

EVALUATION OF CITIZEN PARTICIPATION IN
HOUSING AND COMMUNITY DEVELOPMENT PROGRAM

Answers to Questionnaire

1. INFORMATION

- a. Has the distribution of HCD information been timely?
Staff has been ignoring the neighborhood newsletter deadline (Two Thursdays before the first Tuesday).
Adequate? The information has been pretty good, but the neighborhood committee makes it understandable to the people.
Main distribution points were Porcelli's Grocery, Neighborhood House, and Ross Island Grocery.
- b. Did volunteers assist with distribution? The Planning Committee and the newsletter committee does the distribution of information in the neighborhood. PDC does the marketing for the streets and the trees improvements. They should check in with neighborhood contact people before they start doing this kind of marketing. Some people seem to have been talking about leaving the area. Others exhibit a certain amount of frustration, believing that it won't do any good to comment on proposals for the area.
Suggestions about ways to reach people: Information centers or kiosks for posting notices in the neighborhoods particularly at Porcelli's, Nature's Foods, Ross Island Grocery. These should be publicized and they should be kept up to date.

2. REVIEWING GOALS & PROJECTS

- a. Did you (your group) have an adequate opportunity to review programs and projects before decisions were made? Neighborhood representatives felt that they got a good chance to review proposals for HCD programming the first time around. "What happens to them from there is something of a mystery." Attached is a list of projects and the responses on them which had been received as of February 1976. Nine items were felt to be unsatisfactory at that time although some have since been corrected. Initially, there was some difficulty with the response to housing rehabilitation for absentee owners. It may have been that the letter was just not worded clearly. As for street improvements, there has been a good review and PDC has followed the neighborhood priorities for paving of streets. It was a bit unusual to hear the staff say that they would spend up to \$75,000 and then stop wherever they were on the priority list at the time. The initial answer to the cable television proposal was to brusque, but that project has been funded. One bicycle path was put in without any follow through checking with the neighborhood. The original notice was lost in the shuffle by a neighborhood person, but there was no follow-up and so it was quite a surprise then when the bike path went in. Some projects did get lost. It was strongly felt by the people at the meeting that the staff should try to give a general overview about realistic chances for a project. The neighborhood should try to band together to step the projects so that there would be a logical following.

The committee should set an overall direction for the neighborhood, but the staff should explain the probabilities or the likelihoods of some things being accomplished. On the other hand, two people felt that some of the requests that were made were symbolic, and that it was important to do that as a way of continuing to advocate for these projects, even though the probability of success may be low in the immediate future. Concern was expressed about the middle classification of the neighborhood. The staff seems to be interested and pushed large visible, tangible projects which give an obvious bang for the buck. However, the neighborhood representatives seem to feel that there are two main social goals which are not currently being addressed: One is maintaining the mix of people in the neighborhood. There seems to be only two black families left in Corbett-Terwilliger, and the question is why should so much money be spent on the middle class? The second goal is the need to develop tools for social planning or for planning of a social structure, and no attention seems to be given to their view at this time.

3. STAFF SERVICES

- a. Services provided by staff to HCD neighborhoods - Information about housing rehabilitation loans and about other neighborhood improvements was felt to range from poor to adequate. The home loan information makes it sound easy to get a loan (this is the blue pamphlet). And it was felt that the staff should warn people that there are hassles in getting one of these loans. The other problem is that in hearing information about neighborhood improvements, there is no feedback in the middle of the year. Consequently, the neighborhood doesn't hear anything about their projects until it is time to submit projects for the next year. Media and newspaper publicity on specific projects in the neighborhood was felt to be non-existent. Although there has been some coverage for city-wide projects, there has been no coverage of projects in the neighborhood. Newsletters and the service there was felt to be good as far as the staff was concerned, but the neighborhood has been having a little trouble meeting their own deadlines because the meeting schedule and the newsletter schedule are out of sync this year. However, there were felt to be serious problems with flyers. One flyer said "Come to an HCD Hearing". But how is someone who doesn't know what an HCD hearing is already supposed to know what that is. It was felt that the wording for flyers should be reviewed by the neighborhood for its language, its timing, and its graphics. Generally, the flyers were thought to be terrible.
- b. What improvements in services do you suggest? So the first improvement would be improvements in the flyers themselves, both in graphics and wording, and in being more timely. The second improvement in services is the development of an advocate or buddy system to work with people particularly older people who are going through the procedures for getting a loan. The cookbook should continue to be improved (it has seemed to have improved over time), but at the present time, it is available only to people who are their own subcontractors, and it should be more widely available.

