

# The City asks for your input on a new 5 year plan to fund housing and public services!

**▲** Translate

# Community Needs Assessment | Phase 1 / Preliminary Findings

Summary of Community Engagement May 2024

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# **BACKGROUND**

This report details the public engagement efforts for developing the FY25-29 Consolidated Plan. The consolidated plan is a five-year funding strategy that guides how to distribute approximately \$14 million in annual grant funding from the U.S. Department of Housing and Urban Development (HUD). The public services and programs from this grant address things like affordable housing, job creation, and public service needs for low- and moderate-income families, persons with disabilities, and seniors.

As required by the U.S. Department of Housing & Urban Development (HUD), a community needs assessment is conducted each year to ensure that federal funding meets the needs of the Austin community. This year, we expanded the community needs assessment so that programming funded by local dollars can also benefit from the community's feedback.

Phase 1: In this first phase of the report we outline the community needs that we have heard through the engagement process so far. This input has informed the first draft of the funding strategy for federal dollars and we are now seeking feedback on that draft.

Phase 2: A second phase of the report will be produced over the next few months as engagement continues. The phase 2 report will show not only how feedback is used within the finalized consolidated plan but will also include other efforts the Housing Department is making to address community needs.



# **TIMELINE**



## **NEW CONSOLIDATD PLAN BEGINS**

**OCTOBER 1, 2024** 



# **COMMUNICATIONS AND ENGAGEMENT APPROACH**

The Housing Department engages with the community regularly at community events, through the experiences of program participants, and often for specific initiatives and projects. The engagement required for our 5-Year Federal Funding plan serves as a time to pause and assess even more intentionally and build a deeper understanding of the experiences people are having. What we learn not only guides how we make decisions, but it reminds us of why we provide the services we do and humanizes how we do the work. It also allows us to refine what ongoing engagement looks like, and continuously improve engagement based on how the community says they want to be engaged. With this mindset, while we are primarily consulting the community, as described in the spectrum below, we are also informing the community along the way about what the Housing department does, and we also begin to involve them in planning how we will continue to do that work. We commit to continuing the feedback loop, letting the community know what is happening with feedback and continuing to make changes.

### IAP2 Spectrum of Public Participation



IAP2's Spectrum of Public Participation was designed to assist with the selection of the level of participation that defines the public's role in any public participation process. The Spectrum is used internationally, and it is found in public participation plans around the world.

	INCREASING IMPACT ON THE DECISION				
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.



# **ENGAGEMENT GOALS**

The goals outlined below guided decisions about how to engage the community during this phase of the redevelopment opportunity.

Clarify & refine how we make departmental decisions about funding



Inform the community about programs that have previously been funded



Reflect back to the community what we understand about their needs



Evaluate how needs have changed since the last consolidated plan was created



Develop a deeper and expanded understanding of community needs



Reach community members who are most impacted by housing challenges





# GOALS, TOOLS & TACTICS The tools and tactics aligned with each goal created experiences for the neighborhood surrounding Ryan

Drive to stay informed and engage in the level of discourse that was right for each individual.

Goal	Tools & Tactics	
Clarify & refine how we make departmental decisions about funding	<ul> <li>Create materials with simple explanations about funding sources and factors that guide funding decisions.</li> </ul>	
Inform the community about programs that have previously been funded	Create materials with simple explanations about programs that have been funded by federal dollars	
Reflect back to the community what we understand about their needs	Create human-centered content for presentations that shares the needs and experiences of community members as we understand them	
Evaluate how needs have changed since the last consolidated plan was created	<ul> <li>Conduct a survey with the same set of questions that were asked 5 years ago.</li> </ul>	
Develop a deeper and expanded understanding of community needs	<ul> <li>Encourage additional input in survey responses with open ended questions.</li> <li>Create space for open dialogue with individuals and organizations.</li> <li>Consult with organizations serving the populations that the funding is designed to support.</li> </ul>	
Reach community members who are most impacted by housing challenges	<ul> <li>Materials in 7 languages</li> <li>Flyers in libraries</li> <li>Communication through community partners</li> <li>Paid advertising</li> <li>Social media posts</li> </ul>	

# **COMMUNITY FEEDBACK**

# Surveys

A dedicated Speak Up Austin webpage hosted a survey as well background information about federal funding at <a href="https://www.SpeakUpAustin.org/MyCommunityNeeds">www.SpeakUpAustin.org/MyCommunityNeeds</a>. As of April 22, the page has received nearly 1400 views and more than 470 survey responses. In addition, 155 participants left additional comments. Paper surveys were available in libraries, and these are included in the total count. Community member could also participate in the survey through text messaging, email and postal mail.

