

Opportunity Home Values

Percentage of resident who said that Opportunity Home...

... demonstrates
Equity

65.3%

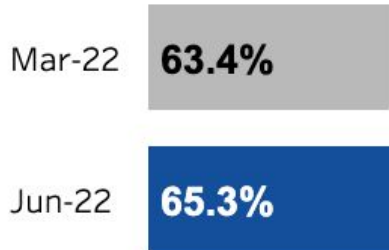
... demonstrates
Compassion

66.8%

... demonstrates
Excellence

64.7%

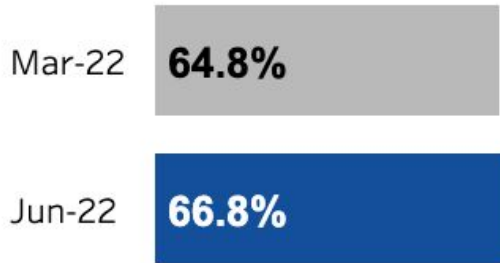
Equity



Equity means delivering our services in a way that results in fair and equal outcomes. Equity ensures that systems -- policies, programs, and rules -- do not create unfair results.

Compassion

Compassion means to deliver services in a manner that relieves suffering and improves the quality of life of residents.



Excellence

Mar-22

63.1%

Jun-22

64.7%

Excellence means setting and sustaining high standards for our work and our interactions with others, while continuously improving our services and processes.

Strategic Plan Priority Outcomes

Percentage of resident who said they...

... were satisfied or very satisfied with their **housing quality**

65.4%

... felt mostly safe or always **safe**

72.5%

... were satisfied or very satisfied with their **utilities**

80.0%

... were satisfied or very satisfied with their **housing choice**

70.9%

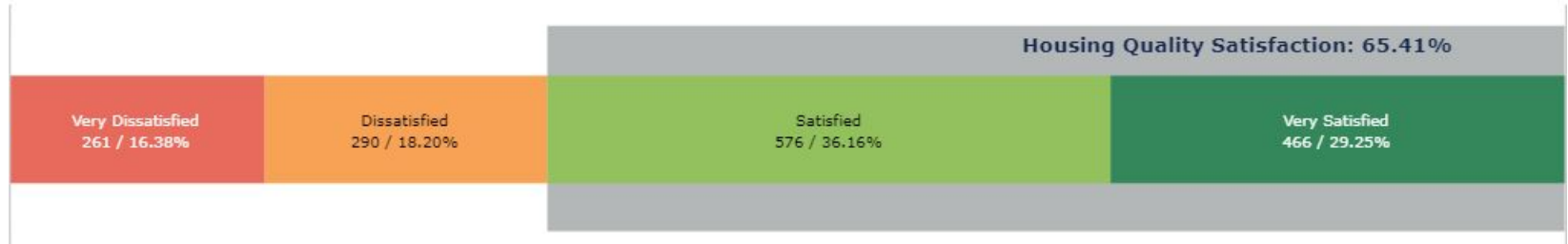


RESIDENTS LIVE IN QUALITY HOMES



Overall, 65.4% of residents live in quality homes

“In the last 30 days, how satisfied were you with the quality of your housing?”



Comparison to baseline



Challenges

Ranked by % Negative

Challenge	% Negative	Rank (within Topic)
Quality of maintenance	67.2%	1
Quality of building and property	65.7%	2
Quality of pest control	65.6%	3
Quality of neighborhood	62.3%	4
Quality of housing interior	59.6%	5
Quality of relationship with management/landlord	55.7%	6

% Negative is calculated as the number of respondents who answered “A great deal” or “Somewhat” (red (1) and orange (2) on previous charts) divided by the total number of respondents who answered the question.



RESIDENTS FEEL SAFE



Overall, 73% of residents feel safe

“In the last 30 days, how safe did you feel?”



Comparison to baseline



Challenges

Ranked by % Negative

Challenge	% Negative	Rank (within Topic)
Criminal Activity	59.7%	1
Insufficient security measures	57.1%	2
Neighbor's behavior	55.6%	3
Lack of repairs, maintenance	54.5%	4
Presence and behavior of unauthorized individuals	52.3%	5
Drug related activity	50.1%	6
Management unresponsive	48.9%	7
Gun activity	48.0%	8
Property theft/damage	46.2%	9
Violent behavior	43.1%	10
Policy unresponsive	41.9%	11
Feeling overpoliced	18.7%	12

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Free Responses (Q3)

New Challenge Categories

“In the last 30 days, was there anything else that made you feel unsafe?”

