

Appendix A

Blank Survey
Survey Results



City of Springfield Survey for the 2020-2024 Consolidated Plan

General Information

Each year the City receives approximately \$5,275,000 of federal housing and community development grants. The City of Springfield supports programs and projects across City with this funding. City staff use this survey and your input to determine what types of projects and programs to fund with the federal grants it receives. The City of Springfield thanks you for completing the survey.

1. Do you live or work in Springfield, MA?

- I live in Springfield but work in another city/town.
- I live in Springfield but currently do not have employment.
- I work in Springfield but live in another city/town.
- I live and work in Springfield.
- I do not live or work in Springfield.

2. If you live in Springfield, please identify the neighborhood in which you live:

3. Do you identify as any of the following? Please select any that may apply.

- A member of a minority race such as African American, Asian, American Indian, Pacific Islander, Multiple Races, or Other Race Not Mentioned that is not White
- A member of a minority ethnicity such as Hispanic
- Person living with a disability
- Person experiencing homelessness or who has experienced homelessness some time in the past
- Person who has experienced an eviction or forced move
- Person who has experienced domestic violence
- Single Parent, male or female
- Elderly or person over the age of 62
- Individual or household living in poverty
- LBGTQ+
- I do not identify with any of the above (If a person selects this, survey will not allow selection of any of the above)

* 4. How would you describe your current living situation? Please select only one.

- Renting your home
- Owning your home
- Living with friends or family
- Do not have a permanent residence
- None of the above



City of Springfield Survey for the 2020-2024 Consolidated Plan

Fair Housing

5. Has a landlord said any of these things to you in the last three years? Check all that apply.

- This neighborhood would not meet your needs
- No children under 6
- No ramp, grab bars, or other changes allowed
- No pets allowed (even though you need a pet because of your disability)
- You would be evicted for asking for repairs
- The unit you came to see is not available
- No "section 8" or other rental assistance
- Not applicable

6. Is it hard for you to get housing for any of these reasons? Check all that apply.

- Never hear back from landlords
- Lead paint in units
- Disability
- I am LGBTQ+
- My race or ethnicity
- History of domestic violence
- Not speaking English
- Not applicable

7. Do you know where to report discrimination in the community?

- Yes
- No

8. If you answered yes to the previous question, please tell where you would report housing discrimination.



City of Springfield Survey for the 2020-2024 Consolidated Plan

Top Challenges

* 9. What are the top three challenges facing Springfield?

- Lack of Quality, Affordable Housing Choices
- Homelessness
- Lack of Economic Opportunity
- Lack of Diverse Neighborhoods
- Lack of Access to Community Amenities and Services (parks, grocery stores, libraries, etc.)
- Lack of Quality Infrastructure (streets, sidewalks, etc.)
- Criminal Activity
- Unemployment
- Lack of Workforce Training Opportunities
- Educational Attainment of Residents

* 10. What are the top three challenges facing your immediate neighborhood?

- Lack of Quality, Affordable Housing Choices
- Homelessness
- Lack of Economic Opportunity
- Lack of Diversity
- Lack of Access to Community Amenities and Services (parks, grocery stores, libraries, etc.)
- Lack of Quality Infrastructure (streets, sidewalks, etc.)
- Criminal Activity
- Unemployment
- Lack of Workforce Training Opportunities
- Educational Attainment of Residents
- Not applicable



City of Springfield Survey for the 2020-2024 Consolidated Plan

Community Needs - Part 1

* 11. Please pick the top 3 housing needs of the City of Springfield.

- Repair assistance to homeowners
- Creation of new, affordable housing
- Rehabilitation of foreclosed or vacant housing
- Creation of safe, decent and affordable rental housing
- Creation of housing with services - assistance for homeless neighbors
- Creation of housing with services - assistance for senior citizens or disabled neighbors
- Rent assistance to low income tenants
- Creation of emergency shelter beds (short term stays)
- Other (please specify)

* 12. Please pick the top 3 community development needs/challenges of the City of Springfield.

- Repair/replace curbs/sidewalks
- Street or sewer repair/upgrades
- Park upgrades
- Crime prevention
- Code Enforcement
- Neighborhood Revitalization
- Graffiti/Litter/Illegal Dumping
- Business attraction
- Job creation
- Non-profit upgrades/rehabilitation
- Other (please specify)



City of Springfield Survey for the 2020-2024 Consolidated Plan

Community Needs - Part 2

* 13. Please pick the top 3 social service needs of the City of Springfield.

- Senior citizen programs
- Programs for disabled neighbors
- Programs for people with HIV/AIDS
- Green programs/environmental awareness
- Public transportation
- Legal services
- Child care
- Programs for people experiencing homelessness
- Programs for people with mental illness
- Programs for people with substance abuse challenges
- After school and summer youth programs
- Education programs for youth
- Recreation programs for youth
- Programs for people experiencing or fleeing domestic violence
- Fair housing education
- Programs for veterans
- Home buyer education and financial literacy
- Tenant education and financial literacy
- Other (please specify)

* 14. Please pick the top 3 economic development needs of the City of Springfield.

- Small business/entrepreneurship education and development
- Small business lending programs to assist in job creation and business growth
- Workforce training and education opportunities
- Storefront improvements for small businesses
- Redevelopment of vacant property
- Clean up contaminated sites and environmental concerns
- Historic preservation
- Public art/cultural amenities
- Streetscape improvements
- Other (please specify)



City of Springfield Survey for the 2020-2024 Consolidated Plan

Demographics

These answers are for information only and to ensure the City receives answers from all income levels and age groups.

15. Please select the annual income of your household.

- Under \$15,000
- Between \$15,000 and \$29,999
- Between \$30,000 and \$44,999
- Between \$45,000 and \$59,999
- Between \$60,000 and \$74,999
- Over \$75,000

16. What is the size of your household?

- One Person
- Two Person
- Three Person
- Four Person
- Five or More Persons

17. What is your age?

- Under 18 years old
- 18-24 years old
- 25-34 years old
- 35-44 years old
- 45-54 years old
- 55-64 years old
- 65 years old or older



Ciudad de Springfield Encuesta para el Plan Consolidado 2020-2024

Información General

Cada año la Ciudad recibe aproximadamente \$5,275,000 de subvenciones federales de vivienda y desarrollo comunitario. La Ciudad de Springfield apoya programas y proyectos a través de la Ciudad con estos fondos. Empleados municipales usan esta encuesta y sus aportaciones para determinar qué tipos de proyectos y programas para financiar con las subvenciones que reciben. La Ciudad agradece que usted complete esta encuesta.

1. Usted vive o trabaja en Springfield, MA?

- Vivo en Springfield pero trabajo en otro ciudad/pueblo.
- Vivo en Springfield pero no estoy empleado.
- Trabajo en Springfield pero vivo en otra ciudad/pueblo.
- Vivo y trabajo en Springfield.
- No vivo ni trabajo en Springfield.

2. Si vives en Springfield, favor de identificar en que vecindad vives:

3. ¿Usted se identifica como algún de los siguientes? Favor de seleccionar cualquier que apliqué.

- Un miembro de una raza minoría como Afroamericano, Asiático, Indio Americano, Isleños del Pacífico, Varias Razas o otra Raza que no fue mencionada que no sea Blanca.
- Un miembro de una minoría étnica como hispano
- Una persona viviendo con una discapacidad.
- Una persona sufriendo del desamparo o que ha sufrido del desamparo en el pasado.
- Una persona que ha pasado por el desalojamiento o desalojo forzado.
- Una persona que ha sufrido de violencia doméstica.
- Un padre soltero/a mujer o hombre
- Anciano o una persona sobre la edad de 62
- Un individual o hogar viviendo en pobreza.
- LBGTQ+
- Yo no identifico con algunos de los grupos identificado arriba (Si una persona selecciona este, la encuesta no dejara seleccionar alguno de los grupos arriba)

* 4. ¿Cómo describe su situación de vivienda presentemente? Favor de seleccionar uno.

- Alquilas su hogar
- Propietario de su hogar
- Viviendo con amigos o familia
- No tengo una residencia permanente
- Ningunos de los anteriores



Ciudad de Springfield Encuesta para el Plan Consolidado 2020-2024

Vivienda Equitativa

5. ¿Un arrendador te ha dicho alguna de las siguientes cosas en los últimos tres años? Cheque todos que apliquen.

- Esta vecindad no cumplirá con sus necesidades
- No niños bajo de 6 años
- No se permite rampa, barandales de agarrar o otros cambios
- No se permiten mascotas o animales (aunque necesitas una mascota por su discapacidad)
- Serás desalojado si pides por reparaciones.
- La unidad que viniste a ver no está disponible.
- No se permiten "sección 8" o otra asistencia del alquiler.
- No es aplicable.

6. ¿Es difícil para usted obtener vivienda por alguna de las siguientes razones? Cheque todos que apliquen.

- Nunca oyes de los arrendadores
- Pintura de Plomo en las unidades
- Discapacidad
- Soy LGBTQ+
- Mi Raza o étnica
- Historia de violencia doméstica
- No hablo Ingles
- No es aplicable.

7. ¿Sabes dónde reportar discriminación en la comunidad?

- Si
- No

8. Si contéstase sí a la última pregunta, favor de decir donde reportarías discriminación de vivienda.



Ciudad de Springfield Encuesta para el Plan Consolidado 2020-2024

Desafíos Mayores

* 9. ¿Qué son los tres desafíos mayores enfrentando Springfield?

- Falta de Opciones de Vivienda Asequible de Calidad
- Desamparo
- Falta de Oportunidades Económica
- Falta de Vecindades Diversa
- Falta de Acceso a Amenidades Comunitaria y Servicios (parques, supermercados, librerías, etc.)
- Falta de Infraestructura de Calidad (calles, aceras, etc.)
- Actividad Criminal
- Desempleo
- Falta de Oportunidades de Entrenamiento Laboral
- Logro Educativo de Residentes

* 10. ¿Qué son los tres desafíos mayores enfrentando su vecindad inmediata?

- Falta de Opciones de Vivienda Asequible de Calidad
- Desamparo
- Falta de Oportunidades Económica
- Falta de Diversidad
- Falta de Acceso a Amenidades Comunitaria y Servicios (parques, supermercados, librerías, etc.)
- Falta de Infraestructura de Calidad (calles, aceras, etc.)
- Actividad Criminal
- Desempleo
- Falta de Oportunidades de Entrenamiento Laboral
- Logro Educativo de Residentes
- No es aplicable.



Ciudad de Springfield Encuesta para el Plan Consolidado 2020-2024

Necesidades Comunitarias - Parte 1

* 11. Favor de seleccionar las 3 mayores necesidades de vivienda en la Ciudad de Springfield.

- Asistencia de reparaciones para propietarios
- Creación de vivienda nueva y asequible
- Renovación de propiedades vacante o en ejecución
- Creación de vivienda de alquiler segura, decente y asequible
- Creación de vivienda con servicios – asistencia para vecinos desamparados
- Creación de vivienda con servicios – asistencia para ancianos o vecinos discapacidades
- Asistencia del Alquiler para inquilinos de ingreso bajo
- Creación de camas de refugio de emergencia (estancias breve)
- Otro (favor de especificar)

* 12. Favor de seleccionar las 3 necesidades/desafíos del desarrollo comunitario de la Ciudad de Springfield.

- Reparar/Reemplazar curvas/aceras
- Reemplazo/Mejorías de Calles y alcantarilla
- Mejorías de Parques
- Prevención del Crimen
- Aplicación del Código
- Revitalización de Vecindades
- Graffiti/Basura/Descarga de basura ilegal
- Atracción a Negocios
- Creación de empleo
- Mejorías/renovación de negocios con fines de lucro
- Otro (favor de especificar)



Ciudad de Springfield Encuesta para el Plan Consolidado 2020-2024

Necesidades Comunitaria – Parte 2

* 13. Favor de seleccionar las 3 necesidades mayores de la Ciudad de Springfield.

- Programas para Ancianos
- Programas para vecinos discapacidad
- Programas para personas con VIH/SIDA
- Programas Verdes/Conciencia Ambiental
- Transportación Publica
- Servicios Legales
- Cuidado de Niños
- Programas para personas sufriendo del desamparo
- Programas para personas con Enfermedad Mental
- Programas para personas sufriendo del desafío del abuso de sustancias
- Programas después de Escuela y de verano para jóvenes
- Programas de Educación para jóvenes
- Programa de Recreación para jóvenes
- Programa para personas sufriendo o huyendo a la violencia domestica
- Educación de Vivienda Equitativa
- Programas para Veteranos
- Educación para Compradores de Hogares y Conocimiento Financiero
- Educación de Inquilinos y Conocimiento Financiero
- Otro (favor de especificar)

* 14. Favor de seleccionar las 3 necesidades del desarrollo económico mayores para la Ciudad de Springfield.

- Negocios Pequeños/Educación y Desarrollo de Empresariado
- Programas de Préstamos para Negocios pequeños para asistir con la creación de empleo y crecimiento de negocios
- Oportunidades de entrenamiento y educación para la fuerza laboral
- Mejorías para los escaparates de negocios pequeños
- Desarrollo de propiedades vacante
- Limpieza de lugares contaminados y preocupaciones ambiental
- Preservación Histórica
- Arte Publica/Amenidades Cultural
- Mejorías del paisaje urbano (calles)
- Otro (favor de especificar)



Ciudad de Springfield Encuesta para el Plan Consolidado 2020-2024

Demográfica

Estas contestaciones son para información solamente y para asegurar que la Ciudad reciba contestaciones de todos los niveles de ingreso y edad.

15. 15. Favor de seleccionar el ingreso anual de su hogar.

- Menos de \$15,000
- Entre \$15,000 y \$29,999
- Entre \$30,000 y \$44,999
- Entre \$45,000 y \$59,999
- Entre \$60,000 y \$74,999
- Sobre \$75,000

16. ¿Qué es el tamaño de su hogar?

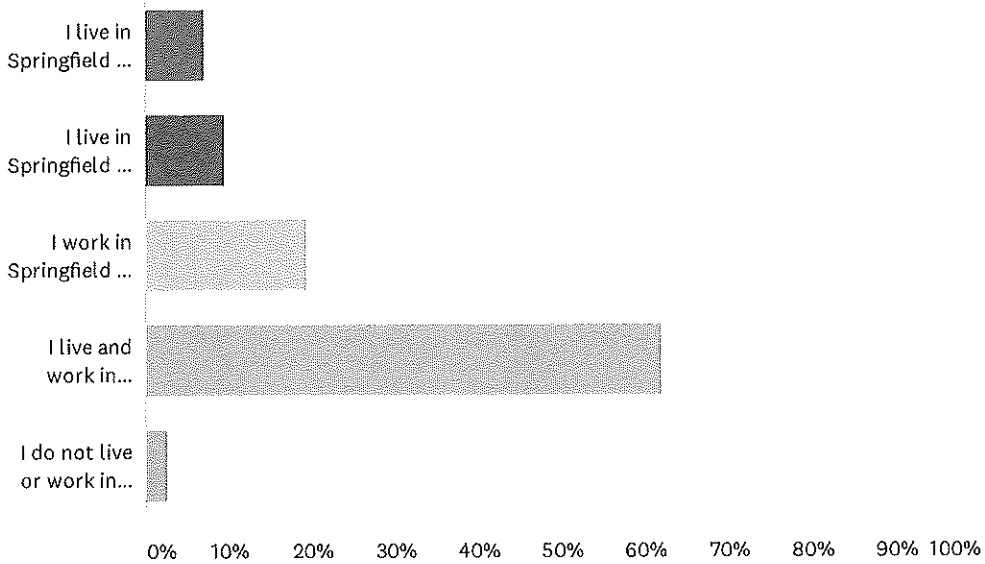
- Una Persona
- Dos Personas
- Tres Personas
- Cuatro Personas
- Cinco Personas o mas

17. ¿Qué es su edad?

- Menos de 18 años de edad
- 18-24 años de edad
- 25-34 años de edad
- 35-44 años de edad
- 45-54 años de edad
- 55-64 años de edad
- 65 años de edad o mas

Q1 Do you live or work in Springfield, MA?

Answered: 711 Skipped: 15



ANSWER CHOICES

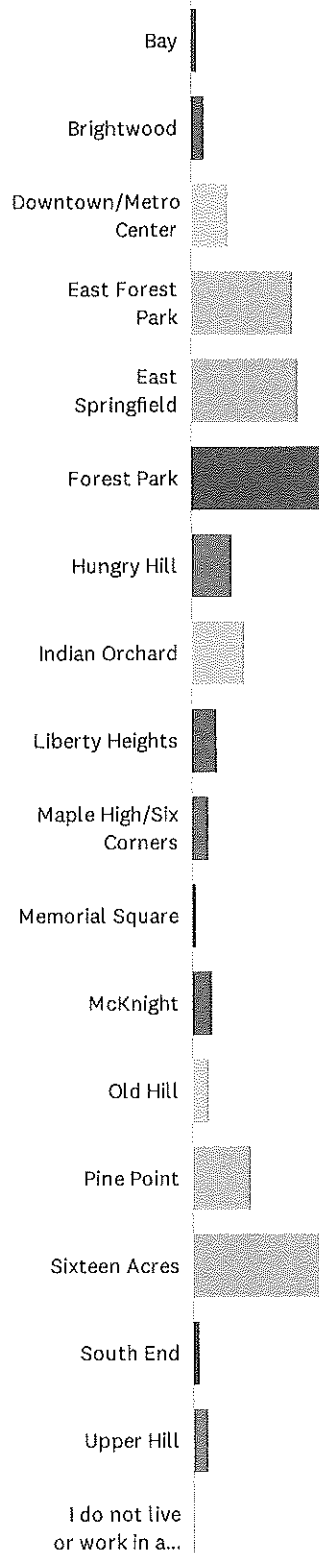
RESPONSES

I live in Springfield but work in another city/town.	7.03%	50
I live in Springfield but currently do not have employment.	9.70%	69
I work in Springfield but live in another city/town.	19.55%	139
I live and work in Springfield.	62.17%	442
I do not live or work in Springfield.	2.81%	20

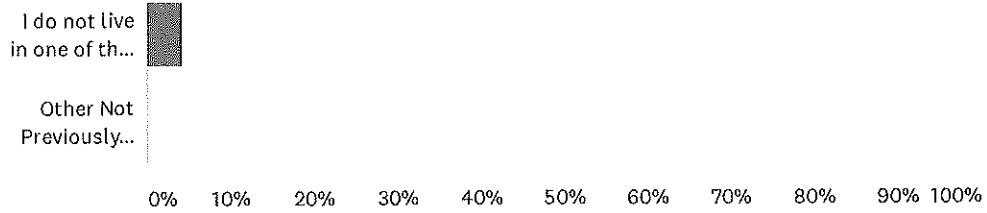
Total Respondents: 711

Q2 If you live in Springfield, please identify the neighborhood in which you live:

Answered: 570 Skipped: 156



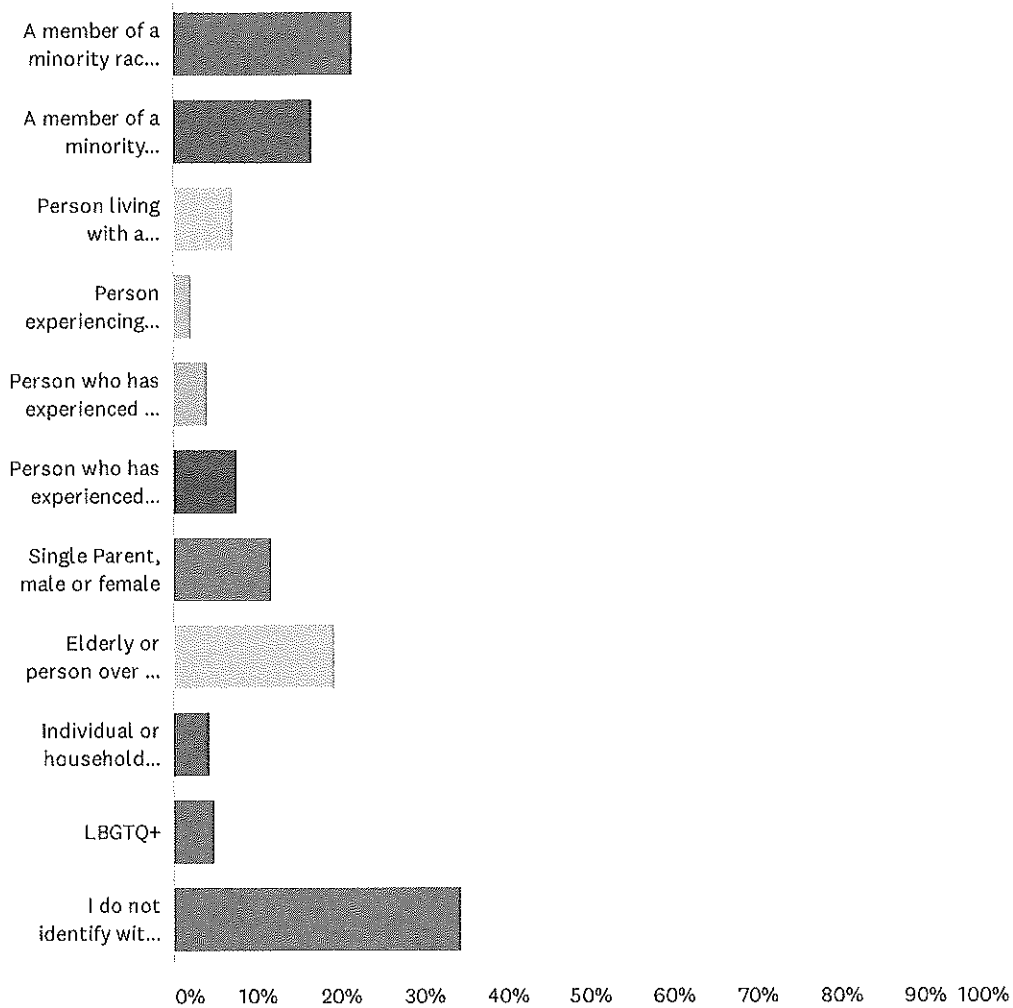
City of Springfield Survey for the 2020-2024 Consolidated Plan



ANSWER CHOICES	RESPONSES	
Bay	0.88%	5
Brightwood	1.58%	9
Downtown/Metro Center	4.56%	26
East Forest Park	12.28%	70
East Springfield	12.98%	74
Forest Park	15.96%	91
Hungry Hill	5.09%	29
Indian Orchard	6.49%	37
Liberty Heights	3.16%	18
Maple High/Six Corners	2.11%	12
Memorial Square	0.53%	3
McKnight	2.46%	14
Old Hill	2.11%	12
Pine Point	7.19%	41
Sixteen Acres	15.44%	88
South End	0.88%	5
Upper Hill	1.93%	11
I do not live or work in any of these places.	0.00%	0
I do not live in one of the listed neighborhoods.	4.39%	25
Other Not Previously Listed (please specify)	0.00%	0
TOTAL		570

Q3 Do you identify as any of the following? Please select any that may apply.

