

Mayor's St. Paul's Advisory Committee

Meeting Minutes

Date of Meeting: September 21, 2021

Minutes Prepared By: Krystle Glover, City of Norfolk

1. Purpose of Meeting: To receive updates regarding relocation and satisfaction surveys, education and wrap-around services for relocated students, workforce development, Tidewater Gardens Designs, and Blue/Greenway Results, followed by open discussion.

2. Attendance at Meeting

Ms. Rene Barco – not present	Mr. Bruce Brady – present	Ms. Kimberly Bray – present	Ms. LaEunice Brown – present
Rev. James P. Curran – present	Mr. Joe Dillard – not present	Ms. Caz Ferguson – present	Mr. Earl P. Fraley, Jr. – present
Mr. William Harrell – present	Pastor Kirk T. Houston, Sr. – present	Ms. Emma Inman for Dr. Ruth Jones Nichols – not present	Ms. Shamika Kirby – present
Ms. Deirdre Love – present	Dr. Robert G. Murray – present	Mr. Don Musacchio – present	Dr. Glenn Porter – present
Councilperson Paul Riddick – not present	Councilperson Danica Royster – present	Ms. Tara Saunders – present	Dr. Doreathea White – present

3. Agenda

- | | |
|---|-------------|
| I. Welcome | 6:00 |
| <ul style="list-style-type: none">• Barbara Hamm Lee, SPAC Liaison• Councilwoman Danica Royster, Chair | |
| II. People First Update | 6:10 |
| <ul style="list-style-type: none">• Relocation and Satisfaction Survey Update – Kim Thomas, NRHA/ Kristie Stutler, USI• Education/Wrap-Around Services for Relocated Students – Claudia Sparks, USI• Workforce Development: Lyons Shipbuilding Update & Employment Connections -Claudia Sparks, USI | |
| III. Development Update | 6:45 |
| <ul style="list-style-type: none">• Tidewater Gardens Design Presentation - Brinshore and Architect team• Blue/Greenway Results – Natalie McCarthy | |
| IV. Open Discussion | 7:15 |
| <ul style="list-style-type: none">• SPAC Committee Members | |

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|-----|---|-------------|
| V. | Final Remarks/Close | 7:25 |
| | <ul style="list-style-type: none">• <i>Councilwoman Danica Royster, Chair</i> | |
| VI. | Adjournment | 7:30 |

4. Meeting Notes, Decisions, Issues

- | | | |
|------|--|-------------|
| I. | Welcome | 6:00 |
| | <ul style="list-style-type: none">• <i>Barbara Hamm Lee, SPAC Liaison</i>• <i>Councilwoman Danica Royster, Chair</i> | |
| | <ul style="list-style-type: none">• Barbara Hamm Lee welcomed the committee, read the attendance roster, and stated for the record this is a working committee meeting without the opportunity for public comment.• Councilperson Royster and committee members paused for a moment of silence to acknowledge families impacted by yesterday's act of violence at Heritage High School. After the moment of silence, Ms. Royster reiterated the format of the SPAC meeting as an open committee meeting without public comments at this time. The floor was opened for Ms. Love to share an update of the SPAC Workgroup on Youth Violence and Prevention Solutions. | |
| II. | SPAC Workgroup Updates | |
| | <ul style="list-style-type: none">• <i>Deirdre Love, SPAC Workgroup</i> | |
| | <ul style="list-style-type: none">• Ms. Love reiterated the reasons for the establishment of the subcommittee and the various reasons why the team has an interest in the Newark Street Teams' approach to community violence. The City has opened an RFP for services. | |
| III. | People First Update | 6:10 |
| | <ul style="list-style-type: none">• <i>Relocation and Satisfaction Survey Update – Kim Thomas, NRHA</i>• <i>Education/Wrap-Around Services for Relocated Students – Claudia Sparks, USI</i>• <i>Workforce Development: Lyons Shipbuilding Update & Employment Connections -Claudia Sparks</i> | |
| | <ul style="list-style-type: none">• In lieu of a presentation slide, Kim Thomas placed a copy of an overview of the relocation dashboard and the map of vacancies as of August 31, 2021 at everyone's place setting and opened the floor for questions.<ul style="list-style-type: none">○ As many families are on the waiting list for subsidized housing, Father Curran inquired about the process now that Tidewater Garden families are being relocated as a preference as opposed to those who may have been waiting for some time.○ Kim responded that NRHA has given preference to families who are in any community that undergoes demolition or disposition activity. Currently, Diggs Town and Tidewater Gardens fit these criteria, however, the standard waiting list is still active. At this point, a small percentage of Tidewater Garden families wish to relocate to other properties managed by NRHA, however, 53% opted for housing choice vouchers. Families relocating from demolition communities receive tenant protection vouchers, while others are pulled | |

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from the mainstream wait list. At any time, there over \$3,000 active vouchers in the City of Norfolk and as people move, vacancies are created in the public housing communities.

- As no other questions were presented, Ms. Thomas moved to provide a high-level review of the changes made to the resident satisfaction and relocation surveys reflecting the committees' suggestions.
- From the time of the last meeting, no additional surveys were extended to residents to allow the opportunity for the committee to review their requested changes. The handout is attached.
 - To Councilperson Royster's question regarding distributing surveys for optimal results, Ms. Thomas responded that once verification of a family move is received, a survey packet is mailed out with a self-addressed envelope. Most respondents replied via mail and added helpful comments. Of the 300 recently mailed surveys, approximately 60-70 were returned. Reasonable accommodations are also made for residents who wish to complete the survey.
- Preliminary results of the surveys have been shared in recent community newsletters, on various social media platforms, and posted online.
- Current and relocated Tidewater Garden families receive the surveys and newsletters as well thanks to a database which is maintained by NRHA reflecting the new permanent addresses.
- As Norfolk Public Schools is in constant contact with parents, Dr. White offered the opportunity to partner to support the survey campaign by sharing via Class Dojo and various communication platforms. Ms. Thomas concurred.
- Claudia Sparks announced that a copy of the People First year two impact report has been placed at everyone's place setting for review. An opportunity to ask questions and make comments will be allowed at the next SPAC meeting.
- Ms. Sparks continued by presenting information pertaining to the education wrap around services for relocated students. The presentation slides are attached.
- In reference to Ms. Spark's first slide, Mr. Fraley asked who is responsible for conducting the assessments of children 0-18 and what does the assessment consist of. Claudia replied information is gathered from USI's annual youth questionnaire that is offered to Tidewater Gardens families at intake. Questions are asked about developmental needs in the home and a general wellness check is conducted.
- Claudia announced a new campaign entitled, Cheeks in the Seats, to address truancy, to which Ms. Kirby asked if People First has measured any improvements in school attendance with children for the Tidewater Gardens community compared to the previous school year. Ms. Sparks replied that because she does not have the historical data on hand, she will obtain the information for Ms. Kirby.
- In reference to Ms. Sparks' presentation noting several community partners and service providers, Ms. Bray asked how partners are chosen and what are the requirements. Claudia replied that supportive service agreements are established with well known organizations. Once applications are screened, the organization is tasked with providing services to residents, and a report to USI each month reflecting the numbers of persons engaged and outcomes. Partners are continually monitored for effectiveness and USI crosschecks data to ensure accuracy. Services are funded through USI.
- Per Councilperson Roysters' inquiry, People First will develop a tool to collect feedback from families regarding their experiences with service partners.
- To Kimberly Brays' question regarding how providers are chosen, Claudia stated the current partners are long standing community agencies that have a history of making a difference with

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our youth. Barbara added an RFP process was also implemented at the beginning of the St. Paul's transformation and Claudia added USI conducts regular reviews of the providers. Ms. Alicia Walters of USI also stated People First seeks partners based on the data gathered by families. Once assessments are completed, households' needs are identified and intentional RFPs are drafted, including metrics that must be met by the provider. For example, each month USI shares, "We need this many children served, and these are the outcomes we are looking for."