The survey will remain open and consultations will continue until the Consolidated Plan is finalized. The draft of the plan uses data collected between February 6 and March 15. During that time frame 341 survey responses were received.



341 Needs Assessment Surveys



**46** Community Consultations

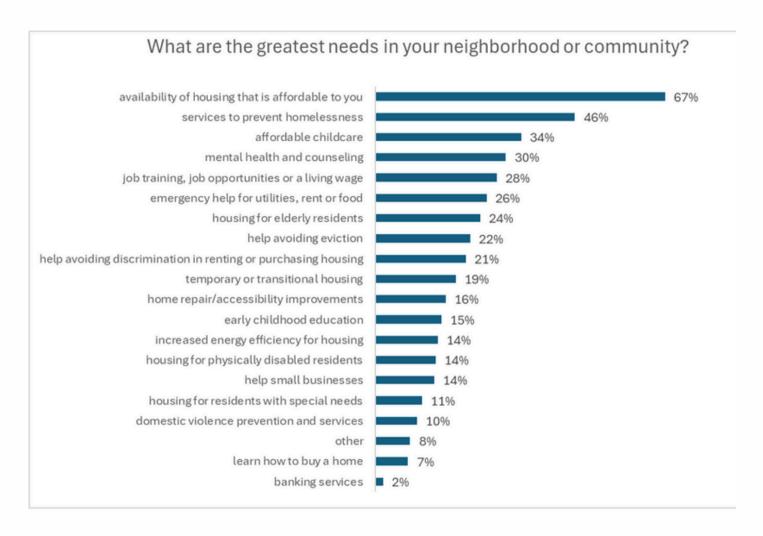
# **Consultations & Hearings**

The needs assessment included consultations with community groups and 2 public hearings. Representatives from 46 organizations have participated in consultations, including stakeholder groups across the public and private sectors, City Commissions, non-profit organizations, and others. The City of Austin's Citizen Participation Plan (CPP) requires that the City conduct two public hearings during the Community needs assessment period: one before the Community Development Commission (CDC) and one before the Austin City Council. The public hearings were conducted before the CDC on March 12, 2024 and before the Austin City Council on March 7, 2024. 7 community members made comments during the public hearings.



# COMMUNITY FEEDBACK

## What did we hear?

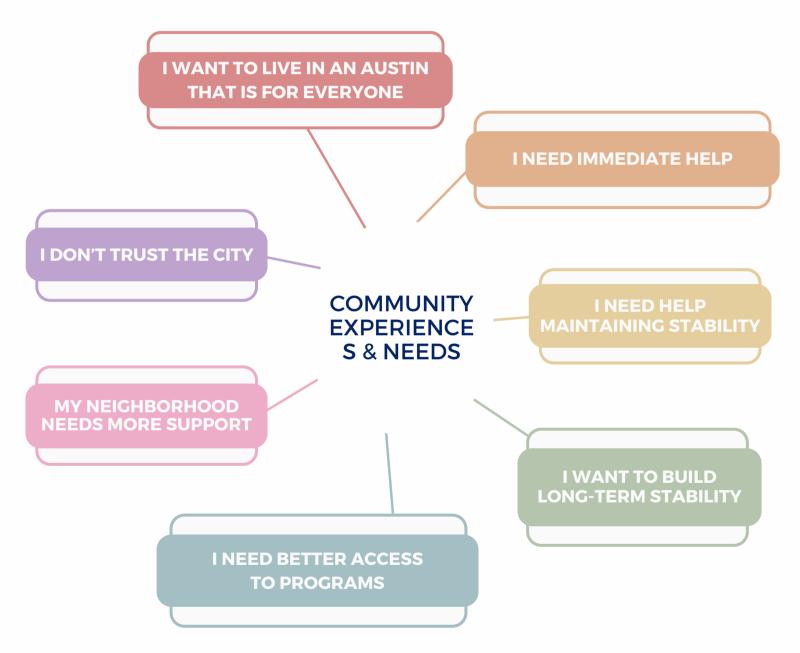


The graph above shows the percentage to which each need was included in someone's top 5 choices.