- c. Are there other services needed? Status reports quarterly by staff should be made over the cable television about the status of projects in the neighborhood. A current status report lists nothing more than the name of the project and one or two comments about it and its timing schedule and this is felt to lack the contact that would help someone understand exactly what the project is. This makes it almost useless for reference for anyone except the people who are involved in putting in the need reports in the first place.

4. PROGRAMS AND PROJECTS

- a. Assistance in completing neighborhood need reports - The neighborhood felt that they did not need nor ask for help with the neighborhood need reports and they feel that the follow through has been adequate, but it depends alot on whose hands the need report eventually winds up in.
- b. For improvements in the needs reports process, it is suggested that the process should start two months before they are due. The neighborhood planning committee does meet in August, and so this would be feasible. Secondly, it would help if the bureaus would give the neighborhood some ideas about how to advocate within the bureaucracy.
- c. Are citizens with low income participating in the neighborhood association? Citizens with the lowest income are not participating in the neighborhood association and only somewhat in program services. Some of the lowest income people have been forced out of the neighborhood as the properties have been purchased for rehabilitation. Some elderly people have received critical maintenance loans as well as some other low income people and so they seem to be participating in program services. The neighborhood residents felt that they don't really have any really high incomes in the area, but they have a large number of low income tenants who are single in the age range of 25 to 35 and who could be regarded as activists. These people do seem to be participating to some extent. The seniors seem to be very active in advocating for senior services, although not so much for HCD activities. It really takes staff resources to do outreach in a neighborhood. So they feel that the older ones are not particularly participating, although there are a few very active exceptions.

5. HEARINGS

Is the public hearing process operating satisfactorily? The hearing process has been working pretty satisfactorily at the neighborhood level, but at the city level the joint hearings could be given up and it would not be missed. There have been valid criticisms of the joint hearing process, and some changes have resulted. The main question seems to be how the staff sets city-wide priorities. They have never shared their rationale for their priorities and their choices with the neighborhood people, and better explanations are needed. Everyone accepts the idea of spreading the money around, but they simply want to know why. Initial presentations at neighborhood meetings could be more organized. It is not very good to begin by saying, "What do you

want?" People need to have some kind of way of continuity, and they need to be stimulated, and they need to be provided with information about what is happening in their neighborhood. In other words, people really want to know more about the rules of the game.

6. COMPLAINTS & CONFLICTS

The problem in the expression of complaints is that no one knows where to lodge them. Since they don't know where to put them, they may well have been calling the wrong people and as a result, the neighborhood finds it very difficult to judge as to whether or not the people who get the complaints are being responsive. There is plenty of opportunity for putting out complaints, but since they don't know where to go, it is very hard to tell whether or not they are being effective. What is needed again is an advocate system, where people who have been through the process and who know where to go with questions or suggestions especially, or complaints could be working with someone who is new to the process and could help them through it. The whole complaint process seems to be changing from OPD to the PDC apparently, but the complaint process should be made explicit. This is a gap that really could be avoided.

7. DISCRIMINATION

All three people answered this question as no.

8. OVERALL EVALUATION

Referring back to No. 6 again, if the neighborhood could receive data about the problems in the neighborhood from the staff, then they could put together projects which would speak to those problems. The committee could definitely do more but at least two months would be needed before the need reports are due. Some difficulties were also expressed with the communication abilities of the PDC staff. They have felt they have improved a great deal, but they seem to be hired for their technical skills rather than for their communicating skills, and something should be done about this. In terms of their overall evaluation then, two people rated it as a 4 and one as a 6.

