



Edward M. Augustus, Jr.  
City Manager

CITY OF WORCESTER

cm2021nov24084903

Attachment for Item # 9.40 B

November 30, 2021

TO THE WORCESTER CITY COUNCIL

COUNCILORS:

Please find enclosed the detailed results of the Community Input process for the American Rescue Plan funds. I appreciate the public's participation and the meaningful input that we were able to obtain through this process: 331 people responded to the online survey and 208 people attended the in-person sessions. In total, over 6,000 responses were gathered and analyzed. The in-person sessions were held in five different locations across the city's neighborhoods. Translation services in multiple languages were available at both the in-person sessions and the online survey. I would like to thank the city staff, led by the Executive Office of Economic Development, for helping with this process, as well as the Coalition for a Healthy Greater Worcester for the assistance with facilitators in the last in-person session.

For Questions 1-4, which asked about community needs, the overall top priorities of the community included, in ranking order:

- Housing and Homelessness
- Social and Human Services
- Infrastructure and Broadband
- Education and Job Preparation
- Transportation

For Question 5, which asked the community to rank the priorities as stated in the American Rescue Plan Act, the results were as follows:

- 27% Investing in Water, Sewer and Broadband Infrastructure
- 24% Support for Public Health Expenditures

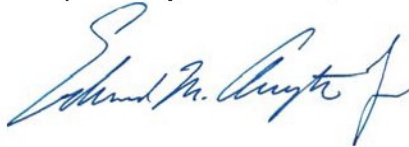
- 23% Addressing Negative Economic Impacts Caused by the Public Health Emergency
- 18% Providing Premium Pay for Essential Workers
- 8% Replacing Lost Public Sector Revenue

The enclosed report includes significant detail and insights into the results of the community input. The report also provides separate results for the online input and the in-person input. Within each of the broader categories, additional data is provided on commonly cited subcategories.

Our administrative team is now revisiting the budget recommendations made over the summer, and we expect to provide an update on the recommendations, with some adjustments, within a few weeks.

I want to also reinforce that we should be nimble and have some flexibility with these recommendations, as new information continues to come out with respect to the state ARPA funds as well as the recently passed federal infrastructure bill. These updates may cause us to make further adjustments to the local ARPA recommendations, and this process will continue to be fluid as we move forward.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Edward M. Augustus, Jr.", with a stylized flourish at the end.

Edward M. Augustus, Jr.  
City Manager



# COMMUNITY INPUT SUMMARY

*NEEDS ASSESSMENT FOR FEDERAL FUNDS / ARPA  
FEEDBACK AND ANALYSIS FROM ONLINE SURVEYS AND PUBLIC INPUT MEETINGS*

*Executive Office of Economic Development  
Neighborhood Development Division*



The City of  
**WORCESTER**

# BACKGROUND

- On March 11, 2021, President Biden signed into law, the *American Rescue Plan Act (ARPA) of 2021*. This law was created to expedite the United States' recovery due to economic and health effects caused by the COVID-19 pandemic.
- This law established the Coronavirus *State and Local Fiscal Recovery Funds (SLFRF)* program, which was launched by the U.S. Department of the Treasury on May 10, 2021.
- The SLFRF program provides \$350 billion nationally in emergency funding to eligible state, local, territorial, and Tribal governments. This funding will be provided to government entities in two tranches; 50% in May of 2021, and the remaining 50% delivered 1 year later.
- *“Coronavirus State and Local Fiscal Recovery Funds provide eligible state, local, territorial, and Tribal governments with a substantial infusion of resources to meet the pandemic response needs and rebuild a stronger, more equitable economy as the country recovers. Within the categories of eligible uses, recipients have broad flexibility to decide how best to use this funding to meet the needs of their communities.”*

\*\*\* US Dept. of the Treasury, SLFRF Fact Sheet, May 10, 2021

# BACKGROUND (CONTINUED)

- ***Eligible Uses of ARPA Funds Include:***
  - *Support public health expenditures*, by funding COVID-19 mitigation efforts, medical expenses, behavioral healthcare, and certain public health and safety staff;
  - *Address negative economic impacts caused by the public health emergency*, including economic harms to workers, households, and certain public health and safety staff;
  - *Replace lost public sector revenue*, using this funding to provide government services to the extent of the reduction in revenue experienced due to the pandemic;
  - *Provide premium pay for essential workers*, offering additional support to those who have borne and will bear the greatest health risks because of their service in critical infrastructure sectors; and,
  - *Invest in water, sewer, and broadband infrastructure*, making necessary investments to improve access to clean drinking water, support vital wastewater and Stormwater infrastructure, and to expand access to broadband internet.

# THE PROCESS

- From August through October of 2021, at the City Manager's request and direction, the Executive Office of Economic Development collected feedback from City of Worcester residents to help determine how ARPA & future federal funds could be prioritized for use in the City of Worcester.
- The purpose was to identify major community needs, and provide residents of Worcester with input on how ARPA and future federal funds could be used to address current issues facing the City as a whole, in individual communities and in the lives of those living here.
- Feedback was collected through an online survey, available at [worcesterma.gov/arpa](https://worcesterma.gov/arpa) and through 5 in-person community input meetings located in each of Worcester's 5 districts.
- In total, over **330 survey responses** were received and over **200 residents attended** the community input meetings.
- The format for both the survey and meetings consisted of the same 6 questions (3 open-ended and 3 closed-ended) and involved the following topics; ***overall city-wide needs, neighborhood issues, services needed for low-income populations, specific ARPA Eligible Uses and additional specific ARPA projects/programs for funding.***

# THE PROCESS (CONTINUED)

- *Online Survey*

- The survey was available on the City of Worcester's main webpage during the same time frame as all the community input meetings
  - Posted online from August 23, 2021 to October 1, 2021, available at [worcesterma.gov/arpa](http://worcesterma.gov/arpa)
- The survey format consisted of 6 questions (3 Open-ended & 3 Closed-ended), and was identical to the questions asked of the community input meetings
- Surveys were available in the following languages:
  - Arabic
  - Chinese
  - Spanish
  - French
  - Polish
  - Portuguese
  - Vietnamese
- *331 total participants responded to the survey*

# THE PROCESS (CONTINUED)

- *Community Input Meetings*

- A total of five meetings were held, scheduled for each of Worcester's five districts.
- Format consisted of 6 survey questions (3 open-ended & 3 closed-ended lists) that were asked of each of the participants by volunteer City staff facilitators
- 10 - 14 tables, made up of six residents and 1-2 facilitators
  - Each table was provided with an easel and flip chart for collecting feedback
- Interpreters were present at most, if not all, meetings for the following languages:
  - Spanish
  - Portuguese
  - Vietnamese
  - Albanian
  - American Sign Language



# THE PROCESS (CONTINUED)

- *Community Input Meetings*

- Schedule and Locations:

- Monday, August 23<sup>rd</sup> - 6 pm: Burncoat High School
    - Thursday, September 9<sup>th</sup> - 6 pm: Boys & Girls Club
    - Thursday, September 16<sup>th</sup> - 6 pm: Worcester Senior Center
    - Monday, September 27<sup>th</sup> - 6 pm: IBEW
    - Thursday, September 30<sup>th</sup> - 6 pm: Worcester Tech High School

- The meetings drew a diverse set of attendees, totaling ***208 total participants***

# DATA REVIEW AND ANALYSIS

- ***Aggregation and Summary of Question and Response Types***
  - **Open-Ended Responses (Questions 1, 3, and 6 of online survey and meetings)**
    - All data was reviewed, transcribed and categorized into ***15 main focus areas or “categories”*** based on the specific questions asked and nature and type feedback provided from city residents.
    - These responses were counted and assigned percentages of the total number of votes to determine the hierarchy of these 15 main focus areas, from most-to-least significant, based on the collected input from the community.
    - Next, within each main focus area, a deeper in-depth analysis was completed by reviewing each response and sorting these according to commonly mentioned themes. This information was sorted, counted and assigned a percentage of the main focus area to determine which specific elements were more commonly addressed.
  - **Closed-Ended Responses (Questions 2, 4, and 5 of online survey and meetings)**
    - Information received through these questions was sorted, counted and assigned percentages which provided a structured order of significance based on the collected response totals.

# DATA REVIEW AND ANALYSIS (CONTINUED)

- In total, *over 6,000 responses* were reviewed, analyzed, and sorted according to the community needs and topics raised and addressed.
- ***Results Presentation Format:***
  - Section I - Aggregated Results
  - Section II - Online Survey Results
  - Section III - Community Input Meeting Results
  - Section IV - Additional Community Input

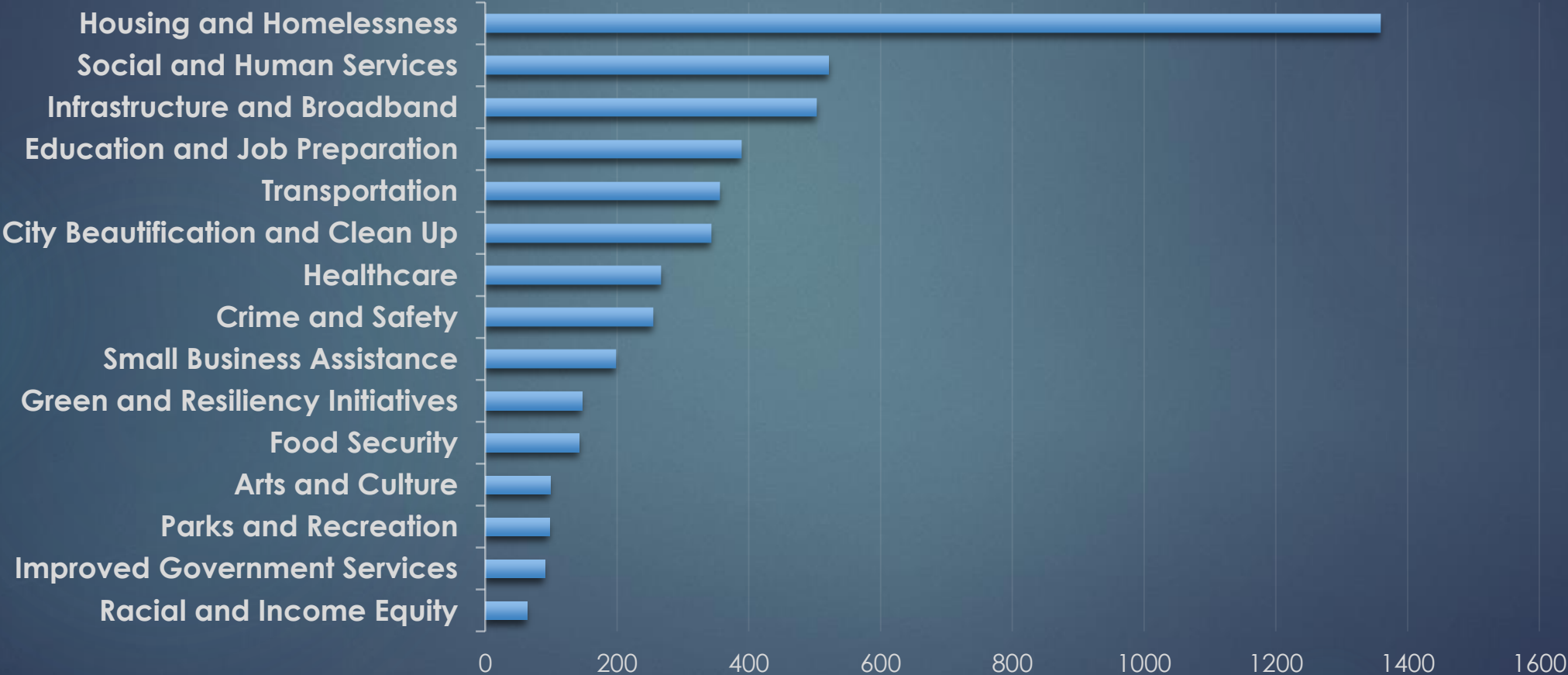


# *AGGREGATED RESULTS*

Section I

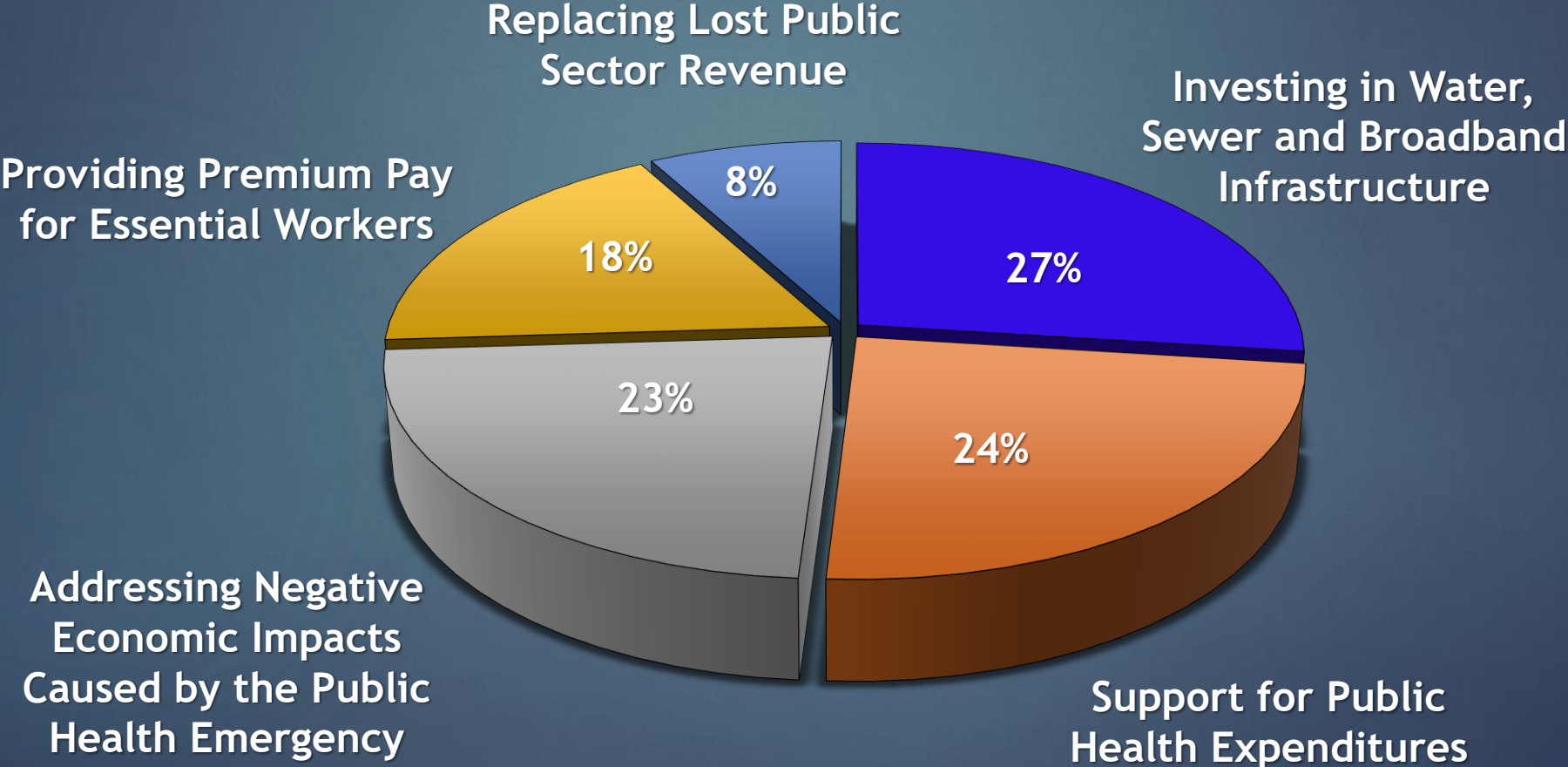
# Combined Q1-Q4 Results

## Combined Top Voted Categories



# Combined Q5 Results

## Combined Top Voted Categories





# ***ONLINE SURVEY RESULTS***

Section II

# Q1. CITY-WIDE COMMUNITY NEEDS

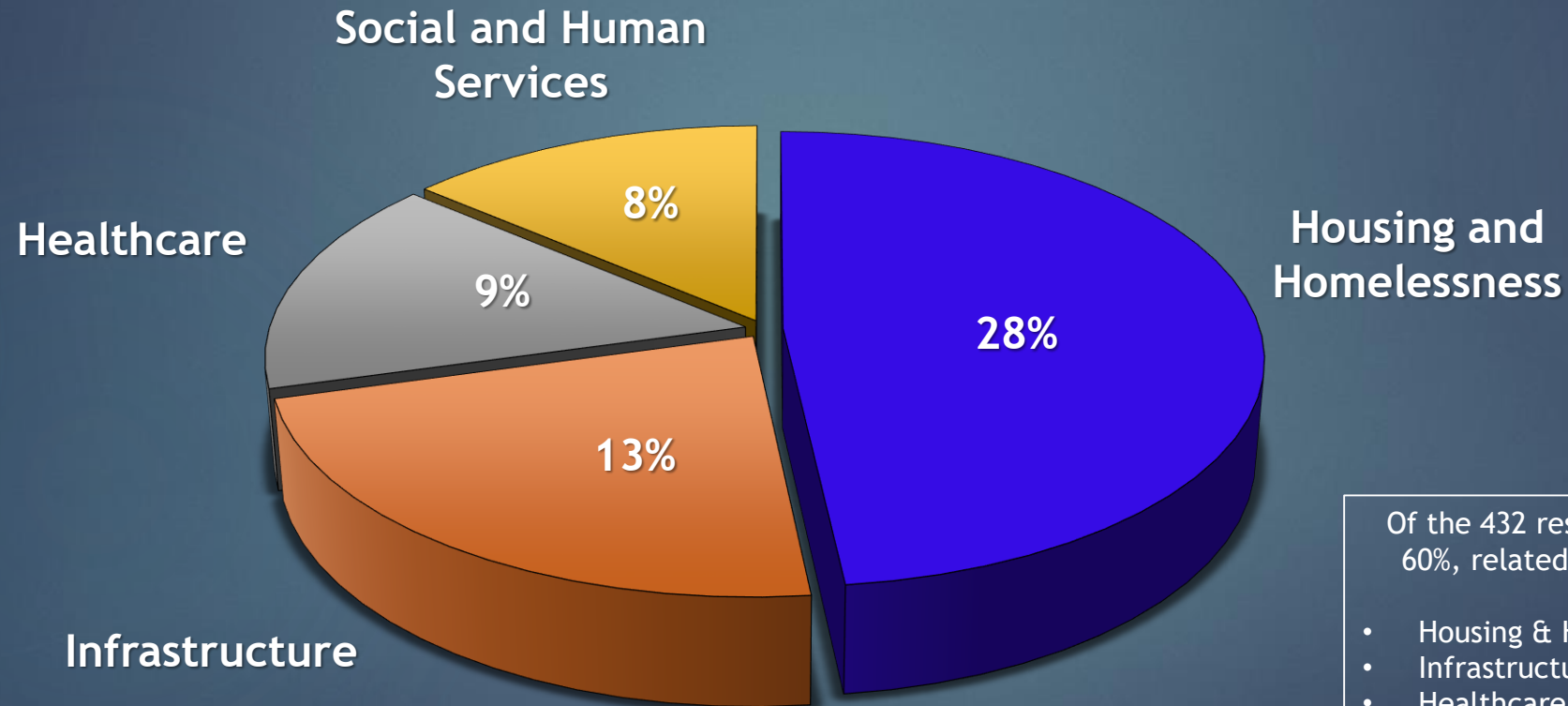
Like many cities, the City of Worcester faces challenges and opportunities as it continues to grow, attract new residents, while also providing a good quality of life for existing residents.

