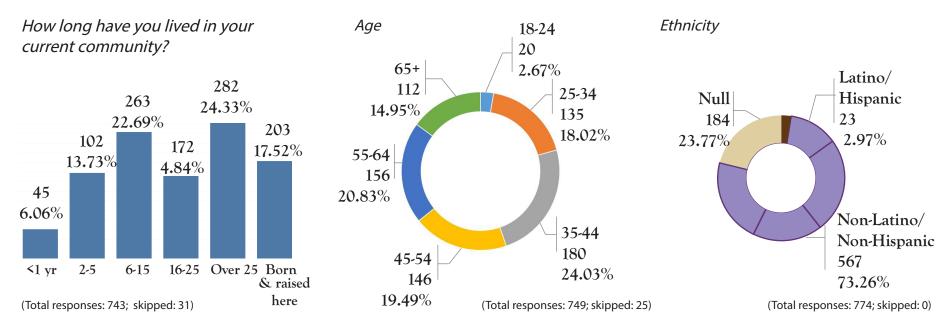
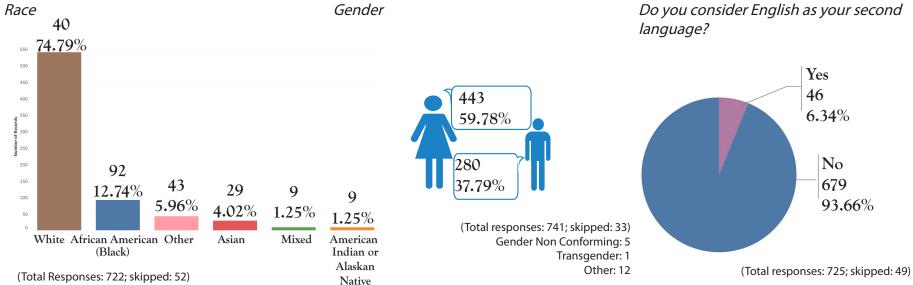
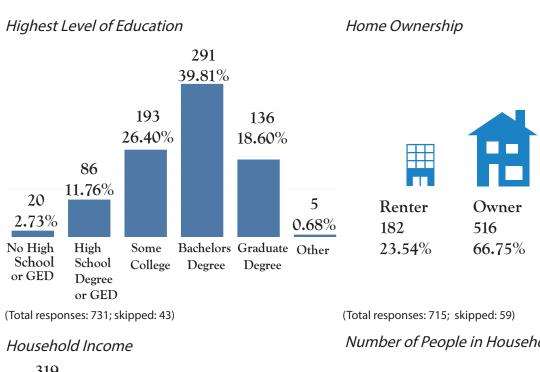
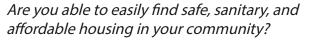


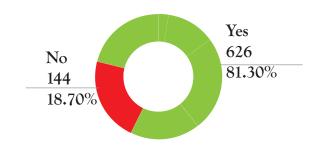
# 774 TOTAL RESPONDENTS

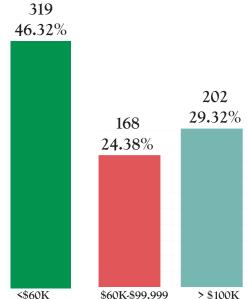






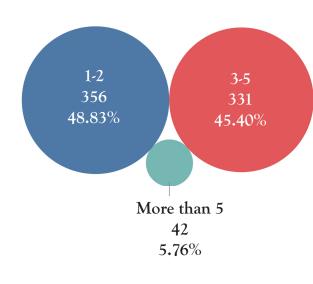






(Total responses: 689; skipped: 85)

Number of People in Household



(Total responses: 729; skipped: 45)

(Total responses: 770; skipped: 4)

# Bloomington respondents are:

- Long-term residents Nearly 70% have lived in the community at least six years or more.
- Mostly non-Hispanic white
- Predominantly female Nearly 60% of respondents were female.
- 25 years or older
- Educated Nearly 85% had some college or higher level of education.
- Predominantly homeowners
- Small- to medium-size households 48% were small (1-2) family households, while 45% were medium (3-5) family households.
- From diverse income levels

#### Survey Analysis Methodology



Outreach was conducted regionally across both Bloomington and Normal. This chapter only analyzes responses from survey takers who said they live in Bloomington. These results will inform the City's 2020-2024 Consolidated Plan.

