

Community Development Block Grant Program



△ Meeting Needs at Home, In the Family and Throughout the Neighborhood △

September 20, 2004

Dear Longmont Resident,

We need your help! The City of Longmont's Housing Office is conducting a survey of all Longmont Housing Authority and Boulder County Housing Authority clients in Longmont because we need to know how satisfied you are with your housing situation. We'd also like to know how we can serve you better. This is a great opportunity to let us know what you think!

The enclosed survey includes questions about:

- Your perception of Longmont as a place to live.
- Your satisfaction with your neighborhood.
- Housing issues that you may face.
- The quality of service provided by your housing authority.

We have mailed this packet to all of our clients in Longmont because we need input from everyone. We also understand that the answers you provide may be personal. For example, the survey asks you to list the name of your apartment complex, if you live in one. This kind of information is very important because we'd like your responses to result in positive changes where you live. In order to protect your identity, your responses cannot be linked to your household, and all analyses will be conducted by a graduate student at the University of Colorado. Your responses will be kept confidential.

The questionnaire is enclosed along with a postage-paid envelope for returning the survey. The questions should take no longer than 20 minutes to answer, so please take the time to consider each one carefully. Please complete the questionnaire and return it by October 1, 2004.

If you have any questions or concerns, please feel free to contact either of the survey administrators below. Thanks so much for your help.

Sincerely,

A handwritten signature in black ink, appearing to read "Kathy Fedler".

Kathy Fedler
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A handwritten signature in black ink, appearing to read "Keith E. Wardrip".

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The Survey

Approximately 900 surveys were mailed to Longmont Housing Authority (LHA) and Boulder County Housing Authority (BCHA) clients. As November 1, 2004, 178 have been returned for a response rate of 19%. Response rates by group vary dramatically: 60% from Hover Manor; 56% from Aspen Meadows; 9% from BCHA, and; 0% for some of the smaller neighborhood samples. Results are reported as follows:

- All Respondents – represents all returned surveys
- BCHA & LHA – subsets of “all respondents” that sum to the total; each group includes their respective voucher holders as well as tenants in subsidized units
- LHA is further disaggregated into 6 groups – the neighborhoods for which responses are deemed sufficient in number to form their own group, and the remainder
- Where appropriate, residents not living in Aspen Meadows and Hover Manor are separated into their own category.

	<u>Respondents</u>
All respondents	178
BCHA (includes Esperanza & Cottonwood)	31
LHA	147
Aspen Meadows	27
Hover Manor	24
Kensington	16
Garden Acres	14
Lanyon	12
Other LHA	54

For each question on the survey using a 1-to-5 scale, an “average score” is calculated. This is simply the sum of the 1-through-4 responses, divided by the number of respondents that answered in that fashion. “Don’t Know” and unanswered questions are disregarded in the calculation of the average. An “average score” near 1.0 indicates that many respondents felt favorably about the issue in question, and few felt unfavorably. An “average score” closer to 4.0 indicates a problem area for the respondents. Values that exceed 2.5 are bolded for emphasis.

It should also be noted that elderly clients are likely over-represented in these results. Aspen Meadows and Hover Manor residents combine for 51 of the 168 returned surveys, or 30% of the total. However, they represent closer to 10% of all households surveyed, unless BCHA has a large number of clients living there. LHA only mailed surveys to 48 Aspen Meadows residents and 40 households at Hover Manor, totaling 88 of the 899 households surveyed.

City & Neighborhood

Questions 5-9

	<u>Average Score</u>	<u>(1) Excellent</u>	<u>(2) Good</u>	<u>(3) Fair</u>	<u>(4) Poor</u>	<u>(5) Don't Know</u>	<u>No Response</u>
How would you rate Longmont as a place to live? All respondents	1.9	26%	55%	17%	1%	1%	1%
...your neighborhood as a place to live? All respondents	2.1	28%	42%	22%	6%	1%	1%
...Longmont as a place to raise children? All respondents	2.1	16%	37%	16%	5%	17%	8%
...Longmont as a place to retire? All respondents	2.2	19%	42%	19%	8%	8%	5%
...your overall quality of life in Longmont?							

