



Repositioning Plan: Community Engagement Outcomes Report

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For the Housing Authority of the City of Eureka
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Executive Summary

HACE launched an extensive community engagement plan to improve and expand the public housing it owns and manages, build partnerships with the community, and develop sustainable principles and practices to integrate affordable housing within a neighborhood. The findings from this study serve as a roadmap for the development of community-driven and sustainable affordable housing.



Members of the community were invited to fill-out questionnaires, attend interactive meetings, participate in interviews, or submit written feedback.

Community Engagement Methods:

1. Resident Survey
2. Resident, Neighborhood, and Community Meeting
3. Interview
4. Feedback

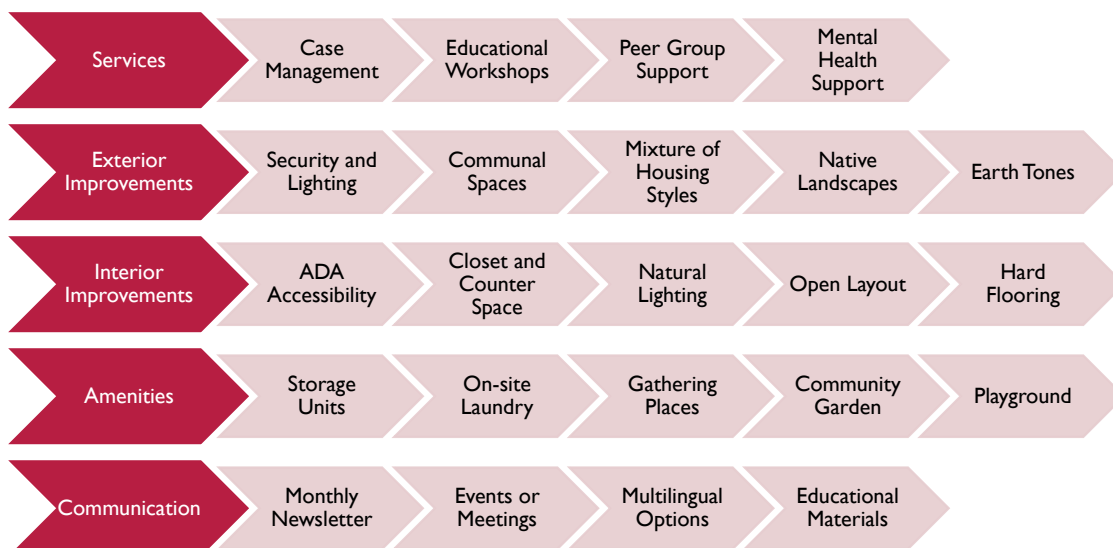
These forms of engagement were offered online, in-person, and in up to 3 different languages, which were English, Spanish, and Hmong.

Outreach Strategies:

1. Online
2. In-Person
3. Multilingual

The community provided their opinions on how public housing can be better suited to meet the needs of current and future residents. The input is organized into five key focus areas: communication, services, amenities, interior improvements, and exterior improvements.

Key Takeaways:



Introduction

The Housing Authority of the City of Eureka (referred to as HACE throughout this report) has undertaken a “Repositioning Plan” to reinvest in the public housing located in the City of Eureka, Humboldt County. HACE owns, operates, and manages about 196 units of public housing in the City of Eureka. Public housing is housing for people that have an income which is at or below a specific income limit or threshold. HACE also works with the Housing Authority of the County of Humboldt to manage the Section 8 Voucher programs, which provide rental assistance in the form of a Housing Choice Voucher for people who secure rental housing that is privately owned and managed.

HACE plays a key role in helping residents of Eureka acquire and maintain affordable housing. However, the demand for affordable housing has substantially increased, while the funding sources to maintain public housing have become uncertain, outdated, and inefficient. In addition, public housing buildings require substantial rehabilitation and reinvestment.

Therefore, HACE initiated the Repositioning Plan, which involves restructuring the financing of its public housing portfolio (the properties that HACE owns and manages) so that it may rehabilitate existing units, and increase the number of units it owns and manages from 196 units to a new total of 350 units. The plan involves improving existing units as well as building new units in order to meet growing housing demand. HACE intends to redevelop 2-4 properties to meet this goal and rehabilitate several of its other properties.

The properties that are included in the Repositioning Plan are listed below:

Property	Action
3107 Prospect Avenue	Redevelop
1115 C Street	Redevelop
Spring and Garland Streets	Redevelop
Buhne, Summer, and Union Streets	Rehabilitate or Redevelop
2523 Albee	Rehabilitate
510 West Harris	Rehabilitate
131 West Del Norte	Rehabilitate
1830 Albee and 514 West Del Norte	Rehabilitate
1645 C Street	Rehabilitate
1335 B Street	Rehabilitate
330 Grant Street	Rehabilitate

As a part of the Repositioning Plan, HACE initiated an extensive Community Engagement Plan to receive input from current and future residents, neighbors, and the community. The goal of the Community Engagement Plan was to address community needs, better integrate affordable housing within the community, and strengthen HACE’s relationship with the community. It also creates an opportunity for HACE to reinvigorate and expand its partnerships with other agencies. The results of this effort are described in this Community Engagement Outcomes Report.

Overview

Community Engagement Process

HACE's Community Engagement Plan solicited feedback from current and future residents, neighbors, and the community with the goal of informing future affordable housing development that is responsive to the needs of residents of Eureka. Community members were able to participate in a variety of modes, including both virtual and in-person participation, such as: surveys or questionnaires, opportunities to provide written feedback, polls or voting in meetings, focus groups, and community meetings. Many of these options were offered in three languages: English, Spanish, and Hmong.

The Community Engagement process involved the following five phases, which are outlined below:

1. Stakeholder Interviews
2. Resident Survey
3. Resident Focus Groups
4. Virtual Neighborhood Meeting
5. Virtual Community Listening Sessions

Phase 1. Stakeholder Interviews

HACE met with stakeholders, which are local organizations, including government, non-profit, healthcare, cultural, and educational agencies. The goal of this phase in the community engagement process was to understand the community's perceptions of housing, housing issues, and affordable housing, as well as HACE's role in responding to these issues. In this phase of the engagement, HACE also worked to inform community members of the Repositioning Plan's goals and how they could potentially impact the community. This initial assessment enabled HACE to develop a cohesive Community Engagement Plan that was culturally appropriate and sensitive.

Phase 2. Resident Survey

HACE administered a survey to current residents to gauge how informed residents felt about the Repositioning Plan. The survey also asked residents about their communication preferences, meeting preferences, on-site service provision preferences, and how they can be best supported by HACE. Lastly, it gave current residents an opportunity to ask questions. HACE utilized the feedback received from surveys to structure the focus groups and community meetings discussed in Phases 3-5.

Phase 3. Resident Focus Groups

HACE held two, in-person focus groups at different times of day to allow current residents to learn more about the Repositioning Plan and provide feedback in a community setting. The meeting included a short presentation, small-group discussion led by HACE staff members, and report-outs, where each individual group shared summaries of their discussions to the larger group. The meetings were open to current residents and allowed them to provide input on improvements to current housing, amenities, and communal spaces.

Phase 4. Virtual Neighborhood Meeting

HACE held a virtual meeting that was open to residents and neighbors located within a 0.5-mile radius of HACE's downtown properties. The goal of this meeting was to understand the community's knowledge of HACE and its roles, inform residents and neighbors of the Repositioning Plan, understand community priorities, answer questions and concerns, and allow neighboring residents to share their input on how housing options can be improved and better integrated into their neighborhood. The meeting included a short presentation, small-group discussion led by HACE staff members, and report-outs, where each individual group talked about their discussions to the larger group.

Phase 5. Virtual Community Listening Sessions

HACE held two virtual community listening sessions for all members of the community. The purpose of these meetings was to share information about HACE's goals and roles, as well as to allow members of the public to meet with housing developers and provide specific feedback on development plans for two of sites that have been chosen for redevelopment. These sites are referred to as the Green Phase and Blue Phase of the Repositioning Plan. The meeting included a presentation of the site, potential improvements, exterior design options, and communal shared space options. Residents submitted feedback via poll questions or the discussion feature.

Outreach Strategy

HACE's outreach strategy had several key factors that helped encourage the public's attendance, feedback, and participation.

HACE used a variety of methods to connect with the community and encourage participation. These methods included: surveys, in-person and online meetings, written communications, trilingual interpretation, and press releases. The surveys were offered online and in-person via door-to-door outreach. HACE facilitated both in-person meetings and online meetings. The in-person meetings were held in the morning and in the evening at convenient locations, which included a local community center and a local school. At virtual meetings, participants could provide feedback verbally, or using the online poll question feature or the Chat feature. The virtual and in-person meetings had both small-group and large-group discussions. Lastly, the community could provide feedback using an online form or written response directly submitted to HACE.

HACE also provided trilingual interpretation and translation services in English, Spanish, and Hmong throughout the initial four phases of the community engagement process. However, at the final fifth phase, HACE was unable to provide services in Hmong due to difficulties associated with acquiring a translator. At in-person meetings, HACE offered light snacks and refreshments for participants.

HACE advertised its events through direct emails, an email and mail-in newsletter, public service announcements in local newspapers, mail-in flyers, and word-of-mouth communication.

Stakeholder Interviews

Overview

HACE conducted online interviews with eight different stakeholders, which are local agencies, to gather their perspectives on housing and housing-related issues impacting residents of Eureka. The interviews were conducted on Zoom, which is an application that is widely used to host online meetings. The meetings were conducted between October 2023 and November 2023.



Key Takeaways

- Public housing is old, outdated, and not ADA accessible
- Shortage of housing in Eureka, especially affordable housing
- Discriminatory or prohibitive landlord practices (subliminal: denying pets/ESA and Section 8 Vouchers, requiring background checks, rental histories, etc.)
- Lack of adequate transportation options, such as public transit, shared rides, etc.
- Need for transportation improvements: multi-modal transportations, walkways, greenspaces, and linkages to housing
- Need for on-site services or co-location of services
- Parking is not an issue
- Need for dense development
- NIMBYism is pervasive in Eureka
- Need for education, outreach, and community dialogue around affordable housing
- Need for flexibility around Section 8 Voucher communication and execution
- Need for partnerships with outside agencies, such as healthcare agencies, to improve case management services

Interview Summaries

1. City of Eureka: City Council Member

On September 28, 2023, the authors of this report conducted an interview with a City of Eureka Council Member. He noted that many residents are aging and require ADA accessible homes, however, many homes do not include mobility improvements. Many residents are also illegally denied housing because they live with service animals. Residents who are currently housed find it difficult to move due to moving costs and lack of housing options. There is a need for housing that meets the needs of a variety of income levels, including workforce housing.

He noted that affordable housing is a sign of overall community health and our ability to assist those in need. He noted that transportation infrastructure needs to improve, including traffic improvements, speed limits, and drivability to promote less reliance on personal vehicles and more reliance on public transit. He would also like to see more community

programs that bolster artists and gatherings, such as festivals, block parties, or other opportunities for residents to recreate.

He noted that NIMBYism is prominent in the area and there is a need for increased awareness and education around affordable housing. He would also like to see annual or biannual updates at City Council meetings, so that the community can stay abreast of HACE's development plans and create an ongoing community dialogue.

2. City of Eureka: City Manager

On September 27, 2023, the authors of this report conducted an interview with the City of Eureka City Manager. He indicated that there is a need for housing at all income levels, including subsidized housing. The City's limited available land has made it difficult to develop new homes and keep up with housing demand. In an effort to encourage densification and infill, the City has amended the zoning code to allow for housing in more zones.

Humboldt State University recently transitioned into a polytechnic university (Cal Poly Humboldt), and is expected to bring in many more students, which will further increase the demand for housing. Staff noted that the existing public housing stock is low quality, and the properties are underutilized.

He noted that the community needs to be educated about the benefits of affordable housing and its impact on community members, especially the local workforce. Many residents who qualify for subsidized housing in the community have customer service and administrative jobs. However, there are stigmas around affordable housing, and many residents believe it to be associated with increases in crime, decreases in safety, and negative impacts on the local economy.

He would like to see dense housing, preservation of open spaces, recreational facilities, and transit-oriented development. He would also like to see affordable housing throughout the City, rather than in impoverished areas, and increased partnerships with the City of Eureka. He would like to see underutilized parking lots converted into housing.

3. City of Eureka: Department of Economic Development

On September 26, 2023, the authors of this report conducted an interview with a Project Manager at the City of Eureka Department of Economic Development. Staff at the City noted that the housing inventory is low, affordable and accessible housing is scarce, many residents have been on affordable housing waitlists for 3-4 years, and there is a high number of people experiencing homelessness. The costs of housing have risen significantly in recent years, and many residents are unable to afford housing.

Future affordable and ADA-accessible housing opportunities should be created near transportation and services. When there is enough affordable housing, the entire community benefits from it. In addition to housing, the community could benefit from art, murals, greenspaces, and recreational areas. Lack of land and funding are the biggest barriers to the development of affordable housing.

4. City of Eureka: Mayor

On September 27, 2023, the authors of this report conducted an interview with the Mayor of Eureka. The Mayor indicated that it is very challenging to secure housing, regardless of your income. The Mayor noted that residents are relocating to Eureka, purchasing housing, and driving up the costs. In addition, many property owners own multiple properties. These trends, coupled with inflation, make it difficult to purchase a home.

