



Engagement report

Stakeholder group and survey on new affordable housing in the Lake Grove area of Lake Oswego

December 2022

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For more information, see the affordable housing bond program web site:
oregonmetro.gov/affordable-housing-bond-program

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STATEMENT OF COMMUNITY VALUES

Qualities for successful new affordable housing

“Peaceful, beautiful and safe shouldn’t just be for people with higher incomes.”

- S. C., early phase engagement participant

Outdoor environment

Outdoor areas should be peaceful, beautiful, safe and sustainable. Trees provide shade, preserve the forested feeling of the neighborhood and buffer noise from Boones Ferry Road. Accessible, quiet, outdoor green spaces (such as edible and ornamental gardens, seating areas, etc.) help people connect to nature, while active outdoor space allows children and youth to run and play. Usable patios or balconies support mental health with private access to fresh air and sunlight. Outdoor space feels safe, with security features such as thoughtful site layout and lighting, safe and accessible connections to the surrounding streets and bike routes, and protected school bus and TriMet waiting areas. Parking is well-landscaped.

Building design

Beautiful, creative, ADA-accessible building design that fits with the surrounding neighborhood and retains mature trees will empower residents by breaking the stigma often associated with affordable housing. Universal design principles and gathering spaces (e.g., informal indoor and outdoor meeting space, community room with kitchen, library/book room, seating for all bodies) help residents build community and feel included in communal life. Personal storage options, pet areas, adequate and assigned parking, free high-speed internet, convenient laundry (prioritize in-unit washer/dryer) and easy access to outdoor space simplify residents’ lives. Sustainable building features (e.g., energy efficient appliances, 100% electric, long-lasting construction, high quality materials, solar panels/lights, passive solar, trees to help with cooling, heat pump heating/cooling, composting, generator and EV hook ups) ensure that the building remains durable and efficient to operate into the future. Designated smoking areas and soundproofing allow residents to peacefully enjoy private and shared space.

Management and community

Property management welcomes and engages people of all backgrounds, and questions or concerns are accepted and addressed promptly without reprisal or backlash. Management respects and fosters tenant organization as well as connection between tenants and surrounding neighbors. Informal and more organized events provide opportunities for residents to connect with one another, the surrounding neighborhood, and community groups and organizations (consider a committee or council of tenants and neighbors to plan fun things and address concerns). Management works with residents to create equitable approaches to resolving conflict and trauma-informed safety measures that do not rely on police intervention. Marketing and lease-up efforts reach people from marginalized groups. Building signage and notices are posted in multiple languages.

The social environment is approachable, friendly, welcoming and inclusive; racism, homophobia and other forms of bigotry are not tolerated. Residents appreciate a sense of belonging and being part of the community – especially people who historically and currently may not have been

welcome in Lake Oswego, including Black and Indigenous people, people of color, people with disabilities, LGBTQ people and people from other marginalized groups.

Services

A robust resident services budget and surveying residents ensures services provided in the building help residents achieve their goals (consider financial literacy, credit support, language classes, reading/English literacy, employment assistance, computer access, recovery support, childcare, health and nutrition classes, community health workers, renter protection information, etc.) Partnerships with neighborhood groups and community organizations expand ties between building residents and the broader Lake Oswego community. Access to shuttles, bike share, and other services augments insufficient public transit (e.g., regular daily or weekly trips to transit centers, groceries, city amenities) and enhance residents' mobility.

Qualities for a successful developer

"Help change the view of what affordable housing is or looks like and who lives here."

- C. D., early phase engagement participant

Equitable

A successful developer for this project will be committed to understanding and responding to the needs of marginalized people. They should have experience with and commitment to trauma-informed design and universal design. Diversity, equity and inclusion are important to this community, and should be considered at every step of the development. The developer should have a diverse staff and board, with people of color and people who've experienced housing instability in key roles and positions of power. They should advance equity in internal hiring and promote equitable hiring practices in their contractors. Property management should be carefully selected for a respectful, prompt, solution-based approach, experience with equity and inclusion and track record of positive relationships with tenants.

