



## The Orlando Neighborhood Improvement Corporation Community Resource & Needs Scan

The Orlando Neighborhood Improvement Corporation (ONIC) conducts a community resource and needs assessment once every three to five years. Collection of data is facilitated through the Resident Services department and is inclusive of information gathered from ONIC's network of partnerships developed through years, statistical data readily available from the U.S. Census, Opportunity 360, the City of Orlando, and direct feedback provided from ONIC's residents.

The community scan is a part of ONIC's goal to asset map areas of opportunity surrounding each community. The information collected is invaluable as it creates a profile of the challenges and needs amongst the demographic population residing in the respective community. ONIC does not believe in re-inventing the wheel and truly believes that partnerships developed through relationships is key to bridging the gap between access and resources to the community. Hence, when a community lacks a key resource ONIC will leverage its learning centers/clubhouses to bring a vetted partner to deliver place-based education with the intent of increasing residents' access. Data has shown that many ONIC communities lack direct access to resources, thus partners are shared across multiple communities. The community scan is also measured against the ONIC's property profile for the community Boca Club apartments.

For each community in ONIC's profile, a property profile fact sheet is created from data collected from a Resident Opportunities and Needs Assessment (Annual Resident Services Satisfaction Survey) and feedback from property management and ONIC's partners. Each property profile provides an at a glance snapshot of the demographics and characteristics particular to each community. From the information written, ONIC is able to grasp a better understanding of the families housed and what possible goals/objectives can be set to develop a plan for programs and services that align with ONIC's mission of creating stable and thriving communities of opportunity.

This scan is a review of a local service area that includes general neighborhood demographics and community resources and needs. Included in the review is a community profile fact sheet of ONIC's property Boca Club. The general demographic data provides a profile of the neighboring community surrounding Boca Club apartments. This data includes, but is not limited to household composition data, racial breakdown, sex/gender breakdown, unemployment rates, crime rates, Household Income, age distribution, and educational attainment. A side by side comparison of the community scan and the community profile creates a picture of whether ONIC's residents display similarities or contrast to the data present. Although there are some similarities, one of the biggest contrasts is the percentage of native to foreign born within the census tract. Although the Washington Shores neighborhood is predominantly African American, Boca Club displays a large foreign born Haitian creole speaking population. This data is significant because it adds to the depth of challenges an ONIC family can encounter when trying to attain opportunities for advancement as it relates to language, employment opportunities, and successfully accessing resources. Comparing a variety of data points provides ONIC the opportunity to effectively administer the appropriate services needed.



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Community Demographic Profile	
<b>Date:</b>	2021
<b>Neighborhood/Area</b>	<p>ONIC’s community Boca Club is located in one of Orlando’s first historically African American owned community, Washington Shores community. Established in 1949, by the Orlando Negro Chamber of Commerce, Washington Shores became one of the first developments where all housing would be owned by Negro citizens. As the city of Orlando expanded the city limits to include Washington Shores, civic cooperation between government, citizens, and local businesses helped to establish a threshold for attaining stable homeownership. Currently, Washington Shores remains a predominantly African American community. The neighborhood consists of a mixture of multi-family complexes, single-family homes, churches, business, and schools. Residents also have access to public transportation and a neighborhood grocery store. Residents’ desire for change resulted in many meetings with the City and a Washington task force. During these meetings, residents created a vision plan for increasing public improvements, access to services, decreasing crime, and developing additional housing. Ultimately, the intent of this plan would attract more families, services, and potential businesses with the hopes of stabilizing the community.</p>
<b>Property Profile</b>	<p>Built in 1989, ONIC acquired Boca Club apartments in 1997. As a part of ONIC’s portfolio, Boca Club has undergone positive structural and code improvements to ensure quality housing. Unique in comparison to other multi-family complexes, ONIC offers residents access to a robust and comprehensive Resident Services Program. For Boca Club, Resident Services has played a direct hand in increasing community quality of life. As a result, residents have access to an on-site Resident Services Center, the clubhouse/ learning center, a grant sponsored computer lab, a KABOOM! playground, and ONIC’s partners. Unlike its neighboring communities, Boca Club houses a large Haitian Creole speaking immigrant population. With the average household income sitting at \$26,935, these predominantly single-parent households encounter several barriers which limit’s a family’s access to opportunities to increasing their quality of life. From limited English and literacy skills to working multiple low wage jobs lacking income supports, many families struggle with maintaining a sense of stability as they wade through fragile socio-economic unexpected situations. These challenges are in direct correlation to the property challenges. From noncompliance with housekeeping standards, lease violations, mildew reoccurrences to not abiding to house rules, these factors are all potential reasons that can result in a negative tenancy history. This, would in turn,</p>



