The City of Charlotte provides services to more than 870,000 residents. The city’s priorities are workforce and business development; transportation, planning and the environment; safe communities; and great neighborhoods.

United Way of Central Carolinas

The United Way of Central Carolinas is a non-profit organization with over 85 years of history and experience in the Charlotte region. With a focus on the education, health and financial stability of every person in the Charlotte community, the United Way is a strategic community leader, convener and advocate with in-depth knowledge of the communities it serves, the challenges that affect them and the organizations having the most impact.

Prepared by
UNC Charlotte Urban Institute

The UNC Charlotte Urban Institute is a nonpartisan, applied research and community outreach center at UNC Charlotte. Founded in 1969, it provides services including technical assistance and training in operations and data management; public opinion surveys; and research and analysis around economic, environmental, and social issues affecting the Charlotte region.
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Brookhill residents that participated in the study

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FG Trade/Signature Collection/Getty Images
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</table>
Context

Photo: Clayton Hanson
The Brookhill community is located in Charlotte’s South End, on the edges of a rapidly changing and gentrifying area seeing explosive growth of new luxury apartments, breweries and restaurants. C.D. Spangler built the community of single-story, attached rental housing in 1951 to house African-American residents at a time when racial segregation was the law of the land.

Brookhill came into being in the decade after World War II, when the Federal Housing Administration (FHA) enacted Section 608 regulations, to incentivize developers to build low-income multifamily housing for African-American residents at a time when racial segregation was the law of the land.
housing to counteract a nationwide housing shortage. The Brookhill community included 418 apartments, with two new schools (York Road High School and Marie G. Davis Elementary School), a handful of shops and a small supermarket in the vicinity. Charlotte’s 608 developments “aimed to help those on the next rungs of the economic ladder,” people who could not afford to pay for even the most affordable housing units in the private market.²

Policies such as the federal government’s New Deal programs, redlining, urban renewal, and new highways that divided and demolished neighborhoods of color, explicitly and implicitly barred Black people from building wealth through homeownership, solidifying the racial and economic divide in Charlotte for generations.³

The Spangler Company has long since sold its FHA 608 developments in Charlotte, all of which have been demolished except for Brookhill Village.⁴ Today — despite the community’s physical deterioration due to lack of upkeep by property owners — about

² Tom Hanchett, 2021
⁴ Tom Hanchett, 2021
120 apartments are still occupied and its residents remain affordably housed.

Brookhill residents describe the community as affordable, culturally vibrant, family-oriented and centrally located near transit, family, friends, and employment, which has meant greater social and economic well-being for these Charlotte residents.

Economic stability is predicated on being stably housed,⁵ and housing needs to remain at the center of Charlotte’s conversations around economic mobility.

Given Brookhill’s current condition, age, and significant land value it is likely that redevelopment of the Brookhill community will occur. Thousands of apartments have been built nearby in recent years, along with high-priced townhouses and attractive amenities such as a rock-climbing gym. A recent redevelopment proposal, which has not moved forward, would include 324 housing units, half of them reserved for low-income renters.

While any redevelopment will likely include some affordable units, there are no guarantees that it will be redeveloped with enough affordable housing units for all current residents, and it's highly probable that the rents for newly developed affordable units will be higher than the current rents.

The City of Charlotte contracted United Way to conduct an asset and needs assessment for the Brookhill community. The United Way partnered with UNC Charlotte Urban Institute (Institute), the Brookhill Community Resource Center, the Brookhill Neighborhood Association and the South Tryon Community Development Corporation to conduct this assessment. This asset and needs assessment examines the Brookhill community and what residents need to move into new affordable housing – in Brookhill or elsewhere - in the event Brookhill is redeveloped.
The Assessment
The Assessment

In order to better understand the community and the resources needed in the event that Brookhill is redeveloped, a community asset and needs assessment was conducted from June 2021 to September 2021. The assessment included the following components:

Community survey
To better understand Brookhill residents and their housing needs, the research team developed a survey that asked residents to respond to a range of questions about their household, barriers to housing, and the resources needed in the event that they would have to relocate.

The team used a community-based, participatory framework to assess the community’s needs. A group of residents was engaged throughout the assessment process. These residents assisted with the development of the survey tool and provided input during the planning, launch, and reporting phases of the survey. The survey also included a multigenerational approach to assessing need. Although the
survey was administered to the head of the household, the assessment was structured to understand the needs of all household members. One hundred Brookhill heads of household completed the survey, a little over an 80% participation rate.