The Mayor noted it is necessary to create new, upgraded affordable housing that includes greenspaces, especially in the downtown area. The aging and unhoused population is increasing in Eureka. The mayor is interested in exploring alternative housing options, including dense housing and redevelopment. Residents could benefit from improved garbage and recycling facilities, urban greenspaces, recreational facilities, and neighborhood preservation.

Many residents are opposed to affordable housing development. There is a need for better marketing and outreach that focuses on the individual beneficiaries of affordable housing as well as the collective impact that affordable housing has on the community. There is also a need to create community dialogue, consensus building, and opportunities for collaboration.

5. Humboldt County: Department of Health and Human Services

On September 22, 2023, the authors of this report conducted an interview with a staff member from the Humboldt County Health and Human Services Department. Staff noted that the City of Eureka has limited housing availability for residents of all income levels. The existing housing stock within the City doesn't meet the needs of residents, and often lacks ADA accessibility improvements, elevators, and sufficient parking. There is not enough affordable housing to meet the needs of the community, the existing affordable housing stock is old and outdated, and there is a limited amount of land available for future development.

There is a need for housing that provides on-site services and housing that is accessible to people with a wide variety of disabilities, which range from mobility to behavioral health disabilities. Staff noted that there is a need to provide housing for residents who are transitioning from public welfare or subsidized housing options to permanent housing. Staff noted that these residents are often 1-2 person households that are reaching the age of retirement.

Staff indicated that affordable housing uplifts the community in a variety of ways, including bolstering public health directives, decreasing individual health burdens, and, in turn, influencing residents to be more involved and productive members of the community. Staff would like to see improved accessibility to parks and greenspace, exercise, multimodal transportation, pet-friendly areas, local food, and retail spaces. Staff also noted a need for centralized trash collection services, designated smoking areas, assigned parking, and energy-efficient buildings.

In addition to limited land, other barriers to development include NIMBYism or pushback from the community against building affordable housing near protected wetlands and coastal areas, which further limits the availability of land for new development. Staff are

concerned that the existing public housing residents may become displaced as the Relocating Plan takes effect. Staff noted it would be beneficial to consider and plan for the growth of families and household sizes, phased housing development, and a variety of housing options, including temporary housing in motels, as HACE considers its Relocation Plan and residents' continued eligibility to receive rental assistance.

6. Humboldt County: Office of Education

On October 5, 2023, the authors of this report conducted an interview with a board member of the Humboldt County Office of Education. Staff noted that it is very challenging to secure housing due to limited housing stock and affordable housing options. In particular, youth and families struggle to secure housing, partially due to setbacks such as poor credit history, lack of a cosigner, lack of rental history, and environmental factors, like substance use disorders. There's also a significant number of residents who are struggling with a disability while experiencing chronic homelessness.

Housing provides the stability residents need to navigate increasingly complex social and health issues. This, in turn, has a net positive impact on the health of a community. Staff would like to see more greenspaces, murals, and gathering places for residents. Lack of funding and NIMBYism are two of the most significant obstacles in achieving housing development and revitalization.

There is a need for increased outreach and education regarding affordable housing for the entire community. Schools serve as a first point-of-contact and could benefit from support or referral systems to support children and families who are facing a housing crisis.

7. Local Tribal Public Health Department

On October 31, 2023, the authors of this report conducted an interview with staff from the Tribal Public Health Department. Staff indicated that they often work with mothers who are vulnerable to substance use disorders and have difficulty acquiring housing and accessing transportation. The affordable housing that is available requires many steps to access and can be difficult to navigate.

Staff works with residents whose wages make it difficult to afford housing, as housing costs have increased substantially in recent years but wage growth has stagnated. Residents are interested in accessing more housing options at affordable rates. Staff is concerned that they may see increases in multi-generational households living in small units, which will lead to increases in overcrowding.

Residents who live on reservations experience major transportation barriers that result in difficulty accessing jobs, food, healthcare, and education. The location of housing and the associated transportation barriers is a major concern amongst staff. Staff is concerned about safety and NIMBYism from neighbors that are opposed to development. Staff noted that the community needs mixed-use developments for both patients and staff.

8. Open Door: Community Health Centers

On October 5, 2023, the authors of this report conducted an interview with two staff members of Open Door Community Health Centers, which has twelve community health centers in Humboldt and Del Norte counties. Staff noted it is very difficult to acquire long-

term, sustainable housing options, especially for individuals who are unhoused or have physical disabilities. Staff have witnessed discriminatory landlord practices, such as large security deposits, rental history requirements, high income requirements, pet restrictions, and high application fees, which pose significant barriers to high-risk individuals.

Staff stated that the current housing crisis has highlighted the need to provide housing with wraparound services and in partnership with a variety of organizations. Many units are old and do not meet Section 8 Voucher requirements, disincentivizing landlords to make the improvements to house residents who hold a Section 8 Voucher. Partnerships with landlords to reduce pre move-in costs could be beneficial to assist in housing residents with vouchers. In addition, residents could benefit from time extensions on Section 8 Vouchers and flexibility requirements around vouchers, such as online communication. There is also a need to increase partnerships with health organizations to improve case management services, processes, and memorandums of understanding with the goal of keeping residents stably housed.

HACE's affordable housing is old, outdated, and inaccessible for residents with physical disabilities. There is an increasing need for single-occupancy units and units accessible for individuals with disabilities, which tend to have the longest waiting lists. In addition, there's a need for housing near transit and suited to meet the needs of the aging population. Many individuals are struggling to meet their basic human needs, many community providers are struggling to provide assistance, and hospitals are strained. As healthcare providers, staff constantly see the impacts lack of housing has on the ability of people to flourish. Without affordable housing, residents cannot afford basic necessities, and this is impacting other decisions such as purchasing medicine. Individuals depending on Social Security Income (SSI) can only afford to live in subsidized housing.

There is a need for pet-friendly housing with flexible rental and income history requirements and access to transportation. The housing should also be well-integrated into the neighborhood aesthetic and community culture to reduce stigmatization. In addition, housing needs a co-location of services to help increase the use of those services, and community gathering places to bring neighbors together.

NIMBYism is a significant barrier to development, as well as extensive building regulations and code requirements, lack of infrastructure, acquisition costs, and ongoing increases in the costs of building. Recent dense development has proven to be successful and is needed in the community as well as other housing options.

Resident Survey

Overview

HACE conducted a survey for current residents of HACE to receive their feedback on ongoing communication and on-site supportive services provision. The survey was used as an informative tool to tailor the rest of the community engagement process to meet resident's needs. Residents could fill-out the survey online through a website called SurveyMonkey as well as in-person with the assistance of HACE staff members. HACE staff members conducted door-to-door outreach to assist current residents in completing the survey. The survey was made available from September 2023 to October 2023 and received approximately 100 responses.



Key Takeaways

Communication Preferences

- When asked about their awareness of the Repositioning Plan, 50% of residents felt somewhat informed about the Repositioning Plan, and 40% not at all
- In terms of preferred methods of communication with HACE, 70% prefer mailed newsletter, 50% prefer email communication, and 10-25% said in-person or online meeting
- When asked about the preferred frequency of updates on the Repositioning Plan, 40% requested monthly updates, and 25% requested every other month

Resident Services

- When asked what types of services they would like, residents requested assistance with social services, mental health, TANF, and IHSS
- When asked what site amenities they would like to have, about 60% of residents requested more storage options, a laundry room, and an on-site playground
 - About 45% of residents were interested in a community room
 - About 40% of residents wanted ADA accessible units
 - About 20% of residents requested bicycle parking areas

Resident Focus Groups

Overview

HACE held two, in-person focus groups at different times and locations to obtain feedback from current residents on how their housing and amenities could be improved to be better suited to their needs. HACE held a morning meeting on November 16, 2023 from 10:00-11:30 am at Jefferson Community Center, which is located at 1000 B Street Eureka, CA 95501. HACE also held an evening meeting that same day from 5:00-6:30 pm at Alice Birney Elementary School, which is located at 717 South Avenue Eureka, CA 95503. Both locations were ADA accessible, near current HACE-owned housing, and held at times that were identified as convenient in the resident survey. There were approximately a grand total of 30 individual households and 50 participants at both of the focus groups. The morning focus group was attended predominantly by seniors and individuals with disabilities and the evening focus group was attended predominantly by families with children.



Key Takeaways

Interior Improvements

- Washer/Dryer hook-ups, more closet space, more counterspace, bigger refrigerators, open layout, bigger bathtubs, no carpeting, more ventilation, dishwasher, central heating, natural lighting, improved insulation, trauma-informed design
- ADA accessibility improvements, including wider hallways and doorways, step-in showers and grab bars, railings, etc.

Site, Amenities, and Exterior Improvements

- Outdoor recreational areas, community garden, barbeque equipment, enclosed playground, dog park, covered outdoor space
- More exterior lighting, bigger patio, additional storage
- Communal event space, community activities, gym
- Designated parking and/or additional parking
- Security, including fencing, cameras, policing
- Designated smoking areas
- Centralized trash collection and/or dumpsters

Resident Services

- Social services, case management services, independent living services on a weekly basis, mobile health clinic
- Group programs such as counseling, moms groups, neighborhood watch groups, community room for drop-in services (community-led when possible)
- Written resources in Spanish, such as policies, forms, agreements, etc.
- Written resources for people with disabilities
- Additional forums to submit complaints to HACE

Virtual Neighborhood Meeting

Overview

HACE held a Virtual Neighborhood Meeting, which was an online meeting on Zoom for both residents and neighbors that resided within a 0.5-mile radius of HACE’s downtown properties. The goal of the meeting was to get feedback on how housing could be improved and better integrated into the neighborhood. The Virtual Neighborhood Meeting was held on January 24, 2024 from 5:30-7:00 pm and had approximately 20 participants.



Key Takeaways

Site, Amenities, and Exterior Improvements

- Need to create safe, decent, and affordable housing
- Improved street appearance and aesthetics, including earth tones and low-maintenance landscapes
- Enclosed, private and shared outdoor spaces, including a playground and community garden
- Improved safety and security, including a gated community
- Outdoor path lighting with a consideration for light pollution
- Storage Options, including indoor bicycle storage
- Centralized trash collection, including secure dumpster access
- Assigned parking
- Accommodations for seniors, including single-story housing

Resident Services

- Increased clarity about HACE’s waitlist and referral processes
- Need for increased outreach for the local, low-income, working population
- Resources for tenants to understand how the Repositioning Plan affects them

Virtual Community Listening Sessions

Overview

HACE held two, online meetings on Zoom to get the public’s specific feedback on housing building design, communal space, and amenities options for two properties that will be redeveloped. These are the Hiler and Burrill Street property, which is known as the Green Phase and the C and Clark Street property, which is known as the Blue Phase. The meetings incorporated online polls or questionnaires in which residents shared their preferences. The first meeting was held on March 6, 2024 from 5:30-7:00 pm and the second meeting was held on April 17, 2024 from 5:30-7:00 pm. There was a grand total of approximately 30 participants at both of the online meetings.



Key Takeaways

Poll Results

- About 85% of community members would like more affordable housing units.
- About 40-70% of community members would like to see the redevelopment of underutilized properties.
- About 60-65% of community members would like more rental assistance programs.
- About 60-70% would like to remove barriers to homeownership
- Community members expressed an interest in a variety of housing styles, including modern and traditional Historic styles.
- Community members were interested in community-oriented developments, with central gathering spaces and natural colors, foliage, and grouped buildings.
- Community members were most interested in secure entry, outdoor lighting, and accessibility options.
- Community members were most interested in the following features in communal areas: dog area, playground, community garden, barbeque/picnic area, open greenspace, native landscaping, and benches.

Discussion Responses

- Community members wanted to see more public housing projects like the proposed redeveloped housing.
- Community members wanted to see increases in income ranges for the Section 8 Housing Voucher rental assistance program, of which income limits are determined annually by the U.S. Department of Housing and Urban Development.
- Community members were interested in more kitchen counter space, windows, and on-site washer and dryer units.

- Community members were interested in accessible units, with features such as walk-in showers, elevators, ramps, and other accommodations for seniors or people with disabilities.
- Community members were interested in covered walkways, parking located near units, electric vehicle chargers, additional parking, and secure motorcycle parking.
- Community members wanted communal outdoor spaces, with separate areas for children’s activities and activities for adults or seniors as well as better outdoor landscapes, including features such as a community garden, rooftop garden, private gardens, and adequate lighting.
- Community members were interested in exterior designs that honor the local tribes and exterior colors or styles that complement the existing neighborhood.
- Community members wanted access to public transportation.

Findings and Recommendations

The findings and recommendations discussed in this section are based off the input received from the community and stakeholders through interviews, questionnaires, meetings, discussion, and written feedback. The input was collected through Stakeholder Interviews, Resident Surveys, the Virtual Neighborhood Meeting, Resident Focus Groups, and Community Listening Sessions. The recommendations outline specific actions for HACE to undertake to improve its communications, housing, and services to accommodate current and future residents of public housing in the City of Eureka.