The date of this meeting was 10/12/77 at Neighborhood House. The questionnaire used started at 7:30 p.m. and lasted until 9:15 p.m. There is an attachment - 4 pages. Two questionnaires turned in.

This is a report on the action taken so far on the Corbett-Terwilliger-Lair Hill HCD and Neighborhood Need Requests to date (2-2-77). HCD requests are listed first, then Neighborhood Need requests. All are listed in the priorities set by the neighborhood.

1. Housing rehabilitation: Loans for both resident owners and absentee owners. 2

* OPD: allowed \$50,000 for an estimated 15 resident owned structures and for residential structures containing 5 or more dwelling units.

* Lack: No funds for rehabilitation of absentee owned single family residences, duplexes, triplexes, and 4 plexes.

- ~~2. Funds for Newsletter to keep citizens informed of HCD activities.~~ 1

An agreement was reached between PDC staff, OWA staff, and the Neighborhood newsletter that covers this problem.

- ~~3. Funds for the Neighborhood Cable Television Center for live broadcasting of Planning Committee meetings.~~ 1

1/2* OPD: \$4,700 to be taken in 2nd year (last year) HCD funding pending city approval.

4. Street Improvements: sixteen streets. 2

* OPD: 5 are to be undertaken with 2nd year funds. The other 11 are to be done with \$75,000. We were told that this amount would not do all 11 streets. When we asked how many streets would be done, we were told that they would improve streets until the \$75,000 was spent and then stop.

5. Funds for Neighborhood Cable Television Center: to construct a trunk line into the neighborhood permitting live broadcasts (any broadcasts) from the neighborhood. 1

* OPD: only answer was "requires city approval".

6. Bike Paths along the river from downtown to the Sellwood Bridge. And along Slavin Rd. 2

OPD: Referred to Bike Path Program. No answer from Bike Path Program. Both paths appear on the Arterial Streets Plan.

* On 2-1-77 city employees started constructing a bike path connecting 1st street at Grover with the Ross Island Bridge. The neighborhood has never requested or suggested a path in this location, and has never been consulted about it! It does appear on the Arterial streets plan. The study to re-design the Ross Island Bridge Ramps, has been approved by City Council, appears on the Arterial Streets Plan. and this bike path is right in the middle of the study!

7. Pedestrian Access between S. W. Kelly and S. W. Macadam under the Salem Freeway at Bancroft. 2

OPD: Would require maintenance agreements and easements etc. I believe all the land involved belongs to the State Hwy. Dept. so this request should have been referred to them.

8. Connect Viewpoint Terr., Slavin Rd., Barbur Blvd., and the Iowa Canyon as a pedestrian bicycle access. 2

OPD: Referred to Bike Path Program. The connection of Viewpoint, Slavin, and Barbur is on the Arterial Streets Plan bike system. To date no one has looked at connecting the Iowa Canyon with this path.

9. Street Tree Planting:

* OPD: \$3,000, turned over to the city tree planting program. PDC staff handled the neighborhood publicity for this program. They gave us request forms on Dec. 13 stating that all requests must be received by Dec. 27. This allowed us two weeks in the height of Christmas activity and fell between neighborhood newsletters. We told PDC that this time frame was not acceptable and that we would continue to submit requests through January, but we have not received any answer or confirmation from PDC or the city forester about our complaint. 3

10. Convert fill area between Slavin Rd. and the Salem freeway to a minimum maintenance park. 2

* OPD: Referred to Planning. Planning said it was being considered for a Park & Ride for the hospital (neighborhood had not heard of before and does not approve), and Planning referred it to HAP and to Parks. Parks replied that they have no funds for acquisition at this time (the city currently owns most of the land in question) but that they will consider it. HAP did not answer, and are probably wondering why it was sent to them.

11. Plant mature ~~skraw~~ trees on streets and private property:

* OPD: "The city must agree to the type, size, location, and source of funding." Does this answer our request? 1

12. Loan fund for installation of solar water heating devices: 1

PDC and Planning will investigate a demonstration project to adapt the home rehabilitation program to include solar energy and energy conservation techniques and improvements. Possible inclusion in 3rd year rehab. program.

