

Cambridge Residents' Experiences with Inclusion and Bias in Inclusionary Housing

Presentation to the Community
December 2022



JACK, JOSEPH AND MORTON MANDEL
SCHOOL OF APPLIED SOCIAL SCIENCES

CASE WESTERN RESERVE
UNIVERSITY

National Initiative on
Mixed-Income Communities



Acknowledgements

Our appreciation for the support we received in this project from Cambridge residents who participated in the survey and the City of Cambridge Community Development Department (CDD)



National Initiative for Mixed-Income Communities (NIMC)

NIMC is engaged locally, regionally, nationally in supporting equitable and inclusive communities through:

- Research and Evaluation
- Networking and Convening
- Information Provision
- Consultation

The Cambridge Study Team:

NIMC

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RSS Survey Team



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Research Project Objectives and Goal

Project Objectives

- To understand the prevalence and types of bias experienced by residents in Cambridge Inclusionary Housing Program (IHP)
- To explore whether experiences of residents in affordable IHP units differ from those in market-rate IHP units or all-affordable developments

Overall Project Goal

- To inform the City's ongoing efforts to strengthen the Inclusionary Housing Program and advance a welcoming, diverse, and inclusive community

Overview of Findings and Presentation

- IHP participants (renters and owners of affordable IHP units)
 - Comparison to Residents in IHP Market-rate Units and
 - Comparison to Residents in All-Affordable Developments
- Experiences with the IHP program and staff were generally positive
- Strong ties to Cambridge, high levels of satisfaction with neighborhoods
- Overall, 49% of residents in affordable IHP units did not experience bias
- 40% of residents in affordable IHP units did experience bias
- Main reasons: race, living in an affordable unit, income, having children, gender
- Main sources (who was committing bias against residents): Property Management and market-rate residents
- Residents of affordable IHP units experienced significantly greater frequency-exposure to bias than residents of market-rate IHP units

Study Methods: Household Telephone Survey

Participants were Cambridge residents (renters and owners) ages 18+ living in:

1. Affordable Units in Inclusionary Housing Buildings/Complex (300)
2. Market-Rate Units in Inclusionary Housing Buildings/Complex (66)
3. Affordable Housing Units in All-Affordable Developments (64)

Total Surveyed: 430 Residents

Survey Outreach

Multilingual Outreach from Survey Team

- Recruitment Letters and Fliers
- Multilingual Survey Teams
- Translated Materials
 - English
 - Spanish
 - Haitian Creole
 - Amharic

እርስዎን ሀሳብ መስማት እንፈልጋለን!



አጭር የስልክ ዳሰሳ፡
የክምብሪጅ ነዋሪዎች የማህበራዊ ማካተት እና የአድልዎ ተሞክሮ

ይህን የምቀበለው ለምንድን ነው?

ነዋሪዎች በዕለት ተዕለት ህይወታቸው ላይ በሕንፃዎቻቸው፣ በግቢዎቻቸው፣ ወይም በአካባቢዎቻቸው ውስጥ የሚያጋጥም የማካተት እና የአድልዎ ተሞክሮዎቻቸው በተመለከተ ከ25-30 ደቂቃ የሚወስድ የስልክ ጥናት ውስጥ እንዲሳተፉ ግብን ለመቀበል በአጋጣሚ ተመርጠዋል። ለማመስገን፣ ሁሉም ተሳታፊዎች 25 ዶላር የሰጠታ ካርድ ይቀበላሉ። ከዛሬ ጀምሮ እስከ ታሕሳስ 2021 ዓ.ም ባለው ጊዜ ውስጥ ለመሳተፍ ይችላሉ።

¡QUEREMOS ESCUCHARLE!



Breve encuesta telefónica:
Experiencias de inclusión social y discriminación
de quienes viven en Cambridge

or qué estoy recibiendo esto?

usted fue seleccionado(a) al azar para recibir una invitación para participar en una entrevista telefónica de 25 a 30 minutos, sobre las experiencias diarias de inclusión y discriminación que tienen las personas en los edificios, complejos o vecindarios en los que viven. Como agradecimiento, todos los participantes recibirán una tarjeta de regalo de 25 dólares. Se puede participar desde ahora y hasta diciembre de 2021.

WE WANT TO HEAR FROM YOU



Brief Phone Survey:
Cambridge Residents Experiences
of Social Inclusion and Bias

Why Am I Receiving This?

You were randomly selected to receive an invitation to take part in a 25- to 30-minute survey on residents' everyday experiences of inclusion and bias in their buildings, complexes, or neighborhoods. As a thank you, all participants will receive a gift card. Participation is open now through December 2021.

NOU VLE TANDE OU!



Sondaj Kout nan Telefòn:
Eksperyans Rezidan Cambridge Nan Zafè
Enklizyon Sosyal ak Diskriminasyon

Why am I receiving this?

You were randomly selected to receive an invitation to take part in a 25- to 30-minute survey on residents' everyday experiences of inclusion and bias in their buildings, complexes, or neighborhoods. As a thank you, all participants will receive a gift card. Participation is open now through December 2021.

Survey Topics

- Demographics
- Housing history
- Sense of community and belonging
- Bias and differential treatment
- Suggestions for strengthening community inclusion
- Inclusionary Housing Program experiences
- Suggestions for the Inclusionary Housing Program



Findings: Demographics for Residents in AFFORDABLE IHP Units

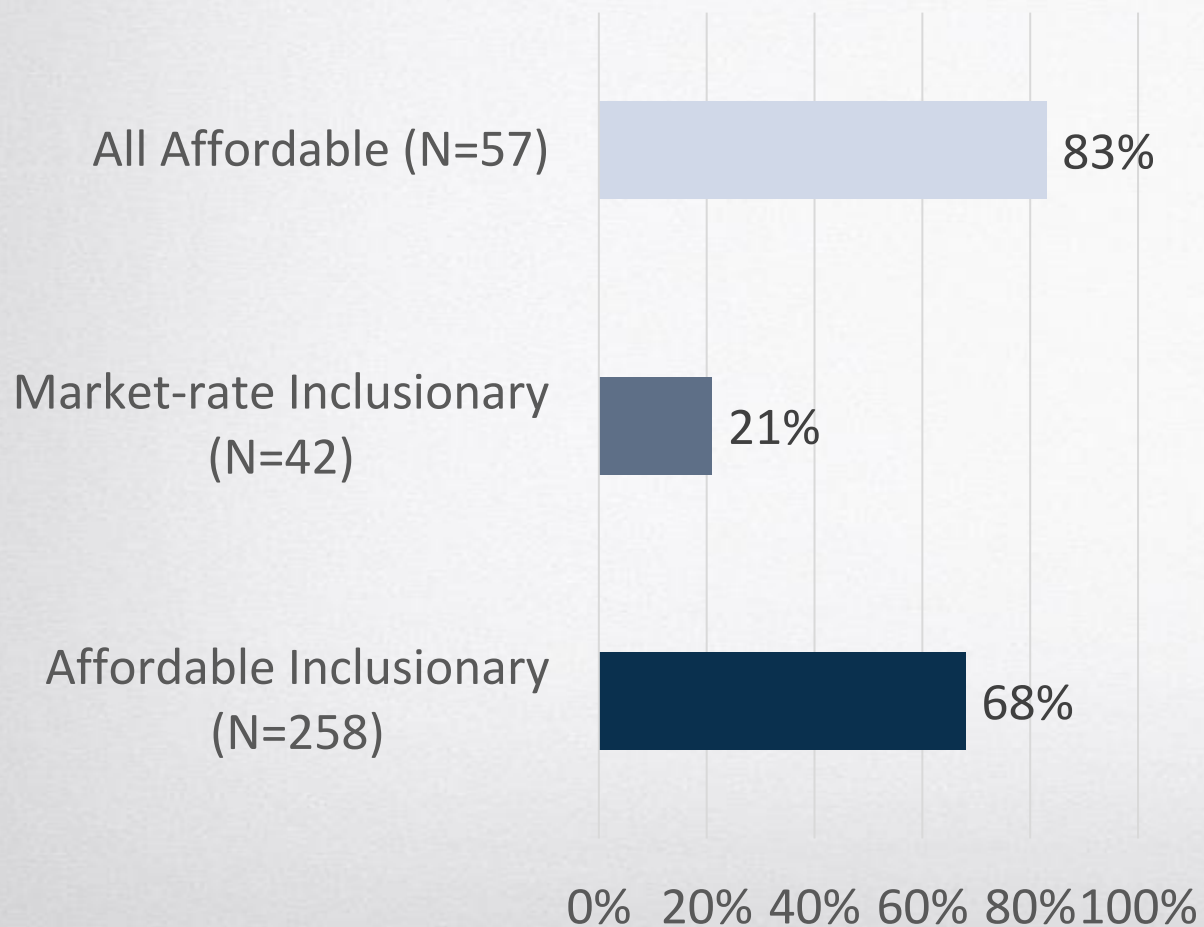
| | Renters (N=258) | Owners (N=42) | Total IHP (N=300) |
|----------------------------------|-----------------|---------------|-------------------|
| RACE | | | |
| Black / African American, alone* | 46% | 26% | 43% |
| White, alone | 28% | 38% | 30% |
| Missing/not identified | 14% | 5% | 13% |
| Asian, alone* | 8% | 29% | 11% |
| Two or more races | 3% | 2% | 3% |
| Indigenous, alone | 1% | 0% | 1% |
| Total | 100% | 100% | 100% |
| HISPANIC IDENTITY* | 20% | 5% | 18% |
| PRIMARY LANGUAGE | | | |
| English | 72% | 72% | 72% |
| Spanish | 7% | 6% | 6% |
| Amharic | 7% | 2% | 4% |
| Other (17 different languages) | 14% | 20% | 17% |
| Total | 100% | 100% | 100% |

Findings: Demographics for Residents in AFFORDABLE IHP Units (continued)

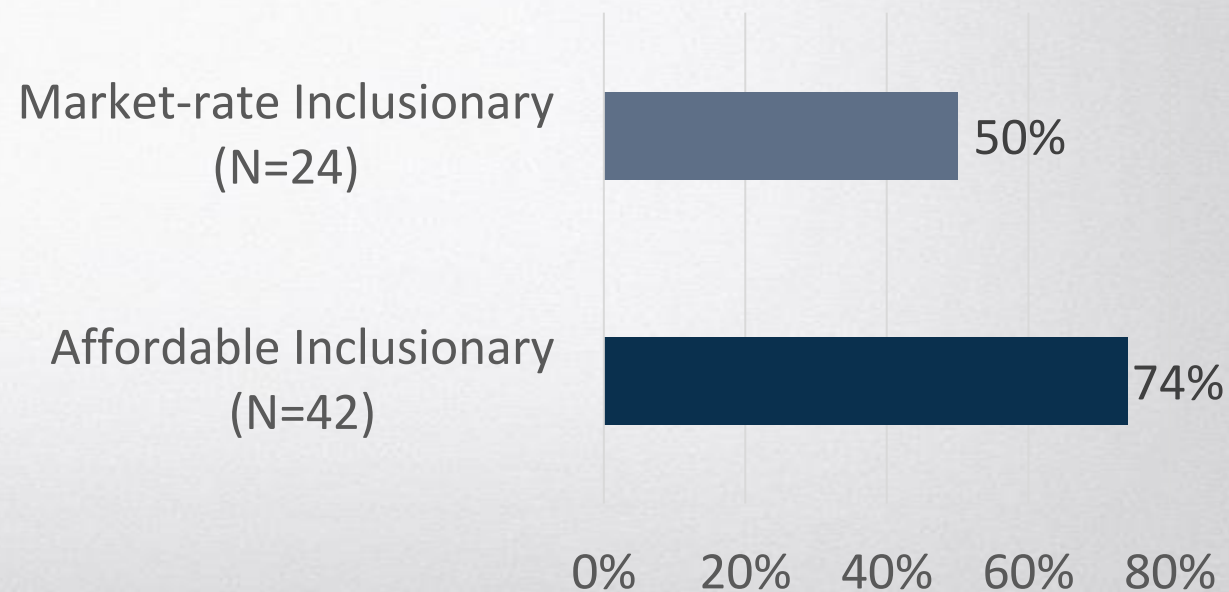
| | Renters (N=258) | Owners (N=42) | Total IHP (N=300) |
|---------------------------------------|--------------------|---------------|----------------------|
| HOUSEHOLD SIZE*** | | | |
| 1-person | 65% | 31% | 60% |
| Households with Children under age 18 | 28% | 34% | 29% |
| LEVEL OF EDUCATION*** | | | |
| Less than high school | 4% | 0% | 3% |
| High school diploma or equivalent | 19% | 2% | 17% |
| Associate's degree | 33% | 7% | 29% |
| Bachelor's degree | 26% | 29% | 26% |
| Master's or advanced degree | 18% | 62% | 24% |
| Total | 100% | 100% | 100% |

Findings: Very Likely to Remain in Cambridge for the Next 5 Years

Renters



Owners



Findings: Neighborhood Satisfaction and Community Ties

| Renters | | | Owners | |
|---------------------------------|---------------------------------|-----------------------------------|--------------------------------|---------------------------------|
| Affordable Inclusionary (N=258) | Market-rate Inclusionary (N=42) | All Affordable Development (N=57) | Affordable Inclusionary (N=42) | Market-rate Inclusionary (N=24) |
| 87% | 93% | 88% | 93% | 100% |



Social Inclusion: How We Measured Sense of Community

The Sense of Community Index (SCI) consists of 12 true/false statements tapping 3 aspects of community:

- Belonging and membership
 - Influence and reinforcement of needs
 - Shared emotional connection
-
- Total SCI scores were calculated (0.0 – 1.0);
 - Higher scores = stronger sense of community

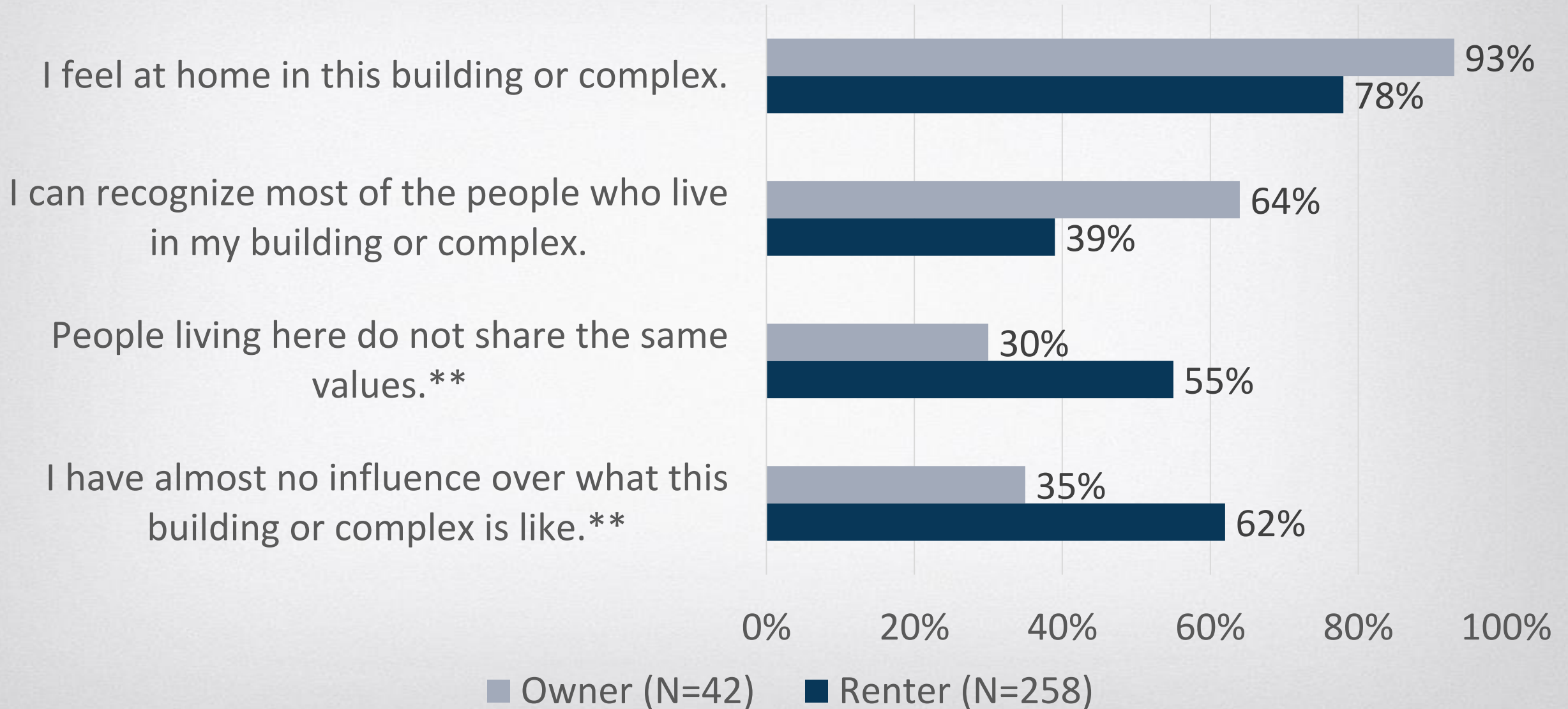
Findings: Sense of Community by Housing Group

Sense of Community Index (SCI)

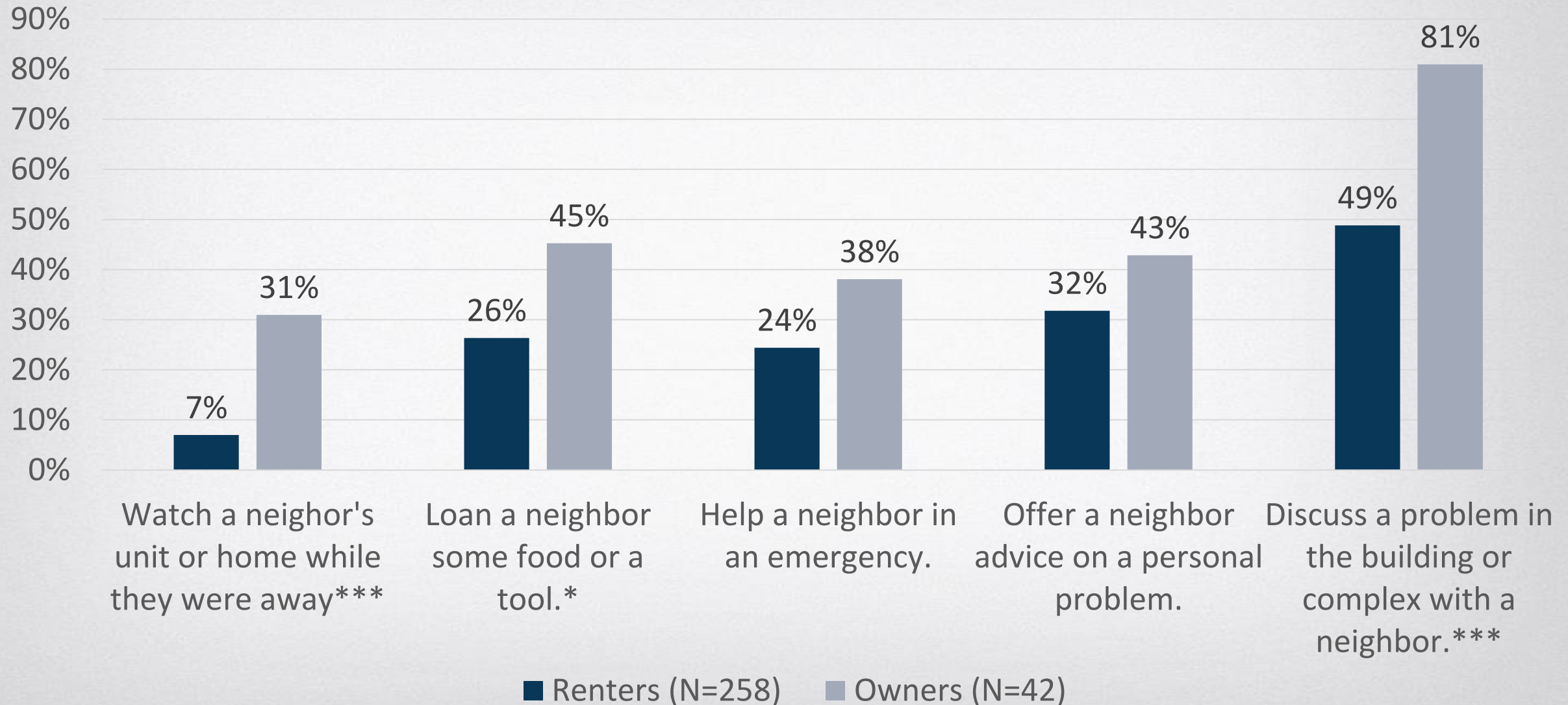
- Renters from all three housing groups had significantly lower sense of community than owners
- Affordable IHP renters had significantly lower sense of community than renters in all-affordable developments
- Specifically, among those in affordable IHP units, renters had significantly lower sense of community than owners

| Renters | | | Owners | |
|---------------------------------|---------------------------------|-----------------------------------|--------------------------------|---------------------------------|
| Affordable Inclusionary (N=258) | Market-rate Inclusionary (N=42) | All Affordable Development (N=57) | Affordable Inclusionary (N=42) | Market-rate Inclusionary (N=24) |
| .61 | .61 | .69 | .77 | .79 |

Findings: Sense of Community among Residents in AFFORDABLE IHP Units



Findings: Support Provided to Neighbors (Residents in AFFORDABLE IHP units)



Findings: Support Received from Neighbors (Residents in AFFORDABLE IHP units)



Social Exclusion: How We Measured Bias

The Everyday Discrimination Scale (EDS) measures 8 types of bias

(e.g. lack of respect, being treated differently than others; called names or insulted)

- For each of the 8 types of bias, people are asked:

- Frequency

- Almost every day (6)
- At least once a week (5)
- A few times a month (4)
- A few times a year (3)
- Less than once a year (2)
- Never (1)

Total EDS scores range from **8 to 48**

- Reason (e.g., race, gender, age, income)

- Source (e.g. building resident, property management)

Findings: Bias Experiences (All Housing Groups)

The Everyday Discrimination Scale (EDS): Average scores

(EDS scale ranges from 8 to 48; the higher the number, the more frequent exposure to bias)

| Renters* | | | Owners* | | Total |
|---------------------------------|---------------------------------|-----------------------|--------------------------------|---------------------------------|---------|
| Affordable Inclusionary (N=258) | Market-rate Inclusionary (N=42) | All Affordable (N=57) | Affordable Inclusionary (N=42) | Market-rate Inclusionary (N=24) | (N=423) |
| 12.14 | 9.41 | 10.29 | 11.10 | 8.96 | 11.32 |

Who is more likely to experience bias?

1. Residents in affordable IHP units (more frequent bias)
2. Residents in units in all affordable developments (more frequent bias)
→ Compared to residents in market-rate IHP units

Findings: Bias Experienced

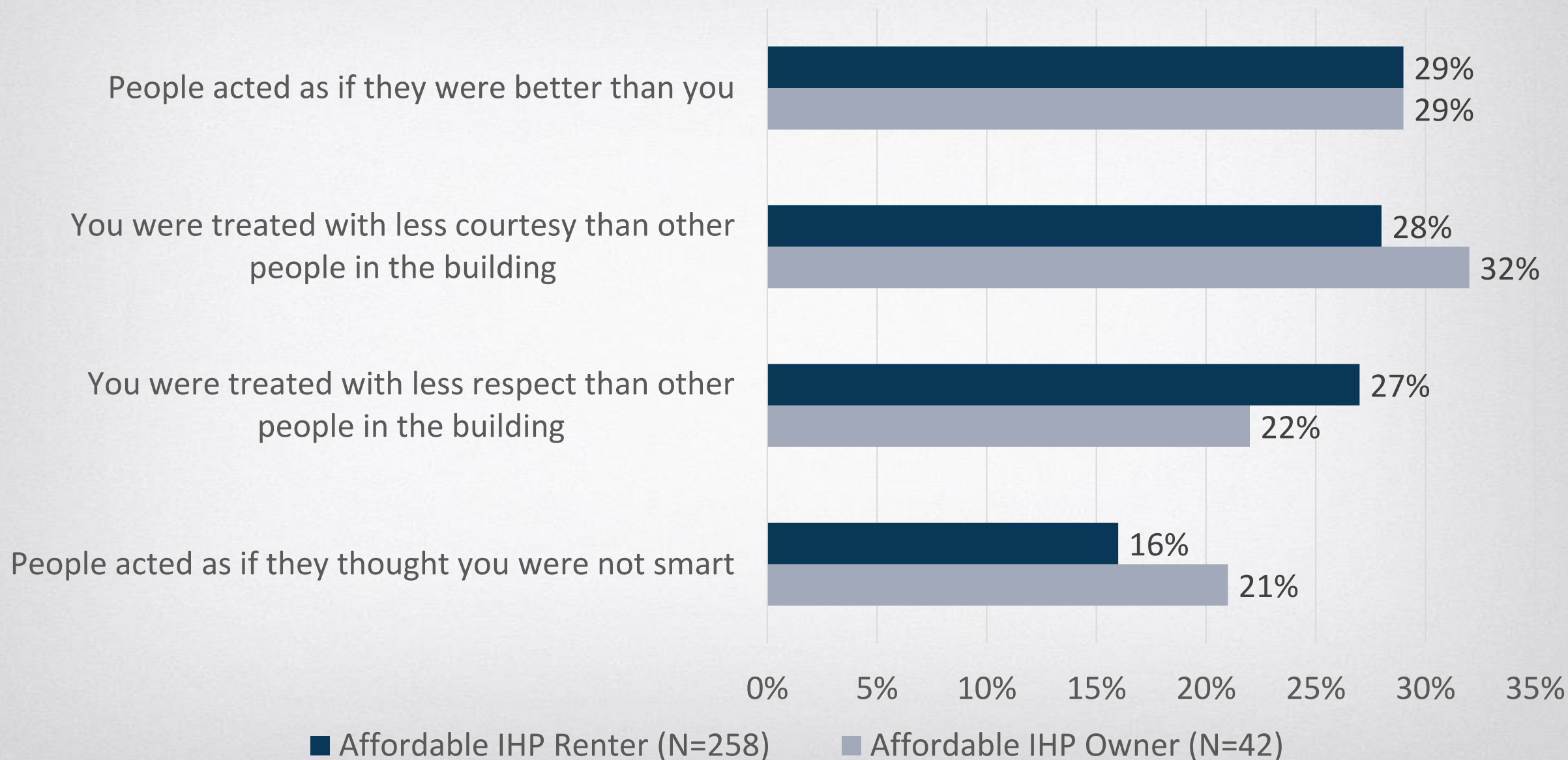
(Residents in AFFORDABLE IHP units)

Bias in the past year for all residents (renters and owners) in affordable IHP units:

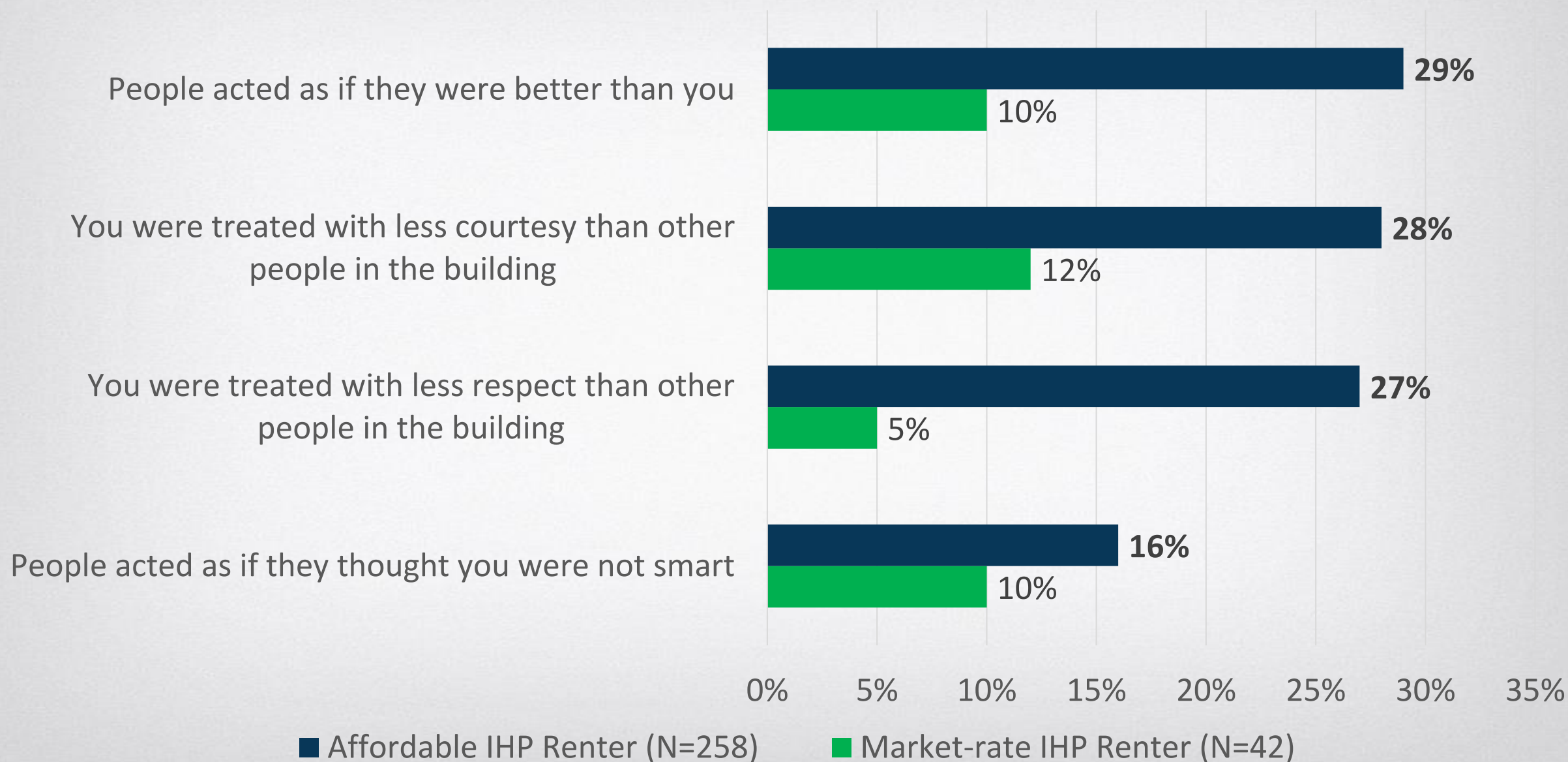
- No bias: 49%
- Less than once a year: 11%
- “A few times a year” to “almost everyday”: 40%



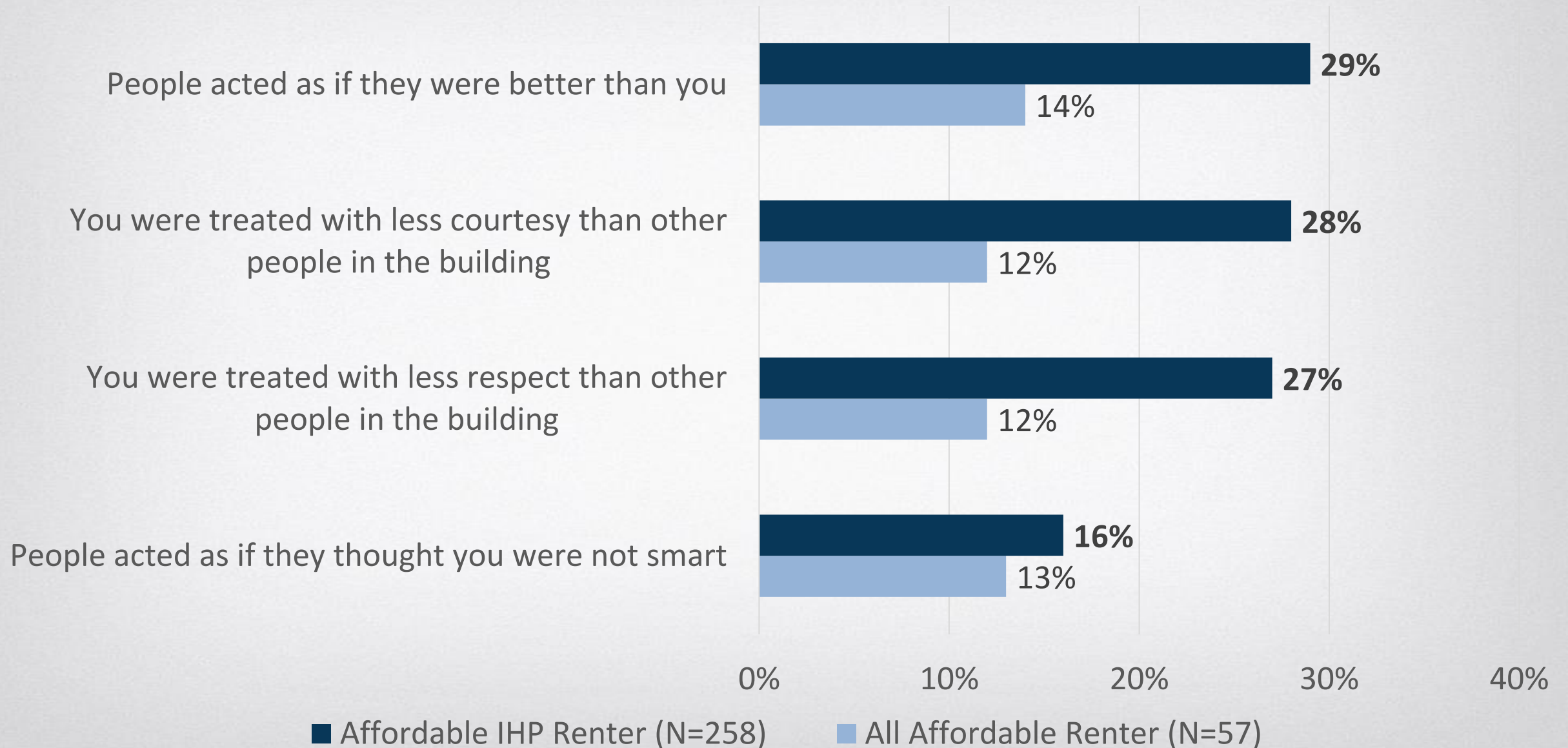
Most Common Types of Bias Experienced “A Few Times a Year” or More (Residents in AFFORDABLE IHP Units)



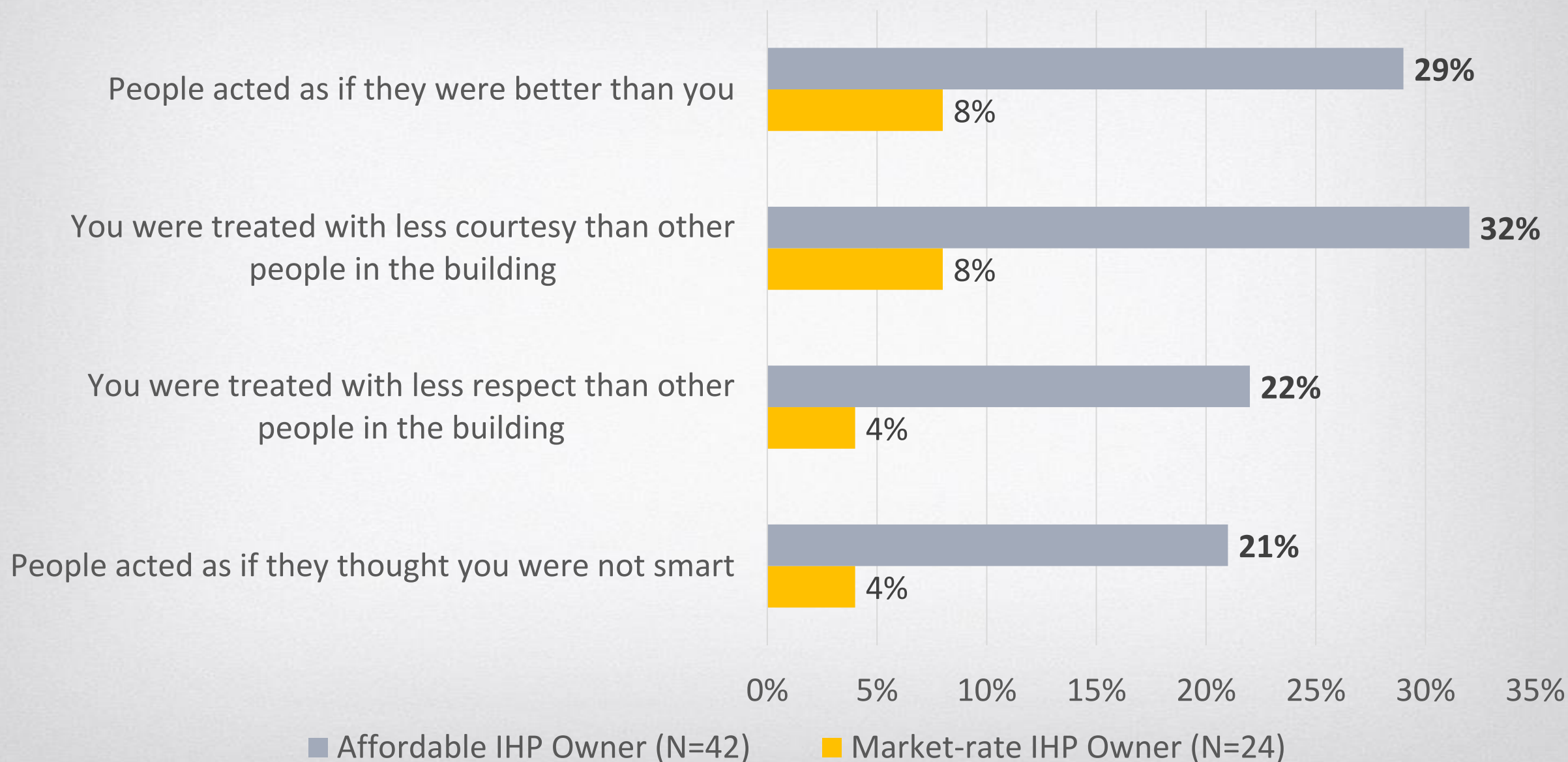
Most Common Types of Bias Experienced “A Few Times a Year” or More (Renters in AFFORDABLE IHP and Market-rate IHP)



Most Common Types of Bias Experienced “A Few Times a Year” or More (Renters in AFFORDABLE IHP and All-Affordable)



Most Common Types of Bias Experienced “A Few Times a Year” or More (Owners in AFFORDABLE IHP and Market-rate IHP)



Findings: Potential Reasons for Bias

Respondents were asked:

What do you think was the main reason or reasons that you were treated in this way?

1. Race or ethnicity
2. Being an IHP participant
3. Having children
4. Age
5. Income level
6. Gender
7. Religion
8. Sexual orientation
9. Disability
10. Primary language not being English
11. Other (explain).

Findings: Top Reasons for Bias

(Residents in AFFORDABLE IHP units)

The most frequently cited reasons for bias:

- 1. Race or ethnicity**
- 2. Being an IHP participant**
- 3. Having children**
4. Age
- 5. Income level**
- 6. Gender**
7. Religion
8. Sexual orientation
9. Disability
10. Primary language not being English
11. Other

Findings: Perceived Main Reasons for Bias

(Residents in AFFORDABLE IHP units)

| | Renters (N=136) | | Owners (N=21) | |
|---|--------------------|---------|------------------|---------|
| | Count | Percent | Count | Percent |
| Race or ethnicity | 73 | 54% | 13 | 62% |
| Inclusionary Housing Participant | 58 | 43% | 4 | 19% |
| Income level | 44 | 32% | 5 | 24% |
| Having children | 19 | 14% | 4 | 19% |
| Gender identity | 18 | 13% | 5 | 24% |

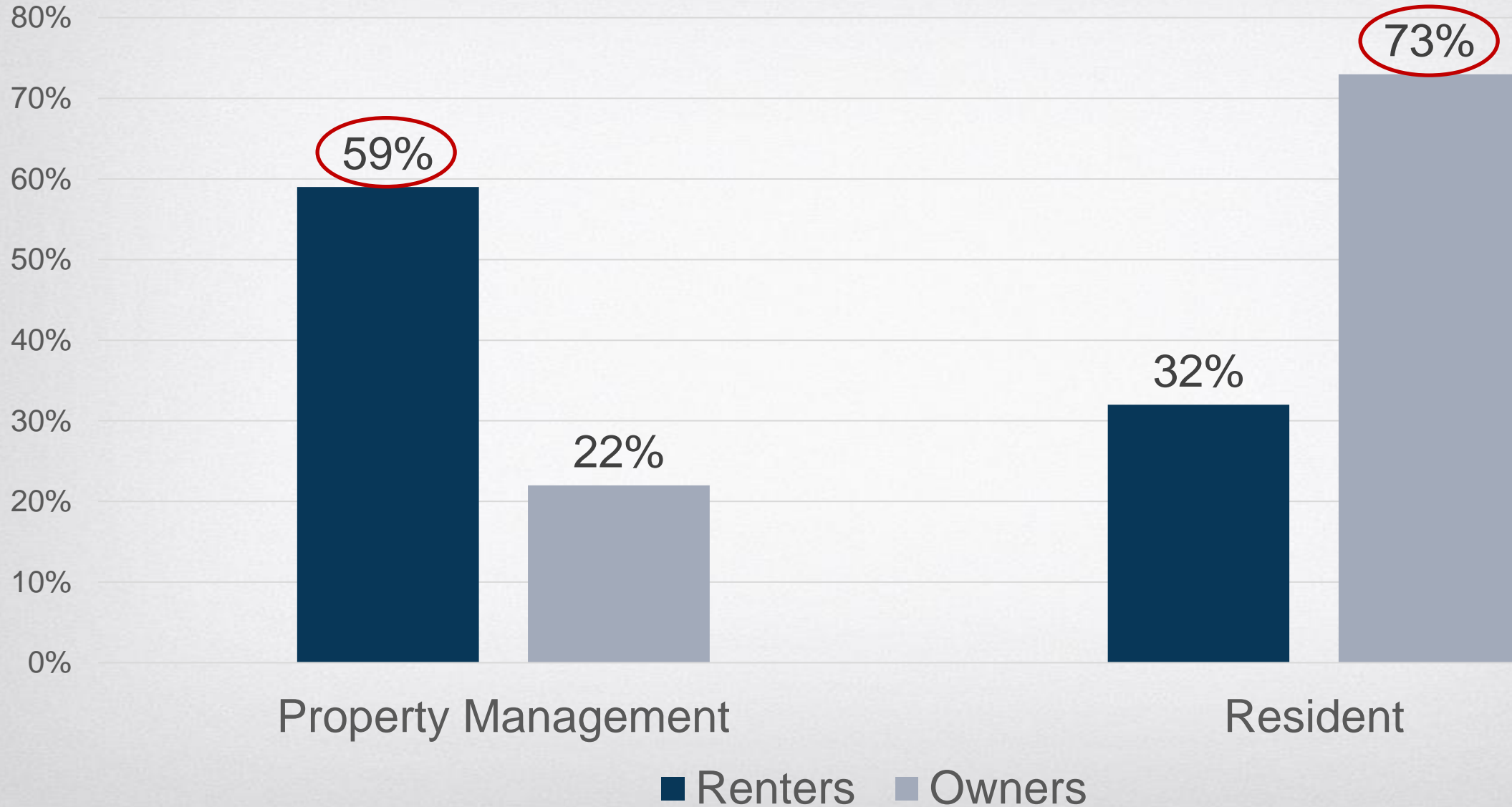
Findings: Sources of Bias

Who committed the bias against residents living in IHP units?

- Another resident of the building complex
 - Market-rate or affordable unit resident?
- Neighborhood resident
- Visitor to the building or complex
- Property management staff
- Other (explain)
- Don't know



Perceptions of Sources of Bias (Residents in AFFORDABLE IHP units)



Findings: Bias Attributed to “Another Resident” (Residents of AFFORDABLE IHP Units)

| Incidents of bias attributed to another resident in the building or complex | Renters (N=153) | Owners (N=44) |
|--|----------------------------|--------------------------|
| Resident from market-rate unit | 58% | 73% |
| Resident from affordable IHP unit | 11% | 11% |
| Not specified | 31% | 16% |

Findings: Experiences with the CDD Inclusionary Housing Program (Residents in AFFORDABLE IHP Units)

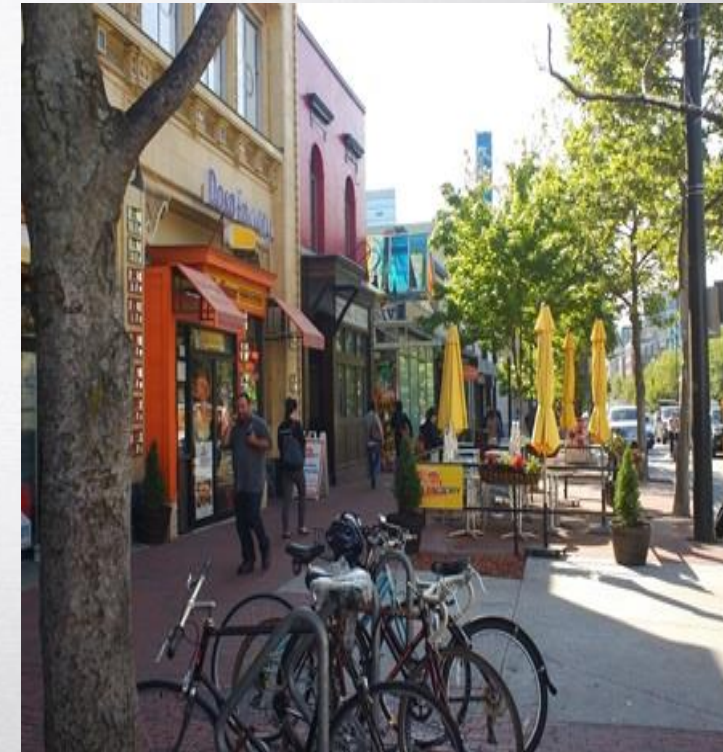
Prior to moving in, most renters and owners of the IHP:

- Understood the program purpose and eligibility requirements
- Felt they were treated with respect from IHP staff from CDD

33% of renters found the IHP application process to be confusing and stressful

Most renters and owners of IHP units would like the City IHP staff to:

- Connect them to other residents
- Provide information and connect them to community services/resources
- Initiate more communication with residents



Summary

- Strong attachments to Cambridge, high levels of satisfaction with neighborhoods
- Many residents in affordable IHP units did not experience bias
- But a substantial number of residents in affordable IHP units (40%) did experience bias
- Race was most often identified as the reason for bias, followed by housing status, income, having children and gender
- Sources most often identified: property management and market-rate residents in the building
- Residents in affordable IHP units and all affordable developments experience more bias than residents in market-rate IHP units
- Experiences with the IHP program and staff were generally positive
- Interest in deepening connections to other residents and CDD

Recommendations to the City of Cambridge

Key themes:

- 1. Strengthen relationships**
- 2. Expand communication with residents and staff of IHP communities**
- 3. Prioritize racial equity and inclusion in IHP communities**

Recommendation: Strengthen Relationships

Between CDD/IHP staff and:

- IHP participants (residents)
- Property owners and property management companies
- Community-based organizations

Between residents of affordable IHP units and:

- Market-rate residents in their building
- Other IHP program participants across sites

Recommendation: Increase Communication

Expand communication and engagement with IHP residents

- Develop new tools for residents to report problems or concerns, provide feedback, and make suggestions regarding housing, social climate in buildings, and bias incidents
- Conduct social climate surveys of IHP residents
- Increase awareness among residents of affordable and market-rate units of the goals and collective benefits of the IHP program
- Share study findings with residents, property managers, staff

Recommendation: Racial Equity and Inclusion

Prioritize Racial Equity and Inclusion in IHP Communities

- Create a task force or advisory committee with representation from renters, owners, property managers and other site staff, and City staff to focus on issues of equity, inclusion, and resident experience
- Engage local, regional, and state entities and non-profit agencies to discuss findings and develop action steps to address bias and exclusion in IHP communities

Recommendation: Racial Equity and Inclusion

Prioritize Racial Equity and Inclusion in IHP Communities

- Develop materials and trainings on promoting racial equity and inclusion in property management practices
- Provide guidance for residents and property managers on appropriate avenues for intervention and accountability actions related to resident concerns

Thank You!