Communication and Engagement

The actions in this section provide suggested methods to improve involvement and engagement of HACE's residents, who have diverse backgrounds, experiences, and cultures. The recommendations in this section are primarily informed by feedback collected from the survey and community meetings.

1. Residents identified that they would like to receive communications from HACE via a monthly, email and mail-in newsletter. We recommend that HACE provide these services, as well as additional outreach utilizing social media platforms, such as Facebook, Instagram or Nextdoor to notify residents of upcoming events or important information.
2. Throughout the Community Engagement Process, HACE collected emails from participants. We recommend that HACE update its Email List and provide an opportunity for residents to sign-up for email updates via an email listserv.
3. Residents requested quarterly meetings or other informal opportunities to continuously engage with HACE. Based on feedback collected in the survey, about 10-25% prefer online or in-person meetings over written communication methods.
4. To access the diverse population of residents, we suggest that HACE offer multilingual materials in the three primary languages that were identified in the Community Engagement Process, which include English, Spanish, and Hmong.
5. Throughout the Community Engagement Process, there was a relatively low attendance of people from diverse racial, ethnic, or linguistic backgrounds. This identified potential technological, cultural, linguistic, or other barriers that may be contributing to a lack of engagement. We suggest that HACE offer language-specific, small-group meetings.
6. Residents indicated that they would like to know more about HACE and the various programs, services, or benefits they may be eligible to receive. We suggest that HACE provide educational materials and resources that include information about HACE resources clients may be eligible to receive.
7. Residents indicated that mid-morning or early-evening times work best for in-person meetings. We suggest that HACE offer in-person events during these timeframes.

Services

The actions in this section include methods to assist residents in engaging with the supportive services necessary to obtain and maintain housing. The findings in this section are based on feedback from the survey and community meetings.

1. Residents requested ongoing case management services. We recommend that HACE expands its existing services or partner with local agencies to provide additional case management services, case management staff, and/or drop-in or on-call services.
2. Residents requested assistance in applying for benefit programs. We recommend that HACE partners with local social service or nonprofit agencies to provide workshops to assist clients applying for essential benefit programs, including Temporary Assistance for Needy Families (TANF), In-home Supportive Services (IHHSS), and other programs.
3. Residents expressed a need for social, emotional, and behavioral support. We recommend that HACE partners with local wellness and health care agencies to offer a variety of mental health, behavioral health, and group therapy resources and services.

On-site Amenities

The actions in this section detail specific requests that the public, including residents, neighbors, and the larger community, expressed would be beneficial features of future housing development at surveys and meetings.

1. The community requested additional storage options and on-site laundry services. We recommend HACE provide washer/dryer hook-ups or a laundry room at future housing developments. We also recommend that HACE provides small, outdoor storage options including storage closets or lockers for larger items, including bikes.
2. The community requested additional areas to gather, recreate, and engage in activities. We recommend HACE consider indoor Community Space as well as outdoor spaces, such as a Community Garden and a Playground.

Design Preferences

The actions in this section detail specific improvements that the public, including residents, neighbors, and the larger community, expressed would be beneficial design features of the interior and exterior of buildings. The actions in this section are primarily based on feedback collected at meetings.

Interior Improvements

The actions detailed in this section reflect the community's priorities on design improvements to the interior of homes. These improvements include spaces with improved mobility and storage, as well as open layouts that provide ample lighting.

1. ADA Accessibility improvements
2. Showers
3. Washer/Dryer hook-ups
4. Open layout

5. More windows or natural lighting
6. More closet space
7. More counterspace
8. Hard floors

Exterior Improvements

The actions detailed in this section reflect the community's priorities on design improvements to the exterior of homes. These improvements include communal spaces that encourage opportunities to interact and gather, improved trash collection, regular maintenance and building management, improved security, connectivity to other essential services such as transit, and exterior features that are integrated into and reflect the existing landscape.

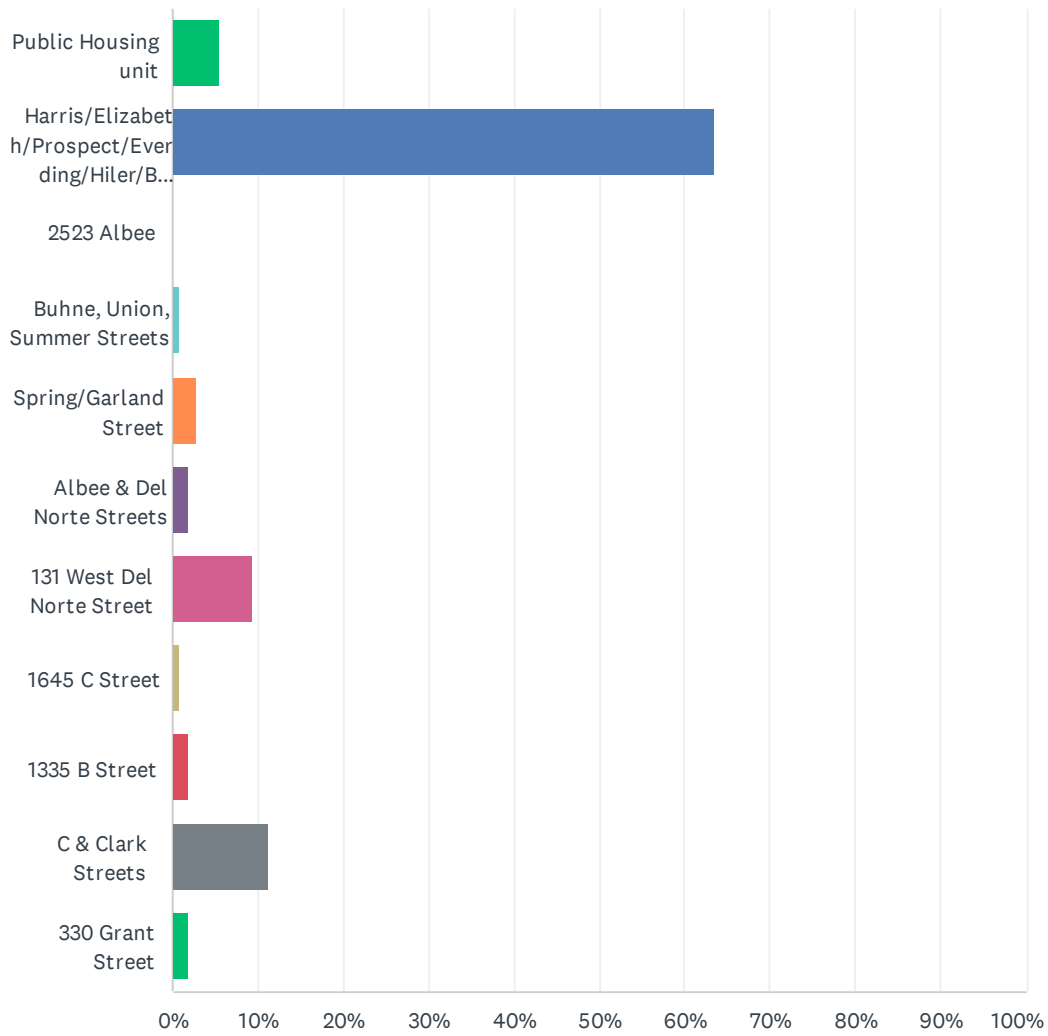
1. Community-oriented Development, which enables opportunities for residents to gather and interact with neighbors
2. Communal spaces with benches, dog areas, playgrounds, and community gardens
3. Additional security and lighting
4. Fencing
5. Designated Parking Spaces
6. Centralized Trash Collection
7. Earth tones
8. Low maintenance, native landscaping
9. Mixture of housing styles, including Modern and Historic
10. Access to public transportation

Appendix

- A. Item 1: Resident Survey Results
- B. Item 2: Virtual Neighborhood Meeting Poll Results
- C. Item 3: Virtual Community Listening Session #1 Poll Results
- D. Item 4: Virtual Community Listening Session #2 Poll Results

Q1 Where are you currently living?

Answered: 107 Skipped: 0

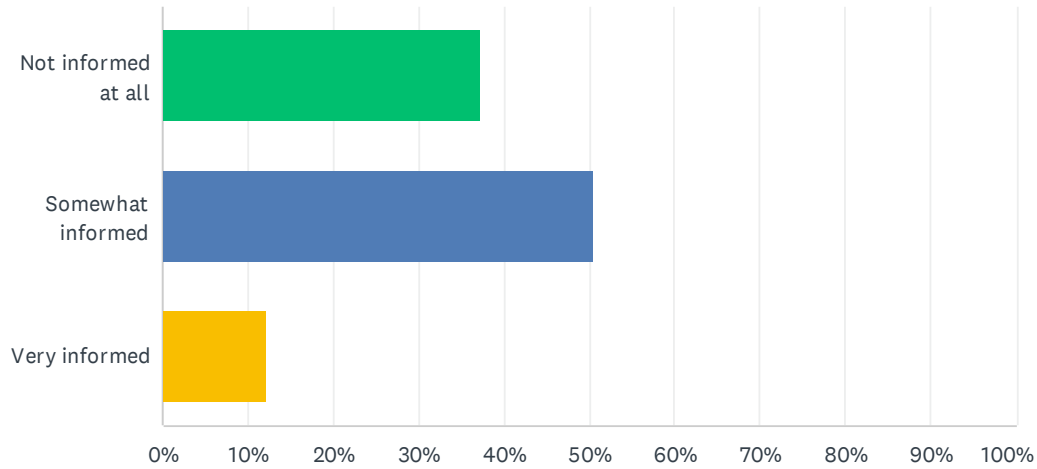


Housing Authority of the City of Eureka Tenant Survey

ANSWER CHOICES	RESPONSES	
Public Housing unit	5.61%	6
Harris/Elizabeth/Prospect/Everding/Hiler/Burrill Streets	63.55%	68
2523 Albee	0.00%	0
Buhne, Union, Summer Streets	0.93%	1
Spring/Garland Street	2.80%	3
Albee & Del Norte Streets	1.87%	2
131 West Del Norte Street	9.35%	10
1645 C Street	0.93%	1
1335 B Street	1.87%	2
C & Clark Streets	11.21%	12
330 Grant Street	1.87%	2
TOTAL		107

Q2 How informed do you feel about the current rehabilitation or redevelopment plans for the unit you are living in?

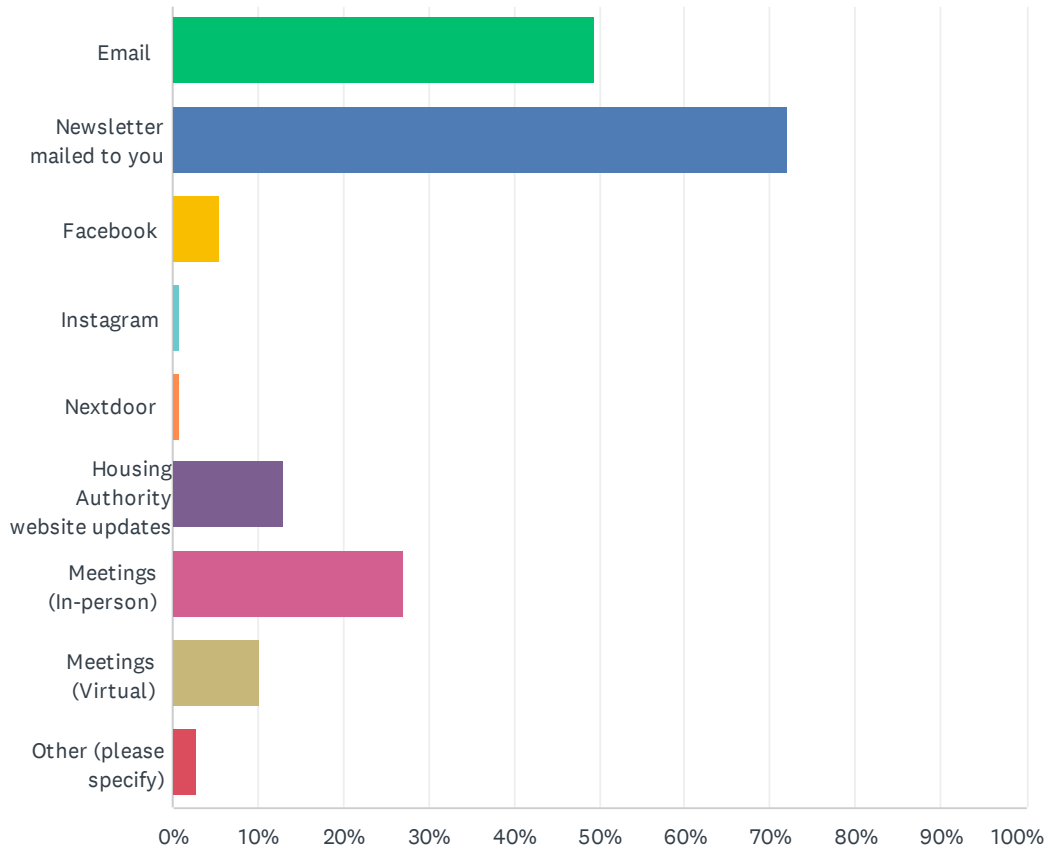
Answered: 107 Skipped: 0



ANSWER CHOICES	RESPONSES
Not informed at all	37.38% 40
Somewhat informed	50.47% 54
Very informed	12.15% 13
TOTAL	107

