



## Resident Opportunities & Priorities Assessment Report Willakenzie Crossing Apartments

### Methodology

- **Demographic data** for Willakenzie Crossing was obtained directly from the Yardi Property Management software.
  - There are 56 households at Willakenzie Crossing.
  - In 2021 we gathered information for each member of the household; 107 total household members including children.
  - The 2021 Willakenzie Crossing Demographic summary is attached.
- **Property Surveys** were conducted at Willakenzie Crossing during 2021 as part of a portfolio wide project in two parts.
  - The return rate for Survey #1 was 28 of 56 households (50%).
  - The return rate for survey #2 was 17 of 56 households (30%).
  - The survey for both incentives was a drawing for a \$50 gift card.
  - Paper copies or on-line surveys were available in both English and Spanish.
  - The 2021 Willakenzie Crossing Property survey summaries and copies of the surveys are attached.
- **Resident Informational Interviews** were conducted at Willakenzie Crossing during 2021 as part of a portfolio wide project.
  - A total of 36 Resident Interviews were conducted across all sites; 3 interviews were completed for Willakenzie Crossing.
  - Residents participated in an in-depth interview with a Peer Support Specialist, answering a pre-determined set of questions.
  - Residents were paid \$50 for their time.
  - The 2021 Willakenzie Crossing RS interview summary and interview questions are attached.
- **CHW Listening Sessions** were conducted on June 1, 2018, as part of a Community Health Worker grant project
  - We spent two hours with a group of nine tenants.
  - Clients who had worked with a Cornerstone Community Health Worker (CHW) in the last three years were invited to attend.
  - Our goal was to gain an understanding of barriers to wellness, and the impacts that working with a CHW may have had in addressing these barriers.

- We provided transportation to and from the event, inviting a small cohort of clients representing varied backgrounds.
- We kept the group small enough that trauma informed practices could be maintained.
- An MSW intern crafted trauma informed questions and facilitated the conversation.
- A summary of the 2018 Listening session is attached.

## **Summary of Findings**

### **Demographics**

- 22% of households at Willakenzie Crossing report they are disabled and 9% of households report they are Elderly.
- 49% of households rely on SS/SSI/Pension income; 30% rely on wages and 16% report having no income.
- 53% report being white, 9.3% African American, 5% Asian and 1.8% as native Hawaiian and 39% declined to report.
- 14% report Hispanic/Latino/a or Spanish ethnicity and 31% declined to report.
- 27 households report living in a single person household, 13 report having a two-person household, and 6 report having a 3-person household and 4 report having a 4-person household.
- There are 36 youth ages 0-18, 6 people ages 19-25, 23 people ages 26-36, 16 people ages 37-46, 7 people ages 46-64, and 9 people over age 65.

### **RS Survey Summary**

- 71% of survey respondents reported living at the site for over 5 years; 17% for 2-4 years, and 10% reported less than one year.
- 48% report having a car as their main mode of transportation; 25% use bus systems and 25% report walking is their main mode of transportation.
- 50% report interest in community parties/events, 33% in Nutrition Education, 29% in job skills/employment opportunities, and 29% in homeownership.
- Residents report that other than the grocery store they typically get food from food box programs (68%) and Farmers markets (36%). Other primary ways resident access food includes fast food (24%) and convenience stores (24%).
- Consistent barriers reported by residents include Depression and anxiety(36%), lack of work (32%), children with emotional problems (20%) and not enough money for food (16%), and not enough money for household goods or clothing (12%).
- 60% of resident report participating in Extra Helping food program; Other programs attended include community events (33%) and resources and referrals (26%).
- 63% of survey respondents report residents services at their site are great or good and 84% report they have met their resident services coordinator.
- 47% report their RSC is helpful with rent/utility assistance, 17.6% report somewhat helpful, and 29% report it does not apply to them.
- 35% of residents report their RSC is helpful finding resources for counseling/addiction/mental health supports and employment or education services.

- 41% report it is somewhat difficult to meet their housing expenses (rent, utilities, and household needs).
- Some things residents report accomplishing since moving into affordable housing include saving money, being more social, getting a better job, becoming more stable, completing one year electrician apprentice program, and giving their children a reliable place to call home and a brighter future.
- Some barriers residents report facing include saving to buy a house, saving money, fear of increased rents and inflation.

### **Resident Informational Interview Summary**

- “I have learned about self-sufficiency programs, and I can reach out for help when I need it.”
- “We have been able to save money and have never missed a rent due date.”
- “I’ve made a lot of friendships.”
- “Seeing my kids’ success and seeing them be successful.”
- “I have learned how to navigate the medical systems.”
- “I’ve learned how to set boundaries with people.”
- “I have been able to relax more and take care of my health more.”
- “I love to draw, and I get to do my art here.”
- “I love the food pantry thing.”
- “I like gardening, it gives me peace.”
- “I like that everyone treats each other kindly, the way they deserve.”

### **CHW Listening Session Outcomes**

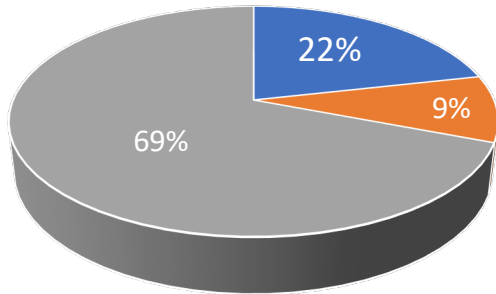
- Systemic barriers keep low-income individuals from seeking and obtaining health care.
- Navigation of complex systems is one of the most challenging barriers for residents.
- Getting people out of isolation and increasing social cohesion through community building and support from CHW’s is integral to health.
- CHW’s help change beliefs about health. CHW’s help people experience success in communicating with providers and following through on care plans.
- CHW’s help people advocate for themselves and take charge of their own health care.

### **Attachments:**

- 2021 Willakenzie Crossing Demographic Summary
- 2021 Willakenzie Crossing RS Survey # 1 and Survey # 2 Summaries
- 2021 Willakenzie Crossing RS Interview Summary
- 2018 Community Health Worker Listening Session summary
- 2021 RS Survey Questions
- 2021 RS Interview Questions

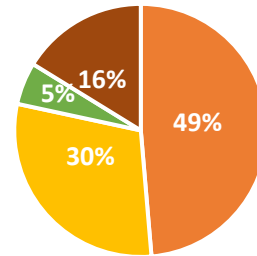
## Willakenzie Crossing Demographic Data-2021

### Disabled or Elderly



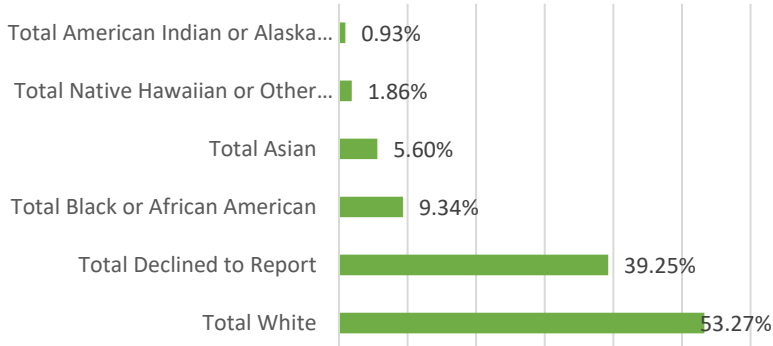
■ Total Disabled ■ Total Elderly ■ Neither

### Income Source

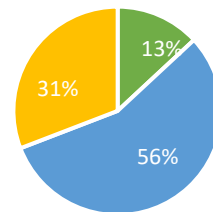


■ SS/SSI/Pension Income ■ Wages income  
■ Other Income ■ No Income (adults only)

### Race

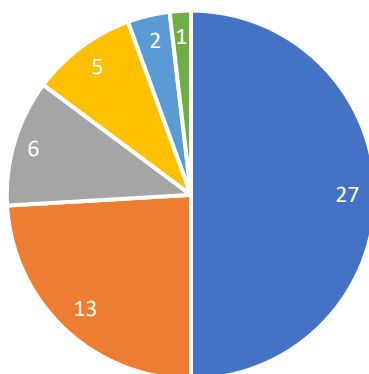


### Ethnicity



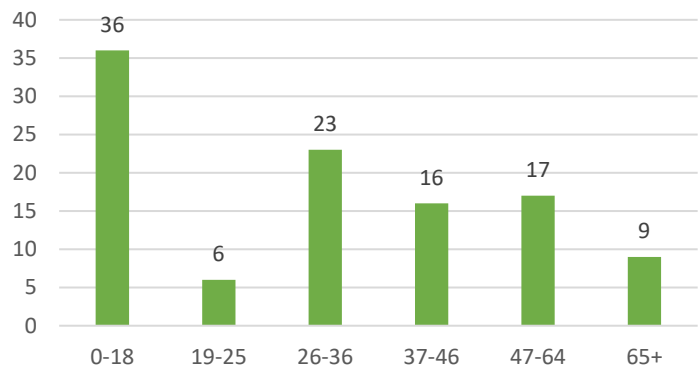
■ Total Ethnicity Hispanic, Latino/a, or Spanish Origin  
■ Total Ethnicity Not of Hispanic, Latino/a, or Spanish Origin  
■ Total Ethnicity Declined to Report

