

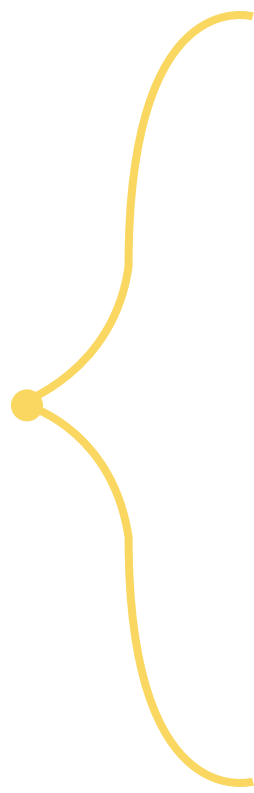
# **Guilford County ARPA Community Engagement Phase 1 Outreach Summary**

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**September - December, 2021**

**Prepared by Public Participation Partners**

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# LISTENING SESSIONS MEETING AND SURVEY SUMMARY

September - October 2021

## Overview

The Guilford County Board of Commissioners hosted a series of Listening Sessions and an accompanying online survey in September and October of 2021. The purpose of the meetings and survey was to provide residents the opportunity to reflect on how the pandemic has impacted them personally. It also gathered initial reactions on how community members think American Rescue Plan Act (ARPA) funding should be prioritized.

# Meeting Summary

Each Listening Session was held in a different County Commissioner district to ensure a wide cross-section of residents had the opportunity to participate. A total of 58 participants attended the five Listening Sessions. The meetings began with a welcoming statement from the District Commissioner, followed by a short presentation on the ARPA funds and their constraints. This was followed by a group discussion where participants were asked a series of questions about the impact COVID-19 has had on their lives.

Each meeting was live-streamed on Guilford County's Facebook Page to maximize participation and awareness. Participants watching the meeting could ask questions or provide comments, and staff read them out loud as time permitted.

Quotes from participant responses during the group discussions are included in yellow boxes throughout the following summary.

# Survey Summary

The meetings were complemented by an online and paper survey. A total of 146 respondents answered at least one question on the online or paper survey. The following is a breakdown of how the survey was taken:

- 128 took the survey online
- 18 filled out a paper copy

The following is a summary of responses to each question. The full responses can be found in Appendix A.

## Meeting and Survey Notifications

- Press releases to local traditional and minority media sources, including TV, radio, and newspaper
- Newspaper advertisement
- Social media posts on County and local municipal social platforms
- Digital flyer distributed via email and through the school districts
- Email blasts to the County and local municipal email lists

## Do you live, work, or own property in Guilford County?

A total of 143 participants answered this required question. Ninety-Six Percent (96%) of the respondents live, work, or own property in Guilford County. The remaining three percent do not live, work or own property in Guilford County. Three (3) participants who filled out paper surveys did not provide an answer to this question.

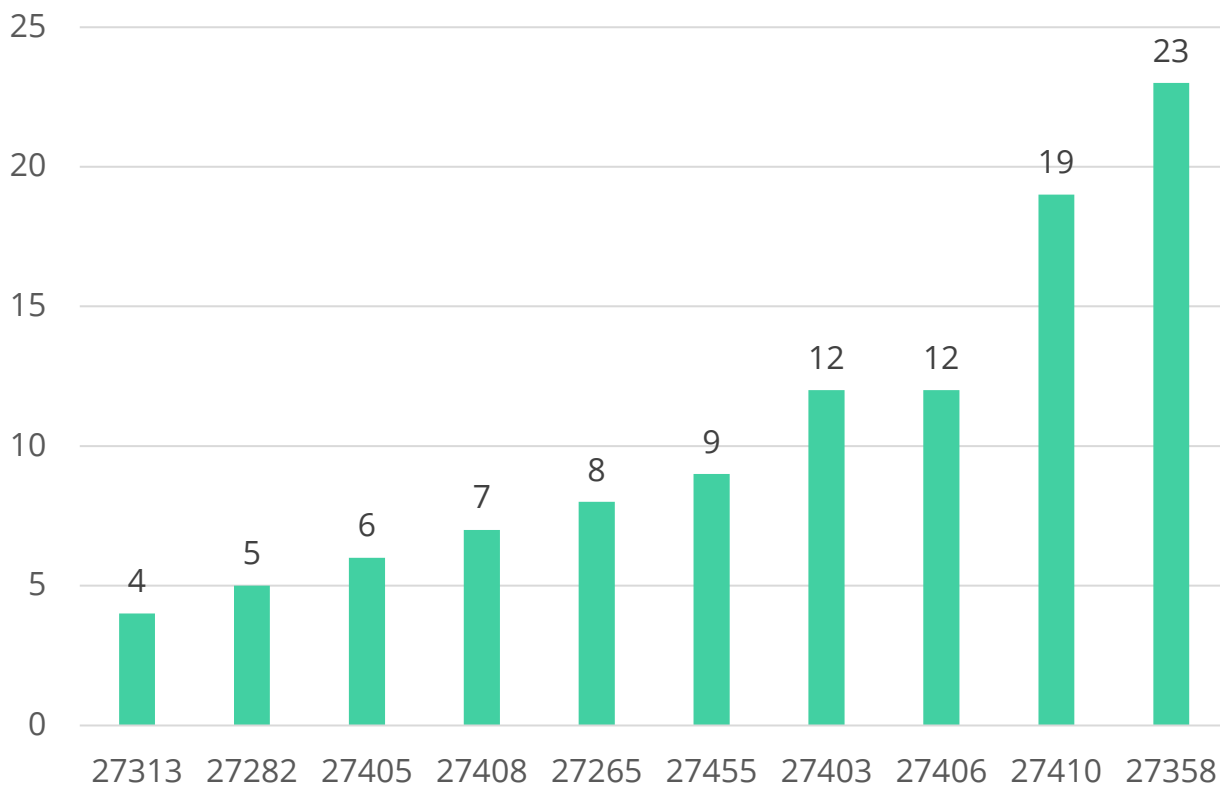
## What is your zip code?

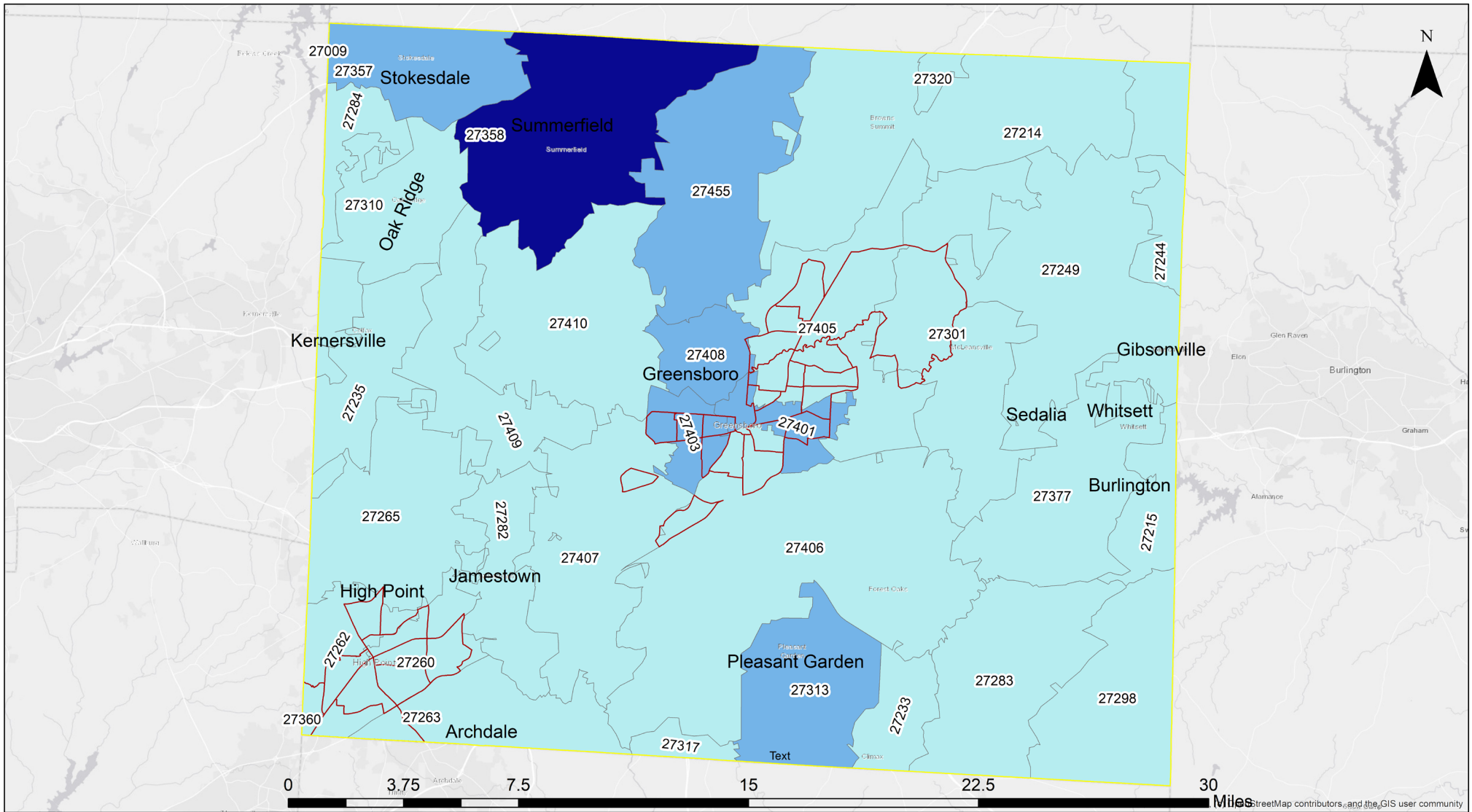
A total of 146 participants answered this required question, providing 30 different zip codes across Guilford County. For summary purposes, the top 10 most common zip codes are shown in the chart below. A total of 24 respondents live in the 27358 zip code. This was followed by 19 respondents in the 27410 zip code.

The map on page 6 represents the percentage of survey respondents per zip code, by population. The survey received a total of 146 participants, 143 of whom self-reported zip codes and 140 of those zip codes were within Guilford County. The 2020 population of Guilford County is approximately 541,299. This means the survey reached approximately 0.026% of Guilford residents, and may not offer a complete picture of their needs.

The areas on the map with the lightest blue shading indicate the lower response rates, and areas with darker blue shading indicate higher response rates. Notably, the zip code covering Summerhill received the highest participation rate in the County on this survey. That was followed by Pleasant Garden, and northwest and eastern Greensboro and Stokesdale.

**Number of Respondents by Zip Code (Most Frequent)**





**Guilford County Listening Sessions Engagement  
Response Rate per Zip Code**

**Legend**

- Guilford County Border
- Qualified Census Tracts

**Percentage of Respondents  
per Zip Code Population**

- 0% - 0.031%
- 0.032% - 0.061%
- 0.062% - 0.092%
- 0.093% - 0.122%
- 0.123% - 0.153%

## What district do you reside, work, or own property in?

A total of 144 participants responded to this question about which Guilford County District they live, work, or own property in. The highest grouping was 47 respondents who live in Commissioner Cooke's District (5). This was followed by 29 respondents who were not sure what District they live in. As the second largest category of respondents was not sure of their district, the data may not paint a clear picture of where respondents live.


## What are the top 2-3 things that significantly impacted your family or business during COVID?

A total of 109 respondents answered this open-ended question. The responses included:

- **Impacts from social isolation**, which was taxing on the mental health and wellbeing of residents. Respondents were unable to see family, friends, religious communities, and other social supports that were accessible before the pandemic. Nonprofits who rely on in-person gatherings to raise money lost resources because of this as well.
- **Neglected physical health and routine medical care** was another issue cited by respondents. Some respondents lost family members due to COVID-19, while others struggled to access needed health care.
- **The cost of implementing social distancing measures**, or pivoting operations to a virtual environment was another challenge. For some respondents that meant increased operational costs during a time when revenue was already tight.
- **Working from home** was noted as a significant impact.
- **Virtual learning and childcare struggles** for those with school-aged children at home.
- **Learning loss for school-aged children.**
- **Lost jobs and financial strain** during the pandemic, due in part to mandated business closures, decreased revenue streams or supply chain disruptions.

- **Struggles with mental health.**
- **Supply chain problems** and not being able to access the goods they need. This ranged from businesses closing to stores simply not having food, cleaning supplies or other basic goods available. This impacted businesses who needed supplies for their manufacturing or basic operations as well.
- **Lack of outdoor spaces** such as parks and greenways was discussed as a challenge. Since the pandemic made indoor activities unsafe, many turned to Guilford's outdoor spaces and found them crowded due to the increased demand.

Other respondents discussed the need for increased access to the following services: affordable housing, reliable broadband internet, and reliable transportation.



*"One of the heaviest impacts is in the increase of domestic violence issues in home. It has gone up exponentially. When you're talking about the number of people or hurt or calls for service. A lot of the seeds of violence are sown in homes when children are growing up. Some children have felony gun charges at age 14 or 15. This can have an impact generationally down the road."*

*- High Point City Council Member, Ward 2*

## What did you do to navigate these challenges?

A total of 102 respondents answered this open-ended question.

### COVID-19 Precautions

- Wore a mask
- Participated in social distancing
- Got vaccinated

### Community Interactions

- Attended virtual or parking lot worship services
- Used video platforms to socialize or socialized outside
- Went outside for recreation and exercise or simply staying home
- Donated to help with food or rental assistance

### Work and Household

- Worked from home
- Cut spending or used savings after losing income streams
- Quit their jobs or cut their hours to stay home with children participating in virtual learning or needing childcare
- Relied on family and friends for support

### Shopping and Food

- Changed shopping schedules to go during non-peak times or locations to avoid crowds
- Ordered goods online
- Opted for takeout
- Tipped higher to try to support restaurant workers

### Businesses

- Cut expenses as best they could

Business owners and residents alike shared that this time has been taxing both physically and emotionally. While many have been able to support themselves and one another, they have and continue to struggle with the impacts of the pandemic on their incomes and wellbeing.

## What areas of recovery should the County focus on?

A total of 109 respondents answered this open-ended question. The responses were varied, but included:

- **Education support and support for schools.** This included upgrading ventilation in schools, providing increased pay for teachers, bus drivers and other school staff, supporting children, and bridging the learning gap. It also included generally supporting youth and the community during this difficult time.
- **Healthcare.** This included:
  - » increased access to healthcare for all
  - » increased access to vaccines and PPE resources
  - » premium pay for healthcare workers
  - » increased number of nurses in schools
- **Mental health care** for all residents, and especially Guilford's youth.
- **Increasing access to outdoor recreation** was seen as something that can aid mental and physical health.
- **Support for small businesses and non-profits.**
  - » Help for retaining and paying staff
- **General economic development** and assisting businesses in reopening.
  - » Workforce training
  - » Getting people back to work
  - » Helping the restaurant industry
- **Broadband internet.** As many participants transitioned to working from home, or had children attending school virtually, access to reliable broadband internet became more important than ever. The cost of internet service was mentioned as a barrier, and increased access should also include affordable service.
- **Affordable housing and access to safe housing.** This includes investing in eviction prevention programs and rental assistance.
- **Water and sewer infrastructure** were discussed, though not everyone agreed. Some comments shared they would like funding to be dedicated to that infrastructure, while others did not agree.
- **Transportation.**



*"We must provide some type of respite place locally for our front-line workers—all of them. Not just health care, but all our civic services. Respite means those empty hotels that we have around here doing who knows what. We need to create some mental health respite away from even if it's just downtown. This mental health from this quarantine is major. A lot of this is realizing that they're quitting their jobs because they're stressed. It shouldn't be a battle between health care and insurance crisis." - Educator (K-12 Reading)*

## What is or is not a priority for ARPA Funds in relation to Public Health?

A total of 96 respondents answered this open-ended question. Several respondents simply answered "all of the above" are priorities. Other answers included:

- **Increased access to the vaccine.**
- **Education about where to get vaccinated.**
- **Prioritized contact tracing** as an important tool to combat the spread of the virus.
- **Improved air systems or ventilation.** These comments varied in specificity, and some respondents felt Guilford County Public Schools should improve ventilation. Others shared improved ventilation in public and healthcare settings, jails and courthouses.
- **Mental health care.** In many cases, this comment was tied into the need for crisis intervention. The topic of substance misuse was raised by many as a priority.
- **Physical health care.**
- **Premium pay** for essential health workers.
- **Improvements in food insecurity.**
- **Exercise/Access to outdoor recreation.**
- **Addressing homelessness.**

While the majority of respondents shared what is a priority to them, a few shared what is not. A couple respondents felt the county has enough vaccine resources, and ARPA funds should not be spent on this. This was also shared about contract tracing and substance misuse.

## What Negative Economic Impacts from COVID-19 does the county need to address?

A total of 97 respondents answered this open-ended question. Answers included:

- **Food support.**
- **Housing support.**
- **Support for small businesses.** This included the need for grants, loans or other forms of assistance to help them re-open or stabilize after periods of being closed.
- **Support for nonprofits and the arts** community including grants, loans, or other similar types of support as Guilford's small businesses.
- **Business and economic development,** including help for tourism, travel and hospitality.
- **Job training programs.** Multiple respondents shared job training programs should be a priority to help get residents back to work.
- **Childcare.** Residents are struggling to go back to work because they cannot find childcare.
- **Unemployment assistance** was raised by a few participants but was not as common of a topic as the above items. Alternatively, some respondents specifically stated they do not want to support unemployment benefits.
- **Rehiring public sector staff.**
- **Premium pay for essential workers.** Some comments included requests that premium pay be provided for public school teachers and other employees.

A couple other topics that didn't receive as much mention include mental health support, nutrition education, equal access to education, and rental assistance.

*"Our family-owned business is in the hospitality industry. [...] We were closed for 15 months. Despite being closed, we survived. There are so many other issues that are still ongoing. We have been able to reopen our doors—not in the same that we were." -Resident*

## What is or is not a priority for ARPA Funds in relation to Water and Sewer?

A total of 89 respondents provided an answer to this open-ended question. The majority of respondents felt that clean drinking water should be prioritized. However, a handful of respondents disagreed with this statement, and felt that Guilford County already has clean drinking water (especially those with well systems).

The second most common response to this question was that it is not a priority to address sewer or water infrastructure. These comments either felt that the services were adequate as they exist now, or the City/County should be responsible for paying and maintaining the service without ARPA funding. Others were concerned that funding water and sewer infrastructure could lead to an expansion of development by reducing the cost to developers. As the developer may be responsible for paying to extend the sewer and water, if that infrastructure is already in place, it may encourage new development.

This was followed by a number of respondents who felt that “all of the above” should be prioritized. The remaining respondents either prioritized just stormwater infrastructure, water and sewer, or water infrastructure specifically.



*“In terms of broadband infrastructure, we must make sure there is consistent connectivity at a high level, at a high rate. We know that access is great, but if the access is inconsistent then we are not solving the problem. I know that the county did some programs to expand mobile sites. But, if that connection is consistently dropping or is slow, then I know being in a house with kids with access to good internet, even the understanding of that it wears and tears. Imagine the kids who didn't have strong connection. Expansion of broadband is at the forefront, but the strength of the signal must be as high as we can manage increasing bandwidth and connectivity rates.” -Resident*

## What is or is not a priority for ARPA Funds in relation to Broadband Infrastructure?

A total of 91 respondents provided an answer to this open-ended question. Generally, respondents felt this was a priority for the ARPA funding, specifically the expansion of service. Comments generally focused on ensuring those without broadband access have it available, as it helps with school, work, and a variety of day-to-day functions. While the majority of respondents agreed on expanding service, there were some concerns about Internet Service Providers (ISPs) offering competitive pricing and the regulation of that.

A handful of respondents shared that reducing cost for broadband services is part of increasing access and should be prioritized. A similar number shared increasing reliability is another priority, as well as increased speeds.

A smaller number of respondents did not think broadband services should be a priority nor should ARPA funds be used for them. Others felt this was important, but only after basic needs such as food, water/sewer, and housing were met.

# Aside from pandemic-related work, what other services should be a priority for Guilford County government?

A total of 90 respondents provided an answer to this open-ended question. Responses included:

## Education

The most common topic was education, which included:

- premium pay for teachers
- upgrades to school buildings (including ventilation)
- general support for improving Guilford's education infrastructure

## Economic Development

Economic Development was the second most commonly mentioned topic. Associated comments focused on:

- bringing in high paying jobs
- providing disadvantaged residents with better opportunities
- creating jobs
- supporting the creative economy

## Safety and Crime

Safety and crime were mentioned by several respondents. The comments shared a desire for more police training and accountability. They also focused on violence prevention programs that provide Guilford youth afterschool and weekend programming. Other responses included general concerns about reducing crime and speeding enforcement.

## Food Security

Food insecurity was raised by multiple respondents, both as a general need and as a need to address in the schools. Respondents mentioned food deserts in Guilford County, Black, Indigenous, and People of Color (BIPOC) Communities, and in southwest High Point as a need. Some of the comments about food insecurity were tied to persons experiencing homelessness, which was a topic raised by a handful of respondents.

## Transportation

Transportation was also mentioned in the survey by multiple respondents as a means to get residents to jobs, food, economic opportunities and basic needs.

## Other Responses

The remaining topics received less mention in the survey, and included:

- Monitoring for senior and child abuse
- Affordable housing
- Support for the arts
- County communications services (such as news and broadcasting)
- Early childhood development
- Support for first responders, including fire, police and EMS
- General infrastructure improvements (roads, sidewalks, etc)
- Job training
- Support for libraries
- Support for parks, recreation and outdoor green spaces
- Premium pay for teachers and other workers
- Sustainability
- Support for small businesses
- Prevention services

# Demographics Questions Summary

## Overview

To learn more about who participated, the survey included several optional demographic questions. Many survey participants chose to not respond to these questions. About 33% of respondents skipped the majority of demographic questions. Therefore, it is hard to determine how representative the survey is compared to Guilford County's demographics.

## Responses

The questions and responses are summarized below:

- 97% of respondents indicated they live, work or own property in Guilford County.
- 8% of respondents indicated they have a disability.
- 60% of respondents identify as a woman.
- 45% of respondents are between the ages of 45 and 64, and 21% of respondents are over 65 years old.
- 91% of respondents speak English very well.
- 66% of respondents identify as White or Caucasian and 17 percent of respondents identify as Black or African American.
- 5% of respondents reported an annual household income of less than \$20,000. However, of the 149 total survey respondents 40% selected "prefer not to answer" and 20% did not answer this question. This means approximately 60% (or 89 total) of survey respondents did not provide income data, and it may be difficult to determine the extent to which survey respondents accurately reflect the demographics of Guilford County.

# VISIONING MEETING AND SURVEY SUMMARY

December 1 - 31, 2021

## Overview

Public Participation Partners hosted small group meetings and an interactive website through the month of December 2021. The purpose of these meetings, survey, and interactive website was to present information and obtain community member feedback on how the \$104 million dollars in federal American Rescue Plan Act (ARPA) funding should be allocated. These meetings and survey sought to reach a diverse section of community members, with a focus on communities located in Qualified Census Tracts or QCTs.

# Survey and Interactive Website Summary

A total of 856 participants answered at least one question on the survey, resulting in 14,033 total responses and 1,615 individual comments. Individuals took the survey in one of the following ways:

- Over 800 took the survey online
- 8 filled out a paper copy
- 37 participated through text message
- 12 left voicemail comments
- 6 offered comments via email

Based on the current Guilford County population of 541,299 people, there were enough survey respondents to produce statistically significant results. This allows for a high degree of confidence in the validity of the findings. However, this does not mean that the results reported here represent the perspectives and experiences of all Guilford County residents and business owners.

To learn more about who participated, the survey included several optional demographic questions. Many survey participants chose to not respond to these questions. Respondents were most likely to indicate if they live, work, or own property in Guilford County (61% response rate). They were least likely to provide their household income (47% response rate). Therefore, it is hard to determine how representative the survey is compared to Guilford County's demographics.

The virtual website had a total of 3,060 views and the project video had 194 views. Additionally, 334 individuals subscribed to receive email updates on the project.

# Small Group Meeting Summary

A total of 12 small group meetings were held with Guilford County residents, business owners, and non-profit staff on the American Rescue Plan Act (ARPA) engagement process. At the meetings, 151 individuals participated in activities to share what needs they would like the funding to address. These meetings were held between December 3 and December 14, 2021, virtually or in-person, depending on the preference of the organization. A full list of meetings, dates, and number of attendees is located Appendix C.

## Meeting and Survey Notifications

- A total of 77 Guilford County Listening Session attendees were emailed directly and invited to attend a meeting.
- A total of 13 religious organizations and non-profits were contacted to schedule the small group meetings with their communities. The organizations who scheduled meetings included the following:
  - » Child Action Network
  - » Islamic Center of Greensboro
  - » Salvation Army of Greensboro
  - » Action Greensboro
  - » High Point Ministers Conference
  - » Greensboro Housing Coalition
  - » Collaborative Cottage Grove Partnership
  - » Guilford County Continuum of Care
- Guilford County advertised the meetings on their website and social media.
- Transit Ads through Greensboro Transit Agency, High Point Transit, High Point Paratransit, Guilford County Paratransit
- Press release distributed to Guilford County media outlets
- 3 HTML email blasts to over 120 residents and over 360 community-based organizations
- Direct emails to over 300 community-based organizations

# COVID-19 IMPACT

## Overview

The first part of the survey had three questions. These looked to understand the effects of the COVID-19 pandemic on Guilford County residents and businesses.

