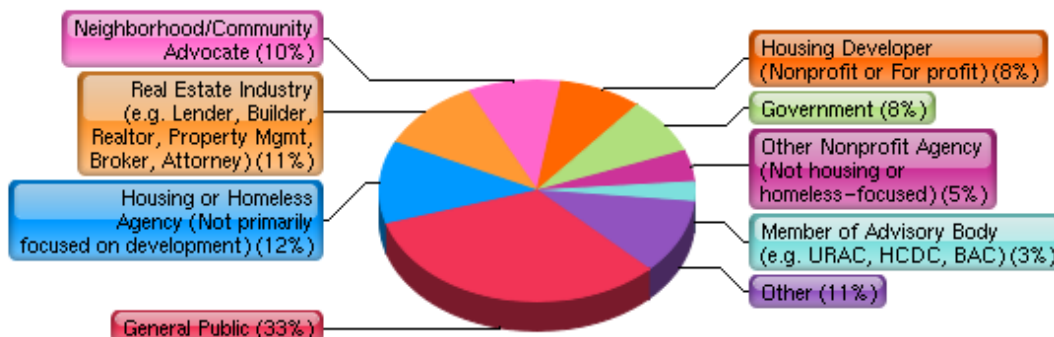


Response Summary Report

July 15, 2010

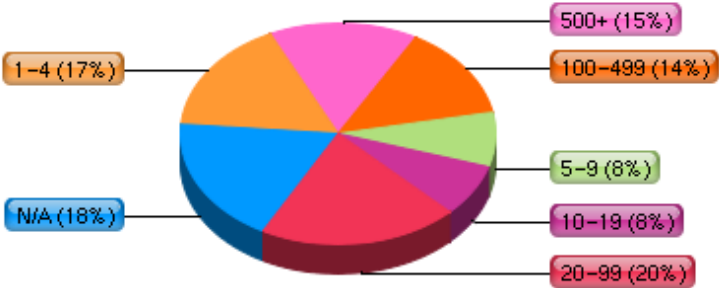
1. Please select the one category below that best describes your affiliation for the purpose of filling out this survey.



Item	Count	Percent %
General Public	135	32.61%
Housing or Homeless Agency (Not primarily focused on development)	50	12.08%
Real Estate Industry (e.g. Lender, Builder, Realtor, Property Mgmt, Broker, Attorney)	44	10.63%
Neighborhood/Community Advocate	40	9.66%
Housing Developer (Nonprofit or For profit)	35	8.45%
Government	34	8.21%
Other Nonprofit Agency (Not housing or homeless-focused)	19	4.59%
Member of Advisory Body (e.g. URAC, HCDC, BAC)	12	2.90%
Other	45	10.81%
Others: Other		
architect	6	1.45%
Housing Authority	2	0.48%
1.5 acre property owner	1	0.24%
affordable housing architect	1	0.24%
board member of non-profit low income housing developer and social service agency	1	0.24%
Both Housing Developer and homeless agency	1	0.24%
business	1	0.24%
Business owner	1	0.24%
c4 advocacy on predatory lending issues	1	0.24%
Citizen & Consulting Business owner	1	0.24%
client	1	0.24%
contractor and Portland YouthBuilders	1	0.24%
Contractor specializing in building edible gardens	1	0.24%
Contractor Supplier	1	0.24%

Item	Count	Percent %
Development Consultant	1	0.24%
Development Finance Consultant	1	0.24%
Director, policy and research institute	1	0.24%
Financial Institution	1	0.24%
former city employee, community activist for trails and good planning	1	0.24%
General Public and Architect	1	0.24%
homeless	1	0.24%
I am involved with the HS Redesign and among a few other groups I am on the Advisory Committee, Portland Coucil PTA, Neighborhood advocate and have just been homeless for two months. I have lived and worked in outer SE for 18 years and in my dark hours, public housing was a saddening disappointment.	1	0.24%
Land use consultant	1	0.24%
Lender	1	0.24%
Municipal agency	1	0.24%
Near Future Homebuyer	1	0.24%
Non Profit Organization for HomeOwnership Education	1	0.24%
non-profit agency: housing, homeless services, housing development, and array of social services	1	0.24%
NP Housing Trade Association	1	0.24%
Operator of housing with services programs	1	0.24%
Other	1	0.24%
Participant in the program	1	0.24%
Planner	1	0.24%
Property tax abatement program participant	1	0.24%
Public Health Gvt. Agency involved in substandard housing impacts on tenant's health	1	0.24%
retired City Housing Policy Manager; Retired PDC Housing Policy Manger	1	0.24%
Section 8 recipient	1	0.24%
service agency with housing development arm	1	0.24%
soon to be homeless 58 year old citizen out of work	1	0.24%

2. Size of organization (If applicable, please specify.)



Item	Count	Percent %
20-99	64	20.38%
N/A	58	18.47%
1-4	52	16.56%
500+	48	15.29%
100-499	43	13.69%
5-9	25	7.96%
10-19	24	7.64%

3. If responding on behalf of your organization or business, how would you describe it? (Check all that apply.)



Item	Count	Percent %
none of the above	211	76.17%
a mainstream organization that serves more than 50% people of color	39	14.08%
minority-owned	19	6.86%
a culturally specific service provider	14	5.05%

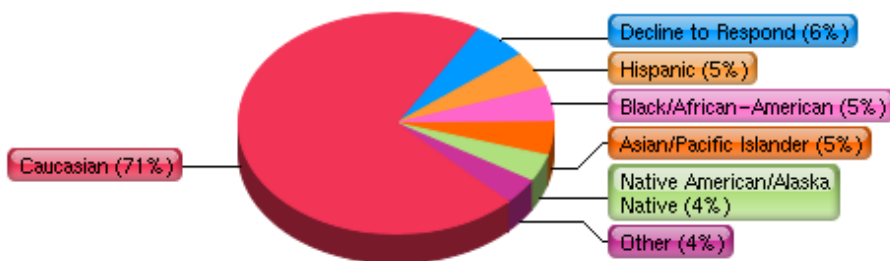
4. Zip code

Item	Count	Percent %
97232	30	7.73%
97209	27	6.96%
97204	24	6.19%
97205	23	5.93%
97206	21	5.41%
97217	20	5.15%
97201	19	4.90%
97211	17	4.38%
97214	17	4.38%
97213	14	3.61%
97219	14	3.61%
97266	14	3.61%
97212	13	3.35%
97202	11	2.84%
97210	11	2.84%
97220	10	2.58%
97236	9	2.32%
97215	8	2.06%
97218	8	2.06%
97203	6	1.55%
97230	6	1.55%
97239	6	1.55%
97227	5	1.29%
97221	4	1.03%
97225	4	1.03%
97015	3	0.77%
97216	3	0.77%
97030	2	0.52%
97034	2	0.52%
97045	2	0.52%
97124	2	0.52%
97222	2	0.52%
97224	2	0.52%
97229	2	0.52%
97233	2	0.52%
07217	1	0.26%
909	1	0.26%
9219	1	0.26%
92317	1	0.26%
92717	1	0.26%
97005	1	0.26%
97007	1	0.26%
97070	1	0.26%
97075	1	0.26%
97080	1	0.26%
97140	1	0.26%
97148	1	0.26%
97207	1	0.26%
97208	1	0.26%
97220-4541	1	0.26%
97223	1	0.26%
97225 & 97266	1	0.26%
97228	1	0.26%

Item	Count	Percent %
97267	1	0.26%
97268	1	0.26%
97301	1	0.26%
97338	1	0.26%
97367	1	0.26%
97402	1	0.26%
98666	1	0.26%

Average: 95,982.16

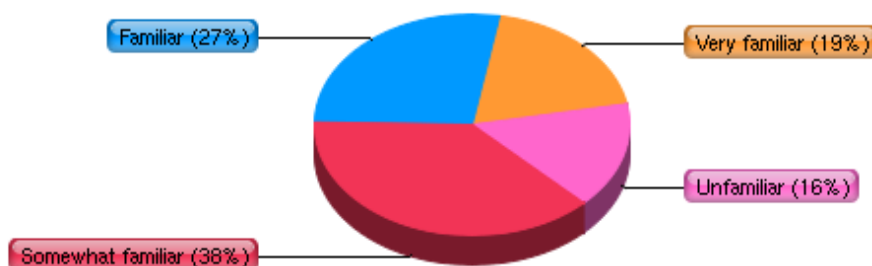
5. How do you describe your racial and ethnic background? (Select all that apply.)



Item	Count	Percent %
Caucasian	319	78.57%
Decline to Respond	26	6.40%
Hispanic	24	5.91%
Black/African-American	23	5.67%
Asian/Pacific Islander	22	5.42%
Native American/Alaska Native	18	4.43%
Other	17	4.23%
Others: Other		
bi-racial	2	0.49%
Human	2	0.49%
1/8 Blackfoot Indian	1	0.25%
A United States of America Citizen	1	0.25%
Eastern European, Middle Eastern	1	0.25%
Equal Opportunity Employer	1	0.25%
Euro-American ("caucasian" is a ridiculous label)	1	0.25%
Jewish	1	0.25%
Latino American	1	0.25%
mix	1	0.25%
mixed	1	0.25%
Multicultural	1	0.25%
White	1	0.25%

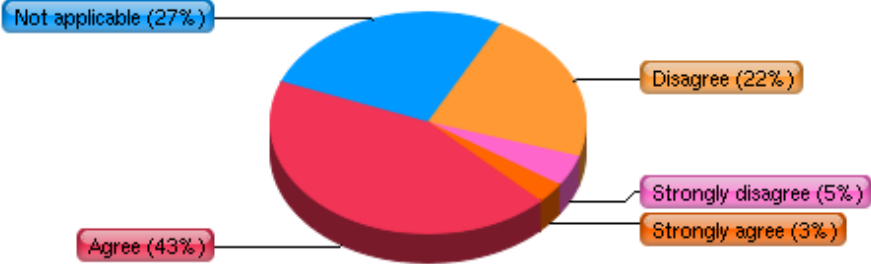
Item	Count	Percent %
White and middle aged!	1	0.25%
woman	1	0.25%

6. How familiar are you with the mission, work and staff of the Portland Housing Bureau (PHB)?



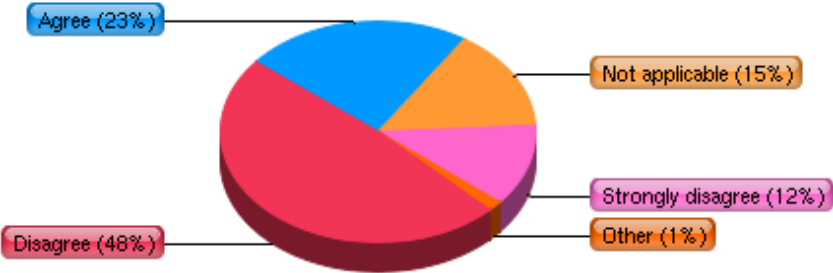
Item	Count	Percent %
Somewhat familiar	156	37.86%
Familiar	113	27.43%
Very familiar	79	19.17%
Unfamiliar	64	15.53%

7. I think that PHB is on the right track in terms of how it allocates its resources and sets its priorities.



Item	Count	Percent %
Agree	173	43.47%
Not applicable	106	26.63%
Disagree	89	22.36%
Strongly disagree	18	4.52%
Strongly agree	12	3.02%

8. I understand how PHB makes its key decisions.



Item	Count	Percent %
Disagree	195	48.39%
Agree	94	23.33%
Not applicable	60	14.89%
Strongly disagree	48	11.91%
Strongly agree	6	1.49%

9. I am comfortable that the public has enough input into PHB's key decisions.



Item	Count	Percent %
Disagree	161	40.25%
Agree	114	28.50%
Not applicable	81	20.25%
Strongly disagree	38	9.50%
Strongly agree	6	1.50%

10. What do you think about PHB's current programs and efforts to accomplish the following goals?

Table 1 of 2	Item	Unsuccessful - no real progress	Some success but still long way to go	Mostly successful	Very successful and effective
#0	End homelessness in Portland	18.7% 72	70.7% 273	8.8% 34	1.3% 5
#1	Develop more affordable rental housing	14.4% 55	61.3% 234	21.5% 82	2.6% 10
#2	Close the minority homeownership gap	21.7% 80	59.2% 218	16.3% 60	2.2% 8
#3	Help low-income homeowners remain in their homes	20.9% 75	58.4% 209	17.0% 61	3.4% 12
#4	Help communities of color achieve equity in Portland through housing	25.7% 94	51.1% 187	18.6% 68	4.1% 15
#5	Create livable communities by aligning housing with transportation and other neighborhood assets	11.9% 45	37.3% 141	37.0% 140	11.1% 42
#6	Preserve the current stock of affordable housing	16.7% 63	42.1% 159	33.1% 125	6.9% 26
#7	Manage and maintain existing housing projects and assets	8.3% 31	38.6% 144	42.6% 159	9.4% 35
#8	Average %	17.2%	52.4%	24.4%	5.1%

Table 2 of 2	Exceptional	Total
#0	0.5% 2	386
#1	0.3% 1	382
#2	0.5% 2	368
#3	0.3% 1	358
#4	0.5% 2	366
#5	2.6% 10	378
#6	1.3% 5	378
#7	1.1% 4	373
#8	0.9%	2,989.0

11. For the next few years, PHB has to set priorities. Looking at the housing needs and issues below, rank each of them by level of importance, with #1 being the lowest priority for funding and #9 being the highest.

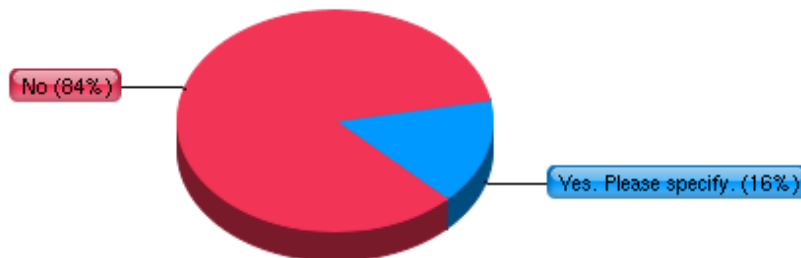
Value	1	2	3	4	5	6	7	8	9	Average Rank
Developing housing for workers like teachers and firefighters so they can continue to live in Portland	115	56	46	29	27	22	20	23	30	3.6
Ending Homelessness	55	41	49	25	27	32	26	37	74	5.1
Developing more affordable rental housing units	21	25	32	38	44	46	69	39	44	5.6
Planning for complete, livable neighborhoods with housing, transit, schools, parks, etc.	38	54	31	36	28	34	27	39	73	5.2
Helping low-income families buy their first home, especially families of color	37	63	59	46	34	36	42	27	24	4.4
Preserving existing affordable rental housing units	16	16	30	37	58	46	49	59	49	5.9
Maintaining the health and safety of Portland's housing	21	32	52	57	48	48	41	41	21	5.0
Preventing home foreclosures on seniors and low-income families	17	19	35	46	52	52	57	52	31	5.6
Providing temporary shelter to people and families who are homeless	14	34	18	40	53	57	52	60	33	5.7

12. With a staff of over 65 people, PHB plays many roles in the housing system. Tell us which of these roles will be most important over the next three years for PHB to be most effective in addressing the housing needs of Portland.