*Based on your observations, thoughts and experiences in the community, what would you say are some of the most important City-wide needs that the City could focus federal resources on helping to address?*



# Q1. CITY-WIDE COMMUNITY NEEDS (CONTINUED)

## Overall Top Four Responses

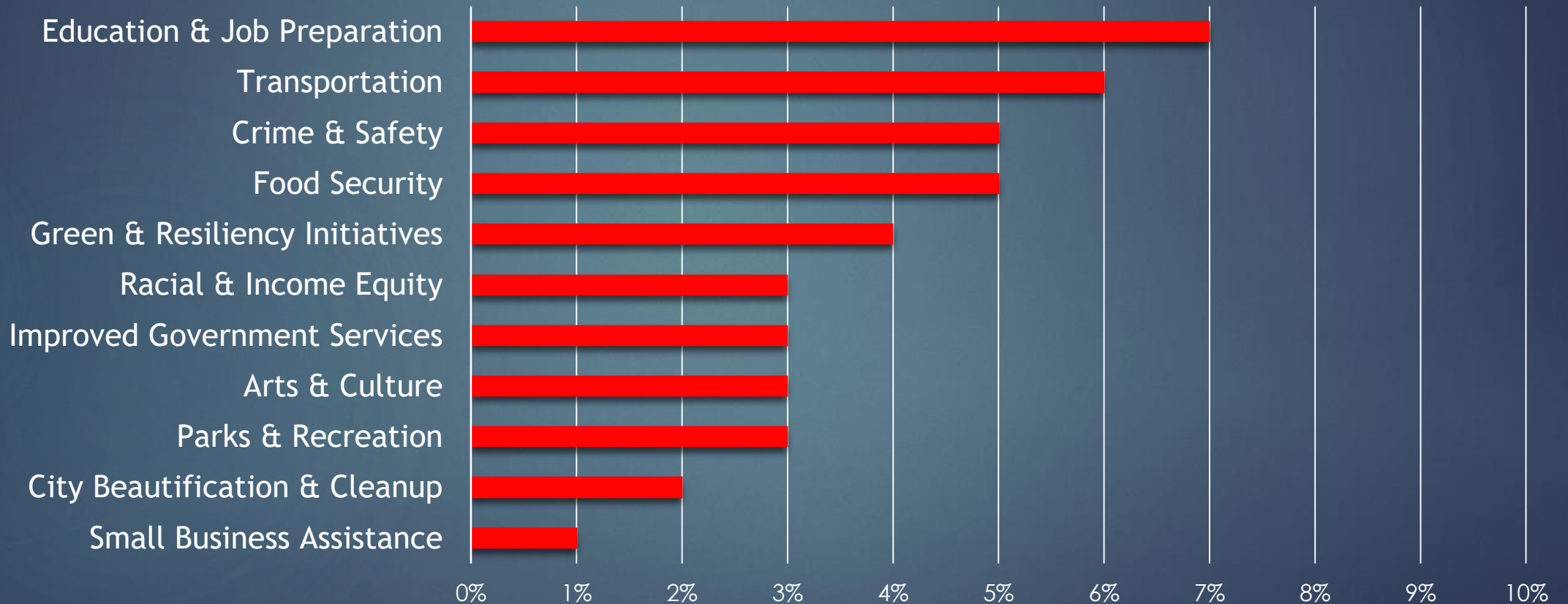


Of the 432 responses to Q1, approximately 60%, related to the following four topics:

- Housing & Homelessness
- Infrastructure
- Healthcare
- Social and Human Services

# Q1. CITY-WIDE COMMUNITY NEEDS (CONTINUED)

## Remaining Topics Mentioned



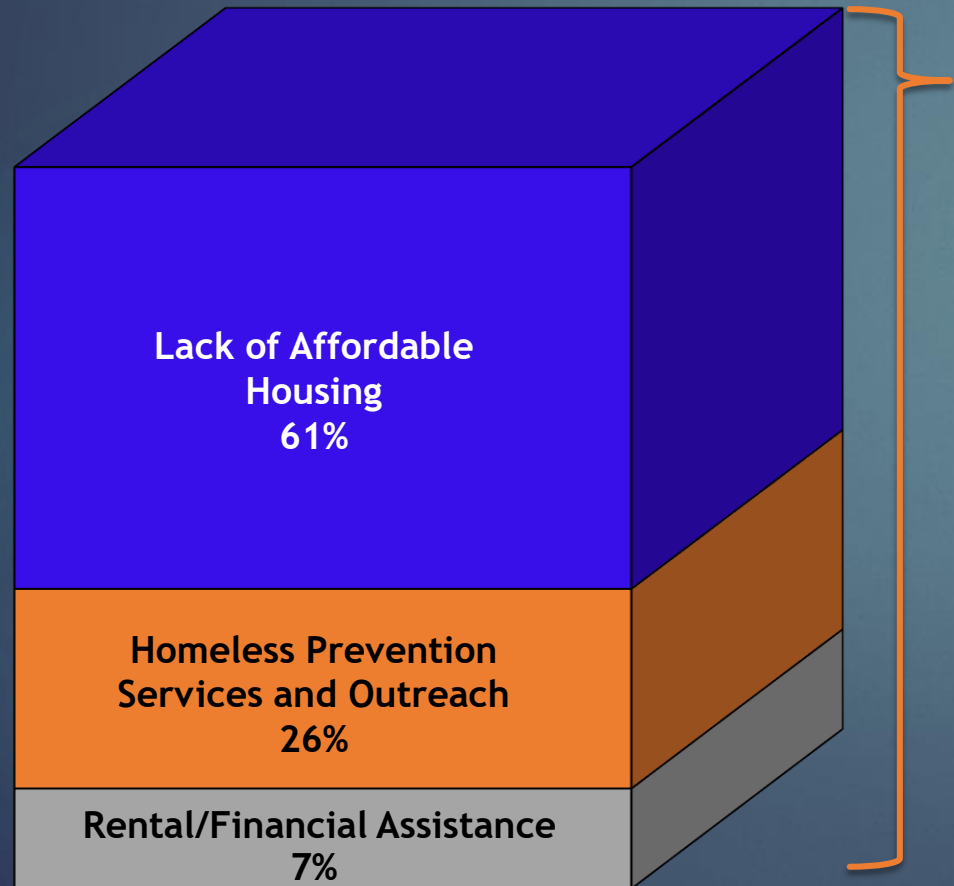
# Q1. CITY-WIDE COMMUNITY NEEDS (CONTINUED)

*The highest eight (8) topics were examined through a more in-depth analysis to better understand the specific items discussed*

*The following charts represent the overall top three (3) to (4) specific items, within each of the highest eight topics*

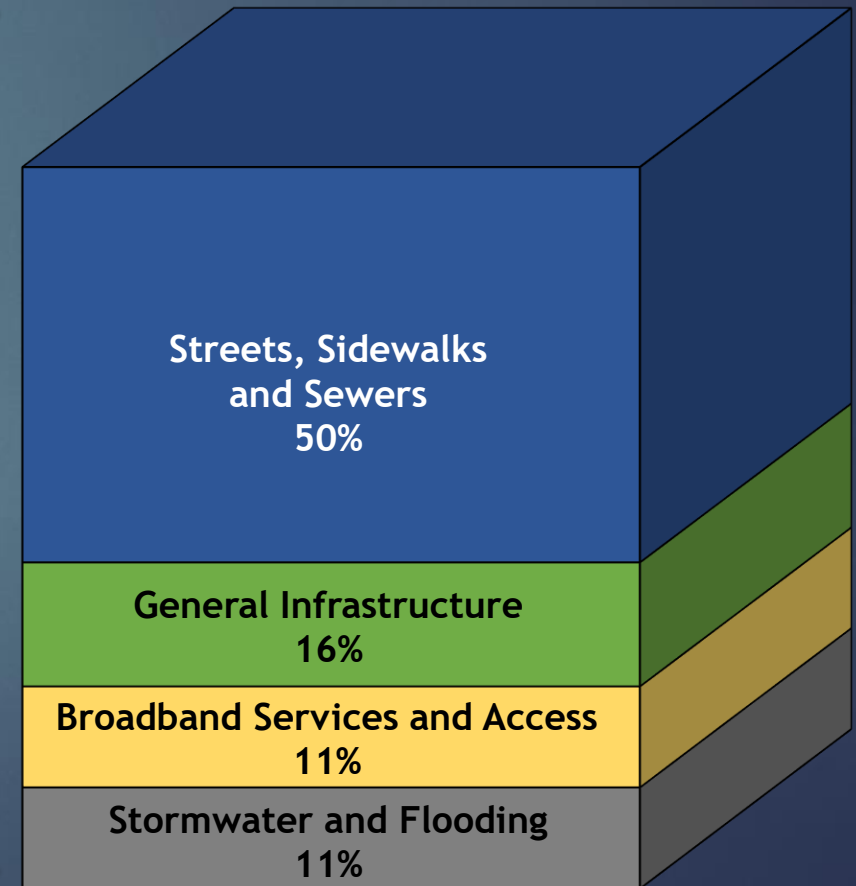
# Q1. CITY-WIDE COMMUNITY NEEDS (CONTINUED)

## 1-Housing and Homelessness



94% of Housing and Homelessness responses addressed these topics

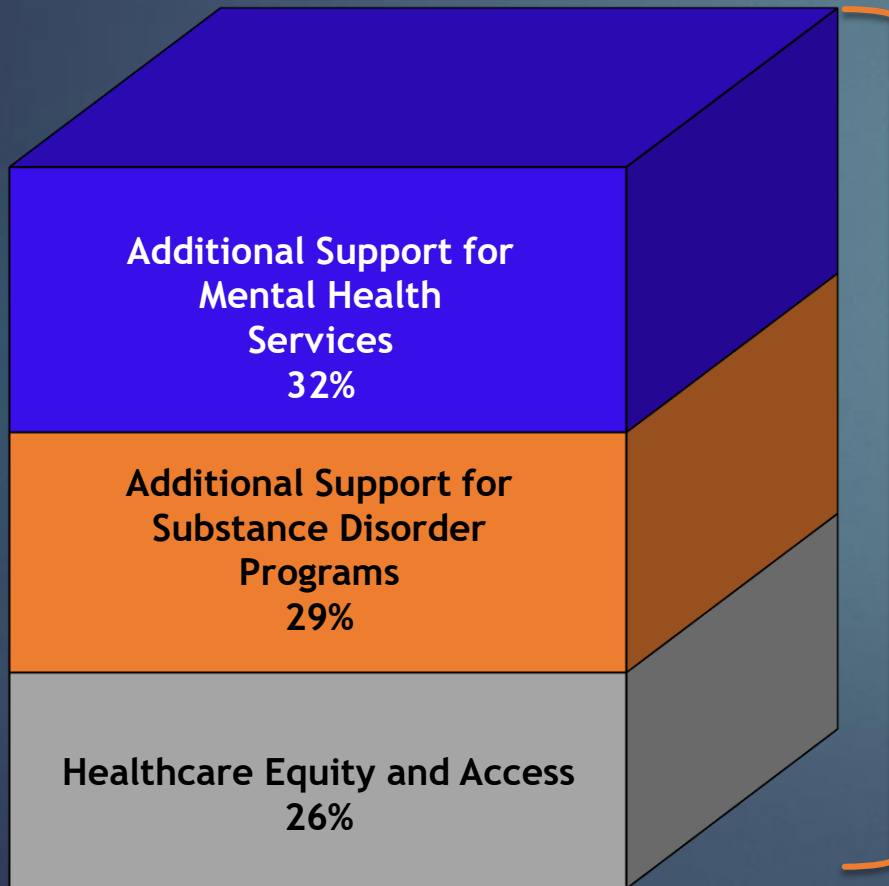
## 2-Infrastructure



88% of Infrastructure responses addressed these topics

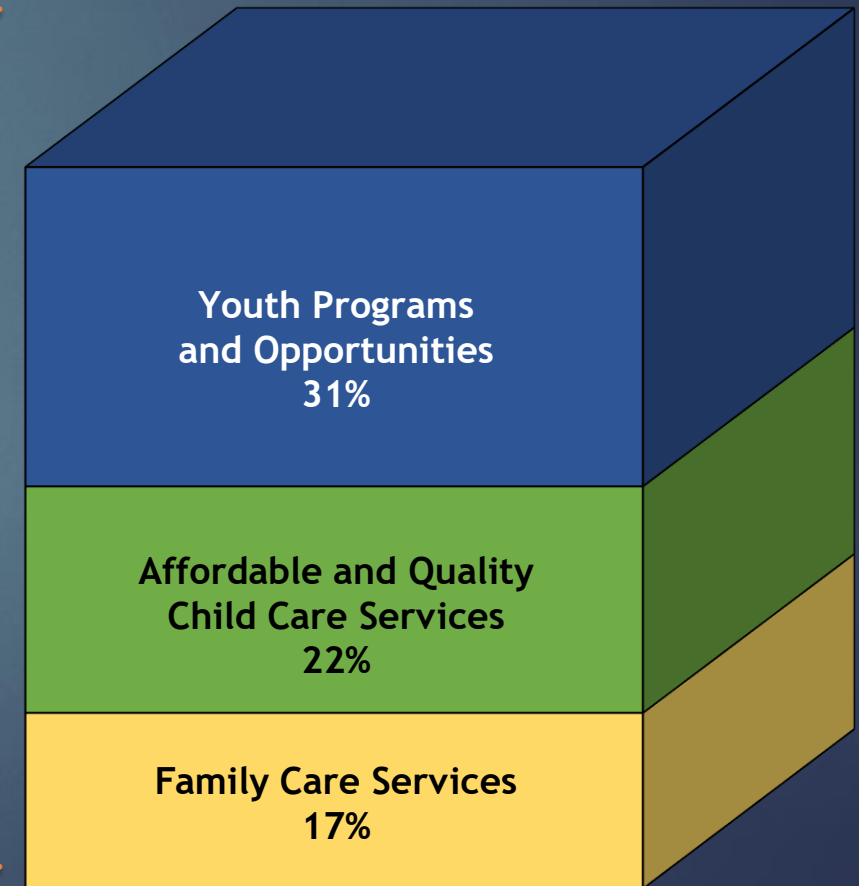
# Q1. CITY-WIDE COMMUNITY NEEDS (CONTINUED)

## 3-Healthcare



87% of Healthcare responses addressed these topics

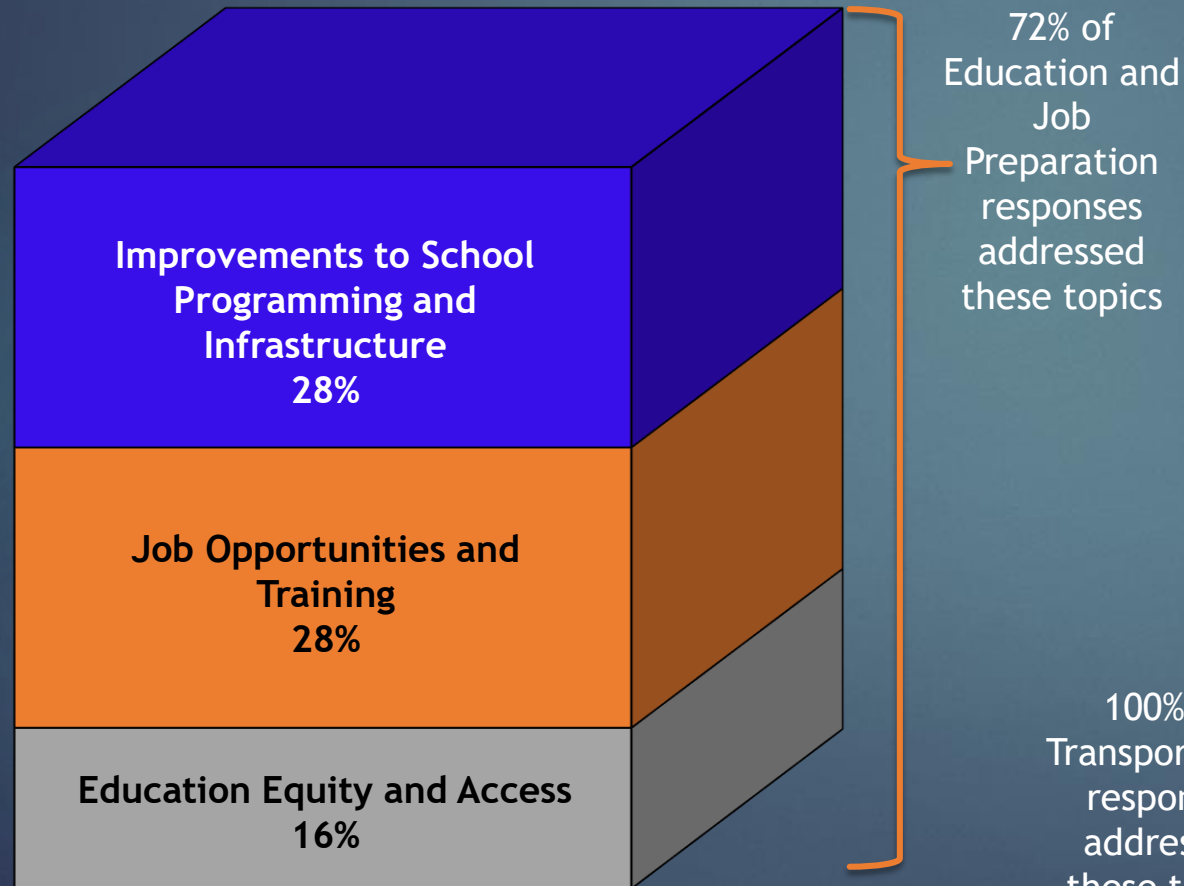
## 4-Social and Human Services



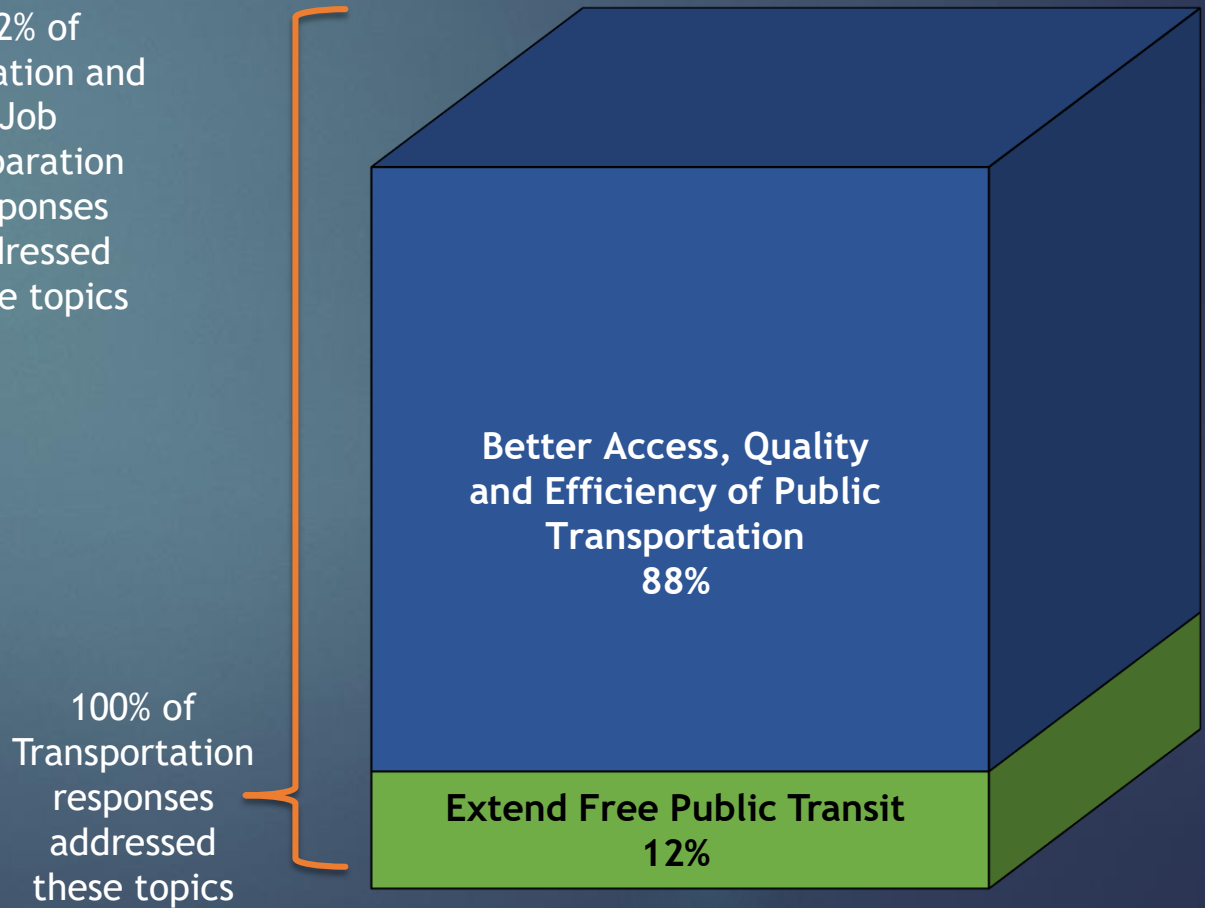
70% of Social and Human Services responses addressed these topics