	<p>directly affect a family’s ability to maintain their housing and obtain quality/affordable housing in the future. Additionally, physical structural challenges of the complex, can hinder a family’s quality of life, hinder successful tenancy, and eventually aid in an un-stabilized community. Assessing the challenges of a community, helps Resident Services to design a plan for implementing services and programming that will have a direct hand in impactful and positive outcomes.</p>
<p><b>Identified Community Leaders/Potential Partners</b></p>	<p>ONIC has a rich network of established key partners that have assisted residents and the community of Boca Club with greater access to resources. Without these relationships, ONIC would struggle to fulfill its mission of creating thriving communities of opportunity through quality, affordable housing, with engaged residents in a service-enriched environment. A few of the partners identified are as follows: The City of Orlando, Wells Fargo, former Commissioner Samuel B. Ings, Heart of Florida United Way, Goodwill Industries of Central Florida, Miracle of Love. For a complete list, please refer to the list of partners please refer to the pages below. These partners provide a wealth of resources to residents that sometimes can result in scholarship opportunities for youth and adults in the form of economic and social pursuits of personal betterment (e.g. DR. Phillips Youth Summer Music Fellowship or CareerSource Continuing Education Scholarships). Noting that many residents are challenged with multiple barriers, ONIC leverages its housing to provide place-based/on site programming and activities. Partners from the network use the clubhouse and learning centers to provide activities ranging from health fairs, employability workshops, financial literacy classes, neighborhood watch meetings, Thanksgiving Turkey giveaways, nutrition workshop, bingo and resource specific activities, youth enrichment activities, and more. These activities increase residents’ skill, confidence, awareness to resources, and sense of trust with reputable vetted agencies and institutions in the community.</p>
<p><b>Community Assets</b></p>	<p>Some of Washington Shores community assets include churches, schools, the City of Orlando Fire Department, Frontline Outreach, and small businesses. Residents also have access to a neighborhood Walmart grocery store, public transportation, and the Washington Shores Neighborhood Association.</p>
<p><b>Community Challenges</b></p>	<p>Residents of the Washington Shores Community encounter many challenges from lack of access to local social services, safety and security, and transportation to name a few. Although Washington Shores sits near the border of Orlando’s City limits, residents often lack access and knowledge of social services. Reliable transportation or access to computer/technological skills is the first need to be met prior to seeking access. If a family lacks access their chances of obtaining those much needed services significantly decreases. Next to Boca Club is the private community resources Front Line Outreach. Though, considered an asset to the neighborhood, Boca Club families are not participative because the lack the funds to attend. Thus, for ONIC, the importance of free place-based access to a Resident Services Coordinator, on-going services, and ONIC’s network of partners is key to increasing a family’s chance of improving</p>