- To connect with middle and high school students, People First performs meet and greet opportunities at area schools to introduce the services available through USI provides.
- To Ms. Bray's point of finding new partners who may be able to obtain better results than the current service provides, Ms. Walters responded that as the needs of families have changed due to COVID, USI will identify partners to address those needs and welcomed the committee to refer partner agencies. USI will meet with Ms. Bray to provide a more detailed briefing on the requirements of partners.
- Ms. Sparks continued the presentation discussing the partnership with Lyons Shipyard. The presentation slides are attached.

IV. Development Update

6:45

- *Tidewater Gardens Design Presentation - Brinshore and Architect team*
- *Blue/Greenway Results – Natalie McCarthy*
- John Majors, Brinshore, and Mel Price, WPA, shared details of community engagement efforts to collect resident feedback, presented diverse unit and neighborhood plans for the community reflecting the feedback gathered, and the design team.
- Mr. Majors prefaced that the presentation is still a work in progress as additional comments were received from the Architectural Review Board yesterday, including minor concerns regarding architectural details such as building colors, the need for columns, asymmetrical rooflines, and separate awnings of the townhome style units.
- The following general timeline was shared with the committee: Brinshore will return to the ARB meeting on October 25, 2021, in addition to the Planning Commission on October 28, 2021, and a November or December City Council meeting for a rezoning conditional use permit. The 9% funding application will be submitted in March 2022 followed by a groundbreaking in the second quarter of 2023, and a plan for residents to return in the third to fourth quarter of 2024.
- WPA plans to address residential parking by designing spaces which are tucked under the buildings. Discussions surrounding permit parking are ongoing. Parking garages are not currently being considered for these three blocks because sufficient space was established in the designs.
- Shamika inquired about the property management group for the community and if there will be specific community rules and regulations, similar to the Broad Creek community. John advised that the Franklin Johnson Group will provide property management services and information regarding specific community regulations, if any, are forthcoming.
- To Councilperson Roysters' question of how many units will be allocated towards Tidewater Garden residents, Dr. Perry stated of the 710 units being rebuilt, 226 of the onsite units will be deeply affordable, 232 will be low-income tax credit units, and 252 will be offered at market rate. 83 additional units will be developed offsite. This places 541 units to be available to Tidewater Gardens families.
- Father Curran asked Brinshore to consider offering the property management role to a local, minority owned company with hopes of providing an experience where residents feel welcome

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to return to their community in addition to providing a business opportunity to locals. John replied ideally, we want the best experience for our residents and the Franklin Johnson is very knowledgeable of the work that is being performed in the Tidewater Gardens community so there are no foreseen reasons of concern. If for any reason the group is not a good fit, we can revisit the agreement. Also, the master development agreement includes economic inclusion efforts and strong opportunities for MWBE companies.

- Jerry Holmes shared a soft overview of plans for the former Willis building space with the A.S.P.I.R.E. initiative, which will focus on the community's desire for computer labs, art gallery, classes for senior citizens, a fresh market, and more. This new development is located near the St. Paul's transformation so a deeper explanation of what the initiative will encompass fully will be presented at the next meeting.
- Shamika raised concerns regarding how this new develop will affect long standing community partners, such as Teens with a Purpose. Ms. Love concurred. Mr. Holmes responded A.S.P.I.R.E. will celebrate current organizations and agreed that a deeper conversation is forthcoming.
- To celebrate the history of the community, Ms. Perry reiterated that current partners, including Teens with a Purpose, are indeed a part of the ongoing meetings and conversations through serving on various committees.
- Ms. Royster asked the committee members to prepare specific questions in the meantime to allow the presenters the opportunity to prepare responses for the next meeting.
- Natalie provided a brief overview of the results of the resilience portion of the 26-acre blue greenway space. The presentation slides are attached.
- In reference to Natalie's presentation, Ms. Bray asked how many of the 96% of the non-resident's surveys were NRHA residents. Ms. McCarthy shared the surveys only require neighborhood information and most of the neighborhood information came from the Ghent and Ocean View neighborhoods.

V. Open Discussion

7:15

- Barbara encouraged committee members to review the People First Year Two booklet and prepare to discuss at the next meeting.
- Ms. Hamm Lee announced due to the pandemic, the City has decided the SPAC meetings will revert to virtual, WebEx platforms on every third Tuesday from 6:00pm to 7:30pm.
 - Shamika commented that if it is safe for children to return to school in person, the committee ought to be able to continue meeting in person.
 - Ms. Royster and Dr. Perry expressed that the City of Norfolk and Norfolk Public Schools are two separate entities, thus having no authority over the posture of Norfolk Public Schools. From a safety perspective and until more residents are vaccinated, virtual meetings are the safest way forward.

VI. Final Remarks/Close

7:25

- *Councilperson Danica Royster, Chair*
- Ms. Royster thanked everyone for their participation and concluded with hopes that the presenters took notes related to the concerns presented around community engagement, equity around opportunities, and making sure we are evaluating the current partners we have in place.

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VII. Adjournment

7:30



St. Paul's Advisory Committee Meeting

September 21, 2021

Basilica of St. Mary's

6 – 7:30 pm

Agenda

- Welcome/Opening Comments
- People First update
 - *Relocation and Satisfaction Survey Update – Kim Thomas, NRHA/ Kristie Stutler, USI*
 - *Education/Wrap-Around Services for Relocated Students – Claudia Sparks, USI*
 - *Workforce Development: Lyons Shipbuilding Update & Employment Connections - Claudia Sparks*
- Development Update
 - *Tidewater Gardens Design Presentation - Brinshore and Architect team*
 - *Blue/Greenway Results – Natalie McCarthy*
- Open Discussion
 - *SPAC Committee Members*
- Next Steps/Announcements/Closing Remarks/Adjournment



People First-USI Slides

*Kim Thomas, Chief Community Engagement Officer,
Norfolk Redevelopment and Housing Authority*

*Claudia Sparks, Senior Project Manager,
People First Empowered by USI*



Tidewater Gardens Dashboard Overview as of August 31, 2021

Updated Resident Satisfaction Surveys

- City of Norfolk, USI and NRHA drafted survey instruments to measure:
 - Resident Satisfaction with property management
 - Resident Satisfaction with relocation efforts
- Following feedback from SPAC at the last meeting, changes were made to the survey instruments



People First Year 2 Impact Report

TIDEWATER GARDENS
NORFOLK, VIRGINIA

IMPACT REPORT

YEAR 2

JULY 2020-
JUNE 2021



PEOPLE FIRST
EMPOWERED BY
URBAN STRATEGIES, INC.