### Total # in Household



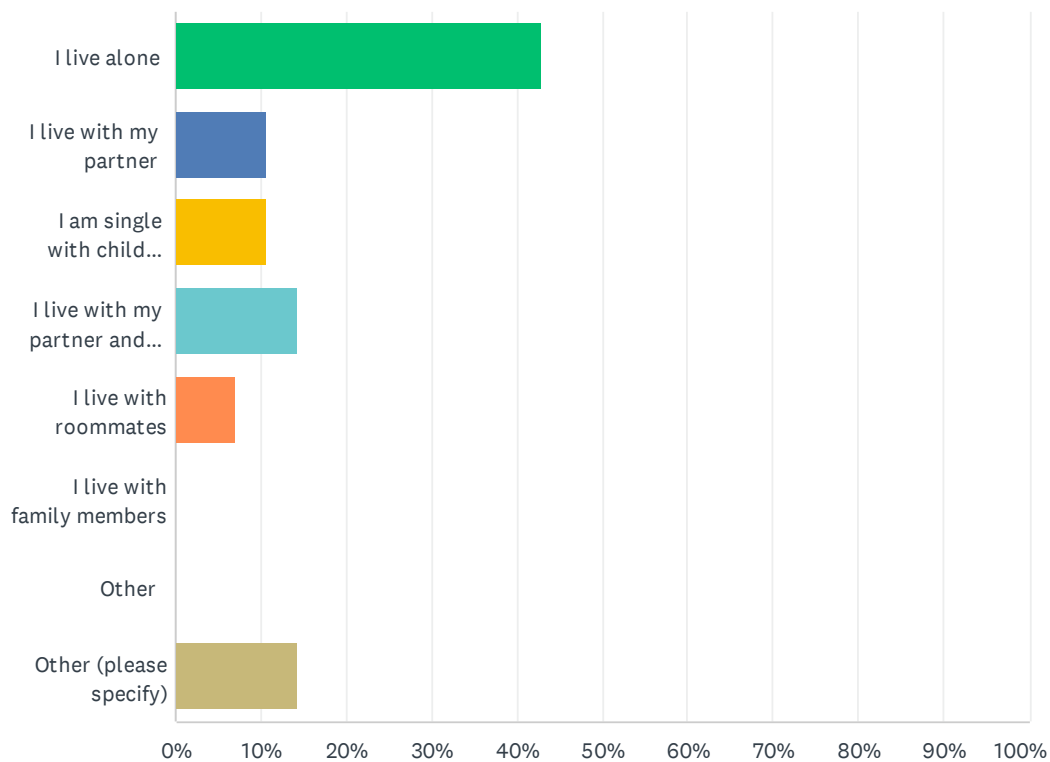
■ 1 person ■ 2 person ■ 3 person  
■ 4 person ■ 5 person ■ 6 person

### Age Ranges



## Q1 Who lives in your household?

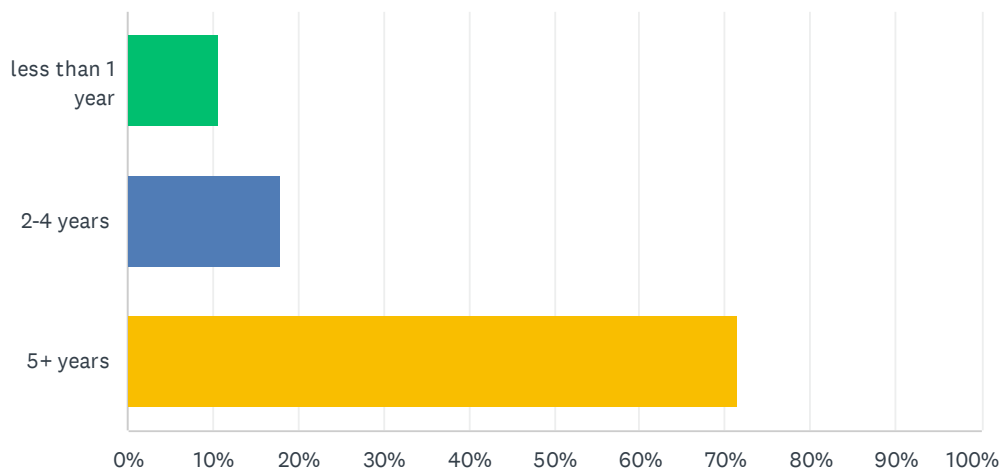
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
I live alone	42.86%	12
I live with my partner	10.71%	3
I am single with child (ren)	10.71%	3
I live with my partner and child (ren)	14.29%	4
I live with roommates	7.14%	2
I live with family members	0.00%	0
Other	0.00%	0
Other (please specify)	14.29%	4
<b>TOTAL</b>		<b>28</b>

## Q2 How long have you lived in this community?

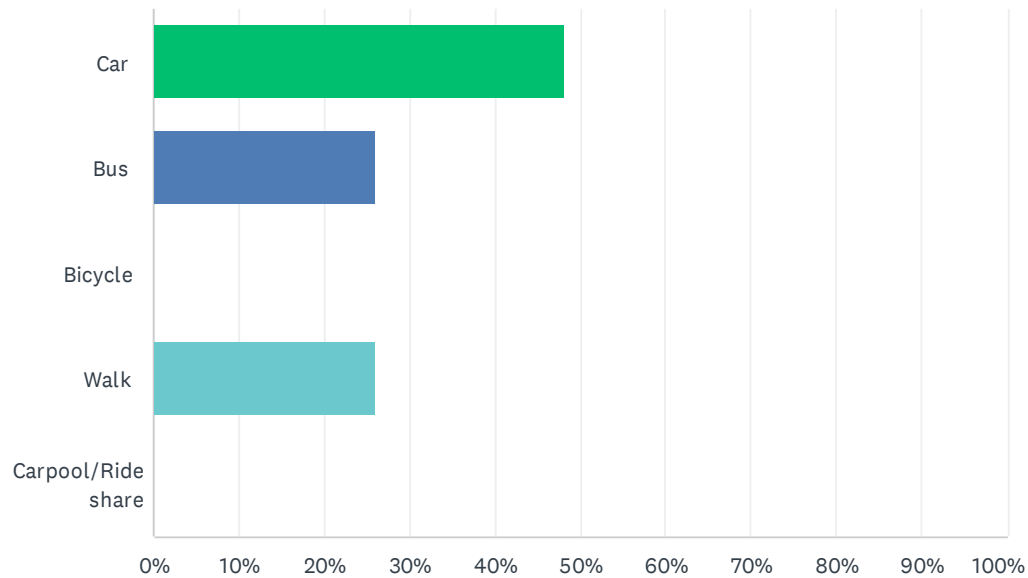
Answered: 28 Skipped: 0



ANSWER CHOICES		RESPONSES	
less than 1 year		10.71%	3
2-4 years		17.86%	5
5+ years		71.43%	20
TOTAL			28

### Q3 What is your PRIMARY mode of transportation?

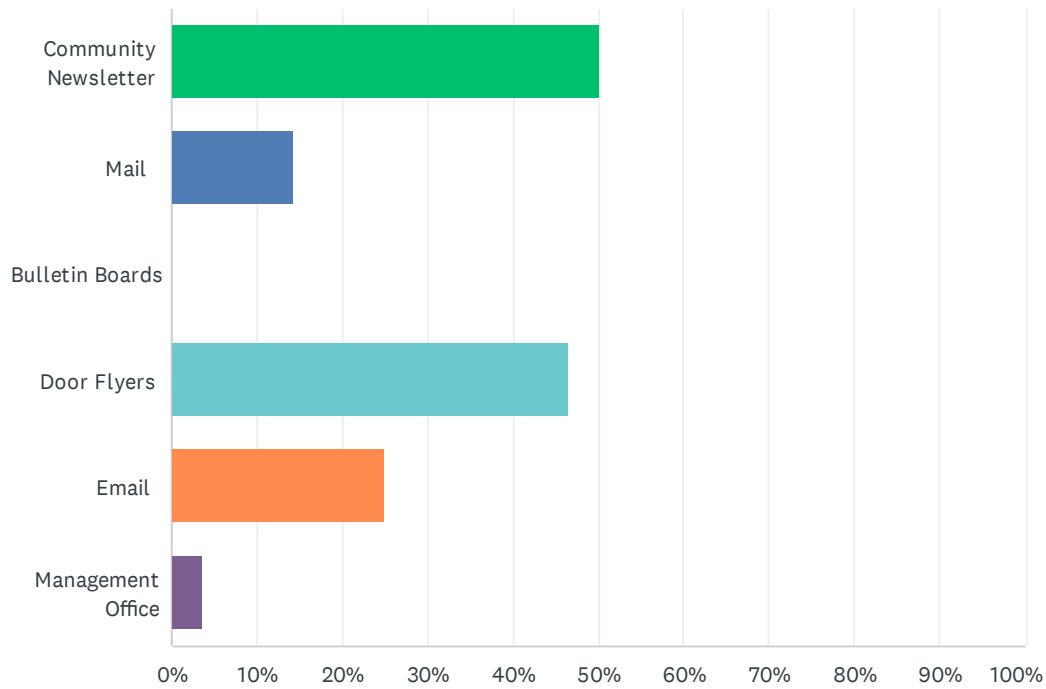
Answered: 27 Skipped: 1



ANSWER CHOICES	RESPONSES	
Car	48.15%	13
Bus	25.93%	7
Bicycle	0.00%	0
Walk	25.93%	7
Carpool/Ride share	0.00%	0
TOTAL		27

