

Springfield Choice Neighborhoods

Resident Survey Results

June 15, 2012

Marble Street Apartments & Outing Park/Hollywood Apartments

General Demographics

- The population is young and there are many children.
 - 57% of residents are 0-18 overall, 69% at Marble Street, 52% at Outing Park.
 - Median age of HoH is 34 overall, 31 at Marble Street, 35 at Outing Park.
 - Only 10 (2%) Outing Park residents are seniors. There are no seniors at Marble Street.
- Household sizes are small.
 - The average household size at Outing Park is 2.4 persons.
 - The average household size at Marble Street is 4 persons.
- Resident tenure is relatively short.
 - 31% of Outing Park households and 37% of Marble Street households have lived in their unit for less than two years.
 - 60% of Outing Park households and 80% of Marble Street households have lived in their unit for less than five years.
 - The median length of tenancy is 4 years (3 at Marble Street, 4.25 at Outing Park).

Employment and Training

- Household income is extremely low.
(75% < \$10K, 90% < \$20K overall; 67% < \$10K, 90% < \$20K at Marble Street; 78% < \$10K, 91% < \$20K at Outing Park)
- Comparatively low rates of employment wages.
(25% overall, 32% at Marble Street, 23% at Outing Park)
- Given the number of households that have applied for EITC, there is an indication that the history of employment is higher than the current rate would suggest.
(35% overall, 45% at Marble Street, 33% at Outing Park)
- Comparatively higher rates of reported employment search at Marble Street than Outing Park.
(34% overall, 67% at Marble Street, 28% at Outing Park)
- Although nearly half of those surveyed did not respond to the question, the industry residents expressed the most interest in is Healthcare.
(12% overall, 31% at Marble Street, 7% at Outing Park)
- Childcare is the most cited barrier to employment. (18% overall, 36% Marble Street, 13% Outing Park)

- Although low compared to the need, current enrollment among adults in vocational training is relatively higher than other education and training programs.
(13% overall, 4 persons/24% at Marble Street, 7 persons/10% at Outing Park)
- However, less than half of respondents were aware of existing job training programs.
(41% aware, 38% used, 46% satisfied overall; 44% aware, 44% used, 43% satisfied at Marble St; 41% aware, 37% used, 47% satisfied overall at Outing Park)

Adult Education

- 41% of respondents do not have a High School Diploma/GED. (31% Marble Street, 44% Outing Park)
- GED/Adult education was the second most requested training program.
(55% overall, 61% at Marble Street, 53% at Outing Park)
- Although low compared to the need, the rates of enrollment among adults in GED/ABE are relatively higher than other education and training programs.
(13% overall, 1 person/6% at Marble Street, 10 persons/14% at Outing Park)
- Although current rates of participation are low, respondents were far more aware of the GED program (80% overall, 86% at Marble Street, 78% at Outing Park) and appear to have utilized it at a far higher rate than other supportive service programs (82 persons/63% overall, 16 persons/52% at Marble Street, 66 persons/66% at Outing Park)

English as a Second Language

- Respondents are predominantly Hispanic. (88% overall, 81% at Marble Street, 90% at Outing Park)
- Most residents preferred to complete the survey in Spanish. (50% Marble Street, 54% Outing Park)
- The majority of residents expressed interest in seeing ESL classes in the neighborhood.
(52% overall, 67% at Marble Street, 48% at Outing Park)
- Despite interest, current enrollment in ESL is very limited.
(5 persons/6% overall, 3 persons/18% at Marble Street, 2 persons /3% at Outing Park)

Computers

- Many households do not have access to the Internet.
(38% overall, 29% at Marble Street, 40% at Outing Park)
- Only half of households have a home computer.
(49% overall, 63% at Marble Street, 46% at Outing Park)
- Computer Training was the training program respondents would most like to see made available to residents. (57% overall, 72 % at Marble Street, 52% at Outing Park)

- Current enrollment in Computer Training is extremely low (no one at Marble Street, 2 persons/3% at Outing Park) despite the fact that 29% of respondents (33% at Marble Street) stated someone in their household needs the service right now.
- The majority of residents would like to see a computer learning center in the neighborhood. (61% overall, 78% at Marble Street) However, Marble Street residents (77%) are much more likely to use a computer learning center than Outing Park residents (45%).

