Housing Summit 2019: REPORT

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The City of Salina
Community and Development Services Department
Community Relations Division
www.community.salina.org
Introduction
The 2019 Housing Summit brought together leading housing resource providers in an effort to inspire innovation within Salina’s housing landscape. Housing is a unique subject matter as its impact on the community is broad. When housing is brought up as a subject it can be referring to everything from homelessness and prisoner reentry to workforce housing and rentals for college students. Because of these diverse perspectives, understanding the picture as a whole is equally as complicated as it is important.

The work of the Housing Summit solidified for all participating that collaboration, communication, and coordination are at the heart of addressing housing as a whole within the community. The Housing Summit 2019 Report provides stakeholders and policy makers with an overview of the event, feedback from the participants and recommended future actions. This document, like several other housing plans and studies, helps to record the complex community conversation around housing and continue efforts to understand the housing environment, those who are participating in it, and to encourage new goals, recommendations, and future progress.

2003

The Salina Housing Authority develops a Housing Assessment for Salina. This assessment illustrates some of Salina’s housing issues such as demand for market-rate rentals, maintenance of rentals, new development, increasing demand for senior housing across all income brackets, and citywide housing trends.

2010

The City of Salina identifies housing as a key concern in its Comprehensive Plan, addressing the need for community building, organizing and promoting a sense of community and connectedness within neighborhoods.

2015

The City of Salina develops Live Salina: A Strategic Housing Plan which assesses and gives scope to some deeper factors that influence and affect Salina’s housing landscape, such as the discrepancy between housing need and availability, the area’s ratio of housing stock and type, and projections for the future based on current study data and infill and development. The study also highlighted community input.
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Event Overview

The 2019 Housing Summit, which took place on June 28, 2019, brought together 32 Salina organizations that provide housing services within the city. The Summit was aimed at determining the scope of housing resources that exist in Salina and bridging the gap between various housing resources in the community. Another Summit goal was to assess the challenges faced by organizations working to connect Salina residents with housing resources.

Participants engaged in activities and discussions, including the creation of a matrix which mapped out Salina’s current and desired housing resources. These activities and discussions will serve as the basis for ongoing collaborative solutions and further discussion. Salina’s housing resource providers must be able to connect public and private resources and cultivate collaborative efforts in order to deliver greater housing opportunities.

Participants represented a variety of organizations that directly or indirectly provide essential housing services, including non-profits, churches, and governmental agencies. Here is a complete list of all who attended:

- Salina Housing Authority
- Choices Network
- Salina Human Relations Commission
- Accessibility Advisory Board
- Ashby House
- Thrive of the Heartland
- Central Kansas Mental Health Center
- City of Salina
- DVACK
- Emmanuel Foursquare Church
- Saline County Health Department
- Community Corrections
- CAPS
- Salina Community Economic Development
- Hope House
- Community Housing Development Organization (CHDO)
- Heartland Early Education
- North Salina Community Development
- Emmanuel Foursquare Church
- City Planning Commission
- First Bank Kansas
- Salina Chamber of Commerce
- Saint Francis Ministries
- Salina Police Department
- OCCK
- Catholic Charities
- First United Methodist Church
- Thrive of the Heartland
- Salina Area United Way
- Salina Rescue Mission
- Great Plains Association of Realtors
- Consumer Credit Counseling Services
Facilitated Questions – Small Group Exercise

Participants were separated into eight small groups where table captains led a guided discussion. Group members began by discussing their organizational mission and how housing was a part of that. The purpose of this was for participants to understand how such a diverse group of organizations could have housing in common. The groups then answered a set of questions. Once each group completed their question sets, they reported out to the entire participant group. Participants then placed their feedback into a matrix that helped to visually display what the groups had been discussing. A PDF version of the table captain’s manual has been provided for reference as Appendix I. Questions posed to the group included:

**What Resources are Currently Available?**

- What are your agency's housing-related programs, initiatives, or resources?
- What resources does your agency provide in relation to housing related program (i.e. money, time, space)?

**What Resources are Missing from Our Community?**

- What do you wish you could do to better to support the community in terms of housing related needs?
- What do you wish the community had in place to support housing related needs?
- What types of programs do you wish were in place, but do not fall into your agency's scope of work?