# Resident Problems

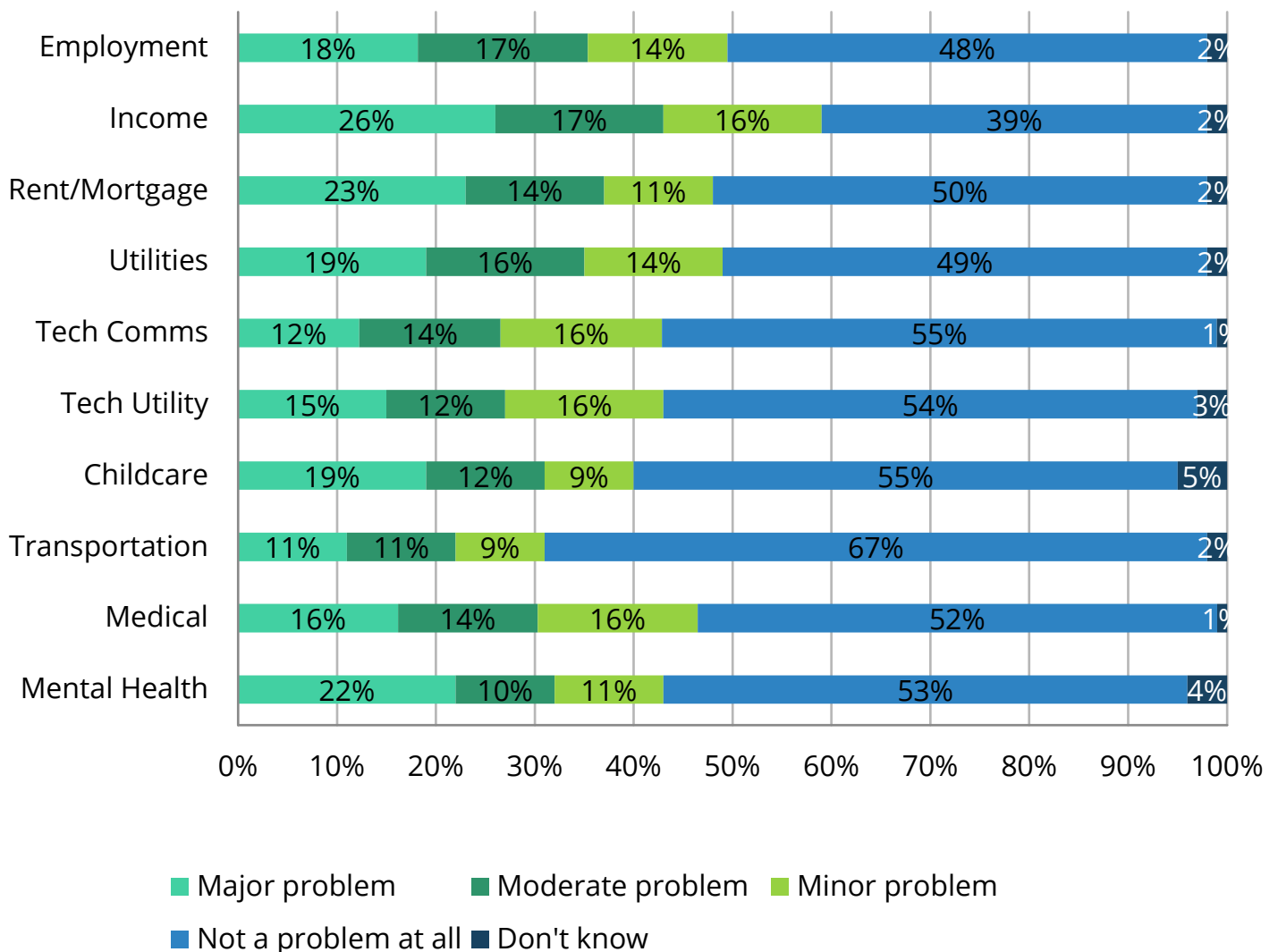
The survey asked respondents to identify how challenging it was to meet ten household needs during the COVID-19 pandemic.

The major problems residents faced included reduction in household income (26%). The ability to make rent or mortgage payments had the second highest response as a major problem (23%). The third most common response as a major problem was the ability to access mental health services (22%).

Of the issues ranked as “minor problems”, reduction in household income (59%) was the most common. This was followed by loss of employment at 49%. Making rent/mortgage payments and paying utility bills were not far behind, both at 48%.

Access to reliable transportation was the least problematic need for survey respondents. However, 31% indicated that it was a difficulty for them at some point during the pandemic. Childcare and technology access also posed fewer problems, with over 50% saying that they were not problems at all.

## To what extent have the following been problems for you/your household at any time during the COVID-19 pandemic? (n=778)





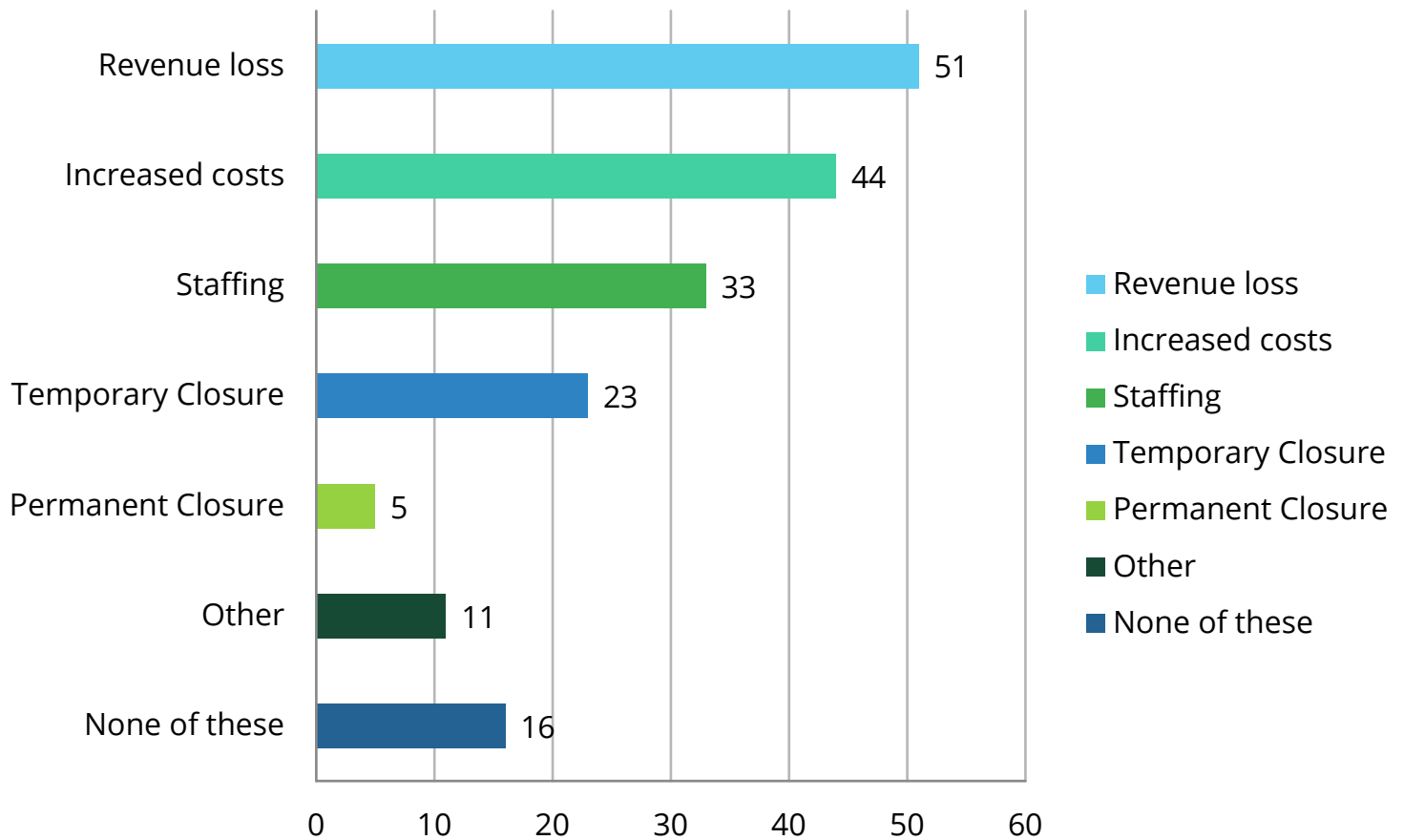
# Business Problems

For business owners, the most taxing issue was a loss of revenue due to the pandemic (51%). Additionally, 44% faced increased costs associated with running their business. A total of 33% of business owners also found it difficult to keep employees or hire new ones.

Only 16% of respondents shared they did not experience any problems in their business. These responses should be read with caution as some respondents may have selected this because they do not own a business, rather than skipping the question.

Most respondents who selected 'other' mentioned something on the list or an unrelated comment. One respondent who responded 'other' struggled to access the necessary technology.

**Which of the following have you experienced as a business owner at any time during the COVID-19 pandemic? Check all that apply. (n=213)**



# Immediate Needs

The survey included a question to understand the immediate needs of Guilford residents. Notably, 32% of respondents indicated that they could use some type of immediate aid.

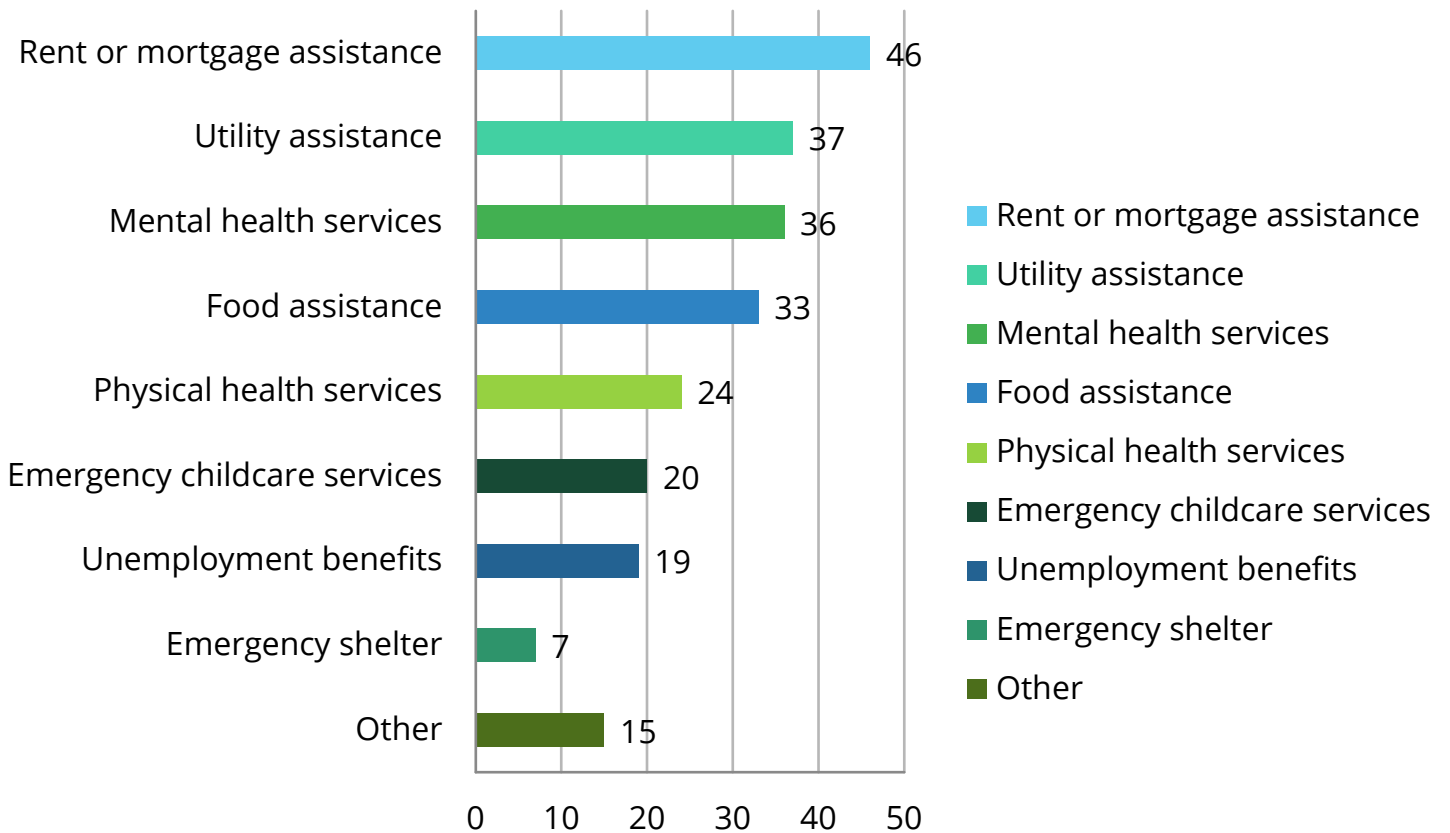
The immediate needs include:

- help with rent/mortgage payments (46%)
- utility payments assistance (37%)
- accessing mental healthcare (36%)
- food assistance (33%)

Emergency shelter was the least likely to be named as an immediate need by respondents (7%). This may be due to the low representation of people experiencing homelessness in surveys.

Most of the 'other' responses included items already on the list (e.g., paying bills) or were not relevant to the question (e.g., hire more police).

## Are you/your household in immediate need of any of the following types of help? Select all that apply. (n=275)



# ARPA FUNDING PRIORITIES

## Overview

The second section of the survey focused on which eligible uses Guilford County should prioritize. The question asked them to rank a list of five potential uses from the highest to lowest priority.

This type of question does not convert to text message. So, respondents who participated via text message received two prompts. The first asked which of the listed items should be the highest priority. The second asked which should be the lowest.

# Ranking

Participants were asked to rank five of the eligible use categories for ARPA funding in order of importance to them. A total of 484 individuals ranked the options for this questions.

Of the potential uses for the funds, providing services for households affected by COVID-19 was the most preferred. Continued hazard pay ranked as the second highest priority. Services for small businesses impacted by COVID-19 was ranked third most important.

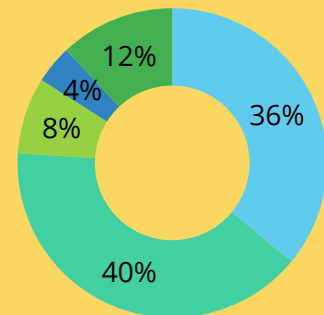
- 1<sup>st</sup>** Services for households impacted by COVID-19
- 2<sup>nd</sup>** Continued hazard pay for essential workers
- 3<sup>rd</sup>** Services for small businesses impacted by COVID-19
- 4<sup>th</sup>** Investment in broadband internet infrastructure
- 5<sup>th</sup>** Investment in water and sewer infrastructure

## Text Respondent Priorities

The priority of online and paper respondents were similar to text message participants. Continuing hazard pay for essential workers received 40% of the vote. Providing services for Guilford County households received 36%.

Water and sewer infrastructure ranked as the lowest priority for text respondents (32%). Broadband expansion was also at the bottom of the priority ranking (20%). Continuation of essential worker pay also received 20% of the vote.

**Which of the following do you think should be the County's HIGHEST priority? (n=25 via text message)**



- Services for households impacted by COVID-19
- Continued hazard pay for essential workers
- Services for small businesses impacted by COVID-19
- Investment in broadband internet infrastructure
- Investment in water and sewer infrastructure

# Guilford ARPA Priorities

The Guilford County ARPA Funds Allocation Survey received over 1,600 unique comments. An analyst read, coded, and organized each comment by theme. Many respondents repeated their ideas, so the number of mentions is not included in the report.

Additionally, the comments from the 151 small group meeting participants were similarly coded. The themes from these comments are included in the summary below. The full list of small group meeting comments can be found in Appendix B.

## General Guilford County Improvements

Some proposed projects that could make a more desirable and enjoyable place to live. These investments included:

- Repairing greenways and completing connectivity, especially for the Bicentennial Greenway
- Parks and recreation programming and an emphasis on outdoor spaces
- Support for local artists, art nonprofits, and art-related programs
- Economic development for downtown areas to attract businesses, jobs, and tourists

## Guilford County Infrastructure

Others noted the need for infrastructure updates to address issues with:

- Broadband access and affordability
- Water and sewer services and quality
- Streets and sidewalks
- Public transportation

## Guilford County Social Services

Some respondents asked for more funding to provide resources for those struggling with:

- Substance abuse
- Domestic violence
- Homelessness
- Unemployment
- Community reentry

Senior citizens were also named as a group in need of support.

## Essential Guilford County Services and Operations

Other types of County services were also mentioned as worthy of more funding.

Suggestions included:

- Enhancing emergency preparedness plans and supplies
- Focusing on retention and recruitment of police officers and other first responders
- Investing in crime prevention and crime control programs
- Improving the processes through which County residents apply for and receive aid

## Education Investments

Respondents were also interested in education and advocated for investments in:

- After-school programs
- School facility repairs and rebuilds
- Teacher and school staff retention and recruitment
- School supplies
- Tuition help for college students

## Healthcare Investments

Healthcare-related investments were among the priorities expressed by survey participants, including:

- Making physical healthcare more affordable and more accessible
- Expanding access to mental health services
- Increasing support for community-based healthcare organizations like Old North State
- Financing and increasing access to pandemic response supplies (PPE, testing, vaccines, etc.)

## Household Help

Respondents suggested that the County could help pay for basic household necessities like:

- Housing
- Utilities
- Food
- Childcare

Other ideas for financial support involved the County:

- Providing all households with a stimulus check
- Offering some sort of tax relief

## Small Business, Nonprofit, Employee Support

Some respondents campaigned for economic recovery through:

- General support for small businesses, nonprofits, and religious institutions
- Continued hazard pay for essential workers
- Job training programs
- Increased pay or income supplements for employees not deemed 'essential'

Some survey participants took issue with the 'essential' label. For some, the criteria used to determine who is an essential employee is too narrow. They asked Guilford County to include anyone working jobs that did not stop during the pandemic (e.g., prisons). Others said the County should consider all workers as essential.

## Equity Advancements

Another set of recommended funding strategies could help Guilford County become more equal. These recommendations included:

- Increasing the availability of affordable housing
- Investing in vulnerable communities (urban and rural)
- Prioritizing aid to those hardest hit by the COVID-19 pandemic
- Using funds to address economic, educational, and health-related differences across racial groups

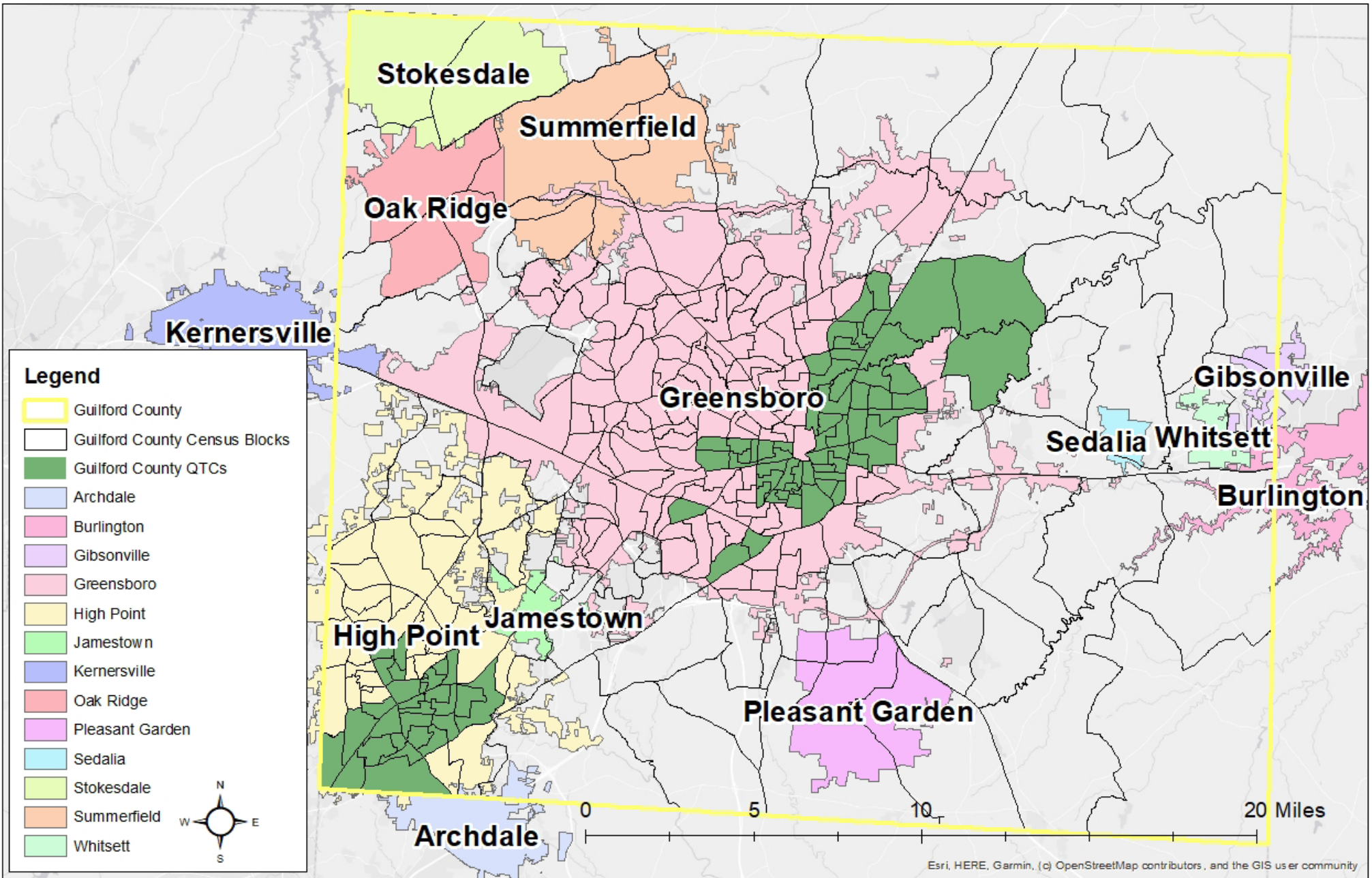
# QUALIFIED CENSUS TRACTS FINDINGS

## Overview

A census tract is a small geographic area with a population between 1,200 and 4,000 people. Census tracts are used to count the population and other social characteristics of a particular area. A Qualified Census Tract or QCT is a census tract where at least 50 percent of households have incomes below 60 percent of the Area Median Gross Income or AGMI. Or have a poverty rate of 25 percent or more. The AGMI for Guilford County is approximately \$31,956 annually for the average household. (The median annual household income for Guilford County is \$53,261).

There are 30 QCTs located across Guilford County, which are located in the City of Greensboro and the City of High Point. Their locations are shown on the map on page 24 in green.

Using self-reported zip codes to determine census tract location, 161 survey respondents (19%) live in a QCT. These participants provided 2,567 total responses and 309 individual comments.



Guilford County ARPA Engagement Project  
Guilford County

**PROJECT AREA MAP**



# Survey Results for Residents in QCTs

## Resident Problems

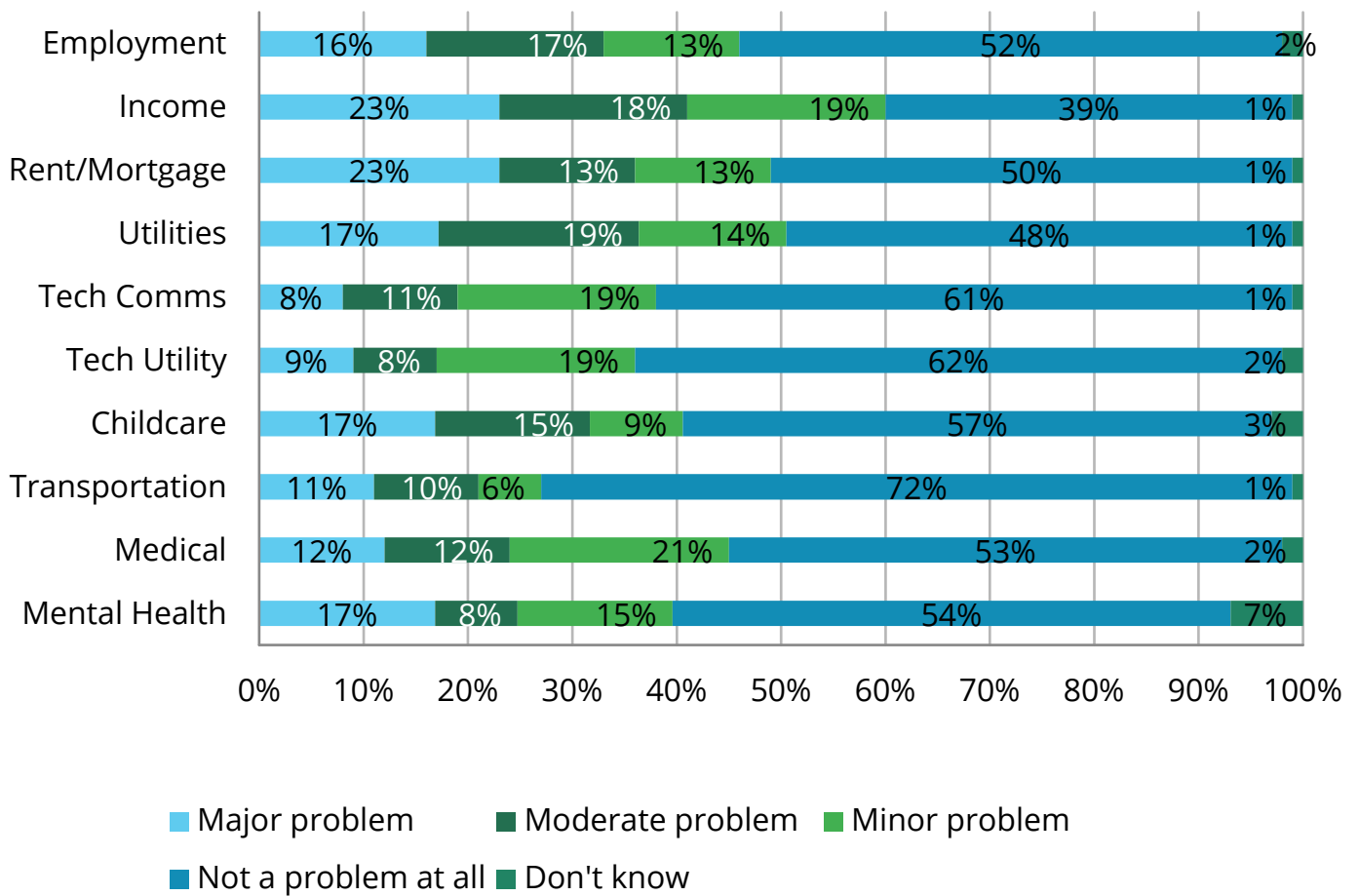
About half of respondents from Qualified Census Tracts struggled to some extent with the following during the pandemic:

- Paying utility bills (50%)
- Making rent or mortgage payments (49%)
- Losing a job (46%)
- Accessing medical services (45%)

For those reporting pandemic-related struggles, making rent or mortgage payments and a reduction in household income were the toughest. About 23% report both as a “major problem.”