Table 1 of 2	Item	Unimportant	Somewhat important	Important	Very important
#0	Develop new funding to meet Portland's housing needs	3.7% 15	9.4% 38	24.0% 97	35.6% 144
#1	Coordinate housing planning with other sectors: transit, economic development, schools, health, etc.	2.4% 10	14.7% 60	28.9% 118	34.5% 141
#2	Improve the environmental sustainability and "green" aspect of Portland's housing stock	8.1% 33	26.7% 109	32.6% 133	22.1% 90
#3	Increase public input on how housing funding is spent	4.2% 17	29.7% 121	34.6% 141	17.6% 72
#4	Increase diversity of housing types and household incomes in neighborhoods	6.8% 28	18.8% 77	34.7% 142	24.9% 102
#5	Maintain a safety net for Portlanders who lose their homes or need help securing housing	2.2% 9	13.9% 57	30.1% 123	29.1% 119
#6	Educate the public about housing issues in Portland	6.9% 28	25.0% 102	35.5% 145	18.9% 77
#7	Prevent unlawful housing discrimination	5.4% 22	13.0% 53	27.5% 112	32.1% 131
#8	Measure and report on the housing needs in Portland	3.9% 16	19.9% 81	41.4% 169	24.0% 98
#9	Finance the development of new affordable housing projects	6.1% 25	13.7% 56	25.6% 105	30.0% 123
#10	Plan to meet Portland's long-term housing needs so we can grow smartly	1.5% 6	11.5% 47	29.0% 118	35.9% 146
#11	Lobby at the State and Federal levels for legislative and policy changes that help meet Portland's housing needs	5.0% 20	11.4% 46	28.5% 115	35.2% 142
#12	Improve PHB's customer service performance as a lender and funder of housing activities	5.2% 21	20.0% 81	35.9% 145	25.2% 102
#13	Average %	4.7%	17.5%	31.4%	28.1%

Table 2 of 2	Top priority	Total
#0	27.4% 111	405
#1	19.6% 80	409
#2	10.5% 43	408
#3	14.0% 57	408
#4	14.7% 60	409
#5	24.7% 101	409
#6	13.7% 56	408
#7	22.1% 90	408
#8	10.8% 44	408
#9	24.6% 101	410
#10	22.1% 90	407
#11	19.9% 80	403
#12	13.6% 55	404
#13	18.3%	5,296.0

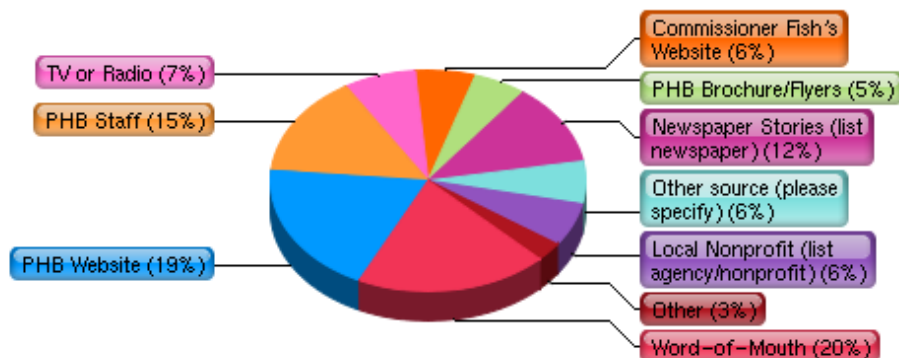
13. Are there any other programs/services/activities currently performed by PHB, which should no longer be focused on?



Item	Count	Percent %
No	261	84.47%
Yes. Please specify.	48	15.36%
Others: Yes. Please specify.		
30% MFI/PSH program is still ill defined.	1	0.32%
accountability of the programs PHB currently have.	1	0.32%
Act as a lender	1	0.32%
Affordable housing set-asides in specific neighborhoods. These should be city-wide.	1	0.32%
Anything unnecessary.	1	0.32%
Assisting with mortgages	1	0.32%
Better coordination with county on their service funding for PSH services. This means that funding to service providers should be linked with their performance on serving tenants in PSH projects	1	0.32%
Better outreach for programs	1	0.32%
change focus on minority housing to low income housing	1	0.32%
Community Organizers to help identify areas of need	1	0.32%
Discrimination against low-income white adults	1	0.32%
don't know	1	0.32%
Don't know.	1	0.32%
Don't you have a Lobbyist for the City?	1	0.32%
eliminate the lending program	1	0.32%
Examine strengths in delivery of homeownership programs and where outsourcing would be most efficient.	1	0.32%
Explore walk able SW neighborhoods plans	1	0.32%
Fair Housing issues should be referred to Fair Housing Council of Oregon	1	0.32%
Funding housing for which the primary desired outcome is the economic impact on the neighborhood.	1	0.32%
homebuyer assistance	1	0.32%
homeless shelters	1	0.32%
Homelessness is not fundamentally a housing problem. Stop wasting money treating a symptom.	1	0.32%
homeownership direct financing. South Market TIF	1	0.32%
Homeownership, developing workforce housing, evaluate Housing Connections and Rent Well to determine if cost-effective	1	0.32%

Item	Count	Percent %
Housing alone will not solve the problem, needs to be integrated with appropriate services	1	0.32%
Housing for those involved in the criminal justice system and those with mental health issues	1	0.32%
I disagree with the new programs for home maintenance in NE Portland	1	0.32%
I don't feel like I know enough about everything PHB does and what other orgs do similar work. If priorities are to be set, I'd rather see PHB focus on providing housing and someone else support families to get into that housing and to advocate/educate.	1	0.32%
I have no idea.	1	0.32%
Increase resources to direct service & reduce bureaucracy. Outsource single-family programs.	1	0.32%
Increasing diversity - can be perceived as reverse racism and is discriminatory in nature	1	0.32%
less focus on home ownership and more on rentals	1	0.32%
Lose the white-based filter that pretends to be inclusive while failing to take into account class as a fundamental element in understanding housing needs. Too many so-called people of color have adopted this defective filter and think "white" as a result. Class, not race, is the key issue - and the needs of poor and minorities must be understood thru that filter.	1	0.32%
Measure and report annually on the outcomes of PHB.	1	0.32%
Minority homeownership is over-emphasized, those pop. need income improvement first so they can make payments	1	0.32%
More housing grant funding, fewer loans	1	0.32%
Most of this is not a responsibility of the city's taxpayers, you will never cure some of these issues - the more you provide the more who will move into the jurisdiction to use them. Meanwhile roads, public facilities and schools deteriorate.	1	0.32%
overly expensive new housing	1	0.32%
Providing housing for people for non-English speaking people.	1	0.32%
remodel existing units instead of complete re-build	1	0.32%
Sect. 8 Rentals - Allows landlord to become slum lords	1	0.32%
Stop cash flow dependent debt structures and fast systems to grandfather to complete forbearance until refinance	1	0.32%
the "plan to end homelessness" is poorly conceived and has increased the # of homeless in the area. Watch the news! A majority of the homeless interviewed are here because they heard about "Portland's plan to end homelessness." It's ill-concieved and I feel it is taking money from other things. Funding for this has gotten out of hand.	1	0.32%
the end homelessness program	1	0.32%
to much emphasis on ending homelessness.	1	0.32%
Too much focus on homelessness...never ending story...focus on those that want help and work for living. Focus on finding help/institutional housing for mentally ill on street.	1	0.32%
unsure of current programs/services/activities	1	0.32%
Work to maintain and improve livability	1	0.32%

14. Where do you get most of your information about PHB and its housing programs? (Check all that apply.)



Item	Count	Percent %
Word-of-Mouth	149	40.05%
PHB Website	146	39.25%
PHB Staff	112	30.11%
TV or Radio	56	15.05%
Commissioner Fish's Website	47	12.63%
PHB Brochure/Flyers	41	11.02%
Newspaper Stories (list newspaper)	90	24.25%
Other source (please specify)	47	12.68%
Local Nonprofit (list agency/nonprofit)	48	12.96%
Social Media e.g. Facebook, Twitter, Blog (list type)	9	2.43%
Ethnic News Outlet (list media outlet)	6	1.62%
Other Website (list website)	6	1.62%
Others: Newspaper Stories (list newspaper)		
oregonian	38	10.22%
Street Roots	6	1.61%
The Oregonian	4	1.08%
Oregonian, Willamette Week	3	0.81%
DJC	2	0.54%
oregonian, tribune	2	0.54%
Oregonian, Tribune, WW	2	0.54%
Tribune	2	0.54%
all the local papers	1	0.27%
boregonian; tribune	1	0.27%
Business Journal	1	0.27%
Mercury, the Tribune, Willamette Week, the O, mostly online.	1	0.27%
most of them	1	0.27%
Oregonian and Street Roots	1	0.27%
Oregonian, Examiners, WW...	1	0.27%
Oregonian, Mercury, Willamette Week, Tribune, Portland Alliance.	1	0.27%
Oregonian, NYT, on-line sites...	1	0.27%
Oregonian, Portland Tribune	1	0.27%
oregonian, street roots	1	0.27%
Oregonian, tibune, WW	1	0.27%

Item	Count	Percent %
Oregonian, Tribune, etc.	1	0.27%
Oregonian, Tribune, other	1	0.27%
Oregonian, Tribune, Will. Week	1	0.27%
Oregonian, Willamette Week, Portland Tribune	1	0.27%
Oregonian, Willy Week, Tribune	1	0.27%
Oregonian, WW, Portland Trubune	1	0.27%
Oregonian, WW,,Trib	1	0.27%
Oregonian/Tribune	1	0.27%
Oreigonian	1	0.27%
Oreogonian	1	0.27%
Portland Tribune	1	0.27%
Portland Tribune, Oregonian	1	0.27%
Street Roots and Oregonian	1	0.27%
Street Roots, The Portland Alliance	1	0.27%
willamette week, blue oregon, oregonian	1	0.27%
Willamette Week, Oregonian, Street Roots	1	0.27%
Willamette Week. Portland Mercury. Oregonian.	1	0.27%
WW, Mecury, Tribune, Big O	1	0.27%
WW, Oregonian, PDX Mercury	1	0.27%
Others: Other source (please specify)		
email	5	1.34%
10 Year Plan activities (STRA, CCEH meetings, etc)	1	0.27%
Any city updates	1	0.27%
attending public hearings	1	0.27%
CCEH monthly meetings	1	0.27%
City Club of Portland	1	0.27%
City's Daily Update	1	0.27%
Civic groups and associates in housing	1	0.27%
co-workers	1	0.27%
contact with PHB staff	1	0.27%
Contracts with PHB	1	0.27%
Developers	1	0.27%
email list	1	0.27%
emails	1	0.27%
emails from staff of CCEH	1	0.27%
emails to City employees	1	0.27%
EPAP	1	0.27%
Haven't been paying as much attention to this as in the past	1	0.27%
I am a member of Interstate UR	1	0.27%
I don't get any information about PHB	1	0.27%
I know nothing about PHB	1	0.27%
I've attended a few meetings on ending homelessness and city commissioner meetings	1	0.27%
I've never heard of it before the email	1	0.27%
Internet news resources and blogs!	1	0.27%
Internet notices from PDC, Sam Adams, Nick Fish	1	0.27%
JOIN	1	0.27%
lack of information primarily the issue in the community	1	0.27%
League of Women Voters	1	0.27%
living in Portland, trying to help friends	1	0.27%
Mayor Adams, city e-mails	1	0.27%
Meetings with Staff	1	0.27%
my clients	1	0.27%
Neighborhood Association/ reading	1	0.27%
Nick Fish's Office	1	0.27%

Item	Count	Percent %
None	1	0.27%
Others in industry	1	0.27%
Out side Inn	1	0.27%
Portland's Coordinating Committee to End Homelessness	1	0.27%
SEIU 503	1	0.27%
some classes for our industry	1	0.27%
this email to fill out survey	1	0.27%
Walking around downtown	1	0.27%
Willamette Week	1	0.27%
Others: Local Nonprofit (list agency/nonprofit)		
Oregon Opportunity Network	4	1.08%
League of Women Voters	2	0.54%
OON	2	0.54%
Sisters Of The Road	2	0.54%
a variety of them	1	0.27%
Cascadia Behavioral Health Care	1	0.27%
Cascadia BHC	1	0.27%
Cascadia Housing	1	0.27%
CCC, HSI, Impact NW, etc.	1	0.27%
Center for community Change	1	0.27%
Central City Concern	1	0.27%
CLF	1	0.27%
DNA	1	0.27%
Elders in Action	1	0.27%
Housing Development Center	1	0.27%
Human Solutions	1	0.27%
Human Solutions, EPNO	1	0.27%
Human Solutions, Inc.	1	0.27%
League of Women Voters of Portland	1	0.27%
lwv	1	0.27%
NAMI Mul;tnomah	1	0.27%
NAYA	1	0.27%
NAYA Proud Ground	1	0.27%
Neighborhood Partnerships, 211 info Housing Connections	1	0.27%
numerous	1	0.27%
NW Portland Ministries	1	0.27%
NWPP	1	0.27%
Oregon On	1	0.27%
Oreon ON	1	0.27%
PDC	1	0.27%
Portland Homeless Family Solutions	1	0.27%
ROSE CDC	1	0.27%
ROSE CDC & Reach & several Neighborhood Associations	1	0.27%
salvation army	1	0.27%
sister's of the road	1	0.27%
Street Roots, NWPP	1	0.27%
SWNI	1	0.27%
The Salvation Army	1	0.27%
TPI, Salvation Army	1	0.27%
Transition Housing	1	0.27%
Volunteers of America. Housing Development Center	1	0.27%
Work with PDC over the past 10 years	1	0.27%
Others: Social Media e.g. Facebook, Twitter, Blog (list type)		
Facebook	3	0.81%

Item	Count	Percent %
Facebook, Twitter	2	0.54%
twitter	2	0.54%
linked articles on twitter or retweeted posts, but not frequently	1	0.27%
twitter, facebook	1	0.27%
Others: Ethnic News Outlet (list media outlet)		
Asian Reporter	2	0.54%
"Ethnic" News Outlet, is that like the BBC?	1	0.27%
Portland Observer, Skanner	1	0.27%
Scanner	1	0.27%
Skanner	1	0.27%
Others: Other Website (list website)		
housingconnections.org	1	0.27%
http://www.rhagp.org/	1	0.27%
Oregon Live	1	0.27%
PDC NEWSLETTERS VIA E-MAIL	1	0.27%
rickemerson.com	1	0.27%
too many to list-online news	1	0.27%

Appendix 2: Which un-met housing needs in Portland should PHB address as its top priorities (up to 3)?

Open Text Responses:
homelessness
homelessness
homelessness
homelessness
Affordable rental housing
Affordable rental housing
Affordable housing
low income housing
Rental 0-30% MFI with services
Rental 30-50%
Rental 50-60%
Homelessness
Families, seniors and minorities losing their homes.
More diversity in high income areas, more mixed housing, parks.
lack of affordable housing and the substandard cleanliness and safety of some of the existing units
I would put indigent seniors and families with children way, way ahead of single, able-bodied persons, no matter the color.
I would NOT, repeat, NOT provide housing for non-citizens.
Homeless / needy / addicted / mentally ill people on Portland city streets.
Housing for the working poor
Preservation of affordable units
Housing for seniors on low, fixed incomes
1) Ending Homelessness
2) Expanding transitional space for newly homeless
3) Helping seniors and low income people stay in their homes
Racial equity in home ownership and access to affordable rental units.
1. Transitional Housing (while looking)
2. Identifying high risk families through 501c-3's before homelessness and develop a plan- will need more funding for this.
3. More caseworkers in schools and in non-profits (working together)
This whole survey is so slanted towards your preset goals as to be worthless.
Affordable rental property
Increase number of landlords who accept section 8
Ending homelessness.
Lowering rents or rent control
Affordable, decent housing
working with other agencies to assist on homelessness issue

Open Text Responses:

Housing for homeless

low income housing

local sec. 8 program (like San Francisco)

strengthening transitional housing programs so that they can be successful, affordable rental housing units for low income people who live on/just below the poverty line and can't get into low income housing b/c of caps on income requirements
-reversing the affects of gentification on low-income/people of color in N/NE Portland by establishing affordable housing stock in inner N/NE Portland and "resettling" residents who have been forced to outer east neighborhoods back in their "traditional" neighborhoods.

Increasing the stock of affordable housing.

Ending homelessness

Increasing funding for housing

Public housing should not be recognizable from the curb. Housing developments that are overly large or poorly maintained/cheaply built may save money short term and allow more housing to be built but they do little to address the issue of poverty.

Foreclosure consulting

Senior housing needs

*Accessible family housing for people w/ disabilities

*Affordable/accessible senior housing

*More temp housing for the homeless

Housing for victims of domestic violence

Reverse the decline in affordable housing within Mult. County

Take law off the books that makes camping in one's own backyard illegal

Housing close or in downtown currently only serves very wealthy or very poor. Would be great to have housing available for working people close to city core.

