Affordable Housing Bond Multifamily Housing and Senior Housing Surveys Report

Metro Affordable Housing Bond
Washington County Department of Housing Services
Summer 2021

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Executive Summary

On November 6, 2018, voters approved a $652.8 million affordable housing bond measure put forth by the Metro Council to create 3,900 permanently affordable homes across Washington, Clackamas, and Multnomah counties. Washington County jurisdictions received $192.2 million of the total bond funds, and they were divided up between Washington County ($118.9 million), the City of Beaverton ($31.8 million), and the City of Hillsboro ($41.5 million). Currently, in Washington County's implementation area, ten Affordable Housing Bond projects have received funding totaling $99 million to produce 812 units. Washington County's unit production goal established by Metro is 814 units.[1] With remaining Affordable Housing Bond funds, Washington County is positioned to exceed its unit production goals.

During the spring of 2021, Washington County Department of Housing Services created housing surveys using the survey software Qualtrics to receive feedback from Washington County residents regarding how design and service programming elements of affordable housing projects can best serve the County's diverse communities. The data compiled in this report will be shared with housing developers and used to help inform designs for new affordable housing to be built in the next two-three years in Washington County as part of the Affordable Housing Bond Program.

There were two types of housing surveys created: a multifamily housing survey and a senior housing survey.[2] The multifamily housing survey focused on gaining feedback on lifestyle preferences and needs for people with families and the senior housing survey centered on receiving input on senior community members' lifestyle preferences and needs. The surveys were posted on the Washington County website and promotional fliers were circulated via email and social media. In order to increase language access, the housing surveys and promotional fliers were available in English, Arabic, Chinese (Cantonese and Mandarin), Chuukese, Filipino/Tagalog, Japanese, Khmer/Cambodian, Korean, Marshallese, Persian, Russian, Somali, Spanish, Tongan, and Vietnamese.

In an effort to receive feedback from Washington County's low-income, Black, Indigenous, People of Color (BIPOC) community members, the surveys were shared with local culturally specific community-based organizations (CBOs) serving these communities.[3] **The data reflects this targeted outreach effort. The vast majority of the 155 respondents from both surveys identify as low-income, BIPOC residents of Washington County**.[4]

Although the surveys were targeted towards reaching two distinct communities (people with families and seniors), the data from both surveys reveal a set of shared priorities. These shared priorities include:
- providing a wide range of on-site support services to help residents access resources needed to thrive, and
- creating indoor and outdoor spaces that foster a sense of community among residents and allow residents to comfortably and safely live regardless of age, size, ability, or disability.

More specifically, the most significant commonalities between the two surveys can be found in the data sets for outdoor amenities, on-site services, and community building amenities in which outdoor lighting, social services, and activity and library space were identified by both populations as integral elements to offer at affordable housing complexes.[5]

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[1] These affordable housing complexes will be located in cities/towns throughout Washington County, including Aloha, Beaverton, Cedar Mill, Cornelius, Forest Grove, Tigard, and Tualatin. The City of Beaverton will fund the production of 218 units and the City of Hillsboro will fund the production of 284 units, which combined with Washington County's production of 814 units, will result in 1,316 total units of affordable housing throughout the County.

[2] The multifamily housing survey, which had 126 total responses, was open from February 10, 2021 to April 30, 2021. The senior housing survey, which had 29 total responses, was open from open from April 9, 2021 to April 30, 2021.

[3] Refer to the survey outreach section of the report (pgs. 22-23) for list of CBOs, staff members, housing/civic groups, and housing developers in the area that circulated the surveys.

[4] Refer to annual income graphs (pgs. 10, 19), racial/ethnic identification graphs (pgs. 9, 18), and cities where respondents live graphs (pgs. 9, 18).

[5] Refer to outdoor amenities graphs (pgs. 6, 15), on-site services graphs (pgs. 7, 16), and community building amenities graphs (pgs. 8, 17).

Metro Bond Multifamily Housing Survey Data Overview

Q 1 – How many people/family members do you live with? (126 responses)

Amount of people/family members respondents live with
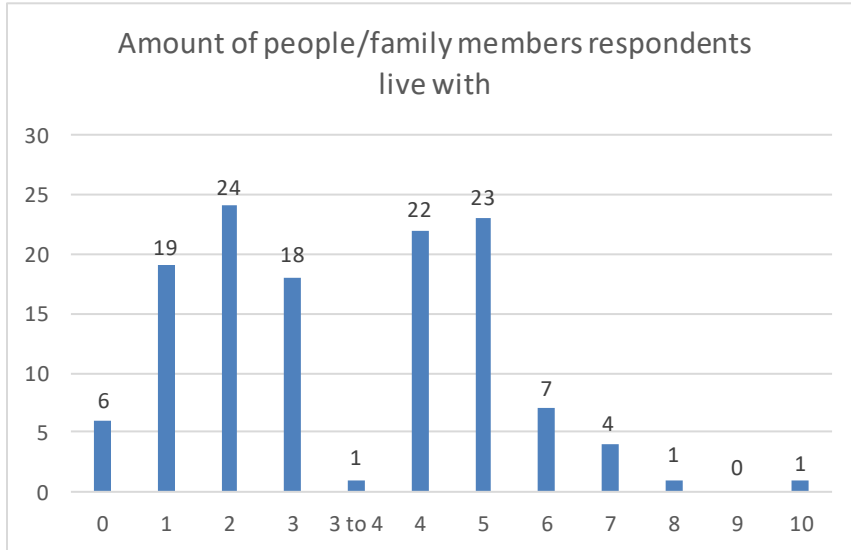
Vast majority of respondents (84.92%) live with between 1-5 people. Approximately 3 out of 10 respondents (28.57%) have large household sizes (between 5-10 people).

Q 2 – Have any of these prevented you from finding a home? (119 responses: respondents could choose more than one option)
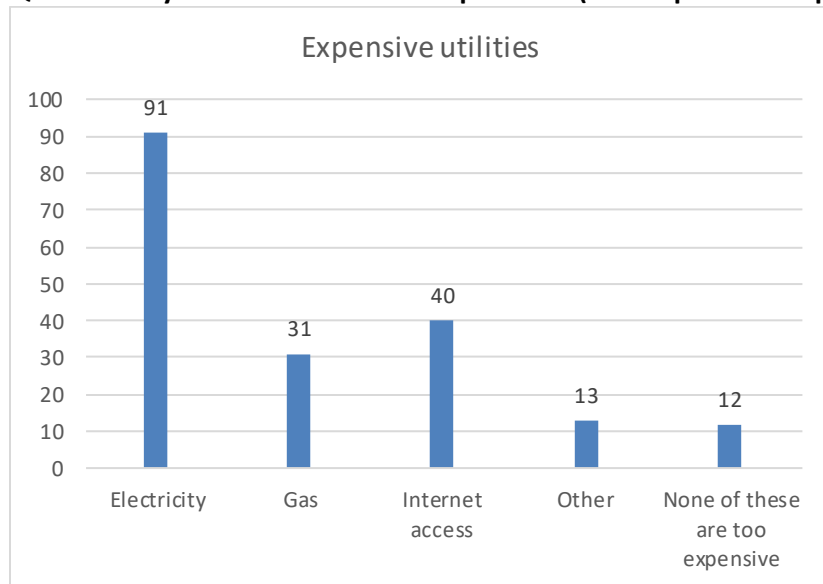
Barriers to accessing housing
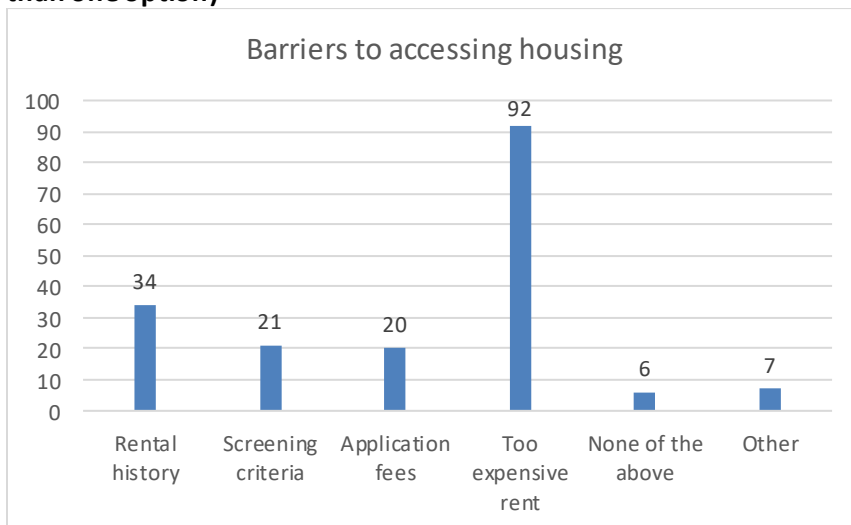
Too expensive rent was most chosen type of housing barrier: 77.31% of respondents chose this option.

Additional types of housing barriers that respondents listed:
- SSN
- Not working full-time/not having steady employment
- Food prices
- Racial discrimination
- Service animals
- Water bill
- Lack of social services

Q 3 – Are any of these utilities too expensive? (121 responses: respondents could choose more than one option)

Expensive utilities

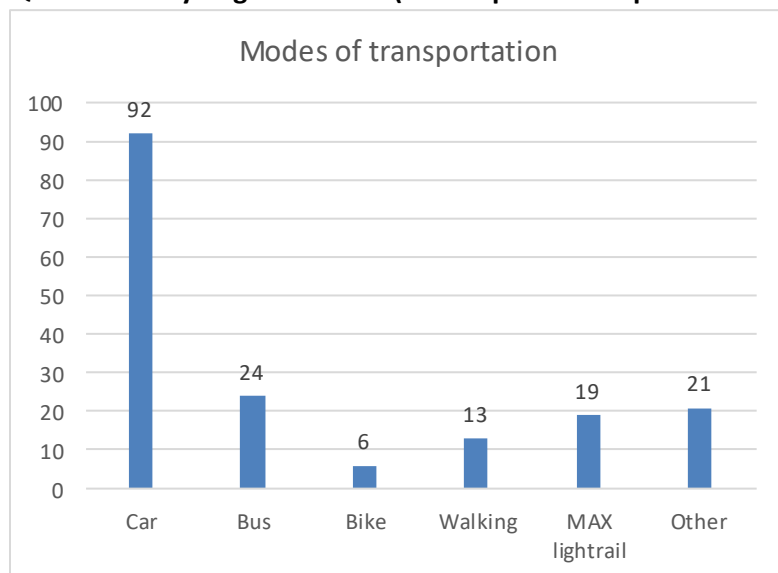| Utility	Count
Electricity	91
Gas	31
Internet access	40
Other	13
None of these are too expensive	12

Electricity was most chosen type of expensive utility: 75.21% of respondents chose this option.

Additional types of expensive utilities that respondents listed: (amenity in green text was most frequently mentioned expensive utility)

- Water
- Garbage
- Sewer
- Personal bills: phone, car insurance, health insurance

Q 4 – How do you get to work? (126 responses: respondents could choose more than one option)

Modes of transportation

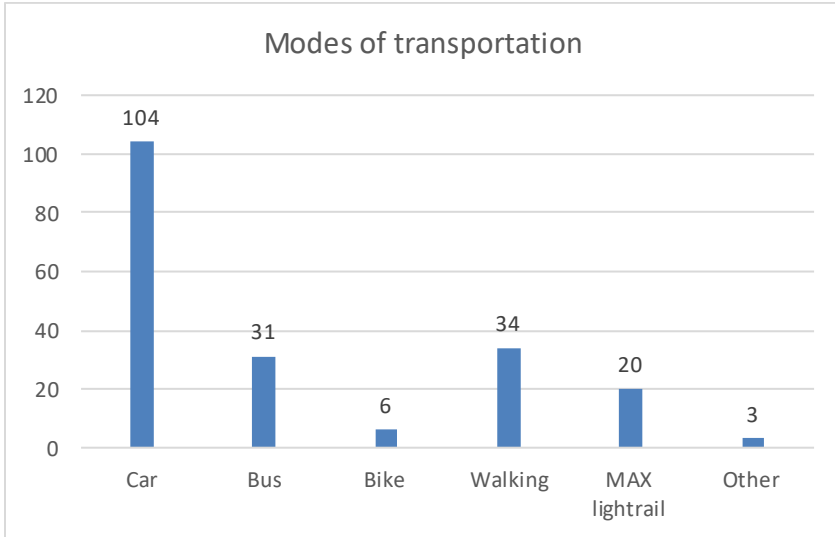| Mode	Count
Car	92
Bus	24
Bike	6
Walking	13
MAX lightrail	19
Other	21

Car was most chosen type of transportation: 73.02% of respondents chose this option.