Collaborative

The developer should show commitment to collaborative decision making, an outside-the-box approach and a passion for creating homes and communities that break the stigma around low-income housing. Developer should have a record of multifamily projects whose building design fits with the surrounding neighborhood. Design and operation should be deeply influenced by meaningful community and neighborhood engagement (with over-representation of people with similar experiences to those who will live in this housing, i.e., low-income people, people of color, people with disabilities, etc.) and use creative solutions to issues or challenges. Partner with local community-based organizations. Show ability to work with neighbors to minimize and mitigate development impacts.

Long-term focused

The developer should approach development as a long-term steward of the building, the resident community and the neighborhood. A long-term focus and investment – with quality materials, sustainability, adequate budgeting for resident services and building operations, commitment to the neighborhood and intent to operate as affordable housing for the long term – will help a developer succeed here.

BACKGROUND

Metro is working with the City of Lake Oswego and the Housing Authority of Clackamas County to bring new affordable housing to the Lake Grove area of Lake Oswego. The 1.4 acre site, located at the intersection of Boone's Ferry Road and West Sunset Drive, is expected to have capacity for approximately 50 new affordable apartments with a range of sizes from studios to three- and four-bedrooms. Apartments will be affordable to households with incomes at or below 60% [area median income](#), and almost half will be affordable to households at or below 30% AMI. An RFP will be issued in early 2023 and a developer will be selected by the Housing Authority in spring.

Forming a statement of community values

In order to help the Housing Authority of Clackamas County choose the best possible developer for the site, in support of future tenant wellbeing and neighborhood benefit, Metro with the City and County on two community engagement activities to create a statement of values for new affordable housing at this site. The statement will be shared as part of the Housing Authority's Request for Qualifying Proposals, and developers will respond to these values in proposals for the site. Proposals will be evaluated in part on responsiveness to the statement of community values.

Two community engagement activities were used to form the statement:

1. A stakeholder group made up of 23 people including neighbors and members of communities affected by oppression and housing disparities including Black, Indigenous and other people of color, immigrants and refugees, older people, people with disabilities, low-income people and people who have been houseless and/or have lived in affordable housing.
2. A survey, circulated to service providers and people with similar experiences to those who will live in this new housing, with 36 respondents.

Some of the parameters of the housing are already defined by Metro affordable housing bond program requirements. These include the total number of units (approximately 50), the percentage of family-size units (approximately half the homes) and the percentage of deeply affordable units available to households with incomes at or below 30% [area median income](#) or less (approximately 40%). It is too early in the process to know what the building will look like, or specific amenities it will feature. Future engagement will be done by the developer to get input on design.

This report

This report shares summary information on the stakeholder group and survey respondents/responses.

STAKEHOLDER GROUP

The stakeholder group was formed in partnership with the City of Lake Oswego and the Housing Authority of Clackamas County, prioritizing people with experiences being houseless and/or living in affordable housing, low-income people, immigrants and refugees, people of color and people with disabilities, as well as social service providers and people who live, work and/or own businesses near the site.

Demographics

Perspectives of the 23-member group (some people checked more than one):

- At least 44% have experience being houseless or living in low-income housing
- At least 50% live, work or own a business in the area (within about one mile of site)
- Around 33% are social service providers

Race:

- 68% white
- 11% Hispanic or Latino
- 11% Asian or Asian American
- 5% Black or African American

Income: 47% are very low income

Age: 53% were older adults, age 55 or older

Disability: 59% have at least one disability

Language spoken at home:

- 89% English
- 11% Spanish
- 5% Japanese

Methodology

The stakeholder group met six times starting in August 2022 and ending in November 2022. Meetings took place online via zoom, and at least one participant accessed computer support from Clackamas Service Center in order to participate. Closed captioning was used for meetings to increase accessibility. No participants requested or used language interpretation. Participants were offered – and many accepted and received – a stipend of \$150 per meeting for their participation, paid after the end of the process.

Meetings prioritized relationship development and collaboration, with skilled facilitation to ensure all had an opportunity to participate. The first meeting shared information about the site and the housing to be built here, the basics of the project, and promoted introductions and collaborative tone-setting. Meeting two reviewed project basics and opened space for the group to identify and discuss qualities of a successful project. Meeting three focused on qualities of a successful developer, and discussed plans for the community review committee. After meeting three, Metro staff created a draft statement of community values based on all feedback collected so far via group discussion and jamboard.

