

Appendix B. WPTC SDoH Accelerator Plan Community Engagement Report

Prepared by



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EXECUTIVE SUMMARY

Unite Oregon contracted with Portland’s Bureau of Planning and Sustainability to lead community engagement efforts for the Social Determinants of Health (SDoH) Accelerator Plan. This will enable the City and its multi-sector partners to undertake priority actions that prevent or reduce adverse environment-related disparities affecting under-served and under-represented communities. The project focuses on two interconnected priority areas- first, the built environment in the form of housing stability and energy saving initiatives and second, social connectedness in the form of establishing a multicultural hub in the area.

Between March and July of 2022, Unite Oregon implemented a number of activities, including focus group discussions, online survey and community conversations, to engage with the community and get their feedback on the programs that the project’s Leadership team has envisioned for the two priority areas. Language and cultural accommodations were provided for participants of each of the community engagement activities, and stipends were offered to compensate for their time and participation.

The findings reflected the big gap between the resources allocated for equitable social and economic progress in the WPTC and the actual needs in the area. In particular, low-income households are overwhelmed by housing costs, including rent and mortgage, as well as utility bills. They are quite interested in programs that would enhance health outcomes and provide housing stability. Participants also indicated that a multicultural center would offer a sense of belonging and help to preserve their cultural identity. They cannot wait to see it established in the WPTC.

REPORT CONTENT

Background.....	3
Community Engagement Activities.....	3
Focus Group Discussion.....	4
Online Survey.....	6
Community Conversation	10
Inclusion and Equitable Access	11
Summary of survey findings.....	12
Participants feedback to open-ended questions	20

BACKGROUND

Unite Oregon worked with Portland's Bureau of Planning and Sustainability (BPS) to design and implement a community engagement plan for a grant from the Centers for Disease Control and Prevention (CDC) to create a plan that accelerates efforts to improve social determinants of health (SDoH) in the West Portland Town Center (WPTC).

The grant began in October 2021, and it focuses on two interconnected priority areas – the built environment and social connectedness – with direct reference to actions identified in the WPTC Plan and SW Corridor Equitable Housing Strategy. The outcome will be an Accelerator Plan developed by BPS staff in collaboration with a group of multi-sectoral organizations that forms the project's Leadership team including Unite Oregon, Neighborhood House, Community Partners for Affordable Housing, Community Alliance of Tenants, HAKI, Rural Community Assistance Partnership, Health Share of Oregon, and Multnomah County Health Department.

The Leadership team consists of representatives from community-based organizations and government agencies that have extensive experience working in different sectors to serve the diverse community in SW Portland. The scope of the proposed Accelerator Plan, as envisioned by the Leadership team, focuses on advancing energy savings and housing stability for impacted communities in the WPTC. It also supports the establishment of a multicultural hub in the area.

COMMUNITY ENGAGEMENT ACTIVITIES

There are social, economic, and health disparities between the diverse communities in the WPTC area. In particular, BIPOC, immigrant, and refugee communities who live in low-cost housing struggle with physical and mental health issues and their life expectancy is lower than other residents. Receiving feedback from impacted people is crucial to the success of this health equity accelerator planning work and to narrowing these disparities.

The different engagement activities were designed to capture feedback from impacted community members about the actions that the project's Leadership team has proposed to accelerate including: Stability for people living in affordable housing, energy efficiency and energy saving upgrades, and the services and activities they would like to see in a multicultural hub. Given the timeline of CDC SDoH grant and the current pandemic social context, Unite Oregon used the following three community engagement approaches:

(1) FOCUS GROUP DISCUSSION

There were two virtual focus group sessions with a number of community members with lived experiences related to racial, social, and health inequities. A total of 19 community members attended the focus groups that identified as African American (32%), Middle Eastern/Arab/Kurdish (43%), Asian American (5%), and white (5%). In addition, 32% of participants identified as men while 68% identified as women. The focus groups were facilitated in English with the option of including simultaneous interpretation if requested by a participant. Community members were informed of the project background as well as the proposed actions for the housing stability and multicultural hub portions of the accelerator plan before the focus group discussion began.

Energy Efficiency

The first part of the focus group discussion focused on energy efficiency. The main themes that were discussed were tenant benefits in relation to decreasing utility bills without raising rent, home conditions, landlord-related concerns, and self-made changes to one's home. In terms of tenant benefits, participants were asked to share what changes they would see if their landlord were to improve their heating or cooling so that it would decrease their monthly utility bills without raising their rent. Participants answered by stating that they would be able to save money, pay necessary bills, as well as have better health outcomes for their family and pets.