Additional modes of transportation/explanations respondents listed: (explanation in green text was most frequently mentioned explanation)

- Carpool
- Working from home due to COVID-19
- Unemployed

- Retired

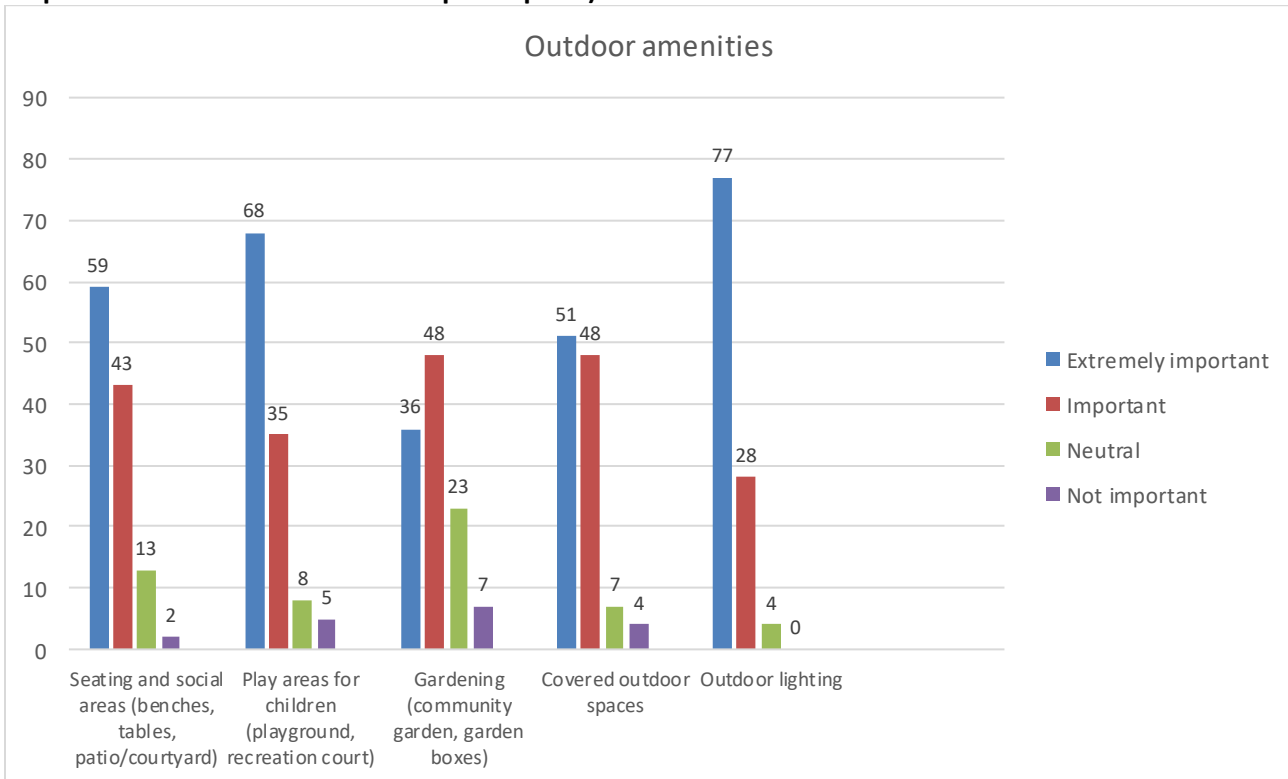## Q 5 – How do you travel around town? (126 responses: respondents could choose more than one option)

Modes of transportation

Mode	Count
Car	104
Bus	31
Bike	6
Walking	34
MAX lightrail	20
Other	3

Car was most chosen type of transportation: 82.54% of respondents chose this option.

Additional modes of transportation respondents listed:
- Rideshare
- Carpool

Q 6 – How important is it for an apartment building's outdoor space to include: (126 responses: not all respondents ranked each outdoor space option)

Outdoor amenities

| Amenity	Extremely important	Important	Neutral	Not important
Seating and social areas (benches, tables, patio/courtyard)	59	43	13	2
Play areas for children (playground, recreation court)	68	35	8	5
Gardening (community garden, garden boxes)	36	48	23	7
Covered outdoor spaces	51	48	7	4
Outdoor lighting	77	28	4	0

Outdoor lighting and play areas for children were identified as the most important outdoor amenities: 61.11% of respondents classified outdoor lighting as "extremely important"; 53.97% classified play areas for children as "extremely important"

Additional outdoor amenities respondents listed: (amenities in green text were most frequently mentioned outdoor amenities)

- Security patrol, security cameras
- Parking: more than one parking space per unit; ample visitor parking
- Fitness areas: gym, recreation courts for children and adults
- Non-smoking areas
- Public restrooms
- Pet relief areas, designated dog areas
- Bike storage
- Garbage, recycling and compost bins throughout complex
- BBQ areas
- Walking paths
- Water features: pools, ponds
- Outdoor meeting areas
- Green spaces: flowers in raised planter beds indoors and outdoors, fruit trees, park

Q 7 – How important is it to have access to these services on-site (inside the apartment building) instead of off-site (not in the apartment building)? (121 responses: not all respondents ranked each on-site services option)
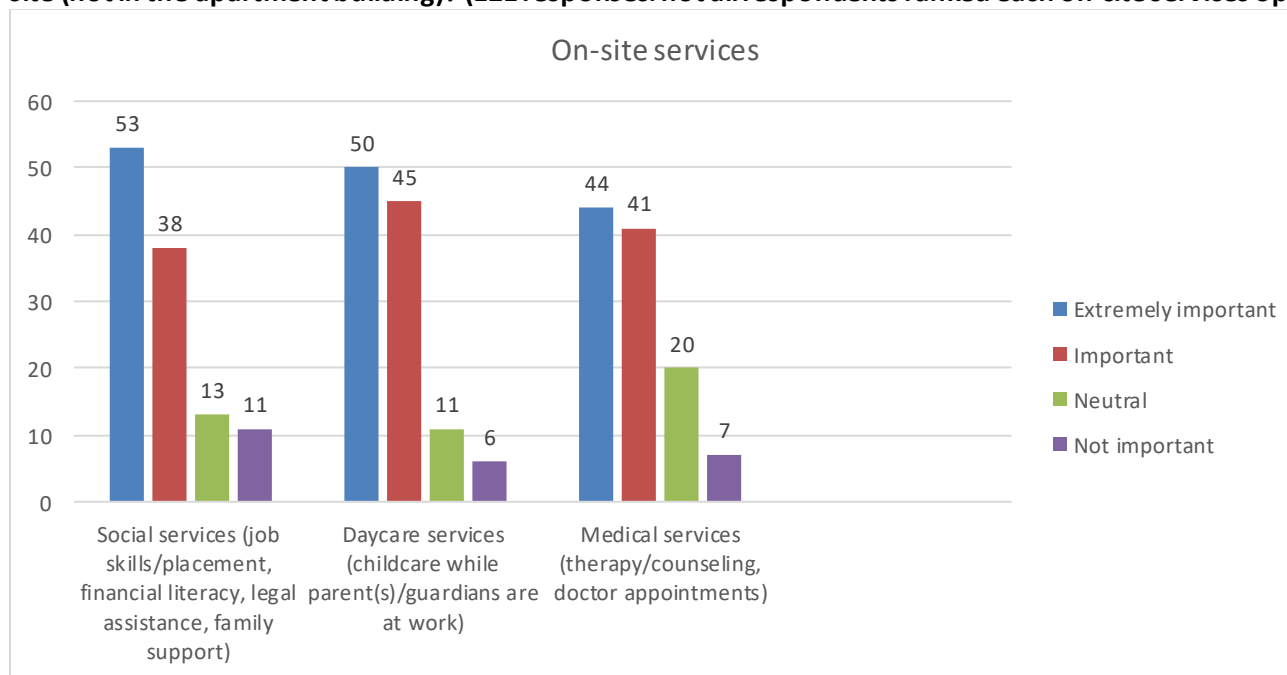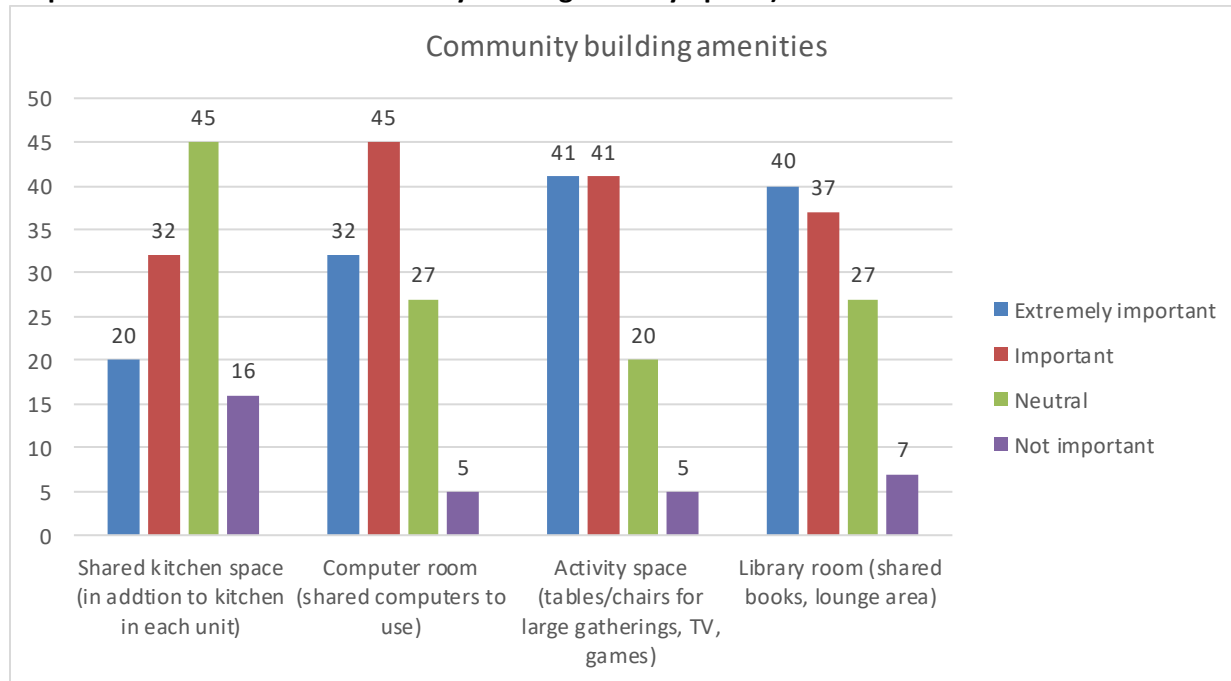

Daycare services and social services were identified as the most important on-site services: 78.51% of respondents classified daycare services as either "extremely important" or "important"; 75.21% of respondents classified social services as either "extremely important" or "important"

Additional on-site services respondents listed: (amenities in green text were most frequently mentioned on-site amenities)