During the first few meetings, a simultaneous survey was running, see next section for details. Meeting four focused on sharing survey results, sharing the draft statement of values for group discussion and input, and discussing and planning for a separate neighbors meeting. Meeting five took final feedback on and ultimately finalized the statement. Meeting six was a debrief and celebration of our work together, with appreciations, evaluation of the process and reviewing next steps and how to stay involved.

Evaluation

95%: agreed or strongly agreed that *'the meetings encouraged my input and I felt heard.'*

89% of group members: agreed or strongly agreed that *'the process was worthwhile.'*

'One thing I liked about the process was...':

"How well organized and professional the leadership was."

"I learned a lot and the staff made me feel important."

"It was inclusive and collaborative, with members of a variety of backgrounds."

"I liked hearing other people's perspectives. This process was well facilitated."

"Everyone was heard. The final document spoke to the principles that were expressed by the participants."

"Choya's overseeing and smooth conducting of the meetings – it's always a privilege to be able to view a 'role-model' level of anything."

"Very inclusive, diverse set of contributors."

"The caring people and experience of Metro."

“Good leadership.”

“Facilitator created safe space for honoring all opinions.”

“Inclusive of members of the whole community. Feel that the concerns and needs of the neighborhood were heard.”

“Organized, meeting reminders, facilitator was a great communicator and kept the group on track to meet meeting progress. Choya encouraged us to work as a team.”

‘One way to improve future processes could be...’

“Help getting the broader public educated and participating.”

“Maybe not getting stuck on one topic for long periods of time.”

“Observation – We could have a media there or a mayor or councilor, rep, etc. Connections are opportunity, there are parts where this could be shared with a greater audience helping to eliminate having to back track or something.”

“I would love to see more diversity and younger folks joining the meeting and providing insight. In addition to having unhoused folks more involved or folks recently housed and stable.”

“Be very clear how the product will be used. I do not feel confident about the degree of influence this document will have.”

“The process was fine. This would be a better endeavor if the advisory group had some real teeth – not simply advisory.”

“Target a time for the meeting that is not in the middle of the workday that is challenging for participants that do work and have jobs.”

“Meet in person, but given the circumstances, I think the meetings were productive and people felt heard.”

“Have more information from affordable housing and houseless folks on need, concerns, and wishes.”

“Provide links to ‘study’ material at beginning.”

“Keeping to the agenda as much as possible.”

“Involve more people.”

SURVEY

Methodology

Alongside the stakeholder group, a survey was shared via email weblink with social service providers and people with lived experience of houselessness and/or living in affordable housing. The survey sought to understand the most important qualities for the housing, and qualities for a developer to have – in order for this project to succeed, to contribute to neighborhood and community wellbeing, and to support future tenant success.

The survey asked five quantitative questions, giving the opportunity for respondents to prioritize which items from a list were the most important. The survey also asked which groups should be informed of the opportunity, once the housing is available.

The survey was available in English and Spanish and was open from September 1 through September 22, 2022.

Respondents were asked to share demographics, optionally and anonymously, and were invited to sign up for a raffle for a \$30 Fred Meyer gift card. Because not very many people signed up for the raffle, everyone who entered was awarded a gift card.

A total of 36 people responded to the survey. This report shares aggregate information from all responses.

Demographics

The web link collector prompt was, “Sharing your demographics is optional and anonymous. Your responses will help Metro assess the success of this survey in hearing from a representative group of people reflecting the region’s diverse communities and broad range of experiences.”

Thirty two of the 36 survey respondents answered at least some of the demographic questions. For most categories, multiple answers (and “prefer not to answer”) were possible, so numbers may not add up to 100.

