

# NEIGHBORHOOD IMPACT SURVEY 2018 RESULTS



**CITY OF SOUTH BEND**

9/21/2019

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## SUMMARY

Overall, this project sought to identify the relationship between living in some of the most blighted communities in South Bend with day-to-day life experiences and access to resources. It also provided an opportunity for residents in these communities to say what services they would like to see more of in their neighborhood. This project was a door-to-door survey completed in about six months from May 17, 2018 to Dec 11, 2018. The project compiled 866 completed surveys in what we called the “Four Impact Areas.” The Four Impact Areas’ boundaries were decided mainly by the participatory mapping exercises in community focus groups months before the beginning of the project. Respondents were 18+ and proficient in the English language.

### **The top two requested services in all four areas were:**

#### **#1 – Grocery Stores**

#### **#2 – Neighborhood Centers**

### **Other top services included:**

Entertainment Venues (Areas 2 and 4), Minority-Owned Businesses (Areas 1 and 3), and Coffee Shops (Area 4)

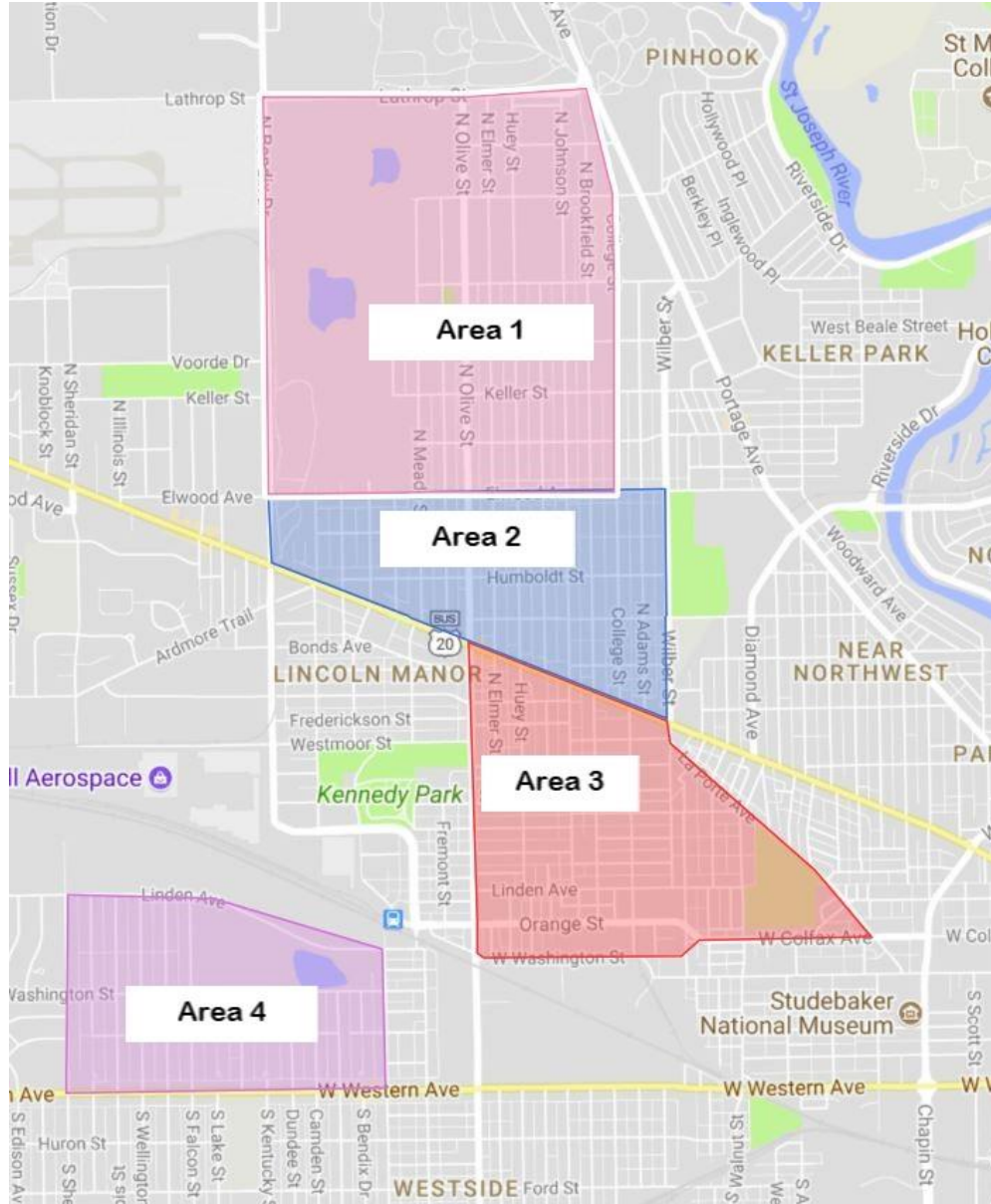
### **Respondent Characteristics:**

- Median Household income: \$30,000-\$39,999
- Unemployed: 40.5%
- Less than half (46.8%) of respondents felt their house was in good shape (1 in 4 felt it was in bad shape)
- Just over half (54.7%) of those who work (part-time, full-time, on-call) felt they had adequate transportation
- There is a moderately strong relationship between people feeling their neighborhood is in good shape and feeling safe in their neighborhood (about 1 out of 3 for each)
- 40% of participants pay over \$200 for their cable bill (National Average - \$89)