- Shuttle/transportation services
- Security services
- Workshops/tutorials: nutrition classes, music classes, painting classes, acting classes, ESL classes, computer classes
- Commercial kitchen space: feed residents and outer community
- Youth support group

- Errand delivery services
- Housing specialists to help residents plan for long term housing goals
- Culturally specific assistance
- Kiosk selling necessity items
- Food pantry
- Storage for 1 BR units

Q 8 – How important is it for the community building of an apartment complex to include: (120 responses: not all respondents ranked each community building amenity option)

Community building amenities

Activity space, computer room, and library room were identified as the most important community building amenities: 68.33% of respondents classified activity space as either "extremely important" or "important"; 64.17% of respondents classified both computer and library rooms as either "extremely important" or "important"

Additional community building amenities respondents listed : (amenity in green text was most frequently mentioned on-site amenity)
- Multi-purpose, large community/activity rooms
- Study spaces
- Lounge areas (comfortable sofas/chairs, newspapers/magazines, WiFi access, electrical outlets, pamphlets with resources for social/community services)
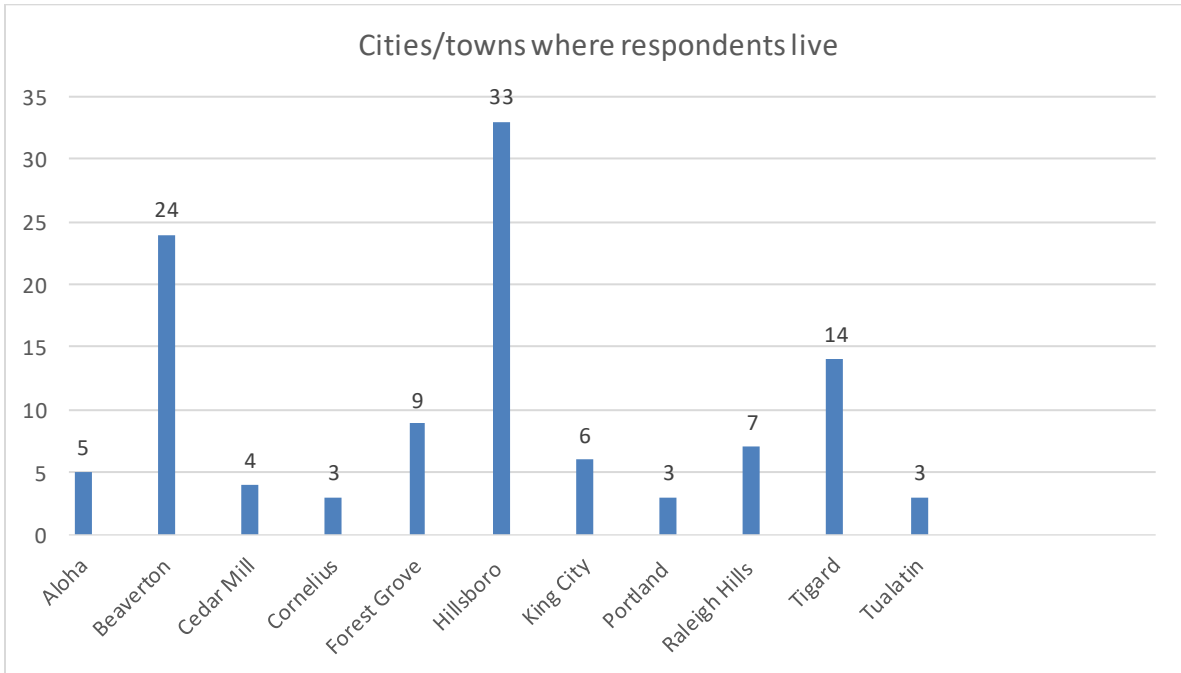
Q 9 – Any additional comments?
- Need information on how to apply for housing
- Offer side by side washer/dryer hookups as an option if resident has mobility issues/injuries
- Offer more temporary housing options for people waiting to find more permanent options, experiencing unstable housing/houselessness
- Understand that services/needs for residents of 30% AMI units are different than services/needs for residents of 60% AMI units

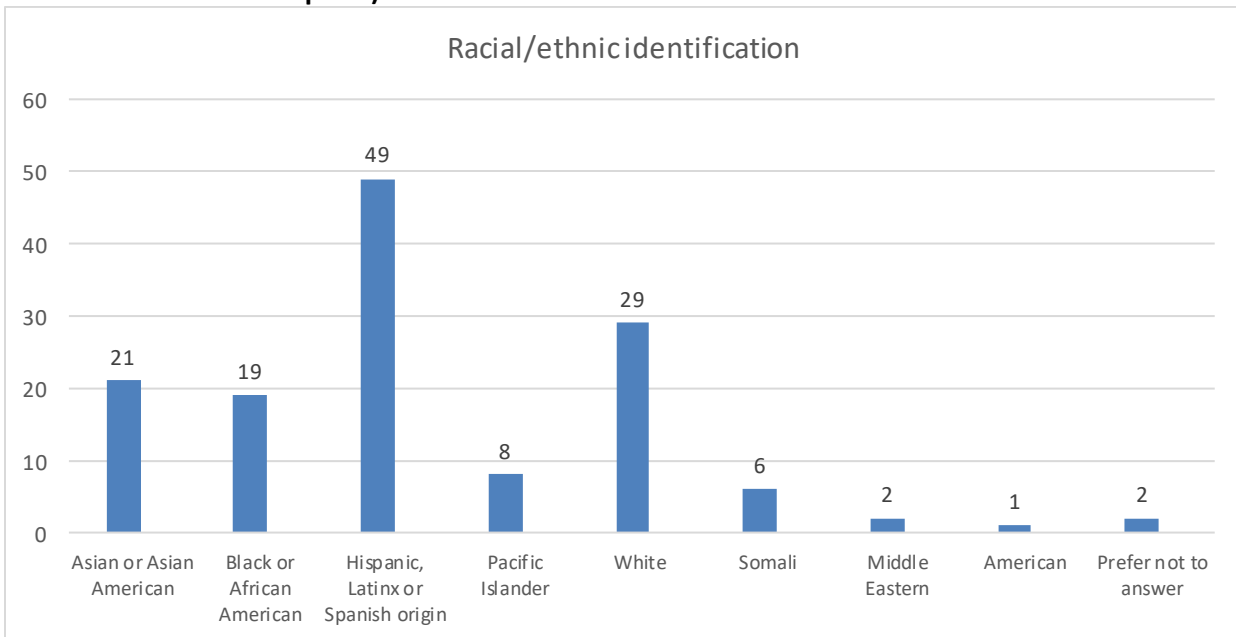**Multifamily Housing Survey Demographic Section Data Overview**

The demographic section was located on the second page of the multifamily housing survey. It was a completely voluntary and anonymous section.

Q 10 – What is your zip code? (111 responses)

Cities/towns where respondents live

| City/Town	Count
Aloha	5
Beaverton	24
Cedar Mill	4
Cornelius	3
Forest Grove	9
Hillsboro	33
King City	6
Portland	3
Raleigh Hills	7
Tigard	14
Tualatin	3

Vast majority of respondents (97.3%) live in Washington County. A little over half of respondents (51.35%) live in Hillsboro or Beaverton.

Q 11 – When asked about your racial or ethnic identity, how do you identify? (125 responses: respondents could choose more than one option)

Racial/ethnic identification

Category	Count
Asian or Asian American	21
Black or African American	19
Hispanic, Latinx or Spanish origin	49
Pacific Islander	8
White	29
Somali	6
Middle Eastern	2
American	1
Prefer not to answer	2

Vast majority of respondents identify as BIPOC community members.

Q 12 – Which of the following best represents the annual income of your household before taxes? (119 responses)
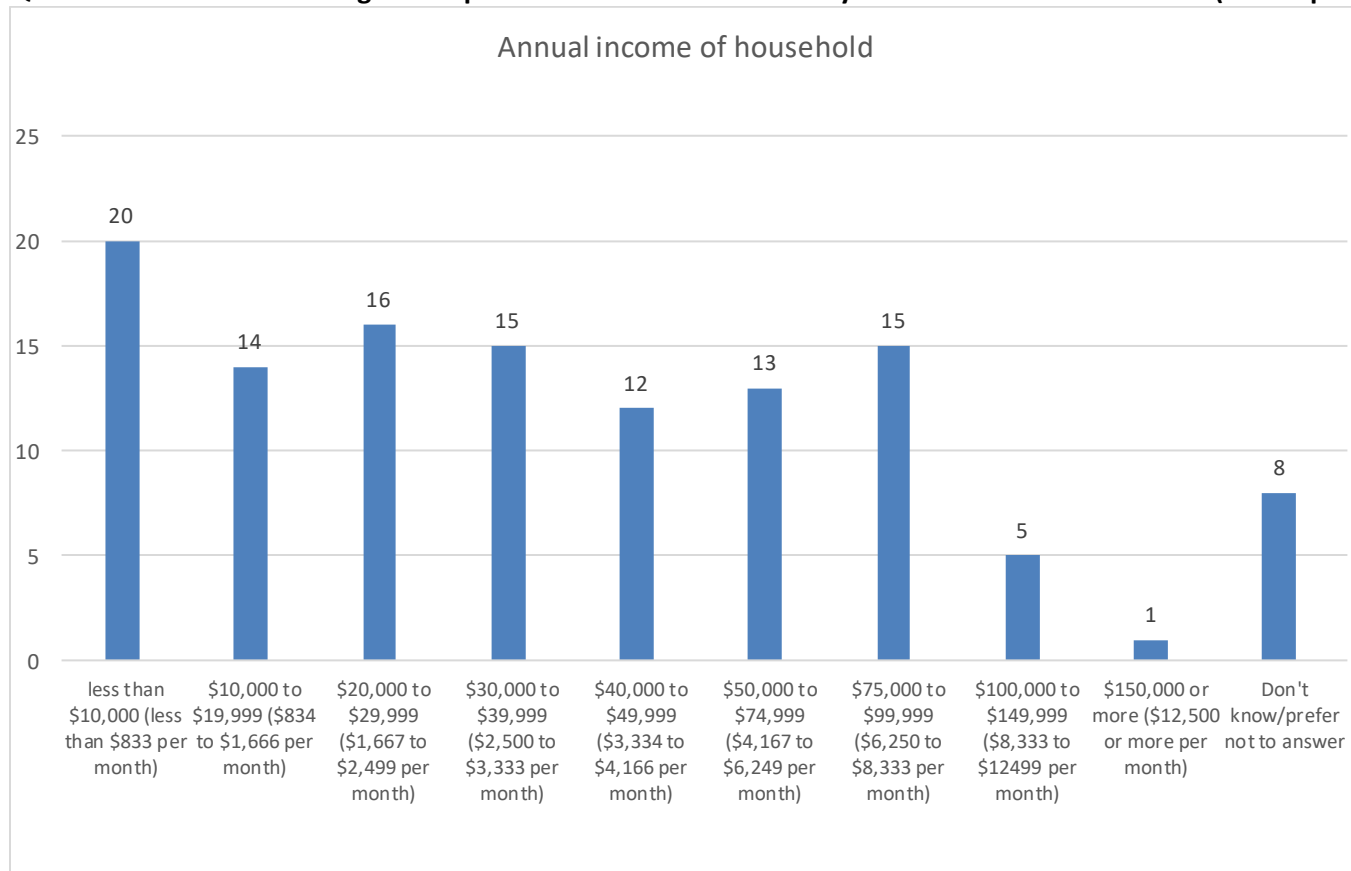
Annual income of household

*Portland Housing Bureau 2021 AMI data and respondents' household size were used to categorize approximate AMI distribution of respondents

Majority of respondents (67.23%) qualify as either very low-income or extremely low-income.