Answered: 701 Skipped: 25

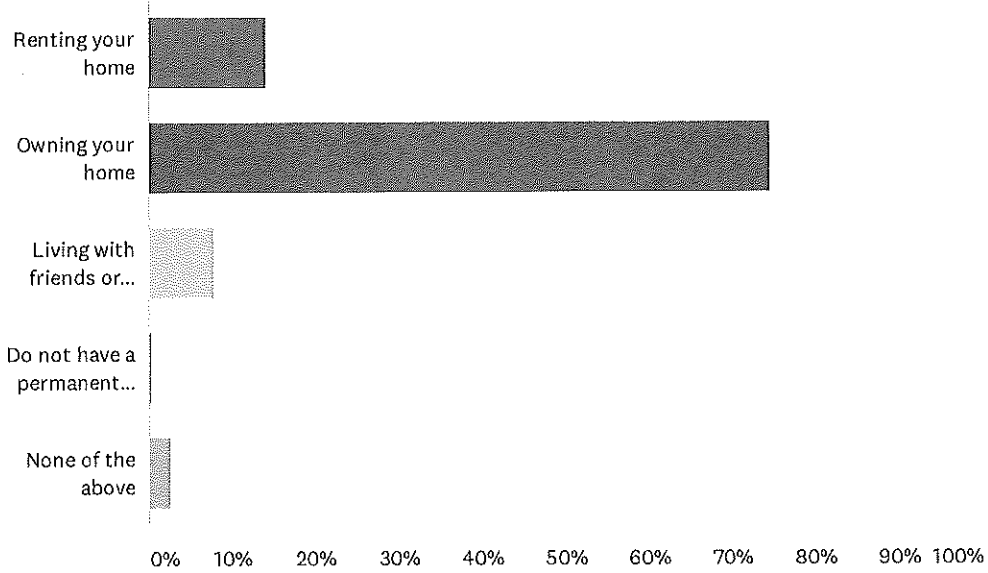


City of Springfield Survey for the 2020-2024 Consolidated Plan

ANSWER CHOICES	RESPONSES
A member of a minority race such as African American, Asian, American Indian, Pacific Islander, Multiple Races, or Other Race Not Mentioned that is not White	21.54% 151
A member of a minority ethnicity such as Hispanic	16.83% 118
Person living with a disability	7.28% 51
Person experiencing homelessness or who has experienced homelessness some time in the past	2.28% 16
Person who has experienced an eviction or forced move	4.28% 30
Person who has experienced domestic violence	7.70% 54
Single Parent, male or female	11.98% 84
Elderly or person over the age of 62	19.54% 137
Individual or household living in poverty	4.42% 31
LBGTQ+	4.99% 35
I do not identify with any of the above (if a person selects this, survey will not allow selection of any of the above)	34.52% 242
Total Respondents: 701	

Q4 How would you describe your current living situation? Please select only one.

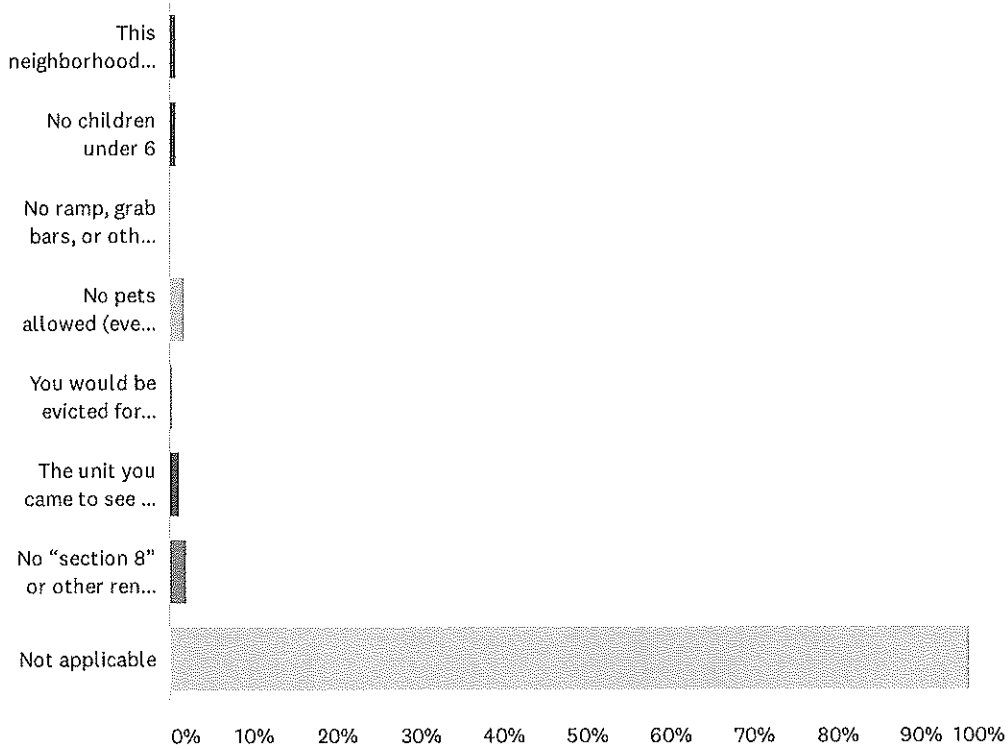
Answered: 726 Skipped: 0



ANSWER CHOICES	RESPONSES	
Renting your home	14.33%	104
Owning your home	74.66%	542
Living with friends or family	7.99%	58
Do not have a permanent residence	0.41%	3
None of the above	2.62%	19
TOTAL		726

Q5 Has a landlord said any of these things to you in the last three years? Check all that apply.

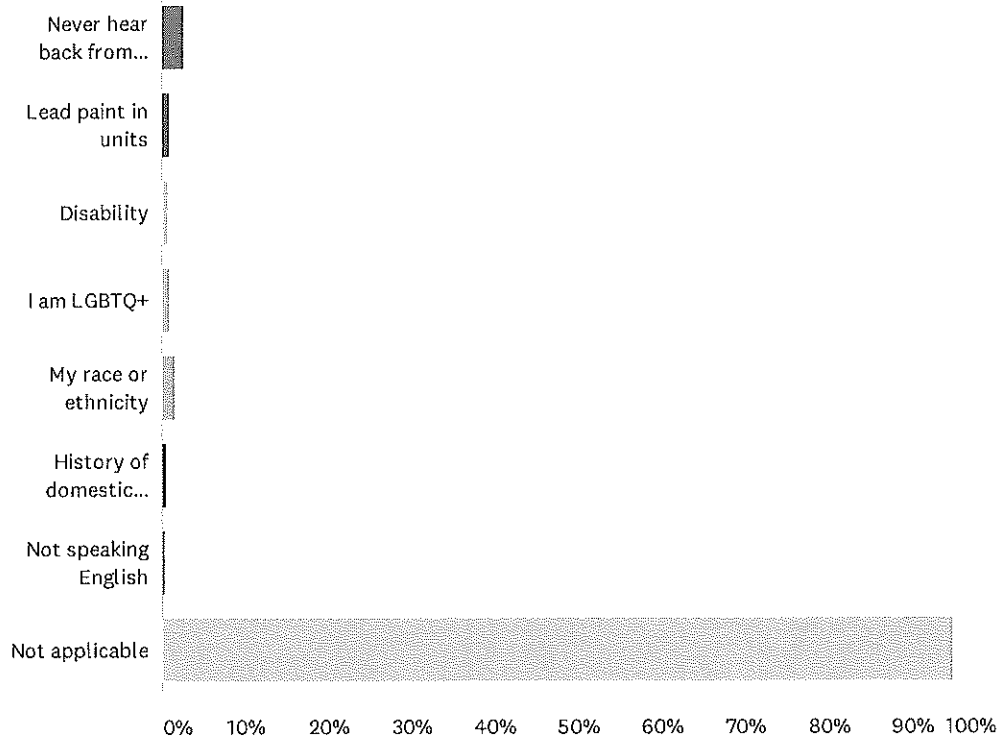
Answered: 640 Skipped: 86



ANSWER CHOICES	RESPONSES	
This neighborhood would not meet your needs	0.94%	6
No children under 6	0.78%	5
No ramp, grab bars, or other changes allowed	0.16%	1
No pets allowed (even though you need a pet because of your disability)	1.88%	12
You would be evicted for asking for repairs	0.47%	3
The unit you came to see is not available	1.25%	8
No "section 8" or other rental assistance	2.19%	14
Not applicable	96.09%	615
Total Respondents: 640		

Q6 Is it hard for you to get housing for any of these reasons? Check all that apply.

Answered: 635 Skipped: 91



ANSWER CHOICES

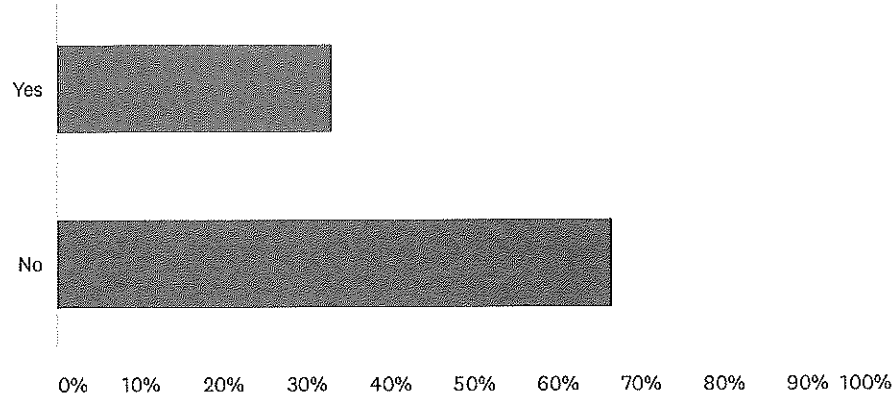
- Never hear back from landlords
- Lead paint in units
- Disability
- I am LGBTQ+
- My race or ethnicity
- History of domestic violence
- Not speaking English
- Not applicable
- Total Respondents: 635

RESPONSES

Never hear back from landlords	2.68%	17
Lead paint in units	1.10%	7
Disability	0.79%	5
I am LGBTQ+	0.94%	6
My race or ethnicity	1.73%	11
History of domestic violence	0.63%	4
Not speaking English	0.47%	3
Not applicable	94.96%	603

Q7 Do you know where to report discrimination in the community?

Answered: 633 Skipped: 93



ANSWER CHOICES

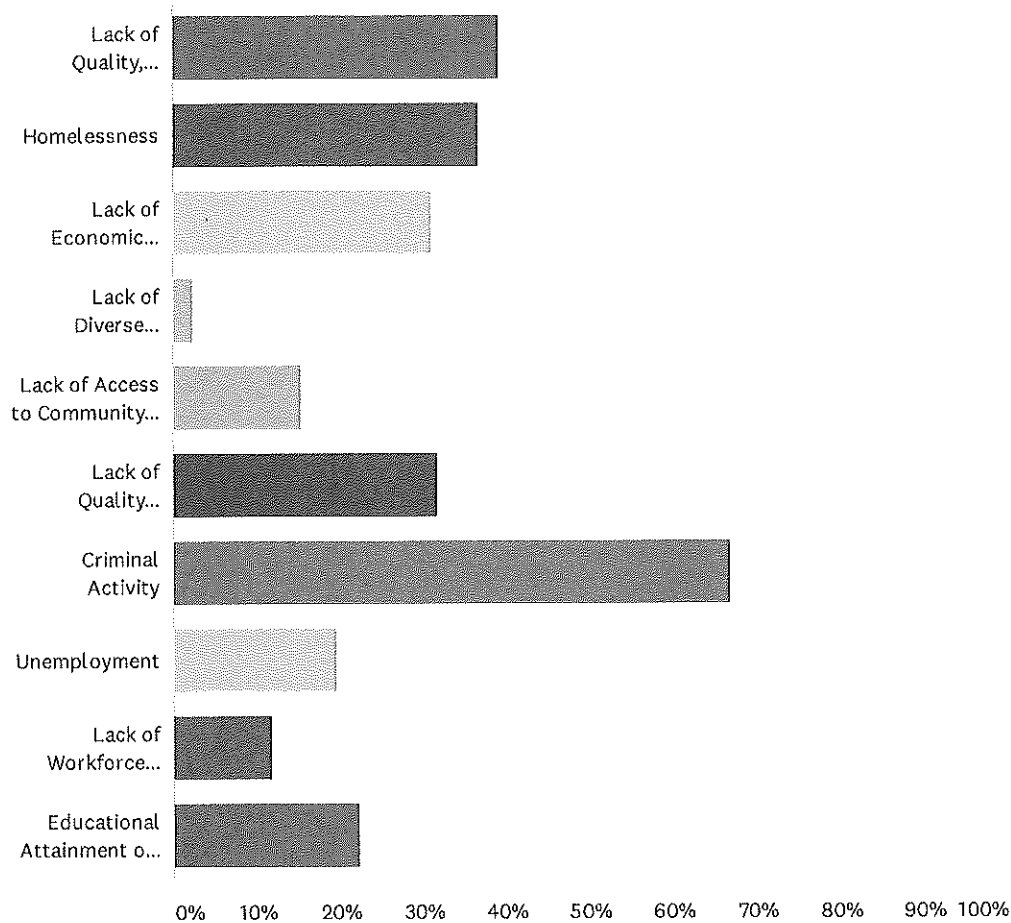
ANSWER CHOICES	RESPONSES	
Yes	33.18%	210
No	66.82%	423
TOTAL		633

Q8 If you answered yes to the previous question, please tell where you would report housing discrimination.

Answered: 175 Skipped: 551

Q9 What are the top three challenges facing Springfield?

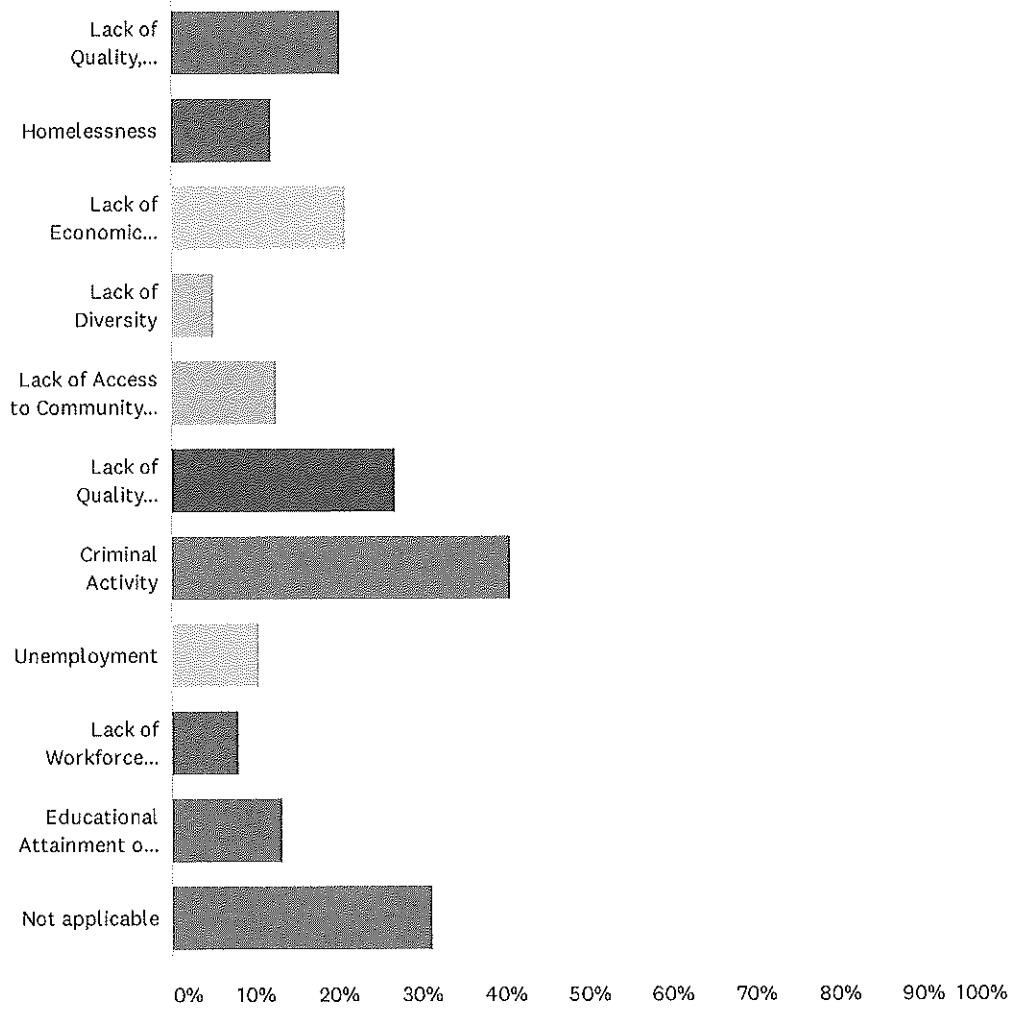
Answered: 631 Skipped: 95



ANSWER CHOICES	RESPONSES	
Lack of Quality, Affordable Housing Choices	39.30%	248
Homelessness	36.77%	232
Lack of Economic Opportunity	31.22%	197
Lack of Diverse Neighborhoods	2.54%	16
Lack of Access to Community Amenities and Services (parks, grocery stores, libraries, etc.)	15.53%	98
Lack of Quality Infrastructure (streets, sidewalks, etc.)	31.70%	200
Criminal Activity	67.04%	423
Unemployment	19.65%	124
Lack of Workforce Training Opportunities	11.89%	75
Educational Attainment of Residents	22.35%	141
Total Respondents: 631		

Q10 What are the top three challenges facing your immediate neighborhood?

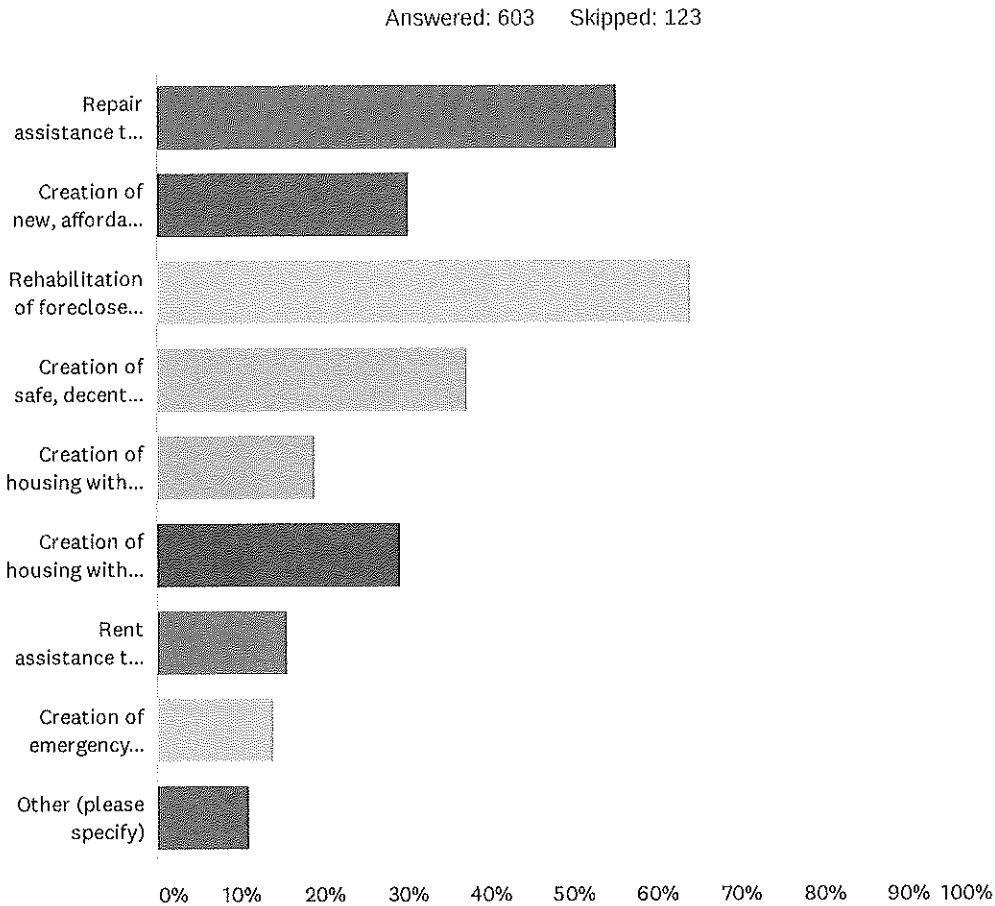
Answered: 631 Skipped: 95



City of Springfield Survey for the 2020-2024 Consolidated Plan

ANSWER CHOICES	RESPONSES	
Lack of Quality, Affordable Housing Choices	20.60%	130
Homelessness	12.04%	76
Lack of Economic Opportunity	21.08%	133
Lack of Diversity	5.23%	33
Lack of Access to Community Amenities and Services (parks, grocery stores, libraries, etc.)	12.68%	80
Lack of Quality Infrastructure (streets, sidewalks, etc.)	26.94%	170
Criminal Activity	40.73%	257
Unemployment	10.62%	67
Lack of Workforce Training Opportunities	8.24%	52
Educational Attainment of Residents	13.31%	84
Not applicable	31.38%	198
Total Respondents: 631		

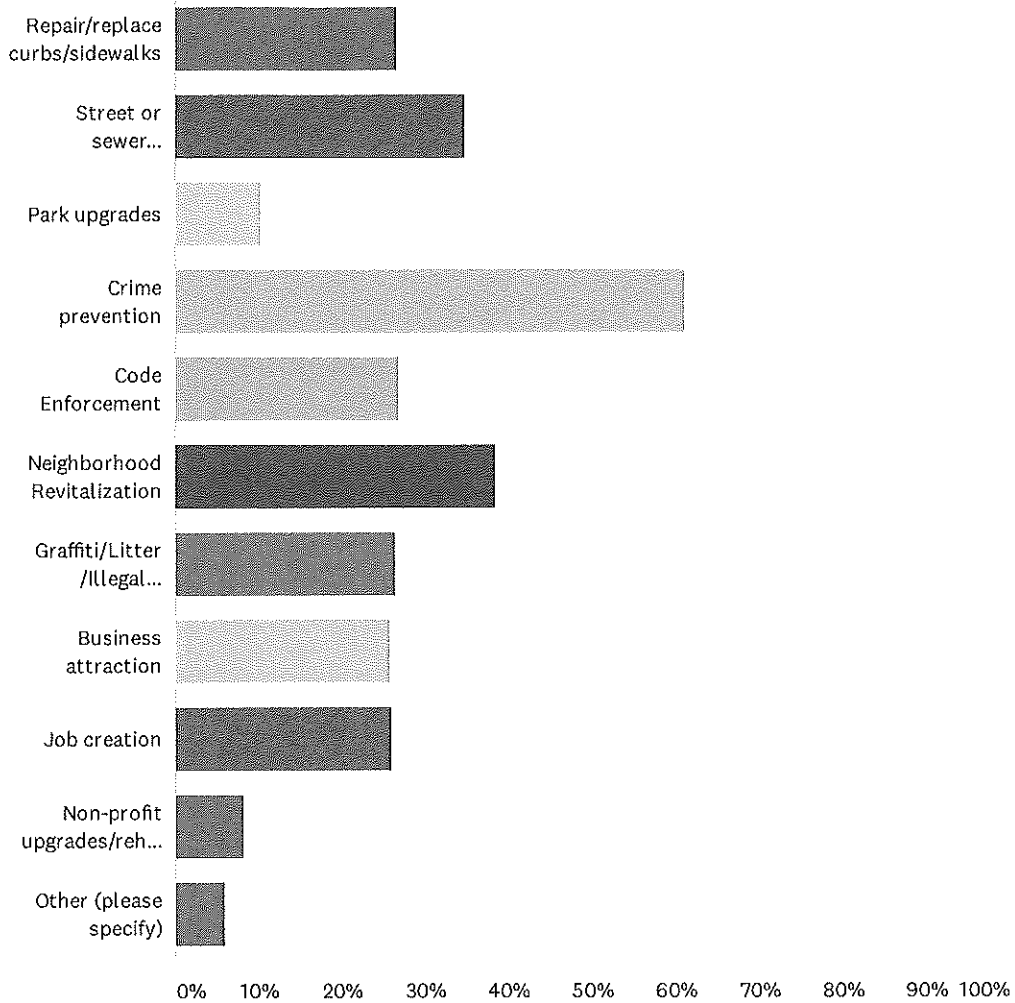
Q11 Please pick the top 3 housing needs of the City of Springfield.



ANSWER CHOICES	RESPONSES	
Repair assistance to homeowners	55.39%	334
Creation of new, affordable housing	30.35%	183
Rehabilitation of foreclosed or vacant housing	64.18%	387
Creation of safe, decent and affordable rental housing	37.48%	226
Creation of housing with services - assistance for homeless neighbors	19.07%	115
Creation of housing with services - assistance for senior citizens or disabled neighbors	29.19%	176
Rent assistance to low income tenants	15.59%	94
Creation of emergency shelter beds (short term stays)	14.10%	85
Other (please specify)	11.11%	67
Total Respondents: 603		

Q12 Please pick the top 3 community development needs/challenges of the City of Springfield.

