



# HENRY STREET SETTLEMENT

COMMUNITY SURVEY 2023



# INTRODUCTION

In the summer and fall of 2022, Henry Street Settlement conducted a series of surveys among community members and Henry Street team members on recent and emerging concerns. A total of 67 surveys were collected from the community, and 82 were collected from Henry Street team members throughout the agency. This project was an effort to gather updated information from the field on the most important priorities, issues, and concerns among the clients Henry Street serves today, and is aligned with Henry Street's commitment to the principle of Listen, Reflect, and Act.

These surveys captured shifts in attitudes, perspectives, and expectations as New York City emerged from the worst of the COVID-19 pandemic into a changed landscape. Issues that had receded or lain dormant throughout the period of economic growth and progressive legislation preceding the pandemic have risen to the fore once more. A new rash of gun violence has begun to impact a new generation of young people. The need for mental health care and treatment among New Yorkers, which was already at an all-time high prior to the pandemic's onset, has worsened, becoming entrenched as a protracted mental health crisis. Conflicts and instability abroad have increased the cost of goods, triggered new waves of asylum seekers needing support and services, and strained existing resources and systems. The protections and resources afforded to many over the course of the pandemic have ended or will be ending imminently, creating acute vulnerabilities for households on the edge of instability. For many in Henry Street's community, these far-reaching changes have led to increased vulnerability to food insecurity, housing instability, exposure to trauma and other factors that can aggravate mental health issues, and more.

While Henry Street believes in the strength of our community, we also recognize that the pandemic has had lasting effects on its overall resilience, which has exacerbated the effects of many of the crises and issues we face today. We hope to use these survey results to inform our way forward as we work to rebuild our community's resilience and other protective factors to ensure a healthy, vibrant, and thriving New York.

# COMMUNITY SURVEY RESULTS



**H**enry Street conducted a series of surveys over the summer of 2022 at a range of community events, including public events organized by its Department of Integration and Community Engagement (D.I.C.E.). There were two separate surveys, Community Survey 1 and Community Survey 2, which are included as appendices of this report (Appendix 2). Community Survey 1 was administered at a Summer Saturday event on July 9, 2022, and collected 28 responses. Community Survey 2 was administered at a Summer Saturday event on July 23, 2022, where 23 responses were collected, as well as on Henry Street’s Community Day on August 27, 2022, where 11 surveys were collected. Five additional surveys were collected from older adults by administering Community Survey 2 at lunchtime at the Older Adult Center during the first week of September, 2022. In sum, 28 responses were collected for Community Survey 1, and 39 responses were collected for Community Survey 2. A total of 67 surveys were collected from community residents altogether.

These surveys were intended to capture emerging priorities and issues of the greatest concern among our community members, especially as we emerged from pandemic restrictions to a permanently altered socioeconomic landscape on the Lower East side. Both Community Survey 1 and Community Survey 2 contained three demographic questions asking respondents to identify their age range, race, and gender. Both Community Survey 1 and Community Survey 2 also opened with the same question, which asked respondents to select their three greatest community concerns out of 14 possible answer choices and an “Other” option, allowing Henry Street to aggregate responses from all respondents. While Community Survey 1 included an open-ended question on what respondents believed city governments should prioritize, Community Survey 2 asked respondents how satisfied they were with the way government was handling key issues, and what issues they wanted Henry Street to prioritize in advocating for greater allocation of funding and resources. Please see Appendix 2 to see the questions included on Community Surveys 1 and 2.

## DEMOGRAPHICS OF COMMUNITY SURVEY 1&2 RESPONDENTS

Age	#
Under 18	1
18-24	6
25-34	5
35-44	24
45-54	15
55-64	7
65-74	9

Race	#
White or Caucasian	7
Black or African-American	21
Hispanic or Latino	30
Asian or Asian American	8
American Indian or Alaska Native	1
Native Hawaiian or other Pacific Islander	0
Another race	0

Gender	#
Female	52
Male	14
Non-binary/gender non-conforming	0
Not listed	0
Prefer not to answer	1

In aggregating responses from Community Survey 1 and Community Survey 2, Henry Street found that the greatest community concerns among survey participants were crime, violence and community safety, and the cost of housing/rent.