**How Will We Take Action?**

(These questions occurred after the matrix exercise and group report-outs)

- What is your biggest takeaway from the matrix data you've seen here today?
- What do you think we could do differently as a community to reach our housing related goals?
- If you could do one thing differently in your organization, in terms of housing related services, what would it be?
- Are your existing partnerships working toward housing related goals?)
**Matrix Exercise**

As a way to visualize the feedback of the groups, staff helped to facilitate a matrix exercise. The Y-axis of the matrix consisted of a list of each organization in attendance. The X-axis of the matrix listed: 1) Resources currently being offered and 2) Resources desired but not available. Each organization’s representative was asked to place a green dot next to the resources their organization currently offers and a red dot next to the resources their organization would like to offer. The end result was a visual representation of overlaps and gaps within service types. Understanding the wants and needs are important but so is the realization of what we don’t know and what we think we know. Many of the participants recognized that they either didn’t know that a service was / was not being provided or they thought their agency was the only one providing a certain service. *An excel spreadsheet version of the matrix has been provided for reference as Appendix II.*

*Housing Summit 2019: Resource Matrix*
Event Results and Summary:
Feedback from participants was gathered through the two major activities described above: 1) facilitated questions – small group exercise and 2) the matrix exercise. This two part approach was important because it allowed for both a verbal and visual expression of the subject. The facilitated questions portion of the day occurred primarily in the morning with the first two of three question sets being discussed. Working in smaller teams with provided questions allowed for a structured and paced conversation around the complicated topic that is housing. The matrix exercise was all about being able to visualize the conversation that was being had and allow that visualization to help spur on solution based conversations. The third and final set of the facilitated questions helped participants to prioritize areas of need, identify partnerships, and develop actionable steps.

The results and feedback gathered throughout the day was sorted into two general categories, current housing resources and needed housing resources. Below, feedback and results for each exercise is summarized and described by the appropriate category.

Current Housing Resources

Facilitated Questions- Small Group Exercise:
Summit participants were initially asked to identify the currently available housing resources in our community based on the resources that their agency provides. Question 1.1 and 1.2 read as follows:

1.1) What are your agency’s housing-related programs, initiatives, or resources?
1.2) What resources does your agency provide in relation to housing related program (i.e. money, time, space)?

Based on feedback from the groups, below is an overall summary of the most provided housing resources within our community:

<table>
<thead>
<tr>
<th>Services Provided</th>
<th>Agency(s) Providing Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>financial literacy, budgeting, first time homebuyer funds and / or general goal setting</td>
<td>THRIVE, Heartland Early Education, First Bank Kansas, Association of Realtors, Rescue Mission, Chamber of Commerce, CHDO, Ashby House, CCCS</td>
</tr>
<tr>
<td>housing accessibility guidance, planning and zoning services, code enforcement, landlord/tenant law education &amp; equal opportunity law enforcement, housing rehabilitation funding &amp; emergency solutions grant, and/or general housing support</td>
<td>The City of Salina, SCEDO, Accessibility Advisory Board</td>
</tr>
</tbody>
</table>
Participants also shared that the majority of resources they use to provide services are grants, volunteers, federal or state support, and individual giving. During the group report out time for question 1.2, several participants recognized that funding was being requested from the same sources for same or similar programs. This realization concluded with participants noting that better collaboration and partnership could be beneficial.

**MATRIX Results: Top 3 Current Housing Resources**

- Approximately **25%** of participant agencies provide **Financial / Credit Counseling** to their clients.
- Approximately **22%** of participant agencies provide **Life Skills Classes** to their clients.
- Approximately **22%** of participant agencies provide **Housing Stability Education** to their clients.
What is Financial / Credit Counseling?
Financial / Credit Counseling typically consist of money and debt education, budgeting classes, and / or money management workshops.

What are Life Skills Classes?
Life Skills classes are typically designed to increase a person’s knowledge and skills necessary for everyday living. Classes usually emphasize goal-setting, decision making and problem solving, communication, and financial literacy.

What is Housing Stability Education?
Housing Stability education focuses on teaching participants how to overcome barriers that may be preventing them from obtaining and maintaining housing. Typical housing stability barriers are: finances, mental health, domestic violence, and employment instability.