During the discussion, community members shared their experiences with their home conditions such as bad insulation that led to rising bills, high energy bills that made it difficult to make ends meet, bad air filtering system within their unit, and being unable to qualify for energy assistance programs. For instance, a participant shared their experience by stating: "In another situation, there were a lot of mold problems. My electric bill was going up 50%, 60% or 70% and my heat bills were really high due to replacing the windows and doors and they had left holes where you can see sunlight coming in. Also, one of my pets had died in the heat wave. It's really stressful and not everyone qualifies for energy assistance".

Along with their experiences with their home conditions, many participants shared concerns about their landlord. Various members shared a similar concern in regard to landlords' interest or lack thereof toward energy efficiency programs. Participants were unsure if landlords would agree to a program that would provide them an incentive to improve energy efficiency in units while not raising rents for tenants. Other common experiences from respondents were a delay in service improvements, tenant complaints being ignored by property management, tenants conducting improvements on their own, and energy bills increasing after repairs. These concerns were expressed by one participant, "Landlords should abide by the same law as tenants. Maybe the grant can go directly to the tenants rather than having it benefit the landlord for weatherization".

Self-made changes were a common theme in the focus group discussion surrounding energy efficiency. Community members shared their efforts in decreasing energy costs in their home by purchasing portable AC units, heaters, and removable tinted window covers. Several participants had used LED lights to save money, closed blinds and curtains early during hot days, and even used paper bags as insulation to stay warm. Clean energy saving educational programs were also utilized as community members learned to use less energy during PGE peak hours and learned to turn on lights only when necessary.

“I've noticed there are a lot of gaps around the door frame and I used paper bags [...] to stuff between the door and doorframe and that made a huge difference in keeping the heat this past winter.”

Property Acquisition

Questions around property acquisition were also discussed in the focus group. One question asked participants to share what they would ask from a new landlord if their building where they were living was sold. Community members responded by saying that staying in their current location would be important as well as living near their communities. In addition, participants described factors that would lead them to move. Several responses included lack of transit access to work and everyday places, health risks, rising crime rate, increase in rent, and changing jobs or school.

Within the discussion, participants described their experiences with living in a building that had a change in landlords. Participants preferred when new landlords did not raise the rent and requested new landlords to continue building upgrades. On the other hand, community members had experienced new management making promises that were not fulfilled, as well as very quick changes in their paperwork. This was described by the participant as “We had a lot of lease changes with a change in management companies. They had given us a notice that there would be no changes but then demanded we sign the new paperwork within three hours”.

When asked about nonprofit ownership of their apartment buildings, participants responded stating that they would be interested in flexibility rather than stability and would prefer not to sign a long-term lease. There were also concerns about nonprofit ownership and if nonprofit owners would be able to keep the buildings well maintained. Another group favored nonprofit ownership as they saw nonprofits as caring more about the community's needs. Participants also stated that they would be interested in owning their apartment as a condo.

Multicultural Hub

The second part of the focus group discussed the multicultural hub and included general recommendations, location preferences, and priority services from community members. The multicultural hub was an area of great interest to many participants. The general recommendations we received were to ensure the hub was an energy efficient building, ADA compliant, and that it included year-round activities. Suggestions for its location were to have it near a school, park, or community center such as Markham Elementary School or Jackson Middle School. It was also suggested for it to be in a walkable area and with parking and transit access.

Focus group participants were asked to state the kind of services the multicultural hub should provide. Those services included community gathering spaces for all ages, educational health information, small business support, kitchen space for community events, clinic and health services, as well as fresh food. Moreover, it was asked for there to be a rotation of workshops or classes, culturally-specific events, legal services, language classes, civic classes, and COVID resources.

(2) ONLINE SURVEY

A total of 292 community members participated in a survey that was developed by the Unite Oregon team in collaboration with BPS staff. The survey was translated into five languages that are spoken in the WPTC namely Spanish, Arabic, Vietnamese, Somali and Swahili. Participants were also offered the option to choose other languages, if needed, and Unite Oregon was ready to facilitate their participation in the survey using those languages. The following sections shed light on findings and appendices 1 & 2 summarize the answers by all respondents.

