

# Home Forward Local Implementation Strategy

Home Forward Housing Strategy through 2020

## Guiding Principles

### **RACIAL EQUITY**

address housing disparities faced by communities of color

### **POPULATIONS**

focus on families and children, seniors, and persons with disabilities

### **GEOGRAPHY**

improve East County housing and services to increase opportunity and stability

### **INCOME**

balance household income levels to return revenue to the core mission of housing priority populations

### **SUPPORTIVE HOUSING**

assist in inter-jurisdictional efforts to house the most vulnerable households in our community

### **SYSTEMS ALIGNMENT**

leverage housing resources to improve effectiveness of programs addressing poverty

Introduction:

Home Forward, the federally recognized housing authority serving communities throughout Multnomah County, is the largest affordable housing provider in the state. We have over 100 properties providing 6,500 apartment homes and provide over 11,000 housing subsidy vouchers (Section 8) for use in the private housing market.

Three of our primary organizational values state:

- Housing is at the core of what we do and people are the reason it matters.
- We are stewards of public resources and champions for those who need them.
- We do our work in support of systemic change for racial and social justice.

Our current strategic plan and housing strategy emphasize construction of new properties and the preservation of our existing housing portfolio. In order to add 500 units by 2020, the housing strategy outlines plans to:

- Pursue new development opportunities east of 122<sup>nd</sup> Avenue which include 2- or 3-bedroom family options;
- Acquire and rehabilitate unregulated affordable housing with large unit counts and future development opportunities beyond 2020.

Implementing Metro's Affordable Housing Bond Goals:

In cooperation with Multnomah County leadership and in keeping with mutual values, goals and strategies, Home Forward will utilize funds from the regional affordable housing bond to either build or acquire apartment homes east of the City of Gresham.

Jurisdiction	Total Units	30% AMI	Family-Sized	Total Project Funds
<b>Focus: Fairview, Wood Village, Troutdale</b>	<b>111</b>	<b>46</b>	<b>55</b>	<b>\$15.9 million</b>

From Exhibit B – Breakdown of Unit Production, Metro Affordable Housing Bond Program Work Plan, January 2019

Anticipated Project Types: Home Forward is exploring two options to achieve targets outlined in the Metro work plan:

- Option 1 – our primary option is to explore a site in Troutdale that leverages Multnomah County land for development of between 103-111 units; or
- Option 2 – one new construction development plus one acquisition/rehab or some variation of these strategies.

Home Forward will achieve the unit production targets whether using Option 1 or 2. If using Option 1, all the targets will be met at a single site.

#### Cost Containment:

As the direct developer of the homes, Home Forward will ensure that costs are reasonable and appropriate to the project. Considerations will include: appropriate scale for target population and neighborhood, need for and cost of site work, costs of mixed-use development, quality of construction materials, costs associated with anticipated service needs, and reasonable fees and reserves.

Home Forward acknowledges the need to achieve an average Metro bond expenditure per unit of \$143,000. In order to meet the 30% area median income (AMI) targets without rental subsidy and insure a financially sustainable project(s), we intend to utilize 4% LIHTC, permanent debt, and additional resources to achieve the production goals. One of those resources is Metro's Site Acquisition Program (SAP). Metro anticipates using \$1.7 million in SAP funding towards acquisition and development of a site in East County to support Home Forward in reaching its Unit Production Target of 111 units. If Home Forward decides to achieve its full unit production targets on an existing publically owned site (Option 1), we plan to work with Metro to explore alternative options for how Metro's SAP investments could support our unit targets. If we are unable to identify alternative options, it is possible that Home Forward's unit production targets may be reduced by up to 10 percent. Similarly, Metro's SAP can be used to help with the purchase of land for other project(s) (Option 2).

#### Distribution of Family-Sized Units:

If Home Forward pursues Option 1, 50% of the units will be family-sized. If Option 2 is the approach, we will attempt to purchase an existing market rate project that has close to 50% family size units and make up the difference, if needed, in the new construction project.

#### Distribution of 30% area median income (AMI) Units:

All projects will include approximately 41% of the units with rents at 30% AMI. In Multnomah County this may require additional resources since there is currently no rent assistance resources available.

Anticipated number, size, and range of project types (estimates are acceptable) and cost containment strategies to achieve local share of unit production targets (including 30% AMI and family-size unit goals and the cap on units at 61-80% AMI) using local share of eligible funding

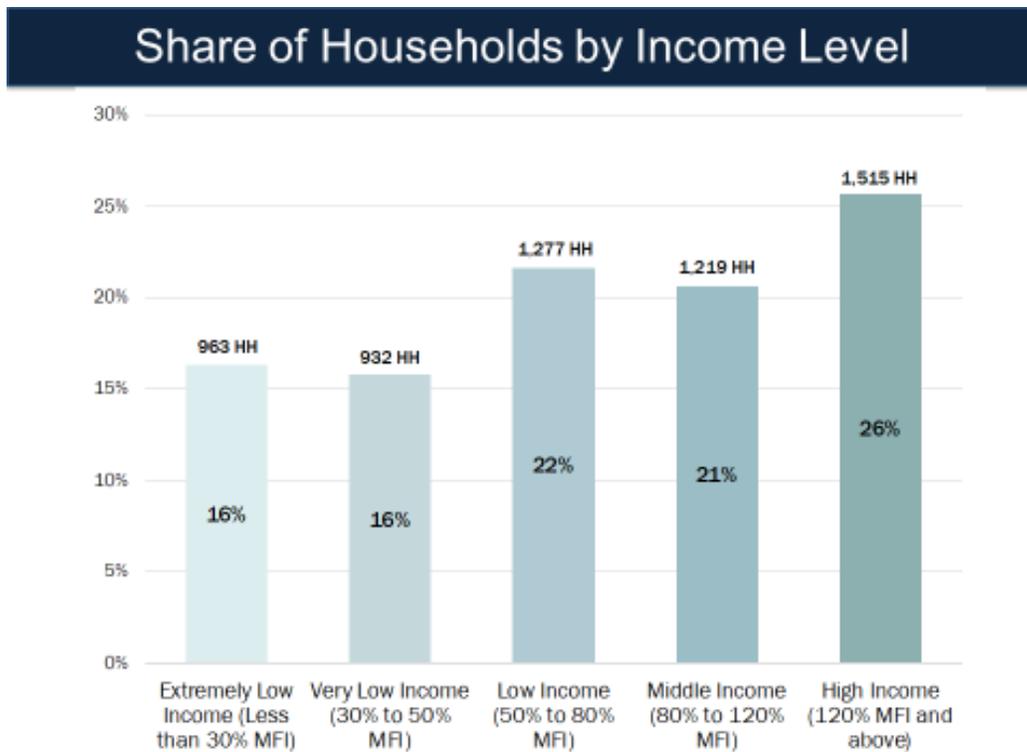
Summary of existing need and supply:

Currently the cities of Troutdale, Fairview and Wood Village have 955 regulated affordable housing units distributed across the three jurisdictions: Fairview has 524 regulated units (328 owned by Home Forward); Troutdale has 431 regulated units; and Wood Village has zero.

The current 431 regulated affordable housing units in Troutdale are located across three properties. These three existing regulated affordable housing communities are not located in the central business area. If Home Forward pursues Option 1, the site is located in the downtown business district near a new elementary school and easy access to the three bus lines.

Consideration for how new bond program investments will complement existing regulated affordable housing supply and pipeline

Our proposed project will help keep current Troutdale residents and other residents stably housed and begin to respond to the need for housing affordable for additional households below 60% AMI living across the Metro area.



Data above from EcoNorthwest's 2019 preliminary housing needs analysis indicates that over 54% of Troutdale's 5,906 households (above) have incomes below 50% Median Family Income (MFI).

Almost two out of three Renter Households in Troutdale earn less than \$50,000/year. [1454 out of 2244, 64.8%]. (US Census Fact Finder, 2013-2017 American Community

Survey 5-Year Estimates, Tenure by Household Income in the Past 12 Months, Universe: Occupied housing units, Table B25118, Troutdale City, Oregon.)

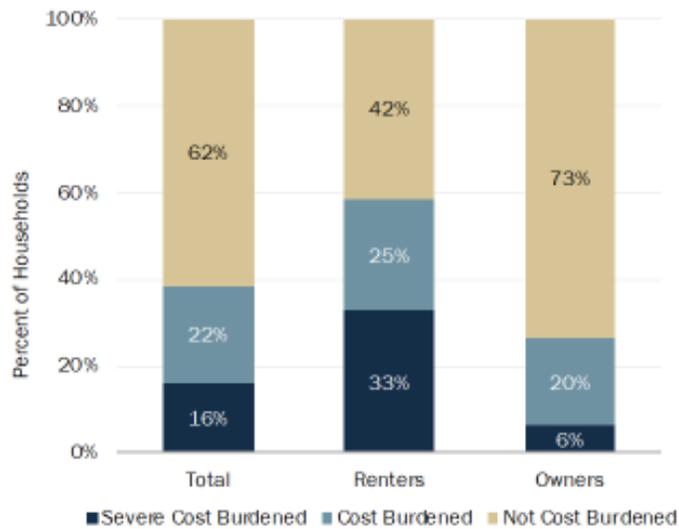
Troutdale has the largest population and is the most rent burdened of the three cities northeast of Gresham.

	Renter Cost Burden (over 30% paid toward housing costs)	Severe Cost Burden (over 50% paid toward housing costs)
Troutdale	58%	33%
Wood Village	49%	29%
Fairview	44%	23%
Portland MSA	50%	25%
Oregon	52%	27%

From 2013-2017 Factsheets prepared by ECONorthwest for Multnomah County

## Cost Burden, Troutdale, 2017

**Cost Burden and Severe Cost Burden by Tenure, Troutdale**  
Households paying 50% or more for housing costs are said to be **severely** cost burdened.



Source: U.S. Census, American Community Survey 2013-2017

Affordable Housing Pipeline:

We know of no other regulated affordable housing planned in the three jurisdictions.

Leveraged funding:

Home Forward anticipates leveraging 4% Low Income Housing Tax Credits (LIHTC), permanent loan and deferred developer fee. All of these anticipated funds are not competitive. The current budget shows a gap of approximately \$2M, which will need to be filled with state resources, Metro Land Acquisition gap funds or other resources.

The largest leveraging opportunity is available with Option 1 and the use of land provided free of cost by Multnomah County.

Leveraged services:

Home Forward will allocate a portion of a resident services time at the property, paid for from the property operating budget. We will also create partnerships based on the needs of the resident population and leverage existing services provided by other partners. If the project has vulnerable or formally homeless populations we intend to collaborate with the Joint Office of Homeless Services to provide ongoing funding for services.

Project selection process:

Home Forward will develop and own one to two projects in the balance of Multnomah County. We will select sites using the following criteria:

- Availability of free or discounted land
- Land that will hold approximately 111 units and is zoned appropriately
- Acquisition/rehabs that meet the unit mix criteria, are already occupied by low-income households, need minimal rehab
- High opportunity areas, as defined by access to transit, schools, jobs, parks, services and other amenities
- Opportunities to meet community development goals or develop beneficial service partnerships, and/or
- Opportunities that are aligned with funding resources

Home Forward will use its experienced development team to select projects. Ultimately, projects are approved by the Home Forward Board of Commissioners after initial review by the Board's Real Estate and Development (READ) committee. Currently our board includes 8 members (one seat is vacant). The Board's diversity is 63% white and 37% people of color. READ is a sub-committee of the board, which includes board members and former board members. The make-up of this committee is 80% white and 20% people of color. Photos and short bios of Home Forward's

Goals and/or initial commitments for leveraging additional capital and ongoing operating and/or service funding necessary to achieve the local share of Unit Production Targets

Description of project selection process(es) and prioritization criteria, including anticipated timing of competitive project solicitations and how existing or new governing or advisory bodies will be involved in decisions regarding project selection.

dedicated volunteers serving on our Board of Commissioners can be found at:  
[www.homeforward.org/home-forward/leadership/board-of-commissioners](http://www.homeforward.org/home-forward/leadership/board-of-commissioners)

Prioritization criteria for site acquisition:

Similar to project selection process, site acquisition will use the following criteria:

- Availability of free or discounted land
- Land that will hold approximately 111 units
- High opportunity areas, as defined by access to transit, schools, jobs, parks, services and other amenities
- Opportunities to meet community development goals or develop beneficial service partnerships, and/or
- Opportunities that are aligned with funding resources

Prioritization criteria for projects:

Not needed based on the fact that Home Forward will be the developer and owner.

