

HOPE SF: Hunters View Baseline Summary 2011

The HOPE SF evaluation serves as an important tool for learning and improvement, and can help HOPE SF stakeholders come to an understanding of the initiative's progress toward achieving its objectives. A critical part of the evaluation is collecting input from residents on how the redevelopment initiative is affecting the resident community. To collect resident feedback, the LFA Group: *Learning for Action* evaluation team asked Hunters View residents to share their thoughts through the household survey administered in the fall of 2011. In February 2012, the evaluation team asked residents to participate in a reflection meeting (the *Hunters View Community Café*) to review the survey results and engage in a thoughtful discussion about the data. A summary of survey findings can be found on page two of this document, and the following section summarizes key takeaways from the *Community Café* reflection meeting.

Reflection Meeting Highlights

The objectives of the *Community Café* meeting were to: (1) review results from the Hunters View household survey; (2) identify key messages to communicate to HOPE SF leadership; and (3) discuss areas for progress in the Hunters View community. The table below includes four specific areas for improvement that residents highlighted during the meeting, along with suggested next steps for HOPE SF stakeholders.

Area for Improvement	Resident Suggestions
<p>Communication: Increasing the frequency and transparency of communication about the revitalization efforts can help residents stay informed and active in their community.</p>	<ul style="list-style-type: none"> ▪ Provide clear and specific updates about the progress of the initiative. This could be in the form of widely distributed fliers in the community. ▪ Share information about how and why decisions were made. Candid communications that explain the rationale behind decision-making processes promotes increased transparency. ▪ Provide ongoing updates about the initiative, and increase the frequency of community updates. Increasing the frequency of communication amplifies the number of opportunities for residents to learn about the initiative. ▪ Engage in outreach strategies that target the hard-to-reach members of the community, such as the elderly and disabled residents. One strategy might be an outreach team dedicated to relaying key activities to residents.
<p>Accountability: Accepting responsibility for the concerns voiced by residents, and addressing those concerns, promotes increased support for the initiative.</p>	<ul style="list-style-type: none"> ▪ Openly identify and discuss concerns that are raised by residents. ▪ Keep the lines of communication open. When decisions are made in opposition to residents' requests, provide details that ensure the residents' concerns were considered in the decision making process. ▪ Create and distribute a diagram that identifies the HOPE SF stakeholders who are responsible for each aspect of the initiative. ▪ Offer a constructive meeting space where residents can meet on a regular basis to voice their opinions and make suggestions about their community. This process can galvanize and empower residents to get involved.
<p>Community Resources and Outreach: Implementing assistance and support services to residents at this pivotal moment of transition can enable residents to contribute to their community.</p>	<ul style="list-style-type: none"> ▪ Continue to provide community resources such as on-site employment opportunities to residents. Through increased involvement in initiative opportunities, residents will be more inspired to engage with and support changes planned at Hunters View.
<p>Health and Safety: Prioritizing safety concerns and addressing health issues prevalent in the community will immediately support greater buy-in among residents.</p>	<ul style="list-style-type: none"> ▪ Work with residents to identify safety measures that will have a lasting impact. ▪ Promote the presence of health and safety advocates on site and work directly with elderly, disabled and youth to identify needed services. ▪ Address health concerns that residents have raised during the construction on site. This directly corresponds to increased communication and accountability by HOPE SF stakeholders.

Resident Engagement

While many residents did not have an opportunity to attend the community meeting, there were several ideas generated about potential next steps that residents can engage in to facilitate change more immediately:

- Attend the current HOPE SF meetings. Revitalization meetings take place every third Thursday of the month from 5:30pm to 7:00pm at 125 West Point in the Opportunity Center.
- Stay informed about Hunters View Revitalization Activities the HOPE SF initiative through the HOPE SF Revitalization websites at www.huntersview.info and www.hope-sf.org.
- Visit the Opportunity Center to obtain information about resources currently available in the community.

Household Survey Objectives

- As part of the HOPE SF initiative evaluation, LFA Group: *Learning for Action* conducted a Household Survey at Hunters View to gather information from residents on:
- Their understanding of and satisfaction to date with HOPE SF;
 - Perceptions of their neighborhoods and developments;
 - Safety; and
 - Outlook on life.