# Q1. CITY-WIDE COMMUNITY NEEDS (CONTINUED)

## 5-Education and Job Preparation

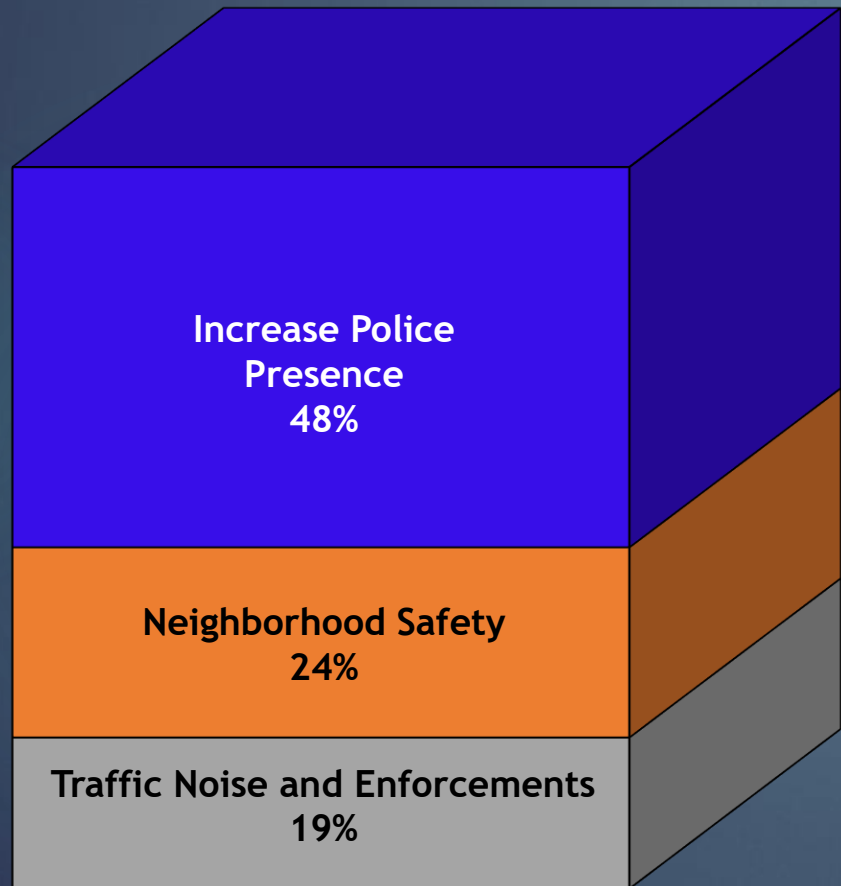


## 6-Transportation



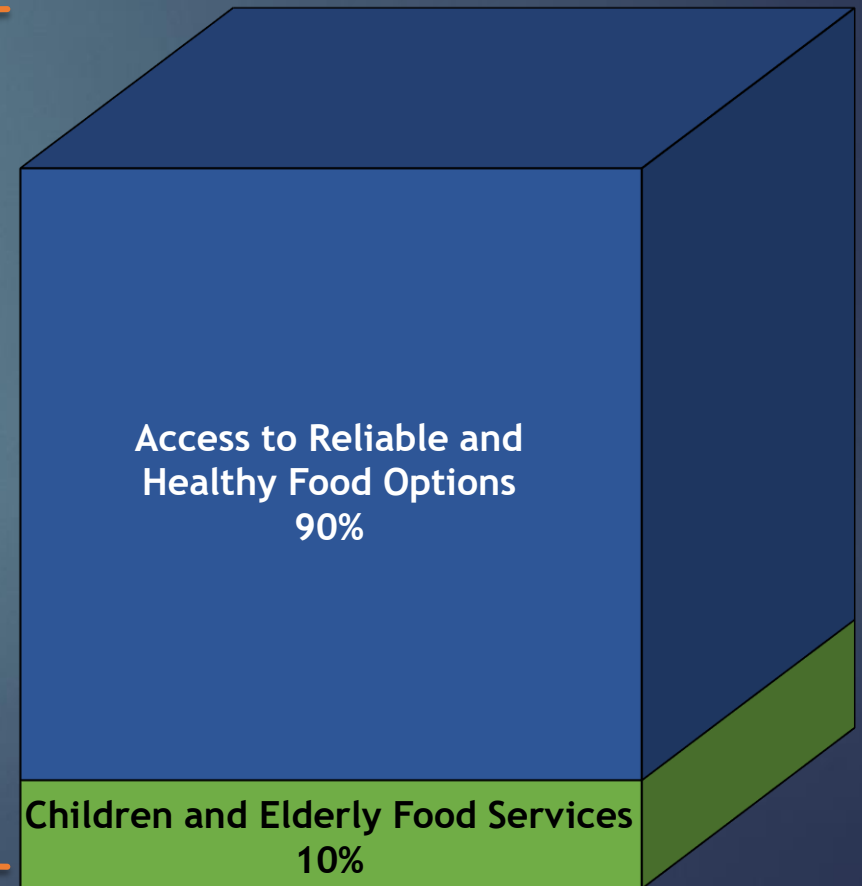
# Q1. CITY-WIDE COMMUNITY NEEDS (CONTINUED)

## 7-Crime and Safety



91% of Crime And Safety responses addressed these topics

## 8-Food Security



100% of Food Security responses addressed these topics

# Q1. CITY-WIDE COMMUNITY NEEDS (CONTINUED)

*Samples of What Some On-Line Survey Respondents Wrote...*

“The City ABSOLUTELY needs to use Funds for Homeless permanent homes.”

“Addressing inequality, ensuring access to affordable and quality housing, food and social services.”

“We need more affordable housing, clean/safe homeless shelters, and better public transportation.”

“Free public transportation; retain social and economically diverse neighborhoods and businesses.”

“More investment in affordable housing, job training, and immigrants services are needed.”

“Greenways, clean water, healthy trees, job training, wage supplement, lost city \$.”

“Arts & Culture and accessibility.”

“Homelessness, opioid addiction, food insecurity.”

“Affordable housing. Stop letting outside businesses buy all housings.”





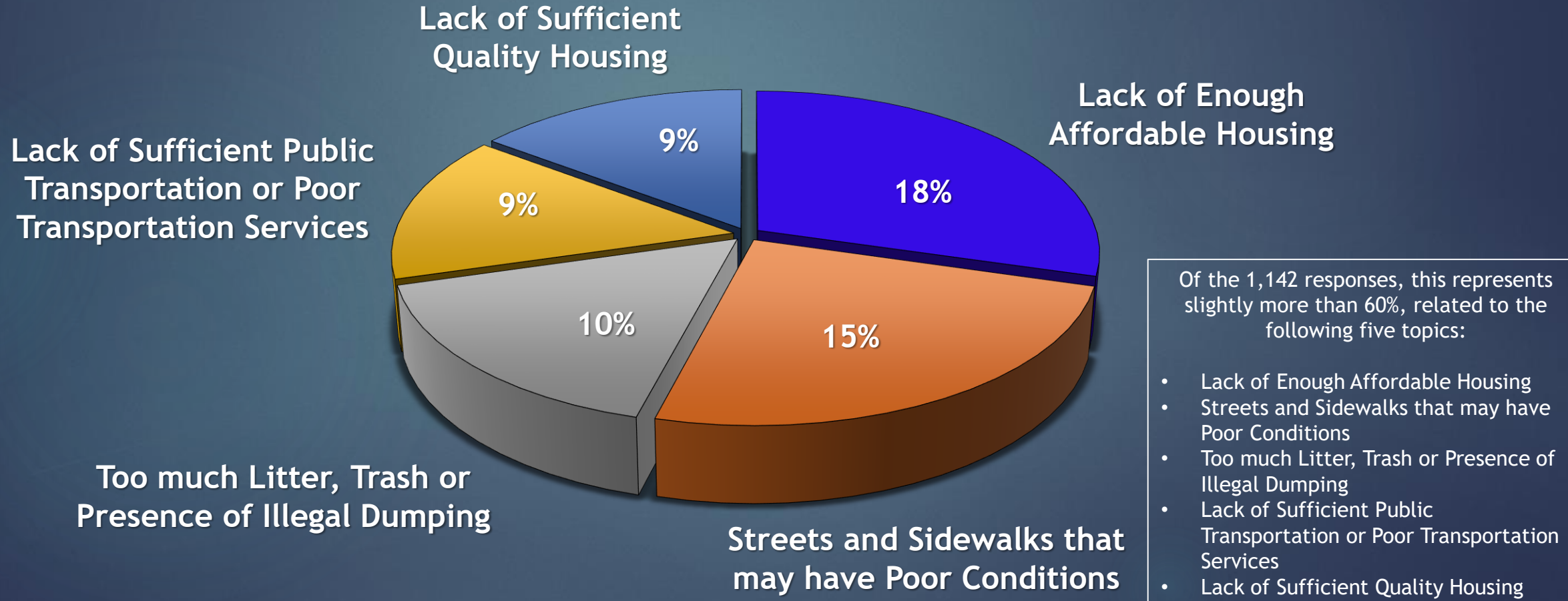
## Q2. NEIGHBORHOOD ISSUES

Many neighborhoods throughout the country face similar issues. Below is list of some of those. Thinking of your own experience and neighborhood, what would you say are the most common and most critically important issues to address (from the list)? Please choose the top four (4):

- Crime/illegal activity/safety issues
- Lack of sufficient quality housing
- Lack of enough affordable housing
- Lack of enough property maintenance and upkeep
- Too much litter, trash or presence of illegal dumping
- Too many vacant properties
- Too many foreclosures
- Streets and sidewalks that may have poor conditions
- Lack of sufficient public transportation or poor transportation services
- Not enough parks or recreational areas nearby
- Not enough businesses or right type of business nearby
- Not enough support for small businesses
- Not enough sustainability and environmentally friendly services

# Q2. NEIGHBORHOOD ISSUES (CONTINUED)

## Overall Top Five Responses



Of the 1,142 responses, this represents slightly more than 60%, related to the following five topics:

- Lack of Enough Affordable Housing
- Streets and Sidewalks that may have Poor Conditions
- Too much Litter, Trash or Presence of Illegal Dumping
- Lack of Sufficient Public Transportation or Poor Transportation Services
- Lack of Sufficient Quality Housing

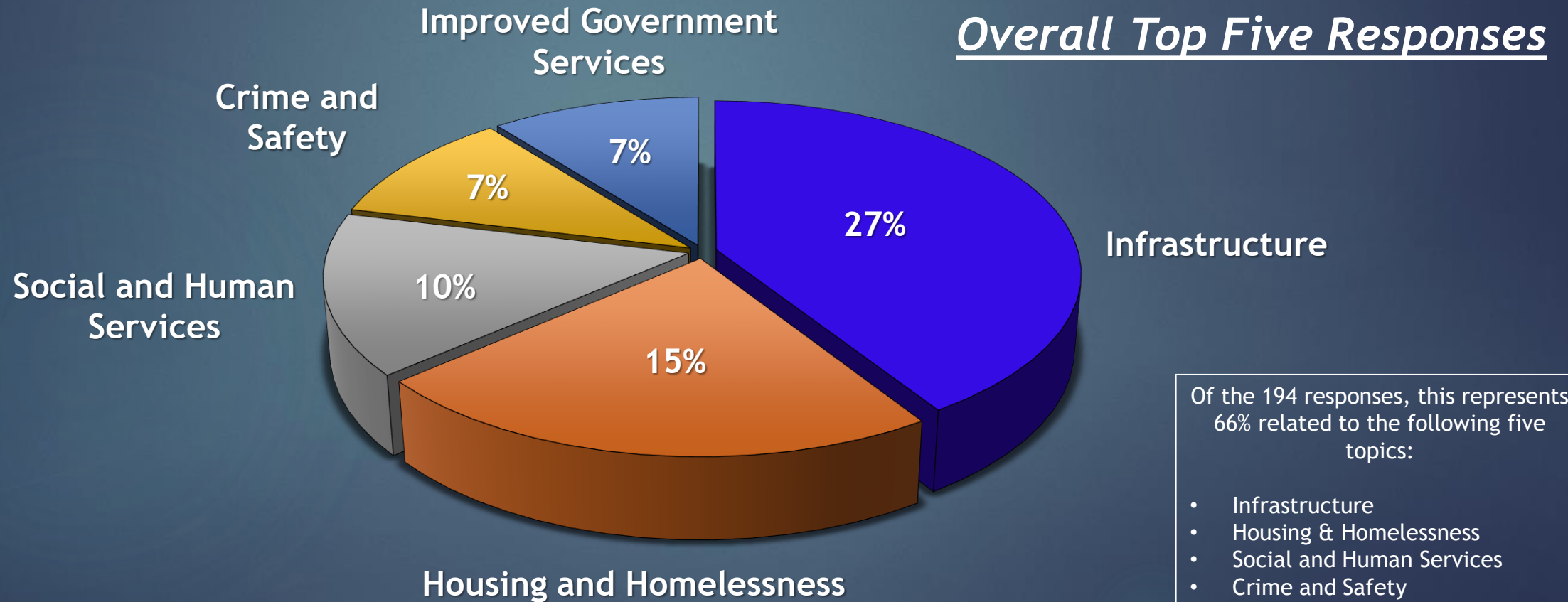
## Q2. NEIGHBORHOOD ISSUES (CONTINUED)

### Remaining Topics Mentioned



# Q3. OTHER NEIGHBORHOOD NEEDS

Are there any other neighborhood needs, *not identified in the previous question*, that you feel are important to state?

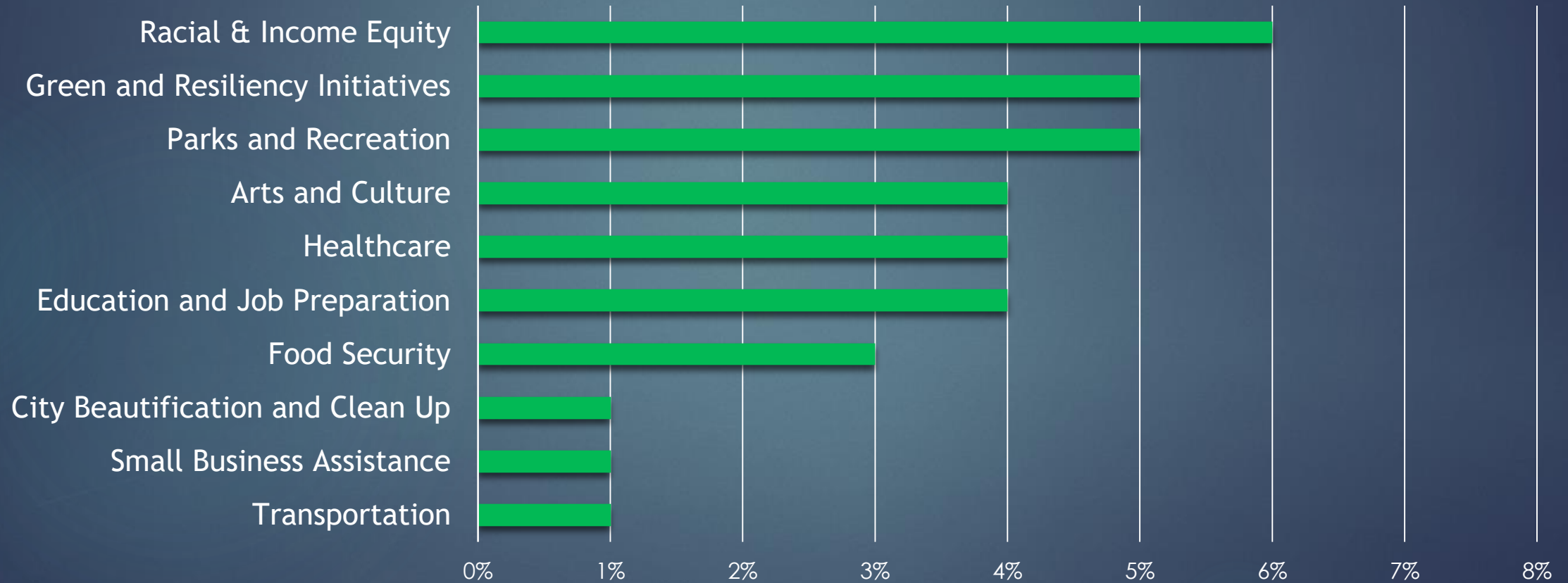


Of the 194 responses, this represents 66% related to the following five topics:

- Infrastructure
- Housing & Homelessness
- Social and Human Services
- Crime and Safety
- Improved Government Services

# Q3. OTHER NEIGHBORHOOD NEEDS (CONTINUED)

## Remaining Topics Mentioned



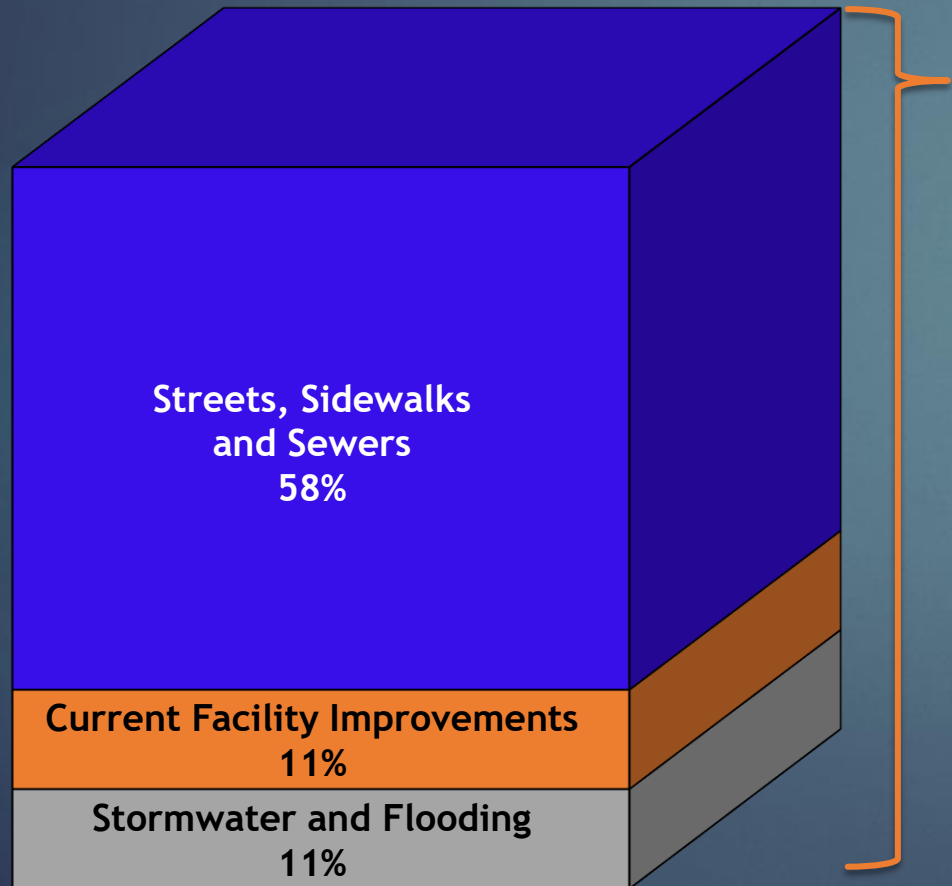
## Q3. OTHER NEIGHBORHOOD ISSUES (CONTINUED)

*The highest eight (8) topics were examined through a more in-depth analysis to better understand the specific items discussed*

*The following charts represent the overall top three (3) to (5) five specific items associated with each of the highest eight (8) topics*

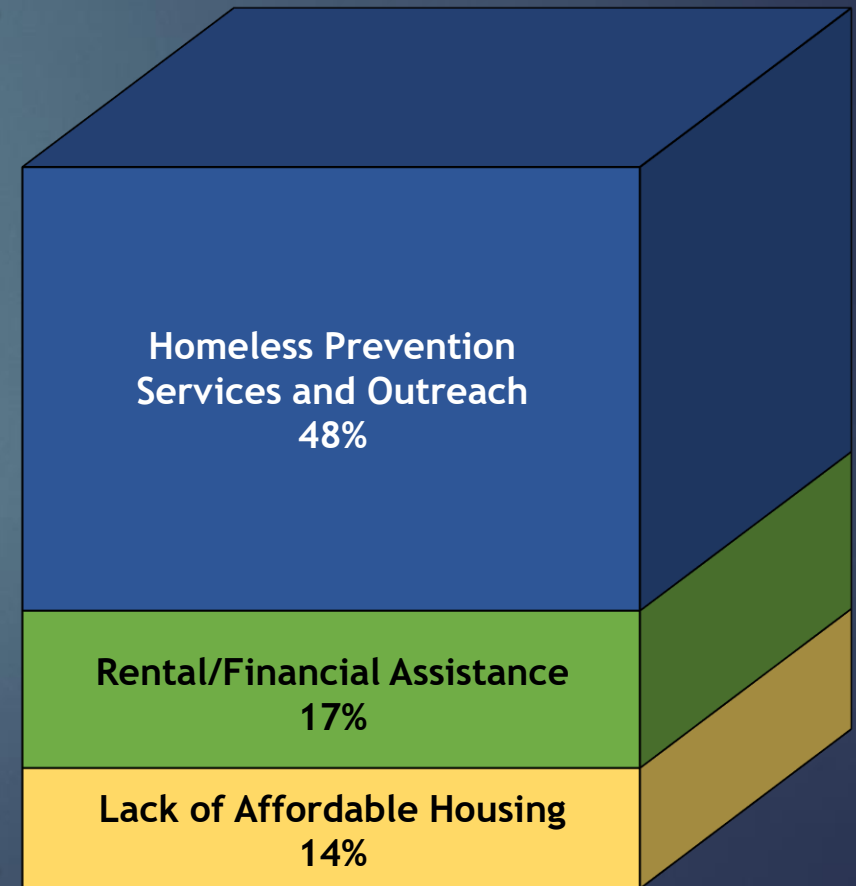
# Q3. OTHER NEIGHBORHOOD ISSUES (CONTINUED)

