frequently.
- Residents did not feel they get enough fruits and vegetables. Extra Helping makes a difference. It is hard to carry food boxes on the bus.
- Two residents had checking accounts and the other signs checks over to her son for cash. It is expensive to have checks cashed because the business takes a portion of the money.
- One resident worked and the others were looking. The biggest barriers were lack of experience, age discrimination, perfect English skills, and health problems.

WALNUT PARK/TURTLE CREEK (HACSA) FOCUS GROUP SUMMARY TUESDAY AUGUST 27, 2013

- 8 residents in attendance
- Residents really liked the design of the complex. There is edible landscaping: pears, plums, and native plants. The units look like houses. It has nice green space and place for children to play. The location is convenient to parks, Emerald Community Center, the bus, local grocery markets, and schools. The apartments are large.
- Some residents came from homelessness, or other bad situations.
- There are many complaints about neighbors. Visitors at all hours, threats, vandalism, drug dealing, stalking, child abuse. Residents are not feeling safe. They report issues to the police but the police tell them to contact the property manager. The property manager tells them to contact police. They want to know how many documented incidents are needed before a neighbor can be evicted. There were many complaints about the management being unresponsive.
- The units are not very energy efficient so energy bills are high.
- Because residents feel unsafe, a few expressed a desire to move to Stellar Apartments or Woodleaf Village. Residents are concerned about the new houses planned for development nearby. Already it seems densely populated. Residents said they would need more money to move. There are long waiting lists at other complexes, and one resident worried about

being qualified at other complexes since her income has increased. Residents would want to move to a single family house somehow.

- Residents would want a larger community garden, a larger grocery store, improved bus service, an Urgent Care, and a play structure within the complex.
- Residents did know about their neighborhood association but did not know the neighborhood association may advocate for sidewalks on North Park Ave.
- Residents again discussed safety problems. Police do patrol regularly, but they do not respond to conflicts with neighbors. With car vandalism, the police say you must catch a person in the act. Residents want cameras for this purpose. Bike theft is a problem; residents want secure locked bicycle storage outside. They want a Neighborhood Watch program, and night security.
- Speeding is a problem on Hatton Avenue and North Park Avenue. Residents want Children at Play signs within the complex and maybe speed bumps and crosswalks on Hatton Ave. There are no sidewalks and poor lighting on N. Park Ave. and children have to walk in the road to get to school. On Keller turning onto Nantucket toward Park Ave it is a blind turn because of a truck and trailer always parked and blocking the view. There have been collisions. Howard Ave is also along the route to school and it has no sidewalks either, even if it has a wider shoulder.
- All the residents' children were school age so they did not use childcare. They did use after-school care programs at schools and the community center. There is transportation available for two elementary schools. North Eugene High school kids have to get to school on their own because they are within 1.5 miles. It is hard in the rain. Youth should have LTD bus passes.
- Residents would want a play structure in the complex. Management removed it.
- Most of the residents drive. One took the bus. The bus service has gotten much worse. There is no service on the weekends and during the week, the bus stops at 5:00 p.m. Sometimes there are scary characters on the bus. Bus passes are expensive.
- Some residents had health insurance and some did not. Not everything was covered. There is no dental coverage and no vision coverage. People go to the Lion's Club for vision care, but not everything is covered. People paid cash for health care. Charnelton Clinic, Whitebird, and Volunteers in Medicine have a sliding scale based on income eligibility.
- Because there are no sidewalks it is challenging to walk for exercise. Residents use parks a lot, the bike path, and Emerald Community Center.
- Residents did not feel they got enough healthy food. They do not have Extra Helping or Summer Lunch. They cannot afford healthy food. Residents would like to expand the garden, but it is a water access issue and management is unresponsive.
- All the residents had a checking and/or savings account.

- One resident worked. The others were not looking for jobs; one resident was in school. Barriers to employment were disabilities, felony background, old debts the government would recapture in a paycheck, and lack of computer access. Walnut Park did not have Wi-fi, but Turtle Creek did.
- Some residents wanted more education but barriers were old student loans, disability, debt and lack of computer access.

**WILLAKENZIE CROSSING (METRO); WILLAKENZIE TOWNHOMES, SHELDON VILLAGE, AND FOURTEEN PINES (HACSA) FOCUS GROUP SUMMARY
THURSDAY AUGUST 29, 2013**

- 12 residents in attendance, all from Willakenzie Crossing. No residents from the HACSA developments traveled to Willakenzie Crossing.
- All the residents said Willakenzie Crossing was their first choice: it is quiet, friendly, and new. The schools are good, there are nice surroundings, a park, nearby shopping; it's a lovely neighborhood. The rent is good and residents like the smaller size complex and sense of community. The management and maintenance are good. The bus and bike path are close.
- Most residents want to stay. One person wanted to move away from cigarette smoke. One resident said the only reason he would move is if a miracle got him enough money to buy a house.
- Residents would want affordable child care nearer to their housing, doctor's offices, and better street lighting.
- Residents feel safe overall. Residents were more scared about traffic safety issues. A resident who lived on the street side of the complex was somewhat fearful of people entering. Some residents said they did not like that strangers cut through the complex to go to the park. Residents would want better lighting in the park.
- Residents had traffic safety concerns about the speed of traffic on Willakenzie Road. Residents would want speed bumps or rumble strips where the speed limit slows. Residents would want a crosswalk across Willakenzie at the complex entrance. Coburg Road is very difficult to cross even with the 'walk' signal, because drivers come close to pedestrians in the street. The poorly placed driveway at the coffee shop near Coburg Road causes a traffic jam. The bike path is dark and could use more lighting.
- Only one resident used childcare, since the other residents had school age children. There are not enough high quality and affordable child care centers. The one the resident used was 15 minutes away. Hours are a problem because not many centers stay open past 6:00 p.m. Childcare is expensive. DHS assistance does not cover the whole cost.

- Children attend the neighborhood school and other schools because they are not too far. Overall the residents are satisfied with the schools, especially Sheldon High School which is known as one of the best in the area.
- Half the residents drove for transportation and half took the bus, biked, and walked. Residents said cars were not needed, but they are convenient for families with children.
- Not many residents used bus passes because they were expensive. It is pricey for teenagers to get bus passes. Sunday bus service stops at 7:00 p.m.
- Less than half the residents had health insurance. Several residents skip prescriptions because they cannot afford them. One resident says he sometimes gets antibiotics from friends. Residents don't get healthcare or they go to Volunteers in Medicine, Riverstone and Whitebird.
- Residents walk for exercise in the park and around the neighborhood. Also Sheldon Pool is nearby.
- Residents said they cannot afford healthy food. Extra Helping really helps. It is much cheaper to buy unwholesome food for your family. The closest Summer Lunch is Sheldon community center.
- Residents really appreciate the Resident Services program for Extra Helping, and for information about programs and opportunities in the community. They also appreciate transportation to WinCo.
- All the residents had checking accounts and some had savings accounts.
- Two residents worked but others were looking. One resident was a student. Barriers to employment were age discrimination, competition, lack of jobs with benefits, and disabilities.
- Barriers to education are the cost, and disabilities.

WILLAMETTE GARDENS (METRO) FOCUS GROUP SUMMARY WEDNESDAY AUGUST 28, 2013

- 3 residents in attendance
- Residents chose the development because it is quiet and peaceful, near the river in a good convenient location for someone with no car. For one resident in a wheelchair, it had elevators so she could live on an apartment on a higher floor. Also the doors are all wide so she can visit people. Residents liked the diversity of the development, with seniors, families, disabled, and single people.
- Some residents commented that there was no sense of community in such a large complex. Parking and traffic are serious problems on football game days, being near Autzen Stadium. One resident had management complaints.

- The residents did not want to move because it is entertaining and active. Apartments have a lot of light and are very energy efficient. Everything is closeby: shopping, entertainment, downtown, parks, bike path, bus line, post office, doctors and schools.
- The resident in a wheelchair would want accessible apartments to have low counters and stovetops. It would be great to have developments designed for only people in wheelchairs.
- Residents wanted a better sense of community, but perhaps that is impossible in a large complex. They would want more programming to create community such as picnics, bingo, movie nights, potlucks, etc. Extra Helping is good and Brown Bag lunches for seniors, but more is needed.
- On weekends, access to food seems far because the bus runs less. I would want a grocery store within ten blocks. It would be good to have thrift stores and banks closer.
- The residents knew about the neighborhood association and had seen the newsletters.
- One resident did not feel safe because she said there were sexual offenders living here. There are pedophiles watching the children. There are also a lot of drugs. Residents avoid going out at night. There have been car burglaries and vandalism and transients trespassing.
- Residents said their safety jurisdiction is confusing. They have Eugene Fire Department and Springfield ambulances. There is private night security, but they tell residents to call the police.
- Residents think a Neighborhood Watch could improve security. Better lighting would help. The numbers on the buildings should be larger for fire and ambulance. The roads are a maze and ambulances have gotten lost.
- The school bus stop is very convenient right in front of the development. There are affordable afterschool programs nearby.
- Two residents drove and one used a bike or bus. The bike path is dark and could be better lit, but it is very convenient and feels safe. All the residents said a car would be convenient for some errands with heavy packages. The weather is challenging on a bus or bike. Football game days are difficult to get anywhere, and parking is scarce. The bus is quite decent, but could improve frequency.
- Sidewalks and crosswalks are good in the area because of the stadium. The roads in the neighborhood are not well signed and not a grid so people get lost.
- Residents have health insurance, and decent prescription coverage. The Garden Way Clinic is close enough to walk.
- There is a gym in the building, but it is not wheelchair accessible and there are no weights. One resident uses the parks and bike path for exercise. There is no YMCA nearby.
- Extra Helping is so important to afford enough healthy food. The kids also have Summer Lunch. It is hard to prepare healthy food for only one person.

- The residents had checking accounts. One resident had started a business with an IDA and highly recommended them. The RSC said a financial education class was coming soon.
- None of the residents were employed but one had been looking for work. He participated in Vocational Rehab, but wished the training would lead to a specific job opening. Barriers to getting a job were childcare, medical issues, lack of experience, disability, language skills in Spanish, and the threat of earning too much and losing benefits. (“Catch -22”)
- The barrier to education was cost.

WOODLEAF VILLAGE (METRO) FOCUS GROUP SUMMARY TUESDAY AUGUST 20, 2013

- 13 residents in attendance
- All the residents said this development was their first choice. It is family oriented, there is a sense of community, people know their neighbors, it is safe. It is in a good school district. There is nice landscaping, the design is good, residents preferred the duplex style over apartments. The units have washer and dryer hookups. The bus is nearby. There is stability; people stay longer. It is pretty close to LCC and U of O. The Spencer Butte trail is nearby.
- Residents did want to move eventually to houses with yards, garages, and storage, but it would not be until they could make more money. It would be hard to get as affordable a house within this school district. Complaints about the development were related to high energy bills, and lack of storage.
- Residents would want a closer grocery store, and affordable childcare nearby. They want a community garden but it is too shady on the property for growing. The nearest food pantry location is downtown Eugene, which is pretty far.
- Residents do not feel safe, because of traffic safety problems. They need sidewalks; Fox Hollow is so dangerous. It is 35 MPH speed limit with no sidewalks or crosswalks, yet all the residents who ride the bus have to walk right where there is a blind curve. The Spencer Butte trail system is only 0.6 miles away but residents feel they can’t get to the trail because of Fox Hollow. The school bus drops children on the blind corner and they have to walk on Fox Hollow too. There is poor lighting that also makes it feel unsafe.
- Another traffic concern is Woodleaf Lane itself, which residents believe is a city street, not a private street. It is narrow with parking on one side and the posted speed is too fast: 25 MPH. Children play in the street because there is not much green space in the development. Residents want the loop road to be posted One Way, and lower the speed limit to 10-15 MPH. Speed bumps may help lower the speed limit. The snow plow cannot get through the way it is now.