Received 517 free responses in Q3

Propose creating four new categories of challenges (at least 15 free responses in each new category)

- **Harassment** (not quite “Violent Behavior”, more specific than “Neighbor’s Behavior”)
- **Neighborhood conditions** (conditions outside building or property, including speeding cars)
- **Animals** (dogs, cats, stray or otherwise)
- **Quality of housing**

Additional analysis:

- Mentions of “night” as a factor in feeling unsafe



RESIDENTS HAVE AFFORDABLE UTILITIES



Overall, 80% of residents have affordable utilities

“In the last 30 days, how satisfied were you with your utilities?”



Comparison to baseline



Challenges

Ranked by % Negative

Challenge	% Negative	Rank (within Topic)
Utility costs were higher than usual	61.3%	1
Electricity and gas (CPS) are unaffordable	59.1%	2
Internet cost is unaffordable	44.5%	3
Income was lower than usual	41.3%	4
Lack of energy efficiency in housing unit or building	41.2%	5
Poor quality of utility maintenance	34.7%	6
Don't know where to go for assistance	32.6%	7
Poor quality of utility services	32.3%	8
Water (SAWS) cost is unaffordable	30.4%	9
Don't qualify for assistance	28.0%	10

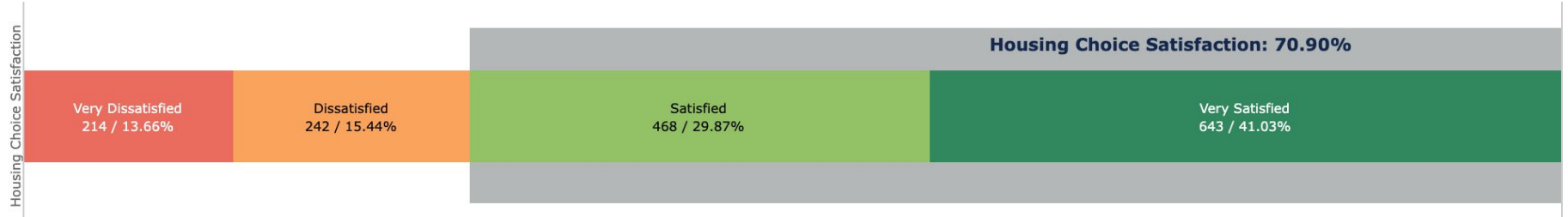
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RESIDENTS HAVE SUFFICIENT AND MEANINGFUL HOUSING CHOICE

Overall, 70.9% of residents were satisfied with their housing choice

“In the last 30 days, how satisfied were you with your housing choice?”



Comparison to baseline

Jun-21 65.1%

Mar-22 71.7%

Jun-22 70.9%

Challenges

Ranked by % Negative

Challenge	% Negative	Rank (within Topic)
Not enough housing options where I want to live	66.5%	1
The housing options I have force me to make difficult compromises	64.3%	2
Need more assistance to search and find and secure housing	64.2%	3
Not enough units that accept Vouchers	57.5%	4
Not enough housing options that are not apartments	55.7%	5
Not enough time to search with voucher	55.6%	6
Voucher amount too low for where I want to live	55.0%	7
Voucher waitlist is too long	51.7%	8
Not able to select public housing community I want to live in	48.2%	9
Public housing waitlist is too long	45.1%	10
Not enough housing options for people with disabilities	42.9%	11
Not enough housing options for families with children	33.0%	12
Risk of being forced to move	33.0%	13
Not enough housing options for Older Adults (62+ years)	29.7%	14
Housing options are limited because of background or credit check policies	29.6%	15

% Negative is calculated as the number of respondents who answered “A great deal” or “Somewhat” (red (1) and orange (2) on previous charts) divided by the total number of respondents who answered the question.



RESIDENTS HAVE A HIGH QUALITY OF LIFE



Overall, 80% of residents are satisfied with their quality of life

“In the last 30 days, how satisfied were you with your quality of life?”



