Community Needs Assessment Survey

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HOUSING & COMMUNITY DEVELOPMENT

Needs Assessed
Housing
Homeless Services
Public Services
Public Facilities/Infrastructure
Economic Development/Local business
Low/Moderate Income Resident Needs
Higher Income Resident Needs
Community Issues/Needs

- Homelessness
- Affordable Housing
- Assisted Living
- Housing Maintenance
- Neighborhood Improvement
- Employment Opportunities
Public Facilities Needs

- Youth Centers: 45.7%
- Homeless Facilities: 44.5%
- Parks and Green Space: 32.4%
- Community and Rec. Centers: 37.5%
- Public Parking: 26.3%
- Police & Fire: 23.5%
- Streets & Alleys: 29.7%
- Street Lighting: 25.9%
- Sidewalks: 20.5%
- Water & Sewer: 23.8%
- Access to Broadband: 26.6%
Transportation

What is your primary mode of transportation?
689 responses

- Car
- Ride Sharing (Uber, Lyft, ZipCar, etc.)
- Family/Friend drives me
- Public Transportation (CTA, Metra, Pace)
- Walk
- Bike
- Shared bike (DIVVY)
- City of Evanston subsidized transpo...
- Family
Transportation

87% (594 respondents) reported no unmet transportation needs

Other forms of transportation:

● 46% Walk
● 37% use ride-sharing (Uber, Lyft, ZipCar)
● 25% Bike
### Transportation

14% reported using public transportation

**Barriers to accessing transportation:**

322 responses

<table>
<thead>
<tr>
<th>%</th>
<th>Reason</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>27%</td>
<td>Transportation is unaffordable</td>
<td>88 responses</td>
</tr>
<tr>
<td>27%</td>
<td>Transportation doesn’t fit my schedule</td>
<td>87 responses</td>
</tr>
<tr>
<td>25%</td>
<td>Transportation doesn’t go where I need it to</td>
<td>74 responses</td>
</tr>
<tr>
<td>23%</td>
<td>Transportation is too far to walk</td>
<td>74 responses</td>
</tr>
<tr>
<td>13%</td>
<td>Stations are not accessible</td>
<td>41 responses</td>
</tr>
</tbody>
</table>
## Social Service Providers

83% Evanston based/serve Evanston & surrounding area  
15% Evanston based/serve Evanston exclusively  
2% Based outside Evanston/serve Evanston residents

### Populations Served:

<table>
<thead>
<tr>
<th>Population</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homeless</td>
<td>73%</td>
</tr>
<tr>
<td>People with physical disabilities</td>
<td>61%</td>
</tr>
<tr>
<td>Seniors</td>
<td>49%</td>
</tr>
<tr>
<td>Veterans</td>
<td>49%</td>
</tr>
<tr>
<td>Parents/Caregivers</td>
<td>68%</td>
</tr>
<tr>
<td>Youth (5-21 years old)</td>
<td>51%</td>
</tr>
<tr>
<td>Children (0-5 years old)</td>
<td>44%</td>
</tr>
<tr>
<td>People with HIV/AIDS</td>
<td>21%</td>
</tr>
<tr>
<td>People with diagnosed mental health disorders</td>
<td>56%</td>
</tr>
<tr>
<td>Low-Moderate Income Clients</td>
<td>68%</td>
</tr>
<tr>
<td>People with developmental disabilities</td>
<td>49%</td>
</tr>
<tr>
<td>Victims of domestic violence/sexual assault</td>
<td>42%</td>
</tr>
<tr>
<td>Members of LGBTQ community</td>
<td>59%</td>
</tr>
<tr>
<td>Substance abuse recovery</td>
<td>42%</td>
</tr>
</tbody>
</table>
Social Service Providers

98% of agencies refer clients to other services
55% of agencies are tracking referrals
65% of agencies reported that eligible clients not able to access services

Barriers agencies face to providing services:

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Barrier</th>
</tr>
</thead>
<tbody>
<tr>
<td>69%</td>
<td>Not enough financial support to assist clients</td>
</tr>
<tr>
<td>39%</td>
<td>Limited physical space/facility</td>
</tr>
<tr>
<td>58%</td>
<td>Not enough staff to support need</td>
</tr>
<tr>
<td>23%</td>
<td>Limited capacity/slots</td>
</tr>
<tr>
<td>8%</td>
<td>Language barrier</td>
</tr>
</tbody>
</table>
65% report eligible clients are unable to access services due to barriers:

<table>
<thead>
<tr>
<th>Lack of financial support</th>
<th>Displacement from community</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of stable housing</td>
<td>Transportation</td>
</tr>
<tr>
<td>Lack of health insurance</td>
<td>Lack of child care</td>
</tr>
<tr>
<td>Lack of affordable housing</td>
<td>Stigma</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>Prior incarceration</td>
</tr>
<tr>
<td>Language barriers</td>
<td>Lack of education</td>
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</tbody>
</table>
Business Demographics

Evanston-based Business Respondents
- Professional Services: 37%
- Real Estate: 20%
- Arts, Entertainment & Recreation: 12%
- Healthcare: 8%
- Hair Stylist: 4%

Remaining 19% include: Food Service, Software, Internet Sales, Marketing Research, & Pet Care
Business Demographics

- Home-based: 58%
- Office: 17%
- Physical Storefront: 15%

Remaining businesses operate online, use co-working space, or operate outside of Evanston.

44% Evanston Based
36% Women Owned
24% Minority Owned
Please indicate the range of your gross revenue

50 responses

- 36%: $0-$50,000
- 26%: $50,000-$100,000
- 18%: $100,000-$250,000
- 12%: $250,000-$500,000
- 8%: $500,000+
Areas of Support for Businesses

- Loans or grants to help businesses open or expand in Evanston
- Infrastructure improvements to attract or retain businesses in Evanston
- Business consulting for small businesses or start-ups
- Employment Training & Counseling for employees

Legend:
- High
- Medium
- Low
- Unknown & NA
Questions?