Income breakdown of respondents:
- Extremely low-income (30% AMI or below; 30-45% AMI): **54.62%**
- Very low-income (50-65% AMI): **12.61%**
- Low-income/moderate income (80-100% AMI): **11.76%**
- Moderate income (100-120% AMI): **9.24%**
- Above moderate income (above 120% AMI): **5.04%**

Q 13 – Do you currently live in income-restricted affordable housing? (124 responses)
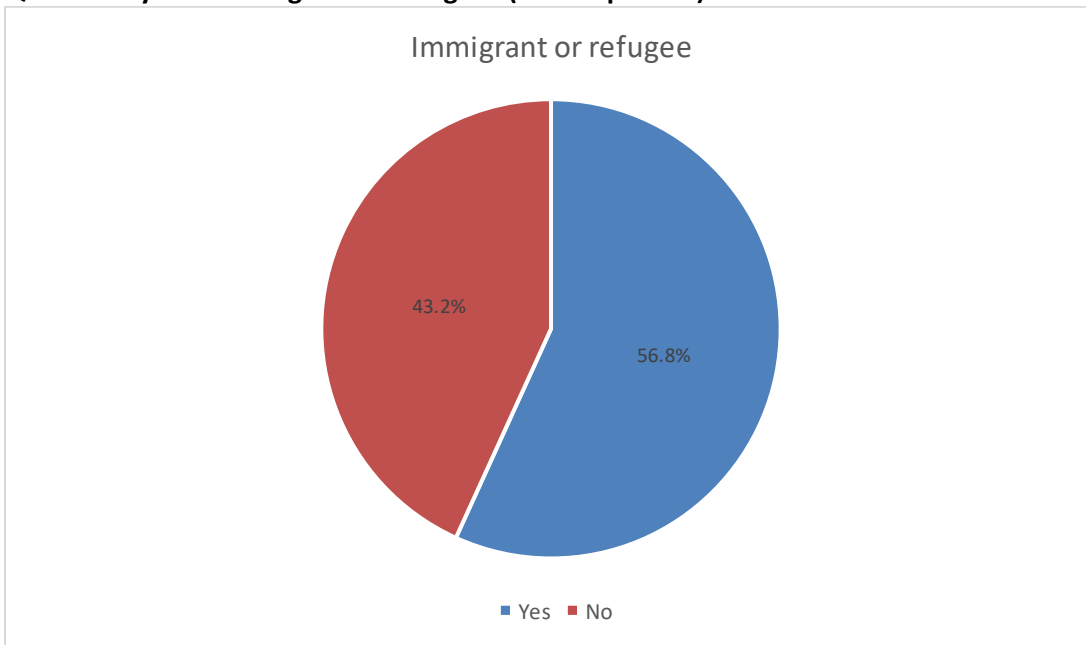
Residents of affordable housing

20.16%

79.84%

■ Yes ■ No
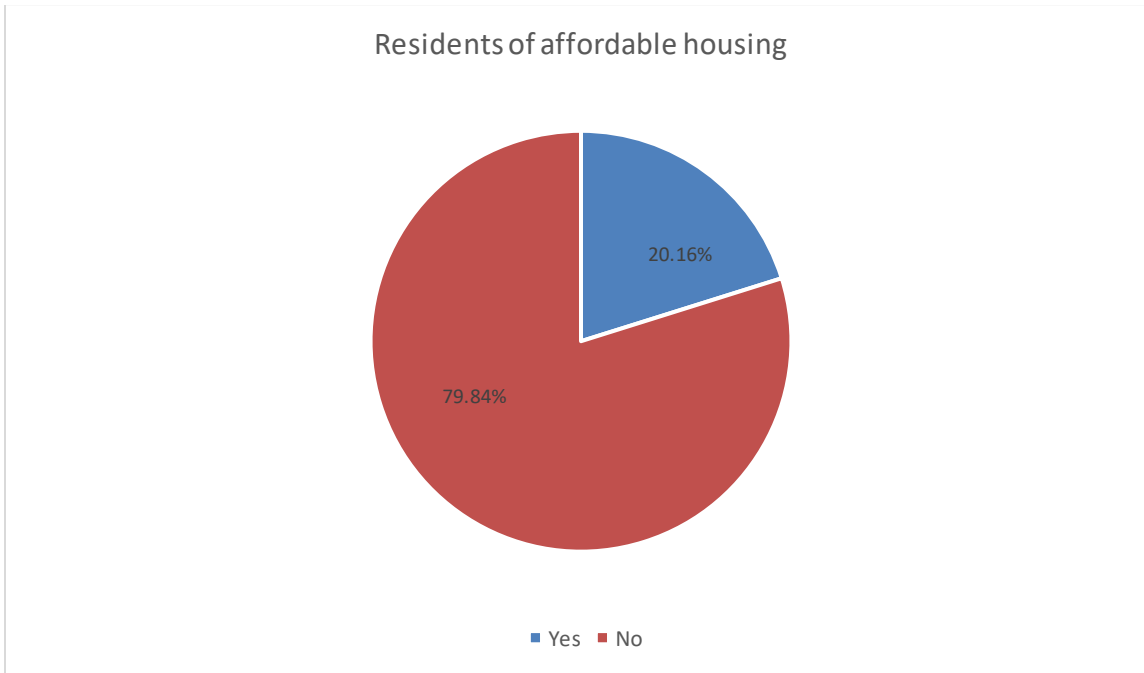
Approximately 1 out of 5 respondents live in affordable housing.

**Q 14 – What is your gender? (116 responses)**

Gender identification

0.86%

15.52%

83.62%

■ Female ■ Male ■ Non-binary
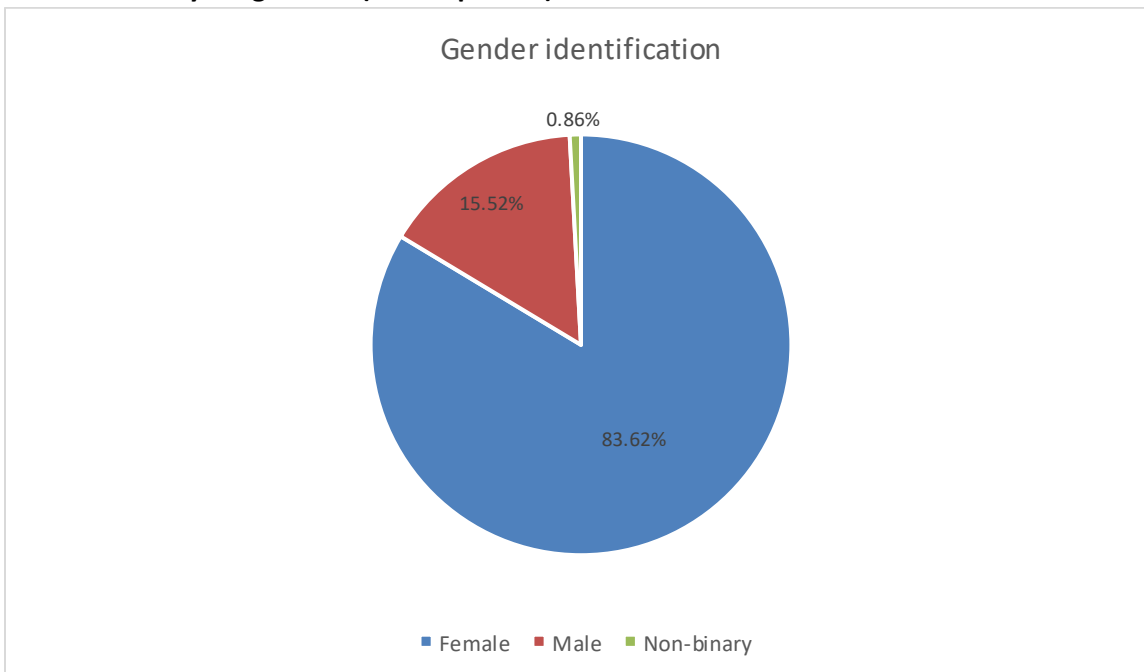
Vast majority of respondents identify as female.

Q 15 – Are you an immigrant or refugee? (125 responses)

Immigrant or refugee

43.2% 56.8%

■ Yes ■ No

A little over half of respondents are immigrants or refugees.

Q 16 – Do you have a disability? (123 responses)


Respondents living with disability

12.2%

87.8%

■ Yes ■ No
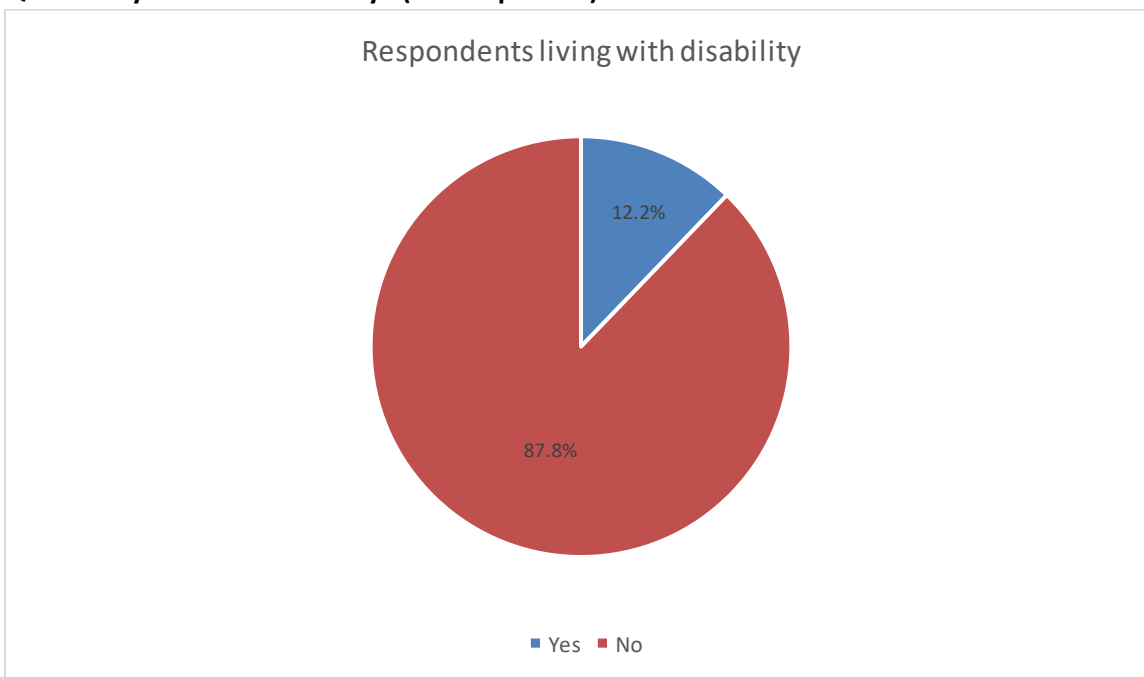
Approximately 1 out of 8 respondents are living with a disability.

Q 1 – Do you live in a senior housing community? (29 responses)
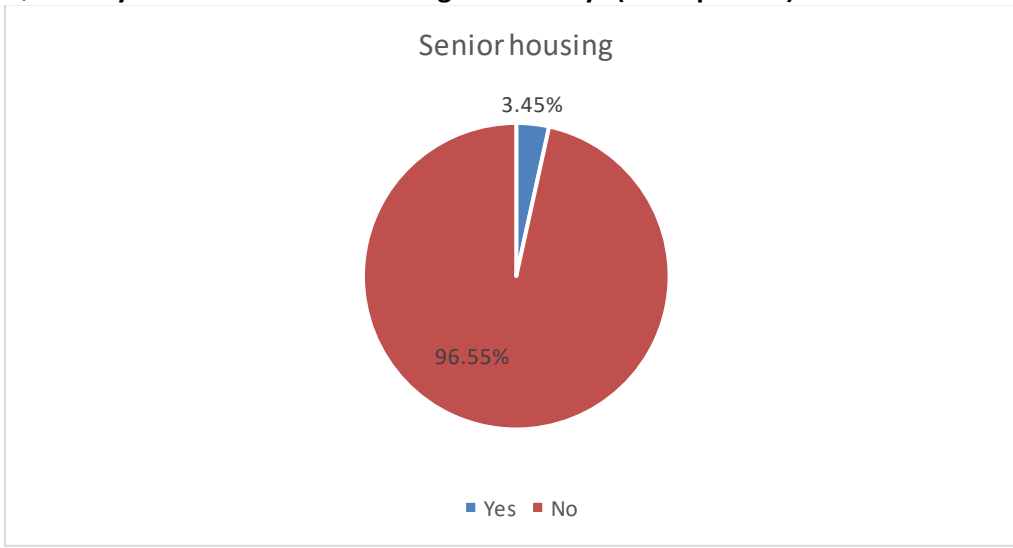
Vast majority of respondents do not currently live in a senior housing community.