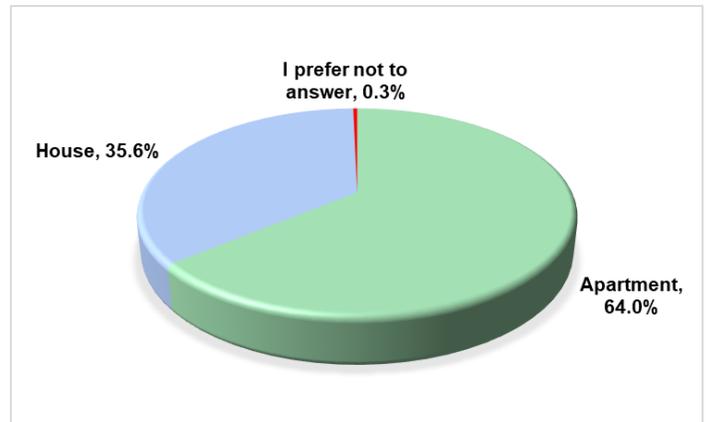
PARTICIPANTS DEMOGRAPHICS

Most survey participants (94.5%) mentioned that they reside in the 97219 zip code which covers an area larger than the WPTC planning area. Survey participants identified as

Men (53.1%), Women (46.2%), and only one person identified as transgender and another person preferred not to answer the question related to gender identification. About 80% of the respondents are U.S. born citizens while 18.2% are citizens by naturalization, immigrants, refugees and asylum seekers. With respect to race and ethnicity, about half of the survey participants were White, 33% were African/African American.

Other ethnicities identified in the survey are Asian American (6.2%), Native American (5.1%), Hawaiian/Pacific Islander (3.4%), and only 1% identified as Middle Eastern/Arab/Kurdish. Figure 1 shows that most survey participants live in apartments (64.0%) while 35.6% live in houses and one participant preferred not to answer the question. Speaking of the household size, close to 46% of the participants mentioned there are three people living in their home, 26.4% had four people, and households with two members living in the home comprised 16.1% of all participants. Nealy 72% of these families have been living in their current residence for more than two years and 80.5% of them are renters.

Figure 1: Do you live in an apartment or a house?



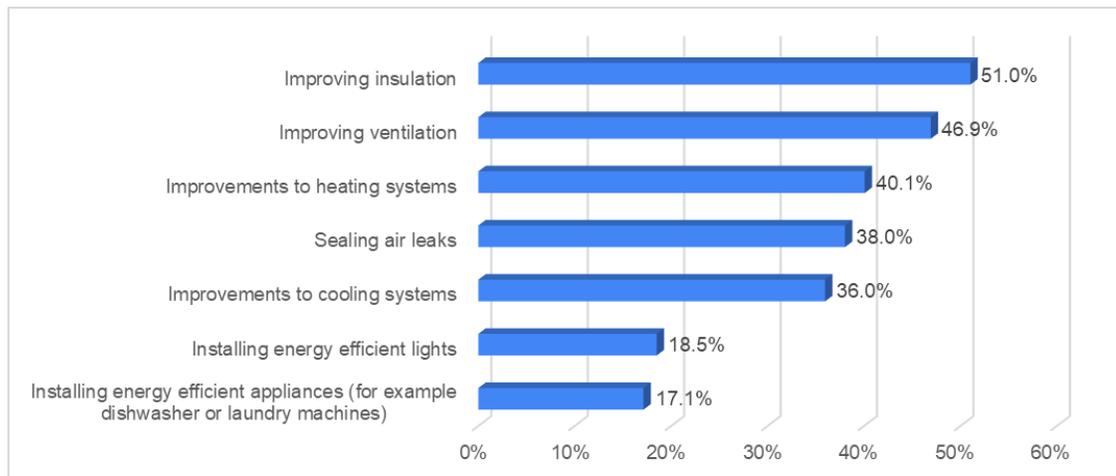
Energy Saving & Housing Stability

The first section of the survey asked community members about the type of repairs or upgrades their homes needed. With respect to the current needs, the top three required improvements are in the insulation, ventilation, and heating systems. These needs were reported by 51.0%, 46.9%, and 40.1% of the survey respondents, respectively. To answer the question about the type repairs/upgrades they completed in the last three years, 40.4% had ventilation improvements, 38.0% installed energy-efficient lights, and 34.9% had their heating system improved.

“Owning an apartment with price advantage will make my life more stable and happy.”

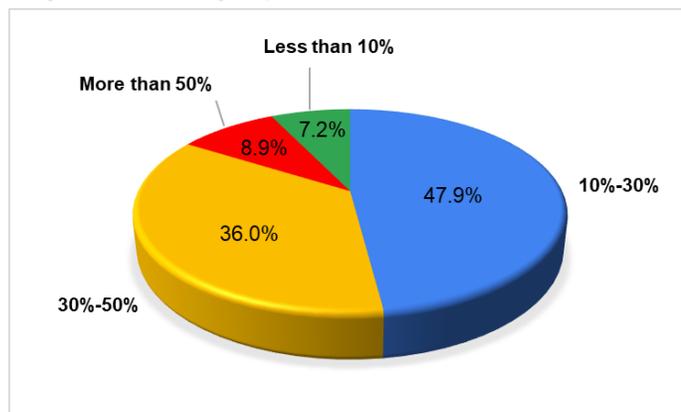
While 74.7% mentioned that their landlord completes repairs or upgrades to their home sometimes/most of the time, about 40% reported that the landlord has denied repairs or upgrades to their home in the past, and only 12% said landlords always complete upgrades and repairs. Paying rent/mortgage was a concern of 44.9% of the survey respondents. Paying electric bills, heating bills, and gas bills was a concern for 40.8%, 39.7%, and 39.4% of the respondents, respectively. Figure 2 presents the types of repairs and upgrades that the homes of survey participants currently need.