## Q4 What are the best ways to get information to you about activities, events and community resources?

Answered: 28 Skipped: 0

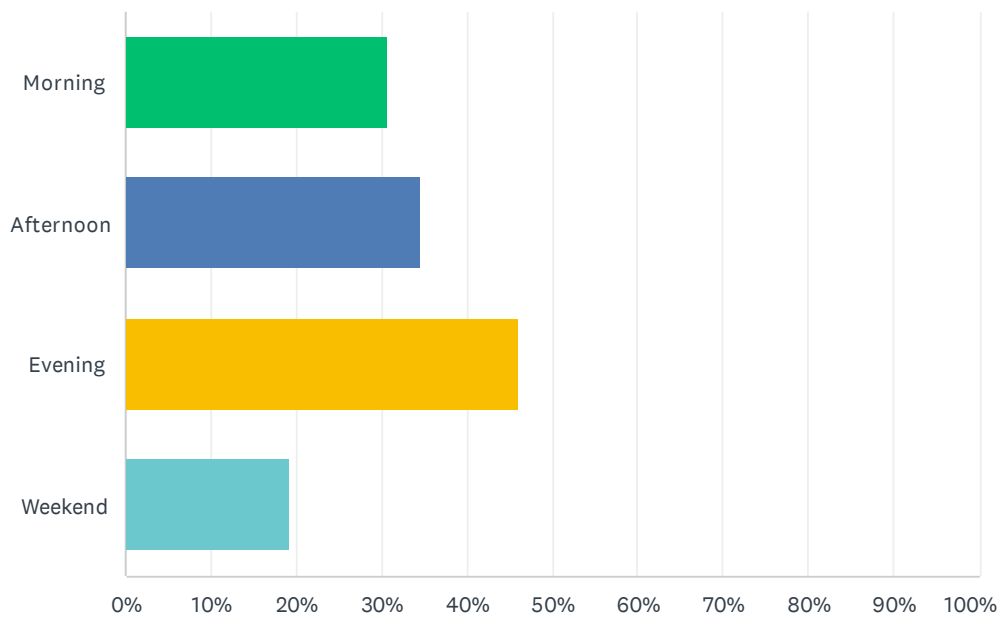


ANSWER CHOICES	RESPONSES	
Community Newsletter	50.00%	14
Mail	14.29%	4
Bulletin Boards	0.00%	0
Door Flyers	46.43%	13
Email	25.00%	7
Management Office	3.57%	1
Total Respondents: 28		



## Q5 The best time for me to take part in classes (select all that apply):

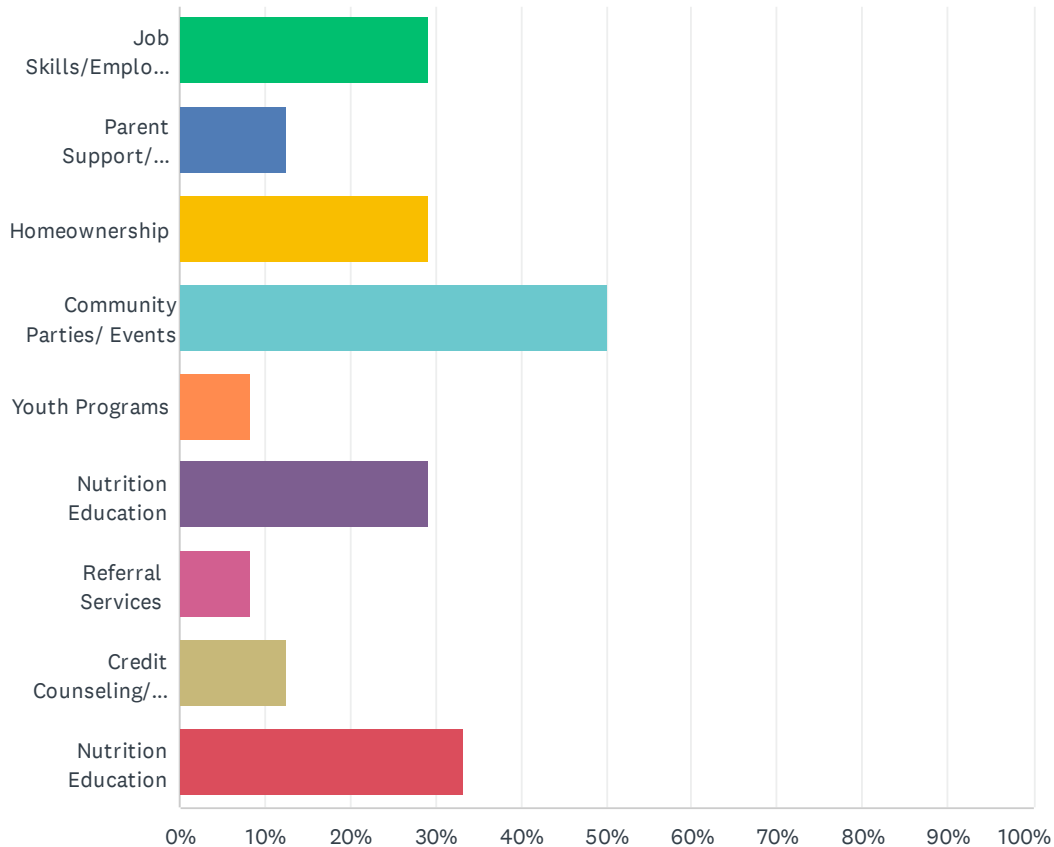
Answered: 26 Skipped: 2



ANSWER CHOICES	RESPONSES	
Morning	30.77%	8
Afternoon	34.62%	9
Evening	46.15%	12
Weekend	19.23%	5
Total Respondents: 26		

## Q6 I am interested in the following programs(select as many as you would like):

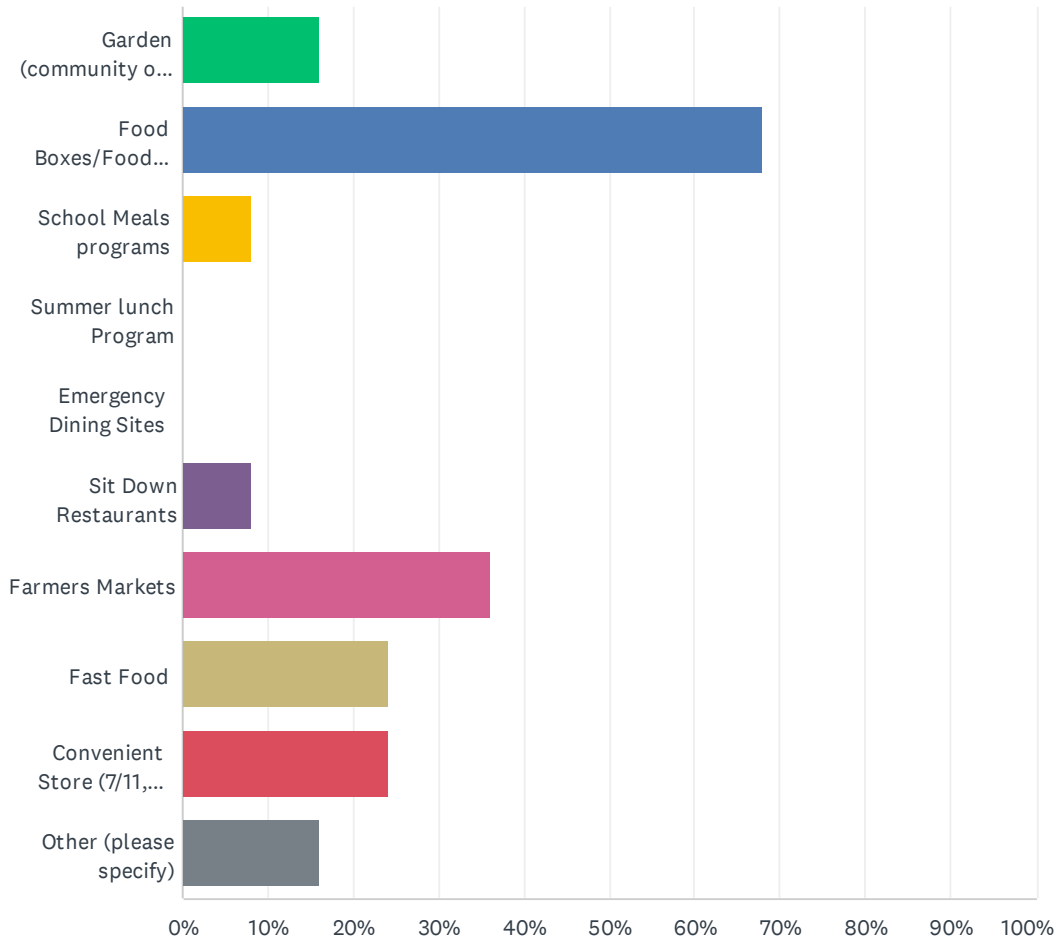
Answered: 24 Skipped: 4



ANSWER CHOICES	RESPONSES	
Job Skills/Employment opportunities	29.17%	7
Parent Support/ Education	12.50%	3
Homeownership	29.17%	7
Community Parties/ Events	50.00%	12
Youth Programs	8.33%	2
Nutrition Education	29.17%	7
Referral Services	8.33%	2
Credit Counseling/ Repair	12.50%	3
Nutrition Education	33.33%	8
Total Respondents: 24		

## Q7 OTHER THAN THE GROCERY STORE, what other ways does your family typically get food? Please check all that apply to you.

