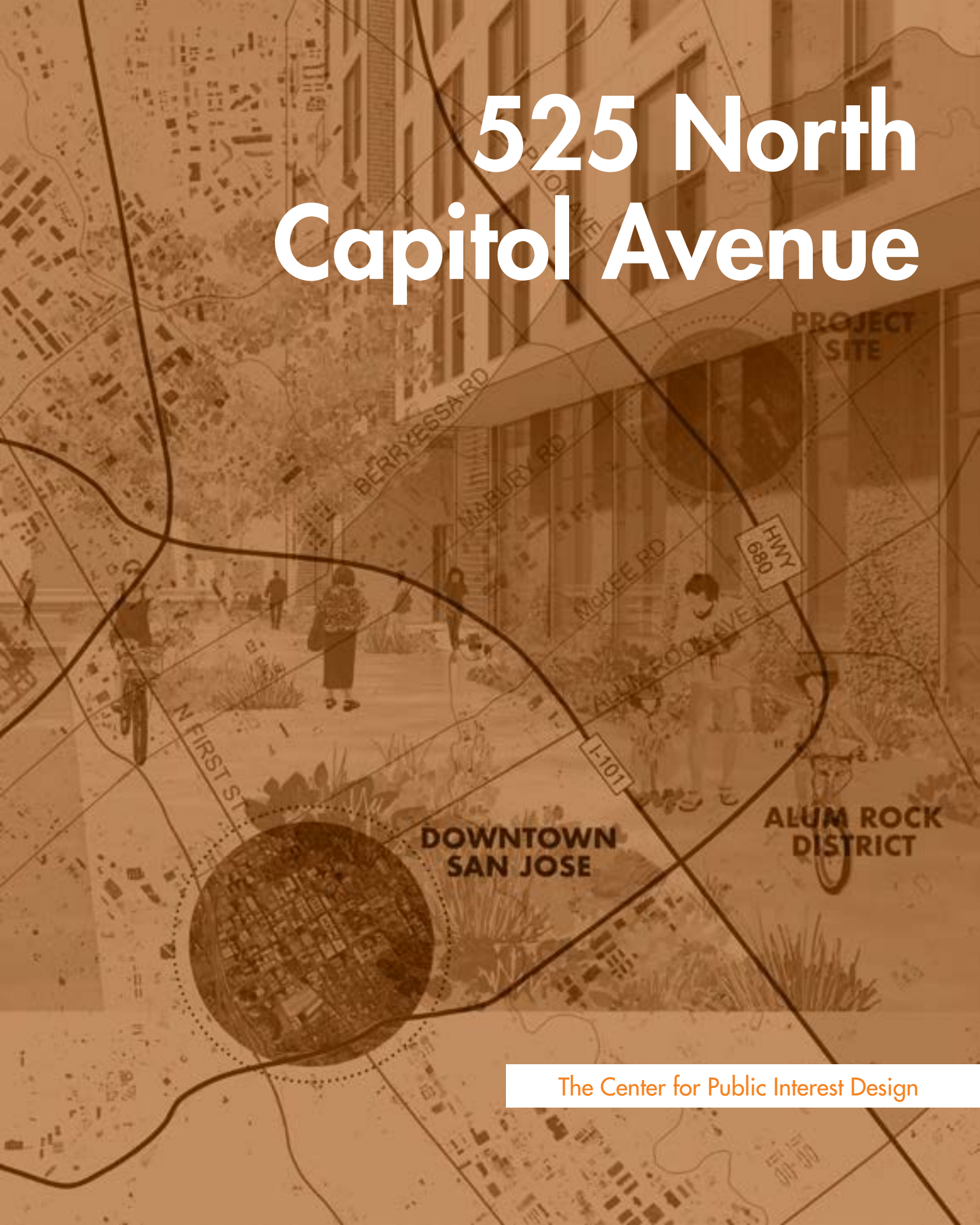


# 525 North Capitol Avenue



The Center for Public Interest Design

## PROJECT TEAM

Sergio Palleroni, Director, CPID

Todd Ferry, Associate Director, CPID

Hannah Lopez, CPID

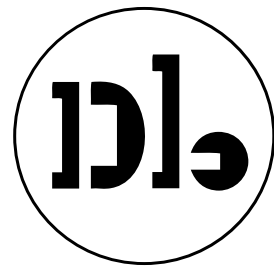
Sean Silverstein, CPID

## PARTNERS

Community Development Partners (CDP)

David Baker Architects (DBA)

CivicMakers



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**Center for  
Public Interest  
Design**

The Center for Public Interest Design (CPID) is a research [+action] center at Portland State University (PSU) that aims to investigate, promote, and engage in inclusive design practices that address the growing needs of under-served communities worldwide. Through research and design, fieldwork, and public outreach, we promote a mode of practice that is socially conscious, environmentally sustainable, and economically accessible to all.

# Letter from CivicMakers

## Slowing Down and Building Trust

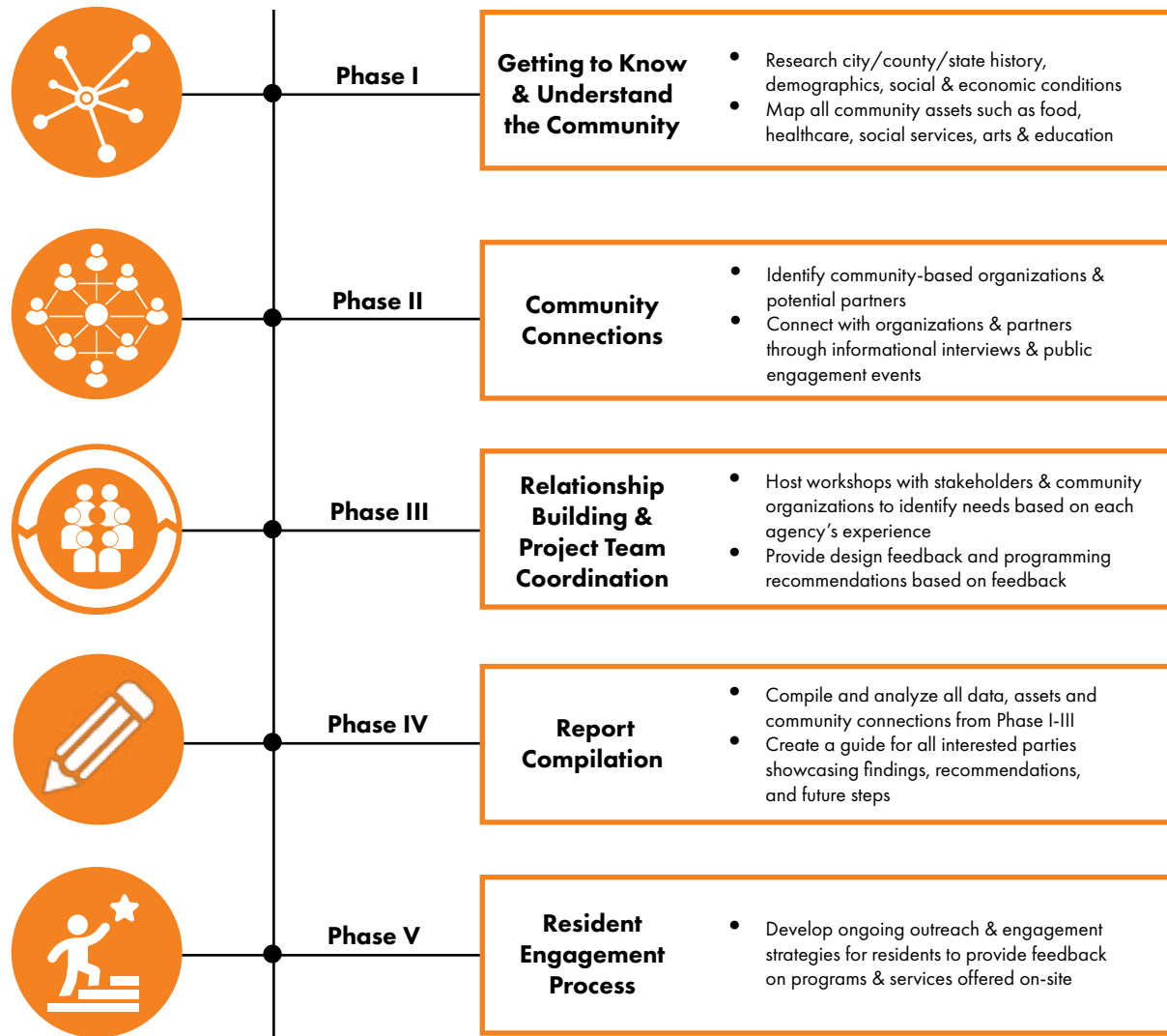
At CivicMakers, we believe in the power of inclusive, collaborative decision-making to shape a better world. We specialize in solutions-oriented processes that prioritize input from the people directly impacted by a decision. Since we typically work with public sector clients such as local government departments and state agencies, it was a bit of change of scenery for us to collaborate with the Center for Public Interest Design (CPID) team and their long-time development partner in Oregon, Community Development Partners (CDP). We were excited by the inclusive, collaborative essence of the Asset-Based Community Development (ABCD) process, which strongly aligns with our human-centered community engagement approach. Although we knew that CDP and CPID had utilized this process in various communities across Oregon, we were honored to help bring it to CDP's 525 N. Capitol Ave project in East San Jose, a community where CDP had never used the ABCD approach before. How would the community respond?

For us, the response was nothing short of inspiring. Drawing on our past experiences engaging the communities of San Jose, the extensive ABCD knowledge of the CPID team, and a strong collaborative partnership with the talented team (including both CDP and David Baker Architects), our engagement professionals built deep, lasting relationships of trust with numerous nonprofit organizations on the eastside of San Jose. Community leaders and persons with lived experience of homelessness were thoughtful in sharing their stories, knowledge of the neighborhood, and ideas for the development.

It was amazing to see how quickly a full and nuanced picture of the community emerged, one written by the people who live and work there and whose wisdom pointed to how the new development could successfully integrate into its multicultural fabric. Not only did we help facilitate a strong partnership between CDP and VeggieLution, a local nonprofit community farm now planning to provide fresh food out of the site's ground floor commercial space, we also built a foundation of trust for many more community-led ideas, partnership and programs to come.

525 N. Capitol Avenue is well on its way to being seen as a positive asset to the Alum Rock Village neighborhood. For us at CivicMakers, we hope this is the first of many more opportunities to collaborate with CPID, CDP and all those who advocate for community-driven solutions to the Bay Area's housing affordability crisis.

Cristelle Blackford & Mike King



# Asset-Based Community Development

Asset-Based Community Development (ABCD) is a newer model of development that challenges the top-down approach of the old needs-based development, where outside organizations step in on 'behalf' of the community. The ABCD process offers a sustainable model of development, one that prioritizes a grassroots, bottom-up approach of empowering, inclusive and transformative change to communities. The traditional, needs-based model of community development, specifically in the context of affordable housing, has perpetuated a narrative of "criminality" that is problematic in identity-making for individuals who rely on the affordable housing system. Not only does this model present a problematic view of affordable housing and its residents, it further disenfranchises those who already live on the fringes of society. Rather than seeking to empower the communities themselves, the needs-based development model relies on outsiders to come in and solve these issues, creating a client-neighborhood where "lower-income neighborhoods are now environments of service where behaviors are affected because residents come to believe that their

well-being depends upon being a client". Essentially residents become dependent on this client-type relationship rather than being empowered to create a collective identity and work together.