Project selection process and role of governing/advisory bodies:

Home Forward is a public corporation and housing authority subject to local oversight with a long-standing role in affordable housing development, ownership, and management in the community. Home Forward will use its experienced development team to select projects. As stated above, potential projects will be reviewed by the Home Forward Board of Commissioner's Real Estate and Development committee and will ultimately be approved by the Home Forward Board of Commissioners.

Affirmative Marketing, Tenant Selection & Lease-Up.

Home Forward will make concerted efforts to make apartments available to communities of color and historically marginalized populations using best practice strategies. In general, this will require:

- Affirmative outreach and marketing to target populations. Home Forward will engage in pro-active efforts to make disadvantaged populations aware of the availability of units, and the process and timeline for application. Home Forward will work with property managers and resident services to identify specific target populations for each project and will review the proposed outreach and marketing strategy for each project. This includes extensive outreach prior to lease up to organizations serving communities of color and agencies working with seniors, people with disabilities, veterans and other people experiencing housing instability.
- Low barrier screening criteria – Home Forward will use low barrier screening criteria that balances access to target populations, project

Fair housing strategies and/or policies to eliminate barriers in accessing housing for communities of color and other historically marginalized communities, including people with low incomes, seniors and people with disabilities, people with limited English proficiency, immigrants and refugees, and people who have experienced or are experiencing housing instability

operations, and community stability. Typical requirements may include less than standard market apartment income-to-rent ratios, reduced credit history requirements, and criminal history requirements that only consider an applicant's recent convictions that are most directly tied to tenant success. Home Forward and our property manager will be required to review appeals to denials of standard screening criteria that take into consideration mitigating efforts of applicants that demonstrate stability and potential for tenant success.

### MWESB Contracting

Since 2012 Home Forward has maintained a goal of ensuring that 20% of hard and soft costs are contracted to certified Minority, Women, and Emerging Small Business (MWESB) firms. We have consistently exceed this goal and will continue our proven methods on the Bond projects. We will report on our ongoing project participation to Metro.

Strategies and/or policies, such as goals or competitive criteria related to diversity in contracting or hiring practices, to increase economic opportunities for people of color

### Workforce and Apprenticeship Participation.

The Workforce Training and Hiring Program requires state-registered apprentices to work a minimum of 20% of the labor hours per trade on construction contracts over \$200,000 and subcontracts of no less than \$100,000. In addition to apprentice hours, Home Forward's program aims to increase the numbers of women and communities of color in the construction trades. To meet the goals and program requirements, Home Forward contracts with the City of Portland to monitor job hours and provide reporting. Labor hours are recorded by trade along with data showing hours worked by journey-level workers and apprentices and hours worked by minority and female tradespeople. We will report on our ongoing project participation to Metro.

### Culturally specific programming selection consideration

Home Forward will take the following factors into consideration when developing/acquiring projects and creating services:

- Outreach, engagement, and ensuring participation of minority and women owned contractors in pre-development and construction of the project, as well as the on-going maintenance of the building;
- Engaging targeted and/or marginalized communities, communities of color as part of its leasing process;
- Creating an inclusive tenant screening criteria process, minimizing barriers to housing experience by communities of color;
- Providing culturally specific resources and services.

Requirements or competitive criteria for projects to align culturally specific programming and supportive services to meet the needs of tenants.

Home Forward plans that Resident Service Coordination will be provided at all projects, appropriate to the level of need of the target population. Resident Services will focus on

eviction prevention, helping residents access services for which they may be eligible, and community building activities.

### Engagement Summary and Outcomes

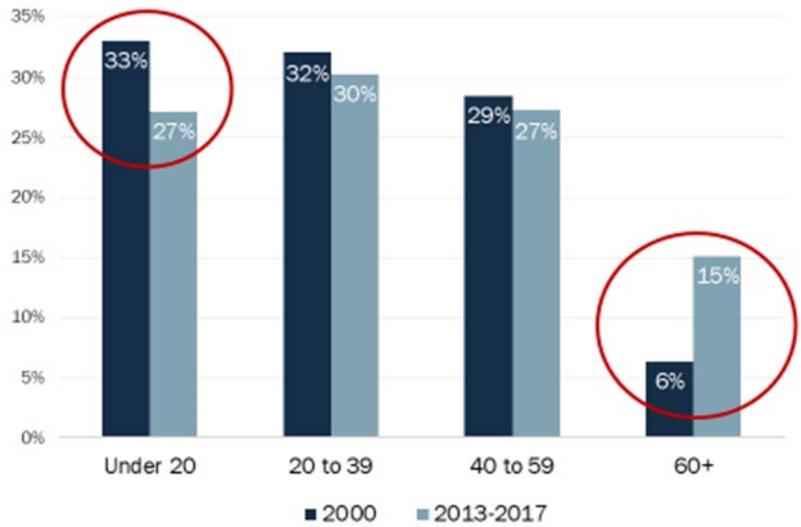
Home Forward's engagement process for major developments typically begins after a site has been determined (see following section). Our engagement prior to submitting this LIS has focused on getting to know the communities northeast of Gresham, including local elected officials and current residents who live on fixed and lower incomes.

With the focus currently on "Option 1," the first steps in our engagement strategy have been to:

- 1) Provide introductory outreach to elected officials in each of the three local jurisdictions to clarify Home Forward's role in the Metro bond implementation (including presentation to Troutdale City Council and participation in the City's current Housing Needs Analysis);
- 2) Conduct a focus group utilizing Home Forward resident services staff working with residents in Home Forward apartment communities in East County;
- 3) Review Metro reports summarizing input from Communities of Color during Spring 2018 and Troutdale demographic trends (see charts below);
- 4) Conduct a large focus group with community service organizations serving east county (verifying, expanding and helping to prioritize Metro input from 2018 Communities of Color engagement); and
- 5) One-on-one discussions with service providers.
- 6) Conduct two focus groups with potential residents (one facilitated in English and one facilitated in Spanish).
- 7) In the future, Home Forward will work with Metro staff to develop an anonymous "self-reporting" survey card to help assess the actual demographics of participants at outreach events including: disability, race, ethnicity, veteran status, age and other characteristics of frequently marginalized groups.

