



City of West Hollywood 2013 Community Study



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The 2013 West Hollywood Community Study was conducted in cooperation with the City of West Hollywood by PMC, Godbe Research, Raimi + Associates, and ISI Translation Services.

To view a WeHo TV show featuring highlights of the study process, visit www.weho.org.

To read the study summary or the full report, visit www.weho.org or call (323) 848-6510 for a copy of the summary.

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Rainbow Crosswalk Dedication June 2013

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Executive Summary

A. OVERVIEW

The City of West Hollywood's 2013 Community Study included analysis of available demographic data, a statistically-valid community survey, and an extensive public outreach and engagement campaign. The data from all sources has been analyzed to determine funding priorities for social services. Additional community feedback on resource awareness, communication techniques, and quality of life was also collected.

This executive summary highlights the components of the 2013 Community Study, significant demographic information, and key findings from public outreach and engagement activities. It concludes with recommendations for the future of social services in West Hollywood. The details of each item below (as well as housing, transportation and mobility, community group-specific findings) are included in the final report.

Community Outreach and Engagement

The City of West Hollywood developed a multi-faceted, comprehensive public outreach and engagement campaign to collect as much feedback on social services from the community as possible. Campaign elements included:

- **Statistically-valid community survey.** The community survey was mailed to a random sample of West Hollywood households and was available in hard copy or online and in English, Spanish, or Russian. A similar survey was also made available to residents not selected for the statistically-valid version and was analyzed separately.
- **11 pop-up workshops.** The pop-up workshops consisted of three interactive exercises for adults and one children's activity. Information about existing social services was also shared with pop-up workshop participants.
- **13 focus groups.** The project team facilitated hour-long focus groups with several West Hollywood community groups.
- **31 community member interviews.** The project team conducted one-on-one interviews with community members to collect additional feedback about social services priorities.
- **Community meeting.** A community meeting was hosted to educate residents about currently available social services and to engage participants in conversations about the future of social services in West Hollywood.

B. COMMUNITY-WIDE KEY FINDINGS

Demographic, health condition, housing, and transportation and mobility key findings were determined using data from the U.S. Census, Los Angeles County Department of Public Health, State of California, and the Williams Institute.

Demographics

- Population, households, and average household size have all decreased in West Hollywood.
- The proportion of men, young adults, and seniors over age 80 increased, while the proportion of women, children, and seniors age 65 to 79 decreased.
- West Hollywood had a higher rate of same-sex couples than most other communities in California.
- The proportion of the population who identify as white alone has steadily decreased, while the proportions of those who identify as Asian and Hispanic/Latino increased.
- Percentage of immigrants from countries of the former Soviet Union has decreased.
- The last decade saw a small increase in the number of people and families living in poverty.

Health Conditions

- In West Hollywood, the cumulative number of people living with HIV and the cumulative number of people living with AIDS continued to increase.
- The number of AIDS diagnoses per year and the number of deaths attributed to AIDS continued to decrease.
- The estimated number of residents living with a serious emotional disturbance or serious mental illness was 2,628 for West Hollywood in 2007, 8% of the total population.
- The prevalence of cigarette smokers was higher in West Hollywood than in the County as a whole.
- West Hollywood ranked near the top of cities and communities in Los Angeles County for motor vehicle collisions involving alcohol and alcohol-related death rates.

Social Services

Community Survey Results

The City's financial support is most important for these social services:¹

1. Neighborhood crime prevention programs
2. Parks and recreation programs
3. HIV prevention and education
4. Low-cost transportation services, including taxi coupons, Cityline Shuttle, and Dial-a-Ride

Most important social services needs include:

1. Senior services and disabled services/programs
2. Counseling/emotional support
3. HIV prevention and education
4. Medical services
5. Legal services

Health issues that most affect households include:

1. HIV/AIDS
2. Hearing or sight impairment
3. Medical disability
4. Mobility impairment
5. Mental or emotional disability
6. Learning disability

Public Outreach Summary

The top five social services funding priorities are:

1. Health care services
2. Services to maintain independent living
3. Services for people who are homeless
4. Substance abuse and mental health services
5. Children and youth programming

¹ City financial support for programs and services other than social services were also rated as important, including providing law enforcement services, providing fire protection services, and disaster and emergency preparedness measures.

Participant suggestions:

- Support innovative ways to provide social services and ensure coordination among social services providers.
- Explore opportunities to better understand target markets and service provision effectiveness.
- Ensure social services are accessible for all community groups.
- Provide information and education regarding affordable health care services.
- Ensure all community members in need have access to healthy food.
- Explore opportunities to provide substance abuse prevention education and information throughout the community.
- Ensure that substance abuse recovery programs include mental health services and services for people who are homeless.
- Enhance mental health services in West Hollywood and explore opportunities to ensure affordability.
- Increase job opportunities in the City and for residents.
- Continue to support education and testing for sexually transmitted diseases.
- Continue to support legal services.
- Provide services for community members who are victims of abuse and domestic violence.