Each question was analyzed in several ways, including crosstabulation with dimensions such as age, race, and income. Openended questions were analyzed by tagging each response based on its content. These tags were then categorized into general themes. Depending on the content of each response, some only had one tag, while others had several in different categories. For example, in the open text response area for the question "Do you believe housing discrimination exists in your community?" an individual answered "Yes, by Race and Income." This answer was tagged into two categories: "Discrimination based on Race" and "Discrimination based on Income."

Note that the survey results are

primarily focused on income. This is because the goal of the Community Development Block Grant (CDBG) is to serve low- to moderate-income households.

The survey requested respondents choose their annual household income from four categories. In an effort to simplify the analysis process, the lower two income categories, under \$30,000 and \$30,000 -\$59,999 were combined into one category, under \$60,000. Respondents with an annul household income under \$60,000 likely meet the US Department of Housing and Urban Development's (HUD) annual income guidelines for CDBG assistance.

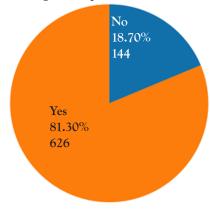
A portion of the respondents in the \$60,000-\$99,999 income bracket may also be eligible based on household size and other factors. Therefore, the answers for respondents with an annual income under \$60,000 and between \$60,000 - \$99,999 were analyzed in depth.

Noteworthy results by other dimensions, such as race or education level, are also included in the analysis. The analysis features several tables highlighting the similarities in priorities of the respondents in the income brackets mentioned above. The green areas of each table indicate overlap in the top five priorities.



### Q. Ability to find safe, sanitary and affordable housing

Chart B.1 – Overall Responses for Bloomington Respondents



Respondents making under \$60,000,
African Americans, younger respondents, renters, and those with education below a Bachelor's degree had more difficulty finding safe, sanitary, and affordable housing in Bloomington.

Respondents were asked the question "Are you able to find safe, sanitary and affordable housing in your community?" About 81% of Bloomington respondents said "Yes" and about 19% of Bloomington respondents said "No."

Chart B.2 shows responses to this question broken down by income bracket. About 31% of respondents in the under \$60,000 annual household income bracket replied that they are not able to find safe, sanitary, and affordable housing in their community. The two higher income brackets are both well under the 19% overall average.

Other Demographics to Note

Among the 19% who said they have difficulty finding safe, sanitary and affordable housing, the following groups responded at a higher rate than the 19% average:

• African-Americans: 33%

• 18-24 Age Group: 35%

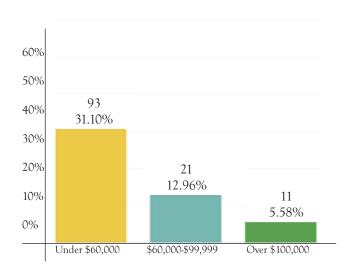
• 25-34 Age Group: 24%

No High School Diploma:
 25%

• Some College Credits Earned: 29%

Renters: 34%

Chart B.2 – Respondents from Bloomington Who Answered "No" by Income



"I can find safe, and sanitary housing. It's the affordable housing that is lacking. Unless you have perfect credit. Our family goes through great financial sacrifice to live in a safe and sanitary home. Because the affordable housing is NOT safe or sanitary. You can't find all 3 in one."
- Bloomington Resident

#### Q. Please explain the challenges you have faced in finding safe, sanitary and affordable housing in your community

Respondents were asked to elaborate on the previous question by explaining challenges they have faced in finding safe, sanitary and affordable housing in their community. The responses to those questions were tagged by key words, and the top tagged key words are shown in Chart B.3. Each bar on the chart is broken down by income bracket. The top answers to this question were "Affordability," "Neighborhood/ Safe Area" and "Property