## 1-Infrastructure



80% of Infrastructure responses addressed these topics

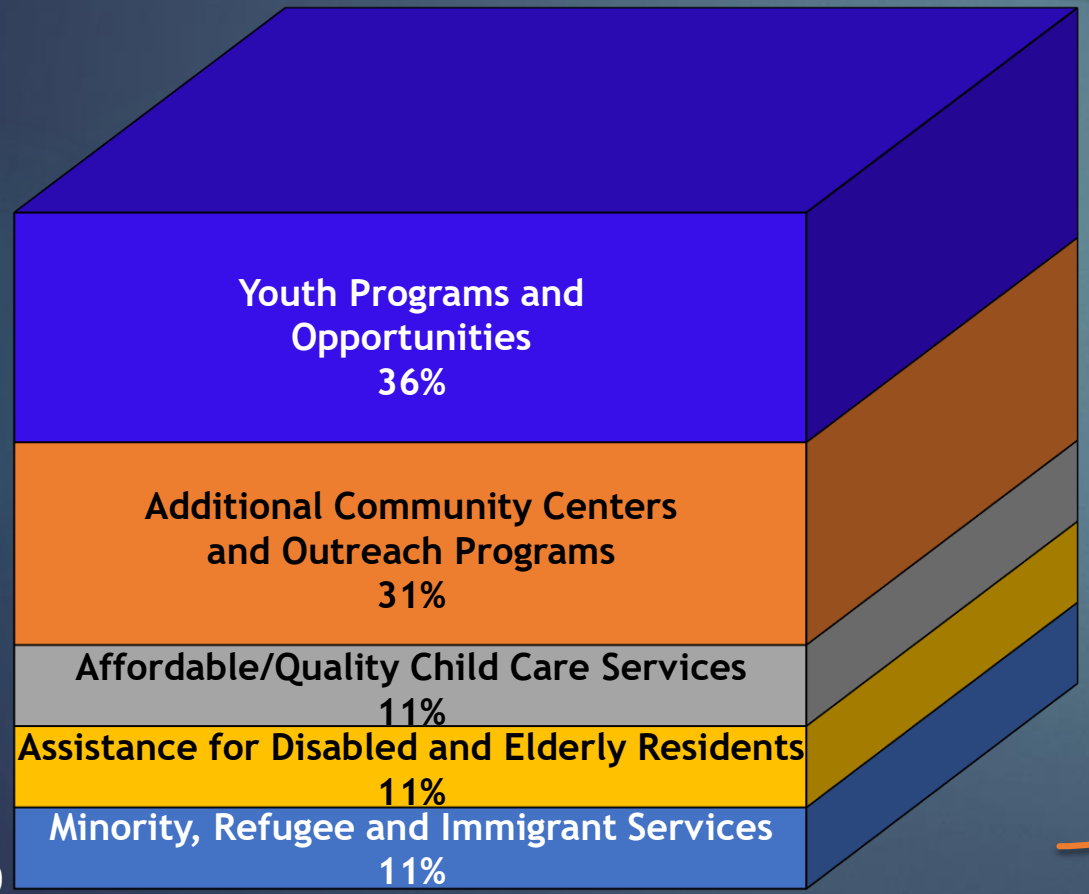
## 2-Housing and Homelessness



79% of Housing and Homelessness responses addressed these topics

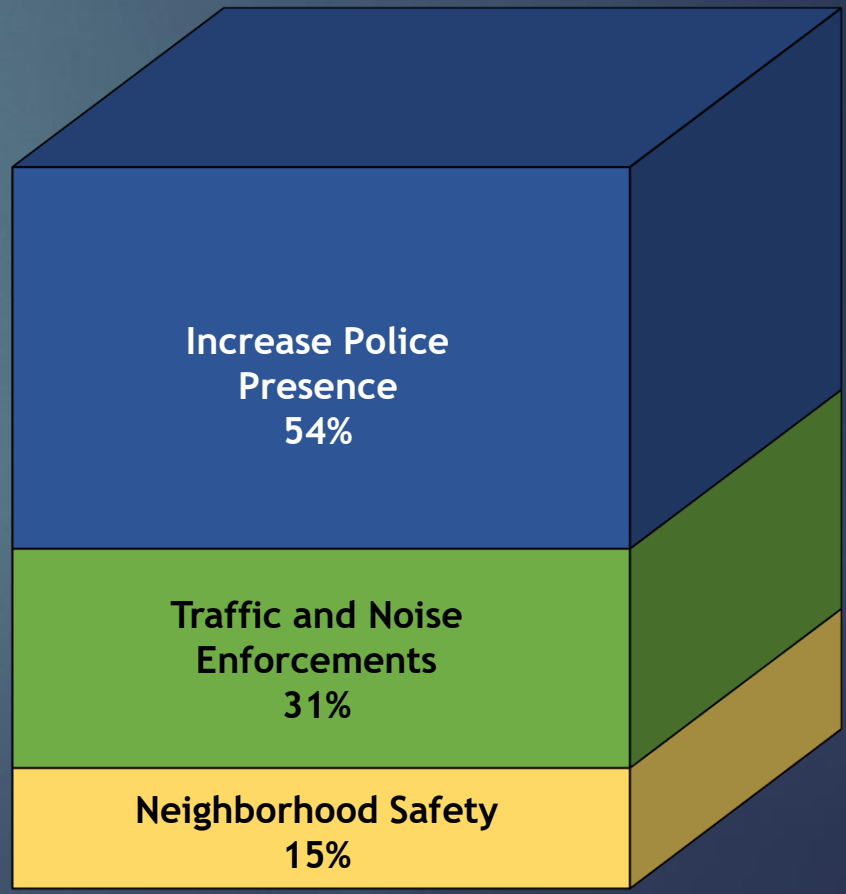
# Q3. OTHER NEIGHBORHOOD ISSUES (CONTINUED)

## 3-Social and Human Services



100% of Social and Human Services responses addressed these topics

## 4-Crime and Safety

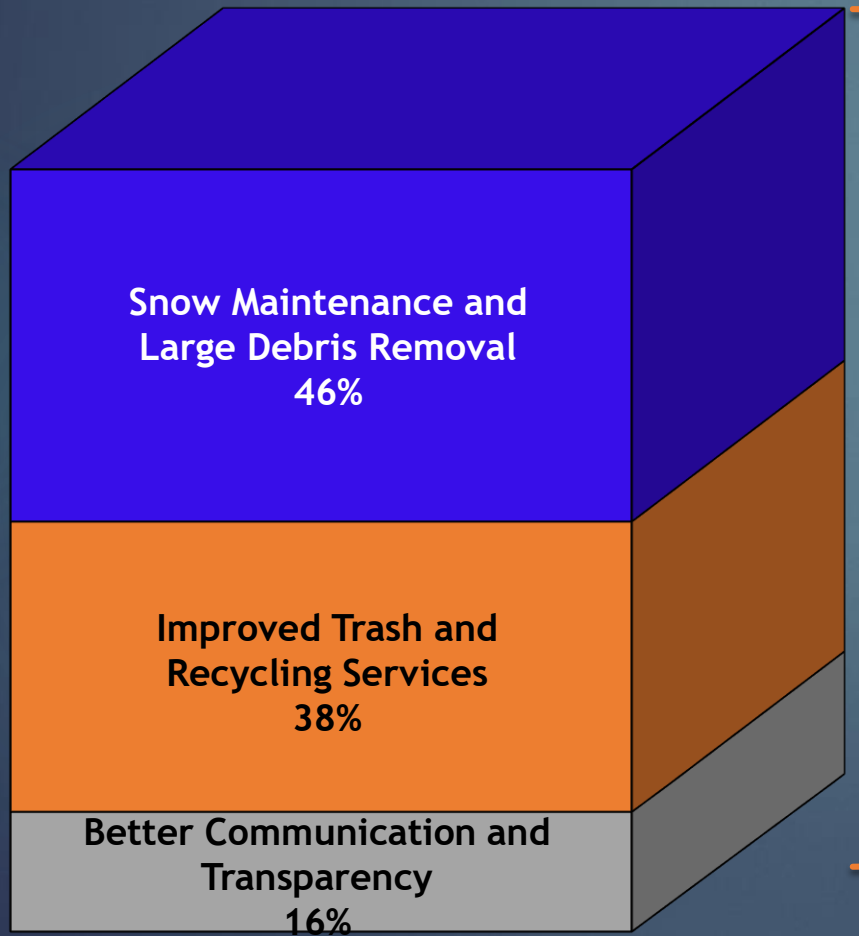


100% of Crime and Safety responses addressed these topics



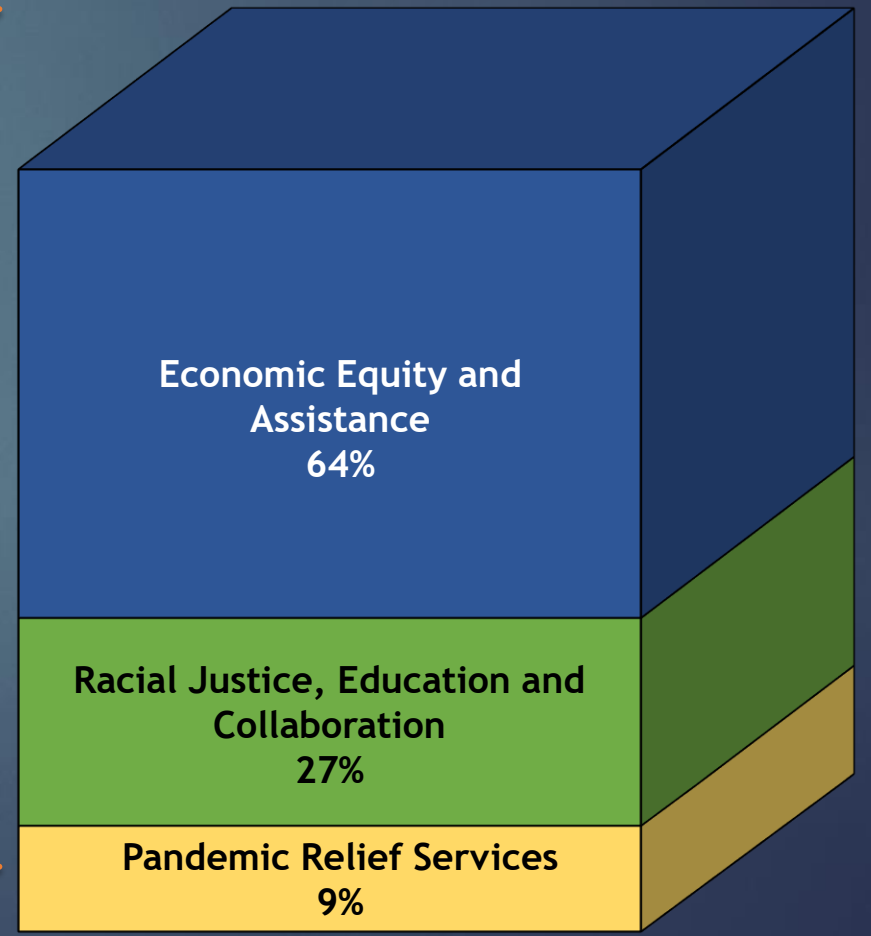
# Q3. OTHER NEIGHBORHOOD ISSUES (CONTINUED)

## 5-Improved Government Services



100% of Improved Government Services responses addressed these topics

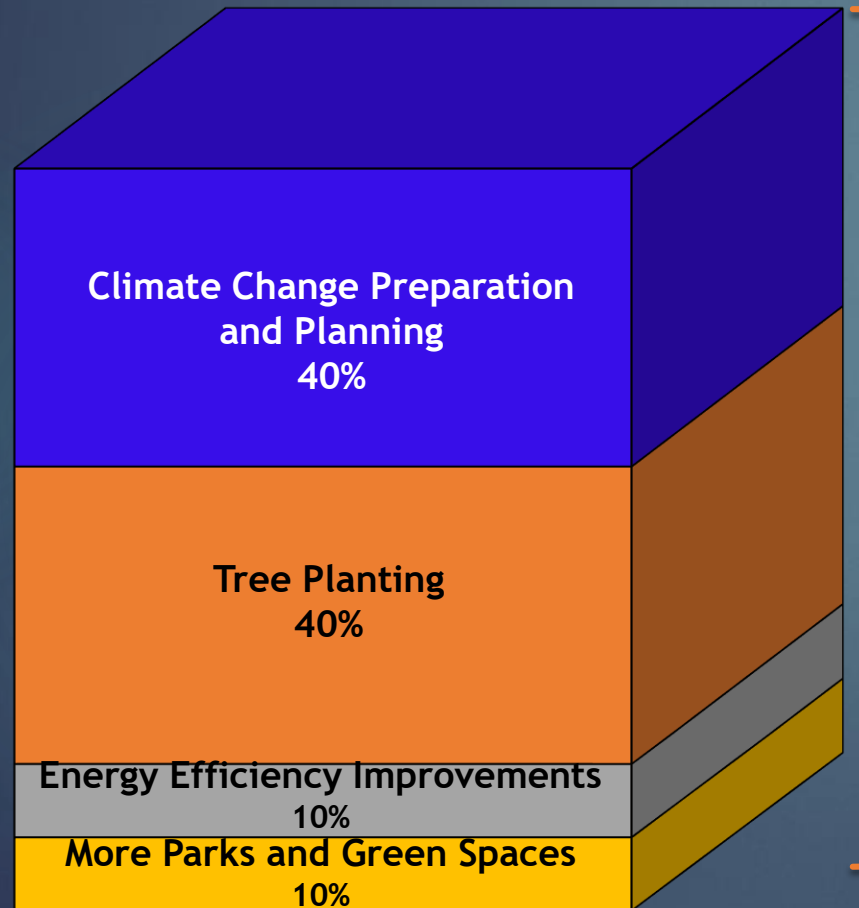
## 6-Racial and Income Equity



100% of Racial and Income Equity responses addressed these topics

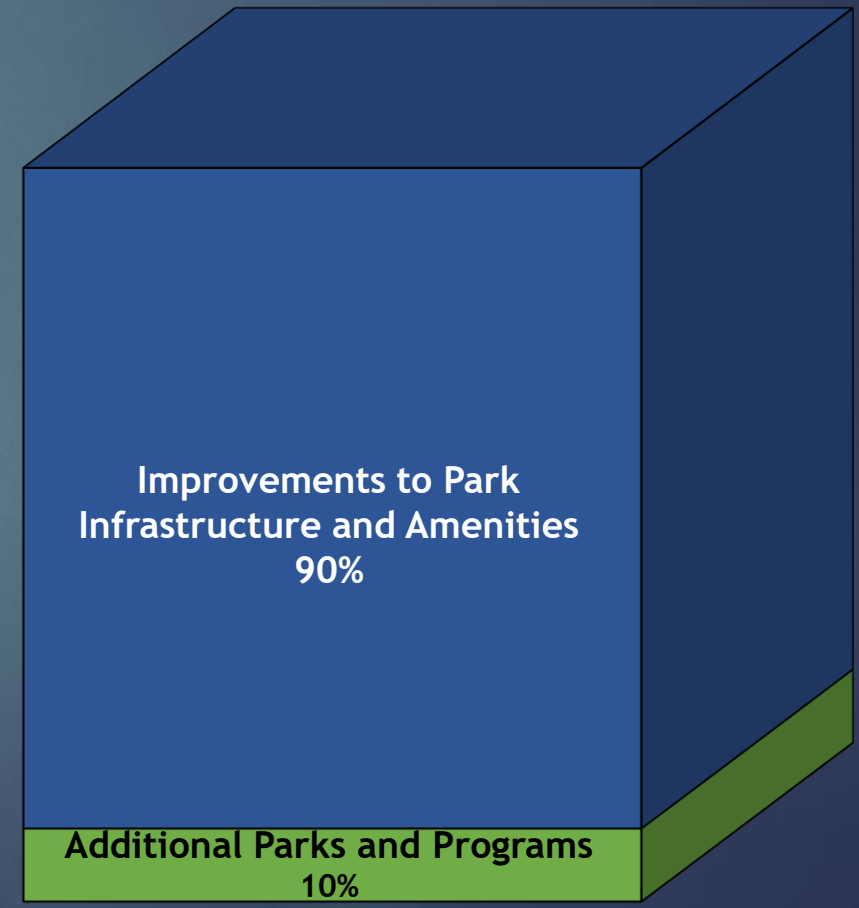
# Q3. OTHER NEIGHBORHOOD ISSUES (CONTINUED)

## 7-Green and Resiliency Initiatives



100% of Green and Resiliency Initiatives responses addressed these topics

## 8-Parks and Recreation



100% of Parks and Recreation responses addressed these topics

# Q3. OTHER NEIGHBORHOOD ISSUES (CONTINUED)

*Samples of What Some On-Line Survey Respondents Wrote...*

“Not enough affordable childcare, early childhood programs, and affordable youth program options .”

“Planting trees and greenery in low income neighborhoods. Support community gardens.”

“Municipal trash cans in neighborhoods would be great for mitigating litter/waste.”

“Additional support for our unhoused population and homeless prevention.”

“Weatherization efforts to combat climate change induced flooding and extreme weather incidents.”

“Better public works for drainage to reduce flooding.”

“Racial justice, economic equity, climate action.”

“Landlords accountable for the condition of their rentals, city needs to control rental cost.”

“Please help the people hardest hit by COVID-19.”



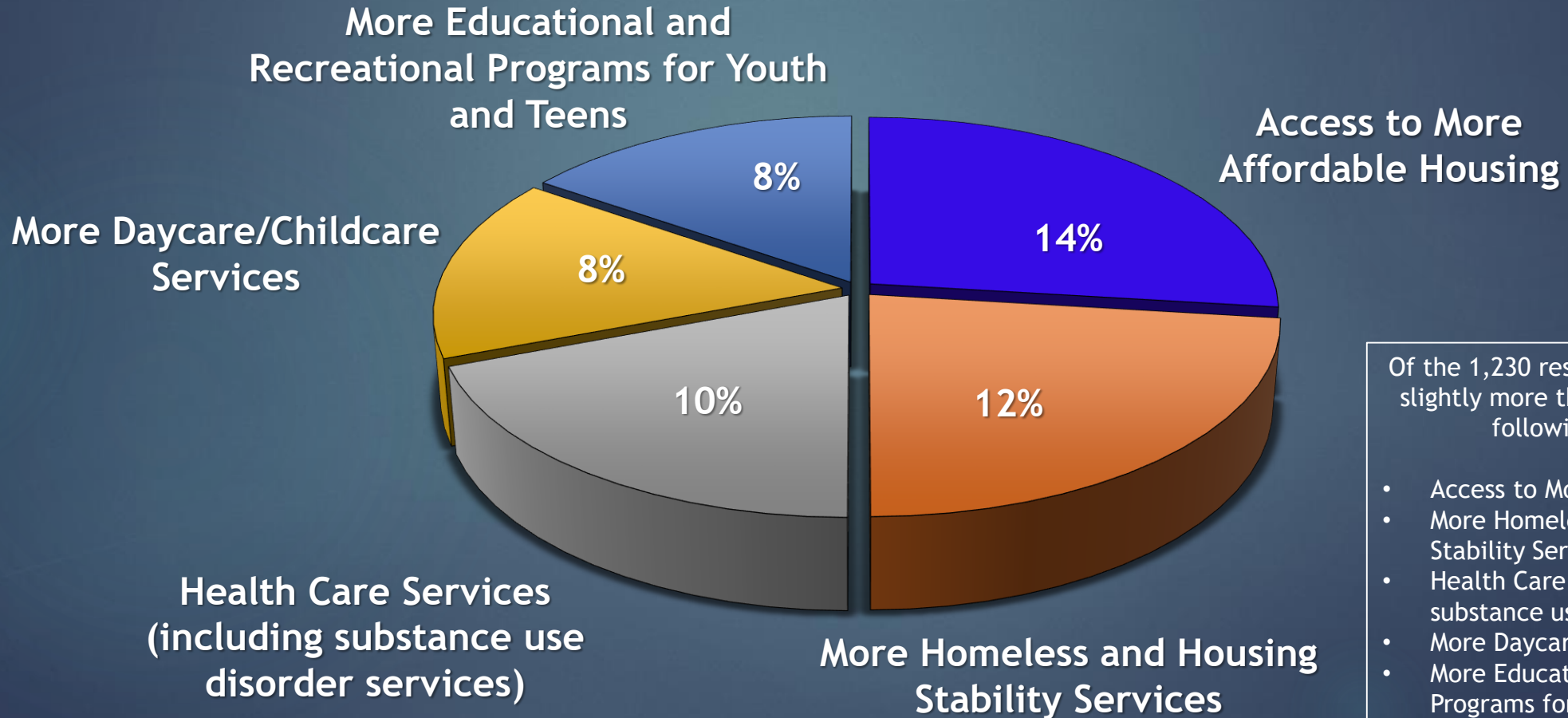
## Q4. LOW-INCOME SERVICES

Low-income populations face many needs and obstacles in improving their lives and livelihood. From the list below, what do you feel are the services that will also have the most long-term impact for improving and stabilizing a low-income individual's life? Please choose your top four (4):

- Additional job readiness and job placement programs
- More home purchasing counseling or down payment assistance
- Access to more affordable housing
- Financial assistance or financial literacy counseling
- Health care services (including substance abuse services)
- More homelessness and housing stability services
- More or better transportation services
- Additional food pantries and food security programs
- Better case management (one on one assistance over time that helps people improve their situations)
- More safety or crime prevention programs
- Assistance for former convicts/incarcerated
- More educational and recreational programs or youth and teens
- More daycare/childcare services
- Better access to internet and broadband services
- More arts and culture programming