The survey was administered in-person or by phone by peer assessors and the assessment team. Surveys were also self-administered. Residents had the opportunity to complete surveys during community events, support groups, at the community center or at their residence.

**Peer assessors**

A group of community residents were recruited, engaged and trained to conduct the community asset and needs assessment survey. A licensed clinical mental health counselor and a Master of Social Work who grew up in Brookhill, facilitated a peer-to-peer training on how to use empathy, emotional intelligence, and active listening while collecting surveys. A researcher from the Institute also instructed resident assessors on how to conduct the survey. Peer assessors were given the opportunity to familiarize themselves with the tool prior to administering the survey to other residents. The Institute was also available to assessors throughout survey administration.
Support groups
Given the disruption and trauma that follows displacement, seven support groups were offered during July, August and September. The support groups provided education (focused on coping with future transitions) to any Brookhill resident that chose to participate. Participants expressed their grievances and identified what they needed in order to make the best transition.

Community feedback sessions
The Institute worked collaboratively with residents to analyze the assessment data. Two community sessions were held in November 2021. Fourteen residents attended these sessions. The Institute presented the assessment findings and obtained feedback from residents to further contextualize the survey data.
Residents
Residents

To learn more about Brookhill residents and their households, respondents answered basic demographic questions.

Of the heads of household who responded to the survey, nearly all identified as Black or African American (97%), with none identifying as Hispanic or Latinx.

Respondents are also predominantly female (64%), with ages ranging from 24 to 87 years old. The average age of respondents is 54 years old.

The average household size is 2 individuals and one-third (33%) of these households have children.

The length of residence in the Brookhill community was dispersed, with 24% of survey respondents residing in Brookhill for 1 to 5 years; 31% for 6 to 10 years; 24% for 11 to 20 years and 21% for more than 20 years.

“ALSO, WHERE ARE WE GOING TO GO IF WE HAVE TO MOVE OUT? BROOKHILL IS MY HOME.”

Photo: Lisa Howell
The research team also wanted to learn more about the education, training and work opportunities residents were involved in. Seventy-four percent of survey respondents held at least a high school degree and 28% had some college or higher. Residents are also enrolled in classes and training opportunities: 13% of respondents indicated they were enrolled in classes for their high school diploma or GED/high school equivalency and 6% of respondents stated they were enrolled in a workforce/career development program.

For employment status, 34% work full-time and 12% of respondents work part-time. Thirty-eight percent of respondents are retired (14%) or have a disabling condition (24%). Sixteen percent are unemployed and another 4% are not seeking work or are in school.⁶

Residents are employed in pivotal industries in the city, contributing to Charlotte’s economic vitality. These industries include health care, transport & logistics, food & beverage, education, child care, cleaning, hospitality, retail, technology services, and maintenance industries.

The demographics of the Brookhill residents mirror the demographics of cost burdened households nationwide, which are majority Black or Latinx, more likely to be seniors, people with disabilities, or working families.⁷

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⁶ Respondents were asked to check all that apply so total may not equal 100%
Housing Barriers
Housing Barriers

In the event that Brookhill is redeveloped, the research team wanted to better understand what barriers residents might face finding a new place to live. Survey respondents described a range of challenges.

**Housing affordability**

The majority of respondents (82%) identified the cost of housing as a current barrier to obtaining housing. On the survey, respondents shared what they currently pay for rent per month, which equaled an average of $463. Respondents also spend an average of $192 on utilities a month. During community feedback sessions, residents shared if they had to look elsewhere in the city, even housing deemed affordable at today’s market rate would still be unaffordable and out of reach for them. Residents called for low-income housing versus affordable housing since affordability is subjective.

Residents that reported less household monthly income were more likely to identify cost of housing as a barrier.