	<p>their quality of life. To increase safety and security Washington Shores has implemented the use of Crime Prevention Through Environmental design (CPTED) and increasing communication between the community and the police. Similarly, for Boca Club, ONIC's RSP has facilitated community meetings to encourage a stronger relationship between police and residents. ONIC has also implemented efforts of CPTED throughout Boca Club such as lightening to discourage crime activity. Transportation in the form of volume and speed is another big concern. As part of the vision plan's initiative implementing proposed median road diet's to calm traffic and increase pedestrian friendliness.</p>
<b>Census Tract Data</b>	117.02
<b>Unemployment Rate</b>	13.8%
<b>% People in Poverty</b>	Poverty Rate for population 25 years and over by educational attainment: 48.8% < HS Degree, 38.5% HS Grad, Some College 23.3%, 4.2% Bachelors
<b>Average Household Income</b>	\$28,377
<b>Homeowners vs. Renters</b>	40.8% Owner Occupied Housing Units vs. 59.2% Renter Occupied Housing Units
<b>Race</b>	96.9% Black or African American, 2.4% White, 1.4% Asian
<b>Native vs. Foreign Born</b>	89% Native Born vs. 11% foreign Born
<b>Age Distribution</b>	21.1% < 18 years old; 78.9% = 18 years and over
<b>Educational Attainment</b>	6.1% Master's Degree+, 42.2 % Bachelor's Degree, 76.1% High School Diploma or Higher



<b>Address</b>	3114 C.R. Smith Street, Orlando, FL 32805
<b>Neighborhood/Area</b>	Washington Shores
<b>Description</b>	
<p><b>Resident Profile</b></p> <ul style="list-style-type: none"> <li>• Average household income \$ 26, 935</li> <li>• Approximate number of youth: 201</li> <li>• Approximate demographics (2019): 91.9 % Non-Hispanic/Latino, 7.31 % Latino and 1% white</li> <li>• Percentage of affordable housing units: 100%</li> <li>• Family, single-parent households and predominant immigrant population</li> </ul>	<p><b>Property Profile</b></p> <ul style="list-style-type: none"> <li>• Total number of units: 216 (16 one bedroom units; 168 two bedroom units; 32 three bedroom units)</li> <li>• Built: 1989</li> <li>• Acquired 1997</li> <li>• Building type: Concrete block</li> <li>• Amenities: Clubhouse, Learning Center, Computer Lab, Playground, Laundry and Resident Services Center.</li> </ul>
<b>Challenges</b>	
<p><b>Residents and Community</b></p> <ul style="list-style-type: none"> <li>• Drug activity from residents/nonresidents</li> <li>• Large immigrant population with limited English Skills, Language barriers resulting in limited access to resources</li> <li>• Lack of living wage.</li> <li>• Fragile economic situations and lack of savings or emergency funds</li> <li>• Unsupervised youth</li> <li>• Lack of participation from African American Community</li> <li>• Food shortage from inadequate income</li> </ul>	<ul style="list-style-type: none"> <li>• Medicare, mental health services), resulting in an underserved population.</li> <li>• Decrease in evictions and skips but high delinquency.</li> <li>• Vacancy stabilizing – decrease in the last 6 months.</li> <li>• Limited capacity to navigate benefits (SNAP, Medicaid,</li> </ul> <p><b>Property</b></p> <ul style="list-style-type: none"> <li>• Noncompliance with Housekeeping Standards</li> <li>• Mildew reoccurrences in several units</li> <li>• Non-residents or guest contributing to lease violations</li> <li>• Appliances not properly maintained</li> <li>• Loitering in the common areas-not abiding by the House Rules</li> </ul>
<b>Needs – Type and Extent</b>	



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### Residents and Community

- Lack of trust with management, courtesy officers and community resource agencies
- Increased knowledge of financial management
- ESL/ABE workshops to encourage educational achievement
- Employment enhancement workshops focusing on skill building and job retraining
- Youth enrichment activities, particularly homework help
- Information on available community resources
- Apartment readiness workshops (how to care for and maintain an apartment; Housekeeping and mold).