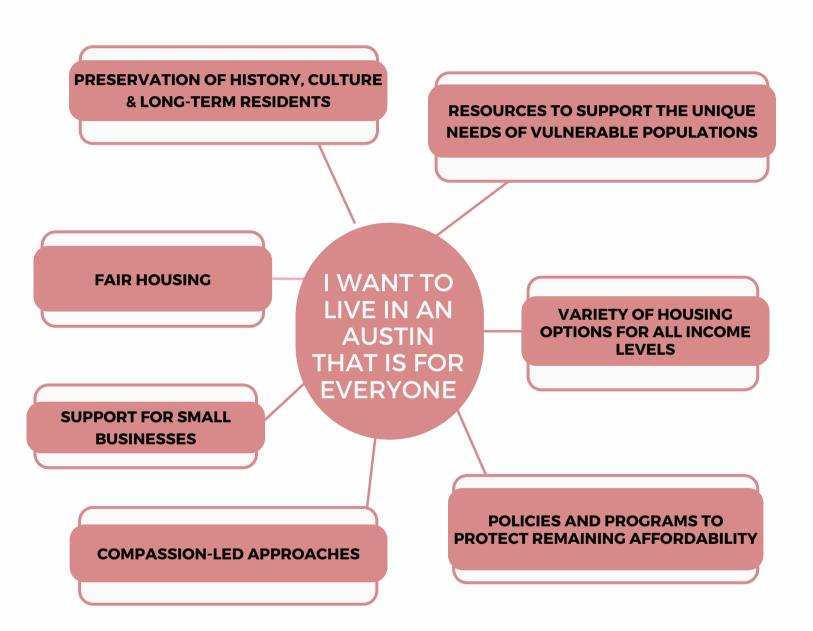


### What did we hear?

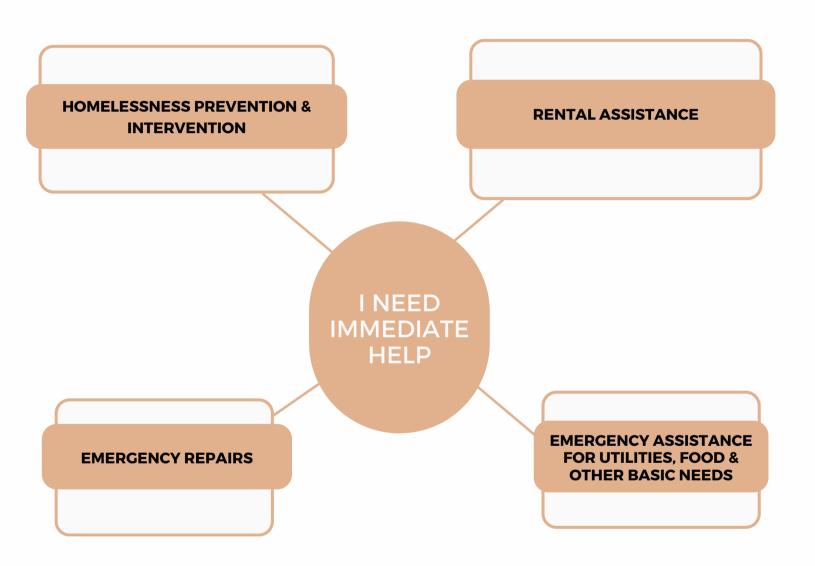
Input has been sorted into the following categories which center around the experiences that people shared. The following pages detail the topics that come up in each category. Across all categories, there was a consistent plea for more collaboration among departments, agencies and organizations as well as a desire to see more creativity and innovative approaches.