Financial Literacy

- Comparatively lower rates of checking accounts at Marble Street. (52% overall, 31% at Marble Street, 57% at Outing Park)
- Comparatively higher use of check cashing businesses at Marble Street. (21% overall, 32% at Marble Street, 18% at Outing Park)
- Financial literacy services were cited as the services most needed right now.
 - 47% of respondents (58% at Marble Street, 44% at Outing Park) need credit repair services.
 - 38% of respondents (33% at Marble Street, 39% at Outing Park) need financial assistance.
 - 25% of respondents (42% Marble Street, 20% Outing Park) need budget/financial literacy services.

Services for Persons with Disabilities

- Comparatively high rates of SSI. (26% overall, 33% at Marble Street, 24% at Outing Park)
- Comparatively high rates of physical disability. (28 persons/17% overall, 2 persons/6% at Marble Street, 26 persons/20% at Outing Park)
- Comparatively high rates of mental disability. (38 persons/25% overall, 9 persons/27% at Marble Street, 29 persons/24% at Outing Park)
- High rates of special needs among school age children
 - 41 HoH/25% overall stated they have a child with special needs (53 children total)
 - 15 HoH/43% at Marble Street (22 children total)
 - 19 HoH/21% at Outing Park (31 children total)
- Many respondents indicated the need for special housing accommodations due to a disability
 - 21% need an elevator
 - 11% need physical accessibility
 - 7% need hearing accessibility
 - 15% overall (25% at Marble Street) need visual accessibility

Early Education

- Early education programs are reasonably well utilized. 50% of children aged 0-5 are reportedly enrolled overall, 85% at Marble Street and 36% at Outing Park.
- Among those enrolled:
 - 28% are in Kindergarten (19% at Marble St, 34% at Outing Park)
 - 36% are in Head Start (24% at Marble St, 44% at Outing Park)
 - 15% are in Early Head Start (10% at Marble St, 19% at Outing Park)
 - 21% are in other early education programs (48% at Marble St, 3% at Outing Park) including Square One, Giggle Garden, part-day preschool and other day care

Schools

- The majority of school age children are in elementary school.
 - 64% are in grades K-5 overall
 - 25% are in middle school grades 6-8
 - 11% are in high school grades 9-12
- 12% of school age children are not currently enrolled in school .
(2 children/7% at Marble Street and 10 children/14% at Outing Park)
- Outing Park parents are happier with the quality of the schools (62% very happy, 25% somewhat happy, 8% unhappy) than Marble Street parents (33% very happy, 39% somewhat happy, 27% unhappy). And across the board they are happier with the services and support provided by the schools.
 - Marble Street parents are slightly more likely to say they are frequently involved in their children's education (83% vs. 71%)
 - Marble Street parents feel the school is less welcoming of their involvement (only 74% of Marble Street feel welcome vs. 95% of Outing Park)
 - Marble Street parents are less comfortable about becoming involved in their children's school (only 56% very comfortable vs. 85% at Outing Park)
 - Marble Street parents feel their children are not as safe (41% very safe vs. 71% at Outing Park). The sense of feeling unsafe is predominantly due to bullying and violence.
 - Marble Street parents are less satisfied with bilingual support (78% of Outing Park residents were very satisfied, 11% somewhat satisfied and none were unsatisfied whereas no Marble Street residents were very satisfied, only 57% were somewhat satisfied and 29% were unsatisfied)
 - Marble Street parents are less satisfied with special needs education (63% very satisfied, 19% somewhat satisfied and only 12% dissatisfied at Outing Park vs. 43% very satisfied, 21% somewhat satisfied and 36% dissatisfied at Marble Street)
 - For Marble Street residents, having a school located closer to home (38%), more convenient meeting times (31%) and bilingual support (27%) would make them feel more welcome.