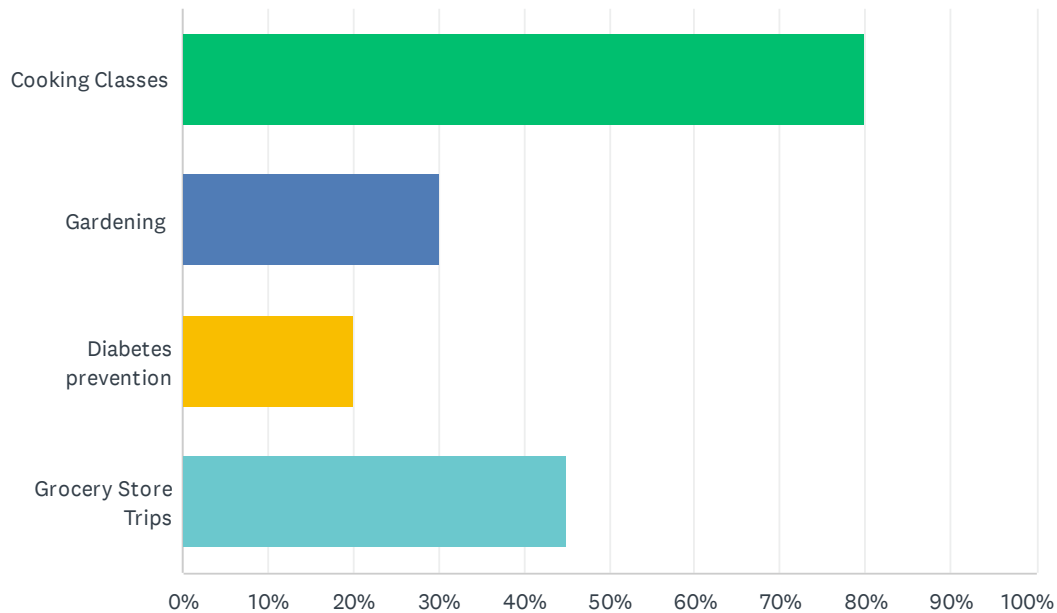
Answered: 25 Skipped: 3



ANSWER CHOICES	RESPONSES	
Garden (community or home)	16.00%	4
Food Boxes/Food Pantry	68.00%	17
School Meals programs	8.00%	2
Summer lunch Program	0.00%	0
Emergency Dining Sites	0.00%	0
Sit Down Restaurants	8.00%	2
Farmers Markets	36.00%	9
Fast Food	24.00%	6
Convenient Store (7/11, plaid pantry, etc)	24.00%	6
Other (please specify)	16.00%	4
Total Respondents: 25		

## Q8 If you are interested in Health and Nutrition Classes let us know what might interest you. ( Please select all that apply)

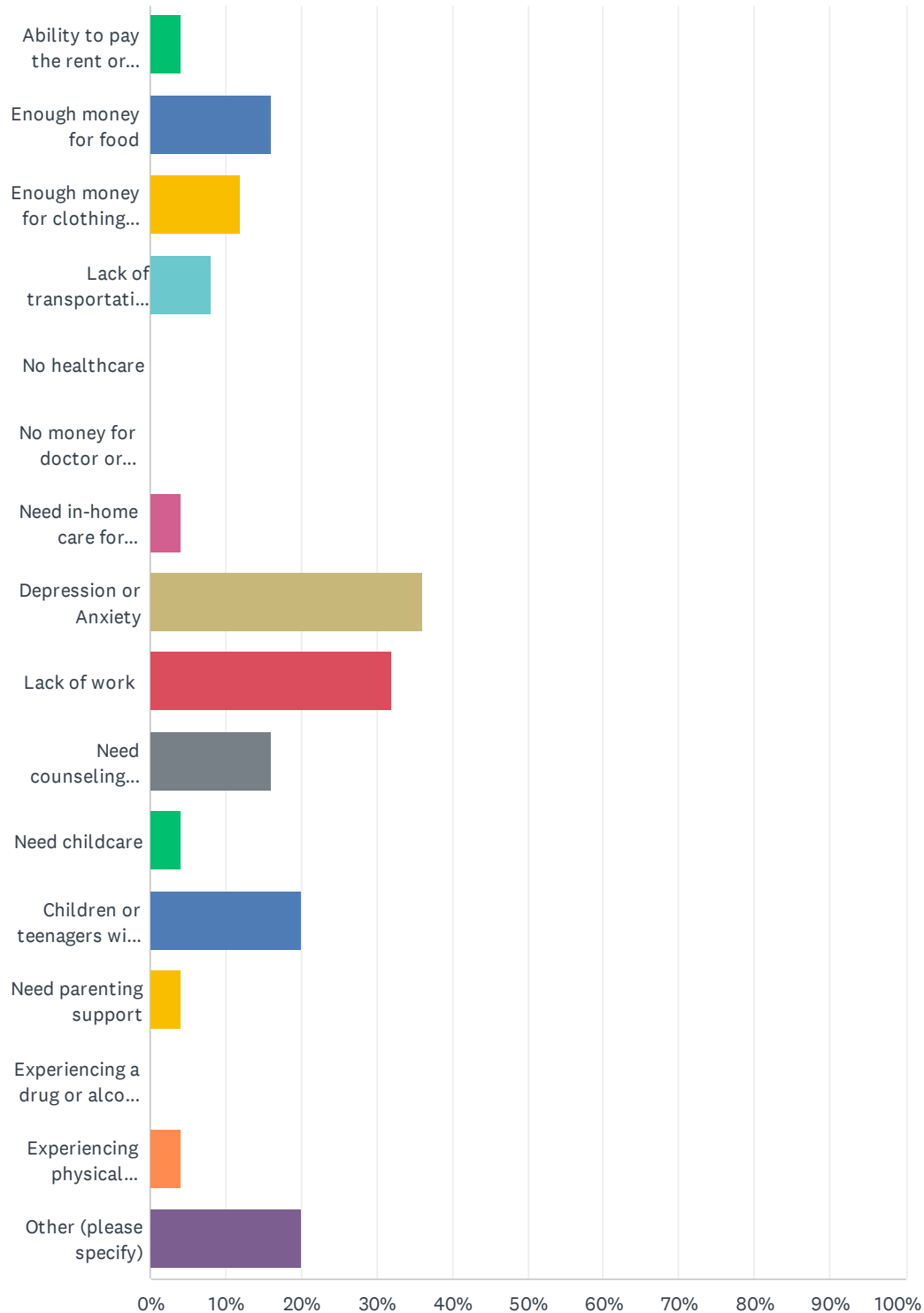
Answered: 20 Skipped: 8



ANSWER CHOICES	RESPONSES	
Cooking Classes	80.00%	16
Gardening	30.00%	6
Diabetes prevention	20.00%	4
Grocery Store Trips	45.00%	9
Total Respondents: 20		

## Q9 Which of the following are CONSISTENT barriers in your household? (mark all that apply)

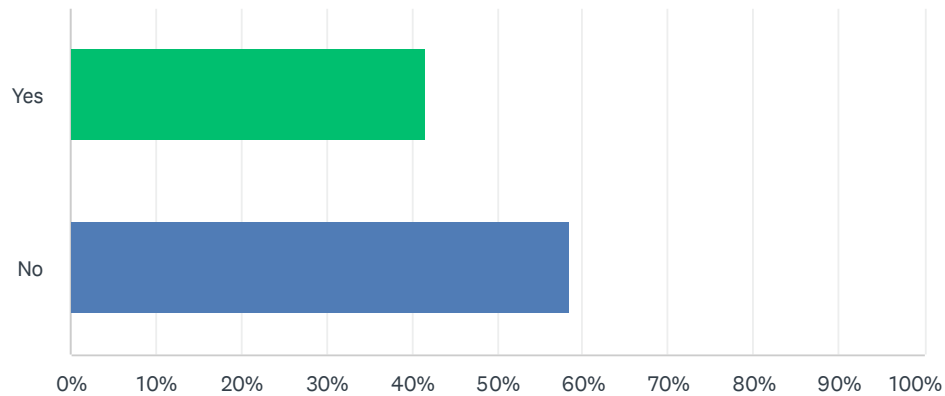
Answered: 25 Skipped: 3



ANSWER CHOICES	RESPONSES	
Ability to pay the rent or utility bills	4.00%	1
Enough money for food	16.00%	4
Enough money for clothing and household goods	12.00%	3
Lack of transportation (for work or school or medical appts.)	8.00%	2
No healthcare	0.00%	0
No money for doctor or dentist	0.00%	0
Need in-home care for yourself or someone in your home	4.00%	1
Depression or Anxiety	36.00%	9
Lack of work	32.00%	8
Need counseling (family/marriage/individual)	16.00%	4
Need childcare	4.00%	1
Children or teenagers with emotional problems	20.00%	5
Need parenting support	4.00%	1
Experiencing a drug or alcohol problem	0.00%	0
Experiencing physical conflict in the household	4.00%	1
Other (please specify)	20.00%	5
Total Respondents: 25		

## Q10 Are you interested in volunteering? (If Yes, leave your contact information at the end of the survey so we can contact you)

Answered: 24 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	41.67%	10
No	58.33%	14
TOTAL		24



## Q11 What other neighborhood services do you use most often?

Answered: 14   Skipped: 14

## Q12 Do you have any other comments, questions, or concerns?

Answered: 17   Skipped: 11

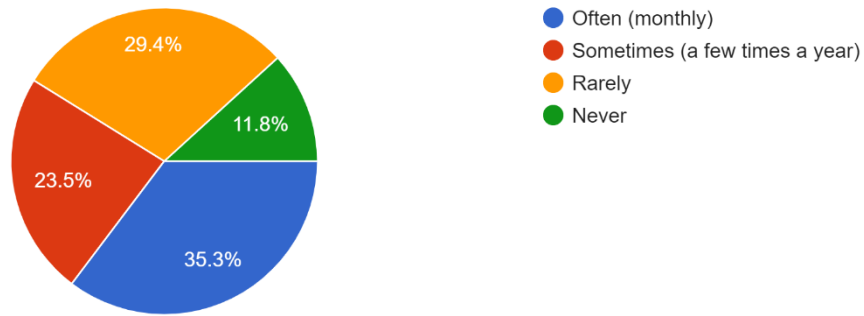
Q13 To enter the drawing please provide your name, phone number, and email.