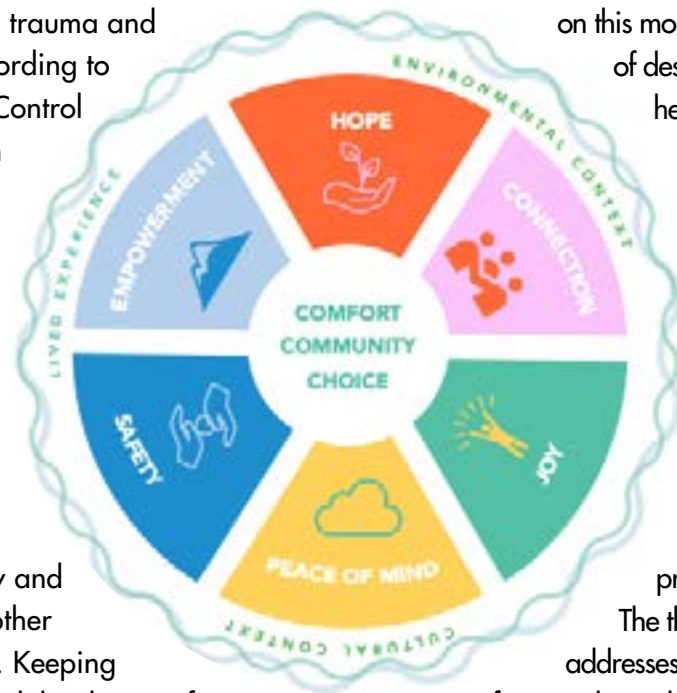
ABCD is, by contrast, a capacity-focused model that forges the "development of policies and activities based on capacities, skills and assets, of lower-income people and their neighborhoods". The ABCD approach seeks to identify the already-existing skills, services, and assets that exist at the local level and mobilize them to better serve the community as a whole. The process involves taking inventory by physically mapping out these assets and opportunities and interviewing key stakeholders to identify individuals and organizations already doing the work to serve and mobilize the community. This model stimulates the local economy and empowers marginalized community members by transforming the 'client/recipient' into a 'contributor'. ABCD emphasizes relationship-building, which is the key to increasing social capital within the community and generating linkages between the micro with the macro.

# Trauma-Informed Design

As we begin thinking more about vulnerable populations and those with lived trauma, a trauma-informed design lens symbolizes a needed shift toward more thoughtful design and architecture. This becomes more explicitly true when designing and creating affordable housing, as these future residents oftentimes are the product of generational trauma and structural violence. According to the Center for Disease Control (CDC), 61% of adults in U.S. have experienced at least one traumatic event in their lifetime, that has had some adverse affect on brain development. Trauma and stress can lead to an increased risk of addiction, obesity, and can even affect memory and concentration, among other psychological functions. Keeping this in mind, housing and the design of housing can have a profound impact on either perpetuating the effects of trauma, or begin a healing process. The trauma-informed design lens relies on a holistic, human-centered design approach to help promote this healing process.

While there is no universal framework for the trauma-informed approach, there are precedents and the beginnings of an establishment of principles

that frame the process, and the University of Denver's Center for Housing and Homelessness Research has identified these principles. They include 1) Hope, Dignity and Self Esteem; 2) Connection to Community; 3) Joy, Beauty and Meaning; 4) Peace of Mind; 5) Empowerment and Personal Control; 6) Safety, Security and Privacy. To expand



on this more, there are the "3 C's of designing for health and healing" to operationalize these principles. The first is choice which emphasizes an individual's agency and ownership, really making the space theirs. The second is community which responds to the ways that residents interact and how the space and programming can foster this.

The third C is comfort which addresses the quality and variety of materials used, and sensory experiences such as sound and light. But these design principles alone do not shape the trauma-informed process. It is also crucial that designers understand the cultural and environmental contexts, while also being empathetic to the lived experiences of residents, in order to be successful in the design process. Ultimately, trauma-informed design's aim is to promote healing through physical health, mental health, and overall well-being of the residents. community at large.

# A Community for All Ages

The age-friendly or community for all ages (CFAA) movement directly responds to the rapidly aging population and the idea that communities can share increased longevity through a collective identity while also successfully aging in place. By 2047, the World Health Organization (WHO) predicts that the older populations will double and exceed children for the first time, placing an increasing pressure and responsibility on younger generations in terms of elder care and financial responsibility, referring to this as intergenerational interdependence. The community for all ages acts as a solution by creating a society inclusive of all ages, where members interact on shared interests, rather than fragmenting between different age groups. The age-friendly movement highlights the fostering of social connectivity as a determinant of well-being and increased longevity.

The CFAA approach to communities highlights three livability domains that define a community for all ages. The first is the physical environment, which includes housing, transportation, and buildings. The second domain is the service environment, encompassing health services, community services, and communication & information. The third domain is the social environment, which includes employment & economy, respect & social inclusion,

social participation, and volunteering & civic participation. Using this approach and framework, Community Development Partners (CDP), in collaboration with engAGE NW and the Center for Public Interest Design (CPID), aim to build the 525 N. Capitol Avenue development as a thriving community for all ages where programming and amenities meet the needs of the residents and reach across multiple generations.

# Executive Summary

The 525 N. Capitol Ave development, a Community Development Partners (CDP) project, will help address the large gap in affordable housing in the San Jose area, as we hope it will encourage more development of much-needed affordable housing. The rising costs of living has put a strain on the most vulnerable. This project aspires to support an intergenerational community for all ages, abilities and backgrounds, where intercultural community-building can occur. Currently, the project plans to support veterans, families, seniors, those with disabilities and intergenerational households. With 160 units total, 25 of those will be designated for low-income veterans, 25 will be designated for chronically homeless households, and the remaining units will be designated to anyone who falls under 60% Area Median Income (AMI).

As an initiative of the Center for Public Interest Design (CPID), in partnership with CivicMakers, this report aims to support and inform the development of the N. Capitol Ave project. The role of the CPID and CivicMakers on this project, was to identify community assets using the ABCD model, conduct community outreach and engagement, and provide design and programming feedback based on the outreach process. The desired outcome of this work is to encourage a more robust community-building

strategy and provide a more sustainable, community-oriented approach to design and programming, while leveraging the already-existing infrastructure and assets in the East San Jose and Alum Rock communities.

## The Process

Employing the ABCD process looked a little different during this project, than other projects the CPID has been a part of. Since this project is located in San Jose, CPID worked closely with CivicMakers, who are located in the Bay Area, to help employ the ABCD process on-the-ground in San Jose. CivicMakers paved the way in identifying and establishing connections with local residents and organizations in the East San Jose area. Together, we identified community resources related to food, health, arts and education, in addition to support systems and equity-focused groups for BIPOC (Black, Indigenous, and People of Color) communities in the county. After these assets were identified, the CPID team mapped them in relation to the site based on accessibility by car, public transit, walking and biking. CivicMakers identified key organizations with potential interest in partnering with the development to fill gaps and compliment existing assets within the community.

Community engagement was split into

two phases, with the first phase involving CivicMakers conducting semi-structured, virtual interviews with local organizations to better understand their services as well as programming and design needs. These conversations were based on potential collaboration to bring CBOs' services directly on-site to serve residents and the surrounding community. In addition to interviews with organizations, CivicMakers was able to facilitate a Participatory Action Research process with folks who have lived experiences with houselessness and housing insecurity, via a partnership with Destination: Home's Lived Experienced Advisory Board. Participants were prepped by CivicMakers and then sent out to conduct peer-to-peer interviews and surveys with people living in affordable housing in the Alum Rock area. Phase II of community engagement included a virtual design workshop with all interested organizations identified in Phase I.

## Key Findings

Two key themes presented themselves during the research process. The first, **accessibility**, and this refers to the ability for community members to access support services (i.e. mental health services, educational support, food services, etc.), childcare, transportation, and food. It is important to note that childcare and support services were the most-needed

services people talked about. The second theme is **intercultural community** and this refers to the cultural and linguistic diversity in the area. This was highlighted in several interviews and during the workshop, because oftentimes information is not disseminated in multiple languages, leaving out key groups. Identifying programming opportunities for the ground floor commercial space and communal spaces was at the forefront of the engagement process. On-site programming catered to building relationship beyond the confines of the development will foster a thriving community. Early relationship-building with local organizations allowed for the planning of multi-use spaces that will help encourage intergenerational relationship-building where residents of all ages and backgrounds can come together and develop a sense of place and community.

## Importance of Community Engagement

Due to the COVID-19 Pandemic, the CPID & CivicMakers team relied on virtual interviews with community representatives and gatekeepers in San Jose. Once residents move in, outreach regarding on-site programming will be essential to ensure that needs are met—like resident engagement events to instill community-building amongst residents of all ages.

**Context**

# San Jose

San Jose was the first incorporated town in California after its adoption into the United States as the 31st state. San Jose acted as California's first state capitol. Prior to Spanish and Euro-American settlement, the land was inhabited by the Tamein Nation, which is a native band of the large Ohlone Peoples of California. The land that is now San Jose is their ancestral territory and needs to be acknowledged as such.

During World War I, San Francisco and the Bay Area became an economic hub due to the large number of shipping ports and manufacturing jobs left vacant by those called off to war. At the end of the War, the economic hub remains, as soldiers return home from War. However, the large influx of workers coupled with the returning soldiers, put a large strain on the already-fragile housing market. It's during this time that housing vacancies drop below 1%, creating a housing crisis -- a narrative that extends across the U.S.. Because of the national economic crisis prior the start of the war coupled with the new housing crisis, FDR enacts the New Deal, which sought to improve public planning, expand social welfare programs, and make public housing a priority.

Much like the rest of the U.S., race was (and still is) a determinant of housing status. When public housing was first created, it was mismanaged by local agencies and coupled with segregation laws, led to the disregard of communities of color, which means that housing insecurity was more prominent among BIPOC groups; something that is still seen today. In the 1990's public housing was dismantled and privatized into what we now know today as affordable housing -- free market housing. Public-private partnerships now develop and manage affordable housing instead of the government.



Ancestral Homeland - Tamien Nation



Tamien Nation



North Beach Housing Project

Today, San Jose remains the most populous city in Northern California and is home to the Silicon Valley - a global center of innovation. Housing and affordability are still a major problem for a majority of the city's population, as rising costs driven by the Silicon Valley, have exacerbated the wealth gap in the area. The large influx of workers to sustain the big tech companies and other businesses in the region, have put an even larger strain on the rental market, driving up costs, earning the title of the second highest rental rates in the U.S.. This narrative underscores the importance of housing projects like the N. Capitol Ave development.



Alum Rock District - Aerial View



# Site

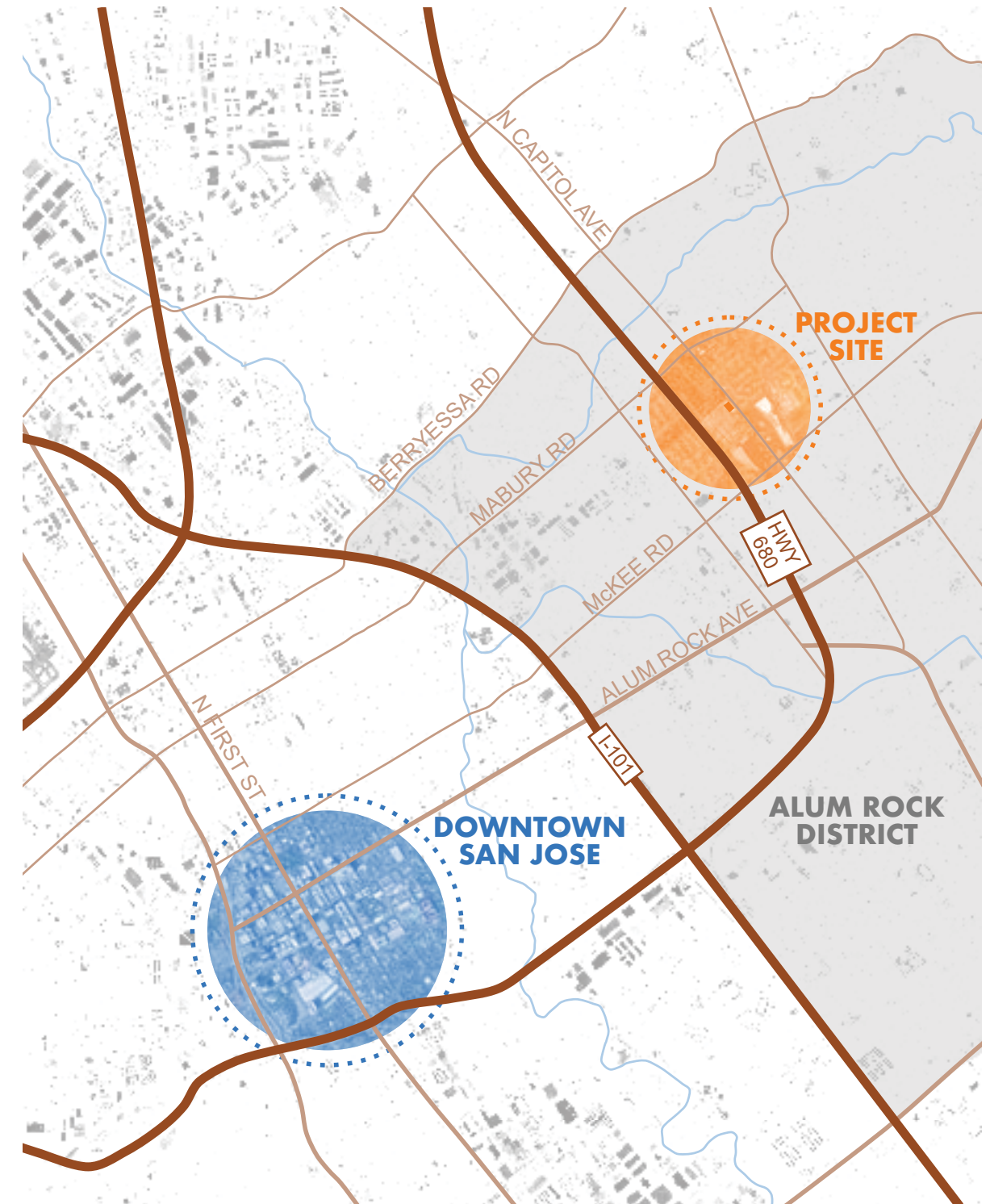
This project is located in the Alum Rock Neighborhood in East San Jose. It is unique in multiple ways, but one is that it is located in a dense, urban area. However, because of the urban neighborhood, there will be communal spaces and a large retail space on the ground floor that will provide opportunities for on-site programming and services for residents and surrounding neighbors. Site plans include the integration of a courtyard space adjacent to the ground floor commercial space, that will provide residents with some outdoor respite. Additionally, there is a plaza or paseo adjacent to the site, however it is not owned or operated by CDP.