### To what extent have the following been problems for you/your household at any time during the COVID-19 pandemic?

(n=141)

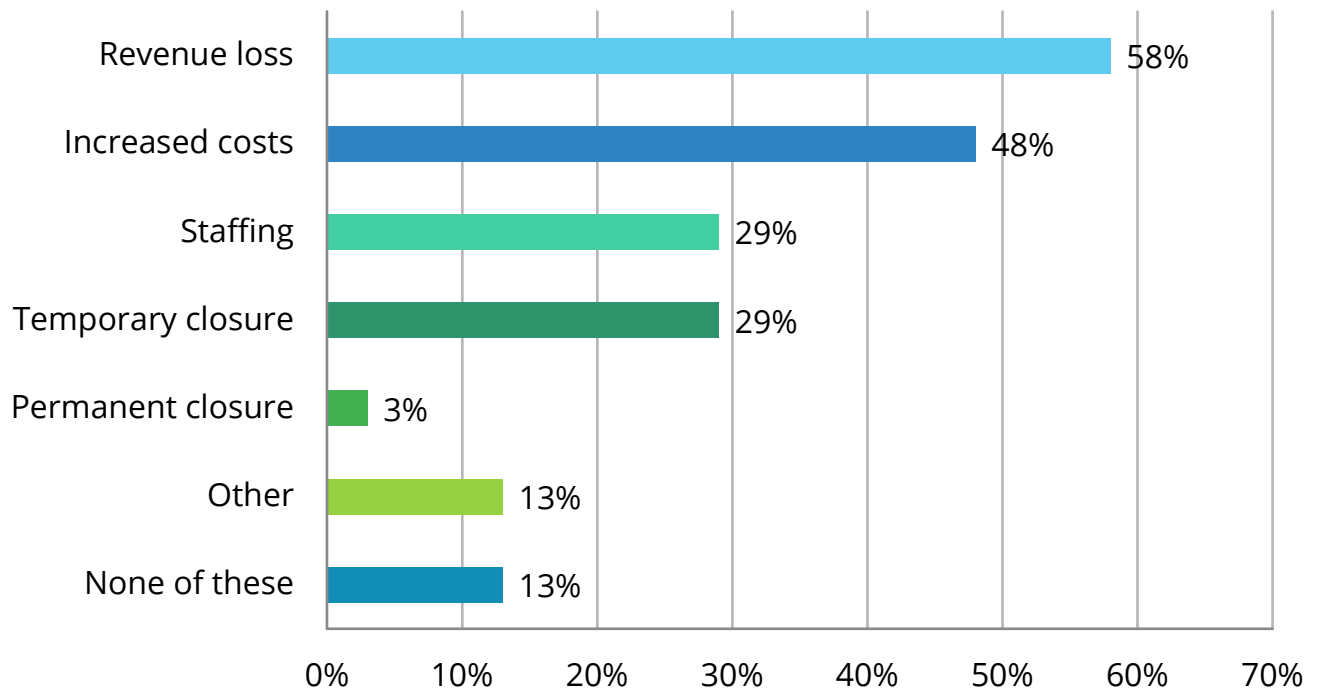


## Business Problems

Over half of business owners in QCTs reported revenue loss as a result of the pandemic (58%). Nearly half (48%) faced increased costs. Approximately 29% struggled with staffing issues (hiring and retaining). The same percentage had to close their business temporarily. Few (3%) had to permanently close. Thirteen percent (13%) said that they did not experience these pandemic-related issues.

### Which of the following have you experienced as a business owner at any time during the COVID-19 pandemic? Check all that apply.

(n=31)



## Assistance Needs

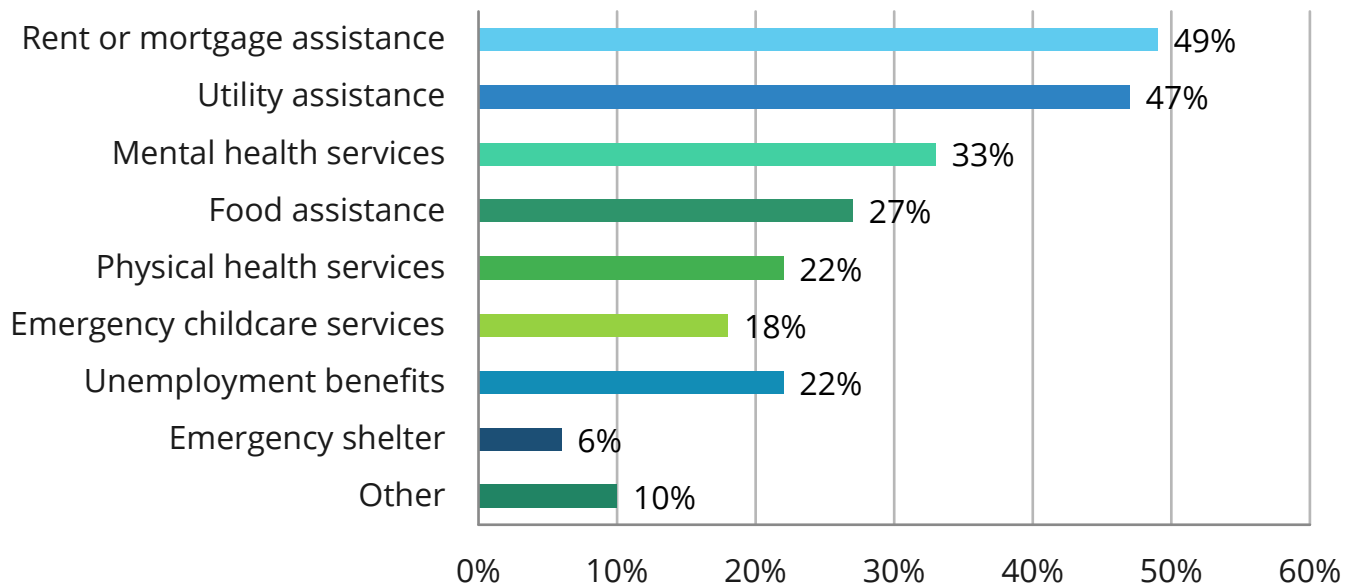
Over a third of QCT respondents said they could use immediate assistance with the following:

- Rent and Mortgage Payments (49%)
- Utility Payments (47%)
- Mental Health Services (33%)

Emergency shelter was not reported as a pressing need. This is likely due to an underrepresentation of residents experiencing homelessness. Participants added securing employment and in-person tutoring services to the list of needs.

### Are you/your household in immediate need of any of the following types of help? Select all that apply.

(n=49)



## ARPA Funding Priorities

When asked to prioritize the potential uses for ARPA funds, QCT respondents ranked the following as their top priorities.

**1<sup>st</sup>** Services for households impacted by COVID-19

**2<sup>nd</sup>** Continued hazard pay for essential workers

**3<sup>rd</sup>** Investments in Water/Sewer and Broadband

# DEMOGRAPHIC QUESTIONS SUMMARY

## Overview

Following the project-related questions, participants were invited to answer voluntary demographic questions. These questions help the project team understand who is participating in the project and who is being underrepresented in outreach efforts. Participants were asked nine (9) optional questions. The questions and responses are summarized below:

- 98% of respondents indicated they live, work or own property in Guilford County.
- 10% of respondents indicated they have a disability.
- 60% of respondents identify as a woman.
- 74% of respondents are between the ages of 30 and 64, and 16 percent of respondents are over 65 years old.
- 96% of respondents speak English very well.
- 59% of respondents identify as White or Caucasian and 27 percent of respondents identify as Black or African American.
- 12% of respondents reported an annual household income of less than \$20,000.

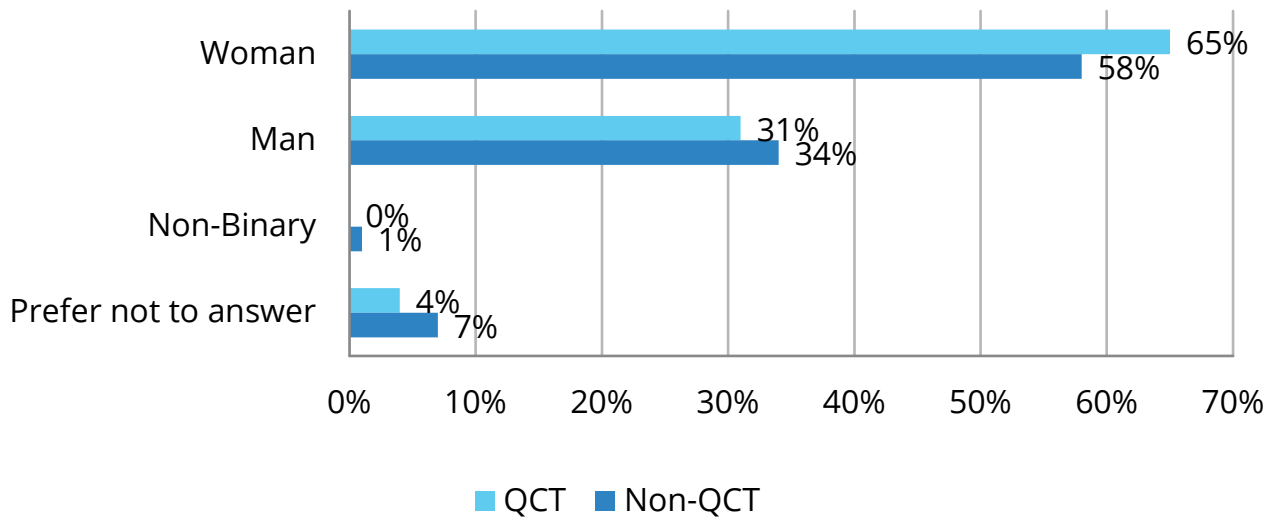
The highest response rate to the demographic questions was 61%. This means that we are missing certain demographic information for at least 39% of respondents. This makes it difficult to determine the extent to which survey respondents accurately reflect the demographics of Guilford County residents.

# QCT Demographics

A comparison of demographics between QCT and non-QCT respondents shows key differences. As shown on the graphs below, more women and those aged between 30 and 44 years responded from QCTs. The QCTs also included more Black/African American and Hispanic/Latino respondents. On average, respondents living in QCTs reported lower annual household incomes. They were more likely than non-QCT respondents to report annual incomes of less than \$94,000. Non-QCT respondents were much more likely to withhold this information. This means there's a large amount of data missing for direct comparison.

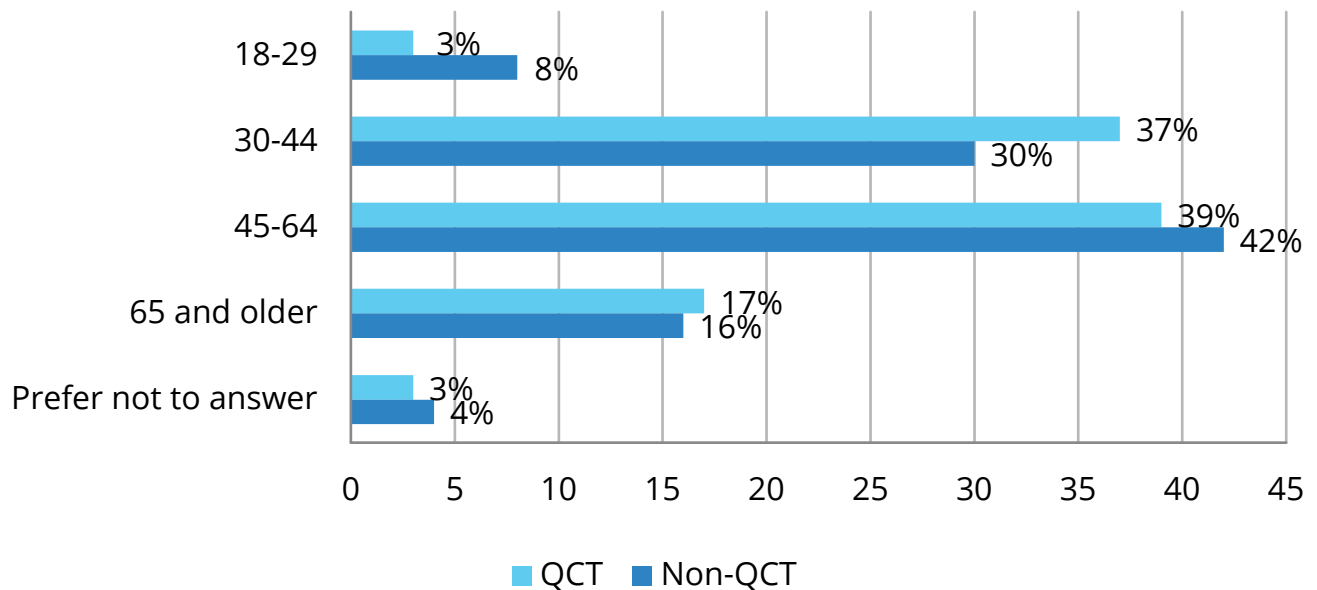
## What is your gender identity?

(n=521)

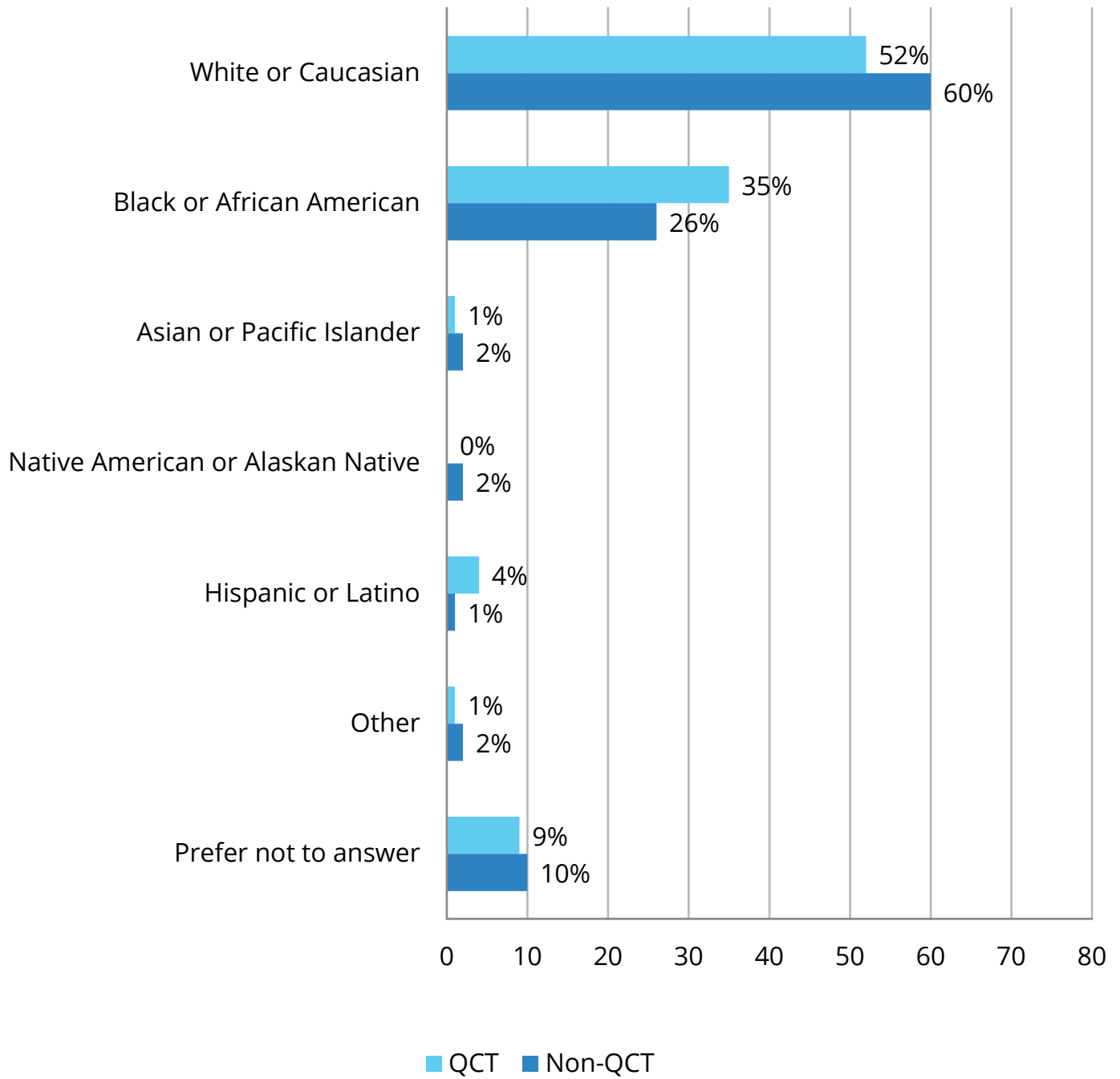


## What is your age?

(n=525)

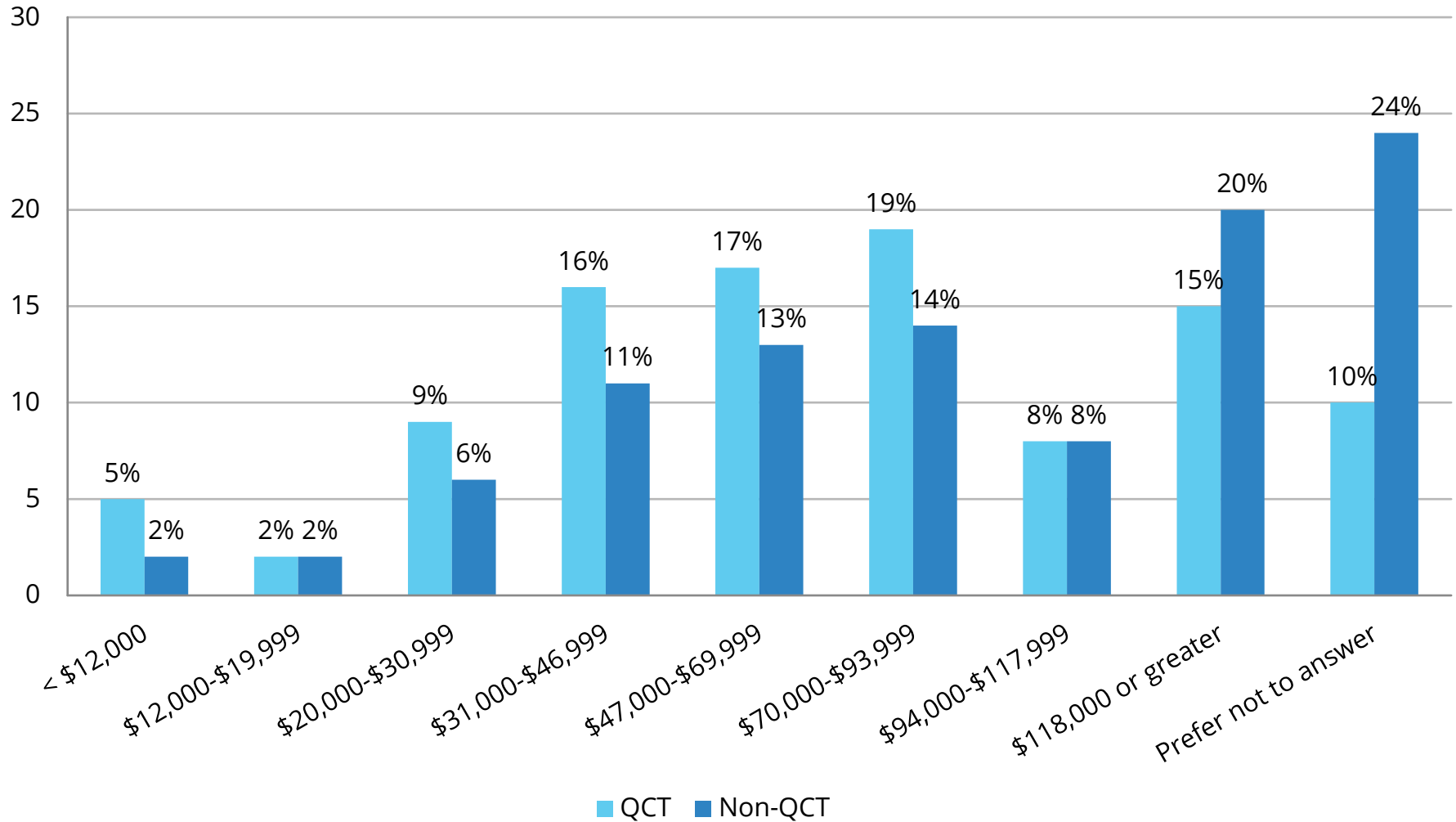


**Which of the following best describe(s) your racial/ethnic identity? Select all that apply. (n=499)**

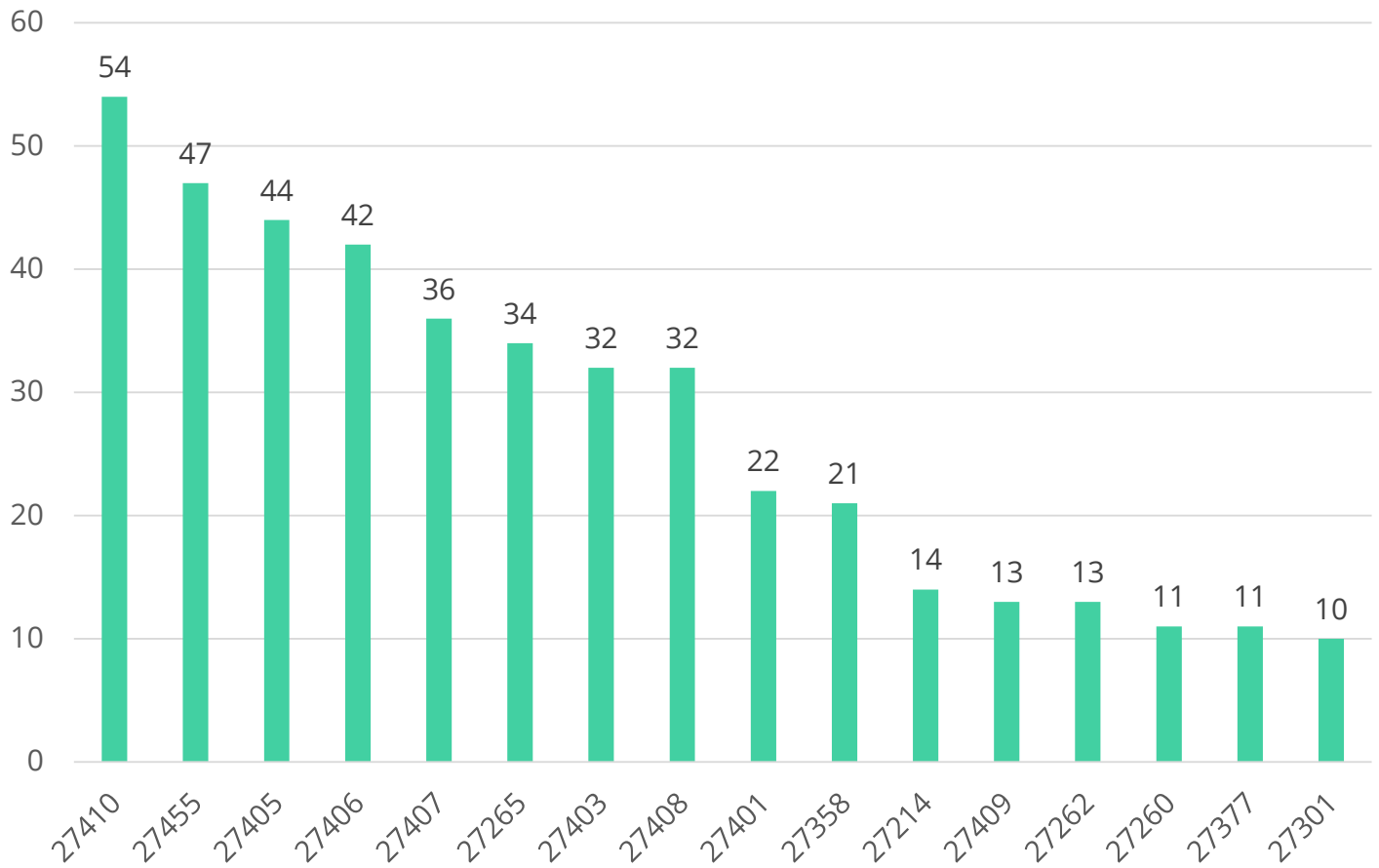


## What is your approximate annual household income?

(n=512)



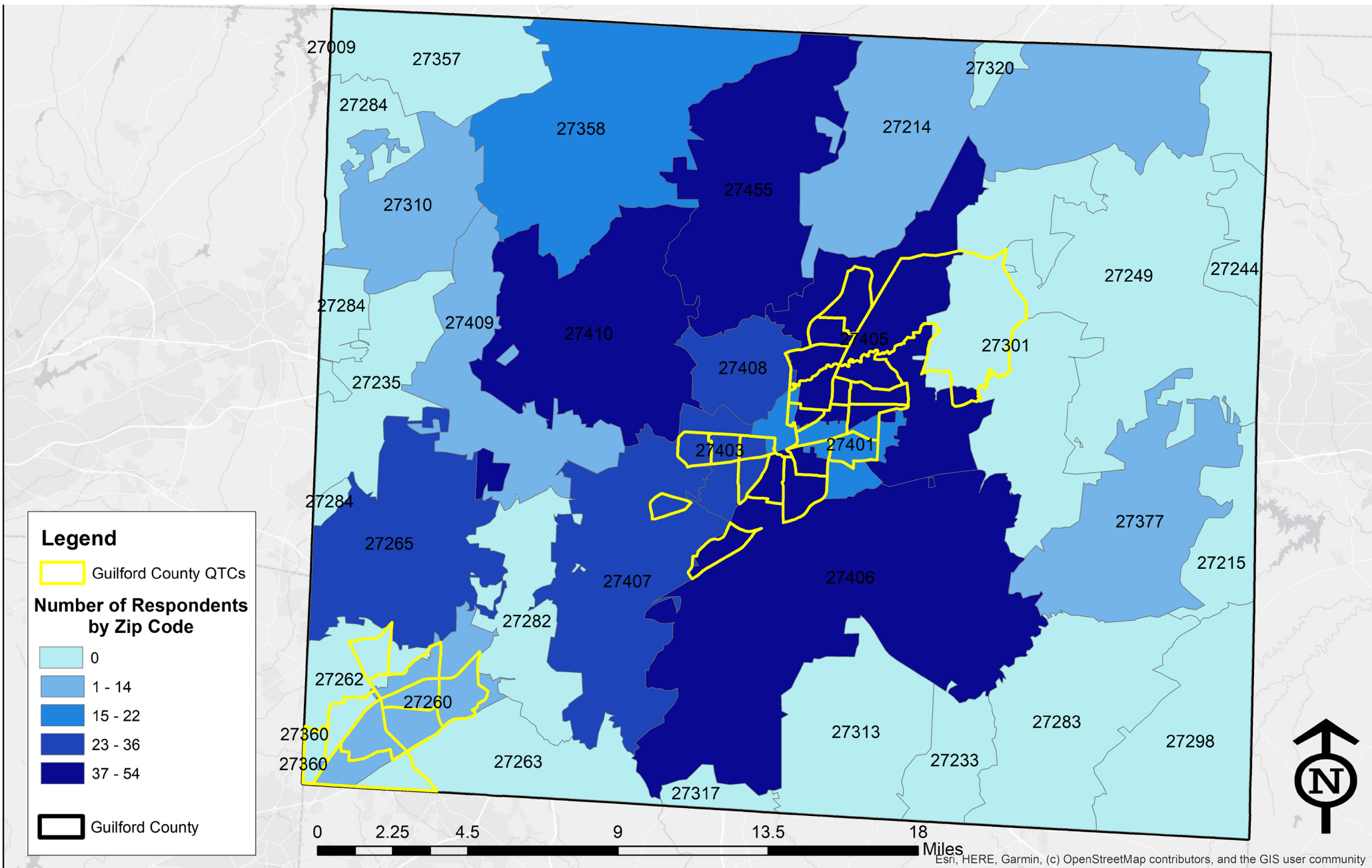
## Number of Respondents by Zip Code (Most Frequent)



Just over 500 respondents (n=501) provided their residential zip code. The zip codes with ten or more survey participants are displayed in the graph above. Because of their larger populations, Greensboro and Highpoint had higher representation than other cities in Guilford County.