According to the 2021 State of Housing and Homelessness Instability Report, the fair market rent (FMR) of a one-bedroom apartment in Charlotte is $1,010. FMR, established by HUD, includes cost of utilities (except telephone) and is the amount required to obtain privately owned rental housing in a given area.8

Further complicating residents’ ability to afford housing in the area is the dwindling stock of low-cost housing in Charlotte. The availability of low-cost housing in Mecklenburg County (defined as less than $800 per month in 2019) decreased from

---

approximately 45% of all rentals in 2011 to 22% of rentals in 2019.\(^9\)

Although the Housing Choice Voucher (HCV) program allows for more affordable housing options in Charlotte by subsidizing rents for low-income households renting in the private market, it has significant barriers to its use. Source of Income Discrimination (SOID) and an average of an 11-year wait to receive a voucher prevents Brookhill residents from benefiting from this program now.\(^10\)

Additionally, almost half of respondents (48%) identified limited or fixed income as a current barrier to finding housing. The average net monthly household income for respondents is $1,368, with a little more than one-third of households (37%) earning less than $1,000, 30% earning between $1,000 to $1,499, 11% earning $1,500 to $1,999 and 22% earning $2,000 or more monthly. The median household monthly income for respondents is $1,200.

Thirty-nine percent of survey respondents indicated they were currently receiving Supplemental Security Income (SSI), Social Security Disability Insurance, Social Security retirement benefits or pension benefits, fixed income benefits.

Older residents were more likely to identify limited or fixed income as a barrier.

Area median income (AMI) is the median or middle value of an area’s income distribution, half of the households in an area will earn less than the median and half of the households will earn more. According to the U.S. Department of Housing and Urban Development (HUD), the FY21 AMI for the Charlotte-Mecklenburg metropolitan area is $84,200 for a 4-person family.\(^11\)

AMI is broken down into income limits and adjusted to family size. These income limits are used by HUD to determine the income eligibility requirements of federal housing

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\(^9\) Anderson, B., 2021
\(^11\) Anderson, B., 2021
programs. There are three main income limits: Extremely-Low Income (at or below 30% of AMI); Very-Low Income (at or below 50% of AMI); and Low Income (at or below 80% of AMI).

Based on the FY21 income limits set by HUD\(^1\), 75% of households that responded to the survey are considered extremely-low income, 21% are very-low income and 4% are low income households.

Since 2009 minimum wage has remained at $7.25, while Supplemental Security Income (SSI) (income support for people with disabling conditions, and/or who are age 65 and older with limited income and resources) has gradually increased. While rent has continued to increase, neither low-income source has kept up with inflation.\(^1\)

Even at the current rent, the majority of households that responded to the survey are cost-burdened according to U.S. Department of Housing and Urban development’s (HUD) definition.\(^1\)

Costs Associated with Moving

More than one-third of respondents identified the costs associated with moving as a current barrier to housing. Sixty percent of respondents reported affording a security deposit for a new rental as a barrier to housing. Sixty percent also reported moving costs such as movers, a truck rental, moving supplies, etc., as a barrier to housing. More than one-third of respondents also identified housing application fees (48%) and security deposits for utilities (34%), as current barriers to housing.

Residents that reported less household monthly income were more likely to

MOVING TAKES MONEY - LAST TIME I MOVED WHICH WAS 14 YEARS AGO, IT TOOK ME 5 MONTHS JUST TO SAVE FOR DEPOSITS, ASKING PEOPLE TO HELP YOU MOVE. IT'S STRESSFUL.

\(^1\) Anderson, B., 2021
\(^2\) Anderson, B., 2020
\(^1\) HUD defines cost-burdened families as those “who pay more than 30 percent of their income for housing” and “may have difficulty affording necessities such as food, clothing, transportation, and medical care.” Severe rent burden is defined as paying more than 50 percent of one’s income on rent.
identify moving costs (movers, truck rental, moving supplies, etc.), affording application fees, affording a security deposit for rent and utilities as barriers to obtaining new housing.

Older residents as well as residents with disabling conditions, likely on a fixed income, were also more likely to identify moving costs as a housing barrier.

The security deposit alone is often an insurmountable hurdle to low-income renters. The thousands of dollars set aside for moving costs prevent people from paying for other necessities, food, medicine, childcare, transportation, etc.¹⁵

Households that are cost burdened have no financial buffer, in the form of savings, to weather the financial shock associated with an involuntary move. Not only are involuntary moves costly for the individual, but they are also costly to society as a whole. Housing instability, is associated with poor mental and physical health outcomes, decreased earnings, homelessness, and poor development and academic outcomes in children.¹⁶

### Housing requirements

More than one third (41%) of survey respondents cited credit history as a current barrier to housing. Residents shared during the community feedback sessions that credit history and income requirements were restrictive and thwarted access to housing. Requirements such as having a monthly income 3 times the rent makes it difficult to afford a place to live, according to residents.