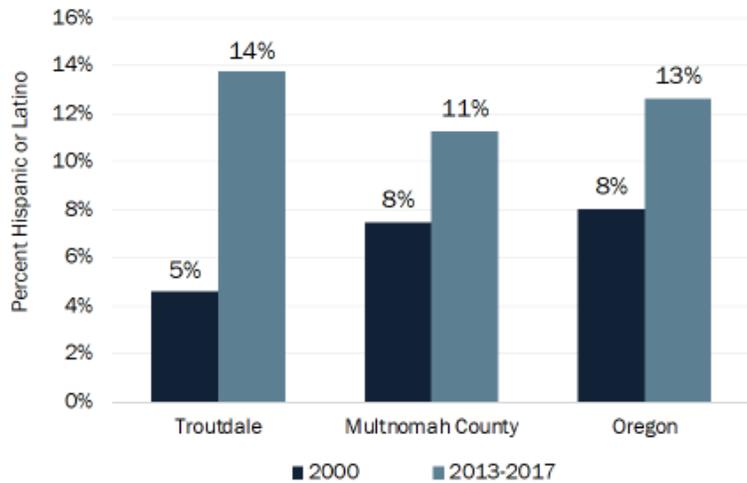
Engagement activities focused on reaching communities of color and other historically marginalized communities, including people with low incomes, seniors and people with disabilities, people with limited English proficiency, immigrants and refugees, and people who have experienced or are experiencing housing instability

## Aging Population, Troutdale



Source: U.S. Census, Decennial Census 2000 and ACS 2013-2017

## Growth in Latinx Population



Source: U.S. Census, Decennial Census 2000 and ACS 2013-2017, Table P008 and B03002.

The following table summarizes engagement and outreach efforts to date:

Date	Participants	Key Take-Aways
April 23, 2019	Focus Group with seven Home Forward resident services staff serving east county properties	Studios & 1-bedrooms are lacking in Home Forward's East County portfolio; balance with need for additional larger units for families. Barriers to access include complex procedures, translations and jargon. (Attachment 1)

May 3, 2019	Meeting with three Mayors, Metro Councilor, and County Commissioners	Troutdale – community concern with impacts of new multifamily development; Wood Village – issues with aging trailer parks and displacement of low income residents Fairview – interest in affordable home ownership models
May 29, 2019	Focus Group (workshop format) with 24 individuals representing 19 social service agencies serving East Multnomah County	See Executive Summary (Attachment 2) - co-hosted by Cities of Gresham and Portland - questions posed were based upon key topics identified in Communities of Color summary (Attachment 3)
May 21, 2019 and July 9, 2019	Home Forward Board of Commissioners meeting held at Troutdale (invitation to City Council members to join for dinner); Home Forward presentation to Troutdale City Council	Interest in senior housing opportunities; concerns about the capacity of schools to absorb additional students; availability of social services and Tri-Met frequency of service. Possible opportunity to increase jobs-housing balance by partnering with major employers.
July & August 2019	Mt. Hood Community College Head Start; Reynolds High School, El Programa Hispano; TriMet	Meetings with staff to identify barriers to services and opportunities for partnerships
September 25 and October 1, 2019	Community resident focus groups (two sessions with 20 participants at each group; 40 total participants)	See Attachment 4 – Focus Group Summaries
Upcoming Meetings		
Fall-Winter 2019-2020	Multnomah County's Senior, Disabled & Veterans Services Office	Both Home Forward and City of Gresham staff plan to meet with County staff at the east county service center in Downtown Gresham
Fall-Winter 2019-2020	Amazon and FedEx employers & employees	Follow up on surveys indicating current jobs-housing balance

Local Implementation Strategy Goals

During the sessions described above, multiple themes were addressed which amplify input that has been heard throughout the region:

- Development in Opportunity Neighborhoods - Providing new affordable housing in high opportunity neighborhoods helps to achieve multiple Home Forward goals. These locations provide good access to transit, jobs, quality schools, commercial services, parks & open space, etc. Option 1 (Troutdale downtown location) is consistent with community input that prioritizes proximity to transit

Summary of how the above themes are reflected in the Local Implementation Strategy.

and to schools. In particular, the newly constructed Troutdale Elementary is a short six blocks from the site.

- Development in Existing Neighborhoods – Input also emphasized the need to locate affordable housing in areas with existing underserved diverse populations. When considering Option 2, any new development and/or acquisition and rehab will strive to locate properties to address this goal.
- Target Population Goals – Families (especially Latinx and intergenerational immigrant households), seniors, veterans, people with disabilities, and people experiencing current housing instability have been identified as groups needing housing in eastern-most Multnomah County. We anticipate households representing each of these groups will be part of the diverse community housed by either Option 1 or Option 2.
- Increased Opportunity for Greater Jobs-Housing Balance – Large numbers of entry level jobs are available in eastern-most Multnomah County; many resulting in household incomes lower than 50% AMI. Both Amazon and FedEx facilities are located in Troutdale yet affordable rental housing for households earning less than 50% AMI is limited. Home Forward will seek and welcome opportunities to partner with large employers to increase local affordable housing opportunities for employees.
- Access to Services – Input stressed that access to social service providers is a challenge throughout eastern Multnomah County. Driven by data, research and best practices, Home Forward, in collaboration with external stakeholders, is designing a framework so that individuals and families can thrive in ways they find most meaningful. The approach is person-centered, trauma-informed, and employs a racial justice lens. The model recognizes the need for enhanced access to social service providers and culturally sensitive programming in the East Multnomah County region and will continue to cultivate relationships to meet this need. Home Forward anticipates introducing and launching the effort in early 2020.