Answered: 603 Skipped: 123



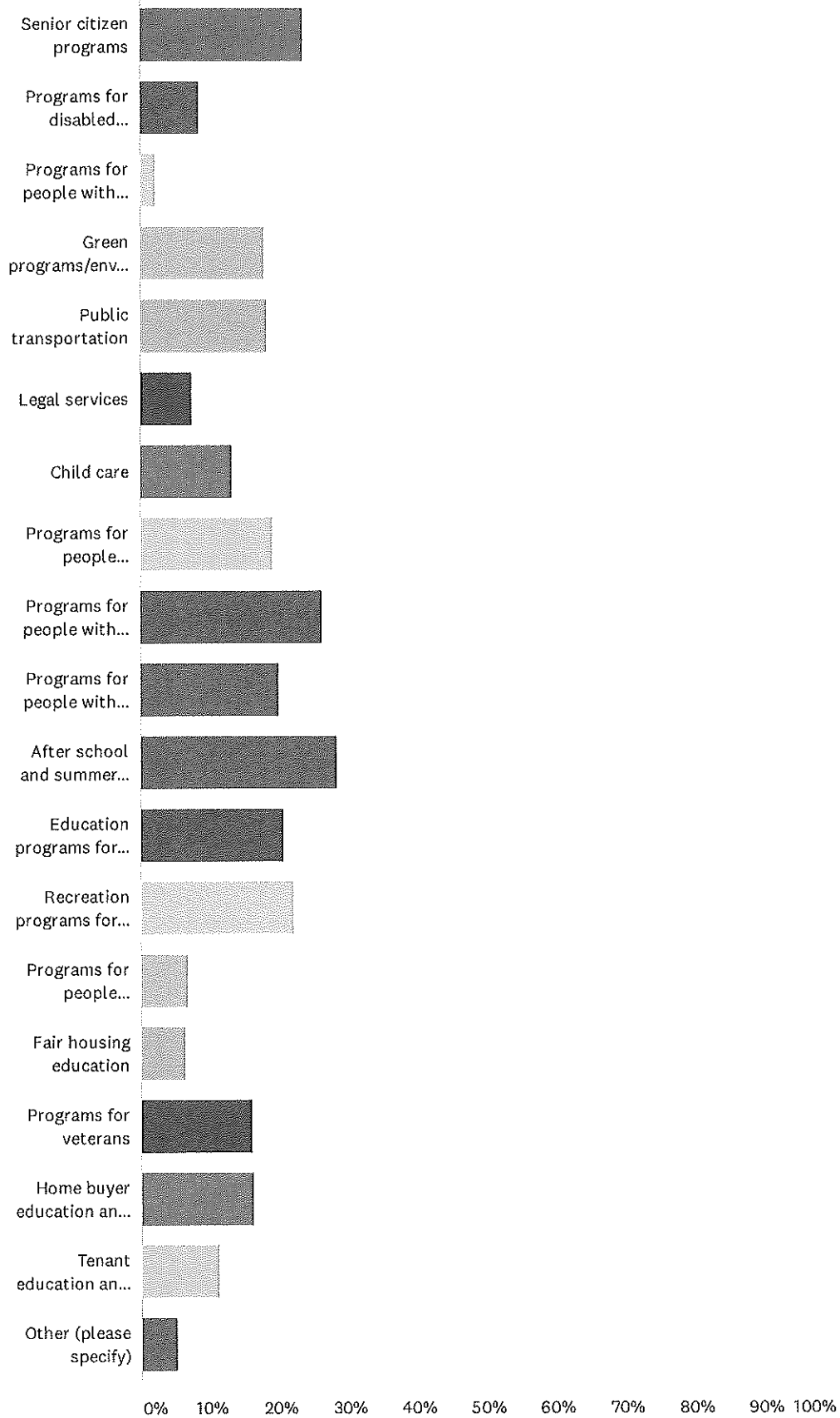
City of Springfield Survey for the 2020-2024 Consolidated Plan

ANSWER CHOICES	RESPONSES	
Repair/replace curbs/sidewalks	26.70%	161
Street or sewer repair/upgrades	34.99%	211
Park upgrades	10.45%	63
Crime prevention	61.19%	369
Code Enforcement	27.03%	163
Neighborhood Revitalization	38.81%	234
Graffiti/Litter/Illegal Dumping	26.53%	160
Business attraction	25.87%	156
Job creation	26.20%	158
Non-profit upgrades/rehabilitation	8.29%	50
Other (please specify)	6.14%	37
Total Respondents: 603		

Q13 Please pick the top 3 social service needs of the City of Springfield.

Answered: 591 Skipped: 135

City of Springfield Survey for the 2020-2024 Consolidated Plan

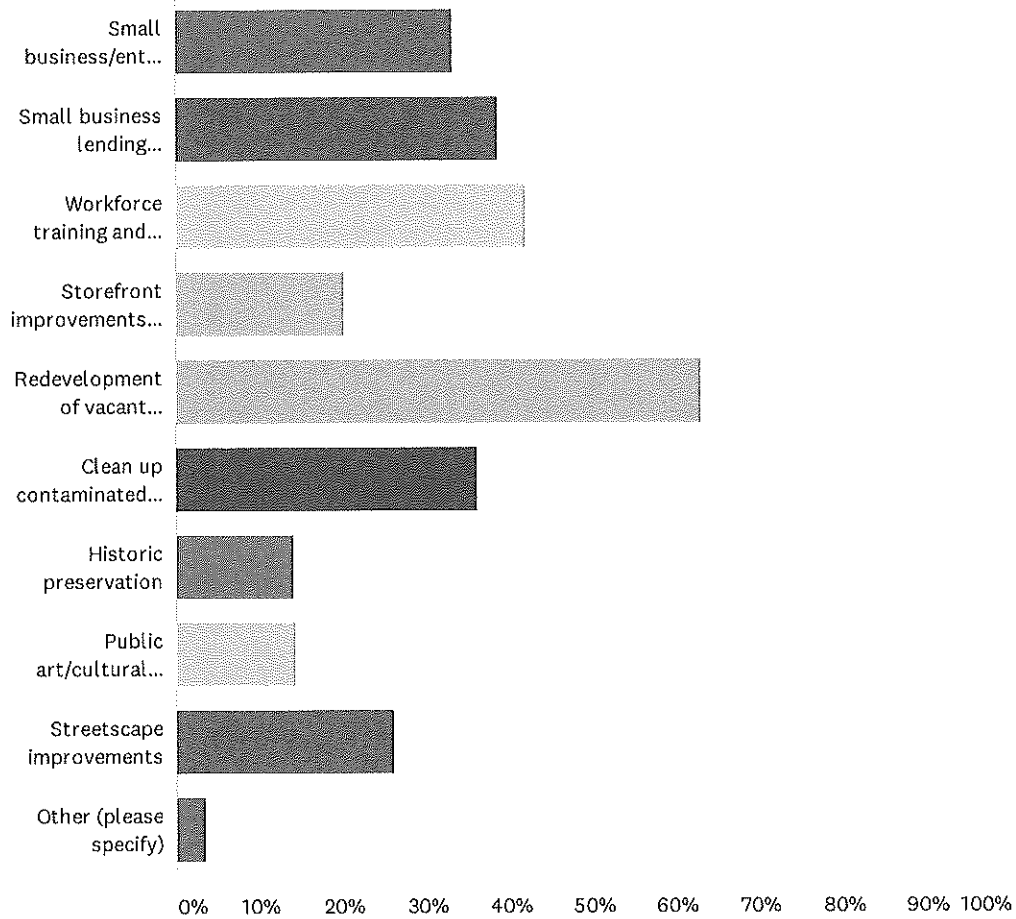


City of Springfield Survey for the 2020-2024 Consolidated Plan

ANSWER CHOICES	RESPONSES	
Senior citizen programs	23.69%	140
Programs for disabled neighbors	8.63%	51
Programs for people with HIV/AIDS	2.20%	13
Green programs/environmental awareness	17.94%	106
Public transportation	18.44%	109
Legal services	7.45%	44
Child care	13.37%	79
Programs for people experiencing homelessness	19.29%	114
Programs for people with mental illness	26.40%	156
Programs for people with substance abuse challenges	20.14%	119
After school and summer youth programs	28.43%	168
Education programs for youth	20.64%	122
Recreation programs for youth	22.17%	131
Programs for people experiencing or fleeing domestic violence	6.94%	41
Fair housing education	6.43%	38
Programs for veterans	16.07%	95
Home buyer education and financial literacy	16.24%	96
Tenant education and financial literacy	11.34%	67
Other (please specify)	5.25%	31
Total Respondents: 591		

Q14 Please pick the top 3 economic development needs of the City of Springfield.

Answered: 591 Skipped: 135

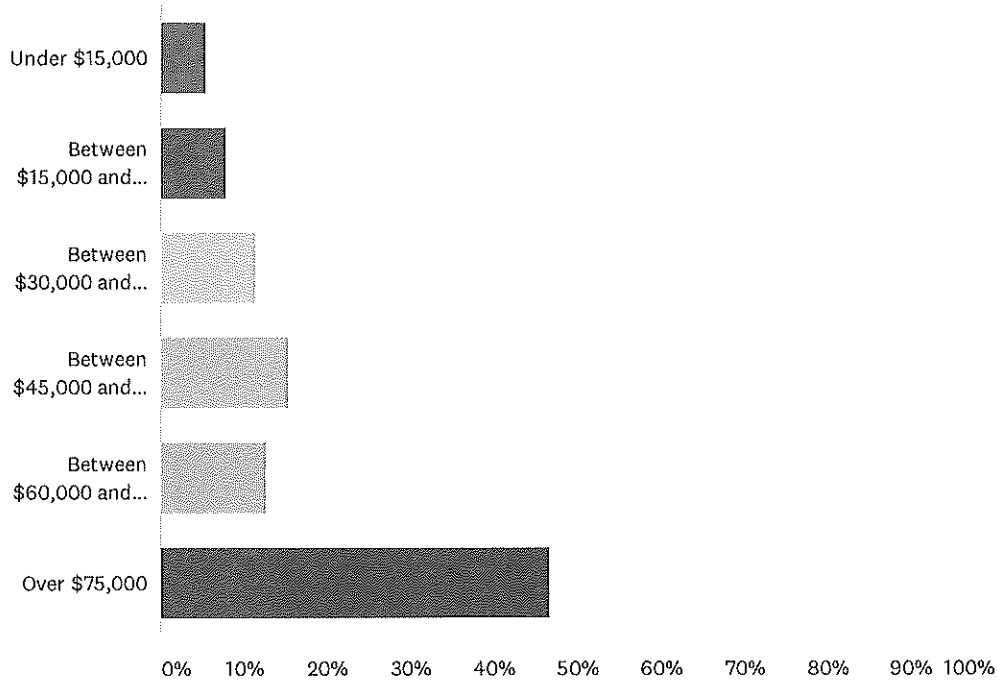


City of Springfield Survey for the 2020-2024 Consolidated Plan

ANSWER CHOICES	RESPONSES	
Small business/entrepreneurship education and development	33.33%	197
Small business lending programs to assist in job creation and business growth	38.75%	229
Workforce training and education opportunities	41.96%	248
Storefront improvements for small businesses	20.30%	120
Redevelopment of vacant property	63.28%	374
Clean up contaminated sites and environmental concerns	36.21%	214
Historic preservation	14.21%	84
Public art/cultural amenities	14.38%	85
Streetscape improvements	26.23%	155
Other (please specify)	3.55%	21
Total Respondents: 591		

Q15 Please select the annual income of your household.

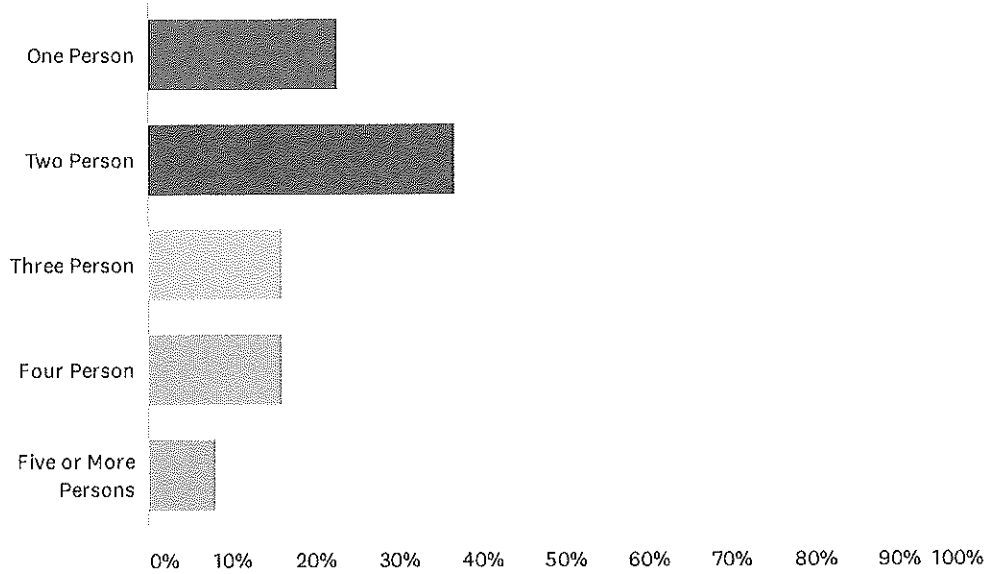
Answered: 573 Skipped: 153



ANSWER CHOICES	RESPONSES	
Under \$15,000	5.41%	31
Between \$15,000 and \$29,999	7.85%	45
Between \$30,000 and \$44,999	11.52%	66
Between \$45,000 and \$59,999	15.53%	89
Between \$60,000 and \$74,999	12.74%	73
Over \$75,000	46.95%	269
TOTAL		573

Q16 What is the size of your household?

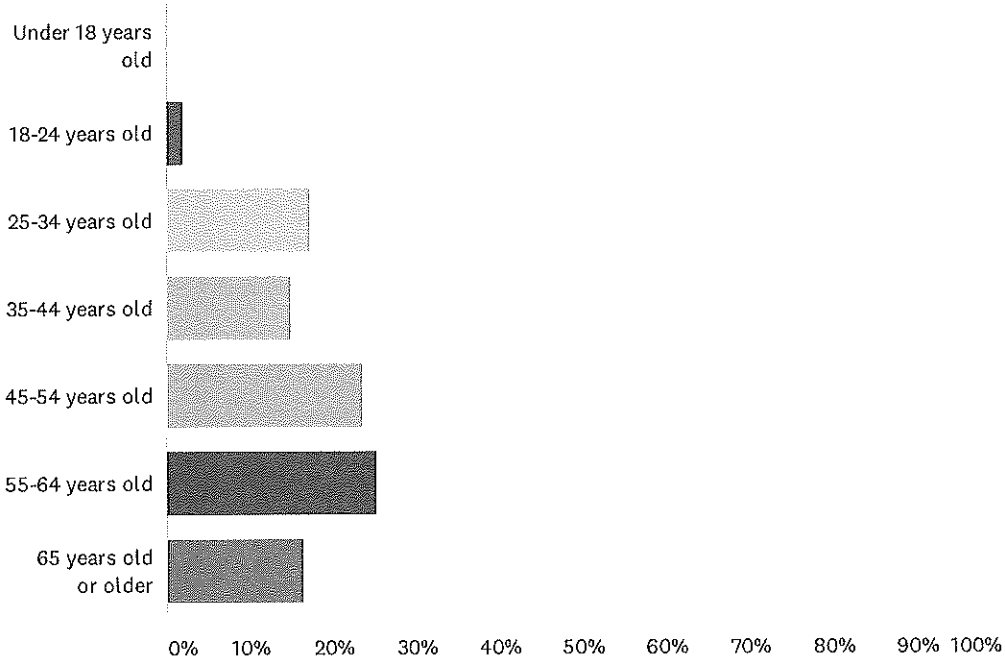
Answered: 572 Skipped: 154



ANSWER CHOICES	RESPONSES	
One Person	22.73%	130
Two Person	36.89%	211
Three Person	16.08%	92
Four Person	16.08%	92
Five or More Persons	8.22%	47
TOTAL		572

Q17 What is your age?

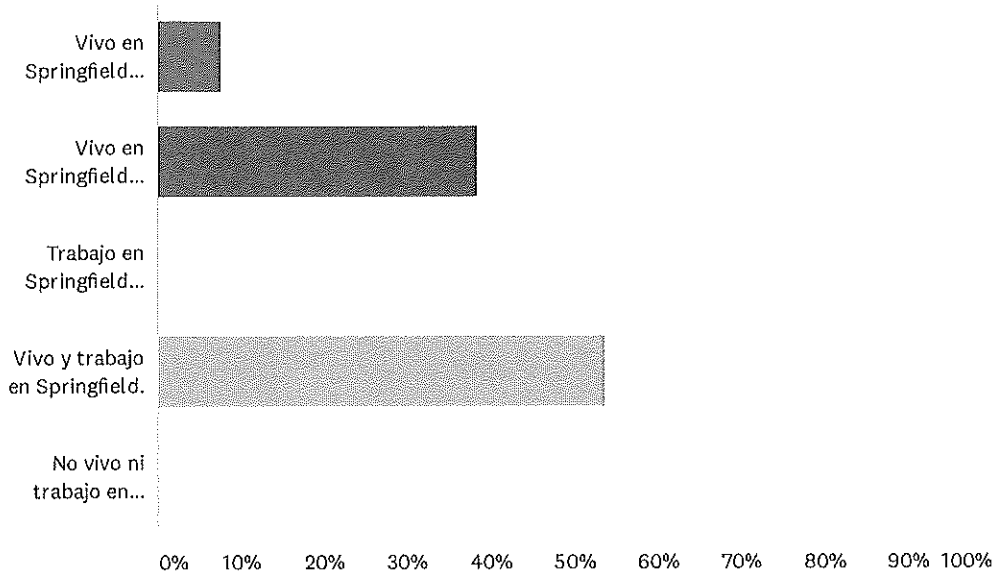
Answered: 573 Skipped: 153



ANSWER CHOICES	RESPONSES	
Under 18 years old	0.00%	0
18-24 years old	2.09%	12
25-34 years old	17.28%	99
35-44 years old	15.01%	86
45-54 years old	23.73%	136
55-64 years old	25.31%	145
65 years old or older	16.58%	95
TOTAL		573

Q1 Usted vive o trabaja en Springfield, MA?

Answered: 13 Skipped: 0



ANSWER CHOICES

- Vivo en Springfield pero trabajo en otro ciudad/pueblo.
- Vivo en Springfield pero no estoy empleado.
- Trabajo en Springfield pero vivo en otra ciudad/pueblo.
- Vivo y trabajo en Springfield.
- No vivo ni trabajo en Springfield.

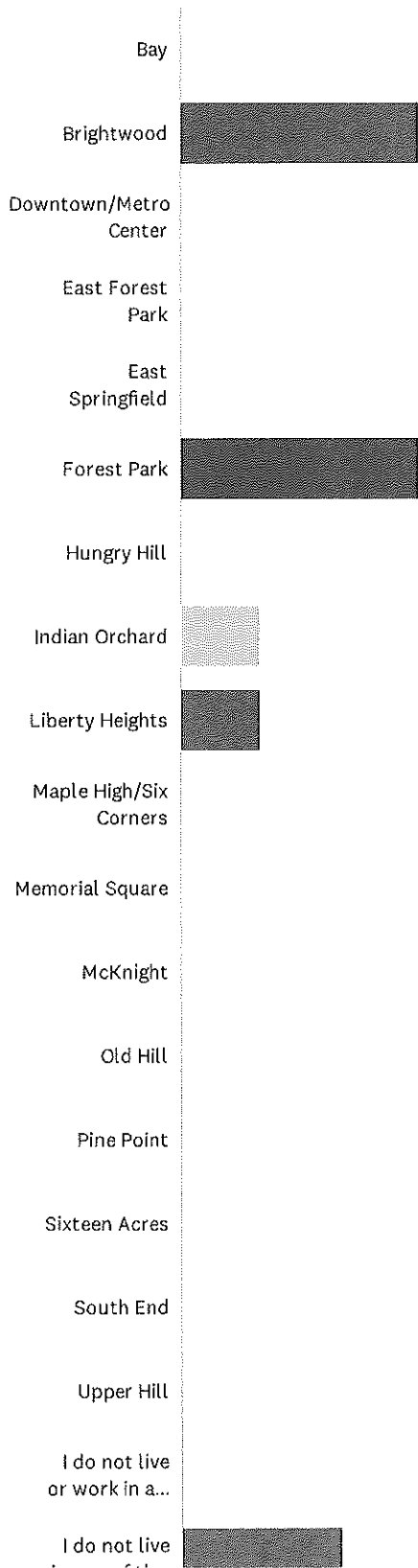
RESPONSES

ANSWER CHOICES	PERCENTAGE	COUNT
Vivo en Springfield pero trabajo en otro ciudad/pueblo.	7.69%	1
Vivo en Springfield pero no estoy empleado.	38.46%	5
Trabajo en Springfield pero vivo en otra ciudad/pueblo.	0.00%	0
Vivo y trabajo en Springfield.	53.85%	7
No vivo ni trabajo en Springfield.	0.00%	0

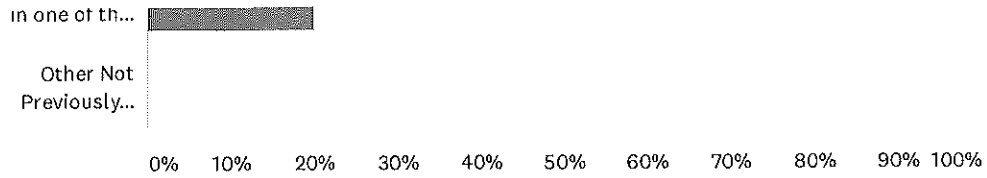
Total Respondents: 13

Q2 Si vives en Springfield, favor de identificar en que vecindad vives:

Answered: 10 Skipped: 3



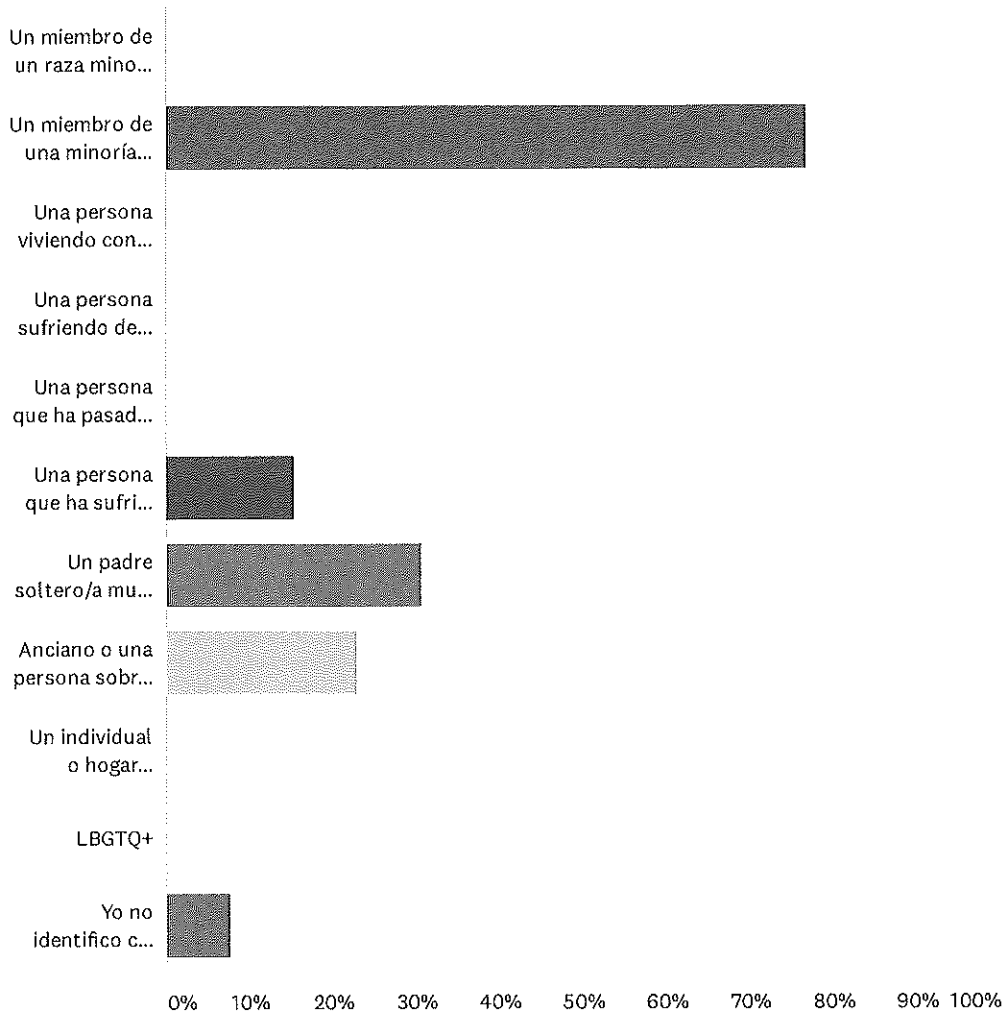
Ciudad de Springfield Encuesta para el Plan Consolidado 2020-2024



ANSWER CHOICES	RESPONSES	
Bay	0.00%	0
Brightwood	30.00%	3
Downtown/Metro Center	0.00%	0
East Forest Park	0.00%	0
East Springfield	0.00%	0
Forest Park	30.00%	3
Hungry Hill	0.00%	0
Indian Orchard	10.00%	1
Liberty Heights	10.00%	1
Maple High/Six Corners	0.00%	0
Memorial Square	0.00%	0
McKnight	0.00%	0
Old Hill	0.00%	0
Pine Point	0.00%	0
Sixteen Acres	0.00%	0
South End	0.00%	0
Upper Hill	0.00%	0
I do not live or work in any of these places.	0.00%	0
I do not live in one of the listed neighborhoods.	20.00%	2
Other Not Previously Listed (please specify)	0.00%	0
TOTAL		10

Q3 ¿Usted se identifica como algún de los siguientes? Favor de seleccionar cualquier que apliqué.