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Needed Resources

The research team also wanted to understand what resources Brookhill residents think will help them afford new housing in the event Brookhill is redeveloped.

"I WOULD LIKE TO BE QUALIFIED FOR A NEW UNIT OR HELP TO FIND HOUSING. ALL OTHER AFFORDABLE HOUSING PLACES ARE FULL OR HAVE A 5-YEAR WAITLIST."

### Resources Important to Affording New Housing

<table>
<thead>
<tr>
<th>Service</th>
<th>Not at all important</th>
<th>Slightly important</th>
<th>Neutral</th>
<th>Moderately important</th>
<th>Extremely important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistance with housing search and placement n=92</td>
<td>4%</td>
<td>5%</td>
<td>11%</td>
<td>79%</td>
<td></td>
</tr>
<tr>
<td>Financial Assistance with security deposits n=93</td>
<td>10%</td>
<td>3%</td>
<td>5%</td>
<td>11%</td>
<td>71%</td>
</tr>
<tr>
<td>Financial Assistance with rent (first month) n=89</td>
<td>9%</td>
<td>3%</td>
<td>7%</td>
<td>16%</td>
<td>65%</td>
</tr>
<tr>
<td>Financial assistance with housing application fees n=92</td>
<td>11%</td>
<td>2%</td>
<td>8%</td>
<td>15%</td>
<td>64%</td>
</tr>
<tr>
<td>Financial assistance with moving costs (movers, truck rental, moving supplies, etc.) n=93</td>
<td>11%</td>
<td>4%</td>
<td>7%</td>
<td>22%</td>
<td>57%</td>
</tr>
<tr>
<td>Financial assistance with utility deposits n=86</td>
<td>16%</td>
<td>2%</td>
<td>9%</td>
<td>15%</td>
<td>57%</td>
</tr>
<tr>
<td>Assistance with applying for benefits and supports n=87</td>
<td>14%</td>
<td>5%</td>
<td>12%</td>
<td>14%</td>
<td>56%</td>
</tr>
<tr>
<td>Better employment opportunities n=84</td>
<td>27%</td>
<td>10%</td>
<td>12%</td>
<td>10%</td>
<td>42%</td>
</tr>
<tr>
<td>Legal services n=67</td>
<td>34%</td>
<td>10%</td>
<td>10%</td>
<td>8%</td>
<td>37%</td>
</tr>
<tr>
<td>Job training opportunities n=83</td>
<td>40%</td>
<td>4%</td>
<td>13%</td>
<td>11%</td>
<td>33%</td>
</tr>
<tr>
<td>Opportunity to obtain a certification or credential n=83</td>
<td>39%</td>
<td>5%</td>
<td>6%</td>
<td>23%</td>
<td>28%</td>
</tr>
<tr>
<td>Opportunity to obtain a degree n=83</td>
<td>46%</td>
<td>7%</td>
<td>8%</td>
<td>15%</td>
<td>24%</td>
</tr>
</tbody>
</table>
Assistance with housing search and placement

The vast majority of respondents (79%) stated that assistance with their housing search and placement is extremely important to afford new housing. They also described that this resource is important to them locating housing that is close to public transportation and other important neighborhood amenities.

Affordability

Affordability is key to Brookhill residents.

Given the lack of affordable housing in the Charlotte community, Brookhill residents were asked if they think they could afford to pay any more in rent if they had to relocate. Forty-three percent of respondents indicated that they could afford to pay more. Respondents that stated they could afford to pay more and indicated how much more could pay on average an additional $238. That’s a total rent of $701, still far below the average market rent in Charlotte.

Also, Brookhill residents expressed that a lack of affordable housing coupled with limited or no information about what affordable units currently exist makes the housing search difficult. Residents suggested individualized housing search services as a resource to assist them in finding affordable units in Charlotte.

Residents with significant income barriers such as those that are unemployed, those with disabling conditions and those that are retired, were more likely to identify assistance with the housing search and placement as extremely important to their household.
Access
Residents’ transportation, housing, and neighborhood preferences are also key to the housing search. Brookhill residents were asked to identify neighborhood characteristics that were important to them and their household.

Brookhill residents found access to be an important neighborhood feature.

Access to the physical, economic, and social infrastructure that Brookhill provides was emphasized in the survey data and in community feedback sessions.