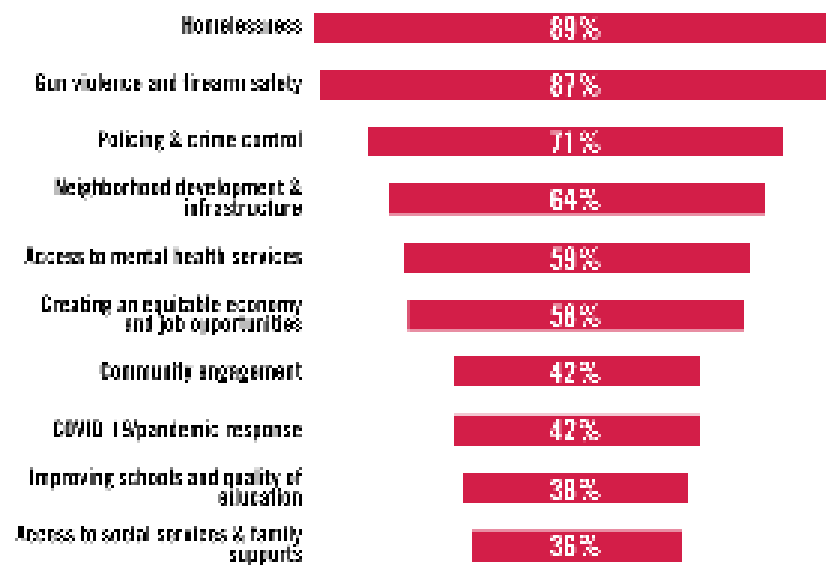
**TABLE 2: GREATEST COMMUNITY CONCERNS, COMMUNITY SURVEYS 1 & 2**

Community Concerns	Responses	#
Crime	44.78%	30
Violence and community safety	43.28%	29
Cost of housing/rent	41.79%	28
Housing/ living conditions	32.84%	22
More opportunities for youth	23.88%	16
Access to mental health services	17.91%	12
Policing and law enforcement	16.42%	11
Garbage collection and neighborhood sanitation	13.43%	9
COVID-19	11.94%	8
Access to fresh fruits and vegetables	10.45%	7
Lack of good jobs or unemployment	8.96%	6
Access to childcare	7.46%	5
Access to high quality healthcare	5.97%	4
Access to quality education	5.97%	4

*\*Participants could choose up to three concerns*

In lieu of the open-ended question in Community Survey 1, Community Survey 2 asked respondents to gauge their satisfaction with the way government was handling issues ranging from homelessness to social services. This question was answered by 34 out of 39 respondents. Chart 1 below summarizes the percentage of respondents who were very unsatisfied or somewhat unsatisfied with the way the city government was handling the following issues.

## CHART 1: PERCENTAGE OF RESPONDENTS VERY UNSATISFIED OR SOMEWHAT UNSATISFIED



Community Survey 2 also asked respondents about the issues they wanted Henry Street to prioritize in advocating for greater allocation of government resources. All 39 survey respondents completed this question, and their responses are summarized in Table 3 below.

Answer Choices	Responses	#
Mental health	46.15%	18
Affordable housing	46.15%	18
Opportunities for youth	43.59%	17
Community violence intervention programs	28.21%	11
Schools and education	25.64%	10
Reducing homelessness	25.64%	10
Community policing	25.64%	10
Family services	23.08%	9
Substance-use programs	12.82%	5
Job training and financial support systems	12.82%	5
Criminal justice reform	10.26%	4
Other social services	10.26%	4
COVID-19 response	2.56%	1
More policing	2.56%	1
Services for African-American families in need of advocacy	2.56%	1
Electric vehicles and safety	2.56%	1

# TEAM SURVEY RESULTS



An internal Henry Street team-member survey was conducted from September through November 2022, yielding 82 completed surveys. The team-member survey was intended to build on the Community Survey results, recognizing that Henry Streeters working on the frontlines have always been our eyes and ears on the ground, often holding the most intimate and honest conversations with the people the agency serves about their concerns. The team survey aspired to capture vital information from those conversations, hoping to get an agency-wide picture of the concerns and issues coming to the fore in our programs from the perspective of our team members.