Tidewater Gardens Children 0-18

- Assessed: 810
- Relocated: 618
 - 0-2 Year Olds: 71
 - 3 and 4 Year olds: 85
 - School Age: 462

Result: Children Enter Kindergarten Ready to Learn

Strategies	Activities	Key Partners
Create access to high-quality early learning programs:	Link families to affordable and quality early learning centers.	Norfolk Public Schools, United Way, Minus 9 to 5
	Provide early learning opportunities workshops for parents who have children under the age of 5.	NPS, The Planning Council, Minus 9 to 5, Norfolk DHS
Coordinate access to early identification and intervention for developmental delays in early learners, specifically screening for developmental delays, using Ages and Stages Questionnaires (ASQ-3).	Connect target children with developmental screenings.	United Way, CHIP
Coordinate access to home visiting programs	Provide a Maternal, Infant, and Early Childhood Home Visiting Program.	CHIP, Loving Steps, The Up Center, Minus 9 to 5

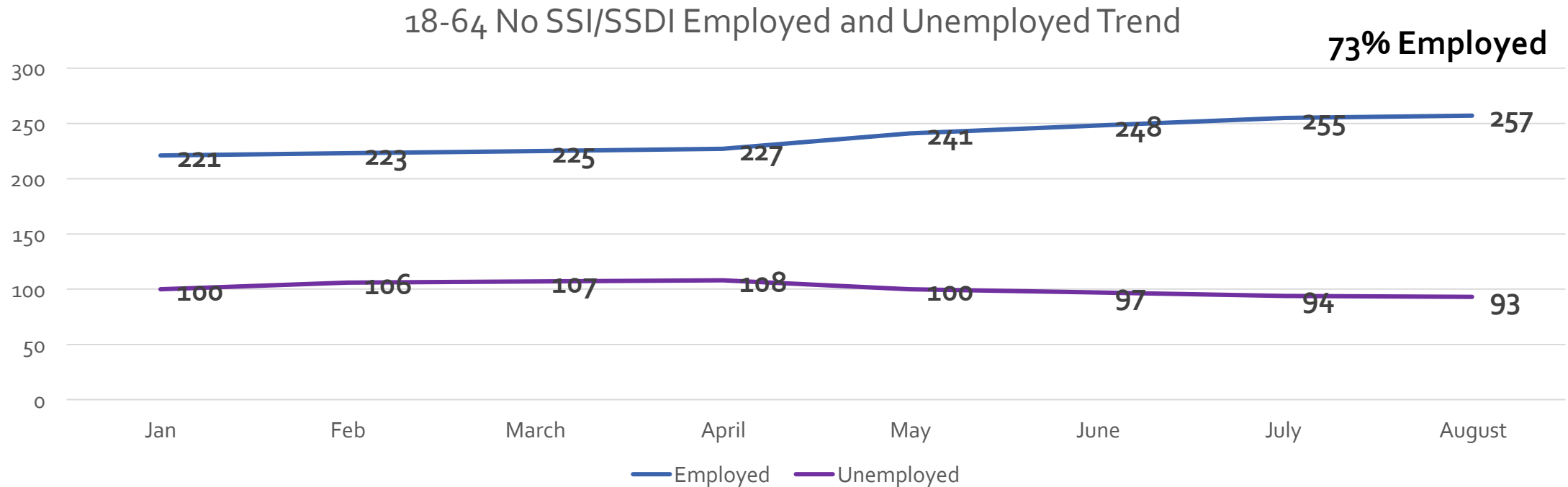
Result: Children are Proficient in Core Academic Subjects

Strategies	Activities	Key Partners
Improve math and literacy results for target youth from 3 rd to 9 th grade.	Implement learning programs at Tidewater Park Elementary and the Hunton YMCA that focus on improving Reading and Math scores	United Way (United for Children)
	Access math and literacy focused out of school tutoring opportunities covering after-school, weekend, and summer time programs.	Boys and Girls Club, Teens with a Purpose, YMCA
Provide access to high quality youth development programs	Provides youth development programs and Safe Creative Community Spaces.	Teens with a Purpose
	Provide Mentoring Program and Financial Literacy Training.	Young Investors Group
	Provide afterschool programs, <u>Saturday Academy</u> services, summer programs, and <u>wrap around services</u> .	YWCA, Kairos Freedom School, Boys and Girls Club
Decrease the number of Target youth that are chronically absent	“Cheeks in the Seat Attendance Awareness Campaign” geared towards providing motivation and incentives	NPS, (CIS)

Result: Youth Including those with disabilities, graduate from high school college and career ready

Strategies	Activities	Key Partners
Provide focused attention on Target youth at Ruffner Middle and Booker T. Washington High School to increase high school graduation	In-school Target youth support program at P.B. Young Elementary, Tidewater Park Elementary, Ruffner Middle and Booker T. Washington High School to increase high school graduation and parent engagement (CIS also serves other schools in Norfolk, Virginia Beach, and Portsmouth)	Communities In School
	Helps students prepare for a college or career through the One Stop Career Center, Tutoring and Job Search	Hampton Roads Workforce Council, NEXGen Pathways, Boys and Girls Club
	Offers college preparation and exposure opportunities.	Norfolk State University
Connect Target youth to opportunities to develop career paths and goals by providing college and career exposure opportunities, including financial literacy and workforce development.	Provides GED classes, Financial Education and Empowerment (FEET), Leaders for Tomorrow Program (LOT), Job Readiness and Employment Services mentoring,	Norfolk Public Schools, Garden of Hope (Gethsemane), Adult Learning Center
	Provides Tutoring, Career Counseling, Financial Aid Counseling	Virginia Tidewater Consortium for Higher Education

Tidewater Gardens Assessed Employed and Unemployed



Data Taken from LEARN 9/12/21

Result: All Able-Bodied Residents will be Employed and Earning a Living Wage

Lyons shipyard is looking to fill approximately 140 positions in the next 36 months. This is how we plan to support Lyon's upcoming expansion. By leveraging the new mobile welding lab, existing workforce programs, and nearby Norfolk talent, we intend to make a huge impact on the skills training and trade.

Next steps:

- **Quarterly Local Talent Call** - Schedule a quarterly talent meeting with Lyon and the "Norfolk Talent Network" partners to discuss developing local talent pipelines, connections to workforce programs such as the Job Skills Training Program, and marketing and communications to reach targeted audiences (consider adding HRWC, NRHA, etc.)
- **Mobile Welding Lab** – This mobile welding training program is product of Tidewater Community College and they will partner with Lyons Shipyard to provide specific training guided by Lyons.
 - Lyons will identify internal staff to attend
- **Shipyard Tours** - Norfolk Works-USI/People First will coordinate with Lyons Shipyard for tours of the yard.
- **Hampton Roads Workforce Council** – Will monitor the Woman in Skilled Trades grant status.

