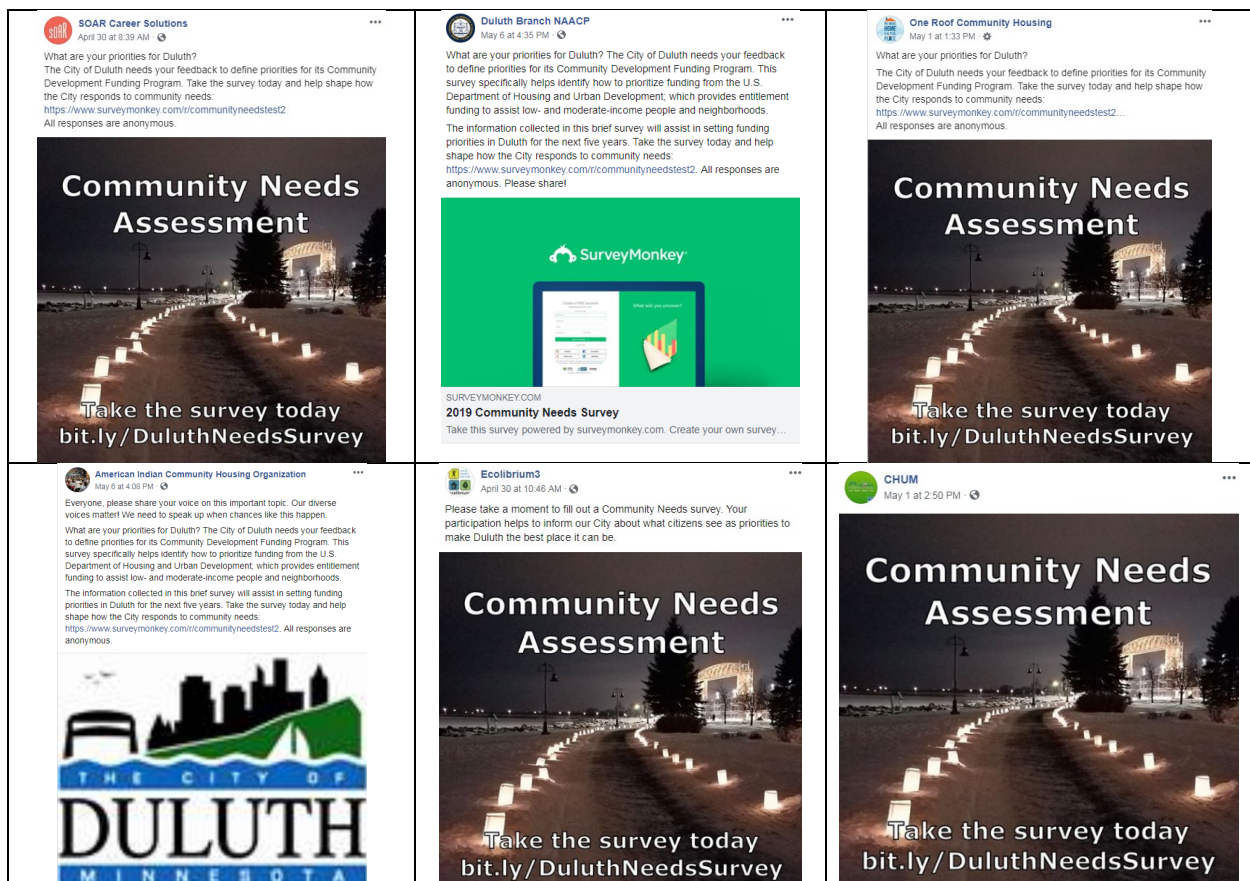


Outreach Methods

As part of the Consolidated Planning process community outreach, the City Planning & Development Division staff have used multiple outreach strategies to engage community members and the organizations that serve our community. An online Community Needs Assessment survey was available for about 3 weeks from April 30, 2019 to May 21, 2019. Division staff are the process of consulting nonprofit and service providers who work on issues of healthcare, housing, homelessness, and education, and other community issues. These consultations use the same set of five questions, but have been conducted in a variety of ways including an online survey, in person meetings, emails, and phone calls. This outreach will continue over the next month, but a summary of the findings from these consultations up to May 28, 2019, is included in this report.

Community Needs Assessment Survey

Planning & Development Division staff sent some language and an image out to community partners asking them to share the survey on social media. City partners such as the library and CareerForce were asked to display the information about the survey near computers that members of the public have access to at their locations.