San Jose Skyline



Proposed Site



# Demographics

# Demographic Data

The following information reflects demographic information for San Jose, including race, housing, and economic data. All demographic data provided came from the U.S. Census Bureau, American Community Survey for 2019, and Data.U.S.

## Race and Ethnicity

The area that now makes up California was originally apart of Mexico, however during the Mexcian War, the United States and Mexico signed a treaty in 1848 that gave over a large majority of the Southwest states, including California, over to the U.S.. The gold rush, which started just a few years prior to the war-ending treaty, sped up the process for the U.S. to adopt California into the Union. By 1850, California was formally adopted as the 31st state in the U.S. under the condition that they would remain a nonslave state. The Gold Rush and railroad construction initiated the vast migration of diverse populations to California to seek economic opportunities. It was during this time that San Jose became the first incorporated town in California and acted as the first state capital. Today, California remains one of the most diverse states in the U.S. with people still seeking better opporutnities for themselves and their families.

Currently, San Jose has an estimated population of 1,021,795, compared to Santa

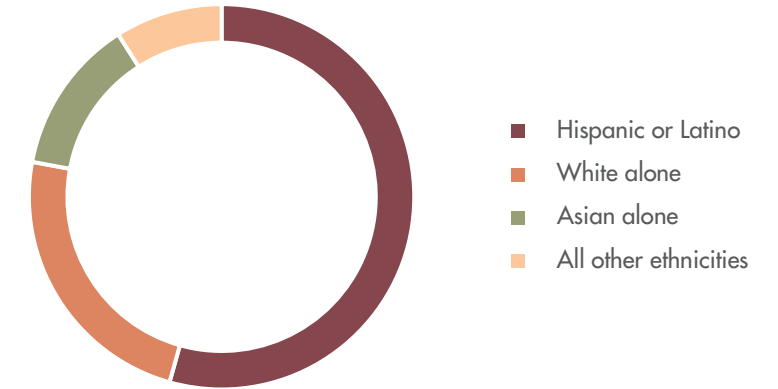
Clara County at 1,927,852. Of that, 52.4% self identify as White. At the city level, this drops to 39.9% as self-identifying as White. However, when looking at demographic information specific to the Alum Rock neighborhood in East San Jose, this number is significantly less than the state and county average, at just 32.5% of the population identifying as White. Those self-identifying as Hispanic or Latino make up 71.7% of the population in the Alum Rock Neighborhood, while only 31.6% make up the Hispanic or Latino population in San Jose as a whole. Those identifying as Asian is the third highest demographic group in Alum Rock, but is significantly lower than those identifying as White or Hispanic or Latino at just 16%. Those identifying as Black make up only 1.5% followed by those self-identifying as American Indian or Alaska Native at only 0.5% of the Alum Rock population.

## Language

In San Jose as a whole, about 43% of households speak English while Spanish-speaking households total about 22%. Asian/Pacific Islander languages are the next most prevalently spoken languages at 26%, collectively; the remaining 9% speaking other languages. The percentage of English-speaking households in San Jose seems to be much higher than the state-wide average as a

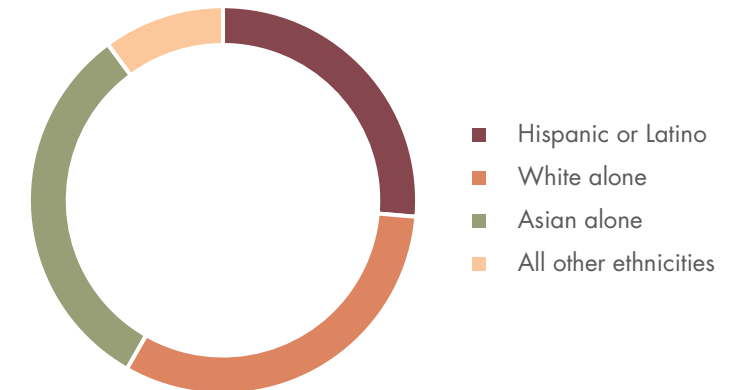
## ALUM ROCK

 **12,042**  
persons



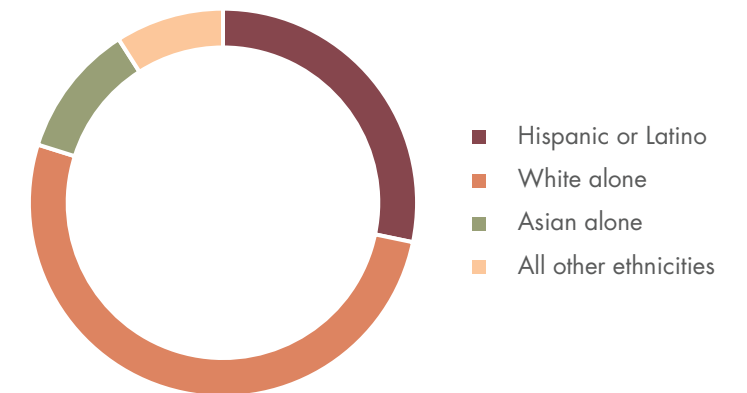
## SAN JOSE

 **1,013,240**  
persons



## CALIFORNIA

 **39,538,223**  
persons



whole. According to the Census Bureau data, nearly half (44.2%) of households in California speak a language other than English.

### Poverty

The poverty rate in San Jose is lower than the state average, but it's disproportionately higher in communities of color. San Jose's rate is 8.72% compared to the state's 13.4%. Of that, those identifying as 'Other' experience the highest rates of poverty in San Jose at 16.6%, followed by 'Black' (15.9%), 'American Indian' (15.4%), 'Hispanic' (14.1%), 'Pacific Islander' (9.5%) 'Two or More Races' (8.8%), 'Asian' (8.6%), and those self-identifying as 'White' experiencing the lowest poverty rate at 6.4%. These trends indicate the importance of prioritizing outreach to BIPOC communities during the lease-up process and site operations.

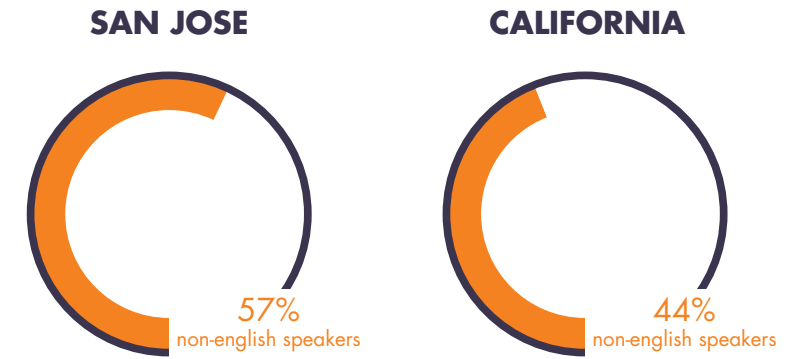
### Housing

The national average for rental vacancy rates is 5.97% compared to California's state average which is 4.06%. The rental vacancy rate in San Jose is 4.88%, which is still lower than the national average and slightly higher than the state's. This means that there is a strain on the rental market in San Jose.

California considers someone 'rent-burdered'

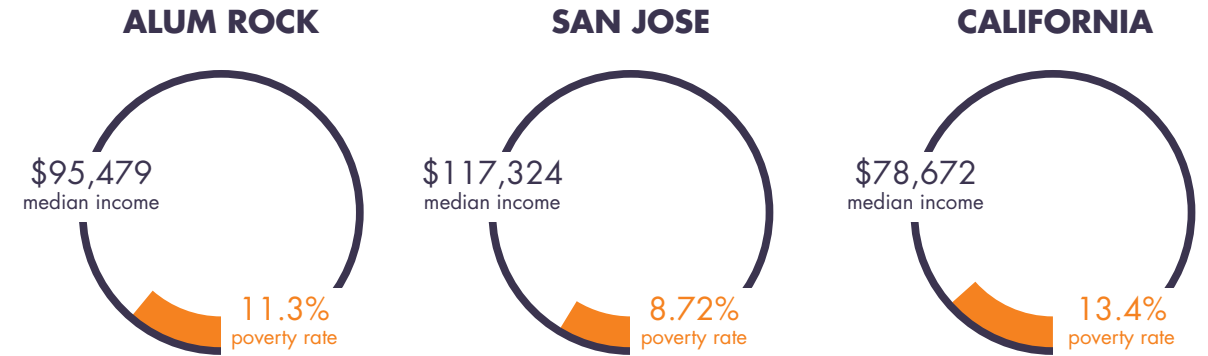
if they spend over one-third of their income on rent. For California as a whole, 53% of renters are considered as rent-burdened, highlighting that more than half of California renters are spending 30% (and oftentimes more) of their income just on rent. For San Jose this number dramatically increases to 83%. When diving further into rent burden statistics, households who spend more than 50% of their income on rent are classified as 'severely rent-burdened', and for San Jose, more than half (56.5%) fall under this category. This highlights a very large economic strain for families living in San Jose, as most are paying 30%-50% or more of their income on rent-related costs, leaving them vulnerable to housing instability and other financial instability.

## LANGUAGES SPOKEN



**1 in 4**  
San Jose residents whose primary language is Spanish

## INCOME AND POVERTY



## HOUSING



**5 in 9**  
San Jose residents pay more than 50% of income on rent

# Asset Mapping

# Asset Mapping

Asset mapping serves to orient us to the site and its immediate assets. At the same time, identify gaps and opportunities that may be leveraged on-site and visualize connections made during the ABCD process. Research for this project was conducted during the COVID-19 Pandemic, which limited the team's ability to engage in person with community members and potential future residents of the housing complex. The team relied on virtual interviews with community leaders and stakeholders. Additional on-line research helped identify existing assets within the community. Access to and collaboration with existing community resources is vital to the future success of the new community planned for San Jose .