Q3 How would you like the Housing Authority to keep you updated? (Choose all that apply)

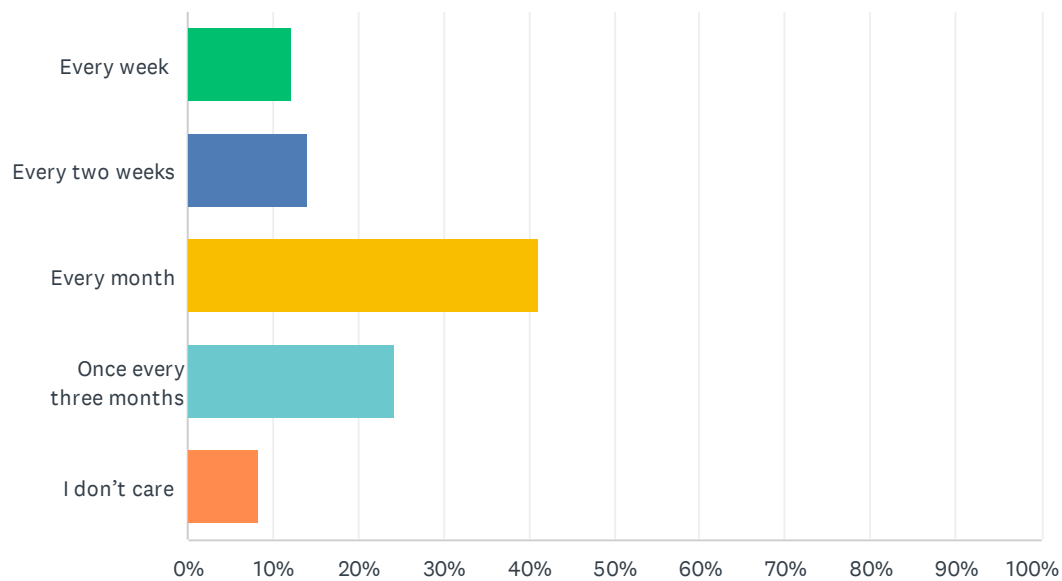
Answered: 107 Skipped: 0



ANSWER CHOICES	RESPONSES	
Email	49.53%	53
Newsletter mailed to you	71.96%	77
Facebook	5.61%	6
Instagram	0.93%	1
Nextdoor	0.93%	1
Housing Authority website updates	13.08%	14
Meetings (In-person)	27.10%	29
Meetings (Virtual)	10.28%	11
Other (please specify)	2.80%	3
Total Respondents: 107		

Q4 How often would you like updates about the progress of the project?

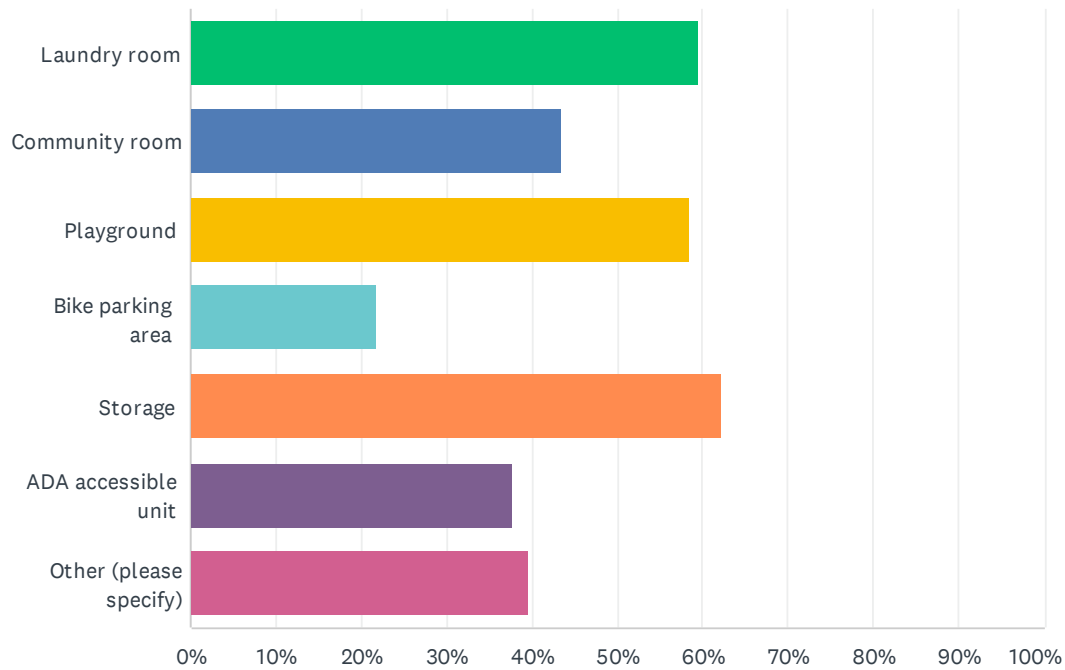
Answered: 107 Skipped: 0



ANSWER CHOICES	RESPONSES	
Every week	12.15%	13
Every two weeks	14.02%	15
Every month	41.12%	44
Once every three months	24.30%	26
I don't care	8.41%	9
TOTAL		107

Q5 What onsite amenities do you and your family need?

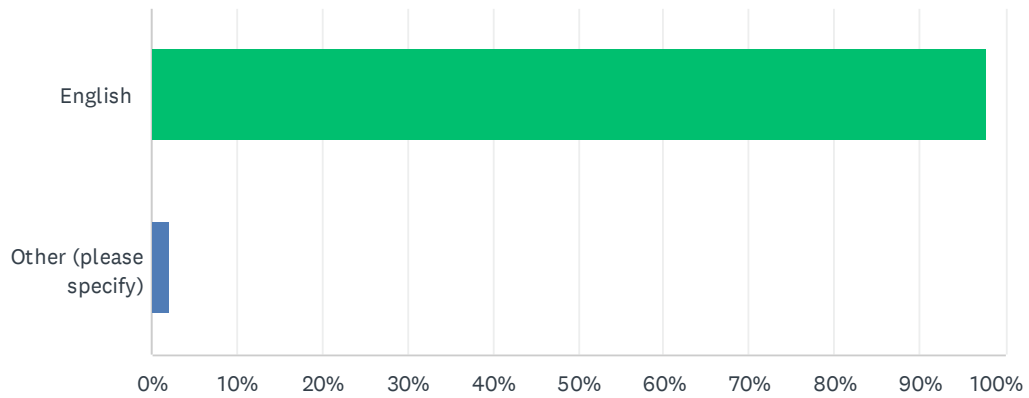
Answered: 106 Skipped: 1



ANSWER CHOICES	RESPONSES	
Laundry room	59.43%	63
Community room	43.40%	46
Playground	58.49%	62
Bike parking area	21.70%	23
Storage	62.26%	66
ADA accessible unit	37.74%	40
Other (please specify)	39.62%	42
Total Respondents: 106		

Q6 What is the primary language spoken in your home?

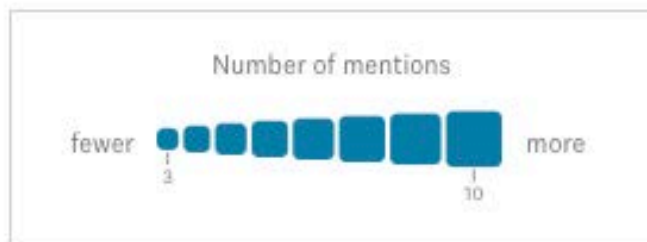
Answered: 94 Skipped: 13



ANSWER CHOICES	RESPONSES	
English	97.87%	92
Other (please specify)	2.13%	2
TOTAL		94

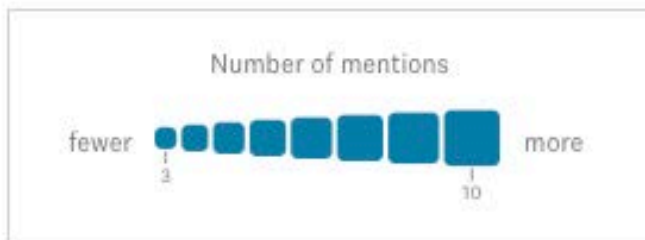
Q7 What services help you maintain your housing? (Open ended)

Answered: 103 Skipped: 4



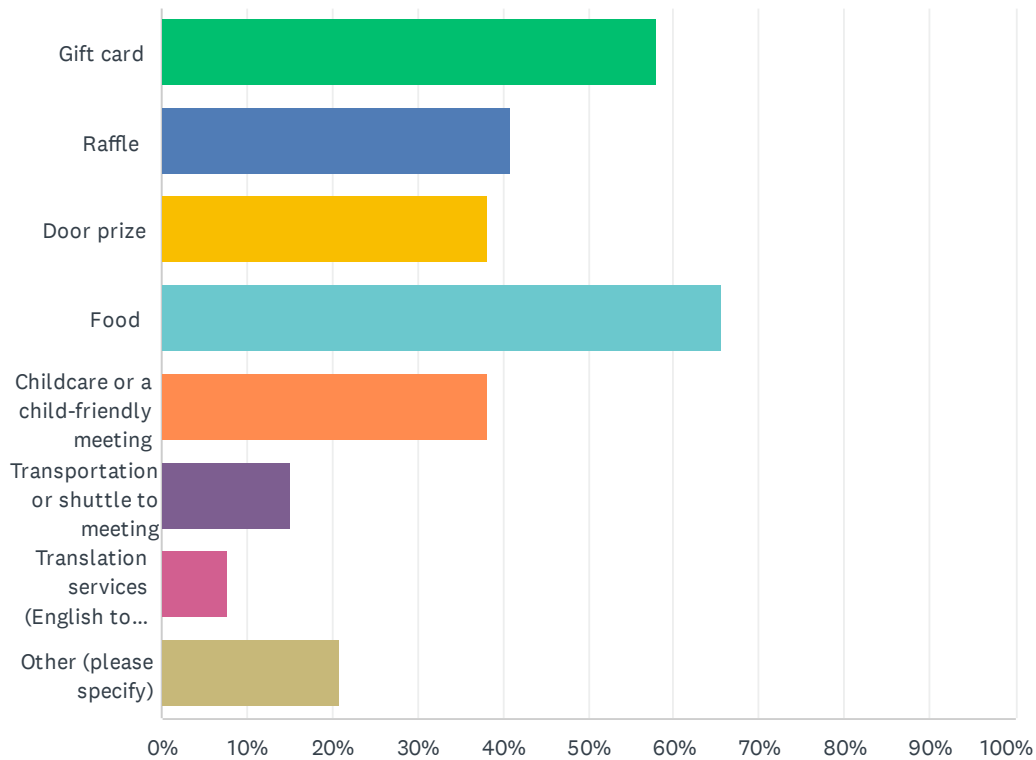
Q8 What questions and concerns do you have about this process? (Open ended)

Answered: 103 Skipped: 4



Q9 The Housing Authority is planning meetings to update residents like you about the redevelopment process for their housing units, answer any questions you have, and gather feedback about the onsite amenities to include in your apartment complex. What would help you and your household attend our upcoming meeting? (Choose all that apply)

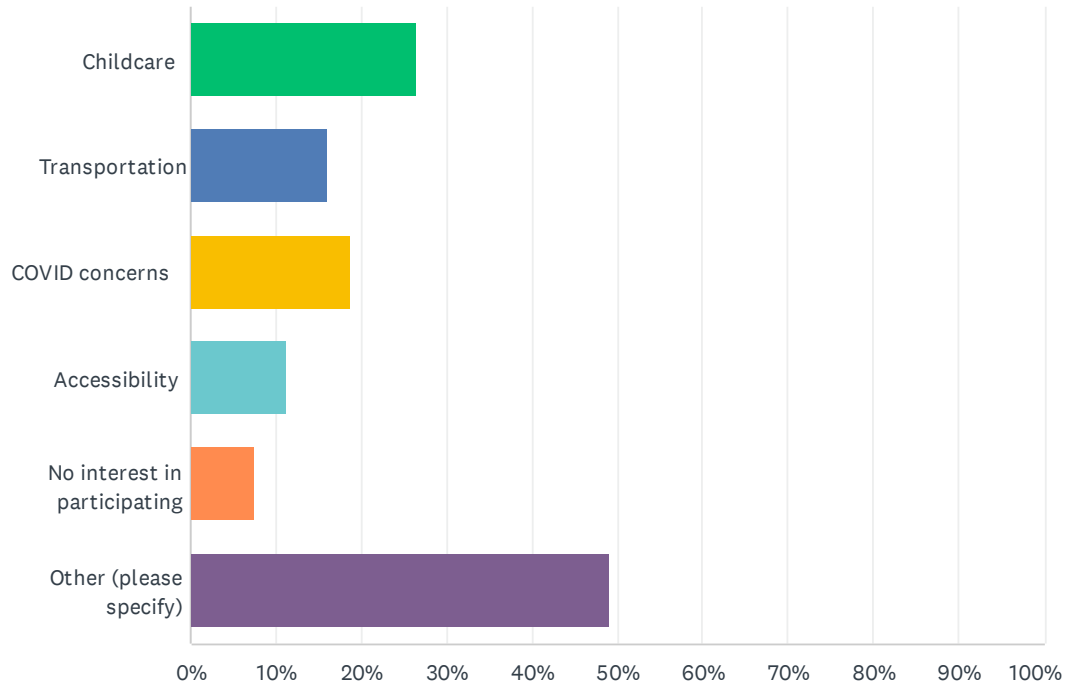
Answered: 105 Skipped: 2



ANSWER CHOICES	RESPONSES	
Gift card	58.10%	61
Raffle	40.95%	43
Door prize	38.10%	40
Food	65.71%	69
Childcare or a child-friendly meeting	38.10%	40
Transportation or shuttle to meeting	15.24%	16
Translation services (English to Spanish)	7.62%	8
Other (please specify)	20.95%	22
Total Respondents: 105		

Q10 What barriers would stop you from participating in our in-person meetings?