- Crime is low in the development, probably because everyone knows each other. Occasionally there are domestic issues. Only one resident said he would like more police presence.
- There are residents who use childcare centers. Childcare is so expensive, the residents travel far to enroll their children in the less expensive centers. With two working spouses, one spouse's entire salary is spent on childcare, so it is not worthwhile. Many residents use family, friends, and neighbors rather than childcare centers. There used to be a childcare close by but it was \$900 per month. The hours of childcare do not allow parents to work nights or weekends. Residents would like to afford childcare so that both parents could work.
- Residents enroll their children in preschool only if they can get into Headstart. Otherwise it is too expensive.
- Many residents moved to the development for the school district, so most children go to the neighborhood schools. Some residents exercise school choice, keeping children in previous school districts, or enrolling them in alternative schools. The biggest concern related to school is the bus stop on dangerous Fox Hollow.
- Lots of children participate in after-school activities and sports. Residents would like a frequent homework/tutoring program at the development; it is once a week during the school year. Residents also would like a shared library in the community room, since the nearest city library is downtown.
- Most of the residents drive; three residents said they primarily take the bus. The residents do feel they need a car. The grocery store is far, and the bus takes a long time to get anywhere.
- Bus connections can make residents late. Weekend bus hours are difficult; the bus doesn't run after 7:00 p.m. on Sundays. Four residents that had bus passes got them free as students at LCC. Residents would want teenagers to get free bus passes, since they are expensive.
- Half the residents had health insurance. Even through employers, health insurance was expensive. It is not great insurance; it doesn't cover everything. The hospital is much farther now that it moved to Springfield.
- The Spencer Butte trail is very close but residents cannot get there safely to exercise. Children walk and ride bikes on the sidewalks on Woodleaf Lane, but there is not enough green space. The playground is only for younger kids. The residents go to school parks.
- Residents do not feel they get enough fruits and vegetables. Extra Helping is good twice a month, and some residents get help through WIC. The complex used to have Summer Lunch, but the food was low quality and the children did not like it. The RSC does her own summer lunch program with healthier food.

- Most residents had checking accounts. Those who did not would cash checks and pay bills with cash. Some would sign checks over to friends for cash.
- Three residents were employed, two were students, and several residents were looking for jobs. Barriers were not enough jobs in the bad economy, low wages, competition with university students and other unemployed, age discrimination, employment background and other background problems, childcare cost and transportation.
- Barriers to education were the cost, fear of debt and childcare.

APPENDIX C

LIST OF DEVELOPMENTS FOR SURVEY

Provider	Development	# of Units	City
SVDP			
	Ash Meadows	22	Springfield
	Aster Apartments	54	Springfield
	Aurora Building	54	Eugene
	Bagley Downs	32	Eugene
	Bluebelle Apartments	10	Springfield
	Garfield Apartments	20	Eugene
	Hope Loop	10	Eugene
	Lamb Building	35	Eugene
	Lamplighter Apartments	15	Eugene
	Mac McDonald	24	Eugene
	Mary Skinner Apartments	40	Eugene
	Mill Street Apartments	10	Springfield
	Oakwood Manor	72	Eugene
	Ross Lane	36	Eugene
	Royal Building	33	Springfield
	Santa Clara Place	60	Eugene
	South Hilyard Terrace	22	Eugene
	Stellar Apartments	54	Eugene
	VetLift 1	13	Eugene
	Vetlift 2	12	Eugene
	Vetlift 3	10	Eugene
Total	21 Developments	638	Units

HACSA			
	Abbie Lane Courts	25	Eugene
	Firwood	90	Eugene
	Fourteen Pines	65	Eugene
	Jacobs Lane Apartments	63	Eugene
	Laurel Gardens	40	Eugene
	Maplewood Meadows	38	Eugene
	McKenzie Village	172	Springfield
	Parkview Terrace	150	Eugene
	Pengra Court	22	Springfield
	Richardson Bridge	32	Eugene
	Sheldon Village	78	Eugene
	Village Oaks	67	Eugene
	Walnut Park/Turtle Creek	59	Eugene
	Willakenzie Townhomes	25	Eugene
	Scattered site	112	Springfield & Eugene
Total	15 Developments	1038	Units

Metro			
	Apple Orchard	40	Eugene
	College Corner	9	Springfield
	Green Leaf	34	Eugene
	Oak Leaf	14	Eugene
	Prairie View	64	Eugene
	The Park at Emerald Village	96	Springfield
	WestTown	102	Eugene
	Willakenzie Crossing	56	Eugene
	Willamette Gardens	240	Eugene
	Woodleaf Village	60	Eugene
Total	10 Developments	715	Units

Grand Total	46 Developments	2,391	Units
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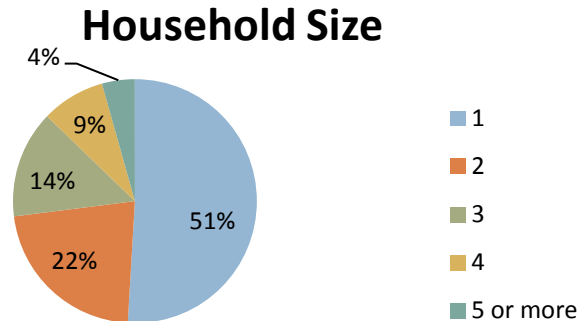
APPENDIX D

2013 COMMUNITY SURVEY RESULTS TABLES

2013 Community Survey Household Information

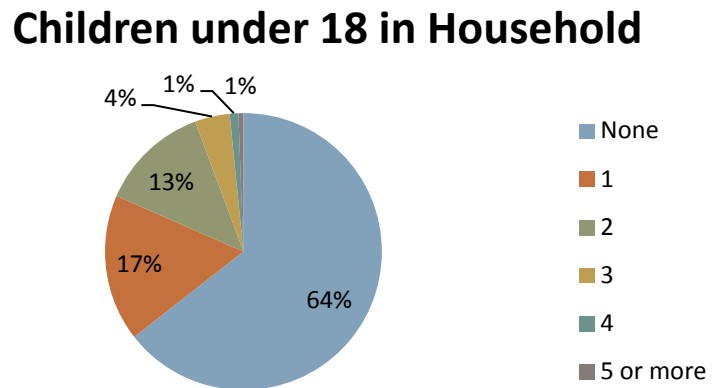
1. How many people live in your home?

Household Size	
1	351
2	152
3	98
4	58
5 or more	30



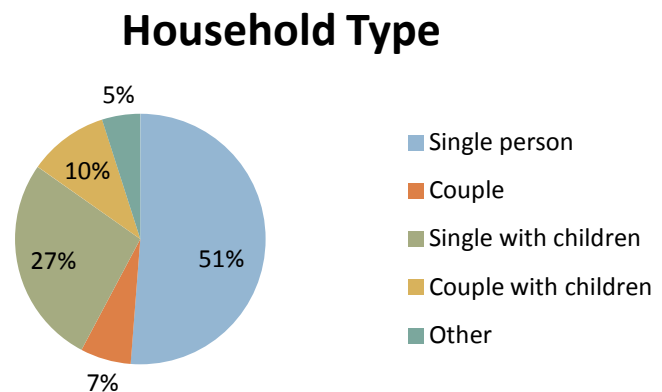
2. How many children under the age of 18 live in your home?

Children under 18	
None	444
1	118
2	88
3	28
4	7
5 or more	4



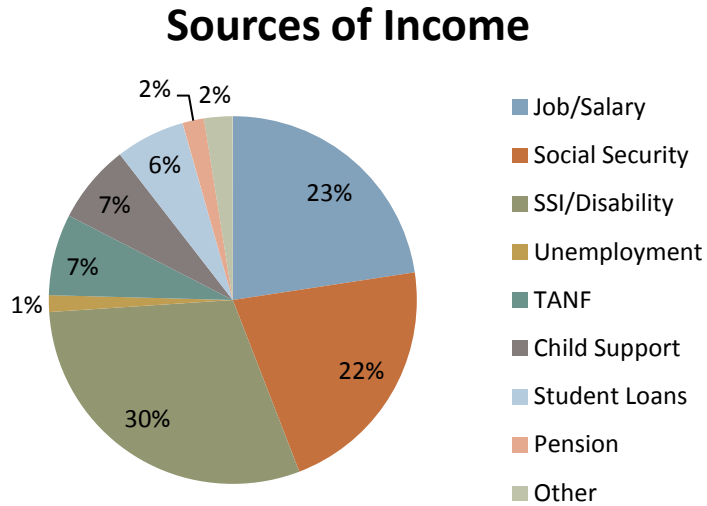
3. What is your household type?

Household Type	
Single person	353
Couple	45
Single with children	186
Couple with children	71
Other	34



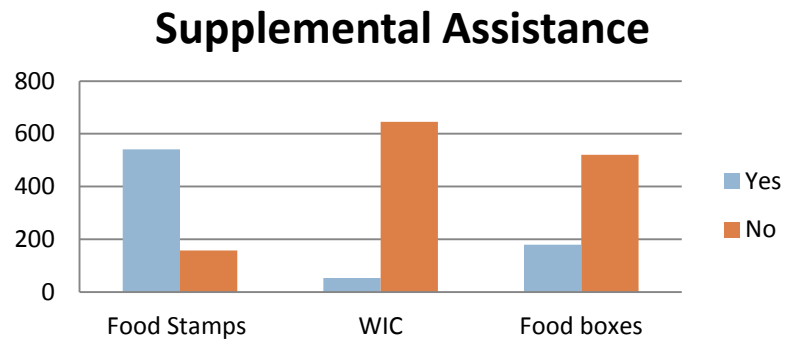
4. What are your sources of income? (Please circle all that apply.)

Sources of Income	
Job/Salary	215
Social Security	205
SSI/Disability	284
Unemployment	14
TANF	68
Child Support	66
Student Loans	58
Pension	18
Other	24



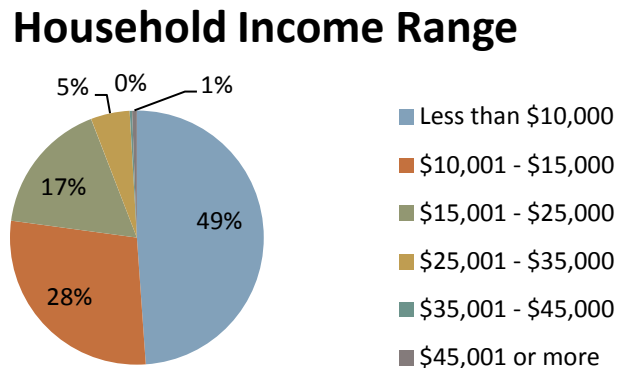
5. Do you receive any of the following assistance?