Development Update

John Majors, Brinshore Development

Mel Price, Work Program Architects (WPA)

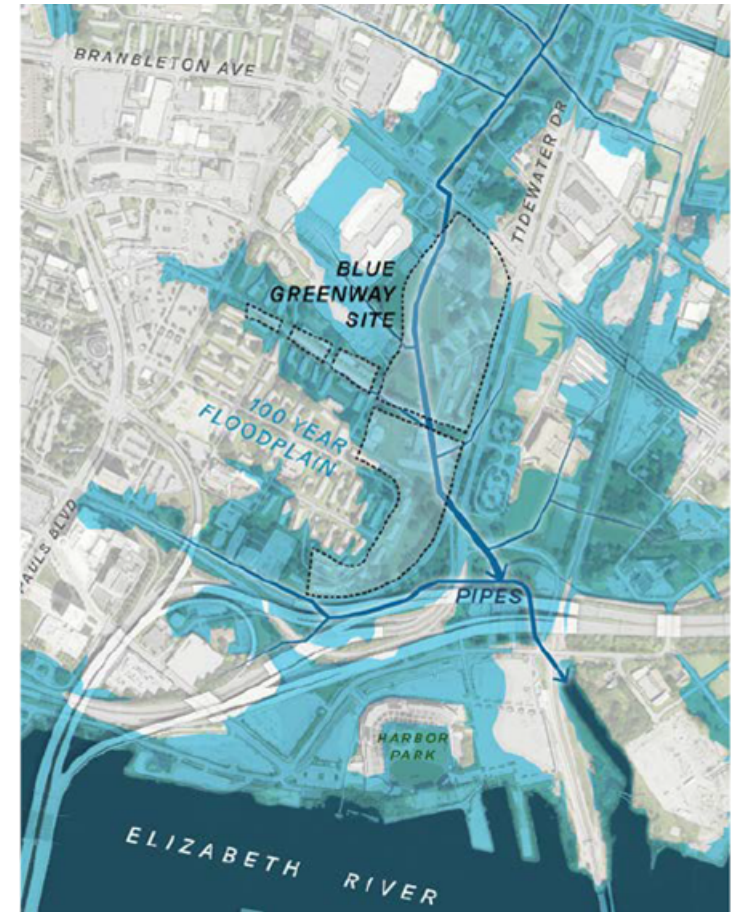


Resilience Park Survey Update

Natalie McCarthy, Stromberg/Garrigan & Associates, Inc.

Blue/Greenway Background

- 26 acres - partial site of historic Newtons Creek infill
- Severe flooding issues
 - Negative impacts on health, safety, and well-being
- Blue – Stormwater management
- Green – Recreation & public space

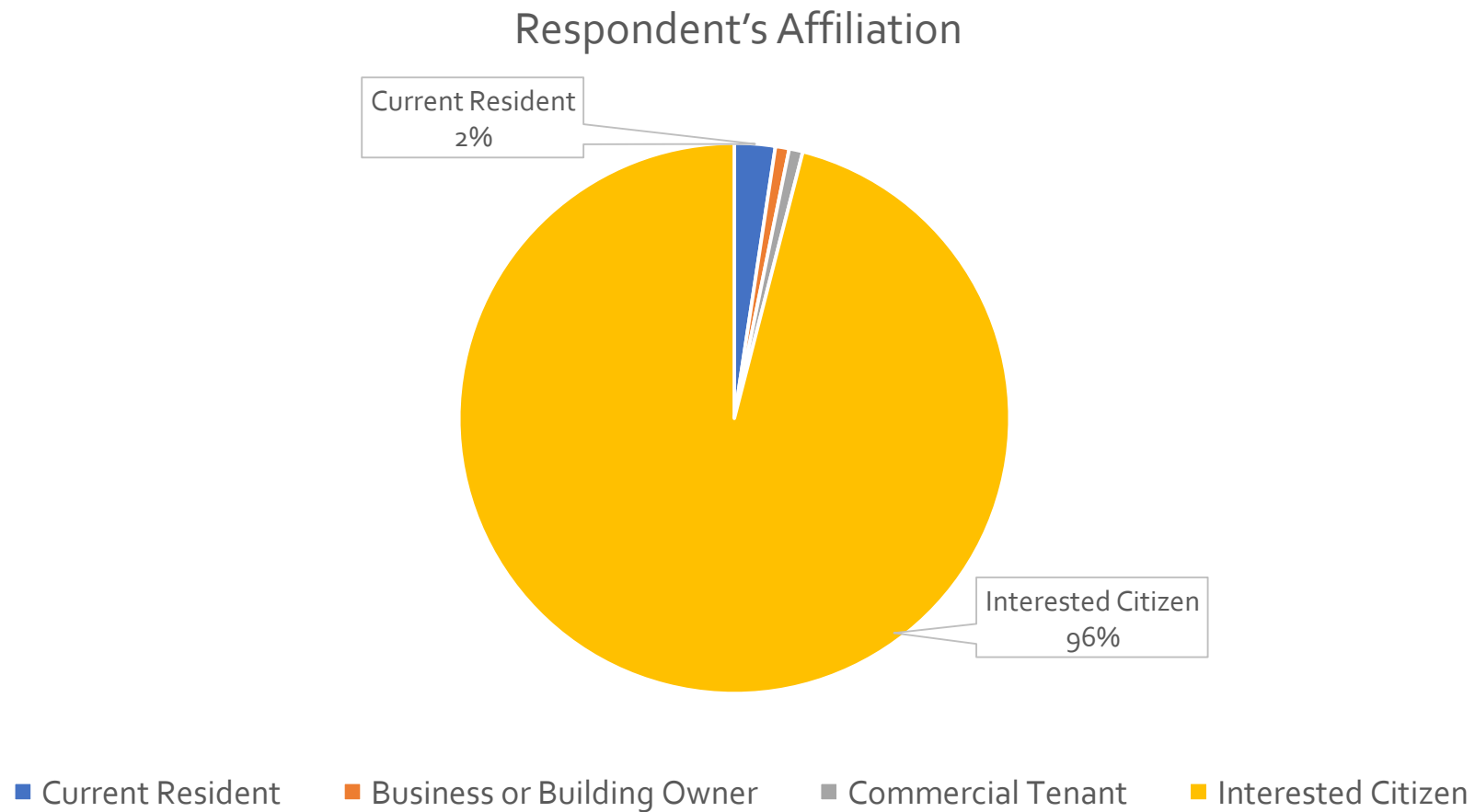


Survey Distribution

- What is a great day in the park?
- Released August 25th
 - No close date
- QR code provided on boards and flyers
- Paper surveys



