



CommonBond
COMMUNITIES

Resident Opportunities & Needs Assessment

CommonBond Communities completes a Resident Opportunities & Needs Assessment about 6 months after opening a new property, and then every three years thereafter. Our Resident Opportunity & Needs Assessment process is aligned with our review of service intensity levels.

Included in this review are the following components:

1. Resident demographic review
2. Advantage Services Reflection-completed by the CommonBond Advantage Services Coordinator
3. Feedback from residents in the form of focus groups, individual interviews and/or written survey- CommonBond has several example formats for focus groups, written surveys and individual resident interviews. We collaborate with the Advantage Services Coordinator to determine what format makes sense for the resident population.
4. Interview with Property Management
5. Summary of key opportunities and needs identified.



CommonBond Communities Demographics as of 1/31/2019

Family Housing Communities										Residents Who Are:														
Year	Fee Only	Property Nbr	Property	Location	Units	Residents	Seniors (62+)	Kids	Market	Not Indic.	White	Black	Native Amer	Asian	Pacific Islander	Other	Multi Racial	Declined to Report	Latino	Female	Male	Avg Age	Avg Income	Avg Stay (Years)
2010		303	Unity Square	Waterloo	40	112	5	63	0	1	8	99	0	0	1	0	2	1	2	78	34	20	18,676	5

Advantage Service Reflections

Property Name: Unity Square Townhomes

Completed by: Shinita Crawley

Date: November 9, 2010 Period 8/1/2010-11/1/2010 Open Date: 8/1/2010

Over the last period, what trends have you noticed as it relates to resident needs?

Over the last period, some of the trends that I have noticed in resident needs are: access to resources, lack of accessible youth programs, employment opportunities, budget and planning skills and transportation.

Residents seem to be unaware of resources available in the community. For example, residents do not know where they can get assistance with paying rent. There are actually several resources available to the community for rental assistance. However, resident seem to be unaware of these resources.

Youth don't have access to programming within their neighborhood. Youth lack positive activities and role models and are on the verge of being sucked into criminal activities by hard core adult criminal elements

Employment opportunities are not diverse. There is a lack of business activity in this area. If you are not interested in entry level jobs in the manufacturing, health care or fast food industry, then employment can be scarce. Waterloo has a large manufacturing industry with John Deere, Ferguson, Tysons, Granger and many more. However, the opportunity to obtain a job/career in the office setting is minimal. There is also a lack of accessible job training programs conducted in a culturally competent manner. Working parents are experiencing a lack of quality, affordable child care. Among residents there is also a lack of reliable transportation to and from work, either through the bus system or through reliable personal automobiles. Budgeting and planning for the future seems difficult for residents to do. Residents have difficulty seeing a vision of their future. Meaning sometimes they only see what is happening in their lives today and not tomorrow or a month from now. Learning how to budget and save for a new car, to go to school or for vacation seems almost unimaginable for our residents.

For our residents that reside in homeless units, some of their needs include housekeeping and hoarding resources and access to transportation.

Are there community resources available to address resident needs?

There are several organizations in Waterloo that offer job training and job related educational programs. Among them are Job Services of Iowa; Black Hawk County Extension; Area 7 Job Training; Hawkeye Community College; UNI's Center for Urban Education; UNI's Regional Business Center; and the Institute for Social and Economic Development. However, because many residents of the target area have experienced repeated job and educational failures, they often need special assistance and encouragement in order to successfully connect with these programs and to complete them. There needs to be better education in the target area about available training opportunities, and the process for enrolling in such opportunities must be made more accessible to them. Child care resources are available in the community, but they are sometimes inconvenient and not affordable for target area residents. Residents' day care needs include not only the standard day time care for infants and toddlers, but also after school care and child care for the second and third shifts. It is a disincentive to employment if child care costs eat up a large share of the extra income earned, and this is all too

often the case among lower income parents. Public transportation has endured repeated cuts in federal subsidies, and, as a result, the frequency of service has been reduced. Even though overall ridership is low, it is a much needed lifeline for employment and other activities for those without automobiles.

Are there potential partnerships on or offsite that could help address service needs?

Potential partnerships could include IowaWorks/Iowa Workforce Development using CommonBond's Advantage Center to provide job training classes or workshops for the community.

Offering youth programs onsite and inviting youth focused organizations to come in and host activities.

Working with community organizations to help provide transportation options for community i.e. bus passes or access to private transportation services.