### **Hallmarks of the project:**

- Community-driving face-to-face data collection
- Integrated use of technology (Amazon Web Services Call Center with Google Voice voicemail, Amazon Fire Tablet and Qualtrics survey distribution)
- Community partnerships between individuals, local non-profits, and the local government
- Participatory mapping in the community that materialized into targeted data acquisition

## FOUR IMPACT AREAS



Area 1: North: Lathrop, East: College, South: Elwood, West: Bendix

Area 2: North: Elwood, East: Wilber, South: Lincolnway West, West: Bendix

Area 3: North: Lincolnway West, East: LaPorte, South: Washington/Colfax, West: Olive

Area 4: North: Linden, East: Kaley, South: Western, West: Lake

## TIMELINE

<b>July 2017</b>	Wrote Grant Indiana Minority Health Coalition	<b>January- February 2018</b>	Created marketing, automated AWS call center, and hired Field Supervisor
<b>August</b>	Submitted Grant, partner with Common Council, promote the project, community meetings	<b>March 2018</b>	Interviewed and hired 20 Data Collectors, Train Them, Finalize Survey, Purchased Tablets
<b>Sept.</b>	Community meetings	<b>April</b>	Personnel Changes, Uploaded surveys on Tablets
<b>Oct.</b>	Community meetings	<b>May-December</b>	Data Collection (~6 months) Summer -2 <sup>nd</sup> Data Collector Training
<b>Nov.</b>	Organize grant application for the city, IRB Approved	<b>December</b>	Data Collector Focus Group
<b>Dec.</b>	Meet about survey and dissemination, purchased		

## SAMPLING PROCEDURE

We took the sample from the Parcel Information Areas data provided from the South Bend Community Investment Department. The boundaries for each of the four areas were based on the Vacant & Abandoned Properties Task Force Report (2013) which compiled information on the areas where most demolitions from the 1000 Houses and 1000 Days Initiative and meetings with neighborhoods who chose ‘target zones’ within their neighborhood to use on for the survey and for development.

### Zoning of the Properties sampled

- “Resident One Family Dwelling on a Platted Lot”
- “Residential Two Family Dwelling on a Platted Lot”
- “Resident Three Family Dwelling on a Platted Lot”
- “Commercial 4-19 Family Apartments”
- **Those that were not churches, vacant lots, organizations, or schools in the following:**
  - “Exempt Property Owned by a Charitable Org that is Granted an Exemption”
  - “Exempt Property Owned by a Religious Org that is Granted an Exemption”
  - “Other Exemption Property Owned by an Org that is Granted an Exemption”

We excluded other properties without an address, other residential structures with duplicate addresses, other duplicate addresses, vacant lots, non-residential zoning (e.g. railroad). We looked up each questionable property on Google Earth (2018) to see the condition of the property to determine if it qualified for the sample. (Note: We did not exclude houses for sale since that does not necessarily determine if someone lived in the house or not.

### Four Impact Area Population (N)

Area 1 – 848 addresses; Area 2 – 999 addresses; Area 3 – 755 addresses; Area 4 – 447 addresses

Total – 3058 addresses

**We sampled(n) 450 addresses in each area (447 in area 4) and desired a target of 300 completed surveys in each for a total of 1,200 respondents.** We got a final sample using the statistical research program, Stata, we performed a stratified sample by assigning each house a number and randomly selected 450 from each of the four areas.

### Four Impact Area Sample (n)

Area 1 – 276 (61.3% response rate)

Area 2 – 223 (49.6%)

Area 3 – 127 (53.3%)

Area 4 – 240 (53.7)

**Total – 866 (48.2% response rate)**

## TOP REQUESTS FOR SERVICES

What are the 3 most popular requests for services by Impact Area?

Most Popular Request for Services(by Impact Area)	Impact Area				Total
	1	2	3	4	
Grocery Store	128	110	73	128	439
Coffee Shops	103	66	37	115	321
Neighborhood Centers	111	105	61	92	369
Entertainment Venue	108	84	51	107	350
Minority-owned Business	110	45	62	68	285
Chain Restaurants	41	62	23	50	176
Religious Organizations	18	71	38	100	227
Other	0	16	13	9	38
No Response	2	10	1	6	19
Total	621	569	359	675	2224
Cases	277	187	111	245	820

Valid cases: 820

Missing cases: 4

### Summary:

- Participants were asked pick from a list, three services they would like in their neighborhood
- Overall, the highest requested service is Grocery Stores
- Impact Areas 1 and 3 have the same top 3: Grocery Stores, Minority-owned Businesses, and Neighborhood Centers
- Area 4 was least like their other areas with only 1 (Grocery Stores) in common with the other areas. The residents also desired Coffee Shops and Entertainment Venues.
- Area 2 differed from Areas 1 and 3 by only one of their top 3, choosing Entertainment Venues instead.



