

Washington County Housing Design Community Listening Sessions Report



Metro Affordable Housing Bond
Washington County Department of Housing Services
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Executive Summary

During the fall of 2020 and winter-spring of 2021, Washington County Department of Housing Services, in partnership with culturally specific community-based organizations (CBOs), facilitated eight Zoom listening sessions during which Black, Indigenous, People of Color (BIPOC) community members provided feedback regarding the preliminary design and service programming elements of the selected Metro Bond housing projects. These listening sessions occurred between November 8, 2020 and March 30, 2021. The feedback received from these listening sessions was shared with the housing developers so that community input informed the finalized design and service programming elements of the Metro Bond housing developments.

Washington County Department of Housing Services partnered with culturally specific CBOs serving BIPOC communities in Washington County and local BIPOC community activists to help facilitate the listening sessions and recruit participants. Our partners included the Somali Empowerment Circle (SEC), the Community Engagement Liaisons (CELS) Program, the Asian and Pacific American Network of Oregon (APANO), and Bienestar.

The Somali Empowerment Circle is a culturally specific CBO whose mission is to empower and educate Somali community members in the tri-county area by providing them with the skills necessary to maintain a healthy lifestyle and economically thrive. The Community Engagement Liaisons (CELS) Program provides language, cultural contextualization and interpretation services for municipal governments, corporations and private entities in the tri-county area that help improve communication, understanding, and civic engagement. Most of the liaisons (95%) are immigrants and BIPOC community members who are fluent in their native languages. CELs are active community leaders that are passionate about supporting and improving their community's visibility and welfare. APANO is a culturally specific CBO dedicated to empowering the Asian American and Pacific Islander (AAPI) community in Oregon through community organizing, leadership development, community development, and political advocacy work. Bienestar is a nonprofit affordable housing organization that mainly provides housing for low-income Latinx communities, especially Latinx farmworkers, in Washington County.

Two versions of listening sessions were developed based on the types of Metro Bond funded housing that will be built in Washington County: multifamily housing and senior housing/senior friendly housing. In order to share relevant feedback with the housing developers, the participants who have families shared their input during the multifamily housing listening sessions and the participants who are seniors provided feedback during the senior housing/senior friendly housing listening sessions.

There were separate sessions for each BIPOC community we engaged with and the sessions were led either fully in English, collaboratively in both English and the communities' preferred language, or fully in the communities' native language. Based on each project's target population, demographic distribution of Washington County, and the capacity of our engagement partners, we determined how many listening sessions per community group and which projects to feature in each session.

There were five multifamily housing listening sessions and three senior housing/senior friendly housing listening sessions. SEC led two listening sessions for the Somali community: a multifamily housing session and a senior housing session. The CELs Program led two multifamily housing sessions: one for the Black community and one for the Native American community. APANO led two listening sessions for the Asian American and Pacific Islander (AAPI) community: a multifamily housing session and a senior housing session. Bienestar led two listening sessions for the Latinx community: a multifamily housing session and a senior housing session.

The first section of each listening session provided an overview of what affordable housing is and how the Area Median Income (AMI) statistic is used to determine a household's eligibility for affordable housing programs. The second section was the project presentation portion which featured two-four multifamily or senior/senior friendly housing projects and included a brief description of each project (where it's located, unit breakdown, amenities, what's nearby – parks, grocery stores, schools, transit). The rest of the session was dedicated to hearing the participants' feedback regarding various aspects of the communal spaces and programs of the housing projects (i.e. outdoor spaces, community room, laundry room, resident services, parking).

The powerful discussions that occurred during the listening sessions demonstrated the importance of implementing engagement processes where community members are understood as experts whose collective insight can push designers to create more equitable spaces. The main feedback received focused on creating indoor and outdoor spaces that foster a sense of community among residents, support multi-generational living dynamics, and allow residents to comfortably and safely live regardless of age, size, ability, or disability.

Participant Data and Major Themes

Number of People Engaged

- 75 BIPOC community members

Demographic Breakdown of Participants

- 24 Somali community members
- 7 Black community members
- 10 Native American community members
- 18 AAPI community members
- 16 Latinx community members

Major Themes

- **Unit breakdown**
 - Projects have too many studio and 1 BR units and not enough 3 BR and 4 BR units
 - Not enough units set at 30% AMI, especially for the bigger units
- **Unit size**
 - Units need to be larger to accommodate multi-generational living dynamics
- **Outdoor spaces**
 - Community gardens viewed as a tool to connect residents to one another and provide residents with food autonomy
 - Outdoor covered space (play areas, courtyard/picnic areas)
 - Play areas centrally located so parents/guardians can monitor children from units/community building/laundry room
 - Green spaces for children to play
 - Bright lighting on grounds
- **Laundry facilities**
 - Not enough washer/dryer capacity given the family sizes
 - Bigger laundry machines
 - Paying to use washer/dryer is financial burden
 - Bigger units should have washer/dryers and smaller units should use laundry room
 - Providing laundry assistance for seniors
- **Community room**
 - Serve as a space for building community through:
 - Sharing and celebrating cultural heritage (cultural events/activities, cultural resource sharing, communal cooking)
 - Family gatherings
 - Should be big enough to accommodate large community and family gatherings

Somali Empowerment Circle Multifamily Housing Listening Session Overview

The SEC multifamily housing listening session with the Somali community occurred on Sunday November 8, 2020 at 5 pm via Zoom. The session was facilitated in English and Somali and there were 15 total participants. The participants have a household size of 4-10 people and live in apartments, houses, and townhomes in Beaverton, Tigard, Hillsboro, and Aloha.

The most heard comments/themes were: community gardens, community rooms, and event spaces serving as community building tools, unit layout and size should accommodate multi-generational living dynamics, and outdoor play areas for children need to be safe.

The questions that the facilitator asked aloud are included at the end of the document.

Feedback Summary

Note: Bolded green text indicates feedback raised by multiple participants

Outdoor spaces

- **Not near streets/parking lots so kids don't run into street/parking lot chasing balls/toys**
- **Place playgrounds/rec areas in center of complex so parents/family members can watch kids from units, community room, laundry room**
- Lights so kids can play when it's dark
- Fences around perimeter of play areas
- Preferred recreation spaces
 - Basketball courts; soccer field (big grass field to play sports)

Units layout

- For 2BR+ units: need more than one full bathroom to accommodate large families
- Placing 2BR and 3BR units near each other in complexes so family members can live in same complex
- One floor units are preferred especially because Somali families often have senior family members living with them (for mobility purposes)

Parking

- **Important to have guest parking in addition to personal parking spots because Somalis like to have a lot of visitors/extended family come over**
- Would like to have more than one parking space per unit because street parking can be challenging

Transit

- In addition to driving cars, also rely on transit to get around so it's important to have access to reliable transit nearby complex

Laundry room

- **Prefer to have washer/dryer in apartments rather than laundry room**
- Difficult to rely on laundry room to do laundry due to large family sizes and having to watch children
- One laundry room for whole complex is not enough

Preferred resident programs/amenities

- **Community gardens can help residents get to know each other and connect**
- **Community room**
- **Event space: separate from community room; much bigger space than community room strictly for holding large gatherings/community events**
- Fitness area with gym equipment
- English language services (ESL classes)
- After school study programs
- Spaces for doing homework
- Computer lab
- Art/school/business supplies

Preferred languages for marketing/outreach materials

- Somali
- English
- Spanish

Places to distribute lease-up marketing materials

- Somali restaurants
- Halal stores
- Community organizations (Somali Empowerment Circle)
- Masjid (Somali places of worship)

Questions that facilitator asked aloud:

Introduction questions

- Where in Washington County do you live?
- Do you live in a house, apartment, duplex, etc.?
- How many people/family members do you live with?
- Do you have extended family living with you?
- What changes to your living situation would you make so that you could live/live more comfortably with extended family?

Outdoor spaces questions

- What do your children like to do when they play outside?
- Is it important for you to be able to see your children when they are playing outside?
- What types of lighting and security on the grounds would make you feel safe and comfortable?

Parking question

- How do you get to work/travel around town?

Laundry room question

- If you have a laundry room where you live, how often do you use it?

Resident services questions

- What types of resident services programs would be beneficial for you and your family?

- For resident services programs/community events, what language would you feel most comfortable participating in?

Lease-up question

- For marketing and outreach materials, what language(s) would you like these materials to be available in?