Desired Housing Resources

Facilitated Questions- Small Group Exercise:
Summit participants were asked to identify housing needs, not being currently addressed within the community. Questions 2.1, 2.2, and 2.3 read as follows:

2.1) What do you wish you could do to better to support the community in terms of housing related needs?

2.2) What do you wish the community had in place to support housing related needs?

2.3) What types of programs do you wish were in place, but do not fall into your agency’s scope of work?

The groups identified four main categories of need that didn’t exist and would better support their clients’ housing needs: (1) better quality housing, (2) better quality landlords, (3) more affordable housing, and (4) better communication between landlords and tenants.
• 50% of the groups identified Better Quality Landlords as something that, if present in Salina, would help support their clients’ housing needs.

• 25% of the groups identified Better Quality Housing as something that, if present in Salina, would help support their clients’ housing needs.

• 12.5 % of the groups identified More Affordable Housing Options as something that, if present in Salina, would help support their clients’ housing needs.

• 12.5 % of the groups identified Better Communication Between Landlords and Tenants as something that, if present in Salina, would help support their clients’ housing needs.

Landlord tenant relations were a large concern of Summit participants. This may be due to the fact that many of the participant’s agencies are social service type organizations that hear the stories of people in crisis on a daily basis. In order to support these agencies and their clients, there must be a mechanism in place to educate both landlords and tenants on their rights and responsibilities.

In general, participants felt that landlords should: be more willing to cooperate, have better working relationships with their tenants, and be more willing to update their properties. Participants who were landlords or represented landlords shared that many of the issues identified to better the tenant experience would benefit the landlord yet tenants do not always reciprocate.

Participants also identified the following as things that would help them better support their clients: an increase in living wage, more childcare options, rent caps, and more funding.
**MATRIX Results: Top 3 Desired Housing Resources**

1. **Better Communication Among Agencies**
2. **Affordable Housing**
3. **Crisis Housing Funds**

- Approximately 88% of participants identified Better Communication Among Agencies as something they desired in Salina.
- Approximately 44% of participants identified Affordable Housing as something they desired in Salina.
- Approximately 31% of participants identified Crisis Housing Funds as something they desired in Salina.

**What is better communication among agencies?**
Communication refers to the interaction between individuals or groups. For communication to be better, interactions must continue, initiate, increase and / or diversify. In a world where we have numerous communication channels and tools at our disposal, the opportunity for better communication is infinite. Several major methods used to improve or create communication include: reciprocal information sharing, face to face interactions, shared training or educational opportunities, and activities to build relationships.

**What is affordable housing?**
Housing is affordable when it addresses the needs of lower or middle income households. Housing is typically described as being affordable when the cost comes within 30% of a family’s income. However, as with all housing issues, affordable housing is a multifaceted issue that encompasses more than just basic costs like rent and utilities. Affordable housing is also affected by factors such as childcare costs, transportations costs, and salary rates.

**What are crisis housing funds?**
Crisis housing funds are typically provided by community agencies in an effort to assist individuals with emergency housing needs. For instance, an emergency housing need could be: utility payments when an individual has received a shutoff notice or rental payments when an individual has received an eviction notice.
Moving Forward

Following the matrix exercise and question sets one and two, Summit participants were asked to identify what next steps they would take to improve housing efforts within the community and how could they accomplish that. Questions 3.1, 3.2, 3.3 and 3.4 read as follows:

3.1) What is your biggest takeaway from the matrix data you've seen here today?
3.2) What do you think we could do differently as a community to reach our housing related goals?
3.3) If you could do one thing differently in your organization, in terms of housing related services, what would it be?
3.4) Are your existing partnerships working toward housing related goals?

A summary table of the individual responses from each small table group has been provided for reference as Appendix III. The table shows the notes provided by each table captain in an effort to record the group’s thoughts about what they learned at the summit, what should be the community’s housing priorities and what action steps could come from the summit and this new information. Each table reported out and then there was continued discussion among the entire group about priorities and next steps for addressing the identified community priorities.

