

Introduction

The City of Goldsboro, as a recipient of funds from the U.S. Department of Housing and Urban Development (HUD), is conducting this survey for two purposes:

- 1) To collect updated information on housing and community development needs in the City of Goldsboro for the Consolidated Plan (ConPlan) and Analysis Impediments (AI); and
- 2) To confirm that the community development and housing needs identified for the 2020-2024 Consolidated Plan are still applicable.

This survey is meant for people who work in the fields of housing and community development, lending, social services, fair housing and advocacy. Your participation is voluntary, but very important to the development of a meaningful plan. All responses are confidential, and will only be reported in combination with those of other participants (i.e., data percentages and ranking). **If you prefer, this survey can be taken online at: <https://www.surveymonkey.com/r/3XPSGX8>.**

Please invite others in your field to participate in the survey. If you have questions about the Consolidated Plan process, this survey and/or need translation of the survey into a language other than English or a reasonable accommodation to take the survey, please contact Shycole Simpson-Carter with the Community Relations Department at ssimpson@goldsboronc.gov or 919-580-4318.

Industry

1. In what industry or type of organization do you work? Please check all that apply.

- | | | |
|---|--|--|
| <input type="radio"/> Advocacy and/or legal services | <input type="radio"/> Government (local, state, federal) | <input type="radio"/> Own rental property |
| <input type="radio"/> Business owner/manager | <input type="radio"/> Hazard risk assessment/mitigation services | <input type="radio"/> Multifamily development |
| <input type="radio"/> Economic development | <input type="radio"/> Homeless services | <input type="radio"/> Property management |
| <input type="radio"/> Education | <input type="radio"/> Homeownership counseling or services | <input type="radio"/> Public housing authority |
| <input type="radio"/> English as a Second Language/language access services | <input type="radio"/> Human services | <input type="radio"/> Regional planning |
| <input type="radio"/> Environmental justice | <input type="radio"/> Insurance | <input type="radio"/> Residential appraisals |
| <input type="radio"/> Fair housing | <input type="radio"/> Internet access/services | <input type="radio"/> Residential sales |

- | | | |
|--|---|--|
| <input type="radio"/> Food pantry/provision | <input type="radio"/> Land use planning | <input type="radio"/> Services for businesses |
| <input type="radio"/> Services for persons with disabilities | <input type="radio"/> Services for refugees and/or immigrants | <input type="radio"/> Services for persons with HIV/AIDS |
| <input type="radio"/> Services for persons with drug or alcohol addictions | <input type="radio"/> Lending | <input type="radio"/> Services for low income residents |
| <input type="radio"/> Services for veterans | <input type="radio"/> Services for seniors | <input type="radio"/> Services for farmworkers |
| <input type="radio"/> Services for youth | <input type="radio"/> Transit provider | <input type="radio"/> Other (please specify):
_____ |

Area of Operations or Services

This survey is focused on the housing and community development needs of Goldsboro residents.

2. Does your organization provide services in the City of Goldsboro?

- Yes No

Areas of Knowledge

3. The first few questions in this survey relate to housing needs in the areas you serve and the needs of your clients. If you prefer to comment on housing needs only, please indicate this below and you will be redirected to the housing needs portion of the survey (skipping the community and economic development needs questions).

- Proceed to housing needs questions (skip community and economic development needs questions)
- Proceed to community and economic development needs questions

Community Development Needs

4. What are the top five greatest unmet community development needs in Goldsboro? Choose only five.

- Do not know
- Accessibility (ADA) improvements to public buildings
- Accessibility (ADA) improvements to community amenities (e.g., parks, trails)
- Affordable child care