## Goals

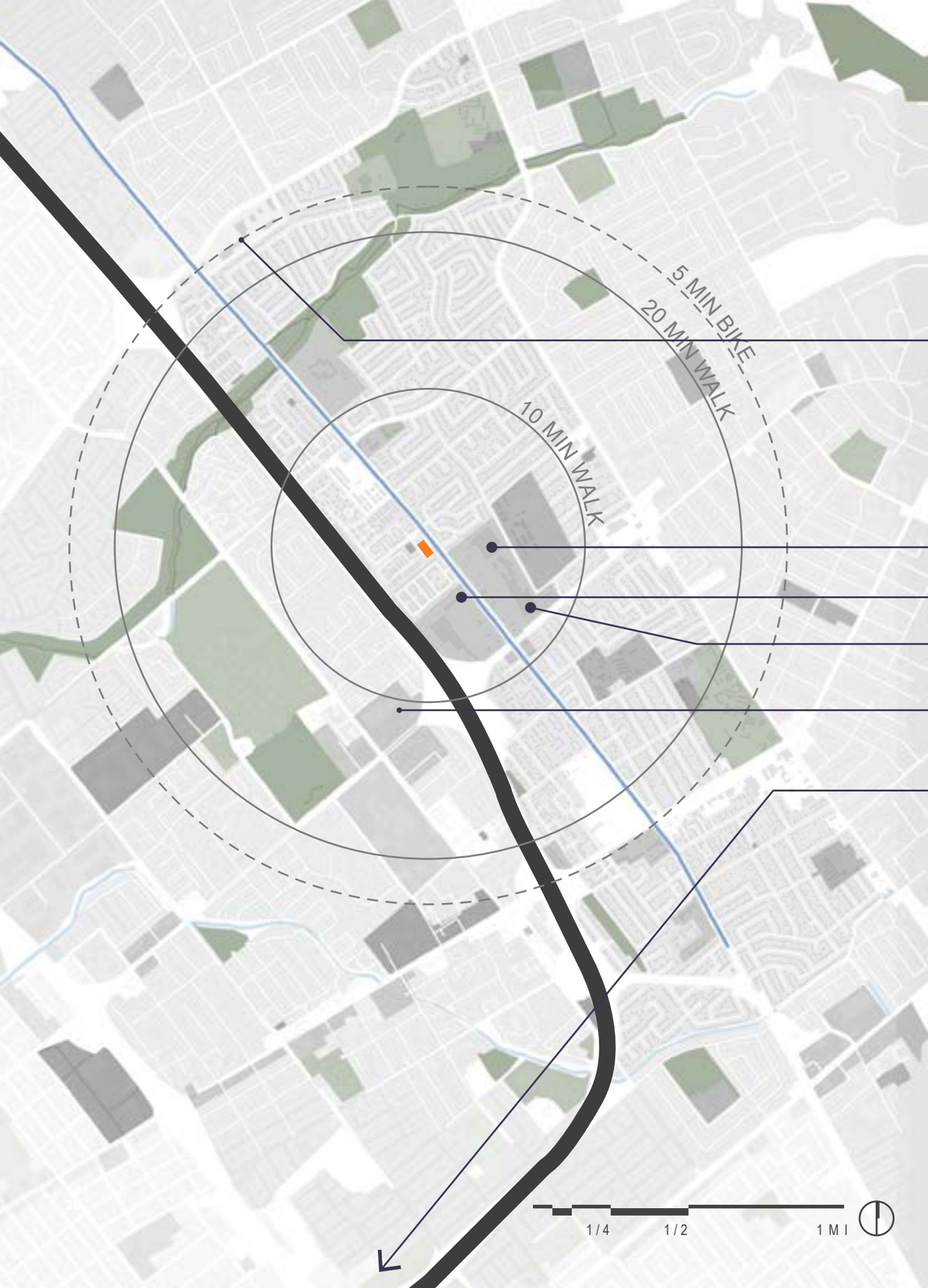
Identify key community assets and social services surrounding the site, prioritize collaboration with organizations whose programs are rooted in equity, empowerment, and identify service gaps. The maps are separated by asset type, including transportation, food resources, arts and education resources, recreation resources, and community service, health, and wellbeing resources.

-  **FOOD RESOURCES**
-  **ART & EDUCATION RESOURCES**
-  **RECREATION RESOURCES**
-  **HEALTH & WELLNESS RESOURCES**
-  **COMMUNITY SERVICE RESOURCES**





## Mapping Food Resources



SAFEWAY

TARGET

KAMAL SPICE HOUSE

CARDENAS MARKET

PHNOM PENH  
MCKEE SEAFOOD SUPERMARKET  
CHRISTOPHER GROCERY SHOP

VEGGIELUTION COMMUNITY FARM

The majority of nearby food resources are located to the southeast of the site along Capitol Avenue. Target, Kamal Spice House and Cardenas Market are all within walking distance of the proposed development site, however, to access Target and Cardenas Market requires pedestrians to cross Capitol Avenue, which is a busy and main thoroughfare.

Besides the three stores within a 10-minute walk radius, easily accessible food resources are very limited, and can cause difficulty to access food for those who do not have access to a personal car. This highlights a large need to find a way to make food more accessible for future residents, by partnering with local food agencies to bring food on-site for residents and the surrounding community.

SAN JOSE

1/4 1/2 1 MI



## Mapping Arts and Education Resources

The Alum Rock School District serves children who will live in this development. Ben Painter Elementary School and William Sheppard Middle School are relatively close to 525 N. Capitol Ave, and will more than likely be the two schools the new residents will filter in to. However, they are both located on the other side of North Capitol Avenue, which means children will have to cross the busy road, unless bus services are provided by the school district.

Very few art-related opportunities exist outside of school-related activities in the immediate surrounding area. The School of Arts & Culture Mexican Heritage Plaza is located to the south of the site, but will require a personal car or public transit, in order to access it. Given the location of this CDP project in relation to arts & educational opportunities, positioning the site as a hub for intergenerational art and educational programming will be crucial for community-building.



BERRYESSA BRANCH LIBRARY

BEN PAINTER ELEMENTARY SCHOOL  
WILLIAM SHEPPARD MIDDLE SCHOOL

INDEPENDENCE HIGH SCHOOL

JAMES LICK HIGH SCHOOL

DR. ROBERTO CRUZ ALUM ROCK BRANCH LIBRARY

EDUCATIONAL PARK BRANCH LIBRARY  
INDEPENDENCE ADULT CENTER

SCHOOL OF ARTS AND CULTURE  
MEXICAN HERITAGE PLAZA



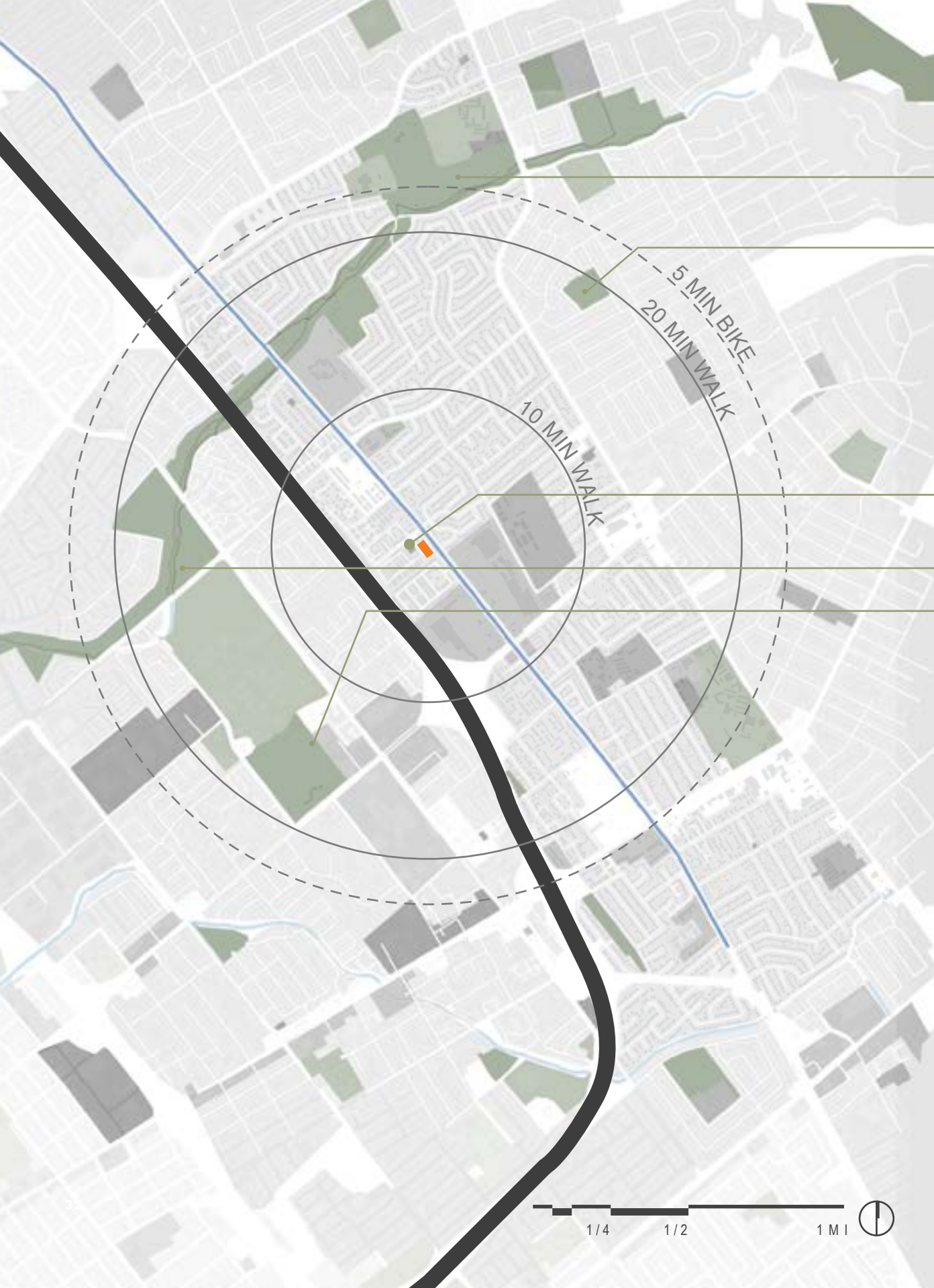
SAN JOSE





## Mapping Recreation Resources

Given the urban location of this project, recreational amenities are limited in terms of the site itself. However, Delano Manongs Park is located directly behind the future development, which will give residents access to outdoor park spaces. Penitence Creek County Park is located directly West of the site, but will require a personal car or public transit to access, as a major freeway acts as a barrier to pedestrian and bike access.



PENITENCIA CREEK PARK

CIMARRON PARK

DELANO MANONGS PARK

PENITENCE CREEK COUNTY PARK  
OVERFELT GARDENS  
CHINESE CULTURAL GARDEN

SAN JOSE



## Mapping Health and Wellness Resources

Health and Wellness resources are limited in this area, with only Inspire Behavior Health Momentum for Mental Health located within a 20-minute walking radius. Despite Foothill Community Health Center, Valley Health Center East Valley and Regional Medical Center being located within the 20-minute walking radius, a major freeway stands between the site and their locations, which means a personal car or public transportation is needed in order to access them.

Health & Wellenss resources have been identified as one of the biggest gaps in services for this area, especially Mental & Behavioral health services.



ST. JOSEPH DENTAL CARE  
NORTH VALLEY DENTAL OFFICE  
SOUTH BAY DENTAL CENTER

FOOTHILL COMMUNITY HEALTH CENTER  
BAY AREA COMMUNITY HEALTH

INSPIRE BEHAVIOR HEALTH  
MOMENTUM FOR MENTAL HEALTH

BLANCA ALVARADO COMMUNITY  
RESOURCE CENTER

FOOTHILL COMMUNITY HEALTH  
CENTER

PLANNED PARENTHOOD -  
EASTSIDE HEALTH CENTER  
COMPRE CARE HEALTH CENTER

VALLEY HEALTH CENTER EAST  
VALLEY

REGIONAL MEDICAL CENTER

FIRST HEALTH CLINIC



SAN JOSE



## Mapping Community Service Resources

San Jose as a whole has a variety of community service resources. However, none of which are within a walking distance of the proposed site. East San Jose and the Alum Rock neighborhood have been described as a community service desert. Therefore, accessing much needed services and organizations is extremely difficult without a personal car or reliable an defficient public transportation, It will be necessary to partner with community service organizations for on-site programming as it is challenging to access their primary locations in far-away places acorss San Jose.