Team survey respondents spanned all Henry Street programs, representing a diverse range of program areas and populations served. In order to better identify concerns specific to older adults, data analysis for Health & Wellness program area was conducted separately for Older Adult Services and for other Health & Wellness services, not including Older Adult Services.

**TABLE 1: TEAM SURVEY DEMOGRAPHICS**

Program Breakdown	%	#
Education	18.29%	15
Employment	17.07%	14
Health & Wellness (not Older Adult Services)	20.73%	17
Older Adult Services	20.73%	17
Transitional & Supportive Housing	12.2%	10
Arts	9.76%	8
Department of Integration & Community Engagement	1.27%	1

Direct Client Interaction	%	#
Work directly with clients	91.46%	75
Do not work directly with clients	8.54%	7

Primary Population(s) served	%	#
Children 0-18	23.17%	19
Youth 19-24	13.41%	11
Adults 18-65+	46.34%	38
Families (extended or multi-generational)	18.29%	15
Older Adults (65+ or 68+)	25.61%	21
Other = All Ages	2.41%	2

## Client Concerns: Identifying New & Emerging Issues

The team member survey showed that clients across all programs were increasingly concerned about the rising cost of living, increases in the cost of housing, and violence and community safety.

### TABLE 2: OVERALL TEAM MEMBER SURVEY RESULTS

List of Participant Concerns to Choose From*	%	n
Cost of living/increasing cost of goods	60.98%	51
Cost of housing	45.12%	37
Violence and community safety	39.02%	32
Decent job/living wage employment	20.73%	17
Housing maintenance/living conditions	18.29%	15
Crime	17.07%	14
Access to mental health services	17.07%	14
Neighborhood opportunities	12.2%	10
Access to primary care services	9.78%	8
Quality education	6.1%	5
Quality of environment/access to green space	2.44%	2

\*Respondents could make up to 3 choices

Data analysis by program area showed that the cost of living was one of the greatest client concerns identified by Henry Street team members over the past year. The top three concerns by each Henry Street program area surveyed are summarized in Table 3 below, with the top concern highlighted for each program area. Other areas of concern were similar to responses collected from Community Surveys 1 and 2, and included cost of housing, violence/community safety, and better job opportunities.



**TABLE 3: TOP THREE CONCERNS BY HENRY STREET PROGRAM AREA**

Concerns	Program Area							
		Education	Employment	Health	Older Adults	T&SH	Arts	D.I.C.E.
	Cost of housing	60%		47.06%	35.29%	40%	62.5%	
	Cost of living	60%	42.68%	64.71%	58.82%	70%	75%	100%
	Violence/safety		42.68%	58.82%	41.18%	30%		100%
	Decent jobs	46.67%	42.68%					
	Housing condition				35.29%			
	Crime					30%		



When data was analyzed by populations served, the cost of living was the greatest client concern. Youth-serving team members were a notable exception, with decent jobs being their constituents' top concern.

**TABLE 4: TOP THREE CONCERNS BY POPULATION SERVED**

Concerns	Population Served						
		Children	Youth	Adults	Families	Older Adults	All Ages
	Cost of housing	57.89%	54.55%	47.37%	40%	42.86%	62.5%
	Cost of living	73.68%	54.55%	60.53%	80%	57.14%	
	Violence/safety			52.63%	33.33%	57.14%	
	Decent jobs	26.32%	63.4%				50%
	Youth Opportunities						50%
	Education						50%



When asked an open-ended question about which service clients needed more than ever before, the top two answers from team members were mental health care and housing. Housing was identified as the greatest emerging need among the following programs: Health & Wellness, Older Adult Services, Employment, and the Arts. Mental health was identified as the greatest emerging concerns in the following programs: Education and Transitional & Supportive Housing. Mental health was also noted as being significant in Older Adult programs and in Employment programs. The emerging needs identified by staff in total include: mental health (19 mentions), housing (18 mentions), the cost of living (7 mentions), food (6 mentions), employment (5 mentions), safety (4 mentions), health care (3 mentions), living conditions (3 mentions), childcare (2 mentions), and crime (1 mention).