- Flood plain or other environmental hazard mitigation (specify hazards)
- Job training programs
- Infrastructure for high speed/broadband Internet access
- Access to Internet for low income residents
- Parks in certain neighborhoods (specify below)
- Access to efficient and reliable public transportation for all Goldsboro neighborhoods
- Access to efficient and reliable public transportation for persons with disabilities
- Access to efficient and reliable public transportation for seniors
- Access to affordable public transportation for low income residents
- Access to affordable public transportation for persons with disabilities
- Access to affordable public transportation for seniors
- Senior center
- Sidewalks
- Street lighting
- Help for small/start-up businesses—Business plan development, entrepreneurship training
- Help for small/start-up businesses —Business skills development (e.g., accounting, software training)
- Help for small/start-up businesses —Market research and competitive intelligence, and internet and social media strategy/search engine optimization
- Energy efficiency and renewable energy services
- Help for non-profits—Identifying loan/grant opportunities
- Low cost loans for small businesses, start-ups, and non-profits
- Youth activities
- Support services for low income residents (specify below)
- Other and/or specify more details on the above: _____

5. Please rank the five needs you selected above from #1 to #5 with #1 being the most urgent.

Most urgent need (#1):

2nd urgent need (#2):

3rd urgent need (#3):

4th urgent need (#4):

5th Most urgent need (#5):

6. Where in the City are these urgent community development needs most prevalent?

7. What advice do you have for the City to be able to increase the effectiveness of its community development programs?

8. What would you do differently?

9. If your change was made, how do you think it will positively impact outcomes?

10. The next section of the survey addresses housing needs in Goldsboro. Please choose the option that best suits your preference.

- Proceed to housing needs questions
- Skip housing needs questions and go to next section (Achieving Outcomes)

Housing Needs in Goldsboro

11. What are the three most significant changes that have occurred in the Goldsboro housing market during the past 5 years? Or in the past year? (Skip the question if, in your experience, Goldsboro's housing market has not changed significantly in the [past five years]/[past year].)

12. Which resident groups, if any, have been most affected by these changes? (e.g. low income residents in general, persons with disabilities, families with children).

13. What are the top five greatest unmet housing needs in Goldsboro? Choose only five.

- Housing for persons with HIV/AIDS
- Housing for persons at 30% Area Median Income or AMI or less (extremely low income, generally poverty level, less than \$17,550/year)
- Housing for persons at 60% AMI or less (very low income, generally earning less than \$35,100/year)
- Housing for persons at 80% AMI or less (low income, generally earning less than \$46,800/year)
- Housing for persons with cognitive disabilities
- Housing for persons with serious mental illness
- Housing for persons with physical disabilities
- Emergency shelter for homeless/homeless shelter
- Housing for chronic homeless

- Housing for homeless veterans
- Housing for homeless families
- Housing for homeless men
- Housing for homeless women
- Housing for homeless youth
- Housing for seniors
- Housing for youth transitioning out of foster care
- Housing for adults with criminal histories (felonies)
- Homeownership opportunities for low income residents (earning less than 80% AMI or about \$46,800/year)
- Homeownership opportunities for moderate income residents (earning 80-120% AMI or generally between \$46,800 and \$70,000/year)
- Housing rehabilitation for low income homeowners (earning less than 80% AMI or about \$46,800/year)
- Housing rehabilitation for moderate income homeowners (earning 80-120% AMI or generally between \$46,800 and \$70,000/year)
- Housing rehabilitation for low income renters (earning less than 80% AMI or about \$46,800/year)
- Housing rehabilitation for moderate income renters (earning between 80-120% AMI or generally between \$46,800 and \$70,000/year)
- Housing hazard mitigation (e.g., mold and moisture, pests, lead hazards, fire hazards, carbon monoxide hazards, etc.)
- Housing for persons with substance abuse/chemical addictions
- Housing for households who have experienced domestic violence
- Housing with a mix of incomes
- Housing for area workforce (specify specific industries in "other" box if desired)
- Do not know
- Other and/or Specify more details for answers above: _____

14. Please rank the five needs you selected above from #1 to #5, with #1 being the most urgent.

Most urgent need (#1):

2nd urgent need (#2):

3rd urgent need (#3):

4th urgent need (#4):

5th Most urgent need (#5):