Several ideas were consistent among all tables and were identified as priorities because they have the highest impact on the greatest amount of the people. Community priorities include:

- A one-stop shop for information about housing
- Find more ways to collaborate and communicate…
  - Funding
  - Programs
  - Resources
- Need more housing rehab programs
- Education…
  - Landlords
  - Tenants
  - Agencies
  - Real estate professionals
- Conversations and communication with a more diverse audience, outside the social services box
- Advocates need to get involved more and speak up at local, state and federal levels
- Better understanding of gaps and overlaps in service

In summary, the purpose of the 2019 Housing Summit was to help participants better understand the complexity of the many issues surrounding housing in Salina. Although the day’s primary
focus was on Salina’s housing resource agencies, the goal was also to educate attendees, including City staff, about the barriers that prevent citizens from accessing housing. As we move forward, the City of Salina will continue to view housing as the multi-faceted issue and work to cultivate housing progress through strategic resource infusion and by facilitating community collaboration.
Appendix I: Table Captain Manual
Evelyn Nelson – Supervisor  
City of Salina, Community Relations Division  
Welcome

Lauren Driscoll – Director  
City of Salina, Community & Development Services Department  
Opening Remarks & Table Introductions

Facilitated Table Discussion #1 – 30 minutes  
Tables Report Out – 15 minutes  

Break – 10 minutes

Facilitated Table Discussion #2 – 30 minutes  
Tables Report Out – 15 minutes  

Break & Completion of Matrix – 20 minutes

Presentation of Matrix Results & Group Feedback – 15 minutes

Facilitated Table Discussion #3 – 30 minutes  
Tables Report Out – 30 minutes

Event Conclusion & Closing
Thank you for serving as a Table Captain for the 2019 Salina Housing Summit.

The day will consist of 3 short rounds of facilitated questions in a small-group setting, followed by reporting out to the room as a whole. The Table Captain will serve as the facilitator for each group. Each Table Captain will be provided with answer sheets for each question and have three main duties:

1) Facilitate the table’s discussion
2) Record the table’s answers on each answer sheet
3) Briefly report out the table’s answers to the large group

If so desired, Table Captains may appoint a “Scribe” and “Reporter” to help with their duties. A Scribe can help with note taking and documentation. The Reporter can be the table’s designee to speak for the group when it is time to report out.

The answer sheets will be critical to compiling the results from the day; however, the idea is to hear from all 5-6 groups within a 15-minute reporting time frame, so the reporting out sessions will need to be concise.

A detailed agenda is included at the front of this manual, but a general overview of the topics and activities of the day is as follows:

- Introductions- Mission Statements
- Question Set #1 - *What services/resources exist?*
- Question Set #2 – *What services/resources are missing?*
- 20-minute break/Creation of Matrix (*Working Lunch*)
- Presentation of Matrix & Discussion
- Question Set #3 – *How will we take action?*

There will be opportunity for group feedback and collaboration, and the data we collect during the Summit will be compiled for public release and reference for future strategic planning.

Please let Staff know if you have any questions, and again, thank you for your participation.

~Community Relations Division Staff
2019 HOUSING SUMMIT
ALL DISCUSSION QUESTIONS – REFERENCE SHEET

Warm up/Introductory Questions - Table Captains
1. Introductions and read mission statement
2. How does your organization mission fit into housing? How did your organization get involved with housing-related issues?
3. Tell us about the population you serve.

Group Question Set #1 – What Exists? - Table Captains
1. Specifically, what are your agencies’ housing-related programs, initiatives, or resources?
   ➢ How are they provided? How often?
2. What are the resources that are provided to make this service happen (i.e., money, time, space?)

Group Question Set #2 – What’s Missing? - Table Captains
1. What do you wish you could do to better support your population and their housing needs?
2. What else do you wish the community had in place to support housing needs?
   ➢ Could/should there be more of certain services?
   ➢ Could/should there be better communication in any areas?
3. What do you wish was done, but doesn’t fall into your agency’s scope of work?