Figure 2: What type of repairs or upgrades, if any, does your home currently need?



About 9% of respondents mentioned that they spend over 50% of their household income on housing expenses, whereas 36% of them spend 30-50% and 47.9% use 10-30% of their household income on housing expenses (see Figure 3). In case a new owner bought the house where they live, 44.5% of survey participants mentioned that the most important priority they would like the new owner to consider is “not increasing the rent”.

Figure 3: Housing expenses as % of household income?



If the apartment building was owned by a local nonprofit, and they offered residents the option to purchase their apartment so that they owned it like a condo, 72.6% of respondents were interested in this offer. If the nonprofit offered the option to sign a long-term lease for five or more years where their rent would not go up during that time, 76.4% of the survey participants were interested in this offer.

Multicultural Hub

The first question of this section asked community members about their connection to their immediate community, and 86.3% of those who participated in the survey felt they were connected to the immediate community. When asked to rank the most important services and/or amenities that would be available at an immediate temporary multicultural center, 38.1% chose fresh food as their top priority while 22.9% chose a medical clinic, 16.1% selected education and information sharing and 14.7% chose childcare services.

Regarding the top priority of its location, about 28% of all participants prefer to have a temporary multicultural hub at or near a school, nearly 21% of them would like it to be at or near a park, and 18.8% wanted it to be at or near a place with commercial activities. Of all participants, 58.6% mentioned that they would very likely use the multicultural hub if it was near their home, 52.7% said they would very likely use the hub if it was near public transportation.

“The community multicultural service center should play a role in improving the quality of life of the community members, and certain cultural activities.”

Out of 15 services and amenities that the community might want to see at a future permanent multicultural hub, the top five as selected by survey participants were: medical clinic services (e.g., health screenings, basic health care), safe walking/rolling environments (e.g., for pedestrians, strollers, wheelchairs), alcohol and cannabis-free spaces, programming that supports the preservation of immigrant and refugee culture and language, and spaces for breastfeeding parents.

The survey had a few open-ended questions where participants could explain some of their answers and add other priorities they may have, which the survey did not address. A number of themes were identified from the information participants mentioned in response to each of these

questions. Appendix 2 outlines these themes for each question with direct quotes of what participants wrote in their answer.

For the question asking about concerns respondents had if their apartment building was sold, participants were mentioned the potential rise in rent and how this may force them to move out. This leads to the trouble of finding new suitable housing and being away from the community they belong to. Other concerns include the relationship with the new landlord and the new management policies they plan to implement and their views on required repairs.

(3) COMMUNITY CONVERSATION

After the focus group discussions and online survey were completed, Unite Oregon had conversations with the East African and Muslim communities that live in the unregulated low-cost apartments near Multnomah County Library - Capitol Hill to inform them about the efforts being made to develop an Accelerator Plan to advance Social Determinants of Health in the WPTC. The participants, who are well-connected with their respective communities, were also expected to share the information with other people so they are aware of this project. Another goal of these conversations was to get participants feedback on the proposed actions concerning energy saving, housing stability and the establishment of a multicultural hub.

Generally speaking, community members who participated in the discussions saw energy costs and lack of regular repairs and efficiency upgrades as a great challenge that impacts their lives. However, they shared that rising energy costs won't be the primary reason for them to move from their current residence due to a couple of reasons: first, it will be difficult to find a place that is equally affordable and second, they don't wish to be away from their relatives and friends and other amenities/services that they might not find in the new place.

Although many participants acknowledged that their current landlords usually agree to do some energy-related repairs, certain properties require upgrades/retrofits at a larger scale that some landlords may not be willing to complete, especially in old buildings. That said, participants agreed that it would be more effective if a nonprofit was responsible for making those improvements. The community also welcomed the idea of acquiring existing affordable housing by nonprofit organizations to preserve their affordability.

With respect to the question about their interest to buy their apartment so that they owned it like a condo, if that was a possibility, many of them were interested, while some participants had a couple of reservations e.g., their inability to secure the funds needed to make the purchase and also the concern about interest-bearing loans which Muslims are not allowed to have due to religious doctrine.