Answered: 13 Skipped: 0

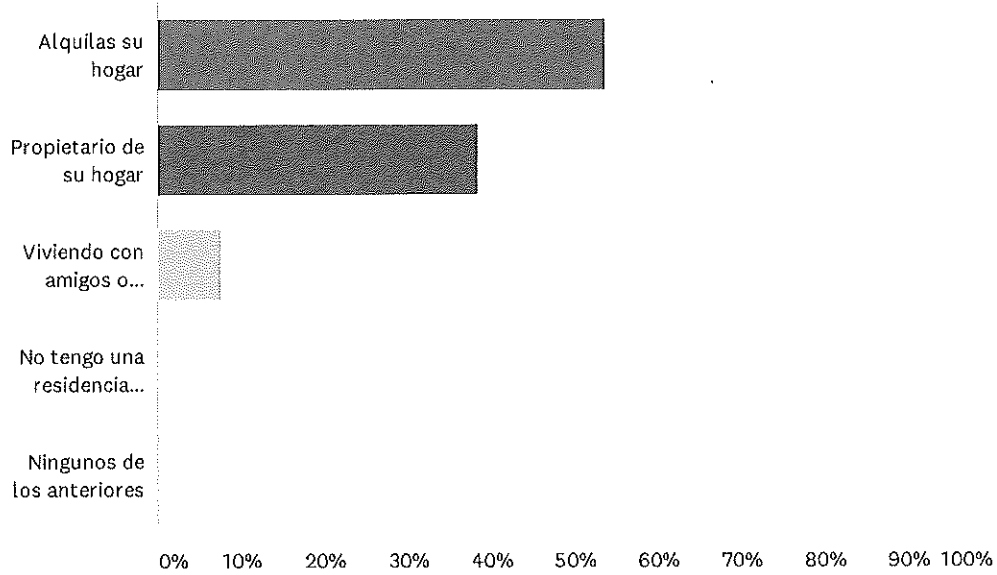


Ciudad de Springfield Encuesta para el Plan Consolidado 2020-2024

ANSWER CHOICES	RESPONSES	
Un miembro de un raza minoría como Afroamericano, Asiático, Indio Americano, Isleños del Pacífico, Varias Razas o otra Raza que no fue mencionada que no sea Blanca.	0.00%	0
Un miembro de una minoría étnica como hispano	76.92%	10
Una persona viviendo con una discapacidad.	0.00%	0
Una persona sufriendo del desamparo o que ha sufrido del desamparo en el pasado.	0.00%	0
Una persona que ha pasado por el desalojamiento o desalojo forzado.	0.00%	0
Una persona que ha sufrido de violencia doméstica.	15.38%	2
Un padre soltero/a mujer o hombre	30.77%	4
Anciano o una persona sobre la edad de 62	23.08%	3
Un individual o hogar viviendo en pobreza.	0.00%	0
LBGTQ+	0.00%	0
Yo no identifico con algunos de los grupos identificado arriba (Si una persona selecciona este, la encuesta no dejara seleccionar alguno de los grupos arriba)	7.69%	1
Total Respondents: 13		

Q4 ¿Cómo describe su situación de vivienda presentemente? Favor de seleccionar uno.

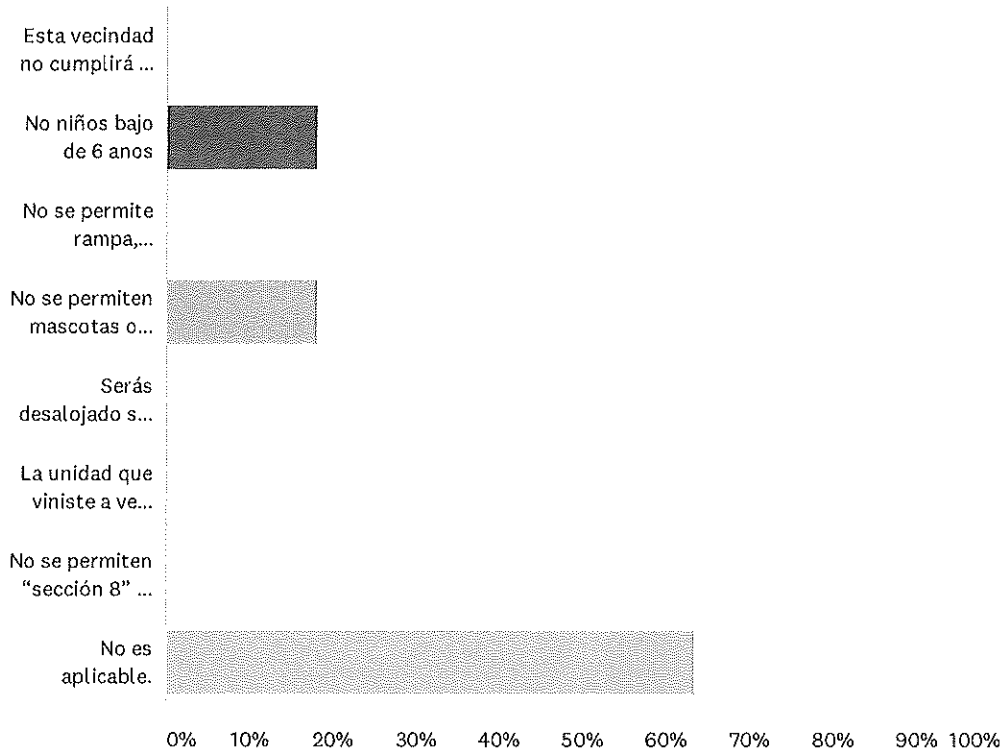
Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES	
Alquilas su hogar	53.85%	7
Propietario de su hogar	38.46%	5
Viviendo con amigos o familia	7.69%	1
No tengo una residencia permanente	0.00%	0
Ningunos de los anteriores	0.00%	0
TOTAL		13

Q5 ¿Un arrendador te ha dicho alguna de las siguientes cosas en los últimos tres años? Cheque todos que apliquen.

Answered: 11 Skipped: 2



ANSWER CHOICES

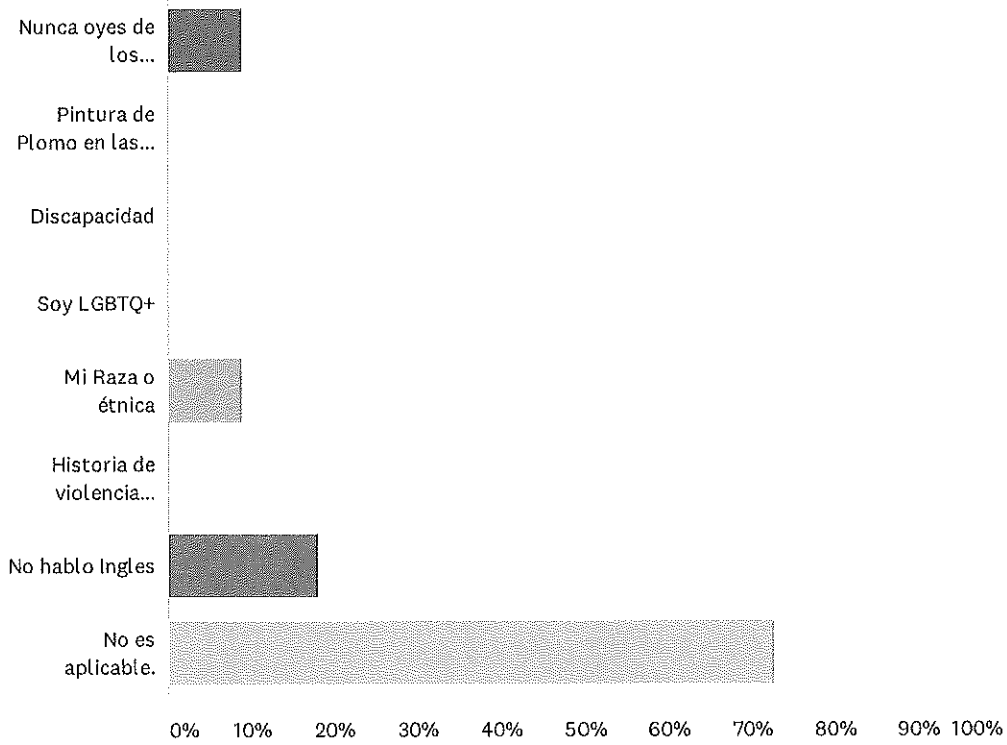
RESPONSES

Esta vecindad no cumplirá con sus necesidades	0.00%	0
No niños bajo de 6 anos	18.18%	2
No se permite rampa, barandales de agarrar o otros cambios	0.00%	0
No se permiten mascotas o animales (aunque necesitas una mascota por su discapacidad)	18.18%	2
Serás desalojado si pides por reparaciones.	0.00%	0
La unidad que viniste a ver no está disponible.	0.00%	0
No se permiten "sección 8" o otra asistencia del alquiler.	0.00%	0
No es aplicable.	63.64%	7

Total Respondents: 11

Q6 ¿Es difícil para usted obtener vivienda por alguna de las siguientes razones? Cheque todos que apliquen.

Answered: 11 Skipped: 2



ANSWER CHOICES

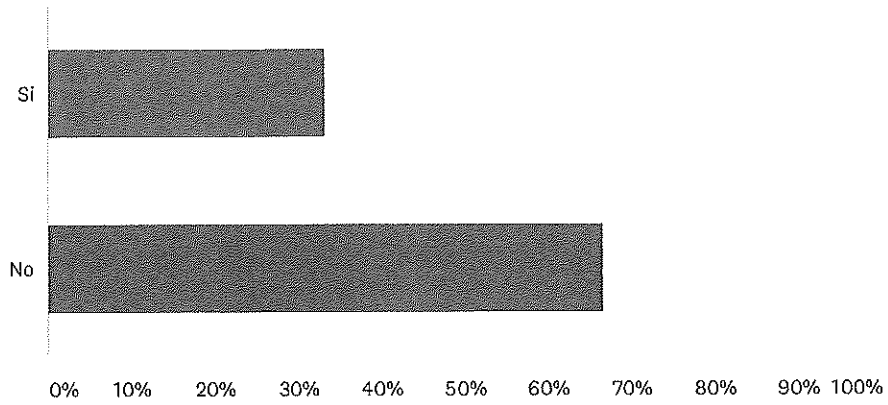
- Nunca oyes de los arrendadores
 - Pintura de Plomo en las unidades
 - Discapacidad
 - Soy LGBTQ+
 - Mi Raza o étnica
 - Historia de violencia doméstica
 - No hablo Ingles
 - No es aplicable.
- Total Respondents: 11

RESPONSES

Porcentaje	Cantidad
9.09%	1
0.00%	0
0.00%	0
0.00%	0
9.09%	1
0.00%	0
18.18%	2
72.73%	8

Q7 ¿Sabes dónde reportar discriminación en la comunidad?

Answered: 12 Skipped: 1



ANSWER CHOICES

Si

No

TOTAL

RESPONSES

33.33%

66.67%

4

8

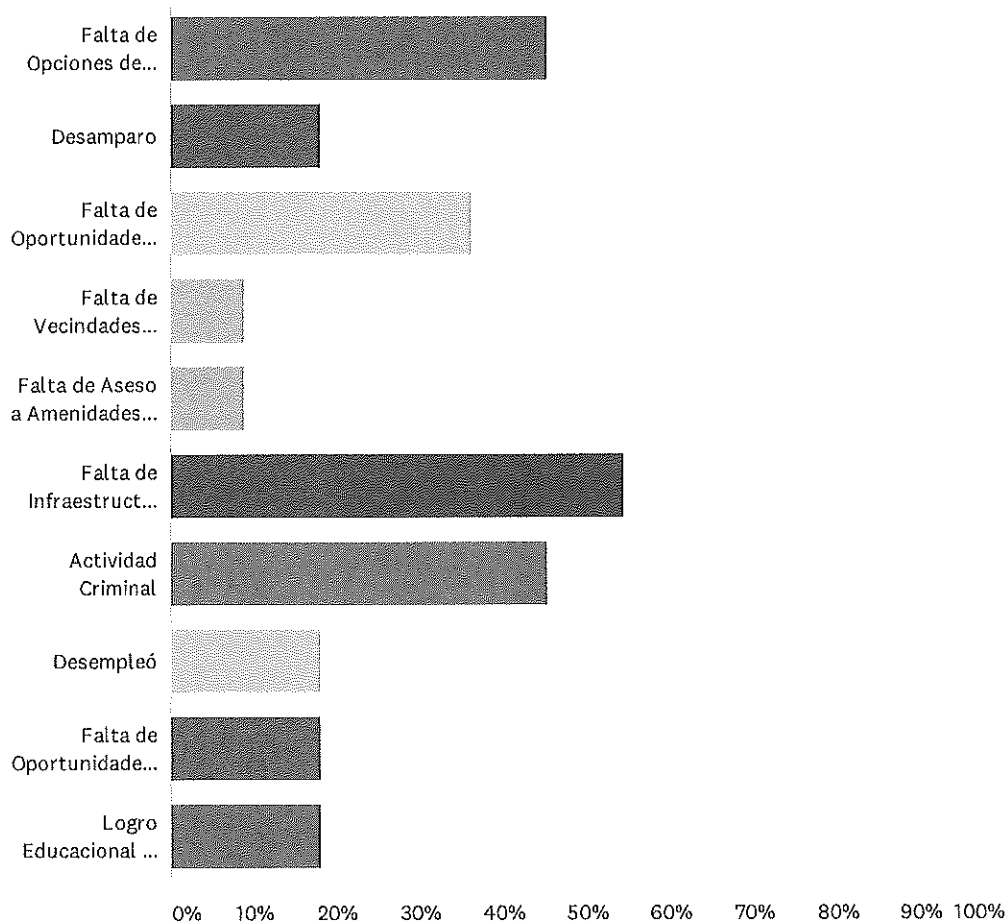
12

Q8 Si contéstate si a la última pregunta, favor de decir donde reportarías discriminación de vivienda.

Answered: 3 Skipped: 10

Q9 ¿Qué son los tres desafíos mayores enfrentando Springfield?

Answered: 11 Skipped: 2



ANSWER CHOICES

Falta de Opciones de Vivienda Asequible de Calidad

Desamparo

Falta de Oportunidades Económica

Falta de Vecindades Diversa

Falta de Aseso a Amenidades Comunitaria y Servicios (parques, supermercados, librerías, etc.)

Falta de Infraestructura de Calidad (calles, aceras, etc.)

Actividad Criminal

Desempleó

Falta de Oportunidades de Entrenamiento Laboral

Logro Educativo de Residentes

Total Respondents: 11

RESPONSES

45.45% 5

18.18% 2

36.36% 4

9.09% 1

9.09% 1

54.55% 6

45.45% 5

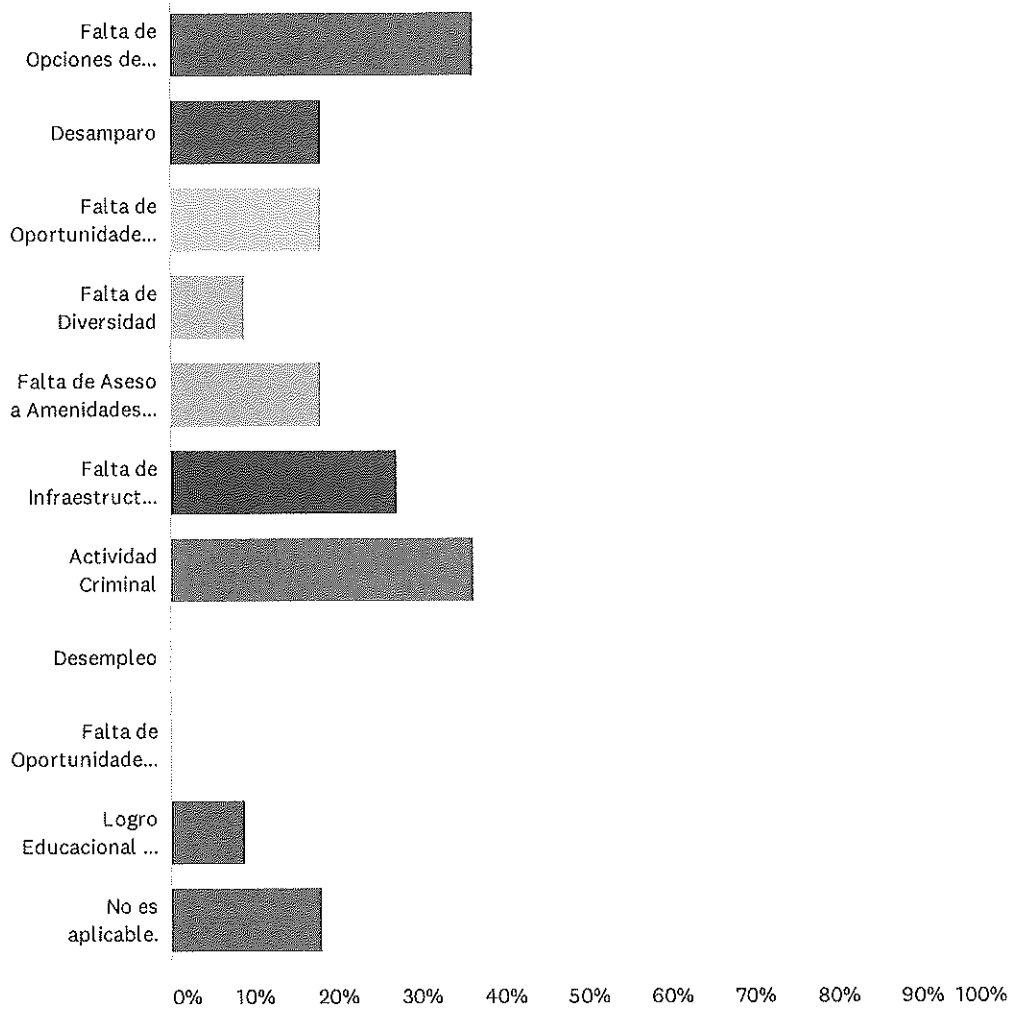
18.18% 2

18.18% 2

18.18% 2

Q10 ¿Qué son los tres desafíos mayores enfrentando su vecindad inmediata?

Answered: 11 Skipped: 2

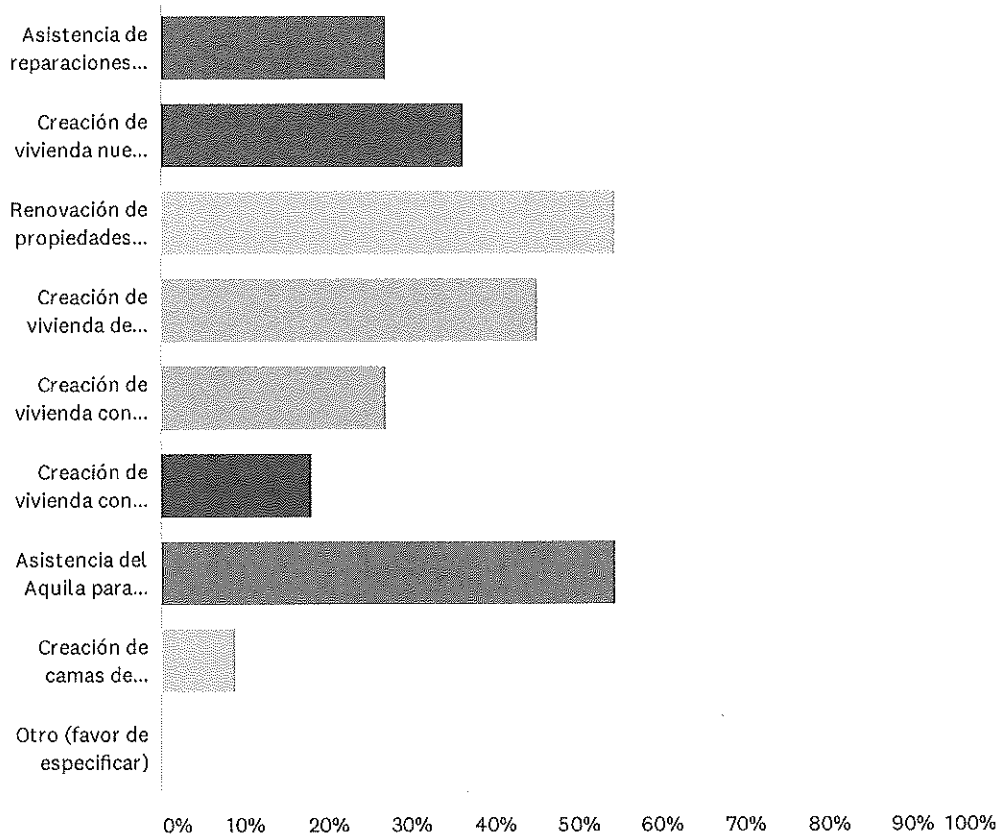


Cuidad de Springfield Encuesta para el Plan Consolidado 2020-2024

ANSWER CHOICES	RESPONSES	
Falta de Opciones de Vivienda Asequible de Calidad	36.36%	4
Desamparo	18.18%	2
Falta de Oportunidades Económica	18.18%	2
Falta de Diversidad	9.09%	1
Falta de Acceso a Amenidades Comunitaria y Servicios (parques, supermercados, librerías, etc.)	18.18%	2
Falta de Infraestructura de Calidad (calles, aceras, etc.)	27.27%	3
Actividad Criminal	36.36%	4
Desempleo	0.00%	0
Falta de Oportunidades de Entrenamiento Laboral	0.00%	0
Logro Educativo de Residentes	9.09%	1
No es aplicable.	18.18%	2
Total Respondents: 11		

Q11 Favor de seleccionar las 3 mayores necesidades de vivienda en la Ciudad de Springfield.