Other reflections?

This community in Waterloo is an area of concentrated poverty and distress. It contains the original "triangle" to which African Americans were confined by segregation when they first migrated to Waterloo from the South in the 1920s, and it still holds a large percentage of the African American population. The City has been trying to rebuild and invest in this part of the city but there is a lot of work to be done. For example, this area contains a high concentration of deteriorated dwelling units which makes this an appropriate target area for CommonBond Communities to come in and build stable homes, investing in the community's future and making the community vibrant.



Unity Square

Townhomes

100 Unity Square
Waterloo, Iowa 50703
(319) 234-0905

*How can the Unity Square Advantage Center
best meet your needs?*

Please take a moment to help us improve our services available to you at Unity Square. Please drop the survey off at Shinita's office in the Advantage Center or in the management office.

Unit Number _____

All information gathered will be kept completely confidential.

Please tell us about you!

Are you:

- Male
- Female

Age: _____

Are you:

- Employed
- Student
- Retired
- Unemployed

How many children do you have:

- 0
- 1
- 2
- 3 or more

Do you receive (check all that apply):

- FIP
- General Assistance
- Social Security
- Medical Assistance
- Other

Unity Square Services for Adults

Are you familiar with Advantage Services?

- Yes
- No

Would you like more information about Advantage Services?

- Yes
- No

Topics I would like to learn about or have available to me in the Advantage Center (check all that apply)

- Help finding a job
- Planning and paying for education
- Food, clothing, and basic needs programs
- Finding good childcare
- Parenting techniques
- Mental Health support/information
- Legal information and assistance
- Support with drug or alcohol addiction
- Finding reliable transportation
- Financial assistance and budgeting
- Help getting health insurance
- Information about credit card debt
- Improving my relationships
- Help paying my bills in an emergency
- Improving my English skills
- Information on family violence and personal safety
- Programs to assist me in a crisis
- Programs to help me buy a house
- To learn how to use a computer or the internet
- Other: _____



Unity Square Advantage Services for Children

If you have children, what are their ages and sex:

Age: _____
 Male
 Female

If Unity Square does not fulfill the after-school needs of my family, I know of other resources that are available:

Yes
 No

I would like to involve my child in homework center, a program design to help children with their homework:

Yes
 No

I would like Unity Square to offer Summer Youth Programs:

Yes
 No

Program ideas: _____

What hours are best for your children to participate in programs?

Best time and Day: _____

2nd Best time and Day: _____

Is there a need for programs for children under age 5?

Yes
 No

Program ideas: _____

Are there other youth programs you would like to see available at Unity Square?

Yes
 No

Program ideas: _____

I would be interested in my family participating in the following activities:

- Movie Night
- Family BINGO
- Holiday Parties
- Fitness Club
- Summer Field Trips
- Grout Museum and Center for the Arts Field Trips
- Other: _____
- Other: _____

Additional Comments

I would like Advantage Services to follow-up with me about this survey (optional)

Name _____ Phone _____

Thank you for your participation!

Needs Assessment Surveys Summary

By December 1, 2010, I have received 13 out of the 18 needs assessment surveys that were sent out to the residents of Unity Square. Below in the bullet points will be the information that I was able to gain from those surveys.

- The age range of the residents is from 18 – 60.
- The head of the household is female.
- All 13 receive some type of federal or state assistance such as FIP, Medicaid or SSDI etc.
- Either one or all marked that they would like to learn more about:
 - Help finding a job (3)
 - Food, Clothing, and Basic Needs Program (3)
 - Finding Good Childcare (2)
 - Parenting Techniques (2)
 - Legal Information and Assistance (3)
 - Finding Reliable Transportation (4)
 - Financial Assistance and Budgeting (5)
 - Help Getting Health Insurance (2)
 - Improving My Relationships (3)
 - Help Paying My Bills (11)
 - Improving My English Skills (1)
 - Information on Family Violence and Personal Safety (1)
 - Programs to Assist Me in a Crisis (6)
 - Programs to Help Me Buy a House (5)
 - To Learn How to Use a Computer or the Internet (3)

- The ages of the children vary. There are:
 - There are 15 children between the ages of Newborn to 4 yrs old.
 - There 11 children between the ages of 5 yrs to 13 yrs old.
 - There are 3 children between the ages of 14yrs to 17yrs old.