Supplemental Assistance	
Food Stamps	541
WIC	53
Food boxes	179



6. What is your annual household income range?

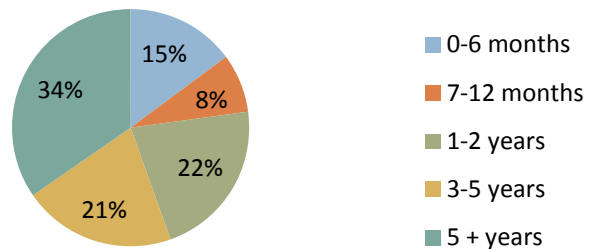
Household Income Range	
Less than \$10,000	325
\$10,001 - \$15,000	188
\$15,001 - \$25,000	113
\$25,001 - \$35,000	33
\$35,001 - \$45,000	2
\$45,001 or more	4



7. How long have you lived in your home?

Time Lived in Home	
0-6 months	102
7-12 months	55
1-2 years	149
3-5 years	143
5 + years	238

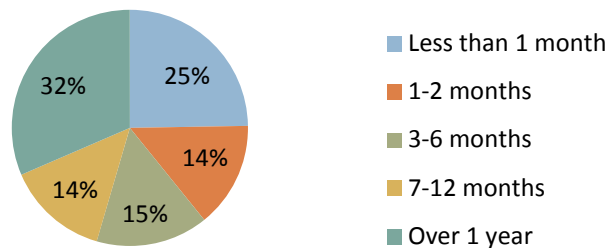
Time Lived in Home



8. How long were you on the waiting list for housing before you moved into your current home?

Time on Waiting List	
Less than 1 month	161
1-2 months	94
3-6 months	100
7-12 months	91
Over 1 year	205

Time on Waiting List

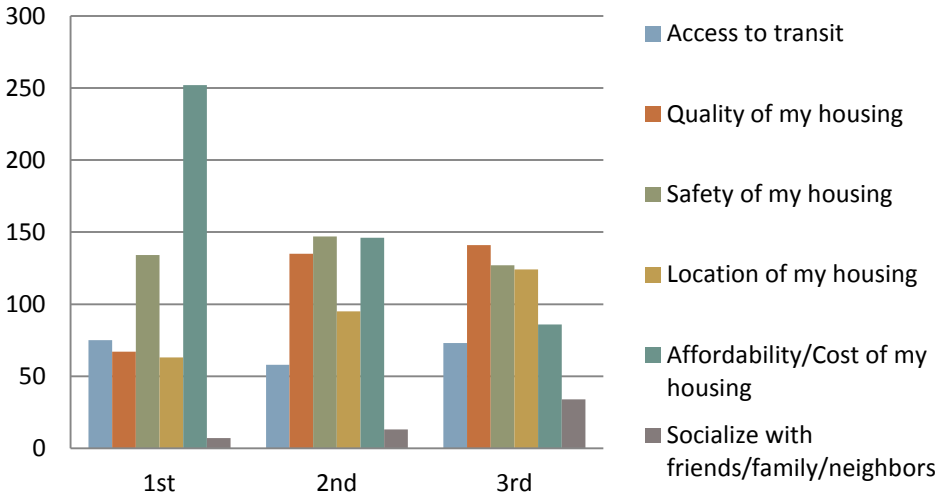


Location of Housing and Geographical Access to Services

9. Please rank your top three most important housing characteristics.

Rank of Importance: Housing Characteristics			
Housing Characteristics	1st	2nd	3rd
Access to transit	75	58	73
Quality of my housing	67	135	141
Safety of my housing	134	147	127
Location of my housing	63	95	124
Affordability/Cost of my housing	252	146	86
Socialize with friends/family/neighbors	7	13	34

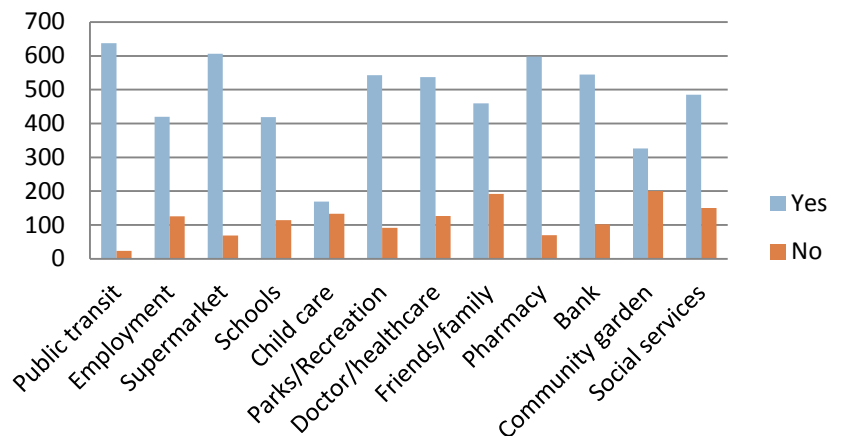
Rank of Importance: Housing Characteristics



10. Is it convenient (15 minutes by car, or 30 minutes by walking/biking/bus) to get from your home to these locations?

Convenience from Housing to Services		
Services	Yes	No
Public transit	637	24
Employment	420	126
Supermarket	606	69
Schools	419	114
Child care	169	133
Parks/Recreation	543	92
Doctor/healthcare	537	127
Friends/family	460	192
Pharmacy	598	70
Bank	545	102
Community garden	326	200
Social services	485	150

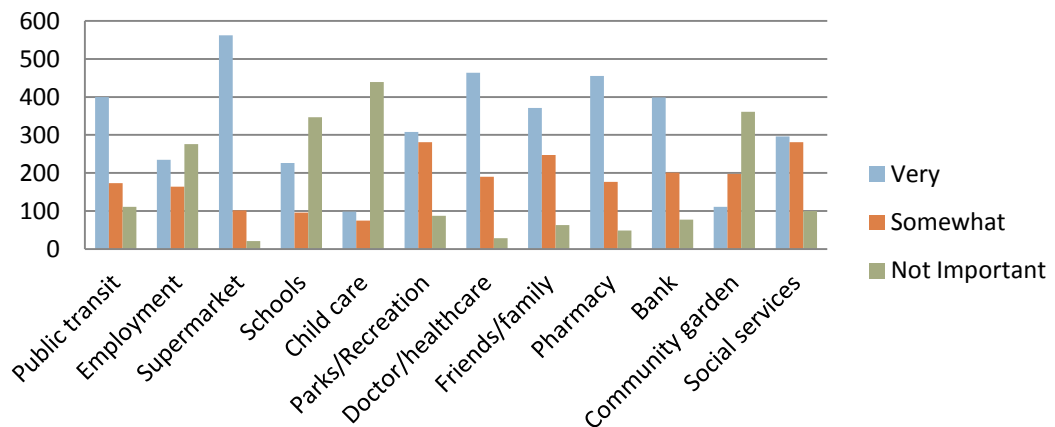
Convenience from Housing to Services



11. How important is it to you to have the following services near your home?

Importance of Services Close to Housing			
Services	Very	Somewhat	Not Important
Public transit	400	173	111
Employment	235	164	276
Supermarket	562	102	21
Schools	226	96	347
Child care	98	75	439
Parks/Recreation	308	281	87
Doctor/healthcare	464	190	28
Friends/family	371	247	63
Pharmacy	455	177	49
Bank	399	201	77
Community garden	111	198	361
Social services	296	281	100

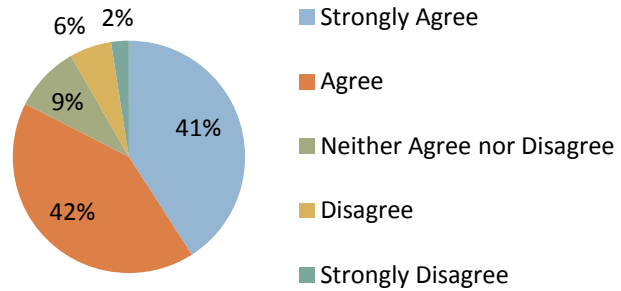
Importance of Services Close to Housing



12. Please indicate your level of agreement with each statement.

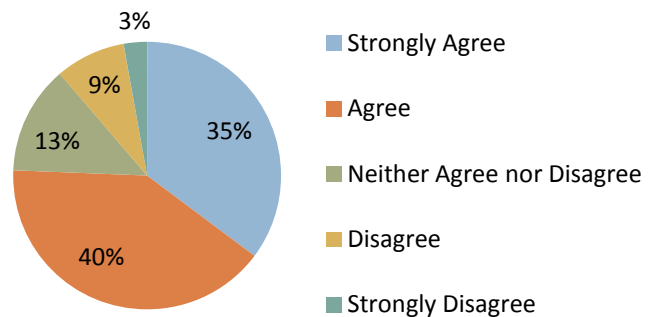
I feel Safe in my housing unit.	
Strongly Agree	281
Agree	286
Neither Agree nor Disagree	63
Disagree	40
Strongly Disagree	17

I feel SAFE in my housing unit.



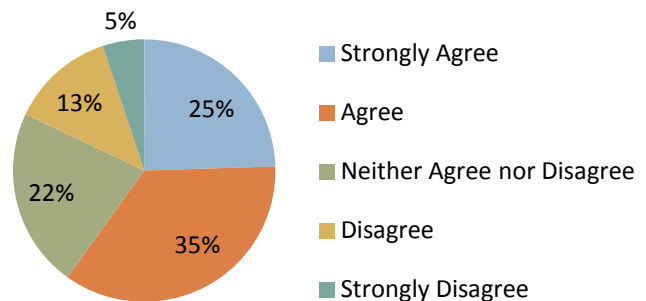
I feel Safe in my housing complex	
Strongly Agree	23
Agree	27
Neither Agree nor Disagree	88
Disagree	57
Strongly Disagree	19

I feel SAFE in my housing complex.



I feel safe in my neighborhood outside my housing complex	
Strongly Agree	168
Agree	243
Neither Agree nor Disagree	152
Disagree	88
Strongly Disagree	35

I feel SAFE in my neighborhood.



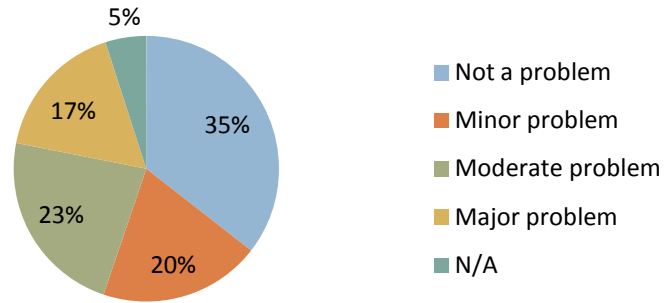
13. What would make you feel safer? This open ended question is summarized in the report text.

Services Needs Assessment

14. Please rate how much of a problem the following issues are for you.

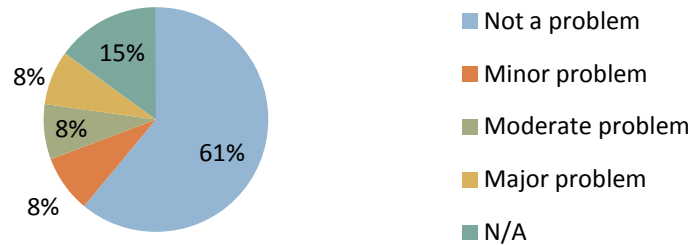
A. Not enough money for housing	
Not a problem	242
Minor problem	134
Moderate problem	156
Major problem	115
N/A	34

A. Not enough money for housing



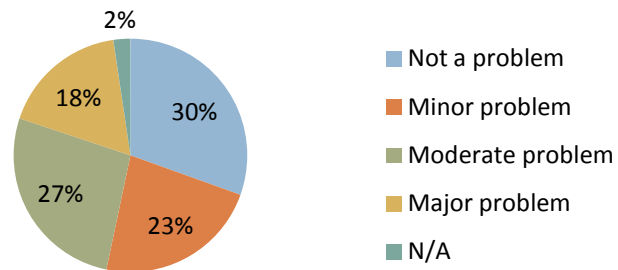
B. Not enough room in your house for all the people who live there	
Not a problem	415
Minor problem	56
Moderate problem	54
Major problem	53
N/A	102

B. Not enough room in your house



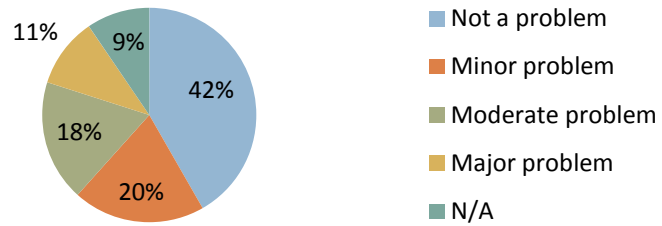
C. Not enough money for food	
Not a problem	207
Minor problem	155
Moderate problem	182
Major problem	119
N/A	16