Wrap-up question

- If you were to move in to a new housing development like this one, what would you really want it to offer/have?

CELs Program Multifamily Housing Listening Session Overview

The CELs Program multifamily housing listening session with the Black community occurred on Sunday November 22, 2020 at 5:30 pm via Zoom. The session was facilitated in English and there were 7 total participants. The participants have a household size of 2-6 people and live in apartments, condominiums, and houses in Sherwood and Hillsboro.¹

The most heard comments/themes were: outdoor spaces need to accommodate large gatherings and be able to be used year-round regardless of weather and doing laundry at apartment complexes should become more accessible (i.e. less expensive, more machines, easier ways to pay).

The questions that the facilitator asked aloud or via Zoom polling function are included at the end of the document.

Feedback Summary

Note: Responses shown in green represent the most chosen option by participants based on the polling questions.

Barriers to accessing housing

- **6 out of 7 participants have experienced barriers to accessing housing**
 - **Too expensive rent: 5 out of 7 participants**
 - Application fees: 3 out of 7 participants
 - Screening criteria: 2 out of 7 participants
 - Rental history: 2 out of 7 participants

Outdoor areas

- **6 out of 7 participants like to spend time with friends/family outside**
- **All of the participants would like to have covered outdoor areas (seating areas/picnic areas, play areas)**
 - One participant mentioned putting in a covered area for grills

Safety

- **All of the participants feel safe and comfortable where they are currently living**
 - Feel safe because:
 - Built a community and strong connection with fellow residents
 - Live in a secured building
 - Security walking around grounds 24/7 and inside of building
 - One participant feels as though outdoor security look and act too much like police which is unsettling for this participant

Transportation

- **5 out of 7 participants use cars as a mode of transportation**
- 4 out of 7 participants use the bus and MAX line as modes of transportation

¹ Data regarding household size and where participants live in Washington County is based on the participants who filled out the voluntary demographic collection form after the session.

- 2 out of 7 participants walk as a mode of transportation
- 1 out of 7 participants bike as a mode of transportation
- 1 out of 7 participants use an electric scooter as a mode of transportation
- 1 out of 7 participants use rideshare (Uber/Lyft) as a mode of transportation

Parking

- **3 out of 7 participants have a personal parking space where they live**
- 2 out of 7 participants have a personal parking space and a guest parking spot where they live
- 1 out of 7 participants has garage parking where they live
- 1 out of 7 participants has off street parking where they live

Community room

- **4 out of 7 participants have a community room at their current housing**
- Use the community room as a space for family/friend gatherings
- Would like to have kitchen space in community room that includes a refrigerator and stove

Laundry room

- For the 2 participants who have a laundry room:
 - They use it often
 - They have enough washer/dryers available
 - One of these participants has a washer/dryer on each floor (6 floors so 6 of each)
 - They feel safe using the laundry room at night
 - Feel safe because:
 - Laundry room is well-lit, very close to unit, small room so no one hangs out there
 - Building has security clearance through a key fob
 - They both use credit cards, not change, to pay for laundry
 - Frustration with having to use credit cards to pay for laundry due to card reader not authorizing the transaction correctly so often get double charged
 - Also mentioned that there are laundry facilities where you pay for machines using a phone app: believes this is best option
 - Would rather use cards to pay for laundry than coins (more convenient)
- **4 out of 7 participants said that washer/dryers are not big enough at their current housing**
 - Complexes should have industrial washer/dryers to account for the volume of laundry that people need to do (especially families)
- Laundry rooms should have energy efficient washer/dryers
- 1 out of 7 participants would like to have clothes drying racks and clothes lines
 - One participant mentioned that they would be worried that articles of clothing would be easily stolen if laundry rooms had clothes drying racks/clothes lines
 - Would rather have more dryers than have access to clothes drying racks/clothes lines
- Having to pay to do laundry is expensive/inaccessible
 - Having to pay for a card to load money onto in order to access laundry room at complex is expensive

- Set amounts of money required to load onto card are also expensive and would prefer to be able to control how much money to load onto card
- Prefer to have washer/dryers in units rather than laundry room
 - Much more convenient and would not have to worry about clothes being moved if they don't change over laundry fast enough

Suggested amenity

- Free or discounted internet at low-income housing complexes
 - Especially helpful for kids in school who need internet access for homework

Questions that facilitator asked aloud or via Zoom polling function:

Introduction questions

- What type of housing do you live in?
 - a. House
 - b. Apartment
 - c. Duplex
 - d. Condominium
 - e. None of the above
- What kinds of barriers to accessing housing have you experienced?
 - a. Screening criteria
 - b. Rental history
 - c. Application fees
 - d. Too expensive rent
 - e. I don't know
 - f. Question is not applicable/relevant

Outdoor spaces questions

- Do you like to cook, eat meals, get together with friends outside?
 - a. Yes
 - b. No
 - c. Question is not applicable/relevant

Follow-up question asked aloud:

- What changes to your living situation would make it easier to do so?
- Would covered outdoor areas be helpful? (ex's: covered seating areas/picnic areas, covered play areas)
 - a. Yes
 - b. No
 - c. I don't know
 - d. Question is not applicable/relevant
- Do you feel comfortable and safe where you live?
 - a. Yes
 - b. No

- c. I don't know
- d. Question is not applicable/relevant

Follow-up question asked aloud:

- If you do, why do you feel safe in your current housing? If you don't feel safe, what would make you feel safer?

Parking questions

- How do you travel around town?
 - a. Car
 - b. Bus
 - c. MAX line
 - d. Bike
 - e. Scooter
 - f. Walking
 - g. Question is not applicable/relevant to me

- What is the parking situation at your current housing?
 - a. Personal parking spot
 - b. Personal parking spot and guest parking
 - c. Garage parking
 - d. Off street parking
 - e. Question is not applicable/relevant to me

Community room questions

- Do you have a community room at the place that you live?
 - a. Yes
 - b. No

Follow-up questions asked aloud:

- What do/would you use the community room for? (ex's: cooking, family gatherings, community events)
- What amenities would you like to see offered in a community room space?

Laundry room questions

- If you have a laundry room where you live, how often do you use it?
 - a. Often
 - b. Sometimes
 - c. Never
 - d. Question is not applicable/relevant

- Are there enough washer/dryers available?
 - a. Yes
 - b. No
 - c. Question is not applicable/relevant

- Are the washer/dryers big enough?
 - a. Yes

- b. No
 - c. Question is not applicable/relevant
- Would having access to clothes drying racks and clothes lines be helpful?
 - a. Yes
 - b. No
 - c. Question is not applicable/relevant
- Do you feel safe using the laundry room at night?
 - a. Yes
 - b. No
 - c. Question is not applicable/relevant to me

Follow-up questions asked aloud:

- If you do, why do you feel safe?
 - If you don't feel safe, what would make you feel safer?
- Do you pay with coins to use the washer/dryer?
 - a. Yes
 - b. No
 - c. Question is not applicable/relevant to me

Follow-up question asked aloud:

- If so, would having onsite change machines be helpful?

Wrap-up questions

- If you were to move into a new housing development like this one, what would you really want it to offer/have?
- If you were to move in to one of these new housing developments, do you have any concerns about its location, access to services, feeling welcome?
- What other amenities do you think are missing from the current place that you live that would better support you and your family's lifestyles?

CELS Program Multifamily Housing Listening Session Overview

The CELS Program multifamily housing listening session with the Native American community occurred on Saturday December 12, 2020 at 4 pm via Zoom. The session was facilitated in English and there were 10 total participants (8 participants max responded per Zoom polling question). The participants have a household size of 4-11 people and live in apartments and houses in Portland and Scappoose.²

The most heard comments/themes were: the Metro Bond housing projects have too many studio and 1 BR units and not enough 3 BR and 4 BR units, there are not enough units set at 30% AMI, especially for the bigger units, and community gardens serve as a way for the Native community to reclaim food sovereignty.

The questions that the facilitator asked aloud or via Zoom polling function are included at the end of the document.