13. Acquire vacant land between Sweeny and Pendleton, Viewpoint Terrace and the Salem Freeway, for a minimum maintenance park. 2

OPD: "A previous attempt at land acquisition from the same property owner with MCD funds failed in the 2nd year. This proposal is referred to the Bureau of Parks for consideration." We do not know if Parks answered this, because the letter from Parks referred to the parcels of land on the attached sketch, and the sketch was not attached.

* In fact, the purchase attempt did not entirely fail last year. We all agreed that the price was too high. This year's request is for a smaller area, leaving out the most expensive part of last year's request. The neighborhood's intent was to try again for a smaller land area and a lower price.

14. Pedestrian path along Custer to the waterfront. 2

OPD: required maintenance agreements and easements.

15. Landscape area between Hood St. and the Salem Freeway between Whiteaker and Lowell. 2

OPD: referred to State Hwy.

16. Upgrade sewer system in Corbett. 2

OPD: referred to sanitary engineers

17. Distribution undergrounding along Virginia between Carolina and Taylor's Ferry Rd. 2

OPD: unresolved issue between the city and utility companies.

Neighborhood Needs Requests (not MCD): First Priority items:

1. Street Closures: 2nd between Woods and Porter; 1st at Barbur; and 2nd at Arthur. 3

* No answer.

2. Pedestrian access across Barbur at Meade. 2
Will be studied after the new YMCA is in operation.

3. Redesign the Ross Island Bridge Ramps. 2
Study approved.

4. Redesign Hamilton Barbur intersection. 3
Will be part of Park & Ride and bus lane improvements.

5. Improve Macadam Ave. 2
State hwy. is considering with Mt. Hood freeway funds.

6. Improve intersection of Macadam, Taylor's Ferry, and Virginia, State Hwy. is considering as in #6. 2

7. Improve Sellwood Bridge access, Same as #5 and #6. 2

Middle Priority requests:

8. Sidewalks and bike paths on Barbur, Bike paths are out of arterial streets plan. Sidewalks are being considered as part of the express bus way. 3

9. Pedestrian access across Barbur at Rasmussen Village, Not considered practical or helpful; no solution. 2

10. Distribution undergrounding along Macadam, Part of Macadam improvements. 2

11. Light rail transit through Macadam corridor, It being studied by Tri-Met. 2

Lowest priority:

12. Clean up riverbanks, Parks has done all they can, the rest is privately owned. 2

13. Distribution undergrounding along 1st from Arthur to Pennoyer, No answer. 2

14. Land scape around Front and the Ross Island Bridge ramps, May be changed by study. Requires agreements between Parks and State Hwy. 2

15. Improve sewer system in Lair Hill, No answer. 2

* Indicates items that appeared on the HCD budget.

* Indicates items that have an unsatisfactory response.

Numbers in the right hand margin show how many years each item has been requested.



See Smith book Natural Neighbors.

EVALUATION OF CITIZEN PARTICIPATION

IN

HOUSING AND COMMUNITY DEVELOPMENT PROGRAM

At the outset of the Housing and Community Development (HCD) Program, two general citizen participation goals were established for the program by citizens and staff.

- GOAL 1: Assure interested citizens the opportunity to be involved in all steps of the HCD process.
- GOAL 2: In every neighborhood where the HCD Program is proposed or carried out, special efforts will be made to include citizens likely to be effected, particularly the low and moderate income citizens.

In order to assess how well these goals are being met, would you please answer the following questions. Your answers will help us to improve citizen participation.

*2 THURS DAYS BEFORE 1ST TUES.
(2 1/2 WKS USUALLY).*

1. INFORMATION

a. Has the distribution of HCD information been timely?

*Ignoring nh newsletter
deadline - Adequate? Info pretty good but not comm.
tree slips 12-15, due by 12-26. make it understandable. Where were
extended month Porcelli's, Nh Home.*

b. Did volunteers assist with distribution? *Play Comm. + the newsletter
do the distribution. Marketing on streets + trees by staff. Sh check in.*

Are there other groups in your area that we need to reach?