C. Not enough money for food



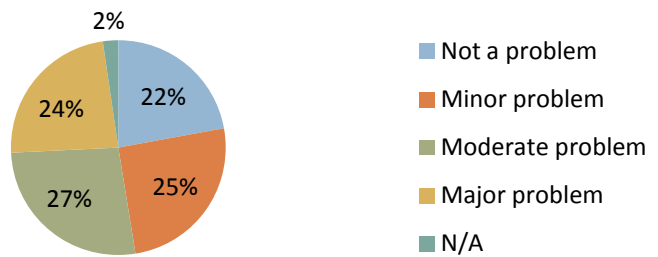
D. Not able to pay utility bills	
Not a problem	285
Minor problem	136
Moderate problem	125
Major problem	72
N/A	65

D. Not able to pay utility bills



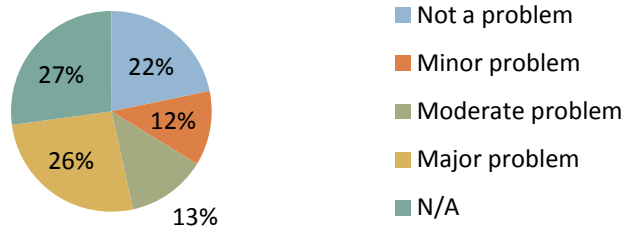
E. Not enough money to buy needed clothing or shoes	
Not a problem	152
Minor problem	174
Moderate problem	184
Major problem	161
N/A	16

E. Not enough money for clothes/shoes



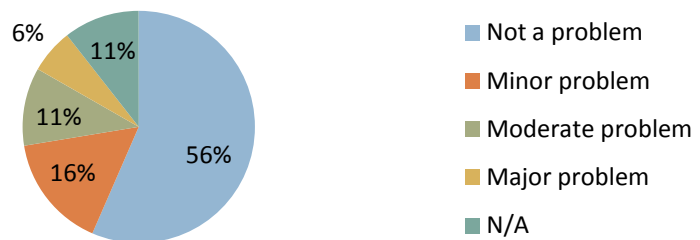
F. Not able to afford legal help	
Not a problem	148
Minor problem	82
Moderate problem	87
Major problem	179
N/A	185

F. Not able to afford legal help



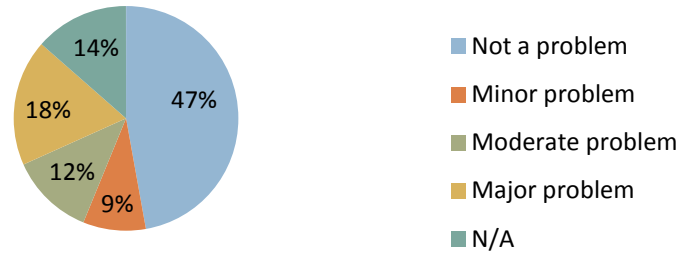
G. Trouble getting to work, to school, or getting medical care	
Not a problem	385
Minor problem	108
Moderate problem	74
Major problem	42
N/A	72

G. Trouble getting to work, school, medical care



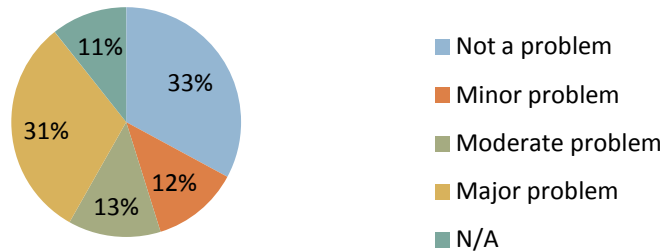
H. Not able to pay for or get medical insurance	
Not a problem	324
Minor problem	62
Moderate problem	83
Major problem	125
N/A	93

H. Not able to pay for or get medical insurance



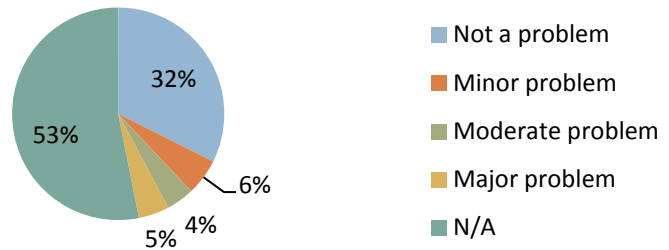
I. Not enough money to pay doctor or dentist	
Not a problem	225
Minor problem	84
Moderate problem	89
Major problem	213
N/A	73

I. Not enough money to pay doctor or dentist



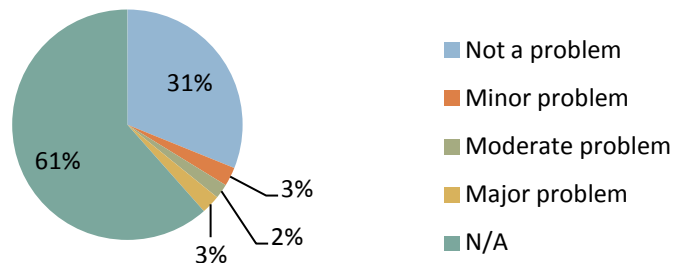
J. Not able to get in-home care for an elderly person or someone with a disability or serious illness	
Not a problem	222
Minor problem	38
Moderate problem	29
Major problem	32
N/A	364

J. Not able to get in-home care for elderly or disabled



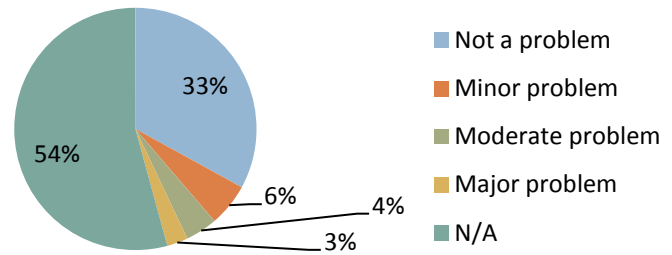
K. Not able to get residential or foster care for an elderly or disabled person	
Not a problem	212
Minor problem	18
Moderate problem	14
Major problem	18
N/A	419

K. Not able to get foster care for elderly or disabled



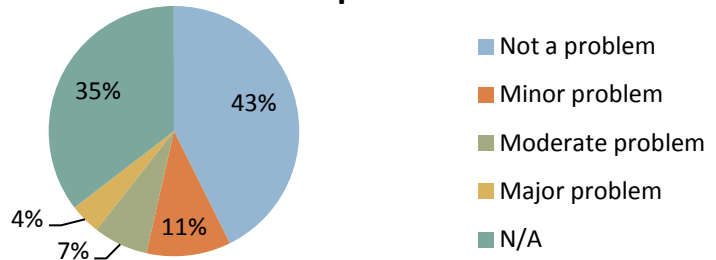
L. Not able to get special transportation for elderly or disabled	
Not a problem	225
Minor problem	39
Moderate problem	29
Major problem	19
N/A	370

L. Not able to get Special Transportation for elderly or disabled



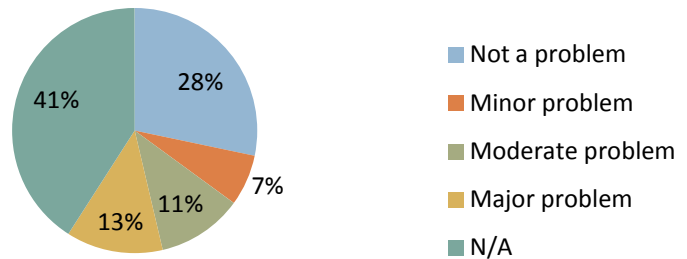
M. Not able to get help for a mental or emotional problem	
Not a problem	290
Minor problem	74
Moderate problem	48
Major problem	27
N/A	241

M. Not able to get help for a mental or emotional problem



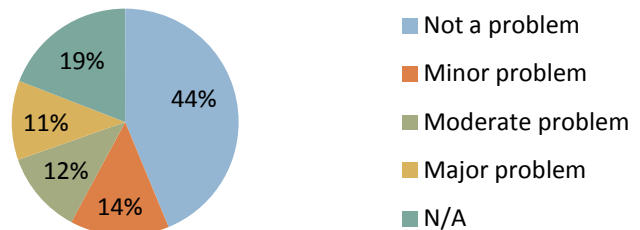
N. Not able to find work	
Not a problem	193
Minor problem	46
Moderate problem	77
Major problem	87
N/A	279

N. Not able to find work



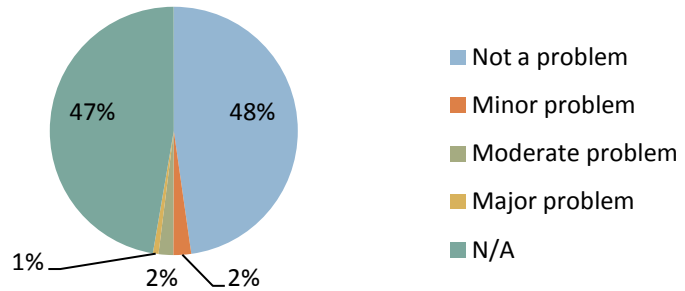
O. Not enough money to purchase prescriptions	
Not a problem	298
Minor problem	96
Moderate problem	80
Major problem	77
N/A	130

O. Not enough money for prescriptions



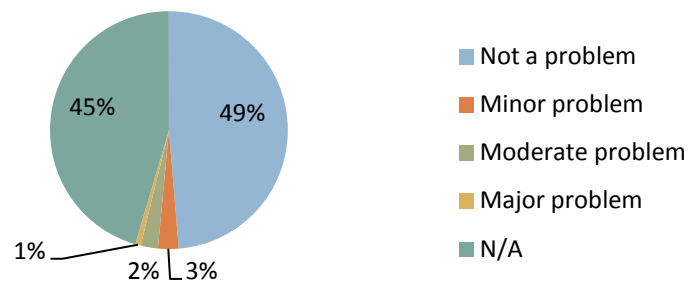
P. Experiencing a drug or alcohol problem	
Not a problem	327
Minor problem	16
Moderate problem	13
Major problem	5
N/A	324

P. Experiencing a drug or alcohol problem



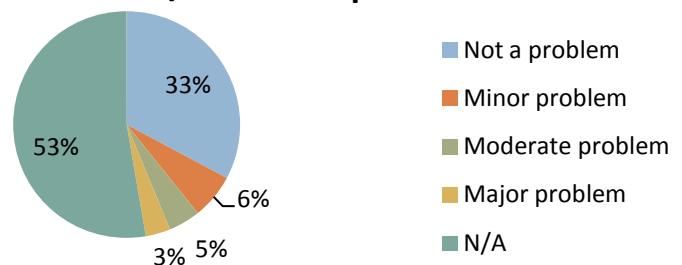
Q. Experiencing a physical conflict in the household	
Not a problem	331
Minor problem	19
Moderate problem	16
Major problem	5
N/A	309

Q. Experiencing a physical conflict in the household



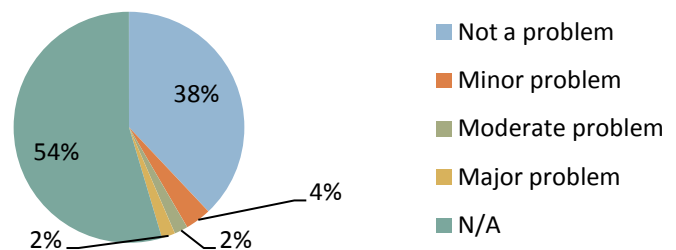
R. Children or teenagers experiencing behavioral or emotional problems	
Not a problem	224
Minor problem	44
Moderate problem	31
Major problem	24
N/A	360