The map on page 33 shows Guilford County by zip code. The zip codes with darker blue shading received more respondents. The zip codes with lighter blue shading received less respondents. These numbers may be impacted by the total population in each zip code as some may have more residents than others. The map also shows outlined in yellow the locations of the Qualified Census Tracts (QCTs). Only two (2) of the 31 total QCTs did not receive any respondents: 27262 and 27301.





Guilford County ARPA Engagement Project  
Guilford County

ZIP CODES BY RESPONDENT

# RECOMMENDATIONS FOR FUTURE OUTREACH

## Overview

While the survey results were statistically relevant, there is still room for improvement in the representation within survey demographics. In terms of racial identity, targeted outreach is needed to help reach Hispanic or Latino and Asian or Pacific Islander populations. This includes reaching more individuals with Limited English Proficiency. Individuals younger than 30-years-old were also less represented during Phase One's engagement. Additionally, only 12% of respondents make less than \$31,000 per year. The following recommendations are based on these demographic findings.

# Phase 1 Advertising Analysis

To reach a diverse representation of Guilford County residents and business owners, a variety of outreach methods were used. These included advertisements on buses, a press release, media kit distribution to community partners, email campaigns, and direct outreach to non-profits, churches, and schools. The media kit included social media graphics, newsletter copy, a flier, and presentation slide to make sharing the information easy and simple for community partners.

To understand which advertising method was the most effective, each type of media contained a unique URL. Each URL led to the same survey, but by using a different URL we can see if the participant was led to the survey through the flier, traditional media, social media, or email and newsletter.

The most effective advertising method was traditional media. This included press releases to local media outlets, and posts on Guilford County's social media platforms. This method should be continued in future phases of engagement, as it is low cost and reaches many stakeholders. To increase the efficacy of this method, Guilford County may wish to consider paid Facebook Advertisements particularly in the zip codes that overlap with Qualified Census Tracts (QCTs), including:

- 27260
- 27403
- 27401
- 27405
- 27262
- 27301

If possible, paid Facebook advertisements in both English and Spanish may also help increase the number of Hispanic or Latino respondents.

The second most effective advertising method was direct emails and newsletter content. This helped 280 community members find and take the survey. This method appears to be effective and should be continued in the next phase of engagement.

Transit Ads were placed on Greensboro buses in English and Spanish. They were also placed on High Point Transit buses in English, Spanish, Vietnamese, and French. These transit ads were found to be one of the least effective advertising methods as only one survey respondent accessed the survey using the transit link. This may be due to the COVID-19 impacts on transit ridership. It also may be due to buses not running at full capacity during the comment period due to COVID-19. It is also possible that transit dependent community members have more immediate needs and may not see the benefit in completing a survey that may lead to assistance in the future. This method may not be effective in the next phase of engagement.

Fliers yielded five (5) survey responses. They were included in media kits that went out to community-based organizations who were then asking to share information with their community members. While this method didn't receive a large volume of survey responses, digital fliers are a cost-effective way to inform community members and may lead to engagement.

Engagement in the month of December can be challenging. Many people are busier due to holiday or familial obligations. This can mean advertisements are not as effective because people are not seeing them. Distributing information to community partners can also be difficult, because of the shorter number of working days.

A large part of effective engagement is building relationships and trust, which is often most effectively done in person. However, the continuation and uncertainty of the COVID-19 pandemic makes in-person engagement very difficult and not safe in many instances for community members. As this is one of Guilford County's first engagement initiatives, it may take some time for residents and community members to feel comfortable participating. By reporting out their feedback and continuing to value and treat their time as important, community trust may build over time.

## Phase 2 Approach

To help Phase Two of the engagement build on the success and lessons learned during the first phase, the following section includes recommendations. This may include:

- Coordination with the High Point and Greensboro Housing Authorities to ensure their residents are aware of the engagement opportunity. These communities may benefit from a paper survey option, as internet accessibility can be a barrier to engagement.
- Coordination with Guilford County Public Schools. While individual school principals in QCTs were engaged, this was not always effective. Many Guilford County School Principal email addresses do not accept incoming emails from unknown sources. Additionally, the COVID-19 pandemic has placed an additional strain on school staff and administrators and tasking them with additional work may be a challenge. To remedy this, coordination with the Director of Communications may help facilitate a better route to distribute materials.
- Coordination with Greensboro and High Point Public Library Communications or other related staff could help reach additional stakeholders. Particularly coordination with the Greensboro Public Library's Multicultural Resources Center may help reach community members for whom English is a second language.
- Coordination with Guilford County appointed Board of Commissioners to request Commissioner assistance with information distribution. Appointed Commissioners often have relationships with the communities they represent and may be able to help increase awareness and response rates.
- Where appropriate, providing information to residents who utilized COVID-19 relief programs such as the Emergency Rent & Utilities Assistance Program and CARES Act funding as these community members were negatively impacted by the pandemic.
- Additional coordination with municipal agencies that have direct relationships or contacts with the community is another avenue to increase engagement.

## Conclusions

The results of the Guilford County ARPA Phase One Engagement process shed some light on how the COVID-19 pandemic has affected both residents and local business owners. The past two years have had an undeniable economic impact on households. Nearly or more than half of respondents reported job losses and difficulties paying for household necessities. To a lesser extent, they struggled accessing key resources, including reliable transportation, healthcare services, and technology. Multiple respondents expressed an immediate need for at least one type of aid. Likewise, business owners felt the effects of the pandemic, especially in terms of revenue loss, increased operational costs, and staffing shortages.

The survey and small group meetings also provided insight into resident preferences and priorities for the allocation of American Rescue Plan Act funds. In general, household, and small business support and the continuation of hazard pay for essential workers were higher priorities than infrastructure investments in water, sewer, and broadband. This information provides the basis of the funding categories that will be used during Phase Two of the engagement, where participants will prioritize the uses.

The survey and small group meetings also received several comments about the importance of the ARPA funding allocation process. They recognized that such significant funding is a special opportunity to address both immediate and long term, structural needs. As such, they suggested the funding be prioritized for lasting investments, which will be part of the discussion during the second phase of engagement.

# APPENDICES

# Appendix A - Complete Listening Sessions Survey Responses

What are the top 2-3 things that significantly impacted your family or business during COVID? (Open-Ended Response)

- Job loss, health changes
- My family operates an event venue on Washington St. We were closed from March, 2020 until early Summer 2021. With that came lost revenue but we were able to stay afloat during that time. With the building being unused during that time we were challenged with unexpected repair issues but these issues have been addressed and we look to move forward, observing all COVID-19 protocols, to future events.
- I work for a non-profit, Reading Connections. We provide adult workforce readiness and literacy services. Our budget took a 27% hit yet our volume of clients increased. We have no way to make up the short-fall and hope the ARPA funds can help.
- Loss of life, unsafe work conditions
- Equal rights amendment will help homeless women & men to have equal pay and family leave. -Being outside -Please have sidewalks to our parks so neighbors can walk to enjoy them. -Connect already built sidewalks, -Better funding for public schools. -Also electric charge stations -Better air circulation in schools public
- Learning loss in schools
- Inability to meet and gather with others indoors. Uncertainty about the magnitude and duration of the consequences of the pandemic. Disruption to our K-12 education system
- I have been very fortunate 1. Inability to visit family and friends 2. All meetings on zoom 3. All events cancelled
- Closing Finances/sustainability Student base
- Family gatherings -Shopping groceries, household items
- Retired. Didn't have to go out at peak times, etc.
- I had to close my very successful restaurant permanently. My career of 40 years in the Food Service Industry vanished not unlike so many in the Food Service/Hospitality Industry. My income completely disappeared and has put an enormous amount of stress on me financially.
- Lack of entrepreneur opportunities to realize project ideas that can benefit the community. Lack of available mental health services to navigate uncertainty and provide constructive outlets for residents. Witnessing the homeless population grow and knowing there are available spaces to house them.
- Working from home due to office closure with spotty internet Family members needing financial assistance due to job loss/closures
- Significant and ongoing loss of earned revenue - ticket sales, corporate sponsorships, tuition, gala revenue - (I am executive director of a performing arts non-profit) due to cancelled performances starting in April 2020 and continuing through this fall. Loss of students in our educational programs. Due to the hiatus, enrollment this fall is 25% of what it was pre-pandemic. Loss of musicians - Approximately 10% of musicians who make up our professional ensemble have moved away during the pandemic to look for work elsewhere or return to school.
- Our mental health is directly related to our ability to sustain relationships specifically w/ God & fellowship w/ others in my church. COVID 19 prevented this to a large extent.
- Revenue loss to a business. Revenue loss to a non-profit
- Masks and closings
- Mental Health Access to Opportunity
- Lack of outdoor recreation alternatives
- Jobs (lack of) Access to information Rents being waived
- Mental Health Food Insecurity
- Labor Labor Labor
- Sewer to SE County, Internet (fast) to SE county, Healthcare clinic (including mental) for S.E. county

- Lack of funding for mental health services Limited resources related to case management services for our consumer
- No live performances No in person art events
- Work changes...virtual vs. live meetings We have school age children
- Travel Entertainment Communication
- Closed face to face service Cost to pivot to virtual Cost to reopen social-distanced more demand
- School, Medical
- school from home. Work
- Mental health. Employees
- 1. Death of a family member. 2. Remote education for elementary students instead of class room school. 3. Not robust enough internet services for the entire community & lack of competitive internet pricing.
- My husband got Covid and died. I was out of work for 2 months. My daughter did not do well in school.
- School closings, gym closures and working from home
- Kids not in school, lack of childcare options, decreased time at work
- N/A
- I was impacted by the number of Covid 19 numbers in the area.
- good broadband internet being able to get out and exercise
- Shut downs & closing of businesses & activities
- loss of income, reliance on internet
- Delayed routine medical care, isolation of our 91 year old matriarch
- Being kept at home
- Low on necessities
- Too many politicians made mandates that were not productive.
- Limited healthcare facilities. Loss of revenue
- isolation ,closing of food source options
- From home working Lack of job opportunities
- isolation ... limited shopping ... business closings
- Rising mental health challenges in the community due to economic challenges, educating children at home, and not enough social supports
- Mental health issues, traumatic responses to pandemic, high levels of stress, lack of contact with others
- Access to mental health care and support for children and families
- Being restricted in being able to attend church. Having limited choices for businesses serving us because too many employees are sitting home collecting unemployment rather than working for our local businesses.
- Childcare availability, school closures without childcare, learning loss
- 1. Food shortages for far too many residents  
2. Church closed spends spent to set up virtual services. 3. Church needs a proper ventilation system to open safely.
- Supply chain disruption. Delays in getting doctor visits scheduled.
- Lost job and wages, forced retirement, increase in property values preventing me from selling and repurchasing a new smaller home. Inflation - higher cost of living and lower wages.
- lack of affordable housing, distance to healthy affordable food, and access to greenspaces
- Increased pressure on healthcare increase in opioid overdoses Pressure on small businesses
- test
- Loss of freedom to breathe free in public. I can't wear a mask for medical reasons and it discriminates against me
- Closed business and family members out of work.
- Lack of work due to music venues being cancelled
- Work, School, Vaccines
- Overwhelmed hospitals, lack of Covid safe public buildings (schools in particular)
- Remote school for children, unable to attend or keep open event venues/restaurants for community socialization.
- Stay at home order was the biggest hit to my job. We could only pivot so much with technology.
- Event income from business Travel opportunities for me Social isolation
- People who refused to follow simple safety procedures for the greater good.
- Access to the outdoors. More people were using greenways and trails which impacted when I used these.
- Finding adequate supplies and funding to keep up with the demanding need for supplies.

- Reduced company revenue at both of my jobs, shortages of certain consumer goods/food, stress from health concerns.
- Well funded schools Great roads Low taxes
- Isolation Fear of others Getting a vaccine
- Closed office. Inability to visit our family due to COVID caution.
- working from home
- School closing
- Fear of the virus and decisions being made for my family, isolation from family members and school.
- Business closings
- Pressure on healthcare delivery system Impact on small businesses
- Access to the vaccine Mask mandates Lost revenues due to closures
- Business decline, health, fear
- inability to gather people together in person
- 1) lack of easy access to parks and open space without having to drive 2) isolation because indoor events were prohibitive 3) couldn't raise local money for community development Foundation because in person meetings were cancelled.
- housing and medical
- Prices for groceries keep increasing. Utilities keep going up.
- Work issues deliveries availability of products pricing of materials
- Schools being closed
- Lack of supplies ( cleaning products, paper goods etc). Also lack of supplies in the building business, unable to get shingles for roofs,bricks, windows etc. Cost of building materials are through the roof. Lack of drivers.
- My small business was impacted Mental health of quarantining, business impact Friends and family getting COVID and permanent impacts on their health
- health impact loss of job security loss of arts performance entertainment
- Required Remote Education Childcare
- Had to work on site daily throughout the pandemic
- Increasing cost of gasoline and groceries. Shortage of many grocery store items. Places that have gone out of business!
- Cost of living went up and virtual school
- not being about to have live performances for Greensboro Ballet
- Fear to dine or shop indoors, and being forced to work from home.
- The need for safe, outdoor spaces to recreate.
- Schools weren't open; small businesses were nearly destroyed because of unnecessary lockdowns.
- School closings (spouse is a teacher) followed by small business closings.
- childcare availability/closure, especially for essential workers internet access
- As the Director of an artist and entrepreneur support organization, I witnessed the effects of sustained earned revenue disruption for my organization, the Forge, as well as the businesses and individuals the Forge serves. In addition to revenue disruption, the ability for my organization to fundraise was and is disrupted by the pandemic. This has led to job insecurity among my staff, reduction of hours, and an increase in workload. My current challenge is countering staff burnout and retaining skilled staff.
- Loss of business income, changes in work schedules
- Stimulus Checks Helped Most of all because I am on ssi as a single mother coming out of homelessness. With The additional income from the stimulus checks during covid, I was able to acquire and maintain my own sustainable apartment which put me in a location to local businesses. Transportation is difficult where I live because there is no bus close by. My sciatic nerve does not allow me to walk places and my ssi payment does not allow me to financially afford cab fare. Not having a vehicle means I can not go get vaccinated. I'd love to be able to get to a place where I can do that. And I really don't know anyone locally. So the incentive that went out to get vaccinated I missed because I have no way there.
- Remote learning for K-5 while my husband also shifted to work from home meant it was difficult for everyone to focus and have enough devices to do their work/school. Lack of consistent mask wearing in public made me avoid in store shopping and dining.



- Being an essential County worker and having to work during the pandemic in less-than-ideal circumstances. Being stressed that my coworkers refuse to wear masks and many are unvaccinated.
- Stay at Home Order School Closures Reduced Supply Chain interruptions
- Not being able to see people Not being able to travel Not being able to eat out
- Lack of childcare and children's indoor entertainment. Working from home.
- 

## What did you do to navigate these challenges? (Open-Ended Response)

- Looked for another job, got vaccine
- Being a family-owned business we met as a family, via Zoom or conference call, to talk out the challenges, deal with them head-on to ensure that we will be in operation fully once the Pandemic is behind us.
- We lost staff and volunteers. Our current staff worked overtime, from home, to ensure we served our adult learners. (80% are immigrants and refugees) We have offices in Greensboro and High Point.
- Isolate myself as much as I could. Not able to see family of mostly elders.
- Talked to ward representatives. Held events
- Taught children at home
- With difficulty! Zoom was an important resource, as was exercising significant caution in our movements/interactions with others. As soon as we were able to receive the vaccine, everyone in my family did. We tried to support efforts to address food insecurity in our community.
- Zoom, facetime, masking, social distancing and vaccinations
- Sought grants, foundation, PPP, SBA N.C cares & Arts Greensboro
- -Stayed at home -Changed shopping schedule
- I applied for and received unemployment though it was not enough to be able to pay all of my bills. A friend moved in with me as a paying tenant but he was unable to pay rent so he filed for Rental Assistance which I received from the state. We are still waiting on rental assistance from Guilford County which he applied for 2.5 months ago. I continue to look for a well paying job but that has led to other frustrations.
- I've just lived with seeing these issues. I don't feel like I can make time to navigate them, working a full-time job that takes most of my energy just to survive.

- In the first year of the pandemic, earned revenue losses were offset by the availability of relief funding (PPP Loans, NC Arts Council, ArtsGreensboro, and Guilford County) and a number of donors who increased giving to help offset the impact of not holding performances. This year, COVID continues to hamper our ability to give concerts which will continue to depress earned revenue. So far this fiscal year donors have not given at the same pace and there is far less relief funding available which will force us to deplete most of our cash reserves before earned revenue returns to pre-covid levels - which based on the last recession will take 3-5 years.
- Online worship Parking Lot Ministry
- For the for profit, scale down expenses For the non-profit, double-down on revenue generation from individuals and took advantage of emergency funds (NC CARES, for example)
- Stay home
- Staying connected and using resources we were informed about
- Went at different hours or drove elsewhere
- Aggies source Opportunity database
- Worked a lot of long days
- Beg volunteer counselors to assist but there
- Look for arts in alternative venues - mural art, video-zoom
- My wife quit her job to stay home to help kids
- Watch TV Read news paper Mask
- Provided services virtually SEL for students and staff
- Had kids return to in person school asap. Whole family is vaccinated.
- Did what we had to do
- Used drugs Worked my ass off
- Heavily relied on zoom and microsoft team meetings.
- I became my granddaughter's teacher. My husband worked from home. My son finished his senior year in high school from home. We started exercising outside much more
- Husband cut back from full time to part time, and changed my work schedule to accommodate virtual learning.
- N/A
- I was able to change the time I went out to miss the large number of people.
- there wasn't much I could do about broadband, I loved using the greenways in Greensboro, Guilford and hope Summerfield will continue on with their greenway
- I basically stayed home & tried to stay safe & healthy
- Reduce expense to basic things
- Waited until medical offices opened again and the hospitals were doing elective surgery again.
- Love Netflix and appreciate parks and open spaces for needed walking.
- Conserved and minimized use of certain products and lifestyle changes
- Turned the TV off.
- Waited for things to change
- called and talked to as many friends as I needed to. Ordered food online from out of county areas
- Moved in with family
- struggled and learned how to zoom and Facetime ... did no contact grocery shopping ... said good-bye to old businesses
- Ramped up services for mental health (with same level of resources); created new ways of delivering services (Telehealth); bulked up our peer support services for first responders, teachers, students, and more so people didn't feel so alone
- Work to connect to resources like the Kellin Foundation that provide expert trauma services and nationally known in the area
- Utilized services that were available and attempted to navigate hefty waitlists
- Go to church. Support the local businesses that still were operating. We'd tip higher for those who were working.
- My wife lost her job because she had to take care of and educate our children cutting our family income
- Administered a food giveaway project. Served on a church committee to identify needs to enter church safely.
- Source goods farther out time wise and from different locations.
- Took part time jobs at lower wages, working approximately the same amount of time. Continue to wait until the real estate market loosens up.
- traveled further to access and used City of Greensboro funds to purchase a home.

- Not sure we effectively did. Small businesses laid off personnel and OD's increased
- test
- All I can do is order online that limits my choices. Even the most comfortable prison is still a prison. It's time to move on
- Helped folks best we could
- Had to use savings, then borrowed, then leaned on family
- Prayer
- My 96 year old mother received less than best care at the local hospital despite the best intentions of the staff. My grandchildren's school year was horrible.
- Spent more time at home and doing different events online or zoom (not the same and not enjoyable).
- We took as much of our work digital as possible.
- Cut spending Did not travel Was socially isolated
- Stayed home. Started buying everything on Amazon.
- Went at different times. Allowed more time to navigate around people.
- Have to dip in savings to forego costs, etc.
- Did without preferred consumer goods/ food. Took all precautions recommended by the CDC. Increased my tipping to all food businesses still operating.
- Moved to Summerfield because it is a community with rules
- Walk in parks Wear mask constantly when marketing Finally got a vaccination
- Worked from home as much as possible. Visited in state family in our yards. Went 22 months without seeing out of state family.
- Private School.
- Stayed home. Bought items on line as needed
- Attempts to buy local
- Enforced mask mandates
- Got help from family and friends
- moved to a virtual environment and planned activities outdoors and socially distanced
- 1) Drove to parks and greenways 2) Stayed home from family gatherings 3) Went after written grants because local meetings weren't possible
- Assisted with rental property Helped to feed those suffering from food insecurity Assisted with medical expenses
- Had to keep buying groceries and had to keep paying utilities on a retiree budget.
- A lot of extra timing searching for products etc.
- Worked from home
- Just had to be patient
- Tried to spend less because of small business issues. We are still dealing with quarantining and business impact. Mental health is always a struggle due to COVID. A colleague died of COVID and it feels like there isn't much help for certain businesses and families dealing with this.
- avoided risky settings stopped attending public events worked hard to stay employed and relevant
- Family support Flexibility for working at home
- Prayed, especially before the vaccine was available. Still praying because so many are not getting vaccinated and kids are at risk.
- Tighten our belts and be as frugal as possible. Be concerned for so many people being evicted!
- Family support
- Started doing outside activities once it was safe
- Ordered take out, and adapted with technology at home.
- We explored new places to hike, bicycle, kayak and be outside
- We just all sat around like sheep and took what the government was mandating us to do.
- Set up a home office for school; nothing we could do for small businesses.
- relied on friends and family for childcare when possible, or took personal time off work worked from alternate locations other than home or did not work from home
- Reduction expenses through reducing payroll, delaying or cancelling programming, as well as reviewing income by pivoting earned revenue streams, and seeking new opportunities.
- Reduced household spending, acclimated to alternative ways to work (remote)
- I got credit cards to be able to afford to go back and forth and to put cab fare on. But I need to pay those back to the credit cards. I asked nearby residents for rides but they expect cash which I normally don't have.