Answered: 25   Skipped: 3

## Willakenzie Crossing Survey #2; 18 responses

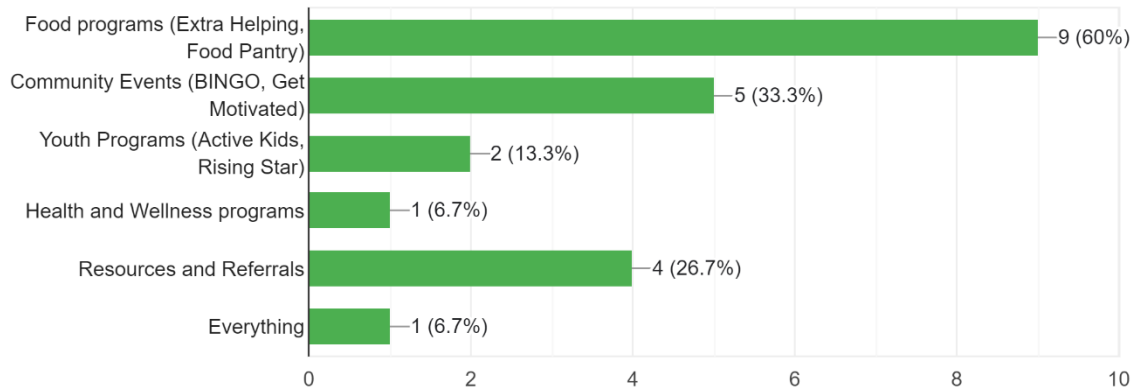
How often do you participate in programs offered at your site or in the community center?

17 responses

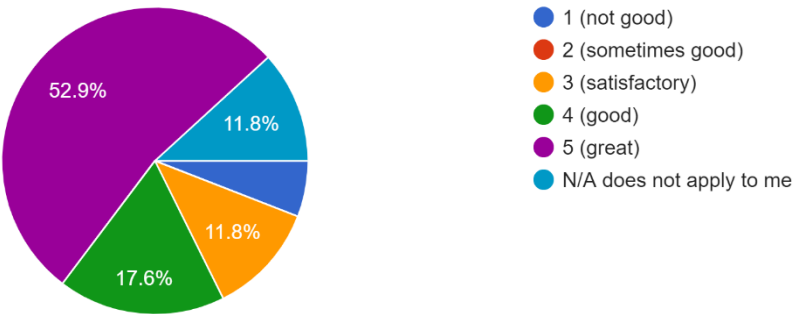


Which programs do you participate in most often? Mark all that apply

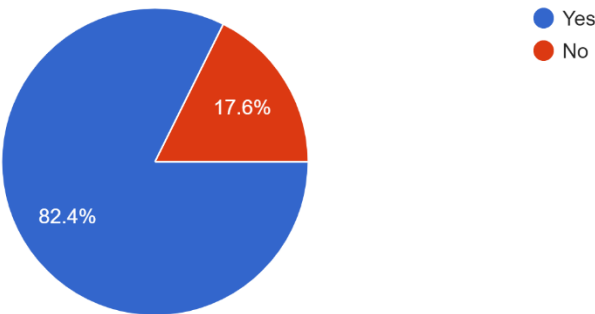
15 responses



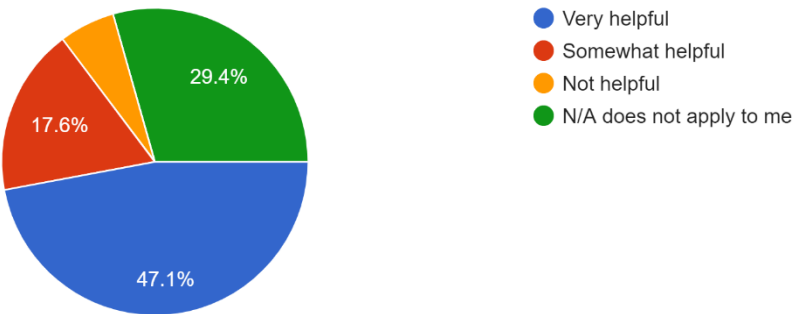
On a scale of 1-5 how would you rank the resident services program at your site?  
17 responses



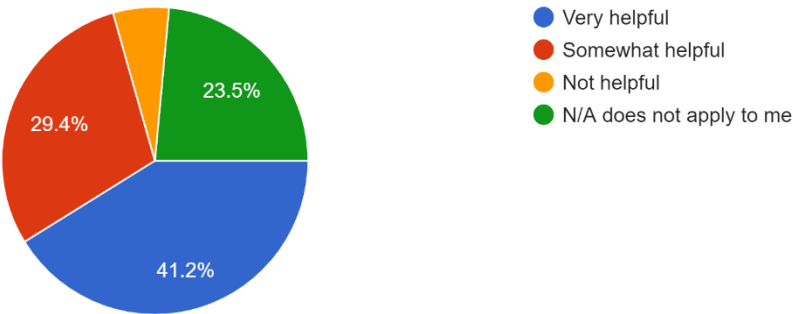
Have you met your on-site Resident Services Coordinitor (RSC) Guinevere?  
17 responses



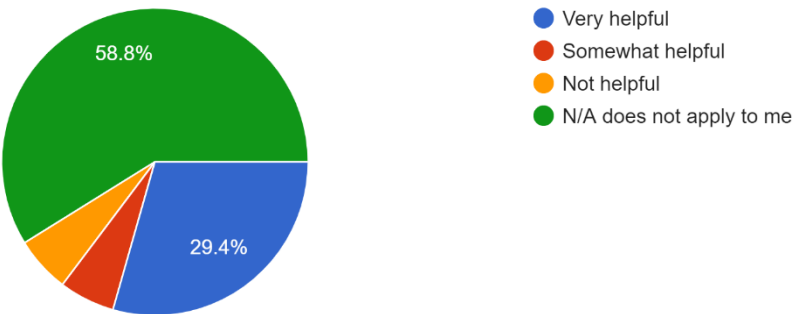
How helpful is your RSC with Rental/Utility Assistance?  
17 responses



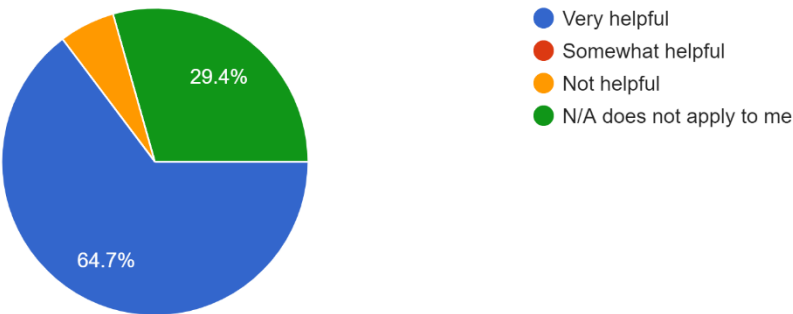
How helpful is your RSC with questions or problems about the lease?  
17 responses



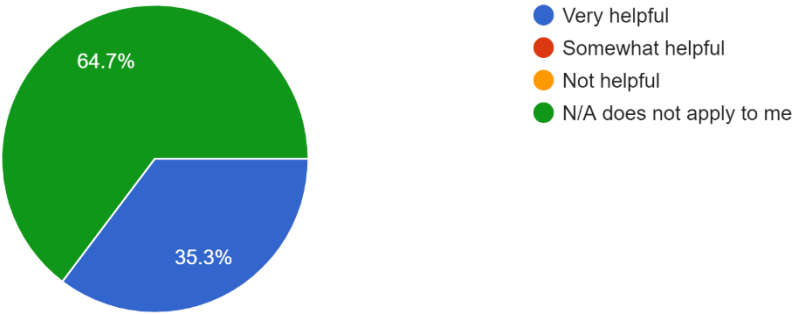
How helpful is your RSC with finding healthcare services (doctor, dental, emergency care)?  
17 responses



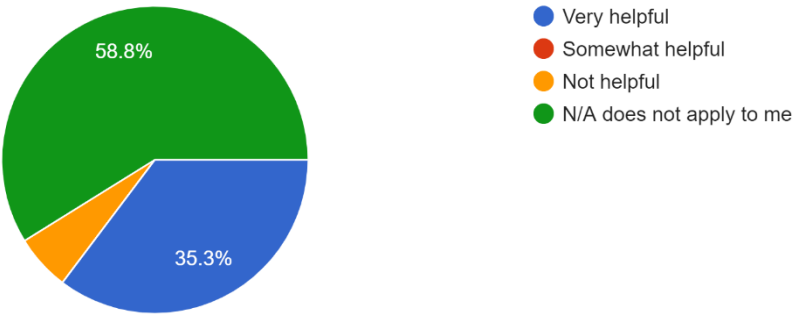
How helpful is your RSC with finding food pantries/programs?  
17 responses