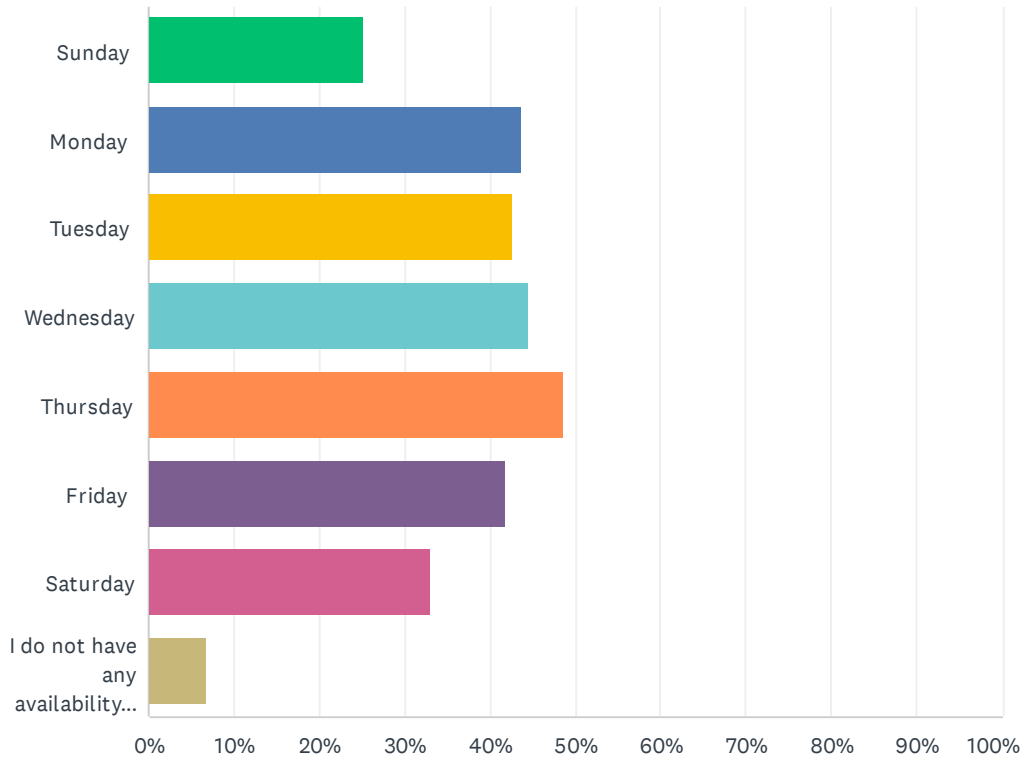
Answered: 106 Skipped: 1



ANSWER CHOICES	RESPONSES	
Childcare	26.42%	28
Transportation	16.04%	17
COVID concerns	18.87%	20
Accessibility	11.32%	12
No interest in participating	7.55%	8
Other (please specify)	49.06%	52
Total Respondents: 106		

Q11 What day of the week would work best for you to attend an in-person meeting?

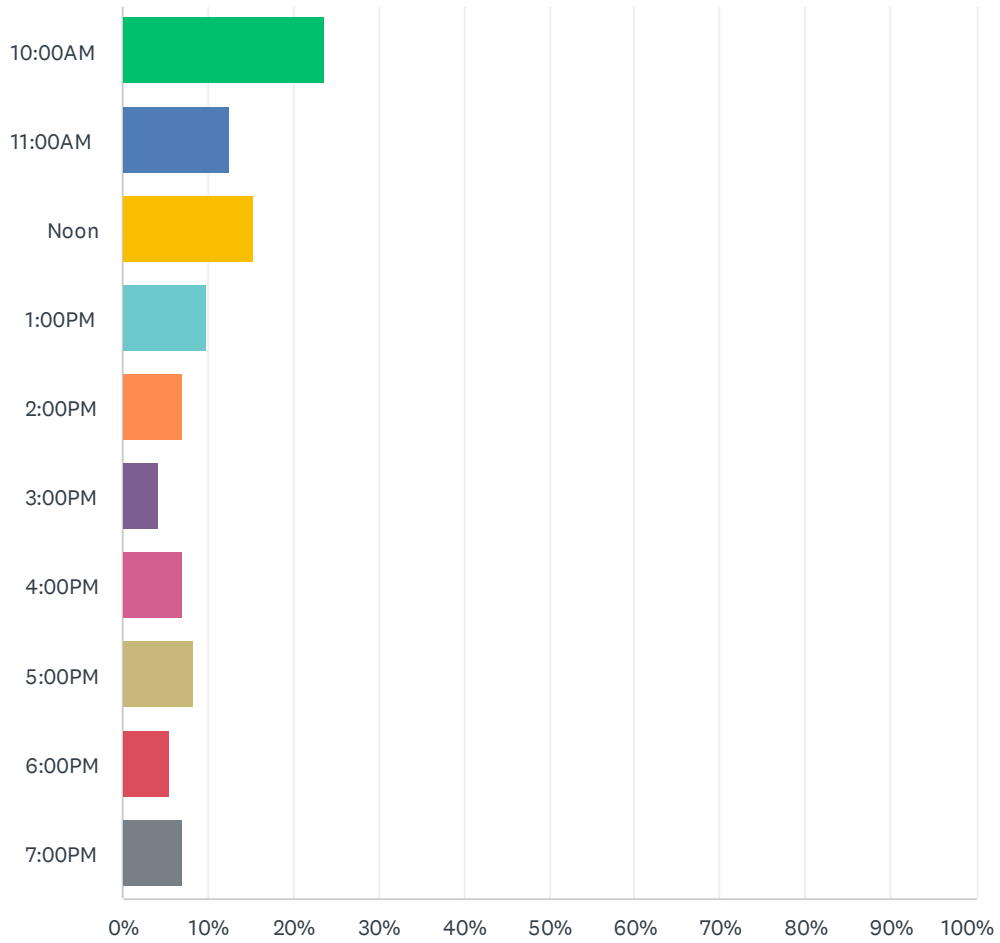
Answered: 103 Skipped: 4



ANSWER CHOICES	RESPONSES	
Sunday	25.24%	26
Monday	43.69%	45
Tuesday	42.72%	44
Wednesday	44.66%	46
Thursday	48.54%	50
Friday	41.75%	43
Saturday	33.01%	34
I do not have any availability or interest	6.80%	7
Total Respondents: 103		

Q12 What time of day would work best for you to attend an in-person meeting? The meeting will take approximately 1.5 hours.

Answered: 72 Skipped: 35



Housing Authority of the City of Eureka Tenant Survey

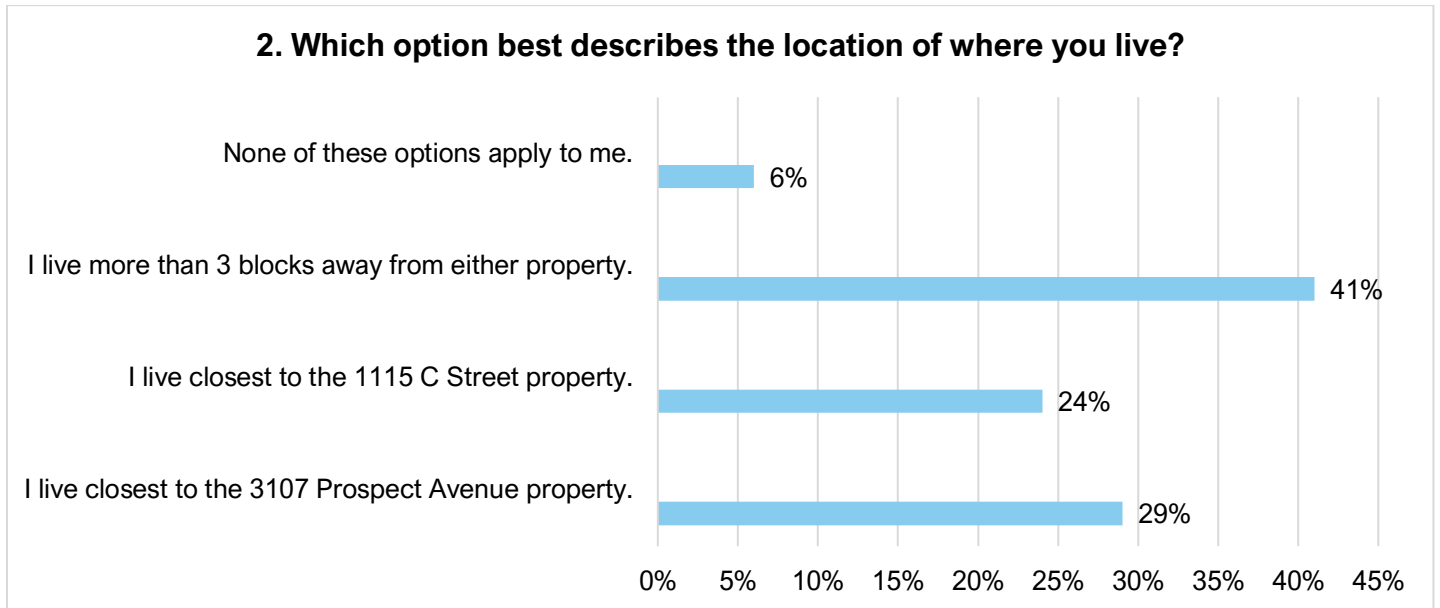
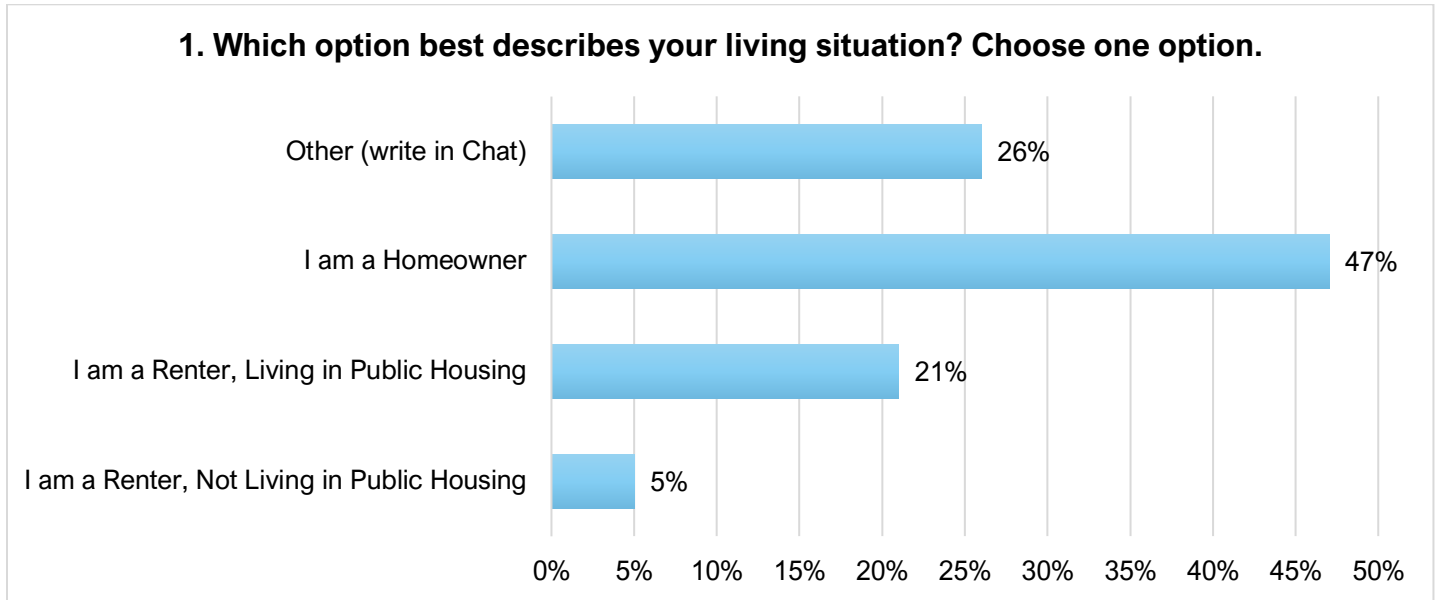
ANSWER CHOICES	RESPONSES	
10:00AM	23.61%	17
11:00AM	12.50%	9
Noon	15.28%	11
1:00PM	9.72%	7
2:00PM	6.94%	5
3:00PM	4.17%	3
4:00PM	6.94%	5
5:00PM	8.33%	6
6:00PM	5.56%	4
7:00PM	6.94%	5
TOTAL		72

Q13 What email address can we use for project updates and meeting invitations?