BERRYESSA COMMUNITY CENTER

TRUNG TAM LASAN LA SALLE COMMUNITY CENTER

VETERANS HOUSING FACILITY

GREATER OPPORTUNITIES FAMILY SUPPORTIVE HOUSING CALIFORNIANS FOR JUSTICE

SJB JAMES LICK CHILD DEVELOPMENT CENTER

EASTSIDE NEIGHBORHOOD CENTER CATHOLIC CHARITIES OF SANTA CLARA COUNTY

ASIAN AMERICANS FOR COMMUNITY

THE HUB WORK2FUTURE

GRAIL FAMILY SERVICES MAYFAIR COMMUNITY CENTER AMIGOS DE GUADALUPE

SOMOS MAYFAIR

ALUM ROCK COUNSELING CENTER

SAN JOSE

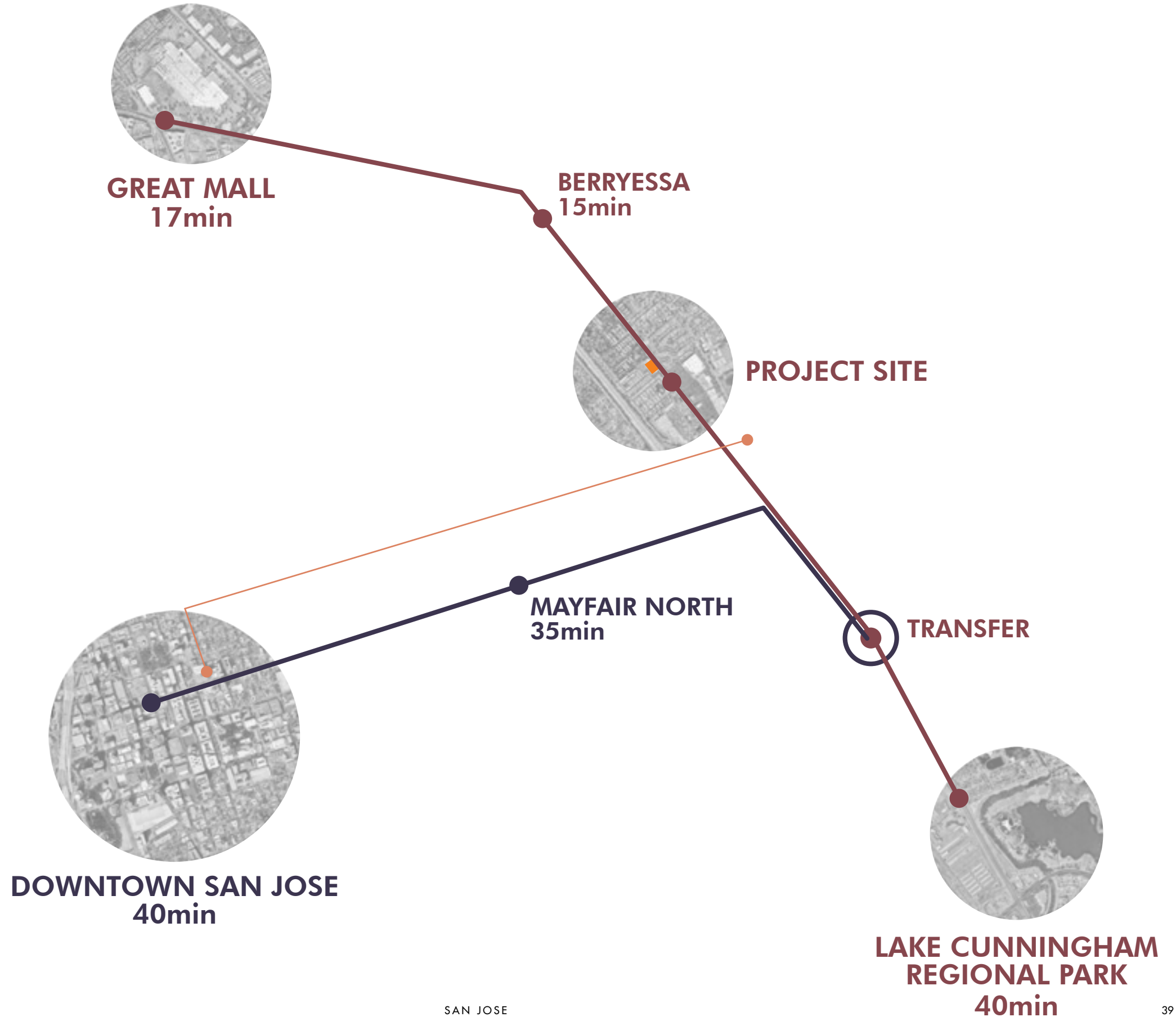
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# Transportation

East San Jose has been described as an amenities and service desert by local organizations interviewed during the outreach process; with a majority of services located towards downtown San Jose. For those who rely on public transit, accessing much-needed services require several bus transfers. When speaking with local CBO's, for example the Veteran's Center, they oftentimes highlighted that their clients won't come and receive services because of the transit barriers. While transportation is out of the scope of possibility for CDP and this project to be able to address, the CPID recommends maintaining a relationship with city planners and act as an advocate on behalf of the community, to make public transit access a priority.

Those living in affordable housing rely heavily on public transit and alternative transit infrastructure, and given the sparse set of resources immediately close by to the site, we can only assume that future residents of this development will be relying on transit to access basic services.

-  ORANGE LINE
-  RAPID 522
-  BUS - 64A/64B



# **Community Connections**

## Community Connections

- CPID & CivicMakers involvement in project
- Site and demographic research
- Identify and connect with community-based organizations
- Assist in facilitation of community outreach

## Project Team Coordination

- Provide ongoing design feedback based on community connection feedback

## Report Compilation

- Organize asset and community connection information
- Identify gaps in outreach and follow-up where relevant
- Walk through report with project team
- Provide final report along with Engagement Action Plan, Meeting Log, and Contacts

## Relationship Building

- Project team begins relationship-building process with potential partner organizations during design and construction process

## Lease-up

- Develop proactive leasing outreach process with the help of community partners to ensure all communities feel welcome at the Gateway development

## Resident Engagement Process

- Develop outreach and engagement processes so that residents can provide input and direction about the programs and services available on-site, this could include;
  - Resident surveys
  - Regular community building events
  - Creating a resident advisory committee
  - Hosting culturally specific events with the help of community partner organizations

# A Collaborative Outreach Process

As previously mentioned, this project was unique from other CPID projects, in that our team relied on the CivicMakers' team to help identify and establish local connections in the San Jose area. Given that CivicMakers is located in the Bay area, collaborating with a local partner seemed to make the most sense. The CPID team partnered on the ABCD process with CivicMakers, who then went out and took charge of the initial engagement process, while our team began the Asset-mapping process. Together, we prioritized health, food, arts & education, and community resource organizations. CivicMakers connected with and conducted preliminary interviews with local Community-Based Organizations (CBO's) and was able to implement a peer-to-peer survey with current affordable housing residents. Each connection often resulted in additional people to connect with, creating a diverse web of resources and connections throughout the East San Jose community.

At the end of this preliminary engagement phase, we were able to co-create a virtual design workshop with all interested parties identified during CivicMakers' outreach process.

The recommendations put forth by the CPID are based on information, community input, and expertise we received as of publication. The information provided is by no means exhaustive or conducive without the input of the future residents of the 525 N. Capitol Ave. development. Opportunities for resident input will be crucial for creating an inclusive and vibrant community. The CPID recommends looking to future residents for input on program priorities, art opportunities, and other activities offered on-site.





## Food Resource Partners

### VEGGIELUTION

Veggielution is a six-acre farm in San Jose which focuses on food justice, food sovereignty and food security. They are a subset of the larger organization Somos Mayfair. They take a holistic approach to their mission by working to address root causes of food insecurity, and seek ways to tackle these issues using food as merely the vehicle. CivicMakers connected with Cayce Hill (executive Director) and Victor Vasquez (Acting Co-Executive Director) who both expressed excitement at the possibility of partnering with the CDP site. Cayce and Victor envision several different ways they can be a valuable resource for the future residents and surrounding community, one of which would be to create a co-op model in the commercial space on-site. This co-op would consist of a “store” where residents and community members can access free, healthy and fresh food -- provided by Veggielution -- while receiving employment training and development. Veggielution would employ residents to work in the commercial space. CPID recommends continuing this conversation with Cayce and Victor, as a co-op model for the commercial space seems like a great avenue to address both food insecurity and job development/training opportunities for residents. This

model would also benefit the greater neighborhood and work to integrate the new development into the existing fabric of the community, breaking down stigmas associated with affordable housing.

The Si Se Puede Collective finds that they get much more diverse community participation, in particular from low-income residents, when they can offer onsite childcare. Grail Family Services is in a position to offer these services. Veggielution’s Jobs to Grow initiative focuses on small business and leadership skills training for food entrepreneurs and child care providers. So this would be an opportunity to leverage their program graduates’ skills in one location. They estimate they would need about 700 sq feet of the total 2,600 sq feet of ground floor commercial space dedicated to a childcare room. There might be some flexibility in this number. They are interested strictly in childcare for individuals participating in onsite food and outdoor education activities (not drop off childcare). This could be a huge benefit for building residents who want to, for example, join a cooking class, and be sure that their children are cared for so that they can fully focus. That would mean that the 2,600 sq feet would break out as: 400 commercial kitchen; 600 multipurpose program/food distribution room; 700 childcare room

(ideally with adult bathroom with child toilet); and 900 office/meeting and program admin space.

### Key Takeaways and Recommendations

- Job development, educational support and food access are some of the biggest gaps in the area
- Need for mental & physical health services and better access to them
- Access to domestic violence services & support
- Great examples of co-op models in California that can be used to inform this project

### Space Needs and Recommendations

- Space for childcare for folks with kids attending classes and workshops
- Access to restrooms for volunteers and facilitators
- Access to a community kitchen



## Arts and Education Resource Partners

### **GIANT CREATIVE**

Giant Creative is a special events and festival design and coordination organization. They focus on facility and venue management with the goal of creating a sense of community through cultural events, like the Dia De Los Muertos events. CivicMakers conducted the preliminary interview with Chris Esparaza, the owner of Giant Creative, and discussed the possibility of what a partnership between Giant and CDP could look like. Chris mentioned that he is interested in finding a commercial space that he could rent and integrate micro-businesses. He is interested in a model where multiple businesses can use the same space. If CDP is interested in incorporating many small, local businesses into a single space, they we recommend reconnecting with Chris

#### **Key Takeaways and Recommendations**

- Businesses and services that are geared towards the immigrant community and navigating immigrant services
- understanding that the LatinX community isn't monolithic -- Chicano vs. Mexican
- Large Vietnamese community in the area

### **ALUM ROCK BRANCH LIBRARY**

CivicMakers was able to meet with Librarian Jessica Lundin and Branch Manager Tiffany Bradford Oldham, who highlighted that the large need for basic supportive services for the Alum Rock and broader East San Jose community. The Alum Rock Branch Library primarily serves District 5 and offer a wide range of services like technology devices available for public use, career and online high school programs, as well as early education programming. Jessica and Tiffany indicated that they would be interested in providing services on-site at 525 N. Captiol Ave, whether that be in the commercial space or partnering with resident services. Jessica and Tiffany envision providing on-site parent classes and technology workshops. CPID recommends continuing this conversation with the library -- libraries are invaluable resources to the communities in which we work in, and oftentimes have a great sense of what community needs are, as they are on the ground every day, finding ways to support communities that extend beyond traditional library services.