R. Children or teenagers experiencing behavioral/emotional problems



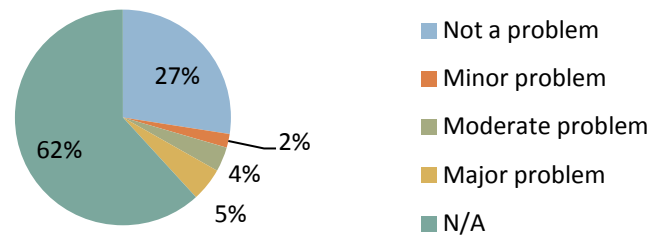
S. Not able to get marriage or family counseling or help	
Not a problem	260
Minor problem	25
Moderate problem	13
Major problem	13
N/A	374

S. Not able to get marriage or family counseling



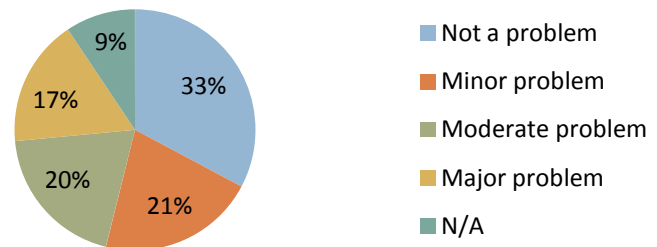
T. Not able to afford after school care	
Not a problem	187
Minor problem	14
Moderate problem	25
Major problem	34
N/A	421

T. Not able to afford after-school care



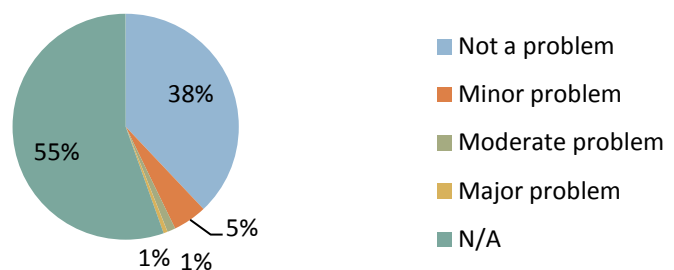
U. Not able to afford nutritious food	
Not a problem	224
Minor problem	144
Moderate problem	134
Major problem	117
N/A	64

U. Not able to afford nutritious food



V. Not able to get help with parenting skills	
Not a problem	258
Minor problem	33
Moderate problem	8
Major problem	4
N/A	377

V. Not able to get help with parenting skills

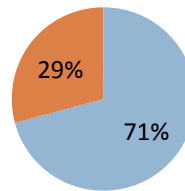


Childcare

15. Do you care for your children yourself at home, or do you use childcare?

Care for Children	
At home	148
Childcare	61

Care for Children

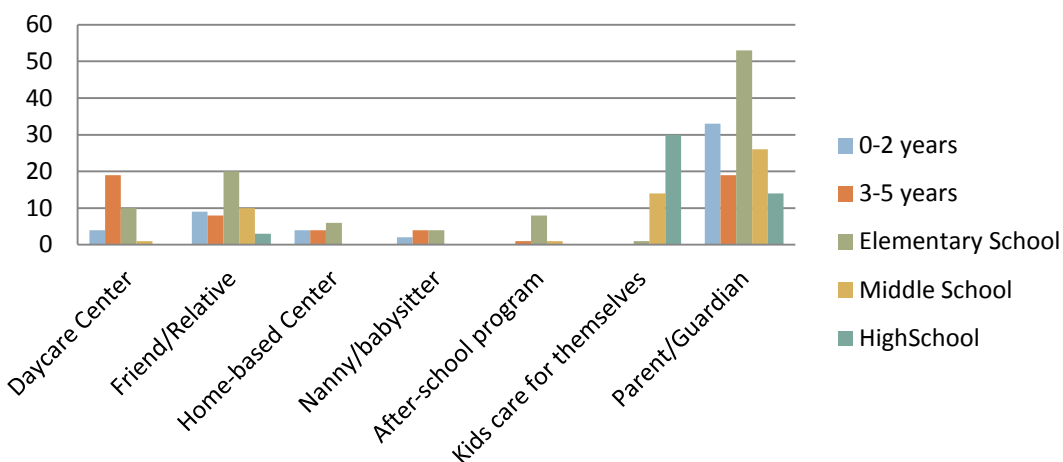


■ At home
■ Childcare

16. Mark the kind of childcare you use the MOST by age of your children.

Type of Childcare by Age of Children					
Type	0-2 years	3-5 years	Elementary School	Middle School	High School
Daycare Center	4	19	10	1	0
Friend/Relative	9	8	20	10	3
Home-based Center	4	4	6	0	0
Nanny/babysitter	2	4	4	0	0
After-school program	0	1	8	1	0
Kids care for themselves	0	0	1	14	30
Parent/Guardian	33	19	53	26	14

Type of Childcare by Age of Children

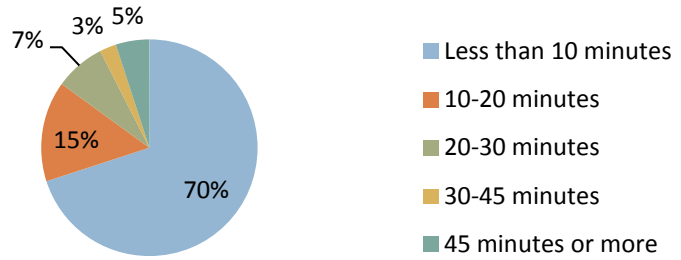


17. What is the name of your daycare center? This was open-ended question with lots of variety.

18. How long does it take in minutes to get from home to childcare?

Time to get to Childcare (minutes)	
Less than 10 minutes	28
10-20 minutes	6
20-30 minutes	3
30-45 minutes	1
45 minutes or more	2

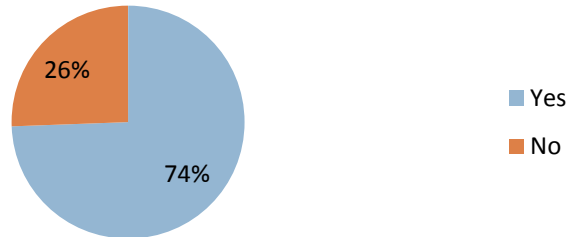
Time to get to Childcare (minutes)



19. If you have children aged 3-4, are they enrolled in preschool or Headstart?

Children aged 3-4 in Preschool

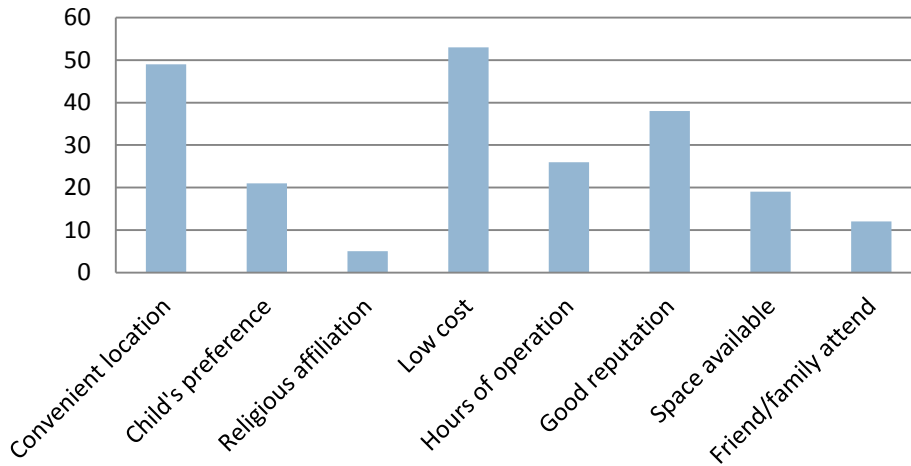
Children in Preschool	
Yes	32
No	11



20. Please choose the reasons you selected your childcare (mark all that apply.)

Reasons for selecting childcare	
Convenient location	49
Child's preference	21
Religious affiliation	5
Low cost	53
Hours of operation	26
Good reputation	38
Space available	19
Friend/family attend	12

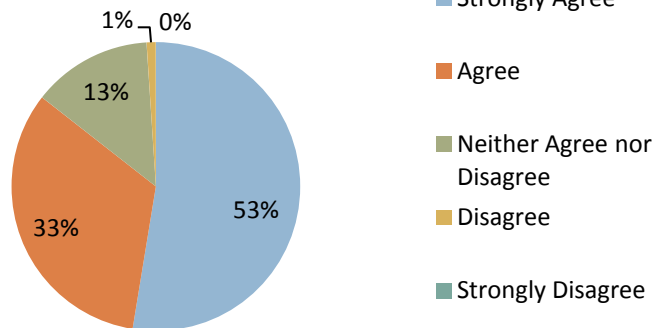
Reasons for selecting childcare



21. Please check the box that indicates your level of agreement with each statement.

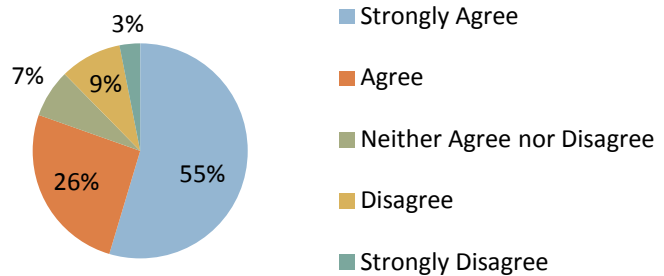
Satisfaction with quality of childcare	
Strongly Agree	51
Agree	32
Neither Agree nor Disagree	13
Disagree	1
Strongly Disagree	0

I am satisfied with the quality of my childcare



Satisfaction with the location of childcare	
Strongly Agree	53
Agree	25
Neither Agree nor Disagree	7
Disagree	9
Strongly Disagree	3

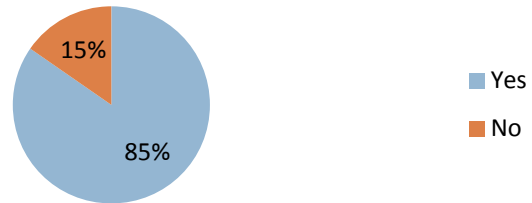
I am satisfied with the location of my childcare



22. Do your children attend the local school?

Children attend the local school

Children attend the local school	
Yes	160
No	29

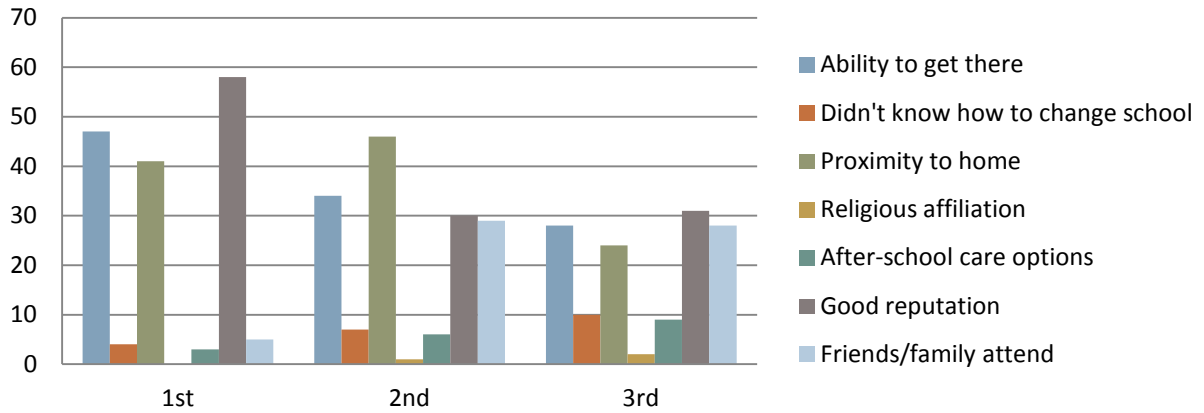


23. If not, where do they attend school (ex. Home school, alternative school)? This was open-ended question with lots of variety.