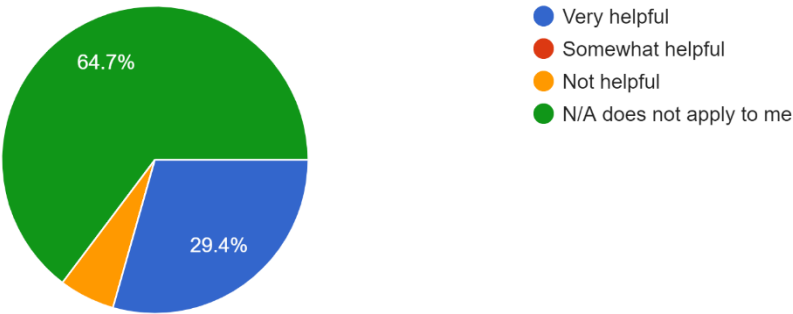
How helpful is your RSC with finding resources for counseling/addiction/mental health supports?  
17 responses



How helpful is your RSC with finding resources for employment or education services?  
17 responses

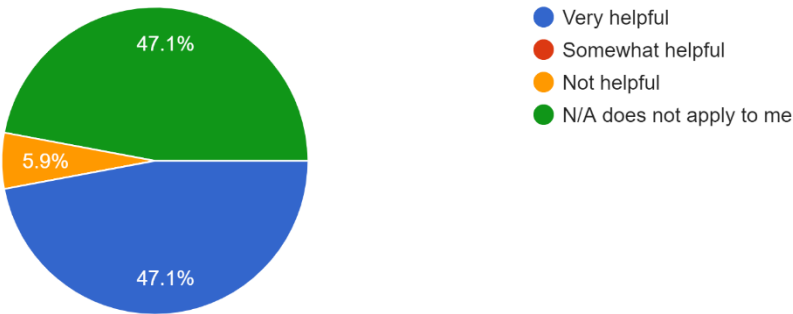


How helpful is your RSC with finding resources Financial/Credit services?  
17 responses



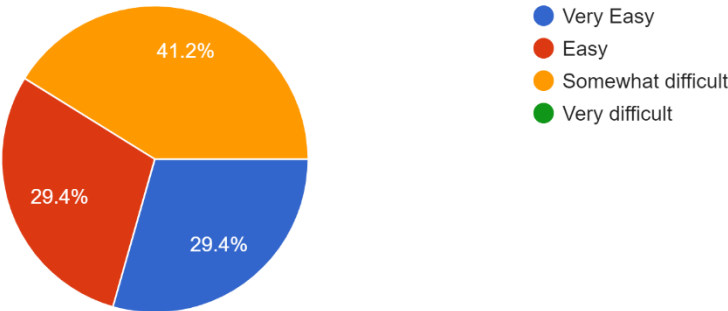
How helpful is your RSC with benefits assistance (disability/SNAP/Medicaid/etc.)?

17 responses



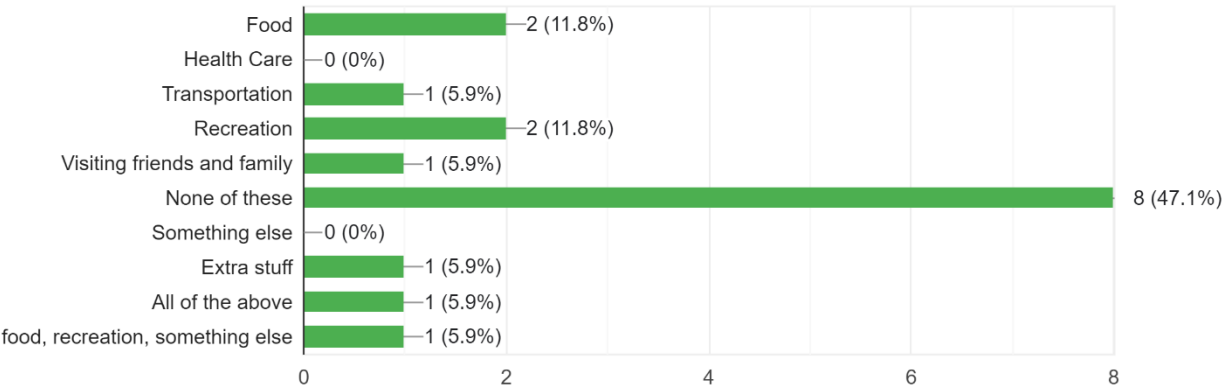
How easy is it for you to meet your housing expenses (rent, utilities, household needs) on a regular basis

17 responses



During the past 12 months have you had to cut back on any of the following in order to afford your monthly expenses?

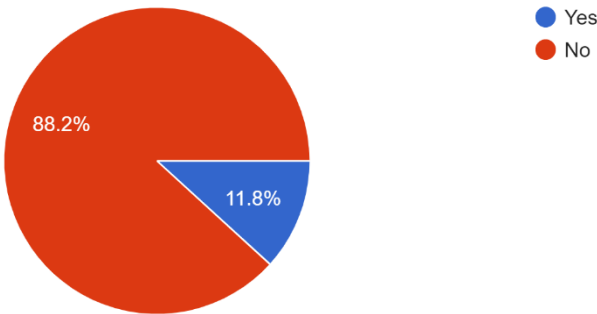
17 responses





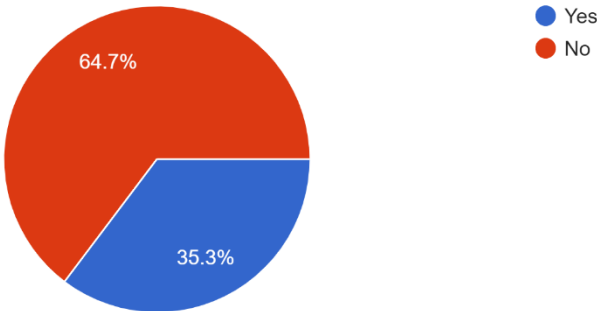
During the past 12 months, have you been a month or more late on your rent or heating bill?

17 responses



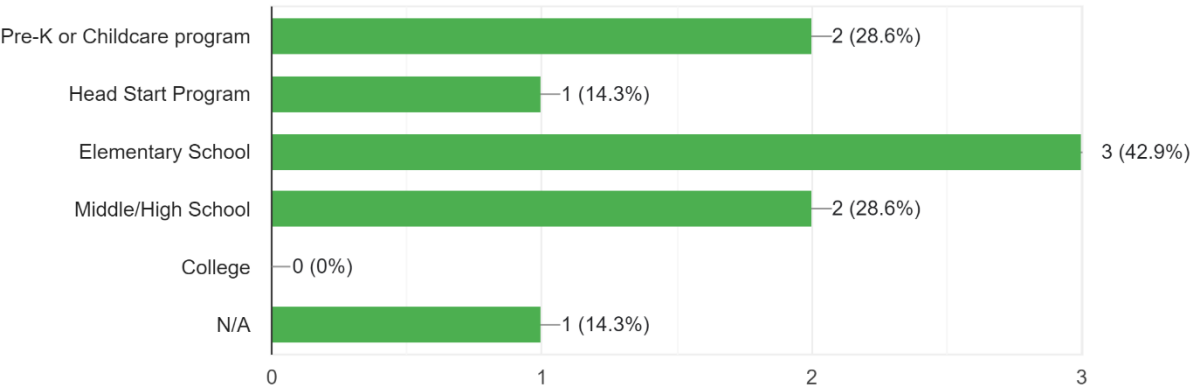
During the past 12 months, did you or any member of your household visit a food pantry/food bank (other than on-site programs)

17 responses



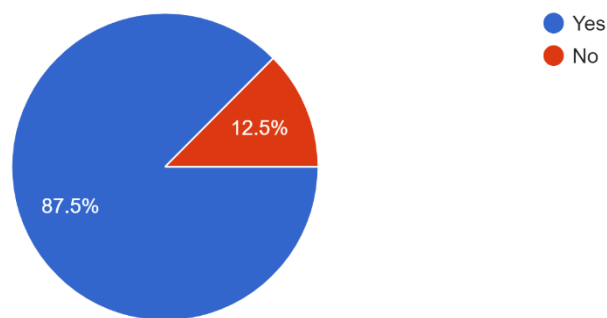
If you have children who live at home, please mark below what level of school they are currently in (all that apply)

7 responses



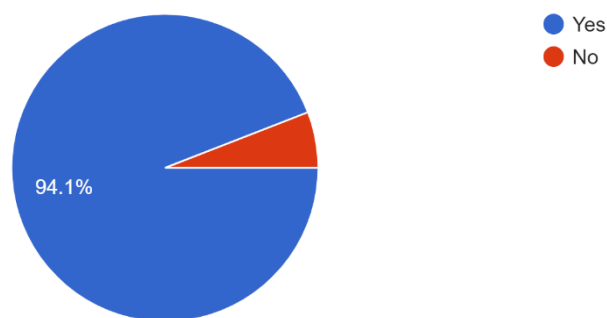
Do you have local services (grocery, schools, transit) within walking distance?

16 responses



Overall, do you feel safe in your community (walking to store or walking pets)?