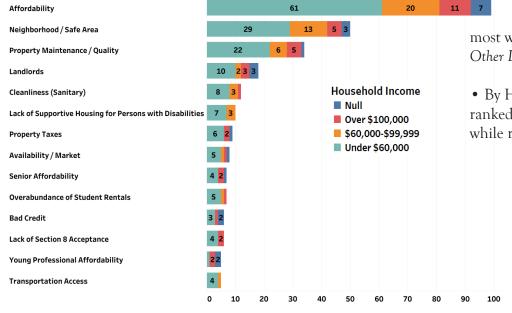
Maintenance/Quality."
Table B.1 to the left shows the top challenges each of the two lowest income brackets (under \$60,000 annual household income and \$60,000-\$99,999 annual household income) have faced in finding safe, sanitary, and affordable housing. Respondents in both of these income brackets indicated they have faced "Affordability," "Neighborhood/ Safe Area," "Property
Maintenance/Quality" issues the

Table B.1 – Top Responses by Lowest Income Brackets

	Under \$60,000 HH Income	\$60,000 - \$99,999 HH Income
1	Affordability	Affordability
2	Neighborhood / Safe Area	Neighborhood / Safe Area
3	Property Maintenance / Quality	Property Maintenance / Quality
4	Landlords	Cleanliness (Sanitary) (tie for 4 <sup>th</sup> )
5		Lack of Supportive Housing for Persons
	Cleanliness (Sanitary)	with Disabilities (tie for 4 <sup>th</sup> )
	cicummess (sumary)	With Disabilities (tie for + )
6	Lack of Supportive Housing for Persons with	with Disabilities (tie 161.4.)
6		Remain in Same School District (tie for 4 <sup>th</sup> )
7	Lack of Supportive Housing for Persons with	
	Lack of Supportive Housing for Persons with Disabilities	Remain in Same School District (tie for 4 <sup>th</sup> )
7	Lack of Supportive Housing for Persons with Disabilities Property Taxes	Remain in Same School District (tie for 4 <sup>th</sup> )

Note: Green indicates overlapping priorities between the two income brackets.

Chart B.3- Responses for Bloomington Respondents by Income Bracket



most when looking for housing. Other Demographics to Note

• By Housing Tenure: Owners ranked "Property Taxes" third, while renters ranked it tenth.

"We need to do better and realize low income is not a bad personality trait, nor does it define the respect or safe housing and services a person deserves."

-Bloomington Resident

"Affordability," followed by

"Neighborhood / Safe Area" and

"Property Maintenance/Quality" were the top priorities overall and for both income groups.

### Q. Do you believe housing discrimination exists in your community?

Respondents were asked "Do you believe housing discrimination exists in your community?" Chart B.4 shows the overall responses. Overall, 242 (about 31%) said "No," 228 (about 29%) said "Yes," 79 (about 10%) replied "Don't know," and the rest did not reply.

Chart B.5 shows responses broken down by income bracket. Notice that as income goes up, the response dynamics change. The under \$60,000 bracket

Chart B.4 - Overall Responses for Bloomington Respondents

ranks "Yes" higher than "No," whereas the over \$100,000 bracket ranks "No" higher than "Yes." This is an indication that those in low-income brackets possibly experience more housing discrimination.

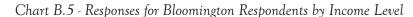
Other Demographics to Note

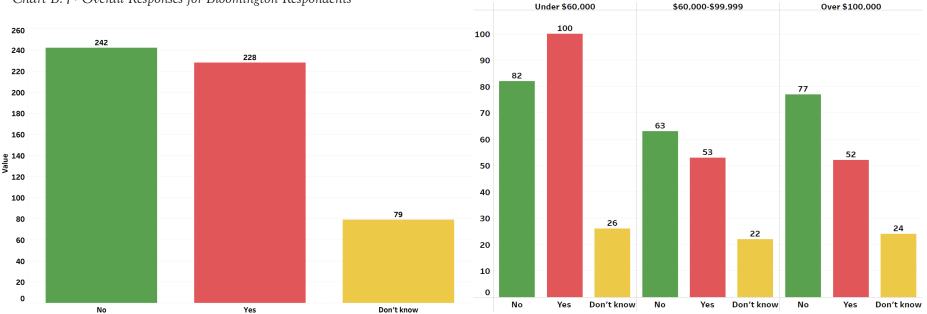
- By Race: African Americans ranked "Yes" (42) much higher than "No" (14).
- By Age: 18-24 and 25-34 age groups ranked "Yes" (8 and

- 44, respectively) higher than "No" (4 and 30, respectively); all other age groups ranked "No" much higher than "Yes."
- By Gender: Females marked "Yes" much higher (141 "Yes," 102 "No"), but males marked "no" much higher (76 "Yes," 121 "no").
- By Housing Tenure: Owners marked "No" much higher.
- By Housing Tenure: Owners marked "No" much higher (184 "No", 145 "Yes"), but

renters marked "Yes" higher (44 "No," 62 "Yes").