1. Portland Housing Bureau needs to position itself as the bureau that deals with a range of housing needs of people of a variety of incomes to prevent the marginalization of the low income. We need to build common ground.

2. Decommodify housing (a very long-range goal); build support for social housing.

Low income housing

no income, transitional housing

affordable housing for working families in downtown Portland, matched with a economic development strategy

Low/Mod income housing

Rent assistance/subsidy

Support for Homeless families

Households below 30% MFI.

Increase operating support to nonprofit housing developers, especially to cover resident services and asset management costs. Increase investment in East Portland.

affordable housing for workers and families of workers.

Reduce homelessness

--Under employed families, off welfare but not able to afford housing.

-- Older citizens caught in the higher rental price squeeze

-- Street people living in the "bushes" around town

Homeless emerging to independent living is underserved. Assistance in breaking down barriers and assisting with rental assistance.

home ownership

focus some resources on shelters - not homeless needs are for permanant housing - ie DV shelters, transitional hsg for felons, foster children, trafficking victims.

1. Ending homelessness

2. Constructing housing for low income

Low income rental housing

Ending homelessness

Coordinate housing with transit, etc.

encourage infill and mixed-use development

strongly discourage new greenfield development

increase housing supply adjacent to MAX & Streetcar lines

Affordable housing

Shelter/transitional living

Rent subsidy

Open Text Responses:

More affordable housing in East Portland

Housing for mentally ill who are now on the streets.

Enough low-income housing (not just "affordable" housing)

*Create new funding strategies

*Work strategically with the County to jointly fund housing for Mentally Ill/Addicted

*Encourage Nonprofit developers to work jointly on projects to address the broadest continuum of housing types

Solve Homelessness

Preserve/Grow Affordable Housing

homeless/low income

Low income housing for purchase

SROs

Low income rental units

1. Emergency shelter 2. Permanent housing for the currently homeless 3. Help with rental assistance

increase low income housing, sustain low income housing that exists, make the housing liveable and safe

Dignified housing for families, couples and youths with pets

Homelessness

Low income housing for everyone (not just seniors and other "special interest" groups)

Paving gravel or damaged roads, sidewalks in neighborhoods

Affordable housing for working-class people, especially those with children.

lowering costs to building affordable housing - REDUCE FEES!

New college graduates with advanced degrees. People who have trade degrees or certifications, people who have houses but have lost their jobs.

work on infrastructure

SECTION 8 HOUSING OR HOUSING FOR LOWER INCOME FAMILIES.

Preserving housing stock and supporting housing for which teachers, fire fighters and police can qualify

Development of new affordable housing and transit-oriented development

1. As energy prices rise, much of the housing in the lower end of the housing market (low-income neighborhoods, mostly) will become less and less affordable. Major energy efficiency investments are needed.

2. As fuel prices rise and fuel becomes scarce, many people, especially low-income families, will need to be able to live near where they work. Some system to facilitate some local migration could become important.

3. In order to thrive, neighborhoods need local services (businesses, preferably locally owned) as well as housing. There should be highly focused efforts to catalyze such businesses in affordable neighborhoods.

Programs that allow for lower income professions to afford decent housing (similar to the teacher/first home buyer program).

The emphasis on mixed-income rental units should be maintained in the way it has been up to now. More homes should be purchased and then turned into permanent affordable housing, sprinkled throughout Portland's neighborhoods. Long-term transportation, land-use, public health, and employment should be part of the integrated approach to affordable housing.

If PHB wants to seriously change housing/the way Portland lives, the reality of "poverty line" classification and what assistance is available to who should be first priority. It's ridiculous to think anyone can raise a family with minimum wage parents in today's economy and housing expenses are probably the largest single expense faced by any family, with the possible exception of higher education. Low interest long term loans for people who might have shaky credit, but are showing improvement and options for community service that can be applied to housing credit would be helpful.

Housing to homeless veterans and their families

Helping low income people, not matter what color, to get decent affordable housing. Helping them avoid foreclosure if they already have housing.

Be more mindful of how increasing the urban density for housing in neighborhoods. Better oversee the developers who don't construct new high density structures in neighborhoods, something's dreadfully wrong w/ the present system.

End Homelessness

Create truly affordable housing

integrate housing with transportation

1. housing first-especially for families-NOT shelters

2. affordable rental housing creation

3. keep low-income housing promises in new developments, such as the new south waterfront area

1. Decent and quality housing for the working poor

2. Engaging and enabling the poor to develop tools to rise out of poverty rather than stay on assistance.

Open Text Responses:

you should be doing 2 thing. Help provide housing for those who have no homes. simple, low cost housing to provide a roof that is clean and safe at a cost that does not drive up the price of family homes for the rest of us. Keeping a family in home a home they own is good, but only if they are able to maintain the house. Some people are better off as renters.

you should be creating neighborhood in all parts of the city that welcome homes of all sizes and in all price ranges. No neighborhood should have more than 15% low or no income housing. all neighborhoods should have 10% to 15% affordable housing including some of the low or no income housing. New zoning is the key but it will be hard because of NYMBY

re-examine high density zoning (RH) in certain areas of the city that are too expensive to develop now--ie between Interstate Ave and I-5 freeway in North Portland --down zone to RI

Housing needs of the mentally challenged and/or mentally ill

Outrageous water bill increase

Quit putting multi-family facilities -- like apartments and condos -- in the middle of single family facility neighborhoods.

Require all new facilities have adequate parking -- driveways, street. To many new structures do not allow for parking causing residences to park in bike lanes!

Supportative housing for people w/ mental illness

Group Homes for people with mental illness

Support housing for special needs minority communities who are at risk of displacement through gentrification or economic hardship.

Housing for low income families that increases education and stabilization opportunities for children.

Preservation of Sect 8 contracts

rental housing affordable to 0-30% AMI

rental housing for very low-income HHs in mixed income neighborhoods

As a temporary measure, regulated camping for the homeless needs to be permitted on the property of willing churches and other organizations in the city. Well supervised public camping areas should also be considered.

Figure out how to bring economic development to low income communities without forcing the low income people out of the communities

Home ownership for middle income buyers that are saddled by student loans and paying for their parents and kids.

Help improve homeownership opportunities in neighborhoods that are affordable- east Portland, etc.

Offer home improvement loans that people can afford

affordable housing for very low income people

financing for 1st time buyers

help renters to stay up tto date with rent.

homelessness

minority homeownership

rental for very low income

Some of Portland's rental housing stock continues to be unhealthy, which creates instability for families that have to move often when they rent month-to-month and get sick. If we had a fully funded mandatory inspection program we would have a better understanding of the quality of our rental housing. This would allow us to improve rental housing so that it was not just affordable, but healthy. Portland also needs to be involved in the state's no cause eviction law. This often provides a discriminatory action by landlords on tenants when they seek an inspection to improve their rental unit, but then are evicted.

Stabilized rental housing with reduced cost burden for very low income households.

Foreclosure prevention for seniors, low-income.

Homeless prevention - rent assistance, safety net, counseling, coordination with County

not sure the breadth of financial assistance that PHB provides to private developers, but that could help create housing opportunities.

Create fixed rent opportunities as a social safety net for those less fortunate.

Focus on blending housing markets - especially putting less focus on Old Town.

Homelessness, affordable housing.

Preserving the 30% set aside in TIF areas.

-End homelessness

-Lobby Feds and work on finding other funding resources

-Develop/maintain sustainable housing pool

Homelessness

Ancillary Services to Housing

1. Affordable housing for families with children.

2. Finding ways to preserve existing housing stock. Use rehab wisely to "recycle" homes.

3. Senior housing.

Open Text Responses:

(1) Work with Multnomah County to develop housing for homeless families as well as singles;
 (2) Develop housing for under served homeless populations---especially single women and couples without children;
 (3) Develop opportunities for providing housing to Portland residents with incomes under 30% MFI

Maintain what currently exists
 Work with landlords to make sure all housing is safe, secure, accessible and affordable
 Victims of domestic violence
 Families
 Women (who will not live on the streets, thus don't meet definition of homeless)
 Increasing the supply of affordable housing. Preserving existing affordable housing. Ending homelessness for families and children.
 Housing for people at 30% of area median income or below; more permanent supportive housing for people with disabilities;
 more accessible housing for people with disabilities that is affordable and close to transportation; there is an unmet need for family-sized accessible housing for families with a disabled member.
 creating housing for families with wheelchair users across a distribution of neighborhoods and price points
 Affordable Rental housing units within the Portland metro area (not low-income housing)
 East Multnomah County needs more safe, clean, affordable housing
 provide temporary housing to many people who wander the streets of downtown Portland-especially the under 20 kids who have been thrown away
 Rental Assistance
 Large family units, mixed income to help support the properties, PSH only if there are funds to support it
 increase funding for homeless families and teens; homelessness prevention
 More section 8 housing
 Affordable housing in South Waterfont Park
 More affordable housing in the Pearl
 people with criminal backgrounds do not have a place to live even though they have been rehabilitated
 Don't know.
 Finding ways to make current housing stock affordable. At this point we can not afford to build our way out of the problem.
 making the housing distribution of residents equitable so residents can decide where they want to live as oppose to HAP assigning your housing location.
 Trying to locate more units in non-downtown areas so as to share the burden and visibility across the city.
 co-housing in small clusters
 smaller apts, homes to house more people and create sustainable space
 advocate for housing when promised (ex: So Waterfront)
 minority home ownership
 Build housing for low and very low income individuals and families near high performing schools (like Alameda) in neighborhoods that already have strongly established economic bases that support vibrant shopping districts with amenities that housing clients can walk or bike to.
 Access to affordable housing by minority community.
 Supported housing for people with mental illness
 assistance with first and last and deposit to help people get into housing
 affordable rental housing
 closing minority home ownership gap
 maintaining and preserving existing affordable housing
 Preservation of affordable properties
 Improvement of housing options in east Portland
 Increase short term rental assistance to prevent homelessness
 Problems faced with rising bed bug infestations. Finding healthy ways to manage these pests without (or with very few) harmful chemicals.
 Creation and preservation of affordable housing large enough for families (i.e. 3 bedroom units and larger)

Open Text Responses:

1. Continue efforts to adequately house no/low income singles, couples and families who are homeless (chronic or acute) or at risk of homelessness. In addition to a focus on permanent housing, keep some amount of transitional housing options.
 2. Continue efforts to maintain/develop affordable housing within Portland, with mixed-use, mixed-income projects in a diversity of neighborhoods. (Be careful not to displace due to over-gentrification, or conversely to ghettoize areas.)
 3. High-density, smart and green development, near public transportation and pocket parks or community gardens. Green development of mini-communities linked by public transportation (utopia!?), within the context of the Urban Growth Boundary, can assist preservation of our greater metro area.
- Focus on housing for very low income - below 30 percent.
Keep working on housing the homeless.
- First time home buyer education
Affordable rentals
Services to prevent homeless
Foreclosure Prevention
affordable housing
public education
neighborhood diversity
Preserve Affordable Housing
Create more affordable Housing
End Homelessness
- Address the racial disparity between African Americans experiencing homelessness vs. the total # of African Americans in Portland
- Assess distribution of low income housing and lessen concentration in certain neighborhoods.
- Rehab affordable housing that currently exist.
Foreclosure prevention and helping families deal with unrelenting lenders and banks.
More affordable housing for renters.
maintaining the existing housing stock
- 1) Go to various communities and listen to the peoples input.
 - 2) Don't just take notes to impress the audience and set that info on the shelf when done.
- Homeless population is teh highest it has ever been. yars ago people were homeless by choice, this is no longer the situation and teh number of homeless families are increasing on a daily basis
- Housing for those with developmental disabilities which is not isolating, but integrative and supportive
- Closing the minority homeownership gap.
Transit-oriented housing to grow smartly.
Incent affordable homeownership development to have mixed housing stock & non-gentrified neighborhoods.
Reinstating the budget for the monitoring of code and nuisance violations. The cutting of this budget undermines the citizen's ability to maintain livability in their neighborhoods.
temporary shelter (like Julia West House) with homelike services
shelter for cold/hot days
- Closing the minority home ownership gap
Preserve and improve existing affordable rental housing stock
- Help create additional affordable rental units
Evaluate performance and sustainability of current portfolio implementing industry best practice protocols.
- Create systems to enhance performance of portfolio and reinvest operational cash to capital improvements.
- Create more diverse types of gap funding for developments in key metro regions that have less backend payment obligations
Providing more development opportunities.
Provide more resources for houseless single females.
- Provide affordable housing in all neighborhoods of portland. It is imperative for the viability of neighborhoods that all areas of portland have mixed income and low income housing. Move beyond the urban renewal box.
- Affordable home ownership.

Open Text Responses:

Eductating the people you want to serve by teaching them life skills to help them maintain themselves and not rely on an endless funding system to bail them out all the time. Yes, getting them housed quickly is a priority, but all the time and money spent on that will do no good if they aren't able to make choices that will help them be good citizens and contributors to society.

Meeting the need of folks from 0% - 50% of AMI

Assuring the continued strength of past investments in housing, programs and the agencies delivering those units and programs

1. Housing to address homeless families; from temporary to permanent.
2. Development of affordable housing and business along transit lines; esp. for seniors and people with disabilities.
3. Loans for low-income homeowners

creating homeownership and rental opportunities for the working lower middle to low income people in the city. These people do not qualify for your typical benefits and most of them work two or three jobs to stay a float but are left out of receiving services because they make too much.

Make certain services - social, mental health, employment and other services are available.

Reduce red tape and expense involved in development of new housing.

Assure that affordable housing actually gets built as part of most, if not all, larger developments

Homelessness, affordable rental housing, emergency housing

assistance to low-income individuals for home ownership

Figure out why there appear to be/are more homeless in downtown Portland than in downtown Chicago or Philadelphia or Minneapolis (3 cities I have recently visited).

not sure

Not enough flexible funding available to serve homeless families.

There is a gap between affordable (section 42) housing and what people making less than 50% of median income can actually afford

Need for Section 8 voucher to become a protected class under local Fair Housing law.

Properties are managed by truly professional staff who will enforce a safe and healthy apt community.

Extend vouchers for clients with proof of struggles in their job search.

Collect success cases (stories) as proof that PHB's program works.

Provide loans to homeowners to make health & safety repairs & major repairs to their home = preserve the existing housing stock = improve the energy efficiency and liveability of the housing stock.

Homelessness

Preservation

Multi-family finance

helping low income people to keep their housing safe through improvements & maintenance

More funding for first-time homebuyers

don't know

"Sick" housing. The housing which has had meth labs, overgrowth of fungi in it, methane gas, etc.

temporary homeless shelters for families, temporary homeless shelter for individuals, and home ownership

Preventing foreclosures for minorities. Homeownership loss is a significant contributing factor to the minority homeownership gap.

low income near transportation and grocery stores, when buildings rehabed-make them have as many low income housing as before.

help make rental housing more affordable

Ending homelessness (0-30% MFI housing development)

Closing minority homeownership gap

Providing for a variety of housing types

Review all the work PDC did over the years to improve housing availability in Portland and make sure PHB is still addressing them adequately. For example, PDC's storefront offices in north/northeast brought the program to the people; what has happened to this? I am concerned that PDC and its expertise in housing has been subsumed rather than used to advantage.

Increase Housing with Services for elderly and disabled.

Increase economic development and employment opportunities to allow people to secure housing.

Increase collaboration across multiple sectors of the community.

Open Text Responses:

1. Link housing to economic development, not only strategies to provide workforce housing but also linking entrepreneurial activity and housing (work/live units; link green building and small business or training opportunities).

2. Heal South Waterfront PDC-batched affordable housing black eye.

Permanent supportive housing for the mentally ill and homeless and developing new affordable housing units.

We need a regional approach to affordable housing. PHB is primed to take this role.

1) Families downtown Portland (affordable 2-3 bedroom apartments)

2) Dispersing low-income tenants throughout the area, not concentrating in one building.

