

## SUMMARY OF CONSOLIDATED PLAN SURVEY

### Survey Details

- Open October 17, 2018 – November 30, 2018
- Survey was available online and distributed in hardcopy to agencies that serve low-income households (e.g., Legal Aid Services of Oregon and Volunteers in Medicine).
- 523 surveys collected
  - 377 general public (non-agency, not low-income) or did not answer demographics questions
  - 126 agency staff serving low-income residents with housing or other services
  - 25 low-income residents receiving housing assistance or other services
  - 100 percent live or work in Bend
  - 7 Spanish language responses
- Participants could choose to answer questions on some or all of the following topics:
  - Homelessness
  - Affordable Housing
  - Community Development and Human Services

### Homelessness

Participants were asked to rank homeless housing programs the City should prioritize the next few years (among 6 types of programs). The general public and agency staff priorities did not differ greatly.

- The general public prioritized (1) emergency shelters, (2) time-limited housing (e.g. NeighborImpact program – Nancy’s House), and (3) single room occupancy housing.
- Agency staff prioritized (1) emergency shelters, (2) housing with services and no time limits (e.g., Housing for Heroes), and (3) single room occupancy housing.
- About percent of the general public did not see a significant need for housing or services for persons experiencing homelessness in Bend.

### Affordable Housing

Participants were asked to rank the top three problems (among 5 options) related to affordable housing.

They identified:

- Rents have increased too much
- Most of the jobs in Bend don’t pay enough to afford housing costs



- Not enough housing options/types (single resident occupancy dwellings, small single-family homes, duplexes, triplexes, fourplexes, townhomes, accessible/assisted housing, multi-family apartments, etc.)

These problems were ranked in the same order by low-income residents, agency staff, and the general public.

The solutions prioritized to address affordable housing issues were a bit more spread out, but the top priorities of the general public were to:

1. Obtain land for rental housing projects
2. Financial assistance for low-income homebuyers
3. Skilled construction training programs to expand labor force pool

Among agency staff, the clear priority was financial assistance for low-income homebuyers, followed with obtaining land for rental housing projects, and third, obtaining land for home ownership projects.

## **Community Development and Human Services**

Participants identified which public facilities and improvements the City should prioritize for low-income residents. Both the agency staff and low-income participants prioritized the following in the same order: (1) Non-profit service facilities (clinics or other places where people can get help), (2) Mobility and transit (buses, bike lanes, sidewalks, etc.), and (3) Community centers or public gathering spaces (e.g. Bend Community Center).

The general public prioritized street safety more highly compared to agency staff and low-income participants.

The general public, agency staff, and low-income participants all ranked the services the City should provide in the same order: (1) Mental and behavioral health services (including access to addiction/substance abuse), (2) Housing support services (like case management, independent living skills, etc.), and (3) Affordable child care.

Nearly a third of the participants indicated specific areas of Bend should be priorities for services and improvements. Currently, 61 of 173 affordable housing projects in Bend are within HUD defined low-moderate income areas.

Participants selected three special needs populations, which the City should prioritize for more help. Corresponding to the service needs above, the top populations selected among all groups was families with children. There were some variations between the groups however. Second amongst the general public and low-income participants was seniors. Agency staff and the general public prioritized persons with mental illness and low-income participants prioritized survivors of domestic violence.