"While I'm not aware of instances of flagrant discrimination, I have to assume that it exists given the housing segregation there seems to be throughout Bloomington and Normal." -Bloomington Resident





#### Q. Please explain how you feel housing discrimination exists in your community

Respondents were asked to elaborate further on what types of discrimination they have faced or believe exists in the community. The responses were tagged by key words, and the top tagged key words are shown in the graph Overall, the top answers to this question were "Income Based Discrimination," followed by "Discrimination Against Minority Groups" and "Possibly Exists, but Have Not Personally Experienced It."

By Income

Table B.2 shows the top five types of housing discrimination that the two lowest income brackets (under \$60,000 and \$60,000-\$99,999) have faced. Four out of the top five issues overlap between both income brackets.

Interestingly, while "Income Based Discrimination" was the overall top response, it is not the

Chart B.6 – Responses for Bloomington Respondents by Income Bracket

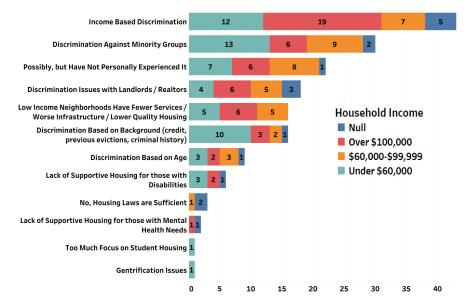


Table B.2 - Top Responses by Lowest Income Brackets

	Under \$60,000 HH Income	\$60,000 - \$99,999 HH Income
1	Discrimination Against Minority Groups	Discrimination Against Minority Groups
2		Possibly Exists, but Have not Personally
	Income Based Discrimination	Experienced It.
3	Discrimination Based on Background (credit,	
	previous evictions, criminal history)	Income Based Discrimination
4	Possibly Exists, but Have not Personally	Discrimination Issues with Landlords / Realtors
	Experienced It.	(tie for 4 <sup>th</sup> )
5	Low Income Neighborhoods Have Fewer	Low Income Neighborhoods Have Fewer
	Services / Worse Infrastructure / Lower Quality	Services / Worse Infrastructure / Lower Quality
	Housing	Housing (tie for 4 <sup>th</sup> )

Note: Green indicates overlapping priorities between the two income brackets.

top response for either of these two income brackets. Another item to note is that the under \$60,000 bracket ranked "Discrimination Based on Background" much higher than all other income brackets. "Background" denotes credit history, previous evictions and criminal history.



#### Other Demographics to Note

- By Race: African Americans ranked "Discrimination Based on Background" and "Discrimination Issues with Landlords/Realtors" highest, when those ranked in the middle on the overall responses graph.
- By Education: Graduate
   Degree or Higher ranked
   "Discrimination Against
   Minority Groups" higher
   than other groups.

## Q. What type of public facilities would you like to see added or expanded in your community?

Respondents were given a list of public facilities eligible under CDBG guidelines and asked to check all answers that apply to the following question: "What type of public facilities would you like to see added or expanded in your community?" The top answer was by far "Street/Sidewalk Improvements." The second most checked category was "Homeless Facilities" followed by "Water/ Sewer Improvements."

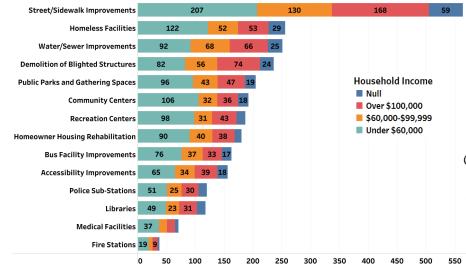
By Income

"Street/Sidewalk Improvements," "Homeless Facilities" and "Public Parks and Gathering Spaces" all ranked within the top five priority areas for respondents with an income under \$100,000.