#### On-going Community Engagement Opportunities:

- Community Advisory Committee (CAC) – Home Forward’s successful experience in major developments has proven the value of this engagement model. The CAC will take shape as soon as the architectural design team is selected and work begins on a new development.

In Home Forward’s experience, the CAC model creates an effective forum for all stakeholders to hear and discuss with staff—and each other—issues ranging from physical design to equity in construction contracting to future supportive service programming. An “open house” community meeting will also be planned when initial design concepts are ready to share. As construction nears completion, the CAC will discuss marketing and lease-up strategies and work underway to forecast school enrollment increases.

Strategies for ensuring that ongoing engagement around project implementation reaches communities of color and other historically marginalized community members, including:

- people with low incomes,
- seniors and
- people with disabilities,
- people with limited English proficiency,
- immigrants and refugees,
- existing tenants in acquired buildings, and
- people who have experienced or are experiencing housing instability

Participants typically include: representatives from historically marginalized groups; neighbors immediately adjacent to the property; neighborhood/ business association and faith-based representatives; school and social service agency representatives; Metro, Multnomah County and City of Troutdale partners; and members-at-large recruited from advocacy groups.

- On-going Communication — As the design begins to take shape with input from the CAC and design workshops, a newsletter will be sent to all households and businesses within a half-mile radius of the site. Since the design and construction will span multiple years, these periodic newsletters will keep people updated on the project schedule and point people to the project website for more information.
- Lease up – The property management team will conduct enhanced outreach to communities of color during the marketing phase for lease up of the 111 units funded with the Metro Housing Bond. Home Forward is currently piloting a new outreach model that includes an “outreach and equity navigator” position to ensure targeted outreach is occurring for new properties. We will continue to work to ensure access for all communities needing our assistance, especially those who have been disproportionately marginalized throughout the history of the community.

## Attachment 1



Focus Group with Internal Community Services staff working in East County

Notes from April 23, 2019 discussion

Attending:

- Melissa Arnold, facilitating (RCSC manager)
- Odalis Perez-Crouse (Goals manager)
- Rebecca Enriquez, RCSC
- Jessica Rayos, Goals coordinator
- Nikki Long, Goals coordinator
- Anna Wilson, RCSC
- Tabetha Suda Opoka, RCSC

Observers: Gresham staff Brian Monberg (housing policy) and Alex Logue (community engagement); Pamela Kambur, Home Forward staff working on East County engagement

What are some of the most important locational factors for residents choosing their housing?

- Transportation (can take 2-3 buses to reach places)
  - Transit can be anxiety provoking (presents barriers for riders with mental health concerns or undocumented status)
  - Transit can be impossible for mom with 3 small children without stroller or car seats
- Grocery stores
- Proximity to services (example: food pantry)
- Proximity to youth programming

What do people look for at their apartment community? What type of housing is needed?

- Space for community gatherings (community rooms)
  - Balance bringing services to the property with encouraging people to self-advocate and go out into community
  - Central City Concern model is good with service providers on first floor
- Mixed communities: example of New Columbia with grocery, rentals and homeownership
- Biggest desire: single family homes or duplexes where there is a yard and they get practice of what it's like to be a homeowner (paying utilities, yardwork, etc.)
- Studios and 1-bedrooms are lacking in Home Forward's portfolio in East County
  - Needed by seniors and single parents whose kids have moved out
- Larger family units also needed (recognize need for a mix)
- Well insulated (need to avoid huge utility bills)
- Overall energy-efficient (appliances, insulation)

- Elevator access needed (not just for seniors and people with physical disabilities; helpful for families too)
- Desire for washer, dryers and air conditioners in units
- Outdoor space “that makes you proud of where you live”
- Durable flooring materials
- Focus on safety; adequate lighting
- Adequate space for garbage and recycling (larger properties need multiple locations for enclosures)
- Containers for pet waste disposal and needle disposal
- Seismic safety
- Recognition that noise from kids is natural

What are some of the most common barriers to accessing affordable housing?

- Money for security deposits
- Expenses related to moving
- Jargon is hard to navigate
- Leases are not easy to understand; even when translated into other languages
- Requirements related to standards for numbers of bedrooms household is eligible for (concern with having children of different genders or ages having to share rooms)
- Screening criteria regarding credit history and criminal backgrounds limit access
- People don't understand how to request reasonable accommodations

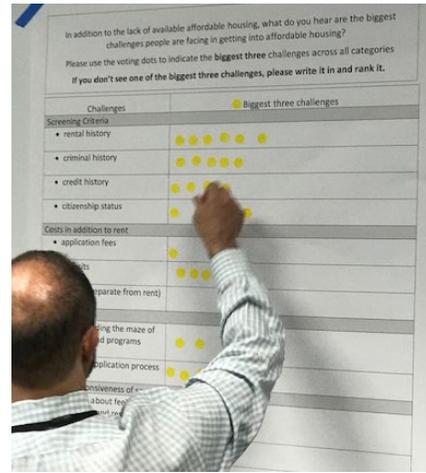
How do people find affordable housing?

- Finding information about current availability is difficult
- People have to try multiple methods
  - Events
  - Internet
  - Community partner agencies and non-profits
    - Especially housing case managers that help people fill out the paperwork
  - Culturally-specific advocacy groups

Initial take-aways: Brian and Alex thanked participants for their expert input. He noted a few things that struck him:

- Need for an east county “resource guide”
- Need for jurisdictions to consider how can we support housing case managers better help people access affordable housing
- Transit can be a barrier – can we consider using Metro’s “Regional Travel Options” grant program for innovative ride-share options to help for situations where transit is just not reasonable
- Need for more ADA accessible and visitable options
- Need to balance need for studios/1-bedrooms with need for larger 2+ bedroom apartments

## Attachment 2 - Community Partners Focus Group



### *Input for Affordable Housing Planning in east Multnomah County*

#### Executive Summary

During May 2019, 24 social service providers and affordable housing advocates representing 19 agencies serving areas of East Multnomah County (east of I-205) came together for a discussion in four key areas:

- 1) Housing location preferences;
- 2) Types of housing needs;
- 3) Social services needed; and
- 4) Barriers to access.