Q 2 – Have any of these prevented you from finding a home? (23 responses: respondents could choose more than one option)
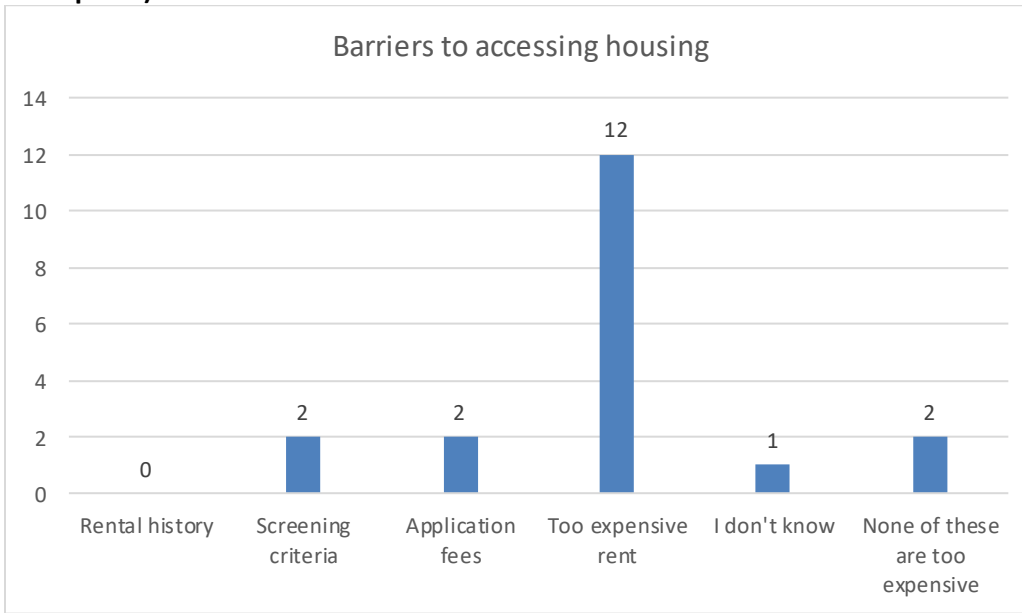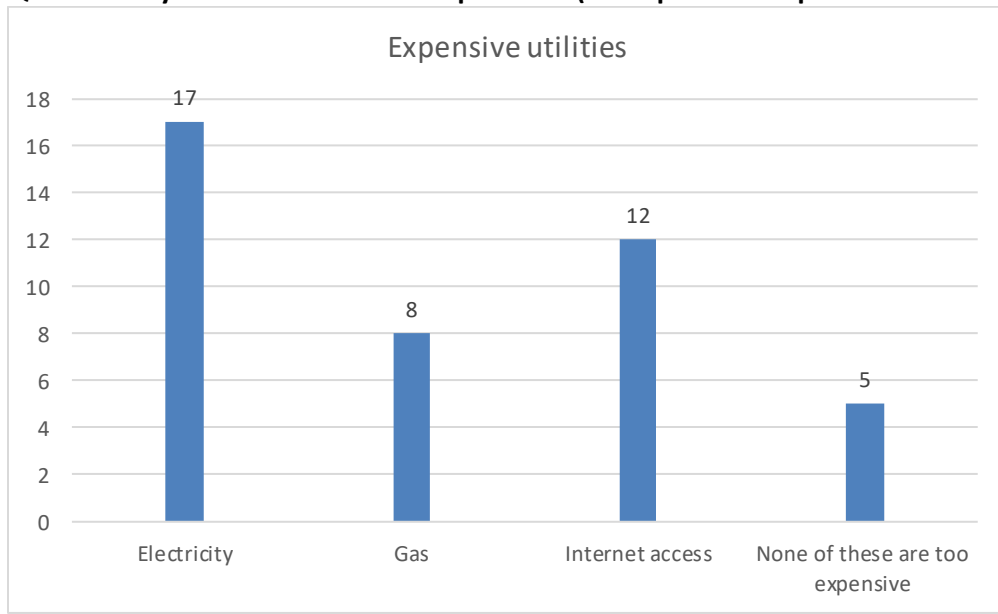

Too expensive rent was most chosen type of housing barrier: a little over half of respondents (52.17%) chose this option.

Additional types of housing barriers that respondents listed:
- Housing waitlists
- Multi-generational living dynamics
- Housing complexes not being near transit
- Credit score

Q 3 – Are any of these utilities too expensive? (28 responses: respondents could choose more than one option)

Expensive utilities

|	
Electricity	17
Gas	8
Internet access	12
None of these are too expensive	5

Electricity was most chosen type of expensive utility: 60.71% of respondents chose this option.

Additional types of expensive utilities that respondents listed: (amenity in green text was most frequently mentioned expensive utility)

- Sewer
- Garbage
- Cable

Q 4 – How do you travel around town? (29 responses: respondents could choose more than one option)

Modes of transportation

|	
Car	19
Bus	5
MAX lightrail	5
Bike	0
Walking	5
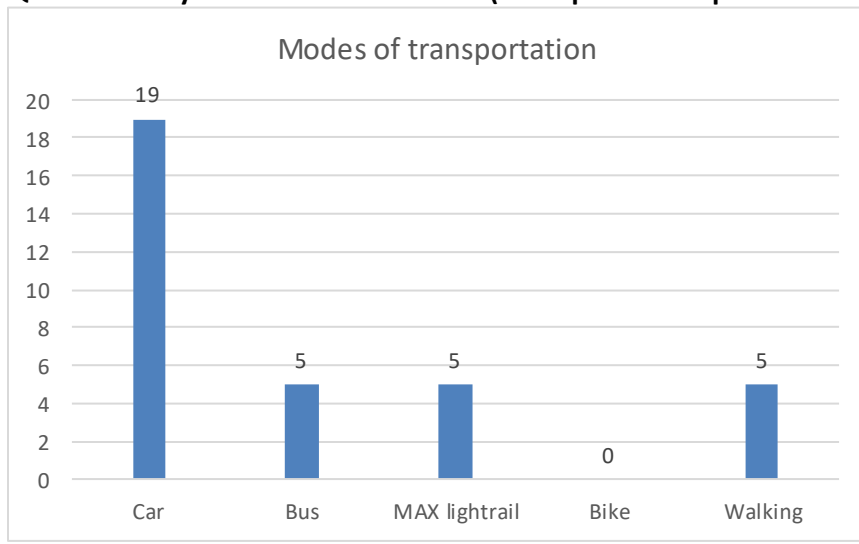
Car was most chosen type of transportation: 65.52% of respondents chose this option.

Additional modes of transportation/explanations respondents listed:

- Carpool with family and friends
- Ride connection

Q 5 – Do you rely on family members for mobility/transportation? (28 responses)

Relying on family members for mobility/transportation

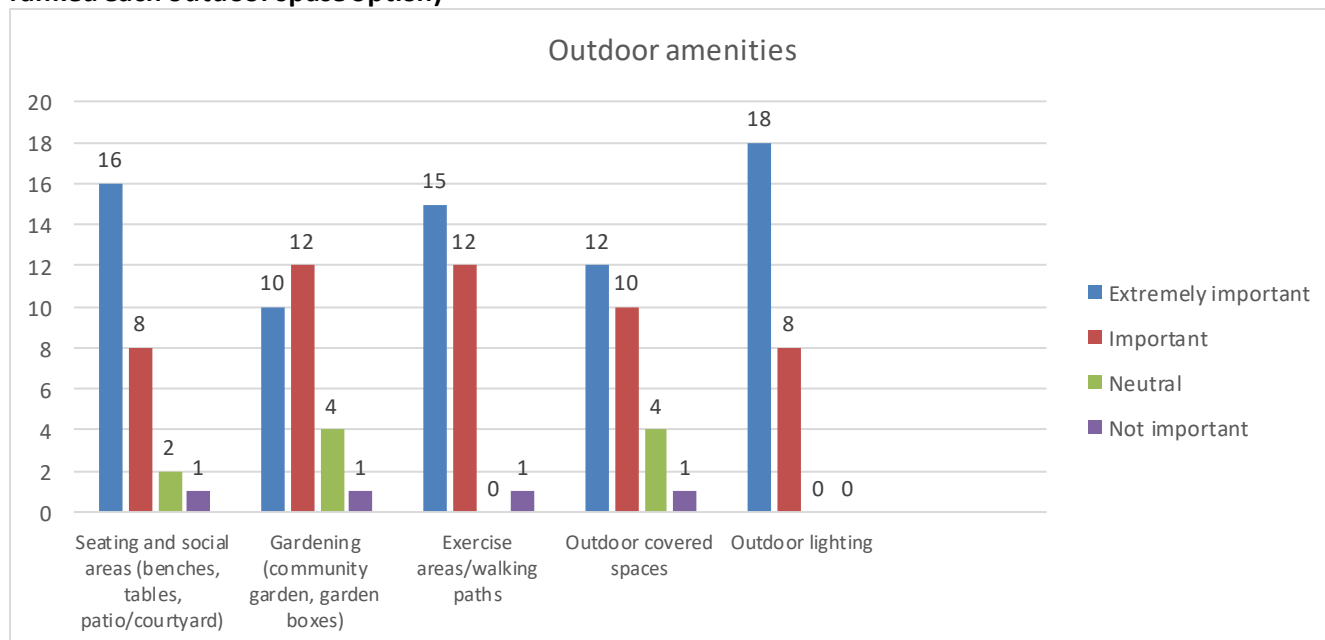- Yes: 21.43%
- No: 46.43%
- Sometimes: 32.14%
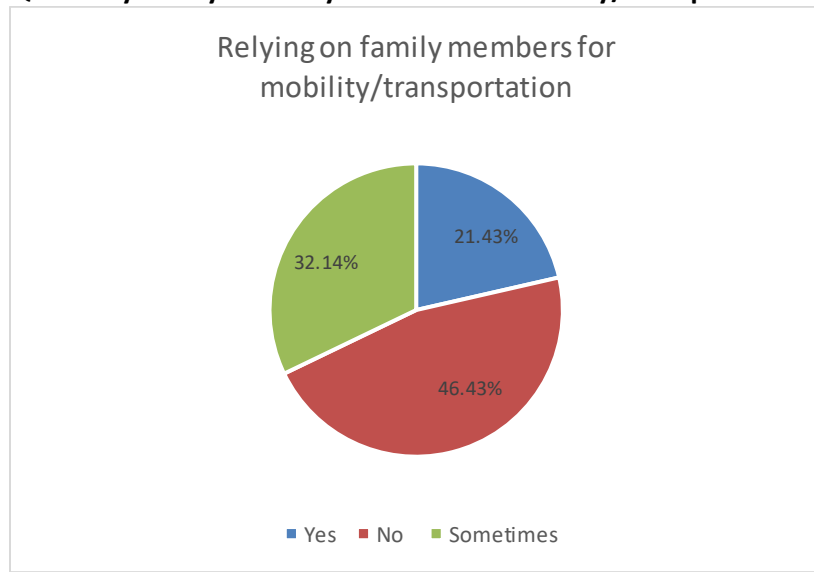
A little over half of respondents (53.57%) rely on family members for mobility/transportation.