The idea of establishing a temporary multicultural center was also welcomed by the community, especially those who were involved in some of the discussions about this project over the past couple of years. They see this as a first step toward establishing a permanent multicultural hub in the area. In line with the survey findings, participants think having the center at/near a school would be useful and the two locations they identified were Markham Elementary School and Jackson Middle School.

Overall, the community groups we talk with mentioned services and amenities they would like to see in a multicultural hub similar to those identified in the online survey and during the focus group discussions. In addition to those services, we heard that there is a need for a place to prepare deceased people for the funeral. A couple of the Muslim residents who participated in the conversations mentioned that they had to go all the way to Hillsboro to find a place that offers this service according to the Islamic faith.

INCLUSION AND EQUITABLE ACCESS

Considering the diversity of the communities living in the WPTC area, Unite Oregon designed the engagement activities to be more inclusive and equitable. A multilingual flyer was developed to invite community members to join the focus group discussions. Simultaneous interpretation service and equipment to give participants access to virtual meetings were offered to those who needed them. During the discussions participants were given the time to express their ideas and provide feedback on each of the topics.

Similarly, the online survey was translated into five languages and an option was added to allow participants to request other languages, if needed. The survey was promoted on social media and flyers were posted at a few culturally-specific stores on SW Barbur Blvd so that we could reach the targeted audience. A direct link and QR code were shared to make it easier for people to access the survey.

At the community conversations, which were held in-person, a convenient venue was selected based on the suggestion of community leaders in the area. To mitigate the risk of COVID-19, participants were asked to wear masks and maintain social distance. People were able to speak in their own language and an interpreter was there to explain the ideas they shared. Participants of all three community engagement activities were given small stipends to compensate for their time and recognize their participation.

Summary of survey findings

1) Personal/Housing Information

What is your race or ethnicity? (Select all that apply)

Categories	Percentage	Number
White	51.7%	151
African American	27.7%	81
Asian American	6.2%	18
African	5.1%	15
Native American/Indigenous	5.1%	15
Hawaiian/Pacific Islander	3.4%	10
Multi-Racial	1.7%	5
Middle Eastern/Arab/Kurdish	1.0%	3
I prefer not to answer	2.1%	6

What is your residence status?

Categories	Percentage	Number
U.S. born citizen	79.5%	232
U.S. citizen by naturalization	11.3%	33
Immigrant	5.1%	15
Refugee	1.0%	3
Asylee	0.7%	2
I prefer not to answer	2.1%	6
I prefer to self-describe	0.3%	1

Gender: How do you identify?

Categories	Percentage	Number
Man	53.1%	155
Woman	46.2%	135
Transgender	0.3%	1

Do you live in an apartment or house?

Categories	Percentage	Number
Apartment	64.0%	187
House	35.6%	104
I prefer not to answer	0.3%	1

Do you rent or own your residence?

Categories	Percentage	Number
I am a renter	80.5%	235
I own my place (even if you have a mortgage)	18.5%	54
I prefer not to answer	1.0%	3

How long have you lived at your current residence?

Categories	Percentage	Number
3-4 years	39.0%	114
1-2 years	25.0%	73
5-9 years	20.5%	60
10 or more years	12.3%	36
Less than 1 year	3.1%	9

How old are you today, in years? [categories created from the 292 responses]

Categories	Percentage	Number
30-39	55.8%	163
20-29	27.1%	79
40-50	14.7%	43
50 and older	2.4%	7

How many people live in your home, including yourself?

Categories	Percentage	Number
3	45.9%	134
4	26.4%	77
2	16.1%	47
5	6.5%	19
1	3.4%	10
6	0.7%	2
7 or more	0.7%	2
I prefer not to answer	0.3%	1

2) Repairs, Upgrades, and Improvements

What type of repairs or upgrades, if any, does your home currently need? (Check all that apply)

Categories	Percentage	Number
Improving insulation	51.0%	149
Improving ventilation	46.9%	137
Improvements to heating systems	40.1%	117
Sealing air leaks	38.0%	111
Improvements to cooling systems	36.0%	105
Installing energy efficient lights	18.5%	54
Installing energy efficient appliances (for example dishwasher or laundry machines)	17.1%	50

What type of repairs or upgrades, if any, have been completed in your home in the past three years?

Categories	Percentage	Number
Improving ventilation	40.4%	118
Installing energy efficient lights	38.0%	111
Improvements to heating systems	34.9%	102
Improving insulation	31.5%	92
Improvements to cooling systems	30.8%	90
Sealing air leaks	27.1%	79
Installing energy efficient appliances (e.g., dishwasher/laundry machines)	20.5%	60

How often does your landlord complete needed repairs or upgrades in your home?

Categories	Percentage	Number
Sometimes	38.4%	112
Most of the time	36.3%	106
Always	12.0%	35
I own my home and do the repairs/upgrades myself	7.5%	22
Never	5.8%	17

How often do you complete needed repairs or upgrades in your home?