<table>
<thead>
<tr>
<th>Neighborhood Characteristics Important to Households</th>
<th>Not at all important</th>
<th>Slightly important</th>
<th>Neutral</th>
<th>Moderately important</th>
<th>Extremely important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Close to bus stops n=97</td>
<td>7% 3% 13%</td>
<td></td>
<td></td>
<td></td>
<td>72%</td>
</tr>
<tr>
<td>Adequate sidewalks and walking routes n=93</td>
<td>8% 3% 5% 18%</td>
<td></td>
<td></td>
<td></td>
<td>66%</td>
</tr>
<tr>
<td>Close to affordable and healthy foods n=97</td>
<td>7% 2% 7% 19%</td>
<td></td>
<td></td>
<td></td>
<td>65%</td>
</tr>
<tr>
<td>Close to light rail stops n=94</td>
<td>10% 3% 9% 19%</td>
<td></td>
<td></td>
<td></td>
<td>60%</td>
</tr>
<tr>
<td>Close to quality health care services n=91</td>
<td>10% 8% 13% 13%</td>
<td></td>
<td></td>
<td></td>
<td>56%</td>
</tr>
<tr>
<td>Close to places of worship n=94</td>
<td>13% 1% 17% 16%</td>
<td></td>
<td></td>
<td></td>
<td>53%</td>
</tr>
<tr>
<td>Close to a community center n=90</td>
<td>14% 9% 11% 18%</td>
<td></td>
<td></td>
<td></td>
<td>48%</td>
</tr>
<tr>
<td>Close to jobs and employment opportunities n=90</td>
<td>24% 3% 9% 16%</td>
<td></td>
<td></td>
<td></td>
<td>48%</td>
</tr>
<tr>
<td>Close to family or friends n=94</td>
<td>15% 5% 15% 18%</td>
<td></td>
<td></td>
<td></td>
<td>47%</td>
</tr>
<tr>
<td>Close to affordable places to exercise n=95</td>
<td>15% 12% 12% 20%</td>
<td></td>
<td></td>
<td></td>
<td>42%</td>
</tr>
<tr>
<td>Accomodations for seeing, hearing and the mobility impaired n=88</td>
<td>26% 8% 13% 13%</td>
<td></td>
<td></td>
<td></td>
<td>41%</td>
</tr>
<tr>
<td>Close to parks, paths, trails or open spaces n=95</td>
<td>16% 8% 14% 23%</td>
<td></td>
<td></td>
<td></td>
<td>39%</td>
</tr>
<tr>
<td>Close to quality K-12 schools, after-school programs, or early childhood education programs n=89</td>
<td>37% 3% 8% 15%</td>
<td></td>
<td></td>
<td></td>
<td>37%</td>
</tr>
<tr>
<td>Close to affordable childcare services n=86</td>
<td>43% 2% 9% 11%</td>
<td></td>
<td></td>
<td></td>
<td>35%</td>
</tr>
<tr>
<td>Adequate biking routes n=88</td>
<td>33% 10% 16% 16% 25%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The majority of survey respondents indicated that being close to bus stops (72%) and light rail stops (60%) is extremely important to their household. Residents said that the public transportation options near Brookhill have allowed them to have reliable modes of transportation when it was hard to maintain or afford a personal vehicle.

Many Brookhill residents depend on the bus system: the same percentage of respondents use the bus as those that use the car to get to work.

The Community is great and extremely convenient to work and shops.

Modes of Transportation Residents Use for Different Activities n=94

<table>
<thead>
<tr>
<th>Activity</th>
<th>Car</th>
<th>Bus</th>
<th>Walk</th>
<th>Rideshare</th>
<th>Train</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work</td>
<td>36%</td>
<td>36%</td>
<td>12%</td>
<td>7%</td>
<td>16%</td>
</tr>
<tr>
<td>Friends</td>
<td>45%</td>
<td>31%</td>
<td>13%</td>
<td>10%</td>
<td>5%</td>
</tr>
<tr>
<td>Family</td>
<td>54%</td>
<td>31%</td>
<td>11%</td>
<td>11%</td>
<td>7%</td>
</tr>
<tr>
<td>Community group</td>
<td>30%</td>
<td>18%</td>
<td>17%</td>
<td>4%</td>
<td>3%</td>
</tr>
<tr>
<td>Place of Worship</td>
<td>40%</td>
<td>22%</td>
<td>16%</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>Health care provider</td>
<td>47%</td>
<td>42%</td>
<td>7%</td>
<td>10%</td>
<td>9%</td>
</tr>
<tr>
<td>Child’s school (K-12), after-school program or early childhood education programs</td>
<td>19%</td>
<td>14%</td>
<td>1%</td>
<td>3%</td>
<td>1%</td>
</tr>
<tr>
<td>Child care</td>
<td>19%</td>
<td>9%</td>
<td>1%</td>
<td>0%</td>
<td>1%</td>
</tr>
</tbody>
</table>