Feedback Summary

Note: Bolded green text indicates feedback raised by multiple participants

Important topics shared before discussion section

- Housing is number one priority for Native community in tri-county area
- **Finding affordable housing in tri-county area has been incredibly challenging to nearly impossible**
 - If unable to find affordable housing, often have to go back to reservation
 - Going back and forth between reservation because not able to receive necessary support/resources from organizations like NAYA/NARA
- Clean and sober housing/shared housing: one of only ways Native community has been able to rent affordably
- **Expressed frustrations with how long Section 8 waitlists are and qualifications to be eligible to receive vouchers**
- One participant expressed frustration with property management inspections of unit
 - Believe these inspections to be humiliating and invasive
- One participant emphasized importance of housing projects prioritizing BIPOC communities
 - Emphasized that it's important to go beyond receiving feedback from BIPOC communities, need to be prioritizing these communities in lease-up process

Unit breakdown

- **Projects have too many studio, 1 BR and 2 BR units and not enough 3 BR and 4 BR units**
 - 2 BR units can't adequately house most Native families
 - One participant commented that the 1 and 2 BR units could get overcrowded with large families who cannot afford to live in bigger units set at 60% AMI
 - One participant suggested creating housing complexes only containing studio, 1 BR and 2 BR units and separate complexes only containing 3-6 BR units
 - Help address the need for affordable housing for low-income single people, small families, and large families

² Data regarding household size and where participants live is based on the participants who filled out the voluntary demographic collection form after the session.

- **Not enough units set at 30% AMI, especially for the bigger units**
 - Needs to be more 30% AMI units than 60% AMI units
- **Unit breakdowns are not addressing Native community needs**
 - Units are too small, too expensive for Native families (often 6+ people/household)
 - One participant commented that this is a contributing factor as to why there aren't diverse communities living in affordable housing in tri-County area (don't even apply because the housing is not big enough and affordable enough)
 - Units need to support multigenerational living dynamics
 - Native families often have elders in the home
 - Elders not only provide cultural exposure and education but also help take care of children so other members of family can work

Unit layout

- One participant mentioned concerns about different priorities of people living in studios and 1 BR units versus bigger units
 - Suggested separation between units that house single people and units that house families
- Another participant suggested putting PSH units in separate part of complex (not including them with the family units) given the struggles that these residents are going through (chronic mental illness, drug/alcohol problems)
 - Emphasized the importance of creating housing specifically for houseless individuals dealing with these struggles

PSH units

- One participant mentioned that there could likely be a high turnover rate for the PSH units
 - Emphasized importance of preventing/counteracting this issue with effective case management

Barriers to accessing housing

- **Screening criteria: major barrier for Native community in accessing affordable housing**
 - Low barrier screening criteria identified as very important need in accessing stable housing
 - One participant mentioned that new NAYA development (*Nesika Illahee*) does not house very many Native families due to the development's strict screening criteria
- **Too expensive rent**
 - One participant mentioned that they don't qualify for this affordable housing being built because annual income is well under 30% AMI category
- Past evictions
- Criminal records

Outdoor spaces

- **Food sovereignty: important priority for Native community**
 - **Community gardens**: foster sense of pride in growing own food, connect residents to one another and the land
- **Safe, secure play areas for children**
 - Prefer to have natural building materials for play structures
- **Fire pit** (for gathering around, barbecuing, smores)

- Water feature for children to be able to use to cool off
- Walkways
- Designated pet area

Concerns about housing projects

- **Concerns about racism in Washington County**
 - Not feeling comfortable and welcome in cities/neighborhoods where housing projects are located
 - Racism in schools (i.e. inaccurate curriculum being taught about settler colonialism, Native history)
 - Suggested having Native education advocates and specialists at schools and made available to Native youth at housing projects
- Concerns about how far away schools are from housing projects
 - One participant mentioned that some of the schools near projects would be a very long walk if parents need to walk their kids to school (i.e. running late and can't take bus)
- Concerns about infrequent bus lines and housing projects only being near one bus line

Resident services/amenities

- **Job coaching**
 - Interview prep/skills, how to write a resume and cover letter, computer skills
- **Cultural activities and programming**
 - Ex: Drumming
- **Internet access**
- **Recovery counseling and support**
- Domestic violence support and counseling
- Community service liaison
- Oregon Department of Human Services resources
- Aging and disability services
- Case management services

Note: Responses shown in green represent the most chosen option by participants based on the polling questions.

Safety

8 participants total responded to this question

- **6 out of 8 participants feel safe and comfortable where they are currently living**
 - One participant mentioned that they feel safe because they are living in sober housing
- 2 out of 8 participants do not feel safe and comfortable where they are currently living
 - One participant explained the reason why they don't feel safe is due to frequent violence and theft occurring in their neighborhood
 - Put children in bedrooms at back of house in order to limit their exposure to outside noises such as gun shots and police sirens

Parking

7 participants total responded to this question

- **5 out of 7 participants drive often**
- 2 out of 7 participants sometimes drive

Transportation

6 participants total responded to this question

- **5 out of 6 participants use cars as a mode of transportation**
- 3 out of 6 participants use the MAX line as modes of transportation
- 2 out of 6 participants use the bus as a mode of transportation
- 2 out of 6 participants use rideshare (Uber/Lyft) as a mode of transportation
- 1 out of 6 participants walk as a mode of transportation

Laundry room

7 participants total responded to this question

- **4 out of 7 participants feel safe using the laundry room at night at their housing complex**
- 2 out of 7 participants do not feel safe using the laundry room at night at their housing complex
 - One of these participants mentioned would only feel safe if laundry room was in a secured part of complex
 - Other participant suggested having laundry room on every floor rather than being in basement or in separate building from units
- 1 out of 7 participants: question was not relevant

7 participants total responded to this question

- **3 out of 7 participants use coins to pay for laundry**
 - All of these participants would like to have onsite change machines
 - Two participants mentioned that they can pay with coins or credit card for laundry room: like having both options
 - One participant mentioned that have setup where you get notified when washer/dryer timers go off so you don't have to constantly keep checking up on load and you know when machines are available
- **3 out of 7 participants don't use coins to pay for laundry**
- 1 participant: question wasn't relevant
- One participant mentioned the financial burden of having to pay to do laundry so would prefer to have washer/dryers in units

Community room

7 participants responded to this question

- **4 out of 7 participants have a community room**
- 3 out of 7 participants don't have a community room
- Use community room for:
 - Cooking, family gatherings, community events
 - Cultural activities, such as beadwork, singing and drumming
- Would like community room to offer:
 - Kitchen
 - Computers available to residents
 - Rooms sectioned off for case management meetings, in-home child welfare meetings

Food boxes

8 participants total responded to this question

- **All 8 participants would like to receive food boxes containing local produce and(or) pantry items**

- One participant mentioned that putting recipes in the food boxes would be helpful especially if there are unknown veggies, foods included

Questions that facilitator asked aloud or via Zoom polling function:

Introduction question

- What do you like best about where you live?

Outdoor spaces question

- What types of outdoor spaces best support you and your family's lifestyle?

Safety questions

- Do you feel comfortable and safe where you live?
 - a. Yes
 - b. No
 - c. I don't know
 - d. Question is not applicable/relevant

Follow-up question asked aloud:

- If you do, why do you feel safe in your current housing? If you don't feel safe, what would make you feel safer?

Parking questions

- How do you travel around town/get work?
 - a. Car
 - b. Bus
 - c. MAX line
 - d. Bike
 - e. Scooter
 - f. Walking
 - g. Rideshare: Lyft/Uber
 - h. Question is not applicable/relevant to me
- How often do you drive?
 - a. Often
 - b. Sometimes
 - c. Never
 - d. Don't own car

Community room questions

- Do you have a community room at the place that you live?
 - a. Yes
 - b. No

Follow-up questions asked aloud:

- What do/would you use the community room for? (ex's: cooking, family gatherings, community events)
- What amenities would you like to see offered in a community room space?

Laundry room questions

- Do you feel safe using the laundry room at night?
 - a. Yes
 - b. No
 - c. Question is not applicable/relevant to me

Follow-up questions asked aloud:

- If you do feel safe, why do you feel safe? If you don't feel safe, what would make you feel safer?
- Do you pay with coins to use the washer/dryer?
 - a. Yes
 - b. No
 - c. Question is not applicable/relevant to me

Follow-up question asked aloud:

- If so, would having onsite change machines be helpful?

Food boxes question

- Would receiving food boxes that contain local produce and(or) pantry items be helpful?
 - a. Yes
 - b. No

Resident services question

- What type of resident services would be beneficial for you and your family?

Wrap-up questions

- If you were to move in to one of these new housing developments, do you have any concerns about its location, access to services, feeling welcome?
- What other amenities do you think are missing from the current place that you live that would better support you and your family's lifestyles?