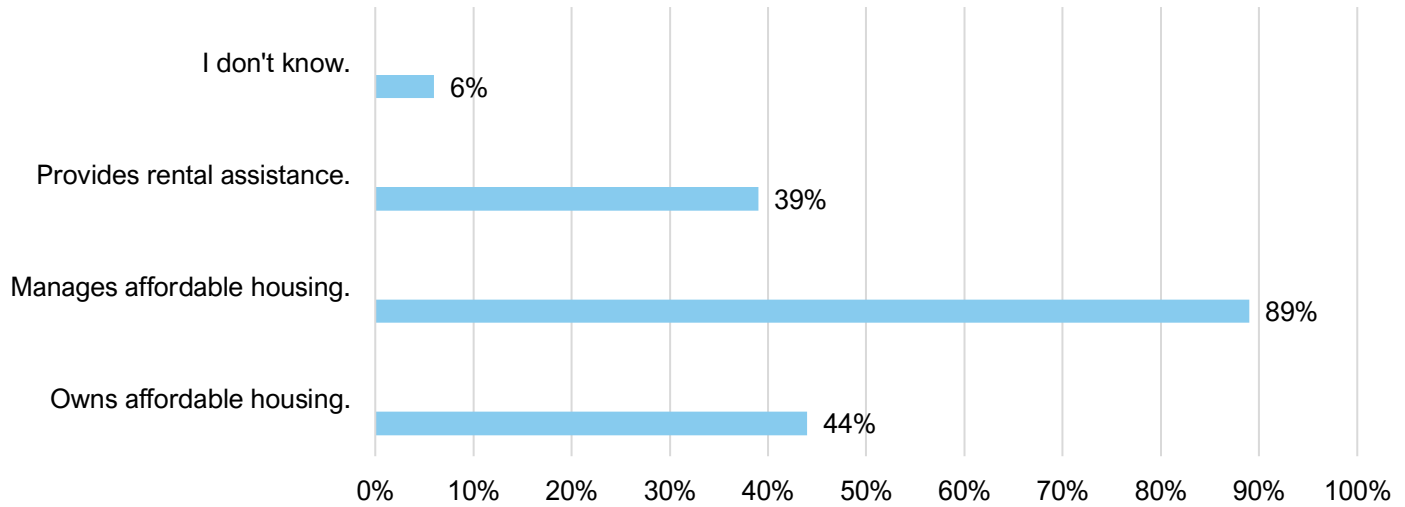
Answered: 103 Skipped: 4

Virtual Neighborhood Meeting Poll Results
Housing Authority of the City of Eureka
January 24th, 2024

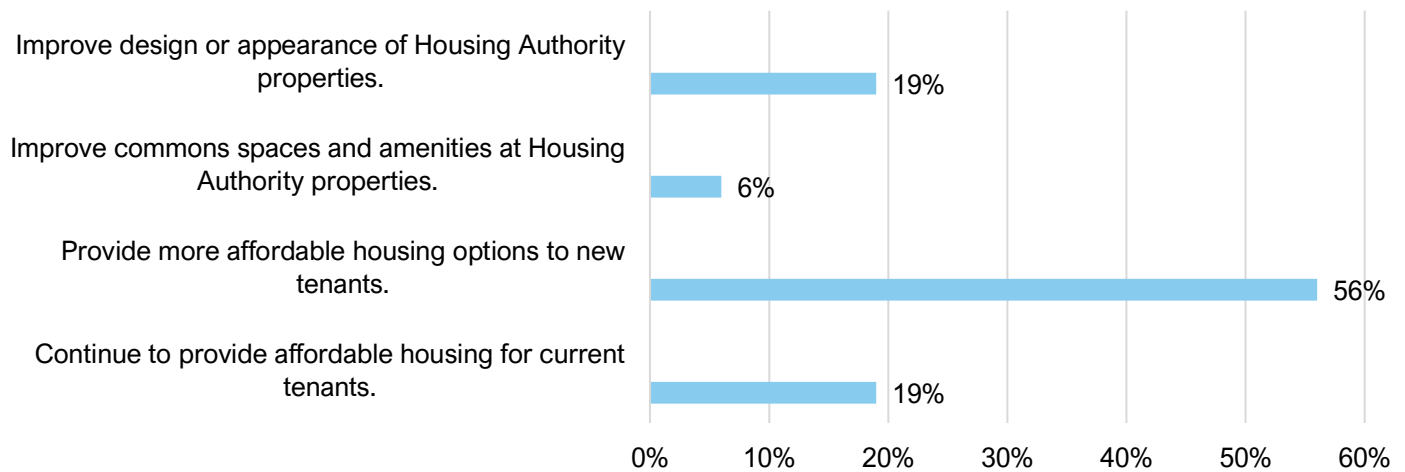
POLL QUESTION RESPONSES



3. What do you think the Housing Authority does?



4. Which of the following is most important to you regarding the redevelopment of the Housing Authority's properties?



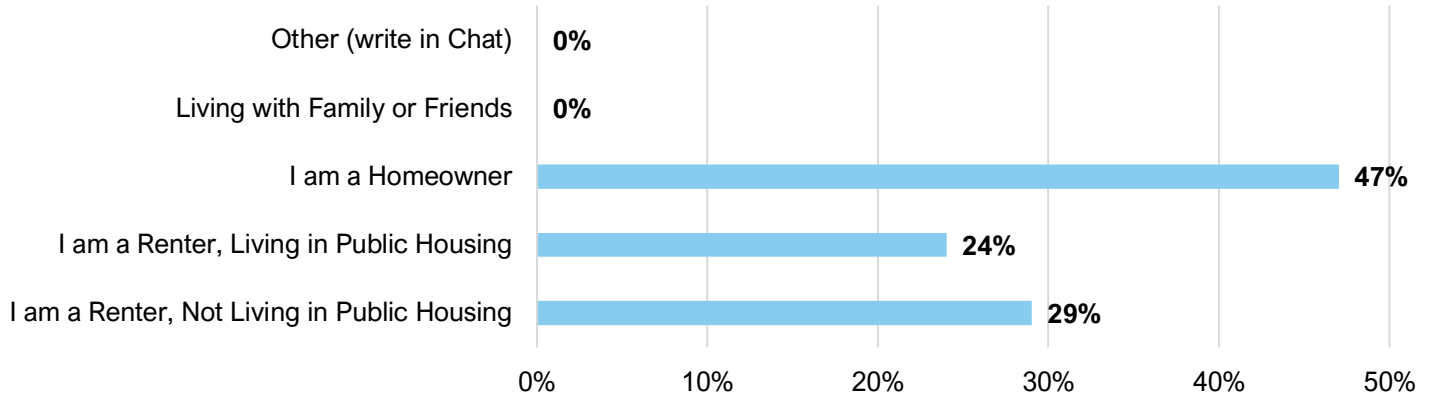
CHAT FEATURE RESPONSES

- Does that mean people will stay in hotels?
- How will parking be addressed?
- How many levels will each building be?
- will tenants be relocated to other units?
- Thank you all for your questions, we will answer them shortly!
- what kind of assistance will you provide to relocating tenants?
- How are you going to help senior citizens move. It is physically difficult for them. Also, moving is expensive, furniture, etc. Will there be financial or physical assistance?
- How do you insure that there is an open house for us?
- Will you contact a service?
- To help us move?
- Will the older two storie buildings also be updated?
- Thank you

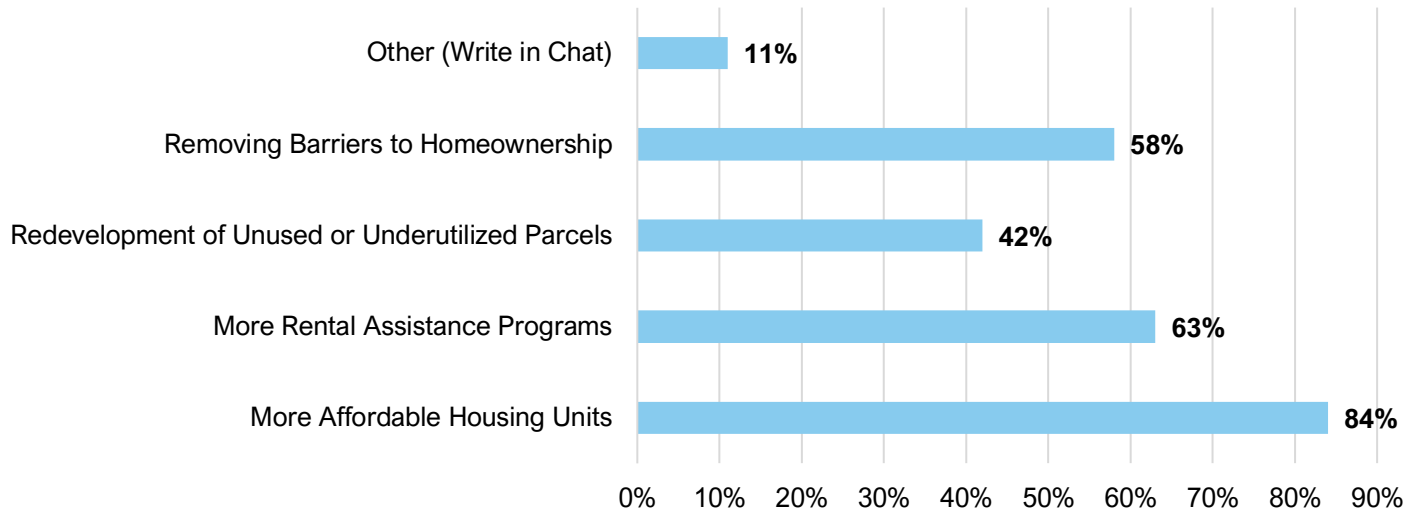
Virtual Community Listening Session #1 Poll Results
Housing Authority of the City of Eureka
March 6, 2024

POLL QUESTION RESPONSES

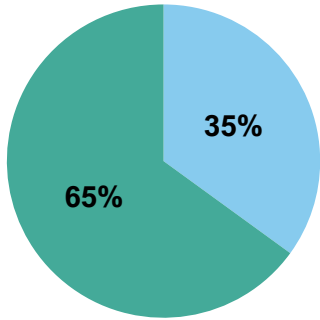
1. Which option best describes your living situation? Choose one option.



2. What would you like to see happen in our community to help address housing affordability? Choose all that apply.



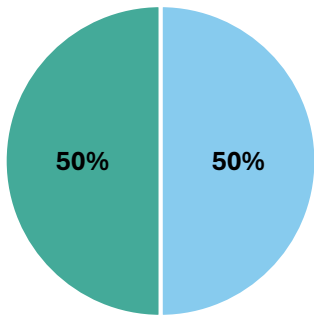
**3. Look and Feel #1: Which of these two projects do you prefer, A or B?
Choose one option.**



■ A ■ B



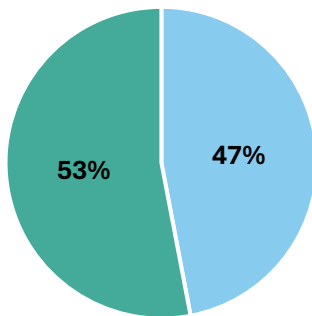
**4. Look and Feel #2: Which of these two projects do you prefer, C or D?
Choose one option.**



■ C ■ D



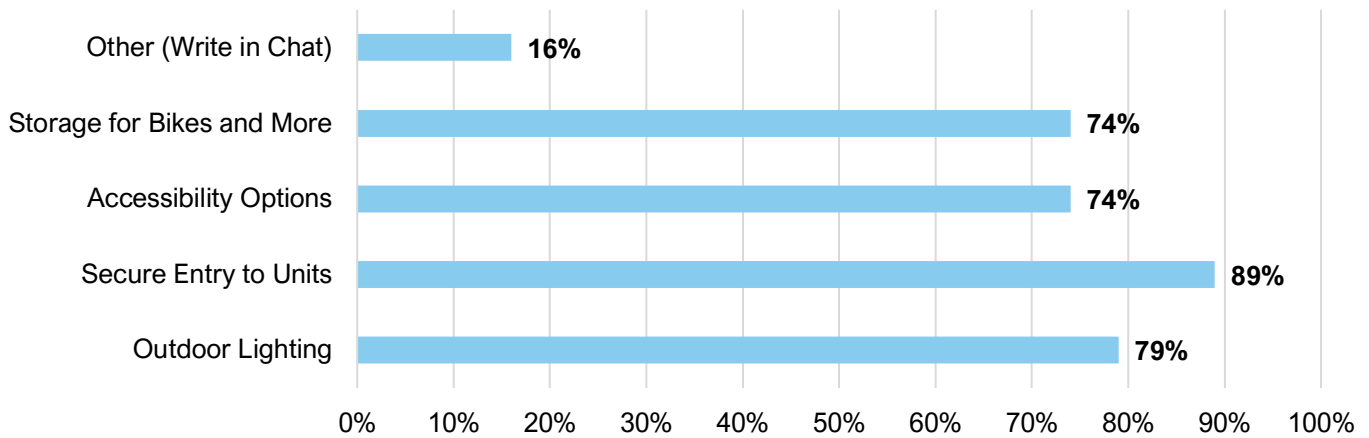
**5. Look and Feel #3: Which of these two projects do you prefer, E or F?
Choose one option.**