Communication and Resources

Community Survey Results

- Sixty-six percent had received/read information mailed to their home about City meetings or events and 61% visited the City's website in the past 12 months.
- Eighty-two percent are very or somewhat satisfied with the City's efforts to communicate with residents.
- Community-wide, survey participants prefer to receive information mailed to their home (52%) and via e-mail (46%).

Public Outreach Summary

- Explore opportunities to consolidate information and streamline communications.
- Consider design solutions to communicate City information.
- Explore opportunities to use new and innovative communication methods.

Quality of Life

Community Survey Results

- Ninety percent of participants rated their quality of life as excellent or good.
- Participants like the following qualities of West Hollywood most: pedestrian-oriented, centrally located, safe and quiet, near amenities, and clean and well-kept.
- Participants like the following qualities least: traffic and circulation problems, lack of parking, and homelessness.
- Eighty-two percent feel very or somewhat safe in their neighborhood.

Public Outreach Summary

- Increase law enforcement services.
- Preserve West Hollywood's unique diversity.
- Increase opportunities for community gathering.

C. RECOMMENDATIONS

The West Hollywood community is pleased with the social services and programs available to them. The City has made social services provision a priority and it shows time and again through the high quality of resources and services for residents.

The 2013 Community Study identified 9 key recommendations. Major trends in U.S. Census data, Los Angeles County Public Health Department data, and details gathered through public input helped to shape the following recommendations:

- Maintain quality and diversity of social services and expand available resources to support resilience and meet evolving community needs, while also fostering innovation, collaboration, and coordination among social services providers.

More specifically, the City of West Hollywood should consider:

- Develop innovative approaches to support residents aging in place to maintain independence.
- Intensify outreach and service delivery to address homelessness.
- Identify additional service resources for substance abuse prevention and treatment.
- Broaden mental health services, including increased access to psychiatric care.
- Continue support for comprehensive efforts for testing, treatment, prevention, and education related to HIV/AIDS and other sexually transmitted diseases.

- Develop educational initiatives on public health issues of importance to the community, in particular, cigarette smoking and alcohol- and drug-related harm.
- Explore concentrated efforts to support households living below the poverty line.
- Provide multi-faceted, constituent-focused opportunities for community engagement and enhance outreach, marketing, and communication about available services and programs.

Next Steps for Social Services in West Hollywood

The 2013 Community Study final report will be distributed in June 2013. Both the City and social services grant candidates will use this information to ensure that the services available to residents of West Hollywood reflect the expressed needs of the community.



Chapter 1: Community Study Overview

- A. What is a Community Study?
- B. Previous Community Studies in West Hollywood
- C. Community Study Outreach Approach
- D. Final Report Overview

A. WHAT IS A COMMUNITY STUDY?

The City of West Hollywood’s 2013 Community Study included analysis of available demographic data, a statistically-valid community survey, and an extensive public outreach and engagement campaign. The data from all sources has been analyzed to determine funding priorities for social services. Additional community feedback on resource awareness, communication techniques, and quality of life improvements was also collected and may influence future policy or project decisions.

The City of West Hollywood budgeted more than \$4 million for contracts with social service nonprofits in 2012–2013. Spending such a significant amount on the provision of social services is a clear statement about the priorities of West Hollywood. The City is proud of its legacy as a leader in providing resources for residents.

The 2013 Community Study began in January 2013 and culminated with the publication of this report in June 2013.





B. PREVIOUS COMMUNITY STUDIES IN WEST HOLLYWOOD

Previous studies were conducted in 1994, 1998, and 2006. In 2006, five common themes emerged in focus groups, stakeholder interviews, and at the community meeting held as part of the West Hollywood Speaks study: retaining and creating more affordable housing; support for social services; creating opportunities for the arts to flourish; traffic and parking; and retaining West Hollywood's unique persona. Additionally, from the statistically-valid community survey that was performed in 2006, three community programs received the highest importance ranking from more than 80% of respondents: law enforcement services, disaster and emergency preparedness, and neighborhood crime prevention programs.

Finally, in 2006, HIV prevention education was the highest-ranked social services issue in the community. Survey respondents identified legal services, affordable medical care or medical insurance, and counseling services as the most important social services needs of their individual households.

This information is useful in understanding how the needs of West Hollywood have changed over time. The City has focused on listening to community needs and adjusting funding priorities accordingly. For example, in recognition of the social services needs identified in the 2006 Community Study, the City Council increased the budget for programs to help meet the needs of frail seniors and people living on low or fixed incomes.

C. COMMUNITY STUDY OUTREACH APPROACH

The City of West Hollywood, in collaboration with community engagement specialists from Pacific Municipal Consultants (PMC), developed a multi-faceted, comprehensive public outreach and engagement campaign to collect as much feedback from the community as possible. The elements of the 2013 Community Study are outlined below. Between January and April 2013, over 1,500 West Hollywood residents participated directly in the community study process.