APANO Multifamily Housing Listening Session Overview

The APANO multifamily housing listening session with the AAPI community occurred on Thursday December 17, 2020 at 5 pm via Zoom. The session was facilitated in English and there were 8 total participants (1 of these participants was only present during the presentation portion). The participants have a household size of 1-7 people (most participants have a household size of 5-7 people) and live in Beaverton and Tualatin.³

The most heard comments/themes were: community gardens, community rooms, and outdoor picnic areas serving as community building tools and creating a living environment focused on communal safety and community building should be a top priority at affordable housing complexes.

The questions that the facilitator asked aloud or via Zoom polling function are included at the end of the document.

Feedback Summary

Note: Bolded green text indicates feedback raised by multiple participants and the most chosen option by participants based on the polling question.

Unit layout

- Two full bathrooms for bigger units

Unit breakdown

- Projects have too many studio, 1 BR and 2 BR units and not enough 3 BR and 4 BR units

Transportation

7 participants total responded to this question

- **5 out of 7 participants use cars as a mode of transportation**
- 2 out of 7 participants use public transportation (bus, MAX light rail, streetcar) as a mode of transportation
- 2 out of 7 participants walk as a mode of transportation

Outdoor spaces

- **Spaces for gathering with friends/family outside**
 - Picnic areas
- **Areas to cook outside (grills)**
- **Community gardens**
 - Great way to connect to other residents/build community
- **Spaces for kids to run around/play**
- **Playgrounds/play structures**
- Designated pet areas
- Private outdoor spaces for adults

Parking

- Covered parking areas (i.e. garages, covered awnings) given the weather elements of PNW

³ Data regarding where participants live in Washington County is based on the participants who filled out the voluntary demographic collection form after the session.

- Mix of covered and uncovered parking areas (covered areas are first come first serve)
- At least one parking spot per household
- Numbered parking spots so every unit is assigned a numbered spot to park in

Laundry room

- **Prefer having washer/dryer in units for 2 BR+ units and laundry room available for studio and 1 BR units**
- Not enough washer/dryers available at laundry room

Community room

- Serve as an extension of unit/an additional room of the house
- Would like to use community room for:
 - **Social gatherings**
 - Family gatherings
 - Community events
 - Birthday celebrations
 - Children hanging out with friends
 - Resource sharing with neighbors
 - Cultural holidays and national holidays celebrations
- Would like community room to include:
 - Study/quiet areas

Resident programming/amenities

- **Cultural celebrations and programming**
 - Hold events where residents gather and learn about each other's cultural heritage (i.e. share traditional food of one's culture)
- **Community fridge/food pantry/food boxes**
 - Gleaning program
- Early childhood programs
- Parenting programs
- Sewing classes
- Community library/book exchange program
- Fitness center with gym equipment
- Kiddie pools

Safety

- **Feeling secure especially at night**
 - Secured building
 - Bright lighting on grounds
 - Security guards
 - Gate entrance
 - Neighborhood watch program
 - Emphasis on communal safety and care
- **Secure walkways/sidewalks within complex and surrounding neighborhood**
- Fire safe buildings
 - No obstructions at exits
- Safety/community guidelines for residents to follow

- Quiet hours/keeping noise at a reasonable level

Preferred languages for marketing/outreach materials

- English
- Chuukese
- Asian American and Pacific Islander (AAPI) safe harbor languages of Washington County: Vietnamese, Chinese (Cantonese and Mandarin), Japanese, Korean, Khmer, Tagalog

Questions that facilitator asked aloud or via Zoom polling function:

Introduction questions

- How many people live in your household?
 - a. 1-4 people
 - b. 5-7 people
 - c. 8+ people
- What do you like best about your home?

Outdoor spaces questions

- Do you like to cook, eat meals, get together with friends outside?
- Do you want more community areas (picnic tables, benches) outside to talk to your neighbors?
- What do your children like to do when they play outside?
- Would you rather have a shared community garden space or your own garden box?

Parking questions

- How do you get to work?
 - a. I take public transportation (bus, MAX Light rail, Streetcar, etc.)
 - b. I drive a car to work (personal car or carpool)
 - c. I ride a bike or scooter to work
 - d. I walk to work
 - e. I do not travel for work (I work from home)
 - f. I do not currently work
- Any preferences regarding parking at housing complexes?

Laundry room question

- If you have a laundry room where you live, are there enough washers/dryers available?

Community room question

- If you live/have lived in a housing development that has a community room, what do/did you and your family use it for? (ex's: cooking, family gatherings, community events)

Resident services questions

- What types of programs would be beneficial for you and your family?
- For programs/community events, what language would you feel most comfortable participating in?

Food boxes question

- Would receiving food boxes that contain local produce and(or) pantry items be helpful?

Safety question

- If you were to live at one of these housing complexes, what would make you feel safe?

Wrap-up questions

- If you were to move into a new housing development like this one, what would you really want it to offer/have?
- If you were to move into one of these new housing developments, do you have any concerns about its location, access to services, feeling welcome?

Bienestar Multifamily Housing Listening Session Overview

The Bienestar multifamily housing listening session with the Latinx community (all participants currently live in Bienestar affordable housing properties) occurred on Monday March 8, 2021 at 5 pm via Zoom. The session was facilitated in Spanish and there were 11 total participants (1 of the participants, who is a part of Bienestar's Promotores program, helped facilitate the discussion section by asking the set of questions to the rest of the group; they did not respond to the questions). The participants have a household size of 4-7 people (most participants have a household size of 4-6 people) and live in apartments in Hillsboro and Forest Grove.

The most heard comments/themes were: community rooms need to be larger, especially the meeting area space, and creating a living environment focused on communal safety and community building should be a top priority at affordable housing complexes.

The questions that the facilitator asked aloud are included at the end of the document.

Feedback Summary

Note: Bolded green text indicates feedback raised by multiple participants

Barriers to accessing housing

- **Screening criteria**
 - **Ex: Not qualifying for housing due to not having a valid social security number**
- **Income qualifications**
 - **Families not qualifying for affordable housing because they are either above or below the AMI eligibility range**

Outdoor spaces

- **Spaces for gathering with friends/family outside**
 - **Picnic areas**
- **Areas to cook outside (grills)**
- **Safe spaces for kids to run around/play (away from cars/parking lot)**
 - Play soccer, basketball
 - Ride bikes/scooters
- Walking paths

Safety

- **Concerns about feeling safe/comfortable walking around in surrounding neighborhood and on grounds**
 - **Often encounter non-residents on property grounds (i.e. people who rummage through garbage on the property and residents feeling startled/unsafe when they see them while throwing away trash)**
- Concerns about thefts occurring in surrounding neighborhood (i.e. cars being broken into, tires being slashed)

Parking

- Participants own between 1-3 cars (most of the participants own 2 cars)

Community room

- **Current community room is too small**
 - **Would like it to be larger overall, but especially the meeting space area**
- Would like community room to offer:
 - Kitchen space with refrigerator
 - Play space for young kids
 - Lounge area for older kids
 - Homework space

Laundry room

- **All of the participants would like to have in unit washer/dryers**
- **Bigger laundry room; more washer/dryers available**
- Laundry machines that accept coins
- Longer wash cycles for washers
 - One participant mentioned that current wash cycle is 30 minutes and does not clean clothes very well; would like for cycles to be closer to 40-45 minutes
- Utility sink, especially important for agricultural workers so they can wash off the dirt/mud from their clothes prior to putting in washing machine

Resident programming/amenities

- Workout classes that kids are also able to participate in such as Zumba dance classes
 - Especially important to provide physical activities for kids at housing complexes due to remote learning
- ESL classes
- Homework tutoring/homework club with an emphasis on math tutoring (specific need for middle school level math and up)

Preferred languages for marketing/outreach materials

- **Spanish**
- **English**
 - One participant mentioned that including English alongside Spanish on outreach materials will help people improve their English skills

Food boxes

- **Majority of the participants said that receiving food boxes would be very helpful**
 - One participant mentioned that they would like to be able to choose what types of food to include in food boxes in order to avoid food waste
 - Include list of food that residents can choose from before receiving food box
 - Would like food boxes to include:
 - **Fresh fruit and vegetables rather than canned items**
 - **Rice**
 - **Beans**
 - Tortillas
 - Oil
 - Sugar

Questions that facilitator asked aloud:

Introduction questions

- Where in Washington County do you live?
- How many people/family members do you live with?