Comparison to baseline



Challenges

Ranked by % Negative

Challenge	% Negative	Rank (within Topic)
Physical health	54.1%	1
Financial Security	51.3%	2
Income/Wages	49.1%	3
Availability of affordable, healthy food	47.5%	4
Debt	46.7%	5
Mental Health	46.6%	6
Availability of living assistance	41.9%	7
Credit History	40.0%	8
Availability of safe spaces in the neighborhood	37.3%	9
Lack of computer/digital literacy	30.4%	10
Availability of financial counseling	30.3%	11
Availability of jobs for adults in your household	24.5%	12
Availability of job training opportunities	23.2%	13
Availability of child-care services	16.9%	14
Availability of jobs for youth in your household	15.3%	15

% Negative is calculated as the number of respondents who answered “A great deal” or “Somewhat” (red (1) and orange (2) on previous charts) divided by the total number of respondents who answered the question.



HOW DO WE SURVEY RESIDENTS?



GENERAL CYCLE

OUTREACH

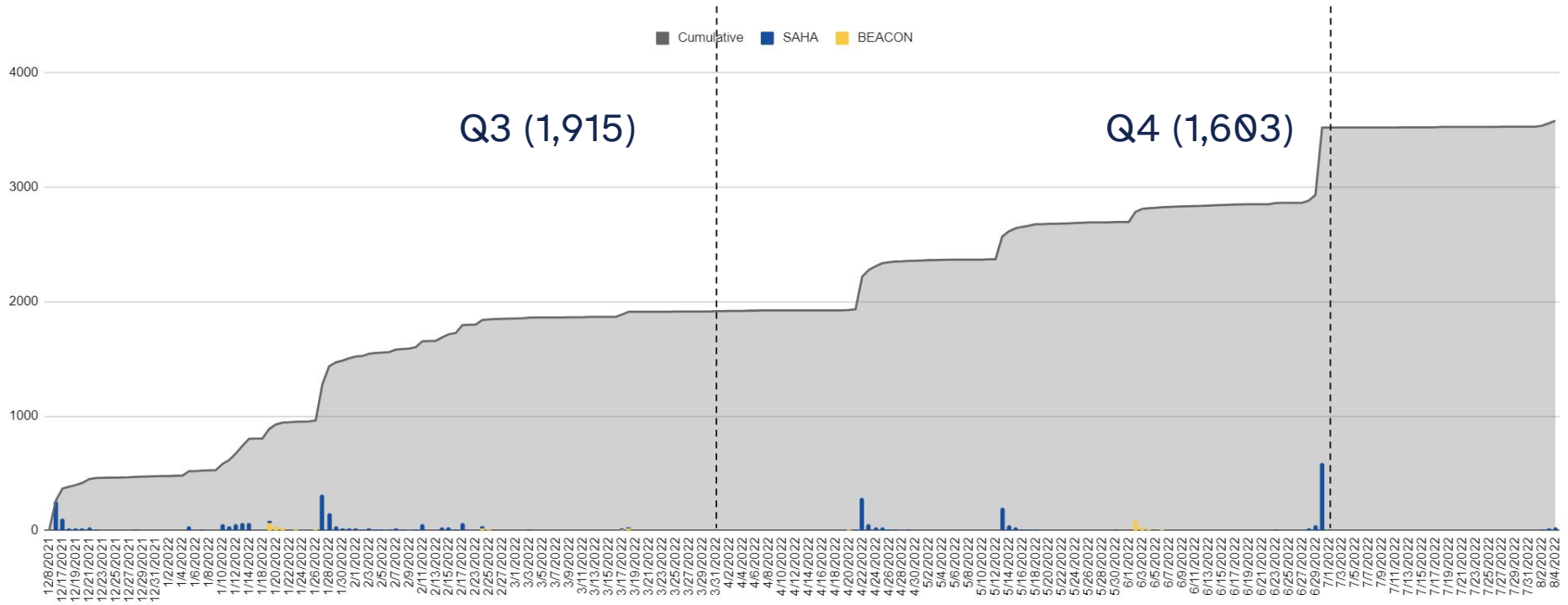
- Distribution Lists based on current residency in PH, Voucher, and Beacon
- Email to those with emails
- Mail to those without emails