Agency participants included specialties in workforce training, healthcare, food insecurity, housing providers, crisis services, and advocates working with specific communities of color. Participants were asked to respond from the perspective of the people they serve in order to help decision-makers better understand priorities. The focus group questions were composed by the host agencies\* as a way to verify, prioritize, and identify gaps from comments gathered through outreach by communities of color during Spring 2018 (prior to passing the regional affordable housing bond).

A series of questions at each “station” around the room allowed participants to respond with comments and/or “dots” (priority votes). After all participants had rotated to each station, a large group discussion gathered additional comments. Below are the primary themes that came through in each topic area during the stations and large group discussion:

#### 1) Housing location preferences –

- a. Amenities - When given a wide range of community amenities, access to bus or MAX was the highest priority, followed by proximity to a school where students are already enrolled. Access to a grocery store came in as the third highest priority. Overall, safety and social connections were identified as drivers of location choice.

- b. Willingness to relocate for better services - When asked to choose between an existing neighborhood or moving to a similarly affordable home in an “opportunity neighborhood” (with higher school rankings, more amenities, etc.), more than half the participants (56%) believe their clients would choose to stay in their existing neighborhoods. There was a strong belief that closeness to social networks of friends and family were key determinants of choice, especially during times of economic stress.

## 2) Types of housing needs –

- a. Unit sizes - A continuum was provided that included small units (studio & 1-bedroom) on one end and larger units (2, 3, & 4 bedrooms) on the other. The majority of participants (64%) indicated larger units are the highest priority in order to accommodate larger families and intergenerational families from immigrant communities. A 50/50 mix of housing types was indicated by 21% and another 14% indicated a need for smaller units to house seniors and individuals previously experiencing homelessness.
- b. Homeownership opportunities – Advocates emphasized that options for affordable homeownership need to be considered as part of the Metro affordable housing bond implementation.
- c. Design features needed - better sidewalks & streetlights; safe and green areas for children to play outdoors; needs for greater ADA accessibility, better soundproofing & insulation; larger community rooms; laundry facilities; safer enclosures for recycling/refuse; and safe areas for walking pets.
- d. Populations needing assistance – Participants advocated for households at 30% MFI who need resident services support to be successful (i.e. Not only the current focus on the wrap-around supports needed as Permanent Supportive Housing); expressed needs for more culturally sensitive programming and staffing; identified needs of LGBTQ, foster kids, and survivors of trafficking/sex workers, plus people with a range of disabilities (in addition to populations typically served); and suggested congregate SRO (single-room occupancy) models for chronically homeless.
- e. Differences between jurisdictions in East County – In East Portland, lack of sidewalks is a key factor leading to needs for better pedestrian safety/lighting. Also needs for affordable grocery stores; more parks, and coordination with community-driven planning efforts. In Gresham, concerns about stabilizing rents and potential displacement were high, especially for the diverse population in Rockwood and the Rockwood Rising development. In Wood Village, issues around older trailer parks are impacting vulnerable immigrant families (many from indigenous areas of Mexico that are non-Spanish speaking). In Troutdale, workforce housing and rent burden (costs of housing) are issues. In Fairview, similar to all communities, transportation access was cited as a concern.

## 3) Social Services Needed –

- a. Four top priorities - The following services surfaced as the top four: (i) Financial assistance (subsidies such as vouchers, down payments, etc.); (ii) Culturally appropriate services and activities; (iii) Mental health and addiction services; and (iv) Childcare assistance.

- b. Permanent Supportive Housing (PSH) - In prioritizing populations who need PSH services, over 78% of the participants indicated that the East County focus should be on services for families who have experienced homelessness. When prioritizing the types of PSH services, access to Community Health Workers (a peer support model providing knowledge in criminal justice, mental health and substance abuse issues) were strongly supported and prioritized above more traditional counseling models. The need for culturally-specific services was also highlighted.

4) Barriers to Access –

- a. Screening criteria – Identified as the largest barrier during the voting process, 49% indicated issues of rental history, criminal background, credit history, and citizenship status seriously limit access to affordable housing.
- b. Racial discrimination and lack of cultural responsiveness – During the large group discussion, race was called out as a primary barrier to housing access for people of color. Along with lack of training for property management staff (including topics of racial justice, equity and trauma-informed practices), the lack of culturally responsive services was highlighted.
- c. Overall costs and navigation - Understanding the application process and maze of programs (navigation), plus the associated costs of deposits/fees also were identified as barriers (32% combined).
- d. Supporting access – Participants indicated a large number of staff positions in their agencies that provide housing advocacy, plus direct coaching and navigation supports for their clients. They indicated a need for better education so clients know their rights under fair housing and tenant laws.

In closing, on-going outreach to those most impacted by the lack of affordable housing is essential. In addition, continued collaboration between housing and social service providers is needed to address systemic barriers to initial access to affordable housing and on-going success.

<i>Name</i>	<i>Email</i>	<i>Agency Affiliation</i>
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Attachment 3

Key topics identified by Communities of Color Outreach under contract to Metro – Spring 2018