Answered: 11 Skipped: 2



ANSWER CHOICES

Asistencia de reparaciones para propietarios

Creación de vivienda nueva y asequible

Renovación de propiedades vacante o en ejecución

Creación de vivienda de alquiler segura, decente y asequible

Creación de vivienda con servicios – asistencia para vecinos desamparados

Creación de vivienda con servicios – asistencia para ancianos o vecinos discapacidades

Asistencia del Aquila para inquilinos de ingreso bajo

Creación de camas de refugio de emergencia (estancias breve)

Otro (favor de especificar)

Total Respondents: 11

RESPONSES

27.27% 3

36.36% 4

54.55% 6

45.45% 5

27.27% 3

18.18% 2

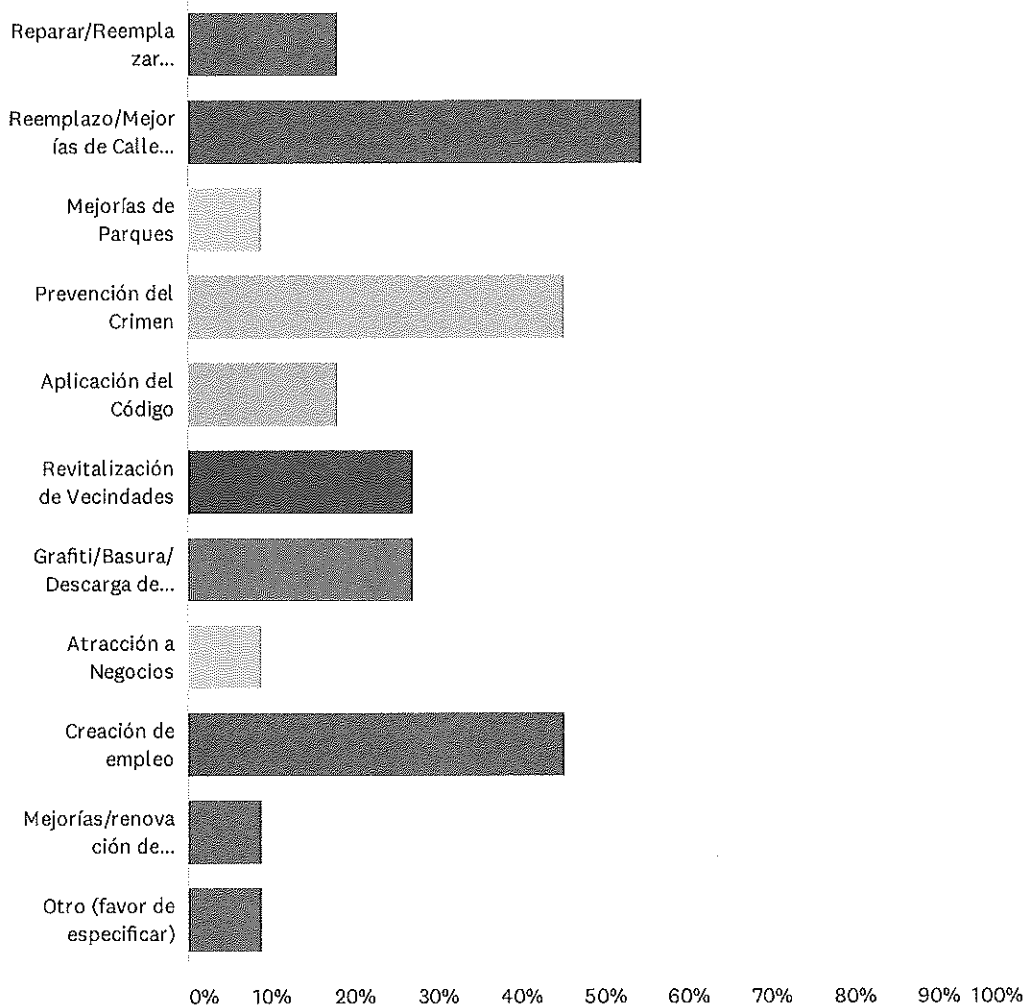
54.55% 6

9.09% 1

0.00% 0

Q12 Favor de seleccionar las 3 necesidades/desafíos del desarrollo comunitario de la Ciudad de Springfield.

Answered: 11 Skipped: 2



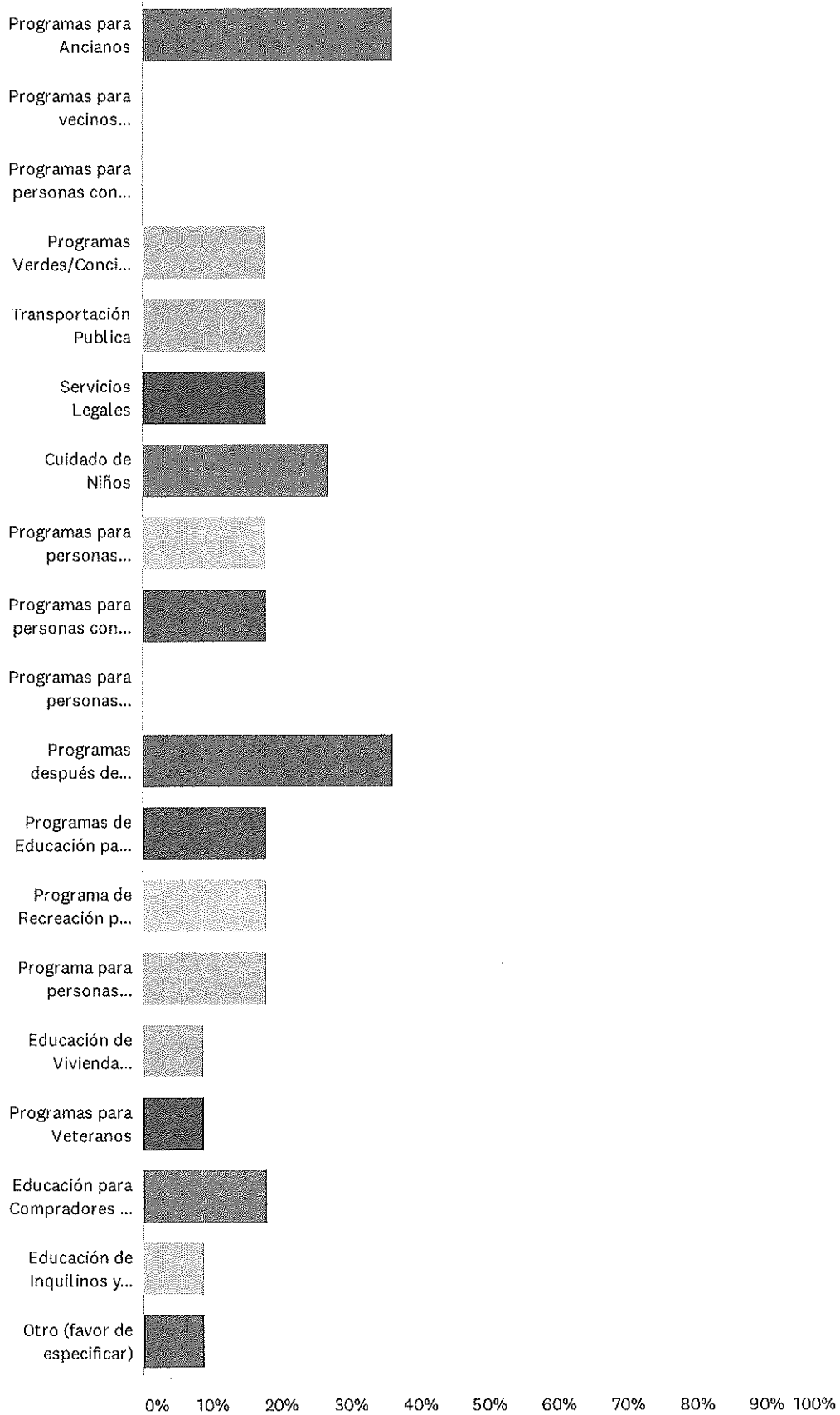
Cuidad de Springfield Encuesta para el Plan Consolidado 2020-2024

ANSWER CHOICES	RESPONSES	
Reparar/Reemplazar curvas/aceras	18.18%	2
Reemplazo/Mejorías de Calles y alcantarilla	54.55%	6
Mejorías de Parques	9.09%	1
Prevención del Crimen	45.45%	5
Aplicación del Código	18.18%	2
Revitalización de Vecindades	27.27%	3
Grafiti/Basura/Descarga de basura ilegal	27.27%	3
Atracción a Negocios	9.09%	1
Creación de empleo	45.45%	5
Mejorías/renovación de negocios con fines de lucro	9.09%	1
Otro (favor de especificar)	9.09%	1
Total Respondents: 11		

Q13 Favor de seleccionar las 3 necesidades mayores de la Ciudad de Springfield.

Answered: 11 Skipped: 2

Ciudad de Springfield Encuesta para el Plan Consolidado 2020-2024

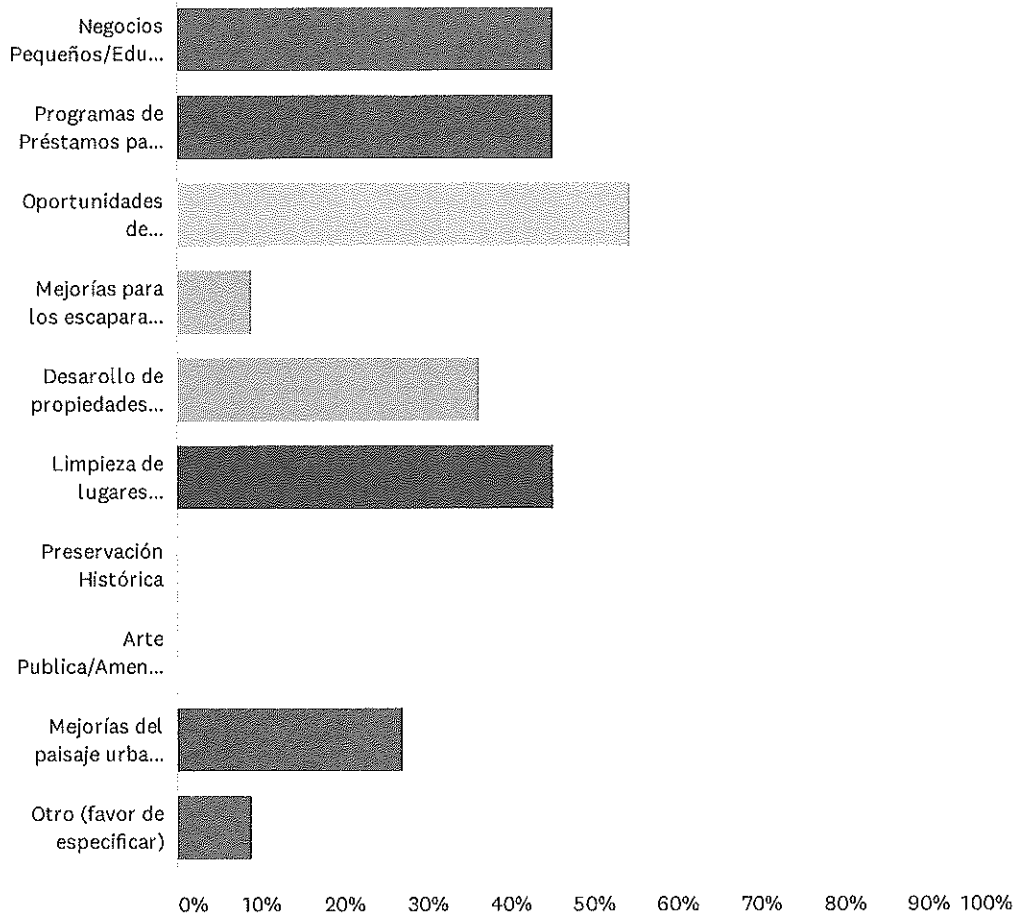


Ciudad de Springfield Encuesta para el Plan Consolidado 2020-2024

ANSWER CHOICES	RESPONSES	
Programas para Ancianos	36.36%	4
Programas para vecinos discapacidad	0.00%	0
Programas para personas con VIH/SIDA	0.00%	0
Programas Verdes/Conciencia Ambiental	18.18%	2
Transportación Publica	18.18%	2
Servicios Legales	18.18%	2
Cuidado de Niños	27.27%	3
Programas para personas sufriendo del desamparo	18.18%	2
Programas para personas con Enfermedad Mental	18.18%	2
Programas para personas sufriendo del desafio del abuso de sustancias	0.00%	0
Programas después de Escuela y de verano para jóvenes	36.36%	4
Programas de Educación para jóvenes	18.18%	2
Programa de Recreación para jóvenes	18.18%	2
Programa para personas sufriendo o huyendo a la violencia domestica	18.18%	2
Educación de Vivienda Equitativa	9.09%	1
Programas para Veteranos	9.09%	1
Educación para Compradores de Hogares y Conocimiento Financiero	18.18%	2
Educación de Inquilinos y Conocimiento Financiero	9.09%	1
Otro (favor de especificar)	9.09%	1
Total Respondents: 11		

Q14 Favor de seleccionar las 3 necesidades del desarrollo económico mayores para la Ciudad de Springfield.

Answered: 11 Skipped: 2

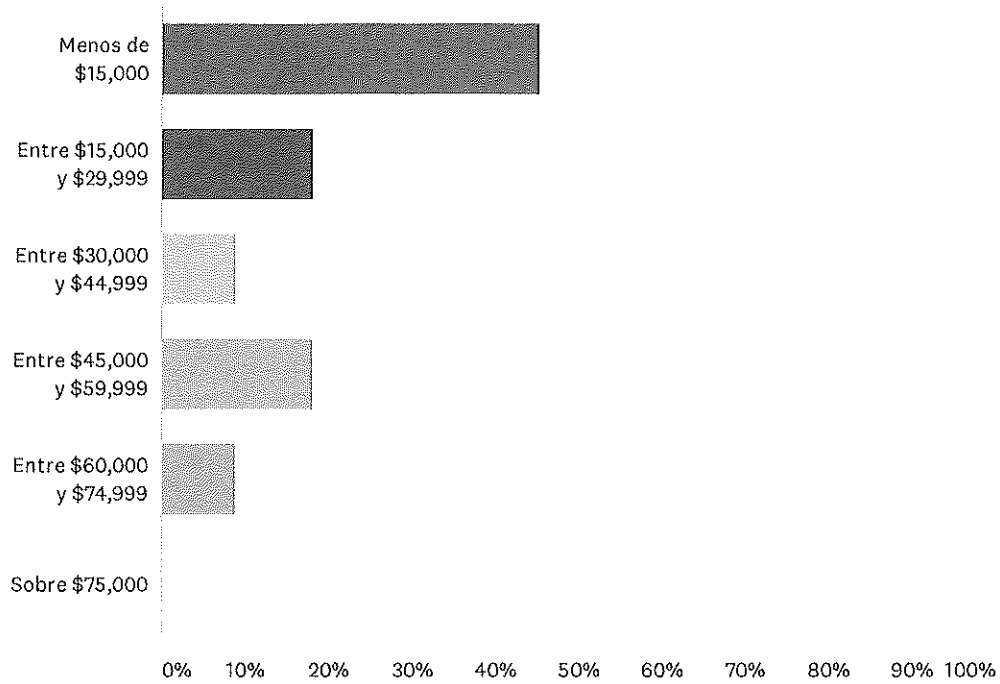


Ciudad de Springfield Encuesta para el Plan Consolidado 2020-2024

ANSWER CHOICES	RESPONSES	
Negocios Pequeños/Educación y Desarrollo de Empresariado	45.45%	5
Programas de Préstamos para Negocios pequeños para asistir con la creación de empleo y crecimiento de negocios	45.45%	5
Oportunidades de entrenamiento y educación para la fuerza laboral	54.55%	6
Mejorías para los escaparates de negocios pequeños	9.09%	1
Desarrollo de propiedades vacante	36.36%	4
Limpieza de lugares contaminados y preocupaciones ambiental	45.45%	5
Preservación Histórica	0.00%	0
Arte Publica/Amenidades Cultural	0.00%	0
Mejorías del paisaje urbano (calles)	27.27%	3
Otro (favor de especificar)	9.09%	1
Total Respondents: 11		

Q15 15. Favor de seleccionar el ingreso anual de su hogar.

Answered: 11 Skipped: 2



ANSWER CHOICES

- Menos de \$15,000
- Entre \$15,000 y \$29,999
- Entre \$30,000 y \$44,999
- Entre \$45,000 y \$59,999
- Entre \$60,000 y \$74,999
- Sobre \$75,000

RESPONSES

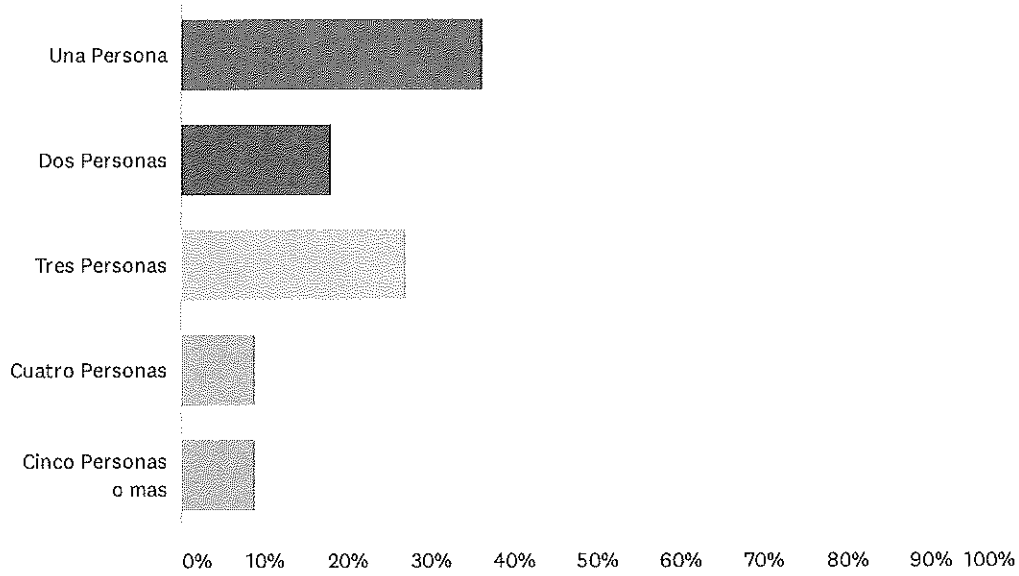
Menos de \$15,000	45.45%	5
Entre \$15,000 y \$29,999	18.18%	2
Entre \$30,000 y \$44,999	9.09%	1
Entre \$45,000 y \$59,999	18.18%	2
Entre \$60,000 y \$74,999	9.09%	1
Sobre \$75,000	0.00%	0

TOTAL

11

Q16 ¿Qué es el tamaño de su hogar?

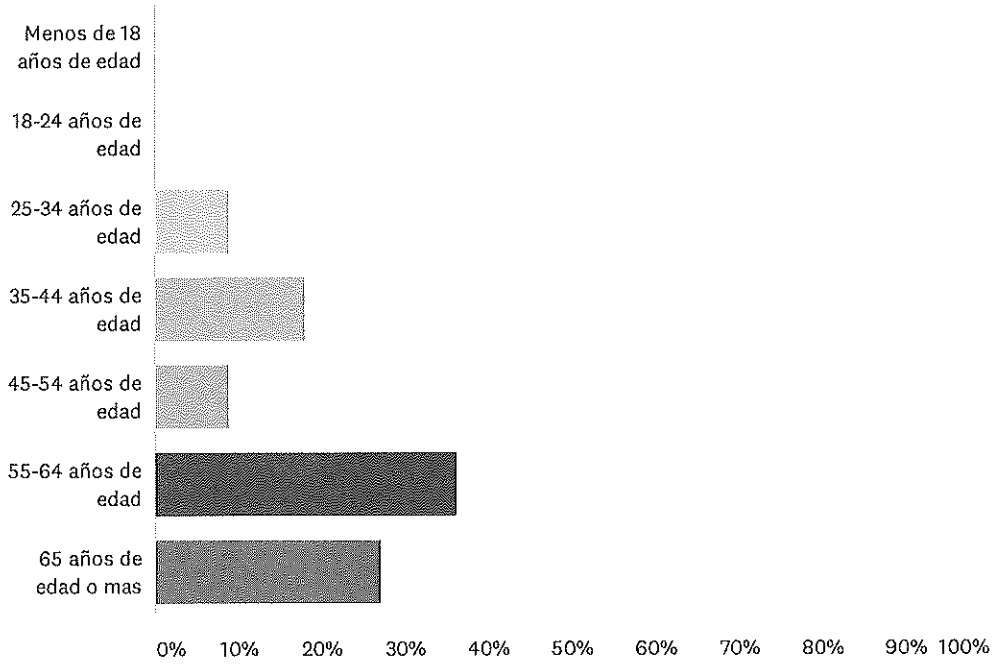
Answered: 11 Skipped: 2



ANSWER CHOICES	RESPONSES	
Una Persona	36.36%	4
Dos Personas	18.18%	2
Tres Personas	27.27%	3
Cuatro Personas	9.09%	1
Cinco Personas o mas	9.09%	1
TOTAL		11

Q17 ¿Qué es su edad?

Answered: 11 Skipped: 2



ANSWER CHOICES

RESPONSES

Menos de 18 años de edad	0.00%	0
18-24 años de edad	0.00%	0
25-34 años de edad	9.09%	1
35-44 años de edad	18.18%	2
45-54 años de edad	9.09%	1
55-64 años de edad	36.36%	4
65 años de edad o mas	27.27%	3
TOTAL		11

Appendix B

Stakeholder Focus Group Notices
Copies of Sign-In Sheets
Stakeholder Focus Group Notes

McCafferty, Geraldine

From: McCafferty, Geraldine
Sent: Tuesday, November 12, 2019 12:10 PM
Subject: Input Meeting: City of Springfield 5-Year Consolidated Plan
Importance: High

Greetings—

Springfield is in the process of creating our next 5-year plan for our spending priorities for all HUD funds, which will be for 2020-2024.

We have several input meetings coming up, but one in particular that I am calling out for you:

Addressing Homelessness in Springfield
Tuesday, Nov. 19, 3 pm
The Innovation Center
276 Bridge St., Springfield

Please join us to tell us about the needs of your participants and your agency. In order for the City to fund activities in the next 5 years, they need to be in the plan.

HUD funds a wide variety of shelter, housing and services programs.

I have attached flyers about the community meetings in English and Spanish—please share!

Gerry

Geraldine McCafferty | *Director of Housing*
CITY OF SPRINGFIELD
1600 E. Columbus Avenue | Springfield, MA 01103
t: 413.787.6500 | f: 413.787.6515 | www.springfieldcityhall.com

From: Sibilila, Lori LSibilila@springfieldcityhall.com
Subject: FW: Community Meetings
Date: November 18, 2019 at 3:02 PM
To: Alicia Vaughn alicia.vaughn@sbcglobal.net



I sent personalized emails to some of the public service agencies that I thought would be helpful in our Conplan process.

From: Sibilila, Lori
Sent: Wednesday, November 13, 2019 3:53 PM
To: Dawn Distefano (ddistefano@sdn.org) <ddistefano@sdn.org>
Subject: Community Meetings

Good Afternoon Dawn,
We are in the process of the development of the City of Springfield's Five Year Consolidated Plan, 2020-2024. I would like to personally invite you or someone from Square One to join us on Wednesday, November 20th, 9:00 AM at the Innovation Center, 276 Bridge Street. You are encouraged to participate in this planning process to identify needs and priorities for the next five years. The City seeks the input from as many people as possible.
A survey can be done as well. Use this link to fill out on Survey Monkey
<https://www.surveymonkey.com/r/G8RKMHM>
Look forward to seeing you at the meeting.
Thank you, Lori

*Lori Santaniello, Senior Program Manager
Office of Community Development
1600 East Columbus Avenue
Springfield, MA 01103
413-750-2241*



flyer community
meetin...its.doc



Public Service
emails.docx

McCafferty, Geraldine

From: McCafferty, Geraldine
Sent: Thursday, November 14, 2019 11:48 AM
Subject: Input Meeting: City of Springfield 5-Year Consolidated Plan - Housing Needs
Attachments: flyer community meetings english.doc; flyer community meetings spanish.doc

Greetings—

Springfield is in the process of creating our next 5-year plan for our spending priorities for all HUD funds, which will be for the period 2020-2024.