Overall, clients appear to be feeling pressured by increases to their financial burden, as rents, food costs, and the costs of other goods continue to rise while wages stagnate. For those with fixed incomes, such as older adults, the rise in the cost of goods has made them want to leave their place of residence for a place that's cheaper, safer, quieter, better maintained, or a better bang for buck. In Education and Employment programs, there is a defined need for both general and targeted mental health services, including mental health services for youth, anger management services, and more. Programs have also seen a need for better and more flexible career counseling options to connect youth and other jobseekers to good jobs, with earning opportunities for youth and career counseling that are geared toward career upgrades or a true path to upward mobility. There has also been a greater need for direct cash assistance, as clients seek emergency funding measures to respond to financial pressures. In the arts, the rising cost of living has led to clients seeking out support to ease their financial burdens, including help with finding affordable housing, additional production support, financial support, and more. The Transitional & Supportive Housing program also identified mental health, legal services, benefits access, food access, financial counseling, and the cost of goods as priorities.

The team survey provided team members with a brief summary of the results from Community Surveys 1 and 2, and asked if the issues raised therein were relevant to the clients they serve. The question mentioned that Community Survey 1 and 2 respondents had identified housing costs, crime, and violence/community safety as their most pressing concerns, and mental health services, affordable housing, and more opportunities for youth as needing additional resources. The team survey then asked respondents if these issues were impacting their clients. The majority of team respondents in all programs said that violence and community safety, mental health, and housing were top concerns. Additional concerns noted included crime, food, transportation, living conditions, youth opportunities, and the cost of living. The topic of violence and community safety was pervasive, with many team members noting that clients didn't feel safe using the subways or being out and about in their neighborhoods.

W

hen asked about how issues over the past year have affected program turnout, staff responded with a wide spectrum of answers (see Table 5). Notably, education and arts programs were the only ones in which a majority of respondents felt that turnout had decreased. Transitional & Supportive Housing was the only program where the majority of respondents felt there was no change in enrollment.



**TABLE 5: CHANGES IN TURNOUT**

Program	No Change	Increased	Decreased
Health & Wellness	47.06%	29.41%	23.53%
Older Adults	35.29%	29.41%	35.29%
Education	26.67%	13.33%	60%
Employment	35.71%	28.57%	35.71%
Arts	37.50%	0%	62.50%
T&SH	60%	10%	30%
DICE	0%	0%	100%

COVID, the fear of violence, fear of taking public transportation, and other factors have led to a decline in some programs, notably Arts and Education. It appears that clients are making decisions based on a cost-benefit analysis; some older adults are less willing to engage given COVID concerns, and the arts are suffering as fewer people make it a priority given the risk of COVID. On the other hand, services that people perceive as essential, such as employment and mental health, have been less affected by concerns about COVID or safety. The Transitional & Supportive Housing program area appeared relatively unaffected, likely due to the fact that Henry Street’s transitional housing clients come through pathways and referral mechanisms that are less impacted by external factors, and supportive housing clients have remained aging in place.



## *Client Concerns: Socio-emotional Impact of New & Emerging Issues*

When asked to identify emerging issues, new trends, or changes in attitude among clients, team members' responses made it clear that clients were under unprecedented levels of stress and frustration. They indicated that anxiety, frustration, fear, and feelings of isolation and loneliness were more apparent in clients than ever before, accompanied by the need for more mental health services. Clients' acute awareness of violence, particularly when using public transportation or traveling late at night, seems to have affected their stress and anxiety levels as well. With more perceived threats to their personal safety, the ongoing stress of the pandemic, and a labor market that has shifted drastically in the past two years, they increasingly desire better jobs with better pay and benefits, including hybrid work options. These external stressors have caused some clients to self-isolate; these clients suffer from loneliness and anxiety, and while some of them do want to reestablish social connections and ties, they feel unable to do so safely due to concerns about COVID or about their safety. In some cases, because COVID so thoroughly damaged community and social bonds, they seem to no longer know how to reengage with a community or to reestablish bonds that were severed. Team members report that some clients have responded to these stressors with anger and frustration, feeling victimized, and deserving of more than they are able to receive through program services or public benefits. They also feel entitled to better jobs and pay, though they may not necessarily have the qualifications to obtain these types of jobs.