24. Please rank your top three most important factors that led you to choose your children's school.

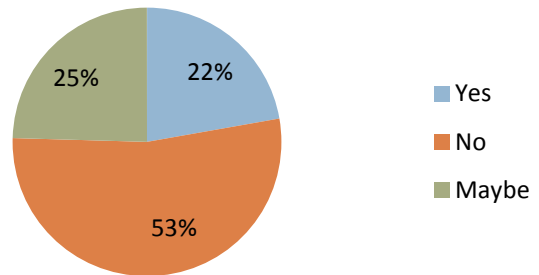
Rank of importance: Factors that led to choosing children's school			
Factors	1st	2nd	3rd
Ability to get there	47	34	28
Didn't know how to change school	4	7	10
Proximity to home	41	46	24
Religious affiliation	0	1	2
After-school care options	3	6	9
Good reputation	58	30	31
Friends/family attend	5	29	28

Rank of importance: factors in choosing children's school



25. If there were no barriers, would you send your children to a different school?

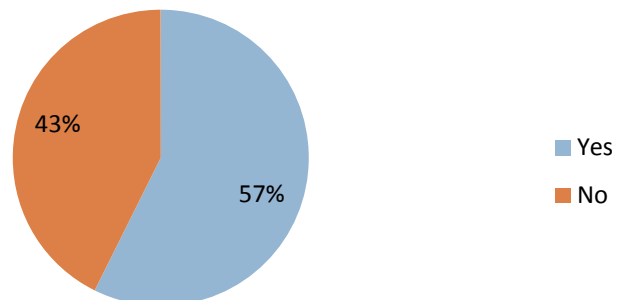
If no barriers, would you send kids to a different school?	
Yes	38
No	91
Maybe	42



26. Do your children participate in activities or sports?

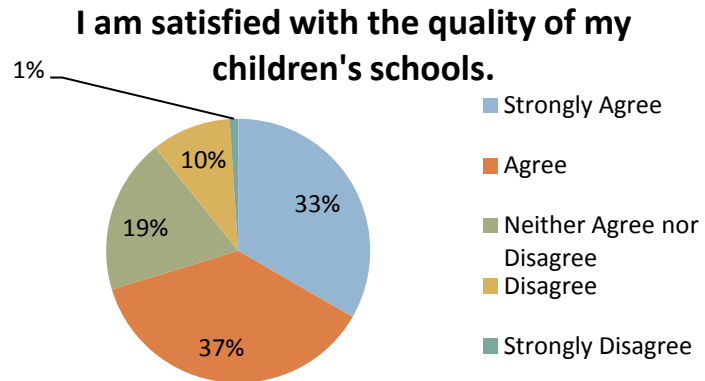
Participation in sports and after-school activities	
Yes	113
No	84

Participation in after-school activities and sports



27. How much do you agree with this statement: "I am satisfied with the quality of my children's schools"?

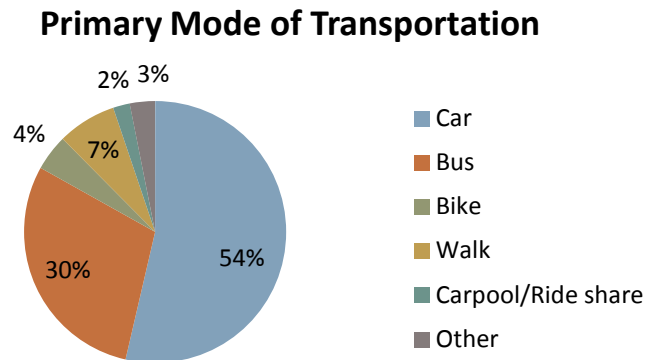
Satisfaction with the quality of schools	
Strongly Agree	65
Agree	72
Neither Agree nor Disagree	37
Disagree	19
Strongly Disagree	2



Transportation and Traffic Safety

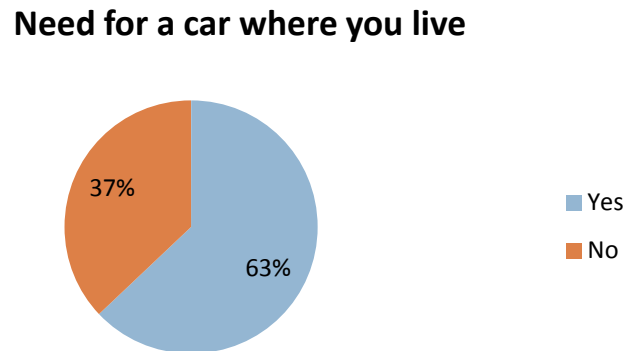
28. What is the primary way you get from place to place?

Primary mode of travel	
Car	362
Bus	199
Bike	30
Walk	49
Carpool/Ride share	14
Other	21



29. Do you feel that you need a car where you live?

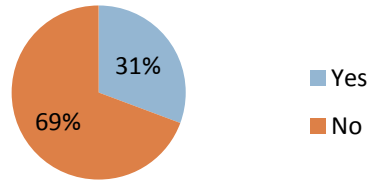
Need for a car	
Yes	423
No	249



30. Do you currently use an LTD monthly bus pass?

Use of LTD bus pass	
Yes	209
No	472

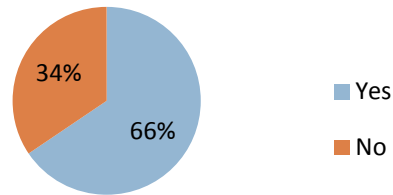
Use of an LTD bus pass



31. Would you use an LTD monthly bus pass if it were cheaper?

Use of an LTD bus pass if it were cheaper	
Yes	430
No	226

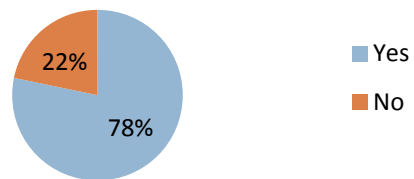
Use of an LTD bus pass IF it were cheaper



32. Do you feel safe walking and/or biking in your neighborhood?

Feel safe walking and biking in the neighborhood	
Yes	518
No	144

I feel safe walking and biking in my neighborhood



33. What are your primary concerns about traffic safety? (Mark all that apply.)

Primary concerns about traffic safety

Primary concerns about traffic safety	
Sidewalks	192
Curb ramps	97
Crossing lights	192
Traffic speed	373
Crosswalks	257



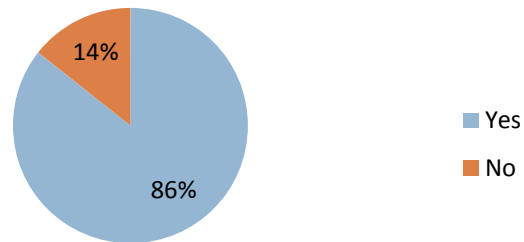
34. Please let us know about your specific traffic safety concern. This open ended question is

Health and Wellness

35. Do you have healthcare insurance?

Healthcare insurance	
Yes	591
No	99

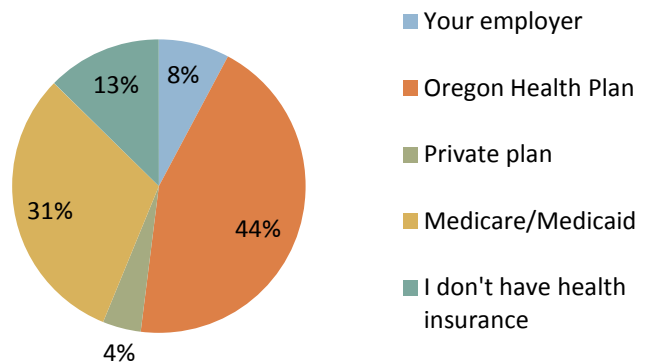
Households have healthcare insurance



36. Where is your health insurance coverage through?

Health insurance coverage	
Your employer	61
Oregon Health Plan	346
Private plan	33
Medicare/Medicaid	244
I don't have health insurance	99

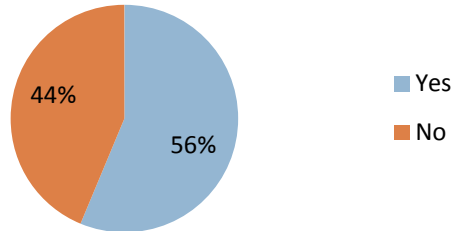
Source of health insurance coverage



37. Does a member of your household have a health condition that requires regular trips to a doctor?

Health condition in household requiring regular doctor visits

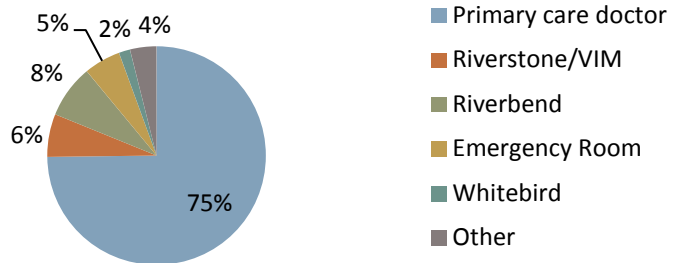
Health condition in household	
Yes	380
No	295



38. Where do you and your family go most often to receive health services?

Where residents receive healthcare services

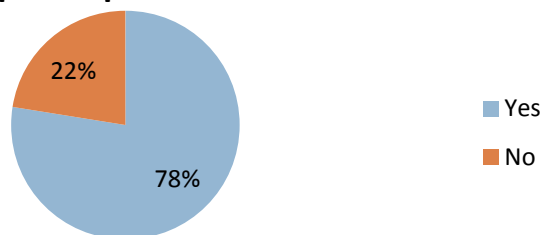
Locations where residents receive healthcare services	
Primary care doctor	496
Riverstone/Volunteers in Medicine	42
Riverbend	52
Emergency Room	36
Whitebird	11
Other	26



39. Does anyone in your household have a prescription medication you have to take all the time?

Prescription medication residents take all the time	
Yes	528
No	153

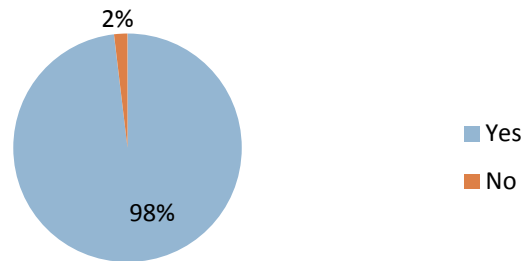
Residents have to regularly take prescription medication



40. Is it important to you to eat healthy food like fruits and vegetables?

Important to eat fruits and vegetables	
Yes	672
No	13

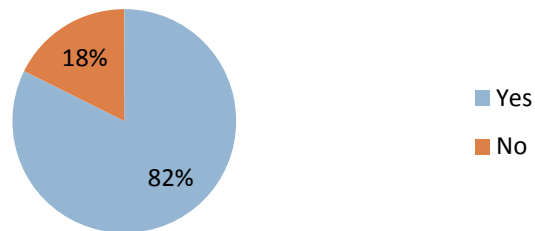
Residents feel fruits and vegetables are important



41. Do you feel you have sources of healthy food, like fruits and vegetables, close to you?

Sources of healthy food close to you?	
Yes	555
No	119

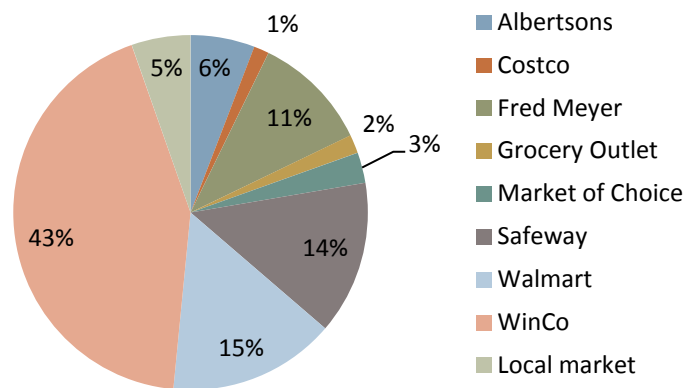
Residents feel they have sources of healthy food close by