Matrix Results Questions – facilitator

Group Question Set #3 – How do we move towards action? - Table Captains
1. What is your biggest takeaway from the data?
   ➢ Of everything identified on the matrix, what do you think should be the top community priority?
2. What do you think we could do differently as a community to reach this priority?
3. If you could do one thing differently based on this data in your own organization, what would you do?
4. Are your existing partnerships working toward these community priorities?
   ➢ What do you see your group doing in the next 12 months to address the issues and priorities identified today?
   ➢ Would any of your existing partnerships be interested in working toward these community priorities?
   ➢ Do you see any potential for additional partnerships? If so, please identify.
**Warm up/Introductory Questions - Table Captains**

1. Introductions and read mission statement
2. How does your organization mission fit into housing? How did your organization get involved with housing-related issues?
3. Tell us about the population you serve.

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<tr>
<th>Organization/Agency</th>
<th>Mission key words</th>
<th>Background</th>
<th>Population Served</th>
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2019 Salina Housing Summit
Group Question Set #1 – What Exists?
TABLE CAPTAIN REPORTING SHEET

MATRIX CONTENT

Question 1.1
Specifically, what are your agencies’ housing-related programs, initiatives, or resources?

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<thead>
<tr>
<th>Organization/Agency</th>
<th>Program Name (example: King’s Closet)</th>
<th>Program/Service Description (example: free clothing program for families with children)</th>
<th>Staff Notes: MATRIX</th>
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2019 Salina Housing Summit
Group Question Set #1 – What Exists?
TABLE CAPTAIN REPORTING SHEET
REPORT CONTENT

**Question 1.2**

What are the resources that are provided to make your services or initiatives happen (*i.e. money, time, space*)? How are they provided? How often?

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<th>Organization/Agency</th>
<th>Resources</th>
<th>How provided/how often?</th>
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2019 Salina Housing Summit
Group Question Set #2 – What’s Missing?
TABLE CAPTAIN REPORTING SHEET

**Question 2.1**

What do wish you could do to better support your population and their housing needs?

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<th>Organization/Agency</th>
<th>Services &amp; resources you wish to offer</th>
<th>Staff Notes: MATRIX</th>
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2019 Salina Housing Summit  
Group Question Set #2 – What’s Missing?  
**TABLE CAPTAIN REPORTING SHEET**  
**MATRIX CONTENT**

**Question 2.2**

What else do you wish the community had in place to support housing needs?
- Could/should there be more of certain services?
- Could/should there be better communication in which areas?

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<tr>
<th>Organization/Agency</th>
<th>What else/other needs?</th>
<th>Staff Notes:</th>
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### Question 2.3

What do you wish was done, *but doesn’t fall into your agency’s scope of work*?

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<tr>
<th>Organization/Agency</th>
<th>Services/resources:</th>
<th>Staff Notes:</th>
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2019 Salina Housing Summit

Group Question Set #3 – How Do We Move Towards Action?
TABLE CAPTAIN REPORTING SHEET
REPORT CONTENT

Question 3.1

What is your biggest takeaway from the data on the matrix? Of everything identified, what do you think should be the top community priority? Does your table have a group consensus regarding the top priority?

<table>
<thead>
<tr>
<th>Takeaway</th>
<th>Community Priority</th>
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<td><strong>Organization/Agency</strong></td>
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Group Consensus – Community Priority: _________________________________

Table Captain: ______________
Table #: ______________
2019 Salina Housing Summit

Group Question Set #3 – How Do We Move Towards Action?
TABLE CAPTAIN REPORTING SHEET
REPORT CONTENT

Question 3.2

What do you think we could do differently in our organizations to reach this community priority?

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<th>Organization/Agency</th>
<th>What could be done differently?</th>
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Table Captain:________________
Table #:_________________
**Question 3.3**

If you could do one thing differently based on this data in your own organization, what would you do?

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<th>Organization/Agency</th>
<th>What would YOU do differently?</th>
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*Table Captain: ________________  
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2019 Salina Housing Summit  
Group Question Set #3 – How Do We Move Towards Action?  
TABLE CAPTAIN REPORTING SHEET

**Question 3.4**

Are your existing partnerships working toward these community priorities?

- What do you see your group doing in the next 12 months to address the issues and priorities identified today?
- Would any of your existing partnerships be interested in working toward these community priorities?
- Do you see any potential for additional partnerships? If yes, please identify.