Categories	Percentage	Number
Sometimes	40.1%	117
Most of the time	37.7%	110
Always	17.1%	50
Never	5.1%	15

Has your landlord denied repairs or upgrades to your home?

Categories	Percentage	Number
No	50.7%	148
Yes	39.7%	116
I own my home	9.6%	28

What concerns do you have related to housing expenses? (Check all that apply)

Categories	Percentage	Number
Paying rent/mortgage	44.9%	131
Paying electricity bills	40.8%	119
Paying heating bills	39.7%	116
Paying gas bills	39.4%	115
Paying internet and phone bills	30.1%	88
Paying water bills	28.8%	84
Paying renter/homeowner's insurance premiums	26.4%	77
Frequent repairs conducted by yourself	25.3%	74
Paying homeowners association dues and property taxes	17.5%	51
Stress from worrying about having to move due to housing costs	14.4%	42
Having to give up other needs (e.g., groceries or medical care) to pay for housing	7.2%	21

How much of your monthly household income is spent to cover housing expenses (i.e., rent/mortgage and utilities)?

Categories	Percentage	Number
10%-30%	47.9%	140
30%-50%	36.0%	105
More than 50%	8.9%	26
Less than 10%	7.2%	21

If you could ask the new owner for anything, what would you consider the most important items for the new owner to consider? Please rank the following five issues from 1 to 5, (1 = top priority, 5 = lowest priority).

Categories	Priority#1	Priority#2	Priority#3	Priority#4	Priority#5
Not increasing rent	44.5%	16.8%	9.9%	7.5%	21.2%
Utility costs	26.0%	33.6%	16.1%	16.4%	7.9%
Upgrades (e.g., windows, appliances)	11.0%	19.9%	39.4%	22.3%	7.5%
Regular maintenance	11.3%	18.8%	22.6%	31.2%	16.1%
Safety (e.g., door locks, lobby security)	7.2%	11.0%	12.0%	22.6%	47.3%

If your apartment building was owned by a local nonprofit, and they offered you the option to purchase your apartment so that you owned it like a condo, how interested would you be?

Categories	Percentage	Number
Somewhat interested	46.2%	135
Very interested	26.4%	77
Neutral	16.1%	47
Somewhat disinterested	7.2%	21
Very disinterested	4.1%	12

If your apartment building was owned by a local nonprofit, and they offered you the option to sign a long-term lease for 5 or more years where your rent would not go up during that time, how interested would you be?

Categories	Percentage	Number
Very interested	41.4%	121
Somewhat interested	34.9%	102
Neutral	13.4%	39
Somewhat disinterested	6.5%	19
Very disinterested	3.8%	11

3) Multicultural Hub

Based on your experiences, how socially connected do you feel to your immediate community?

Categories	Percentage	Number
Somewhat connected	45.5%	133
Very Connected	40.8%	119
I do not know	7.5%	22
Somewhat disconnected	4.5%	13
Very disconnected	1.7%	5

What would be the most important services and/or amenities of an immediate temporary multicultural hub? Please rank the following services/amenities from 1 to 6, (1 = top priority, 6 = lowest priority).

Categories	Priority1	Priority2	Priority3	Priority4	Priority5	Priority6
Fresh foods	31.8%	15.8%	19.2%	17.5%	9.9%	5.8%
Prepared foods (e.g., food, carts)	13.4%	33.6%	18.2%	11.6%	14.4%	8.9%
Medical clinic	22.9%	17.5%	22.9%	15.1%	12.3%	9.2%
Childcare	14.7%	19.2%	17.1%	22.3%	16.8%	9.9%
Sale of culturally-specific items	11.0%	13.0%	15.1%	18.5%	25.7%	16.8%
Education and information sharing	16.1%	14.7%	14.7%	10.3%	12.7%	31.5%

Considering your regular daily activities, where would you prefer a temporary multicultural hub to be located? Please rank the following services/amenities from 1 to 6, (1 = top priority, 6 = lowest priority).

Categories	Priority1	Priority2	Priority3	Priority4	Priority5	Priority6
At or near a school	27.7%	20.9%	20.2%	16.4%	8.9%	5.8%
At or near a park	20.9%	29.5%	19.2%	19.5%	5.8%	5.1%
At or near a place with commercial activities (e.g., bank, shops, food options)	18.8%	22.9%	28.1%	14.7%	11.3%	4.1%
In a location with parking	13.7%	19.5%	12.3%	25.0%	18.8%	10.6%
In a location near transit	11.6%	11.3%	15.1%	16.1%	26.7%	19.2%
In a walkable area	19.2%	13.4%	10.6%	8.6%	15.1%	33.2%

How likely would you use the multicultural hub if it was near your home?