In Progress Results – 129 responses



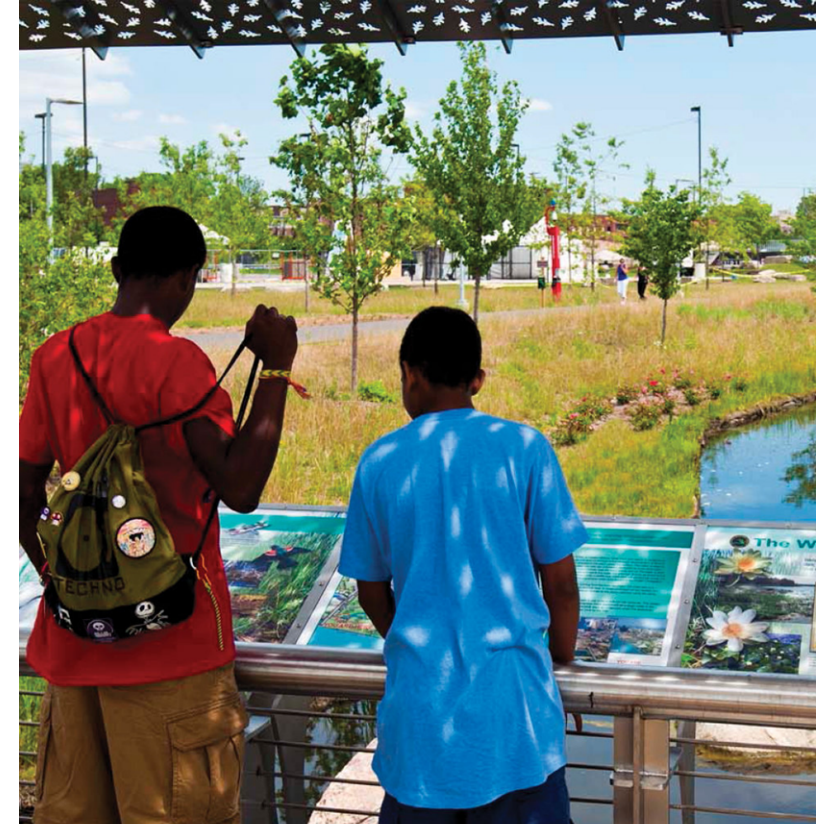
In Progress Results



Relax - Walking



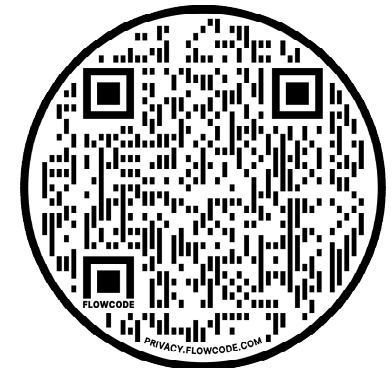
Play - Circuits



Learn – Signs & Information Stations

Action Steps

- Increase paper surveys and one-on-one requests
- Continue sharing QR code across networks
- Youth engagement
- Survey available at:
https://www.opentownhall.com/portals/77/Issue_11067



Survey QR Code

Open Discussion

***Next Steps/Announcements/
Closing Remarks/Adjournment***



Tidewater Gardens Resident Relocation Survey

People First Empowered by USI in partnership with the Norfolk Redevelopment and Housing Authority and the City of Norfolk are committed to providing the highest level of service to you—our valued customer. It is our goal to provide quality housing, mobility counseling and relocation services while maintaining top-rated customer service. Please help us serve you better by taking a few minutes to complete this survey. The information you provide will influence how we perform our duties and may help us improve services to others. Participation is voluntary and anonymous. You may skip any questions you do not want to answer or stop completing the survey at any time. Any information released from this survey will summarize findings without any identifying information that would link those responses to any individual resident. Please answer these questions based on your current knowledge of the Choice Neighborhood Initiative (CNI) and assistance offered by People First Empowered by USI.

Relocation Option (Check the Applicable Relocation Option)

☐ Housing Choice Voucher ☐ Transfer to another NRHA property

If you already relocated when did you move? Before 7/31/2019 ☐ Between 8/1/2019 and 7/31/2020 ☐ After 8/1/2020 ☐

People First^{USI} Services

Who is your People First^{USI} Family Support Specialist?

Yes ☐ No ☐ Not Applicable ☐

Are you signed up for services with People First Empowered by USI?

Yes ☐ No ☐ Not Applicable ☐

If not, what has prevented you from receiving services? (Please explain briefly):

If you haven't used People First Empowered by USI services skip to the NRHA Customer Service section.

In your opinion, did you receive the information you needed to allow you to make informed decisions that were right for your family from People First^{USI} staff regarding:

Yes No Not Applicable

Your housing choices for relocation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NRHA housing programs (HCV, public housing, PBV)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homeownership programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services to help your household improve your situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relocation benefits (deposit assistance, moving services, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding available rental properties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for available rental properties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling regarding moving to Neighborhoods of Opportunity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your Right to Return to the newly transformed community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What services/assistance did you (or anyone in your household) receive from People First?

Yes No Not Applicable

Finding rental properties (private and public housing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for rental properties (private and public housing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Repairing credit issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying past due rent/utilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Commented [KT1]: New question added; to delineate USI's involvement

Commented [KT2]: New question added; reiterate resident engagement

Commented [KT3]: New statement added to avoid duplication/confusion

Transportation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Securing employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for benefits (SNAP, medical insurance, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health and Wellness Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food and clothing support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
COVID-19 related support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Overall Relocation Process

How would you rate the support you received with the following?

Timely Information on the relocation process	<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Good	<input type="checkbox"/> Excellent
Mobility Counseling Services	<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Good	<input type="checkbox"/> Excellent
Application assistance or support	<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Good	<input type="checkbox"/> Excellent
Housing Search	<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Good	<input type="checkbox"/> Excellent

Commented [KT4]: Removed questions about support received from NRHA and USI; deduplication of previous questions asked within the survey

People First^{USI} Customer Service

In your opinion is People First staff:

	Yes	No
Welcoming when you contact their offices	<input type="radio"/>	<input type="radio"/>
Address your questions and concerns timely	<input type="radio"/>	<input type="radio"/>
Courteous, polite and professional with you	<input type="radio"/>	<input type="radio"/>
Knowledgeable about information you need	<input type="radio"/>	<input type="radio"/>
Consistent with information given to residents	<input type="radio"/>	<input type="radio"/>
Process your application timely, without long delays	<input type="radio"/>	<input type="radio"/>
Communicate with you during the entire application process	<input type="radio"/>	<input type="radio"/>
Responsive to your questions and concerns about relocation	<input type="radio"/>	<input type="radio"/>

NRHA Customer Service

If you relocated/are relocating with a HCV or to a NRHA managed community please answer the following questions:

Commented [KT5]: Added to clarify questions that follow

HCV/PBV units - In your opinion is the NRHA Occupancy and HCV staff that processed your HCV application:

	Yes	No	Not Applicable
Welcoming when you contact them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Address your questions and concerns timely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courteous, polite and professional with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledgeable about information you need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consistent with information given to tenants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assist you with understanding program requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process your application timely, without long delays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate with you during the entire application process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NRHA managed units - If you have applied for a unit transfer to another NRHA community please answer these questions about NRHA Community Property staff where you relocated to:

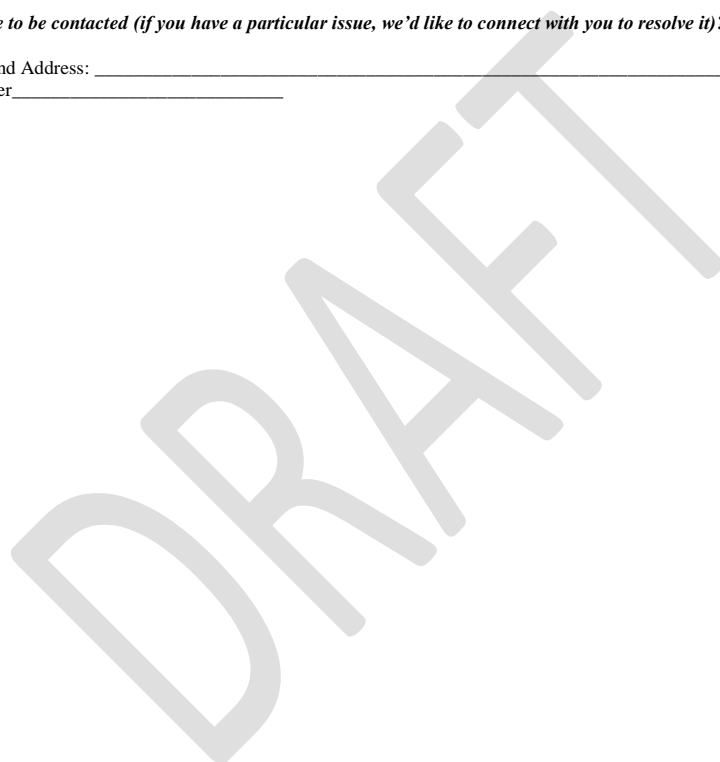
Commented [KT6]: Added to clarify questions that follow