MID-CYCLE REVIEW

- Review response rates
- Review demographics of those responded vs those outreached to
- Develop targeted outreach plan

TARGETED OUTREACH

- Conduct targeted outreach
- Review response rates
- Review demographics of those responded vs those outreached to



SURVEY RESPONSES TO-DATE

FUTURE ANALYSIS

MAPS

- By ZIP code
- By SAFMR Group
- By Property Groupings

DEEP DIVES

- Cross-tabulations (ie, responses by program & tenure)
- Challenges by sub-group
- Correlations with other data

PROPERTY GROUPINGS

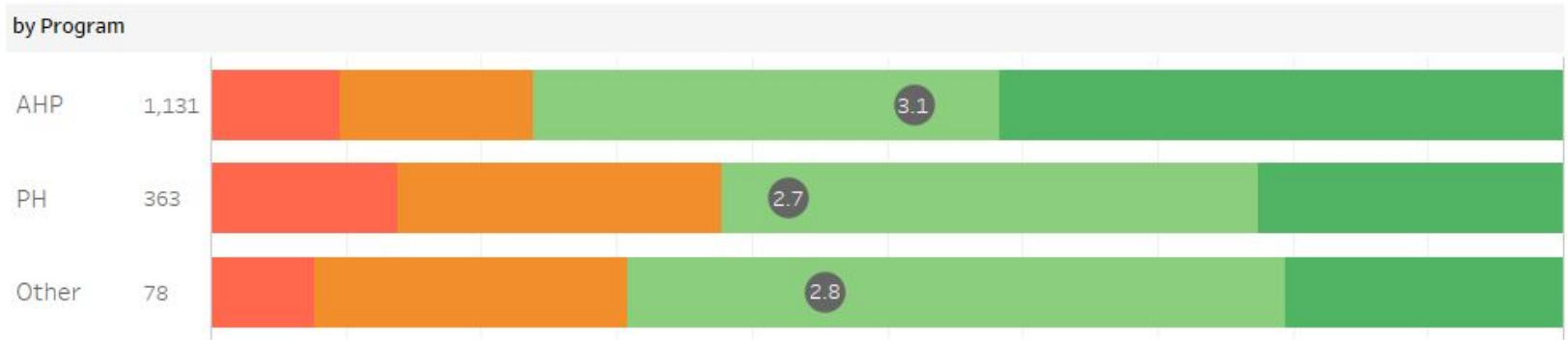
- Household Type
- Adjacent
- Proximate (same neighborhood)
- Managing Portfolio

QUESTIONS

Comparison by Program

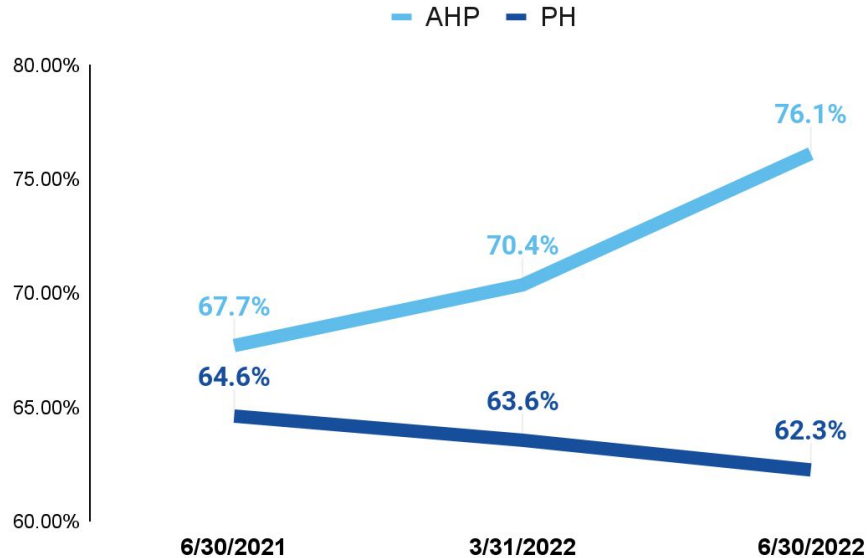
Variation between groups is very small.