Categories	Percentage	Number
Very likely	58.6%	171
Somewhat unlikely	24.7%	72
Neutral	14.0%	41
Somewhat likely	2.1%	6
Very unlikely	0.7%	2

How likely would you use the multicultural hub if it was near public transportation?

Categories	Percentage	Number
Very likely	52.7%	154
Somewhat unlikely	29.1%	85
Neutral	16.1%	47
Very unlikely	2.1%	6

How likely would you use the multicultural hub if it was near a school?

Categories	Percentage	Number
Very likely	45.9%	134
Somewhat unlikely	27.4%	80
Neutral	24.3%	71
Very unlikely	2.4%	7

What would be the most important services and/or amenities of a future permanent multicultural hub? (Select your top 5 from the list):

Categories	Percentage	Number
Medical clinic services (e.g., health screenings, basic health care)	54.1%	158
Safe walking/rolling environments (e.g., for pedestrians, strollers, wheelchairs)		
Alcohol and cannabis-free spaces	50.3%	147
Programming that supports the preservation of immigrant and refugee culture and language	42.8%	125
Spaces for breastfeeding parents	39.0%	114
Safe biking environments	37.3%	109
Prayer space and faith-based services	36.0%	105
Tobacco-free spaces	34.6%	101
Small business supports and education	32.5%	95
Information about energy assistance and ways to reduce utility costs	27.7%	81

Access to free Wi-Fi services	27.1%	79
Community meetings spaces	25.0%	73
Access to books and Multnomah County Library services	24.7%	72
Information for renters (e.g., tenants' rights, working with landlords)	19.2%	56
Information for homeowners (e.g., saving for a purchase, maintenance, energy assistance)	17.1%	50
	9.2%	27

PARTICIPANTS FEEDBACK TO OPEN-ENDED QUESTIONS

Please note: the answers to each of the following questions are classified into common themes.

What concerns would you have if an apartment building where you were living was sold?

Rising rent and cost/trouble of finding another house:

- I won't be able to find an apartment so close to work.
- I'll have to change my address, and my workplace will be far away.
- Anxiety about finding a new place to live.
- Stress from worrying about having to move due to housing costs.
- The cost and comfort of relocating.
- Would have gone to the trouble of finding a new apartment.
- I am worried about the rent and fear that the new house will be expensive.

Housing condition:

- I would have concerns about my living situation and would need immediate clarification.
- Work on the required apartment repairs.
- Would the owners be even less environmentally conscious?

Relationship with new landlord:

- I will worry about how the new owner will treat me.
- New management policy.
- Scared of getting a less understanding management.
- The new owners would have new ideas that may not fit well with me.
- I will worry about how to get along with the new owner.
- I need to adapt to the new environment.

A sense of belonging:

- I would be sad about not being able to live somewhere for a long time.
- Moving. I am already used to my neighbors.

Fear of becoming homeless:

- Worry about being kicked out.
- Worried about homelessness for me and my family.

If your apartment building was owned by a local nonprofit, and they offered you the option to purchase your apartment so that you owned it like a condo, how interested would you be?

A more stable life:

- Owning an apartment with a price advantage will make my life more stable and happy.
- Because I really want to have an apartment of my own.
- I want to own my own apartment at a low price.
- So I don't have to move back and forth.
- There's no better feeling than owning my own apartment.

Independence:

- The only way around egocentric landlords is to own yourself, or with like-minded people.
- Don't worry about being managed by the landlord.
- Rent is just paying a landlord's mortgage.
- The freedom to do repairs and decor which would otherwise be not allowed by landlords.

Happy in current residence:

- I like this apartment very much and I am already used to my neighbors.
- I'm already connected to the people here.

Nonprofit advantage:

- Because nonprofits are more convenient and cheaper
- I think the price of their house will be more favorable
- While I own my home, my children are low-income renters and do not have the same opportunities for ownership that I had when I came here in the early 90s. Portland needs affordable housing options again. I think a lease to own type of situation would be helpful for people living independently either for the first time or after trauma, housing instability, adjudication, etc., since going through banks for ownership wouldn't really be an option. I would want the nonprofit to also offer life-skills lessons that would teach all that homeownership involves, because it isn't taught, and it has some pitfalls that may not be preferable for some people.

Having some concerns:

- I can have a stable residence, but I don't have enough funds.
- If I had more money, I would probably buy such an apartment because it would be more secure for my economy.
- Taking on loans is not a wise choice in the wake of the COVID-19 pandemic.
- The apartment building is not very practical for us, the area is too small
- The price would be an important consideration

If your apartment building was owned by a local nonprofit, and they offered you the option to sign a long-term lease for 5 or more years where your rent would not go up during that time, how interested would you be?