#### **Key Takeaways and Recommendations**

- Large need for basic supportive services in both English & Spanish
- Predominantly low-income & houseless community in the neighborhood (both English & Spanish-speaking)
- Need for teen/youth-specific programming and spaces

### **SCHOOL OF ARTS AND CULTURE, MEXICAN HERITAGE PLAZA**

The School of Arts and Culture, Mexican Heritage Plaza is a culturally-specific arts organization which specializes in engagement activities, education and instruction for underserved, low-income children and youth in East San Jose. They currently host annual events which have gained notoriety in the community, as well as provide technical assistance to local artists, multicultural institutions and non-profit organizations, with the goal of developing multicultural arts. CivicMakers met with their Executive Director, Jessica Paz-Cedillos, who expressed that their organizations isn't interested in using the commercial space because they just completed their own space, just a few blocks away. But, Jessica did mention that Amigos de Guadalupe and the Si Se Puede Collective would be great partners.



### Key Takeaways and Recommendations

- Need for mental health services
- need for educational support for youth (afterschool programs, tutoring, homeworkcenter, etc.)
- Large need for childcare (lots of parents working 2-3 jobs and don't have anywhere/anyone to watch their kids)
- Childcare needs to be in close proximity to homes; something that doesn't require an extra bus or car trip

### GRAIL FAMILY SERVICES

Operating in East San Jose, Grail Family Services works to support families with young children, specifically educational support for the youth. During COVID however, Grail shifted, like many other CBO's, to provide wrap-around services to address needs created and exacerbated by the pandemic. CivicMakers was able to connect and chat with Veronica Goel, the Executive Director at Grail, who informed CivicMakers that in addition to educational support, they also provide childcare services. They are working to train parents in the neighborhood to be able to provide childcare services and really work the community as a whole to address needs and advocate on a larger scale, to get

community members what they need to succeed.

Grail expressed interest in collaborating with the new CDP development and CPID recommends that CDP bring Grail on-board. Given their focus on youth education and childcare, partnering with Grail to find a way to bring afterschool programming and childcare to the site, should be a top priority for CDP. Throughout the outreach process, childcare has been the largest gap and most needed services for this area and Grail Family Services can help fill that gap.

### Key Takeaways and Recommendations

- Childcare is the greatest need in East San Jose -- lots of essential workers working 2-3 jobs
- Need to include healthcare providers in this project
- Community doesn't like outsiders, developer should make an effort to get to know the community and help ease any fears and earn their trust



## Parks and Recreation Partners



### **PARKS, RECREATION AND NEIGHBORHOOD SERVICES, CITY OF SAN JOSE**

The city of San Jose Parks, Recreation and Neighborhood Services offers a variety of recreation activities and educational programming. Per conversations between CivicMakers and Maria De Leon, the Deputy Director of Recreation, they have a joint space at the Alum Rock Library that they use to host their programming. Maria pointed out that some of their programming includes recreation-specific activities, summer camps, afterschool classes and programming, leisure classes, photography classes and sports programs. When asked about a possible partnership between Parks & Rec and CDP, Maria didn't envision a formal partnership where they're on-site providing programming, without the support of the city council. However, Maria expressed interest in hosting a programming fair on-site, to inform new residents of their programs. Maria also highlighted that affordable housing residents qualify for their scholarship programs, so the cost-barrier is removed for new residents for the CDP development.

### **Key Takeaways and Recommendations**

- Dedicated space for kids and teens -- great way to help them distress and unwind
- Have seen an increase in crime involving youth when there aren't programs and activities available to them
- Well-lit spaces
- Parks & Rec going after a ballot measure to be able to get vans to transport youth from housing developments to their programming



## Health & Wellness Resource Partners



### **GARDNER HEALTH SERVICES/COMPREGARE**

Gardner Health Services is a non-profit community health center with seven locations spread across the county, and offer both physical and mental health services, with mental health services consisting of both integrated behavioral health and intensive outpatient therapy. Gardner works to make healthcare accessible for all, especially to the homeless and low-income communities, relying on grants to cover costs of those without insurance or ability to pay. They currently have one brick-and-mortar site located in downtown San Jose, and two mobile medical units to meet folks where they are at.

CivicMakers met with Robert Gunderson, Efrain and Coria at Gardner Health Services, who expressed the possibility of bringing a mobile health clinic to the new development, to help bring health services directly to residents. With regards to the commercial space available, Roberta mentioned that they have been approached by another housing development with commercial space, but the rent was not feasible

for them to take over that space. Cora and Efrain however, mentioned that providing mental health services on-site for residents, seems to make sense for their bandwidth. CPID recommends connecting with Gardner Health to discuss partnering with them to bring much needed health services for future residents.

#### **Key Takeaways and Recommendations**

- Lack of easily accessible services for homeless population
- Large Spanish-Speaking population
- Would need an easily accessible parking spot or place for mobile clinic to park, while providing services on-site
- Lack of accessible and affordable childcare
- Would need a dedicated office space/private meeting room -- they would only need this 'X' amount of hours/week and therefore could be used by other organizations and partners during the week



### **SAN JOSE VET CENTER**

The San Jose Vet Center is a part of the VA Department in San Jose and provides case management services for veterans. This includes physical and mental health services, therapy services, claims filing and

adjustments, as well as housing assistance. CivicMakers and CPID connected with their Outreach Coordinator, Corey Cochran, who was extremely excited about the new CDP project and the possibility of being able to use commercial space. Corey informed us that access to the Vet Center from East San Jose, is very difficult for veterans, therefore having a site in the East San Jose area is something that they are looking to do and highlighted that the CDP site is an ideal location.

Corey envisions a feasible partnership between the Vet Center and 525 N.Capitol, in two possibilities. One model could be hosting a claims center location on-site in the commercial space. The second model would be to have social workers, case workers, and counselors on-site in the commercial space to administer disability treatments to residents and other veterans in the area. Given that one goal of this project is to house veterans, having the Vet Center on-site would be an invaluable amenity for future residents and the surrounding community. CPID recommends continuing this conversation with Corey, in order to find a way to get his team into the commercial space.

## Key Takeaways and Recommendations

- Private offices to meet with clients
- Soundproof rooms or sound machines
- Welcoming reception space
- Desks, tables and chairs in office spaces
- Federal guidelines they have to follow for spaces to offer counseling and treatment services



### **SANTA CLARA FAMILY HEALTH PLAN BLANCA ALVARADO COMMUNITY RESOURCE CENTER**

The Santa Clara Health Plan Community Resource Center is a relatively new center that opened in East San Jose in April of 2021. They are a non-profit arm of the California Public Health system, and were opened to address the immediate needs around COVID care. They also act as a safety net for the MediCal and MediCare system. In conversation with manager Mike Gonzalez, CivicMakers learned that they serve ~290,000 residents, with a majority of them living in East San Jose. Mike highlighted that this is a tell-tale sign that a majority of the East side is low-income and considers them vulnerable households. The Community Resource Center also works

to help folks get access to and enrolled into health insurance, food assistance through CalFresh, and help with accessing the internet & digital literacy programs. In the future, they will be rolling out more programs to address the top 10 community needs uncovered in a community needs assessment currently being conducted.

Mike Gonzalez informed the team they more than likely will not be interested in using the commercial space on-site given that they just opened their own space in the area. However, CPID recommends staying in touch with Mike and his team, because of his knowledge of community needs and connection to different resources. The Santa Clara Family Health Center could be a valuable partner later on down the road.

## Key Takeaway's and Recommendations

- Need programming and youth-specific spaces
- Need after-school programs (tutoring, homework support, etc.)
- Need affordable, accessible childcare
- Need a resource navigation center (job training, education completion, job placement, etc.)
- Need for community trust-building
- Office spaces with locking doors, can be shared between multiple organizations



### **AACI**

AACI is a community-based, behavioral health organization, which originally started out to serve the Southeast Asian Refugee community, 50 years ago. However, now they currently operate on county contracts to help anyone on MediCal, by providing wrap-around services including behavioral health & wellness, accessing housing resources & legal services. Per conversations with Sarita Kohli (President & CEO), CivicMakers was able to learn more about specific programs including both youth & senior-specific services. Youth-specific services include technology support, substance abuse education & prevention, and HIV education. Senior-specific services include chronic disease management, education about healthy eating, caregiver support and aging-in-place services. Sarita expressed high interest in partnering with CDP and using the commercial space on-site, as they have been looking for places to rent and use. Sarita would like to be more involved in the design of the commercial space, to better suit their needs in order to provide services directly to future residents and the broader community. We recommend bringing Sarita into the fold and discussing it further on how to partner with AACI.

## Key Takeaways and Recommendations

- Need more housing & wrap-around services in East San Jose
- Need more accessible primary care clinics
- Need more support for healthcare navigation - lots of folks in the area who're on MediCal/MediCare and need help navigating the system

## Space Needs and Recommendations

- East San Jose is a major service gap for veterans
- Transportation and mobility is a major barrier for veterans
- Federal guidelines on space requirements
- Sound-proof rooms (i.e. Mud walls or even noise machines)
- Doors that close - no cubicle space
- Access to reliable WiFi
- Desk and chairs
- Can share office space with other organizations



# Community Services Resource Partners

## **LIFESTEPS**

LifeSTEPS is a local organization specializing in supportive and resident services for affordable housing residents. LifeSTEPS offers a multitude of services including eviction prevention services, home nurse services, supportive services (mental health support), youth programs, service coordination and immigration services. Within those broader services areas, programs include employment assistance & professional development, afterschool programming, summer reading programs, adult education, extensive case management and individualized health & wellness plans.

CivicMakers met with Director of Program Development & Quality Control, Pam Moore and Queenie Ngo, Lead Case Manager. Both were very interested in partnering with the project to help provide resident services. Given that LifeSTEPS has programs geared towards youth, including afterschool programs, the CPID recommends connecting with Pam Moore and continuing a conversation around a formal partnership.

### **Key Takeaway's and Recommendations**

- Community-building activities are very important to bring neighbors & generations together

- Important to acknowledge that seniors experience isolation, so tailoring programs and services to foster a sense of belonging and place is important
- Large need for childcare and afterschool programs
- Large need for employment development, training, and placement services

## **ABODE SERVICES**

Operating across Santa Clara County, Abode Services is an affordable housing developer and residential services provider. CivicMakers connected with John and Nag Cao -- Senior Director of Health & Wellness. John was only able to connect over a brief phone call, but expressed interest to be apart of the development team, if CDP wanted to bring them on for residential services. Nang also reiterated the fact that they like to be brought in on the development side of things and they most likely wouldn't be interested in renting the commercial space at 525 N. Capitol Ave.

Given the involvement of engAGE and the county-provided case managers, CPID does not see a need for Abode Services' involvement, at least on the resident services side. Abode may be a good resource given the right circumstance, therefore

CPID recommends keeping their contact information on-file in case of any future need.

### **Key Takeaway's and Recommendations**

- Childcare and food are the largest service gaps in East San Jose
- Childcare and food can be expensive and difficult to make work in a commercial space
- Lack of accessible transportation in the area
- Accessing public benefits is a challenge for many who need them

## **SOMOS MAYFAIR**

SOMOS Mayfair's family resource center is nearby at Ben Painter School. They are interested in engaging with tenants at 525 N. Capitol Avenue through this center and also maybe to do some parenting classes and civic engagement opportunities with residents to make them feel part of the neighborhood. SOMOS Mayfair does not need any space, but would like to engage the tenants. This year they are looking at job development, maybe some home ownership or credit building programs, maybe they can hire some of the tenants to work in their organization.



## AMIGOS DE GUADALUPE CENTER FOR JUSTICE & EMPOWERMENT

Amigos de Guadalupe is a non-profit organization based in San Jose, specifically the Alum Rock area, and offer a variety of services ranging from education, housing, immigration, and health. They focus on providing youth and family support and help with meeting basic needs. CivicMakers connected with Lauren Delgado (Dir. of Programs for the Unhoused), who works with those experiencing housing insecurity. Lauren highlighted that their housing programs offer rent and utility assistance, as well as temporary casitas (tiny homes) and emergency shelters for families experiencing displacement.

Lauren expressed interest in setting up an MOU with CPD, to designate a certain number of units for families experiencing homelessness who are enrolled in their programs. We recommend connecting with Lauren about an MOU designated units for their clients. It is important to note that since Amigos de Guadalupe has rent & utility assistance, this *could* mean a guarantee of rent from CDP's standpoint -- however, this should be a conversation between CDP and Lauren and is by no means a promise on their behalf.