Q 6 – What are your thoughts on disabled parking? (comment in green text was most frequently mentioned comment)
- Very important
- Not enough disabled parking spots available at public parking garages, offices, and apartment complexes
- Need information regarding how to receive disabled parking pass
- Family members without disabilities use the parking pass: should be a better way to monitor parking pass usage

Q 7 – How important is it for an apartment building's outdoor space to include: (28 responses: not all respondents ranked each outdoor space option)

Outdoor amenities

| Outdoor space option	Extremely important	Important	Neutral	Not important
Seating and social areas (benches, tables, patio/courtyard)	16	8	2	1
Gardening (community garden, garden boxes)	10	12	4	1
Exercise areas/walking paths	15	12	0	1
Outdoor covered spaces	12	10	4	1
Outdoor lighting	18	8	0	0

Outdoor lighting and seating and social areas were identified as the most important outdoor amenities: 64.29% of respondents classified outdoor lighting as "extremely important"; 57.14% classified seating and social areas as "extremely important"

Additional outdoor amenities respondents listed: (amenities in green text were most frequently mentioned outdoor amenities)

- Green spaces
- Heating lamps to allow seniors to comfortably sit outside
- Exercise rooms that stay open late
- Designated smoking areas

Q 8 – How important is it to have access to these services on-site (inside the apartment building) instead of off-site (not in the apartment building)? (27 responses: not all respondents ranked each on-site services option)
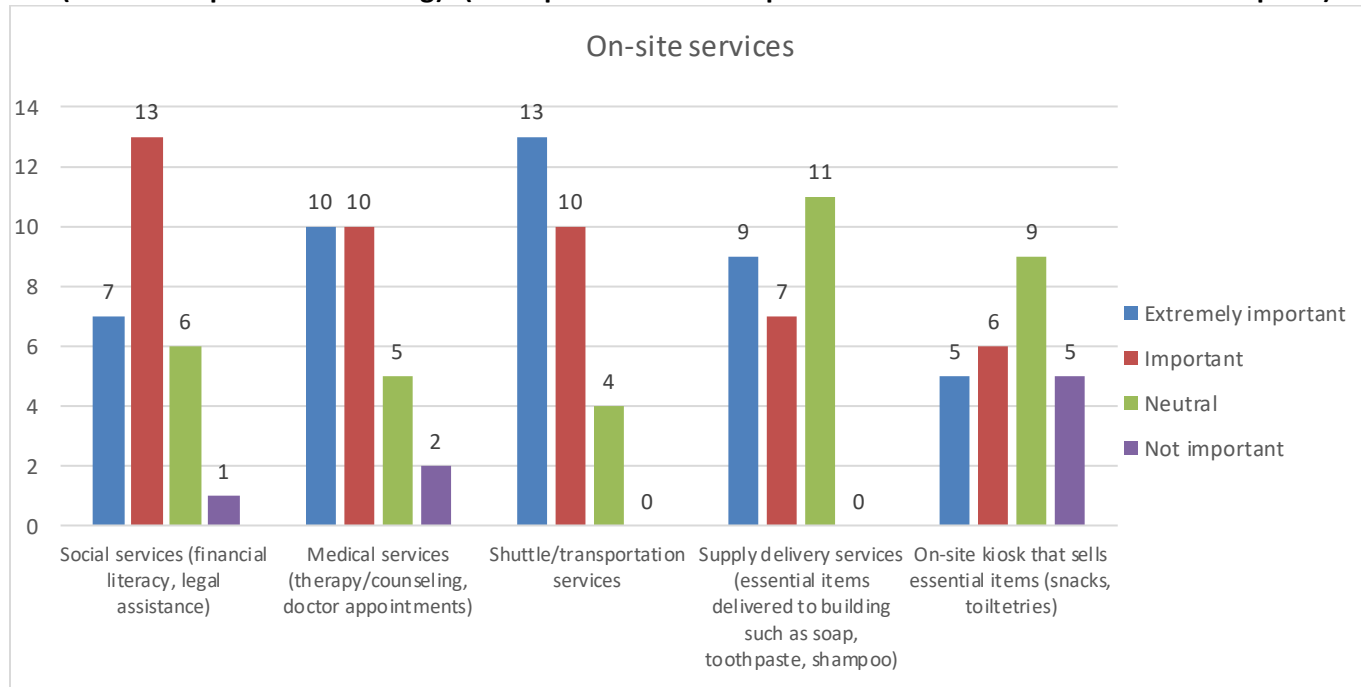

Shuttle/transportation services, social services, and medical services were identified as the most important on-site services: 85.19% of respondents classified shuttle/transportation services as either "extremely important" or "important"; 74.07% of respondents classified social services and medical services as either "extremely important" or "important"

Additional on-site services respondents listed: (amenities in green text were most frequently mentioned on-site amenities)

- Technological support (on-site staff helping seniors use computers/phones, provide resources for senior-friendly technology services)
- Wifi offered to all of community, rather than each resident having to deal with setting up their own internet access
- Well-being support (on-site staff that checks in with well-being of seniors)
- Video games (Wii interactive games)
- Culturally specific support and programming (i.e. translation/interpretation services)
- Group meals (feature cuisines from different cultures, healthy food)
- Ride share support (kiosk where staff can help seniors book and pay for ride share services, such as Lyft, Uber, or taxi)
- Shuttle transportation to grocery stores
- Support groups
- Field trips

Q 9 – How important is it for the community building of an apartment complex to include: (29 responses: not all respondents ranked each community building amenity option)
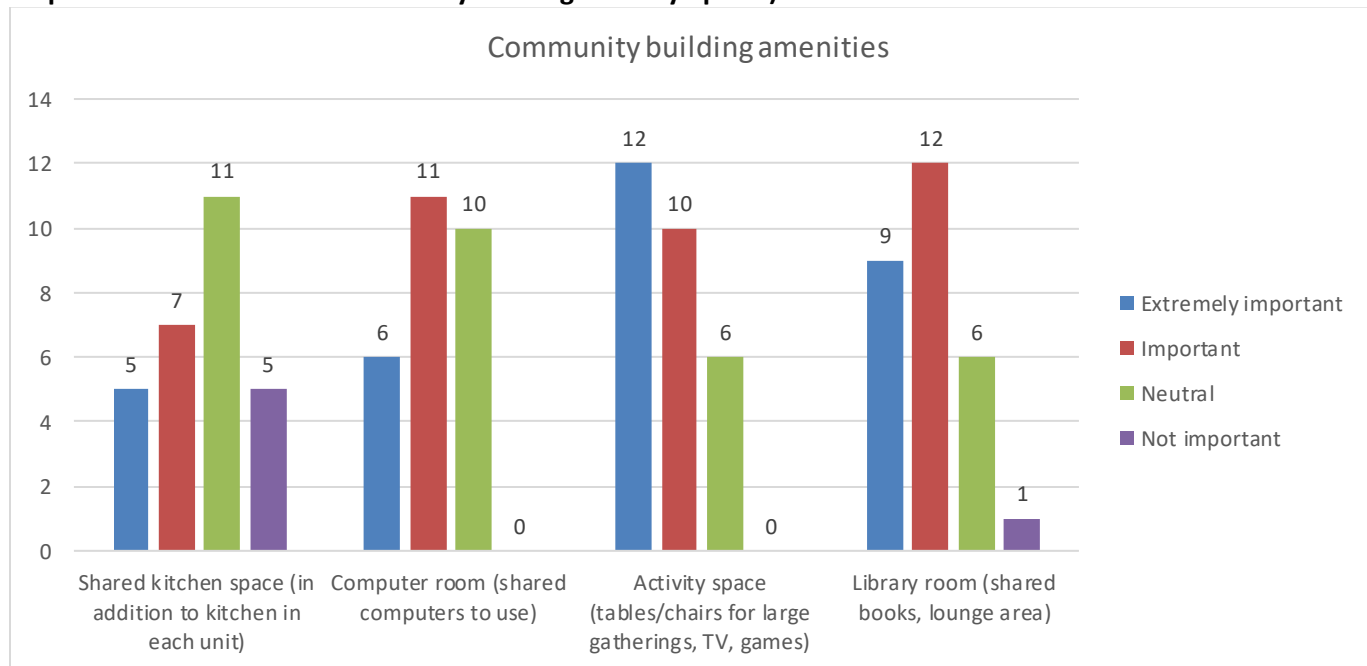
Activity space and library room were identified as the most important community building amenities: 75.86% of respondents classified activity space as either "extremely important" or "important"; 72.41% of respondents classified library room as either "extremely important" or "important"

Additional community building amenities respondents listed:
- Wifi
- Exercise room/gym

Q 10 – Any additional comments?
- Senior housing should be based only on monthly income and not on life savings. Currently seniors can only qualify for senior housing if they meet the annual income requirements and have life savings of no more than $2,000. There should be housing options for seniors that do not qualify for low-income housing but do not have enough money to move into a private retirement community. There should be a housing option for seniors where they can purchase a studio or 1 bedroom and pay a Home Owners Association to manage common areas. The units would have no stove or oven; just a sink, microwave, and space for refrigerator. All cooking would be done in common area to prevent accidents from happening, such as forgetting to turn off stove.
- Death of a spouse changes a senior's life so dramatically. For some, this means being left with living alone in a home where they feel intense loneliness. This affects seniors of all income levels, not just the very low-income ones. I wish, we as a community, had more resources to offer all senior citizens, not just those in a certain income group. Perhaps building a community that offers the option to buy-in, rent or live in a subsidized unit.
- Sidewalks outside of senior housing complex and in surrounding neighborhood need to be accessible and safe.
- Support staff available on-site to help seniors access necessary resources
- Invited Community Attractions: children choirs, trick or treaters, extended family BBQ's, entertainers, theatre performances, museum attractions or collection displays, anything that invites the outside community to share in inside community events.

## Senior Housing Survey Demographic Section Data Overview

The demographic section was located on the second page of the senior housing survey. It was a completely voluntary and anonymous section.

Q 11 – What is your zip code (22 responses)
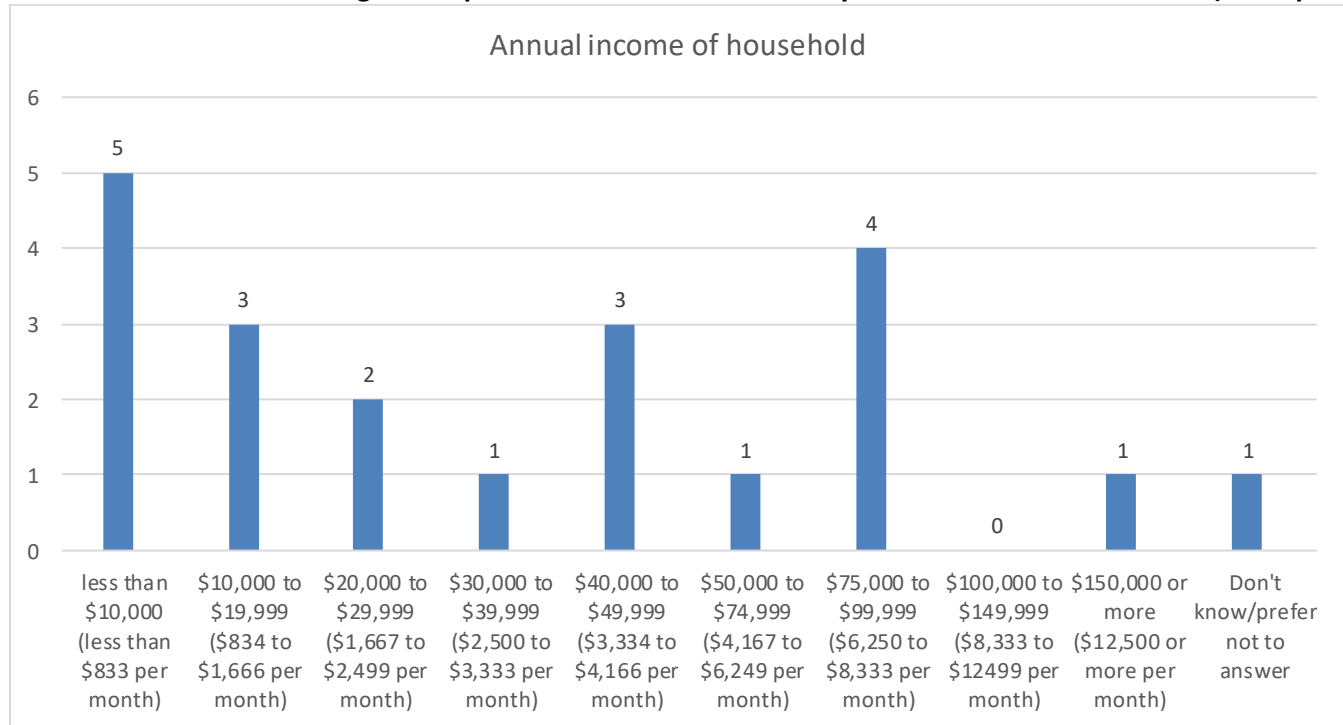