3) rent-to-own programs

Affordable housing for medium income workers and young families.

Development of affordable communities.

Preservation of affordable housing stock in inner city neighborhoods.

More affordable housing

More diverse neighborhoods

Keep African-Americans in Portland

1. Acquisition of existing housing that can be turned into and preserved as affordable housing.

2. Affordable homeownership, especially for young families and minorities.

3. Workforce housing.

Needs of disabled.

Affordable housing for strapped families.

Long-range planning to co-ordinate neighborhoods, transport, social and shopping needs.

Affordability. Addressing the status-quo tow issues: a)why one must go through a bank to obtain a home and b) why does it take half-a-lifetime to pay for it. Both seem ethically wrong for such a basic necessity like housing.

Affordable rental units across the area

It isn't just a matter of housing. Houses exist in neighborhoods, so building healthy neighborhoods, including good housing for mixed economic levels is only a part of the task.

Housing for seniors in safe neighborhoods. Increase opportunities for seniors to own their own home.

Adjust income level standards and requirements to assist those "stuck in the middle" thus enabling ALL seniors or disabled persons, to live in their own home.

Green space, spread out the housing, not on top of each other, increase traffic flow with the increase in housing/population. Add more houses, create wider roads to accomodate the extra traffic. Not of this has been done and has created bottle-necks in many areas, due to such compact living. Parking, Powell is terrible anymore.

workforce housing;

mixed use housing with opportunities to incubate small business; renter equity programming

as possible expand finance partnerships, but also work to reduce complexity of housing deals.

1. Homeless shelters (I believe ending homelessness is noble, but impossible - thus setting yourself up for failure)

2. Very low income rental housing(probably through preservation)

Being truthful with local residents on the actual market situation here in Portland (time to buy, not time to buy). Provide the public with information displayed on such sites as the Portland Housing Blog.

1. Homelessness

2. Affordable Housing connected to programs that encourage self-sufficiency

3. Strategic use of rent/operating subsidies: permanent subsidy for those with permanent disabilities, transition support for those who could get off of subsidy through income (benefit or employment) income

special needs housing with supportive services; housing for people at 0 - 30% median income

Housing for 0 to 30% couples and elders

More Housing First projects and not just scattered units in projects

4+ bedroom family units

homeownership opportunity - look at the work done through Operation Home

Middle class subsidy

Program to help homeowners keep their existing homes

- strengthen programs and policies to stem the coming tide of condo conversions

- broaden affordable rental opportunities

- increase geographic equity in affordable housing

Safety net.

help 1st time home owners with low interest loans and grants.

assist low income home owners with grants to improve thier homes with green sustanibility improvements

stabilizing struggling families once they are in permanent housing to keep them in their homes

folks(such as me) with medical and mental issues homeless and alone desparte for affordable housing, independent living.

Open Text Responses:

Help people stay in their homes.

Provide financing and access to low to moderate income residents to either rent or buy.

Actively promote neighborhoods with full access to transportation, food, entertainment.

Get information to the public

Create "Seattle-style" housing levy to finance creation of truly affordable rental housing

Expand rent assistance fund to prevent eviction and homelessness

Develop 10 year plan to eliminate 11,577 unit shortage of affordable rental housing to those 0-30% MFI

mixed income rental stock

transitional housing

low/moderate home-owner support

affordable housing

low to middle income

1. Help moderate and low income families stay in their homes 2. Create funding base for low and moderate income families to do needed health/safety maintenance on homes, roof repair, things that preserve property from damage 3. Do not invest in any new development projects for the next 2 years while there are so many vacancies/foreclosures in the current housing stock. Keep focus on sustainable homeownership, not apartments/condos.

Accessibility. Disabled low income options are very limited. Adaptable low income apartments that are on bus lines and close to shopping are very important issues within this community

1. Housing affordable by wage-earners in the 30-40% MFI range.

2. 18 Month transition-to-self-sufficiency housing subsidies.

3. Greater funding for services/staff in affordable housing projects.

1. Adequate supply of affordable rental units for low-income households

2. Needs of the homeless population, especially homeless families with children

3. Adequate and safe housing for the disabled and elderly

Domestic violence victims

Secure mental health facilities

Place for the homeless

Place for veteran of previous and current wars

do LGBTQ families and other non-traditional households (such as families of color who raise children who may not be blood related or traditionally adopted) qualify as "families" for programs you offer?

Increase diversity of housing types and household incomes in neighborhoods (i.e. don't build ultra modern structures in old Portland neighborhoods)

Permanent housing available to all

Low-income housing available to child-free households

Permanent housing for people under 30% of median income.

Rehab existing properties

#1 goal should be to prevent ghettoization by developing planning policies that build and maintain functional and diverse neighborhoods.

downtown affordable rentals, people living downtown create a safe place for people to come and shop

regular inspections of rental housing in portland

Affordability for all in rental and homeownership

Eviction Prevention

Overcoming barriers to rental access

Maintenance but not expansion of safety net

Housing for those that are mentally ill, have criminal records and the chronically homeless especially children

1. enacting the recommendations of the Quality rental housing workgroup.

2. increase the investment in mixed housing (i.e., new columbia)

3. Create revenues to support programs

1. Homeless women and children esp victims of domestic violence.

2. Housing for people with mental illness, developmentally disabled

3. Homeless vets esp families

shelter for victims of domestic violence;

access to low rent living situations;

reduce waiting list for low cost rentals to one month or less

High quality childcare

Open Text Responses:

foreclosure counseling

0-30% units

Units supported with services

housing placement for homeless households.

homelessness prevention for households at risk of homelessness.

preserving the stock of deeply affordable housing.

getting homeless children off the streets and stabilized; working with educators as partners

new funding; protecting and maintaining affordable rentals; end homelessness

-housing for families at the lowest income levels (0-30% AMI)

-housing for homeless families

homeless housing, housing mentally ill, housing low income families

Portland Parks Bureau is doing a lousy job providing services to it's cronic and permanent homeless residents. PHB should take over those services.

Preserving affordable housing and eliminating gentrification by reestablishing inclusionary zoning in all of portland neighborhoods.

The preservation and reuse of historic structures should be pursued and encouraged whenever possible. The greenest solution is the building that already exists.

get rid of the moratorium on skinny lots if their built for low income residents

better resources for homeless that choose to remain homeless. They are stealing, spitting, acting aggressive.

Not familiar with PHB at all so therefore am unable to comment.

The African American citizens that were displace from there community.

Education

low cost housing, senior housing, better neighborhoods with affordable shopping nearby.

Work force housing in the downtown area.

Smart growth in collaboration with transit, schools, necessary amenities.

Diversified and affordable housing development to keep up with population growth.

Develop funding streams for affordable housing development by non-profits and for-profits.

rent assistance to prevent displacement and homelessness & housing placement & retention services

affordable housing for disabled and vulnerable households, and families with incomes at or below 40% MFI

affordable housing for households with incomes at or below 30% MFI

More close-in affordable housing, preferably closer to more public transit options. Sweeps of homeless populations, forcing them toward outskirts of the city and away from group safety, need to end. Unsold or unrented condos/apartments need to be offered as 3-month temporary housing for families who have been foreclosed on, to prevent further homelessness.

Those of us self employed citizens now reaching unemployment status and no affordable rental housing available. People joining the ranks of living in cars in grocery parking lots.

alternatives for singles/couples/single parents (1 child) who need one or two rooms (such as homeshares, group housing), LGBTQ-friendly senior housing

more affordable housing for middle-class families

Bringing affordable 'green' programs to all neighborhoods.

Work closely with the EPAC and focus on market rate housing on the east side, ultimately benefiting schools with tax increments. East Portland needs less NOT more low income housing.

Ending homelessness. Preventing homelessness. Building affordable housing for all sectors of society.

Make housing options affordable for people who do not qualify under the typical definitions of "minority" or "single-parent" or "homeless" or "in recovery". Many people who hold jobs are still miserable and struggling to live somewhere safe and liveable.

Appendix 3: What should be the key indicators for PHB's success in reaching its mission and goals?

Open Text Responses:

Affordable housing in the city center

? maybe finding a way to measure outcomes.

Number of overall housing units created, especially those within 1/4 mile of frequent transit service

Measurable decrease in homelessness and housing defaults that result in loss of homes.

Well functioning mixed income, race, ethnic, aged housing. Seniors, middle income, black/white/asian/hispanic, low income, higher income all living in small communities with co-functioning services and businesses.

equal access to and representation of people of color in neighborhoods, programs, and at the decision making tables

Measurable statistics of progress.

Non-destruction of existing neighborhoods. Inserting crowds of indigent persons into neighborhoods by shoe-horning multi-family housing is not good for the health of the neighborhood.

Homeless / needy / addicted / mentally ill people OFF Portland city streets.

healthy neighborhoods - families with varied income levels living side-by-side.

Access for low income families to highly rated public schools, public transportation, and city amenities.

Fewer homeless living on the street

How many of our citizens have a place to live

1. Improved school attendance

2. One rep from each public housing complex to attend a "round table" at least once a year for a day of discussion-structured but not with a PHB specific agenda with lunch and daycare. (People that are low income always show up when there is food.)

Number of rental properties that accept section 8

Number of rental properties within "affordable" range.

No more homelessness

Reasonable, affordable rents

No more foreclosures for low income persons or those who have lost their jobs through lay offs.

of homeless housed (must be linked to employment or SSI)

of affordable units produced

of vouchers used.

lower rate of foreclosures in Portland, less need for homeless shelter because of the high usage of low income housing, successes in low income people keeping their rental housing

That people can afford to live in the area of their choosing.

see 14

The number of homeless and the length of stay in public housing should decrease. Less housing needs to be found or built if people are empowered to move in to the working class.

keeping people in their homes who have lost jobs

Less homelessness

Less foreclosures/evictions

Have a larger # of affordable units in geographically diverse areas

Reverse the decline in # of affordable housing units within city limits

People able to live close to work, no increase to # of homeless

More people of all incomes support the public financing and development of affordable housing in their neighborhoods, and see mixed income housing as a community asset.

Homeless counts

Preservation of affordable housing units, especially close-in.

Sustainable funding for low income housing starts.

Jobs created because affordable family housing was provided in downtown

Reduced homeless rate

Homes produced and preserved. Reduce percentage of overhead expenses. Reduce the cycle time for developing projects. Reduce the percentage of development expenses on non-housing line items like legal. Reduce expenditures on projects that don't get developed.

helping create jobs and housing for workers

Noticing a reduced occurrence of police having to move the homeless out of the bushes and from behind buildings where they now sleep. Put them on a bus to LA if nothing else

Successful placements and homeless count.

holistic policies for sustainable operations, sustainable CDCs, and preservation of housing

People no longer living on the street/

Open Text Responses:

Greater percentage of affordable housing available to low income people

Fewer homeless

Measure livability elements in designing and siting new housing.

Reduction in suburban development

Reduction in single-occupancy vehicle trips

Increase in stock of affordable housing

Lower numbers of homeless people

Short waiting list for housing.

*The efficiency of the funding process (reduce time lags in issueing and reserving and closing funding)

Homelessness rates will decline significantly

decreasing homelessness/creating more low income housing

whether or not everyone has a home.

Homeless Reduction

That we no longer have people in our community sleeping on the streets, in the parks, or in their cars or other non permanent places

Customer service rankings

Availability of affordable housing units

shorter waitlists of people needing low income housing.

Fewer people sleeping in doorways and parks throughout the Metro area - and not just hidden or chased away.

How many homeless ADULTS there are.

Number of people successfully placed in housing.

No way of knowing.

PERCENTAGE OF HOMELESS FAMILIES.

Retention of middle and middle-lower income families in the city.

Increasing the ratio of owner-occupied units in medium and high density zones.

Number of homeless.

Monthly cost of housing, including cost of commuting to/from work.

Overall economic health of low-income neighborhoods.

Affordable housing in various locations throughout the city, # mixed use housing, number of minority, number of low paying professionals such as teachers, police, etc. living throughout Pdx, # of families housed during crisis, length of waiting list for low income people to get a home

Median, mean, and mode housing costs for renters. Absolute levels of homelessness. Income diversity in neighborhoods. Tight supervision of mixed-income housing projects when public funds are used.

A meaningful rise in the number of low income Portlanders who live in their own homes and will be allowed to die in them as opposed to losing them to foreclosure when they become too old to work. Fewer homeless should also be a measure of success, but should also necessarily include what token social services still remain.

a proven reduction in homelessness in Portland

I suppose cutting down on the number of homelessness people. However, what is needed is better mental health services and addiction services. That requires stable housing.

less people on the street and in shelters this winter.....

I'm not familiar enough w/ this bureau to comment, but I want to be.

Reduction in empty buildings.

Vibrant communities functioning together

#s of homeless

#s of homeless moved into stable housing

of affordable rental units created for less than 80% median income

of affordable rental units preserved for less than 80% median income

of affordable rental units created for less than 50% median income

of affordable rental units preserved for less than 50% median income

No one in Portland should be without decent housing - there should be stock that meets everyone's needs

all communities need to have a mix of housing and so all income levels of people can live in any part of our communities.

We need be carefull not to increase the cost of housing so the average family can not buy housing in Metro because we spend so much on low income housing that we price out the average housing Housing for teachers and firefighters. Many of the costs of housing in the city are because of expences that are not a direct cost of housing but a way to provide funds for other uses. Check the prices of housing in outhur cities.

a mixed income city with affordable housing for all residents

units

customer satisfaction

fiscal accountability

Open Text Responses:

Periodic reports back to the public

How satisfied citizens are with bureau spending! If you are not doing it right by the majority as opposed to a special interest group, it is time for you to get out of town!

Reduction in homelessness

Reduction in hospitalization of people with mental illness

Reduction in days spent in state hospitals due to unavailable and appropriate housing.

Reduction in cost per unit for affordable housing production.

Establish a cost effective work force housing production program.

Development of new funding sources

Facilitate public/private collaborations to pilot specific solutions.

Bridge the "for profit/non-profit" stigma.

Integration with mental health service providers to meet lowest income housing and homeless needs.

Assist with site assembly and acquisition without "red tape".

1. closing the gap in affordable hsnng for low-income people;

2. preventing and ending peoples' homelessness;

3. creating housing opportunities for low-income people that provide access to community amenities (transp, schools, parks, etc.);

ensure that the benefits of 1 - 3 above are shared equitably across sub-populations, including communities of color;

ensure that 1 -3 are achieved as cost-effectively as possible

hard to answer without full picture

decrease in households paying more than 30% of income for housing;

number of existing affordable housing units preserved;

number of new housing units built

n/a

units produced

sustainability- financial and physical of units

How many people have stable, semi-permanent and healthy rental housing

How many people can access services (do you do outreach in a truly culturally competent way?)

How many people can access the minority home ownership loan materials (is your criteria realistic?)

Increased % of low-income households in stable housing with cost burden below 50% of income.

Increased % of existing rental housing portfolio that performs to industry standards

Decreased gap in minority homeownership.

Housing development and outreach to those in need of those opportunities.

Set measurable goals.

Statistical evidence that goals have or have not been met.

Successful, healthy neighborhood growth.

-More units

-People housed for long term periods

-Measure statistics for people of color to see if they are starting to gain more access

1) Increased access to housing

2) Supplementary and/or ancillary outcomes like employment, increase in earnings, decreased dependency on assistance, etc.

At this point, PHB's successes should be measured by the sheer number of affordable housing units it can provide. Some of the responses above that indicate "small progress" are more reflective of growing needs rather than PHB shortcomings. But Portland and Multnomah County are now and will be for the foreseeable future in desperate need of low-cost housing.

housing application volume; housing admission rate; housing retention rate (12, 24, 36 months)

(a) Fewer homeless families are doubled up and fewer homeless people are living outdoors;

(b) greater supply of affordable housing for people with incomes under 30% MFI;

(c) Continue the great work with eviction prevention and expand into prevention of foreclosures

The ability to maintain current affordable housing units

Effectively working with transportation and economic development to make sure all neighborhood are liveable

Victims of domestic violence never return an abuser because they have no where else to go.