## DESTINATIONHOME

DestinationHome is a San Jose-based community service organization working to address homelessness in Silicon Valley by working in both affordable housing investment, homelessness services, and job development & placement programs. CivicMakers connected with Chad, the Chief Program officer for DestinationHome. He highlighted that in addition to their support services, they also manage a supportive housing pipeline. Based on the initial conversation between Chad & CivicMakers, it doesn't seem of interest (or bandwidth) for Chad and his team to be involved further with the CDP development. However, Chad was able to connect CivicMakers to their Lived Experience Resident Advisory board to help our teams with additional outreach; and provide insight into the needs of the area and recommendations for the commercial space.

### Key Takeaway's and Recommendations

- Large gap in childcare
- Need for afterschool tutoring/ educational support
- Better access to WIC services and education
- Need for on-site medical & mental

health services, especially for chronically homeless

- need for culturally-specific arts programs/community spaces
- Recommends waiving or subsidizing rent in commercial space, for non-profits, in exchange for services



## CATHOLIC CHARITIES OF SANTA CLARA COUNTY

Catholic Charities of Santa Clara County is a national faith-based organization that works to address all aspects of poverty. They have multiple programs including financial education & employment programs, immigration services, educational support, food, health, housing and emergency assistance, such as rent and emergency housing. CivicMakers met with Milton Cadena (Program Director of Older Adult Services) who spoke to their variety of community programs as well as a senior center they run, in the Alum Rock neighborhood. It mainly serves low-income seniors who do not have spaces to socialize in their affordable housing developments. Milton mentioned that other CBO's in the area also use their space. CPID recommends staying connected with Catholic Charities given their deep knowledge of the area and wide range of services they provide.

### Key Takeaway's and Recommendations

- Food and food access are the highest programs in demand
- East San Jose is a social services and amenities desert
- High demand for food & nutrition programs, especially for seniors
- Large need for legal/immigration & counseling services



## FAMILY SUPPORTIVE HOUSING, INC.

Family Supportive Housing, Inc. provides shelter and wrap-around services for families experiencing homelessness in San Jose. Family Supportive Housing operates a family shelter where families who are experiencing homelessness can stay, with their own room and a locking door. CivicMakers was able to meet with Beth Leary who is the Executive Director, and discuss more in-depth the services and programs they offer. Family Supportive Housing provides homeless prevention services such as funding to support families on the brink of homelessness, AfterCare program which provides case management to families for one year after they've transitioned into permanent housing. Beth expressed interest in a possible partnership.

The CPID recommends following up with Beth, as she envisions a partnership in the form of transitioning families out of their shelter and into units at 525 N. Capitol Ave., as well as financial well-being classes for future residents.

### Key Takeaway's and Recommendations

- There are many families in crisis right now because of economic implications of COVID-19 Pandemic.

### SOBRATO PHILANTHROPIES

CivicMakers identified and met with Sobrato Philanthropies which is a grassroots organization based out of Redwood City. It's a multigenerational and multi-family-owned organization that has been operating in the Silicon Valley for more than 70 years, and is working to fight against generational poverty, address community needs and advocate for social justice. Sobrato funds a wide range of projects, including advancing English-learners' education, sustainability and youth education. Camile Llanes-Fontanilla, the Vice President of Silicon Valley Programs, met with CivicMakers team, and expressed that there may be some interest in using the commercial space in the new CDP development, however they are currently moving into the commercial

space in Quetzal Gardens -- an affordable housing development also in East San Jose. Camille said they would be able to have a more informed answer for CDP in Q3 of 2022, about a partnership between them and the site. CPID recommends following up with Camille then.

### Key Takeaway's and Recommendations

- Alum Rock School District is very low-performing
- Lots of families in the district leaving, working with the school to identify and address need
- Quetzal Gardens project experienced a lot of pushback from "NIMBY" community members
- Bring potential partners in early on the design process, allow them to co-design the commercial space specific to their needs, in order to create a more successful space for organization to operate out of

### VETERANS HOUSING FACILITY

Veterans Housing Facility works to provide transitional housing for homeless veterans in San Jose. They work to prepare homeless veterans for long-term housing, and allow them to stay in their transitional housing for up to 2 years. CivicMakers chatted with Irvin Goodwin (Chief Executive Officer), who pointed out that most homeless veterans are

older and do not have family or support networks to rely on. When asked about the possibility of being involved with the Capital Ave. project, Irvin did not see a feasible partnership from their end, but said they have lots of reliable partners that he would be happy to recommend and connect CDP with.

### Key Takeaway's and Recommendations

- Lots of senior homeless vets who have lots of needs
- Most have disabilities

### BILL WILSON CENTER

The Bill Wilson Center is a non-profit organization in San Jose who is working to address youth and young adult homelessness. They offer housing programs, family counseling, and treatment and services for youth who have been assaulted and/or trafficked. CivicMakers connected with their Chief Program Officer, Debbie Wilson, to learn more about their organization and possible partnerships. Debbie explained that they are awarded contracts through the county and work mostly with 18-25 year-olds and young families dealing with homelessness. Debbie also explained further that the work they do revolves a lot around intensive

case management, rapid rehousing & permanent supportive housing, education & employment support, substance abuse counseling, and mental health support. Debbie expressed some interest in learning more about using the commercial space and the possibility of getting their clients into some of the new affordable housing units. CDP should connect with Debbie and continue this conversation.

### Key Takeaway's and Recommendations

- Reduced rent in exchange for services
- Based on past experience, young adults and youth aren't happy when placed in developments with older adults
- Need to be cautious about mixing high-risk vulnerability with high-risk exploiters
- Include different types of spaces for different types of uses -- multi-use spaces throughout the site
- Consider security needs -- how to keep everyone safe
- Consider those with pets

### CALIFORNIANS FOR JUSTICE

Californians for Justice is a statewide non-profit organization focusing on youth empowerment, leadership development

and racial & gender equality. They have a location in East San Jose and have been working there for almost 20 years. CivicMakers connected with San Jose Organizing Director, Lucila Ortiz who spoke more on the work they are doing in East San Jose, including that they primarily work with youth of color to provide skills training and workshops, leadership seminars and how to work with elected officials to implement the change students are hoping to see. They offer paid internships (~6-10 weeks) and a two-week leadership training seminar. Lucila highlighted that they really let the youth take authorship of the process and the topics they want to focus on, while creating fun and engaging environments for youth.

Pre-Covid, their office space was used as a place where youth in the area could freely hangout, because there are not a lot of safe spaces for teens to hangout. When asked about collaborating with the new CDP development, Lucila expressed interest in learning more. Lucila may be a great resource for youth programming in the new site, and therefore we recommend that CDP stay connected with Lucila to collaborate further.

### **Key Takeaways and Recommendations**

- Lack of youth spaces in the area -- a place where they can hangout, do their homework, wait for parents to get off work
- Need a homework center/study space
- Need more artistic spaces that are youth-friendly
- Need mental and physical health services
- Commercial space for nonprofits to use and program -- especially for larger events
- All of the above can be combined into one space -- multi-use, flexible space

## **Design Workshops**

### **Virtual CBO Design Workshop**

CivicMakers & CPID collaboratively hosted a virtual design workshop where CBO's from the initial outreach phase, were invited to participate. Based on the workshop results, the top programming recommendations include:

- Affordable Childcare
- Mental & Behavioral Health Services
- Case management and Resource Navigation
- A Welcome Community Space
- Some sort of Access to Food

Based on these top 5 programming needs, CBO's were able to then provide design feedback and recommendations which include:

- Children's play area
- Sound-buffered reception or waiting area
- Sound-proof rooms for therapy
- Access to free wi-fi
- Access to a community kitchen
- Lots of natural light
- Arts & cultural classes; art classes
- Job training & food as experiential learning
- On-going food pantry or market for

distribution

- Cabinet and storage space/shelving
- Access to outdoor spaces
- Computer lab/tech training or helpdesk
- Access to a private/confidential room
- Access to group room/conference room
- highschool diploma/GED support

### **Accessible Design Workshop**

In an additional effort led by CivicMakers, an accessible design workshop was conducted to serve the needs of the diverse mobilities of new community members. They developed a complementary report to be shared with CDP, CPID, and DBA to inform design decisions and provide amenities for all potential residents moving into the 525 N Capitol housing.

For more information on the workshop, please refer to the CivicMakers reports and the official project website, <https://www.525ncapitol.com/>.

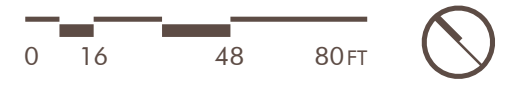
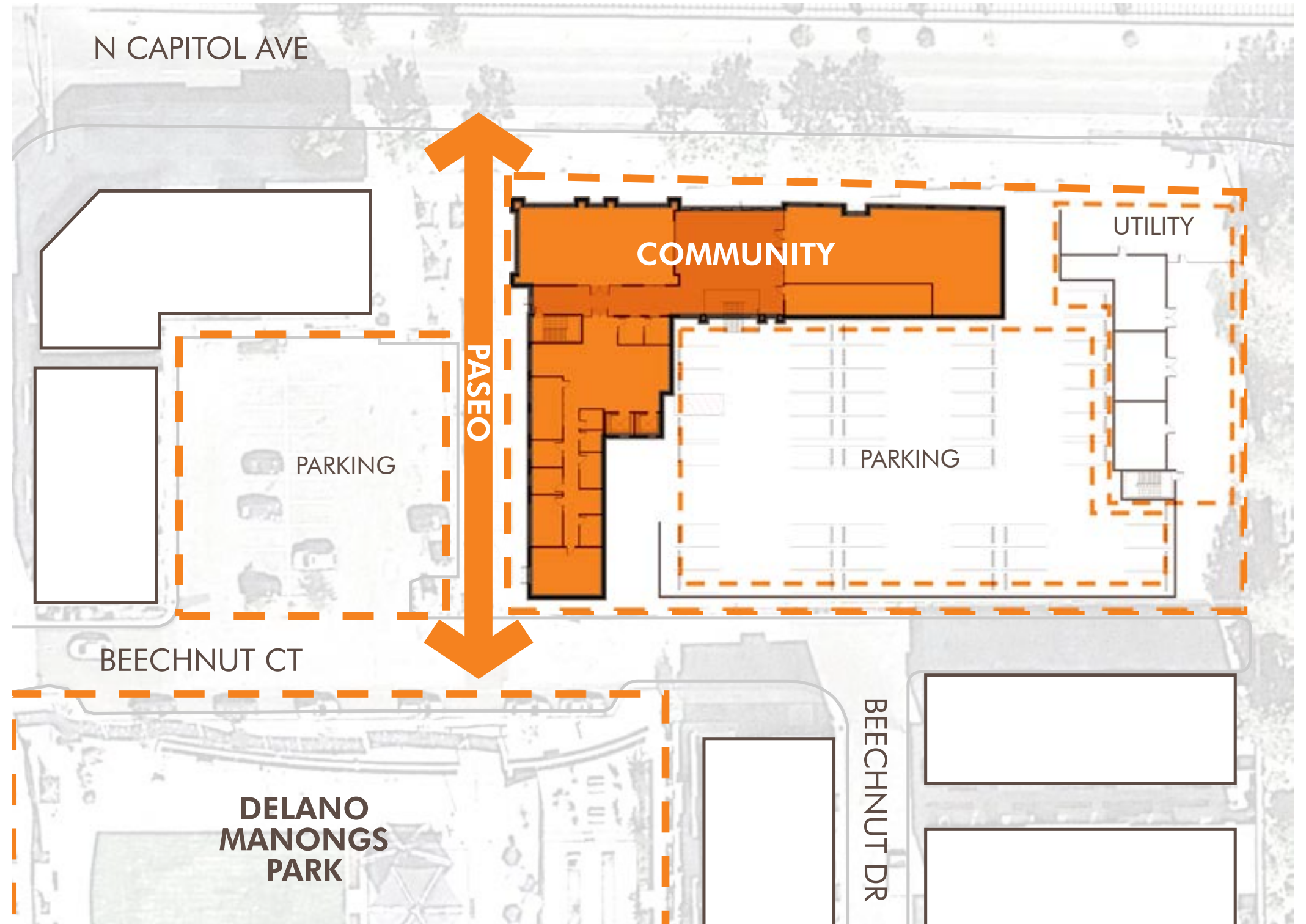


# Recommendations

# Site Considerations

The community programming at the ground floor of the building is situated between several important assets within the pedestrian-priority roads to the West of N Capitol Avenue. First, a paseo runs along the Northwest face of the building and opens to Beechnut Court toward Delano Manongs Park. Consider the possibilities to activate the adjacent parking area for special events that may benefit the community in collaboration with CBO's dedicated to the health and wellness of the residents, as well as events that may bring in and strengthen the community at large, such as weekend farmers' markets, holiday celebrations, and craft fairs.