All respondents

2.1

18%

53%

23%

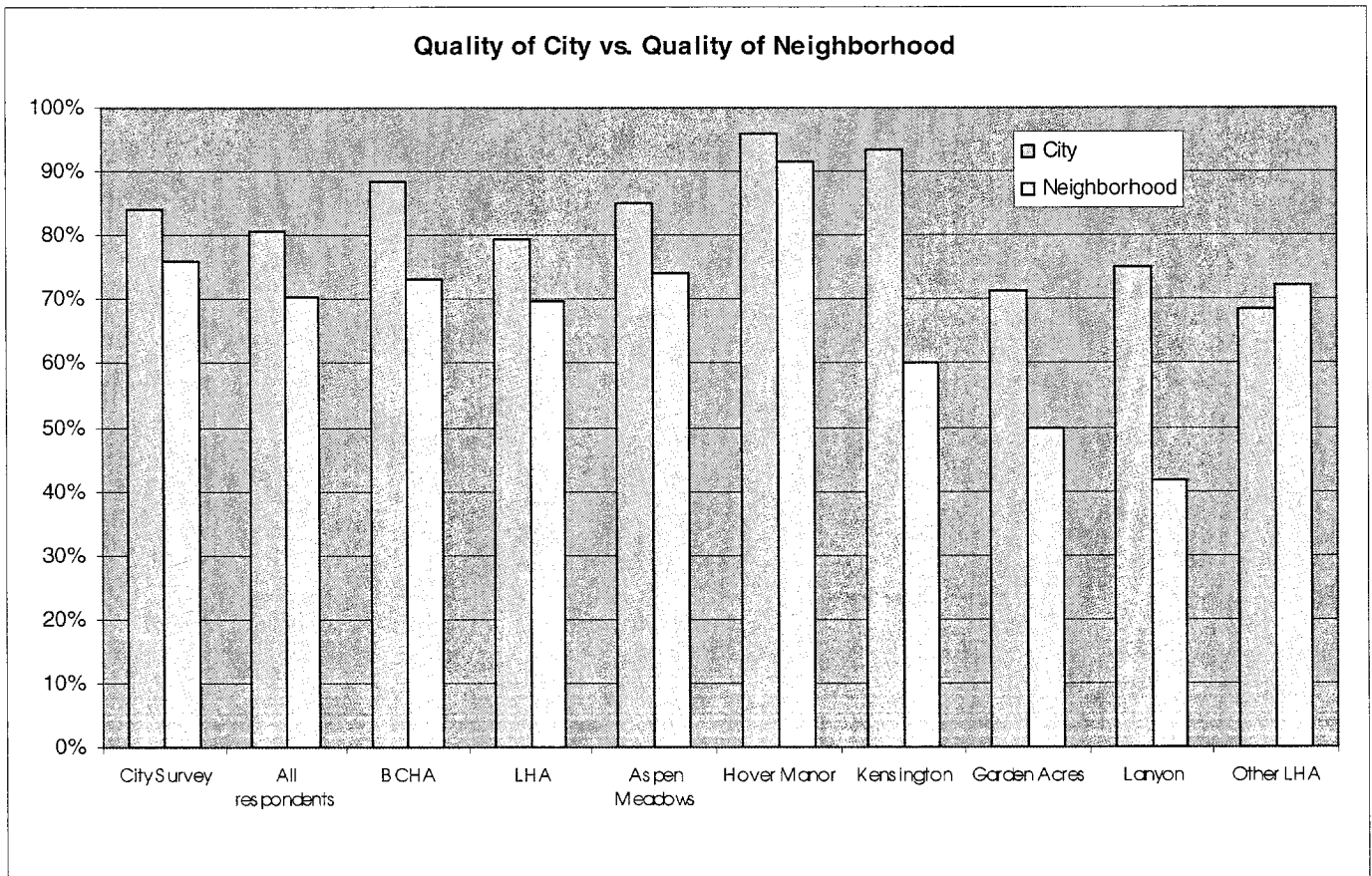
3%

1%

1%

Points to consider:

- All scores are +/- 0.5 of 2.0, implying that they fall within the Excellent-Good and Good-Fair ranges.
- Responses from Garden Acres are consistently the lowest, and those from Hover Manor are consistently the highest.
- Consistent with the 2004 Longmont Customer Survey, all groups with the exception of "Other LHA" rated the City more favorably than their own neighborhood. However, the following chart shows that only Hover Manor respondents eclipsed the City's marks for both City and Neighborhood. There is also a huge gap between City and Neighborhood scores in Kensington, Garden Acres, and Lanyon.
- The 34 verbatim responses are listed in the Appendix under "Comment 1." The space for comments directly followed the five questions above, dealing with the quality of life in the City and the neighborhood. Some consistent themes are:
 - too much growth (9)
 - high cost of living (4)
 - poor public transportation (4)
 - racial remark (4) – e.g., too many Mexicans – 3 of which came from Aspen Meadows
 - lack of affordable activities for kids (3)
 - good public transportation (3)
 - good place to live (3)



Questions 10-22

	Average Score	(1) Not A Prob.	(2) Minor Prob.	(3) Moderate Prob.	(4) Major Prob.	(5) Don't Know	No Response
Crime							
All respondents	2.0	33%	26%	17%	6%	13%	5%
Drugs							
All respondents	2.0	33%	10%	12%	10%	30%	3%
Graffiti							
All respondents	1.7	48%	13%	13%	6%	13%	6%
Noise							
All respondents	2.2	31%	30%	21%	14%	2%	3%
Traffic congestion							
All respondents	1.9	49%	17%	17%	10%	3%	3%
Unsupervised youth							
All respondents	2.1	34%	21%	19%	12%	9%	6%
Vandalism							
All respondents	1.9	39%	20%	16%	9%	12%	5%
Rodents and insects (indoors)							
All respondents	1.6	48%	28%	9%	3%	7%	5%
Trash/litter							
All respondents	1.7	54%	23%	10%	9%	2%	3%

Points to consider:

- Results for the following questions are not reported because none of the average scores exceeded 2.0, implying that they are not serious issues anywhere: run-down buildings, junk vehicles, homelessness, and methamphetamine labs.
- Based on the percent reporting Major or Moderate Problems, the six most serious neighborhood problems are as follows:
 1. noise (35%)
 2. unsupervised youth (30%)
 3. traffic (27%)
 4. vandalism (24%)
 5. crime (23%)
 6. drugs (23%)
- With the exception of traffic congestion, Hover Manor has the lowest average score on every possible problem listed.
- Aspen Meadows ranks the highest in perception of crime, noise, drugs, and vandalism.
- Garden Acres is unique in its experience of rodents and insects as a serious problem.
- The 37 verbatim responses are included in the Appendix under the heading "Comment 2." The space for comments directly followed the above questions on neighborhood issues. There were no patterns of verbatim responses by neighborhood or complex. Some consistent themes are:
 - noise (6) – particularly as it relates to traffic noise
 - rodents/insects (3)
 - burglaries (2)
 - youth – (2)
 - trash – (2)
 - traffic – (2)

Questions 23-25

	Average Score	(1) Very Safe	(2) Safe	(3) Unsafe	(4) Very Unsafe	(5) Don't Know	No Response
How safe do you feel in your unit/home? All respondents	1.5	50%	42%	3%	1%	0%	3%
...in your building? All respondents	1.5	46%	41%	3%	1%	2%	8%
...in your parking area? All respondents	1.9	30%	42%	13%	2%	6%	7%

Points to consider:

- Respondents feel safest in the homes, with 50% feeling Very Safe and only 4% feeling Unsafe or Very Unsafe.
- The perception of being Very Safe declines to 46% and 30% in the building and in the parking area, respectively. At the same time, those reporting feeling Unsafe or Very Unsafe total 4% and 15%, respectively.
- There is very little variation in the responses by group. Garden Acres respondents, on average, don't feel Very Safe in any of the three situations. Aspen Meadows respondents feel the least safe of all the groups in the parking area. Some of the verbatim responses indicate that it's due to vandalism; age likely factors into the feeling of vulnerability, as well.
- The 25 verbatim responses are listed in the Appendix under the heading "Comment 3." Comments related to issues of safety. Some themes are:
 - feel safe (4)
 - burglary (3) – two refer to car break-ins
 - parking area (3)
 - residents responsibility to make it safe (2)
 - lighting (2)
 - 4 of 6 Aspen Meadows comments related to a combination of the above: burglaries and an unsafe situation in their parking lot because exterior lighting is not utilized through all hours of darkness