Outdoor spaces questions

- Do you like to cook, eat meals, get together with friends outside?
- What do your children like to do when they play outside?

Safety question

- Do you feel safe around your home?

Parking question

- If you have a car(s), how many do you own?

Community room question

- What do you wish your community room had?

Laundry room questions

- What would a laundry room in your apartment look like?
- What do you wish your laundry room had?

Resident services questions

- What types of programs and activities would you like to have for you and your family?
- For programs and community events, what language would you feel most comfortable participating in?

Food boxes questions

- Would receiving food boxes that contain local produce and(or) pantry items be helpful?
- What kind of food boxes would you like to have?

Wrap-up questions

- If you were to move in to one of these new housing developments, do you have any concerns about its location, access to services, feeling welcome?
- Is there anything we have not talked about that you would like to include or comment on?

Somali Empowerment Circle Senior Housing Listening Session Overview

The SEC senior housing listening session with the Somali community occurred on Sunday November 15, 2020 at 5 pm via Zoom. The session was facilitated in English and Somali and there were 9 total participants. The participants have a household size of 2-11 people and live in apartments and townhouses in Beaverton, Tigard, and Aloha.

The most heard comments/themes were: lease-up processes need to be more accessible for BIPOC communities and creating a living environment focused on communal safety and community building should be a top priority at affordable housing complexes.

The questions that the facilitator asked aloud are included at the end of the document.

Feedback Summary

Note: Bolded green text indicates feedback raised by multiple participants

Lease-up

- Application outreach team
 - **Outreach with BIPOC communities to help people understand the application process**
 - Provide interpretation services during outreach events
 - Partner with culturally specific organizations that are connected to and serve BIPOC communities to help conduct outreach events/distribute marketing materials to community members
 - Provide information on how to apply (how to navigate online application portal), screening criteria
 - Do outreach early in process and often
- **Accessible application process**
 - Prioritizing communities that have the greatest need
 - Identify problems/barriers with screening criteria before lease-up period
 - Technological barriers (access to internet, limited internet literacy especially among senior community), user friendly online application portal, languages that application is available in
- Screening criteria
 - Allow multigenerational families to apply
 - Somali applicants often are disqualified due to multi-generational living dynamics
 - Feel as though they are being discriminated against due to having large families

Resident services/amenities

- Property management office has bilingual staff and staffed on weekends
- ESL classes
- **Social connection events to foster sense of community among residents**
 - Senior members of Somali community often do not live alone due to fears of being lonely so it is important to have many social events that allow them to invite their family members/guests and get to know other residents
 - Coffee/tea time on weekends

- Language exchange: seniors engage with Somali youth by sharing stories and improving their language and cultural awareness
- Rooms/areas for studying/reading/quiet time
- For multifamily housing developments: youth center/more programs and activities on-site for children

Units

- For multifamily housing developments:
 - Having units that are built for multi-generational families

Safety

- **Sidewalks and secure walkways are very important**
- Bright lighting on grounds
 - Lighting for walkways/sidewalks (walkway to parking lot, walkway to apartments), entrances to apartments, parking lot (make sure lighting stays on all night)

Transit

- In addition to driving cars, also rely on transit to get around so it's important to have access to reliable transit nearby complex

Accessibility

- Functioning elevators that aren't slow/don't often break down
- Ramps

Laundry room

- **Having to pay to do laundry is expensive/inaccessible**
 - So if there's a communal laundry room: it's important that you don't have to pay to use it
- **Need more washer/dryers; bigger machines**
- Needs to be in accessible area of complex for seniors with limited mobility
- Having staff available to help seniors do laundry, get to laundry room, carry laundry to and from apartment
- For multifamily housing complex: seniors should be able to have access to machines first (or specific day/time period where just seniors can do laundry)
- Prefer to have washer/dryer in unit

Questions that facilitator asked aloud:

Introduction questions

- Where in Washington County do you live?
- Do you live in a house, apartment, duplex, etc.?
- How many people/family members do you live with?
- Do you have extended family living with you?
- What changes to your living situation would you make so that you could live/live more comfortably with extended family?

Outdoor spaces questions

- Are sidewalks and secure walkways important for you to feel safe walking around your neighborhood?
- What types of lighting and security on the grounds would make you feel safe and comfortable?

Parking questions

- How do you get to work/travel around town?
- Do you rely on family members for your mobility?

Laundry room questions

- If you have a laundry room where you live, how often do you use it?

Resident services questions

- What types of resident services programs would be beneficial for you?
- For resident services programs/community events, what language would you feel most comfortable participating in?

Lease-up question

- For marketing and outreach materials, what language(s) would you like these materials to be available in?

Mobility question

- If you or anyone you live with has limited mobility, what would help make it easier to move more comfortably inside and outside of your home?

Wrap-up question

- If you were to move in to one of these new housing developments, do you have any concerns about its location, access to services, feeling welcome?

APANO Senior Housing Listening Session Overview

The APANO senior housing listening session with the AAPI community occurred on Sunday January 31, 2021 at 4 pm via Zoom. The session was facilitated in English and Vietnamese and there were 11 total participants. The participants have a household size of 2-9 people (most participants live in a two-person household) and live in Beaverton, Aloha, Hillsboro, and Tigard.⁴

The most heard comments/themes were: green spaces, community rooms, and outdoor picnic areas serving as community building tools and creating a living environment focused on ensuring residents live comfortably, safely, and have a community should be a top priority at affordable housing complexes.

The questions that the facilitator asked aloud are included at the end of the document.

Feedback Summary

Note: Bolded green text indicates feedback raised by multiple participants.

Senior housing

- **None of the participants mentioned that they are currently living in senior housing but several expressed interest in wanting to live in a senior housing community in the future**

Outdoor spaces

- **Spaces for gathering and cooking with friends/family outside**
 - **Outdoor spaces focused on fostering sense of community amongst residents**
- **Garden space**
 - **Some participants liked the idea of having personal garden boxes, while others liked the idea of either a community garden or personal garden boxes**
- Ample amounts of greenery
- Quiet, peaceful outdoor spaces
- Tables and benches under shade/tree canopy
- Spaces to exercise (i.e. walking paths/trails)
- Outdoor activity space

Safety

- Bright lighting on grounds especially helpful for seniors with declining eyesight
- Covered/shielded exterior entrance and exit areas to account for consistent rainy weather and to prevent accidents from happening (especially for residents with mobility issues)
- Grab bars/handrails along walls, hallways, in bathrooms, and showers
- Ramps at entrance/exit areas
- One-level, easily navigable units to account for mobility issues

Community room

- Would like to use community room for:
 - **Social gatherings**

⁴ Data regarding household size and where participants live in Washington County is based on the participants who filled out the voluntary demographic collection form after the session.

- Friend and family visits
 - Cooking
 - Parties
 - Birthdays
 - Community events (i.e. community potluck meals, community outreach and organizing)
 - Major cultural holidays
 - Playing games/hobbies (i.e. play chess, ping pong)
 - Life-long learning classes
 - Movie viewings
 - Discussions
- Would like community room to offer:
 - Sink
 - Durable tables/chairs
 - Sofas
 - Big television with video streaming services and video games (i.e. Wii sports)
 - Bathroom
 - Coffee and tea
 - Bulletin board that residents can use for community announcements/events
 - Quiet areas
 - Well-lit spaces

Laundry room

- **Most participants do laundry once-twice a week**
- Offer inexpensive access to laundry facilities
- In-unit washer/dryers (especially for residents who have severe allergies)
- Put laundry room near a bathroom
- Would like laundry room to include:
 - Coin changer machine
 - Debit/credit card operated laundry machines
 - Sink in laundry room for removing stains
 - Clothes folding table in laundry room

Resident programming/amenities

- **Shuttles services to transport residents around town (i.e. worship services, ethnic grocery stores, doctor's appointments)**
- **Food boxes containing pantry items and local produce**
- **Delivery services (i.e. grocery delivery), especially important for seniors with limited mobility**
- **Internet access**
 - **Important for telehealth appointments, talking with family and friends in U.S. and abroad**
- Exercise, wellness, and mindfulness programs/activities
- Social services: financial literacy classes, connection to resources such as food stamps, rental assistance, family support

Concerns about housing projects

- **Concerns about housing projects only being near one bus line**

- **ADA accessibility concerns given the health problems that seniors in general face, but especially the health issues that senior BIPOC community members are more susceptible to (i.e. diabetes, high blood pressure, hypertension)**
 - **Majority/all of units should be fully ADA accessible**

Property management

- **Would like to have a property manager that cares about residents' wellbeing**

Preferred languages for marketing/outreach materials* (*only one participant responded to this question)

- English
- Samoan

Questions that facilitator asked aloud:

Introduction questions

- Do you live in a senior housing community?
- What do you like best about where you live?