Cities/towns where respondents live
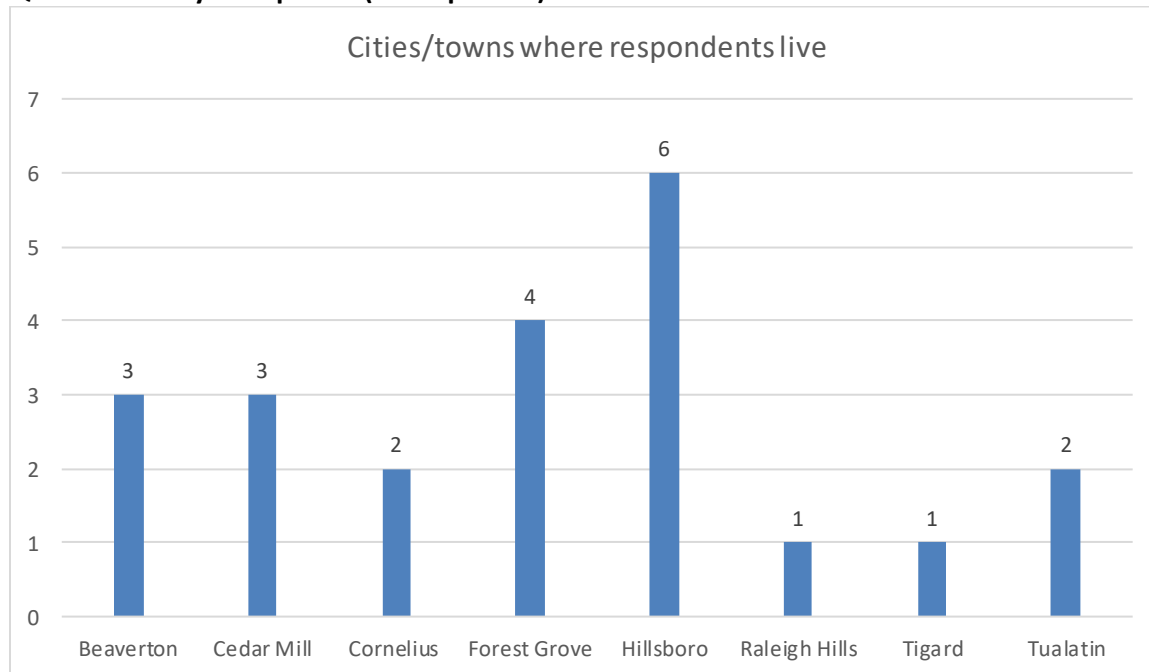
All of respondents live in Washington County.

Q 12 – When asked about your racial or ethnic identity, how do you identify? (26 responses: respondents could choose more than one option)

Racial/ethnic identification
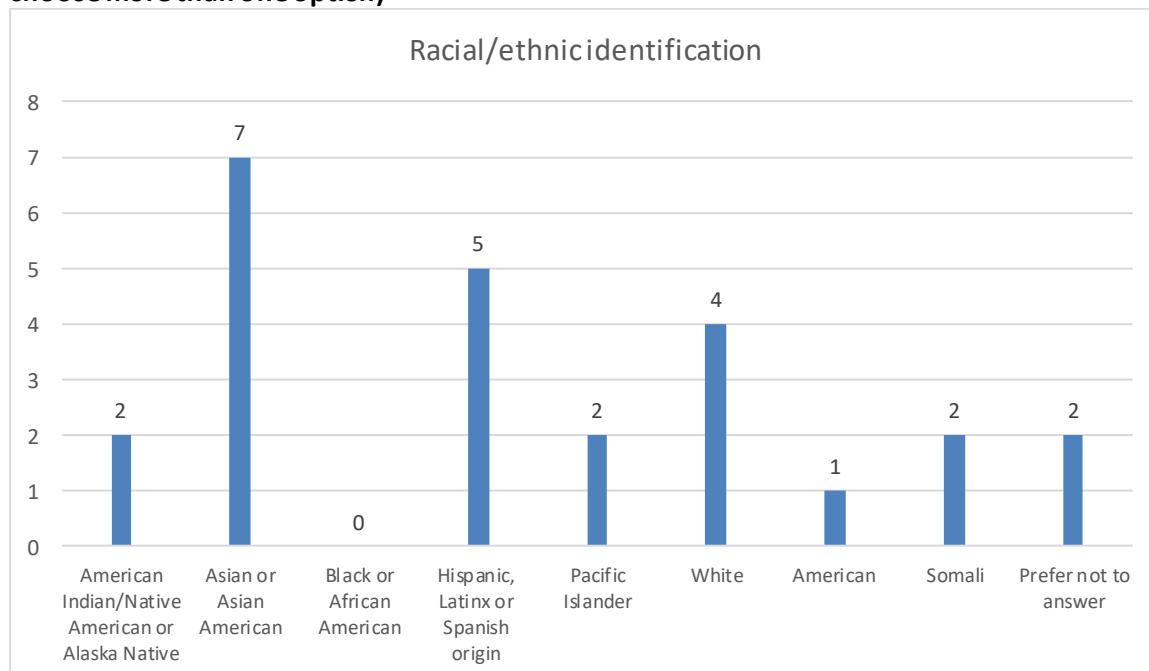
Vast majority of respondents identify as BIPOC community members.

Q 13 – Which of the following best represents the annual income of your household before taxes? (21 responses)

Annual income of household

| Income range	Count
less than $10,000 (less than $833 per month)	5
$10,000 to $19,999 ($834 to $1,666 per month)	3
$20,000 to $29,999 ($1,667 to $2,499 per month)	2
$30,000 to $39,999 ($2,500 to $3,333 per month)	1
$40,000 to $49,999 ($3,334 to $4,166 per month)	3
$50,000 to $74,999 ($4,167 to $6,249 per month)	1
$75,000 to $99,999 ($6,250 to $8,333 per month)	4
$100,000 to $149,999 ($8,333 to $12499 per month)	0
$150,000 or more ($12,500 or more per month)	1
Don't know/prefer not to answer	1

*Portland Housing Bureau 2021 AMI data and respondents' household size were used to categorize approximate AMI distribution of respondents

Majority of respondents qualify (66.67%) as either very low-income or extremely low-income.
Income breakdown of respondents:
- Extremely low-income (30% AMI or below; 30-45% AMI): **52.38%**
- Very low-income (50-65% AMI): **14.29%**
- Low-income/moderate income (80-100% AMI): **14.29%**
- Moderate income (100-120% AMI): **9.52%**
- Above moderate income (above 120% AMI): **4.76%**

Q 14 – How many people live in your home (including yourself)? (28 responses)

Household size

| Household size	Count
1	6
2	8
3	3
4	3
5	5
6	2
7	1
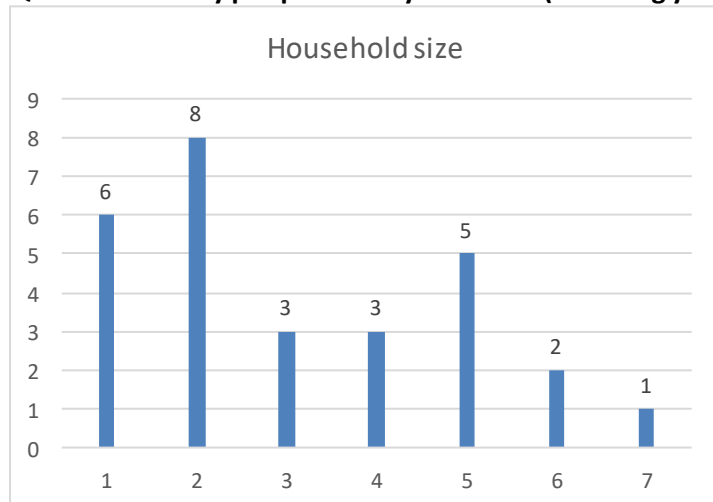
Vast majority of respondents (89.29%) have a household size of between 1-5 people. Approximately 3 out of 10 of respondents (28.57%) have large household sizes (between 5-7 people).

Q 15 – Do you currently live in income-restricted affordable housing? (28 responses)
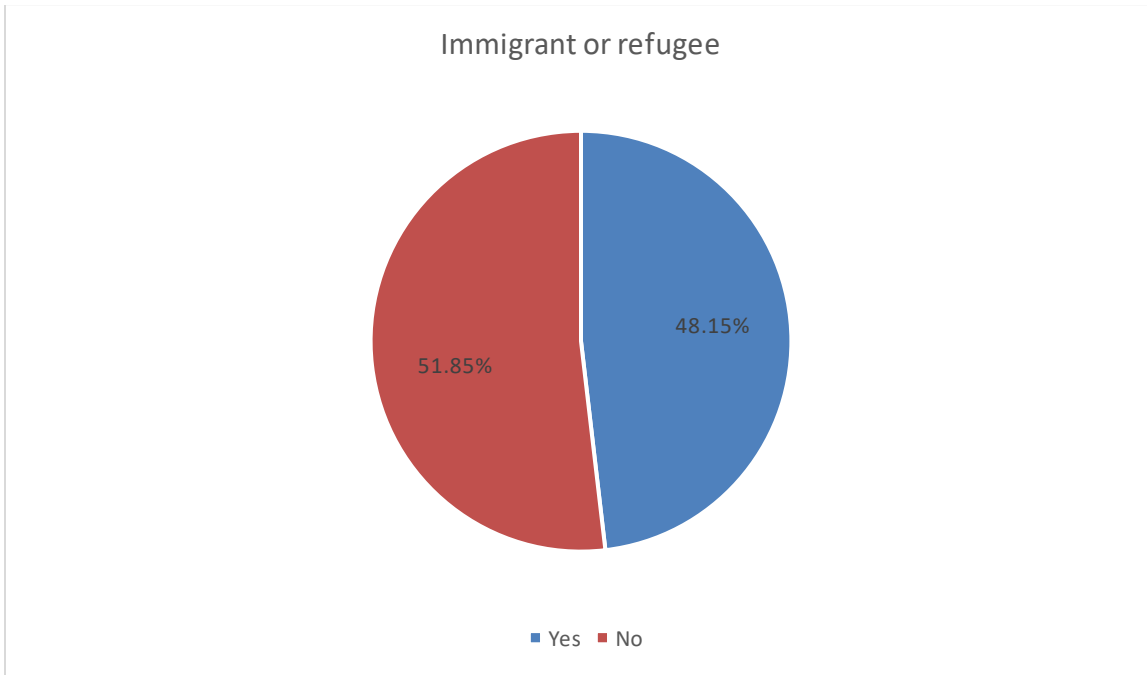
Residents of affordable housing