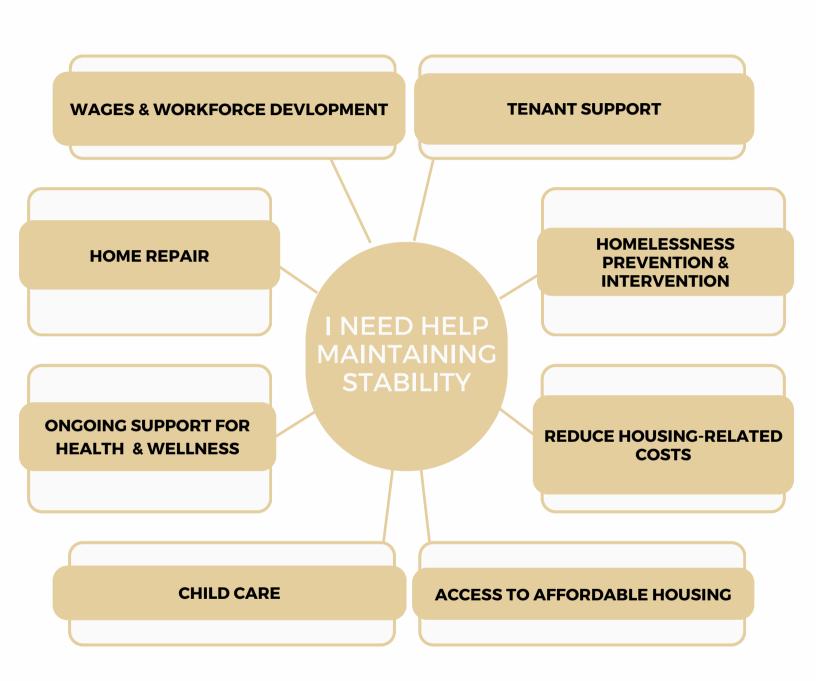




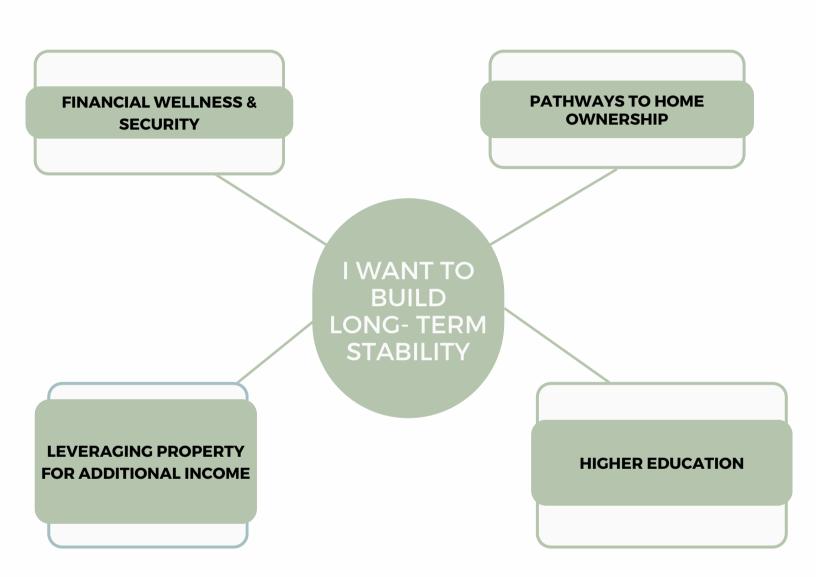


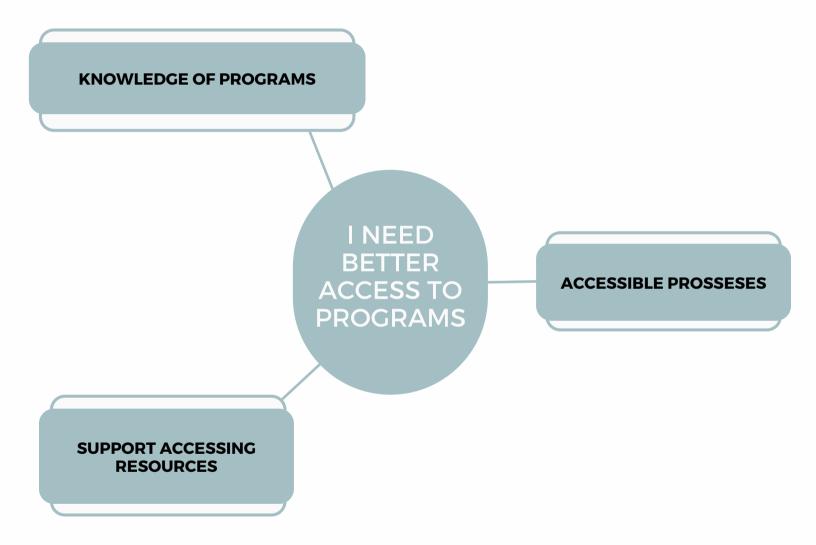


















### **AUTHENTIC ENGAGEMENT**

- Closing feedback loops
- Center voices of those most impacted

### **PROGRAM EFFECTIVENESS**

- Data on long-term impacts of programs
- Monitoring and evaluation of contracted partners and service providers
- Data on specific populations

## I DON'T TRUST THE CITY

### **TRANSPARENT SPENDING**

- Understanding of how funding decisions are made
- Transparency in process for selecting service providers



# **APPENDIX**

Exhibit A: Mark	eting	
Materials	•••••	17-24
Promotional Graphic	CS	
Flyer		
Website		
Survey		
Newsletter   Email		
Digital   Print  Radio		
Exhibit B: Updatinfo graphics	ted funding	25
Exhibit C: Comm	nunity Consultations	26



# **Promotional Graphics**





Option 1 - How should federal funding support local housing and public service programs? Submit your input at

www.SpeakUpAustin.org/MyCommunityNeeds