Frustrations, write do-any-good-Feelings.

Suggestions about ways to reach them _____

Info centers (kiosks) thru nh

Porcelli's Naff Foods, Ross Island grocery

2. REVIEWING GOALS & PROJECTS

a. Did you (your group) have an adequate opportunity to review programs and projects before decisions were made?

Updating + publicity ad, important.

2. get good chance to review 1st time around.

What happens to them from there is something of a mystery.

- 9 items. unsatisfactory.

Some since corrected.

Housing Rehab

lots of absentee owners, too.

inadequate wording of letters?

Street Improvements.

Good review

We spend to \$75K & stop.

Did follow priorities.

Did Fulton

Finish Thru.

Corbett parallels.

NCTR - initial answer too short.

bike path put in w/ checking w neighborhood.
notice lost in ~~mail~~ + no followup
shuffle.

Some projects got lost.

Staff sh try to give good review about realistic chances of project. Nh sh try to band together to stop projects, so follow logically. Overall direction for nh.

- - - - Explain probabilities.

Some symbolic - Distribute undergrounding only on major projects.

*middle-classification of reh
large visible, tangible bang of buck.*

*- maintaining the mix. (only 2 black families left).
- need tools for soc planning.*

*Why spend money on middle class?
Can we plan Soc Structure
links?*

2. REVIEWING GOALS & PROJECTS (Continued)

b. Please give an example of how the HCD review and decision-making process worked for you, whether it worked well or not.

Please use the other side of this page to answer.

3. STAFF SERVICES

a. Services provided by staff to HCD neighborhoods are listed below. Please rate the level of services received.

<u>Service</u>	<u>Level of Service</u>			
	<u>Poor</u>	<u>Adequate</u>	<u>Good</u>	<u>Excellent</u>
<i>Pres hearing + pres notices.</i> Meeting Notices	_____	_____	_____	_____
Minutes, Staff Reports	_____	_____	_____	_____
Newsletters	_____	_____	<u>X</u>	_____
Information about Housing Rehabilitation Loans <i>Make it sound easy. (blue one)</i>	_____	_____	_____	_____
Information about other Neighborhood Improvements	_____	_____	_____	_____
Media and Newspaper Publicity	<u>Nonexistent</u>	<u>Cover city-wide.</u>	_____	_____
Other (Please Specify) _____	_____	_____	_____	_____

*Should warn people about hassles
Don't hear in middle of year.*

"Come to HCD hearing" what's that. Should consult as language, timing, graphics.

b. What improvements in services do you suggest?
Advocate-buddy to intercede. Ordinary citizens sh write procedures. Cookbook only to people being own contractors.

c. Are there other services needed? Please list.
*Status reports quarterly for cable TV.
Status reports don't give contact, almost useless for reference.*

4. PROGRAMS & PROJECTS

a. Each year, neighborhood and community groups are asked to submit reports on neighborhood needs. Do you feel that your neighborhood has satisfactory assistance in completing

Didn't need to ask for it.

4. Programs & Projects (Continued)

these reports? Has the follow-through on your reports been: Excellent? _____ Good? _____ Adequate? X Poor? _____

Comments: See attachment.

b. Are there ways to improve the needs reports process? Please be specific. If bureaus wd help wd know how to

advocate in bureau. Start 2 months before due.
DOES MEET IN AUGUST.

c. Are citizens with low income participating in the neighborhood association? not the lowest, many are gone in program services? Some in neighborhood projects? _____ Suggestions for ways to increase

Had some active low Y tenants single, 25-30-35 yrs. activist.

participation of low income citizens: not the older ones, few exceptions. She's active in advocating sr service, not HCD, more resources to do outreach.

5. HEARINGS

Is the public hearing process operating satisfactorily? at no level, works pretty well, at city level cd you
Unsatisfactorily? _____ How could it be improved? _____

How do they set citywide priorities? Rationale for priorities & choices.

it up & not be missed. Valid criticism of joint hearing
also some results.