Photo: Nancy Pierce
Residents also want to have adequate sidewalks and walking routes, to be close to affordable and healthy foods, and near quality health care services, with more than half of respondents identifying these neighborhood characteristics as extremely important to their household. The focus on health may be reflective of residents that have prioritized their health and physical well-being.

A little more than half of respondents (53%) feel being close to places of worship is extremely important, and almost half identified being close to a community center (48%), and family and friends (47%) as extremely important. The strong social infrastructure and network that exists in Brookhill have made the community an attractive place to live, according to residents. Brookhill residents describe the strong sense of family and community and the support and networks that are present in the community.

Older residents (65 years and older) were more likely to identify being close to bus stops, light rail stops, affordable and healthy foods (e.g. grocery store, farmer’s market, community garden, etc.), quality health care services, family and friends and places of worship as extremely important to their household.

Furthermore, almost half of respondents indicated that being close to jobs and employment opportunities (48%) is extremely important. Residents shared that being centrally located, allows them easily to get to work.

Households with children were more likely to identify being close to job and employment opportunities; being close to quality K-12 schools, after-school programs or early childhood education programs; and being close to affordable childcare services as extremely important to their household.

Survey respondents also mentioned that safety, maintenance (ensuring housing is well-kept), streetscape such as adequate lighting, and recreation spaces were important neighborhood characteristics.

“WE ARE A FAMILY; WE TAKE CARE OF EACH OTHER AND THAT’S IRREPLACEABLE.”
Move-in assistance

Survey respondents described the costs associated with moving as a current barrier to obtaining housing. Respondents also identified move-in assistance as a resource that is very important to their household in affording new housing. More than half of respondents indicated that financial assistance with the security deposit (71%), first month’s rent (65%), housing application fees (64%), utility deposits (57%) and other costs related to the move (57%) (i.e., movers, truck rental, moving supplies, etc.) are extremely important.

Older residents (65 years and older) were more likely to identify financial assistance with moving related costs as a resource that is extremely important to their household. Retired residents and residents with disabling conditions were also more likely to identify financial assistance with moving costs as a resource.
Brookhill Community Asset & Needs Assessment

Assistance with applying for benefits

Brookhill residents identified assistance with applying for benefits and support as an important resource. Fifty-six percent of respondents identified this assistance as extremely important. Brookhill residents were also asked if they are aware of any support and/or benefits they are qualified for but are currently not receiving. More than one-quarter of respondents identified subsidized housing (30%) and food assistance (26%) as support that they may be qualified for but are not currently receiving. Twenty-four percent of respondents also indicated they were not currently receiving utility bill assistance but may be qualified to receive this benefit.

Assistance with applying for benefits should be coupled with removing barriers to use. Waitlists and income discrimination can be significant barriers for residents.

Percent of respondents who identified support/benefits they qualify for but are not currently receiving

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Subsidized housing/housing vouchers</td>
<td>30%</td>
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<tr>
<td>SNAP/WIC (food assistance)</td>
<td>26%</td>
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<tr>
<td>LHEAP (utility bill assistance)</td>
<td>24%</td>
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<tr>
<td>Medicaid</td>
<td>16%</td>
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<tr>
<td>Social Security Disability Insurance (SSDI) (insurance for the disabled)</td>
<td>12%</td>
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<tr>
<td>Social Security retirement benefits</td>
<td>10%</td>
</tr>
<tr>
<td>Child support</td>
<td>6%</td>
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<tr>
<td>TANF (cash assistance)</td>
<td>4%</td>
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<tr>
<td>Supplemental Security Income (SSI) (assistance for the aged, blind, and disabled)</td>
<td>4%</td>
</tr>
<tr>
<td>Earned Income Tax Credit</td>
<td>4%</td>
</tr>
<tr>
<td>Pension</td>
<td>2%</td>
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</tbody>
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JUST MAYBE HELP WITH SECURITY DEPOSIT ... OR IF I WOULD HAVE TO MOVE FROM THIS LOCATION PROBABLY WOULD NEED HELP FINDING HOUSING.
**Employment and educational opportunities**

Survey respondents also feel that better employment (42%) and job training opportunities (33%) are extremely important to obtaining new housing. Almost one-quarter of respondents also found the opportunity to obtain a certification or credential (28%) and the opportunity to obtain a degree (24%) as extremely important.