Your Home

Question 26

In which kind of property do you live?	Single-family	Duplex	Triplex	Four-plex	5-12 unit	Large MF	No Response
All respondents	21%	12%	1%	6%	9%	49%	3%

Points to consider:

- With the obvious exceptions of Hover Manor and Aspen Meadows, around 29% of respondents live in single-family units, and 27% live in large multifamily complexes. The notable exception is Lanyon, where 42% live in duplexes and only 8% live in large complexes.

Questions 27-40

	Average Score	(1) Excellent	(2) Good	(3) Fair	(4) Poor	(5) Don't Know	No Response
How would you rate parking lots at your location? All respondents	2.0	24%	38%	15%	6%	6%	9%
...common areas? All respondents	1.9	24%	34%	16%	2%	9%	15%
...laundry facilities? All respondents	2.0	23%	30%	15%	4%	12%	16%
...recreation facilities? All respondents	2.3	15%	24%	13%	10%	15%	22%
...exterior lighting? All respondents	2.2	27%	33%	22%	9%	2%	6%
...streets? All respondents	2.1	24%	43%	18%	5%	2%	7%
...air conditioning? All respondents	1.9	28%	34%	7%	6%	9%	16%
...your individual unit? All respondents	1.8	33%	45%	10%	2%	1%	9%
...overall building condition? All respondents	1.9	30%	42%	16%	3%	2%	7%

Points to consider:

- Responses for questions dealing with most utilities (electrical, water/sewer, hot water, heating) are not included because no group had an average score above 2.0, indicating that there are no serious problems for any groups of individuals.
- There are high rates of "Don't Know" and "No Response" for many of these questions. Response rates are highest for Aspen Meadows and Hover Manor; this is likely because many of the questions apply to multifamily complexes and are therefore more applicable to these groups than some of the others, where single-family residence is common.
- Despite the fact that a large proportion of clients live in single-family homes, Garden Acres respondents are the most critical on many measures: parking lots, common areas, laundry facilities, recreational facilities, exterior lighting, and streets.
- Hover Manor respondents – the least critical group thus far – tied Garden Acres with the worst rating of recreation facilities. Scores for laundry facilities are not very high, either.
- The 42 verbatim responses are listed in the Appendix under the heading "Comment 4" and relate to issues specific to the buildings or apartment units. Some recurring themes are:
 - sub-par laundry facilities (4) – 2 of which from respondents at Hover Manor
 - insufficient exterior lighting (4)
 - rising cost of utilities (2)

Questions 41-42

	Require Special Housing Accommodations?			# of Limitations	Is your limitation met?	
	Yes	No	No Response		Yes	No
All respondents	27%	65%	8%	70	54	16

Questions 43-44

	Discriminated Against?			Did you report the incident?		
	Yes	No	No Response	# of Incidents	Yes	No
All respondents	5%	89%	6%	9	1	8
BCHA	8%	88%	4%	2	0	2
LHA	5%	89%	6%	7	1	6
Aspen						
Meadows	4%	93%	4%	1	0	1
Hover Manor	0%	96%	4%	0	0	0
Kensington	0%	93%	7%	0	0	0
Garden Acres	7%	79%	14%	1	0	1
Lanyon	0%	92%	8%	0	0	0
Other LHA	9%	85%	6%	5	1	4

Your Housing Authority

Questions 45

Why did you seek housing assistance?	Lost a job	Low-wage job	Physical Disabilities	Mental Disabilities	Illness	Bad Credit	Eviction	Dom Violence Family Break-up	Other
All respondents	13%	26%	28%	14%	14%	13%	2%	15%	44%

Points to consider:

- The number one reason that respondents give for seeking assistance is physical disabilities (28%), followed closely by holding a low-wage job (26%). Five other responses are nearly tied: domestic violence (15%); mental disabilities (14%); illness (personal or family) (14%); lost a job (13%); and bad credit (13%).
- It's important to note how the reasons vary by neighborhood.
 - Six of the possible causes were cited by between 20% and 33% of Kensington respondents.
 - Garden Acres respondents suffer from unemployment, mental disabilities, and domestic violence.
 - Lanyon respondents cite physical disabilities as their primary motive for needing housing assistance.
 - Other LHA respondents mirror the total group almost identically.
- The fact that 44% of all respondents listed "Other" as a cause implies that the choices were not sufficient. Some of the common themes are:
 - Nearly all listed "low income" or "retired/old age".
 - single parent (6)
 - widowed (2)
 - health & prescription expenses (2)

Questions 46 and 47

	Contacted Housing Authority last 12 months?			Were Your Needs Met?		
	Yes	No	No Response	# of Contacts	Yes	No
All respondents	21%	77%	2%	39	31	8

Questions 48-52

	Average	(1) Excellent	(2) Good	(3) Fair	(4) Poor	(5) Don't Know	No Response
How would you rate your housing authority's employees on knowledge of issue?							
All respondents	1.6	49%	32%	5%	2%	1%	10%
...treated you with respect?							
All respondents	1.5	58%	24%	8%	2%	1%	8%
...willingness to help or understand?							
All respondents	1.6	49%	29%	7%	3%	1%	10%
...accessibility of employee?							
All respondents	1.9	35%	29%	13%	7%	2%	13%
...overall impression?							
All respondents	1.7	44%	32%	12%	1%	1%	10%

Points to consider:

- Satisfaction is high when all responses are aggregated. Overall average scores range from 1.5 to 1.9, with the latter being the grade for "accessibility of employee."
- Of all subgroups, Aspen Meadows, Kensington, and Garden Acres respondents consistently score the Housing Authorities the lowest.
- The verbatim responses are much more mixed than the scores would indicate. The responses are listed in their entirety in the Appendix, but common themes are:
 - satisfied responses (15)
 - unresponsiveness (7)
 - insufficient staffing (2)

Questions 53 and 54

	Needs That Should Be Accommodated?			# of Needs	Have They Been?	
	Yes	No	No Response		Yes	No
All respondents	16%	76%	8%	36	26	10

Question 55

	Average	(1) Excellent	(2) Good	(3) Fair	(4) Poor	(5) Don't Know	No Response
In general, how do you rate your housing authority's efforts to be responsive to the needs of its clients?							
All respondents	1.7	43%	42%	6%	6%	1%	2%
BCHA	1.6	50%	38%	4%	4%	0%	4%
LHA	1.8	42%	42%	7%	6%	1%	1%
Aspen Meadows	2.0	30%	44%	11%	7%	4%	4%
Hover Manor	1.6	54%	33%	4%	4%	4%	0%
Kensington	1.9	40%	40%	7%	13%	0%	0%
Garden Acres	1.7	43%	43%	14%	0%	0%	0%
Lanyon	1.7	50%	42%	0%	8%	0%	0%
Other LHA	1.8	41%	46%	6%	6%	0%	2%

Points to consider:

- 85% of all respondents rate their housing authority as either Excellent or Good.

- Notably fewer Aspen Meadows residents circled Excellent (30%, which represents 8 of 27 respondents), and notably more Kensington residents circled Poor (13%, which represents 2 of 15 respondents).