6. COMPLAINTS & CONFLICTS

a. Is the process for expressing complaints or resolving conflicts: Adequate? WHERE? Responsive? Do they? Timely? _____

Need better explanations. All accept idea of spread of around. Want to know why. Presentations cd be more organized. "What do you want?"

b. Do you have suggestions about ways to improve the process for resolving complaints and conflicts? Please use the other side of the page to record your ideas. Advocate. system

DISCRIMINATION

Do you know of anyone who was excluded from participation or denied the benefits of the program because of race, color, national origin, religion, sex, age, or physical disability?

3 No's.

8. OVERALL EVALUATION

Taking all your answers into account and using a scale from 1 to 10 (where 10 is the highest score), how adequate do you think the citizen participation in the Housing and Community Development has been? Circle one.

1 2 3 4 5 6 7 8 9 10

People need to know rules of the game.

Some analysis in systems terms.

Keep it simple.

Data about problems. Then cd put projects together. Committee cd do more, but 2 months or need reports needed.

Where should complaints go?

OPD not listed.

Seems to be changing, but sh to be explicit.

Were complaints going to right people.

Are there responses at all? Gap.

Policize
where
complaints
go?

Why sh have
complaint
number.

} Should have diffr criteria
for hiring at PDC.
Train in communication. }

Half renewal, half rehab
hired 2 types

HCD

EVALUATION OF CITIZEN PARTICIPATION

IN

HOUSING AND COMMUNITY DEVELOPMENT PROGRAM

Answers to Questionnaire from North

1. INFORMATION

The citizens believed that the distribution of HCD information has been timely in that it has been distributed every week. It was felt that the presentation of the material was effective, but that there probably are less expensive ways of doing the business district newsletter. The logo is very nice but it is felt to be a little fancy. Groups in the area do receive the notices, in the case of the street repaving, the notices have gone house to house and in the business district, the notices have gone to every door of every business.

2. REVIEWING GOALS & PROJECTS

The people felt that the group has had an opportunity to review goals and programs through weekly meetings of the business district. During the second year, some projects did get lost, and the scheduling has not always been clear. In the case of Cathedral Park, there were problems with funding, and it was very difficult to coordinate the work people. People assume when they don't see any action that possibly something happened to the money and meantime, building costs are going up.

3. STAFF SERVICES

In general, people felt that the meeting notices, the newsletters, the information about housing rehabilitation loans, and word of mouth have been good means of providing services. They felt that the minutes or staff reports had been adequate, and they also felt that it is hard to get a loan. One citizen knew that there had been 190 loans granted so far and that their demand is increasing. However, all felt that it takes too long to qualify people for loans. They felt that this process should be simplified and that the time should be less.

c. Are there other services needed? When people get turned down for a loan, they do not get referred to other programs or resources which are available to them. This is felt to be a very difficult problem in the process, and people feel let down, and resources which are available to help them do not reach them.

The citizens felt very strongly that the technical staff should attend the public meetings. When these knowledgeable people are available and can cover all the bureau activities involved in their project, then they are able to answer citizens questions and it doesn't take more than a single meeting to get things going. They specifically cited Tom Neeley from the Traffic Bureau as one who should attend the meetings, and really speed things along.

4. PROGRAMS AND PROJECTS

As far as the need reports go, results have been good. The people in the North area, particularly St. Johns which is who is represented tonight, "Can't complain". Another comment was "Even Linnton got some this time!". There have been some problems with setting priorities in advance of the meetings, and so on the need report forms, priorities have not been indicated. In order to improve the need report process, more time is needed. One citizen felt that he was called by the staff the day before the list was needed.

- c. Citizens with low income are participating in the neighborhood association to some extent. In the program services, the seniors are participating. When different streets have been proposed for improvements at the meetings, then different people come to the meetings. Once you can get them actively involved and they get help for their own street, then they will try to help others. The need for volunteers has been shown when this happens, and people see visible results, so they are willing to go on. This was felt to be human nature. North Portland citizens felt that they need better correlation with the social services.