We have several input meetings coming up, but one in particular that I am calling out for you:

Identifying Springfield Housing Needs

Wednesday, Nov. 20, 11 am

The Innovation Center

276 Bridge St., Springfield

Please join us to tell us about housing needs that you see in Springfield. In order for the City to fund activities in the next 5 years, they need to be in the plan.

HUD funds are used for a wide variety of housing needs, including housing repair, downpayment assistance, creation of affordable housing, multi-family rehabilitation, provision of rental assistance, development of homes for affordable homeownership, and fair housing activities.

I have attached flyers about the community meetings in English and Spanish—please share!

Gerry

Geraldine McCafferty | *Director of Housing*
CITY OF SPRINGFIELD
1600 E. Columbus Avenue | Springfield, MA 01103
t: 413.787.6500 | f: 413.787.6515 | www.springfieldcityhall.com

From: Buono, Cathy <CBuono@springfieldcityhall.com>
Subject: FW: Invitation for input
Date: November 19, 2019 at 8:36 AM
To: Alicia Vaughn <alicia.vaughn@sbcglobal.net>



Below is the email sent out for the Economic Development meeting by Brian Connors, Deputy Director of Economic Development.
He will be there at the meeting today
Cathy

From: Connors, Brian <bconnors@springfieldcityhall.com>
Sent: Tuesday, November 19, 2019 8:28 AM
To: Buono, Cathy <CBuono@springfieldcityhall.com>
Subject: FW: Invitation for input

Below email sent to:

'jsullivan@banknewvalley.com'; Gomez, Adam <AGomez@springfieldcityhall.com>;
'r.sullivan@westernmassedc.com'; 'lmartin@massshirehcnb.com'; 'dcruise@rebhc.org';
'smhogan@msbdc.umass.edu'; 'SOrtiz@common-capital.org';
'jdelgado@mgmspringfield.com'; 'rivera.lydia@crrcma.com';
'Jane.Albert@baystatehealth.org'; 'amathias@massmutual.com';
'creed@springfieldregionalchamber.com'; 'bobmccarroll@verizon.net';
'LMasulis@Massdevelopment.com'; 'RGriffin@Massdevelopment.com';
'chris.russell@springfielddowntown.com'; 'karen@springfieldculture.org';
'kristin@valleyventurementors.org'; 'ltanner@PVPC.ORG'; 'Anne Kandilis'
<a.kandilis@springfieldworks.net>; 'votero@partnersforcommunity.org'; Benjamin W.
Murphy (benjaminwmurphy@yahoo.com); 'derek@lostnewengland.com'; Hanson, Scott
<shanson@springfieldcityhall.com>; Plummer, Shayvonne
<SPlummer@springfieldcityhall.com>; Moore, Anthony <AMoore@springfieldcityhall.com>;
jclaudio@newnorthcc.org; britt@commonwealthmurals.org; 'craete@pvpc.org'; Ann Burke
(a.burke@westernmassedc.com); Austin Sanders (a.sanders@westmassdevelopment.com);
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'artforthesoulgallery@gmail.com'; 'Michael DiPasquale' <dipasquale@umass.edu>; Brian Hale
(brian@bingartscenter.org); 'charles@indianorchardmills.com'

Brian Connors
City of Springfield

From: Connors, Brian
Sent: Wednesday, November 13, 2019 11:29 AM
Subject: Invitation for input

The City of Springfield is entering into its planning process for Community Development Block Grant (CDBG) funding priorities for the next five years, 2020-2024. As part of this process, we seek public input from various stakeholder groups and will be holding a session on Economic Development on **Tuesday, November 19, 2019 at 1 PM** at The Springfield Innovation Center at 276 Bridge Street. If you cannot attend at that time and would like to send someone else to represent your organization, please feel free to do so.

We expect topics in this session to include small business lending, workforce training, entrepreneurship, real estate/storefront improvements, historic preservation, arts/cultural activities, business education, brownfields redevelopment, and other related economic development topics. Please attend if you'd like to be sure the City includes your input in the upcoming five-year plan.

Additional details are on the attached flyer.

In addition, we are requesting that all parties also complete the following survey.

<https://www.surveymonkey.com/r/G8RKMHM>

Thank you!

Brian M. Connors | *Deputy Director*
City of Springfield, Office of Planning & Economic Development 70 Tapley Street | Springfield, MA 01104
p: 413.787.6664 | f: 413.787.6524 | www.springfieldplanning.org



We want YOU !

WHAT: Residents, business owners, nonprofits are encouraged to participate in the Community Development planning process to identify community needs and priorities for next five years, 2020-

2024.

- Infrastructure- streets, sidewalks, parks
- Housing & Homelessness
- Social Services
- Jobs & Economic Development
- Affirmatively Furthering Fair Housing
- Neighborhoods

Participants will have the opportunity to share ideas, followed by a time for questions & answers.

WHERE: The Innovation Center, 276 Bridge Street

WHEN:

Tuesday, November 19, 2019; 1 pm, Addressing Economic Development

Tuesday, November 19, 2019; 3 pm, Addressing Homelessness

Wednesday, November 20, 2019; 9 am, Identifying Social Service Needs

Wednesday, November 20, 2019; 11 am, Identifying Housing Needs

**A separate meeting for anyone who cannot make one of the other meetings, will be held on Tuesday, November 19, 2019, Springfield City Hall, Auto Room at 5:30 PM, 36 Court Street.

For those individuals who cannot attend, they may find the survey on the Community Development's Website at <http://www3.springfield-ma.gov/planning/index.php?id=deptcd>.

The City of Springfield seeks the input from as many people as possible.

The City will have a translator on site for its Spanish residents.

Individuals needing special accommodations should notify the City offices 48 hours prior to meeting.

If you should require special accommodations or have any questions about these meetings, please contact Lori Santaniello at lsibilia@springfieldcityhall.com or at 750-2241.

Spth: Summer -
Brown Census -

City of Springfield
Economic Development Meeting

November 19, 2019
1 pm

Name	Organization	Email
N Duward Lee	The Circle	lee@thecircle.com
Billen Moybinan	Temples Neighborhood	bmoybinan@temples.org
Oreste Vero	Small Business Administration	oreste.vero@sbti.gov
Alicia Bond	Springfield Museums	abond@springfieldmuseums.org
Liz Souser	ANSP	liz@souser.org
Christy Torres	Valley Opp. Council	ctorres@valleyopp.org
Seah Larson	Southville ONE	slarson@southvilleone.org
Alma Cervet	Spfld Chamber	advocacy@springfieldchamber.org
Rebbie Deperman	Springfield Deventia Trust	HWMPRP14@aqual.com
Harold MURPHY	BRAUNHART DIVISION	
ANNE KANDILLIS	Springfield WORKS / ENJOY MASS	a.kandillis@westernmass.edu.com
Jeff Hamilton, Sr.	Sony Field NITs	jeff.hamilton@springfieldnits.org
Emily Kawano	WellSpring Cooperative	emilika@wellspring.org
Laura Nasulis	Make-It Springfield + MassDevelopment	lnasulis@massdevelopment.com
MICHAEL DIASQUAVE	Make-It Springfield	mdiasquave@springfieldnits.org
DAVID MANNARD	ASSOCIATION OF REAL BR. & PROE.	ABRPINFO@QMAIL.COM
Leo Williams	Springfield NHS	lwilliams@springfieldnhs.org
Nicole D'Amico	SPS Council	Nicole.DAmico@spscouncil.org
Ann Barber	EDC	annbarber@edc.com
TRAVI HAYNA		
Harold Lemke	City Council	hlemke@springfieldcity.com

City of Springfield
Public Services Meeting

November 20, 2019

~~3:00 PM~~ 9am

Name	Organization	Email
VINY BOSSLE	ARISQ	
VINY BOSSLE	Springfield Boys' Life C	VBOSSLE@SBOYC.ORG
Kashan R. Adams	Kashan R. Adams Family Farm	KashanRAdams@familyfarm.com
Mellisa Blissett	Square One	mblissett@sqn.org

City of Springfield
Housing Meeting

November 20, 2019
11am

Name	Organization	Email
Joshua Black	Baystate Health	Joshua.Black@baystatehealth.org
Hank Douglas	Baystate	Hank.Douglas@baystate.org
Liz Boussie	Baystate	Liz.Boussie@baystate.org
Cynthia Gaudin	Baystate (Center)	Cynthia.Gaudin@baystate.org
Cindy King	Baystate CDC	Cindy.King@baystate.org
Gina King	Baystate CDC	Gina.King@baystate.org
Theodore Anderson	MassHIRE Hours	Theodore.Anderson@masshirehours.com
Lea Williams	Springfield NHS	Lea.Williams@springfieldnhs.com
Oliver Collins	Springfield NHS	Oliver.Collins@springfieldnhs.com
Samahit Horn	NRI-Dickin	Samahit.Horn@nri-dickin.com
Cindy Gaudin	Silver Bridge / Reactor	Cindy.Gaudin@gmail.com
Harold Winkler	Baystate Address	Harold.Winkler@baystate.org

City of Springfield
Economic Development Focus Group – 11-19-19 Notes

1. *What do you think the biggest need is to improve Springfield's' business and commercial corridors?*

- | | |
|--|---|
| a. Affordable to the community | i. Marketing strategy for corridors |
| b. Foot Traffic with discretionary income | j. More community investment |
| c. Easily seen and found | k. Incentives for quality local owners/businesses/entrepreneurs |
| d. Sidewalk facing businesses | l. More integrated marketing |
| e. Improve the store front, grants | m. Placemaking |
| f. Fill empty store fronts, perhaps with help from starter business grants | n. Tax incentives for artists/entrepreneurs |
| g. Property owner investment in vacant spaces | o. Better lighting |
| h. Pedestrian improvements to streets | p. Money to upgrade historic structures |
| | q. Make neighborhoods welcoming to foot traffic |

2. *What area do you feel Springfield performs the best as related to HUD/Community Development Funding?*

- | | |
|--|---|
| a. Small biz assistance funding | funding is given, need impact data |
| b. Home buyer incentives | |
| c. Workforce housing | g. Workforce training |
| d. Affordable housing | h. Small business training and loan program |
| e. There is room for improvement | i. Helping first time home buyers |
| f. Not sure because theist not really talked about after the | j. Not sure |

3. *Do you believe that arts and culture contribute to both quality of life and job creation?*

- | | |
|---|---|
| a. Yes - all responses | i. Need more investment in creative sectors |
| b. No – no responses | |
| c. Contributes to quality of life | j. Creative economy creates jobs |
| d. Cross cultural food festival | |
| e. Public art- mural program | k. Restoration artists to presser bountiful architecture and decorative historic features |
| f. A cultural economy is key to tourism | |
| g. Could be expanded | |
| h. More support for local artists/creatives | |

4. What are some challenges that businesses in Springfield will face in the next five years?

- a. Lack of qualified workers
- b. Start-up money
- c. Lack of transportation
- d. Competition from MGM
- e. Waiting for market rate housing
- f. Increasing trend in business costs
- g. Landlords dramatically increasing rent
- h. Workforce pipeline
- i. Lack of affordable housing
- j. Tax rate increases
- k. High school education, reduce dropout rate
- l. Changing customer demographics
- m. Funding capital outside of banks
- n. How to drive new growth
- o. Higher cost and wage to stay open and compete
- p. Access and affordability of child care
- q. Deteriorating building stock, difficult to maintain historic buildings

5. What are the most significant barriers to unemployed residents gaining access to employment opportunities?

- a. Education, achievement gap
- b. A whole family approach to careers to help solve/mitigate barriers
- c. Lack of training
- d. "Cliff" effect on benefits
- e. Entry level/high quality jobs
- f. Growth in jobs track
- g. Transportation
- h. Willingness by employers to actually hire for open jobs
- i. Personal/professional connections to employers
- j. Language barriers
- k. Business to business s/b to residents
- l. Child care
- m. A living wage
- n. Illiterate in own language
- o. Stable family health
- p. housing

6. Is access to capital an issue for Springfield small businesses

- a. Yes – all responses
- b. No – no responses
- c. If yes, what type of capital is lacking
 - i. Microlending
 - ii. Lack of information in existing programs
 - iii. Start up
 - iv. Flexible capital
 - v. Building renovation funding
 - vi. Commercial district investment
 - vii. Opportunity zone investments
 - viii. investments

7. What type of infrastructure needs do businesses face?

- a. Grants to improve interior spaces
- b. Connecting and internet access
- c. Stable historic properties to conduct business in
- d. Clean environment
- e. Rent subsidy needed
- f. Parkes
- g. Pedestrian friendly walking
- h. Transportation
- i. Housing and homelessness
- j. Public services
- k. Affordable housing
- l. Affordable feasibility studies/analysis
- m. Child care
- n. Market rate housing
- o. Education
- p. Marketing support
- q. Low crime/safety
- r. Buildings downtown

8. What job industries do you believe will be strong in Springfield in the next five years?

- a. Healthcare
- b. Finance
- c. Hospitality
- d. Manufacturing
- e. Tech/Aerospace
- f. Home healthcare
- g. Trades
- h. Entrepreneurial/start ups
- i. Precision manufacturing
- j. Real estate
- k. Green jobs
- l. Education (early and k-12)
- m. Co-ops
- n. service

9. Do you believe that resources should be expended to help preserve Springfield's unique historic architecture?

- a. Yes – All responses
- b. No – no responses
- c. Caveats
 - i. And not a concentration of group homes but residences
 - ii. See main street program info on benefit of historic preservation in cities
 - iii. Add to cultural aspect
 - iv. How does it benefit economy
 - v. CPA/TIF
 - vi. Coupled with support for tenants
 - vii. More marketing of efforts of historical significance
 - viii. Not to the detriment of other priorities
- d. How much should be expended? Approx?
 - i. \$1 Million
 - ii. Adaptive reuse workers jobs
 - iii. More
 - iv. CPA funds/State historic tax credits
 - v. Minority/women owned business growth
 - vi. Enough to hire qualified professional and to advise the Historical Commission (similar to Con Comm or Planning Board)
 - vii. Including renters as deciding stakeholders
 - viii. Hard to put a number on this, depends on the project
 - ix. To ensure we have topic knowledgeable individuals on historic commission

10. What type of businesses is Springfield currently lacking?

- a. Aligning businesses with neighborhoods (food desert)
- b. High tech/bioscience
- c. Start ups/entrepreneurs
- d. Locally owned businesses
- e. Small art exhibits
- f. Information/knowledge based
- g. Artisan/creative businesses
- h. Food/addressing food deserts
- i. Family friendly entertainment
- j. Commercial kitchen for food based businesses
- k. Franchise establishments
- l. Grocery stores in low income neighborhoods
- m. Retail apparel
- n. More MBE (minority owned businesses)
- o. Fine dining
- p. Small businesses
- q. Small stage theatres
- r. Service industry
- s. Co-ops/community businesses
- t. Tech/Engineers

11. If you were to write goals for the City to achieve for the next five years, what would they be?

- a. Grow minority business community
- b. Increase # of mid & large cap businesses
- c. Expand development efforts outside of downtown
- d. Reinforce efforts to support innovation and entrepreneurs
- e. Vibrant downtown focused on residences
- f. Continue efforts to build downtown
- g. Create a historic preservation rehab pool of funding for business owners to use to improve their buildings
- h. Highlight historic character of city to attract people looking for a quality environment
- i. Alignment of programs, services and resources to support working families
- j. Improve schools and perception of schools
- k. Arts & culture fund/programming
- l. Inventory of historic building and determine which are suitable for "office" environments
- m. Higher paying jobs
- n. Safe for pedestrians and bicycles
- o. Improve affordable housing
- p. Recruit new businesses
- q. More financial literacy
- r. Improve public parks and spaces
- s. Workforce training
- t. More community engagement
- u. Co-op conversations to address the 'silver tsunami'
- v. Keep students here, slow brain drain
- w. Progress on climate action plan
- x. Housing inspection system and enforcement
- y. Better recycling
- z. Education on resources for small businesses

12. Open Ended Discussion Time

- a. OUTREACH, OUTREACH, OUTREACH
- b. Want to make sure residents get community buy in
- c. Look for study on arts and culture from time after tornado to help set goals related to that topic
- d. Need workforce participation
- e. Priorities should be about moving the needle on a particular topic – such as reducing poverty, strategies/goals should be on how to move that topic
- f. Need concrete representation of the City and its residents – reach out to local associations and civic associations
- g. Should one of the goals be about communication and improving communication?
- h. Concern that development will push out lower income or long-term residents, that economic development is “not for them”
- i. Need more translations for survey – beyond Spanish – other language needs such as Vietnamese
- j. Need to educate residents on how the funding works
 - i. General info on CDBG funding
 - ii. How to apply
 - iii. Who can get the funding
 - iv. Reporting on who got funding and how they did
- k. Need more outreach to neighborhood boards

City of Springfield
Evening Meeting 11-19-19 5:30 PM

After a brief presentation, participants were asked to list projects they would like to see funded by the City under each of the four project types.

Housing Projects

- More housing for families and at-risk youth
- Spaces for working artists
- Live/work spaces
- Housing for visiting artists
- Housing for displaced seniors
- Aging in place
- Education and connection for housing services for public to find housing, user friendly is a must have
- Housing assistance for families – kids are quitting programs when old enough to get a job to help household make ends meet

Economic Development Projects

- More assistance, free workshops and education for up and coming businesses, startup businesses and entrepreneurs
- Business management classes for small business owners
- Startup assistance for entrepreneurs – such as legal assistance, accounting, etc.

Neighborhood Projects

- Youth development programs, beyond occupying time of youth, work towards something
- Beautification efforts for public spaces
- Reach out to youth groups, bring them into the neighborhood to make more of clean up days
- More after school programs for at risk youth, such as boxing programs
- Public art

Social Services

- Promote more civic pride by showing interested and attending public events
- Develop a coordinated system of referrals to public services – similar to a coordinated entry system – only for providers that do more than homelessness services and housing
- More services available to at risk youth, such as tutoring services, transportation to and from activities
- More case workers and supportive services – 24 hours per day and 7 days per week – needs of poverty do not end on weekends or in the evenings
- More crisis services with follow up

**City of Springfield
Homelessness Focus Group – 11-19-19 Notes**

1. ***What area do you feel Springfield performs the best as related to HUD funding?***
 - a. Providing services
 - b. Getting along
 - c. Coordination of services among homeless
 - d. Collaboration/community building
 - e. Process of prioritizing need
 - f. Spending the money
 - g. Continuum of care and coordinated entry
2. ***If you were to write goals for the City to achieve in the next five years, what would they include?***
 - a. Transitional housing for men coming home from prison- particularly African American men
 - b. Housing for African American men
 - c. End Veterans homelessness
 - d. Increase overall funding
 - e. Increase minority leadership
 - f. LGBT shelters
 - g. Tiny home living
 - h. Increase funding creating more housing/shelters
 - i. Create a youth-lead youth services coalition
 - j. More services for single individuals
 - k. More housing for families
 - l. Employment for non-chronic homeless
 - m. Adding employment and education to coordinated entry
 - n. Create more pathways to employment
3. ***What are the biggest gaps in the City's response to homelessness?***
 - a. More available resources/contacts
 - b. Lack of housing/supportive housing
 - c. Mental health care
 - d. Lack of safe/secure/affordable housing
 - e. Availability in beds for subs use PT's
 - f. Medically complex have difficulty accessing housing
 - g. Women shelters
 - h. Different levels of housing support
 - i. Lack of services/more support needed
 - j. Needs single point of contact for homelessness
 - k. Gap funding to expand outreach and intervention/coordination
 - l. Fun outreach clinician
4. ***What challenges do you see for Springfield's homeless response system in the next five years?***
 - a. Increasing rents
 - b. Funding
 - c. Not enough shelters to hoes the homeless

- d. Too many barriers to the shelter
- e. Difficult landlord screenings
- f. Not enough adequate housing
- g. Lack of job opportunities
- h. Overcrowding in men's shelters
- i. Affordable housing
- j. Evictions
- k. CORI
- l. Gentrification
- m. Landlord/tenant disputes
- n. Job training
- o. Mental health
- p. Absentee landlords not keeping up property
- q. LGBTQ sensitive resources
- r. More housing supports for youth
- s. Transportation
- t. Lack of back end supports after HB ends

5. Are there homeless subpopulations that need additional services? if so, which ones?

- a. Young adults
- b. Young parents
- c. Veterans
- d. Child care
- e. Family education
- f. Chronically homeless
- g. Single parent households
- h. Speaks of language other than English
- i. Families
- j. People with CORI's
- k. Serious mental health without DDS/SMH services
- l. African American men
- m. DV survivors
- n. Substance abuse/recovery
- o. Women
- p. Ex-offenders
- q. Non-citizens/immigrants and Americans displaced
- r. Medically complex
- s. Racial equity
- t. Bi-lingual
- u. People who are discharged from mental health institutions
- v. People who don't fit categories

6. Where do you find yourself referring families or individuals the most?

- a. Wayfinders
- b. CSO
- c. DTA
- d. New North Citizen Council
- e. Square One
- f. Shelters
- g. VOC
- h. BHN
- i. Open Pantry
- j. Family Resource Center
- k. Family support program
- l. River Valley
- m. Catholic Charities
- n. African Mental Health DHCD
- o. DMH
- p. DDS
- q. DHCD
- r. Mass Rehab
- s. DV Shelters
- t. YWCA
- u. Snap Benefits
- v. MRC
- w. Grandara Center
- x. Legal Assistance
- y. Career Centers
- z. Eliot homeless servides
- aa. Arise
- bb. CHD
- cc. SMOC Open door

7. What barriers do you encounter when trying to locate housing for households you serve?

- a. Income requirements
- b. Limited income
- c. Criminal history
- d. DV
- e. CORI
- f. Finding landlords to work with
- g. Not enough subsidized housing
- h. Lack of benefits (food stamps, SSI, SSDI)
- i. Rent prices too high
- j. Housing that meets funding criteria
- k. Mental health
- l. Eviction history
- m. Substance abuse
- n. SORI
- o. Resources for single individuals
- p. Transportation
- q. Disabilities/low barrier housing

8. What type of housing discrimination do you think people face the most?

- a. Racism
- b. Post incarceration
- c. Low income
- d. Mental health
- e. Subsidy holders
- f. Families with children
- g. Ex offenders
- h. Transgender
- i. Rental history – or lack of
- j. Substance use
- k. LGBTQ
- l. SORI/CORI
- m. disability

9. What do you think is the most important issue facing Springfield?

- a. Lack of safe/affordable housing
- b. Housing/homelessness
- c. Substance abuse
- d. Poverty
- e. Not enough shelters
- f. Violence/crime/gangs
- g. Employment for African American men
- h. Cultural competent services
- i. Education
- j. Resources
- k. Food deserts
- l. transportation
- m. affordable child care
- n. Jobs/living wages
- o. Historical impact of red lining
- p. Matching skill sets with jobs

10. What service needs are hardest to meet for the population you serve?

- a. Food
- b. Multiple barriers – tri-diagnosis – more than a dual diagnosis
- c. Fair priced rents
- d. Housing
- e. Employment
- f. Child mental health services
- g. Child care
- h. Transportation
- i. Job training
- j. ESL
- k. Legal services/criminal history
- l. Medical care
- m. Parole problem
- n. Youth housing
- o. Substance abuse detox
- p. Credit history
- q. Empathy
- r. Eviction/sealing