17 responses



### What 2-3 things have you accomplished since moving into affordable housing?

- Making new friends and asking for help
- able to stay home with my 1-yr-old and soon to be newborn
- able to cook meals for my family every day
- learning to keep house clean/orderly
- completed year 1 of electrician apprenticeship
- able to provide for family on single income
- Saved some money
- Stability
- Be more social & being self initiative for my family
- Finishing school and getting a better job
- Giving my daughter a reliable place to live and a brighter future.
- keep paying the bills
- comfortable taking my dog out on my own, starting my own garden
- I like living hear as long as I can.
- Cook meals, do laundry, clean apt.
- I've become more stable and able to focus on my care

- Mainly self-discovery issues, relying on myself to accomplish cooking, cleaning, groceries, going to doctor appointments, (this is becoming more difficult tho) It's been a journey. I'm no longer cowering in a corner waiting for someone to come help me.

### **What barriers do you still face since moving into affordable housing?**

- Trying to stay out of other people drama
- Saving to buy a house
- Saving for a house
- Inflation
- Cost of living
- Not many barriers
- Affording moving out with my 4 kids and spouse
- Saving money for the future.
- getting to three bedrooms
- money is still tight, I had to start paying for my own netflix and tv programing and internet.
- I don't know.
- Hearing Impaired, physical & learning disabled.
- Fear of increased rent and not being able to afford it.
- Hearing impaired, physical & learning disabled.

## **Willakenzie Crossing**

### **Summary of Informational Interviews**

#### **“Resident #1”, 31 years old; Willakenzie Crossing tenant for 9 years**

- I’ve learned so much! I’ve learned about self-sufficiency programs, and I can reach out for help when I need it. I have learned about tenant rights. I learned parenting skills. I have learned ideas for healthy snacks. So much! Gardening!
- We have been able to save money. We are able to get by without feeling like we are just scraping by. We have not been behind. We have never missed a rent due date.
- I’ve made a lot of friendships here with my neighbors. If they are not my friends, we try to take it chill so there is never conflict. They are not my friends, but I got to know a lot of people.
- Childcare providers charge so much, and they are not providing the best care, and they are trying to make so much money off of families. \$60 per day.
- Cook every day, from scratch. I have a cooking page on Tik Tok. Balancing a family life really well. I mean I work for FREE doing everything; cleaning, getting my child taken care of, laundry, cooking, grocery shopping, do the bills. So yeah, I am a super-person. I always learn really fast, I am a visual learner. I take the initiative.
- I want to break chains, costumbres (bad habits). I want to be the type of parent I never had. No more machismo (man is always making the rules). I don’t believe everything to be equal, I just want everything to be fair.
- Seeing my kids’ success. Seeing them successful. Sometimes they are buttheads and then I have meetings with the teachers, and they say my daughter is really smart, kind and sweet. But it is paying off to be the mom that I am.
- But I think race has something to do with it. Because we 3 are all so curious about each other. We ask each other about everything. I am Hispanic, you know, Latina. Carmen is black. She teaches me about her race. I am Mexican and my husband is from El Salvador. And she is just curious to know about us. We share our cooking, and she BBQs a lot so that smells good. She will say “what are you making, it smells good”. We share food, yeah. We share ingredients, like if I need an onion or she needs something. I had another neighbor before who took care of me when I was pregnant. Maybe it’s my personality or luck but people feed us!

#### **“Resident #2”; 62 years old; Willakenzie Crossing resident for 10 years.**

- I have learned how to navigate the medical systems. I learned other barriers, like Diabetic Wellness. And it is to prevent diabetes. I felt excluded from that group. It gave me tools to continue using my own knowledge and share it with other people.
- Setting boundaries with people. Being able to share my gifts and knowledge. The community gardens. I kind of own it. I wish I could get people to share that experience of watering, weeding.
- By doing that I have been able to relax more, take care of my health more. I am not as frustrated anymore. It is fun for me. I could share knowledge and feel accomplished.
- I have neighbors that check on me. Through bad surgeries that neighbors came and checked on me.
- Guinevere makes me overcome all these challenges. It's not because I have to, I just want to help her with anything. She is amazing.
- by putting myself in a new place I feel calmer. Now it is so much quieter and safer. I obsessed over my need for peace and quiet. It's made me lose a lot of triggers because it isn't happening anymore.
- I come from homelessness, and I had money and a home at one time. I see people here that have not been giving tools, or not taking part in learning the tools.

**“Resident #3”; 75 years old, Willakenzie Crossing resident for 8 years.**

- I love to draw; I get to do my art here. I love the food pantry thing.
- I like gardening, gives me peace.
- When there is something in my way, a problem, I can do my art to get my anxiety down.
- I would love to start a business. A non-profit... see I have been on my own since I was 14 years old, when my parents passed away. I want to give back what people did for me then.
- I got to be friends with a lot of his people. They call me pops. Here they call me pops too. Here we have Camille and some others. My wife has been more of those connections.
- One time they brought us a whole dinner, turkey and everything. There are a couple Hispanic families who get me things from the store.
- The most challenging thing, the oxygen (COPD) that is attached to me. It's heavy. I have to carry it all the time. It is not in my budget to get the smaller, less heavy ones. I used to walk miles with my wife. Now we can only walk a short distance. That is disappointing because I cannot spend time with my wife like I want to.
- I like that everyone treats each other kindly, the way they deserve.
- Strengths – My faith, I am a believer.
- Challenges – Everyday, I just live with them, I just try to figure out how to get through it.

## Listening Session Outcomes

On June 1, 2018 Cornerstone hosted a listening session for clients who had worked with a Cornerstone Community Health Worker (CHW) in the last three years. Our goal was to gain an understanding of barriers to wellness, and the impacts that working with a CHW may have had in addressing these barriers.

We provided transportation to and from the event, inviting a small cohort of clients representing varied backgrounds. We kept the group small enough that trauma informed practices could be maintained. An MSW intern crafted trauma informed questions and facilitated the conversation. We spent two hours with a group of nine tenants.

Several themes came up that illustrate the impact Cornerstone's CHWs had, and the importance for funding this type of work:

- **Systemic barriers keep low income individuals from seeking and obtaining health care:**
  - “[My doctor] tells me on a regular basis that they won’t give those services to people on Medicaid. I haven’t been in over a year.”
  - “The system ISN'T [sharing chart notes between different providers] for me. You have to sign [forms] and [providers] still don’t do it. I have to track down providers and give them each my information.”
  - “RideSource is a barrier. Getting a ride to urgent care or the ER...you can’t do it because [you have to make the appointment] a day in advance. “
- **Navigation of complex systems is one of the most challenging barriers for these clients. CHWs successfully help people learn how to do this:**
  - “I had questions about navigating different health systems. [The CHW] was really helpful in fine tuning. If I didn’t have a CHW it would have been harder for me to navigate.”
  - “Sometimes it’s hard to remember [all the details about my care plan.] I can text [the CHW], ask questions. If I forget something I can text her or I can call and leave a message. [It's important to have] access to someone that is here at our building.”
  - “I appreciate that there are other options of going somewhere besides [the hospital]. To get your eye exam it costs \$35 to do that. Trillium will only pay for a diabetic eye exam every once in a while. I learned through [the CHW] other skills. It’s helped me to be able to have someone to talk with that understands most of the medical problems you’re having. She gives good ideas and support on other avenues that might also benefit you.”
- **Getting people out of isolation and increasing social cohesion through community building and support from the CHW is integral to health:**
  - “Living alone I have a scattered support group. When someone is here it is nice. It’s a matter of realizing there are people I can ask...it’s nice to know there is someone who is dedicated to helping, giving me emotional support. I’m not isolated.”
  - “Being able to get out of the house and do things with other people. It doesn’t even have to be big. It helps with depression. It feels more like a community when we’re able to get out and do more things.”

- “Being single is a factor in health concerns. Having community helps. Sharing and talking is good.”
- **CHWs help people experience success in communicating with providers and following through on care plans:**
  - “[It is helpful] being able to go through feelings and questions [for] providers. It’s helped a lot...The biggest thing I’ve had help with is when I go to the hospital I can still get help from [my CHW.] They are a good sounding bar and listening ear.”
  - “I wouldn’t be able to advocate for myself [without help from the CHW.] Without her, when I’d journal [to write out what I wanted to say to my doctors] it didn’t sound right. We’ve been able to work together to formulate what to say when I go to a provider. I know what I’ve written makes sense, that I’ll be able to get my needs met.”
- **CHWs help people advocate for themselves and take charge of their own health care:**
  - “[CHWs] are very important. We only have 15 minutes to talk w a doctor. If we’re lucky we can talk about 2 things...There are all these little things you need to know, and the CHW helps you to know them. Prior authorizations required to get care, the CHW can help with that.”
  - “It’s like midwifery; [the CHW] holds your hand and help you through the hard spots. It’s not like my behaviors have changed just because of the CHW, but just because they are here it helps. They support me. Help me stay on my goals. I am accountable, emotionally secure.”
- **CHWs help change beliefs about health. When asked if working with a CHW changed any health behaviors or beliefs, we were floored with some responses:**
  - “[I now know that] I deserve to be taken care of.”
  - “I [now] feel like I can stay healthy.”
  - “I now won't be afraid of change.”
  - *One client shared a story about having a terrible migraine, so bad that she needed emergency care. With no car, and PTSD preventing her in taking public transportation, she walked five blocks through a snow storm to get care. "...During the snow storm I skied down there. I didn’t have a coat. I told them I walked. I was empowered. That’s how I feel now, when I work with [my CHW.] I am empowered."*

Working with Cornerstone’s Community Health Worker changed the trajectory of lives! Cornerstone staff advocate locally and at the state level to develop a sustainable funding mechanism for this critical role, so that we can continue to help tenants in low income housing find their own wellness, and help themselves stay well.