The staff delivers HCD notices to program staff particularly in the social services around the neighborhood, but does not stop to explain what is in the notice. It is felt that if they would brief the staff members from time to time, that the relationship would be much better. Social service staff would be able to refer people to PDC, and PDC would have a better understanding of what the social staff is trying to do and would refer people to them. They are looking for referrals.

5. HEARINGS

The hearings process was felt to be operating satisfactorily. It has always been advertised and people have had no trouble finding their way there.

6. COMPLAINTS & CONFLICTS

- a. The process for expressing complaints is difficult to judge because people don't know what the complaints are. They felt they have no way of checking out on what is going on at the neighborhood level. In particular, they cited the individual who may be turned down on a loan and there is no follow up on them. They understand that confidentiality needs to be maintained, but the situation is such that if the citizen is turned down by a bank, they can always go to another. When they get turned down by PDC, where can they go?

After discussing the problem for a little while, the citizens decided that there is a need for information about categories of people who are turned down. They would like to know what percentage might be due to unregistered land contracts, and felt that in some cases perhaps the problem could be corrected. They feel the need to check back to be sure that something is not overlooked by the staff, but do not know how to cope with this.

6. COMPLAINTS & CONFLICTS (Continued)

When it comes to complaints about projects such as the complaints about Cathedral Park when it did not work out, they simply went directly to the political leaders in this city and were able to get some results. They felt that the problem really was because the staffperson who was working on this project did not know what he was doing, and as a result, some funds were lost. In sum, then they would say that the complaint process has at times been sub-zero.

7. DISCRIMINATION

On the question of discrimination, they did not know of anyone who had been excluded because of color or age or any other reason. (One or two people joked that they would like to discriminate the SOB's!).

8. OVERALL EVALUATION

Considering all of these questions and answers, one citizen gave the process a 6 rating, one gave an 8 rating, and three others gave it a 7. One person at the meeting did not express an opinion or fill out a questionnaire.

Just when the questionnaire was finished, people really got warm in discussing and some quotes have been noted and are paraphrased close to the original. "At first when I went to the meeting, I thought that people didn't know what they were doing. It was just a stab in the dark." Another person said that "it just takes organization". The original speaker said that he was proud of the process now. (He has been elected the head of one of the organizations participating.) "A lot of people said it would never go." They never thought they would get the participation out of the public. Others thought they would be able to get the participation if they could get visible results. St. Johns had been the end of the world. Some thought that the City Council "has it in for us". But in the end, "seeing is believing". This train of thought was interrupted and the meeting closed when the alarm in the inner office was tripped by a citizen who did not know the alarm had been set.

This meeting was held October 20, 1977, with six involved people participating.

EVALUATION OF CITIZEN PARTICIPATION

N. minutes.
6

IN

HOUSING AND COMMUNITY DEVELOPMENT PROGRAM

At the outset of the Housing and Community Development (HCD) Program, two general citizen participation goals were established for the program by citizens and staff.

- GOAL 1: Assure interested citizens the opportunity to be involved in all steps of the HCD process.
- GOAL 2: In every neighborhood where the HCD Program is proposed or carried out, special efforts will be made to include citizens likely to be affected, particularly the low and moderate income citizens.

In order to assess how well these goals are being met, would you please answer the following questions. Your answers will help us to improve citizen participation.

1. INFORMATION

Mimes wd be less expensive to fancy. St. John's better. back on it.

- a. Has the distribution of HCD information been timely?
every week Adequate? *effective, classy.* Where were the main distribution points? *hand-delivery St. John's Parish.*
- b. Did volunteers assist with distribution? _____
Are there other groups in your area that we need to reach?
they get the notices. Sheets home-to-home.
Suggestions about ways to reach them _____

2. REVIEWING GOALS & PROJECTS

- a. Did you (your group) have an adequate opportunity to review programs and projects before decisions were made?

Yes.
Weekly mtgs in business district
2nd year some projects got lost. Scheduling.
ONA/October 1, 1977

Cathedral Park - problems - w funding
hard to coordinate

People assume - wonder what happened
to money. Bldg costs go up.