The final question asked team members whether their clients had shared any stories over the past six months that were new, unusual, or particularly concerning for any reason. Stories about violence were of the greatest concern, including stories about violence or strange behavior in the subway, targeted violence against AAPI people, and violence in the community. COVID and mental health issues leading to eviction or rent arrears was another notable issue. With the cost of food and rent skyrocketing, the cost of living and access to food were significant concerns across the board. Clients in NYCHA housing appear to be suffering from housing conditions that are worse than ever before, a deterioration in living conditions is that is aligned with the overall decline in housing quality on the Lower East Side and is corroborated by a wealth of documentation in both private and public housing facilities. All of these factors and more may be contributing to the feelings of frustration, anger, and desperation that many clients feel as they work toward finding a path forward.



# DISCUSSION & ANALYSIS



**I**t seems clear from both community and staff survey respondents that New York City today is facing a protracted, rather than acute, crisis. Many of the elements of the crisis, including inflated food insecurity, the housing and homelessness crisis, fear of disease or vaccination, greater need for mental health care (including for severe mental illness), and the growing unsustainability of livelihoods, were accelerated if not precipitated by the pandemic and its repercussions. These, combined with other global events, have caused cataclysmic shifts in the social and economic fabric of entire nations, which have in turn exacerbated and prolonged many of the issues mentioned in this report.

Many in the Henry Street community – both team members and clients – appear to be increasingly frustrated and anxious with an economic environment in flux, the ongoing pandemic, increasing financial hardship combined with inflation, the perception of unsafe transportation and communities, and more worries. The socio-emotional repercussions of these stressors as reflected in clients’ attitudes and overall well-being show that clients feel unprepared to face a protracted crisis in a climate of uncertainty, both financially and socio-emotionally.

Our community is ill-equipped to respond to ongoing stressors in a healthy and positive way. Many clients have shown a decline in healthy coping mechanisms and/or social skills, which may also have been damaged over the course of the pandemic. Studies have shown that repeated exposure to stressors, particularly external stressors, can lead to a deterioration of resilience even among those experienced in dealing with crises, which may be at play today. The rhetoric of “recovery” may also contribute to clients feeling as though they are being left behind, considering their struggles are continuing or intensifying as the rest of the city “recovers.”

The situation today calls for both a long-term and short-term preparedness initiative, which can help Henry Street and its community to move forward in a way that acknowledges the permanence of uncertainty and the need for intensified mental health services that are integrated into every element of our work. The potentially explosive elements that have been noted, including greater violence, anger, and hopelessness in the community, need to be addressed in the short term by giving our team and clients the tools they need to prevent or respond to acute crises when and as they occur, instead of being reactive to them. Long-term strategic planning to integrate both low-intensity and high-intensity mental health services for specific populations (youth, older adults, jobseekers, etc.) is also necessary.



While the vast majority of survey respondents cited mental health as a priority, the emerging issues and crises that our community is facing require a multi-faceted approach that is grounded in an understanding of mental health as it pertains to the whole person, rather than additional mental health initiatives. In light of a whole-person approach to programming, mental health should be highlighted as a priority for the agency and for team members at all levels, rather than relegated to the domain of clinicians, social workers, and case managers.

In acknowledgment of the persistent barriers to mental health care and treatment in our prevailing health care system, as well as the great diversity in mental health needs among our community members, policies and programs at Henry Street should focus on creative approaches to capacity building, integration, and program development that circumvent barriers to mental health supports for better short-term preparedness.

One example that has been raised is that not all clients suffering from mental health–related crises are in need of therapy and medication; they may simply need better coping mechanisms, help with a utility bill, or regular support from a community of peers. Furthermore, being unable to cope with these and other types of stressors can result in anger or lashing out at our employees. Therefore, team members must be equipped with the tools to cater to the whole person and understand client needs more holistically. This may entail providing additional staff capacity building in trauma-informed care, crisis intervention, de-escalation tactics, anger management, teaching healthy coping mechanisms, and mental health first aid, to cite just a few examples. Developing emergency protocols or standardized operating procedures for crises may be useful in creating an overall culture at Henry Street that understands the prevalence of crisis and actively works to prevent and respond to it.

Long-term preparedness initiatives should focus on preparing clients and staff to thrive in uncertainty. These initiatives may include a greater emphasis on financial planning and counseling, the restoration of community ties that were strained or broken during the pandemic, and the development of agency-wide tools, policies, and programs that can help both clients and staff feel supported in their mental health and wellness needs.