Outdoor spaces questions

- What types of outdoor spaces/areas best support your lifestyle?
- Do you like to cook, eat meals, get together with friends outside? What changes to your living situation would make it easier to do so?
- Would you rather have a community garden space or your own garden box?
- What types of lighting and security on the grounds would make you feel safe and comfortable?

Community room questions

- If you live/have lived in a housing development that has a community room, what do/did you use it for? (ex's: cooking, family gatherings, community events)
- What amenities would you like to see offered in a community room space?

Laundry room questions

- If you have a laundry room where you live, how often do you use it?
- Are there enough washer/dryers available?

Resident services questions

- What types of resident services programs would be beneficial for you?
- What types of community building activities would you be interested in participating in?

Mobility questions

- Do you rely on family members for your mobility?
- If you or anyone you live with has limited mobility, what would help make it easier to move more comfortably inside and outside of your home?

Food box question

- Would receiving food boxes that contain local produce and(or) pantry items be helpful?

Wrap-up questions

- If you were to move in to a new housing development like this one, what would you really want it to offer/have?
- If you were to move in to one of these new housing developments, do you have any concerns about its location, access to services, feeling welcome?

Bienestar Senior Housing Listening Session Overview

The Bienestar senior housing listening session with the Latinx community (most of the participants currently live in Bienestar affordable housing properties) occurred on Monday March 30, 2021 at 5 pm via Zoom. The session was facilitated in Spanish and there were 6 total participants (1 of the participants was a relative who assisted their senior relative with Zoom and provided input during discussion section). The participants have a household size of 4-6 people and live in Hillsboro, Forest Grove, and Cornelius.⁵

The most heard comments/themes were: green spaces, community rooms, and outdoor picnic areas serving as community building tools and creating a living environment focused on ensuring residents live comfortably, safely, and have a community should be a top priority at affordable housing complexes.

The questions that the facilitator asked aloud are included at the end of the document.

Feedback Summary

Note: Bolded green text indicates feedback raised by multiple participants

Unit/apartment complex preferences

- Non carpet flooring in units
 - Carpet gets very dirty and is challenging to keep clean, so would prefer to have flooring that allows you to sweep/vacuum, mop/disinfect
- One-level, easily navigable units to account for mobility issues
- Wide entryways/hallways in units and throughout common spaces
- Bigger garbage dumpsters

Parking

- Allow residents to have visitor parking spots in addition to personal parking spots

Outdoor spaces

- **Spaces for gathering with friends/family outside**
 - **Picnic areas**
 - **Ample seating areas for seniors to rest**
- **Areas to cook outside (grills)**

Safety/accessibility

- Grab bars/handrails along walls, hallways, stairs, in bathrooms, and showers
- Ramps at entrance/exit areas
- Bright lighting on grounds/in units especially helpful for seniors with declining eyesight
- Concerns about feeling unsafe on ground floor (unit could potentially be broken into via window)

⁵ Data regarding household size is based on the participants who filled out the voluntary demographic collection form after the session.

Preferred language for marketing/outreach materials

- Spanish

Community room

- Current community room is too small to comfortably use for large gatherings, such as family events, community meetings, etc.
 - Would like it to be larger overall to accommodate those types of big community gatherings
- Would like to use community room for:
 - Family gatherings
 - Community meetings
 - Holiday celebrations

Laundry room

- Change machines for laundry room
- Bigger laundry machines to accommodate washing larger/bulkier items such as blankets
- Utility sink, especially important for agricultural workers so they can wash off the dirt/mud from their clothes prior to putting in washing machine

Transportation

- Travel around town via:
 - Car
 - Walking
 - Bus

Resident programming/amenities

- ESL classes
- Crafting classes
- Tai Chi classes

Food boxes

- Would like food boxes to include:
 - Fresh fruit and vegetables rather than canned items
 - Rice
 - Beans
 - Milk

Concerns about housing projects

- Concerns about locations of senior housing projects featured because none of the projects are located in western Washington County where these participants currently live and work
 - Nervous/afraid to move because unfamiliar with the areas where the projects are located

Questions that facilitator asked aloud:

Introduction questions

- Where in Washington County do you live?
- What do you like and dislike about your where you live?

- Have you had difficulty finding a home? If so why?

Outdoor spaces questions

- What types of outdoor spaces/areas best support your lifestyle?
- Do you like to cook, eat meals, get together with friends outside?

Safety question

- Do you feel safe around your home why or why not?

Parking question

- How do you travel around town?

Community room questions

- Do you have a community room where you live?
- If yes, what do you use the community room for?

Laundry room question

- Is there anything missing in your laundry room? Such as: sink, seating area, clothing rack, clothes line

Resident services questions

- What types of programs/activities would you like to have?
- For programs/community events, what language would you feel most comfortable participating in?

Mobility question

- If you or anyone you live with has limited mobility, what would help make it easier to move more comfortably inside and outside of your home? Such as a shower instead of bath, lighting on the ground

Food boxes question

- What kind of food boxes would you like to have?

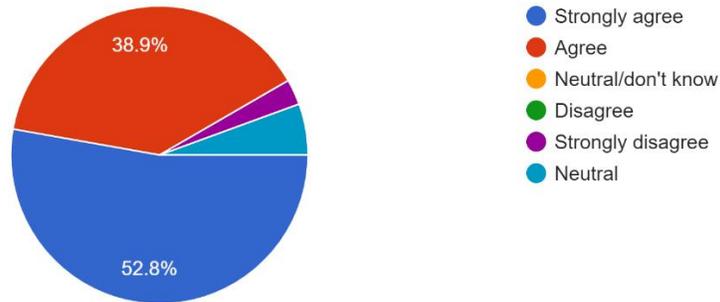
Wrap-up questions

- If you were to move in to one of these new housing developments, do you have any concerns about its location, access to services, feeling welcome?
- Is there anything we have not talked about that you would like to include or comment on?

Metro Meeting Evaluation Data Overview

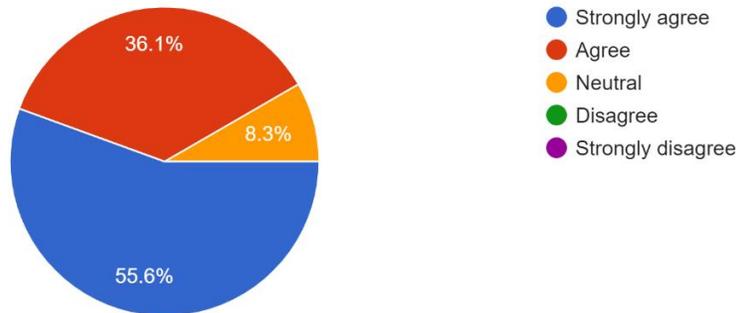
36 out of 75 listening session participants responded to the voluntary and anonymous meeting evaluation form. The two versions of the form were a Word document and Google form. The form was distributed to participants at the end of each listening session via the Zoom chat and(or) emailed out post session.

Overall, I believe this meeting was worthwhile
36 responses



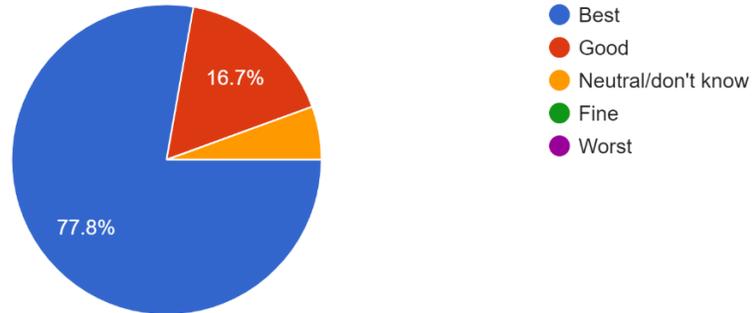
Vast majority of respondents (91.7%) felt the meeting was worthwhile; 5% of respondents felt neutral; 2.8% of respondents strongly disagreed.