14.29%

85.71%

■ Yes ■ No
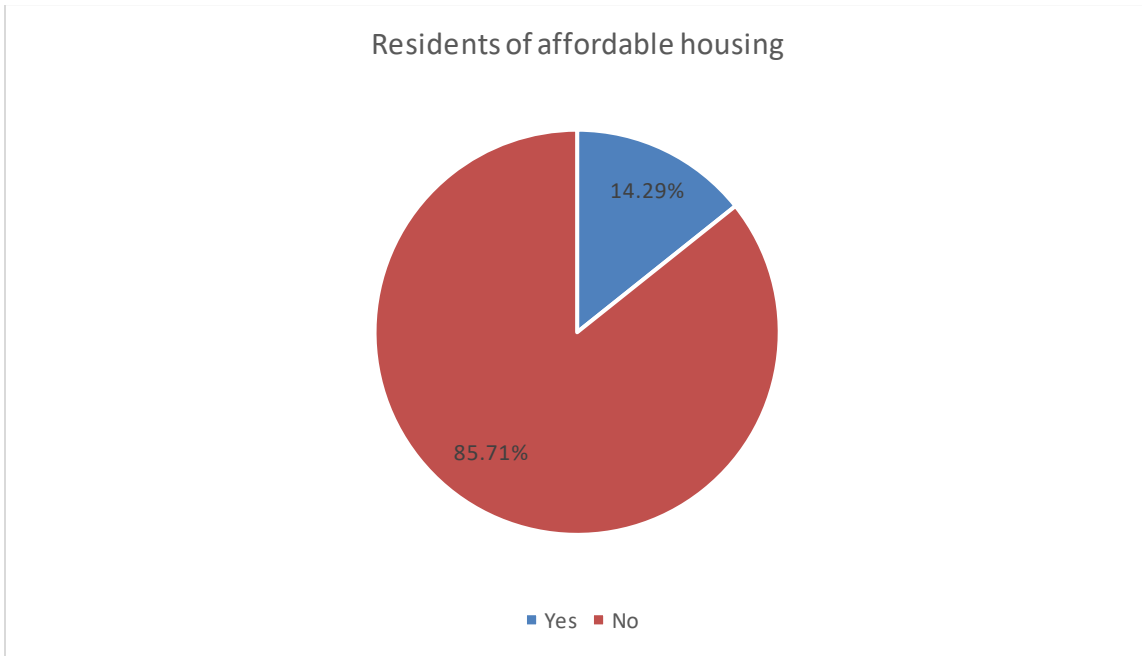
Approximately 1 out of 7 respondents live in affordable housing.

Q 16 – What is your gender? (24 responses)

Gender identification

33.33%

66.67%

■ Male ■ Female
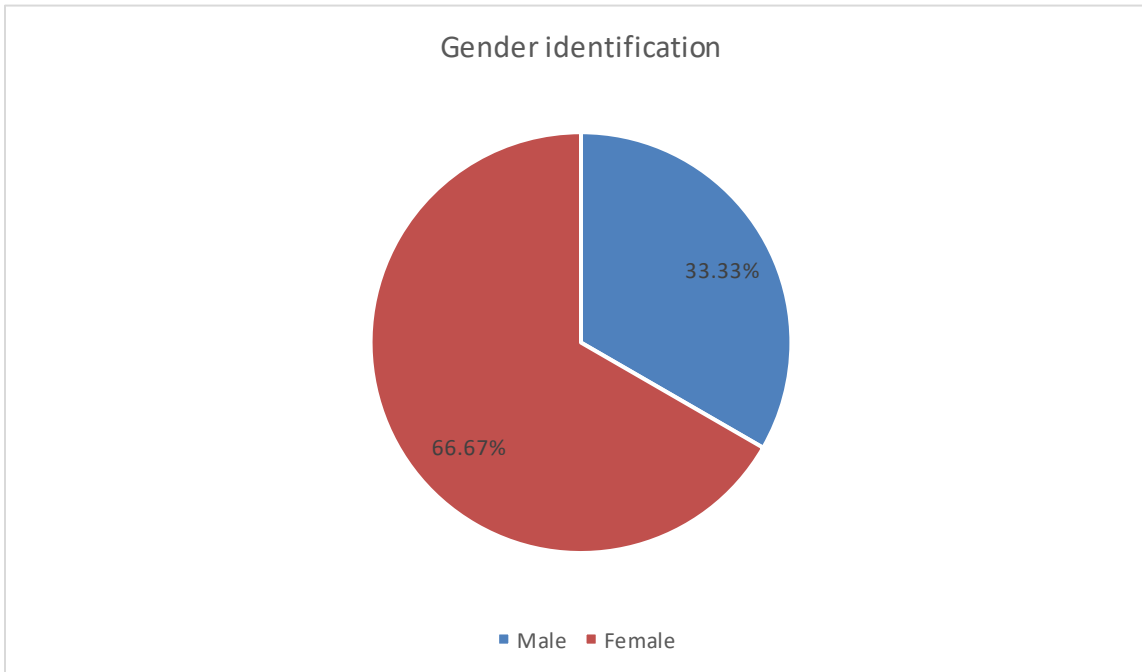
Majority of respondents identify as female.

Q 17 – Are you an immigrant or refugee? (27 responses)

Immigrant or refugee

48.15%

51.85%

■ Yes ■ No

Nearly half of respondents are immigrants or refugees.

Q 18 – Do you have a disability? (27 responses)

Respondents living with a disability

18.52%

81.48%

■ Yes ■ No
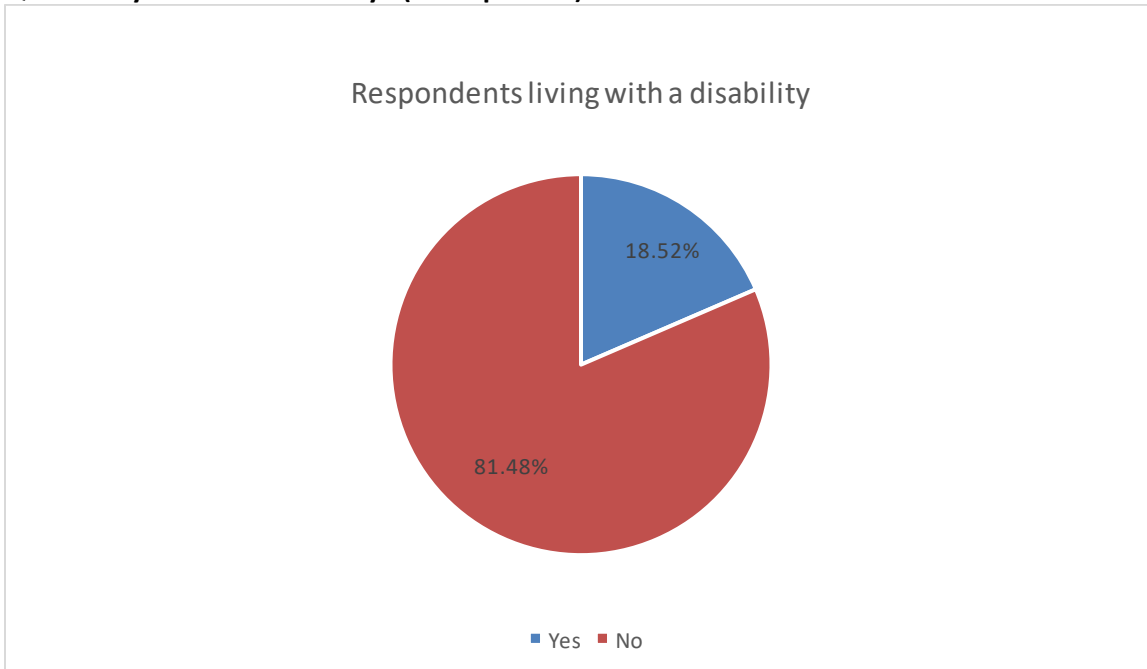
Approximately 1 out of 5 respondents are living with a disability.

Metro Bond Multifamily and Senior Housing Survey Outreach

Washington County housing/community engagement groups
- Housing and Supportive Services Network (HSSN)
- Coalition of Housing Advocates (CHA)
- Housing Advisory Committee (HAC)
- Homeless Plan Advisory Committee (HPAC)
- Community Engagement Staff Network (CESN)
- Washington County Civic Leaders alumni
- Community-based organizations (CBOs) listserv

City of Beaverton housing group
- Housing Technical Advisory Group (HTAG)

CBOs
- APANO
- Somali Empowerment Circle
- Adelante Mujeres
- City of Portland Community Engagement Liaisons' (CELs) Program*
- Muslim Educational Trust (MET)*
- Centro Cultural*
- Unite Oregon*
- Oregon Community Alliance of Tenants (CAT)*
- Vision Action Network*
- Lutheran Community Services Northwest (LCSNW)*
  *did not confirm that they shared out surveys

Housing developers
- BRIDGE
- Northwest Housing Alternatives (NHA)
- Related Northwest
- Community Partners for Affordable Housing (CPAH)
- Bienestar
- Home First Development
- REACH CDC

Washington County staff members
- Amanda Garcia-Snell, Highland Edelman, Marcus Ford, and Christina Barboza: Community Engagement Manager and Program Coordinators
- Rebecca Miller: Disability and Veteran Services Department Supervisor

City of Tigard staff member
- Lauren Scott: Community Engagement Coordinator

City of Hillsboro staff member
- Chris Hartye: Community Development Senior Project Manager

City of Beaverton staff members
- Emily Roots: Affordable Housing Program Coordinator
- Rob Zoeller: Associate Planner

Metro staff members
- Choya Renata: Community Engagement Manager
- Constantino Khalaf: Senior Communications Specialist

Lessons Learned

Survey planning

For future surveys, make sure to factor in an extended planning period before the survey goes live in order to ensure the survey is open for a long enough time. For instance, inputting all of the different language versions of the surveys into Qualtrics was very time consuming, which resulted in the delayed opening of the senior housing survey.[6] Additionally, in the planning period, it would be helpful to circulate the surveys among community engagement partners to gain feedback on questions, layout, etc.

Survey content/guidelines

For future surveys, it would be beneficial to include a question asking where respondents found out about the survey in order to track who is circulating the survey and how many respondents were informed of the survey through each organization helping with outreach. It would also be helpful to include a question asking what language the survey was taken in to track the most and least used survey languages. The survey guidelines and who can take the survey should be made clearer. For instance, for the senior housing survey, a potential reason for the low participation rate is that the survey instructions and outreach done did not clarify that non-senior community members could also respond to the survey by taking into account the needs and preferences of their senior relatives and(or) community members.

Survey outreach

Circulating the surveys solely via email and social media and offering only online versions of the surveys was not accessible enough. A few ways to mitigate various barriers to accessing online surveys (i.e. technological barriers, limited literacy) include: mailing out hard copy versions of surveys and partnering with organizations who can help folks take the survey over the phone or via WhatsApp. Additionally, based on feedback from CBOs who shared out the surveys, some community members did not realize that there were two different surveys, so they only responded to the multifamily housing survey. In the future, if two surveys are being promoted at once, it is important to be very intentional in communications that there are two different surveys.

Language access

If connecting with non-English speaking community members via alternative pathways (phone call, WhatsApp) is more effective than offering the survey in a wide array of languages, it might be better to consider potentially reducing the amount of languages the survey is translated into.

Qualtrics tutorial links

Here are some resources regarding how to create Qualtrics surveys and tools to analyze survey data in Qualtrics:
- Qualtrics Beginner Tutorial
- Survey Basic Overview (qualtrics.com)
- Data & Analysis Basic Overview (qualtrics.com)
- Results-Reports Basic Overview (qualtrics.com)

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[6] The senior housing survey was only open for a short period of time because the multifamily housing survey was finalized much earlier than the senior housing survey was. So in order to prevent delayed openings for both surveys, the multifamily housing survey went live first and the senior housing survey was finalized in the weeks following the multifamily housing survey's opening.