- I didn't work while the kids were remote learning so I could assist them with getting schoolwork done. We purchased another laptop. We ordered groceries online and only got takeout from restaurants instead of dining in person. We still only do outdoor dining at restaurants.
- Prayed and hid in my office a lot.
- Started shopping outside of County Inability to employee for small businesses Relied on Retired family members for children's education Still seeing huge impacts on supply chain. Using savings to cover losses
- Wore a mask Stayed away from others Shopped at 7 a.m. Shopped only at certain stores Bought take out Cooked at home more Got the vaccine
- Spouse stayed home with the children and I worked remotely.
- 

## What areas of recovery should the County focus on? (Open-Ended Response)

- Support for small businesses
- The areas of recovery should be ~drinking water ~housing for the homeless/services to assist and help navigate those who make up the homeless population to a productive life. ~food deserts/food insecurities ~support for first responders/public safety personnel ~support Non-profits working with at-risks groups: i.e. low-income families, single parents, battered/abused women and children, the mentally ill
- broadband (expand access and speed), education via community college - retraining, safe/affordable housing
- 1. Helping adults train to work. We have many immigrants who want to work, need to work, but they lack the literacy skills and digital access to retrain. 2. Provide some funds to essential nonprofits who have been negatively impacted by the pandemic.
- Homelessness Affordable Housing Protections for Frontline Workers
- Sidewalks Public School air conditioning Better pay for teachers Increase art programs in public schools COVID shots given in school (like the polio)
- GCS are struggling with ventilation issues as almost half of the schools do not having functioning air conditioning systems. If this were a true pandemic of a contagious respiratory virus, we all know those systems would've been upgraded and replaced before students were brought back in. End the mask mandate. There are many students with IEPs who cannot communicate with their teachers on a normal day and these masks are creating more learning loss for the developmentally delayed children as well as all other students. Mast highschoolers are getting hot, tired and frustrated and this is causing fights to break out all over the county. In the mask mandate before something serious happens in Guilford.

- Our community has experienced significant losses in the education arena. Please support both the redress of those losses and enhancement of our education system moving forward, including access to reliable and fast internet across the county. While I know that housing is not typically a county function, support and engagement by the county may be an important contributor to creating stability in the availability of affordable housing for all county residents. Continuing economic development efforts to create a robust and resilient economy is also important.
- Schools (public); teacher/ staff pay Broadband and Internet for Guilford County
- Financial/economic development
- -Jobs -Jobs -Jobs
- The County should focus on independent retail/restaurant openings and re-openings. Independent small businesses are what create the personality of a town/city/county/ state. Individuals who are independent small business owners are an extremely important and vital part of the local economic system. As an independent restaurant owner I should have the ability to access grants and low interest loans from the city or county. There should be a pool of money for small businesses with 50 or less employees. The criteria to receive this money should be like any other loan or grant process and not be limited to particular locations in the city or county.
- Reliable transportation - If the economy relies on people going to work, why not provide the means for people to get to work? Being car-dependent puts so much more stress on individuals from purchasing and maintaining a car to safe driving. Our county/ cities aren't designed for people, they're for cars. I think a network of electric rails and/or buses that span the county can increase the economic return, by making transportation more available. Parks - I believe Covid-19 has reinvigorated ideas for public recreation and sharing the community outdoors. This enriches the quality of life providing space for physical health leading to benefits in mental health. The downtown Greensboro Greenway was a good step to provide that in the city. Why not expand that to more rural areas connecting existing parks through a network of greenways? This would diversify our ecosystems with community gardens, improving the environment and adding a buffer to food insecurity. This would also bring people out of their homes to experience and enjoy their surroundings. Education - The current education system has to be reevaluated to better serve the needs of children who are the future of our community. A STEM curriculum alone doesn't address social and emotional growth. A strong foundation of providing social and emotional security through arts programs improves a child's ability and enthusiasm to learn and grow. More funding for teachers can effectively reach students to transform them into engaged citizens and not complacent workers. Housing - Multiple properties are being purchased to rent out to the working class. Private owners control rent prices that tend to be out of reach for people trying to be self-sufficient. Affordable housing security programs should be more available for working people.
- Housing- eviction prevention and housing stability services, including utility assistance, counseling, outreach, and legal aid services. Water and sewer infrastructure repairs. Community violence intervention programs.
- Support for the Arts Support for Schools Support for Infrastructure, including access to health care, childcare & technology
- 1. Helping those less fortunate 2. Prevention -Water/sewer -Homelessness -Child & Nursing Home abuse, neglect -Prison recidivism -Mental illness reform
- Economic support of small businesses. Business education/professional development for small business, for - profit and non-profit
- No mandates
- Public health & education
- Outdoor passive recreation
- Job creation Innovation corridors
- Water Public Health
- Focus totally on SE Guilford to create a quality of life that will attract major tenants to the Mega Site.
- See above (question #4)
- Health care Transportation

- The whole of GC residents enhancing life's experience
- Employment training and -Re-education
- Schools-returning to normalized programming
- Housing Shopping
- Underserved youth -Housing -Food insecurity
- Public Schools! Bus drivers, school workers, and teachers. Permanent salary increases. Then overdue maintenance and infrastructure.
- Schools and learning. Child care. Parks. Violence in schools and in county
- Getting people back to work no more free ride
- Better teacher training, pay and overall retention. Improvement of County Parks and passive recreational areas. Trail parking does not meet peak user demand and was inadequate during the pandemic cars were parked alongside the road frequently. How can Guilford County not have sanitary pit toilets or at least portable toilets at remote trailhead parking lots such as Richardson Taylor, Cascades, Rich Fork, etc..
- Health and nutrition. Almost everyone gained weight. Health and fitness have a big impact on disease prevention whether that be a chronic condition or a virus. Help our people loose weight, eat better and move more. School food is horribly unhealthy - worse than before the pandemic. Students are heavier than ever and still not moving more. Focus on the health / weight of the children or offer improved nutrition classes, contests or programs for families. Expand the trail networks. They were packed during the pandemic even with large numbers not exercising.
- Support for working mothers, locally owned restaurant recovery, internet access, school ventilation improvements
- The financial impact on the arts and creatives. Too many feel unvalued and under-supported--20% may need to leave the county to make a living.
- I think the recovery should focus on providing low price internet access for all students in Guilford county.
- broadband internet, water and greenways
- Helping all the businesses & people who are affected by this pandemic!
- increase internet services
- Educational losses by our students
- Do not bankroll a developer to bring water from Greensboro to Summerfield. Summerfield prefers our overall low density. Seems over 400 municipal utilities are greatly distressed and many are rural. Please help them. No money for water through Greensboro watershed to Summerfield. Financial help for Bandera to complete horse and walking trails and lovely open space is needed. The health benefits are very good for walking. Broadband. Do not just give Spectrum money for their overpriced crummy intermittent service. Universal Broadband for the county and the State would be good -- but need research on how to do it right and affordable.. Not \$200 a month for crummy service. Rescue the existing municipal utilities and make Broadband right and universal and affordable. Do less. Do it right.Public schools must be able to provide tablets or computers to every child/student.
- Getting the proper hygiene necessities to these low-income families. Providing children with the proper information to keep up personal cleanliness.
- Helping businesses get back to normal.
- Healthcare Schools incl. nutritious school meals, better infrastructure,
- Small businesses, public education, police
- Rent Disparities
- Education! ... Broadband coverage
- Trauma-informed care community wide, along with social support. Otherwise, we will see continued and increased violence within and across the community.
- Mental health impacts - mental health impacts EVERYTHING else and is so critical for children, families, adults - everyone across the lifespan
- Mental health care and support for children and families
- Putting people BACK TO WORK. Not encouraging rent relief/unemployment that will continue to hinder getting our city back to full capacity.
- Broadband, homelessness, mental health services, easier access to healthcare for those in need
- Funds should be allocated to non-profits to allow religious institutions the opportunity to apply for assistance to address building/health issues for safe congregation.

- Revitalization of existing development - not new development.
- Providing opportunities for people to work, working to secure higher wages, making sure mental stability for children and older adults. These two categories have been significantly impacted due to compromised immune systems and vaccination ability.
- greenspaces
- Access to Medication Assisted Therapy for opioid dependent Greater access to mental health services Premium pay for emergency services and public health personnel
- test
- Mental health. Trade apprenticeships
- County should focus on helping businesses and families directly affected by Covid. NOT using funds to bring water and sewer to Summerfield or ANY other part of the county (which by the way is not allowed under the federal user guidelines).
- Please help the artistic community - we bring dollars in for everyone.
- Covid Relief
- Increase ventilation in public schools, jails & courthouses. Increase support for public health resources & school nurses.
- I would like to see support of cultural attractions/tourism/museums/historic preservation in Greensboro and promote our city. Getting the community more involved in activities in Greensboro is key.
- NONPROFITS, homelessness, keeping local small businesses afloat.
- Cultural institutions and events Public and nonprofit infrastructure (streets, parks, museums)
- Since children are most vulnerable we need to allocate solar resources to making elementary schools safer with clean air and water and healthy spaces where the children can concentrate on learning.
- parks, trails and housing
- Early childhood development.
- Food shortages, particularly in "food deserts". Jobs creation to employ individuals displaced by the pandemic, to be phased out once employment stabilizes.
- Access to healthcare for people that need it
- Improved ventilation in public schools, courthouses, jails. More investment in public health services, outreach to areas where vaccination rate is low. More school nurses.
- Make schools safe for kids and teachers Support and expand public health outreach services and information
- Requiring vaccinations and masks any and everywhere possible.
- housing, food insecurity
- Public health Public schools Empowering disadvantaged schools
- SCHOOLS - Not employees at the central office but teachers and schools.
- Reducing crime by creating programs for our young people. Focus on reducing violent crimes through programs and activities that engage the young people versus gang activities
- Develop and fund more public safety
- Tax credits for companies that lost income Vouchers for childcare
- economic and schools and businesses
- the pandemic highlighted the importance of outdoor spaces and community connections through art - these would be 2 areas i would focus on
- Community Development Projects in Disadvantaged Communities
- Protection from COVID-19 such as vaccines and testing & masking Create universal health care Getting people back to work
- Accommodations for the homeless and mentally disabled.
- health, schools, medical access
- Education for elementary students. My youngest daughter really got behind during the time schools were closed.
- Fix the schools. Help the first responders ( police, firefighters and especially paramedics). Take care of the nurses and doctors.
- Help small businesses. Give free mental health resources. Contact tracing needs to be better handled. Money for families in need. Let's pay essential workers more!
- performing arts education, schools housing safety
- Housing Health Disparities
- Bonuses for essential workers Wifi
- Food for the poor. Help for the evicted. Funds for restaurants, small businesses. Catch the scammers! Increase pay for school bus drivers and teachers!

- Pay for public service workers thought the pandemic and incentives for people working poor
- The Arts, We need the Arts
- Helping local businesses stay afloat so we do not lose them forever. I don't want to see more empty storefronts.
- Green infrastructure - investment in parks and greenways, particularly Bandera Farms Park and the Bicentennial Greenway
- Lobbying the federal government for more treatments for monoclonal antibody treatments and to insist that dollars are spent to improve vaccines to account for the variants. This virus isn't going away and we should stop acting like we need to get to zero cases. That won't happen. Monoclonal antibody treatments and the evolution of vaccines are the only things that will get us back to our lives fully. Spend the money on getting more treatments to our hospitals or clinics so when we come down with COVID, we can get help.
- Schools, then small businesses.
- bridging gaps in services for individuals and areas of the county options to support children and (working) parents better, especially for pre-school age children and essential workers including grocery and food workers as well as nurses, etc
- Creative Economy, which represents local cultural vibrancy as well as entrepreneurship Entrepreneurship, especially small to medium sized businesses And skilled workforce pipeline support. In all 3 of these areas, ensuring equitable access and inclusion of the diverse population makeup of Guilford County.
- (1) Loss of income for industries such as retail, food, and the arts, (2) Housing and food insecurities for families (3) education
- Significant Help in acquiring personal transportation Cash Funding for single mothers/fathers Cash funding for those on ssi Another stimulus so we can continue further in our journey towards self-sufficiency. A cash incentive for the recently employed so local businesses are better staffed. Another check to offset child care.
- Promoting/mandating vaccinations so we can get life back to normal. Improving over the counter testing availability. Improving indoor air quality via ventilation/air purification to help people feel confident returning to indoor spaces.
- Getting County workers vaccinated, and enforcing mask mandates I also think you should focus on things like improving ventilation in schools to help minimize spread for this and any future pandemics.
- Small businesses support Reinstating supply chain for transportation trucks Getting everyone back to work
- Restaurant industry Small local businesses Airport Infrastructure
- Wired and wireless internet accessibility. Mental health and addiction treatment. Supplements to retain teachers and first responders.



What is or is not a priority for ARPA Funds in relation to Public Health? (Open-Ended Response) Options could include: COVID-19 vaccination programs and contact tracing, Indoor air system improvements in public and healthcare settings, Services to address short-term and long-term medical needs, Mental health treatment, Crisis intervention, Substance misuse treatment or Public health and safety staff payroll and benefits.

- Indoor air system improvements
- My opinion is that all of the above are important
- priority should be on vaccination programs
- COVID-19 vaccination programs and contact tracing Indoor air system improvements in public and healthcare settings Services to address short-term and long-term medical needs Substance misuse treatment Public health and safety staff payroll and benefits
- Priority: Indoor air, mental health, crisis intervention, homelessness
- Priority: Indoor air system improvements in school public Homeless housing In school shots and air quality in public schools Arts in public schools to increase self esteem and academics More sidewalks to be outside Not a priority: Planting trees (although love it)
- School ventilation and clean water in schools.
- All of those seem important.
- All
- All are priorities
- Priority: Indoor air system improvements. Mental health treatments.
- Covid 19 mandatory vaccination programs

- and testing programs Improved air systems in schools/healthcare throughout the county
- COVID-19 vaccination programs and contact tracing Indoor air system improvements in public and healthcare settings Services to address short-term and long-term medical needs Mental health treatment Crisis intervention Substance misuse treatment Public health and safety staff payroll and benefits
- All of the above are necessary
- All should be priorities. However vaccination, contract tracing, air system improvements should be immediate concerns. The remaining items should also be addressed, but also on an ongoing basis in the county's budget, not just on a short-term basis with a temporary influx of cash.
- Priority: Mental Health Treatment - telling us what directions is he having us move in. 1. Finding out what is GOD. 2. Strengthening by expanding prevention efforts for the future, and deletion of red tape & unnecessary steps 3. Focus on programs that multiply funding Not a priority: The Rich getting Richer, the Poor getting Poorer
- Air systems
- Priority: Vaccine programs Mental Health treatment Not a priority: Indoor air system improvements
- Priority: Health & Safety staff Medical need as a whole County maintenance of existing property
- Priority: Masks Food Insecurity
- None of those above. Funds should be 100% directed to creating quality of life that will make the Mega Site work.
- Yes - SE County needs a LARGE CLINIC
- All are a priority
- Priority: \*Vaccinations Medical Needs Not a priority: Normalized crisis, mental health
- Vaccination programs Air systems Mental health
- Public school funding first! - bus drivers, workers, teachers. Short term medical fixes are needed too. But our long term health depends on an educated public which requires adequately funded schools.

- Need better air quality and tracing in schools. Need internet for home when kids remote learning I heard police and paramedic and fire all need more workers and more pay. After school and food programs for kids Pay teachers and child are more. Bus drivers and other school workers need better help pay. Help all the homeless. Food for low income
- No mask mandate
- Vaccination education programs for underprivileged neighborhoods and readily available shots. Outdoor recreational trails. Better transportation programs and bicycle lane infrastructure.
- Can't believe exercise and nutrition are not a priority for public health.... It's the #1 and 2 ways to improve your overall health
- Not a priority would be covid vaccines. There's enough options for that.
- N/A
- Indoor air system improvement for public schools.
- COVID - 19 vaccination programs, substance misuse treatments and crisis intervention are a huge need in our area
- Indoor air system improvements in public & health care systems is not a priority.
- A priority - vaccination programs, indoor air improvements in public buildings.
- Mental health treatment is a priority
- All are helpful but what is the cost benefit analysis? Everyone vaccinated and a more normal life would serve those goals. Require covid vaccinations for all emergency responders--Fire and EMT-- and more.
- Mental Health Treatment, Crisis Intervention
- Mental health should be a priority.
- All of the above are essential
- covid-19 vaccination programs and contact tracing
- COVID Vaccination programs
- incentivizing those who are eligible but not vaccinated ... sending continuing urges to get vaccinated ...
- Mental health treatment is the highest priority as is crisis intervention. We have the COVID-19 vaccination programs...the amount of resources it would take to actually convince unvaccinated people to TAKE the vaccine would be a waste of time and resources considering the narratives in this community and throughout the country.
- PRIORITIES: mental health treatment, substance misuse treatment NOT PRIORITIES: COVID-19 vaccination programs as those are already widely available
- Priority to mental health treatment, substance misuse treatment, crisis intervention
- Indoor air system improvements. Improve outdoor parks, recreation
- Do not push vaccines on children.
- Substance misuse treatment? Crisis intervention?
- Not a priority: COVID-19 vaccination programs and contact tracing Indoor air system improvements in public and healthcare settings Priority: Services to address short-term and long-term medical needs Mental health treatment
- Priority: Mental health and substance use treatment, public health and public safety payroll, and crisis training
- test
- Mental health. Substance abuse should be a priority
- Priority: Services to address short-term and long-term medical needs Mental health treatment NOT Priority: Water and sewer expansion in county. Further unemployment benefits
- Mental illness/drug abuse and other health needs
- 1. Indoor air system improvements in schools & public buildings such as jails & courthouses 2. Home health services particularly for elderly to keep them out of hospitals. 3. Mobile vaccination program for Covid, Flu & Shingles for elderly. With enough vaccinations contact tracing will be less important hopefully. 4. Mental health services are important to keep people healthy & out of acute crisis.
- Substance abuse should not be a factor in COVID recovery funds.
- A priority should be making citizens safe through improved healthcare, access to healthcare, vaccinations, and mental health.

- Improve air systems ESPECIALLY in elementary schools. Make schools and buses safer and cleaner for the most vulnerable, add dollars for healthy schools and add dollars for school nurses and counselors. Improve pay for school employees and make sure they are SUPPLIED with everything needed in BUILDINGS no trailers.
- Is: Public health nurse in every school, adequate safety systems, alarms, etc. in every school, mental health/substance abuse, child abuse and maltreatment.
- Crisis intervention, mental health treatment, Covid-19 vaccinations should be the priorities (in the order listed).
- Substance misuse treatment Public health and safety staff payroll and benefits Water lines to Summerfield
- Vaccination programs, indoor air system improvements in public buildings: schools, jails, courthouses.
- Not a priority to give funds to medical and dental private offices
- Improve indoor air systems where needed. Treat substance misuse.
- better air systems in schools
- Mental health Crisis intervention Both are priorities
- Services to address medical needs both short and long term.
- Contact tracing in schools and more resource officers. Increase pay for fire and police
- not sure i have an opinion about this
- COVID-19 vaccination programs
- Try to get the homeless and mentally handicapped vaccinated
- Expanding water/sewer systems especially as they benefit one developer
- Water systems being expanded is NOT a priority.
- Contact tracing. New air systems. Especially free mental health. Increase pay of essential workers.
- substance misuse treatment short term medical needs
- COVID-19 contact tracing
- Probably indoor air system improvements Repair the schools!
- Substance misuse treatment.
- Public Health and safety staff payroll and benefits
- Vaccination programs
- Vaccination, substance misuse treatment, and public health/safety payrolls should be priorities. Crisis intervention and indoor air systems should not be.
- All of the above
- We need monoclonal antibody treatments and better communication with the public on how they can access this treatment in the early stages so as not to burden our hospitals and EMS.
- only vaccination programs; rest are a “no”
- Is priority: Crisis intervention Substance misuse treatment COVID-19 vaccination programs and contact tracing Better support for childcare centers (especially preschool age) and religious institutions including more education/outreach on vaccinations, how to limit COVID spread, etc.
- Is priority: COVID-19 vaccination programs and contact tracing Mental health treatment
- Priority should be in health and safety for all citizens such as vaccination programs, including access to vaccination and testing clinics
- The most unnecessary thing to me would be to limit help to one or only a few classes of people. Everyone is struggling.
- Vaccination, indoor air improvements, public health staff, services for medical needs
- I think Unemployment benefits have gone on too long.
- Services to address short-term and long-term medical needs
- COVID-19 Vaccination programs and contact tracing Indoor air system improvements in public and healthcare settings Public health and safety staff payroll and benefits
- Mental health, substance abuse, payroll for public health

# What Negative Economic Impacts from COVID-19 does the county need to address? (Open-Ended Response)

## Addressing Negative Economic Impacts could include:

Resident unemployment benefits, Job training programs, Food and housing support for residents in need, Small business loans, grants, and other aid Rehiring public service staff, Help for tourism, travel, hospitality and other affected businesses.

- Small business loans/grants/facility updates; and help for tourism/hospitality businesses.
- Food and housing support for residents in need Small business loans, grants, and other aid Resident unemployment benefits Job training programs
- access to education being equal for all in at-home or remote learning situations, job training & skilling up, loans/grants for at risk businesses
- Job training programs, especially adults with low literacy Food and housing support for residents in need Small business loans, grants, and other aid
- Homelessness, rent assistance, food accessibility
- Job Training Childcare Equal right amendment will give men & women equal rights then help can be given to that fair pay company, who has on site nursing, child care
- Job training
- I am not particularly in favor of the county getting involved in unemployment benefits. Grants to small business should only be made with a demonstration of need along with the inability to access other resources.
- All

- All the above
- Job training programs -Small business loans, grants & overhead
- All of the above
- Resident unemployment benefits Job training programs Food and housing support for residents in need Small business loans, grants, and other aid Rehiring public service staff Help for tourism, travel, hospitality and other affected businesses
- All of the above! But, begin with food and housing support.
- These are all important impacts to address. Assistance for small business, tourism/travel/hospitality, job training would seem to lead to increased tax revenue to provide funds to also address the other areas, which are also necessary not just during the pandemic, but at all times.
- -Mental Illness Institutions -Food and housing support for residents in need and homeless -Rehiring public service staff and rest homes, nursing homes, group homes -Partnering with the Christian Church and Community for direction /success -Apprenticeship programs -Entrepreneurial programs for young Black men -Monitoring of the school system curriculum and exclude books/learning which are offered in the schools now such as occult books, (Harry Potter, The Magic Tree Series, Witchcraft, etc) -Preventative efforts to prevent water sewer future problems, grid problems, food shortage -Establish a county of Christians (prayer think tank), as to plow to [could not read last word]
- Small Business Loans, grants, other aid
- Training. Also rehiring
- Job training programs Small business Unemployment benefits
- Food and housing support
- [Respondent circled the following on paper form and drew arrow pointing to this box]: -Resident unemployment benefits -Food and housing support for residents in need -Small business loans, grants, and other aid -Rehiring public service staff
- Premium pay for other workers (scope)
- Make SE Guilford County the "shining star" in the County

- Resident unemployment benefits Food and housing support for residents in need Small business loans, grants, and other aid
- Lack of creativity & enthusiasm People staying home IF the cultural community is not supported it will be harder to attract new residents and businesses to Guilford County.
- Help for businesses specifically tourism and recreation
- -Food & housing -Small businesses (including non-profits) loans and grants -Rehiring public service staff
- Food and housing support. Public school funding. Teachers, assistants, bus drivers, etc.
- Need more police, EMS, and sheriff. Violence concerns me. More teachers because kids are behind. Low income people need food, child care and job training. How can they work when kids in and out of school
- Getting people off the Doyle
- Job training programs.
- Nutritional education - these items listed are just a distraction. Get people in better health and a pandemic does not have the same impact
- Help for affected businesses
- Help for ArtsGreensboro's creative economy as it impacts Guilford County and 10 neighboring counties. Cultural entities not only bring enormous benefits (economic, included) but they raise the quality of life to attract and retain employees.
- Job training programs for all of Guilford County. All county residents should be able to work one job to live. Food and housing assistant for residents in need.
- rehiring public service staff and food and housing support are things the county needs to address.
- Helping those in need & businesses suffering from this pandemic should be a priority!
- Address - job training - food and housing.
- food and housing support job training
- Are day care centers open so that people can go back to work? Pay school bus drivers more so we have bus drivers. Small business grants should be considered.
- Food and housing support for residents in need
- Please address tourism.
- I'm not sure
- small business loans, grants and other aid, Help for tourism, travel, hospitality and other affected businesses. rent subsidies for landlords as well as renters and mortgaged homeowners and banks holding mortgages.
- making sure those who can work, do
- Housing supports are critical and affect every aspect of life. Unemployment benefits are also high on the list.
- Food and housing supports, increase in food costs
- food and housing support
- Getting people BACK TO WORK.
- Job training programs. Small business incentives.
- Job training, small business loans, grants and other aid. Help for tourism, travel, hospitality and other affected businesses.
- Job training programs Food and housing support for residents in need
- Job training and apprenticeship programs Rehiring or expanding public service staff
- test
- Job training programs are essential
- Food and housing support for residents in need Small business loans, grants, and other aid Rehiring public service staff
- Small business help, support for artists who are also small Businesses.
- 1. Increased Child Care workers & safe child care buildings so parents can return to work.
- 2. Food & housing support
- 3. Living wage for public service staff & child care workers
- 4. Help businesses make their buildings Covid safe, particularly restaurants so diners will be safe returning to indoor dining
- All of the above especially NONPROFITS
- Tourism and hospitality, job training, grants
- Making sure federal dollars go to those most in need as it was intended for. Small business support so people can safely stay in business or close temporarily if needed and keep their employees paid. Public health clinics are important as is MENTAL HEALTH.
- All of the above. Also, pay increases for our early childhood teachers who did not stop working during the pandemic.
- Food & Housing, job training and small business financial assistance are the most important.