	Yes	No	Not Applicable
Welcoming when you contact them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Address your questions and concerns timely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courteous, polite and professional with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledgeable about information you need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consistent with information given to tenants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assist you with understanding property requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process your leasing timely, without long delays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate with you during the entire leasing process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Why or why not? (Please explain briefly): _____

If yes, Name and Address: _____
Contact Number _____





Tidewater Gardens Resident Relocation Survey

People First Empowered by USI in partnership with the Norfolk Redevelopment and Housing Authority and the City of Norfolk are committed to providing the highest level of service to you—our valued customer. It is our goal to provide quality housing, mobility counseling and relocation services while maintaining top-rated customer service. Please help us serve you better by taking a few minutes to complete this survey. The information you provide will influence how we perform our duties and may help us improve services to others. Participation is voluntary and anonymous. You may skip any questions you do not want to answer or stop completing the survey at any time. Any information released from this survey will summarize findings without any identifying information that would link those responses to any individual resident. Please answer these questions based on your current knowledge of the Choice Neighborhood Initiative (CNI) and assistance offered by People First Empowered by USI.

Relocation Option (Check the Applicable Relocation Option)

☐ Housing Choice Voucher

☐ Transfer to another NRHA property

If you already relocated when did you move? Before 7/31/2019 Between 8/1/2019 and 7/31/2020 After 8/1/2020

People First^{USI} Services

Who is your People First^{USI} Family Support Specialist?

Yes No Not Applicable

Are you signed up for services with People First Empowered by USI?

☐ ☐ ☐

If not, what has prevented you from receiving services? (Please explain briefly): _____

If you haven't used People First Empowered by USI services skip to the NRHA Customer Service section.

In your opinion, did you receive the information you needed to allow you to make informed decisions that were right for your family from People First^{USI} staff regarding:

Yes No Not Applicable

Your housing choices for relocation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NRHA housing programs (HCV, public housing, PBV)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homeownership programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services to help your household improve your situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relocation benefits (deposit assistance, moving services, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding available rental properties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for available rental properties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling regarding moving to Neighborhoods of Opportunity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your Right to Return to the newly transformed community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What services/assistance did you (or anyone in your household) receive from People First?

Yes No Not Applicable

Finding rental properties (private and public housing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for rental properties (private and public housing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Repairing credit issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying past due rent/utilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Transportation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Securing employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for benefits (SNAP, medical insurance, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health and Wellness Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food and clothing support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
COVID-19 related support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Overall Relocation Process

How would you rate the support you received with the following?

Timely Information on the relocation process	<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Good	<input type="checkbox"/> Excellent
Mobility Counseling Services	<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Good	<input type="checkbox"/> Excellent
Application assistance or support	<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Good	<input type="checkbox"/> Excellent
Housing Search	<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Good	<input type="checkbox"/> Excellent

People First^{USI} Customer Service

In your opinion is People First staff:

	Yes	No
Welcoming when you contact their offices	<input type="radio"/>	<input type="radio"/>
Address your questions and concerns timely	<input type="radio"/>	<input type="radio"/>
Courteous, polite and professional with you	<input type="radio"/>	<input type="radio"/>
Knowledgeable about information you need	<input type="radio"/>	<input type="radio"/>
Consistent with information given to residents	<input type="radio"/>	<input type="radio"/>
Process your application timely, without long delays	<input type="radio"/>	<input type="radio"/>
Communicate with you during the entire application process	<input type="radio"/>	<input type="radio"/>
Responsive to your questions and concerns about relocation	<input type="radio"/>	<input type="radio"/>

NRHA Customer Service

If you relocated/are relocating with a HCV or to a NRHA managed community please answer the following questions:

HCV/PBV units - In your opinion is the NRHA Occupancy and HCV staff that processed your HCV application:

	Yes	No	Not Applicable
Welcoming when you contact them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Address your questions and concerns timely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courteous, polite and professional with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledgeable about information you need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consistent with information given to tenants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assist you with understanding program requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process your application timely, without long delays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate with you during the entire application process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NRHA managed units - If you have applied for a unit transfer to another NRHA community please answer these questions about NRHA Community Property staff where you relocated to:

	Yes	No	Not Applicable
Welcoming when you contact them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Address your questions and concerns timely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courteous, polite and professional with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledgeable about information you need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consistent with information given to tenants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assist you with understanding property requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process your leasing timely, without long delays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate with you during the entire leasing process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Did you feel like you had a choice in where you relocated to when leaving Tidewater Gardens?

Yes

☐

No

☐

Why or why not? (Please explain briefly): _____

If you were able to change anything that would improve the relocation process, what change would you make?

Would you like to be contacted (if you have a particular issue, we'd like to connect with you to resolve it)? ☐ No ☐ Yes

If yes, Name and Address: _____

Contact Number _____

DRAFT

Tidewater Gardens Resident Satisfaction Survey

Norfolk Redevelopment and Housing Authority is committed to providing the highest level of service to you—our valued customer. It is our goal to provide quality housing while maintaining top-rated customer service. Please help us serve you better by taking a few minutes to complete this survey. The information you provide will influence how NRHA performs its duties and may help us improve services to others. Participation is voluntary and anonymous. You may skip any questions you do not want to answer or stop completing the survey at any time. Any information released from this survey will summarize findings without any identifying information that would link those responses to any individual resident.

NRHA appreciates your time in helping us improve our services and exceed your expectations!

General Information

	1 to 2 year	2 to 5 years	6 to 10 years	More than 10 years
How long did you live in Tidewater Gardens?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you've already relocated when did you move?	Prior to 2/28/2019 <input type="radio"/>	Between 2/28/2019 and 7/31/2019 <input type="radio"/>	After 8/1/2019 <input type="radio"/>	

Tidewater Gardens Management Staff

In your opinion, is management office staff:

	Yes	No
Welcoming when you contact the rental office	<input type="radio"/>	<input type="radio"/>
Responsive to your questions and concerns	<input type="radio"/>	<input type="radio"/>
Courteous, polite and professional with you	<input type="radio"/>	<input type="radio"/>
Knowledgeable about information you need	<input type="radio"/>	<input type="radio"/>
Consistent with information given to tenants	<input type="radio"/>	<input type="radio"/>

Has the management staff been effective when dealing with the following:

	Yes	No
Noise complaints	<input type="radio"/>	<input type="radio"/>
Rodents and insects	<input type="radio"/>	<input type="radio"/>
Trash and litter	<input type="radio"/>	<input type="radio"/>
Drugs/Illegal Activity	<input type="radio"/>	<input type="radio"/>
Boarders	<input type="radio"/>	<input type="radio"/>
Destruction of Property	<input type="radio"/>	<input type="radio"/>
Maintenance issues	<input type="radio"/>	<input type="radio"/>