# THE WAY FORWARD

Given the protracted nature of the mental health crisis illustrated by these survey results, accelerated and exacerbated by the COVID-19 pandemic, Henry Street has identified a number of action steps to guide the way forward. These action steps fall under two broad categories: preventive steps to avert crisis onset and maintain the health, safety, and wellbeing of our community, including that of Henry Street employees, over the long-term, and rapid-response action steps to respond to acute crises requiring immediate intervention.

## *Prevention*

- Expand community-based violence intervention (CVI) programming and credible messenger-based interventions
- Expand access to lighter-touch mental health services (these may include access to mental health apps, workshops on building resilience or healthy coping mechanisms, meditation classes/led meditations, etc.)
- Expand substance use counseling and treatment services, including for alcohol use and tobacco cessation
- Ensure expansion and maintenance of safe spaces, including green spaces and spaces for young people
- Strengthen the Employee Assistance Program (EAP) to assist team members with mental health support, substance use treatment, and more.

## *Rapid Response*

- Create standardized policies and procedures for programs to request crisis-intervention assistance
- Expand crisis-management and crisis-intervention resources for program sites, exploring diverse options (e.g. site-based crisis-intervention specialists, mental health first-responder teams that can be deployed to different sites, expanding CONNECT, etc.)
- Provide trainings and more professional development opportunities on crisis identification, crisis-management, de-escalation strategies, and crisis-intervention
- Expand awareness among all Henry Street team members of both internal and external resources in targeted mental health supports (e.g., anger management, substance use services, etc.), food access, emergency cash assistance, and eviction assistance, to name just a few urgent priorities.



# APPENDIX 1

# COMMUNITY SURVEY

## Community Survey 1

\* 1. What is your biggest community concern? Please check up to three responses.

- Cost of housing/rent
- Housing/living conditions
- Garbage collection and neighborhood sanitation
- Violence and community safety
- Crime
- Policing and law enforcement
- Lack of good jobs or unemployment
- Access to quality education
- Access to mental health services
- Access to high quality healthcare
- Access to childcare
- Access to fresh fruits and vegetables
- More opportunities for youth
- COVID-19
- Other (please specify)

\* 2. What do you think the city government should prioritize to help the city and its residents thrive?

3. Please select your age range.

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+



4. Please select your race.

- ☐ White or Caucasian
- ☐ Black or African American
- ☐ Hispanic or Latino
- ☐ Asian or Asian American
- ☐ American Indian or Alaska Native
- ☐ Native Hawaiian or other Pacific Islander
- ☐ Another race

5. Please select the gender you most closely identify with.

- ☐ Female
- ☐ Male
- ☐ Transgender Female
- ☐ Transgender Male
- ☐ Gender Non-conforming
- ☐ Not listed
- ☐ Prefer not to answer

6. Please share any other comments or feedback you may wish to provide.



## Community Survey 2



### Community Survey 2

\* 1. What is your biggest community concern? Please check up to three responses.

- ☐ Cost of housing/Rent
- ☐ Housing/living conditions
- ☐ Garbage collection and neighborhood sanitation
- ☐ Violence and community safety
- ☐ Crime
- ☐ Policing and law enforcement
- ☐ Lack of good jobs or unemployment
- ☐ Access to quality education
- ☐ Access to mental health services
- ☐ Access to high quality healthcare
- ☐ Access to childcare
- ☐ Access to fresh fruits and vegetables
- ☐ More opportunities for youth
- ☐ COVID-19

Other (please specify)

2. How satisfied are you with the way(s) in which the government is handling the following issues?

	Very unsatisfied	Somewhat unsatisfied	Neutral	Somewhat satisfied	Very satisfied	N/A
Gun violence & firearm safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Policing & crime control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to mental health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to social services & family supports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Improving schools and quality of education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Neighborhood development & infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
COVID-19/pandemic response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating an equitable economy and job opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



\* 3. Which issues should Henry Street prioritize in advocating for greater allocation of government resources?