Perspective:

53% social service providers

34% experience being houseless and/or living in low income housing

16% live, work or own a business in the neighborhood

19% other interested community member

Race:

78% white

16% people of color

Age:

47% under age 55

50% age 55 or older

Disability:

53% have one or more disabilities (mental health, addiction recovery and PTSD most common)

Income:

35% very low income (less than \$50k per year)

Gender and sexual orientation:

16% are part of the LGBTQIA2S+ community (lesbian, gay, bisexual, transgender, queer and/or questioning, intersex, asexual or two-spirit)

Language:

95% English

3% Spanish

Responses

Survey respondents were asked five quantitative and one qualitative question. Majority responses are listed below each question.

Question 1:

First, please consider which of these qualities would make the project a success. Check all that apply.

98% property is safe, well managed and maintained

81% the housing serves a diverse group of people

78% people who will live in the housing feel welcome and connected to the neighborhood and community

78% on-site services empower residents

69% the community welcomes the building and residents

Question 2:

What is most important for outdoor space? Check all that apply.

82% safety and security

76% spaces for people of all ages and abilities (ranked **highest** among people with lived experience, people with disabilities and service provider)

76% opportunities for gathering and connecting

70% calm and tranquility

64% accessibility

61% sustainability

Question 3:

When you imagine how this housing can be most helpful for people who will live here, which are the most important for indoor common space, services and activities. Check all that apply.

76% safety

70% access to information and resources

61% accessibility and inclusion

58% connection and belonging (ranked **highest** among people with lived experience and service providers)

58% spaces to gather and celebrate

Question 4:

Which qualities are most important in a developer? Check all that apply.

82% informed and experienced on developing and operating affordable housing

67% experienced with universal design (accessibility for people with disabilities)

61% open and responsive

58% experience partnering effectively with community-based organizations for leasing and services

58% experience working effectively with neighbors

55% experience using community feedback

55% experience with trauma informed design (ranked **highest** by service providers, and **second highest** among people with lived experience)

Question 5:

What is most important for how the developer will hear from community members on design of the building and property? Check all that apply.

81% include advocates to help people find housing or know how to apply

72% engage people with experiences of being houseless or living in low income housing

63% accessible and inclusive (ranked **second highest** among people with disabilities)

63% feedback makes a difference in project

63% partner with faith groups, service providers and other community-based organizations

59% community focused

Question 6:

When the apartments are built and ready for tenants, which community groups should be informed so they can refer people to this new housing?

Clackamas Service Center, current lower income Lake Oswego community, social services, churches, behavioral health outpatient clinics, housing specialists, coordinated housing line, social services, veteran services, Lake Oswego adult community center to inform elders on fixed incomes, any groups that work with low income and houseless people, seniors/disabled and low income, Clackamas County Behavioral Health – Hilltop/Steward Center/Sunnyside/etc., community mental health, coordinated housing team, continuum of care mailing lists, behavioral health agencies, Clackamas County housing, Clackamas County mental health, Columbia Care, all nonprofits in Portland metro area serving low income/homeless/unstably housed individuals and families, churches and domestic violence advocates, homeless solutions coalition, all social service agencies, Housing Authority of Clackamas County, Father's Heart, Impact NW, other nonprofits, young working adults 18-26 with housing instabilities and families to support, NW housing alternatives, Clackamas Women's Services, neighbors and social services.

"We need to use the Coordinated Housing Access that has years' worth of folks that already have been sitting and waiting for an opportunity for housing. Why collect data through the CHA if not going to serve clients on it."

What was done

Survey response information was shared with the stakeholder group. Staff and group members used this data to refine the statement of values, so it reflects a broader community perspective of 36 additional people beyond the 23 stakeholder group members.

CONCLUSION

These engagement activities had high participation from a variety of people with varying perspectives, including people who are or have been houseless, have lived in affordable housing, people of color and people with disabilities (as required by the Metro affordable housing bond work plan).

The statement of community values will be used to inform the Housing Authority of Clackamas County's developer selection process in winter 2023. Stakeholder group members will also sit on the community review committee for developer selection and give input into which proposal best meets community needs and values.

If you picnic at Blue Lake or take your kids to the Oregon Zoo, enjoy symphonies at the Schnitz or auto shows at the convention center, put out your trash or drive your car – we’ve already crossed paths.

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600 NE Grand Ave.
Portland, OR 97232-2736
503-797-1700