<p><b>Location criteria</b></p>	<ul style="list-style-type: none"> <li>Near schools, parks/pools, community centers, public transportation (LN)</li> <li>Near stores that have fresh food and produce; no liquor stores; near where the jobs are (BPI)</li> <li>Near areas where low-income families already live and have community ties (LN &amp; V-LC)</li> <li>Do not assure preference for “opportunity zones” – instead remain in schools/areas people are already living (WH)</li> <li>Stabilize and strengthen where people already live – stop displacement of people of color (BPI)</li> </ul>
<p><b>Type of housing</b> (# bedrooms; affordability goals, etc.)</p>	<ul style="list-style-type: none"> <li>At least 2-bedroom; preferably 3+ bedrooms (LN); 3+ bedrooms focus for new construction (WH &amp; BPI)</li> <li>Multigenerational housing; housing for different sizes of families (V-LC &amp; NAYA &amp; APANO)</li> <li>Larger units have multiple bathrooms (especially of concern by youth; 11 in household getting ready for school) (LN &amp; NAYA)</li> <li>Need community spaces with apartment buildings (LN); play areas (BPI)</li> <li>No charges for parking (LN)</li> <li>Mobile home park preservation and purchase for affordable housing (V-LC)</li> <li>Purchase existing market-rate buildings and assure existing residents are protected (V-LC)</li> <li>Housing that creates community: gardens, shared outdoor spaces (V-LC)</li> <li>Housing that creates culturally sensitive, Native community owned and operated housing development (NAYA)</li> <li>Ensure community-based and organizations of color develop and own properties developed by bond funds (WH)</li> <li>Serve low-income elderly, families w/kids in school, mental health challenges (BPI)</li> </ul>
<p><b>Resources needed for success</b></p>	<ul style="list-style-type: none"> <li>Culturally specific and responsive services (NAYA)</li> <li>Respond when people bring their issues to the attention of agency representatives (BPI)</li> </ul>
<p><b>Understanding and accessing affordable rentals</b></p>	<ul style="list-style-type: none"> <li>Demystify the housing systems (NAYA)</li> <li>Availability for undocumented households (V-LC)</li> <li>Education about screening criteria and how anti-discrimination is enforced (LN)</li> <li>Consider administrative preference policy for communities of color (WH)</li> <li>Address housing discrimination (BPI) and racial diversity access (BPI)</li> </ul>
<p><b>Engagement process</b></p>	<ul style="list-style-type: none"> <li>Desire to remain involved in decisions moving forward (LN)</li> <li>Get information out to where people are (BPI)</li> </ul>
<p><b>Other concerns</b></p>	<ul style="list-style-type: none"> <li>Landlord-tenant relations (respect, repairs, rent increases) (LN)</li> <li>Home ownership for undocumented families (V-LC); needed to build intergenerational wealth (APANO)</li> <li>Culturally responsive homeownership funding (NAYA)</li> <li>Funding to prevent displacement (NAYA)</li> </ul>
<p>Key: LN – Latino Network summary V-LC – Verde-Living Cully (Cully Housing Action Team) NAYA – Native American Youth and Family Center WH – Welcome Home APANO – Asian Pacific American Network of Oregon BPI – Black Parent Initiative</p>	



FOCUS GROUP SUMMARIES

English-speaking discussion at Fairview Oaks on September 25, 2019

- 9 Home Forward clients: 4 from east county properties; 8 with Section 8 vouchers
- 10 guests of clients: 4 from Gresham; 1 from Troutdale; 5 from Outer SE Portland; and 1 from Salem

Location

<p>What were the top two reasons you chose to live where you currently live?</p>	<ul style="list-style-type: none"> <li>• On the MAX line</li> <li>• Close to work</li> <li>• Convenient / close to grocery stores</li> <li>• More affordable rental prices</li> </ul>
<p>In addition to the above reasons, are there specific reasons you're located in east county?</p>	<ul style="list-style-type: none"> <li>• Value diversity</li> <li>• Wanted to get away from Portland</li> <li>• Close to outdoors – gorge waterfalls, parks</li> <li>• Found a property with a close-knit community; we look out for one another</li> </ul>
<p>Are you aware of families “doubling up” in crowded homes? Or “couch surfing” from friend to friend to stay sheltered? What do you think are the top reasons for this?</p>	<p>Overall, yes to awareness of doubling up... Due to:</p> <ul style="list-style-type: none"> <li>• Lack of affordable options/ rents are too high</li> <li>• Criminal background or bad credit issues</li> <li>• Abusive relationships</li> <li>• Past evictions</li> <li>• Substance abuse</li> </ul>
<p>If there were two identical apartments at the same price,</p> <ul style="list-style-type: none"> <li>• one is close to where you currently live which is in an area that is struggling but is close to friends and family; and</li> <li>• one is where there are lots of great services (parks, library, good schools"... but it is in an unfamiliar part of town</li> </ul> <p>Which location would you choose, and why?</p>	<p>Show of hands:</p> <ul style="list-style-type: none"> <li>• 10 people would move to an opportunity neighborhood even if across town</li> <li>• 4 people would stay in the neighborhood where they are</li> </ul>

## Types of Housing Needed

<p>What are you looking for when you search for an apartment for your family? (give time for an open list; then follow up with specifics)</p>	<ul style="list-style-type: none"> <li>• Safe location</li> <li>• Apartments with more space (larger rooms overall)</li> <li>• Community room onsite to allow for community building and trainings</li> <li>• Need more bathrooms in larger units</li> <li>• Washer/dryer in unit</li> <li>• Located in safe neighborhoods</li> <li>• More space for storage</li> <li>• Overall cleanliness of property</li> <li>• Good management</li> <li>• Sober housing</li> <li>• Prefer electric heating (only one bill to deal with)</li> </ul>
<p>How many bedrooms do you think are needed?</p>	<ul style="list-style-type: none"> <li>• More bedrooms (3 and more) for larger families</li> </ul>
<p>What are your parking needs? How many cars does your household have?</p>	<p>Parking needs (show of hands):</p> <ul style="list-style-type: none"> <li>• 1 parking space per unit: 10 (majority)</li> <li>• 2 parking spaces/unit: 4</li> <li>• No parking spaces/unit: 4</li> </ul>

## Services Needed (social & health services, grocery stores)

<p>What services do you and your family use most often? (give time for an open list and then follow up with specifics)</p>	<ul style="list-style-type: none"> <li>• Transportation (bus; MAX and Walmart shuttle service)</li> <li>• Local grocery stores</li> <li>• Food boxes</li> <li>• After school homework programs</li> <li>• Free lunch programs</li> <li>• Wallace health clinic</li> <li>• Parks and schools</li> </ul>
<p>Are there specific services like addiction prevention that are especially hard to find?</p>	<ul style="list-style-type: none"> <li>• Mental health services</li> <li>• Peer support services – mentors for addiction prevention</li> <li>• In general, more activities for families needed</li> <li>• Utility assistance needed (and help when garbage increases are suddenly imposed)</li> <li>• Emergency assistance</li> <li>• Computer skills training needed</li> <li>• Leads of jobs and “job fairs”</li> <li>• Higher education outreach; mentors for college advising</li> </ul>