Notable differences include the following:

 The under \$60,000 bracket ranked "Community Centers" and "Recreation Centers" highly, whereas those two categories ranked sixth

Chart B.7 – Responses for Bloomington Respondents by Income Bracket



Under \$60,000 HH Income\$60,000 - \$99,999 HH Income1Street/Sidewalk ImprovementsStreet/Sidewalk Improvements2Homeless FacilitiesWater/Sewer Improvements3Community CentersDemolition of Blighted Structures4Recreation CentersHomeless Facilities5Public Parks and Gathering SpacesPublic Parks and Gathering Spaces

Table B.3 - Top Responses by Lowest Income Brackets

6 Water/Sewer Improvements Homeowner Housing Rehabilitation
7 Homeowner Housing Rehabilitation Bus Facility Improvements
8 Demolition of Blighted Structures Accessibility Improvements
9 Bus Facility Improvements Community Centers
10 Accessibility Improvements Recreation Centers

Note: Green indicates overlapping priorities between the two income brackets.

and seventh in the overall
rankings.

• "Street/Sidewalk

- "Community Centers" and "Recreation Centers" ranked ninth and tenth for the \$60,000-\$99,999 bracket.
- The \$60,000- \$99,999 bracket ranked "Water/ Sewer Improvements" and "Demolition of Blighted Structures" higher than the under \$60,000 bracket, possibly a sign that bracket has more homeowners than the lower bracket.

Other Demographics to Note

By Race: African Americans ranked "Community Centers" as their top public facility, while it ranked sixth overall.

- "Street/Sidewalk Improvements" came in second for African Americans (first overall.)
- By Age: 45-54, 55-64 and 65+ ranked "Demolition of Blighted Structures" highly, possibly due to higher homeownership rates in these age groups.
- By Gender: Females ranked "Recreation Centers" third, whereas it ranked seventh overall.
- By Housing Tenure: Renters generally ranked infrastructure improvements ("Street/ Sidewalk," "Water/Sewer, Demolitions") lower than owners.

# Q. What type of public services would you like to see added or expanded in your community?

Respondents were given a list of public services and asked to check all answers that apply to the following question: "What type of public services would you like to see added or expanded in your community?" The top answer was "Health Services." The second most checked category was "Mental Health Services," followed by "Crime Prevention/ Awareness." Chart B.8 shows the overall responses.

#### By Income

Table B.4 shows the top ten priorities for public services by the two lowest income brackets. All five of the top priorities match, with the top two for both being "Health Services" and "Mental Health Services." Notable differences include:

- The under \$60,000 bracket ranked "Disability Services" sixth, which was higher than other brackets.
- The under \$60,000 bracket had a disproportionately high ranking of "Food Services (through pantries)".

Other Demographics to Note

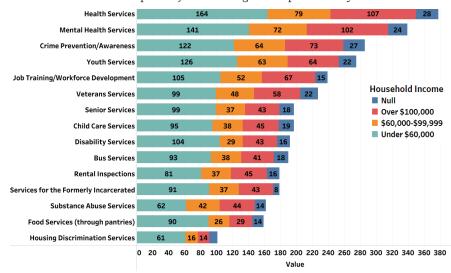
- African Americans ranked "Child Care Services" third and renters ranked it fourth, but "Child Care Services" was ranked eighth overall.
- African Americans ranked "Housing Discrimination Services" and "Food Services" higher than they were ranked overall, but ranked "Senior Services" and "Veterans Services" much lower than they appeared in the overall rankings.

Table B.4 – Top Responses by Lowest Income Brackets

	Under \$60,000 HH Income	\$60,000 - \$99,999 HH Income
	Health Services	Health Services
	Mental Health Services	Mental Health Services
	Youth Services	Crime Prevention / Awareness
	Crime Prevention / Awareness	Youth Services
	Job Training / Workforce Development	Job Training / Workforce Development
	Disability Services	Veterans Services
	Veterans Services (tie for 7 <sup>th</sup> )	Substance Abuse Services
	Senior Services (tie for 7 <sup>th</sup> )	Child Care Services (tie for 8 <sup>th</sup> )
	Child Care Services	Bus Services (tie for 8 <sup>th</sup> )
)	Services for the Formerly Incarcerated	Senior Services (tie for 9 <sup>th</sup> )
		Services for the Formerly Incarcerated (tie for 9
		Rental Inspections (tie for 9 <sup>th</sup> )

Note: Green indicates overlapping priorities between the two income brackets.