Percent of renters with high rent burden. Numbers of homeless individuals.

a measurable increase in the supply of low income, permanent supportive, and accessible housing

the population's housing needs are met

Decrease in homelessness and increase in homeownership amongst people of color.

substantially reduced homelessness among families

fewer wanderers

Decrease in homelessness

Decrease in housing needs

Open Text Responses:

PHB needs to be accountable for outcomes. When goals are set and money is allocated to meet those goals, the community needs to be able to get information on what actual OUTCOMES were created to see if the goals were met.

Quantify how many units created or preserved.

standardize counting, don't double count things like reprogramming units that were already used by the homeless and saying they were "created" by 10 year plan

Affordable housing is distributed more evenly around the city

Shorter section 8 waiting list

decrease in homelessness

Percent of new or refurbished housing located within 20 minutes of key services.

Percent of aided homeless who remain off the street for 12 months or more.

Percent of housing stock that is "affordable" by neighborhood.

Be inclusive via communicating with the people within those communities that they plan to erect Public Housing to hear what ideas they may have.

more people transitioned from street to home

Breaking down silos, developing housing projects with meaningful mixed income ratios (ie 80% market rate 20% subsidized), avoiding duplication or "fencing off" of services like clinics and community rooms (these should be open to entire neighborhoods not just housing clients - regardless of income, ethnicity or status), reaching an equitable equilibrium for minority homeownership, older adults and people with disabilities are allowed to age in place and community.

decrease in disparities for minority communities in homeownership and homelessness

dollars generated (through levy or obtaining federal or philanthropic funds), units produced and preserved

Increased availability of affordable housing for a variety of income levels from 0 to 60% MFI

Measuring the contract performance and reporting to public

- PHB funded housing projects should be on the Build it Green Tour, and like tours annually. The goal should be to focus on building high-quality AND high-quantity.

- Closing the Minority Homeownership Gap data. In other words, track ownership rates among race/ethnicity groups and work towards equalizing these rates.

- Add to annual affordable housing stock numbers in Portland.

1. Individuals/families will retain their stable housing; fewer evictions; more housing accessed/retained by homeless individuals/couples/families.

2. We may always need some amount of shelter space for men, women, couples, and families. Ideally the numbers will go down and those who do access shelters will transition to housing soon (rapid rehousing?).

3. Those who are assisted by some kind of subsidy through supportive housing, or receiving rent assistance funds, will become self-sufficient either through employment or through acquiring public assistance benefits. PHB linkage with employment initiatives and projects such as BEST will continue to make a difference both to individuals' independence and also in turning over subsidy funds for the next person/family.

4. People throughout all of Portland's neighborhoods can feel a sense of safety and pride in their home community.

5. Future growth is environmentally friendly, retaining green spaces and using green/sustainable practices.

We don't see low-income households forced to move east or to the suburbs.

We see fewer homeless people downtown and in neighborhoods.

numbers

Increased # of affordable rentals

Reducing foreclosure rates

diverse staffing

fiscal health

Reduction in homelessness as indicated in street and shelter count.

Increased number of truly affordable rental units.

Consumer satisfaction

of new rentals added each year

Commitment to 10 year plan

Reduction of concentration of low income and affordable housing in outer east Portland.

Reduction in homeless families and individuals.

The stability of home ownership.

Less homeless on the streets.

Number of units preserved or developed by income level.

Open Text Responses:

fewer amount of foreclosers for low income sector
lower amount of homeless
increased amount of new homes purchased by low income families
% of people paying >30% for housing or >45% for housing+ transit

disparity in HO between people of color and white population
Are neighborhoods walkable?
Are people happy in their neighborhoods?
families, single women sheltered
anyone who needs and wants help
Affordable housing preserved/created
*Economic Occupancy of Portfolio
*Fiscal viability of its CDC partners
*Efficient system that create products rather than red tape.
Number of residents downtown and close to transit hubs.
Don't measure people like numbers, measure your success based on their success.
Cost effective investments in housing and programs. How many strong units are produced, how many lives are improved
~ Full service neighborhoods with contented homeowners
~ Successful small business owners throughout town
~ Adequate, diversified, well maintained housing stock
whatever goals they create must have measurement indicators that determine success
Multi-faceted neighborhoods with parks and streets that accommodate people, bicycles, etc. Reasonable traffic flow and least amount of congestion. People feel safe.
Reduced homelessness
Reduced evictions
Increased stock of affordable housing
excellent communication and clarity to the community about how funds are being spend and what the concrete goals are
Rather than tally the number of people who were counseled on housing issues, instead use MEASURABLE results that evidence LONG TERM effectiveness, eg how long people placed in rental housing actually stay there.
number of units served/increased/etc
Significant decrease in transfer rates between schools due to housing stability & increased graduation rates.
Shorter emergency shelter stays.
Significant decrease in the non-payment of rent eviction court cases.
That you have "success" stories (cases) to report back to the the BIG people who support and fund PHB.
Reasonable rents
The number of people who want temporary and permanent housing getting what they need...not necessarily what they want.
Increase in number of clients served over the previous year(s)
don't know
There should be areas of growth in their goals.
numbers -- how many people have been helped? how long were they helped and do they have permanent safe housing?
Preserve existing housing stock as these units are affordable as opposed to building new units that are very expensive
Develop a matrix of deliverables with deadlines/measure of success and stick to it. PHB will be successful if it is supported by the mayor and all City Commissioners, not just the one in "charge".
Service improvements keep people out of institutional care.
Increased housing stability for low income residents.
Increased access to mainstream opportunities e.g. employment, education, health services for low income housing residents.

1. Number of units preserved and created over a period of time.
2. How public funds have been leveraged through private-public partnerships.
3. Link to economic development: measure the housing effectiveness in enhancing the economy - all sectors, such as construction, service, education, small business development, etc., and reducing environmental impacts.
4. Demonstrate collaboration with other City of Portland agencies; stop the silo approach.

Open Text Responses:

Permanent supportive housing: emergency room visits, eviction rates, crime stats, size of homeless population, number of police run-ins with mentally ill persons from which a death or serious injury occurs.

Developing new affordable housing: compare lease-up rates for apartment communities with new Affordable Housing units to lease-up rates on rehabed/retrofitted/preserved existing affordable housing.

How about.. the number of positive news stories in the national news for affordability and livability.

Honestly, I don't think this box is big enough to list itemized indicators...

Measurable Improvement over set period of time. PHB has too many factors outside of their control, so setting a particular key indicator would be wrong. Aligning its goals, financial resources and mission with partnering agencies and organizations would also serve as an indicator on its own, even if there is no visible improvement. At least there wouldn't be a waste of time and money.

Reduced number of young families relocating to the suburbs.

Increase number of young families moving into the City.

Stabilized housing costs...rent freezes, etc.

meet social equity-housing performance goals close disparities for traditionally underserved communities

More diverse neighborhoods

More affordable housing

Fair treatment for people of color seeking housing

1. Number of housing units produced and preserved per amount of public investment.

Direct feedback from the people you are serving.

Percentage of homeowners in Portland.

Fewer homeless families

Adequate housing and treatment for the homeless; number of families able to purchase a first home; development of housing within a neighborhood concept. So housing should be close to shops, parks, transportation, etc.

Home Ownership

Numbers for how many homeless people are moving into portland vs. How many have been put into affordable housing

When considering building homes, consider the traffic flow and build/widen the road along with the development, much the same as green space is required.

people know where to access housing information and the trend line goes up in terms of people housed

1. Number of folks in shelters

2. Number of units available at 30% rents

Foreclosure and vacancy numbers plummeting and local home ownership figures increasing.

Portlanders who successfully:

End their homelessness

Obtain legal income

Obtain housing where they are not substantially rent burdened or transportation burdened

preservation and creation of affordable housing; effectiveness of programs in helping end homelessness

Every person and family will be housed at a continuum of housing that is appropriate for their needs and abilities and will have access to services that will assist them to stabilize themselves and to live their lives to the highest potential

Increase of moving families from subsidized rental housing to homeownership

Work with partners at the state level to prevent homelessness

PHB will be a success if significantly fewer working class Portlanders are forced to move somewhere else because of the high cost of housing here.

Public input.

low income people able to get into homes

In order to be successful in reaching the goal, provide the benchmarks along the way towards your goal. At each interval compare and adjust.

track number of homeless people who WANT housing and can't get it

track how many folks stay in housing once they obtain it

everyone who needs a home can get one.

Turn over rates/longevity in housing

Operating costs per unit

Supply of affordable housing vs demand

Fewer people made homeless due to economy.

Increased #s of low/moderate income in affordable rentals and purchased homes.

Positive feedback from residents about the work PHB is doing to create more equity in housing and affordability.

Open Text Responses:

what kind of ideas does the public have? there are a lot of empty homes out there is there anyway we can utilize these properties?

The extent to which the number of affordable rental housing units in the City matches the number of households at 0-30% MFI

variety (SES) of housing and rental stock

people not living on the streets

Mixed income close-in neighborhoods

Results

1. Decrease in foreclosure rate 2. Increase in "liveability" and affordability of current housing stock as measured by the general condition of the housing and price point. 3. Increase in number of development/redevelopment contracts awarded to smaller local minority owned businesses (may need to break projects up into smaller contracts). 4. Increase in equity between neighborhoods in terms of health, economic opportunity, and investment in community infrastructure.

Number of affordable units added to Portland's "inventory"

1. Successful permanent housing placements where stable tenancy > 12 months.

2. Successful transition of PB8 voucher-holders to self-sufficiency and independence.

3. Stable transitional housing of special-needs clients through placement in permanent housing (see #1 above).

1. Housing units (count) that are permanently affordable

2. Changes to the number of homeless population

3. Funding that is garnered through public and private means

4. The strength of public participation

5. Projects with public-private partnerships

Downward trend line for chronically homeless

End results

no homelessness, truly affordable rental housing, reduction of principal on loans for homes "under water."

Moving people towards self-sufficiency - renters to homeowners

Visible decrease in homeless population on the streets

City law making shelter a civil right

additional permanent rental units for people under 30% of median.

Units produced or rehabed

stable housing numbers

create and protect poor peoples housing especially near and in downtown

Numbers of people, especially families, in affordable housing

Vacancy rate

Homeless data and trends

far fewer confrontations with authorities ending in death, fewer people sleeping on the streets, in parks, doorways, underbridges - healthier children, fewer school dropouts, healthier communities, safer communities (for residents and transients),

Increased revenues

Increased affordable # housing units

Increase in housing stability for low income families

Shortened time in shelters for families and individuals.

Increased number of people in perm, stable hsg.

Increase number of perm low income affordable hsg.

Decreased number/% of people with mental illness who are homeless.

Temporary shelter is immediately available for those needing it

The decrease in # of affordable rental units in centralized areas is reversed

Percent residents employed or going to school; families transitioned from shelters; length of ownership/residency.

safe secure homes in accessible neighborhoods

stable healthy families with opportunities and services

Reduction in homelessness.

Improved housing stability for households with the lowest incomes.

Effectiveness of collaborations with partners.

Open Text Responses:

reduction in homeless population

strong housing portfolio from an asset management perspective

Number of living units and/or beds added to housing stock

How many low income families live on the inside of portland and the reduced fare lunch rates being equal in all of Portland schools.

Housing needs to be available to people of all income levels - not just lower income. The city needs to focus on meeting the housing needs of worker/middle class citizens as well as lower-income citizens.

believable budget.

strong communication.

review of reports requested.

How they effectively met the needs of marginalized population, specifically those who's community suffered from gentrification.

Produce real numbers

reduction in homelessness

Projects able to maintain sustainability apart from PHB.

Proactive planning for smart growth.

Available affordable housing for all population groups in step with population growth.

An increase in federal, state and local funding resources available for salvaging existing housing stock and developing new housing.

How many sucessfully assisted

long term retention

ratio of housed in affordable housing vs. community need

ending of homelessness and continued reduction in number who are experiencing homelessness

Rent and mortgages reflecting cost-of-living wages for Portland's job market. Currently, not enough jobs offer livable wages to employees. Reports of unsafe/unsanitary/unlivable housing must decrease.

Homeless working class finding housing not shelters or cars. All those empty homes in foreclosure negotiated into deals with the bankers to rent to original owners or some of the rest of us desperate for a safe place to live.

housing retention, unmet need (rental assistance/utility assistance), deliverables against goals (units online), customer satisfaction

The goals above are due to good work. Increase staff at these jobs, especially fundraising, grant writing, and maintenance of these vital programs.

ROI: Number of people permanently housed per dollar invested.

Equality: services, infrastructure and employment roughly equal throughtout city. No "good parts" and "bad parts" of the city.

Individualism: Emphasize enabling individuals to secure decent housing in the open market through their own efforts, rather than trying to develop housing that is paid for by the public. ("Hand Up, not Hand Out".)

Appendix 4: What does PHB do well?

Open Text Responses:
Overall focus on housing as a priority
Starting these conversations.
Focus in on ideas and essential functions for future uses.
coordinating servies between the plethora of agencies serving people in PortInd. The staff are also amazing at helping the contract process go smoothly while creating a welcoming environment
Not sure... I don't know much about the PHB.
I'm still waiting to see results I can live with.
Who knows? In the introductory email, PHB said they are only one year old!
Preservation of affordable housing.
Not sure yet, my experience has not been a positive one. Not only have I lived by Lents Park in outer SE but I have worked for Multnomah County 9 of those years in a school based clinic in our neighborhood as well. It is almost impossible to access any non-profit without advocacy (from a school service provider, etc)
2. With partnerships, you have built some very nice apartments and I feel like that brings up morale for those that know what a blessing it is to get an apartment.
Providing quality housing.
Promote itself as doing well.
has been critical in building CDC's, land trust & starting homeless plan
trying to make sure that there is more affordable housing in Portland
-Communicate problems with housing in the Portland Area
?
?
Don't know
Don't know
Don't know
email and meet
Your heart is in the right place
You hold lots of committee meetings
The new building near the train station
Staff is responsive and courteous.
Deal with the "in crowd" of non-profits that develop affordable housing.
Planning
Coordinated effort of all agencies and nonprofits.
Goals for increasing affordable rental housing and reducing homelessness. Ten year plan to end homelessness.
PR for commissioner fish
Serves the builders and developers
Waste Money!
Customer service and interfacing with agencies.
already very good at addressing needs of homeless and low income residents
Not that familiar to know what this might be.
Redevelop older properties
Coordination on Housing related project with other agencies and non profits
The PDC portion has strong finance acumen that BHCD did not have
Tries to obtain as much low income housing as possible
unsure
unsure
Wish I knew...
customer service ,Helping low-income families buy their first home
Reallocate and use the funds it is given.
No way of knowing.
INFORM PUBLIC OF MEETINGS AND PROJECTS AND ASKS FOR INPUT. TEMPORARY AND/OR PARTIAL TAX ABATEMENTS PROVIDE TREMENDOUS ASSISTANCE BUT CAN BE TOO HARD TO NAVIGATE THE PROCESS AND TOO EXPENSIVE AS WELL. TOO MANY FACTORS THAT CAN DISQUALIFY A HOME OWNER FROM RECIEVING A TAX ABATEMENT THAT WAS BELIEVED TO ACCOMPANY THE PROPERTY ONLY TO FIND OUT AFTER THE SALE THAT CERTAIN CRITERIA WAS NOT MET.
I wish I were more familiar with details. I am sorry I cannot specify.

Open Text Responses:

I'm not familiar enough with what all PHB does to answer this.

PHB is building some very good, high quality, green housing these days, in locations that are generally very appropriate. In my opinion, for the most part, it spends its money well.

I don't know.

I haven't the slightest idea.

I do not really know.

I dont' know

same as #15 above

Getting people to work together

The departure of the housing responsibilities from the BHCD, make it difficult to rate the new PHB accurately. I'd rather see more before passing any judgments about what PHB is doing well and what needs to improve.

Studies and talk

you do build good housing. You do try hard to meet the need of a growing group of homeless. That group will NOT ever go away. The more you do, the greater the numbers who feel free or low income housing is a right. Their right. We should be providing a hand up not a hand out with our tax money.