As a group, voucher households feel more safe than public housing households or other households.



1,572 surveys respondents who answered the question “Please select the option below that best applies to you.” Other category includes respondents who identified as a market renter, beacon residents, or other.

Trends by Program



Variation between groups.

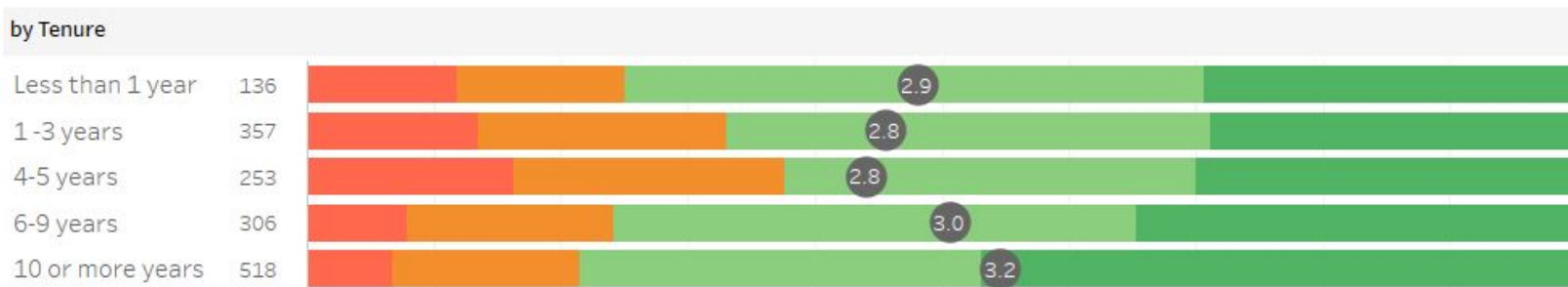
Voucher households feel safer today than a year ago.

Public housing residents feel less safe today than a year ago.

Comparison by Tenure

Variation between groups.

Longer tenured residents feel most safe.

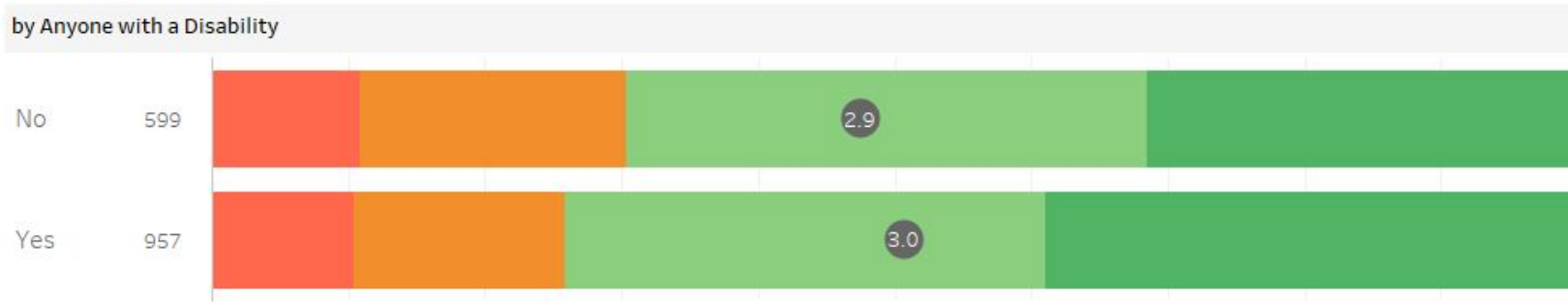


1,570 survey respondents (excludes “No response” (n=13)) when asked: “Thinking about your response from Question 1, how long has this been true?”

Comparison by Disability

Variation between groups is very small.

Residents with anyone with a disability feel safer than residents without anyone with a disability.