## HOW DOES INCOME RELATE TO HOME CONDITION SATISFACTION?

Household Income	My House is in Good Shape					Total
	Strongly	Disagree	Neither a	Agree	Strongly	
Less than \$10,000	12	13	18	30	11	84
\$10,000 - \$19,999	16	22	20	36	15	109
\$20,000 - \$29,999	18	27	40	60	16	161
\$30,000 - \$39,999	13	25	62	43	24	167
\$40,000 - \$49,999	6	16	49	39	9	119
\$50,000 - \$59,999	1	8	24	22	8	63
\$60,000 - \$69,999	5	4	3	15	4	31
\$70,000 - \$79,999	4	2	2	8	3	19
\$80,000 - \$89,999	6	1	2	3	2	14
\$90,000 - \$99,999	6	1	3	4	2	16
\$100,000 - \$149,999	5	0	1	2	6	14
More than \$150,000	0	0	1	0	0	1
No Answer	3	7	4	21	13	48
Total	95	126	229	283	113	846

Cramér's V = 0.1909

### Summary:

- The median household income of respondents is in the \$30,000-\$39,999 range.
- There is a weak relationship between household income and someone's feeling their house is in good shape.
- 26.1% (1 in 4) people felt their house was not in good shape (Strongly Disagree or Disagree)
- 46.8% (little less than half) of people felt their house was in good shape

## HOW DOES ADEQUATE TRANSPORTATION RELATE TO EMPLOYMENT STATUS? (YES/NO)

Have Adequate Transportation	Employed?		Total
	No	Yes	
Strongly Disagree	28	21	49
Disagree	52	66	118
Neither agree nor dis	55	132	187
Agree	143	186	329
Strongly Agree	51	78	129
Total	329	483	812

Cramér's V = 0.1449

### Summary:

- 59.5% (3 in 5) of respondents are employed.
- 56.4% (almost 3 in 5) of respondents reported that they had adequate transportation
- There is a very weak association (0.1449) between people's reports of adequate transportation and their employment status.
- 24.3% (1 in 4) unemployed people feel they do not have adequate transportation where 18% of employed people indicated they did not have adequate transportation.

## HOW DOES ADEQUATE TRANSPORTATION RELATE TO TYPE OF EMPLOYMENT?

(Only considers those who indicated they were employed)

Have Adequate Transportation	Employment Type			Total
	Part-Time	On-Call	Full-Time	
Strongly Disagree	9	2	10	21
Disagree	25	8	33	66
Neither agree nor dis	31	11	90	132
Agree	45	8	133	186
Strongly Agree	17	3	58	78
Total	127	32	324	483

Cramér's V = 0.1380

### Summary:

- 67% (2 of 3) of employed persons indicated they are employed full-time
- There is a very weak association (0.1380) between people's reports of adequate transportation and their employment status.
- 1 in 3 (33%) of On-Call participants agree they have adequate transportation
- 1 in 2 (48.8%) of Part-time participants agree they have adequate transportation
- 3 in 5 (59%) of Full-Time participants agree they have adequate transportation

## HOW DO FEELINGS OF SAFETY RELATE TO SATISFACTION WITH INFRASTRUCTURE?

Physically, my Neighborhood is in good shape	I feel safe in my neighborhood					Total
	Strongly	Disagree	Neither a	Agree	Strongly	
Strongly Disagree	48 55.81	31 17.32	22 10.09	35 13.31	4 5.56	140 17.11
Disagree	19 22.09	46 25.70	45 20.64	46 17.49	15 20.83	171 20.90
Neither agree nor Dis	8 9.30	63 35.20	99 45.41	59 22.43	8 11.11	237 28.97
Agree	9 10.47	33 18.44	47 21.56	104 39.54	22 30.56	215 26.28
Strongly Agree	2 2.33	6 3.35	5 2.29	19 7.22	23 31.94	55 6.72
Total	86 100.00	179 100.00	218 100.00	263 100.00	72 100.00	818 100.00

Cramér's V = 0.2771

### Summary:

- 33% (about 1 in 3) respondents in all four areas feel their neighborhood is in good shape physically.
- 39.2% of respondents in all four areas agreed or strongly agreed that they feel safe in their neighborhood – this is about 2 in 5 people.
- There is a moderately strong relationship (0.2729) between people feeling their neighborhood is in good shape and feeling safe in their neighborhood.

## HOW DOES HOUSEHOLD INCOME RELATE TO QUALITY CHILDCARE?

Adequate Childcare?	Household Income											Total
	Less than	\$10,000 -	\$20,000 -	\$30,000 -	\$40,000 -	\$50,000 -	\$60,000 -	\$70,000 -	\$80,000 -	\$90,000 -	\$100,000	
No	21 46.67	35 57.38	40 47.06	64 51.61	48 53.93	24 54.55	12 63.16	6 46.15	5 38.46	3 33.33	2 22.22	260 50.88
Yes	24 53.33	26 42.62	45 52.94	60 48.39	41 46.07	20 45.45	7 36.84	7 53.85	8 61.54	6 66.67	7 77.78	251 49.12
Total	45 100.00	61 100.00	85 100.00	124 100.00	89 100.00	44 100.00	19 100.00	13 100.00	13 100.00	9 100.00	9 100.00	511 100.00
Pearson chi2(10) = 8.5722 Pr = 0.573 Cramér's V = 0.1295												

### Summary:

- A little more than half of the respondents with children indicated they did not feel they had adequate childcare: (50.9% did not and 49.12 did).
- Various tests show there is a very weak relationship between feelings of adequate childcare and household income.
  - The chi2 test asks if there is a relationship between people perceptions of adequate childcare and their level of income. The reported value (8.5722) shows that people's beliefs of them receiving adequate childcare does not depend on household income. In other words, household income is not a good predictor of people's feeling whether or not they have adequate childcare.
  - The Cramer's V value of 0.1295 means there is a very weak relationship between people feeling they have adequate childcare and household income.