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<th>Organization/Agency</th>
<th>Action Steps – next 12 months</th>
<th>Partnerships</th>
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Appendix II: Matrix Summary Spread Sheet
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Appendix III: Question Set 3-Individual Table
Response Summary
# Question Set 3: Individual Table Response Summary

Below are the written responses provided by individual tables during the 3rd group of facilitated question as discussed during the final portion of the Housing Summit. These responses are related to the “take away” of what the day meant to each participant and how the group and individual participants can identify priorities and action steps to better address this issue in the future.

<table>
<thead>
<tr>
<th>Tables</th>
<th>Q 3.1</th>
<th>Q 3.2</th>
<th>Q 3.3</th>
<th>Q 3.4</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Takeaway: one-stop shop, safe homes, introduce new staff, community round table</td>
<td>Agencies share information about events, community works together to fix homes</td>
<td>Advocate – speak at local meetings for boards and commission about housing, work with agencies to help families fix homes, commitment to community through volunteer efforts</td>
<td>Action steps – next 12 months: find space for meetings, volunteer to be a hub for education, promote resources to share, attending Salina Area Community Service Coalition every month, visit other groups to learn about their services.</td>
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<tr>
<td>Community Priority:</td>
<td>equipping people, partner and collaborate on duplicate services, prioritize work so staff has time to learn, invest time in listening</td>
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<td>2</td>
<td>Takeaway: there are many programs available but many needs still out there.</td>
<td>Pool more resources and information together to better serve the populations as a whole</td>
<td></td>
<td>Action steps – next 12 months:</td>
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<td>Community Priority:</td>
<td>landlord certification program get them on an “approved” list available to the public</td>
<td></td>
<td>Partnerships:</td>
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<td>3</td>
<td>Takeaway:</td>
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<td>Action steps – next 12 months:</td>
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<td>Community Priority:</td>
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<td></td>
<td>Partnerships:</td>
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<td>4</td>
<td>Takeaway: safe affordable housing is needed</td>
<td>Reach out to affected community members, educate on how to be a good tenant, be a good tenant</td>
<td>Recognize impact of funding on organizations and on policies, educate employees in agencies, get more people involved in the housing conversation</td>
<td>Action steps – next 12 months: Create a clearing house for resources and information</td>
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<tr>
<td>Community Priority:</td>
<td>safe affordable housing</td>
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<td>Partnerships: all agencies at the summit</td>
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<td>5</td>
<td><strong>Takeaway:</strong></td>
<td>Need resource sharing and better communication between resources and need</td>
<td>Work to build more community among the agencies and community partners</td>
<td>Action steps – next 12 months: Partnerships:</td>
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<td><strong>Community Priority:</strong></td>
<td>information about the resources that are there, creating a resources center, resource center should create a matrix of who does what</td>
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<td>6</td>
<td><strong>Takeaway:</strong> there is a lot we are not doing and could do better, lot of service providers, still a lot missing, great to see so much being done but still not enough, need to work together, how do I get my organization involved and not just sell a house</td>
<td>Try to think outside of the social services box, we could do more research with businesses, understand their take on housing, need to advocate more at a state and local level, get realtors more involved in what is going on in the community.</td>
<td>Transitional housing for clients, create 1 stop shop for housing for/at all levels, long term structure for transitional group housing.</td>
<td>Action steps – next 12 months: continue to communicate and work together. Partnerships: all summit attendees</td>
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<tr>
<td><strong>Community Priority:</strong></td>
<td>get out of our silos and work together more</td>
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<td>7</td>
<td><strong>Takeaway:</strong></td>
<td></td>
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<td>Action steps – next 12 months: Partnerships:</td>
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<td><strong>Community Priority:</strong></td>
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<td>8</td>
<td><strong>Takeaway:</strong> Quality affordable housing</td>
<td>Educate and support families, involve landlords, consider zoning and code enforcement, volunteer more.</td>
<td>Better educate families on home maintenance, social workers focusing on elderly neighbors, better coordination of funding with other entities, educate more-volunteer more.</td>
<td>Action steps – next 12 months: have more conversations Partnerships:</td>
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<td><strong>Community Priority:</strong></td>
<td>Living wages, housing rehab program (x2), Broadway corridor plan implementation = Rehab Housing Fund</td>
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