# Q4. LOW-INCOME SERVICES (CONTINUED)

## Overall Top Five Responses

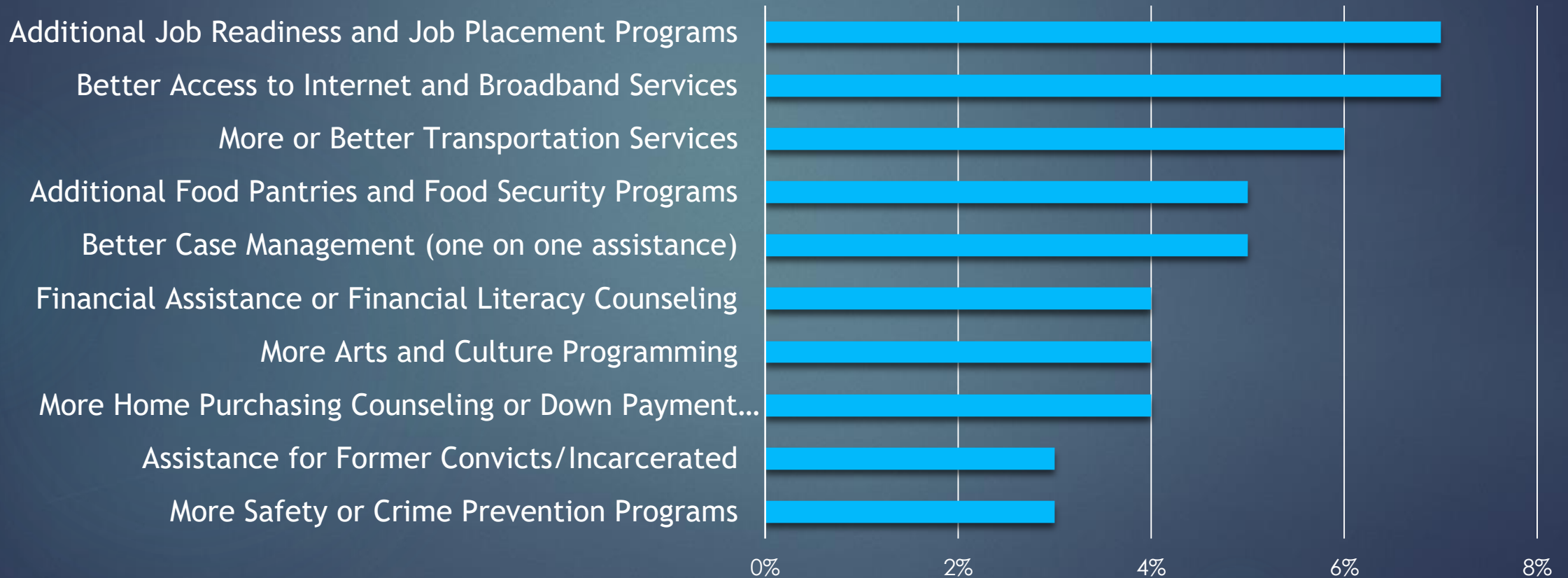


Of the 1,230 responses, this represents slightly more than 50% related to the following five topics:

- Access to More Affordable Housing
- More Homeless and Housing Stability Services
- Health Care Services (including substance use disorder services)
- More Daycare/Childcare Services
- More Educational and Recreational Programs for Youth and Teens

# Q4. LOW-INCOME SERVICES (CONTINUED)

## Additional Topics Mentioned



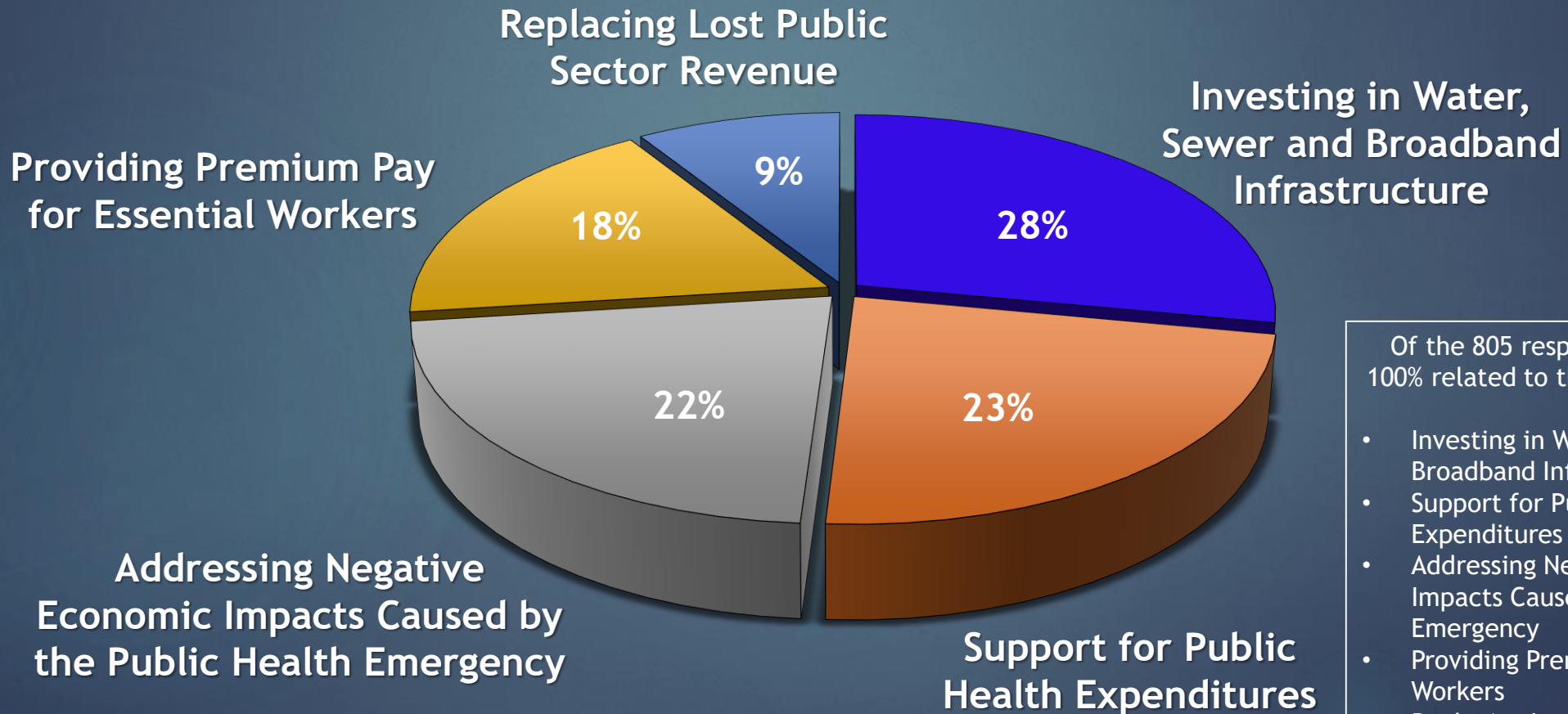
## Q5. ARPA ELIGIBLE USES

The current guidance on use of funds associated with the American Rescue Plan Act (ARPA) of 2021 is specific, yet flexible. Below are the current specific areas that have been identified as eligible uses of funds. **Please choose the top 3 you view as a priority for the City of Worcester:**

- ***Support for public health expenditures:*** for example, funding COVID-19 mitigation efforts, medical expenses, behavioral healthcare, and certain public health and safety staff
- ***Addressing negative economic impacts caused by the public health emergency:*** including economic harms to workers, households, small businesses, impacted industries, and the public sector
- ***Replacing lost public sector revenue:*** using this funding to provide government services to the extent of the reduction in revenue experienced due to the pandemic
- ***Providing premium pay for essential workers:*** offering additional support to those who have and will bear the greatest health risks because of their service in critical infrastructure sectors
- ***Investing in water, sewer, and broadband infrastructure,*** making necessary investments to improve access to clean drinking water, support vital wastewater and Stormwater infrastructure, and expanding access to broadband internet (note: streets and road repair associated with above also eligible)

# Q5. ARPA ELIGIBLE USES (CONTINUED)

## Overall Top Responses



Of the 805 responses, this represents 100% related to the following five topics:

- Investing in Water, Sewer and Broadband Infrastructure
- Support for Public Health Expenditures
- Addressing Negative Economic Impacts Caused by the Public Health Emergency
- Providing Premium Pay for Essential Workers
- Replacing Lost Public Sector Revenue



## Q6. SPECIFIC PROJECT/PROGRAM FUNDING

Based on the list below, can you think of specific projects or programs that are underway, or could soon be underway, that fit the ARPA guidance for eligible uses, and that need funding? Please describe.

- ***Support for public health expenditures:*** for example, funding COVID-19 mitigation efforts, medical expenses, behavioral healthcare, and certain public health and safety staff
- ***Addressing negative economic impacts caused by the public health emergency:*** including economic harms to workers, households, small businesses, impacted industries, and the public sector
- ***Replacing lost public sector revenue:*** using this funding to provide government services to the extent of the reduction in revenue experienced due to the pandemic
- ***Providing premium pay for essential workers:*** offering additional support to those who have and will bear the greatest health risks because of their service in critical infrastructure sectors
- ***Investing in water, sewer, and broadband infrastructure,*** making necessary investments to improve access to clean drinking water, support vital wastewater and Stormwater infrastructure, and expanding access to broadband internet (note: streets and road repair associated with above also eligible)

# Q6. SPECIFIC PROJECT/PROGRAM FUNDING (CONTINUED)

## *Community Recommendations*

- CHIP (Community Health Improvement Plan)
- Claremont Academy
- CMHA (Central Massachusetts Housing Alliance)
- Creative Hub
- Family Health Center
- Guild of St. Agnes
- Gun Buyback Programs
- Headstart
- Heartwell Institute
- The Hector Reyes House
- Indian Lake Community Association, Inc.
- Kennedy Health Center
- LEI (Latino Education Institute)
- MassHire
- MSBA (Minority Small Business Association)
- PEBT Program (Pandemic Electronic Benefit Transfer)
- POW WOW Worcester
- REC (Regional Environmental Council, Inc.)
- SNAP (Supplemental Nutrition Assistance Program)
- STEM ENRG
- Technocopia
- WAC (Worcester Arts Council)
- WCC (Worcester Cultural Coalition)
- WEC (Worcester Education Collaborative)
- WFRC (Worcester Family Resource Center)
- Worcester Community Teaching Garden Literacy Project
- Worcester Interfaith
- Worcester Earn-A-Bike
- Worcester Tech Allied Health Plan
- WRTA Zero Fare Program (Worcester Regional Transit Authority)

# Q6. SPECIFIC PROJECT/PROGRAM FUNDING (CONTINUED)

*Samples of What Some On-Line Survey Respondents Wrote...*

“Additional funding to health centers, additional support to households in jeopardy of losing housing due to COVID.”

“More programs for people with disabilities to stay healthier and more active - Condition specific support groups, and adaptive sports.”

“Please help the families hardest hit by the pandemic and support our essential workers.”

“Support for tenants facing eviction or trying to access affordable housing.”

“The physical infrastructure pieces are easiest to define but human infrastructure, while harder to define, is likely more valuable.”

“MORE mental health resources. Faster accessibility- especially for children!!”

“Income equality, mental healthcare, environmental protection.”

“Building a municipal broadband network to replace current expensive profit making system.”

“More affordable housing for the disadvantaged.”



# COMMUNITY INPUT MEETING RESULTS



City employee facilitating table at input meeting from: “Worcester residents have their say on how best to spend more than \$100 million in federal relief,” 24 Aug. 2021, [www.telegram.com/story/news/2021/08/24/worcester-residents-have-their-say-how-best-spend-more-than-100-million-federal-relief-american-resc/8248898002/](http://www.telegram.com/story/news/2021/08/24/worcester-residents-have-their-say-how-best-spend-more-than-100-million-federal-relief-american-resc/8248898002/), Photo/Steve Lanava, Accessed 1 Nov. 2021



City employees interacting with residents at input meeting from: “City solicits input from residents how best to use \$111 million in Rescue Plan Act funds,” 10 Sept. 2021, [www.telegram.com/story/news/2021/09/10/how-worcester-use-111-million-rescue-plan-act-funds/8257019002/](http://www.telegram.com/story/news/2021/09/10/how-worcester-use-111-million-rescue-plan-act-funds/8257019002/), Accessed 1 Nov. 2021

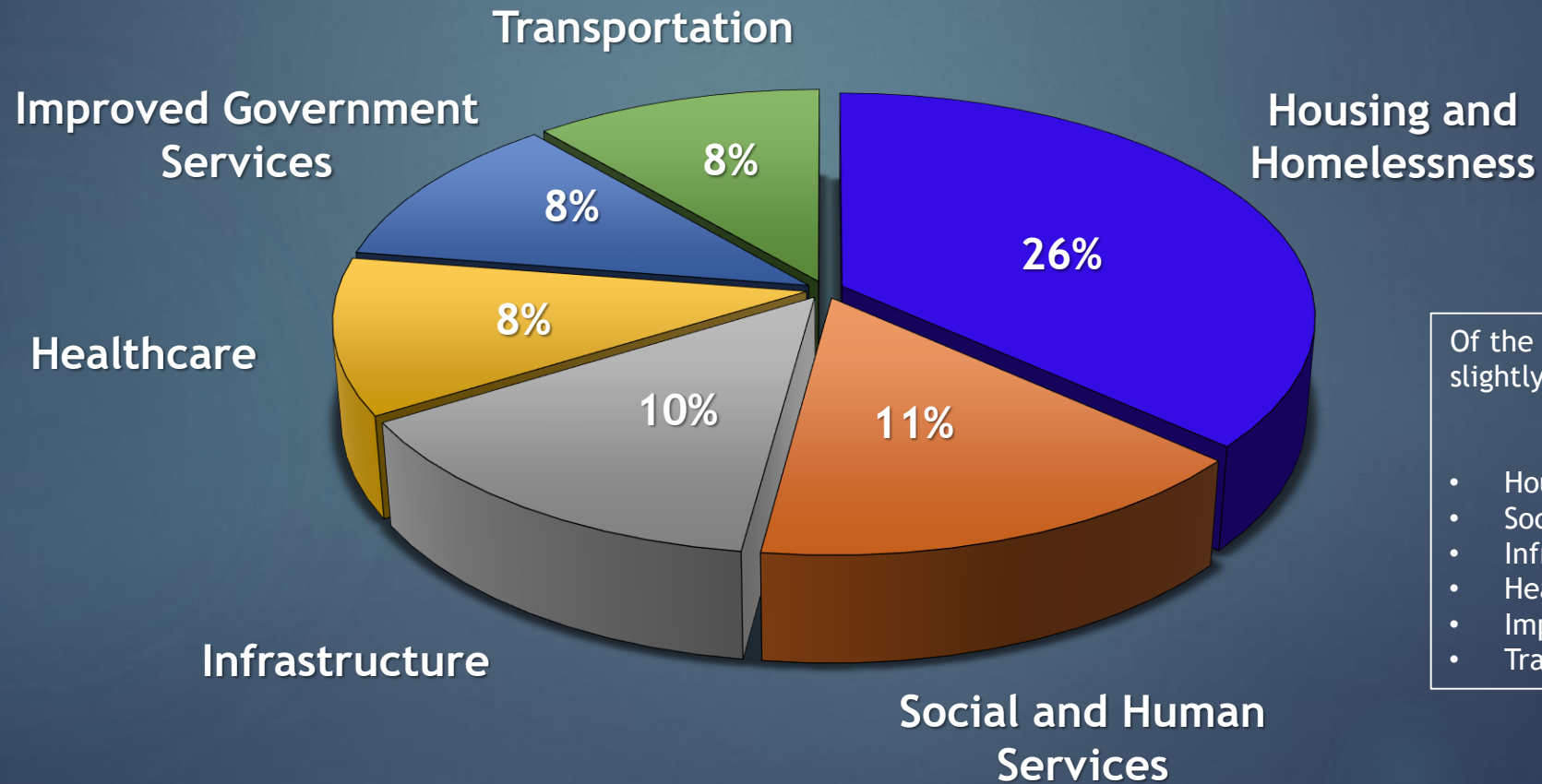
# Q1. CITY-WIDE COMMUNITY NEEDS

Like many cities, the City of Worcester faces challenges and opportunities as it continues to grow, attract new residents, while also providing a good quality of life for existing residents.

*Based on your observations, thoughts and experiences in the community, what would you say are some of the most important City-wide needs that the City could focus federal resources on helping to address?*

# Q1. CITY-WIDE COMMUNITY NEEDS (CONTINUED)

## Overall Top Six Responses

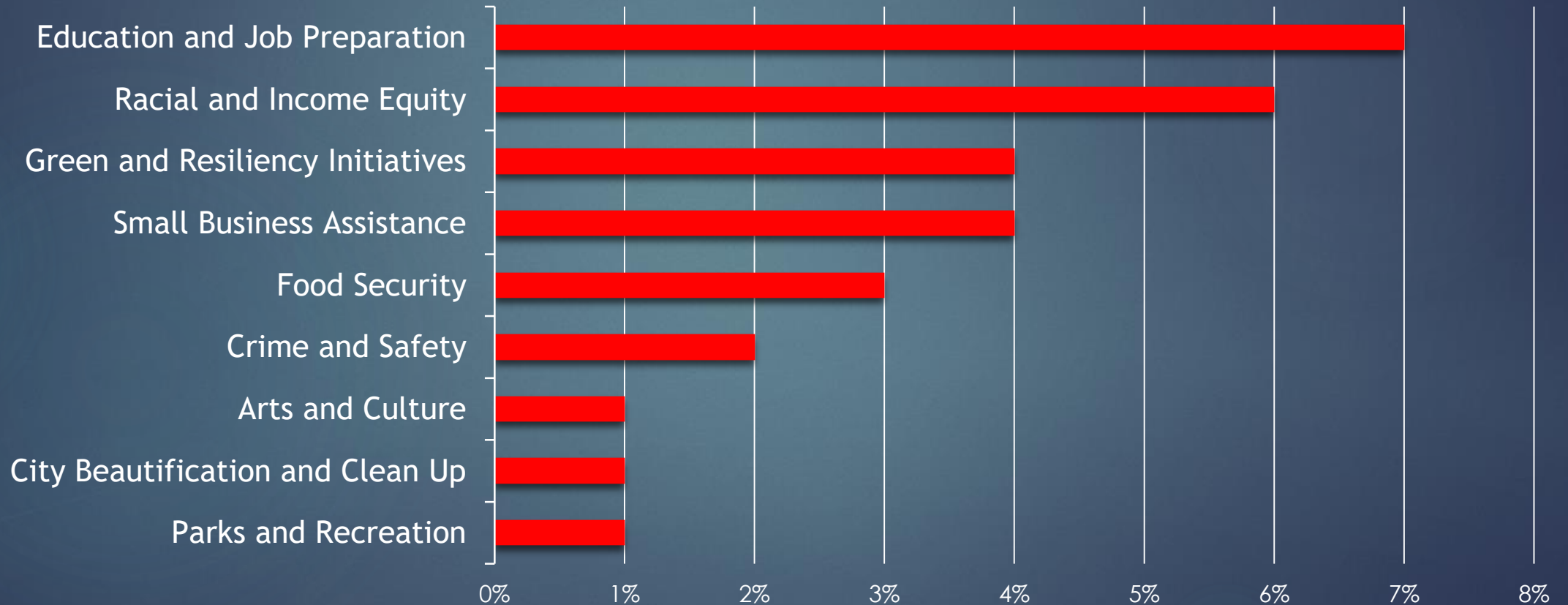


Of the 406 responses, this represents slightly more than 70% related to the following six topics:

- Housing & Homelessness
- Social and Human Services
- Infrastructure
- Healthcare
- Improved Government Services
- Transportation

# Q1. CITY-WIDE COMMUNITY NEEDS (CONTINUED)

## Additional Topics Mentioned



# Q1. CITY-WIDE COMMUNITY NEEDS (CONTINUED)

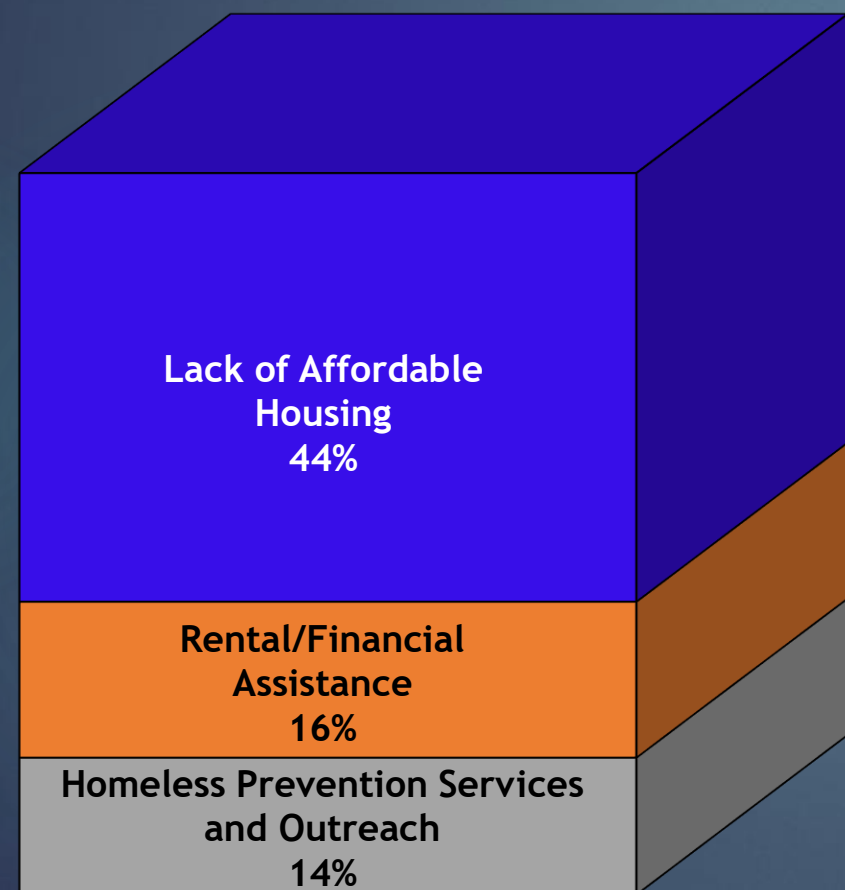
*The highest eight topics were examined through a more in-depth analysis to better understand the specific items discussed*

*The following charts represent the overall top three-to-four specific items, within each of the highest eight topics*