- Small business loans, grants, and other aid
- Job training programs
- Rehiring public service staff & adding jobs in public health.
- Address food and housing shortages.
- getting people back to work, job training
- Food and housing Job training
- Job training. Help for tourism, travel and hospitality businesses. ABSOLUTELY NO MORE UNEMPLOYMENT!
- Food and housing support for residence in need increasing public service staff
- The underprivileged need help -- so do small businesses. We can't get workers and we are closing down. the Town will never recover.
- help for tourism, travel, hospitality - including the arts - supporting artists and arts organizations that make Guilford county a place that we want to live and work
- Small business loans, grants, and other aid; food and housing support for residents in need;
- Monitoring payments to claims that are made. Really check request for business loans, especially the ones that do not have to be repaid.
- food assistance re hiring/ job training
- Job training and food and housing support
- Help small businesses and restaurants that were hit hard from Covid. Give raises to Paramedics, firefighters and teachers.
- This is a chance to help those actually in need. I read that some Commissioners want to use money for a water line extension? That is insulting and ridiculous when families are in need! We need help for food, housing, parents who have to handle sudden COVID outbreaks and remote learning.
- food and housing for those in need support for entertainment, performing arts organizations (NOT the coliseum or Tanger Center) loans to small and medium businesses and nonprofits
- Education and job training Rehiring staff at livable wages Food and Housing
- County staffing levels need to be increased
- Not sure about Tourism business.
- Rehiring public service staff
- small business loans, grants and other aid
- Food/housing support, and small business grants should be economic impact priorities.
- All of the above
- People are unemployed because the federal government was paying them to stay home. There are more than enough opportunities for them to get back to work right now. Small businesses, in the meantime, have been nearly destroyed. We need to support the businesses that the lockdowns hurt most -- restaurants, gyms, etc. And to suggest that "loans" are the answer is insulting. These businesses wanted to stay open fully, but were mandated by state and local governments to shut their doors. We owe them more than just "loans."
- small business recovery; small business start ups
- Food and housing support for residents in need Better support for childcare centers especially preschool age
- Small business loans, grants, and other aid Job training programs Food and housing support for residents in need
- Food and housing support, small business grants, help for affected businesses, job training programs
- All of those listed under question 8 are important aspects that should continue to be funded.
- Job training, help for affected businesses, rehiring public service staff
- Job training programs, rehiring public service staff, housing support.
- Help for tourism, travel, hospitality and other affected businesses
- Job training programs Food and housing support for residents in need Small business grants Help for tourism, travel, hospitality and other affected businesses
- Rehiring staff, job training, food and housing support

## What is or is not a priority for ARPA Funds in relation to Water and Sewer? (Open-Ended Response) Options could include: Investments to improve access to clean drinking water, Investments in wastewater and stormwater infrastructure.

- Improvements to drinking water is a priority
- I think both are of equal priority
- Expanding water and sewer to improve development in both residential and industrial which would bring more investment into the county
- Investments in wastewater and stormwater infrastructure
- Priority: Water access, greener & stricter practices
- Priority: Clean water Strong lines Sewer
- Southeast GUILFORD well systems have water insecurity...mega site and development will only exacerbate the problem.
- While having merit as good things for our community, I don't see these as high priority for ARPA funds
- Both
- All are priorities
- Both are very important and both are priorities
- Investments to improve access to clean drinking water Investments in wastewater and stormwater infrastructure
- Main concern is improving access to clean drinking water
- Access to clean drinking water is highly important. I can't speak to wastewater/ stormwater, other than my concerns about runoff.
- Very important the Bible predicts the waters becoming warm waters in the last days. God how does Guilford County become exempt to these predictions
- Neither
- Priority: Investments to improve access to clean drinking water

- Not a priority. This is our city's responsibility.
- Priority: Access to clean drinking water and replacing old system pipes
- Water in East Gboro
- Priority: Invest in water/sewer Greensboro needs to partner!
- YES
- All are a priority
- Lift station Priority: For SE Guilford water & sewer priority
- Both access to clean water and infrastructure
- Clean water, waste infrastructure. AND public parks and waterways.
- Not an issue. We have well and septic. Don't want city water
- Not even a issue
- Drinking water is a top priority. Storm water needs to be looked at as climate changes mean the "50" and " 100 year" flooding now seems to be occurring every 5-10 years.
- Priority for water - none
- N/A
- Investments to improve access to clean drinking water
- Both should be a priority.
- Investments in wastewater & stormwater infrastructure should absolutely NOT be a priority!
- No ARPA money should be used in water and sewer projects, this is not a way to help people but developers.
- Help existing utilities financially for specific and needed infrastructure repairs -- probably in rural areas. Do not bankroll a developer for expansion.
- Water is not a priority in Summerfield. Our wells are perfect for our community.
- All of the above
- Investments to improve access to clean drinking water, investments in wastewater and stormwater infrastructure
- Improvement in drinking water
- New housing ...
- Both are high priorities, especially with climate change.
- PRIORITIES: access to clean drinking water
- Improving access to clean drinking water is NOT a priority. Our water is clean and our wells work.
- Stop pushing water and sewer on Summerfield. We don't want it.

- Trash in the city! Improving access to clean drinking water is a priority.
- Investments in wastewater and stormwater infrastructure
- There are economic advantages to expansion of water and sewer, if we want development outside the cities.
- test
- UNDER NO CIRCUMSTANCES SHOULD THESE FUNDS BE USED TO FORCE WATER AND SEWER INTO SUMMERFIELD or any other part of the county and by the way under the federal guidelines it is not an allowable use to use. Using the funds to expand water and sewer for increased development or fire prevention is strictly prohibited.
- Both sound necessary
- 1. Improved access to clean water. Why is this even being debated in 2021?
- The only topics in this department that I can see being pertinent to COVID relief funds are COVID-related issues. Do not spend this money on things the City should be taking care of anyway. If this department is not doing its job correctly outside of a pandemic it should not get pandemic funds.
- Wastewater and stormwater is a priority
- Safe clean water to all parts of the city should be a priority. Kids need clean pure water to live and grow and learn.
- Improve access to clean drinking water in all districts.
- The ARPA funds should be used to help with the effects of the pandemic, not for water and sewer or other unrelated infrastructure projects.
- Do not need to make water a priority so developers can kill Summerfield's quaintness. Helping the rich get richer. Investments to improve access to clean drinking water Investments in wastewater and stormwater infrastructure
- Clean drinking water is always a priority
- Not a priority to invest these funds in water infrastructure as country should be doing that anyway
- both important
- Clean water is a priority Infrastructure improvement
- Who doesn't have access to clean drinking water in Guilford County?
- This is not a priority funds should be spent on other items providing support to county residence
- Investments in keeping our reservoirs clean and preventing contamination from storm runoff.
- This doesn't apply - we all have clean well water in Guilford County. Do you want to force public water on us? By using our federal funds? That would be terrible. We don't want any public water lines! Help people emotionally and economically. Leaders shouldn't use money for something so unnecessary!
- am wondering if water and sewer needs can be covered with other funds
- 1) investments to improve access to clean water; 2) investments in stormwater infrastructure
- Good
- not expanding water/sewer to counties as this benefits individuals/developers profits. Does not help correct needs of individuals suffering losses due to Covid
- Not a priority is expanding sewer and water. We need to fix the stormwater infrastructure to help with flooding.
- This is ridiculous. We all have clean water! I live in the County with a community well. We like our well. Don't use one penny for water... it's a ploy to help developers and landowners who are already rich! Seriously, people are in need! We don't need water lines for people in the County who don't want public water!
- both are important
- Rural water installation.
- Time to bring sewer systems up to modern needs!
- Access to clean drinking water
- clean drinking water
- Yes, please improve and maintain drinking water
- Both
- This has nothing to do with COVID. This is nothing more than a pet project issue. Stick to using COVID dollars for COVID relief.
- not a priority
- Deferred maintenance of existing water/sewer only
- Is: Investments to improve access to clean drinking water



- yes to improvements to clean drinking water, infrastructure, etc.
- Investing in wastewater infrastructure to monitor for leading signs of increased Covid-19 infections in the community
- All infrastructure is super important. We have neglected our infrastructure way too long.
- Both would be great
- Clean drinking water
- 

What is or is not a priority for ARPA Funds in relation to Broadband Infrastructure?(Open-Ended Response) Options could include: Expanding broadband to areas with little or no service. Funding projects that increase reliable download/upload speeds.

- Broadband infrastructure seems like it should be a private business investment (the internet service companies). Not the government.
- Expanding broadband to areas with little or no service
- Broadband is going to be a key for success and providing opportunity to access education, assistance, being able to run a business, etc. It is a huge priority.
- Funding projects that increase reliable download/upload speeds
- Wifi to call areas with reasonable speed
- Food, water and shelter are necessities.... internet is not in that list.
- Yes! High priority area!
- Both
- All are priority
- Priority: Expanding broadband to area w/ little or no service
- Both are priorities. The cost to users of the systems should be extremely inexpensive otherwise what is the point.
- Investments to improve access to clean drinking water Investments in wastewater and stormwater infrastructure
- Both of the above!
- Expanding broadband to citizens who have no access if essential for equitable access to services, information, education, and more.
- Priority: Is there an alternative, a more practical means of "communications" outside of Broadband.
- Neither
- Priority: Funding projects that increase reliable download

- Neither is a priority.
- Priority: Expanding broadband all over county working with Gboro & HP
- Priority: Education or technology
- Neither will help attract a Mega Site tenant
- YES
- All are priority
- Both: Expanding broadband to areas with little or no service Funding projects that increase reliable download/upload speeds
- Expanding broadband and increasing reliable service
- Require providers to cover areas with no service. This should not be paid by the government.
- Kids school and work is hard. The Internet goes down. My mom lives in County and she is old. She can't even use her cell or computer at all.
- Not a priority they have free phones all ready
- Broadband infrastructure is the equivalent of electric power in the 1900's and needs to be widely available and reliable to everyone. The lack of internet availability in poor households meant at risk children falling further behind in school.
- Priority on broadband -limited concern for me
- Expanding broadband
- N/A
- Funding projects that increase reliable download/upload speeds. Use the money to control the price of broadband.
- both should be a priority.
- Both expanding broadband to areas with little or no service should be a priority & funding projects that increase download/ upload speeds in areas with little or no service should be a priority, also.
- Broadband is needed for students - remote learning, and older people need it for ordering life supplies
- expansion
- Both are very important, maybe #1 as broadband can help everyone. But we need to do it right and do not trust Spectrum or AOL or AT&T.
- Expand broadband.
- All of the above
- none of the above or anything else
- Expanded Broadband
- Broadband access to all.
- Expanding broadband and decreasing the costs associated with broadband. Broadband should be a publically available resource now (like water) given the almost exclusive reliance on technology to be successful in school and in work environments
- increase broadband
- Wired broadband access to areas with little or no service is needed. Run more fiber optic cable.
- If schools continue to be compromised, expansion of the internet to areas with poor service.
- BIG PRIORITIES!! Expanding broadband to areas with little or no service Funding projects that increase reliable download/upload speeds
- Everyone should have access to broadband, particularly with school age children. Need to make sure the public safety has access to highly reliable broadband countywide
- test
- Community rec centers are within walking distance from the people who don't have access. Everyone I drive by is closed. Why? Can't you bring in computers? Such a waste
- The funds could be used to expand broadband as everyone should have access to good internet but only after taking care of other immediate needs.
- Both needed
- Expand broadband.
- increase reliable download/upload speeds
- So much other more important stuff .... big companies can pay for that if they want people buying phones and TVs and computers. We need to take care of PEOPLE
- Both of the above. I worked with a representative from the FCC for my job to bring a presentation regarding the Emergency Broadband Benefit. Do a county wide outreach regarding this benefit.
- Once residents have a place to live and enough food, using the ARPA funds should be used to bring reliable internet access to underserved areas. This would allow school children to attend school remotely if needed.
- Water and sewer to Summerfield. Aqua does a great job. Expanding broadband to areas with little or no service Funding projects that increase reliable download/upload speeds

- Rural areas need broadband expansion. Critical for remote learning!
- Only to expand to underserved areas not to give current providers support as they should be reliable and offer competitive width and speed
- Expanding broadband where needed.
- important to expand
- Expand broadband
- Expand broadband to areas w/o service.
- Providing broadband service to areas with little or no service would be critical as we look at more and more work and students being trained and working from home
- Priority to improve broadband Priority to protect our natural spaces for all to use Priority to invest in programs for our children/ prevent gun violence
- Broadband could help students learn.
- i believe there are other funds and initiatives working on this - but a priority would be expanding service rather than increasing speeds
- expanding broadband to areas with little or no service
- Good
- I feel everyone should have good broadband service especially since students are working from home and more people are working from home
- Broadband is more important than ever for workers and students.
- VERY IMPORTANT: access to broadband NOT a priority: projects supporting download, upload speeds
- Partner with existing providers
- Don't know enough about these options to have an opinion.
- Not a believer in messing with internet speeds!
- Expanding
- N/A
- We need more broadband access for the poor and rural areas
- Both
- Expanding broadband to areas without service.
- expand where NO service exists, otherwise nothing
- general expansion of availability including reliable service being offered and at affordable price
- Yes to expanding broadband!
- Increasing broadband speed is important as also funding projects to make wifi just as fast and reliable as a wired connection. Maintaining a low cost high speed broadband is important also. Without these things there is a majority of the population left without access to benefits, or the ability to even help themselves and be their own advocate.
- Expanding broadband to areas with little or no service
- I don't think ARPA funds should be used for broadband.
- Both would be great
- Expand broadband and increase upload and download speeds.

## Aside from pandemic-related work, what other services should be a priority for Guilford County government? (Open-Ended Response)

- Looking at long term investments in public health and infrastructure that help the county grow.
- Assistance with training the “invisible workforce” ...adults who want to work but need ‘pre-training’....soft skills, digital literacy, GEDs, ESOL...in order to attend a community college program.
- Homelessness, accessible food
- Sustainability, good electric public transportation to get to jobs
- Let’s spend wisely. Research needs of areas of the county before spending. Stop the wasteful spending. Prioritize needs over wants.
- Adequately supporting our education infrastructure, from K thru Community College.
- Establishing food markets in food deserts in SW HP. Bus transportation throughout the County, interconnected and at all times.
- Public transportation and broadband so ALL students can do home work and have access
- Affordable housing; improved employment opportunities; work to get rid of food deserts in Guilford County; Stop the uncontrolled development within the county...be smarter about how and what is developed in the city/ county.
- Reliable Public Transportation Public Recreational Programs Community Parks Infrastructure Interdisciplinary Education
- Fully funding teacher and staff salaries to a truly living wage
- Homeless & hungry children -Monitor for children, senior for abuse
- Support for Guilford County’s creative economy, which is composed of folk in the industries of food, fashion, media, creative work (performing arts venues and artists), tourism, visual arts, and health and beauty.
- Open the schools and fire Any teacher that won’t attend in person
- Education
- Parks & Leisure areas. Maintenance of county property. Sheriff’s office jobs, programs
- Mental Health Poverty Food Insecurity
- Making the Mega Site work by investing in the area around it. The entire County will see a great ROI from this.
- Education Mental Health
- For SE Guilford, a fire + police substation would help with crime & health
- Eliminating poverty United Way Goal
- Public School funding - teachers, assistants, bus drivers, support staff. School infrastructure. And no siphoning of public funds to charter schools
- Students, schools. Violence and crime. Keep land and stop building. Schools are crowded and roads are bad. Tired of Greensboro pushing into our land in the County. We like country life so don’t make us a city with more building and city water
- School improvement facilities Business development
- Three decades of under investing in public school facilities and infrastructure needs to be corrected equitably in all neighborhoods.
- Getting schools back on track - really back on track by fully staffing all positions and providing better food to students. It is called Guilford County Schools after all.
- Support for working mothers
- Support of the cultural and creative economy.
- Provide access to more job training to everyone.
- Absolutely NOT extending water service to new developments!
- Maintaining schools.
- K-12 education
- Public schools need help. Seems too much focus on bricks and mortar and buildings and every child has needed a tablet or computer for 1-1/2 years. If a class goes remote because of covid positive tests should be able to be quality remote the next day. Building projects are very short material and supplies and may be better to wait and focus on tools for teachers and children.

- Make supporting low-income families a normal act, outside of the pandemic as well. They struggled before and are continuing to struggle through this tough time. Let's not only let the government but encourage local corporations, universities, and other organizations to help resolve or minimize this issue among us.
- Do what is right, not what is political.
- Women and child health support Better meals for kids and infrastructure of schools
- cut taxes to help induce new business and residents to Guilford county
- Food Access in BIPOC communities
- public education ... build centers of excellence for Guilford county public schools ... stop trying to be average or just better than LA or MS or AL ... be THE BEST!
- Housing, mental health, and making sure what's in place is actually operating effectively. (Note: So many things you think are working simply aren't! They sound great, but look at the data.)
- Services that help to support prevention - we do NOT do a good job of preventing issues, only addressing them at the crisis level.
- The government should be limited to necessary public services.
- Safety Violence prevention, especially among youth After school and week-end Services for youth
- Reduce property taxes for primary residences. More well maintained parks, preserves and open spaces.
- Residential safety, I feel we need to make sure our law enforcement agencies are supported, way too much drug use among young people. Churches, businesses and organizations that provide productive opportunities need to be supported. Those opportunities could be community based programs that allow people to be involved in the overall improvement of life in Guilford County. With Covid causing so much isolation and fear we need to heal and understand this is something we have to deal with on a day to day basis.
- Increase county communications. Invest in tv broadcast and public relations.
- County government serves as a safety net, so i would say any of the services that deal with the most vulnerable.....DSS, PH, Emergency Services, Sheriff
- test
- Crime
- Helping those less fortunate. Better Mental health care and raising folks standards of living out of poverty.
- Reducing crime
- 1. Increased training & staff for our Justice system including Police. 2. Increase in Red Light enforcement cameras because Guilford Co drivers Do Not stop for red lights. This could be a revenue neutral item.
- None! This is COVID-relief money so it should be spent on that topic and that topic ONLY. NONPROFITS need the bulk of the money.
- Rebuilding investment in historic preservation and cultural attractions
- Police accountability and decency. Doing their jobs. Protecting ALL citizens. Preventing problems. For one thing, enforce speed limits with PEOPLE not "agrees I've driving areas" . EVERYONE SPEEDS all over the city, including police cars that whiz by even faster than other cars. Take care of the mature TREES for climate control, clean air and property values. Hire competent people to fix the roads and bridges. Making local NEWS available to the public. We need to know what is actually happening in our community. Is there local news anymore ? We get little information over and over and over. It should be easy to turn on a tv or radio and be able to find out the truth of current events. Perhaps a free or subsidized local paper ?
- Bringing better \*paying\* jobs with benefits so that families can keep up now with the rising costs of running a home, paying for gas to get to work and adequate health benefits and insurance. Especially our early childhood teachers in Guilford. Many of them do not receive insurance. We have a crisis in Guilford with the need for early childhood teachers. Would love to see the county help to offer greater incentives to support recruitment efforts for the early childhood industry since pay is an issue that is being worked on for years. We still need early childhood teachers-not just a focus on pre-k and above. We have to put a priority on the early years 0-5.

- If the county solves food shortages and homelessness, then education and jobs training should be the next focus.
- Support small businesses as they have been harmed the most. Restaurants, farming communities, and other small businesses may need the loans to ensure they do not close.
- Improving mental health supports in public schools.
- Libraries
- Promoting zero carbon emissions.
- diversity issues
- Schools
- Accountability.
- Reducing gang activity should be a priority to many of our young people are losing their lives through violent crimes that are focused on and tied to gangs
- Programs for our youth Better pay for teachers and staff Preserving our green spaces and trees
- Not water or sewer lines! You need to stop crime and shootings, protect citizens, help filter air and germs from schools and public buildings, help small businesses and give raises to police, fire and teachers.
- job creation, support for the arts, greenways and green space
- This is a once-in-a-lifetime chance to improve the quality of life in disadvantaged communities through community development projects that connect residents to mass transit and economic opportunities, clean water, upgrade stormwater management along with new water/ sewer infrastructure, and DEVELOP GREEN INFRASTRUCTURE, LIKE URBAN GREENWAYS AND GREEN STREETS TO PROMOTE PUBLIC HEALTH, CLEAN WATER, AND CONNECT COMMUNITIES, PARTICULARLY CONNECT DISADVANTAGED NEIGHBORHOODS TO THE LARGER COMMUNITY.
- As always, look for ways to reduce or not increase taxes even though I know taxes are needed for all improvements, programs and salaries.
- homeless shelters it appears are homeless population continues to expand
- Raises to all the hero's like nurses, teachers, paramedics, garbage men, and food store cashiers
- Mental health and helping those in need
- school infrastructure (buildings, teachers, safety, access) arts as vital partner in tourism and employment
- Invest in our public education system Tear down and rebuild school facilities Provide wrap around services to increase economic mobility for those in poverty Improve health outcomes for those living in poverty
- Parks and public safety
- Increased recycling. Support for public transportation, especially for handicapped!
- N/A
- Keeping the Arts
- Climate change preparation and mitigation
- Investment in green infrastructure that will have lasting benefits.
- Use the ARPA money for COVID-related issues only.
- fostering high paying jobs; bringing in / developing high paying companies; stop bringing in low wage jobs that increase the need for social services.
- Economic Development collaborations and investments
- Assistance in access to higher ed for those in need of resources, investment in neighborhoods that have been historically under-resourced, investment in promotion of the vibrant arts community, both for artists and arts organizations
- Transportation for the disabled to travel from city to city within the county. Currently, High Point disabled can not get to Greensboro. But there are places of business or of medical practice Greensboro has that High Point does not. We need better training for our police officers.
- Improved school funding, specifically for new schools to relieve overcrowding and HVAC maintenance/upgrades for existing schools.
- Improving public schools.....facilities and personnel.
- Clean water; clean air; more parks over the cities and county; infrastructure (internet, roads, sidewalks); expand libraries
- Make Guilford County a Safe and Livable community by AARP standards. Support the Nussbaum Center and other entrepreneur incubator ideas for economic development.

# Appendix B - Small Group Meeting Comments

What impacts has the COVID-19 pandemic had or continue to have on you, your household, and/or your business?

## December 3, 2021 – 11:00am

- Unknown- don't know how it will continue to impact business operations
- SW have been housebound – causing stress, need to utilize greenways 143QTC
- Education deficiencies causing strain, performance declines
- COVID-19 caused a change in careers. In higher education - no longer a field she wanted to be in. A lot of higher education professionals felt that way. Guilford County has 7 colleges in the surrounding area. Higher education could use some of the funding.

## December 3, 2021 – 1:45pm

- Who is considered essential? Shelter workers should be on that list.
- Kids need emotional, mental health and educational support services to help them recover from COVID impacts
- Programs for parents to them work with their kid that now have mental health issues due to COVID
- Programs to support residents experiencing loneliness and are shut in
- Need to support homeless residents “on their land”
- Want the money to go to programs to address comprehensive needs of residents
- Address homelessness to prevent unhoused residents from catching and spreading COVID
- Can new facilities be constructed to house programs to address community needs?
- Need transitional housing
- Add on site case management to housing

- Need better and more facilities like Salvation Army in Greensboro to meet these needs
- Residents don't feel comfortable with going to DHHS to ask for your help. They often take a long time to process requests.
  - » Assistance requirements like employment and minimum wage jobs create more issues for residents and prevent them from getting off assistance
- Transitional housing!
- NPOs need more staff to support resident needs
- Labor shortages
- Organizations need to come together to advocate to Guilford County Commissioners for their community needs and hold them accountable
- Will the Guilford County Commissioners be willing to meet with HUD about the concerns? Setup programs to keep participants accountable
  - » Greensboro needs more vouchers
- Need funds to help residents get back to work
- Need affordable housing in Greensboro
- Need to address barriers resulting from COVID: ongoing health concerns, timed out of other programs, funding limits
- Support for renters on assistance – can't afford market rate housing
- Something should be done to address landlord with high eviction rates – needs to be tracked, monitored and funding revoked
  - » Especially those who don't accept approved potential tenants
- Rents are increasing
- Needs low-income housing – the waiting list as are as high as 2 years
  - » Need to provide more options
- LIH needs to be built in areas that are safe and affordable, not in low-income areas. It also needs to not look like traditional low-income housing.

## December 6, 2021 – 12pm

- Moving toward non-profit. Greensboro Jewish Federation - isolation of senior adults. Caregivers had to up their game with technology and mental health of seniors.
- Young professionals - want to be considered. But older population has had a really hard time with technology and fear of leaving their house.
- Transportation for senior population may not be available, especially with safety.
- Author/Illustrator - bring inspiration to kids. Doing readings and organically interacting with students. Schools shutting down - made a virtual online class. With social and art education - there isn't organic interaction with kids to help them build social skills.
- Many businesses that have had a true financial impact. Employees have had to take financial paycheck cuts. Hopes are to start to change that, but it has changed a lot.
- A lot of people have lost jobs and ability to pay bills.
- Severe economic impact caused by the number of days it takes to get a COVID test result. It may take 3-5 days to get a result, which requires people to then stay at home.
- Need free public access to rapid tests for COVID.
- Children during the pandemic - being able to go to free and paid events has been challenging. Changing family dynamics.
- Decreased investment from the private sector to non-profits. Difficulty and consideration for non-profits. Funding and annual investments no longer available or not available in the same way.
- Previously in fundraising for performing arts: some non-profits have seen a windfall (in health and human services). Bigger picture/ advancing the future organizations may have suffered in terms of funding.
- With the Great Resignation, there's a need for organizations (like performing arts organizations) - may be looking at a hard time restaffing and costs for pay increases.
- Childcare can be hard to find.
- Working for a financial institution - seen a lot of change, increases in technology and branch structure. Moved up 10 years in 1 year. Continuing to engage art groups - not able to have in-person meetings and events.
- Staffing issues: hard to find and retain good talent.
- Not being able to meet - how do you maintain your group size without being able to actively engage them. How do you serve people when you can't meet?
- Finding ways to get people comfortable getting out there and serving the community.
- Tanager Center - was supposed to open March 2020.
- Fundraising in for performing arts has been very difficult. Could not have large gatherings for a while.
- Corporation sponsoring - there is some trepidation for putting your name for a large event with lots of people.
- Working for a financial institution - recruiting has been difficult to source and attract the top talent. So many people looking to change roles and it's a competitive market for recruiters.
- Being news to Greensboro - the pandemic solidified the wealth gap that we see in a lot of communities. There are certain groups who have really been affected financially - more so than other groups. Trying to understand how to better serve those group and help spread financial literacy.
- Teachers should be paid more - not just in Guilford, but everywhere.
- I don't know much about K-12 funding but another idea is-- I would love to pay our teachers/provide more incentives for K-12 teaching if that's an option. There are a lot of schools in Greensboro that could use some help.
- Would love for Guilford County to be a place that teachers want to teach.
- There is a public desire to put money toward schools. Bond referendum on the last ballot for capital improvements for schools. Want funding for pay, supplies, and more.