## OTHER ADDITIONAL DATA – CABLE/INTERNET

We also asked “ How much is your cable/internet bill per month? (e.g. DirecTV/Xfinity/AT&T U-verse, etc.)

- **40% of people (2 of 5) said they spend over \$200/month for cable/internet**

This amount is particularly surprising since a USA Today study in 2017 showed that the average U.S. household spent \$89 on cable/internet or \$111 less per month than 40% of the respondents. In other words, 40% of participants pay \$1,332 more a year than the average U.S. citizen.

Though it may seem like this does not matter in the grand scheme of neighborhood blight, this may be an indicator in ways households in the impact areas are being nicked and dimed out of their cash. In this case, 40% of households in the impact areas are overpaying cable services (compared to the national average) they may not need. This could be happening in other types of services like cell phone bills, Hulu/Netflix, and other subscription services.

**Here is an opportunity for activists, the city, or local non-profits to aid households in lowering their expenses** – doing an audit with households on their cable TV-watching, help to make phone calls and renegotiating contracts with Xfinity/AT&T, neighborhood collective bargaining with internet service providers. Examples like overpaying for cable/internet underscore not only the effects of low household income but how a higher percentage of it is going toward overpaying for services.

## SUGGESTIONS AND FUTURE RESEARCH

Notes from the Primary Investigator:

Overall, I believe this was a good first shot at getting a sample like this in South Bend. The best part of the project is that it was *community-driven*. The community utilized many partnerships with individual community members to collect data about itself. The data collectors that participated in a group interview afterwards noted that they felt their work was “empowering” and “can do good for the community.”

The most significant place for improvement, however, would be the personnel management. There was much turnover in the project which made training data collectors a constant concern. Making sure everyone knows what they are doing and has received the same training is very important to any survey data collection effort. To improve this in the future, I would suggest making the data collectors paid employees through the city; give them 6-month contracts and an official name badge; have their supervisor set their schedule and have team meetings either once a week or by shifts; a full team then could be between 10-15 data collectors. Transportation was also a concern for many data collectors so finding a way to compensate for their transportation while on the job. I believe these suggestions will increase the legitimacy of the data collector position.

Partnering with a Notre Dame graduate student, faculty, or the Center for Social Concerns will give access to some of the same resources used in the project (Qualtrics, Stata, IRB)

We planned to accompany the surveys with focus groups of 5-8 participants in each of the four impact areas for this first project. While we did not do it this time, this should be a focus of future projects to discuss the things found in the survey.

All in all, this project provides a foundation for future projects and fine-tuning some of the places for improvement can streamline this critical work for the South Bend community. I hope this provides a template for how the community can use community resources to gather information.

## APPENDICES



## Survey Questions and Data Collector Script:

Data collector will enter:

1. House ID number
2. Impact Area (1, 2, 3, 4)
3. Street Address
4. Housing Type (Single-Family, Duplex, Multi-Unit)
5. Enter Home Rating Scale (based on GIS rubric)
6. Can you, the data collector, complete the survey? (Yes; No)
  - a. If no. Why?
    - i. No one answered (leave door tag)
    - ii. Vacant Lot (take picture)
    - iii. Felt unsafe conducting survey
    - iv. Unoccupied Home (take picture)
    - v. Other: \_\_\_\_\_

If someone answers the door...

1. Are you over 18?

A. Yes? Keep going

B. No? Ask to speak to resident of the household who is over the age of 18

Once you have made contact with the person over 18 who is a resident of that home you can begin the survey:

Pitch: "Hi I am \_\_\_\_\_ from around the corner, I've lived in this community for \_\_\_\_\_ and part of a team that is getting feedback about our neighborhood to improve it. I love this neighborhood, and this is an opportunity to make it better. We're doing 300 houses in our neighborhood and your feedback can help us. Can you take 10 minutes to complete the survey today?"

If so, "Okay I have the survey on this tablet, and I will wait here outside while you take the survey, it should take 10 minutes maximum so let me know when you are done, and I have a wrap-up offer for you when you finish."