Option 2 - Austinities can provide feedback on how the City should use federal funding for housing and public services! Get involved today

www.SpeakUpAustin.org/MyCommunityNeeds

Option 3 - Share your input on how the City should use federal funding for housing & public services at the following public hearings:

7 March 7 at 10a before Austin City Council 77 March 12 at 6:30p before the Community Development Commission.

i More info at www.SpeakUpAustin.org/MyCommunityNeeds



Large Promo: AustinTexas.gov/Housing

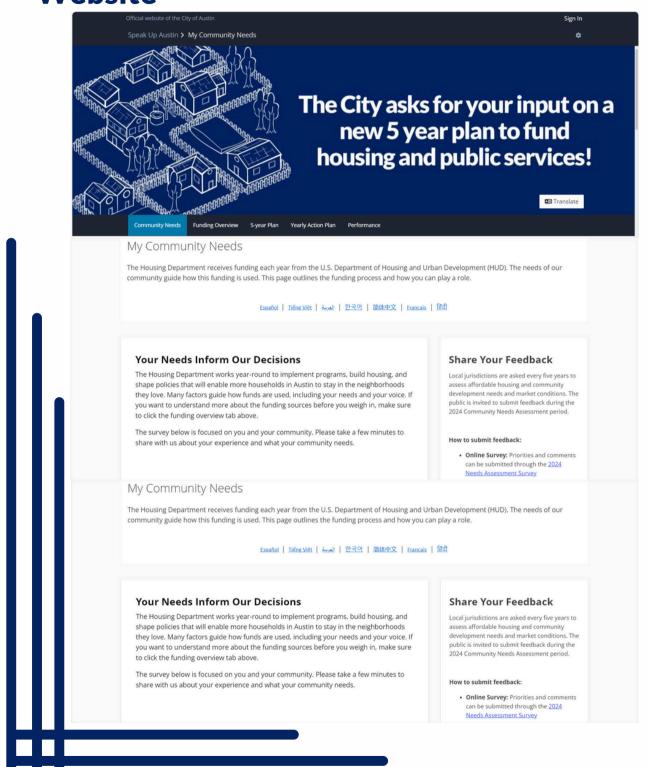


# **Flyer**





## Website





# **Survey**

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	<b>Y</b>	

### The City asks for your input on a new 5 year plan to fund housing and public services!

The City of Austin Housing Department invites you to help guide a new 5-year plan to invest housing and community development dollars where they are needed most. This Five-Year Federal Funding Plan decides how to distribute approximately \$14 million in annual grant funding from the U.S. Department of Housing and Urban Development (HUD).