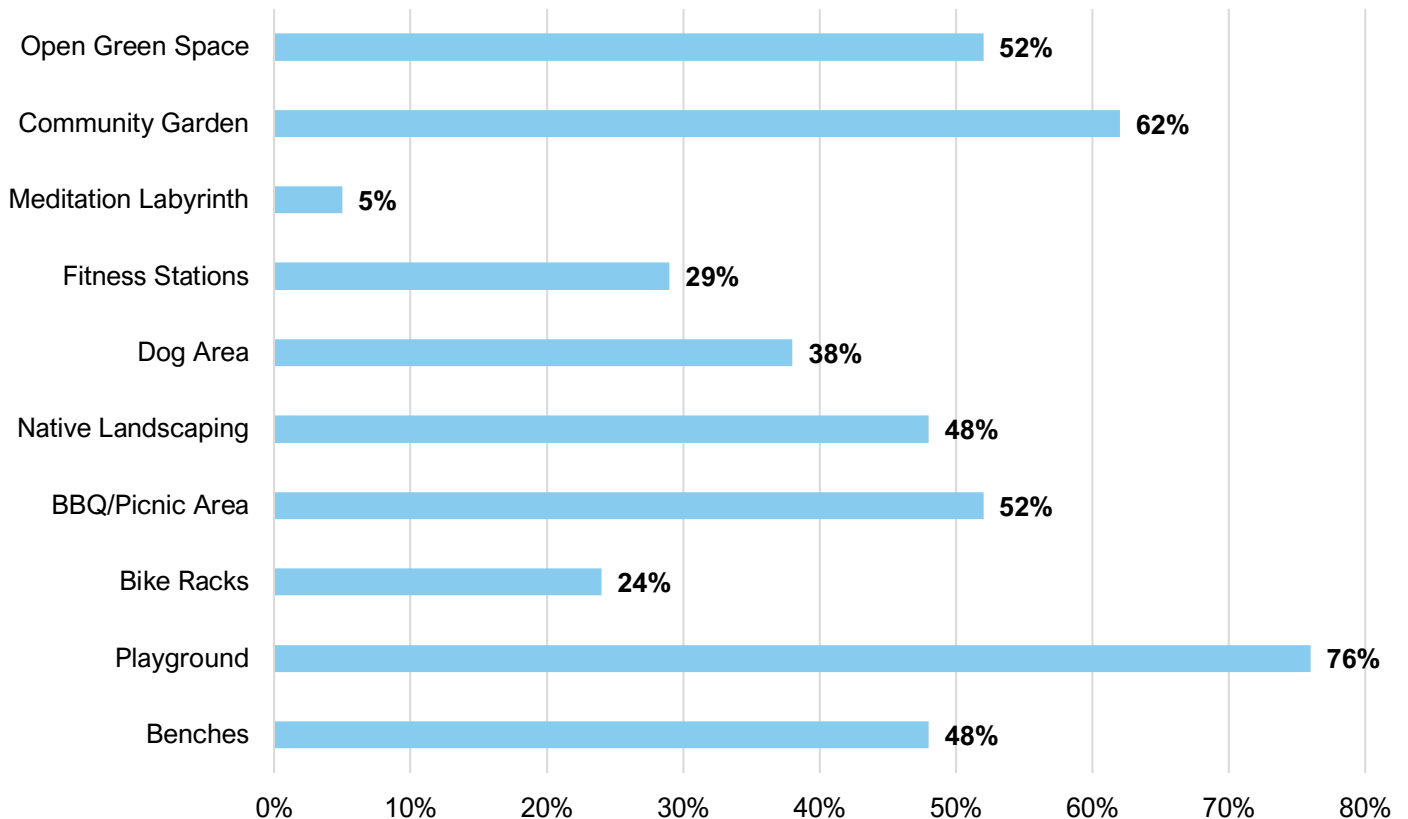
■ E ■ F



6. Which of the following features do you think are most important to include in affordable housing? Choose all that apply.



7. What type of outdoor space options would you prioritize in this project? (choose up to 4)



QUESTION AND ANSWER FEATURE RESPONSES

Question	Answer
1. When will the chat be turned on?	Hi Ralph! It should be on already. Let us know if you don't see the chat button.
i cant see the mute or video button options	All non-panelists are muted with video off automatically.
i cant see the mute or video button options	Although video and audio are turned off, please chime in on the chat and Q&A functions, as we are interested to hear your thoughts on the project.
i could t answer the poll chat is disabled	Got it! Hoping you can answer this second question?
The chat is disabled.	Thanks for letting us know! Can you use it now?
The Chat is still disabled.	Thanks for letting us know! Can you use it now?
once transitioned to voucher instead of income based, how will tenants who cant pay 30% of their income be handled?	Voucher assistance is income based, and determined very similarly to how rents are determined for public housing, so the rents are intended to be about the same as they are now.
Its on.	Thank you!
are there any other photos showing the patio or breezways of tje 2 designs?	Great question. These are not photos of the proposed project. Rather, they're photos of other projects, intended to help prompt feedback about what you do or don't like in housing projects in general. Are breezeways a priority for you? What about them do you like or not like? <i>(Also answered live)</i>
Is anyone in the eureka housing authority lobbying for more publicly funded housing instead of private partners?	Great question. This housing will be both publicly funded and privately funded. A public-private partnership is the best way to raise the maximum amount of money for a development. Note that the publically-dedicated funds come with restrictions that hold for all the units. For example, thye guarantee that the units remain affordable and they also dictate strict handicap accessibility requirements that the developments will adhere to.
will there be any elevators for the disabled	Some phases may have elevators and others may not. For those that do not, we will provide accessible single-story units on the ground floor.
what will the square foot be of a 2 bedroom	The designs are not yet finalized but the two bedroom units will likely be approximately 800 sf. <i>(Also answered live)</i>
Will the park areas be open to all of the community? Or just the tenants of the complex?	We anticipate this space will be open to tenants of the community, but likely will be most used by tenants of the complex.
updated electrical, more per room, USB	Got it! Yes. That will definitely be in the plans!
will there be any 3 bedrooms handycap units	This phase will have both one, two, and three bedroom units with accessible access and features.

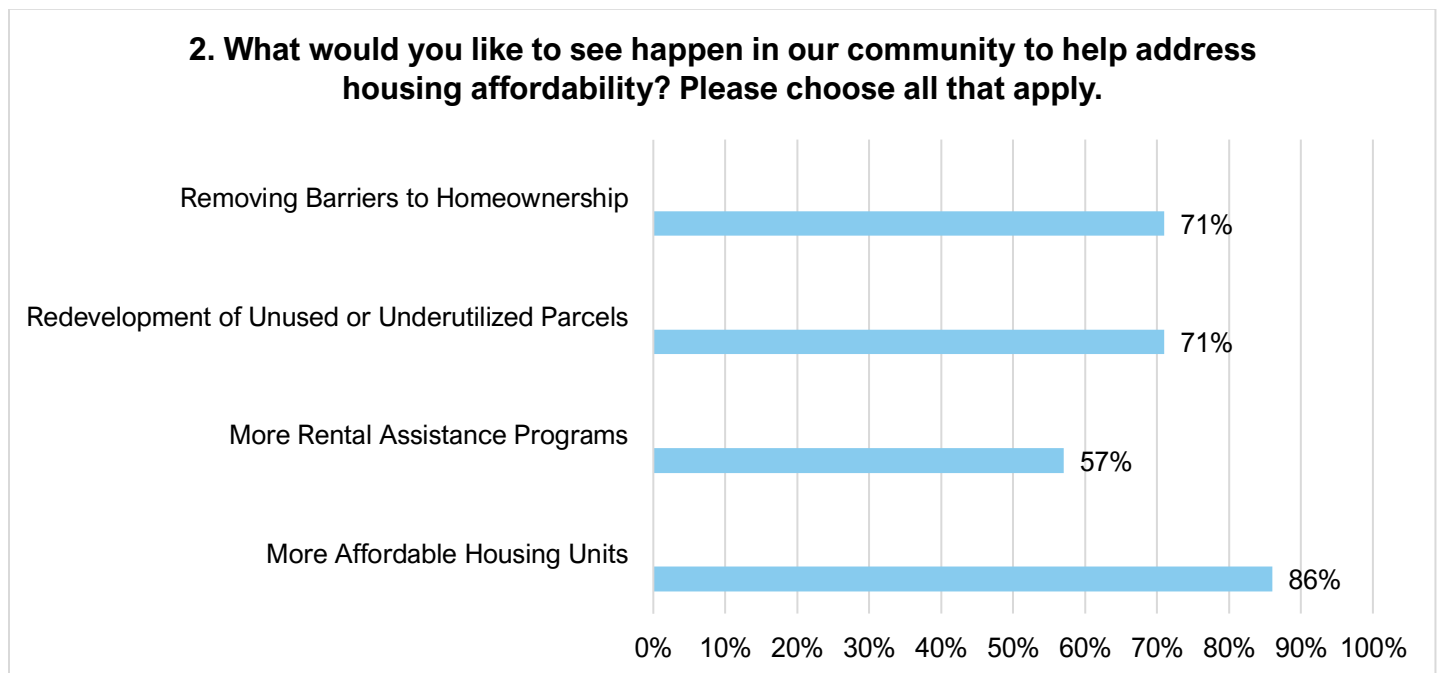
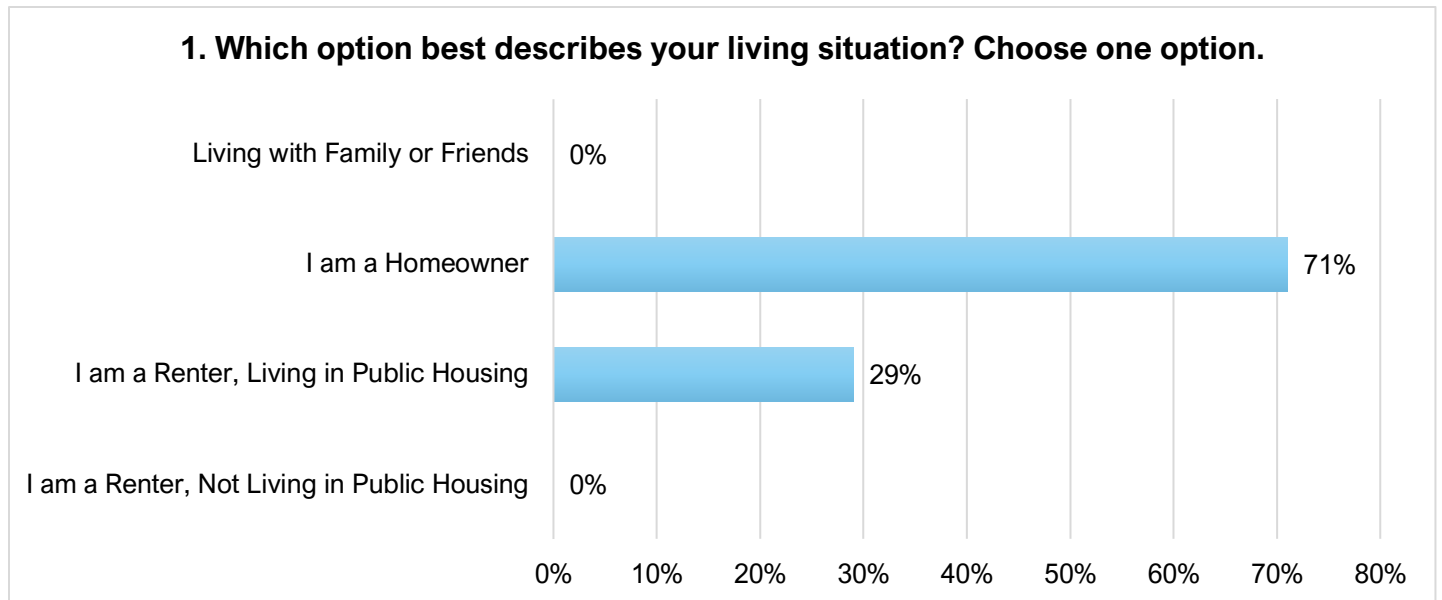
CHAT FEATURE RESPONSES