## CITY OF SOUTH BEND COMMUNITY INVESTMENT

### Data Collector Questions

#### South Bend Neighborhood Impact Survey: Data Collector Entry Protocol

House ID number:

Impact Area Number:

Street Address (eg. 301 W. Colfax Ave.):

Housing Type:

- ☐ Single-Family  
☐ Duplex  
☐ Multi-Unit

Rate the Home's Condition:

- 1 Star - poor condition - 2 or more severe damages including: broken windows, locks or doors, severe paint-chipping, foundation broken/sinking, roof broken/caving in  
2 Stars - fair condition - some noticeable damages with 1 severe  
3 Stars - acceptable - 3-5 noticeable damages but zero severe  
4 Stars - good - 1 or 2 noticeable non-severe damages  
5 Stars - excellent- no noticeable damages at all

Home Rating

Can you, the Data Collector, complete the survey?

- ☐ Yes  
☐ No

If no, why not? (instructions in parentheses)

- ☐ No one answered (leave a door tag)  
☐ Vacant Lot (take a picture)  
☐  Felt unsafe conducting survey  
☐ Unoccupied Home (take a picture)  
☐  Other:

**You selected that you cannot collect data from this house.**

- 1) **Click the X** in the top-right corner of the screen.
- 2) **Click "Yes"** to save the survey as a draft.
- 3) **Enter the House ID** on the next screen **and Save**.

Only if you left a door tag, return to that house in a few days and use the survey in your "Saved Responses."

## **Participant Welcome**

Thank you for taking this survey! Go to the next screen to see the survey details and consent form.

## **Informed Consent**

### **Consent for Participation in Research**

**Title:** Neighborhood Impact Survey

**Principal Investigator:** Emmanuel Cannady – Sociology Ph.D. Student

#### **Introduction**

The purpose of this form is to provide you information that may affect your decision as to whether or not to participate in this research study. The person performing the research will answer any of your questions. Read the information below and ask any questions you might have before deciding whether or not to take part. If you decide to be involved in this study, this form will be used to record your consent.

#### **Purpose of the Study**

You have been asked to participate in a research study about how physical structures affect people's view of themselves. The purpose of this study is to understand how neighborhood physical conditions affect its residents.

#### **What will you be asked to do?**

If you agree to participate in this study, you will be asked to take a survey. This study will take about 10 minutes and will include approximately 1,200 study participants which 300 are from your neighborhood.

#### **What are the risks involved in this study?**

There is no foreseeable risk in participating in this study.

#### **What are the possible benefits of this study?**

You will receive no direct benefit from participating in this study; however, there may be societal benefits such as securing more funding for future studies and making the neighborhood's collective voice heard by city officials.

#### **Do you have to participate?**

No, your participation is voluntary. You may decide not to participate at all or, if you start the study, you may withdraw at any time. Withdrawal or refusing to participate will not affect your relationship with the University of Notre Dame in any way.

If you would like to participate, check the box below, sign, and put down your e-mail address. You will receive a copy of this form.

#### **Will there be any compensation?**

You will not receive any type of payment for participating in this study.

#### **How will your privacy and confidentiality be protected if you participate in this research study?**

Your privacy and the confidentiality of your data will be protected by assigning your house a random number after all the surveys have been completed. Your answers will be stored on Open Data Kit's servers for only access by the Primary Investigator Emmanuel Cannady, his research advisor, and Partner Karl Nichols of Community Wellness Partners for data analysis purposes.

If it becomes necessary for the Institutional Review Board to review the study records, information that can be linked to you will be protected to the extent permitted by law. Your research records will not be released without your consent unless required by law or a court order.

#### **Whom to contact with questions about the study?**

Prior to, during or after your participation you can contact the researcher Emmanuel Cannady at 574-631-6463, send an email to [ecannady@nd.edu](mailto:ecannady@nd.edu), or contact the Research Advisor, Rory McVeigh at [rmcveigh@nd.edu](mailto:rmcveigh@nd.edu) for any questions or if you feel that you have been harmed.

This study has been reviewed and approved by The University's Institutional Review Board and the study number is 17-10-4181.

#### Whom to contact with questions concerning your rights as a research participant?

For questions about your rights or any dissatisfaction with any part of this study, you can contact, anonymously if you wish, the Notre Dame Research Compliance Office, at 574-631-1461 or by email at [compliance@nd.edu](mailto:compliance@nd.edu).

#### Participation

If you agree to participate, read the signature statement, check the box, and sign at the bottom of this page.

#### Signature of Consent

You have been informed about this study's purpose, procedures, possible benefits and risks, and you have received a copy of this form. You have been given the opportunity to ask questions before you sign, and you have been told that you can ask other questions at any time. You voluntarily agree to participate in this study.

☐ By pressing this statement, you are 18 years or older, you are not waiving any of your legal rights and agreed to the terms above.

#### Demographic Questions

Age

Sex

☐ Female

☐ Male

☐ Prefer not to say

☐  Other

Race (Check all that Apply)

☐ American Indian/Native American

☐ Asian American/Pacific Islander

☐ Black/African American

☐ White (non-Hispanic)

☐ Hispanic/Latino

☐ Middle East or North African

☐  Other

What is your highest level of education?

What is your household income?

#### Housing Questions

How long have you lived at your current address?

- ☐ 11-15 years
- ☐ 16-20 years
- ☐ 21-25 years
- ☐ 26-30 years
- ☐ 31-35 years
- ☐ 36-40 years
- ☐ 41-45 years
- ☐ 46-50 years
- ☐ Over 50 years

Do you plan on moving within the next year?