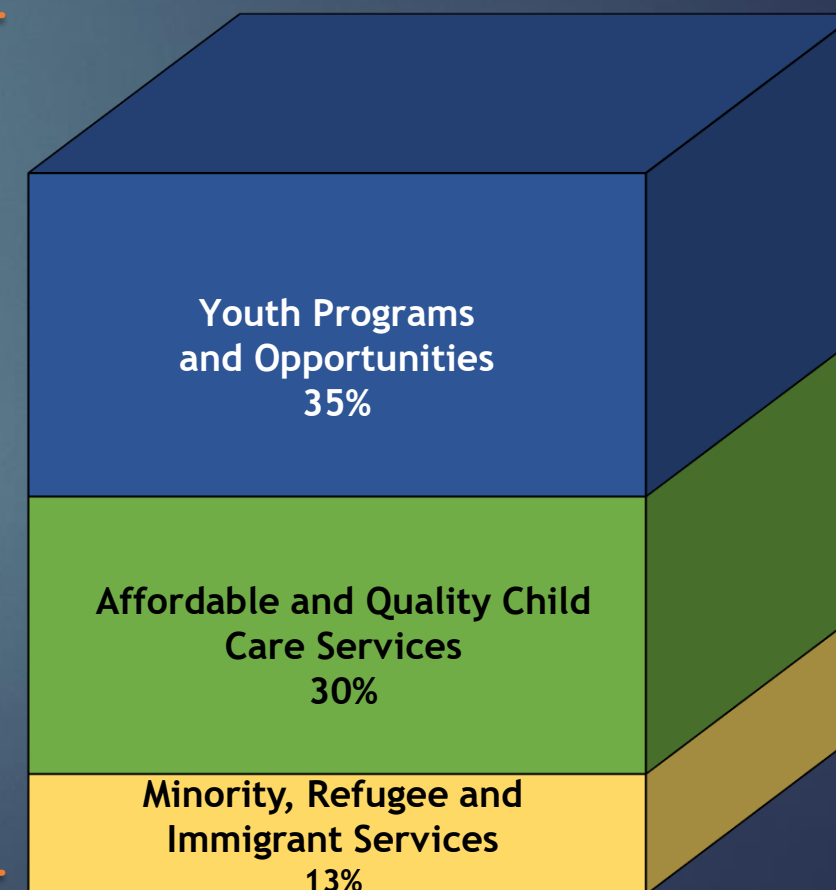
# Q1. CITY-WIDE COMMUNITY NEEDS (CONTINUED)

## 1-Housing and Homelessness



74% of Housing and Homelessness responses addressed these topics

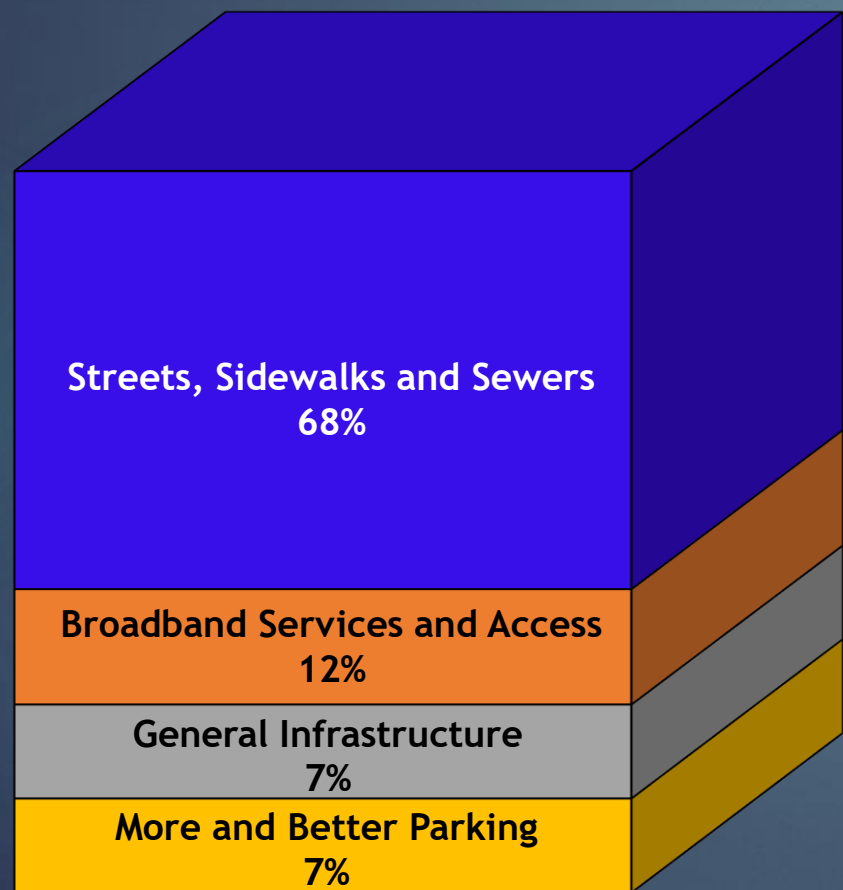
## 2-Social and Human Services



78% of Social and Human Services responses addressed these topics

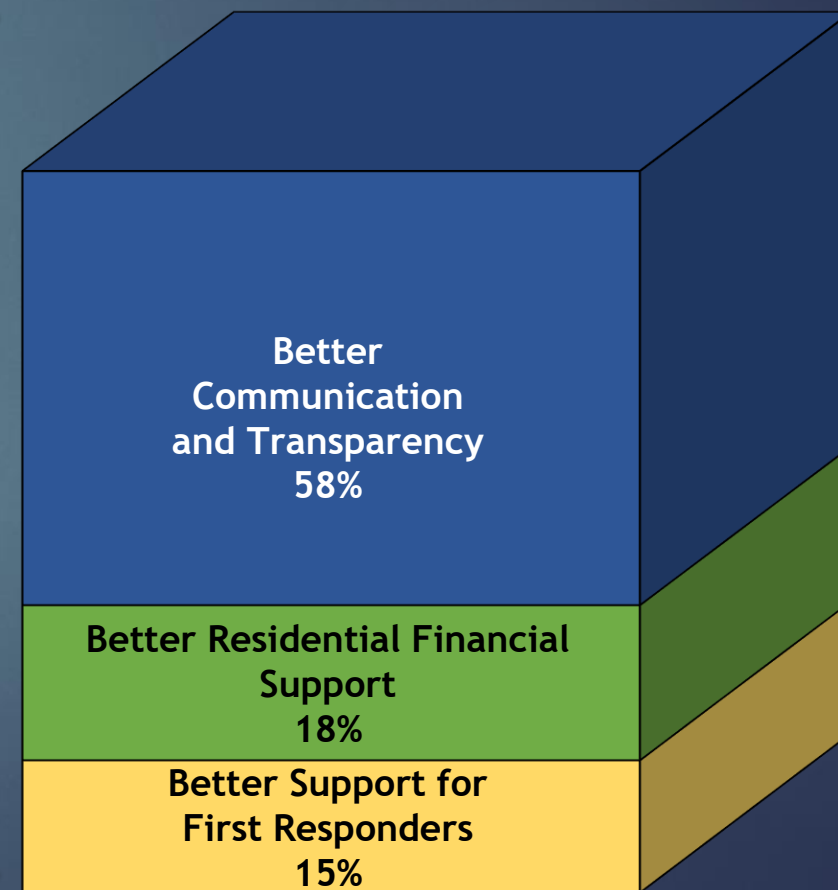
# Q1. CITY-WIDE COMMUNITY NEEDS (CONTINUED)

## 3-Infrastructure



94% of Infrastructure responses addressed these topics

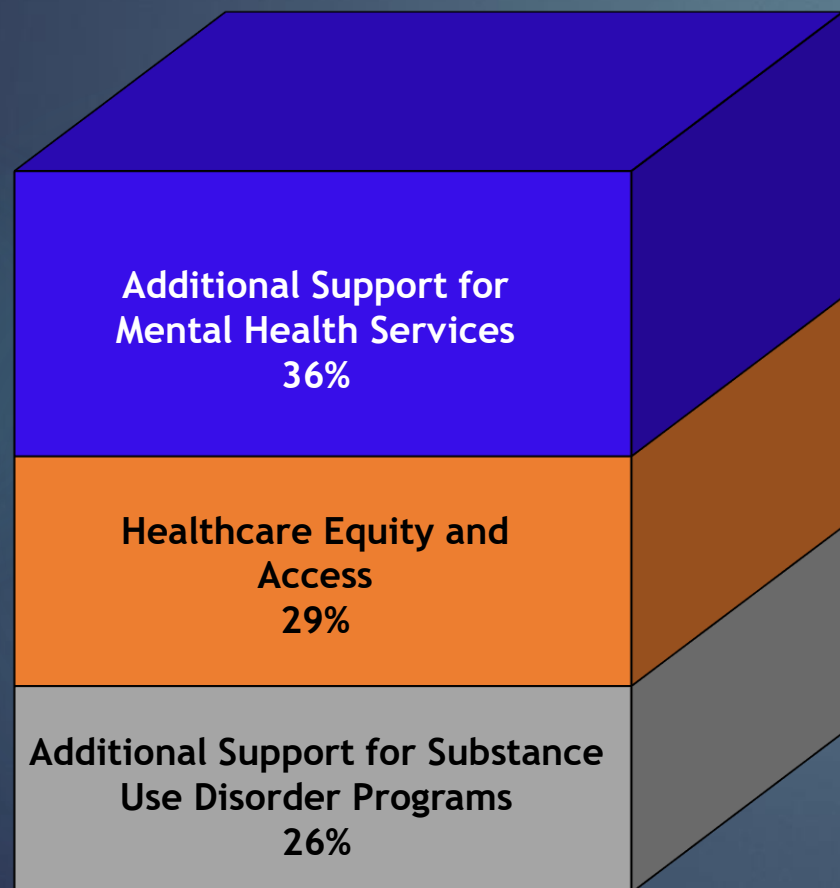
## 4-Improved Government Services



91% of Improved Government Services responses addressed these topics

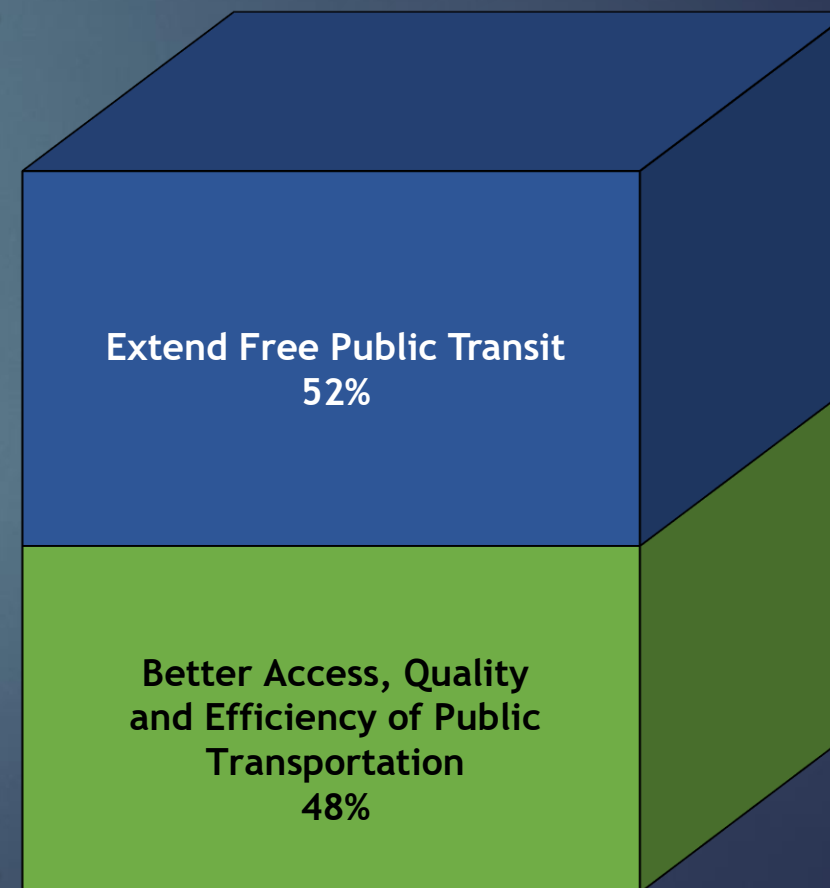
# Q1. CITY-WIDE COMMUNITY NEEDS (CONTINUED)

## 5-Healthcare



91% of Healthcare responses addressed these topics

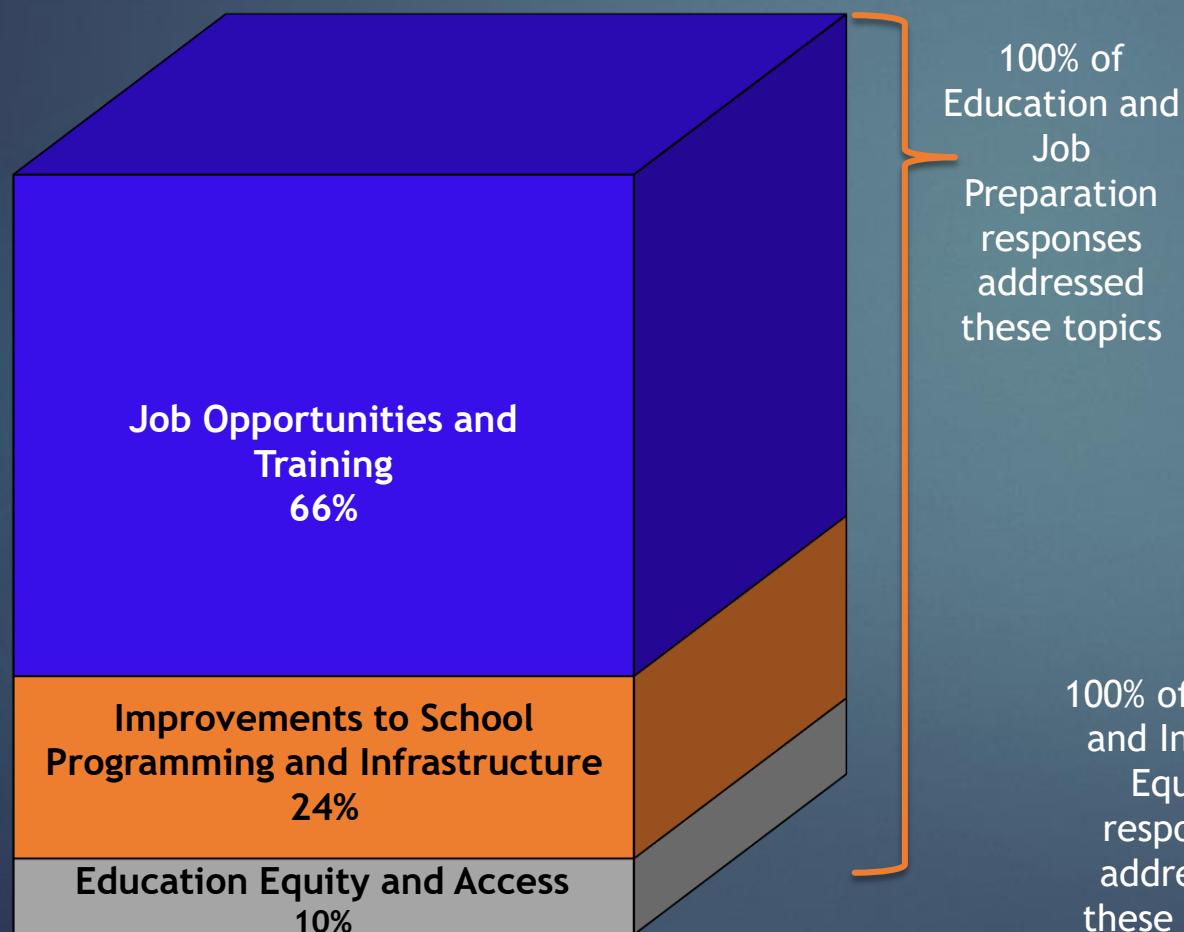
## 6-Transportation



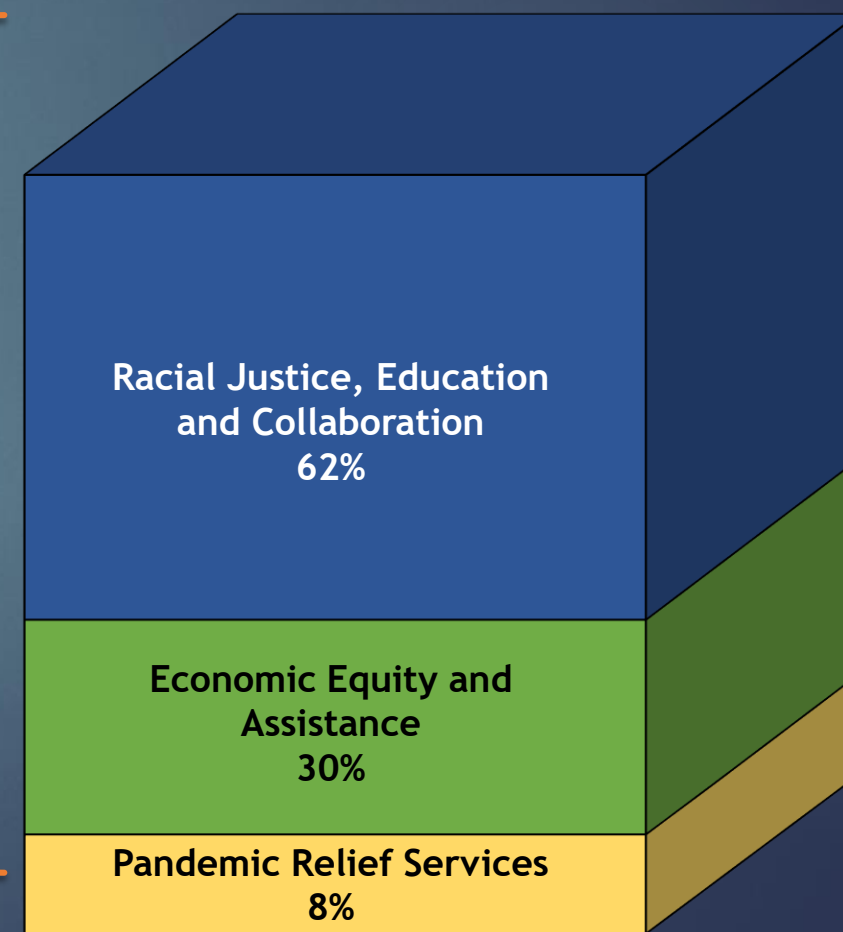
100% of Transportation responses addressed these topics

# Q1. CITY-WIDE COMMUNITY NEEDS (CONTINUED)

## 7-Education and Job Preparation



## 8-Racial and Income Equity



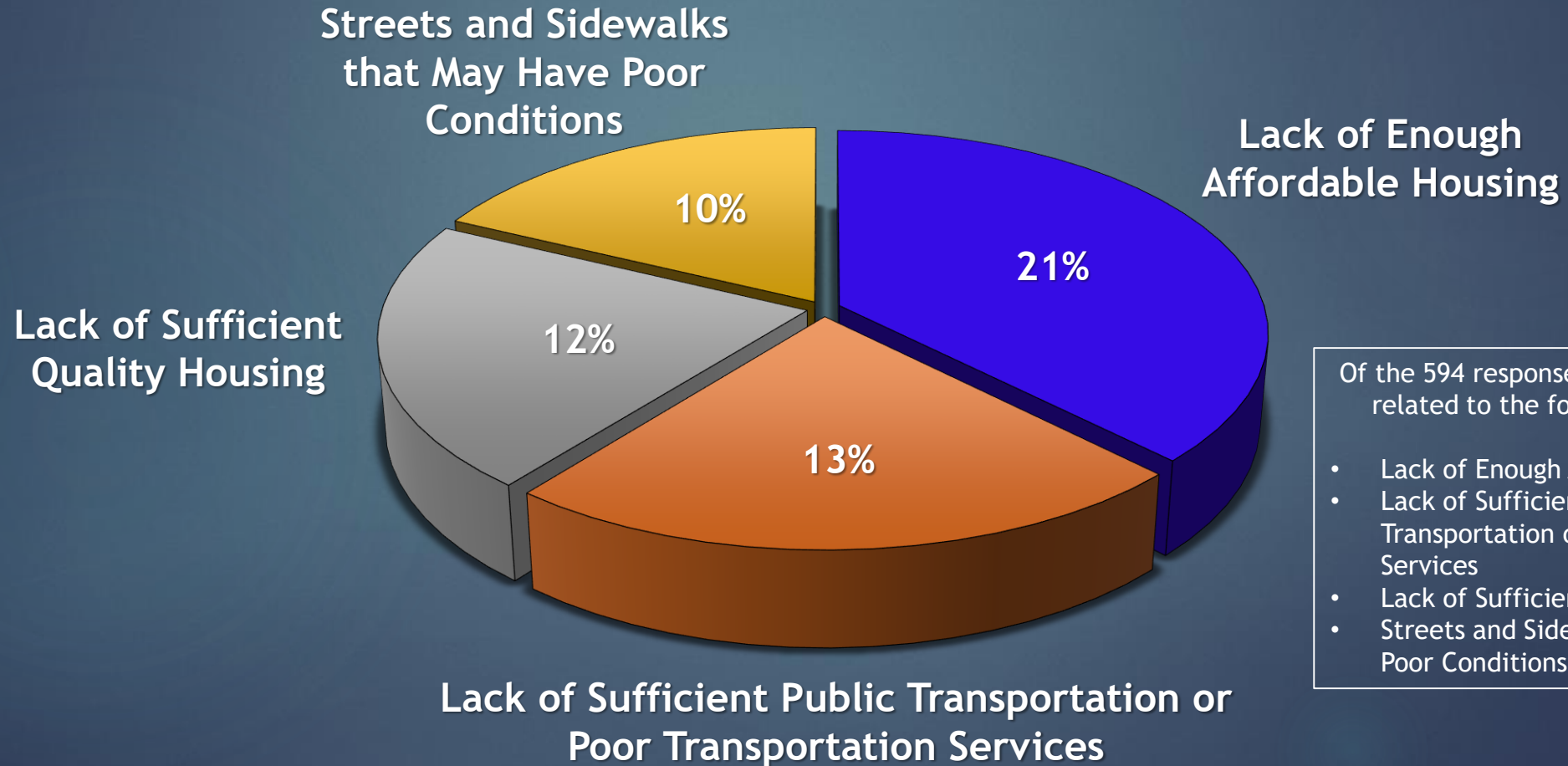
## Q2. NEIGHBORHOOD ISSUES

Many neighborhoods throughout the country face similar issues. Below is list of some of those. Thinking of your own experience and neighborhood, what would you say are the most common and most critically important issues to address (from the list)? Please choose the top four (4):