I felt the meeting encouraged my input and I felt heard.
36 responses



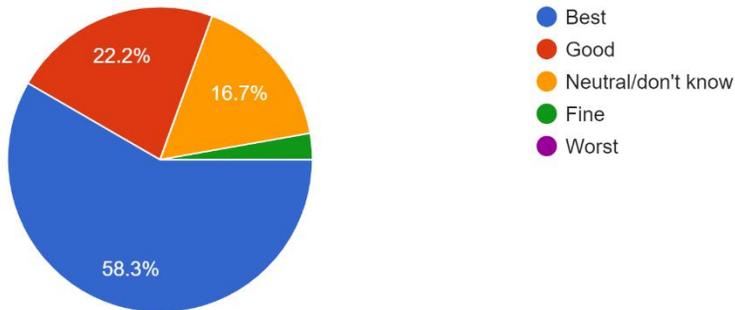
Vast majority of respondents (91.7%) felt the meeting encouraged their input and felt heard; 8.3% of respondents felt neutral.

Friendly staff
36 responses



Vast majority of respondents (94.5%) felt the staff members involved in the sessions were friendly; 5.6% of respondents felt neutral.

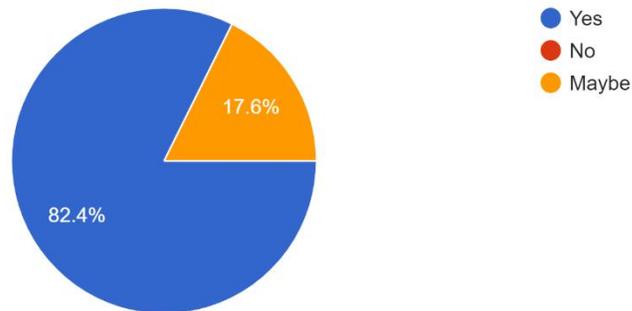
Comfortable space
36 responses



Vast majority of respondents (80.5%) felt that the meeting created a comfortable space; 16.7% of respondents felt neutral; 2.8% of respondents felt fine.

I would like to participate again

34 responses



Vast majority of respondents (82.4%) would like to participate again in a future engagement session; 17.6% of respondents said maybe.

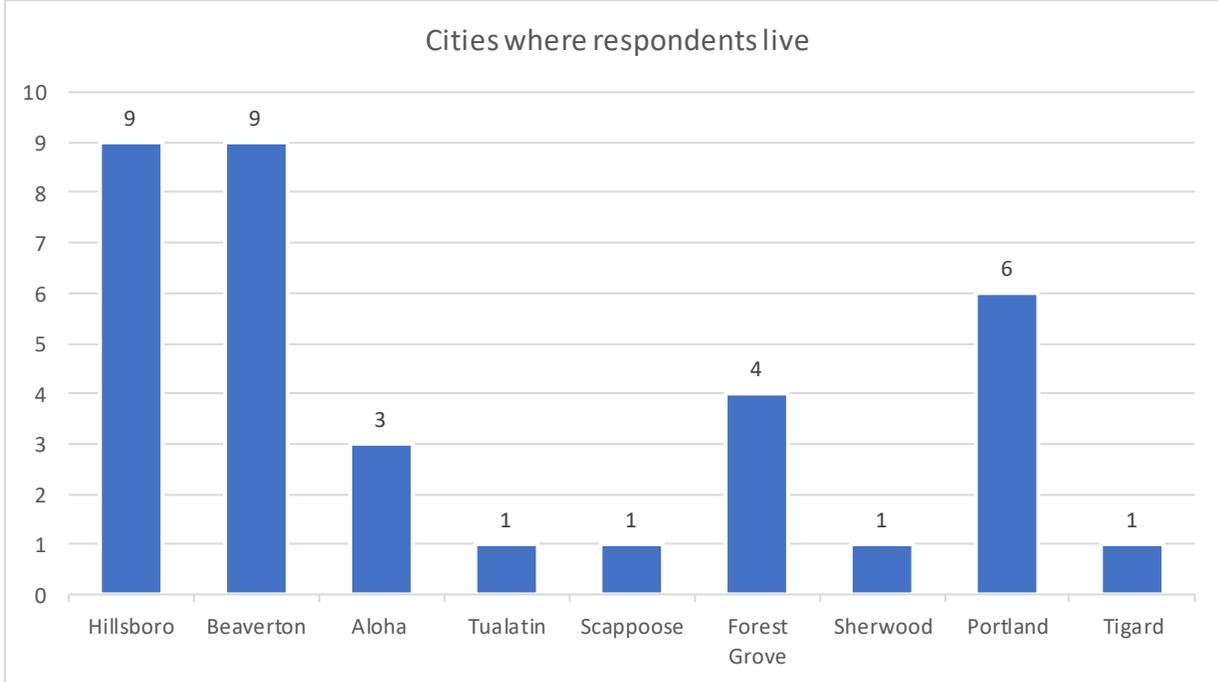
Suggestions for future events: *paraphrased some of responses for clarity

- Providing meeting materials to review before the session
- Providing food
- For virtual meetings, providing tips on how to use video conferencing platform (i.e. Zoom)
- Conducting homeownership informational sessions
- Get more community members to participate

Metro Demographic Collection Form Data Overview

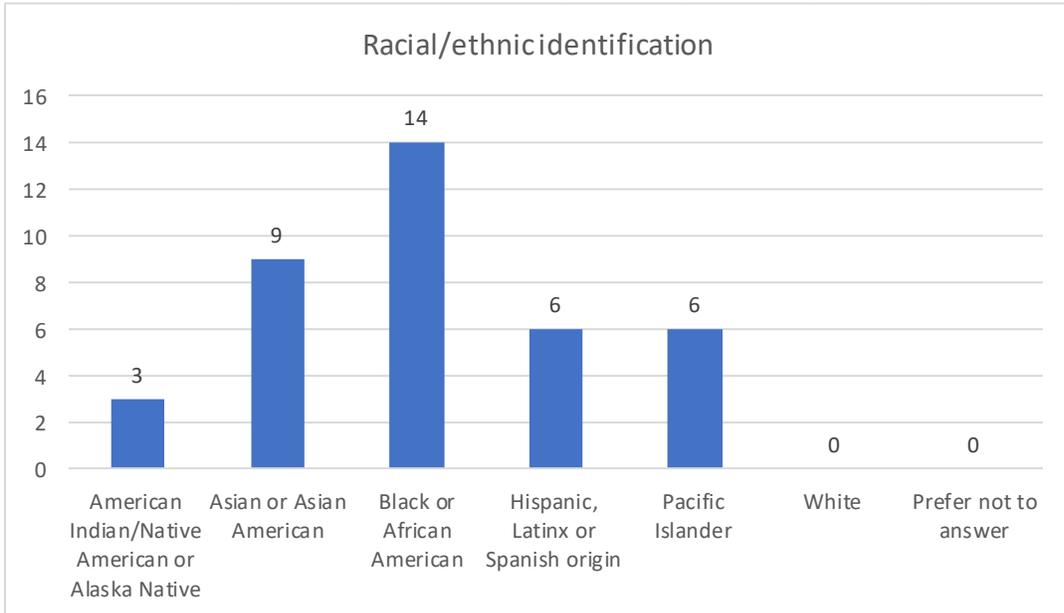
36 out of 75 listening session participants responded to the voluntary and anonymous demographic collection form. The two versions of the form were a Word document and a Google form. The form was distributed to participants at the end of each listening session via the Zoom chat and(or) emailed out post session.