- To answer the question "other" option, I would like to see more financial assistance for people making a higher income than current programs serve, something more in line with the current overpriced housing market in Humboldt county.
- I would like to see more funding for public housing projects and less for privately owned developers like this. Lobbying congress to give more money to publicly owned housing is better for communities than funneling public money to private developers through voucher programs.
- Have you built in eureka before?
- Will they have elevators for the disabled?
- Is the parking only for the first phase?
- Can we keep our own washer and dryers?
- Will we have a yard?
- Can a 3 bedroom have 1 bedroom downstairs with a 1/2 bath?
- Can there be a small storage rm outside
- From Emily Ware - Operative Office to Everyone:
 - Great questions, Bob. Each phase will include some off-street parking for residents of that phase. The existing on-street parking will remain as well.
- From Emily Ware - Operative Office to Everyone:
 - That's a great suggestion, Mary. We'll take a note.
- From Emily Ware - Operative Office to Everyone:
 - Bob, I see your question about accessibility and it's a great one. Some phases may have elevators and others may not. For those that do not, we will provide accessible single-story units on the ground floor.
- I would love to see different design options closer to our historical homes in our area that compliment the property value of single family homes nearby
- The color of E matches our neighborhood better not so sterile
- Yes please! These options look so unattractive and generic. How depressing.
- Will there be washer and dryer hookups in the apartment?
- Gardens
- Possibly a hut or small office for security
- Other features: washer and dryer in unit, featuring less distance from vehicle to door of home. Covered walkways due to Humboldt weather
- All those parks are beautiful, but I would appreciate the open spaces to be accessible from outside the complex :)
- No fabric strips over the playground. a different design option it will become moldy and yucky looking quickly.
- I like A and B together
- Make the courtyard so the buildings don't look like a motel.
- Playground is important as well as some green space.
- A & B are nice.
- Not a big fan of the courtyard because it will cause a lot of noise complaints
- c and a
- I like layout of B but add to that having balconies face the garden area

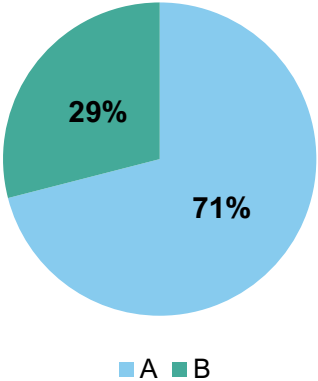
- Adults only???..no kids
- c
- I like A as it allows for more freedom of movement instead of being grouped into one area
- Maybe a yurok or weott type of roof over the play structure
- sr citizens only units
- Playground and separate adults area to encourage community building and ability to enjoy the property.
- I love resident webster's comment, will there be consultation with the Wiyot tribe to add some local character to the buildings as well as some tried and true building styles that work well in this climate.
- Love to see couple areas that have gated or separated areas for different folks like parents singles and seniors
- The community garden and BBQ space and playground give options for the community to come together.
- Good meeting, excellent feedback options.
- Will current tenants automatically be transferred into Section 8 and into voucher program ?
- I appreciate this meeting and your openness to public input. Historically public space is important to community development, and I am concerned about reducing the amount of truly public parks in my neighborhood.
- I also appreciate and hope to see Wiyot consulting and building aesthetics, as a nod to the land we live on as well as these building details are proven to withstand our climate.
- I know the eha is on a budget but Harris street is a main thoroughfare for the city. In my fantasy it would be just terrific if we could design the facade of the building to be attractive and blended into our historical and traditional buildings craftsman style or sprinkles of Victorian style which makes our community so unique.
- Great meeting and renderings!
- Will each unit have a yard?
- Walking long distances and having an appropriate amount of. parking spaces and ease of entry into the unit. love the single car garages over in Samoa

Virtual Community Listening Session #2 Poll Results
Housing Authority of the City of Eureka
April 17, 2024

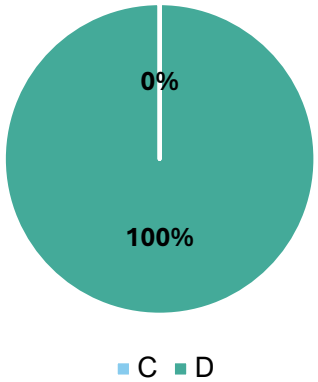
POLL QUESTION RESPONSES



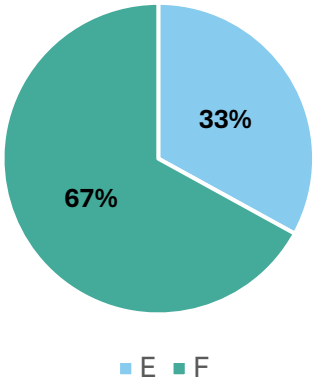
**3. Look and Feel #1: Which of these two projects do you prefer, A or B?
Choose one option.**



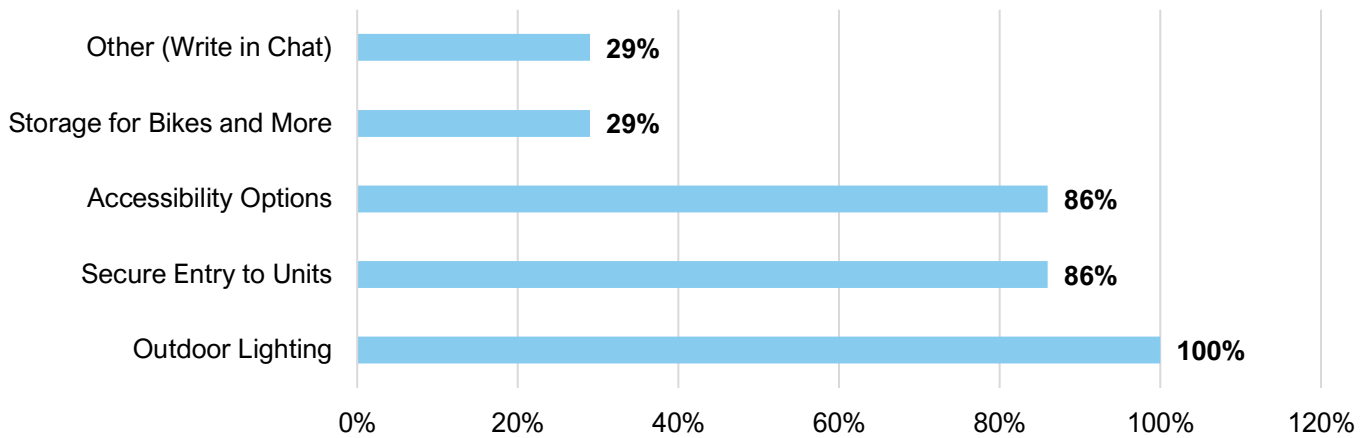
**4. Look and Feel #2: Which of these two projects do you prefer, C or D?
Choose one option.**



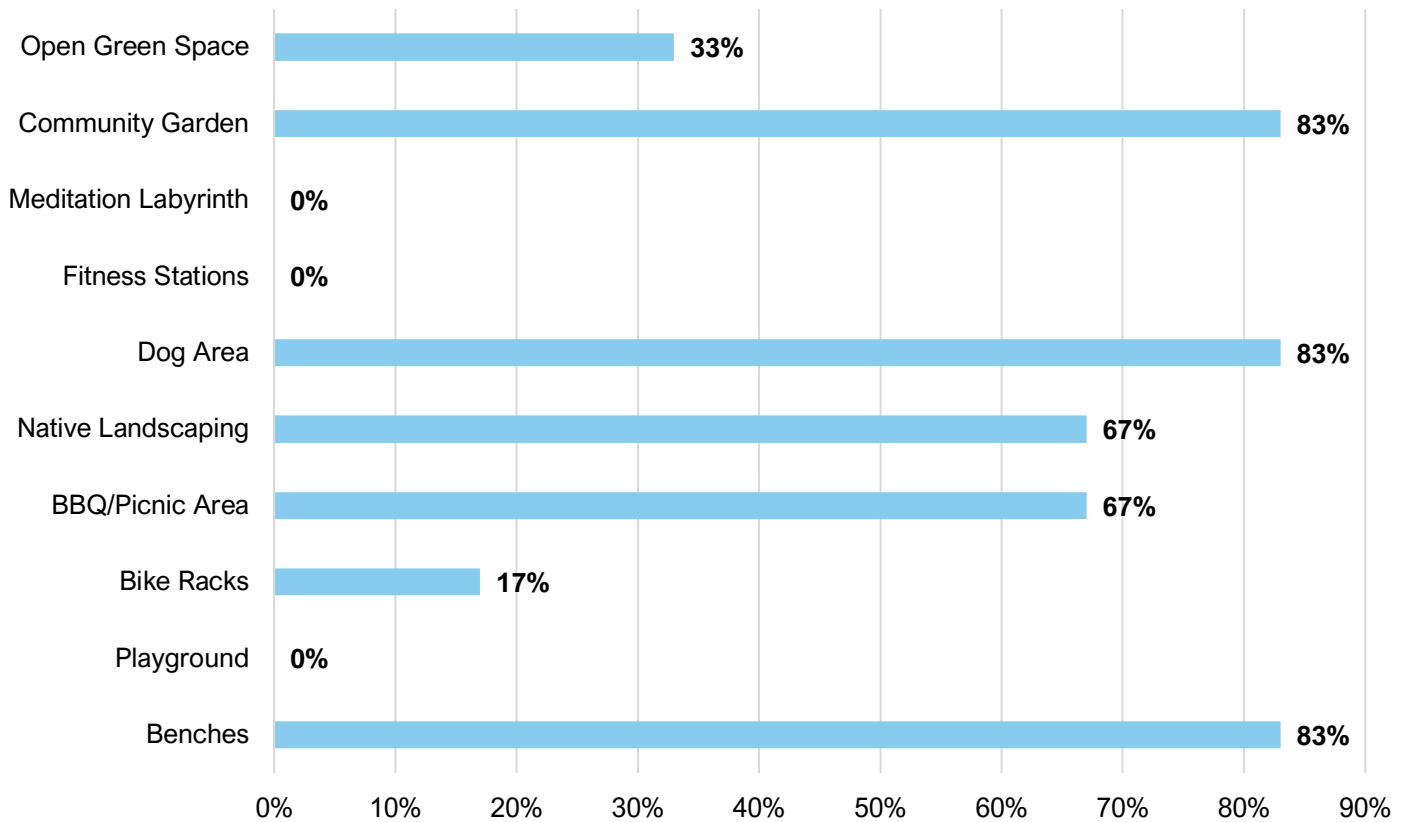
**5. Look and Feel #3: Which of these two projects do you prefer, E or F?
Choose one option.**



6. Which of the following features do you think are most important to include in affordable housing? Choose all that apply.



7. What type of outdoor space options would you prioritize in this project? (choose up to 4)



CHAT FEATURE RESPONSES

- will there be an elevator for seniors who cant do stairs?
- will any units be developed South of the alley or just the north?
- will there be garden area?
- Karly Brinla - Brinshore Development: We are still deciding on that and are presenting options (one where we redevelop those units and one where we do not). Please let us know what your preference is.
- How many electric vehicles hookups will there be ?
- Will we able to have our own washer and dryer in apt?
- Karly Brinla - Brinshore Development: There will be many community amenities including community green space. If you want a community garden in that space, please say so and we will try our best to incorporate your feedback into the design
- Karly Brinla - Brinshore Development: There will be a laundry room instead of WD in unit
- Karly Brinla - Brinshore Development: We have not yet determined the total number of EV charging stations
- I am disabled. It is a pain to climb in and climb out of the tub to take my shower. I would like to see a walk-in shower.
- we dont have enough parking now, where are we going to put 44 cars?
- Karly Brinla - Brinshore Development: Yes! Absolutely. We will have fully accessible units with accessible bathrooms
- That would be the most logical to add more parking. People own cars it's a must. More parking even though I have to move
- Will we have more counter space in the kitchen?
- some of the folks are barely able to walk the given distance from parking lot to doors
- It would be great to have a bus stop right there on C St
- Karly Brinla - Brinshore Development: The parking area closest to the building will have many of the handicapped parking stalls so the folks who need to park closer for that reason will be able to use them
- you have talked about seniors, but we have many disabled younger adul
- The stairs that go down to Clark St needs a handle in the middle in the lower stairs.
- Karly Brinla - Brinshore Development: I'm glad you brought that up. We are currently also working on a "Green Phase" that will have increased accessible units for folks of all ages. We are also contemplating many future phases that will serve that population as well.

- Emily Ware, Operative Office: Good feedback on the hand rail! Noted. We will keep that in mind!
- the B option is a death trap
- B is too box like.
- A
- \have you seen the fire escape situation on that building
- B doesn't have an elevator
- neither
- Kinda with neither but C is better
- ___ is also at _____ for this meeting
- Emily Ware, Operative Office: Hi! Welcome. Glad you're both here!
- It might be better to look at other places with better outdoor space and landscaping
- PLEASE NOT GREY WITH OUR FOGGY DAYS IT IS DREARY.
- yes better outdoor space
- Rooftop gardens
- Emily Ware, Operative Office: This is great feedback on outdoor space! We are glad to know there is such an interest in landscape. We have a slide coming up where we hope you will share specific feedback on the elements you'd like to see in the outdoor space. Feel free to also keep putting ideas for outdoor space in the chat!
- this constant talk of b
- trim is not importat to avid gardener
- E style building with F style layout
- ___ thoughts not ___
- I like F but it doesn't fit the Victorian neighborhood very well.
- Layout of F seems better for seniors
- private garden space
- Ramps are good for senior developments
- secure motorcycle parking
- Community garden or combination community/private garden space
- lots of outside light, more windows
- Gathering space
- the existing community garden spaces in Eureka are filled and unavailable
- A and B mixed please
- A B mix
- if the garden space was put around the edges and gathering space in the middle
- ___ last note
- how are you planning to disemble this info to neighbors who dont tech
- some neighbors dont even use a cell phone, how are you going to tell them

- great presentation! thank you
- thank you