- ☐ Yes
- ☐ No

Why do you plan on moving?

- ☐ Rent too high
- ☐ I don't feel safe living here
- ☐ Can't find a job
- ☐ Landlord doesn't do repairs
- ☐ Current home is in bad shape
- ☐  Other

How many people live here in your home?

	0	1	2	3	4	5	6	7	8	9	10	11
18-years and older (including you) TOTAL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18-years and older (including you) - that are FAMILY MEMBERS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Under 18-years TOTAL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Under 18-years that are FAMILY MEMBERS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infants or Babies TOTAL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infants or Babies that are FAMILY MEMBERS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Housing Questions

I \_\_\_\_\_ my home.

- ☐ Own
- ☐ Rent

Home Ownership: I...

- ☐ have a Traditional Mortgage
- ☐ have a Land Contract
- ☐ Own my home

Renting: Have you attempted to own your home?

- ☐ Yes
- ☐ No

Did you encounter barriers to accessing bank loans?

- ☐  Yes, I encountered...
- ☐ No

Housing: How much do you agree with the following?

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Not Applicable
My house is in good shape.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the financial means to maintain my house in a good condition.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My landlord is responsive to my housing needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

My landlord is a local resident of the South Bend area.

- ☐ Yes
- ☐ No
- ☐ Unsure

I know roughly how old my home is.

- ☐ Yes
- ☐ Maybe
- ☐ No

Do you think your household is at risk for lead contamination?

- ☐ Yes
- ☐ No

If yes, have the children in your household been tested for elevated blood lead levels?

- ☐ Yes
- ☐ No

#### Job/Employment Questions

These questions are about your employment.

Are you currently employed?

- ☐ Yes
- ☐ No

If Yes, are you...

- ☐ Full-Time
- ☐ Part-Time
- ☐ On-Call

How many jobs do you have?

On average, how many hours do you work per week?

- ☐ 0-19
- ☐ 20-39
- ☐ 40-59
- ☐ 60-79
- ☐ 80+

Are there members not including you in your household (age 18-65) that are unemployed?

- ☐ Yes
- ☐ No

If yes, how long?

- ☐ less than a month
- ☐ 1-6 months
- ☐ 6-12 months
- ☐ Over 12 months

Are there members of your household (age 18-65) that are seeking employment opportunities?

- ☐ Yes
- ☐ No

Have they encountered any barriers to employment?

- ☐  Yes, they've experienced:
- ☐ No

Do you have health insurance?

- ☐  Yes, I have:
- ☐ No

Are you aware of the earned income tax credit (EITC)?

- ☐ Yes
- ☐ No

### Neighborhood Questions

For the next set of questions, please think of 'neighborhood' in terms of the image below.





#### Perceptions of your neighborhood

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	N/A
Physically speaking, my neighborhood is in good shape.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am proud of the physical condition of my neighborhood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have adequate transportation to where I need to go.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe in my neighborhood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable with my kids playing outside in my neighborhood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I can make changes in my neighborhood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am involved in my neighborhood association.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



How many of the people who live around you do you know?

- ☐ 0  
☐ 1-3  
☐ 4-6  
☐ 7-10  
☐ 11+

Checkmark up to 3 of these you'd like to see more of in your neighborhood

- |  |  |
|--|--|
| <input type="checkbox"/> Grocery Stores          | <input type="checkbox"/> Entertainment venues      |
| <input type="checkbox"/> Coffee Shops            | <input type="checkbox"/> Religious Organizations   |
| <input type="checkbox"/> Neighborhood Centers    | <input type="checkbox"/> Civic organizations       |
| <input type="checkbox"/> Chain Restaurants       | <input type="checkbox"/> Other (Fill in the Blank) |
| <input type="checkbox"/> Minority-owned business | <input type="text"/>                               |

Do you have access to quality childcare services in your neighborhood?

- ☐ Yes  
☐ No  
☐ Unsure/Doesn't Apply

### Scale Questions

Answer each question how you generally feel

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
What happens to me in the future mostly depends on me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is really no way I can solve the problems I have.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answer each question how you generally feel

	Pretty Sure	Haven't been so sure about this
Have you usually felt sure your life would work out the way you wanted it to, or have there been times when you haven't been sure about it?	<input type="radio"/>	<input type="radio"/>
When you do make plans ahead, do you usually get to carry out things the way you expected, or do things usually come up to make you change your plans?	<input type="radio"/>	<input type="radio"/>

### Local Government Questions

If I were to contact a South Bend government official, I know I would be listened to.

- ☐ Strongly Disagree  
☐ Disagree  
☐ Neither Agree nor Disagree  
☐ Agree  
☐ Strongly Agree

I am satisfied with the following South Bend City services in my neighborhood

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Trash pick-up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Code Enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Policing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Animal Control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I am satisfied with the amount of \_\_\_\_\_ in my neighborhood.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Sidewalks in Good Condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Potholes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vacant Lots	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Abandoned Homes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If I were to report these issues, I feel I would be listened to.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neither agree nor disagree
- ☐ Agree
- ☐ Strongly Agree

How much is your cable/internet bill per month? (e.g. DirecTV/Xfinity/AT&T U-verse, etc.)