Chart B.8 - Responses for Bloomington Respondents by Income Bracket



Among survey
respondents,
renters and African
Americans ranked
"Child Care Services"
higher than the
overall population of
Bloomington.

# Q. What type of assistance will help expand job and economic opportunities for low- to moderate-income residents in your community?

Respondents were asked the open-ended question: "What type of assistance will help expand job and economic opportunities for low- to moderate-income residents in your community?" The responses were tagged and the top tagged keywords are shown in Chart B.9.

The top tagged three tagged responses were "Job Training," "Apprenticeships / Internships," and "Business Support."

#### By Income

As shown in Table B.5, four out of the top five priorities for both these income brackets match: "Job Training," "Business Support," "Apprenticeships/ Internships," and "Job Application and Soft Skills Coaching." An item of note is that the under \$60,000 bracket ranked "Affordable, Quality Housing" fifth, whereas it appears ninth in the overall results and tenth for the \$60,000-\$99,999 bracket.

Other Demographics to Note

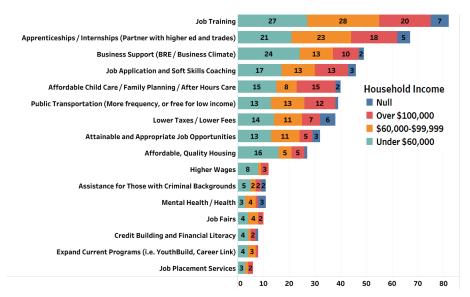
African Americans ranked "Business Support" first, whereas it comes in third in the overall results.

Table B.5 - Top Responses by Lowest Income Brackets

	Under \$60,000 HH Income	\$60,000 - \$99,999 HH Income
1	Job Training	Job Training
2	Business Support	Apprenticeships / Internships
3	Apprenticeships / Internships	Business Support (tie for 3 <sup>rd</sup> )
4	Job Application and Soft Skills Coaching	Job Application and Soft Skills Coaching (tie for 3 <sup>rd</sup> )
5	Affordable, Quality Housing	Public Transportation (tie for 3 <sup>rd</sup> )
6	Affordable Child Care / Family Planning /	Lower Taxes / Lower Fees (tie for 6 <sup>th</sup> )
6	Affordable Child Care / Family Planning / After Hours Care	Lower Taxes / Lower Fees (tie for 6 <sup>th</sup> )
7		Lower Taxes / Lower Fees (tie for 6 <sup>th</sup> )  Attainable Job Opportunities (tie for 6 <sup>th</sup> )
6 7 8	After Hours Care	
7	After Hours Care Lower Taxes / Lower Fees	Attainable Job Opportunities (tie for 6 <sup>th</sup> )

Note: Green indicates overlapping priorities between the two income brackets.

Chart B.9 – Responses for Bloomington Respondents by Income Bracket



"Access to finance; policy to encourage hiring people with criminal pasts; vocational training and basic business management training. A mentoring program between older business owners and future business owners to encourage retention of local businesses as owners age out of the industry."

-Bloomington Resident

# Q. Are there specific neighborhoods or areas within your community that should be targeted for revitalization or blight removal?

Respondents were asked the open-ended question: "Are there specific neighborhoods or areas within your community that should be targeted for revitalization or blight removal?" The responses were tagged by key words and the top tagged key words are shown in the Chart B.10.

The top responses for Bloomington residents were "Bloomington West Side," "No," and "West Market and West Washington Streets." By Income

Table B.6 shows the top five neighborhoods or geographic areas ranked by each of the two lowest income brackets. All five of the top priorities match, although not in the exact same order.

Other Demographics to Note

 Owners ranked "Bloomington West Side" first, but renters ranked "No" first.