<p>What kind of barriers do you face in accessing these services (transportation, childcare, culturally sensitive staff, etc.)?</p>	<ul style="list-style-type: none"> <li>• Childcare and high cost of care</li> <li>• Overall, not enough services since the need is so high</li> <li>• Not having a case worker is a barrier to getting services</li> <li>• Communication with case workers can be a barrier</li> </ul>
<p>How far do you have to travel (or how long does it take you to get there)?</p>	<ul style="list-style-type: none"> <li>• Range from 30 minutes by car to 90 minutes by MAX and bus from east county to OHSU</li> </ul>

Challenges/ Problems Finding Affordable Housing

<p>Other than high costs and lack of affordable apartments, what are the top barriers you face in finding affordable housing in a neighborhood that meets your needs?</p>	<ul style="list-style-type: none"> <li>• Application fees</li> <li>• Deposits, move-in costs, pet fees</li> <li>• Rental history</li> <li>• Discrimination (race, larger families, pets)</li> <li>• Criminal history</li> </ul>
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## FOCUS GROUP SUMMARIES

### Discussion facilitated in Spanish at Fairview Oaks on October 1, 2019

- Home Forward clients with housing subsidy: 3 from east county properties; 2 with Section 8 vouchers
- El Program Hispano clients: 1 household living in east county
- guests of clients: 5 households living without subsidy

### Location

<p>What were the top two reasons you chose to live where you currently live?</p>	<ul style="list-style-type: none"> <li>• Cheaper</li> <li>• Assistance from Home Forward means paying less for rent</li> <li>• Live closer to family</li> <li>• Found bigger apartment for less rent</li> </ul>
<p>In addition to the above reasons, are there specific reasons you're located in east county?</p>	<ul style="list-style-type: none"> <li>• Used to live in Gresham before</li> <li>• Better schools</li> <li>• Lots of jobs in different occupations</li> </ul>
<p>Are you aware of families "doubling up" in crowded homes? Or "couch surfing" from friend to friend to stay sheltered? What do you think are the top reasons for this?</p>	<p>Overall, yes to awareness of doubling up... Due to:</p> <ul style="list-style-type: none"> <li>• When moved from California, lived in car</li> <li>• Sister doubled-up to save money</li> <li>• Many double up while on wait lists</li> </ul>
<p>If there were two identical apartments at the same price,</p> <ul style="list-style-type: none"> <li>• one is close to where you currently live which is in an area that is struggling but is close to friends and family; and</li> <li>• one is where there are lots of great services (parks, library, good schools"... but it is in an unfamiliar part of town</li> </ul> <p>Which location would you choose, and why?</p>	<p>Show of hands:</p> <ul style="list-style-type: none"> <li>• 100% said they would move to the area with greater services</li> <li>• Comment: I can always travel to visit family</li> </ul>

## Types of Housing Needed

<p>What are you looking for when you search for an apartment for your family? (give time for an open list; then follow up with specifics)</p>	<ul style="list-style-type: none"> <li>• Clean spaces</li> <li>• Larger units (including 4-bedrooms for family/guests)</li> <li>• Safe neighborhood</li> <li>• Quiet</li> <li>• Laundry facilities on-site need to be safe places or Washer-dryer in unit</li> <li>• Electricity bill paid as part of rent</li> <li>• Green area to plant food</li> <li>• Speed bumps for safety in parking/access areas</li> </ul>
<p>How many bedrooms do you think are needed?</p>	<ul style="list-style-type: none"> <li>• 100% would like 3 bedroom, 2 bathrooms for larger families</li> </ul>
<p>What are your parking needs? How many cars does your household have?</p>	<p>Consensus that parking is a huge need</p> <ul style="list-style-type: none"> <li>• Many people want more than one space per unit; some want 2 spots per unit for working families</li> <li>• Concern that parking on street leads to cars getting broken into</li> </ul>

## Services Needed (social & health services, grocery stores)

<p>What services do you and your family use most often? (give time for an open list and then follow up with specifics)</p>	<ul style="list-style-type: none"> <li>• Grocery stores</li> <li>• Public transit (including MAX and bus)</li> <li>• Close to police station</li> <li>• Schools</li> <li>• Medical clinics</li> </ul>
<p>Are there specific services like addiction prevention that are especially hard to find?</p>	<ul style="list-style-type: none"> <li>• Children's hospital</li> <li>• Less expensive grocery stores (like Winco and Grocery Outlet)</li> </ul>
<p>What kind of barriers to you face in accessing these services (transportation, childcare, culturally sensitive staff, etc.)?</p>	<ul style="list-style-type: none"> <li>• Lack of larger apartments (spaces are too small)</li> <li>• Discrimination</li> <li>• High costs (including deposits)</li> <li>• Number of people on lease</li> <li>• Rental history</li> <li>• No Social Security Number</li> <li>• Criminal history</li> <li>• No pets allowed</li> <li>• Resources to understand systems/navigate</li> </ul>
<p>How far do you have to travel (or how long does it take you to get there)?</p>	<p>Comments about specific locations:</p> <ul style="list-style-type: none"> <li>• Services at 181st &amp; Burnside can take 30 minutes to 1 hour to access</li> <li>• Living near 257th "everything is close by"</li> </ul>

### Challenges/ Problems Finding Affordable Housing

<p>Other than high costs and lack of affordable apartments, what are the top barriers you face in finding affordable housing in a neighborhood that meets your needs?</p>	<ul style="list-style-type: none"><li>• Limited services; too many people taking advantage so difficult to get limited resources</li><li>• Churches and religious activities needed nearby</li><li>• More security needed (such as gated communities)</li><li>• More park areas for pets</li></ul>
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### Benefits of Home Forward Assistance

<p>For those of you who live at a Home Forward property or receive Section 8 rent assistance, are there benefits that have been especially helpful?</p>	<ul style="list-style-type: none"><li>• Case workers</li><li>• Energy assistance</li><li>• Summer activities</li><li>• Community rooms/ Party rooms</li></ul>
<p>Other issues/comments</p>	<ul style="list-style-type: none"><li>• East county property used to be calm but is now more noisy</li><li>• Gresham property now has problems with smoking and noise</li><li>• MLK and North Portland “used to be bad” but is now better</li><li>• New Columbia is an example of a great neighborhood</li></ul>