11. Open Ended Discussion Time

- a. Home base sets families up to fail
 - i. Revolving door – no sustainability
 - ii. If they comply/do certain things, they should get extension
 - iii. Supportive not punitive
- b. Secure jobs – 1 year housing assistance but 2 years supportive services
- c. Need to make homebase 24 months
- d. Make sure we are getting everything we can out of homebase – extensions, check regs, etc
- e. Why allowing people to move into apartment they cannot afford with homebase – when they lose the subsidy or it runs out
- f. People want to get out of shelter so bad they take anything
- g. Right sized apartments/housing for large families needed, not affordable, especially for refugee families
- h. Need to rehab vacant homes – especially in Ward 5
- i. SNHS – plan for putting properties back on the market
- j. Access to housing stock – for rehab or sale
- k. Landlord risk mitigation fund needed
- l. Cliff effect – especially men
- m. turn 22 or 24, not able to make living wage, no housing for this population
- n. concern about programs losing funding
- o. include employment/education services in coordinated entry
- p. cliff effect is a deterrent to employment, saving, etc
- q. green housing/alternative energy to save costs with utilities
- r. standards for code enforcement too low – creates poor housing conditions
- s. not teeth behind code – sanitary code doesn't include mold/can't take landlord to task
- t. MOU for state agencies to share documents/data integration – DTA/CDF, snap benefits, - get all these docs in one place
- u. Inability for youth under 18 to get docs without parent consent -homeless minors
- v. Lack of resources for people too sick for apt/shelter, but not sick enough for nursing home
- w. Rest homes too expensive
- x. Homeless medically compromised with CORIS can't go into nursing homes – nowhere for them
- y. Substance use/mental health/jail/military/need support to maintain housing
Only get help in detox/psych ward – end homeless because of multiple issues
- z. No emphasis on telling people that living in a shelter is not a life goal
- aa. Help people see that they are slaves to their substance use – need for tough love
- bb. In Springfield, it's difficult to get evicted – if you know your rights
- cc. Language barrier/undocumented – unlikely to know rights
- dd. "cash for keys" instead of court action
- ee. Problem – lots of absentee landlords

- ff. Others say it is not true that it's hard to get evicted
- gg. Need mixed use and mixed income housing
- hh. Inclusionary zoning
- ii. Homeless recidivism – returns to homelessness after getting housed, especially with RRH
- jj. Not enough affordable housing
- kk. People can't afford the market rate housing that's being built
- ll. May go with initial subsidy but then loses subsidy and become homeless
- mm. Eviction records are a barrier to housing, sometimes no fault eviction or named by you weren't actually evicted
- nn. On line single place – to put in information and get call back
 - i. Better access to coordinated entry needed, or education that it is there
- oo. Better communication about what's available
- pp. Increased # of undocumented residents in overcrowded housing
- qq. Families not eligible for state EA system – people just bare over income
- rr. Services in place for evening, weekends, holiday
- ss. Need for housing for homeless sex offenders
- tt. Plan – help homeless people get to homeownership – they can rent part of their home to other individuals to help with mortgage
- uu. Path to homeownership
- vv. Need landlord education
- ww. Fear of buying multi-family because of fear of being a landlord
- xx. Rehab housing that includes job connections, life skills
- yy. Address racial disparities in homeless population
- zz. Where to send people at risk of homelessness – need one stop shop

**City of Springfield
Housing Focus Group – 11-20-19 Notes**

1. *What barriers do you encounter when trying to locate housing for the households you serve?*

- | | |
|---|------------------------------------|
| a. Lack of quality housing | g. Public safety challenges |
| b. No areas of opportunity are affordable | h. Inventory |
| c. Transportation | i. Wait list for housing vouchers |
| d. Affordability/cost/financial limitations | j. Discrimination/segregated |
| e. Home repair funding | k. Absentee landlords |
| f. Affordable and quality – lacking both | l. Need eviction recovery programs |
| | m. empathy |

2. *In what ways can the City education community about fair housing choice?*

- | | |
|---|--|
| a. Through the schools, education the children to educate the parents | i. Training large landlords and developers |
| b. Engage non-profits | j. Tenant/landlord liaisons |
| c. Highlight stories of people and the housing challenges | k. Education housing authority/wayfinders captive audience |
| d. Work more with small non-profits | l. Multi-faceted marketing campaign |
| e. Real estate community | m. Faith based organization |
| f. Workshops | n. Social medial use/web services |
| g. Public service announcements | o. Community forum |
| h. Parent connections | |

3. *What type of housing discrimination do you think people face the most?*

- | | |
|--|---|
| a. Section 8 vouchers | g. Lead paint |
| b. Any source of income | h. Trying to rent with children and being told “we have lead paint” |
| c. Family status | i. Steering |
| d. Poor | j. Stigma about hording |
| e. Lack of credit | k. Criminal record |
| f. Exploited by landlords because they feel vulnerable to being evict if they have section 8 | l. Economic |
| | m. Color/ethnicity |

4. *If you were to write goals for the City, to achieve in the next five years, what would they include?*

- | | |
|---|---|
| a. Speed bumps in heavily populated areas | b. More funding for elderly home repair |
| | c. Reduce crime with more C3 |

- d. Eliminate homelessness
- e. Aggressively attack lead paint in rental homes
- f. Aggressively educate residents and landlords – stop landlords from exploiting vulnerable residents
- g. Repair incentives for new businesses or homeowners to move into downtown
- h. Get rid of absentee landlords that are not keeping up their property
- i. Potholes/street repair
- j. More FTHB residents
- k. Improved street lighting/lighting audit of the City/couple with sidewalk improvements
- l. Wheelchair accessible sidewalks
- m. Improved sidewalks where deteriorated
- n. Use empty buildings for the homeless
- o. Focused code enforcement and incentives and programs to repair housing
- p. Developing quality mixed use and mixed income housing
- q. Expand healthy homes
- r. Rehab to all of a neighborhood
- s. Lead paint rehab to all housing
- t. Other healthy home issues – mold or asbestos
- u. Create housing ombudsperson position for city
- v. Supportive services connected to housing for those at high risk
- w. Middle income rental housing
- x. Affordable housing
- y. Upgrade housing
- z. Infill ADU
- aa. Expand code enforcement, beyond by complaint – complaint based systems are racist
- bb. Build relationships with surrounding cities and share the housing load

5. What area do you feel Springfield performs the best as related to HUD funding?

- a. None
- b. Opportunity zones, mostly downtown
- c. CDBG Funding
- d. South end
- e. Economic development need grants for existing businesses
- f. Agencies starting to collaborate
- g. Home owner initiatives
- h. Homelessness innovation/impactful programing/CoC
- i. ??? – not sure
- j. Understating and working on coordinated entry

6. What gaps do you see in the City's existing housing stock?

- a. Housing unavailable or too costly for seniors
- b. Need more housing
- c. Process taking too long to get approved
- d. Too expensive

- e. A/C other for climate resistance
- f. more affordable, safe, well kept
- g. affordable housing w/all the general expected amenities
- h. No rental cap
- i. OID – rehab old housing
- j. FMR is high, compared to incomes
- k. Adaptive re-use
- l. Accessory dwelling units
- m. Need more market rate housing
- n. More market rate condos to purchase
- o. Middle income housing (80-100% AMI)
- p. Code enforcement
- q. Absentee landlords
- r. Subquality housing needs to be addressed, make property owners accountable
- s. Unhealth old
- t. CORI assistance
- u. Tiny houses

7. What do you think are the most important housing issues facing the City?

- a. Rent is escalating drastically
- b. Crime
- c. Income limits for down payment assistance
- d. Lack of housing for young graduates and seniors
- e. Landlords over pricing
- f. Huge gap between development cost and the market rate value - problem for affordable & market rate housing
- g. Housing repairs/healthy homes funding support needed
- h. Education
- i. Building quality housing for everyone
- j. Not enough
- k. Safe and affordable
- l. That Springfield is the only city/town that is challenged with addressing this issue, surrounding cities and towns should be made to share the housing shortage crisis
- m. Slumlords
- n. Need for grants for rehab for existing owners
- o. Not able to attract large employers due to workforce issues
- p. Not enough subsidy
- q. High cost of doing business in MA
- r. Needs a downtown and housing to attract millennials and singles/young professionals

8. Who is being shut out of housing in our community?

- a. People with evictions
- b. Low Income/people with low income but over poverty rate
- c. Gentrification
- d. No references
- e. People with poor credit
- f. Large families
- g. People with CORIs SORIs
- h. Mental health/SUD concerns
- i. People of color
- j. People with subsidies/not support with voucher
- k. Seniors and young people
- l. Single parents
- m. African American men
- n. Offenders released from jail

- o. Student debt
- p. Veterans
- q. ESL

9. What can the City do to support healthy, residential neighborhoods?

- a. Address property blight
- b. Request clean air data from schools
- c. Transparency
- d. Take down vacant properties involuntarily, give or sell land to build new home
- e. Allow community groups to take over abandoned property
- f. Rehab vacant 4property
- g. Open spaces/urban green space
- h. Improve walkability and safety
- i. Have efficient resident engagement
- j. Code enforcement doing better
- k. Community forums/social media
- l. Proper code enforcement
- m. No access to healthy foods
- n. Healthy renovation of home- Lead, asbestos, etc
- o. Implement complete streets policies
- p. Spend more money in poor neighborhoods – old hill
- q. Resident service components in multifamily settings
- r. Education

10. What challenges do Springfield residents have with their existing housing

- a. Inconsistent tax assessment
- b. Too expensive (rental)
- c. Absentee landlords/vacant lots
- d. Poor access to public transportation
- e. Very high property taxes
- f. Not able to keep the repairs up in their homes, older housing stock
- g. Residents living in older homes don't have enough \$\$ to keep up the housing
- h. Neighbor not taking care of their property
- i. Rental identification factor
- j. Quality housing
- k. Housing choice/quality rental options
- l. Rising rental fees
- m. Older adults cannot age in place/affordable housing
- n. Condition of the City
- o. Potholes
- p. weatherization

11. Open Ended Discussion Time

- a. Homeownership
- b. Renters "get short end of stick" or bad rap
- c. Need renter coalitions
- d. People who were displaced by tornado, concern for their new location expressed, want to ensure people were provided choice and not forced out – staff provided clarification on the process available to those households
- e. Need for revitalization in Upper Hill
- f. Help with renters insurance for people who cannot afford it

- g. Down payment assistance – concern that HUD resources may be conflicting with FHA/203K program needing to close but HOME will not close without code compliance
- h. Illegal dumping – eyesore in the inner city vacant lots/woods
- i. Absentee landlords –
 - i. need to fine them
 - ii. signs for out of town landlords should be standardized
 - iii. can be barrier for neighborhood (absentee landlord signs) as it can hurt value and prevent investment if lots of those signs
- j. Long time to get compliance with code enforcement – due process is require
- k. People unable to afford housing maintenance – esp. historic homes
- l. Zombie properties are an issue
- m. Homes vacant so long, becomes extremely expensive to rehab & make livable
- n. Code enforcement is often a “double edge sword” – can effect tenants
- o. Illegal dumping- overgrowth of vacant lots in residential areas – MAJOR CONCERN of group
- p. Collective housing – can be difficult as Springfield does not allow more than 3 unrelated adults in a unit
- q. Shared housing
- r. Correct occupancy permits – boarding homes
- s. Confusion on permitting needs – do homeowners need permeants for any kind of home improvement – even one that is DIY?
- t. Infill/adaptive reuse/accessory dwelling units
- u. Need to make absentee landlords take better care of their properties
- v. Healthy homes/old housing stock
- w. Weatherization/utility bills
- x. Homeless African American men – who are couch surfing, may have criminal history, mental health issues or other barriers – need support. Can their be an organization who works with this population?
 - i. Assistance/programs to target this population
- y. Section 8 – not allowed to go above 30% of income – should be able to pay the extra out of pocket to rent a unit and not be limited by subsidy
- z. Would like more information on illegal dumping/specifically provide the results of enforcement
- aa. Would like to see a reference in the Consolidated Plan where raw data can be found.
- bb. People in the community need to learn who their neighbors are, connectivity in neighborhoods
 - i. Learn the languages spoken and the cultures represented
 - ii. Utilize local organizations to connect each other, use the local TV station to connect each other
- cc. Language becomes a source of discrimination, because of barrier, may not fill out forms and be denied assistance

- dd. Need places to shelter in the event of disaster, need basements in each home in case of disaster
- ee. Funding must go to disaster areas first
- ff. Need to fund homelessness programs
- gg. Help families with children and receiving subsidies
- hh. Need to help with tenant/landlord relations
- ii. Need to educate public servants about the cultures they are serving – overcome barriers
- jj. Need to know who landlords are, coordinate efforts to help renters and landlords

**City of Springfield
Public Service Focus Group – 11-20-19 Notes**

1. *Is there a type of services/or social services missing in your neighborhood that would improve daily life for households? In Springfield?*

- a. Elderly home maintenance
- b. Check ins/chats with neighbors, reduce isolation
- c. Outreach, integrative communication
- d. Long term supportive housing
- e. Youth drop in centers – mental health, enrichment activities, recreation, substance abuse)
- f. Homeless shelter
- g. Homeless seniors
- h. Food access, grocery stores
- i. Services hubs throughout the city
- j. Technology to enable people to access resources
- k. Day space for homeless individuals

2. *Springfield has high rates of opioid addiction. What programs/services would you like to see to address this issue?*

- a. Prevention program for youth service agencies
- b. Prevention services, technological advancement to access services
- c. De-stigmatization of treatment
- d. Police presence in high risk areas
- e. Bridges to residential treatment
- f. Funding to move acute opioid emergencies out of ERS and into better setting
- g. More school based curriculum for youth, parents and teachers
- h. Treatment on demand
- i. Alternative treatments
- j. Safe injection sites
- k. Long term community based support – case management, transportation, more detox beds.

3. *What challenges do households in your community face on a daily basis?*

- a. Poverty
- b. Domestic violence
- c. Teen pregnancy
- d. Substance use
- e. DCF
- f. Child care
- g. Workforce
- h. Financial insecurity/credit counseling
- i. Fuel help
- j. Access to jobs, healthy food, transportation
- k. Financial stability
- l. Housing
- m. Generational/trauma
- n. Safety
- o. Good jobs
- p. The question of a community that is prosperous and robust
- q. Mental health access
- r. Immediate access to care

- s. Affordable child care
- t. Cost of living
- u. Minimum wages
- v. Food access
- w. Code enforcement
- x. Housing affordability

4. What services do individuals with disabilities in your community request and/or require the most?

- a. In home care
- b. Cohesive place of action
- c. Safe dating
- d. In-home support
- e. Help maintaining housing
- f. Support with job development and/or skills/education
- g. Financial stability
- h. Meaningful employment
- i. Transportation
- j. Therapeutic services
- k. Resources for children with disabilities
- l. Help for housing upgrades/accessibility
- m. Programs
- n. Funding for staff to meet ADA ratios
- o. Case management
- p. Building updates for youth services

5. What have been your agency's best methods for communicating and receiving input from individuals and household who are less likely to access services?

- a. Staff relationship/trust
- b. Early intervention
- c. Word of mouth
- d. Crisis situations
- e. Outreach/digital outreach channels
- f. Send staff to look where people are
- g. Creative interventions
- h. In home support programs
- i. Staff outreach with parents
- j. Flexibility with staff's hours
- k. Community meetings
- l. Using staff with same race or ethnicity of the people trying to reach

6. What area do you feel Springfield performs the best as related to HUD/Community Development funding?

- a. Staff
- b. Investment in local agencies
- c. CoC coordination
- d. Down payment assistance
- e. Housing interventions
- f. Feasibility studies
- g. Housing programs to meet families' needs
- h. Unique program funding
- i. Provide funding to agencies to expand services to youth
- j. Made funding to update facilities for growth

7. What do you think are some challenges people living in poverty will face over the next five years?

- a. Anticipated decline of federal assistance for poverty reduction
- b. Food access/nutrition
- c. Housing access
- d. Stable employment
- e. Opportunity for growth
- f. Food instability
- g. Unemployment
- h. DCF
- i. A growing divide of employable skill sets

- j. Access to affordable, new voucher housing
- k. Health access
- l. Mental health access
- m. Cliff effect
- n. Homelessness
- o. Lack of financial knowledge
- p. Child care
- q. Income divide/gap

8. *What do you think is the most important issue facing Springfield?*

- a. Suitable economic development, with access to jobs at all salary levels
- b. Integration of Springfield and its institutions and surrounding communities
- c. Transportation
- d. Substance abuse
- e. Housing
- f. Attracting diverse/new populations to support economic growth
- g. Street safety and paving
- h. Economic development that attracts diverse workforce
- i. Education
- j. Diversity
- k. Community
- l. Vacant homes
- m. Safety
- n. Revitalization of neighborhoods

9. If you were to write goals for the City to achieve over the next five years, what would they be?

- a. Road reconstruction and infrastructure
- b. Set and achieve a target for economic growth
- c. Sustainability
- d. Inclusiveness
- e. Diverse funding
- f. Decrease barriers to access funds
- g. Preventative services
- h. Food insecurity/grocery store
- i. Include financial literacy as part of 1st time home buyer
- j. Plan for senior home owners/dementia care
- k. Short term goals with follow up
- l. Sustainability of businesses
- m. Strengthen schools
- n. expand police substations
- o. police cameras/body cameras
- p. create effective coalition response to address public health challenges
- q. SMART goals

10. Where do you report housing discrimination when faced with it?

- a. Housing authority/housing court
- b. 311
- c. Executive office
- d. Mayor's office
- e. Attorney General
- f. Fair housing Office Holyoke
- g. MCAD Mass Fair Housing
- h. Darryl Moss

11. Open Ended Discussion Time

- a. Financial Literacy and credit counseling – should be required to take this class for down payment assistance
- b. Central database that all agencies and access “all” of the information – 413 is in the works for an information resource)
- c. Computer “club house” stations in various neighborhoods – some areas have little access to technology or computers – cell phones not enough
- d. ESL programs
- e. Enhanced youth services with focus on job readiness - focus on access for teens
- f. Make sure folks are ready for climate change – have programs with a filter of climate change – why do we need transportation or emergency stores??
- g. Services for the elderly, especially the ones who live alone
- h. Kids from college or city schools could volunteer to help seniors with snow shoveling, yard clean up
- i. Start a volunteer connection – similar to the one United Way used to have – many churches and other areas have ready and willing volunteers but don't know how to connect
- j. Transportation, costly to provide, need for seniors (accessible) and youth
- k. How can agencies partner together to offer transportation for their clients

- l. School systems need to partners more closely with local youth agencies
- m. Help for seniors, dementia etc, but especially support for their caregivers

**CITY OF SPRINGFIELD MASSACHUSETTS
NOTICE OF PUBLIC HEARINGS
CONSOLIDATED PLAN 7/1/2020-6/30/2024 and
ANNUAL ACTION PLAN 7/1/2020-6/30/2021**

The City of Springfield, through the Office of Community Development, is pleased to announce that they will hold a public hearing regarding the development and planning process of the 5 year Consolidated Plan (CON Plan), July 1, 2020-June 30, 2024 and the Annual Action Plan for Program Year July 1, 2020-June 30, 2021. The ConPlan, is a document required by the US Department of Housing and Community Development (HUD).

The plan must be developed through a participatory process; including stakeholder meetings, community needs assessments and seeking public input regarding the use of federal funds.

A public hearing will be held on Tuesday, January 21, 2020, 5:30 PM at the Riverview Community Room, 82 Division Street. Inclement weather date will be January 22, 2020.

The hearing will solicit input from citizens on the DRAFT Priorities and Goals developed through the planning process. DRAFT Priorities and Goals will be posted on the website by January 13, 2020; <http://www3.springfield-ma.gov/planning/index.php?id=deptcd>

Interested parties are invited to submit written comments concerning the ConPlan process and DRAFT goals and priorities to Cathy Buono by 4:00 PM, January 31, 2020. Comments can also be emailed to cbuono@springfieldcityhall.com

For additional information, please contact the Office of Community Development, 413-750-2241.

All interested parties are invited to attend.

The City of Springfield is an EEO.

**CUIDAD DE SPRINGFIELD, MASSACHUSETTS
NOTIFICACIÓN DE AUDIENCIA PÚBLICA
PLAN CONSOLIDADO 7/1/2020-6/30/2024 Y
PLAN DE ACCIÓN ANUAL 7/1/2020-6/30/2021**

La Ciudad de Springfield, por medios de la Oficina de Desarrollo Comunitario, está encantado a anunciar que llevaran a cabo una audiencia publica sobre el desarrollo y el proceso de planificación de su Plan Consolidado de 5 Anos (CONPlan), Julio 1, 2020-Junio 30, 2024 y el Plan de Acción Anual para el Ano de Programa Julio 1, 2020-Junio 30, 2021. El ConPlan es un documento requerido por el Departamento de Viviendo y Desarrollo Comunitario de los Estados Unidos (HUD).

Se requiere que el Plan sea desarrollado por medios de un proceso participativo; incluyendo reuniones de personas interesadas/principales, asesó de necesidades comunitaria y solicitando aportaciones y sugerencias del público sobre el uso de fondos federales.

Un audiencia publica se llevara a cabo Martes, Enero 21, 2020, 5:30PM en el *Riverview Community Room*, en la 82 de la Calle *Division*. En caso de mar tiempo, se llevara a cabo Enero 22, 2020.

La audiencia solicitara aportaciones de ciudadanos sobre las Prioridades PRELIMINAR Y Metas desarrolladas durante el proceso de planificación. Prioridades PRELIMINARES y Metas estarán publicadas en la página web no más tarde de Enero 13, 2020; <http://www3.springfield-ma.gov/planning/index.php?id=deptcd>

Personas interesadas están invitada a someter comentarios por escrito sobre el proceso del Plan Consolidado y las metas PRELIMINARES A Cathy Buono no más tarde de las 4:00PM, Enero 31, 2020. Comentarios también se pueden someter por email al: cbuono@springfieldcityhall.com

Si necesitas información adicional, favor de ponerse en contacto con la Oficina del Desarrollo Comunitario, 750-2241.

Todas personas interesadas están invitadas a participar.

La Ciudad de Springfield es un EEO

AN OPEN INVITATION FROM THE OFFICE OF COMMUNITY DEVELOPMENT TO ALL CITY RESIDENTS TO ATTEND A PUBLIC HEARING...

The Office of Community Development is in the process of preparing the City's Consolidated Plan for the next five years; July 1, 2020-June 30, 2024 and this year's Annual Action Plan; July 1, 2020-June 30, 2021.

Residents are encouraged to attend. The hearing will solicit input from citizens on the DRAFT Priorities and Goals developed through the planning process.

Date: Tuesday, January 21, 2020
Location: Riverview Community Room, 82 Division Street
Time: 5:30 p.m.

** In case of inclement weather, it will be held on January 22, 2020.

The plan must be developed through a participatory process; including stakeholder meetings, community needs assessments and seeking public input regarding the use of federal funds.

The hearing will solicit input from citizens on the DRAFT Priorities and Goals developed through the planning process. DRAFT Priorities and Goals will be posted on the website by January 13, 2020; <http://www3.springfield-ma.gov/planning/index.php?id=deptcd>

Interested parties are invited to submit written comments concerning the ConPlan process and DRAFT goals and priorities to Cathy Buono by 4:00 PM, January 31, 2020. Comments can also be emailed to cbuono@springfieldcityhall.com

For additional information, please contact the Office of Community Development, 750-2241 or TTY 787-6641.

All interested parties are invited to attend.

The City of Springfield is an EEO.

UNA INVITACIÓN ABIERTA DE LA OFICINA DEL DESARROLLO COMUNITARIO A TODOS RESIDENTES CIUDADANOS PARA PARTICIPAR EN UNA AUDIENCIA PÚBLICA...

La Oficina del Desarrollo Comunitario está en el proceso de preparar el Plan Consolidado de la Ciudad por los siguientes cinco años. Julio 1, 2020-Junio 30, 2024 y el Plan de Acción Anual de este año; Julio 1, 2020- Junio 30, 2021.