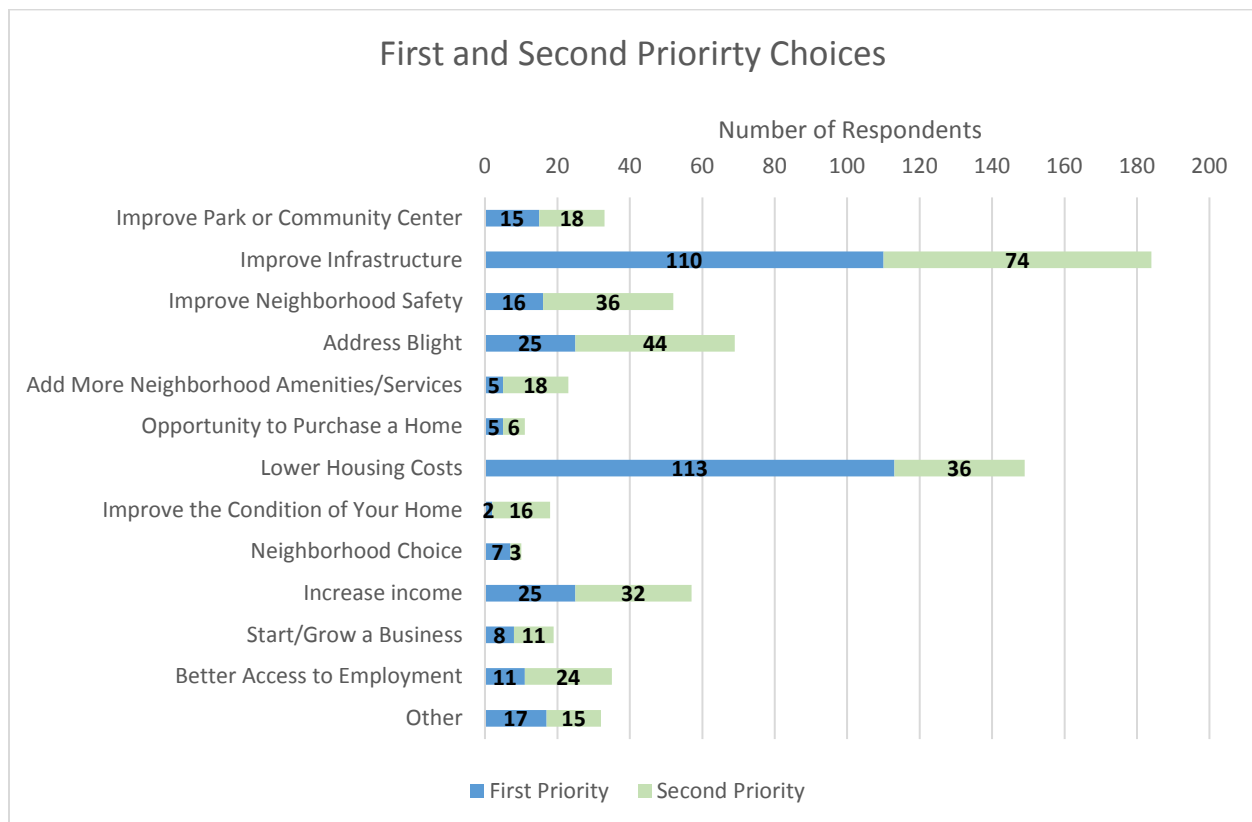


Bit.ly link data shows that about a third of people who clicked on the link, found the survey on Facebook and about two thirds of people who clicked on the link had it sent directly to them, such as in an email.

A link directly from the Survey Monkey platform was also shared, but there is no data available for clicks on that link.