Background Information

Questions 56 and 57

Are you Hispanic/Latino? All respondents	<u>Yes</u> 20%	<u>No</u> 77%	<u>No Response</u> 3%		
What is your race? All respondents	<u>American Indian</u> 2%	<u>Asian/ Pacific Islander</u> 0%	<u>Black/African American</u> 1%	<u>White/ Caucasian</u> 80%	<u>Other</u> 13%

Points to consider:

- Of all respondents, 20% are Latino. Excluding Aspen Meadows and Hover Manor, 28% are Latino.
- In the race tabulations, respondents were allowed to indicate more than one race. As a result, a few respondents chose multiple races, and they are reflected in the table. For example, 4% of Hover Manor residents selected American Indian, while 100% selected White/Caucasian, implying that one resident chose both.
- The only surprising statistic in my mind is that 42% of BCHA's clients report being Latino, compared with 18% for LHA. (BCHA's value includes Esperanza and Cottonwood.)
- Those who marked "Other" for race typical indicated that they were Hispanic/Latino in the previous question. Of the 22 who selected "Other":
 - 19 are Latino. The most common write-ins were Hispanic (9), Spanish (4), Mexican (4), and Latino/a (2).
 - 4 are non-Latino. Their responses were "Greek nationality", "Turkish", "Italian", and "Human!".

Questions 58 and 59

In which category is your age? All respondents	<u>18-24 yrs</u> 4%	<u>25-34 yrs</u> 14%	<u>35-44 yrs</u> 14%	<u>45-54 yrs</u> 15%	<u>55-62 yrs</u> 8%	<u>63 yrs+</u> 45%	<u>No Response</u> 1%
Excluding Aspen Meadows and Hover Manor	5%	20%	20%	21%	9%	24%	1%
What is your gender? All respondents	<u>Female</u> 85%	<u>Male</u> 11%	<u>No Response</u> 4%				

Points to consider:

- Nearly half (45%) of all respondents are over the age of 62.
 - Excluding Aspen Meadows and Hover Manor, the proportion drops to 24% but is still the largest proportion of the respondents.
 - Garden Acres respondents are extremely young - 8% in the 18-24 age group and none over the age of 63.

Question 60

What is the highest degree or level of school you have completed?	12th grade or less, no diploma	High school diploma/GED	Some college, no degree	Associate's degree	Bachelor's degree	Graduate or Prof. degree	No Response
All respondents	25%	28%	28%	7%	6%	3%	2%

Points to consider:

- 51% of the respondents do not have any education beyond high school.
- BCHA respondents are particularly disadvantaged in that 42% do not even have a high school diploma or equivalent.
- Lanyon respondents are the least educated: 75% have no post-secondary schooling.

Question 61

Healthcare coverage	Percent of Respondents With Any Insurance			Percent of Respondents With Insurance		
	Yes	No	No Response	Medical	Dental	Vision
All respondents	80%	19%	1%	80%	20%	36%
Excluding Aspen Meadows and Hover Manor	73%	26%	1%	73%	24%	31%

Points to consider:

- 80% of all respondents have some kind of health insurance. The percentage drops to 73% when Aspen Meadows and Hover Manor residents, who are eligible for Medicare, are excluded.
- Non-Aspen Meadows and Hover Manor residents are more likely to have dental insurance (24% vs. 20%) but are less likely to have vision insurance (31% vs. 36%).
- Of all groups of respondents, Lanyon residents suffer the most from lack of insurance. Their rate of coverage ties BCHA as the lowest (67%), and only 8% have dental and vision coverage (1 of 12 clients).

Question 62

In the last 12 months, where have you (most frequently) gone for healthcare?	Private Doctor	Urgent Care	Emergency Room	Longmont Clinic	Salud	Doesn't Apply	Other
All respondents	48%	3%	14%	26%	17%	6%	17%
For those <u>with</u> insurance	54%	4%	16%	30%	13%	4%	18%
For those <u>without</u> insurance	25%	0%	6%	9%	34%	16%	13%

Points to consider:

- Note: The question was worded - "In the last 12 months, where have you most frequently gone for health care?". However, many respondents circled more than one option. I've tabulated every option indicated on the surveys because it was impossible to tell which, of the many responses, was actually used most frequently. This certainly undercounts the other resources used by persons who actually followed the directions, but there was no alternative.
- 48% of all respondents see a private doctor for health-related issues. Longmont Clinic (26%) is the second most popular choice, followed by Salud (17%) and Other (17%).
- Those in Aspen Meadows and Hover Manor frequently see private doctors (63%) and less frequently visit Salud (0-4%).
- Those without insurance see private doctors less (25% vs. 54%), go to Longmont Clinic less (30% vs. 9%), and go to Salud more (34% vs. 13%). As would be expected, they also seem to go without care: Many more indicate that the question of where they've received care doesn't apply (16% vs. 4%).

- Of the verbatim responses (listed in the Appendix), the following answers recurred:
 - Kaiser Permanente (12)
 - People's Clinic (6)
 - Salud in Frederick (2)

Question 64

Used the OUR Center in the last 6 months?			
OUR Center	Yes	No	No Response
All respondents	24%	75%	1%

Points to consider:

- 24% of all respondents report having used OUR Center services over the last six months.
- Of the respondents not living at Aspen Meadows and Hover Manor, 33% took advantage of the OUR Center over the last half year. Of this group, the proportions are fairly tightly clustered, with a low of 29% for BCHA respondents and a high of 47% for Kensington residents.

Question 65

OUR Center	Child care/Back-to-school		Clothing Bank		Food Pantry		Hot Meals		Utility Assistance	
	Patrons	Avg Usage	Patrons	Avg Usage	Patrons	Avg Usage	Patrons	Avg Usage	Patrons	Avg Usage
All respondents	2	1	8	2	31	5	9	49	6	2

Points to consider:

- The OUR Center's food pantry is utilized by 31 of the 168 survey respondents, easily making it the most oft-used. Those accepting food from the pantry do so about once every month.
- Although used by fewer clients, the hot meals program is used most frequently; patrons average 49 visits every six months. This number is inflated by one respondent who indicated that he/she uses the service daily.
- Only six clients used the utility assistance program run by the OUR Center, but this number is likely to rise with the cost of energy in Colorado.

Questions 66 and 67

Number Receiving Childcare Voucher	Type of Childcare Service Used									No Response
	Family	Friends	In-Home Daycare	Center	Head Start	YMCA	Doesn't Apply	Other		
All respondents	32%	3%	5%	18%	5%	3%	24%	8%	3%	

Points to consider:

- Only 11 of the 168 respondents reported receiving a childcare voucher.
- An additional 27 filled out all of the questions indicating that they have children. Responses for all 38 (11 + 27) are included in tabulation of "Type of Childcare Service Used."

Question 69

Would you be interested in continuing education classes, job training, or other similar services?

	Yes	No	No Response
All respondents	45%	41%	14%
Excluding Aspen Meadows and Hover Manor	59%	27%	14%

Points to consider:

- Of all respondents, 45% say that they would take advantage of services like continuing education and job training. Many of those who replied in the negative cited their age as a prohibitive factor.
- Excluding Aspen Meadows and Hover Manor residents, those likely to take advantage of such programs rises to 59%. It's also amazingly consistent, ranging from 57% for Other LHA clients to 63% for BCHA clients.

Question 70

When asked "What would you like to accomplish in the next three years?", a significant number of people responded. Verbatim responses are listed in the Appendix. Many respondents included several goals within the same statement, and all were tabulated below. It should also be noted that most likely have the same goal of self-sufficiency, but stated it differently. For example, some mentioned getting off housing assistance directly, while others may have mentioned extending their education to secure a better-paying job that would allow them to become self-sufficient. Some common themes include:

- Continue education (33) - almost always with the intention of translating the education into a better job
- Find a better-paying job/job training (15)
- Nothing (12) - almost always age-related complacency
- Maintain/improve health (11)
- Buy a house (9)
- Computer literacy (6)
- Get off welfare/become self-sufficient (5)
- Clean up credit/pay off debts (4)
- Language (3) - ironically, two persons wanting to learn Spanish and only one wanting to learn English
- Better life for kids (3)
- Peaceful living (3)

Question 71

The final question was "Using the space below, please feel free to provide any information on your living situation or your interaction with your housing authority staff that the survey did not cover. Also, feel free to suggest survey improvements." Listed below are recurring themes, but the verbatim responses deal with very specific matters and should definitely be read.

- grateful, satisfied with staff (16)
- more financial assistance is needed (7)
- specific complaints about both housing authority staffs (4)
- unsatisfied with unit (4)
- unhappy with management at Aspen Meadows, specifically (3)