A place to sleep, to pee, clean up and stroe some stuff with a mail address for the homeless men, women and couples.

Families need a home for the kids that can allow kids to go to school and feel like normal kids, You do a good job housing men and a poor job for families.

sorry... surveys

Is addressing some resources to those with economic hardships

Nothing that I've seen!

Inform people of available housing, inclu. section eight

Underwrites affordable housing developments and helps make projects come together by leveraging public and private resources effectively.

It has made a serious effort to address the problems of homelessness.

Communicates well with external stakeholders engaged with initiatives.

Stays current on best practices research and advances that work

Is open to and maintains flexibility to embrace innovation from the grass roots.

Has continued to improve contracting and reimbursement processes.

-trust contractors to do a good job without micromanaging as long as outcomes are acheived.

-manage Service Point HMIS.

-clear and fair RFPs

Gets grant funds out to community;

most things

good steward of public resources

The COmmittee to End Homelessness is a great group of diverse folks tackling this issue

Too soon to say - mostly internal focused the last year so not as much opportunity for input from external stakeholders.

Provides an organization to tackle the need.

Advocating for keeping people in homes.

Manage a variety of projects that really cover the spectrum of 'housing'. Efforts to preserve and create homeownership have been done well.

- Work with nonprofits

- Work within City structure to maximize housing priorities

- Data sharing and accuracy around homeless data

Strong focus on supporting the weak links in Portland's housing and community continuum.

PHB has been very good about trying different ideas and avoiding a cookie-cutter approach.

provides good customer service

1) Advocate for Federal and State Funding---obtaining CDBG and HOME as well as McKinney and other funds;

2) Work with HAP to distribute Section 8 vouchers for households under 30% MFI;

3) Providing services that are fair and equitable---above board and honest

Understands the complexity of affordable housing development and helps agencies, developers to build or run more units.

work with partner agencies to create permanent supportive housing

obfuscate

PHB partners with non-profit housing developers to complete much needed low-income and affordable housing.

provide safe housing for renters

writing contracts

The staff who I have worked with has been very responsive and helpful.

new attention to minority representation in contracting, services

Open Text Responses:

Don't know.

Nothing

Care; do.

They let the people who are the eventual recipients of funding/contracts control policy the making and priority setting processes. This isn't a good thing.

I think PHB does most things well

Nice people, but have been so internally focused this last year it is hard to say what exactly has been accomplished beyond merging.

PHB tries. They handle the politics of housing well.

I am very impressed with the work that the former BHCD did, and have appreciated the balanced focus that has been retained since the formation of PHB. Very knowledgeable and professional staff, with heart and compassion sprinkled throughout.

Accessible to the public.

Getting more involved to housing in urban renewal areas.

Working with non-profit developers and providers to develop projects that meet the needs of vulnerable populations.

facilitate, host and distribute

Fund a range of housing services

good pulse on the communities

Convene groups and gather opinions.

Plan.

find resources quickly for key projects.

Work with and support partners.

no comment

Play politics. Most decisions are based on political agendas not necessarily the mission at hand

The winter emergency shelter program.

Solicit input. Lots of process this past year. Almost too much.

develop more housing

Bring on new leadership.

Come to the table when things are going sideways.

They have a passion for housing the homeless and other groups of people that need housing.

Understanding community need

Listens - Meets with the community to set goals and priorities

Plans - Meets with the governmental and business community, et al. to strategize how to move forward

Acts - Puts the plan into motion by assembling the funding, managing the developers and involving the community in the outcome

Not sure since it is a new agency

I appreciate the willingness & necessity of Oregon agencies to gather public input. There is a point at which more input is not better and you need to move on.

Not sure. Portland has a good reputation for housing, but the program is a one legged stool. Housing must be integrated with other services.

don't know enough to evaluate

PHB continues to strive in making the differences in quality of life for people.

Life can be hard and unfair to some folks. PHB tries to make those bumps in the road less hard and scary.

Develop affordable housing.

I've been the the classes. They are very informative. I really enjoyed them.

Communicate with partners and public

First-time homebuyer and minority housing grants/opportunities/education

It has been doing a good job at keeping people off the streets.

manage Portland's low income housing needs

Hires very smart staff. I've been impressed with the caliber of the staff I've worked with over the last year.

Gets in the news when in trouble-need better PR

ok

Advocate for housing needs.

Advocacy.

Employment development through use of CDBG.

Collaboration with developers and providers.

Nick Fish is a good communicator.

Open Text Responses:

Generally and genuinely values nonprofit partners.

Articulates a broad mission.

Relatively timely responses to inquiries.

Qualified executive team.

Their staff is incredibly smart, dedicated and as a general group they tend to have a good sense of humor. They are persuasive and earnest.

Setting an example for the nation and striving to make portland one of the most livable cities in the world.

Small housing developments.

Home ownership programs.

Section 8 housing.

Got some affordable housing in South Waterfront--but, make it diverse!!

I am not sure.

Not sure

Not sure

Not familiar enough with it to say.

Don't know yet. I will continue to "measure and monitor", keep up with future developments to make that decision.

everything that I can see

Have a good understanding of the depth of issues and problems

helps put people in homes, or keep them in their homes, which, in turn, strengthens our neighborhoods, and our overall community.

Staff are responsive.

Transparency is noticeably stronger.

range of programs for homeless and low income people; support for range of housing and homeless organizations

PHB and its staff have big hearts and care a lot about the people they serve.

I think their priorities have been spot on.

Waiting to see if the culture is going to be more old BHCD (wonky, policy, HUD, poorly coordinated) more PDC (cold and all about money) or more HAP (never mind, we'll just do it all ourselves) The next couple of years should be interesting

I have confidence that with the new leadership things will improve for the Bureau

Outreach to community.

i'm not very familiar with th program

Community action

advertise.... sometimes the left dosent know what the right is doing.....

Care about the quality of housing & the community it services

Not really sure. Don't know a lot about what PHB does.

I don't know enough about what PHB's accomplishments are.

Committed, passionate staff

Focus on program outcomes

Great outreach to the community

Not very familiar with PHB, will research more. Looking at housing situation as member of SE Portland community, active with neighborhood uplift efforts.

PHB is cooperative and helpful in it's monitoring and loan servicing, and is a good partner adept at solutions-based problem-solving.

1. Preservation of "at-risk" units;

2. Public outreach

3. Dissemination of infomation of housing services (housing connections)

4. Services for homeless

participation by and competence of staff in community planning efforts

decent housing development, well planned mix of business and housing

Coordinates planning of housing in areas with easy access to transit, schools, shopping

Send out surveys; hire non-local consulting firms; discriminate

Good staff operating with limited funding and many demands on their time and money

PHB is a month old so let's see. Lots of good folks work there.

Planning for housing in downtown and other hubs so they don't become vacant at night

????

Open Text Responses:

Allocate federal funds in compliance with fed regs.

Communicate and coordinate with HAP.

meet

PHB has dedicated staff that work hard.

housingconnections.org

many things...underwriting, focusing policies, juggling complex issues

I don't have a lot of experience working directly with the old pDC side of PHB, but the "BHCD" folks were always very effective and supportive partners.

PDC and BHCD together have been tremendously effective at implementing Portland's commitment to preserving PB section 8 housing.

strong finance team; smart people

Partnering with non-profit social service agencies.

tax abatement programs

Very friendly and helpful on phone/internet.

Don't know what they do.

Service the public as a government institution not a private

affordable housing

Internal facilitating of existing programs.

Education programs for first-time home buyers

Unknown since I am outside the Portland area.

Work towards ending homelessness

provide funding for affordable housing

Coordinate and advocate within provider community for services linked to housing

The effort is well-meaning, and the people are dedicated. Education of the public has been attempted through tours and hearings/forums.

Unaware of this aspect of the agency. All I see is the needs of the people.

administer government funds, outreach/PR,

tax abatements

Communicating..

Too much to go into. Inform, assist and facilitate Portland Housing for residents.

Realistic Approach to Homelessness.

Affordable housing investments to improve areas like Lents.

Appendix 5: What improvements does PHB need to make?

Open Text Responses:

Allocate all resources through funding rounds. Create consistent funding rounds with set dates that can be relied upon by applicants and other funders.

Keep moving forward with trying new ideas, making parks diverse and accessible to all areas, funding outer Portland services at a higher level, making inner Portland housing more accessible to lower incomes.

Not sure... I don't know much about the PHB.

See 14 and 15.

This survey, for one. Where does the PHB think the money is going to come from to do the things this survey proposes? Don't get sidetracked by culturally relevant issues, FOCUS on the NEED.

Aligning its resources to policy objectives & priorities. Can't be all things to all people.

In the previous strategic plan, the language was entirely around financial need and low-income residents. While this is indeed a top priority in providing affordable housing, I think Portland's history of not supporting families of color to live in Portland or in certain areas requires us to put more of a focus of support on our families of color to make up ground on past injustices.

PHB needs to provide more oversight on corps such as Cascade, etc. They are NOT keeping up their properties or the safety of these properties. Scheduled, meaningful inspections should be done regularly and better case management. (I found one woman who was in her apt for seven years.) She obviously needed more structure around self-sufficiency. It is just a shame that my son and I, toured every location in SE and were either concerned for our safety or the complex was broken down and mis-managed.

Reduce its "goals"

Get busy on helping low income & homeless people to have decent, affordable places to live.

Keep focus on hardest to serve & link to specialized employment services & efforts to obtain SSI

making sure that transitional housing programs (for homeless, etc.) receive adequate funding, making sure that there is enough low income housing for low income people- sometimes it is not just a matter of lack of units but the fact that the rent on units is too high in the city for low income people

Less talking - more doing!

?

?

Don't know

Don't know

more concern for communicating accomplishments so neighborhood partners know what has been achieved throughout the city

Less red tape and talk, more action

Take action on decisions made during committee meetings so that the time spent in them becomes productive

Working in better concert with other agencies might help PHB fine-tune its mission to make it all more manageable.

Make PHB seem less like an exclusive, brainy, self-congratulatory club for the progressive and enlightened and more welcoming to all kinds of people who have housing ideas and needs.

working family housing in downtown

Be more accessible.

Housing production process is extremely inefficient. It is inexcusable to miss deadlines for coordinating city and state funding.

focus on benchmark progress in creating affordable housing for workers.

Work to provide smaller, less expensive, but adequate housing.

True community input - not just small interest groups.

Focus on economic factors, not color of skin.

Stop trying to force affordable housing into "expensive" areas, e.g. So. Waterfront.

Cut the red tape in accomplishing projects.

coordinate financing policies with county and state; revise PDC's underwriting to promote sustainable operations, not just return cash flow to PDC; better advocacy for CDCs

Uncertain

Need to increase the number of resident services coordinators. They are spread too thin and provide a vital link in people remaining housed.

Better communication with the housing stakeholders on the criteria and priorities PHB adopts and implements.

Work with those responsible for the housing on South Water Park so that the promise of low income and affordable housing becomes a reality. The current situation is absurd. Great housing for the rich. Nothing for the poor or middle income folks.

greater communication and education with the community

Open Text Responses:

Start giving a shit about low income ADULTS

reduce fees!

Changing criteria for distribution of funds. Don't allocate based on ethnicity. Allocate based on need. Creating multicultural communities does not balance the equilibrium of ethnicity. Let people live where they chose and you will create better communities.

No way of knowing.

CLEARER AND MORE CONCISE COMMUNICATION WITH THE TARGET PUBLIC.

East of 72nd or so - more attention to preserving housing stock

More liason work to help guide applicants of PHB's assistance to succeed in getting through the bureaucracy to obtain successful outcomes.

I'm not knowledgeable enough to be giving too much advice in this area, but a new focus on economic re-localization would be very helpful to low-income communities and make a lot more housing affordable to the residents, without having to build all of it.

Communicating your philosophy and approach to public housing to the public. Affordable rentals combined with wealth-building plans for those who move in.

See question 16...I don't know who or what you are, so the likelihood is that you haven't done anything to draw my attention. I am a fulltime student and work around 20 hours a week just to keep a roof over my head. Decent affordable housing is a myth in Portland and the old ways of approaching this problem have obviously not worked for the supposedly intended beneficiaries, though developers seem to have done well off it.

more housing and funding for affordable housing

I do not really know.

Location of bars and taverns near housing units, noise is a huge problem...

" above

Getting the word out about what is going on. Perhaps newsletters to the community.

The departure of the housing responsibilities from the BHCD, make it difficult to rate the new PHB accurately. I'd rather see more before passing any judgments about what PHB is doing well and what needs to improve.

Set actual, attainable goals with numerical counts and make sure that the targets are met each year.

take a good look at where the housing is placed, the impact on our community. Good and bad. Your actions change lives and communities.

Focus on homelessness of people who in the past were self sufficient

Quit wasting money!

Many people need and advocate to help them get the housing... One application that can be used at multiple companies... Instaed of having to continue to complete applications... more information on the properties... other than just the list.

Clarify how decisions are made, how the new organization works, who are the points of contact for various programs, how BHCD and PDC have been integrated in the new operation.

Greater investment in system-level outcome evaluation

Greater inclusion and coordination of external partners in advocacy

hard to answer without full picture

Develop more succinct strategic plan - Consolidated Plan is a bureaucratic exercise that does not allow for clear message about PHB priorities. SIMPLIFY IT.

easier bbuyer loans

more effective at educating the public on housing issues

More impacted communities need to be involved in decision making processes. The Budget Advisory COmmittee was made up of people who work in organizations that work with impacted communities, but how about including renters, section 8 voucher tenants, someone from Dignity Village, etc. in your process? It's not truly a community process unless impacted communities are engaged in a meaningful way.

More timely and responsive

Public awareness.

Press city to stop spending money on high end developments.

Transparency in decision-making and allocation of funds.

- Tie data systems together for more accurate reporting

- Applying for alternate funding sources and being creative about finding funding based on our priorities and not others

More clearly define it's mission and key outcomes. Focus on meaningful and strategic outcomes that support housing and economic opportunites for Portland's marginalized populations.

The path from project idea to construction needs to be much shorter and clearer. Housing dollars must be spent on housing, not creating the perfect paper trail.

address unmet low income housing demand

Open Text Responses:

- 1) Secure even more federal funds---although you are great at this already;
- 2) Find a fair way to eliminate Resolution A and B and improve cooperation with Multnomah County---decreasing duplication and waste.

The ability to make the connection that without economic development/living wage jobs no one will be able to afford housing

Living Wage Jobs and Safe/accessible Housing needs to be worked on together-- they are not separate issues

It needs to get better at involving (as in sharing power) with community agencies and other jurisdictions in its planning and setting priorities.

better coordination with state agencies and more involvement in state services planning around the creation of permanent supportive housing (i.e. getting involved in state Olmstead planning); better coordination with the disability community around the need for accessible housing

create housing for families with wheelchair users across a distribution of neighborhoods and price points

public understanding of what you do

PHB is not transparent about what the money that it provides to non-profits actually produces. Requests for information about outcomes are repeatedly ignored or are responded to with statements like "our systems can't track outcomes".

Work to create a streamlined process to apply for funding. Notify developers of the available applications (RFPs, NOFAs), enough in advance that developers can submit a solid application. Clearly state what the priorities are in the application so that developers can plan around those expectations. Staff could have basic training in different funding sources so the department understands the overlapping requirements of funding such as LIHTC vs CDBG vs HOME funds.

long history of making a decision and having public process to say they did but decision already made, need to be transparent and only ask for input if you actually intend to use it

Make public the imbalance of affordable housing distribution around city

Don't know.

Accountability starting from Commissioner Fish's office to that of the Mayor of Portland.

Keep City Hall out of it's business, once they set a policy in motion they should allow the responsible bureaus and agencies to carry it out.

Look at concentrations of affordable housing units and find properties in all neighborhoods across the city. Our neighborhood has one of the highest densities and is getting to a "tipping point."

Be clearer about what you can/can't do

Disseminate needs so that public can help you advocate

PHB needs to be holistic and approach the placement of housing with the "systems theory" of how the entire city of Portland functions. In the near term, projects should be placed where the people who live in the housing will thrive. In areas that are struggling economically, increasing the average income, preserving existing homeownership and rehabilitation of sub standard existing housing should be the main focus - not building to bring more zero/low income people in and drag the area down further.