METHODS & RESPONSE RATE

LFA Group's Community Feedback Team, which included four resident field coordinators, surveyed 102 of 128 Hunters View households from October through November 2011 (an 80% response rate).

Expectations for HOPE SF and the Future

RESIDENTS ARE FAMILIAR WITH THE HOPE SF INITIATIVE

- 89% know about the revitalization and rebuilding (n=101)
- 73% have attended a revitalization meeting (n=77)

RESIDENTS HAVE HIGH EXPECTATIONS FOR THEIR COMMUNITY...

- 77% believe their family will be better off in three years (n=99)
- 72% believe their community will be better off in three years (n=96)
- 70% agree things in their community are changing for the better (n=91)
- 71% have high expectations for changes in their community (n=90)

... BUT HAVE LOWER EXPECTATIONS FOR THE REDEVELOPMENT EFFORTS

- 53% are satisfied with what is planned for future housing development (n=87)
- 50% agree redevelopment plans take into account the best interests of Hunters View residents (n=91)
- 43% feel they "have a say" in plans for how the new housing will look (n=90)

HOUSEHOLD PROFILE

- 85% of respondents have lived in SF for more than 20 years
- 56% have lived at the Hunters View development more than 15 years
- 51% of respondents have children under the age of 18 living with them

RESIDENT VOICES

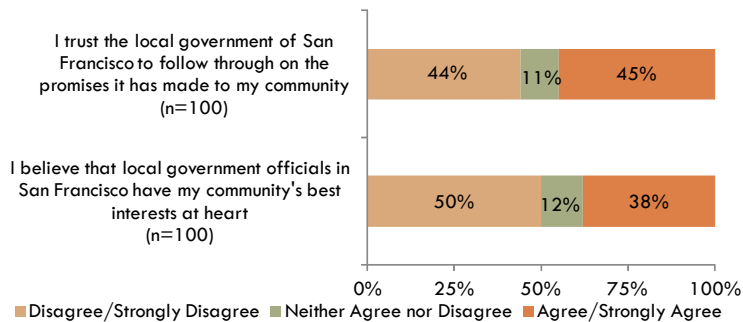
It means a lot for me and my family... We want changes for the better and for the kids growing up here. We want it better for the next generation.

I was disappointed that we won't have our own washer and dryer connections. We were promised those connections and now all of a sudden they aren't doing it. And our old places have it

I hope we will be able to own our own places... Some [residents] will be buying to own and I want that. [...] I'll take a class or whatever. We're not perfect, but I want my foot in the door.

Residents' Trust in Institutions and Knowledge of Resources

RESIDENTS HAVE LIMITED TRUST IN THE CITY GOVERNMENT



RESIDENTS KNOW WHERE TO ACCESS RESOURCES

- 94% agree they know where to go to apply for food stamps, unemployment, or cash assistance (n=100)
- 80% agree they know where to go if they want help from local agencies in getting job training, or finding a job (n=97)

AREAS FOR FURTHER ANALYSIS:

- Does a general lack of trust in government affect residents' perspective and reaction to the redevelopment?
- Residents know where to access resources; but to what extent are they actually doing so?

Neighborhood Relationships and Safety

RESIDENTS HAVE AMBIVALENT RELATIONSHIPS WITH THEIR COMMUNITIES

- 47% agree that neighbors help each other (n=99)
- 15% trust their neighbors (n=101)
- 62% report they would miss their neighbors and the neighborhood of Bayview Hunters Point (n=102)

SAFETY IS A SIGNIFICANT CONCERN FOR RESIDENTS

Primary Public Safety Concerns Among Hunters View Residents

Shootings and Violence (n=100)	93%
People using drugs (n=94)	92%
People selling drugs (n=93)	88%
People being attacked or robbed (n=95)	80%

RESIDENT VOICES

There's a lot of talking and promising, but I have to see it to believe it. Hopefully my kids and myself will feel more comfortable playing outside and going to the store.