42. Where is the primary place you shop for food?

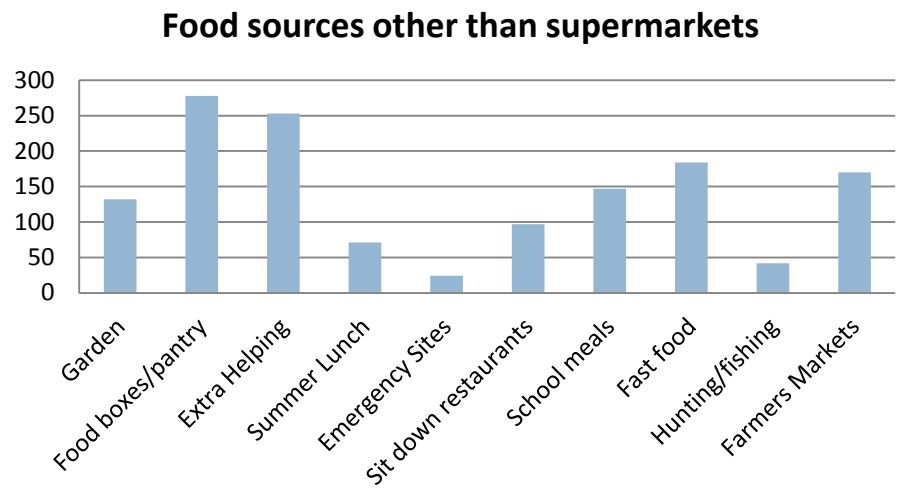
Primary place residents shop for food	
Albertsons	38
Costco	9
Fred Meyer	69
Grocery Outlet	11
Market of Choice	18
Safeway	91
Walmart	99
WinCo	280
Local market	35

Primary place residents shop for food



43. Besides stores, what other ways does your family typically get food? (please mark all that apply.)

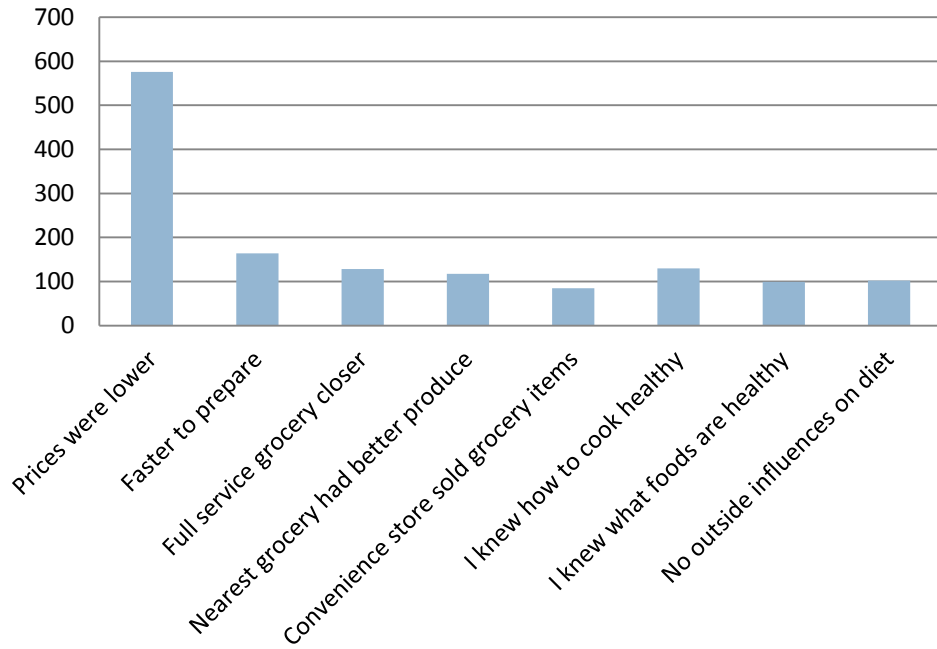
Food sources other than supermarkets	
Garden	132
Food boxes/pantry	278
Extra Helping	253
Summer Lunch	71
Emergency Sites	24
Sit down restaurants	97
School meals	147
Fast food	184
Hunting/fishing	42
Farmers Markets	170



44. Eating healthy food would be easier for my family if...

Eating healthy would be easier for my family if	
Prices were lower	576
Faster to prepare	164
Full service grocery closer	128
Nearest grocery had better produce	117
Convenience store sold grocery items	85
I knew how to cook healthy	130
I knew what foods are healthy	99
No outside influences on diet	102

Eating healthy would be easier for my family if...

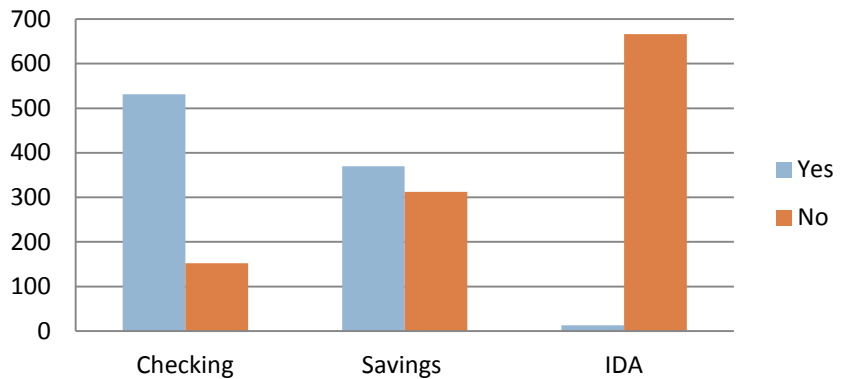


Financial Opportunities

- 45. Do you have a checking account with a bank or credit union?
- 46. Do you have a savings account with a bank or credit union?
- 47. Do you have an Individual Development Account (IDA)?

Residents with Bank accounts

Residents with checking and savings accounts		
Accounts	Yes	No
Checking	531	152
Savings	370	312
IDA	13	666

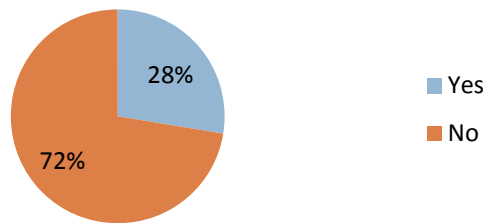


Access to Jobs and Services

48. Are you currently employed?

Residents employed	
Yes	225
No	467

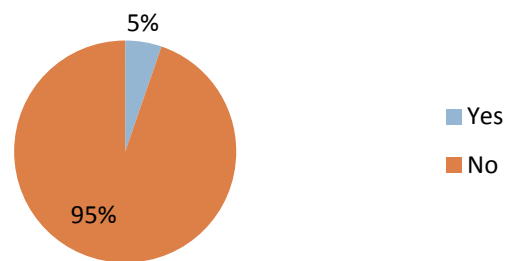
Residents employed



49. Are you self-employed?

Residents self-employed	
Yes	36
No	643

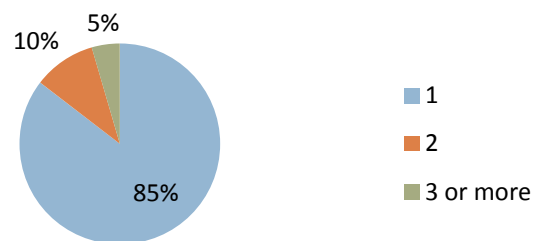
Residents self-employed



50. How many jobs do you have?

Number of jobs	
1	170
2	20
3 or more	9

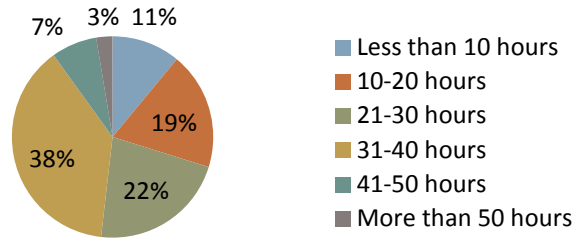
Residents' number of jobs



51. What is the number of hours you work per week?

Number of hours worked per week	
Less than 10 hours	21
10-20 hours	36
21-30 hours	42
31-40 hours	73
41-50 hours	14
More than 50 hours	5

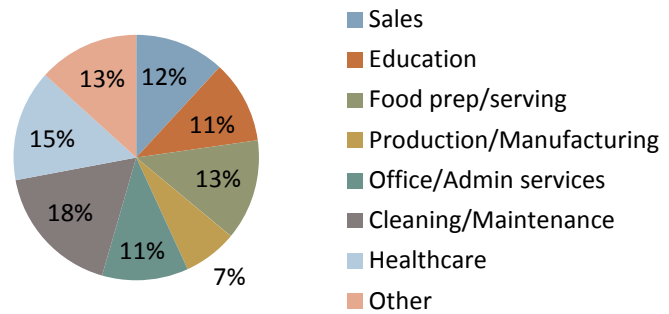
Number of hours residents work per week



52. What is your type of job?

Type of job	
Sales	25
Education	23
Food prep/serving	28
Production/Manufacturing	15
Office/Admin services	24
Cleaning/Maintenance	37
Healthcare	31
Other	28

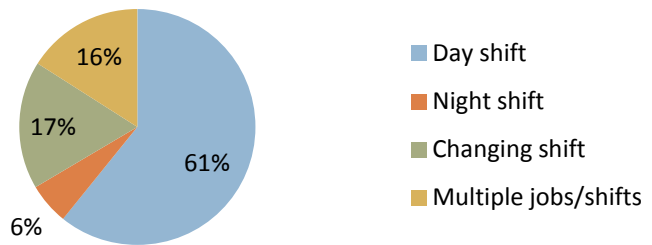
Type of job



53. If your shift: day shift, night shift, changing shift, or multiple jobs/shifts

Shift	
Day shift	118
Night shift	11
Changing shift	34
Multiple jobs/shifts	31

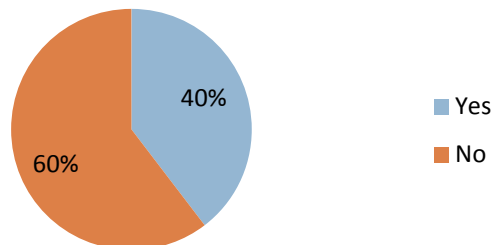
Shifts residents work



54. Does your job provide benefits like health insurance and retirement?

Residents' jobs provide benefits

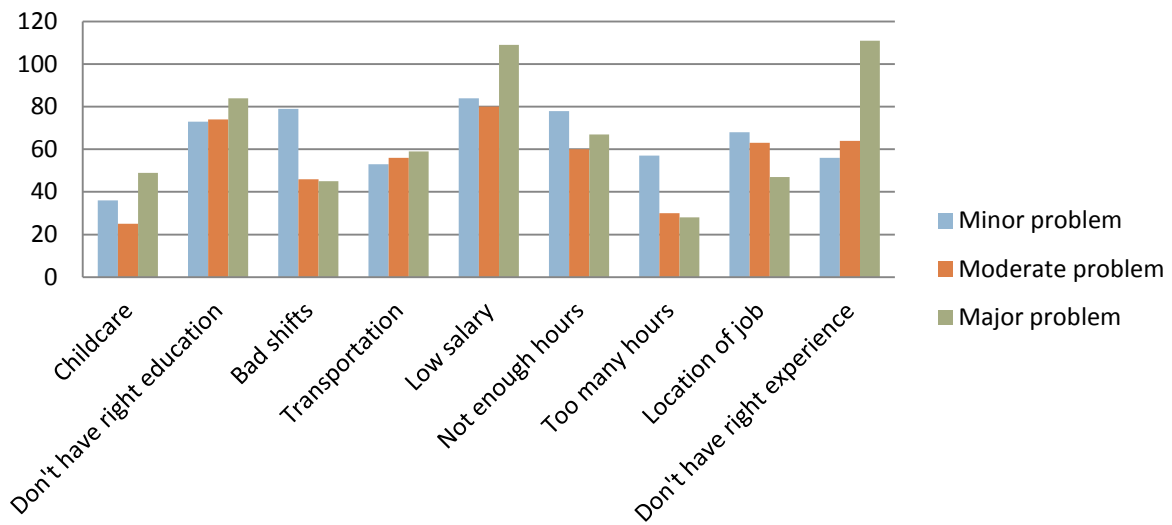
Benefits	
Yes	80
No	122



55. Please rate how much of a problem the following issues are for you to get employment?

Problems to getting employment			
Problem	Minor problem	Moderate problem	Major problem
Childcare	36	25	49
Don't have right education	73	74	84
Bad shifts	79	46	45
Transportation	53	56	59
Low salary	84	80	109
Not enough hours	78	60	67
Too many hours	57	30	28
Location of job	68	63	47
Don't have right experience	56	64	111