- Crime/illegal activity/safety issues
- Lack of sufficient quality housing
- Lack of enough affordable housing
- Lack of enough property maintenance and upkeep
- Too much litter, trash or presence of illegal dumping
- Too many vacant properties
- Too many foreclosures
- Streets and sidewalks that may have poor conditions
- Lack of sufficient public transportation or poor transportation services
- Not enough parks or recreational areas nearby
- Not enough businesses or right type of business nearby
- Not enough support for small businesses
- Not enough sustainability and environmentally friendly services

## Q2. NEIGHBORHOOD ISSUES (CONTINUED)

### Overall Top Four Responses



## Q2. NEIGHBORHOOD ISSUES (CONTINUED)

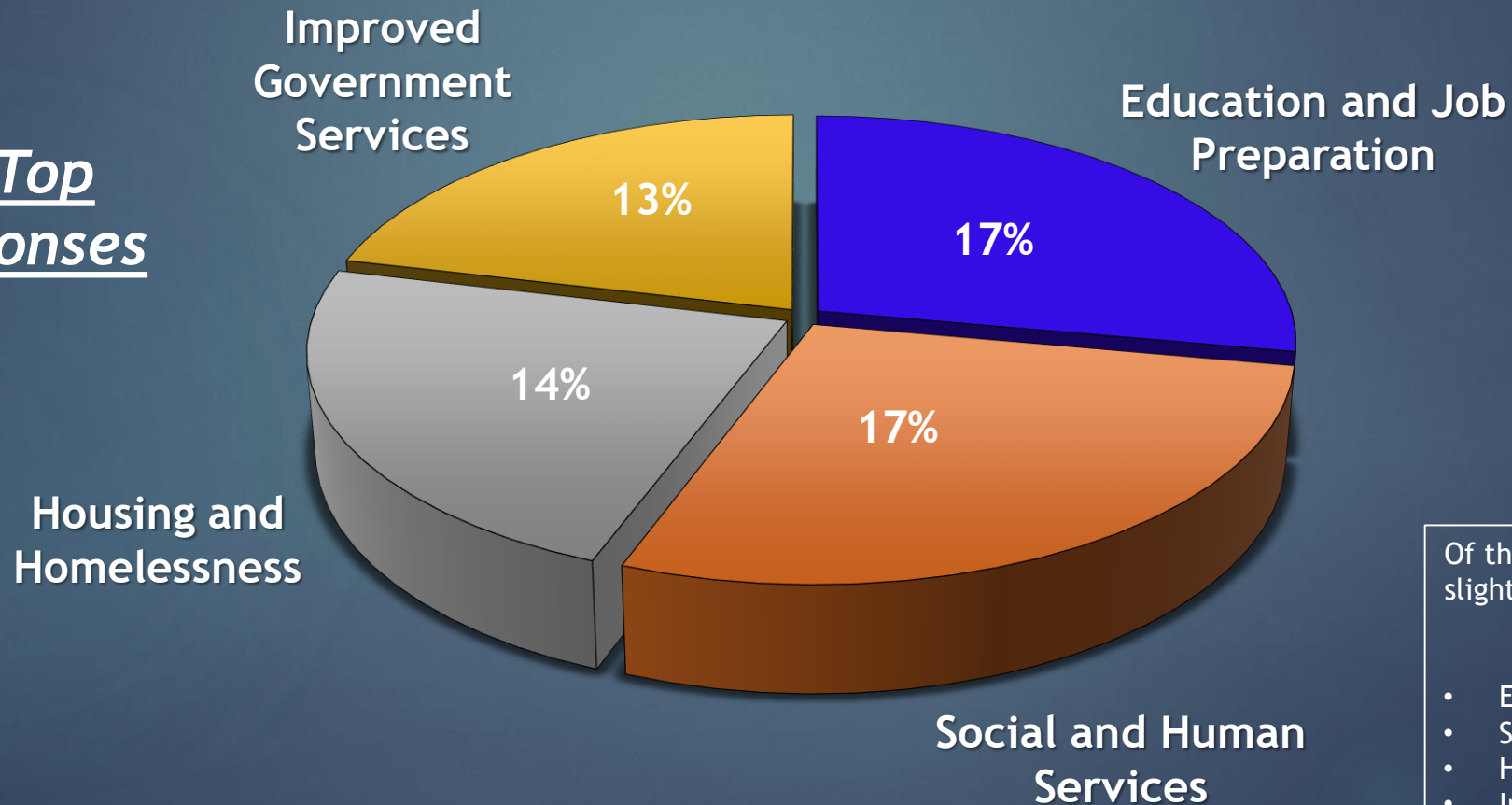
### Additional Topics Mentioned



## Q3. OTHER NEIGHBORHOOD ISSUES

Are there any other neighborhood needs *not* identified, in the previous question, that you feel are important to state?

### Overall Top Four Responses



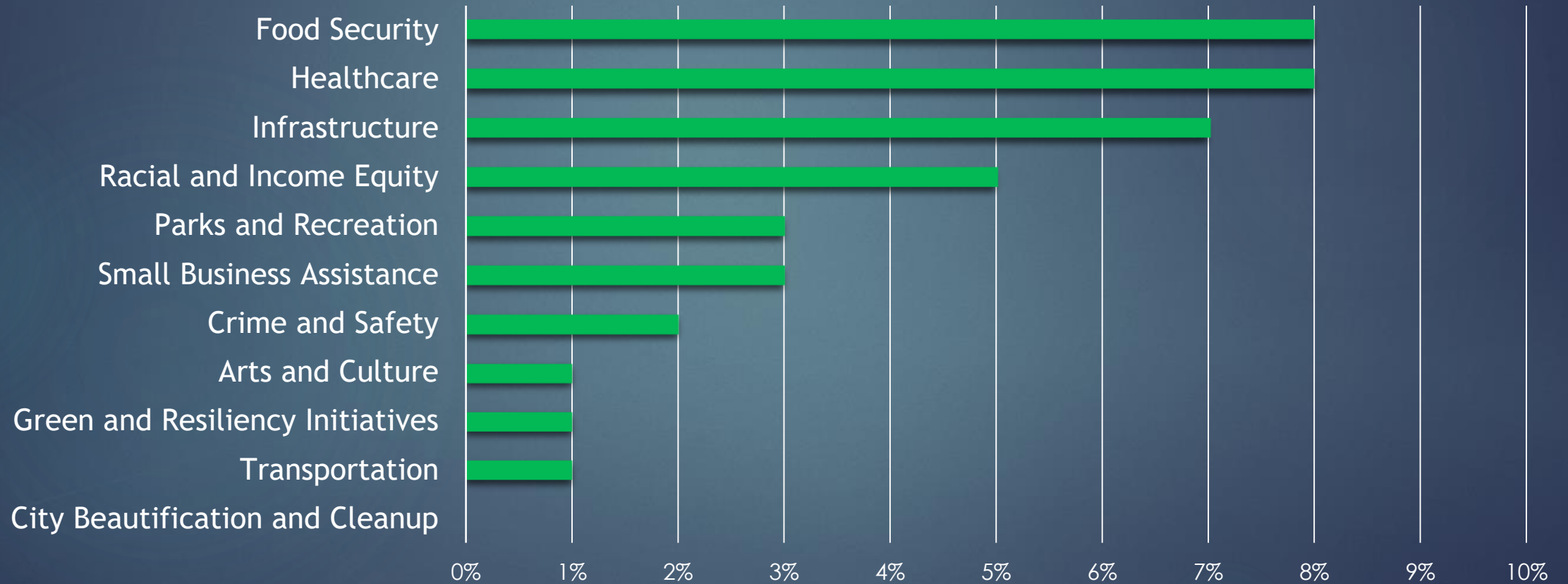
Of the 238 responses, this represents slightly more than 60% related to the following four topics:

- Education and Job Preparation
- Social and Human Services
- Housing & Homelessness
- Improved Government Services



# Q3. OTHER NEIGHBORHOOD ISSUES (CONTINUED)

## Remaining Topics Mentioned



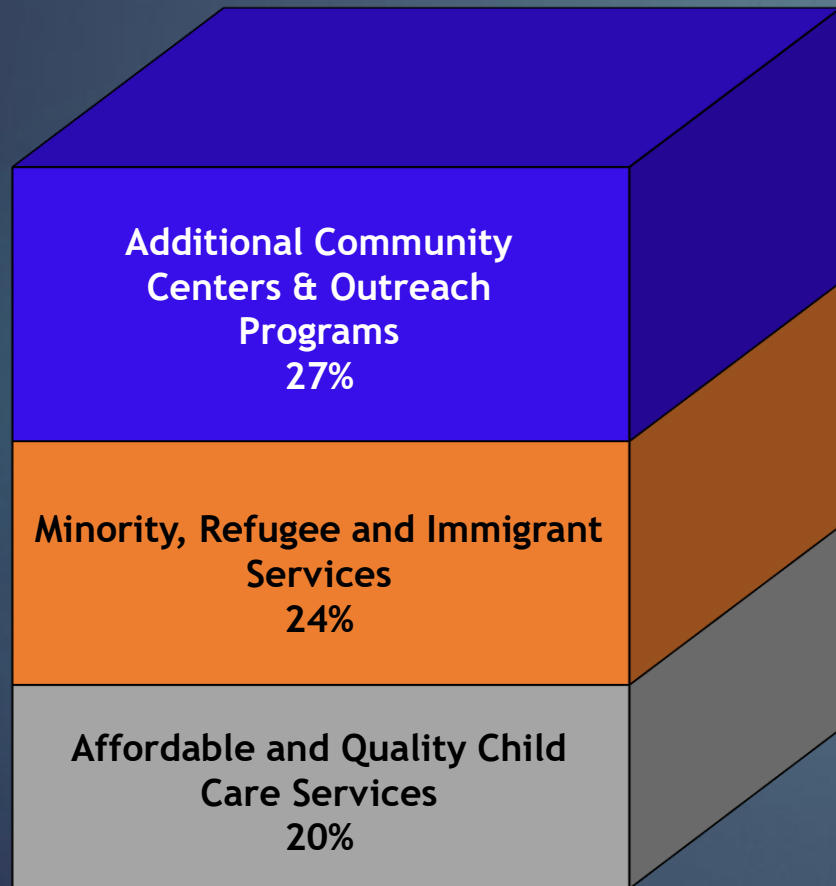
## Q3. OTHER NEIGHBORHOOD ISSUES (CONTINUED)

*The highest eight (8) topics were examined through a more in-depth analysis to better understand the specific items discussed*

*The following charts represent the overall top three (3) to five (5) specific items, within each of the highest eight topics*

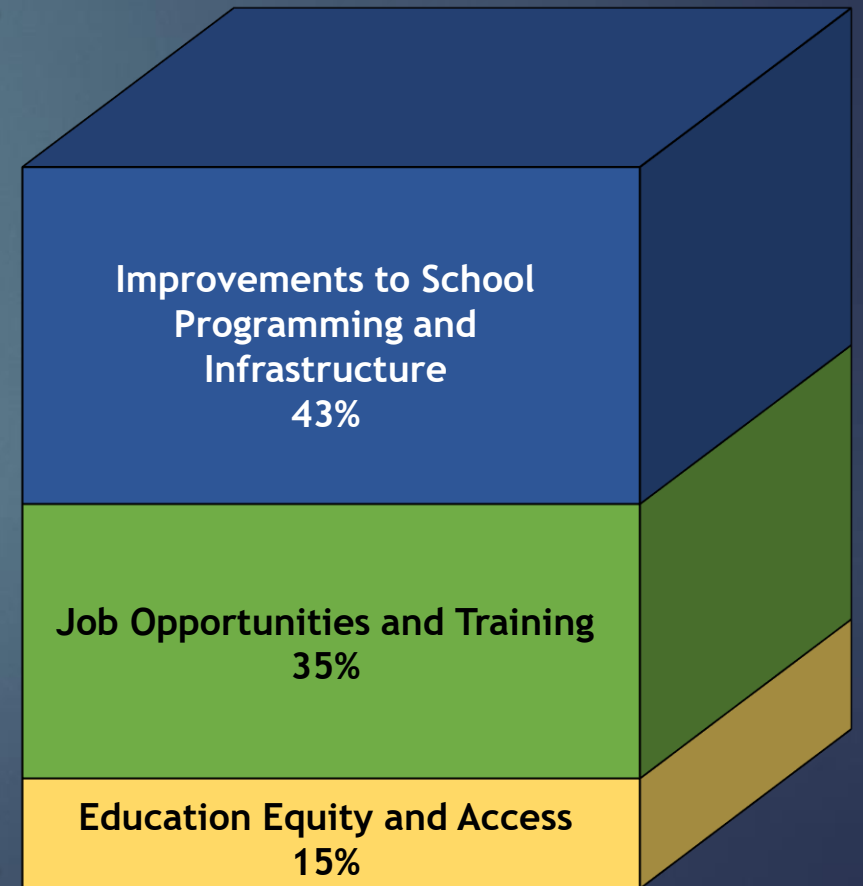
# Q3. OTHER NEIGHBORHOOD ISSUES (CONTINUED)

## 1-Social and Human Services



71% of Social and Human Services responses addressed these topics

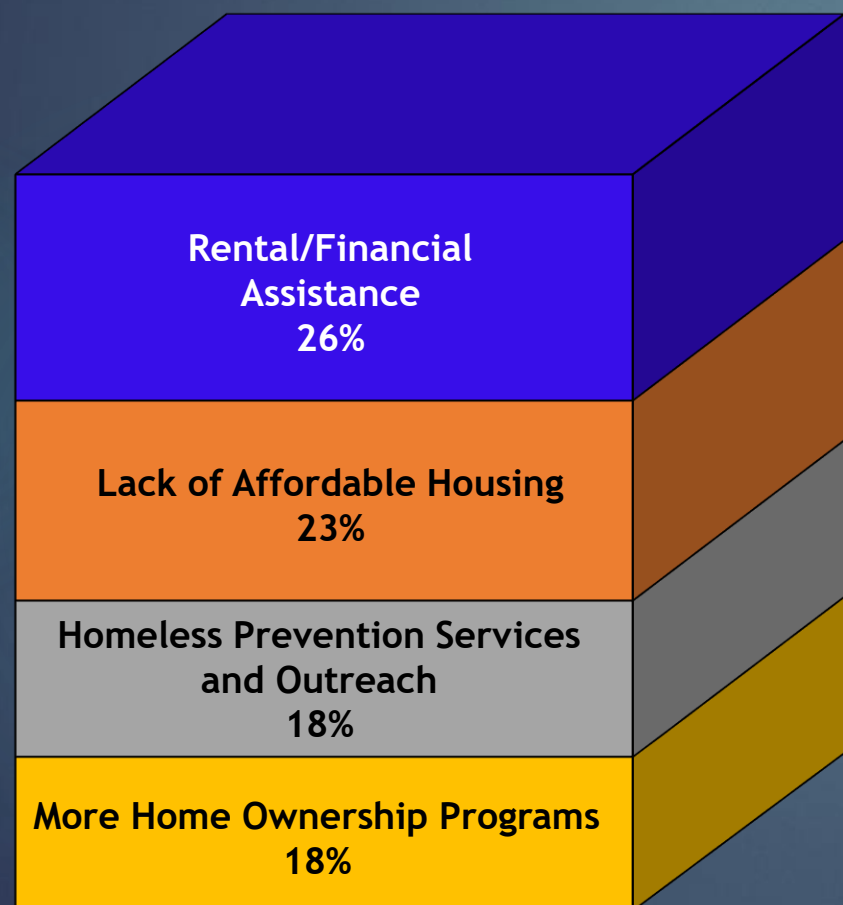
## 2-Education and Job Preparation



93% of Education and Job Preparation responses addressed these topics

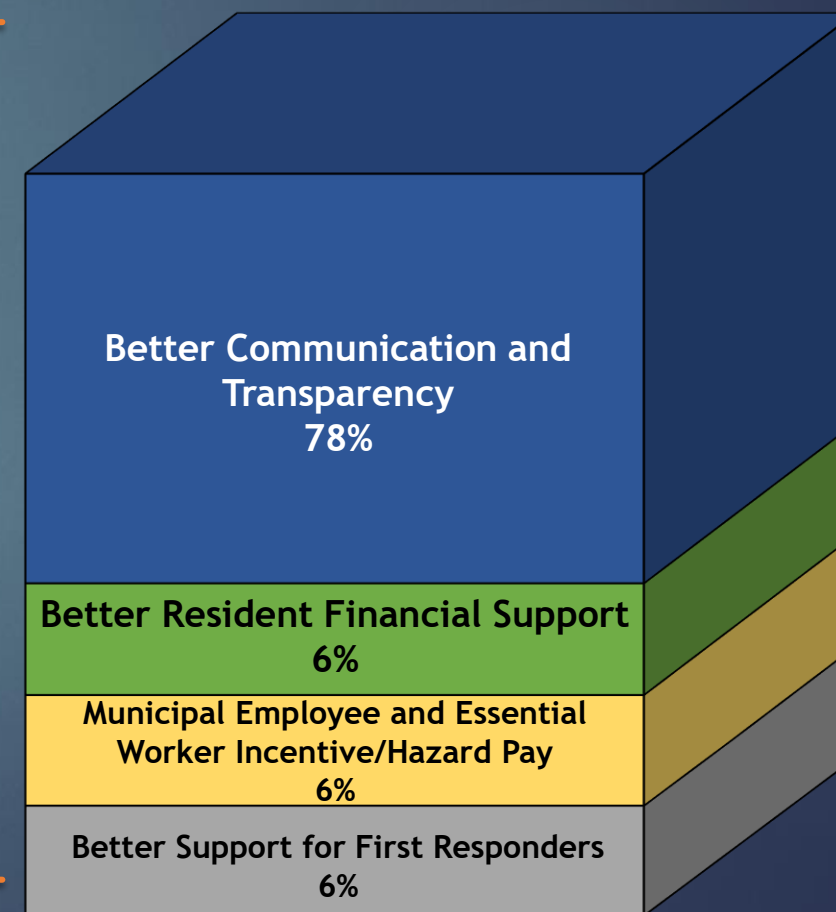
# Q3. OTHER NEIGHBORHOOD ISSUES (CONTINUED)