What are the great	test needs in your	neighborhood or	r community?
--------------------	--------------------	-----------------	--------------

Please choose the 5 community needs that you believe should be the highest priority as we	make.
decisions about funding allocation	

- decisions about funding allocation

  availability of housing affordable to you housing for eliderly residents

  bone repair/accessibility improvements

  bousing for physically disabled residents

  bousing for physically disabled residents

  beig avoiding eviction

  temporary or transitional housing

  learn how to buy a home

  increased energy efficiency for housing
  emergency help for utilities, rent, or food

  services to prevent homelessness

  help avoiding discrimination in renting or purchasing housing

  job training, job opportunities, living wage

mental	health	and	counselin
afforda	ble chil	dear	10

- arroraspie childrand
  el early childhood education
  domestic violence prevention and services
  banking services
  help small businesses
  other

is there anything you'd like to share about your selected prioritie	15?
---	-----

# Page 1

in us understand how to serve the community best. We want to ensure w vices to the entire Austin community. Please provide any information you

- Do you identify as any of the following?

- ☐ yes ☐ no ☐ I prefer not to answer

Page 3

- 0 6 months
  7 12 months
  1 5 years
  6 10 years
  1 1.15 years
  more than 15 years
  I grew up in Austin but moved away

- □ Less than a high school dight
  High school degree or equiv
  Some college, no degree
  Associate degree
  Bachelor's degree
  Master's degree
  Doctorate or Professional de

## Do you or does someone in your household live with a physical or mental impairment that substantially limits one or more major life architics?

- ☐ yes ☐ no ☐ I prefer not to answer

### Have you faced any of the following instances of discrimination while attempting to purchase or lease a property in Austin? (select all that apply) Sexual orientation Gender identity Language access Religious affiliation Familial status Marital status Color Source of income Use of Section 8/Housing Choice Vouche I have not encountered any instances of discrimination that I am aware of Other

- Student status
  Age
  Disability
  Immigration status
  Race/ethnicity
- Have you faced any of the following challenges while attempting to purch lease a property in Austin? (select all that apply)

- lease a property in Austin? (select all that

  C credit history
  Children in the home
  Criminal history
  Eviction history
  Foreclosure history
  Foreclosure history
  Rental application not submitted fast
  enough
  Income too low
  Landlord not allowing pets
  Another buyer offered to pay in cash
  Limited housing options in my price
  range
  Limited housing options that meet my
  disability/accessibility needs
  High deposit amount
  Feeling unrescome
  Property management being
  unresponsive

housing in Austin that you are concerned about:	

paphy)

Poor health and safety standards
Low access to transit
Low access to transit
Low access to grocery stores and
fresh food
Property taxes too high
Landlord does not make repairs
Too much street/highway noise
Too much street/highway noise
Sterent to a specific neighborhood
Difficulty obtaining homeowners
insurance
I have not encountered any
challenges that I am aware of
Other

### Page 2



# **Newsletter | Email**

The City of Austin invites community members to help guide a new 5-year plan to invest housing and community development dollars where they are needed most. This Five-Year Federal Funding Plan decides how to distribute approximately \$14 million in annual grant funding from the U.S. Department of Housing and Urban Development (HUD). The public services and programs from this grant address things like affordable housing, job creation, and public service needs for low- and moderate-income families, persons with disabilities, and seniors.

As required by the U.S. Department of Housing & Urban Development (HUD), a community needs assessment is conducted each year to ensure that federal funding meets the needs of the Austin community. This year, the Housing Department will expand the community needs assessment so that programming funded by local dollars can also benefit from the community's feedback.

The expanded process to collect feedback on community needs to guide the next five years of funding is open through June. The public can participate online at www.SpeakUpAustin.org/MyCommunityNeeds.