I am registered to vote.

- ☐ Yes
- ☐ No
- ☐ Unsure

I voted in the last \_\_\_\_\_ election?

	Yes	No
Presidential Election	<input type="radio"/>	<input type="radio"/>
Local Election	<input type="radio"/>	<input type="radio"/>

#### Religion and Civic Organization

How often, if at all, do you attend religious services, excluding weddings and funerals?

- ☐ At least once per week
- ☐ Once or twice per month
- ☐ A few times per year
- ☐ Seldom/Never

☐ Don't know

Are you a member of a local congregation?

☐ Yes

☐ No

☐ Unsure

What is your current religious affiliation, if any?

Are you involved in any non-religious voluntary organizations?

☐ Yes

☐ No

Which ones?

How often, if at all, do you do volunteer work?

☐ Once a week or more

☐ Once a month

☐ A few times a year

☐ Once a year

☐ Seasonal/when needed

☐ Less than once a year

☐ I haven't yet volunteered

#### Focus Group Interest

Last Question,

We would like to invite you to a focus group of 8-12 other people in your neighborhood at a later date to have an in-depth conversation about your experience in your neighborhood.

Are you interested?

☐ Yes

☐ Maybe

☐ No

Please provide your e-mail address (phone number if you don't have an e-mail)

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## **SBN-NIS Focus Group – Data Collector Questions**

**– 2 hours –**

### **Community Wellness Partners**

#### **Schedule:**

- Intro, Welcome - Purpose, Ground Rules - Say name first before you speak, this is Vegas – 5min
- Demographic Sheet – 5 min – make legible
- Focus Group – Topics: Data Collection
- Neighborhood Perceptions and Experience discussion
- Community Mapping Activity discussion
- Updates on the project – Emmanuel – participant numbers, timeline – 5 min

#### **Data Collection Experience (45 min)**

1. Why did you choose to be a data collector? How did you get involved?
2. Let start of with just talking about a typical time collecting data was like. Can you give me a timeline from the start of your shift until you ended? Say...from around the time you picked up the tablet...?
3. Can you give me an example of a good interaction/experience you had with a participant while surveying them?
4. Can you give me an example of a not as good interaction/experience you had with a participant while surveying them?
5. What did the people you surveyed think or feel about the project?
6. In general, what did you hear when you were out in the streets about the project?
7. What were some of the concerns by the people out in the street about the project?
8. In your opinion, what is the purpose of this project? I.E. what are we trying to do with it?
9. Now let's talk about your thoughts on the project...this is important if we decide do expand the project in more neighborhoods...Do you feel like you have the resources necessary to complete your part of the project? If no, what more would have helped you?
10. Did any of you feel a sense of ownership over the project or not? Explain that.
11. Did your participation in this project affect the way you look at your neighborhood? – even if you weren't collecting data where you lived?
12. Have talked to your friends about this project and what your role is? How did they respond?
13. Do you feel like this is going to help our communities based on the responses of the participants?
14. If we were to do the project again in other neighborhoods, first, what advice would you give a new data collector? What about to the people managing the project (e.g. Community Wellness Partners and Primary Investigators – Me)

## Neighborhood Perceptions and Experiences

For this next part, I want to ask you about your experience living in an impact area in the study.

15. In general, what is it like to live in your neighborhood?
16. If someone new were to move into your neighborhood, what would you tell them? How would you describe it? the feeling, available amenities, the streets, the homes, events, etc. etc.
17. Tell me about the people in your neighborhood?
18. Can you tell me a story where a neighbor helped you out? About a time when you helped a neighbor out?
19. Tell me things that you are proud about in your neighborhood? What do you like about your neighborhood?
20. What do you have that is unique or better in your neighborhood than other neighborhoods in the South Bend area?
21. Who is responsible for fixes in the neighborhood? Do you feel like you can make changes, personally?
22. Are there any negatives about living in your community? Can you give me an example? Could the city do more to fix this?
23. If the mayor was here right now what would you tell him your neighborhood needs?
24. If I gave you 10 million dollars to put towards your neighborhood – how would you spend that money?
25. The highest ranked want in all four neighborhoods according to the survey was for grocery stores. Do you agree with this? How would the community react?
26. I'm not from South Bend, but when I came to town in 2012, people "warned" me about the west side... What do you hear people say about the west side of town and how do you respond to these perceptions? Do you believe that? Do other people believe that?
27. In the survey we asked about code enforcement, trash pick-up, potholes, etc. and people were almost split 50/50 on how pleased they were with each. What are your thoughts on any of these?
28. How would you describe people in your neighborhood's TV and internet use? Is the TV on all the time? Do people have the biggest packages with all the channels?
29. A USA Today study in 2017 showed that the average household spent \$89 on cable/internet...in our study 40% of people who answered the question (or 2 out of 5 people) said they spend over \$200/month. Why do you think this is?
30. There's a lot of research about asbestos, and lead paint, and now black neighborhoods are being undervalued solely based on race...how do you react when you hear that?
31. How many people live in your household? Who are they? (e.g. friends, cousins, nephews, uncles) Do they contribute your household? (e.g. money, childcare, repairs)
32. Is church an important part of your community? How do you know?
33. Who goes to church in your community? (gender, age?)
34. Is voting in local and national elections important to your neighborhood?
35. What questions did I leave out? What topic would you like to cover that we did not cover.