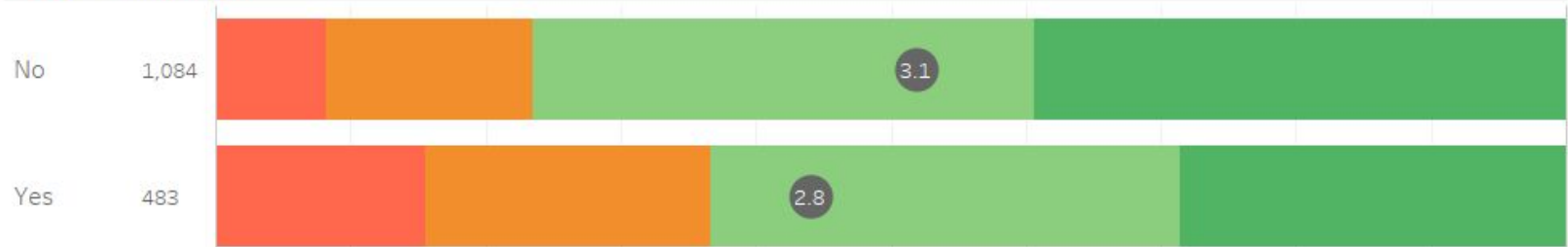
1,556 survey respondents (excludes “No response” (n=27)) when asked: “Do you or anyone in your household have a documented disability?”

Comparison by Children

Variation between groups.

Families with children feel less safe than families without children

by Presence of Children



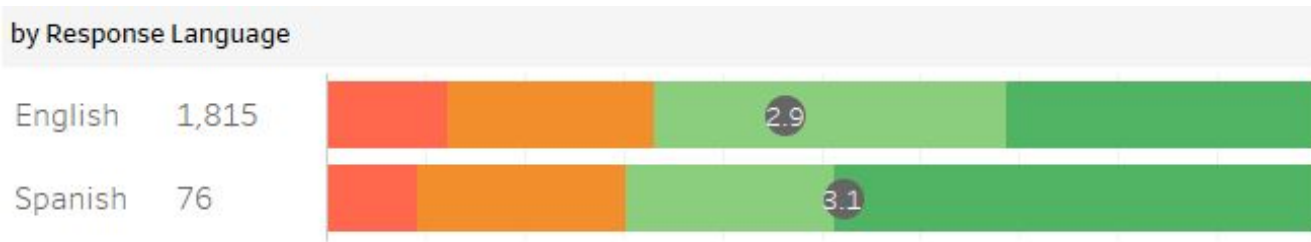
1,567 survey respondents (excludes “No response” (n=16)) when asked: “Are there children (ages 17 and below) in your household?”

Comparison by Response Language (Q3)

Variation between groups.

Those who responded in Spanish felt more safe than those who responded in English.

Note: Q4 received 25 Spanish responses. Responses are currently being translated and will be reflected in the next reporting cycle.



1,891 survey respondents; Response Language is determined by language of the google form and mailed survey.

Note: Survey Introduction Letter goes out in English, Spanish, Russian, and Arabic (Email and Mail). If a household needs the survey in another language other than English, they can request it to be mailed out to them.

Free Responses (Q3)

Reasons for not feeling safe

If you did not select "Always safe" in the previous question, how much did each of the following items affect you or your household in the last 30 days:

Never
Very little
Don't know
Somewhat
A great deal

- Criminal Activity
- Drug related activity
- Feeling overpoliced
- Gun activity
- Insufficient security measures
- Lack of repairs, maintenance
- Management unresponsive
- Neighbor's behavior
- Police unresponsive
- Presence and behavior of unauthorized individuals
- Property theft/damage
- Violent behavior

Insufficient security measures

Free responses provided additional detail about “insufficient security measures”

Detail	Number of comments
Lighting	31
Gates/Fences	26
Security Guards	19
Cameras	17
Unit Features (windows, doors, smoke detectors)	9
Main Door	8
Residents' cameras	7

Challenges vary by how safe residents feel

Residents who felt mostly safe show top ranked challenge to be “Lack of repairs/maintenance”

Residents who felt less safe show top ranked challenge to be “Criminal Activity”

Top Challenges of Residents who feel “Mostly Safe”
Lack of repairs/maintenance
Neighbor's behavior
Insufficient security measures
Criminal Activity
Presence and behavior of unauthorized individuals

Top Challenges of Residents who feel “Always Unsafe or Mostly Unsafe”
Criminal Activity
Insufficient security measures
Drugs
Presence and behavior of unauthorized individuals
Neighbor's behavior