Maintenance Services/ Service Calls

Since January 2021, have you had problems with the following:

	Yes	No
Electricity	<input type="radio"/>	<input type="radio"/>
Water/ Plumbing	<input type="radio"/>	<input type="radio"/>
Kitchen Appliances	<input type="radio"/>	<input type="radio"/>
Smoke Detectors	<input type="radio"/>	<input type="radio"/>
Mold	<input type="radio"/>	<input type="radio"/>

Maintenance and Repair

Are you satisfied with the following:

	Yes	No	Not Applicable
Ease to request repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed with which work is completed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treatment by staff doing repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<i>In emergency situations how long does it take for maintenance staff to fix your reported issue?</i>	Never Called <input type="radio"/>	Less than 6 Hours <input type="radio"/>	6 to 24 Hours <input type="radio"/>	More than 24 Hours <input type="radio"/>
<i>How many visits are required to fix the reported issue?</i>	Never Called <input type="radio"/>	1 Visit <input type="radio"/>	2 Visits <input type="radio"/>	3 or more Visits <input type="radio"/>
Non-Emergency Maintenance & Repair <i>Since January 2021, how many times have you called for non-emergency maintenance and repairs?</i>	Never Called <input type="radio"/>	1 Call <input type="radio"/>	2 to 3 Calls <input type="radio"/>	4 or more Calls <input type="radio"/>
<i>How long did it take to fix problem?</i>	Never Called <input type="radio"/>	Less than 6 Hours <input type="radio"/>	6 to 24 Hours <input type="radio"/>	More than 24 Hours <input type="radio"/>

Quality of Life

Please rate how the following affected your quality of life:

	Frequently	Occasionally	Rarely	Never
Noise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rodents and insects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trash litter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug/illegal activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Boards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Destruction of property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Criminal Activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall community conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Communication

What do you think is the most effective way of communicating community activities, meetings and programs to residents:

	Mostly Effective	Somewhat Effective	Least Effective
Mailing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notice posted in rental office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text message blasts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Door-to door advertisement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone calls (include number below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide any other comments or suggestions for improvement for NHRA: _____

Do you currently have any maintenance issues that need to be addressed? If so, please either contact the Property Management Office at (757) 624-8602 or list the issues here and include your name and address below in order for NRHA to follow up on these issues. _____

Would you like to be contacted? ☐ No ☐ Yes

If yes, please provide your name and address _____

Contact Number _____



Tidewater Gardens Resident Satisfaction Survey

Norfolk Redevelopment and Housing Authority is committed to providing the highest level of service to you—our valued customer. It is our goal to provide quality housing while maintaining top-rated customer service. Please help us serve you better by taking a few minutes to complete this survey. The information you provide will influence how NRHA performs its duties and may help us improve services to others. Participation is voluntary and anonymous. You may skip any questions you do not want to answer or stop completing the survey at any time. Any information released from this survey will summarize findings without any identifying information that would link those responses to any individual resident.

NRHA appreciates your time in helping us improve our services and exceed your expectations!

General Information

	1 to 2 year	2 to 5 years	6 to 10 years	More than 10 years
How long did you live in Tidewater Gardens?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you've already relocated when did you move?	Prior to 2/28/2019	Between 2/28/2019 and 7/31/2019	After 8/1/2019	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Commented [KT1]: New question added; to delineate USI involvement

Commented [KT2R1]:

Tidewater Gardens Management Staff

In your opinion, is management office staff:

	Yes	No
Welcoming when you contact the rental office	<input type="radio"/>	<input type="radio"/>
Responsive to your questions and concerns	<input type="radio"/>	<input type="radio"/>
Courteous, polite and professional with you	<input type="radio"/>	<input type="radio"/>
Knowledgeable about information you need	<input type="radio"/>	<input type="radio"/>
Consistent with information given to tenants	<input type="radio"/>	<input type="radio"/>

Commented [KT3]: Grouped all maintenance questions together; removed "N/A" as a possible answer since it is likely that all residents have likely engaged with maintenance staff in these key areas

Has the management staff been effective when dealing with the following:

	Yes	No
Noise complaints	<input type="radio"/>	<input type="radio"/>
Rodents and insects	<input type="radio"/>	<input type="radio"/>
Trash and litter	<input type="radio"/>	<input type="radio"/>
Drugs/Illegal Activity	<input type="radio"/>	<input type="radio"/>
Boarders	<input type="radio"/>	<input type="radio"/>
Destruction of Property	<input type="radio"/>	<input type="radio"/>
Maintenance issues	<input type="radio"/>	<input type="radio"/>

Maintenance Services/ Service Calls

Since January 2021, have you had problems with the following:

	Yes	No
Electricity	<input type="radio"/>	<input type="radio"/>
Water/ Plumbing	<input type="radio"/>	<input type="radio"/>
Kitchen Appliances	<input type="radio"/>	<input type="radio"/>
Smoke Detectors	<input type="radio"/>	<input type="radio"/>
Mold	<input type="radio"/>	<input type="radio"/>

Maintenance and Repair

Are you satisfied with the following:

	Yes	No	Not Applicable
Ease to request repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed with which work is completed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treatment by staff doing repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



In emergency situations how long does it take for maintenance staff to fix your reported issue?

Never Called	Less than 6 Hours	6 to 24 Hours	More than 24 Hours
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How many visits are required to fix the reported issue?

Never Called	1 Visit	2 Visits	3 or more Visits
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Non-Emergency Maintenance & Repair
Since January 2021, how many times have you called for non-emergency maintenance and repairs?

Never Called	1 Call	2 to 3 Calls	4 or more Calls
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How long did it take to fix problem?

Never Called	Less than 6 Hours	6 to 24 Hours	More than 24 Hours
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Quality of Life

Please rate how the following affected your quality of life:

	Frequently	Occasionally	Rarely	Never
Noise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rodents and insects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trash litter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug/illegal activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Boards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Destruction of property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Criminal Activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall community conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Commented [KT4]: Removed "N/A" from these two questions since an actual rating is desired from the respondent

Communication

What do you think is the most effective way of communicating community activities, meetings and programs to residents:

	Mostly Effective	Somewhat Effective	Least Effective
Mailing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notice posted in rental office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text message blasts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Door-to door advertisement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone calls (include number below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide any other comments or suggestions for improvement for NHRA: _____

Do you currently have any maintenance issues that need to be addressed? If so, please either contact the Property Management Office at (757) 624-8602 or list the issues here and include your name and address below in order for NRHA to follow up on these issues. _____