Younger residents (25 to 44 years old) identified opportunities to obtain a certification or a credential as well as opportunities to obtain a degree as resources they found extremely important to their household. Residents with less than an associate degree and residents that were unemployed also identified better employment opportunities and job training opportunities as a resource they needed.

**Emotional support**

Thirty-two percent of respondents stated they would need support for mental and emotional distress if Brookhill is redeveloped and they need to relocate. Residents that identified this support also identified the various kinds of support that might be helpful to them. Respondents were able to select all the resources they felt would be helpful. A little more than half of respondents (52%) specified that a one-on-one setting would be helpful, 30% stated speaking to a mental health care provider would also be helpful and 30% identified attending a peer support group with other residents of Brookhill as helpful.
Discussion
Discussion

Community Assets

The Brookhill community has a robust infrastructure, one that has allowed residents to have greater social and economic stability as well as physical well-being.

The Brookhill community is centrally located, as residents emphasize. The community is either near residents' employment or employment is accessible by highway or public transportation, which is also close by. This infrastructure promotes greater economic well-being for residents.

The physical infrastructure is also important to the health of aging residents in the Brookhill community. The average age of residents that responded to the survey is 54 years old. Having access to adequate sidewalks and walking routes, affordable healthy foods, and health care services is very important to a majority of respondents.

Lastly, the strong social network and infrastructure is an asset in the Brookhill community. Long-time residents have built a strong social network. Almost half of respondents have lived in Brookhill for longer than 10 years, and 21% have lived there longer than 20 years. Residents described a "community of family." "Some residents have lived in Brookhill their whole lives and have grown up with one another. Others have family members that also live in the Brookhill community. Residents look out for each other's well-being and offer support to one another when it is needed. Half of respondents also share the importance of having a community center and house of worship in their community.

Housing Resources Needed

Interventions informed by the evidence-based Housing First model demonstrate repeatedly that when individuals are provided with needed assistance in obtaining housing (housing identification assistance, rent and move-in assistance) coupled with individualized services, like housing case management, they are able to maintain greater stability.17

Housing identification services assists households in finding and securing housing. In the event that Brookhill is redeveloped, Brookhill residents have identified these services as extremely important to obtaining new housing which is affordable and centrally located. These services may include developing relationships with landlords and other necessary housing referral agencies to try to mitigate the barriers individuals and families may encounter in trying to obtain affordable and low-cost housing. Resources such as housing locators have also been utilized to

streamline the search process, giving individuals clear guidance and a plan to navigate the housing market.\textsuperscript{18}

Assistance with moving-related costs was another important resource identified by Brookhill residents. Rent and move-in assistance covers the move-in costs, deposits, and rent and/or utilities of households served. These subsidies would help households address barriers to housing.\textsuperscript{19}

Long-term rental subsidies are also needed for some (or a subset of) Brookhill residents. Residents identified their employment status on the survey. Thirty-eight percent of respondents are retired or have a disabling condition. These residents are likely to be on a fixed income and in need of longer-term rental subsidies that fill the gap between their income and the higher cost of housing.

Brookhill residents each have unique housing barriers and obstacles they are facing. The community houses working, individuals and families, retirees, residents with disabling conditions, and aging Charlotte residents. Given the uniqueness of these households, individualized housing services may be needed. Case management connects families to appropriate services and supports based on their unique needs, preferences, and resources. This ensures that Brookhill residents are connected to benefits they qualify for and community-based services that are needed.\textsuperscript{20}

Connecting Brookhill residents to needed housing resources such as housing identification services, rent and move-in subsidies, and housing case management services, will provide residents the best opportunity to obtain new housing in the event Brookhill is redeveloped.


\textsuperscript{19} National Alliance to End Homelessness, 2014

\textsuperscript{20} Ibid