Sh 6 emp staff at pub mtgs. -
to cover all bureaus involved.

Knowledgeable - know that sewers
are in before streets that
folks know.

When technicians are there, mtgs go better.
Neely

Kenon signed

Auggie wants to be
contact.

2. REVIEWING GOALS & PROJECTS (Continued)

b. Please give an example of how the HCD review and decision-making process worked for you, whether it worked well or not.

Please use the other side of this page to answer.

3. STAFF SERVICES

a. Services provided by staff to HCD neighborhoods are listed below. Please rate the level of services received.

<u>Service</u>	<u>Level of Service</u>			
	<u>Poor</u>	<u>Adequate</u>	<u>Good</u>	<u>Excellent</u>
Meeting Notices			X	
Minutes, Staff Reports		X		
Newsletters			X	
Information about Housing Rehabilitation Loans			X	
Information about other Neighborhood Improvements				
Media and Newspaper Publicity				
Other (Please Specify) _____				

hard to get loan.

word of mouth.

demand increasing.

190 loans.

is the key.

b. What improvements in services do you suggest? _____

take too long to qualify people for loans. Better liaison

c. Are there other services needed? Please list. _____

People turned down don't get referred to other resources.

4. PROGRAMS & PROJECTS

a. Each year, neighborhood and community groups are asked to submit reports on neighborhood needs. Do you feel that your neighborhood has satisfactory assistance in completing

*190
4500
190/4500 = .04
1900*

Small town, got to hang together.

Old part of town where people
try to help ea. other.

Still single family, but changing.

6a. Problem.

Don't know what complaints are, so no way
of checking up. at nh level.

Turn down on loans, no follow up
Never gets to people.

How maintain confidentiality?

If turned down by 1 bank, go to another.

But where can turn downs go

Need for info about categorie of turn down.

Unregistered land contracts.

Maybe some cases could correct.

Checkback to be sure something not overlooked.

4. Programs & Projects (Continued)

*Results good.
Can't complain.*

these reports? Has the follow-through on your reports been: Excellent? _____ Good? _____ Adequate? _____ Poor? _____

Comments: *Even hunter got some kids time.*

Objections to setting priorities.

b. Are there ways to improve the needs reports process? Please be specific. *Need more time. -Howard.*

*different streets
get 2 different folks
to meetings.*

Are citizens with low income participating in the neighborhood association? _____ *to some extent.* in program services? _____ *SRS ARE.* in neighborhood projects? _____

Suggestions for ways to increase participation of low income citizens: *If they would read St. John's review.*

*Need better coordination w/ social services.
Explain programs to staff better. Refer back.*

5. HEARINGS

Is the public hearing process operating satisfactorily? _____ Unsatisfactorily? _____ How could it be improved? _____

Always been advertised.

6. COMPLAINTS & CONFLICTS

a. Is the process for expressing complaints or resolving conflicts: Adequate? _____ Responsive? _____ Timely? _____
The loudest voice. Info on Cate Park didn't work out. FIBS didn't know what he was doing. best money. Reconstruct

b. Do you have suggestions about ways to improve the process for resolving complaints and conflicts? Please use the other side of the page to record your ideas.
at times responsive, at times sub-zero very.

7. DISCRIMINATION

Do you know of anyone who was excluded from participation or denied the benefits of the program because of race, color, *NO. (m) wise.* national origin, religion, sex, age, or physical disability? *No.* *No.* *SOBS*

8. OVERALL EVALUATION

Taking all your answers into account and using a scale from 1 to 10 (where 10 is the highest score), how adequate do you think the citizen participation in the Housing and Community Development has been? Circle one.

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

6 7 8

Once you get them involved & they get help they'll try to help others. Show need for volunteers. See visible results.

At first, thought they didn't know what they were
doing. Stab in the dark.

Takes oxygen.

Proud of it now.

lot of people who said it wd never go.
Never thought they'd get the partic
out of the public.

Others thought would it could
get results visible.

We were the end of the world.
The City Council has it in for us.
Seeing is believing.