After School and Youth programs

- Participation in after school programs is very limited (25% overall, 42% Marble Street, 18% Outing Park) and participation in other youth programming is significantly lower still.
- 74% of Outing Park respondents did not have a child participating in any youth program at all (compared to 16% at Marble Street).
- Transportation (41% at Marble Street, 14% at Outing Park), cost (43% at Marble Street, 11% at Outing Park) and concern about gang and neighborhood violence (39% at Marble Street, 8% at Outing Park) were cited most frequently as reasons for lack of participation in out of school activities.
- Across the board, residents would like to see additional programming for youth including recreation and sports (83% Marble Street, 43% Outing Park), performing arts (78% Marble Street, 45% Outing Park), drug prevention (75% Marble Street, 51% Outing Park), after school (75% Marble Street, 44% Outing Park) and summer programs (72% Marble Street, 48% Outing Park).
- While knowledge and utilization of afterschool and youth programs is limited overall, Marble Street parents are more aware of, better utilize and were more satisfied with programs for their children than Outing Park parents.
 - Less than half of respondents were aware of **afterschool programs** (47% aware, 36% used, 61% satisfied overall; 53% aware, 74% used, 64% satisfied Marble St; 45% aware, 24% used, 57% satisfied at Outing Park) and **summer feeding programs** (41% aware, 40% used, 70% satisfied overall; 39% aware, 43% used, 83% satisfied at Marble St; 41% aware, 40% used, 67% satisfied at Outing Park)
 - And less than 1/3 of respondents were aware of **youth programs** (23% aware, 34% used, 31% satisfied overall; 22% aware, 25% used, 50% satisfied at Marble St; 23% aware, 37% used, 27% satisfied at Outing Park); **back-to-school events** (27% aware, 39% used, 47% satisfied overall; 28% aware, 20% used, 50% satisfied at Marble St; 27% aware, 44% used, 47% satisfied at Outing Park); and **summer camp** (32% aware, 25% used, 46% satisfied overall; 28% aware, 10% used, 0% satisfied at Marble St; 33% aware, 29% used, 50% satisfied at Outing Park)

Mobility and Transportation

- Less than half of the households have a car. (44% overall, 52% at Marble Street, 42% at Outing Park)
- Nearly half of the households indicate that the bus is their primary mode of transportation. (45% overall, 34% at Marble Street, 48% at Outing Park)
- Marble Street residents in particular are not satisfied with the public transportation services in the community. (49% at Marble Street, 10% at Outing Park state that services were not very good)
- Nearly ¾ of residents indicated that good transportation is a somewhat to big barrier to get to work, school or appointments (67% overall, 82% Marble Street, 63% Outing Park) and 31% overall (56% Marble Street, 24% Outing Park) stated that transportation assistance is a service they need right now.