## December 6, 2021 – 12:30pm

- Affected ability to gather; rely on the ability to gather congregation; lack of technology has hampered in many ways; some more than others
- Some of the programming that is essential has been hampered; unable to hold annual events on the church's calendars
- Hampers outreach efforts (annually); serving meals at homeless shelters due to Covid-19; unable to go offer spiritual, physical, and mental support on a monthly basis
- Premium pay for essential workers at church's were unable to tithe
- Many of the churches are small and had not invested in necessary technology such as wi-fi, zoom, etc.
- Trying to educate the membership on how to engage using technology is a hinderance
- How to do reentry plan for services, air purifiers are expensive; need to have precautions in plan for reentry
- Covid has made it hard for people to grieve; congregation are still dealing w/ Covid deaths; not being able to hold funerals and repast is going to be harder for many going forward
- Youth needs support for education; afterschool programs were effected; not able to assist youth in their learning; such as computers, broadband, etc.
- These things has caused us to think outside of the box; because of this outreach has expanded
- Unable to feed the homeless once of a month due to Covid; ministry was going well prior to Covid
- Only experienced 1 death; but unable to hold services for the deceased for members due to Covid; services had to be hosted in funeral home; also, unable to visit sick and shut-in due to Covid restrictions
- Expressed trouble in updating building to have safety protocols in place; which is needed; don't have the funding to do that
- discussion is important so that we can start getting our ducks (Christmas list) together; so, we're not late to the party
- Due to pandemic

## December 6, 2021 – 4:30pm

- In person trainings where the community could use our resources such as computers
- Only outdoor events.
- Mental health. Children have been experiencing anxiety (including when they can get their shot).
- Lack of green spaces in under resourced communities, like Cottage Grove. There are not many spaces for people to leave their homes and go for a walk as a safe activity during stay at home orders. Impacting mental and physical health.
- Getting out with food distribution - able to distribute food, but it has been difficult to get information out to residents with the dates that they will be receiving the food.
- Mustard Seed Community Health had to pivot to telehealth, limiting people in the building, vaccination clinics, and other ways to provide community health in safe ways but this means far fewer regular visits with patient payments.
- Inability to make/afford necessary home repairs as a result many homes are not safe for children and families.
- People have cell phones but no access to internet. Locally, small organizations not sure how to get the information to people when the source of funding has dried up due to the pandemic.
- Need ways for getting refrigerated food to residents.
- Challenge: have a blessing box and try to distribute once a month. More people are trying to get to the blessing box every day. Additional food for the food pantry is beginning to be a problem. Trying to keep up with the need of the people.
- Been emotional - been away from people. A lot of things you couldn't do with each other.
- Health reasons and being isolated
- mental health effects on children (and adults) impact on coalition work and collaboration
- divisions within families and groups about opinions/trust of medical system, vaccines, etc.
- Impacted the jobs I'm able to do in community helping. Trying to talk to people directly - it's hard with a mask on to see expressions.
- The senior population is still struggling with isolation. Unable to attend community and church events. With the delta and other variants, the struggle continues.

- Trying to find ways to reach residents has been difficult. Some seniors can zoom in. But a lot of people don't have computers or the internet.
- Small businesses suffered a lot from the pandemic. A lot of them lost their business because when they had to shut down, there was no income. Now they are ready to open but they don't have the resources to restart.
- Training of public health workforce, specifically students, has been impacted because many organizations are not accepting interns due to pauses on services or programs provided
- compounding social disadvantages, lack of resources and infrastructure has made the pandemic unbearable for low-income and BIPOC communities. We need to address systemic issues, so people feel protected, in any crisis, especially a global pandemic.
- Need to understand the underlying need for the need for food to address that need.

Challenges in trying to fill positions. A big disconnect between people wanting to go back to work.

- Some people with troubles with food insecurity and paying rent/mortgage.
- Challenges with being able to get to work (transportation). Because the jobs may not be on the transportation lines and the hours might be different.
- Small business community - increasing technology capacity for every employee which may be a major hurdle for some.
- Small business - hiring is difficult as well as retention. Difficult with COVID - catch up time and lingering medical effects. Small business - every employee is overloaded with work and if someone must be out because of COVID impacts both the business and the employee.
- Keeping everyone safe with COVID protocols is difficult. What are the protocols for keeping everyone safe (like with outdoor work)? What happens with construction when one group cannot come in?
- Everyone has to be flexible in a business atmosphere. Increased costs based on the supply chain. Pay raises, supply chains, and enforcement of COVID protocols falls in the hands of small businesses.
- Housing has different issues than before - including being able to house with others because of concerns of COVID.
- Staffing capacity - with COVID regulations, our capacity has decreased to keep everyone safe. We need to be able to increase our shelter space.
- As a member of the arts community: Lost revenue when having to shift to a virtual environment. Other organizations saw their revenue lost overnight and had unsupportable expense streams. There was an assessment of 21 arts organizations from 2019-2022 only two had an increase. BIPOC organizations had it exponentially worse.
- NC Board of Elections - changed for the election process: allowing for the absentee ballots to be more simple (one witness). Sent out multitudes of absentee ballots. This year when it appeared that COVID was cooling down, the old guidelines were reenacted (two witnesses or a notary public). Concerned about omicron variant coming in and

## December 7, 2021 – 12:00pm

- Brought about a lot of challenges for Operation Xcel. Had to pivot to virtual tutoring. Had families face challenges they hadn't faced before (lack of internet, food insecurity, etc.)
- Social distancing, costs for cleaning and sanitation.
- On-going still for Operation Xcel.
- The social and emotional needs of the youth and teachers. Major increase in anxiety. A lot of needs that need to be addressed.
- Need mental health training for teachers and mental health for themselves.
- Everything that the school system went through, also happened in the field of mental health. Had to respond to how to deliver wide range of services remotely without interruption.
- Had to choose an online platform and train staff. Expensive and so many things we had to learn to do differently.
- We notice with mental health (walk-in crisis center) - people are sicker. Isolation has had a huge impact on people.
- People who normally had coping mechanisms, are now having to seek out mental health services.
- One of the biggest challenges since the pandemic - people are not going to work.

concerned about the ability to safely vote.

- Normally with in-person elections, there were older residents assisting with polling (volunteering). We lost a lot of the older workers because of the pandemic who felt that they were not safe. Did have volunteers from the colleges. Will probably have to do the same with this election.
- As the Board of Elections, we can ask for voters to wear a mask while voting but cannot turn away a voter who doesn't wear a mask, which endangers people.
- We are losing staff in Guilford County and one of the main reasons is because of pay. We need to start funding our schools. The General Assembly failed to pass enough money for all schools to be funded properly.
- Since I am retired, I was not impacted as severely as others. For the Guilford County Board of Education there was a need to completely change all aspects of teaching which was not only expensive but stressful. For the Board of Elections the 2020 election had to pivot also to provide a safe and effective election.

## December 7, 2021 – 7:00pm

- A lot of kids have fallen behind in schools and need assistance.
- Need filtration systems in schools for clean air.
- Medical assistance. A lot of staffing issues for nursing. Cone Hospital - have heard that they are having some financial issues. resources should go toward that.
- Broadband for everybody.
- School bond has plans to address every school in the school system. (\$1.7 billion on the ballot in March)
- Some school items could be covered by ARPA in case the bond doesn't pass.
- Work in early childcare field. We're seeing a lot of mental health issues in children under the age of 5. Isolation during COVID and now reintroduction to social interactions.
- Mental health needs for our youngest children and their parents. Harder to find mental health services for those under 5 years old.
- In an early childhood crisis. Both with staffing and wage issues. Guilford County has a voucher system for paying for childcare. Would be great to see some increase in slots

for that.

- Parents are getting job leads, but hard for them to do that because they can't find childcare. More funding is needed to help these individuals.
- Early childcare providers are essential.
- Heard that there has been a lot of loss of employment in essential worker departments (police, fire, nursing, doctors, etc.)
- In Greensboro, crime has been an issue over the last few years. Some of that might be impacted by not enough staff across the board for essential workers.
- Housing and nutrition programs are essential.
- Ton of worker slots needed for police, EMS, nurses as a direct result of COVID.
- Mental health wise - a lot of people have had a chance to reevaluate their careers during this time.
- Mental health services for everybody as needed - not tied to income.
- Restaurant revitalization - small restaurant owners were really impacted from COVID. Some of the money should be allocated to those individuals. Revitalize Greensboro agriculture, arts, small businesses. Bring more jobs for people in Greensboro so they have opportunities.
- In other states, bonuses given to essential workers as an appreciation to them.
- Great to see this input and amount of care that people are putting into this.
- Senior population has been extra isolated because of COVID. A lot of seniors' health has declined because of not being able to get out. Supporting the wrap-around services that will help them.
- Had work to do before COVID with housing, early childhood, etc. And now we have more work to do. COVID has pointed out areas that need improvement, like broadband.
- Broadband - kids need it for their learning.
- Have worked through the entire pandemic as an essential worker. It is essential to acknowledge the work that essential workers have done to make sure they know we appreciate the work they have done.
- Mother in retirement community - has no broadband. This exacerbates isolation. Can't even call her sometimes on a cell because she has no cell service.

## December 9, 2021 – 12:00pm

- Impact on family was that general health declined because we had trouble doing our health and fitness routines.
- Outdoor amenities for health and fitness activities would be useful.
- As a mental health professional, have seen such an increase in mental health concerns, such as depression and anxiety. The issues that have been brought out during the pandemic will be felt for years.
- Would like to see funds used to help mental health for years to come.
- Representing the tourism and hospitality industry - COVID has greatly impacted our work. In the Piedmont Triad area - this impacted this our region more than the mountain and beach industries.
- We do not have a lot of state outdoor attractions in the Piedmont area, so this is not available for tourism.
- Outdoor amenities would be helpful for tourism and make us pandemic-proof in the future. For residents and visitors.
- We need to enhance visitor experiences on the greenways. Would like to enhance sports fields where we can still have tournaments during a pandemic.
- County needs - when we're talking about tournament town and festivals - we're talking about putting heads in beds. Hospitality industry is having trouble retaining workers. We're competing with ourselves, manufacturing, etc. Internally we want partners with Guilford County schools to nurture hospitality as a viable career path, especially if a four-year degree might not be in their future. Apprenticeship programs or other programs would be helpful.
- Work infrastructure is huge.
- Enhance transportation services in Guilford County. Hospitality workers often rely on the transportation system and need it to be safe, useful, reliable.
- Representing the YMCA - business impacted across the board, about 40% of revenue pre-COVID. Challenge is finding staff, especially for childcare programs. When not able to find staff for childcare, working families then have difficulty finding places for their children.
- Supplement salaries for staff that provide childcare services.
- Many businesses are starting at \$15, which makes it difficult for some non-profits and other small businesses to compete for workers.
- The CDC has declared a mental health crisis. Funding to supplement training around social and emotional learning for those in non-profits. Staff need basic knowledge on how to provide for children during their care.
- The pandemic impact primarily had to deal with school. Everybody was in the house and that's a lot more people all day every day. Because of that exposure with the schools - there really is a mental health crisis in progress today.
- One of the best ways to help with mental health issues is to help with physical health. Many students cannot walk to schools because of lack of sidewalks. Need to look at the walkability of the schools in the district and find ways to have students have more activity and be able to walk to school. Also helps with bus driver shortage. This also helps provide a long-term solution for students in the County.
- Once the pandemic hit - in a rural area (Climax) there was nowhere for supplies. The little store in the neighborhood could not handle the demand from the whole neighborhood. Over in Forest Oaks Shopping Center has not been maintained. Is there any way to give another grocery company an incentive to fix up this center to help bring more supplies to this rural area? Instead of building more, let's fix what's here.
- Guilford County Reentry - challenges we faced was housing individuals to help give a place for folks to stay.
- Ready for School, Ready for Life - working to help 0-3 children. A lot of families have young children in that space. Work with home-visiting services. There is a gap for those families - they were in need of basic resources (like diapers). 80% of brain growth happens by age 3 - trying to build a system to help parents help their children.
- More support for home-visiting programs and basic needs for families.
- Guilford County Reentry - public transportation expansion. A lot of people who are released from jails and prisons need this to get to work.

- Housing for the homeless - good idea to renovate older buildings to help with housing. Help make housing available to second chance. A lot of apartments/housing do not rent with a certain background.
- NC Fit program - Opioid pandemic as well. A comprehensive approach to help individuals dealing with this crisis.

### **December 9, 2021 – 5:00pm**

- Personally, been able to avoid a lot of the negative impacts.
- Impact to the schools has been dramatic. Learning loss. Stress on teachers. Inequity that has been exposed in terms of access to broadband and technology.
- Not out of the pandemic yet.
- We have a lot of consumers who want the mental health services but can't afford (especially the middle class).
- Very difficult to provide mental health services when there isn't funding to sustain the services.
- Until we really take mental health seriously, we're going to see high crime, stress of teachers, etc.
- Mental health non-profit trying to provide a wrap around case management services to provide basic needs in addition to mental health including rent assistance and food.
- People struggle with the mental health need because you can't see it.
- Mental health treatment desired from all types of people, including people who have money but haven't used it effectively or have used it for substance use.
- A lot of fundraising and community awareness of non-profits relies on people gathering, which has been difficult with COVID.
- A lot of non-profit programs rely on face-to-face in-person interaction. Slowly coming back but encountered this as a challenge.
- A lot of businesses and non-profits have seen a lot of burnout. Lots of questions of how to keep things afloat during the pandemic.
- Staff mental capacity has been greatly impacted.
- Any organization with a clear mission - it's easy to pretend that it's business as normal and lose sight of the fact that it's not normal times. Baseline stress level is high.

- A lot of organizations and individuals that have been innovative to serve people. Schools setting up hot spots in parking lots. Others running programs virtually.
- Have to have funding with doing things creatively.
- Non-profit - doing teletherapy work and doing case management work - linking them with different resources.
- Broader topic - talent attraction and retention. Need to be able to attract people who can deliver these services. A lot of people considering their career paths.
- How can I afford to keep or get my staff back with how competitive the market is? Entering the labor pool with a disadvantage.
- Childcare and parenting - so many folks having to choose because of limited options and exposure risk. This is taking people out of the workforce and putting stress on the parents.

### **December 11, 2021 – 1:00pm**

- Are there existing resources that can be used for emergency funding for rent and utilities and other needs? Need to follow up with the County for resources.
- Related to COVID - like rent, food, other basic needs for people who have COVID and have needs - can funds go to support them and their families?
- Non-profits can provide some assistance but can't cover everything.
- Often having to ask the community for help to help those who need assistance with rent, utilities, and rent. Reaching out to non-profits has not been very successful.
- We need something in hand for the cases where we don't want somebody to be in the street or worried about their kids because they can't go to their job because they're sick.
- The Islamic Center is a non-profit - and has been helping individuals. Could apply for the application process.
- During COVID - water bills have gone up. Don't know if this funding will mitigate that increase in funding. Concerned about the water bills going up.

- Based on the Islamic Center of Greensboro - during COVID had to run off of donations of community members. Had to close the center - the revenue has gone down. Ability of members to donate has suffered because of COVID impacts.
- From the perspective from someone who goes to Friday prayers - typically like to give donations. First year, every prayer was through Zoom. Upkeep of having Zoom accounts, lost revenue from more difficult donation methods.
- Had a security guard - had to hire someone to enforce the rules due to COVID.
- Big events got cancelled. Everyone took precautions.
- Children not allowed to attend. Long time only adults allowed to attend.
- Everything that affected small businesses had an effect on the mosque.
- Have some single moms who have lost their husband. It is a hard situation for them sometimes. Some of them may get COVID. Some kind of help for the future. If they get COVID, they need to be able to get help. Don't want limitations based on other benefits being received.

## December 14, 2021 – 10:00am

- Are churches are included in non-profit category?
- Can any of the funds be used to support or supplement the bonds? Such as in the schools - water infrastructure.
- The Y - we offered remote learning. That was an additional challenge. Had to support kids through their learning.
- The Y - lost a huge portion of our membership base and impacted our bottom line. Had to lay off staff.
- Boys and Girls Club - youth serving org running remote program. Lost some funding from other grants we couldn't fulfill obligations for.
- Youth in the community have been severely impacted in their mental health. Rise in behaviors that are concerning. Increase in anxiety and depression with tweens and up.
- Involved in Project 1 (get one nurse in every school before COVID started). Feel a significant loss in ability to understand how children

are impacted by the pandemic. When we ask for statistics for how children are impacts (housing, loss of school, etc.) those numbers tend to be lost. Hard to understand what needs to be done to help them.

- Had to support social and emotional learning with own children. Transitioning from being at school to home back to school.
- Organization lost access to Guilford County schools - way of connecting with students. Still had same number, but lost resources.
- Serving the immigrant community - youth: kids and parents not ready for remote learning (didn't have the tools and technology), which made a huge delay in services in addition to the gap that was already there for English-learners. Now back in the community, but don't have the volunteers we used to have because people not as comfortable (we have to pay for people to provide services and we do not have that funding).
- Need to support mental health of students and parents.
- Need funding for refugee and immigrant services.
- The kids are hurting each other - more guns in schools and violence in schools. Need mental health support and social-emotional development. Need this infused into youth programs.
- Need more staff.
- Housing - kids need safe houses. Many families had to put safety housing updates on hold because of the pandemic. Funding for families to help make those updates.
- In the summer - academic enrichment program. Financially challenging - volunteers we used to have were not available this year. We had to pay for those services. Also had to add emotional services as many students in need of emotional services. Had to go into debt to help pay for these services.
- What do we know about the statistics of homeless children in public schools?
- As parents lost jobs, what has happened to our foster care system? With people losing jobs and housing.

- None of these problems are new - these are systemic problems that existed before COVID and COVID has heightened (for mental health, kids, homelessness, etc.) Concern with ARPA funding - want to make sure the decision-makers are not focused on putting band aids on issues. Need to address systemic issues, which includes items that might not be eligible issues right now. Need wrap-around services. Kids are struggling at school, but also have housing and food insecurity. Need to address basic needs first. Long-term stability before addressing short-term fixes. Can't talk about expanding internet if homes are in shambles and kids don't have a place to stay.
- Kellin Foundation, we moved to tele health sessions as well and are still offering those services. The demand for BH services has increased significantly. As an advocate I am seeing wait lists for services across the board. Also seeing an increase in suicide, suicide attempts, behavior problems, emotional distress, anxiety and depression among youth and teens.
- Already underserved areas that haven't yet recovered from the 2018 tornado. Need to address long-term problems first.

## December 14, 2021 – 7:00pm

- Can we go to the County to fund what is not funded by the City in terms of funding from ARPA?
- If there is a co-share for City and County funds, how does that work with the different timelines for funding? Need to understand how to plan for projects and funding.
- Send a PDF of the presentation to Continuum of Care
- Pandemic exposed what was already not working. Showed us where we already were and we have to put something in place that is better all around, including transportation.
- Covid hit us hard - had to close down two thrift stores for months.
- Usually have 200+ volunteers and lost a majority of them. Had to pay subcontractors to do work.
- The way shelters run; things have been turned upside down.
- Budget has been impacted. The need keeps going up. Less food availability. Have had to

- open other shelters and hire more staff.
- Children to adults, the needs are increasing, but revenue is decreasing (including drop in donations).
- Emergency family shelter - COVID impacted the YWCA. COVID dollars saved us in terms of funding to pay employees and the number of resources we had to provide for those transitioning into housing. Those COVID dollars end in May of 2022. This money saved people's lives. Where will those resources continue from every day, every month, every year?
- We don't have the staff and the resources and the housing to help those in needs. Need budget, dollars, and resources to help families transition back into a life that they were in.
- The situation with shelters has been difficult. PPP money has helped financially. Seeing now - in order to hire people, we're having to pay a whole lot more than we're accustomed to. How are we going to sustain that?
- Ability to get people out of the shelter into housing is very difficult. People are staying much longer. We always have more people who need shelter.
- Lost over half of employees at the shelter this year. Running on skeleton crew for the past year and a half. Staff are essential workers and never missed a day of work during COVID. If they pay them what they need to pay them, can't sustain them after COVID money is gone.
- For construction non-profit - have been fortunate to have COVID-related dollars available. Concerned about the future because don't want to be reliant on these dollars.
- Years and years been listening to the same conversation about lack of housing. Have not seen a single dollar that had been directed toward housing. We haven't seen the effects of COVID, but we will financially.
- As housing developer, paying 150% more on materials. COVID dollars helped cover this increase. We talk about housing, but there is limited or no materials available. We are in a housing implosion.
- What good is broadband, water, sewer if there isn't housing? Need to put funding in brick and mortar.

- Have to have a transportation system that works for everybody if we want the economy to move forward.
- College students cannot afford housing, food, etc.
- If you don't own a vehicle, you're in trouble. When talking about poor people and the only access to the jobs is through transportation and they can't get there.
- We need one large transportation system. Not small systems in the municipalities that don't connect. 1700 jobs at the megasite, eventually 4000 jobs. If you put all of them on the roads in cars, have a different nightmare. Need a system that works for everybody.
- Live in High Point - transportation is a big issue, especially to get to jobs. Also see people who are physically or mentally disabled - they don't have housing or transportation.
- We live a block outside of the area of services and couldn't get transportation for son to school for two years. People outside of ADA area need access as well.
- Quit job to work for her son so he could experience college. Speaking for those who are physically and mentally challenged.
- We're not connected. Greensboro and High Point are so separate. Need to help people get to the jobs that are paying people enough money to survive, wherever they are. Why are we not working together?
- We're getting jobs - we will have all these jobs but people won't have a safe place to live. What good is creating these opportunities if they don't have a place to live?
- Transportation. In our county, the system does not work. We can't get individuals to the jobs we've created because the system does not work.
- None of the transportation system connects in a way that helps people get to the jobs (30 minutes to the mega site)

What types of immediate assistance should Guilford County focus on? This may include food assistance, rent or mortgage assistance, emergency shelter and other basic needs.

### **December 3, 2021 - 11am**

- Labor Shortages - employers cannot find workers, manufacturing jobs need to be filled
- NPO fundraising usually done via events - this model has been flattened
- Labor shortage - unskilled trained in needed areas - education is lacking for skilled positions
- Sewing, upholstery, warehouse processing
- Warehouse pay about \$16 an hour, but positions are going unfilled
- Need operators for digital machines
- This is a new trend and will increase in this area but need trained staff (machine operators)
- GC has a training program (GTCC) apprenticeship program
- The program is too time consuming for managers to attend
- Need a liaison between manufacturing businesses and education programs
- Gap program should be resourced differently to be more beneficial to business
- Food insecurities - High Point is #9 in the Country and #14 for food deserts in Guilford County
- Churches and NPOS try to meet the needs
- Also, a pharmacy desert in High Point
- Can ARPA funds be used to create grocery stores in existing vacant buildings?
- How do you incentivize retail chains to add locations in areas that don't fit their model?
- High impactful initiatives only!
- Pick only a few things and implement them really well!
- Can Guilford County match the City of High Point's ARPA funds to be more impactful?
- Political leaders need to collaborate on allocation decisions
- Need to have a maker space/ district along the



greenway, art, education and community to collaborate with manufacturing industry

- What happened to the High Point funding that was allocated for sidewalks and greenways? (Construction of infrastructure only – not landscaping and development)
- Closing the inequity cap on funding of start up small businesses
- Addressing the food desert
- Local/small manufacturing initiatives
- Programs for residents to move from renters to ownership
- Education support (kids)
- Enticing labor to return onsite
- Work with City of High Point to make W. Green Drive a 2-way “green street” (S. Meir to W. Kusch) with new water and sewer
- Low education and life skills
- Food insecurities
- Improved broadband for education – broadband for all
- Skilled labor
- Skilled labor
- Water, sewer modernization
- Landscaping SW greenway for stormwater management to prevent flooding
- Makerspace
- Organization and non-profit meeting spaces (life skills/more building)
- GTCC better integrated with employers
- Job fairs
- Food assistance
- Improving workforce availability
- Promoting beautification
- Reactivate labor force
- Help in reactivating our neighborhood

### **December 6, 2021 – 12pm**

- Free public access to rapid COVID tests.
- Expansion of testing capacity.
- Rent and mortgage assistance. A lot of single rental properties in Guilford - affects the renter and landlord. If people can't afford to pay for their homes, it trickles down to everything else in their lives.
- Rent and mortgage assistance.
- Broadband expansion - in Randolph County - no one has internet. Need this in order for kids to stay home and do their homework.
- Greensboro is the 3rd largest metropolitan area. Crazy that the whole city doesn't have

fiber going through it. Future leaders of Greensboro and the nation may come from our area. Schools have challenges vs. each other. Different kids have different internet levels and this is a challenge.