15. Please identify the single most important issue concerning the lack of availability of quality housing in Goldsboro.

- Housing discrimination
- Ineffective code enforcement
- Neighborhood issues (high poverty rate, high crime rate, low school quality)
- Types of housing available do not fit the needs/desires of the residents (apartments v. single family, size of unit, etc)
- Not enough housing available in general
- Not enough quality housing available
- Underinvestment from private sector
- Emergency shelter for homeless/homeless shelter
- Underinvestment from government/public sector
- Population growth
- Lack of rental housing/very low vacancy rates
- Construction defects law
- Not applicable/lack of available quality housing is not an issue
- Other and/or specify more detail for answers above: _____

16. Specify the single most important issue contributing to a lack of affordable housing in Goldsboro.

- High cost of housing due to construction costs
- High cost of housing due to land costs/land speculation
- Life choices of residents

- Increased housing costs due to new development in the area and rising property values
- Increased property taxes
- Lack of public funding to support housing
- Low wages in general/low minimum wage
- Low wages due to low skill/low educational attainment
- Low wages due to mismatch of available jobs and education
- Rising rents
- Zoning restrictions on density
- Green roof initiative
- City of Goldsboro policies that increase housing costs (please specify below)
- Not applicable/lack of affordable housing is not an issue
- Other and/or specify more detail for answers above: _____

17. What advice do you have for the City to be able to increase the effectiveness of its housing programs?

18. What would you do differently?

19. If your change was made, how do you think it will positively impact outcomes?

- 20. If you provide homeless housing or services, what resources are most needed to help the people you serve end their experience with homelessness? (If you are not a homeless provider, please skip this question).**

Achieving Outcomes

- 21. In your opinion, if the City is successful in directing HUD block grant funds to address the housing and community development needs in Goldsboro or of your clients, what would you expect to see as outcomes?**

Select up to five you would prioritize as outcomes for Goldsboro or for your clients.

- Additional and higher quality child care centers
- A community center or improvements to a community center
- Energy efficiency improvements to existing housing to reduce utility costs
- Historic buildings and housing preserved and rehabilitated
- Housing for specific types of residents (please specify below)
- Improvements to water and sewer systems to reduce costs to residents
- Increased number of Section 8 vouchers or rental subsidies
- A job training center or enhanced job training programs
- A library or improvements to the library (please specify neighborhood below)
- Neighborhood business/commercial areas revitalized (please specify neighborhood below)
- More affordable rental housing (Please specify type/rents/target populations)
- More mental health care services
- More addiction treatment services
- More housing that is accessible to persons with disabilities
- More jobs (Please specify type of jobs, target wages in space provided below)
- More opportunities for homeownership (Please specify product type, ideal home prices in space provided below)
- More opportunities to for business to start up/expand/locate here

- More persons with disabilities able to live independently
- More seniors able to live independently/less seniors leaving their homes to live in nursing homes
- More housing options for seniors to downsize
- More shelters to assist persons who are homeless
- Construction defects law
- Not applicable/lack of available quality housing is not an issue
- More trainings and technical assistance to area nonprofits
- Permanent housing and programs to assist persons who are homeless
- More rehabilitation to housing for existing homeowners
- Rehabilitation to rental housing
- A senior center or improvements to the senior center
- More recreation opportunities for youth and other special populations
- Streets and sidewalk improvements, including features that make them more accessible to persons with disabilities
- Other (please specify): _____

22. Please add more detail about the outcomes you identified above.

Capacity Building

23. If you had additional funds to address capacity and organization needs, what would you do?

24. **Are there best practices around capacity-building for nonprofits in other cities you would like to see Goldsboro consider?**

Annual Action Plan Improvements

25. **Do you have any suggestions on how to improve the Annual Action Plan or other Goldsboro housing, economic development or neighborhood plans to better serve Goldsboro's low and moderate-income residents?**

Additional Thoughts and Ideas

26. **Are there other programs and policies you would like to see the City employ to better address housing and community development needs? If yes, please describe. If possible, please provide best practices or examples from other communities that have successfully implemented your recommended programs and policies.**

Thank you! Thank you for taking this survey and contributing to this very important planning process!