Health & Healthcare

- Despite the fact that respondents stated their children (86% overall, 74% at Marble Street, 91% at Outing Park) have good to excellent overall health, there are very high rates of chronic disease.
 - 55% of respondents stated they have a child with asthma in their household (87% at Marble Street, 44% at Outing Park) and only 70% indicated it was being treated.
 - 16% of respondents stated they have a child with a weight problem in their household (56% at Marble Street, 8% at Outing Park) and only 38% indicated it was being treated.
 - 16% of respondents stated they had a child with a skin condition in their household (45% at Marble Street, 8% at Outing Park) and only 63% stated it was being treated.
- Respondents reported lower rates of good to excellent health for themselves (56% overall, 47% at Marble Street, 59% Outing Park) and other adult members (68% overall, 54% at Marble Street, 73% at Outing Park) and suffer from high rates of chronic disease.
 - 35% of respondents state they or another adult household member suffer from depression (50% at Marble Street, 31% at Outing Park) and only 64% are being treated.
 - 32% of respondents state they or another adult household member suffer from asthma (39% at Marble Street, 30% at Outing Park) and only 75% are being treated.
 - 18% of respondents state they or another adult household member suffer from high blood pressure (6% at Marble Street, 22% at Outing Park) and only 76% are being treated.
 - 17% of respondents state they or another adult household member suffer from a weight problem (17% at Marble Street, 17% at Outing Park) and only 54% are being treated.
 - 14% of respondents state they or another adult household member suffer from arthritis (6% at Marble Street, 16% at Outing Park) and only 68% are being treated.
 - 14% of respondents state they or another adult household member suffer from diabetes (6% at Marble Street, 16% at Outing Park) and only 68% are being treated.
- Respondents report high rates of medical insurance for both children and adults (99%) and good access to a pediatrician (99%) and primary care doctor (81% overall, 69% at Marble Street, 85% at Outing Park). Also, overall 90% of respondents rated their health care services as excellent or good.
- Overall dental (40% overall, 47% at Marble Street, 38% Outing Park) and eye care services (40% overall, 39% at Marble Street, 41% at Outing Park) were cited as the main health care need. However, 58% of Marble Street residents (23% at Outing Park) said that services to help alleviate stress, anxiety and depression were the main health care need and 33% (12% at Outing Park) stated it was mental health counseling and services.
- When it comes to accessing quality, affordable health care respondents expressed concern about transportation (38% Marble Street, 26% at Outing Park), waitlists (33% Marble Street, 22% Outing Park) and long waiting room times (24% Marble Street, 21% Outing Park). Also, when asked what type

of businesses are needed in the neighborhood, 72% stated a doctor's office/clinic is very needed and 18% stated this was somewhat needed. In addition, when asked what amenities are needed, 71% stated a health clinic is very needed and 15% stated it was somewhat needed.

Public Safety

- While 53% of respondents (only 33% at Marble Street, 59% at Outing Park) say the South End neighborhood is somewhat to very safe, all other responses indicate serious issues with crime.
 - Only 28% are likely to let their children play outside (39% Marble Street, 26% Outing Park)
 - 39% feel unsafe everywhere (41% at Marble Street, 38% at Outing Park)
 - 78% feel somewhat to very unsafe walking alone after dark (75% Marble Street, 78% Outing Park)
 - 65% say crime occurs very frequently (61% at Marble Street, 67% at Outing Park)
- The rate of crime experienced by respondents and their acquaintances is very high across the board, especially for sale and use of drugs (67% overall, 58% at Marble Street, 70% at Outing Park), gun shots (62% overall, 53% at Marble Street, 64% at Outing Park), gang-related activity (55% overall, 53% at Marble Street, 55% at Outing Park) and teenage violence (54% overall, 44% at Marble Street, 57% at Outing Park). In addition, it is important to note that 24 respondents (14%) wrote in domestic violence as another crime activity they experienced or knew someone else who experienced in the last twelve months.
- Overwhelmingly, residents feel that Better security systems (94%), Better street lighting (94%), More visible police patrol (92%) and a Community Crime Watch Program (89%) are all very needed to make the South End neighborhood safer.

Housing

- Overall, recreation facilities such as a basketball court (79%), a gym (71%) and playgrounds (72%) were the most desired amenities for the South End neighborhood. 84% of respondents stated that outdoor recreation space was very needed and 81% stated indoor recreation space was very needed.
- A grocery store (61% overall, 81% at Marble Street) and a shopping center (50% overall, 69% at Marble Street) were also highly desired by Marble Street residents. A grocery store was identified as the most needed business with 76% of the respondents stating it was very needed and a pharmacy came in second with 75% of respondents stating it was very needed.
- Regarding relocation, the overwhelming majority preferred to move with a Section 8 voucher either in the City (46% overall, 47% Marble Street, 46% Outing Park) or outside of Springfield (28% overall, 32% at Marble Street, 27% Outing Park)
- Very few residents expressed an interest in returning to their sites (21% at Outing Park, 9% at Marble Street). Most either do not want to return (37% at Outing Park, 47% at Marble Street) or need additional information (39% overall, 32% Marble Street, 41% Outing Park).