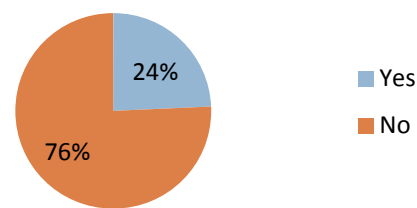
Problems in getting employment



56. Are you currently trying to get a new job or start a business?

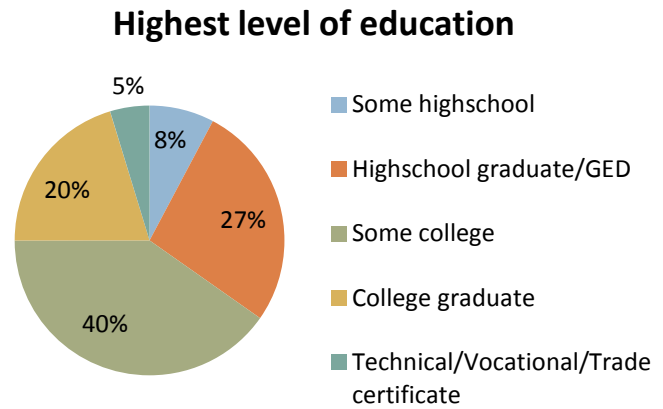
Looking for work or starting business	
Yes	162
No	505

Residents looking for new job or starting new business



57. What is your highest level of education?

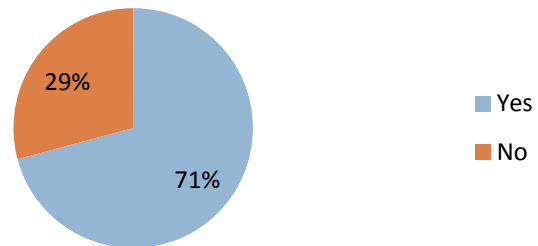
Highest level of education	
Some high school	51
High school graduate/GED	177
Some college	264
College graduate	133
Technical/Vocational/Trade certificate	31



58. Do you have access to a computer and high speed internet?

Access to computers and high speed internet	
Yes	468
No	193

Access to computers and high speed internet



59. Other comments about your community? Some of these comments were summarized in the report text, others were provided to HACSA, Metro and SVDP directly.

APPENDIX E

SUMMARY OF TRAFFIC SAFETY PROBLEMS BY CITY AND CATEGORY

The following were the biggest problem areas identified by residents in the 2013 focus groups and community survey. The report recommends exploring ways to improve traffic safety around affordable housing developments to address the safety concerns, especially to improve access to bus stops and schools.

EUGENE

- Coburg Road and Willakenzie - problems for pedestrians crossing, even with the crossing signals. Drivers speed on Coburg and Willakenzie and do not grant right of way to pedestrians. Curb cuts for businesses are so near the intersection that it is dangerous to enter and exit, or a traffic jam is created.
- River Road north of the Beltline (Division Ave, Santa Clara Ave, Green Lane, Hunsaker) - very bike/pedestrian unfriendly. There are problems for pedestrians crossing, even with the crossing signals. Drivers speed and do not grant right of way to pedestrians. The crossing signals to cross River Road are too short for local elderly and disabled residents. Bike lanes do not feel safe next to traffic and bicycles ride on the sidewalk.
- West 11th Ave and Hayes (at the Lamb Building) - Residents are heavy bus riders (52%) and there is no crosswalk across W. 11th to their bus stop. There have been incidents of near accidents. Curb ramps are not sufficient and the apex of the road was a complaint from wheelchair users.
- Fox Hollow and Donald (at Woodleaf Village) - Residents were concerned about the lack of sidewalks on Fox Hollow with a 35 MPH speed limit, no street lighting, and no crosswalks. The bus stop location requires residents to cross Fox Hollow. Residents would like a visible cross walk, perhaps including lights and signs.
- Coburg Road - in general there are not many places to cross. It is not the most pleasant place to walk despite the sidewalks. The traffic is very fast and there is no buffer between sidewalk and traffic.
- Hunsaker Road - There are no sidewalks, poor lighting, and narrow shoulders. Residents of Ross Lane and everyone in the neighborhood walk in the street to get to stores or the bus stop on River Road. In the dark it is especially dangerous. There are also blind curves on the road, and cars speed. Middle school students wait for their school bus on the road.
- Green Lane - There are no sidewalks and poor lighting. Residents of the Villages walk in the street to go to the bus on River Road. It is especially dangerous in the dark. Homeless sleep in the woods along the road.
- North Park Ave - There are no sidewalks, poor lighting, and narrow shoulders. Residents of Walnut Park/Turtle Creek and children in the neighborhood walk in the street to get to schools and the bus stop. Cars park on the side of the road. It is especially dangerous in the dark. Howard Ave is also along the route to school and has no sidewalks.

- Bike lanes: Residents would like all bike lanes to be wider or have more of a buffer between bike lanes and traffic, for a better feeling of safety. Not all bicyclists downtown feel safe in the bike lanes due to the speed of traffic and drivers crossing into bike lanes. Bicyclists ride on sidewalks and cause pedestrians to not feel safe. This happens outside of downtown on busy roads like 11th Ave.

In general, there are intersections where cars are not yielding to pedestrians in crosswalks when pedestrians have the right of way:

W. 11th and Seneca
 Willagillepsie and Valley River Dr.
 Bailey Hill and 18th
 11th Ave and City View
 6th Avenue
 7th Avenue
 River Road and Division
 6th Ave and High St.
 E. 11th and Oak
 E. 18th and Pearl
 W. 18th and Bertleson
 Bailey Hill and Fern Ridge bike trail
 Coburg Rd and Southwood Lane
 Oak Patch and Fern Ridge bike Trail
 Willakenzie at Sheldon High School

Suggestions for Bike Lanes:

6th Ave.
 7th Ave.
 parts of 8th Ave. where there are none now
 W. 11th Ave.
 N. Park Ave.

Suggestions for Crossing Lights:

12th and Garfield
 Fox Hollow and Donald
 29th and Hilyard
 River Road southern intersections (Crocker Lane)
 18th Ave at Oak Patch
 West 11th
 West 13th
 W. 11th at Acorn Park St.
 West 18th

Coburg Road more
West 11th and Garfield
Coburg and MLK

Longer Walk Signals:

River Road and Santa Clara Ave
River Road and Division Ave.
6th Ave and High Street

Suggestions for Crosswalks/Crosswalk Improvements (lit up, signage):

Danebo Street at Prairie View
Fox Hollow and Donald
Crescent Ave between Coburg and Gilham
West 11th between Chambers and Garfield
West 12th Ave at Chambers
Willakenzie at Willakenzie Crossing
Willakenzie at Fourteen Pines
West 11th and Arthur (DHS)
West 11th and Garfield
Division Ave
Roosevelt and Garfield
West 12th Ave at Garfield

“Crosswalk on Chambers and W. 11th is an example of a good crosswalk. A voice says wait, and there is plenty of time to cross.”

Suggestions for Sidewalks/Sidewalk Improvements (condition):

Hunsaker St.
Green Lane
N. Park Ave.
Ross Lane
Division Ave.
Hayes between 11th and 13th Ave.

“Curb ramps and sidewalks downtown are a problem. There should be a sidewalk audit with wheelchairs in mind to evaluate the sidewalks and curb ramps.”

Signage Requests:

One Way on Woodleaf Lane
Speed Limit on Woodleaf Lane
Slow Children at Play on Hatton Ave
Dead End on Matt Drive (until the road goes through)
Slow Children at Play on Matt Dr
Speed Limit on Lone Oak
Pedestrian Crossing sign at West 11th and Hayes
Speed Limit on Santa Clara Ave

Pedestrian Crossing sign at crosswalk on Division Ave
Speed Limit or Pedestrian Crossing on Hatton Ave.

Speed Calming requests:

Wood leaf Lane lower speed limit
Speed bump or rumble strip on Willakenzie near curve (Willakenzie Crossing)

Street Lighting requests:

Van Buren Street
Green Lane
Willakenzie
Fox Hollow
Ross Lane
N. Park Ave.
W. 11th and Hayes crossing (to better see pedestrians)
Park on Best Lane behind Willakenzie Crossing
Fairview Dr.

Visibility problems related to Parking:

Keller and Nantucket
Commons Drive near roundabout
W. 11th and Hayes
Santa Clara Ave
Ross Lane at Head Start parking lot
Commons Drive by Willamette Gardens parking lot

SPRINGFIELD

- Pioneer Parkway and 'Q' Street - The intersection is particularly wide and difficult for pedestrians to cross to reach the bus stop. The crossing lights are not long enough, and drivers do not yield the right of way when pedestrians have a walk signal.
- Pioneer Parkway and Centennial - The crossing lights are not long enough and drivers do not yield the right of way when pedestrians have a walk signal.
- Pioneer Parkway - In general the street is difficult to cross.
- 'Q' Street - In general the street is difficult to cross (around 2nd Street) and the Hamlin Middle School and Springfield High School students have to get to and from school from Park at Emerald Village and the neighborhood north of 'Q' Street.
- Main Street/Route 126 - The street is very difficult to cross with the large blocks and crossing lights few and far between. Drivers do not yield the right of way when pedestrians try to cross at designated cross walks. Bike lanes do not feel safe to many bicyclists because of the speed of traffic and the danger of drivers crossing into their lanes.
- Bike lanes - Bicyclists would prefer if all bike lanes were wider or have more of a buffer between bike lanes and traffic. Many residents felt unsafe with their children in the bike lanes. The cycling bridge on the Rosa Parks trail is in serious disrepair and bicyclists are concerned.
- Sidewalks and curb ramps - In downtown Springfield, the curb ramps are unsafe for wheelchairs. A sidewalk audit of the area could determine sidewalks and curb ramps in need of repair and priority.

There are intersections where cars are not yielding to pedestrians in crosswalks when pedestrians have the right of way:

Pioneer Parkway and 'Q' Street
Pioneer Parkway and Centennial Drive
5th Street downtown

Suggestions for Crossing Lights:

Mill Street and 'D' Street
Centennial Drive

Suggestions for Crosswalks/Crosswalk Improvements (lit up, signage):

Quinalt and Fairview
Centennial and 1st Street
Centennial Drive

Suggestions for Curb Ramp Improvements:

By the old bus station
Downtown in the Washburn area
6th and Main
Under the bridge on 5th and 6th downtown
Curb ramps by Springfield High School

Suggestions for Sidewalks/Sidewalk Improvements (condition):

4th and Main
Mill Street
2nd Street

Street Lighting requests:

2nd Street
Mill St. and Olympic
Fairview Drive
Downtown

Visibility problems related to Parking and Shrubs:

69th Street and 'A' Street
2nd Street and 'Q' Street
2nd Street and entrance to Park at Emerald Village