- Programming needs were:
 - 8 out of 13 marked that they would like for their child(ren) to participate in Homework Center
 - 9 marked that they would like summer youth programming for their children
 - 9 marked that there was a need for programming for children under the age of 5
 - Best time for programming would be after school hours from 4pm – 6pm

- Interested Activities
 - Movie night (8)
 - Family Bingo (10)
 - Holiday Parties (10)
 - Fitness Club (10)
 - Field Trips (9)

Property Management Interview

Property Name: Unity Square Townhomes

Completed by: Kym Stevenson

Date: November 9, 2010 Period 8/1/2010-11/1/2010

1. What have been successes during the period at the site?

Being able to have more affordable housing in Waterloo
Being able to offer services and support for families
Being embraced by community partners and local businesses

2. What have been challenges?

People not qualifying for units based on background, income guidelines in some cases was too low and not meeting tenant selection criteria.

Not enough housing - Waiting lists for two bedrooms.

Lack of funds to pay deposit and 1st month rent at the same time

Residents struggling with housekeeping issues and hoarding.

Transportation Issues

3. What have you heard from residents in regards to need/demand for services? What types of services?

Financial Assistance/Rental Assistance
Youth Programming
Career and Education Services
Health and Wellness programs

4. What have you observed in regards to need/demand for services? What types?

Transportation
Mental Health Services
Computer Classes – learning how to use computers
Assistance with Rent Rebate Services

5. What community resources are available around the site to assist with the service need? Are residents accessing these services? If not, what is the barrier?

Jesse Cosby Center and EMA assist with rental assistance
Neighborhood Hub offers some educational resources
Martin Luther King Center educational classes for Hawkeye

Barrier – Transportation and mental health

6. Are there potential partnerships on or offsite that could help address service needs?

Advantage Services is onsite to assist with needs

Community Partnerships with Hawkeye Community College, Iowa Workforce, and Peoples Clinic

7. Is there space onsite for services? Could there be? How extensive would space changes be?

Yes, there is space for onsite services.

Summary of Key Opportunities and Needs Identified

Property Name: Unity Square Townhomes

Completed by: Shinita Crawley

Date: November 9, 2010 Period 8/1/2010-11/1/2010

Opportunity or Need	Evidence by	Recommended Response	Timeline	Who is involved
Information about Accessible Resources	Resident Questionnaire, CBC Staff	Meet with Community Agencies to inquire about resources available to the community. Develop a list of resources and information to provide to residents when in need.	1 – 3 months Continuous	CBC Staff, Community Agencies
Transportation	Resident , CBC Staff	Meet with Met Transit to get a bus stop put closer to complex. Make a list of privately owned transportation companies that transport people to work, grocery store, etc.	1 – 3 months Continuous	CBC Staff, Met Transit
Crisis Information and Financial Assistance	Resident Questionnaire, CBC Staff	Meet with organizations that have financial assistance to see how residents can access these resources. Partner with Iowa State Extension to offer financial literacy classes and budgeting for residents. Have credit counseling agencies and other financial institutions come in and present to residents ways to	6 – 12 months Continuous	CBC Staff, Iowa State Extension

		save and budget their check and explain how credit works.		
Career and Education Services	Community Partners, Residents and CBC Staff	Partner with community agencies like IowaWorks to provide onsite workshops and resources to help residents find employment. Also partner with UNI-CUE to assist residents with educational services onsite. CBC Staff will help identify those in need. CBC Staff will also host education and career fairs inviting local employers to meet the community members in need of service and employment	Continuous	CBC Staff, IowaWorks, UNI-CUE
Community Building	Community Partners, Residents and CBC Staff	Empowering residents by encouraging involvement in the neighborhood association and with community agencies that offer services and programming. Also inviting those organizations to host programming at the complex.	Continuous	CBC Staff, Community Agencies
Youth Programs	Residents, Community Youth, CBC Staff	Developing after school programs such as homework center. Partnering with outside agencies to come in and do programs about health and	Continuous	CBC Staff, Community Agencies

		wellness. Host fun youth programs such as fall festival, etc. Host Summer Fun programs for youth to attend during the Summer.		
Health and Wellness Programs	Resident , CBC Staff	Implement health and wellness programs for Elderly and Families. Partner with local grocery store to meet with nutritionists. Also, partner with Iowa State Extension and other community partners to offer onsite nutritional classes and health and wellness programs.	Continuous	CBC Staff, Hy-Vee, Iowa State Extension