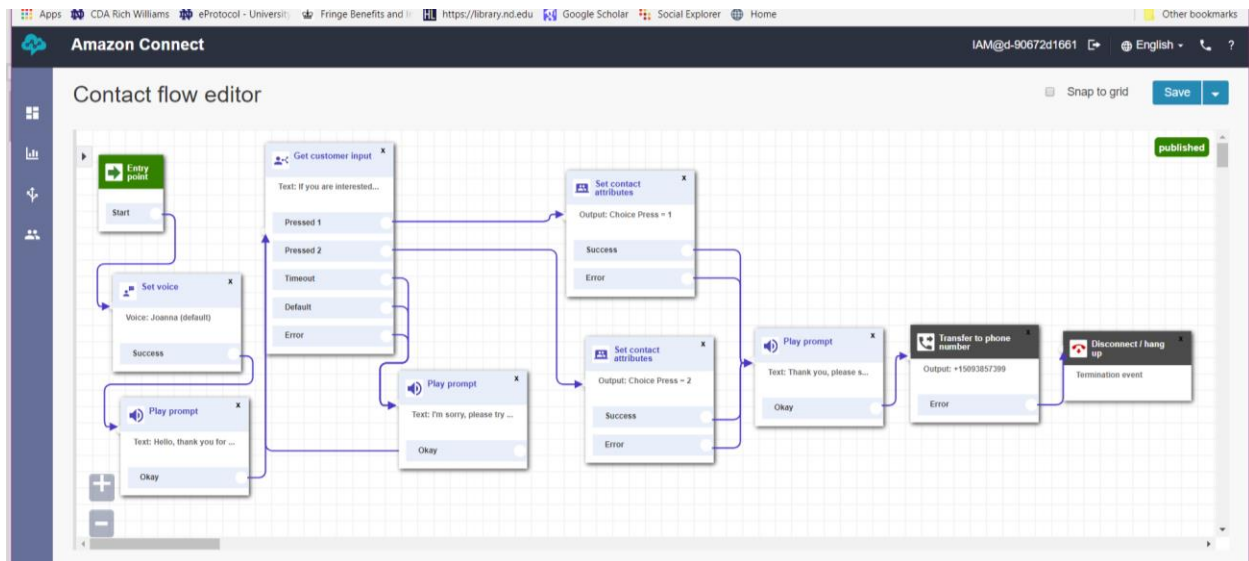
## Community Mapping Activity

The goal of this activity is simple: to see how you would draw up neighborhoods in the west side of South Bend. We have maps with the streets labeled and some markers/pens. There are no right or wrong answers.

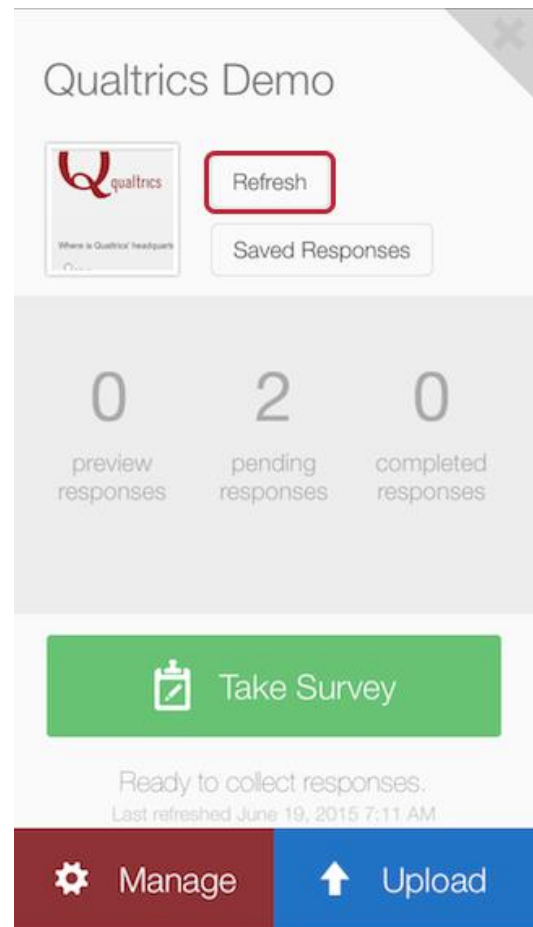
### Tasks:

- Draw neighborhood boundaries and name them
- Color the “good” parts of these neighborhoods in green and the “bad” parts in yellow
  - o Number each area and write down why they are either good or bad
- Put an ‘r’ where the churches are
- Put an “R” where churches should be
- Put a ‘g’ where the grocery stores are
- Put a ‘G’ where grocery stores *should* be
- Put a ‘c’ for community centers other than churches
- Put an “O” for where community centers should be

## Amazon Web Service (AWS) Call Center Automated Contact Flow



## Amazon Fire Tablets and Screenshot of Qualtrics Survey Platform





## Data Collector Training Screenshots (3/28/2018)