More convenient:

- Since most houses increase their rents accordingly over time, I have great interest in signing a five-year lease without increasing the rent.
- We do not like the idea of living in the same building with people that we may not have or share any common interests.
- Gives me a security where I can plan my money well knowing what amount I'll need for rent.
- It would solve some of my money problems and make our family more comfortable.
- Stable rent bill, no more price hike with every little issue.
- Is it true? Then it fits me perfectly.
- I don't like to change the address, I just got familiar with it.
- We'll be stable here for a long time and save a lot of money.
- The stable rent makes me feel more at ease.
- The impact on our daily lives would be much less if rents did not rise.
- With a stable residence, the financial pressure is also reduced.
- In the current economic situation, such a deal would be fantastic.
- Planning would be easier as I would know where to put my money in.
- Don't worry about a sudden rent increase.
- Because it relieves me of a lot of stress.

Nonprofit advantage:

- Because nonprofits are more convenient and cheaper.

Having some concerns:

- The conditions are really attractive, but my impression of the apartment building is that it is too small, the utilities are a little more expensive, and the environment is poor.
- This would be a good option, provided you do not increase the rent before the contract is signed.
- Five years with fixed rent would be good if there wasn't a penalty if life made it so you needed to break the contract and move sooner. if there is a penalty involved that is a barrier for the population you want to serve.
- Money issue is always a big factor because my monthly stipend isn't much.

What are some activities that you would like to see be part of a temporary/pop-up multicultural hub during the upcoming summer/fall of 2022?

Cultural & diversity awareness:

- A speech on how ethnic minorities can have a stable life.
- Racial diversity awareness.
- Religious diversity awareness.
- Cultural performances and cultural exchange between different races.

Community/business gathering spaces:

- Community Garden.
- Gathering of small and micro enterprises.
- The elderly gathering and service is more perfect.
- Some public welfare activities can be held, and the money or goods obtained can be provided to poor households.

Educational & informational activities:

- Hope more safety education issues to educate children.
- Mentoring program.
- Putting up a world map and learning about different countries.
- Education and information sharing for Homeowners.
- Financial reports and financial news.
- It would be helpful to share more information, such as job opportunities, etc.
- Vocational training.

Food:

- An affordable and high-quality fresh food promotion.
- Cooking delicious foods from around the world together.
- International potluck.
- It's a good idea to hold an international food festival.

Sports, music, and competitions:

- Organizing sporting events among youths and children.
- Water sports.
- Music lecture and music festival.
- Singing and dancing afternoon tea interesting film and television programs
- Poetry competition.
- I would like to see recreational activities become part of the temporary center

Parenting activities:

- Maternal and infant activity.
- Mother's party during pregnancy.
- Parenting and child education.

Please share your thoughts about establishing a multicultural center in SW Portland

Project Purpose:

- Bring unity and harmony. Endorse social growth.
- By providing a space for communities to express themselves openly without hostility.
- It would be better to build a diversified cultural center in the place of community recreation.
- The community multicultural service center should play a role in improving the quality of life of the community members, and certain cultural activities.
- Programming that supports the preservation of immigrant and refugee culture and language.
- It would let people rediscover themselves and their potential.
- Promotes social together and development so people respect and honor each other.
- Support projects that protect the cultures and languages of immigrants and refugees.
- The infinite of culture itself and the transmission of culture.
- This is a good thing for residents of different races, because it will enhance their pride in their ethnic culture.
- This is a good way; I hope to implement it as soon as possible.
- A gaming center is very essential to engage the youth.

Project Benefits:

- I feel like this will make our lives so much better and will give many people a sense of belonging.
- I think it's a very much needed development that will help many different vulnerable groups.
- I think this is a good idea, which helps to increase the contact between community residents.
- It will keep people entertained and busy.
- Sounds like an interesting project. I live down the street from the apartments with a big Somali refugee community. I would definitely like to see opportunities to build bridges with them and have a place where they and others can get the good outreach and services that Oregon does want to offer. Sounds like a lot of red tape still, but I appreciate that there is at least a plan for a plan. Hopefully this one will actualize.
- It will make tenants more stable.
- It would be great as some services would be brought near to me and my family.
- It would be great for us, for me as a mum, it would be great to have such a center.
- The ease of finding that place will be a big attraction for me if it is close to my house.
- Think it would be a great idea for those who have interests in expanding their social interests and hobbies.

Project Location:

- It is best for it to be built in an area that is easy to access.
- Please make it near our living places.
- The Holly Farm Park located on SW Capitol Hwy next to our Multnomah Library could offer enough space, including additional space as required, to provide a good venue for all of the activities and necessities listed above.