Residentes están invitados y alentados a participar. La audiencia solicitará aportaciones y sugerencias sobre las prioridades PRELIMINARES Y las metas desarrolladas por medios del proceso de planificación.

Fecha: Martes, Enero 21, 2020
Local: Riverview Community Room, 82 Division Street
Hora: 5:30 p.m.

**En caso de mal tiempo, se llevará a cabo Enero 22, 2020.

Se requiere que el plan sea desarrollado por medios de un proceso participativo; incluyendo reuniones de personas interesadas/principales, asesó de necesidades comunitaria y solicitando aportaciones y sugerencias del público sobre el uso de fondos federales.

La audiencia solicitará aportaciones de ciudadanos sobre las Prioridades PRELIMINAR Y Metas desarrolladas durante el proceso de planificación. Prioridades PRELIMINARES y Metas estarán publicadas en la página web no más tarde de Enero 13, 2020; <http://www3.springfield-ma.gov/planning/index.php?id=deptcd>

Personas interesadas están invitadas a someter comentarios por escrito sobre el proceso del Plan Consolidado y las metas PRELIMINARES a Cathy Buono no más tarde de las 4:00PM, Enero 31, 2020. Comentarios también se pueden someter por email al: cbuono@springfieldcityhall.com

Si necesitas información adicional, favor de ponerse en contacto con la Oficina del Desarrollo Comunitario, 750-2241 o TTY 787-6641

Todos personas interesadas están invitadas a participar.

La Ciudad de Springfield es un EEO.

**Public Hearing Consolidated Plan, 2020-2024; DRAFT Goals and Priorities
January 21, 2020, Riverview Community Room, 82 Division Street**

City of Springfield Attendees:

Cathy Buono, City of Springfield, Office of Community Development
Lori Santaniello, City of Springfield, Office of Community Development
Julisa Davila-Ramos, Office of Housing
Michael Cass, Office of Housing

Ms. Buono opened up the meeting by stating that this is the development and planning process for the next five years for the City's Consolidated Plan, 2020-2024.

The City held community meetings during the month of November. A survey was distributed city wide, we received over 700 responses. The City hired a consultant who ran the meetings and took the information from the meetings and surveys and came up with the DRAFT Priorities and Goals for the next five years. The DRAFT Priorities and Goals were posted on the City's website on January 13, 2020. Anyone who has comments on them or wishes to send in letters of support, they will be accepted through January 31, 2020; cbuono@springfieldcityhall.com

The following comments were received during the meeting:

Priority 2

Goal 2g- would like to be able to get properties that are in receivership

Goal 2i- Neighborhood Capacity- A participant questioned as to how much funding the Councils receive and why they all do not get the same amount. Ms. Buono explained that more councils are more active than others, some councils barely do anything; some councils get more people involved in activities and meetings, etc.; student backpacks, welcome packets, Kids Day.

Funding for councils is between \$3,000-\$10,000

A participant inquired about the RFP that will be available. Ms. Buono informed the group that the public service RFP, ESG and HOPWA will be available on February 3, 2020. As of now, the City still does not have their Entitlements. The City receives four Entitlements annually; CDBG, ESG, HOPWA and HOME.

Priority 3

Goal 3b- FTHB Program- participants mentioned that they would like to see our program give more \$ per household. Now we give \$2500; other surrounding cities give up to \$5000.

There were no further questions or comments. Ms. Buono mentioned again that any interested party could submit comments on these goals and priorities. Comments and letters of support will be accepted through January 31, 2020, cbuono@springfieldcityhall.com

The ConPlan, 2020-2024 and Action Plan, 2020-2021 will be available in DRAFT form in April for a 30 day comment period.

A public hearing will also be held in April to obtain comments on the DRAFT.

The plan will then go to HUD May 15th for a 45 day review period.

Appendix C

Public Comment Period Notice
Comments from the Public During that Period

Appendix F

Five Year Fair Housing Goals

City of Springfield 2020-2024 Consolidated Plan Analysis of Impediments to Fair Housing – Summary

The City of Springfield joined with the cities of Chicopee, Holyoke, and Westfield in 2019-2020 to create a four-city Analysis of Impediments to Fair Housing Choice (AI). The communities created the regional AI to place fair housing issues in a regional context and to create a shared set of goals to guide their fair housing strategies.

The Executive Summary of the AI follows this Springfield Consolidated Plan AI Summary, and the full report is available at <https://www.springfield-ma.gov/housing>.

During the period 2020-2024, Springfield will take the following actions to affirmatively further fair housing:

- Conduct a community-wide fair housing education campaign in English and Spanish directed toward tenants, landlords, and housing support agencies
- Provide annual funding to support enforcement of fair housing laws
- Provide funding and direct assistance to homeless, disabled, and extremely low-income households to access deeply subsidized housing units and housing subsidies
- Develop 11 new units of affordable housing in neighborhoods that are not R/ECAPs, using this support to leverage other investment that will result in development of 100 new rental units
- Remediate lead-based paint in 80 units that are occupied by or will be marketed to families with a child under six or a pregnant woman
- Reduce the disparity in homeownership by race and ethnicity by providing downpayment assistance to 420 new homebuyers, of which at least 250 are expected to be people of color.
- Use job training and support programs to assist extremely low-income households and persons with disabilities to enter and remain in the workforce
- Create and maintain a list of Section 3 certified workers and employers and provide the list to grantees operating publicly-funded projects
- Conduct a Community Reinvestment Act (CRA) performance review of lending institutions in order to identify strategies to improve lending to persons of color and in historically underserved neighborhoods

- Develop 8 new homeownership units in R/ECAP neighborhoods
- Target federal and other resources to infrastructure, public facilities and services in R/ECAPs
- Continue implementation of the City's vacant/deteriorated property strategy, including receivership, demolition, and tax-taking and reuse of abandoned properties
- Provide home rehabilitation funds for 25 units in R/ECAP neighborhoods
- Support and incentivize market-rate housing in R/ECAP neighborhoods
- Continue and expand the work of the Regional Housing Committee
- Support neighborhood councils
- Ensure that City resources and housing information and assistance are available for persons with Limited English Proficiency and in accessible formats as needed

Executive Summary

The federal Fair Housing Act has twin goals: the elimination of housing discrimination and the promotion of integrated communities.¹ Therefore, the FHA both prohibits individual acts of discrimination and requires that entities receiving federal funding counteract past systemic discrimination by affirmatively furthering fair housing.

Federal law prohibits housing discrimination based on race, color, religion, national origin, sex, disability, and familial status. Massachusetts also has fair housing protections which also prohibit housing discrimination based on marital status, sexual orientation, age, genetic information, ancestry, veteran's status, receipt of public assistance, gender identity and expression.

The four cities of Hampden County—Chicopee, Holyoke, Springfield, and Westfield—are dynamic communities centered on walkable downtowns and marked by a diverse population. They include job centers, higher education campuses, cultural amenities, medical facilities, and a broad mix of housing stock. The former industrial cities are located in Western Massachusetts, in a county otherwise made up of suburbs, small towns, and rural communities.

These communities are not untouched by housing discrimination. During the period 2015-2019, the Massachusetts Fair Housing Center received 612 complaints of housing discrimination concerning properties or housing agencies in these four cities. Further, the Springfield Metropolitan Statistical Area is highly segregated.² The segregation is most pronounced between Latinos and Whites, in part because the Latinos make up almost a quarter of the population. The region also has notable patterns of segregation between Black and White residents; the region's Black population comprises only eight percent of the total. One of the most concerning aspects of the region's concentrations of people of color is the overlap between these concentrations and areas of poverty. People of color in the Springfield MSA are far more likely to live in neighborhoods with high rates of poverty than Whites are.

An initial goal of federal fair housing law was to provide opportunity to people who were subject to discrimination. In 2014, the Pioneer Valley Planning Commission released the Fair Housing Equity Assessment of the Pioneer Valley, which provided data that illustrated the intersection of segregation and opportunity and made clear that, due to location and other societal and environmental reasons, not everyone in Hampden County has equal opportunity and the burdens of inequality fall on people of color and people in other classes protected by fair housing laws.

As recipients of federal housing and community development funds, the cities of Chicopee, Holyoke, Springfield and Westfield are required to examine fair housing issues in their communities and identify actions they will take to affirmatively further fair housing. In 2019, these cities joined together as a Fair Housing Consortium to create a regional Analysis of Impediments to Fair Housing Choice (AI) in order to look at the relationship of each of the cities to Hampden County fair housing issues. Through this process

¹ Robert G. Schwemm, *Housing Discrimination Law and Litigation*, §2:3.

² The Springfield MSA ranks third in the country for MSAs with the highest dissimilarity indices between White and Hispanic populations.² This index, used to assess levels of segregation between two groups, measures whether a racial or ethnic group is distributed equally across a region in the same way as another racial or ethnic group. A high means high levels of segregation between racial and ethnic groups.

the cities agreed to common goals and identified steps the municipalities could take to prevent discrimination, decrease segregation, and provide full and equal access to safe, decent, affordable housing in economically vibrant, diverse communities.

The key fair housing issues that emerged out of this analysis are:

- Segregation
- Racially or ethnically concentrated areas of poverty (R/ECAPs)
- Disparities in access to opportunity for people in protected classes
- Disproportionate housing needs
- Discrimination or violations of civil rights laws or regulations related to housing

Goals and Strategies

The four cities agreed to six common goals to guide their actions to address the fair housing issues in Hampden County and their own communities. The goals are:

1. Prevent housing discrimination
2. Promote racial desegregation and poverty deconcentration
3. Expand access to safe, stable, accessible and affordable housing
4. Increase opportunity for members of protected classes
5. Improve conditions and opportunity in R/ECAPs
6. Increase community capacity to prevent and respond to housing discrimination

Due to different conditions and circumstances in each of the cities, the cities do not have one common plan to achieve the goals. Instead, this planning process produced a menu of 25 strategies to achieve the goals. Each City has selected specific strategies from the menu and created more detailed action plans to guide implementation of the strategy.

	Chicopee	Holyoke	Springfield	Westfield
1. Prevent housing discrimination				
Conduct a community-wide education campaign in English and Spanish directed toward tenants, landlords, and housing support agencies	•	•	•	•
Support vigorous enforcement of fair housing laws	•	•	•	•
Review internal policies and practices, including grant-making processes, to ensure that they support fair housing	•	•	•	•
2. Promote racial desegregation and poverty deconcentration				
Create new affordable housing in areas with lower poverty rates and near high-performing schools				•
Support housing mobility programs	•	•	•	

	Chicopee	Holyoke	Springfield	Westfield
3. Expand access to safe, stable, accessible and affordable housing				
Provide assistance to homeless, disabled, and extremely low-income households to access deeply subsidized housing units and housing subsidies (through, for example, a Housing Navigator program)			•	
Support preservation of existing affordable housing and development of new affordable housing	•	•	•	•
Support programs that create, rehabilitate or maintain healthy housing, including housing rehabilitation, repair programs, lead paint remediation, weatherization and/or energy efficiency programs	•	•	•	•
Increase access to accessible units through funding requirements, funding/incentives for creation of such units, or increased funding for disability modifications	•	•		
Make zoning changes that increase housing production, such as allowing accessory dwelling units, expanding by-right designation for multi-family housing, or decreasing minimum parking requirements				•
Create a rental registration and inspection program				•
4. Increase opportunity for members of protected classes				
Reduce the disparity in homeownership by race and ethnicity by providing homebuyer classes in English and Spanish, funding downpayment assistance, and/or supporting section 8 homeownership	•	•	•	
Use job training and support programs to assist extremely low-income households and persons with disabilities to enter and remain in the workforce	•	•	•	•
Create and maintain a list of Section 3 certified workers and employers and provide the list to grantees operating publicly-funded projects	•	•	•	
Conduct a Community Reinvestment Act (CRA) performance review of lending institutions in order to identify strategies to improve lending to persons of color and in historically underserved neighborhoods			•	
5. Improve conditions and opportunity in R/ECAPs				
Develop new homeownership units in R/ECAP neighborhoods	n/a	•	•	n/a
Target federal and other resources to infrastructure, public facilities and services in R/ECAPs (for example, by designating the area as a Neighborhood Revitalization Strategy Area (NRSA))	n/a	•	•	n/a
Create and implement a vacant/deteriorated property strategy, including receivership, demolition, and tax-taking and reuse of abandoned properties	n/a	•	•	n/a
Provide targeted home rehabilitation funds for units in these neighborhoods	n/a	•	•	n/a
Create new affordable housing in R/ECAPs only when part of an overall revitalization strategy	n/a	•	•	n/a
Support and incentivize market-rate housing	n/a	•	•	n/a
6. Increase community capacity to prevent and respond to housing discrimination				
Continue and expand the work of the Inclusive Communities Task Force	•	•	•	•
Support opportunities for residents to come together and address local issues, such as neighborhood councils or neighborhood forums	•	•	•	•
Increase opportunities for city government to partner with residents		•		
Ensure that City resources and housing information and assistance are available for persons with Limited English Proficiency and in accessible formats as needed	•	•	•	•

Appendix G

HOME Resale/Recapture Policies

The City of Springfield's HOME Program funds two types of homebuyer activities: 1) Downpayment Assistance and 2) Project-Based Homeownership-Homeowner Subsidy.

In most cases, the City applies the same Recapture guidelines for both programs. The length of the affordability period differs, depending on the amount of assistance provided. The City's Downpayment Assistance program does not provide more than \$5000 per recipient, and the affordability period is capped at 5 years. In the Project-Based Homeownership program, the period of affordability varies from 5 to 15 years, depending on the amount of the direct subsidy provided to the homebuyer (up to \$14,999 = 5 years; \$15,000-39,999 = 10 years; \$40,000 or over = 15 years).

The City's Recapture guidelines for most projects are:

- In the event the Homebuyer continues to own the property but fails to maintain it as a principal place of residence for the term of the Affordability Period, the entire amount of loaned funds shall be due and payable.
- In the event that the Homebuyer's interest in the property is sold, conveyed, transferred or assigned (in whole or in part) by the Homebuyer within the Affordability Period and the Homebuyer has provided the City with written notice at least 30 days prior to the sale, conveyance, transfer or assignment of the property, a portion of the loaned funds shall be due and payable (recapture). The no-interest loans have a declining balance which decreases in a pro-rata percentage for each year of the loan--for example, the balance of a 5-year loan declines by 20% per year. The amount of the loan that has not been reduced is what is due and payable in this circumstance.
- All recapture amounts are capped at available net proceeds from the sale of the home. Downpayment assistance loans are secured by a second mortgage on the property. Project-Based Homeownership direct subsidy loans require a deed rider that describes the specific recapture provisions of the HOME program and puts the buyer on notice of their responsibilities upon purchasing the HOME-assisted property.

The exception to the standard use of recapture is for homeownership development that is completed by a nonprofit organization which also self-funds a 0% mortgage loan to the participant homeowner—which is the model used by Habitat for Humanity, including the Greater Springfield

Habitat for Humanity. For these projects, the City applies a resale policy. The City's Resale guidelines are:

- The affordability periods remain 5 – 15 years, as described above.
- In the event of a sale during the affordability period, the City will have first option to identify a subsequent purchaser.
- The City will maintain the right to approve the purchase price, as well as any subsequent purchaser.
- The City will ensure the new purchaser is income eligible, with the income cap based on original unit income targeting (i.e. <80% AMI, <60% AMI, etc.).
- The City will ensure that the home is affordable to new purchaser.
- The City will ensure that the new purchaser occupies the home as principal residence.
- The City will ensure that the original buyer receives a “fair return.”
- The City will ensure that the remaining resale restrictions apply to new buyer.

Appendix H

ESG Policies

SPRINGFIELD-HAMPDEN COUNTY CONTINUUM OF CARE

Standards for Providing Assistance (CoC-ESG Written Standards)

Last reviewed and approved by the Board of Directors Sept. 27, 2019

The CoC, in consultation with recipients of Emergency Solutions Grant (ESG) funds within Hampden County, has established the following written standards for providing CoC and ESG assistance. All CoC- and ESG- funded programs must consistently follow these standards. Other community providers are strongly encouraged to adopt the same standards. The use of standard criteria and assessment are meant to improve referral of people to appropriate resources based on their needs, to provide transparent guidance of eligibility for community programs, and to make the most efficient use of limited funds.

STANDARDS FOR ALL COC AND ESG PROGRAMS

Eligibility

CoC and ESG programs are designed to serve those who are homeless or at risk of homelessness as defined in federal regulations. In order to target funds to those most in need, the CoC limits eligibility to those in Categories 1, 2, 3, and 4 of homelessness, as defined on page 8 of these guidelines. Specific types of CoC and ESG programs may further target eligibility as provided in the sections below.

Emergency Transfer Policy

A tenant in a CoC program who is the victim of domestic violence, dating violence, sexual assault or stalking and requests a transfer will be transferred within the program or outside the program to next available CoC-funded unit for which the person or household is eligible under HUD's CoC rules, without needing to meet other eligibility or preference requirements. If the next available unit is not acceptable to the person in need of a transfer, they will be offered additional CoC-funded units as they become available. In the alternative, and where it is in the best interest of the tenant who is the victim of domestic violence, dating violence, sexual assault or stalking, the CoC may move the perpetrator to the next available CoC-funded unit.

The eligible person or family retains their original homeless or chronically homeless status for the purposes of the transfer. Remaining family members retain their housing in the original unit, unless terminated by the program or landlord for cause.

Prohibition on Separation of Family Members

CoC- and ESG-funded providers that serve families are prohibited from denying admission to families (or a member of a family) due to age and gender of a member of the family. Specifically, providers are required to accommodate whole families, and not deny admission or separate families due to the presence of a teenage boy in the household.

Access to School and Education Supports

Providers must ensure that homeless children and youth are enrolled in school or early childhood education and are connected to appropriate education-related services in the community. Providers must distribute materials to family households that make clear that homeless children are able to

remain in their school of origin or are able to enroll immediately in their new school; that homeless children who remain in their school of origin are provided transportation to the school; and that homeless children and youth have access to all school programs and services on the same basis as other students. Sample materials for this purpose, which may be adapted by individual providers, are attached as Appendix B. Further, CoC- and ESG-funded homeless assistance providers that serve families are required to have designated staff assigned to ensure adherence to federal and state statutes related to enrollment, transportation requirements, and notification procedures. The CoC requires that CoC- and ESG-funded providers submit an annual certification of compliance with these requirements. The annual certification form is attached in Appendix C.

PREVENTION ASSISTANCE (ESG PROGRAM ONLY)

Eligibility

Program regulations authorize ESG funds to serve people who meet the definition of homeless, including Category 2, which is persons at imminent risk of homelessness. The CoC elects to use prevention funds only for the purpose of diversion.

- Imminent Risk of Homelessness, Homeless Under Other Federal Statutes, or Fleeing/Attempting to Flee Domestic Violence
- Income at or below 30% area median income

Prioritization

- For financial assistance:
 - Combination of extremely low income and homelessness risk factors, as demonstrated by:
 - A minimum score of 20 on the Prevention Assessment, or
 - A score of 15-19 on the Prevention Assessment and presents a compelling reason for an exception to the general prioritization standard, which is documented in the file
 - Previous receipt of Rapid Rehousing assistance or HomeBASE and at risk of becoming homeless again
- For Tenancy Preservation Support Services
 - Eviction action initiated in court and tenancy at risk due to behavioral health issue

Assessment

Households must be assessed for prevention financial assistance with the Prevention Assessment Tool.

Assistance Provided

Prevention assistance is limited to the costs necessary to help the program participant regain stability in the participant's current permanent housing or move into other permanent housing and achieve stability in that housing.

EMERGENCY SHELTER

The role of emergency shelter is to provide a safe place for persons who have been unable to resolve a housing crisis and have no alternatives for temporary housing. The goal of the CoC is to assist residents to move from shelter into stable housing as quickly as possible. Housing planning should begin immediately upon entry to shelter.

Eligibility

- Literally Homeless, Imminent Risk of Homelessness, Homeless Under Other Federal Statutes, or Fleeing/Attempting to Flee Domestic Violence

Prioritization

The CoC includes a sufficient supply of emergency shelter for those in need. However, in the event that existing shelter beds cease to be sufficient, the CoC will prioritize:

- Households that cannot be diverted
- Literally homeless or fleeing/attempting to flee domestic violence

Assessment

The Diversion Screen is used to identify whether a household may be served with prevention assistance and avoid needing to enter shelter

RAPID REHOUSING

Rapid rehousing assistance consists of financial assistance and supportive services to assist a household access stable housing as quickly as possible. Rapid rehousing may assist a household recover from a temporary financial setback that caused homelessness, or, for households with more severe challenges, it may be a bridge to provide stability while the household increases income or is approved for affordable housing or permanent supportive housing.

Eligibility

- Literally homeless (unsheltered or in emergency shelter) or fleeing/attempting to flee domestic violence
- Income at or below 50% area median income

Prioritization

Household not eligible for Massachusetts Emergency Assistance (EA) program or Residential Assistance for Families in Transition (RAFT)

Use with PSH Placements

It is allowable for rapid rehousing assistance to be provided to cover move-in cost (first and last months' rent, security deposit, utility deposit) for persons moving into PSH assistance.

Household Contribution

- Households receiving financial assistance for rapid rehousing must pay a minimum of 30% of their current gross monthly income toward rent and utility costs. This requirement may be waived for the first month, when necessary to enable prompt move-in.

- Rapid rehousing programs that exclusively serve young adults age 18-24 do not need to require any financial contribution. These programs can pay full rent for program participants.

Reassessment of Household Income Households receiving medium-term rapid rehousing assistance (for 3-24 months) must have household income and circumstances reassessed at least every three months.

TRANSITIONAL HOUSING

Eligibility

- Literally Homeless (unsheltered or in emergency shelter) or Fleeing/Attempting to Flee Domestic Violence
- Mets target population that TH serves:
 - Youth 18-24
 - Victims of domestic violence
 - Wanting substance use recovery support and currently sober

Prioritization

- Income less than 15% AMI

PERMANENT SUPPORTIVE HOUSING

Eligibility

- Literally Homeless (unsheltered or in emergency shelter) or Fleeing/Attempting to Flee Domestic Violence
- Disabled
- Chronically Homeless or eligible under DedicatedPLUS criteria

Some units have other funding sources which restrict eligibility to specific populations as follows:

- Veterans
- HIV+
- Eligible for services from the MA Department of Mental Health

Prioritization

The CoC's prioritization for PSH units is consistent with HUD Notice CPD-16-11 (July 25, 2016). All CoC-funded units are dedicated or prioritized for chronically homeless, so the order of priority list in 1 below applies, unless there are no persons in this category to refer, in which case, the order moves to the next priority list.

PRIORITY 1: Chronically Homeless

Chronically homeless persons with the longest periods of homelessness and highest severity of service needs. Within this priority, the following orders of priority apply:

1. Individuals (including youth age 18-24) and families who have been cumulatively homeless for more than 2 years (24 months) and have a VI-SPDAT score of 8 or higher. Within this category, prioritization is by highest VI-SPDAT score first.
2. All others who are chronically homeless, prioritized by highest VI-SPDAT score first.

PRIORITY 2: Other High Need Homeless

Persons who do not meet the definition of chronically homeless but who are included in the following list.

The order of this list is each numbered item, ranked in order by VISPDAT score.

1. Episodically homeless with a cumulative stay of at least 12 months and has severe service needs (does not need to verify 4+ occasions of homelessness in 3 years). Must have been homeless at least 12 months in the last 3 years and have a VI-SPDAT score 8 or higher or case conferencing establishes level of service needs that should justify score of 8+.
2. Disabled and has severe service needs, as demonstrated by a VI-SPDAT score 8 or higher or case conferencing establishes level of service needs that should justify score of 8+. There is not a minimum length of homelessness required.
3. Disabled.
4. Persons coming from transitional housing.

Assessment

Households must be assessed using the VI-SPDAT, Family-VI-SPDAT, or TAY-VI-SPDAT