- Food assistance - have a lot of kids that come from school and are hungry. If food assistance could be integrated into the schools, that would be great. Happening more now during COVID than before.
- Transportation - GTA in the beginning of the pandemic was offering free rides to certain places. If that's something that could be continued to support people going to job interviews or specific places (like medical appts), that would be good.
- Transportation. Greensboro is walkable if you're downtown, but it's not as walkable not downtown if you need to go to the grocery store, pick up a prescription, get a COVID test.
- Expand access to transportation (ride share, or other methods)
- Mental health. Especially with teenagers and anxiety. Don't know if a product of COVID or heightened by COVID.

### **December 6, 2021 – 12:30pm**

- Responses will be shared w/ small group meeting members; report will be compiled w/ everything we heard and will be shared
- Rent and/or energy assistance is needed by impacted congregation members
- Transportation (esp. in City of HP); transit stopped running for a time due to pandemic; transportation is an area that should be a focus as well
- Emergency shelters should also should be a focus; impact on essential workers that have lost employment and are unable to secure work, pay bills, and get assistance may need emergency shelters
- Post traumatic stress disorder; there is a significant need for counseling for individuals that have been gravely impacted by loss of family, jobs, etc.
- There are still people in communities and/ or neighborhoods that don't have access to healthy and quality food; lots of food deserts and insecurities
- Counseling is something needed for all age groups

- Nonprofits and clergy, need additional training for people that will come to the church looking for counseling; need to make sure that we're equipped to assist them as well as directing people to other organizations and/or resources that can assist
- Winter time is when the shelters fill up; Trying to find housing and hotels to place people can be a challenge; also people need testing before they can be placed in shelters; need to have additional resources such as temporary housing during the winter months

### **December 6, 2021 – 4:30pm**

- One-stop shop for accessing services and applying for services for necessities for residents.
- Food assistance.
- Transportation problems - especially with the senior. Many have Medicare, which will pay to go back and forth to the doctor. However, need transportation to the grocery or pharmacy.
- Transportation for those who are disabled.
- GSO ACCESS - people with medical issues can sign up. Some transit services only pick up early and the wait time is long, which is hard for residents.
- Really want to emphasize the need for Rent and mortgage, that's still a tremendous need. Utilities
- During the pandemic - more people needed to get to the doctor but did not have a primary care physician. With past funding - paid for a person to go see a doctor for the first time. Assistance with medical care, first time check-up, well-child, assistance with lab fee.
- More affordable housing (family) not apartments.
- A safe place for folks to gather such as a community center. (In east Greensboro)
- Heard that the City of Greensboro in the process of purchasing an old motel/hotel to use to house some people experiencing homelessness. Initially going to be used for winter shelter. Would like to find other similar opportunities.
- Language access resources for the international community, to communicate information

### **December 7, 2021 – 12:00pm**

- Emergency shelter capacity and available space while complying with COVID regulations.
- Using the CARES funding as a beta test for this. The County invested CARES money to Arts Greensboro which distributed it - it stabilized organizations from a fiscal and operational standpoint.
- Need to pay close attention to the COVID slide where youth fell behind. They need extra help and support now. Not just academically, but socially and emotionally. There are a lot of non-profits in that realm. Extra resources need to be available to get our youth back on track - academically, socially, mental health.
- Rent assistance, utility assistance
- More resources for small businesses, minority-owned businesses that are trying to hang on.
- Municipalities should look more at small businesses to buy products or use services to keep the dollars in the community.
- Success story: serve a lot of people who have no insurance. Staff retention is hard in the mental health field. Given some funding related to the state funds and were able to give staff bonuses. Staff were very grateful for that and that helped some people stay with the organization.
- December 7, 2021 – 7:00pm
- Small business support. Why aren't jobs being filled? Increased wages can make it more difficult for small businesses and cause a benefit cliff.
- There were people pre-COVID on the verge of homelessness. Rent is very high. Rent assistance is needed.
- Mortgage assistance is needed to avoid a housing crisis.
- There are a lot of things pre-COVID that we knew were there and COVID has brought them to the forefront.
- Benefit cliff - more wages might make individuals lose their benefits. Is a systemic issue.
- The folks needing assistance now are the working families and families with children and seniors.
- If people don't have the basic needs, they can't look at the rest of it, like looking for a job or a better place to live.

- People worried about their power being cut off and need their basic needs met.
- People are coming in worried about water, utilities, etc. It's hard to function without those items.
- Would like to see money going for health and human services. For hospitals, staffing.
- Providing more COVID tests and meeting general COVID needs.
- Helping get more resources, PPE, beds.
- More mental health for people.
- Help for those with drug addiction.
- Need to be prepared for anything that comes down the pipeline.
- Schools need funding. Would hate to see a further tax increase, and would like to see ARPA funding instead.
- Money toward hospitals, nurses, doctors, and staffing rather than the top level people in the system. Go to the people who are frontline and directly serving residents.
- Food assistance.

### **December 9, 2021 – 12:00pm**

- Help for students who have fallen behind due to COVID
- 28-day substance abuse program - Guilford County as a larger county - has no housing for people who want to come back to the county. Need lower cost housing for individuals.
- Vouchers for housing for folks who complete a 28-day substance abuse program.
- Would be good to wrap some of this money and combine it with money from other substance abuse funding sources.
- Would we be better off doing one thing and doing it excellent or use it to solve a lot of smaller problems? There is an infinite need for funding.
- Caretakers are under a lot of stress - those taking care of elderly parents of children. For those who are not able to afford respite, some kind of scholarship or funding. Having a couple hours or a day to have someone come in, would be great.
- Childcare and caretaking. The needs of women in the community and workforce retention. Think about some focus groups with the YWCA and YMCA to hear from women in the community.
- The general health of most citizens declined

during the pandemic. Maybe we could partner with some of the non-profits in the county to run a nutritional program and coaching. Make it into a contest with some kind of prize would generate interest throughout the county.

- Small business funding, especially for new businesses. Could be legal advice or start-up costs. CARES Act helped with some, but a lot of the money stayed on the table. A lot of businesses went under because they didn't understand how to get the resources they needed.
- Guilford County is in the top 5 for the highest infant mortality rate in NC. Safe sleep materials is something that a lot of families lack.

### **December 9, 2021 – 5:00pm**

- Does the short-term projects funding come from the same \$104 million?
- Basic necessities
- Accessible mental health services
- Affordable housing. Investors moving from the north to the south are buying up a lot of the houses.
- More emergency shelters.
- Access to internet is a big class inequity and divide. Kids had to login to do schoolwork and not everyone has access. It has become a necessary utility. Improvements needed in impoverished and rural areas.
- Decision-making process we need to go through to determine immediate vs. long-term. If we use all the money for immediate, we lose an opportunity for long-term opportunities. Not only what we spend it on but how we balance those needs.
- Think about reaching out the youth - make sure that they have input since they will be impacted by this long-term. Youth Council through Parks and Rec. NCCJ - number of programs with youth (Ivan Canada is the Exec Director)
- Reach out to the people who are wealthy on how to strategize and partner up on planning efforts

## December 11, 2021 – 1:00pm

- People being taken care of not well at the motel. Need emergency shelters and good care.
- Need rental assistance.
- Need to focus on shelter, any type of homelessness help.
- Food bank.
- Access to shelter. Make it easy for people to access information and get shelter. Anything that makes it simple is incredibly helpful.
- Need to remove barriers to access. Provide help in a simple, straightforward way.
- Travel is sometimes difficult - like getting a taxi or a ride.
- Need access to the internet to get assistance.
- Provide funding to the religious communities to help with distributing funds to those who need rental assistance. Often people trust the mosque more than they might trust other sources.
- Some sort of work assistance or connect people to employment.
- Is this fund is also can be given to people who waiting for their cases process with immigration and keep in mind they are legally residents just they are waiting for their papers like green card what about the people who doesn't have insurance or Medicaid they also can be eligible for this fund

## December 14, 2021 – 10:00am

- Emergency shelter and temporary emergency housing - this needs to continue.
- Quality, affordable housing. We either have housing in slums (and rent keeps increasing), and then housing that does come up gentrifies neighborhoods. Housing projects in Durham are incredible. We need increased supply of affordable housing in a variety of locations across the county.
- Help rehabbing housing, retrofitting for energy efficiency, roof repair, rodent removal, etc.
- Housing needs to be a top priority.
- Wrap around needs - food security, making sure housing is safe.
- Need to connect the needs of people who are suffering and those who have resources to share.
- Integrate housing across multiple levels of demographics across the city so we can get to

- know each other and take care of each other.
- Address learning loss due to the pandemic. Tutoring resources or academic resources for students.
- People behind in rent - catch up process has been very difficult. Need more rental assistance.
- Mental health. Not provided by experts - for example, for kids, the teachers need to be able to support and have the capacity to go into the homes and get to know more about the kids they have in the classroom. This will bring more understanding and care, which the kids need. As people, we need to know what is going on with the people who we serve.
- The pandemic has done a lot of damage that it will take the entire community to navigate. Need to take the time to understand and listen.
- Refugee community - mental health is not what they really think about or know that it can be treated. Have to start with someone showing that they care.
- We need mental health support by experts and not by experts. Need expanded support for clinical needs and need to educate support systems.
- Transportation improvements. Transportation is a barrier to getting the resources that they need.
- Families and under resourced communities don't have access to green spaces which is a systemic issue. Greenspaces help relieve stress, support physical wellbeing, etc. Correlation between behavior and having access to those greenspaces.
- Safe greenspaces for children and families to play.
- trauma-informed behavioral health services are so essential to address the elevated stress that our community has been feeling. That "spills over" to all other areas - school, families, work environments, physical health, mental health, housing, etc.
- Who can find the people and identify their needs? Public health used to be that resource and has become underfunded. Don't know if money can be spent on personnel. If not, better office space in regions that don't need transportation. Bolster the basic functions of public health, mental health.

- Under resourced - how do we get those resources to those communities? Need to partner and collaborate with churches and other orgs to get the resources to those communities. Look at the Cone Foundation congregational nurse model based at Cone Hospital - not the same as basic infrastructure funding for public health (what we lost and what we need returned). This program goes to the refugee community centers - this takes away the transportation issue (need to bring services straight to the clients).
- Agreed - there are advocates on the ground that directly assist in vulnerable communities, but they volunteer their time and have limited capacity. Those groups should be supported and funded to continue serving.
- At times we are at our limit because we don't have the funding. There's not a lot we can do with giving time freely, need the resources as well to move those resources into communities where they're needed.
- Children are the most vulnerable of our citizens - need to keep them at the forefront. Children are growing and the deficits that they're growing with become permanent parts of their adult lives.
- Pantries struggle to keep food on the shelves because they're giving it all out and need more funding/resources.
- Think about coordination with immediate assistance. Many organizations are responding to immediate needs of people they're serving. Sometimes when it comes to more complicated processes like ARPA, so many steps takes time to get the funding. Would like for Guilford County to work with the COC to come up with a process where organizations part of the COC are able to get access to the funding through the COC. That process would be helpful to help us access the dollars without a thousand layers and steps. All organizations are effective and have a history. Let's try to work on how to get the dollars directly to the agencies to help get the immediate assistance to those in need.
- Uninsured families are needing medical assistance for acute issues (physical and mental) - how do we expand that?
- Food, housing, and shelter. Transportation.
- Childcare. Where is the childcare so families can seek jobs? Afterschool programs needed.
- Mental health issues have been here for years - COVID magnified it for the residents and the staff at the shelters. 10 months at the YWCA where no one could go anywhere because people still needed medical care and we had outings 2 times a week. Mental health is apparent for children, the whole household. It is generational and historic.

## December 14, 2021 – 7:00pm

- We have to have affordable housing in the future, but right now we need emergency shelters. A lot of shelters had to cut their beds because of social distances. Need to pay attention to short term, immediate, and longer term.
- Need rental and mortgage assistance. Need assistance to be reasonable amounts for FMR.
- If you look at the immediate need of emergency shelters. Need to run just a winter shelter for the next five years is not cheap - need the funding to do that and help people get off the streets during the cold weather. Trying to get this approved through Guilford County. This only handles the winter and doesn't help with the problem the rest of the year.
- Help with mental health. Clinical therapist and better case management (need to be able to pay more) on site at shelters.
- Food assistance is a need at shelters as well. All comes back to funding.
- Need on-site mental health trainers for the residents and staff at the shelters.
- Need to make sure staff is well so they can help those they serve.
- Thinking about the capacity that staff can do if they're not equipped mental health-wise.
- Don't prolong this effort. Non-profits make the most impact in the community. The process is already there - we don't need to reinvent it. 1) Let the COC go through the same process we go through every year. 2) Open an immediate loan pool to put affordable housing on the ground. (0 interest permanent loan - dollars invested in the community and paid back over 30 years.) There are contractors who can build affordable housing, but can't get access to the funds. NOFA funding works this way.
- Sometimes can tell people about organizations

that can help. Need be able to help people with their mental health to get them to those resources.

- Look at us not being ready or prepared for disasters (weather or otherwise). When assisting with low-income - we need to ensure that we're ready if something were to happen tomorrow in terms of a disaster. We're in trouble if something were to happen. Need to be prepared. Need to strengthen our support network.
- We need to create housing that is affordable to individuals that are out here.
- Need shelter placement for when disasters come. What is the disaster relief plan?
- We're in an urban community that continues to think it's a rural community.
- College students - food and housing. Every year we see "back to school" for the youth (K-12). Then skip to the adults and senior citizens. With college students - in order to not get in debt, we need resources for them. We need shelters for college students, especially for the holidays when they're unable to go home because of costs. College students get overlooked. They still need nurturing and help.
- College students in need of mental health services. There is nowhere for many to go to. Need rental assistance and food available from wherever they are living. Some college students are parents - they need assistance as well.

## Is there another goal that you would like Guilford County to consider when deciding how to spend the ARPA funds that hasn't been discussed?

### **December 3, 2021 - 11am**

- Need more small business support
- How can small businesses recruit students to share employment opportunities?
- Business consortium (regional) could be a resource
- SW is looking for ways to ignite this area - what have others done? Wanting to identify how situation started
- Religious organizations should have been solicited to help distribute COVID emergency funds to the community
- No one fully understands the demand for employment
- Having an issue with employee poaching
- Need to bring more skilled labor to the area
- Adjust educational programs to meet labor needs
- Use churches to help make community connections
- Provide opportunities for students to get the jobs they want in High Point through education training
- Can ARPA funds be used to support local workforce development?
- Unprecedented labor shortage
- Must take care of the kids - school, childcare - to improve labor market
- Need to provide housing stability for families to improve education and labor market
- Create a maker space for kids to introduce them to the industry
- Eviction funds need to be handled locally by the NPOs to help the people that they know are in need
- Pathway program for K-12 for college prep
- Includes a child development center for families
- Greening Guilford Initiative - improve natural environment
- Trees, streams, greenways, stormwater management and green streets

- Can ARPA be used for green street program?
- Especially in low-income areas?
- How do you connect the community to the manufacturing industry?
- Small scale manufacturers – Netherlands is an example
- More than 1 event, need ongoing exposure
- Improving workforce availability
- Broadband
- Community Reinvestment
- Infrastructure
- Neighborhood Stability
- Tax Reinvestment
- Guilford County Greenway Master Plan
- Funds to begin implementation
- Localize programs to better distribute funds
- Plan and help implement greening Guilford initiative
- Sewer/water
- Landscaping SW heritage greenway for storm water management and clean air and water

### **December 6, 2021 – 12pm**

- Mental health for children. Might not be immediate. People have had different degrees of response to the pandemic (in terms of social isolation).
- We don't want the pandemic to affect who these children are becoming. Don't want the effects of social isolation or lack of organic interaction to impact who they're becoming. Might be good to have funding to bring mental health attention to kids.
- Get ahead of the curve for mental health rather than have to remediate the trauma later.
- Using the funds towards things that increase preparedness for what might happen next. Hope that immediate needs have been addressed. Prepare for any future events so we can better address the next thing so some of these affects are mitigated early on.
- Critical needs - winter season, gas furnaces for homes is important. City had outgrown some of what was built back in the day. Improvements to infrastructure.
- Safety for residents as a whole. Bridges and overpasses - most people drive over them every day and don't think about them. Make sure that roads and overpasses are upkept.
- Addressing homelessness in Greensboro. With

so many people falling behind on mortgage or rent payment. What is the County doing to address the issue of homelessness and help those individuals? Especially with the time of year and temps dropping. Should be something we think about year-round. Look at root causes like the pandemic or mental health.

- December 6, 2021 – 12:30pm
- Funding is needed for public schools to help youth to get back on their grade levels; efforts need to be focused on this area in regards to youth w/ basic skills, reading, writing, arithmetic, etc.
- Addressing safety and intervention for youth in regards of school shootings; church based interventions can be very effective; outreach intervention programs are needed to help youth on how to cope (make good moral decisions)
- Consider something like PPP loans; support for essential church workers; Pastors are essential workers. Pastor still worked during the pandemic on a daily; should be considered essential workers
- Making sure that free/rapid testing is available to public. Vaccine should be free and provided to people in the communities that are unable to go to Walgreens or other locations

### **December 6, 2021 – 4:30pm**

- Racial and economic equity
- Removing pollution at Bingham Park so that several neighborhoods have access to green space for recreation, physical activity, mental health.
- Removing pollution at Hampton Elementary School site.
- Funds to build-up BIPOC communities aligning to Kathy's suggestion
- Community center - a place to house individuals, help young people and adults be tutored and trained. A place for a holistic approach for services - one-stop shop. (There on College Rd or Willow Oaks)
- Place for a skating rink or bowling in the community to engage children.
- Activities for the youth to engage them
- violence intervention programs
- job opportunities

- Seniors are in need of a community center as well. Walkable to this center.
- Hard for people to catch a taxi in the area to go to the grocery. Very long waits to get a taxi.
- Love this idea of a community center to provide training and programs, including employment opportunities for young people

### **December 7, 2021 – 12:00pm**

- Randolph County and Guilford County working together to get the Toyota facility. Need to look at what this factory is going to be, who the employees are going to need. Might need to put some funding into local colleges to start training for individuals to prepare them for working there. Could be directing some of our students into programs that would help them get a job there.
- Operation Xcel does a lot of work with middle school youth. Need to have the math in middle school to prepare for high school and beyond for STEM programs.
- Networks for afterschool and out of school time. Need to have a network of working together to build a strong backbone in Guilford County for those services and the connection to other services (such as for those who cannot pay for utilities or food). Having that resource database would be wonderful.
- We know there is an internet access problem for urban and suburban kids with low socioeconomic status.
- There is a food desert for multiple places in Guilford County. Especially a problem for children. Do we need mobile food buses? Food pantries? Pop-up shops with food to-go?
- Need to address the problems that we know already exist. Tackle immediate problems to help the longer-term problems.
- Services that help parents help their kids do their homework.
- Places for kids where they feel safe doing their homework.
- The community interests should always come first. What one community needs vs what other communities want. Should not get into politics.
- Transformative arts projects may be helpful. Do not want smaller arts projects that are not transformative.
- Attention to kids - tutoring or afterschool to

help kids catch up on what they've missed out on. Pressure in households both on students and parents. Students are lacking some of the items they missed during the pandemic and need help getting back on track.

- Summer is a great time for kids to catch up in academic programs. Important for programs to offer food (breakfast, lunch, and dinner).
- There is a lot of gang activity in Guilford County. Middle schoolers are not too young to be recruited. They need to be encased in productive activities.
- It's nice to be participating in a conversation about Guilford County as a whole rather than divided between Greensboro and High Point.
- Engagement process is a wonderful thing!

### **December 7, 2021 – 7:00pm**

- Disaster preparedness (such as stockpiling medical supplies or PPE)
- County values - transparency and accountability. Those values are especially important when trying to figure out what to do with \$104 million. Hope this is put forward in how they come to these decisions. Would be a shame for this to be ruined by the image or by people who don't have the best interest of the County at heart.
- Would like for residents to move forward united with how the funding is used.

### **December 9, 2021 – 12:00pm**

- Broadband infrastructure and Wi-Fi availability.
- Water infrastructure to help in residential areas. If people are home for the foreseeable future has put more stress on the power and water system.

### **December 9, 2021 – 5:00pm**

- Obvious short-term need, but this could be a long-term opportunity for stability for Guilford residents. Need to utilize the funding wisely to put the county in a good place for the next couple decades.
- Food security.
- Affordable housing.
- Education resources. A lot of updates are needed. Have gotten some funding but not nearly enough.
- Improvements in general infrastructure.



- Have different units of government getting this funding. County can use the funding for mental services and other topics because it falls within the county's responsibilities.
- Schools - great opportunity for broadband infrastructure and service is essential.
- Healthcare.
- The more you educate, the more people will be prepared and it will last long-term. Don't just throw money out there, also educate.

### **December 11, 2021 – 1:00pm**

- When people apply for immigration, they have to wait for papers. If they get COVID, they need medical care. If they're waiting for a work permit, this is hard. Everything with immigration is delayed. If they go to the doctor, they will get bills. Need funding for medical bills while waiting for papers.
- Need medical bills paid for people who do not have jobs (because of waiting for immigration). They are victims of the pandemic.
- Have COVID for a long time - cleaning is expensive and need funding help for this, especially for families.
- County help take care of medical bills for families.
- Medicare and expenses that are not thought about initially.
- Funeral expenses.
- Need a solution for helping people that is straightforward.
- Access to healthcare that is not difficult.

### **December 14, 2021 – 10:00am**

- We've talked about housing, greenspaces, walkable neighborhoods - Look at Guilford County, those things are here. East and Southeast Guilford County need these resources - have been in a food desert for a long time (better than the Dollar General), need sidewalks, need greenspaces. Need the same resources and amenities in East and Southeast Guilford County. There needs to be intention about putting those things on this side of town.
- City brags about the industries they bring in, but displace low-income residents in the process.
- School bond for schools with the highest need. Some of the issues continue to think about

for healthier schools: who are the employees that are going to be in these schools? What will the surrounding communities look like? Hope that there are amenities and resources into the neighborhoods around these schools, such as neighborhood gardens, sidewalks, etc. Ensuring that the funding that goes to these high-need schools for the bond money - ensuring the learning communities mirror the attention going into the schools.

- Agree - and it's disheartening to think see Commissioners touring Page High and frowning at conditions, when there are schools in the county in worse shape (or non-existent because of the 2018 tornado).
- Affordable housing development focusing on mixed-use zoning and spaces. Example: Willard St Apartments in Durham. Used low-income house tax credit; mixed use with retail, affordable housing, parking, playgrounds. Space was donated by the City to do this. Would like to see this type of project done in Guilford County. Retail space had a dentist office that catered to low-income families. Would like to see childcare centers put into these spaces. If Universal Pre-K is approved - we're going to need space for these facilities and this could be an opportunity for that.
- Include High Point - make sure they have those greenspaces. Lots of challenges happening in High Point as well, such as food deserts and housing.
- after school support for children especially in communities that have been impacted by covid as students are very behind

## Other Notes

### December 3, 2021 – 11:00am

- Labor Shortage/Workforce Development
- Education
- Health -Greening Guilford County
- Localize distribution of funds better
- Maker space/greenway district for community and manufacturing industry collaborative

### December 3, 2021 – 1:45pm

- Feeling like they aren't a part of the process
- Don't want to be involved- apathy
- Feel stonewalled – nothing comes from effort
- No real accountability – Agency
- Only see politicians when they need a vote
- Poor representation on Council
- The City isn't straightforward with their approach, they come to meetings with their own agendas and don't allow participants to speak openly or challenge their agenda
- Lack of diversity of City staff needs to change – doesn't represent who they are engaging
- Document comments verbatim to ensure their comments aren't reinterpreted by City staff
- Meet people where they are
- Compensate ambassadors and participants
- Don't have 5pm meetings
- Bring the meeting to where the people are
- Young black people don't seem interested in politics
- Rebuild communities of color
- Contract these groups – go through the leadership to reach them but involve the group members individually
- Large enough venue for crowd
- Categorization

### December 14, 2021 – 7:00pm

- Limited meals are available
- Barriers to access for assistance
- Need more emphasis on street outreach, need to increase staff for street outreach
- Funds aren't available unless it's a big name organization
- Look at where we develop housing - need to get folks into areas of high areas of opportunities where there's more access to jobs and resources
- How do we develop new housing that checks all the boxes? Including housing that is more communal
- Focused so much on housing first that the other needs are not addressed, people might be housed but they're not prepared or can't afford their apartment
- Too many agencies that can provide help and don't know why it's not getting to the client
- Affordable housing is the biggest obstacle, people can't afford \$1000 a month. There are no apartments. It's everywhere.
- Higher FMR rates (can't subsist on \$1000 a month as a family of four)
- CPR training for families and parents
- In shelters - if someone has a problem with drugs, shelters need someone or a direct contact to help them start on the road to recovery
- Landlords have stopped taking assistance
- Need landlord engagement and relationship building
- Money needs to be going into building units
- Shelters need more mental liaisons on site to support residents and staff members
- Financing needed in order to develop affordable housing that can stabilize the family
- Can't get jobs without a place to live

# Appendix C - Small Group Meeting Attendance

Date	Time	Venue	Number of Participants
Friday, December 3, 2021	11:00 AM	In-Person	14
Friday, December 3, 2021	1:45 PM	In-Person	24
Monday, December 6, 2021	12:00 PM	Virtually	8
Monday, December 6, 2021	12:30 PM	Virtually	8
Monday, December 6, 2021	4:30 PM	Virtually	26
Tuesday, December 7, 2021	12:00 PM	Virtually	8
Tuesday, December 7, 2021	7:00 PM	Virtually	7
Thursday, December 9, 2021	12:00 PM	Virtually	13
Thursday, December 9, 2021	5:00 PM	Virtually	3
Saturday, December 11, 2021	1:00 PM	Virtually	8
Tuesday, December 14, 2021	10:00 AM	Virtually	11
Tuesday, December 14, 2021	6:00 PM	In-Person	21



Public Participation Partners  
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**INFORM.**  
**INVOLVE.**  
**EMPOWER.**