# Willakenzie Crossing Resident Services Survey

Cornerstone Community Housing provides your on-site programs and we would like to hear from you about what you need or what types of events are offered in your community center. Complete and return to the office for a chance to win a \$50 gift card!

1. Who lives in your household?

*Mark only one oval.*

- ☐ I live alone
- ☐ I live with my partner
- ☐ I am single with child/children
- ☐ I live with my partner and child/children
- ☐ I live with roommates
- ☐ Other: \_\_\_\_\_

2. What is your PRIMARY mode of transportation

*Mark only one oval.*

- ☐ Car
- ☐ Bus
- ☐ Bicycle
- ☐ Walk
- ☐ Carpool/Ride Share
- ☐ Other: \_\_\_\_\_



3. What is the best way to get information to you about activities and events? (select all that apply)

*Mark only one oval.*

- ☐ Bulletin Board
- ☐ Community Newsletter
- ☐ Mail
- ☐ Door flyers
- ☐ Email
- ☐ Other

4. What is the best time for me to take part in classes? (select all that apply)

*Check all that apply.*

- ☐ Morning
- ☐ Afternoon
- ☐ Evening
- ☐ Weekend
- ☐ Other: \_\_\_\_\_

5. I am interested in the following programs (select as many as you would like)

*Mark only one oval.*

- ☐ Job Skills/Employment opportunities
- ☐ Parent Support/Education
- ☐ Homeownership
- ☐ Community Parties/Events
- ☐ Youth Programs
- ☐ Nutrition Education
- ☐ Referrals to outside services
- ☐ Credit Counseling
- ☐ Other

6. OTHER THAN THE GROCERY STORE, what ways does your family typically get food?  
(check all that apply)

*Mark only one oval.*

- ☐ Garden
- ☐ Food boxes/pantry
- ☐ School meal programs
- ☐ SUMmer lunch programs
- ☐ Emergency dining sites
- ☐ Restaurants/Fast Food
- ☐ Farmers Market
- ☐ Convenience Store (711/Plaid Pantry/Dari Mart)
- ☐ Other

7. If you are interested in health and wellness classes, let us know what type you are interested in (check all that apply)

*Mark only one oval.*

- ☐ Cooking Classes
- ☐ Gardening
- ☐ Diabetes Prevention
- ☐ Grocery Store Tips
- ☐ Living Well with Chronic Conditions classes
- ☐ Other: \_\_\_\_\_

8. Which of the following are CONSISTENT barriers in your household (check all that apply)

*Mark only one oval.*

- ☐ Ability to pay the rent or utilities
- ☐ Enough money for food
- ☐ Enough money for clothing and household goods
- ☐ Access to doctor or dentist
- ☐ Access to in-home care for yourself or someone in your home
- ☐ Depression or Anxiety
- ☐ Lack of Work
- ☐ Counseling (marriage/family/individual)
- ☐ Parenting Support (for kids of all ages)
- ☐ Drug or Alcohol/Addiction supports
- ☐ Physical conflict in your household
- ☐ Other: \_\_\_\_\_

9. What local/neighborhood services do you use most often?

\_\_\_\_\_

10. Do you have any additional questions/comments or concerns?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

11. How often do you participate in programs offered at your site or in the community center?

*Mark only one oval.*

- ☐ Often (monthly)
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

12. Which Programs do you participate in most often

*Check all that apply.*

- ☐ Food Programs (Extra Helping, Food Pantry)
- ☐ Community Events (BINGO, Get Motivated)
- ☐ Youth Programs (Active Kids, Rising Star)
- ☐ Health and Wellness program
- ☐ Resources and Referrals

13. One a scale of 1-5 how would you rank the resident services program at your site?

*Mark only one oval.*

- ☐ 1 (not good)
- ☐ 2 (sometimes good)
- ☐ 3 (satisfactory)
- ☐ 4 (good)
- ☐ 5 (great)
- ☐ N/A does not apply

14. Have you met your onsite Resident Services Coordinator?

*Mark only one oval.*

- ☐ Yes
- ☐ No

15. How helpful is your Resident Services Coordinator with Rental/Utility Assistance?

*Mark only one oval.*

- ☐ Very helpful
- ☐ Somewhat helpful
- ☐ Not helpful
- ☐ N/A Does not apply to me

16. How helpful is your Resident Services Coordinator with questions or problems with lease?

*Mark only one oval.*

- ☐ Very helpful
- ☐ Somewhat helpful
- ☐ Not helpful
- ☐ N/A does not apply to me

17. How helpful is your Resident Services Coordinator with finding healthcare services (doctor, dental, emergency)?

*Mark only one oval.*

- ☐ Very helpful
- ☐ Somewhat helpful
- ☐ Not helpful
- ☐ N/A does not apply to me

18. How helpful is your Resident Services Coordinator with finding food pantries/programs?

*Mark only one oval.*

- ☐ Very helpful
- ☐ Somewhat helpful
- ☐ Not helpful
- ☐ N/A does not apply to me

19. How helpful is your Resident Services Coordinator with finding resources for Counseling/mental health/addiction supports?

*Mark only one oval.*

- ☐ Very helpful
- ☐ Somewhat helpful
- ☐ Not helpful
- ☐ N/A does not apply to me

20. How helpful is your Resident Services Coordinator with finding resources for employment or education supports?

*Mark only one oval.*

- ☐ Very helpful
- ☐ Somewhat helpful
- ☐ Not helpful
- ☐ Does not apply to me

21. How helpful is your Resident Services Coordinator with finding resources for Financial/Credit services?

*Mark only one oval.*

- ☐ Very helpful
- ☐ Somewhat helpful
- ☐ Not helpful
- ☐ N/A does not apply to me

22. How helpful is your Resident Services Coordinator with benefits assistance?

*Mark only one oval.*

- ☐ Very helpful
- ☐ Somewhat helpful
- ☐ Not helpful
- ☐ N/A does not apply to me

23. How easy is it for you to meet your housing expenses (rent/utilities/household needs) on a regular basis?

*Mark only one oval.*

- ☐ Very easy
- ☐ Easy
- ☐ Somewhat difficult
- ☐ Very Difficult

24. During the past 12 months have you had to cut back on any of the following in order to afford your monthly expenses?

*Check all that apply.*

- ☐ Food
- ☐ Health Care
- ☐ Transportation
- ☐ Recreation
- ☐ Visiting Friends and family
- ☐ None of these
- ☐ Something else
- ☐ Other: \_\_\_\_\_

25. During the past 12 months, have you been a month or more late on your rent or heating bill?

*Mark only one oval.*

☐ Yes

☐ No

26. During the past 12 months, did you or any member of your household visit a food pantry/food bank (other than on-site programs)?

*Mark only one oval.*

☐ Yes

☐ No

27. If you have children who live at home, please mark below what level of school they are currently in (mark all that apply)

*Check all that apply.*

☐ Pre-K or Childcare program

☐ Head Start Program

☐ Elementary School

☐ Middle/High School

☐ College

☐ Other: \_\_\_\_\_

28. Do you have local services (grocery stores, transit) within walking distance?

*Mark only one oval.*

☐ Yes

☐ No



29. Overall, do you feel safe in your community (walking to store or walking pets)?

*Mark only one oval.*

☐ Yes

☐ No

30. What 2-3 things have you accomplished since moving into affordable housing

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31. What barriers do you still face since moving into affordable housing?

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32. To enter the drawing for \$50 please provide your name, phone number and/or email

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# Survey Questions



Date:

How long (approximately) have you lived in affordable housing?

What site do you live at?

How old are you?

What **skills** have you learned since living in affordable housing to help you **overcome roadblocks** or challenges? → How has this changed the way you approach barriers and reach your goals?

What **achievements** have you accomplished (small or large) since living in affordable housing? → What **changes do you see in yourself** as result of these accomplishments? What other changes do you want to see in yourself to accomplish everything you hope to?

What new relationships have you cultivated since living in affordable housing that are healthy and bring you positivity? How have these relationships helped you to be more **connected to your community**? How are you nurturing these relationships?

How have these new relationships **provided support** for you in times of need? What do you still need to cultivate the kind of supports and friendships that will help you become the person you want to be?

What is the **most challenging** thing you have discovered about yourself since you've been living in affordable housing? → How has that knowledge made you think differently about the future challenges you might face and your ability to overcome them?

What have you **learned** about your triggers and how they affect your success since you've been living in affordable housing? What is still difficult to wrap your mind around? → How is this changing the way you see yourself and your future?

What is something in your life that makes you **feel successful** since you've been living in affordable housing? What might be holding you back from feeling more successful in other areas? → How has this helped you to dedicate yourself to what you truly care about in life?

What do you recognize as your biggest parenting/adulthood **strengths**? What are your biggest parenting/adulthood **challenges**? → How do you see your embodiment of those strengths deepen your relationships (with your children)? In what ways do you **want to grow** to be the kind of person/parent you want to be?

**What leaves you hopeful** at the end of the day? What are you feeling more hopeful about since living in affordable housing? → How does this keep you going or staying positive when things are most challenging?