What is your zip code? (35 responses)



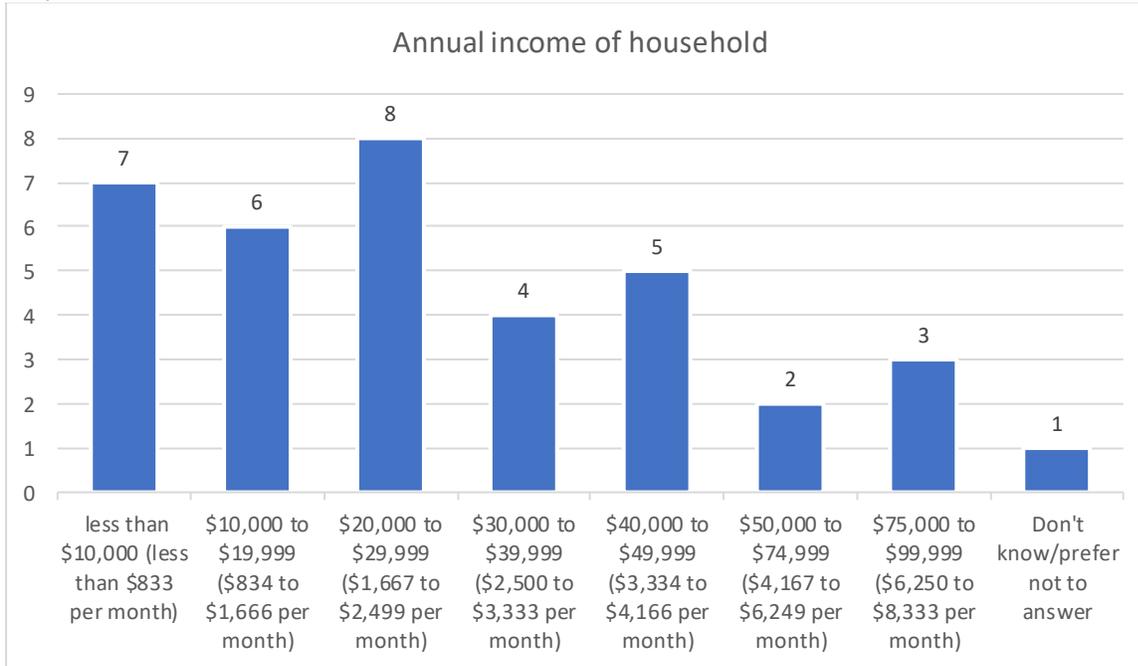
Vast majority of respondents (80%) live in Washington County.

When asked about your racial or ethnic identity, how do you identify? (35 responses)



All of the respondents are BIPOC community members.

Which of the following best represents the annual income of your household before taxes? (36 responses)



*Portland Housing Bureau 2020 AMI data and respondents' household size were used to categorize approximate AMI distribution of respondents

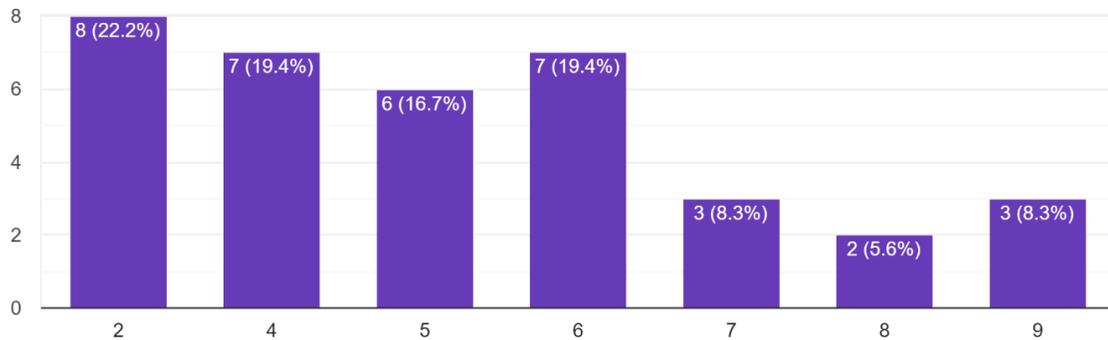
Vast majority of respondents (88.9%) qualify as either extremely low-income or very low-income.

Income breakdown of respondents:

- Extremely low-income (30% AMI or below): **61.1%**
- Very low-income (40-65% AMI): **27.8%**
- Low-income/moderate income (80-100% AMI): **8.3%**

How many people live in your home (including yourself)?

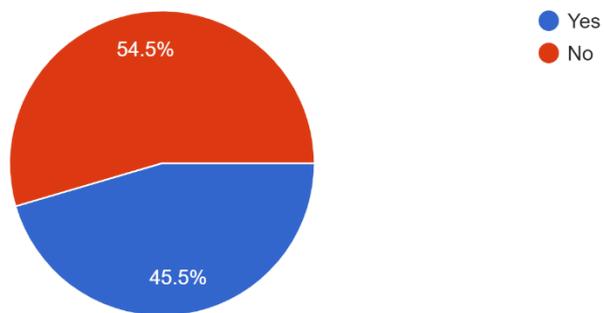
36 responses



Vast majority of respondents (77.7%) have a household size of between 2-6 people. Over half of respondents (58.33%) have a large household size (between 5-9 people).

Do you currently live in income-restricted affordable housing?

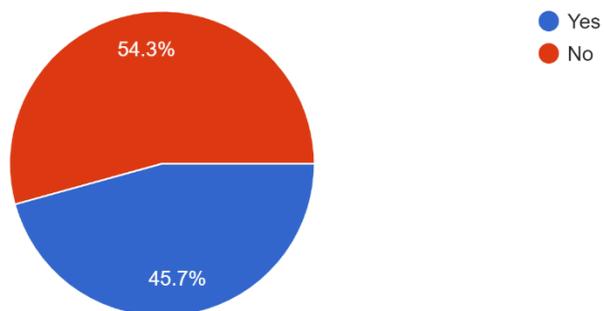
33 responses



Nearly half of respondents live in affordable housing.

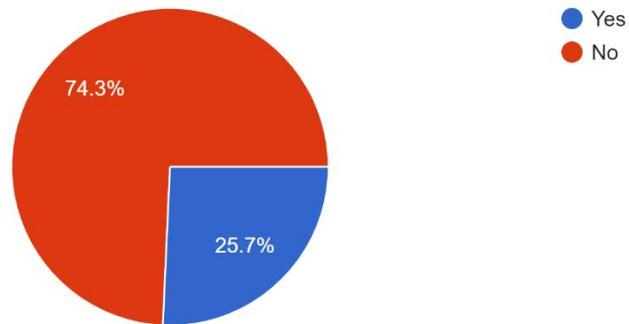
Are you an immigrant or refugee?

35 responses



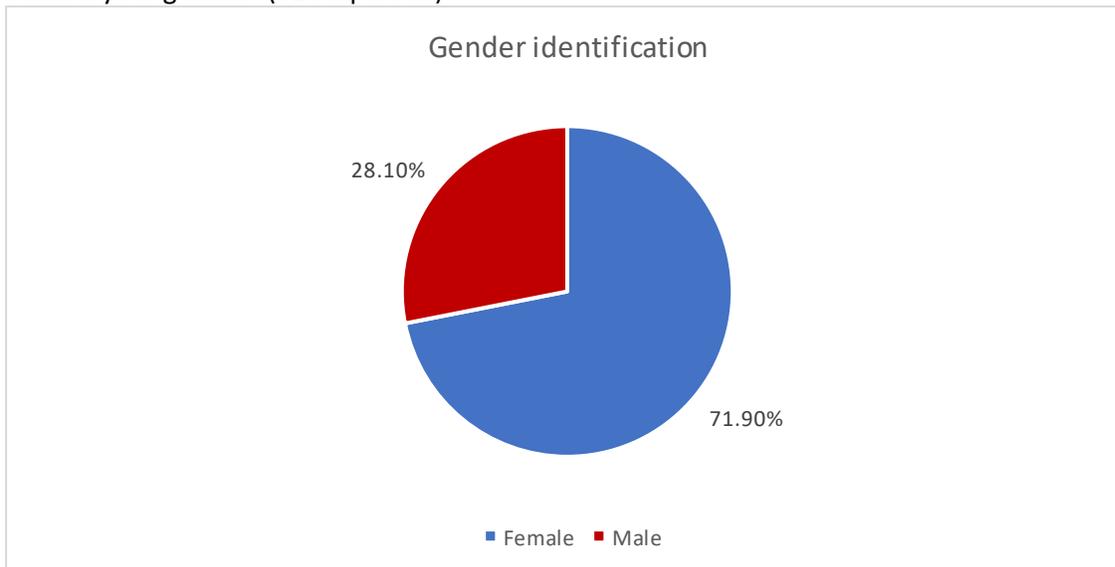
Nearly half of respondents are immigrants or refugees.

Do you have a disability?
35 responses



Approximately 1 out of 4 respondents are living with a disability.

What is your gender? (32 responses)



Vast majority of respondents identify as female.