## 3-Housing and Homelessness



85% of Housing and Homelessness responses addressed these topics

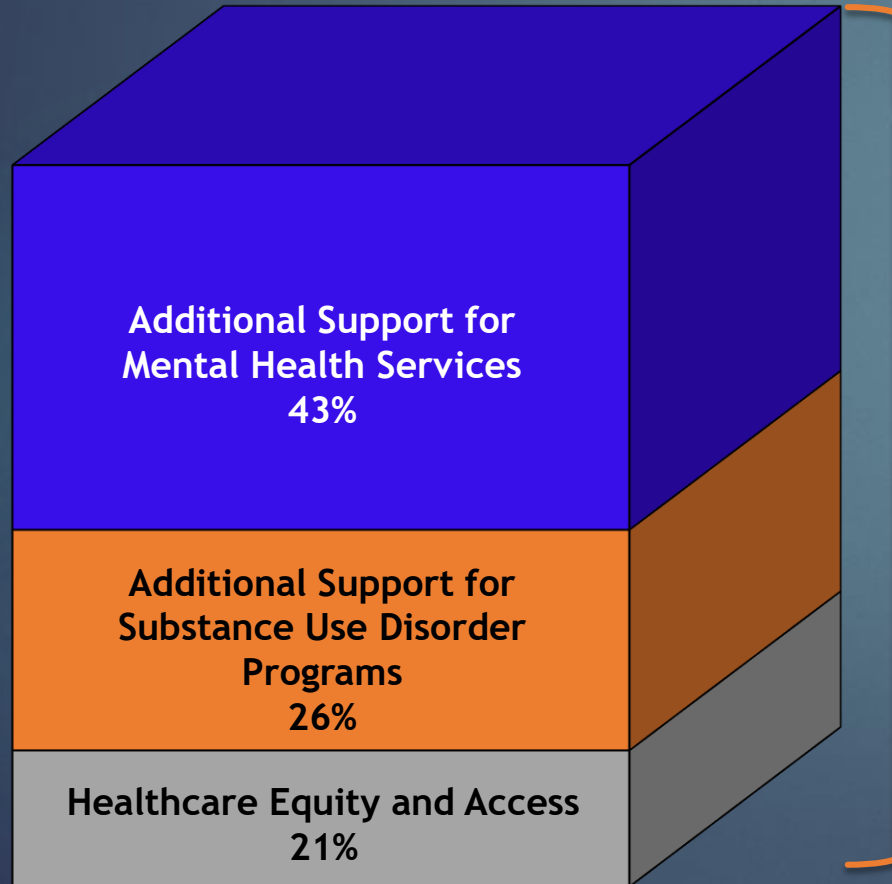
## 4-Improved Government Services



96% of Improved Government Services responses addressed these topics

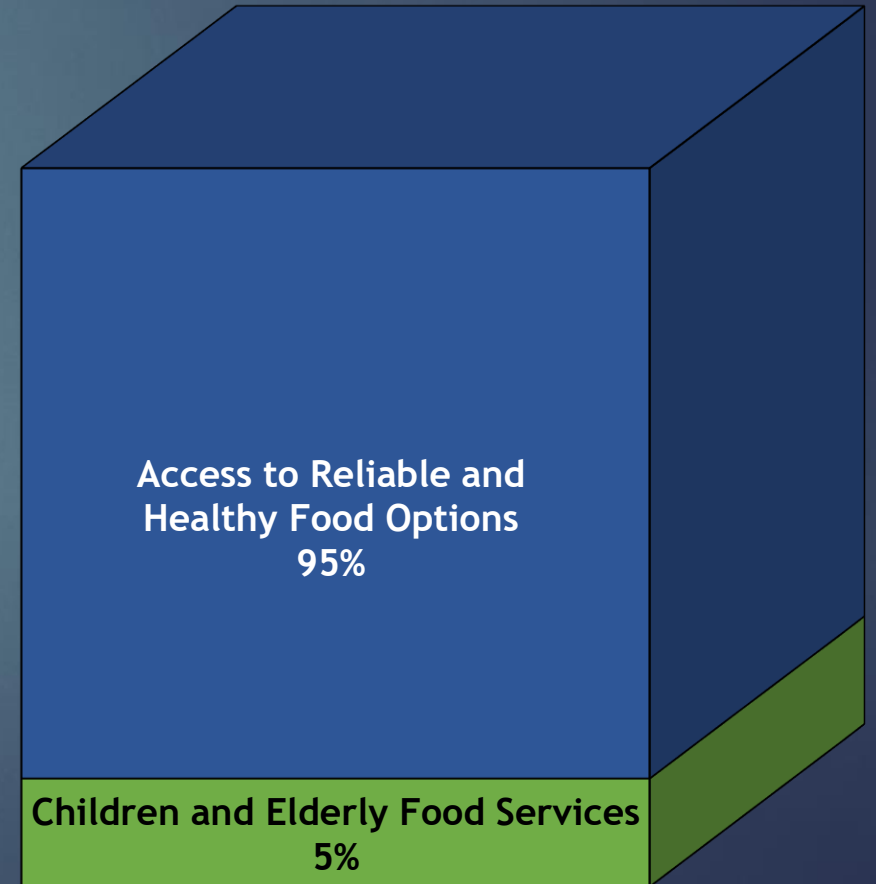
# Q3. OTHER NEIGHBORHOOD ISSUES (CONTINUED)

## 5-Healthcare



90% of Healthcare responses addressed these topics

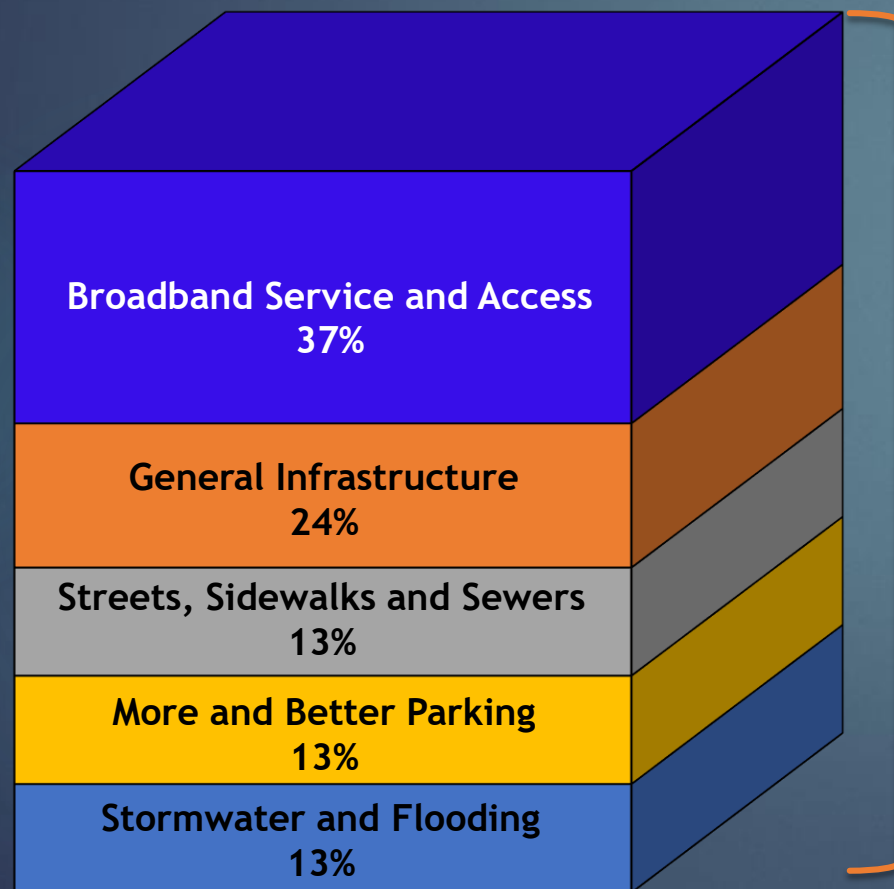
## 6-Food Security and Access



100% of Food Security and Access responses addressed these topics

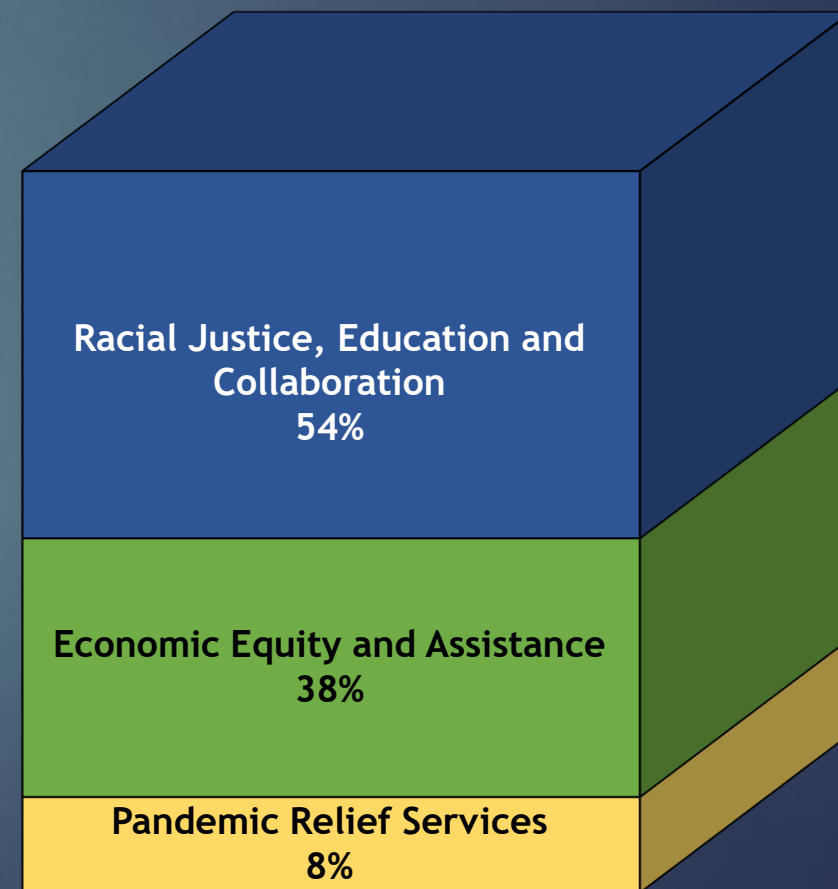
# Q3. OTHER NEIGHBORHOOD ISSUES (CONTINUED)

## 7-Infrastructure



100% of Infrastructure responses addressed these topics

## 8-Racial Income and Equity



100% of Racial Income and Equity responses addressed these topics

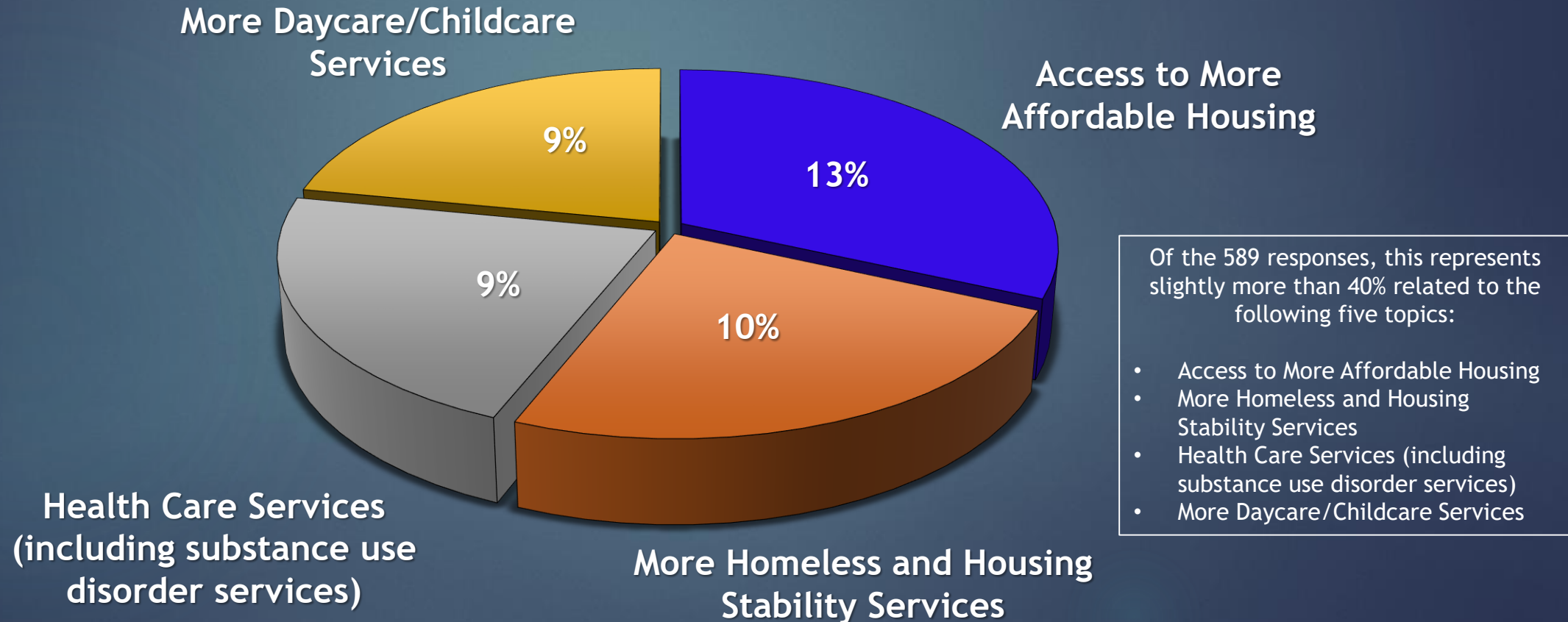
## Q4. LOW-INCOME POPULATION SERVICES

Low-income populations face many needs and obstacles in improving their lives and livelihood. From the list below, what do you feel are the services that will also have the most long-term impact for improving and stabilizing a low-income individual's life? Please choose your top four (4):

- Additional job readiness and job placement programs
- More home purchasing counseling or down payment assistance
- Access to more affordable housing
- Financial assistance or financial literacy counseling
- Health care services (including substance abuse services)
- More homelessness and housing stability services
- More or better transportation services
- Additional food pantries and food security programs
- Better case management (one on one assistance over time that helps people improve their situations)
- More safety or crime prevention programs
- Assistance for former convicts/incarcerated
- More educational and recreational programs or youth and teens
- More daycare/childcare services
- Better access to internet and broadband services
- More arts and culture programming

# Q4. LOW-INCOME SERVICES (CONTINUED)

## Overall Top Four Responses





# Q4. LOW-INCOME POPULATION SERVICES (CONTINUED)

## Additional Topics Mentioned



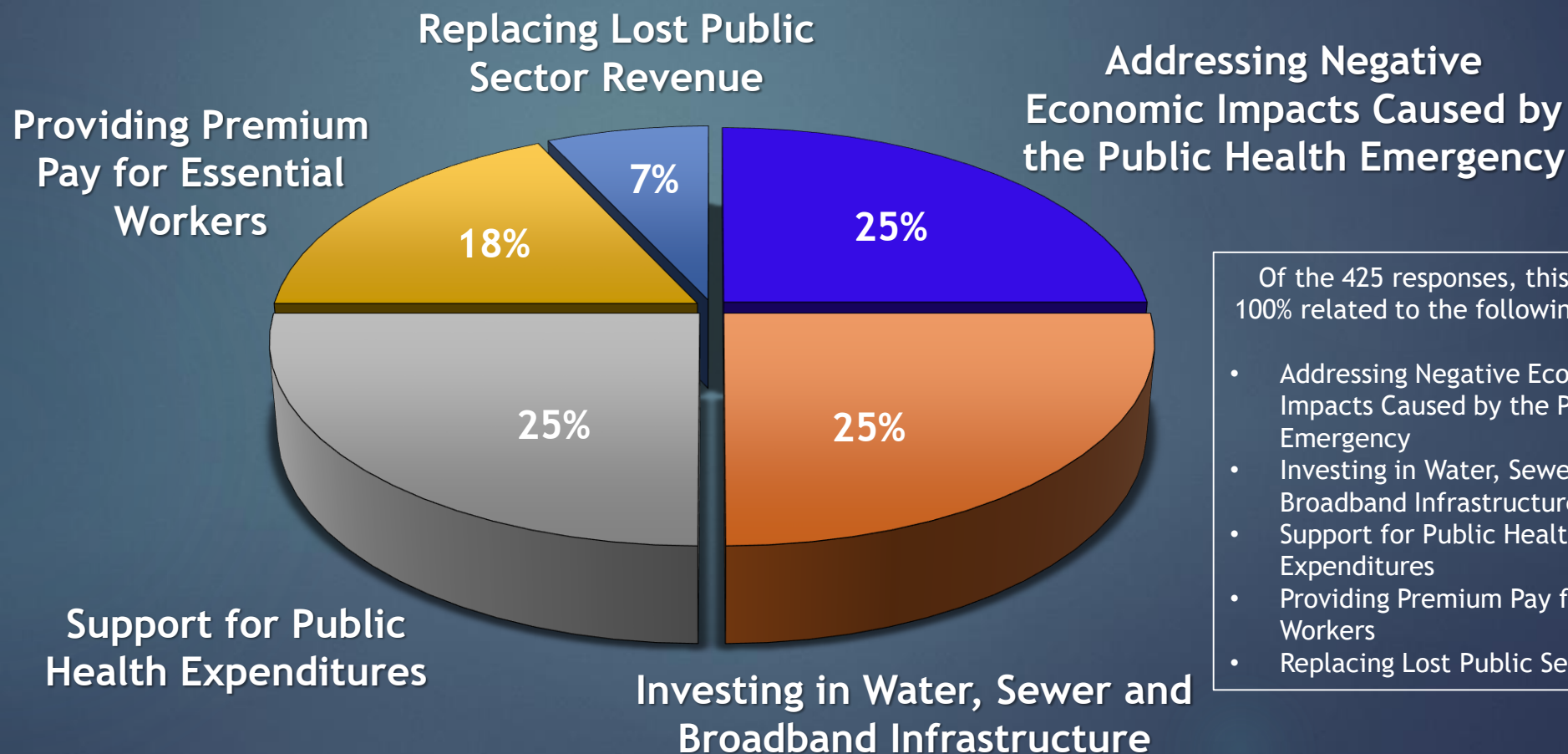
## Q5. ARPA ELIGIBLE USES

The current guidance on use of funds associated with the American Rescue Plan Act (ARPA) of 2021 is specific, yet flexible. Below are the current specific areas that have been identified as eligible uses of funds. **Please choose the top 3 you view as a priority for the City of Worcester:**

- ***Support for public health expenditures:*** for example, funding COVID-19 mitigation efforts, medical expenses, behavioral healthcare, and certain public health and safety staff
- ***Addressing negative economic impacts caused by the public health emergency:*** including economic harms to workers, households, small businesses, impacted industries, and the public sector
- ***Replacing lost public sector revenue:*** using this funding to provide government services to the extent of the reduction in revenue experienced due to the pandemic
- ***Providing premium pay for essential workers:*** offering additional support to those who have and will bear the greatest health risks because of their service in critical infrastructure sectors
- ***Investing in water, sewer, and broadband infrastructure,*** making necessary investments to improve access to clean drinking water, support vital wastewater and storm water infrastructure, and expanding access to broadband internet (note: streets and road repair associated with above also eligible)

# Q5. ARPA ELIGIBLE USES (CONTINUED)

## Overall Top Responses



## Q6. SPECIFIC PROJECT/PROGRAM FUNDING

Based on the list below, can you think of specific projects or programs that are underway, or could soon be underway, that fit the ARPA guidance for eligible uses, and that need funding? Please describe.

- ***Support for public health expenditures:*** for example, funding COVID-19 mitigation efforts, medical expenses, behavioral healthcare, and certain public health and safety staff
- ***Addressing negative economic impacts caused by the public health emergency:*** including economic harms to workers, households, small businesses, impacted industries, and the public sector
- ***Replacing lost public sector revenue:*** using this funding to provide government services to the extent of the reduction in revenue experienced due to the pandemic
- ***Providing premium pay for essential workers:*** offering additional support to those who have and will bear the greatest health risks because of their service in critical infrastructure sectors
- ***Investing in water, sewer, and broadband infrastructure,*** making necessary investments to improve access to clean drinking water, support vital wastewater and storm water infrastructure, and expanding access to broadband internet (note: streets and road repair associated with above also eligible)

## Q6. SPECIFIC PROJECT/PROGRAM FUNDING (CONTINUED)

- Based on the list below, can you think of specific projects or programs that are underway, or could soon be underway, that fit the ARPA guidance for eligible uses, and that need funding? Please describe.

- 2GetherWeEat
- 43 Oread Street Redevelopment/Rehabilitation
- 800 Main Street Sidewalk Repair
- 807-815 Main Street Affordable Condominiums
- 820 Main Street Façade Improvements
- Abby's House
- ACE (African Community Education)
- Affordable Housing Trust Fund Funding
- BIPOC Organizations (Black, Indigenous and People of Color)
- Boys and Girls Club
- CDBG (Community Development Block Grants)
- CHIP (Community Health Improvement Plan)
- CMHA (Central Massachusetts Housing Alliance)
- Creative Hub
- E for All
- Friendly House
- Habitat for Humanity
- Healthy Homes Program
- LGBTQ Organizations
- Main South CDC
- MASSHIRE
- MOAD (Massachusetts Organization of African Descendants)
- Public Health Crisis Response Team
- RCAP Solutions
- REC (Regional Environmental Council)
- SEAC (Southeast Asian Alliance Coalition)
- STEM ENRG
- TDI (Transformative Development Initiative)
- Technocopia
- THAW (Tenant and Housing Alliance of Worcester)
- TORCH Foundation
- United Way
- WCAC (Worcester Community Action Council)
- WCHR (Worcester Community Housing Resources)
- WHA (Worcester Housing Authority)
- Woodland/Claremont Academy Open Spaces
- Worcester Free Fridge Program
- WRTA Zero Fare Program (Worcester Regional Transit Authority)
- Yes We Care
- YouthGROW Farm
- YMCA
- YMCA Fuller Park
- YWCA



# ***ADDITIONAL COMMUNITY INPUT - Letters from Coalitions***

- During the community input process, the City Manager's Office and Economic Development Office received a few letters from coalitions that we wanted to acknowledge. The following slides are a brief summary of the topics referenced in the advocacy letters.

# ADDITIONAL COMMUNITY INPUT

- ***Worcester WRTA Zero Fare Coalition***
  - Continued support of free fare
- ***LEON (Latino Empowerment Organizing Network)***
  - Requested an additional ARPA Community Hearing Session specifically for the diverse Latino/a community.
  - Equitable Distribution
  - Additional dollars towards the Housing and AHTF
- ***WCFB/WFPC (Worcester County Food Bank/Worcester Food Policy Council)***
  - Support food insecurity initiatives among other basic needs and disproportionately impacted communities of color.

# ADDITIONAL COMMUNITY INPUT

## *Worcester Together Initiative*

- *Key Topics to Address*
  - *Food Insecurity/Access*
  - *Housing*
  - *Early Education, Youth Development and Out of School Time*
  - *Chronic Homelessness*
  - *Elders*
  - *Behavioral Health*
  - *Job Development*
  - *Race and Equity*
  - *Parent Action*
  - *Undocumented*
  - *Afghan Families*



# ***CONCLUSION***