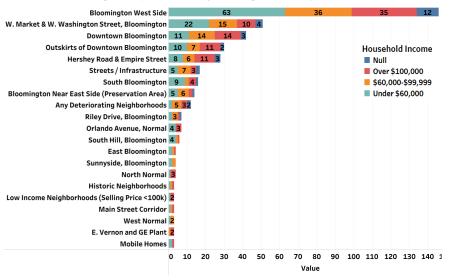
Respondents with incomes under \$60,000 and respondents who rent each ranked that there were "No [specific neighborhoods that should be targeted]" higher than those in the \$60,000 and above income brackets.

Table B.6 – Top Responses by Lowest Income Brackets

	Under \$60,000 HH Income	\$60,000 - \$99,999 HH Income
1	Bloomington West Side	Bloomington West Side
2	No	West Market & West Washington Streets
3	West Market & West Washington Streets	Downtown Bloomington
4	Downtown Bloomington	No *
5	Outskirts of Downtown Bloomington	Outskirts of Downtown Bloomington (tie for 5 <sup>th</sup> )
6	South Bloomington	Streets / Infrastructure (tie for 5 <sup>th</sup> )
6 7	South Bloomington Hershey Road & Empire Street	Streets / Infrastructure (tie for 5 <sup>th</sup> ) Hershey Road & Empire Street (tie for 7 <sup>th</sup> )
	0	, ,
7	Hershey Road & Empire Street	Hershey Road & Empire Street (tie for 7 <sup>th</sup> )
7	Hershey Road & Empire Street Streets / Infrastructure (tie for 8 <sup>th</sup> )	Hershey Road & Empire Street (tie for 7 <sup>th</sup> )  Bloomington Near East Side (tie for 7 <sup>th</sup> )

Note: Green indicates overlapping priorities between the two income brackets.

Chart B.10 – Responses for Bloomington Respondents by Income Bracket



#### Public Meeting ~ Resource Allocation Exercise

After the survey period ended, MCRPC and City of Bloomington staff held a public meeting that was open to all residents to supplement the findings of the survey. During the public meeting, staff coordinated a resource allocation activity. Each attendee was given stickers representing available CDBG funds. Attendees were asked to allocate funds to public services and public facilities based on what they determined to be the most important and the best use of CDBG funds. Those public services and public facilities were then ranked based on the total amount allocated. Charts B.11 and B.12 (next page) show the results of the resource allocation activity. The total amount allocated was converted into percentages, to show the percent of total funds allocated to that particular item. These percentages are an indication of the importance of that service or facility to the attendees.

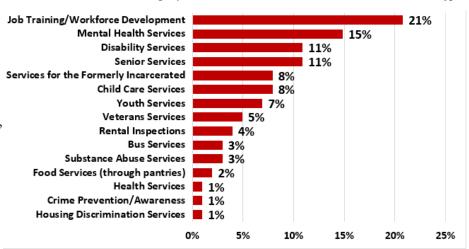
Public Services

The Department of Housing and Urban Development (HUD) puts a 15% cap on the amount of CDBG dollars that can be used for public services. For example, if HUD allocated \$100 in CDBG funds to the City of Bloomington, up to \$15 could be used for public services. It is important to keep that in mind when looking at the resource allocations in Chart B.11. For example, in keeping with our \$100 example, if the City of Bloomington were only able to use \$15 for public services, chart B.11 tells us that 21% of the \$15 should be used toward job training/workforce development.

Attendees at the public meeting ranked "Job Training/Workforce Development," "Mental Health Services," and "Disability Services" as their top three public services.

The resource allocation activity provided an opportunity for residents to expand on survey

Chart B.11 - Percentage of Public Services Funds Allocated to Each Service Type





results. Staff utilized rankings from both the survey and the resource allocation exercise conducted at the public meeting. Table B.7 shows the overlap and discrepancies in the top five rankings between survey respondents and public meeting attendees. Green shows the overlap in answers. Two out of the top five overlap: "Job Training/ Workforce Development" and "Mental Health Services."

#### Public Facilities

Unlike public services, HUD does not put a cap on the percentage of CDBG dollars that can be used for public facilities. Generally, public facilities fall more directly into the purview of the purpose of CDBG, which is to provide safe, sanitary,

affordable, and decent housing. Attendees at the public meeting ranked "Homeowner Housing Rehabilitation," "Accessibility Improvements," and "Public Parks & Gathering Spaces, Community Centers, and Recreation Centers" as their top three public services.