### Property

- Unit tile replacement as needed
- Gutter, Soffit and Fascia Replacement
- Exterior painting and Window Replacement
- Housekeeping Demos; care for appliances and mildew
- HVAC Demo Training
- Ongoing Cabinet and appliance replacement
- Bathroom Upgrade-Tub & Tile Wall Enclosure Replacement as needed
- Cameras

### Goals - Objectives

### Outcomes

#### Residents and Community

- Regular joint safety meetings with community partners
- Implement Resident Prosperity Program
- Monthly Housing Success & Eviction Prevention Program
- Monthly meet-and-greets with RSP staff & management
- Resident Appreciation Events to engage residents and provide access to benefits/educational information
- Provide afterschool programming for youth to be engaged
- Computer classes and monthly access to benefits classes
- Provide ESL/ABE classes to residents
- Access to monthly mobile food pantry
- Community Building and Engagement Activities to bridge the gap and increase understanding across Cultures

- Reduction in criminal activity and increased sense of community safety
- Improve employability skills and career opportunities
- Greater awareness in financial management and budgeting strategies.
- Informed & educated residents empowered with the knowledge of resources and the comfort level to voice change/concerns needed in community
- Decrease residents' fear of police while reducing suspicious activity & increasing eyes on the community
- Residents maintain their affordable housing, increase financial competency, and have a stable platform for financial improvement



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### ONIC Resident Services Program- List of Partners (PY 2018/2019/2020/2021)

	PARTNERS	SERVICES PROVIDED
1.	Axiom Bank	<ul style="list-style-type: none"> <li>▪ Full services exposure to a banking center and relationship building with residents to develop trust and safety with institutions</li> <li>▪ Facilitation of introduction to basic banking etiquette</li> <li>▪ Facilitation of financial literacy education workshops to include money management, credit: building score and repair.</li> <li>▪ Facilitate special workshops on financial asset building.</li> <li>▪ Facilitate, encourage and mentor positive banking relationships.</li> <li>▪ Promote saving, open savings accounts.</li> </ul>
2.	Fifth Third	
3.	Wells Fargo	
4.	Catholic Charities	<ul style="list-style-type: none"> <li>▪ Information and referral services to residents on how to access benefits and resources</li> <li>▪ Participant assessments, goal identification with action plans.</li> <li>▪ Emergency assistance and case management as needed</li> </ul>
5.	Charity of Love	
6.	Community Action	
7.	Jewish Family Services of Greater Orlando	
8.	City Of Orlando	<ul style="list-style-type: none"> <li>▪ Provided guidance, support and grant funding.</li> </ul>
9.	City of Orlando Fire Department	<ul style="list-style-type: none"> <li>▪ Facilitated fire safety workshops</li> <li>▪ Participated in onsite health fairs</li> </ul>
10.	Commissioner Samuel B. Ings	<ul style="list-style-type: none"> <li>▪ Continued support and building partnership</li> <li>▪ Representing the residents</li> </ul>
11.	Commissioner Tony Ortiz	
12.	Central Florida Urban League	<ul style="list-style-type: none"> <li>▪ Provide free financial assessments, budget counseling, money management education, debt management programs, and bankruptcy counseling and education.</li> <li>▪ Partnered in LIFT initiative</li> <li>▪ Facilitated Homebuyer Seminars onsite – ONIC’s communities ‘on being a homeowner’.</li> </ul>
13.	Consumer Credit Counseling Services of Central Florida	
14.	Operation Hope	
15.	Dr. Phillips Center for the Performing Arts	<ul style="list-style-type: none"> <li>▪ Provided discounted rate, space and staff for Prodigy showcase</li> <li>▪ Provided Free space and servers</li> </ul>
16.	Rosen Hotels	
17.	Fleet Farming	<ul style="list-style-type: none"> <li>▪ Garden installation at various ONC communities</li> <li>▪ Provide education and facilitation on gardening and healthy eating</li> </ul>
18.	Goodwill Industries of Central Florida, INC	<ul style="list-style-type: none"> <li>▪ Facilitated Employment skills training workshops</li> <li>▪ Facilitated computer classes</li> </ul>
19.	Harbor House of Central Florida	<ul style="list-style-type: none"> <li>▪ Facilitated educational workshops and training on domestic abuse</li> <li>▪ Referral services to residents on how to access benefits and resources</li> </ul>