Would you like to be contacted? ☐ No ☐ Yes

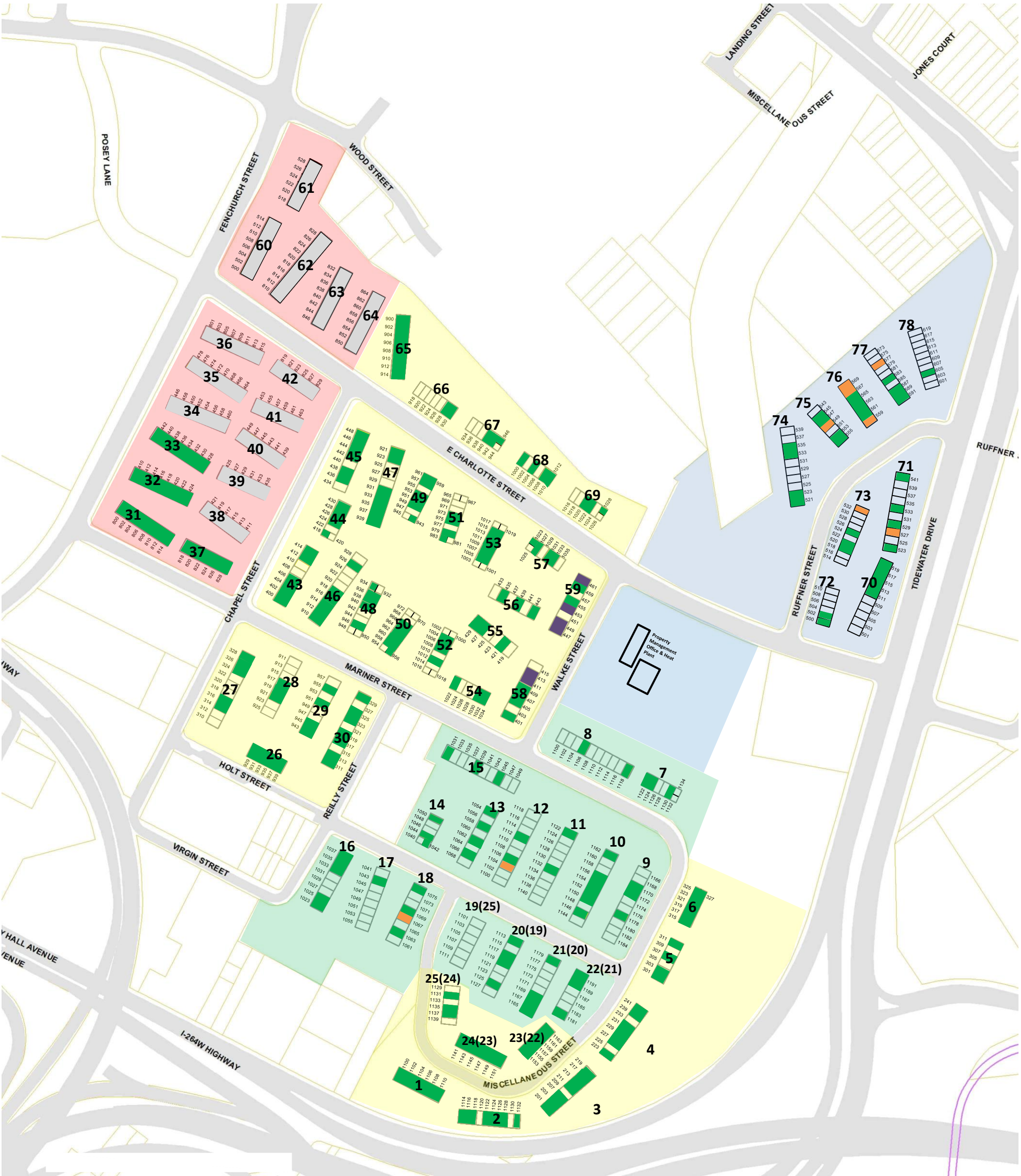
If yes, please provide your name and address _____

Contact Number _____



Vacancy Tracking Map

For Tidewater Gardens



Legend

- Vacant Units
- People First Offices
- Demolished Units
- Re-occupied Units



August 31, 2021 Status Update				
Demolition Sequence	Total Units	Vacant Units	Demolished Units	Occupied Units
Demo Seq 1	124	30	94	0
Demo Seq 2	285	187		98
Demo Seq 3	133	48		85
Demo Seq 4	76	31		45
	618	296	94	228



Tidewater Gardens Relocation Dashboard - 8/31/2021

Resident Relocation Choices by Phase

Phases	Total Units	TPV Choice	LIPH/PBV Choice	Total Current Relocation Choices	Change from Prior Report
Phase 1	187	132	47	179	0
Phase 2	262	157	64	221	0
Phase 3	116	54	5	59	+1
Phase 4	53	29	8	37	0
Grand Total	618	372	124	496	+1

* Phase 1 = 179 + 4 prior move-outs + 2 deceased + 2 evictions = 187 total units

Residents Desire to Return to St. Paul's Area

Phases	Total Units	Total Choices	Total Residents	Return	Desire to	Percentage Residents Desire to Return	Change from Prior Report
Phase 1	187	179		82		45.81%	0
Phase 2	262	221		129		58.37%	0
Phase 3	116	59		34		57.63%	+1
Phase 4	53	37		25		67.57%	0
Grand Total	618	496		270		54.44%	+1

Vacancy Statistics by Phase

Phases	Total Units	Total Vacant Units	Total Occupied Units	Percentage	Vacant Units	Change from Prior Report
Phase 1	187	167	20	89.30%		+1
Phase 2	262	150	112	57.25%		+7
Phase 3	116	45	71	38.79%		0
Phase 4	53	24	29	45.28%		+2
Grand Total	618	386	232	62.46%		+10

People First Empowered by Urban Strategies, Inc. Case Management

Household Served by Phase	Change Prior Report	Service and Assessments	Total	Change from Prior Report
Phase 1	182	-2	Service linkages July 2021	81
Phase 2	232	0	Total number of household assessments completed	501
Phase 3	107	0	Collaborative housing stability interventions	62
Phase 4	54	0		
Grand Total	575	-2		

Reason for Vacancy

Reason for Vacancy	Total Count	Percentage by Move Out Reason
Moved to Housing Choice Voucher	206	53%
Unit Transfer	58	15%
Rented Elsewhere	47	12%
Moved to Project Based Housing	41	11%
Purchased Home	3	1%
Eviction	19	5%
Termination	1	0%
Deceased	9	2%
Moved Without Notice	2	1%
Grand Total	386	100%

Relocation by City

Relocation City	Count of City	Percentage by Relocation City
Norfolk, Virginia	306	79%
Chesapeake, Virginia	12	3%
Hampton, Virginia	1	0%
Newport News, Virginia	1	0%
Portsmouth, Virginia	6	2%
Suffolk, Virginia	1	0%
Virginia Beach, Virginia	18	5%
Arlington, Virginia	1	0%
Columbia, Maryland	1	0%
Fort Still, Oklahoma	1	0%
Greensboro, North Carolina	1	0%
Grovetown, Georgia	1	0%
Peach Tree Corners, Georgia	1	0%
Pensacola, Florida	1	0%
Eviction/Termination	20	5%
Deceased	9	2%
No Forwarding Address	5	1%
Grand Total	386	100%

CNI Areas of Opportunity

Reason for Vacancy	Total	Count
Housing Choice Voucher	206	74
Rented Elsewhere	47	15
Project Based Voucher	41	5
Family Splits	19	6
Purchased Home	3	2
Second Moves	12	4
Total	328	106

Youth Relocation

Total Youth Relocation	618
Youth Relocated to HCV	361
Youth Relocated to LIPH/Project Based	257

* < 62% mi concentration and <40% poverty 32%
 <40% poverty 269 82%
 <20% poverty 122 37%