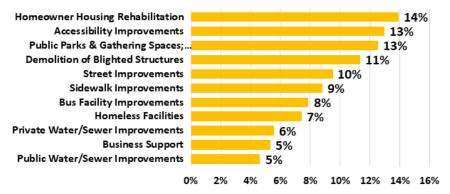
Survey takers were not asked to allocate resources, but rather were asked to check all public facilities they would like to see added or expanded in their community. Staff was able to determine rankings from both the survey question and from the resource allocation exercise. The interactive environment of the public meeting allowed staff the opportunity to provide attendees additional information related to public facility eligibility and discuss other possible funding

Table B.7 – Overlap in public service priorities, based on Bloomington survey responses and Bloomington public meeting

	Survey Responses	Public Meeting Responses
1	Health Services	Job Training/Workforce Development
2	Mental Health Services	Mental Health Services
3	Crime Prevention/Awareness	Disability Services
4	Youth Services	Senior Services
5	Job Training/Workforce Development	Services for the Formerly Incarcerated (tie for 5 <sup>th</sup> )
		Child Care Services (tie for 5 <sup>th</sup> )

Note: Green indicates overlapping priorities between the two groups of respondents.

Chart B.12 Percentage of Public Facilities Funds Allocated to Each Facility Type



sources. Based on feedback received about the survey design, it was determined that some of the categories from the survey should be combined or separated. The following changes were made to the question for the public meeting:

- "Street/Sidewalk Improvements" was separated into two separate categories.
- "Water/Sewer Improvements" was separated into "Public Water/Sewer Improvements" and "Private Water/Sewer Improvements."
- "Public Parks and Gathering Spaces" was combined with "Community Centers" and "Recreation Centers" into one category.

 "Libraries," "Police Sub-Stations," "Medical Facilities," and "Fire Stations" were omitted from the exercise to keep the exercise more manageable, since they ranked last on the survey question.

Table B.8, found on page 15, shows the overlap and discrepancies in the top five rankings between what survey takers responded and what public meeting attendees responded for public facilities. Green shows the overlap in answers. The following priorities overlapped: "Street Improvements," "Demolition of Blighted Structures," and "Public Parks & Gathering Spaces; Community Centers; Recreation Centers."

Note that while the combined group of "Public Parks & Gathering Spaces; Community Centers; Recreation Centers" ranked third in the public meeting, the separated categories had the following rankings in the survey analysis:

- "Public Parks & Gathering Spaces": Fifth
- "Community Centers": Sixth
- Recreation Centers": Seventh

#### Discussion

While the resource allocation activity was an important part of the feedback gathered at the public meeting, the discussion that followed allowed attendees to

- explain their choices further. The following topics were addessed during the discussion:
- Job training is needed for youth and should be for living-wage jobs.
- Types of job training should match jobs that are available locally.
- Mental health needs should be addressed with wraparound services; specific emphasis on mental health needs for youth and LGBTQ youth.
- Seniors and persons living with disabilities are in need of services to help them stay independent, such as assistance preparing meals and cleaning.

- The state of some rental housing is terrible and landlords need to be held accountable.
- while a few attendees voiced support for using CDBG funds for street resurfacing, others were adamant that CDBG funds should not be used for any street improvements. Most felt the City should use its motor fuel tax revenue and other resources to fund street improvements. There was more positive input for using CDBG for sidewalk improvements especially for accessibility improvements.



Table B.8 – Overlap in public facility priorities, based on Bloomington survey responses and Bloomington public meeting.

	Survey Responses	Public Meeting Responses
1	Street/Sidewalk Improvements	Homeowner Housing Rehabilitation
2	Homeless Facilities	Accessibility Improvements
3		Public Parks & Gathering Spaces;
	Water/Sewer Improvements	Community Centers; Recreation Centers
4	Demolition of Blighted Structures	Demolition of Blighted Structures
5	Public Parks & Gathering Spaces	Street Improvements

Note: Green indicates overlapping priorities between the two groups of respondents.