Continue to deconstruct systems which reinforce inequity.

Examine practices using an equity lens.

better communication. improved customer service. more advanced planning so RFPs aren't issued with such short turn around.

Needs to improve its asset management capacity

shift from internal focus to external

Change your program to help people more effectively!

- The operations and actions of getting funding out the door takes a long time.

- RFP notices are released, and then due in a very short time.

- Minority homeownership rates need to improve.

Based on my inability to really answer some of the questions at the beginning of this survey, I hope PHB will continue to fine tune its mission so the public can better understand what it does.

ethnicity throughout bureau

PHB spends too much money on pet projects and whims, which result in a lack of focus on a larger plan.

Coordination with all bureaus and agencies.

Transparency in the public view

Doing more to help end homelessness.

Listen more to what the public has to say.

programs and funding needs to be transparent to the public and the public should have more input as to how money is spent

Open Text Responses:

Streamline the PDC/PHB schizoid way of managing projects. As a grantee, almost every project has too many cooks in the kitchen: different person approving proposal, generating reservation of fund, preparing the loan, managing the project, deadline with liens, etc.... (that's 5 people right there). Often the right hand does not know what the left hand is doing.

Different PHB docs indicate different deadlines and different expectations (eg # units built) and we keep having to go back and redo things to correct, or get blindsided by someone calling and wondering why a project is not done when we are looking at a sign document with a totally different completion date. I think post-merger staff are aware of and work on this, and we are totally patient. But it will be great when you develop internal consistency that is better than what PDC had.

contact with homeless to find needs

Make changes to the Asset Management department systems to monitoring what is current and important.

Dispose of BARR

Partner more with CDCs rather than trying to be a regulatory body.

Tight, responsive and timely decisionmaking and contracting.

Staff that "owns" the outcomes of their jobs (not just their process pieces).

Deal with PDCs reputation in the community.

Increase the diversity among its staff along racial, gender and class lines

Keep yourselves in front of the public, especially when things work out well.

Coordinate efforts with other programs. They do well with groups like Central City Concern. Central City Concern has done well with looking at housing as a part, a large part to be sure, with other services. This needs to be expanded to other providers.

Better promote what they do. Not sure most folks in the city really have any idea what they do.

keep website up to date during this transformation and merging with PDC

Have a greater sense of urgency in its actions and its communications.

not sure

not sure

not sure

PHB needs to communicate more to clients in town hall meetings.

Assistance should not be based on ethnicity..we have to get beyond that!

Getting the word out.

Housing affordability is a crisis with the current economic situation our state is in.

community involvement throughout the neighborhoods of Portland

PHB should have a larger voice in the legislature on housing issues with a particular focus on the ongoing foreclosure crisis. There are many steps state lawmakers can still take to ease the impact for at risk homeowners while putting preventative measures in place for the future.

Help the community understand what you are trying to accomplish and how they can have input into that.

Develop a cadre of supporters/advocates to speak for housing in tough times; review successes of past PDC efforts and make sure they are not lost in the transition.

Too many lawyers at PDC slow down decision making and increase organization expenses.

Staff is stand-off-ish at times, not yet comfortable perhaps and not yet effective communicators, but very good potential there.

Please clarify PDC and PHB roles now.

Better connect implementation of policy at the project level.

Expand the stakeholder group involved in giving feedback.

Frame broad policy issues in more familiar words, or, in other words, better implement a public affairs strategy.

Consider a project's life cycle costs beyond one generation when providing subsidy.

Provide better communication about future subsidy pipeline including NOFA/RFP schedules.

Build a better internal awareness of nonprofit business models.

I'm going to leave this blank.

Study causes and drivers for various social developments and make sure to respond in a way that is not only politically correct, but also feasible in terms of implementation. In other words, be honest about intentions and outcomes.

Solicit and obtain more Federal funds for community development (housing and infrastructure.)

1. Improve the timeliness of release of RFP's

2. increase funding from non-governmental sources

No suggestions so far

More education of public about what PHB does.

I am not sure.

Not familiar enough with it to say.

Change qualifications to accommodate those in the middle. Make this fair.

Open Text Responses:

Traffic, roads, the building of homes without considering the roads or requiring builders/city to make this part of the planning process. Bottle-necks all over SE/East SE due to condensed living, excessive traffic on roads not designed for that much.

needs to be more inclusive, not tied to the historic distribution of funds to the same non-profits, needs to think about the effects of the lack of economic prosperity in the city and help find solutions to incorporate them into the housing development--hacienda cdc has a wonderful model.

continue to work on reducing complexity of housing deals and associated bureaucracy. perhaps complexity leads to some potential partners avoiding the process? don't know

1. Sometimes spread yourself too thin, but I understand the political dilemma of not feeling obligated to address every "problem"

2. Sometimes too committed to certain projects/programs that become poor business decisions that can't be justified even though the goal is noble.

3. Sometimes the rules are too cumbersome for a minimally effective or "small", temporary program.

I would say address the homelessness situation; but, then again, homelessness is more than just a local government issue; it's also an individual issue. There are many who simply chose to be homeless, as don't do enough to try to better their situation.

Training for underwriters about the desired success indicators for the project.

Industry-wide planning around priorities for scarce resources.

Relationship-building and communication with providers.

more efficiency in terms of contracting

too much funding & focus on emergency shelter instead of housing

Get their act together on Permanent Supportive Housing. It has seemed more like a numbers game than a program.

Poorly defined, poorly coordinated, housing providers have felt extorted to participate - not a good way to get buy in.

Make the funding process more accountable - majority of dollars cannot continue to be focus on homelessness, we need continuum so we can move individuals and families through the entire spectrum

Increase transparency and community involvement.

So many players in housing issues. Help public understand duplication and overlap.

get information about PHB out.

Innovation and alignment with education.

rethink duplicate funding of efforts - why fund so many different agencies to help homeless youth

clear identification of funding available and how we allocate that funding and why

I'm assuming PHB will know what improvements it will need to make to meet its own goals and objectives.

there is always room for improvement. There are alot of people who need help, can you match people who need housing with people who need help making their mortgage and have space to rent?

Unclear how PHB sets priorities for funding

Need accurate list of PSH buildings for use in evaluation and as a tool for housing specialists

More focus on collecting the ideas of those on frontlines of effort to end homelessness to determine what programs are of value and what should be cutback.

pick a purpose and stick with it; don't try to do everything

improve the exposure of you and portland's housing needs

Outreach further to the communities

Keep people in their homes. Banks still are not offering loan restructuring to people with good credit who are self-employed, so there are a large number of people in danger of losing their homes who cannot get help through standard funding sources.

Keep going in the direction you're headed!

1. Tracking stock of affordable units

2. Public-Private partnerships

3. Linking affordable units to transit-oriented areas and enhancing "access to opportunity" and not just housing people.

more resources

Lots

maybe you are already doing this: but, expand awareness of discrimination and state PROMINANTLY that you provide equal access in all programs & services, irrespective of race, ethnicity, national origin, religion, age, disability, gender, gender identity, sexual orientation, marital status, domestic partner status, ETC. Everyone in public service says this, but the outreach does not seem to be effective.

More public involvement on affordable housing design in established neighborhoods

Open Text Responses:

Recognize that equitable share does not equal preferential treatment.

Hire LOCALLY.

Can't do it all. Need to cut some programs and focus.

be more visible

lobby to end no-cause evictions in oregon

Every organization needs to operate better fiscally. I believe that individuals, organizations, companies, and governments should be debt-free to truly operate well and serve the needs that it proposes to address. I support debt-free organizations and organizations who promote debt-freedom. This applies to PHB as well. Even though I live in Hillsboro at the moment, I most likely will become a resident of Portland in the next few years and hope that PHB and other organizations will make a move toward debt-freedom and educating PHB clients about debt-freedom as a step to meet personal housing needs.

It's all about getting funding

Better PR - meetings in communities

More focus on priorities to serve most vulnerable populations.

More effective communication with community esp communities of color. (More listening less talk).

More effective communication, messaging to policy makers-ALL of CITY COUNCIL, Legislators-esp republicans, local businesses

Marketing... I don't think many people know who they are and that they've just merged.

better ad strategy liek the who cares postcard

increase efficiency and effectiveness...reduce red tape

I think PHB can improve on the history of both PDC and BHCD with regards to public communication around goals and accomplishments.

I think PHB can do more to build public support for it's mission, and I think you get there over time with more transparency and reliable reporting on accomplishments.

At times the reporting on accomplishments that historically came out of PDC or BHCD felt unnecessarily overstated in a way that I think ultimately harms credibility.

better communication and accountability to its stakeholders and partners

Improving programs for homeless and low income people.

quicker responses

Review reports required.

Clearly they spend a lot of money. It is not clear why or what the focus is. There seem to be a wide variety of issues which are affected by PHB but can't exactly figure out why.

Providing home ownership for african Americans and other low income minority groups.

Really need to develop more assets for those experiencing homelessness

Get feed back from partners and the public

more focus on affordable housing, an increase in funding to achieve this.

Unknown.

improve consistency of staffing quality and customer service

increase funding for affordable housing, permanent supportive housing, rent assistance and homeless services

more transparency and stronger leadership across the agency - some staff are excellent!

Be more engaged with the public, specifically getting your program seen by more of the population. Hold more events, partner with more visible groups, participate in more festivals though tabling, have a bigger presence at city & county meetings.

budget process is always done at the last minute leaving agencies wondering what their budget will be - would be good to have that info four to six weeks earlier to be able to hire to a plan;

Work with economic development to improve job opportunities and make homes that working families can live in and support the local community.

I am not aware of the programs as anything but an observer.

Inform & Involve ALL Portlanders in affordable housing issues and their effects.

Put more emphasis on helping individuals help themselves, instead of trying to deliver "the solutions" in the form of housing services.

Appendix 6: Please feel free to use the space below, if you would like to add anything else that would contribute to this subject.

Open Text Responses:

Home ownership is not as important as affordable housing

I would like to see PHB funded projects be funded at a level that provides staff with living wages. I also find it interesting that social workers were left out of the list of those needing affordable units (it stated teachers and firefighters) when we are often the lowest paid profession. Many times, we are serving people who have a higher income than we do!

Loans for affordable housing development (especially 0-60% MFI) are staff intensive, difficult for developers and rarely have the cash flow to be repaid. Change to grants. Also set clearer yearly funding priorities so expectations for funding competition is clear (see Federal Home Loan Bank of Seattle model for grant criteria example).

This city lacks vision. It is so enmeshed in what's relevant and green and quirky and popular that it's losing the big picture. For example, is the PHB involved in placing transitional housing at one of the two public transportation gateways to the city? This city needs tourist dollars, and when those dollars step off the train or bus, the first thing they will see is desperation. Then they'll stop off at the North Park Blocks... woops, people drugged, sleeping on the benches and in doorways, empty business spaces. So they'll walk on up to their hotels and pass the major intersection of the region, Burnside and Broadway, and what will they see there? Good going, Portland! I recommend the PHB and other Portland city planners take a little field trip to other cities in the world, and see how they present themselves to visitors.

Work with the private sector homebuilders to build affordable housing without public subsidy.

Thank you for the survey.

I understand that this is a tough job in the current political and economic environment. Thank you for giving it your best efforts.

The most important thing that you can do is position PHB as a resource bridge among classes and cultures. By targeting only the most low income (even if that is your primary concern), you alienate others. Housing for all needs to be everyone's concern. Please help make it happen!

Thank you for reaching out for input. I hope it proves helpful

PHB should create a strong, independent oversight committee.

please focus housing on economic development not give aways...workforce/jobs need most help and are best investment in community.

Seems as though much of the homeless problem is related to non-citizens travel to and through portland and draining resources of community.

Looking forward to simplified reporting and auditing procedures

with the merger of PDC and PHB, I think we need to know what the future will look like, will there be a realignment of goals and policies?

I definitely want to see much more responsiveness, advocacy, and efficiency from PHB. In addition more policy debates with County service providers before addressing the homelessness issues.

I already mentioned the absurdity of what was promised at the South Water Front, but just became an enclave for the rich. PHB needs to step up and make housing for all a reality.

I appreciate the opportunity to provide feedback.

ADULTS without children deserve housing as well.

impact fees have made it impossible to construct new, affordable housing without huge tax subsidies.

I feel that the PHB should also look at improving communities. Such as the Brentwood-Darlington Neighborhood where most streets do not have sidewalks and where there are no definite plans for community building because of lack of funding from the City.

Whatever the bureau does, it should stop wasting money on consultants.

There should be study of lower income housing developments that have remained successful over a few decades w/o deteriorating to determine what factors helped in maintaining the housing.

Much of the assistance available for the general public or developers or other industry professionals seems inaccessible due to the high amount of red tape, bureaucracy, and complicated paperwork. Having more assistance (i.e. customer service) to help wade through this would be very helpful.

As the economy continues to struggle, this work will become ever more important. One of the most critical things the City and PHB can do is to be much more innovative about financing the work. There are many people in the greater Portland area looking for ways to invest in the community and its future economic and housing prosperity, with very little in the way of vehicles for doing so.

Portland is a wonderful city with many attributes built in the PHB can take advantage of with creative planning. Housing is real issue in the lives of many, including professionals, in this city and many have few choices as to the location of housing due to income, I see this and housing families in crisis (homelessness of families) as the biggest obstacle for PHB now and especially in the next few years.

Open Text Responses:

Chronic homelessness is about social problems as much as or more than economic ones. This means that housing provision alone will be a waste of resources if not tied to a broader plan to take individuals, help them succeed, and move them permanently out of the economic and social danger zone. Having said that, short-term homelessness is amendable to economic solutions - immediate involvement can turn the situation around quickly and at low cost. Finally, neighborhood diversity, while not essential, is an important part of keeping a city healthy, democratic, and socially alive, so efforts to carve out a percentage of housing as affordable in new buildings are appropriate and should be continued, with the a plan for avoiding the disasters of rent control in NYC and SF.

Housing is in some sense an obligation we have to each other, and therefore a right we have, but we do not owe each other home ownership. It is not the city's job to help people buy houses.

It's really simple; if this is another example of bureaucracy as a means of using city money to reward political allies, then nothing I write matters. Most people at present do not believe that you or anyone else in politics have our best interests in mind at all, much less as a priority. If you want to change the way the Bureau is seen or perceived by the public, do something to meaningfully improve the housing situation for the largest groups affected by housing problems...poor people. Then start breaking down the different classifications of poor people and the specific issues of each, like racial discrimination and socioeconomic characteristics that lead to it.

Housing problems are complex. I lived in Europe and saw how governments provided stable low income housing. They also had national health insurance and did not throw their mentally ill into the streets.

"The people where I live don't sleep at night due to the location of an 24hour cafe and three bars in the close proximity" WE the people that live in these units have no say when the street closes down and the deafening noise for over 72hours is unbearable...Yet no one really cares and it hurts us and creates strong resentments towards our closest neighbors because of their lack of security and noise restraints....

I would like to see truly affordable housing not just a statistical game. Tie it to the pay scale so that people on minimum wage can afford a place to live.

I feel somewhat uninformed about current efforts. I understand that seeking out accurate information about the efforts of the current PHB is my responsibility and have not focused on this issue recently.

Your staff do try to do a good job, You have many voices and more needs that we the taxpayers can pay for.

Much of housing for mental patients is unavailable or too expensive and poorly supervised.

Quit wasting money! No more street name changes! We don't need another ball park -- use what we have! Clean up crime in the neighborhoods. Bring back transportation into the neighborhoods, including a winter weather program!

The City of Portland, Oregon, hasn't done anything right since Bud Clark was mayor!

I couldn't respond to how PHB creates its priorities or allocates its resources because there isn't enough of a track record or definition to make these issues clear to me yet.

Might be well to take an inventory of the affordable housing development capacity in Portland - what's working and what needs to be improved to elevate the delivery and effectiveness of the system.

How can we collaborate with the State on pilot programs that benefit both the City and State while getting outside the confines of a once-a-year CFC?