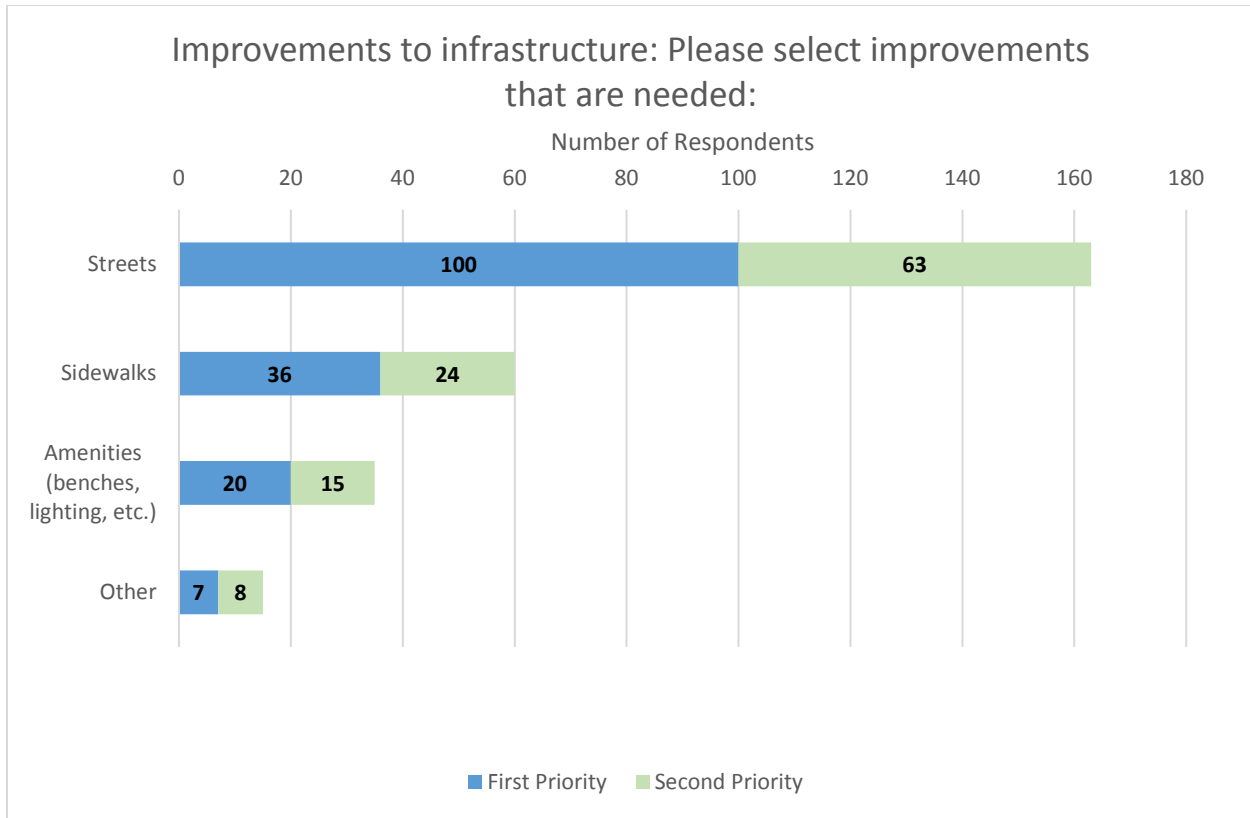
The Community Needs Assessment online survey had 359 responses. The survey asked for two demographic identifiers: zip code and race. Tables with totals of all zip code and race data of respondents are attached. About 31% of respondents live in zip codes that include CDBG eligible low-to-moderate income census tracts. About 92% of the respondents who identified their race are white. This is similar to the percentage of Duluth's total population that is white.

Survey respondents were asked to choose one first priority and one second priority community need. After choosing each need, respondents were directed to a follow-up question that asked for more detail about the need they chose.



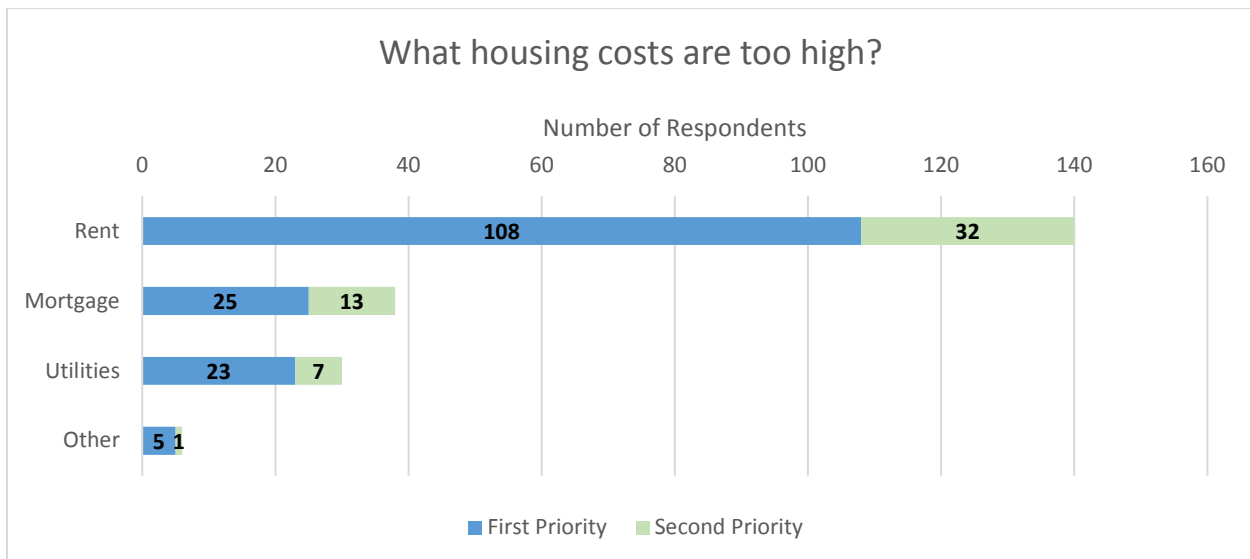
The top priorities were improve infrastructure, lower housing costs, and address blight. The “other” category included responses such as childcare, homelessness, and other housing issues such as quality, affordable housing for middle-income households, and more variety in housing options.

Respondents who chose “improve infrastructure” as a top community need were then asked which types of improvements are needed. Respondents could choose all answers that applied.



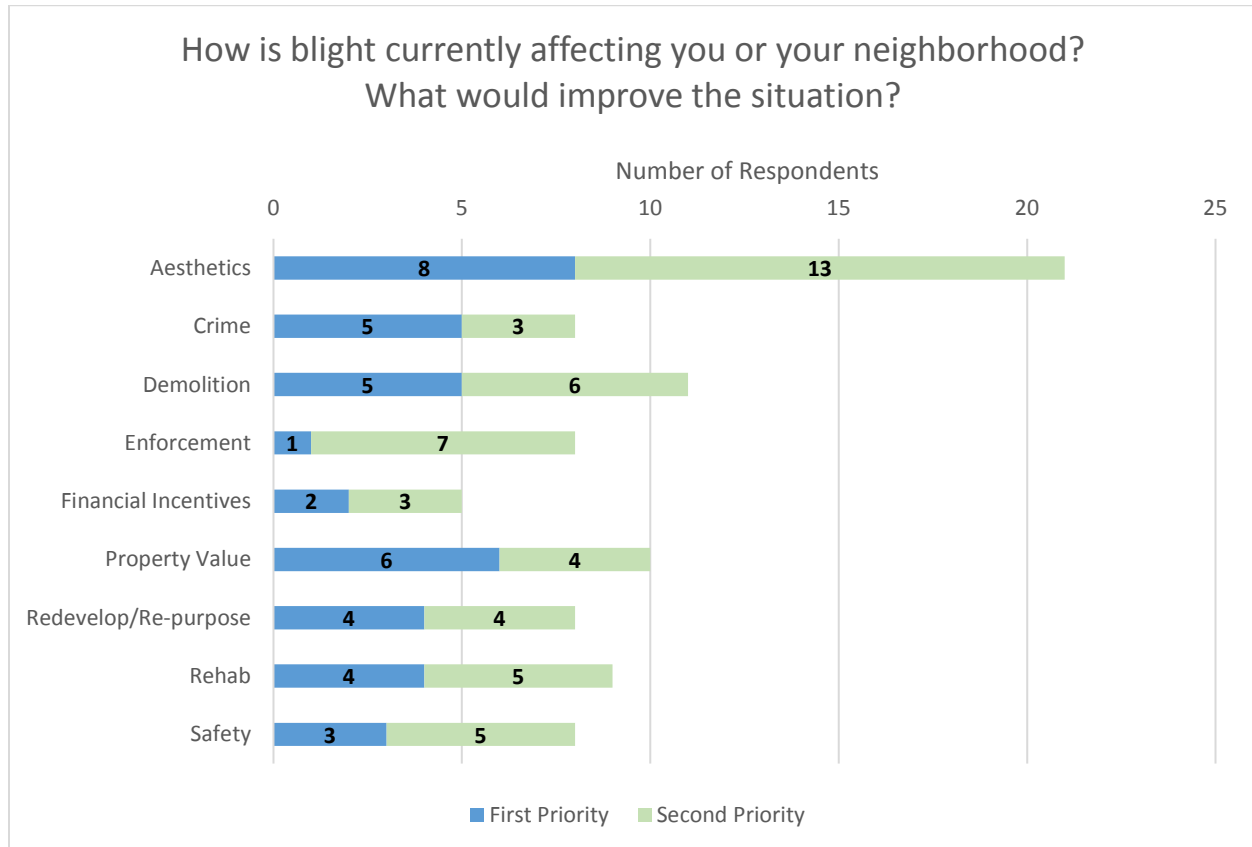
Respondents identified improving streets as the most needed. The “other” category included responses such as safer/more infrastructure for pedestrians and bicyclists as well as issues related to safety and snow removal.

Respondents who chose “lower housing costs” as a top community need were then asked which housing costs are too high. Respondents could choose all answers that applied.



Most people who answered this question, identified rent as a cost that is too high. The “other” category included responses such as down payments and security deposits.

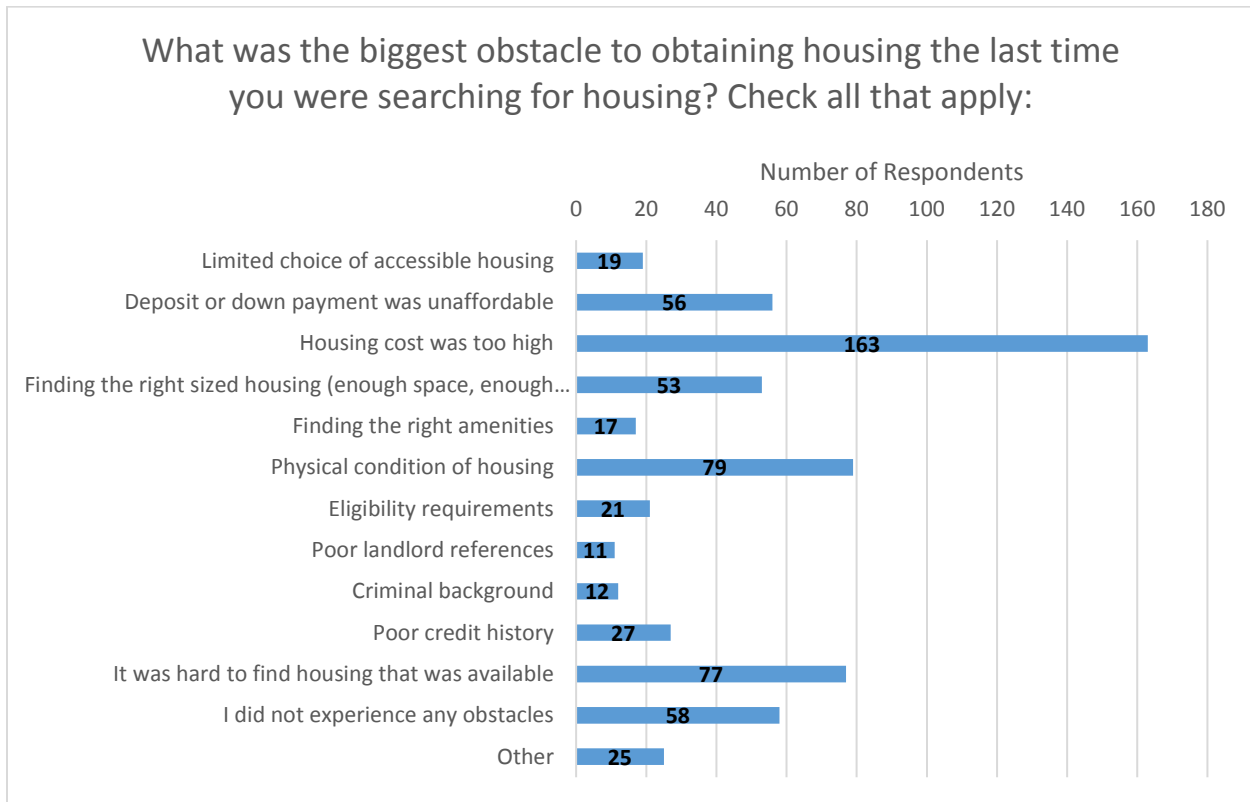
Respondents who chose “address blight” as a top community need were then asked an open ended question about how blight is affecting their neighborhood and what would improve it.



Many respondents talked about how blight makes their neighborhoods look bad and takes away from neighborhood vibrancy and a sense of community. Many respondents spoke about vacant lots and abandoned buildings offering out of sight places for people to engage in drug use and criminal behaviors. Respondents suggested that more efforts and funding should be put towards code enforcement, demolition, and rehab of blighted buildings. Respondents also suggested temporary uses for vacant lots such as community gardens and community gathering spaces like parks.

Survey respondents were asked if they thought they had been treated differently than other people the last time they were looking for housing. About a quarter of survey respondents (24%) said they had. Those 85 respondents were asked to identify why they felt they had been treated differently; many identified race, age, and gender. A lot of respondents talked about being treated differently because they had a lower income level. Sometimes this meant that landlords or management companies did not give them many housing options and sometimes this meant that they struggles in a competitive housing market because other buyers could make more appealing offers on houses. Respondents who have racial, gender, or class/income privilege stated that they felt they had been treated better than others because of the privilege they hold.

Respondents were asked what the biggest obstacle had been for them the last time they looked for housing.



The majority of people who answered this question said that housing cost was too high. Many respondents faced barriers with available housing choices, such as the physical condition of the housing, and the size of the housing unit. A lot of respondents just struggled to find housing that was available. Respondents who chose the “other” option talked about struggling to find rental housing with pets, struggling to find housing in the location they wanted or needed to live in in order to commute to their jobs, and reiterated the general lack of affordable housing units as an obstacle.

At the end of the survey, respondents were asked in an open ended question if there were any other needs that should be addressed. Nearly half of the respondents chose to answer this question. They brought up issues of housing stock and housing choice, particularly for middle-income households. Many respondents see their only housing options as poor quality housing or luxury housing, with nothing in the middle even for those who can afford to pay a little bit more. Many people who answered this question talked about the need for employers to offer living wages jobs and the want for a wider variety of types of jobs. Many respondents brought up racial inequities they see and had experienced in Duluth including housing segregation and token involvement by historically marginalized communities in decision-making processes. Respondents mentioned wanting mixed income neighborhoods that offer many types of housing at a variety of price points.

Consultation with Partners (as of May 28, 2019)

Planning staff have also consulted with community organizations and partners in identifying needs, issues, and priorities that should be reflected in the Consolidated Plan. To date, 10 representatives of organizations have shared input, which is attached.

The top three identified existing needs include:

- Affordable housing
- Job skills training
- Access to transit

When asked about new or emerging needs, the housing considerations included re-entry housing, supportive housing, quality of housing stock, housing for people with physical disabilities, and cost of energy/heat/utilities. New or emerging needs other than housing included transportation access, street/sidewalk improvements, snow removal, access to health care, access to technology, racially isolated neighborhoods, education, job training, mental health, chemical dependency, and issues hiring and retaining quality supportive housing staff.

The organizations said that in the next 5 years, they will be working towards:

- Housing, including housing for veterans, supportive housing, addressing homelessness, and preservation of existing housing stock.
- Education, including addressing the achievement gap and disparities in education, providing full service community schools, and college access and completion.
- Employment, including employment disparities and transitional employment
- Infrastructure, including streets and sidewalks, utilities, transit amenities and service, and transit oriented development.
- Mental health.

Identified barriers to fair housing are:

- Criminal history/re-entry issues
- Mental health
- Lack of accessible housing
- General availability and supply of affordable housing
- Transportation to housing (i.e. access to transit)
- Discrimination
- Unsafe housing conditions of some rental housing

Other information shared includes:

- The challenges of college graduates who must pay back college debt
- Importance of food access and areas that are food deserts.
- A request to work with the Duluth Community School Collaborative to identify student needs

City staff will continue to consult with other organizations and city departments throughout the Consolidated Plan process.

Community Needs Assessment Survey Demographics

Zip Code	# of Respondents	% of Respondents	CDBG LMI Areas
54880	3	1%	31%
55707	1	0%	
55720	1	0%	
55733	2	1%	
55734	1	0%	
55756	1	0%	
55802	17	5%	
55803	32	9%	
55804	43	12%	
55805	42	12%	
55806	47	13%	
55807	15	4%	
55808	7	2%	
55809	1	0%	
55810	9	3%	
55811	36	10%	
55812	31	9%	
55894	1	0%	
55897	1	0%	
55906	1	0%	
No Answer	67	19%	
Total	359	100%	

Race	# of Respondents	% of Respondents	# of Respondents who identified their race	% of Respondents who identified their race
Asian	0	0%	0	0%
Black	3	1%	3	1%
Mixed Race	8	2%	8	3%
Native American	9	3%	9	3%
Other	2	1%	2	1%
White	243	68%	243	92%
No Answer	94	26%	-	-
Total	359	100%	265	100%