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20.	Florida Center for Change	<ul style="list-style-type: none"> <li>▪ Outreach, facilitation of workshops, materials for workshops, staff and health screenings/testing</li> <li>▪ Information and referral services to residents on how to access benefits and resources</li> <li>▪ Participation health fairs</li> <li>▪ Information and referral services to residents on how to access health benefits and care.</li> </ul>
21.	Hear Again America	
22.	Hope and Help	
23.	Miracle of Love	
24.	Harmony Health	
25.	H.A.N.A. (Haitian American Nurses Association)	
26.	Center for Multicultural Wellness and Prevention, Inc	
27.	Community Health Centers	
28.	Orange County Health Department	
29.	Planned Parenthood	
30.	National Alliance of Mental Illness	
31.	Heart of Florida United Way	<ul style="list-style-type: none"> <li>▪ Funder of RPP and resource provider to organization and direct services to residents; volunteers</li> </ul>
32.	IRS VITA: Tax Consultant	<ul style="list-style-type: none"> <li>▪ Provided training and guidance for the implementation for ONIC's the VITA program</li> </ul>
33.	Orange County Supervisor of Elections Election	<ul style="list-style-type: none"> <li>▪ Onsite voter's registration</li> <li>▪ Outreach, facilitation of workshops and materials for workshops.</li> </ul>
34.	American Red Cross	<ul style="list-style-type: none"> <li>▪ Information and referral services to residents on how to access benefits and resources</li> <li>▪ Participant assessments, goal identification with action plans.</li> <li>▪ Emergency assistance and case management as needed</li> </ul>
35.	Seniors First	
36.	Mustard Seed	
37.	Salvation Army	
38.	Second Harvest Food Bank of CF	<ul style="list-style-type: none"> <li>▪ Provides fresh vegetables and produce at discounted cost</li> <li>▪ Facilitates onsite food demos</li> <li>▪ Facilitates couponing workshops onsite</li> <li>▪ Provided food assistance for families in need</li> </ul>
39.	Hebni Nutrition Consultants, Inc.	
40.	Simple Truth Foundation	
41.	Publix	
42.	UACDC Prodigy Cultural Arts Program	<ul style="list-style-type: none"> <li>▪ Funder of Prodigy program – Orlando (teaching coping skills through the vehicle of art)</li> <li>▪ Provided grant funding for youth programming</li> <li>▪ Partnerships through program support, and technical assistance with the youth component.</li> </ul>
43.	Disney World	
44.	Boys and Girls Club of CF	
45.	Veterans Security Florida	<ul style="list-style-type: none"> <li>▪ Provided onsite patrol &amp; donations/partnering for ONIC's communities</li> </ul>



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46.	Crime Prevention Practitioner	<ul style="list-style-type: none"> <li>▪ Presents at various safety and community meeting</li> </ul>
47.	First Presbyterian Church of Orlando	<ul style="list-style-type: none"> <li>▪ Provided COVID-19 Rental Relief and financial emergency cash assistance to residents</li> </ul>
48.	Faith Assembly of God	<ul style="list-style-type: none"> <li>▪ Provided COVID-19 Rental Relief and financial emergency cash assistance to residents</li> </ul>
49.	City of Orlando Rental Assistance Program	<ul style="list-style-type: none"> <li>▪</li> </ul>
50.	Orange County Emergency Rental Assistance	<ul style="list-style-type: none"> <li>▪ Provided COVID-19 Rental Relief to residents</li> </ul>
51.	FEMA & State of Florida Department of Health	<ul style="list-style-type: none"> <li>▪ Provided onsite mobile COVID-19 vaccination for ONIC residents and community residents</li> </ul>
52.	The Orange County Fire Department	
53.	Walgreens	

### References:

1. Enterprise Opportunity 360
2. U.S. Census
3. CensusReporter.org: <https://censusreporter.org/profiles/14000US12095011702-census-tract-11702-orange-fl/>
4. The Washington Shores Vision Plan, pdf
5. Washington Shores: The Community that Saved Negro-Owned Housing in Central Florida: <https://historyengine.richmond.edu/episodes/view/6585>