Lowest income/homeless housing priorities can't be solved without solid and dependable social services and mental health resources.

How to best collaborate with service providers who aren't in the housing development field? The integration of services and housing requires us to get outside of the box a lot more and reach out to other non-housing players.

Need to determine how to bring Commissioner Fish in on larger, more complicated projects that require cross-departmental coordination and priorities. Redevelopment of PPS surplus school sites?? How do we shake these loose?

I don't know anything about the PHB and haven't heard of the bureau until this survey.

PHB partners recognize that the past year has been a challenging one in terms of the merger - lots of infrastructure and systems to build. One consequence of that has been PHB has been so inwardly focused that they have not always been timely in issuing RFPs, communicating information etc. The organization is more structured and controlled than in the past (which is probably intentional), but the result is that longtime partners and allies do not feel the same sense of partnership that has been essential to achieving mutual goals.

I have to admit, I am not very familiar with PHB. I have done some work with the Housing Authority of Portland, so I am familiar with their mission. Since I have been mostly working in the private sector, I have to question whether the PHB participate much in that sector, or maybe it is too new. I will now keep my eyes and ears open to learn more.

I believe PHB should be more involved in national and regional efforts to get low-income housing to be more of a national federal priority.

Thank you for asking

I did not answer #11 because none of those are my first 2-3 priorities: women, especially women with children, who won't live on the street, can't get into shelters (because we have so few of them for women) and thus are never considered part of the prioritized populations

Would like to see PHB actively involved in the "Aging-in-Place" conversation, and build more housing suitable for families living with and providing care for an aging relative. Would also like to see more housing suitable for shared housing arrangements for mobility-challenged individuals.

PHB needs to be transparent and accountable. They currently are not.

Open Text Responses:

Many of the questions assume more prior knowledge than I have. The survey process would have been aided by either a link to background information or the ability to answer "Don't Know".

Find ways other than the Downtown Neighborhood Association to reach residents of that area for input. Many are ardent supporters of affordable housing but also look for equity with other problems facing the city. Always the problem!

clear budget with sources and uses broken out along with staff costs for internal delivery

I appreciate you doing these surveys on occasion. Thanks for the chance to give input.

i'm worried that the 30 percent setaside of urban renewal dollars for affordable housing will be changed in a way that hurts very low income households. I hope PHB will do its best to protect the policy for changes that would harm those most in need.

none

A downtown resident, I am concerned there is an overly heavy concentration of assisted living units which is unhealthy for the downtown and the assisted

Concerned about the tendency to follow the politics. Yes, bad things happened in NE Portland in the past. But is it PHB responsibility now to offer to fix roofs and cut the grass because now people cannot maintain their home? Or keep them from being foreclosed - moreso than anyone else? I and many others pay 50% of income to housing and no one is helping us, perhaps because we got here only 5 years ago and are white. My solution is a 2nd job, not to expect PHB to help me. I think there is mission creep happening. If you are going to help people at risk of losing their home, only do so to credit-worthy people and only as temporary help, like a 1% interest loan.

I work with first time homebuyers and would like better access to programs and availability. It seems so daunting and inaccessible - and - COMPLICATED.

I should know more about your functions!

I don't know why I was chosen for the survey. I have never heard o Portland Housing Bureau, and other than the information provided in this survey, I know nothing about them.

All best wishes for a successful reorganization BHCD/PDC = PHB!

When looking at providing housing for Portlanders you must look at it providing services in a broader scale of people that include the working poor of all races and background.

I live in a multicultural neighborhood and find that folks still mostly congregate with their own ethnic groups. Is there anything that could be done in developing neighborhoods that would contribute to more integration?

Even though I work on many building projects that the housing bureau has been involved in as a contractor and citizen I could not really tell you what role PHB has played or wants to play in the future. Could not answer many of the survey questions.

It is not important to me that firefighters and teachers live in Portland if they want to work in Portland.

It is critical to me that PHB preserve the affordable housing stock it has before looking for funding to build new. I am not convinced we have effectively utilized all we have in existence today.

Also, I understand the financial inequity of this, but not all people should own their housing -- they can't take care of it (they are too old, etc).

I think PHB's mandate is MUCH too broad and leads to its resources being spread too thinly to be effective. The City and the Bureau need to have PHB be narrower in scope and therefore more effective overall.

PHB needs to hold its sub-contractors accountable to measurable results!!!

Keep up the good work.

Add me to email list for any meetings that will be held regarding this subject.

Although it is difficult to maintain up-to-date available housing information, I feel this is very helpful for Portlanders looking for safe, affordable housing.

phb is making the effort; unlike most larger cities.

go portland

I truly hope you can make a dent in discrimination against people of color in housing. Build more affordable housing in Portland that people can afford. Thanks for the opportunity to respond to your survey!!!!

Question #'s 7, 8, 9, 10, 13, 16, 17, and 18 were either marked Not Applicable or left blank because it is premature to evaluate PHB on these items. PHB's goals and programs have not yet been clearly articulated to the community.

Please keep the UGB! We really need those farms.

Open Text Responses:

Please advocate for non-profit home financing. The transnational banks that dominate housing finance must be limited.

With a credit score well over 800 and more than the 20% down payment available, I would love to purchase a home. Yet my only options for financing (since I don't qualify for low-income assistance) are the banks and credit unions. Why? How did they corner the market on home financing? I want nothing to do with banks, yet it is my only option to obtain a home at this point. So I continue to rent. In early 2007, I was seriously looking for a home, but no financial institution could not guarantee that my mortgage would not be securitized. I want my money to stay in the region, not sent to Wall Street.

I would like to see advocacy for a "Bank of Oregon" or "Bank of Portland," or better yet a "Financial Center of Portland", where interest profit would go back to the state (or city) and not to a for-profit entity. Some of the local credit unions offer financing, but again, they're simply "bank-lite."

With Portland having a national reputation for innovation, I see this as major area to pursue: alternatives to home financing outside the banking industry, Wall Street, and securitization.

I may be a bit naive about all the alternatives to finance, but I simply do not want half-a-lifetime of servitude to a for-profit bank.

I feel like I don't know enough about PHB but will get more information. It's extremely important work.

I can't emphasize enough. It certainly is not fair that I fall into the category of "you make too much, but can't afford a decent safe place. Change qualifiers.

Stop making the housing so condensed. SE/east SE has many large housing units where traffic and parking were not addressed or it seems not considered in the planning process. There are safety issues this has created, but once the building is done and they are occupied, then the pile up begins. Consider/require the roads and increased traffic flow as part of the planning process. In my opinion, it is apparent all over that was never a consideration in the building I've seen. Parking, pedestrian, back ups.

I've lived here 50 years and am not happy with the development of SE/East SE. The building that's been allowed, building on lots that were not equipped, it's not pretty. It looks haphazard and I feel so closed in. On roads that moved right along, traffic back ups everywhere. The traffic increased but nothing was done to widen roads during the building process. Drive through the Gilbert neighborhoods. 122nd at Holgate is a traffic hazard, parking, drive down Bush by 122nd. You can never get through. 145th and Powell, the parking on the NE side of the street blocks a driver's view. 92nd and Harold. A house 1 car garage wide built right in the middle of the intersection?

I'd be happy to provide several more examples.

To add insult to injury, a lane on Holgate was given to bikes. I've been driving down Holgate for 30 years. The flow has always been good. I have yet to see a bike on that bike lane between 122nd and 104th. Yet traffic gets backed up, all it takes is someone going slow or not know where they're going. I strongly disagree with the decision to make that a bike lane. It was a mistake and obviously made without even asking the citizens that live here for input. VERY poor local government behavior. Course, public opinion doesn't seem to be his concern, now does it.

you have a terrific team. glad you have the PDC money!

I am not sure why you sent ME this survey. As I know little about the PHB these days, I could not answer most of the questions.

As I said, Portland needs to address the problem of gentrification, which is forcing more people than ever to leave the city. I also think that PHB needs to change policies that put affordable housing in certain areas of town and not in others. Finally, PHB needs to create a REAL system of public involvement. I think there's a fear that public involvement would thwart efforts to site housing. In my neighborhood it's just the opposite. Not only are we supportive of such investment here, but we've been pleading for it to happen. Have some faith in the people of this city.

happy to have the opportunity to give feedback - thank you.

Commissioner Fish is doing a great job leading this effort.

Would like to see why Portland has so many homeless.. do we attract homeless people to our city or are more Portland citizens becoming homeless??

Mobile and manufactured homes provide a significant reservoir of very affordable, immediately available housing that is not being accessed by PHB. Older homes often sell for less than 10K, require minimal improvements and park rents run around \$400+/mo. The same capital investment it takes the city to build a single unit of "affordable" housing [@ 240,000] could easily purchase a dozen or more of these homes and there would be no 5-10 year lag for bonds, constructions etc. for these units to go on-line. The addition of these units to the stock of affordable housing creates more blended communities rather than segregating lower income residents into large Sec 8 buildings. I'd love to talk to someone at PHB about this

Speak at Real Estate office meetings, let us know what you do and what you need help with.

Preservation and creation of truly affordable rental housing is foundation for achieving all other PHB goals

question #2 is unclear. do you mean FTE is budget size? I answered FTE.

Are there funding sources available from PHB to keep self-employed people in their homes? Are there funding sources available to help homeowners make business improvements to their home to grow home-based businesses instead of the standard brick & mortar/main street approach?

Open Text Responses:

Portland can not afford to have several close-in affluent neighborhoods without housing the working class. Portland's main focus is livable communities. That should be true for the rest of us. Although our transportation is excellent, riding the max for 90 minutes a day is hardly livable and does not create community.

I am concerned about the displacement of so many families of color, to the edges of town, or to Gresham and other lower cost areas. Whole neighborhoods have changed. This should not be happening. Perhaps this is not your sole jurisdiction (e.g., PDC has a role, for one).

I apologize if my comments reflect simply being less aware of your functions than I should be.

Your last email - which contained the Strategic Plan and survey links - was infuriating. Clearly you don't give a shit. Not sure why I filled this out.

Don't build any more high-density projects. Yeah, I know it's efficient, but it's not helping the residents or the neighborhoods that host them.

Enforcement is never fully funded and always takes a back seat. I'm afraid progress will be lost without it.

Better financial management improves the quality of live for individuals, families, organizations, companies, communities, and countries. Please take this seriously. I do.

appreciate the opportunity to provide feedback. Blank questions are for lack of info to give a good answer.

Affordable housing should be spread throughout the city, not clustered in specific neighborhoods.

Very difficult financial situation now for all including bureau. Need to prioritize funds/resources to most vulnerable people. Should coordinate planning and implementation of other important hsg roles with other bureaus and agencies (Planning and Sustainability, Development, Metro, MultCO, Tirmet, PDOT, PDC) but not PHB lead at this time.

You are on the right track. keep going.

I think a priority of PHB needs to be continuing to support and build cross-jurisdictional collaboration and planning around housing and homelessness

section 11 wouldn't keep my answers. as i went to the next question, it erased the ones i'd already done.

Need more transitional housing for the most difficult tenants - mentally ill, drug/alcohol addicted, ex-cons with auxillary treatment/counseling services

None - thank you.

Thank you

I am not very familiar with what you do but would be happy to receive emails from you in order to become better informed.

Difficult to respond to several questions since I am not involved in utilizing the services of PHB in my work, but thanks for the opportunity to provide input.

More information on the changes to PHB is desired. Lack of communication around new direction and PHB services and focus since transition of agency is frustrating.

Thank you for engaging with the public and asking for feedback.

My responses to this survey certainly are NOT based on any in-depth knowledge of PHB.

I simply don't know very much about PHB.

I am a homeowner and student in Portland who came here for the quality of life. I know an employee of the bureau.

Appendix 7: First Name

Open Text Responses:

Appendix 8: Last Name

Open Text Responses:

Appendix 9: Title

Open Text Responses:

Appendix 10: Company Name

Open Text Responses:

Appendix 11: Street Address

Open Text Responses:

Appendix 12: Apt/Suite/Office

Open Text Responses:

Appendix 13: City

Open Text Responses:

Appendix 14: State

Open Text Responses:

Appendix 15: Postal Code

Open Text Responses:

Appendix 16: Country

Open Text Responses:

Appendix 17: Email Address

Open Text Responses:

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 piset.sao@portlandoregon.gov
 mjd503@gmail.com
 shannon.singleton@usw.salvationarmy.org
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 kenloyd141@gmail.com
 woodlawn@ipns.com
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 rdrandall@gmail.com
 edwikoff@hotmail.com
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 adamjrust@gmail.com
 cstevens@spiritone.com
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pegm@portlandhousingcenter.org
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friedajc@comcast.net
jonm@cascadiabhc.org
steve@endeavorplumbing.com
kleanbear851@comcast.net
susanmccallrealtor@msn.com
gillock@nwhousing.org
saral@nayapdx.org
graham.taylor@cbre.com
mike@vcarch.com
brenda@unlimitedchoices.org
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cspinnett@gmail.com
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kristy@communitywarehouse.org
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nick@ilovelents.com
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dledezma@ci.portland.or.us
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tsomerville@pyramidcommunications.com
timothy.ford@portlandoregon.gov
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kevhav@gmail.com
chris.hassett@cascadiabhc.org
mnye@nyearchitecture.com
capellen@opidportland.com
pdxwebrealty@comcast.net
docdem38@gmail.com
rgrady@polkcdc.org
theeditedword@aim.com
joymariep@yahoo.com
leeYounglove@Comcast.net
bstone@emoregon.org
bluuhaus@yahoo.com

Appendix 18: Phone Number

Open Text Responses:
5035197922
(503) 823-3491
503-481-3494
503-227-0810 extension 204
503-226-4368, ext. 3
503-206-8709
503-219-8778 (W)
503-477-3643
503-206-4181
503-823-5463
503-823-2385
503-232-6971
503-347-4237
503-545-8831
503-227-2621
503-499-5933
503-788-8052 x16
503-223-6327 x135
503-875-2077
5033603193
971-219-1344
503-477-6807
503.488.5970
503-224-0098
503-208-3607
503 296-7796
503-998-0304
503-775-8285
503-380-9511
503-704-2396
503-772-1371
503-808-0467
503 786-6138
503-235-6780
5032871292
used 4 rent!
503-774-2513
unaffordable
503-238-8728
503-533-7804
503-624-4804
503-281-0453
503-341-2315
503-802-3621
503-774-2397
503-789-1953
503=501-5738
503-816-3423
503-988-3400
503-223-4041
503-823-2802
503-226-8459
503 548-0222

Open Text Responses:
503-243-2081
503 747 2254
503-312-6263
503 476-4903
503-784-8785
503-724-2290
503-367-2265
503-260-8094
5038028338
503-282-7744 x107
503-971-3037
(503) 288-2923
503-234-4651
503 227-8527
503.254.6369
503.230.9654
503-504-6846
503-481-2256
5036541007
503-288-8177 X232
503-221-4830
503 2280311
(503) 2324-6167
503-282-7744
503-289-1697
503-255-4647
503-219-2934
503 490-3101
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5039353092
503-594-1509
208-724-3223
9716736893
5035648875
503-823-6148
503.288.8177 ext.210
503-452-0443
503 245 3074
503 757 4593
503-636-5000
503-226-7825
503-219-0784
503 473 4796
503-250-3962
503-449-1793
5034671928
503-224-0711
503.442.1090
503-449-4804
503.823.7513
503 284-0657
503-478-6872
503.232.1528
503-799-8421
503-758-2250

Open Text Responses:
503-525-8483 Ext. #5014
503-823-5771
503-408-3005
503.246.9911
5039134044
503-957-9186
503-823-5396
360-993-9570
503-952-6757
503 282-5275
503.381.9990
5034429703
503-810-3119
503-823-7511
503.280.3725
503-539-5696
503-963-7794
5034734354
503-225-1102
503-307-6255
503-875-1077
503-831-3173
503-208-5480
503 236-3121
503-225-9924

Appendix 19: Fax Number

Open Text Responses:

Appendix 20: Mobile Phone

Open Text Responses:

Appendix 21: URL

Open Text Responses:
