GROVEWOOD COMMUNITY DEVELOPMENT

2024 Resident Survey Report

Fall 2024

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Background, Purpose, & Process

Grovewood is dedicated to utilizing a trauma-informed, community-centered approach to resident programs and services.

Our biennial resident survey serves as a guide for developing and improving programs and processes to best meet resident needs. This comprehensive survey was developed to:

- Objectively assess resident satisfaction with programs.
- Inform Grovewood's Healthy Lifestyle staff of programs and services with the most impact.
- Determine how Grovewood's Healthy Lifestyle strategy can improve health equity outcomes for residents.
- Identify gaps in programs and services communication.

Methodology

Grovewood Healthy Lifestyle staff drafted and distributed a 35 question resident survey in August 2024. Surveys were accessible via QR code. QR codes were distributed door-to-door and posted to bulletin boards in on-site Resource Centers. Surveys were available in English, Spanish, Amharic, Russian and Korean. Residents were advised to contact Grovewood's Healthy Lifestyle staff if they required assistance completing the survey. Staff were able to assist several residents by providing digital access or a printed copy of the survey. To compensate residents for their time, respondents received a $10 gift card. Respondents who provided an email address received a digital gift card through Giftogram that gave them the option to choose a gift card from over 100 retailers. Respondents who provided a phone number received a physical gift card to King Soopers or Walmart based on their preference.

Survey questions covered general demographics and helped to gauge the impact of current Grovewood programs and services. Survey responses were uploaded into an Excel spreadsheet and Excel formulas were used for data analysis.

Timeline

Survey flyers were distributed property-wide on August 23, 2024. Residents were asked to complete the survey by September 6, 2024 to receive the $10 gift card incentive. Digital gift cards were distributed between August 29, 2024 and September 6, 2024. Physical gift cards were delivered on September 25, 2024. No survey responses were submitted after September 6, 2024.

Responses

We received a total of 51 responses representing 18.3% of the total occupied households (278) at Grovewood communities. Based on the total number of responses received, we calculated a 90% Confidence Level with a 11.55% Margin of Error.

Total Number of Respondents

51

Key Points

1

There has been great improvement in the percentage of respondents with internet access.

Reasons for this improvement could include:

- Accounting for internet access in the home and on phones.
- Making information and resources about the Colorado Lifeline program available at all properties.
- Launching the digital navigator program at Nine Mile Station Senior Living and Willow Street residences to give residents the option of learning how to use technology and inform them about affordable options for digital access.

2

The majority of Grovewood resident households make $30,000 or less.

This highlights the importance of programs and services that help meet basic needs including food security, transportation, and utility and rent assistance. We have observed an increase in food pantry usage, need for food box deliveries, and demand for RTD bus tickets over the last year. We are working to identify additional funding sources that will allow us to expand these programs to adequately meet resident needs.

3

The proportion of households reporting trouble affording food, trouble affording healthcare, and trouble affording basic needs has remained roughly the same since our 2022 resident survey.

Grovewood should continue to place an emphasis on programs and services that address health disparities resulting from having modest means. Plans to address these challenges include offering robust on-site food pantry options, exploring options for providing low/no-cost hygiene items, continuing with RTD bus ticket distribution and researching other options for accessible transportation, and improving health literacy through monthly newsletters and promotion of available, local resources.

4

Resident satisfaction with programs and services has increased by over 30% since our 2022 resident survey.

While Grovewood staff acknowledges that program and service options are still in development, we are pleased to see that resident satisfaction with programs and services has improved from just under 70% in 2022 to over 90% in 2024. We believe that this improvement may be attributed to:

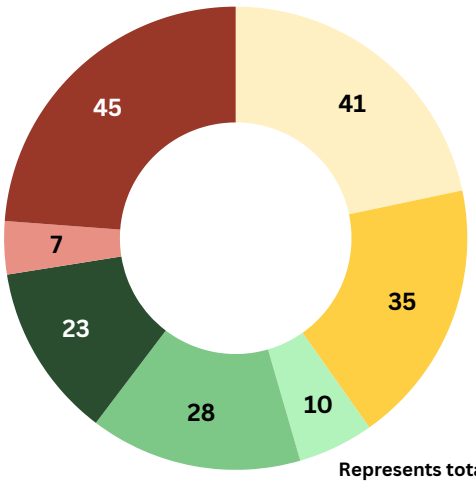
- Eliminating programs with the least impact.
- Implementing self-service and easily accessible options for resource connection.
- Improving our evaluation and assessment process for on-site programs.
- Increased staff capacity.

Survey Results Summary

18.64%
of total resident population responded

16.7% of total Aspen Leaf population	**23.3%** of total Canterbury population
6.3% of total Fox Street population	**8.3%** of total Lara Lea population
38% of total Nine Mile Station population	**24.2%** of total Presidential Arms population
0% of total Regal population	**10%** of total Willow Street population

Household Demographics



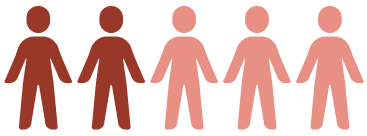
- Single Person Household
- Older Adult in Household
- Children in Household
- Person with Disability in Household
- Person with Chronic Condition in Household
- Speak Language other than English
- Annual Income $30,000 or Less

Represents total number of responses, not percentages.

Household Access

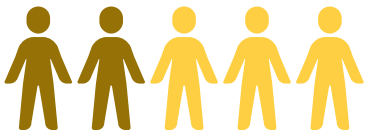
4/5 respondents have insurance for everyone in the household

3/5 respondents have had to cut back on basic needs to afford rent in the past year



2/5 respondents have worried about affording enough food in the past year

4/5 respondents have access to the internet in their home and/or on their phone



2/5 respondents have had difficulty getting transportation to essential places

1/5 respondents have gone to the ER because they couldn't afford healthcare in the past year

Program Impact

82%
of respondents have personally used programs/services

Program Satisfaction

96%
of respondents are satisfied with Grovewood's current programs and services

Household Use of Local Resources

55% have used a food bank or food pantry in the past 12 months

63% regularly use parks, rec centers, and/or libraries

Conclusions

Resident Satisfaction with Programs and Services:

Despite some residents being unaware that Grovewood offers programs and services, resident satisfaction has increased by 30% since the distribution of the 2022 Resident Survey. When asked about suggestions for programs and services, we received the following responses:

- More programs for residents to do together at Presidential Arms Apartments.
- Art classes at Nine Mile Station Senior Living.
- Security system at Willow Street Residences.
- Comments relating to issues with maintenance requests at Canterbury South Apartments.
- Transportation options at Canterbury East Apartments.
- White Elephant gift exchange at Presidential Arms Apartments.
- Movie nights at Nine Mile Station Senior Living.
- More resident participation and encouragement from Grovewood staff at Nine Mile Station Senior Living.
- Crotchet/fiber crafts at Nine Mile Station Senior Living.
- Cooking classes at Nine Mile Station Senior Living.
- Community Garden at Willow Street Residences.
- Restocking the food pantry at Nine Mile Station Senior Living.

Program and Services Impact:

17.94% of respondents were unaware of programs and services offered by Grovewood Community Development. The following percentages represent the number of respondents who have personally used a specific program or service.

Program Impact:

- Thanksgiving Bags: 51%
- Monthly Newsletters: 33%
- On-site Food Pantry: 31%
- RTD Tickets: 22%
- Resource Center: 20%
- Food Box Delivery: 14%
- Backpacks: 10%
- Connection to Requested Resources: 6%
- Grovewood Gazette: 2%

Social Determinants of Health:

We understand that safe housing is foundational to health equity. Our programs aim to build on this foundation to support the social determinants of health including:

- Economic Stability: 88% of respondents reported having very low income of $30,000 or less, emphasizing the need for rent and utility assistance resources and options that help lower the cost of living expenses including on-site food pantries, low-cost transportation and digital access, and essential needs for children such as school supplies.
- Health Care Access: 94% of respondents have health care insurance for everyone in their household, however 10% of respondents went to the ER in the last year because they could not afford healthcare. Programs and services offered by Grovewood Community Development should aim to increase health literacy, provide additional options for low-cost healthcare, and educate residents of all benefits available to them through Medicare and Medicaid.
- Social & Community Context: Residents expressed a desire for more community events and participation from their neighbors. Grovewood staff will continue to offer on-site opportunities for resident fellowship.
- Access to Nutritious Foods: More than half of respondents have used food banks or food pantries in the past 12 months demonstrating a need for low-cost grocery options. Grovewood has determined that the most feasible food security program is on-site food pantries stocked with nutritious, non-perishable items. In addition, we are exploring funding options to offer grocery store gift cards available for distribution to residents.

Healthy Lifestyle Staff Communication:

17.94% of respondents were not familiar with and have never used any programs or services offered by Grovewood. 33.3% of residents are unfamiliar with Grovewood staff and do not know how to contact them. This demonstrates the need for more robust and clear messaging from the Healthy Lifestyle team.

2025/2026 Healthy Lifestyle Program and Service Goals

Grovewood's Healthy Lifestyle strategy focuses on improving health equity by providing programs and services that focus on four dimensions of wellness to improve social determinants of health for residents.

Social Wellness

Continue developing and improving on-site program options to foster a sense of community engagement and safety. Focus on building partnerships with local organizations and service providers that will establish neighbor relations.

Emotional Wellness

Use Resource Centers to offer self-service options for mental health and wellness. Continue to work with All health network to offer on-site programs at properties with the most interest and participation.

Financial Wellness

Increase funding for programs that support low/no-cost options for basic needs. Partner with local organizations and experts to offer money management, credit education, and benefits education for residents.

Physical Wellness

Partner with community organizations to improve health literacy and educate residents on ways to maximize the benefits received through Medicare and Medicaid. Offer on-site programs that promote physical activity. Explore options for on-site cooking classes that focus on nutritious, budget-friendly recipes.

General Program Goals

- Increase resident awareness of Grovewood's Healthy Lifestyle staff, programs and services.
  - Desired Outcome: At least 75% of 2026 Resident Survey respondents are aware of Grovewood programs, services, and staff.
- Refine program evaluation and assessment processes to track program impact throughout the year.
  - Implement process for annual focus groups.
    - Desired Outcome: 1 focus group hosted at properties with an on-site Leasing Office in 2025.
  - Install Suggestion Boxes in Community Resource Centers.
    - Desired Outcome: 9 Suggestion boxes installed at each on-site Resource Center with evidence of resident utilization.
- Develop a resident onboarding process in conjunction with the ReachWell app for new Grovewood residents to improve language justice, awareness of programs and services, and communication with Grovewood staff.
  - Desired Outcome: Increase resident participation on ReachWell to at least 10% of Willow Street Residences households. Have at least 50% of residents at Sapling Grove Apartments (set to open Q1 2025) enrolled in ReachWell by Summer 2025.

We thank you for helping to advance our mission.

Acknowledgements

ReachWell App staff

- Ali Jenkins
  - Thank you for translating our survey into 5 languages and providing a platform for electronic distribution.

Silva-Markham Property Management Staff

- Dawn Linstrom (Regional Manager)
- Karen Gonzales (Willow Street Residences)
- Melanie Shriner (Grovewood South)
- Tasha Mobley (Nine Mile Station Senior Living)
- Edgar (Maintenance Supervisor)
  - Thank you for all you do to keep our residents housed in safe, high-quality, affordable homes.

Art Garage Denver, Colorado Access, Eloise May Library, Kaiser Permanente, Think360 Arts

- Thank you for your dedication in providing programs and essential services that enrich residents' lived experience.

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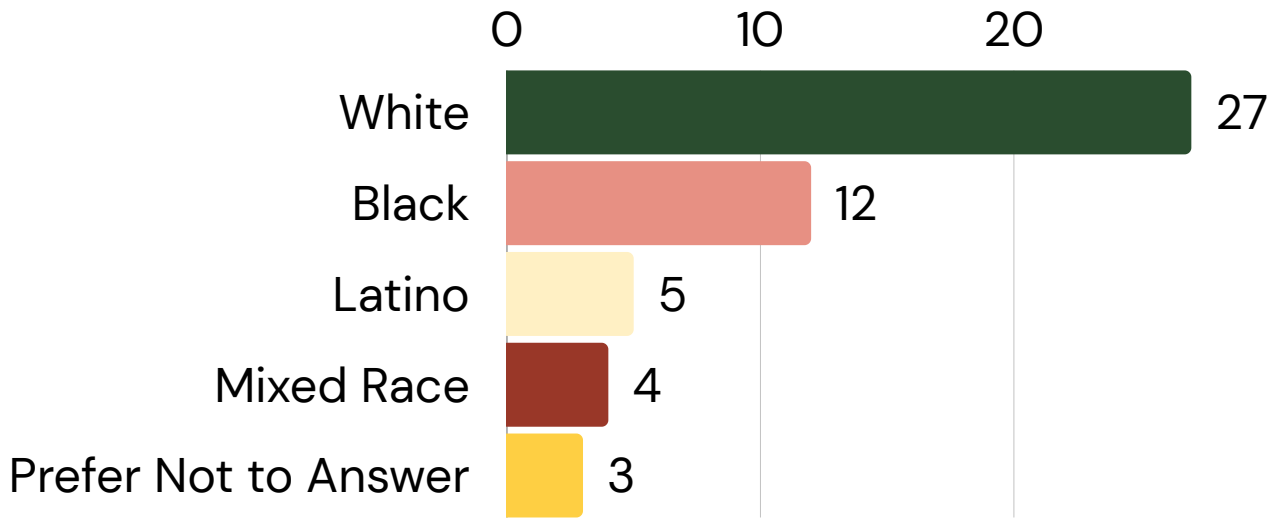
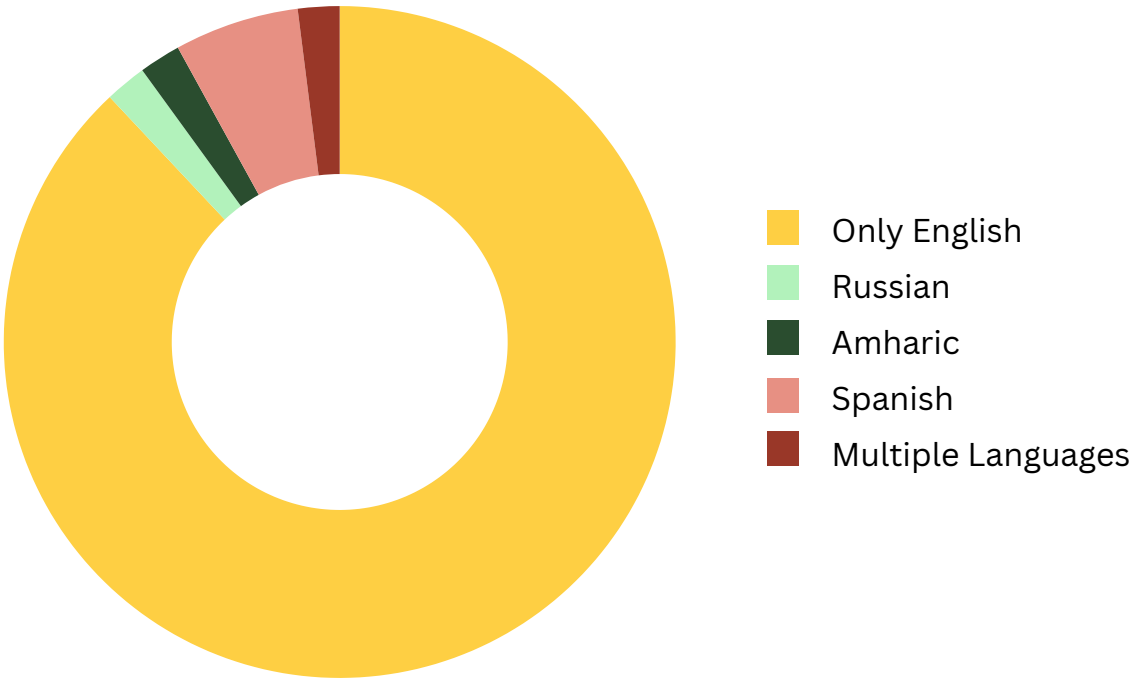
Visual Representation of Comprehensive Survey Results

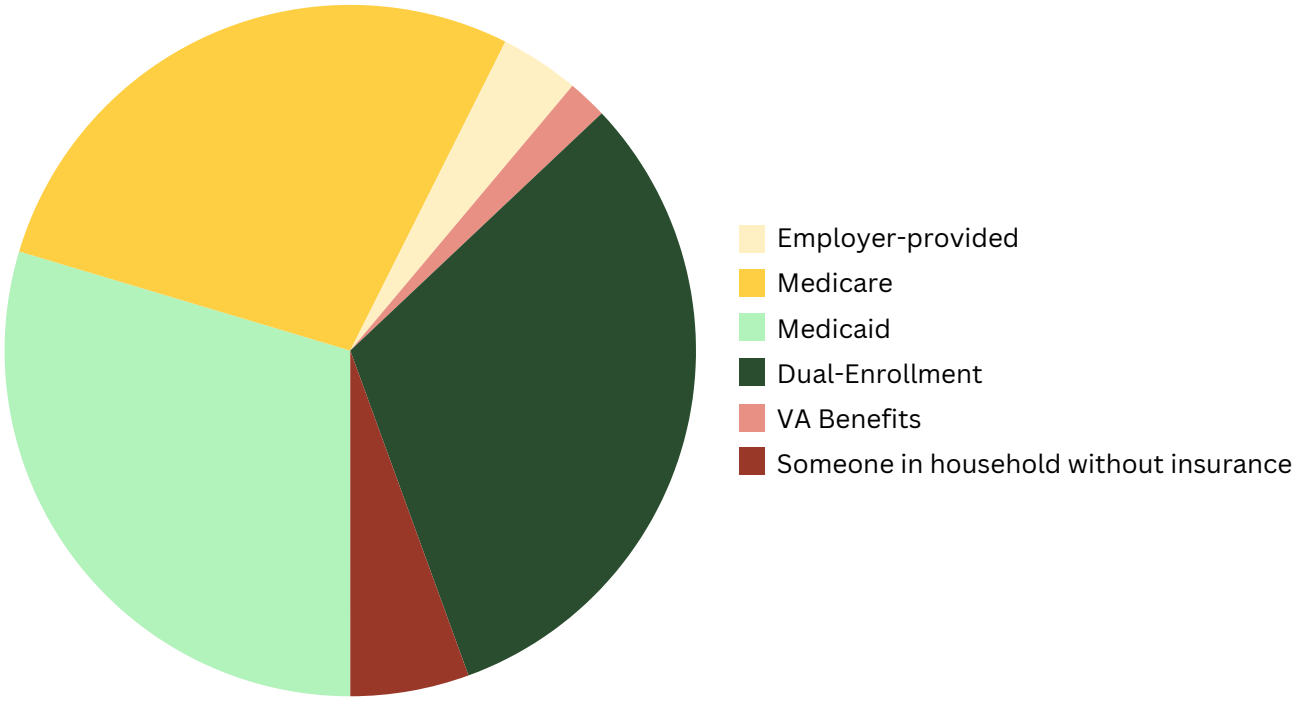
Resident Race



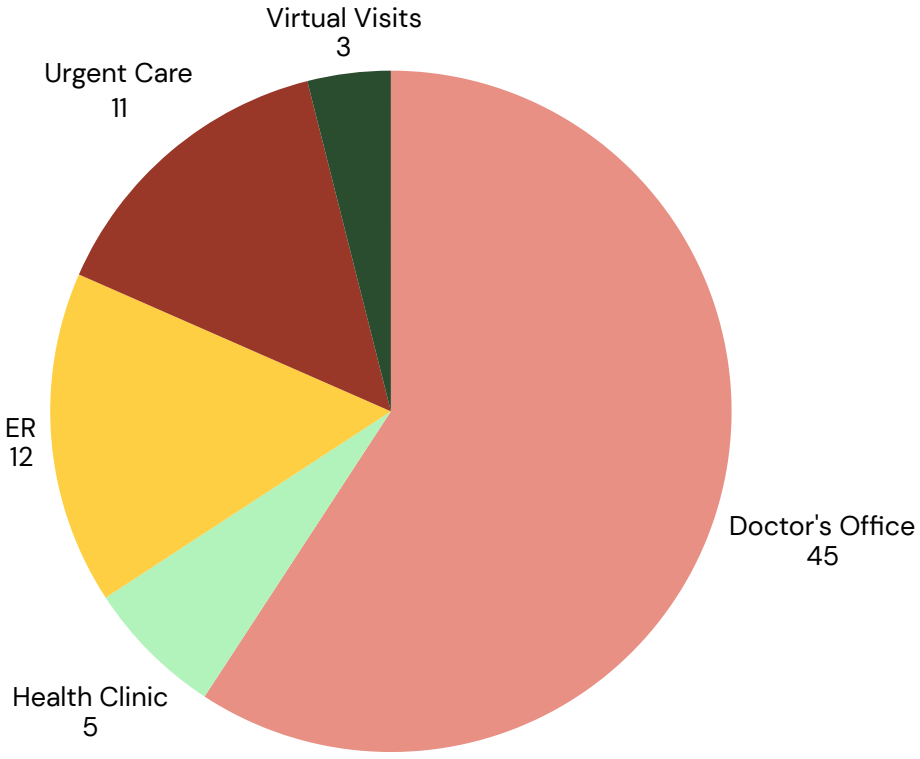
Language(s) Spoken at Home



Type(s) of Medical Insurance



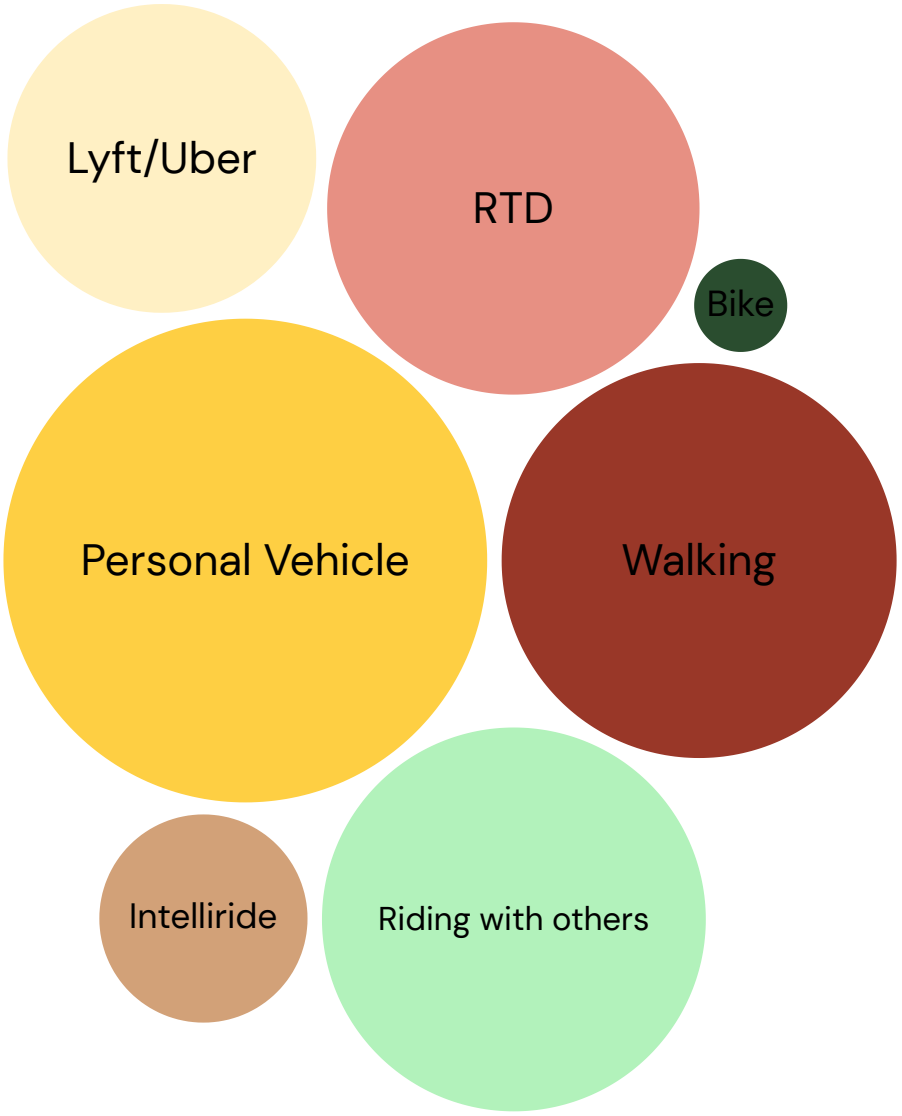
Where Medical Care is Received



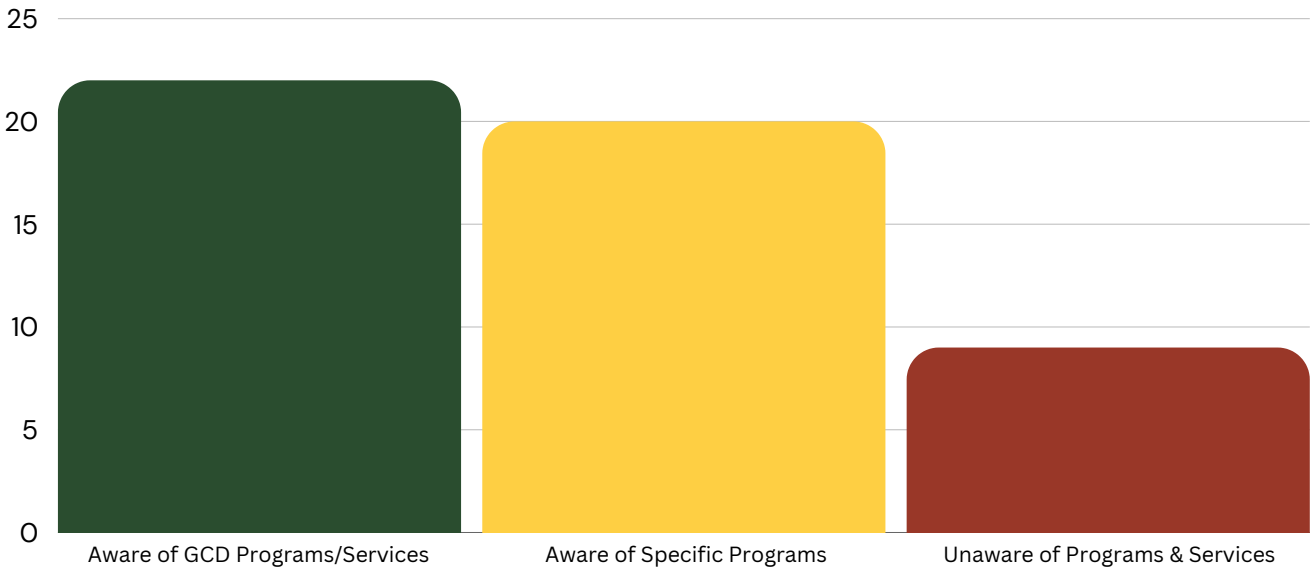
63%
receive benefits (e.g. SNAP, SSI, SSDI, VA Benefits, WIC)

10%
Currently looking for work

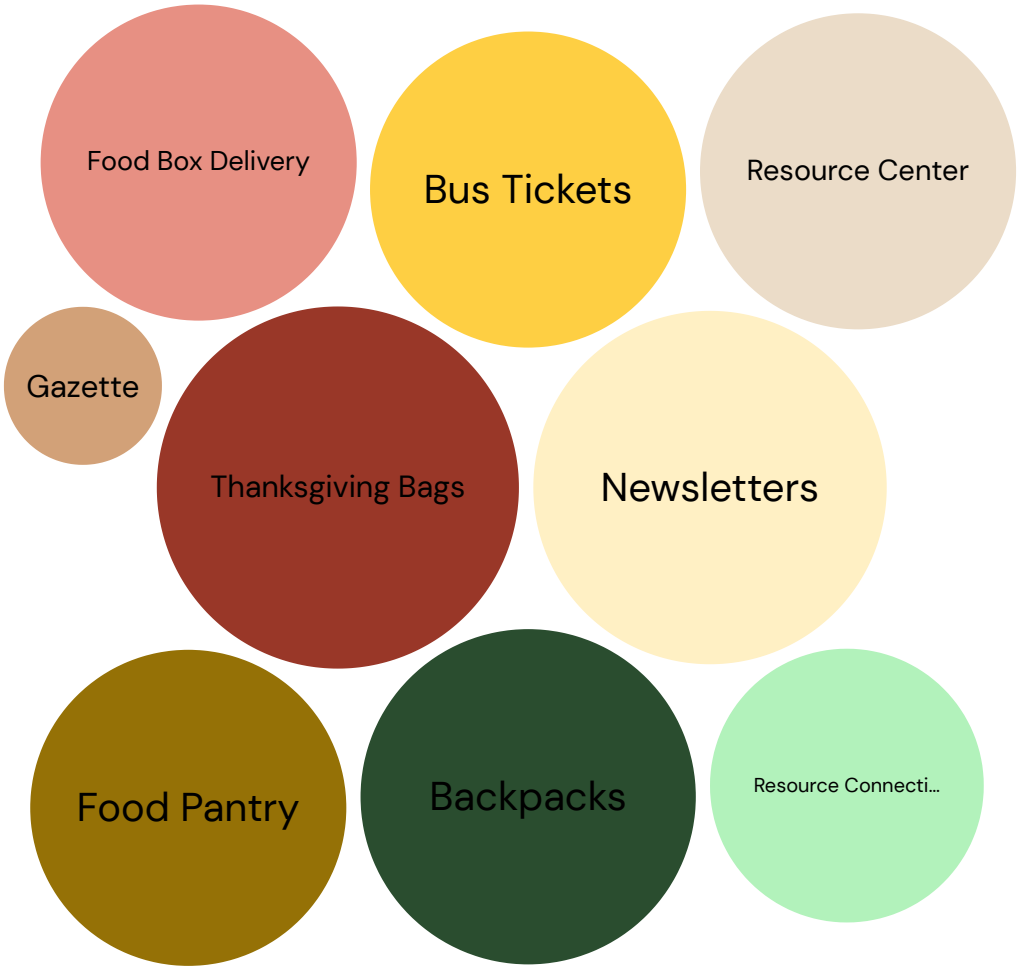
Method of Transportation Used



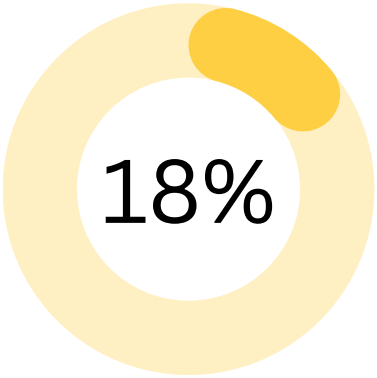
Awareness of Programs/Services



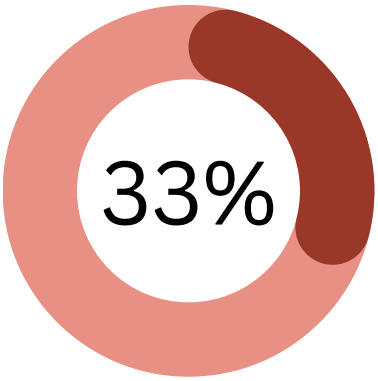
Specific Program Awareness



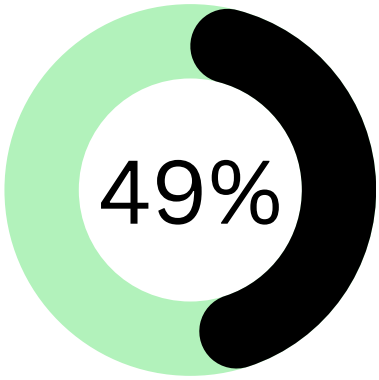
Use of Programs



Have never used a program or service

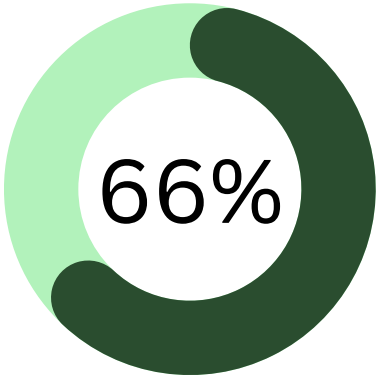


Have used 1 program or service

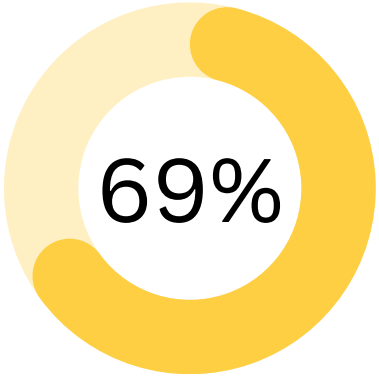


Have used more than 1 program or service

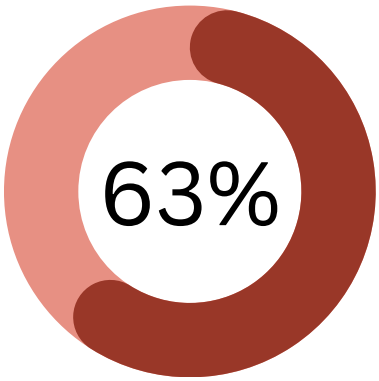
Familiarity/Connectedness with Healthy Lifestyle Staff



Familiar with GCD HL Staff



Know how to contact GCD HL Staff



Interested in using an app to stay connected

Appendix A: Survey Questions

2024 Resident Survey

Grovewood Community Development strives to provide residents with high-quality programs and services. We want to hear from you because we value your opinion and will use the information from this survey to help improve the programs and services we offer.

You will receive a $10 gift card in appreciation for the time you spend completing the survey. You must provide an email address to receive your gift card. If you do not have an email address, please provide a phone number so we can contact you for next steps. We will not use your email or phone number to identify who you are. We are working to keep the survey as anonymous as possible. Contact information is only being collected for gift card purposes.

Demographic Information:

1. Where do you currently live?
   - Aspen Leaf apartments
   - Canterbury East apartments
   - Canterbury South apartments
   - Fox Street apartments
   - Lara Lea apartments
   - Nine Mile Station Senior Living
   - Presidential Arms apartments
   - Regal apartments
   - Willow Street Residences
2. How many people currently live in your household?
   - 1
   - 2
   - 3
   - 4
   - 5
   - 6 or more
3. Including yourself, how many adults 18 years of age and over live in your household?
   - 1
   - 2
   - 3
   - 4 or more
4. How many people over the age of 60 live in your household?
   - 1
   - 2
   - 3
   - 4 or more
5. How many children under the age of 18 live in your household?
   - 1
   - 2
   - 3
   - 4
   - 5 or more
6. What is your annual household income?
   - Less than $30,000
   - $30,000 to $50,000
   - $50,000 to $80,000
   - $80,000 to $100,000
   - More than $100,000

7. Does your household currently receive a housing voucher to help pay any portion of your rent?
- Yes
- No

8. Do you or anyone in your household receive any of the following benefits?
- SNAP
- SSDI
- SSI
- VA Benefits
- WIC

9. Are any of the adults in your household currently looking for work?
- Yes
- No

10. What race do you/your family identify as?
- Asian
- Black
- Indigenous
- Latino
- White (Not Hispanic)
- Prefer not to answer

11. What language(s) other than English do you speak at home?
- [Short answer]
- None

Social Determinants of Health:

1. Does anyone in your household identify as a person with a disability?
- Yes
- No

2. Does anyone in your household have a chronic condition such as asthma, diabetes, heart disease, kidney disease, autoimmune disease, cancer, etc.?
- Yes
- No

3. Do all the members of your household currently have health insurance?
- Yes
- No

4. Is anyone in your household currently enrolled in any of the following health insurance programs? (Please select all that apply).
- Employer-provided health insurance
- Medicaid
- Medicare
- VA Benefits

5. In the past year, have you or anyone in your household gone to the Emergency Room for medical care because you could not afford to go to a primary care doctor or specialist?
- Yes
- No

6. Have you or anyone in your household been hospitalized in the past year?
- Yes
- No

7. Does everyone in your household have a primary care doctor?
- Yes
- No

8. Where do you usually go for medical care? (Select all that apply)
- Community Health Clinic or Office
- Emergency Room
- Urgent Care
- Virtual Visits
- Doctor's Office
- Other
- None of the Above

9. In the past year, have you cut back on basic needs (such as food and groceries, hygiene items, transportation costs, utility expenses, etc.) to be able to pay your rent?
- Never
- Sometimes
- Often
- Always

10. In the past 12 months, have you worried that there isn't enough food to feed everyone in your household?
- Never
- Sometimes
- Often
- Always

11. In the past 12 months, have you or the members of your household used a food bank or food pantry for groceries?
- Yes
- No

12. Do you or the members of your household regularly use community parks, recreation centers, and/or libraries?
- Yes
- No

13. Do you currently have internet access in your home or on your phone?
- Yes
- No

14. What method of transportation do you use most often? (Select all that apply)
- Driving your own vehicle
- Walking
- Taking the bus
- Riding with friends/family
- Lyft or Uber
- Taxi
- Access-A-Ride
- IntelliRide
- Other

15. Do you ever have difficulty getting transportation to places you need to go such as work, medical appointments, the grocery store, etc.?
- Never
- Sometimes
- Often
- Always

Grovewood Community Development Programs

1. Are you aware that Grovewood Community Development provides programs and services to support residents?
- Yes
- No

2. What programs or services are you familiar with? (Select all that apply)
- Back-to-school backpacks
- Connection to requested resources
- Food box delivery through Food Bank of the Rockies
- Grovewood Gazette
- Monthly newsletters
- On-site food pantry
- Resource Center
- RTD bus tickets
- Thanksgiving bags
- None of the above

3. Which programs and/or services has your household personally used? (Select all that apply)
- Back-to-school backpacks
- Connection to requested resources
- Food box delivery through Food Bank of the Rockies
- Grovewood Gazette
- Monthly newsletters
- On-site food pantry
- Resource Center
- RTD bus tickets
- Thanksgiving bags
- None of the above

4. Are you familiar with your programs and services (Healthy Lifestyle) staff, Deja and/or Awbrey?
- Yes
- No

5. Do you know how to get in touch with your programs and services (Healthy Lifestyle) staff if you need assistance?
- Yes
- No

6. Would you be interested in using an app to stay up-to-date on programs, services, and community resources available to you?
- Yes
- No

7. Are you satisfied with the current resident programs and services offered?
- Yes
- No

8. Do you have any suggestions or requests for resident programs and services?
- Yes → [Short Answer]
- No

Email Address or Phone Number:
- [Short Answer to allow for email or phone number to be entered]