2024 Community Needs Assessment Survey



and funding from the U.S. Department of Housing and Urban Development (HUD). This publi the funding from the U.S. Department of Housing and Urban Development (HUD). The publi the public send programs from this grant address things like affordable housing, job creation, and vivice needs for low- and moderate-income families, persons with disabilities, and seniority

## **Austin Utilities Now | April 2024**



### Keeping it green



Help shape how the City can ful





# **Digital | Print | Radio**

DEVELOPMENT

### **Austin Monitor**

Whispers page banner and right rail all pages





CITY HALL

The City asks for your input on a new five-year plan to fund housing and public services!

### WHISPERS

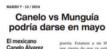
Friday, March 1, 2024 by Chad Swiatecki

### Blues on the Green getting \$87,000 in assistance from city

The city has waived just over \$87,000 in fees and expenses for the organizers of the Blues on the Green concert series in Zilker Park. Included in the documents for Thursday's City Council meeting was a <u>fiscal note</u> breaking down the more than two dozen line items associated with the series, which is organized each summer by Austin

### El Mundo

Marzo 7-13 / 2024 English + Spanish Print











Matías Rojas es nuevo jugador del Inter Miami



# Austin Texas Insurance



PUBLIC SAFETY









## **Austin American Statesman**

**English Print + Digital** 

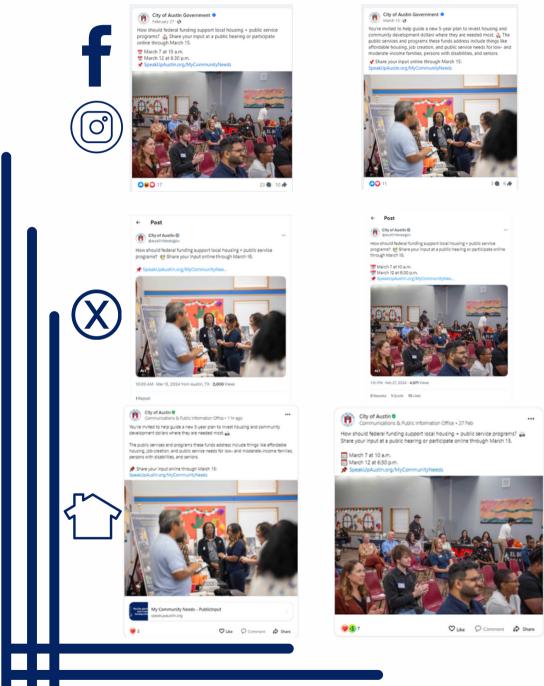
### Ad Preview





# **Digital | Print | Radio**

## **City of Austin** Facebook | Instagram | X | Nextdoor

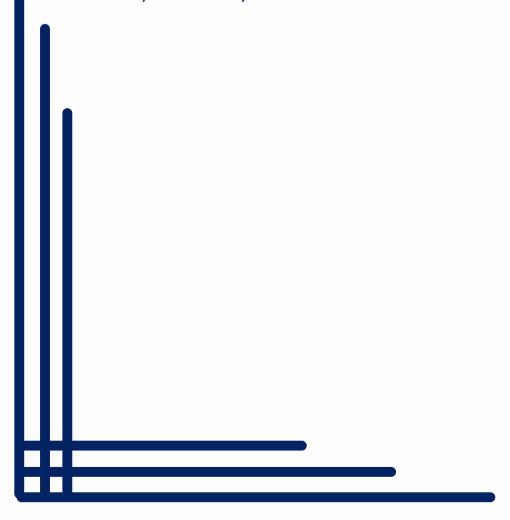




# **Digital | Print | Radio**

### **KAZI Radio**

Support comes from the City's Housing Department. Looking for input from the community to help guide a new 5-year plan to invest housing and community development dollars where they are needed most. The public services and programs from this grant address things like affordable housing, job creation, and public service needs for low- and moderate-income families, persons with disabilities, and seniors. Sharing input is at Speak Up Austin dot org slash My Community Needs.