Delano Manongs Park is the nearest recreational area outside of community courtyard and will likely be a major hub for informal activity such as picnics, taking children out to socialize and play, and getting together for BBQs under the pavilion.



# Shared Community Spaces

Throughout the engagement process, CivicMakers & CPID identified spatial needs in the commercial and community spaces to create a more cohesive development that is genuinely inclusive of all ages and needs. Many local organizations and service-providers are interested in bringing their programming and services if suitable spaces are available for their use. Recommendations for types of spaces and their design reflect the input of these potential program partners.

## A. CLASSROOM & CONFERENCE SPACES

The inclusion of classroom and art-friendly spaces in the community space on the ground floor, is vital for various programming, including after-school programs, art classes, workshops, and peer support groups. During the outreach process, one recommendation was to create a technology center or help desk with access to computers and free Wifi. Technology is an amenity that not everyone has access to inside their own homes, but is a much-needed resource especially for those looking to continue their education or job development. Several organizations expressed the need for afterschool programming that focuses on tutoring and homework support, which can be better supported by access to technology & wifi. During the design



Multipurpose Classroom Space



Community Kitchen - Sharing a Meal Together

workshop, participants also recommended having a classroom space to host classes and workshops geared towards job development, educational support, and resource navigation. In these spaces, participants would like to have access to AV equipment, free wifi, tables, chairs, desks, and a whiteboard/projector screen. In addition to the classrooms, there was also the recommendation for a larger meeting space like a conference room, where organizations could meet with groups of residents like hosting group therapy for example.

## Potential Partners

- Alum Rock Library
- Grail Family Services
- Amigos de Guadalupe
- LifeSTEPS
- Family Supportive Housing, Inc.
- EngAGE
- San Jose Vet Center

## B. COMMUNITY KITCHEN & PANTRY

The provision of a community kitchen on-site, adjacent to the larger community space, will be necessary for hosting resident and community-wide events. A community kitchen will also allow partner organizations to provide on-site programming, centered around the kitchen. Veggielution expressed

interest in distributing food via the community kitchen, but also provide job training by potentially operating a co-op market model in the commercial space. Food insecurity is a large issue for those living in affordable housing, as many folks live paycheck to paycheck. During the interview process, community organizations emphasized the gap in access to affordable, healthy food, for East San Jose resident. Partnering with food-centric organizations like Veggielution, can help address this gap, as food access should be a priority for this project.

## Potential Partners

- Veggielution

## C. OFFICES

The inclusion of smaller, private rooms are needed to accommodate critical support services such as mental health support and veteran services. The availability of shared office space between multiple organizations on-site is essential for connecting residents with a variety of much-needed services. Several potential community partner organizations expressed interest in hosting office hours for a designated number of days per week. San Jose Vet Center is very interested in becoming a partner for this

project and expressed the need for office space that is sound-proof (which could be as simple as having noise machines on-site), and that they could share this office space with other organizations. Other groups like Grail Family Services, EngAGE and the Alum Rock Library, also expressed need for office space to meet one-on-one with folks. Community partners highlighted the need for access to reliable wifi, AV equipment, desk and chairs, the ability to secure files (i.e. locking cabinets) and the ability to lock the offices when needed to protect private information.

**Potential Partners**

- EngAGE NW
- Grail Family Services
- San Jose Vet Center
- Alum Rock Library
- Family Supportive Housing, Inc.

**D. ON-SITE CHILDCARE**

Accessing affordable childcare was the number one gap in East San Jose, that was brought up in both interviews with CBO’s and the design workshop with CBO’s. Utilizing the commercial space on-site for childcare seems to make the most sense based on community need and feedback. There are co-op preschool models in the

area, however CPID believes that finding a way to provide childcare services as low-cost as possible, should be prioritized.. Considering the current design plans, the commercial space is adjoining the outdoor patio space, which is typically a requirement for childcare spaces -- to have access to indoor/outdoor space. In addition to the general need for childcare, especially afterschool childcare, CBO’s also noted that many parents have a hard time attending workshops and classes in the evening, if there is not childcare available. Therefore CBO’s suggested using an adjoining space to classrooms or meeting spaces, to double as childcare during workshops and events. The adjoining space will allow parents to be close enough if they need to tend to their children, but far enough away from them to be able to give full attention and participation to the workshops, classes and events on-site. Grail Family Services is a local CBO who focuses on providing childcare services and also trains local parents and community members to become certified childcare providers. They are very interested in partnering with CDP to bring childcare to future residents and the surrounding community, and CPID believes that childcare should be a high priority for CDP and this project.

**Potential Partners**



Office Spaces



Trauma-Informed Lounge Area - Example

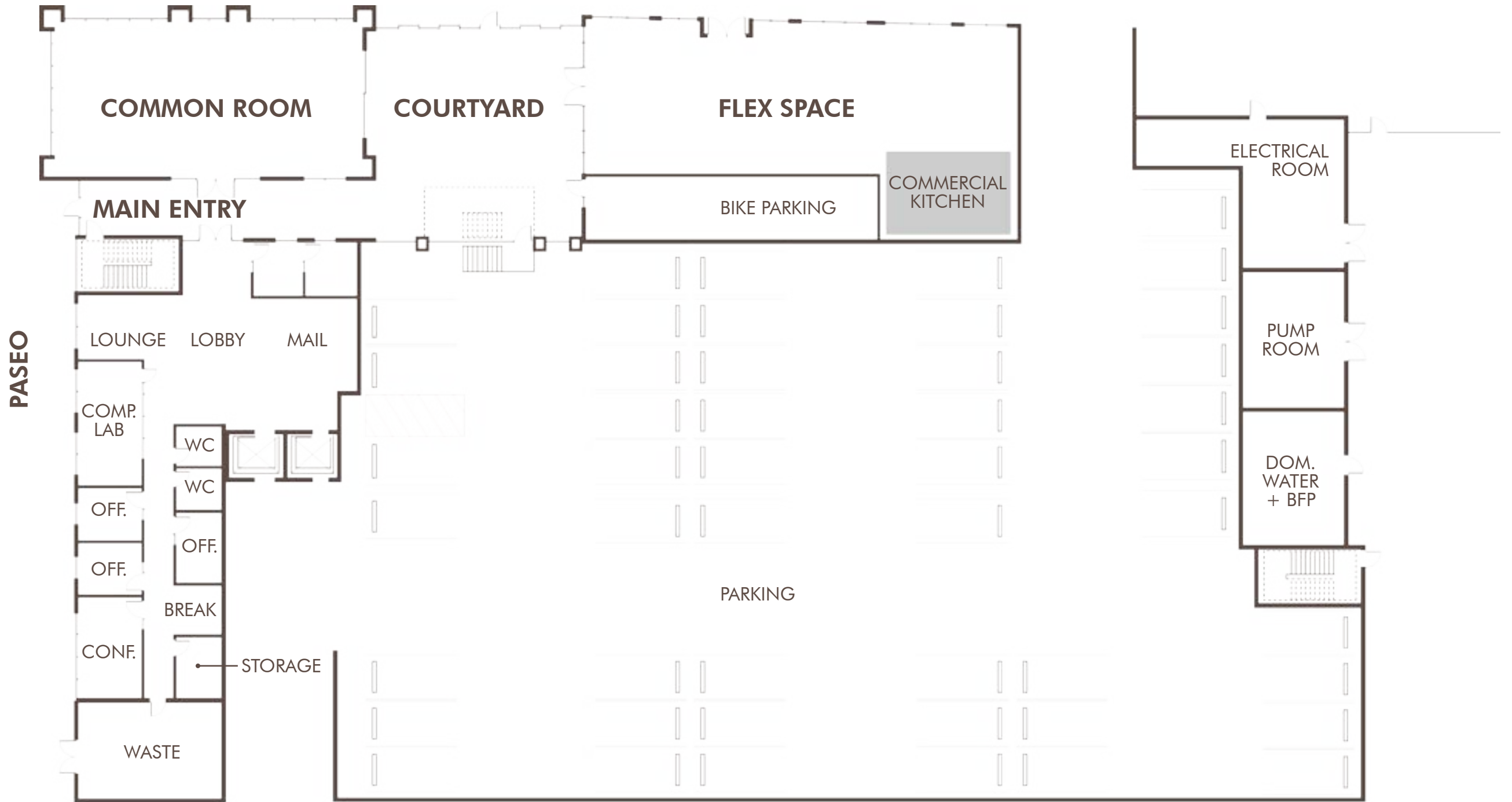


On-site childcare - Example



Flexible Space - Example

- Grail Family Services
- Parks, Recreation and Neighborhood Services, City of San Jose
- LifeSTEPS



# First Floor Plan



# Unit Recommendations

Given the diversity of residents N. Capitol Ave. hopes to bring together, providing units that can accommodate each and every individual is important. While this project won't be able to customize each unit to meet everyone's specific needs, there are some general recommendations based on CPID's experience with past projects, that should be integrated into the design of the units themselves. There is a need for a trauma-informed design approach to the units and site as a whole. Many families and individuals who will be residing at the new CDP development, are dealing with lived trauma experiences, and the trauma-informed design principles can help facilitate a healing process. Additionally, ensuring that a majority of units are ADA accessible or ADA adaptable is important for an all-ages and abilities community. ADA accessible units are important for seniors and folks with disabilities, but can also be important in larger units for intergenerational families to be able to successfully live together. Conversations with partners and current affordable housing residents during past projects, emphasized the need for walk-in showers, doorways large enough to accommodate mobility equipment (and strollers), anti-slip flooring, and soft transitions between floors to prevent tripping and falling.

## General Recommendations

- Trauma-Informed Design Approach
- Abundance of natural light
- Soft colors throughout the units and site
- Minimize noise between units as much as possible
- Bathrooms that are big enough to accommodate at least two people (resident and caregiver)
- Walk-in Showers with built-in benches
- Lips on showers
- Door handles instead of doorknobs
- Wide hallways
- Durable and carpetless flooring
- Minimal step barriers

# Resident Engagement

While the CivicMakers and CPID teams have identified multiple program opportunities for future residents, an outreach and engagement process in both English and Spanish, with residents once they have moved in, should be conducted, to identify the specific needs and wants for programming. We recommend the following steps be taken in order to develop and integrate community-based programs successfully, after residents move in.

- Once the property manager has been identified, it is important to connect them with nearby community organizations. Many CBOs want to make sure that they understand how to help with the lease up/recruitment process, make sure the management team understands the neighborhood, and how the application process might take a little longer than they anticipate.
- Site operations staff should connect with community organizations identified during engagement phase during the construction phase to start the relationship-building process and strengthen potential partnership opportunities.
- Once residents have moved in, host a number of community-building activities such as open houses and block parties to facilitate relationship-building and a sense of community. (Information and signage for these events should be offered in both

English and Spanish).

- Employ a public engagement strategy with residents such as resident surveys, interviews to help guide the activities and programming that will be offered to residents.
- Invite potential community partners for on-site programming to participate in the engagement process where relevant.
- Use feedback from residents to collaborate and develop the programming priorities for the site.
- Collaborate with and bring in the various community organizations and partners to provide or support the desired programming.

## Affirmative Outreach & Lease-up

During the lease-up period, marginalized communities should be prioritized in terms of getting information and awareness about the new housing option. Oftentimes, screening questions act as a hindrance or barrier to folks applying to housing, specifically for BIPOC groups. Deposit and ID requirements are examples of the types of requirements that deter prospective residents from applying, especially those without legal documentation. These things should be kept in mind, in order to make the application process more accessible and equitable to everyone in San Jose and Santa Clara County.

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