- ☐ Mental health
- ☐ Community violence intervention programs
- ☐ Opportunities for youth
- ☐ Family services
- ☐ Substance use programs
- ☐ Reducing homelessness
- ☐ Criminal justice reform
- ☐ Affordable housing
- ☐ Community policing
- ☐ Job training and financial support systems
- ☐ Schools and education
- ☐ Other social services
- ☐ COVID-19 response

Other (please specify)

4. Please select your age range

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75+

5. Please select your race.

- ☐ White or Caucasian
- ☐ Black or African American
- ☐ Hispanic or Latino
- ☐ Asian or Asian American
- ☐ American Indian or Alaska Native
- ☐ Native Hawaiian or other Pacific Islander
- ☐ Another race

6. Please select the gender you most closely identify with.

☐

Female

☐

Male

☐

Transgender

☐

female

Transgender male

☐

Non-binary/gender non-

conforming

☐

Not listed

☐

Prefer not to answer

7. Please share any other comments or feedback you may wish to provide.





## APPENDIX 2

# TEAM SURVEY AUG. 2022

### Overview

As we emerge from the pandemic, Henry Street is conducting a series of surveys to identify the community concerns that are the most pressing and important to them today. We are striving to ensure that our mechanisms for active listening help create platforms and programming that are community-driven, inclusive, and evidence-based.

This staff survey is being conducted to further inform Henry Street's policy and advocacy platform. It builds on Community Surveys conducted at DICE Summer Saturdays events in July and August, and shows which issues are priorities for our community today. In addition to the cost of housing/rent, which remains a perennial concern on the LES, the surveys also showed that crime and violence/community safety were in the top three community concerns identified. Results also showed that mental health services were considered the greatest priority for resource allocation.

We recognize the fact that Henry Street's staff, particularly frontline staff, have always been our eyes and ears on the ground, often holding the most intimate and honest conversations with the people we serve about their concerns. Therefore, we have designed this survey to capture vital information from those conversations, hoping to get an agency-wide picture of the concerns and issues coming to the fore in our programs from the perspective of our staff members.

The survey is completely anonymous. If you wish to provide more information or feedback, you can feel free to do so, either through the anonymous comment box at the end of the survey, or by emailing Erica Chung, Director of Partnerships and Public Policy, directly at [echung@henrystreet.org](mailto:echung@henrystreet.org).

The survey is 10 questions and should take approximately 15 minutes to complete. It is open to all staff, including frontline staff and supervisory/management staff. You don't need to refer to client stats or data to answer the questions, as they are largely asking about your overall impressions. We highly encourage everyone to participate!



## Survey Questions

### Page 1 - Identifying Information

1. Which program area do you work in?
  - Education
  - Employment
  - Health and Wellness (not including Older Adults)
  - Older Adults
  - Transitional and Supportive Housing
  - Arts
2. Do you work directly with clients?
  - Yes
  - No
3. The majority of the clients you serve are in what age range?
  - 13 and under
  - 14 - 24
  - 25-34
  - 35-44
  - 45-54
  - 55-64
  - 65+

### Page 2 - Community Concerns & Trends

4. About which of the following issues have your clients expressed greatest concern in recent months? Please choose up to three.
  - Cost of housing/Rent
  - Crime
  - Violence and community safety
  - Youth-specific opportunities
  - Housing maintenance/living conditions
  - Access to mental health services
  - Access to quality primary care services



- Quality education
- Decent jobs/living wage employment
- Other (fill in)

5. Have you noticed more clients in need of a particular service than before? If so, what was the service? This does not need to be a service you provide. (For example, if you are an Employment Coordinator and noticed an increase in the number of clients needing mental health services, you would note it here).
6. In our Community Surveys, people identified housing costs, crime, and violence/community safety as their most pressing concerns. They identified mental health services, affordable housing, and more opportunities for youth as needing additional resources. Have you noticed these particular issues affecting your program or the clients you serve?
7. A. Have recent events or new issues (of the past year) affected turnout at events or uptake of services?
  - Yes, they have increased turnout and/or uptake
  - Yes, they have decreased turnout and/or uptake
  - No, they have not affected turnout or uptake

B. If you answered Yes to question 7A, what were the events or issues that you believe most affected turnout/uptake?
8. Have you identified any emerging issues, new trends, or changes in attitude among clients? If so, what were they?
9. Were there any particular stories or needs that clients brought to you over the past 6 months that were new, unusual, or particularly concerning for any reason?
10. If you have any additional comments or feedback, please provide them in the box below.