### **Community Development Block Grant** (CDBG)

Goal: Provide decent housing and a suitable living environment; expand economic opportunities for low-income people

# **5 Year Plan**

**HOME Investment Partnerships** (HOME)

Goal: create affordable housing for low-income households

**Housing Opportunities for** Persons with AIDS (HOPWA)

Goal: Benefit low-income persons living with HIV/AIDS and their families by providing supportive services and housing

### **Emergency Solutions Grant** (ESG)

Goal: Assist people to quickly regain stability in permanent housing after experiencing a housing crisis and/or homelessness

	Community Development Block Grant (CDBG) \$7,362,354	Home Investment Partnerships (HOME) \$3,601,868	Housing Opportunities for Persons with AIDS (HOPWA) \$2,670,278	Emergency Solutions Grants (ESG) \$658,196
RENTER ASSISTANCE	Architectural Barrier Removal     Tenants' Rights Assistance	Tenant-Based Rental Assistance	Tenant-Based Rental Assistance     Short term rental, mortgage & utilities (STRMU)	e
HOMEBUYER ASSISTANCE		Down Payment Assistance		
HOMEOWNER ASSISTANCE	Architectural barrier remov     Home repair programs     Homeowner rehabilitation l	-	Short term rental, mortgage & utilities (STRMU)	
HOUSING DEVELOPMENT ASSISTANCE	Rental & Ownership Housing Development Assistance	g		
HOMELESS ASSISTANCE		Tenant- Based Rental Assistance	Housing Housing Case Management Permanent Housing	Rapid Rehousing Programs Homeless Shelter Operations Homeless Management Information System
SPECIAL NEEDS ASSISTANCE	Childcare     Youth Mental Health Servic     Senior Services	ces	Facility Based     Housing	
OTHER COMMUNITY DEVELOPMENT ASSISTANCE	Family Business     Loan Program	grants	ing Development DO) operating expense evelopment Assistance	



	Organization	Date
1	Echo Leadership Council	2/5/24
2	Hispanic Latino Quality of Life Commission	1/26/24
3	TRLA	2/8/24
4	Integral Care	2/8/24
5	<u>LifeWorks</u>	2/9/24
6	LGBTQ+ Quality of Life Commission	2/12/24
7	Austin Home Repair Coalition	2/13/24
8	Early Childhood Leadership Council	2/14/24
9	Commission On Aging	2/14/24
10	One Voice Central Texas	2/15/24
11	Watershed Protection Department	2/16/24
12	Area Agency on Aging of the Capital Area/CAPCOG	2/20/24
13	Catholic Charities of Central Texas	2/21/24
14	Commission On Veteran Affairs	2/21/24
15	Google Fiber	2/22/24
16	College Student Commission	2/23/24
17	Austin Area Urban League	2/26/24
18	Family Elder Care	2/26/24
19	HIV Planning Council	2/26/24
20	Housing Authority of the City of Austin (HACA)	2/28/24
21	Workforce Solutions	2/29/24
22	Texas State Affordable Housing Corporation (TSAHC)	2/29/24
23	Office of Civil Rights	3/1/24
24	Austin Chamber of Commerce	3/4/24
25	SAFE Alliance	3/4/24
26	Housing Works Advocacy Committee	3/5/24
27	Building and Strengthening Tenant Action (BASTA)	3/5/24
28	Public Hearing: City Council	3/7/24
29	<u>ADAPT</u>	3/6/24
30	Accessible Housing Austin!	3/6/24
31	Central Health	3/7/24
32	HSEM	3/8/24
33	Mayor's Committee for People with Disabilities	3/8/24
34	<u>Vivent Health</u>	3/11/24
35	Re-entry Roundtable	3/11/24
36	Caritas of Austin	3/12/24
37	Community Development Commission	3/12/24
38	DSD/Code Department	3/14/24
39	Economic Development Department	3/14/24
40	Homeless Strategy Office	3/14/24
41	Williamson County	3/14/24
42	Shalom Austin	3/15/24
43	Travis County	3/18/24
44	CAMPO	3/18/24
45	Round Rock	3/19/24
46	African American Resource Advisory Commission	3/19/24