Community Survey

Godbe Research joined the project team to develop, implement, and analyze the statistically-valid mail survey. The survey itself was designed to ask similar questions to the 2006 Community Survey in order to maintain the ability to compare results across studies. Some new questions were added and some questions were refined to better understand community attitudes about sustainability and to collect additional demographic information. Overall, the survey contained 55 questions in six sections (community demographics, social services, quality of life, housing, city communication with residents, and retail choices) and took about 20 minutes to complete (see Appendix A for the survey instrument).

The statistically-valid survey was mailed to a random sample of West Hollywood households, evenly spread amongst the three local zip codes (90069, 90046, and 90048). Respondents were able to take the survey in hard copy or online and in English, Spanish, or Russian languages. The City received 727 responses to the statistically-valid mail survey, which exceeded the project goal of 600 replies.



If a resident’s household was not selected at random to receive the statistically-valid mail survey, copies were made available to the general public at all community study events, in the lobby of City Hall, to people who requested them, and at a variety of venues around the City. Those responses were analyzed separately and checked against the statistically-valid survey results. Any significant differences between the two are acknowledged in this report.

Pop-up Workshops

In order to “bring the meeting to the people” and to collect feedback from residents who might not participate in civic activities, the project team designed a pop-up workshop that could be set up on sidewalks and in public spaces around West Hollywood. The pop-up workshop consisted of three interactive exercises for adults and one children’s activity, as outlined below. In addition to the workshop activities, information about existing social services was shared with participants.

Eleven pop-up workshops were conducted for the 2013 Community Study, in the following locations:

2/2/2013	West Hollywood Park
2/2/2013	West Hollywood Library #1
2/4/2013	Helen Albert Farmer's Market
2/4/2013	Plummer Park Community Center #1
2/7/2013	Santa Monica Boulevard at San Vicente Boulevard
2/9/2013	In front of City Hall
2/9/2013	Movie Town Plaza
3/7/2013	West Hollywood Library #2
3/9/2013	The Plaza of “The Sunset”
3/9/2013	Parking Lot at West Sunset Boulevard and Sherbourne Drive
3/11/2013	Plummer Park Community Center #2

Sticky-dot Matrices

At the pop-up workshops, participants were invited to complete one or both of the sticky-dot matrices. The first matrix listed significant community groups present in West Hollywood and asked if each group is important to the individual participant, the participant's friends and family, and if the City should provide services for that group. A complete list of community groups can be found in Appendix D.

The second matrix asked a similar series of questions, but instead of community groups, a variety of social service programs were listed. Participants voted for their priorities using small sticky dots and the results were tallied after each event. A complete list of included social services can also be found in Appendix D.



Budget Buckets

For passersby who only had a few seconds to spare, the budget buckets exercise was a simple and fast way to indicate individual priorities for social services in West Hollywood. Eight clear buckets were displayed on a table and each was labeled with one of the following social services budget categories:

- Services to maintain independent living
- Health care services
- HIV/AIDS prevention and education services
- Children and youth programming
- Substance abuse and mental health services
- Legal services
- Services for people who are homeless
- Employment/job training



Participants were given three colored poker chips: red for residents, blue for those who work in the City, and white for visitors. Participants used the chips to vote for which budget categories were most important to them. Poker chips could be placed all in one bucket or spread out, depending on how the participant chose to vote. Throughout the day, the bucket filled according to community preferences and the results were tallied after each event.

Bright Ideas Wall

As a final activity, participants were invited to share any bright ideas they had for the future of social services in West Hollywood. They wrote each idea on a post-it note and affixed the notes to the Bright Ideas Wall. This activity allowed for unrestricted brainstorming about how the City can improve the services it supports.

Children's Activity

To engage children in the community study, a creativity station was included in the pop-up workshop. Children were asked to draw their ideal city using crayons and markers and were encouraged to think about how a city can help people in need.

Focus Groups

The project team facilitated 13 hour-long focus groups with West Hollywood community members. All community members were welcome to participate in the focus groups. City staff helped interested community members determine which focus group would best match their needs. A complete list of focus groups is outlined below:

- [Children's Roundtable](#)
- [Seniors](#)
- [Youth](#)
- [Families with children](#)



- Gay and bisexual men
- Lesbians
- Transgender individuals
- People living with HIV/AIDS
- Social services providers
- People living with disabilities
- Women
- Immigrants from countries of the former Soviet Union

During each focus group, participants were first informed about the community study process and goals. Then participants were asked a series of questions about their experiences with and preferences regarding three topic areas: social services, communication with the city and available resources, and quality of life.

Focus group participants responded to each multiple-choice question using TurningPoint technology, which tabulates votes in real time and displays them for everyone in the room to see. After the last question for each topic was asked, participants were engaged in a facilitated conversation about the overall results – why did the group vote the way it did? And how did the overall results align with individual responses?

At the end of the focus group, time was left for general questions and comments about social services. Participants were asked to fill out a comment card, brief demographic questionnaire, the general community survey, and were given information about how to stay involved with the community study process.

Focus group participant comments were recorded during each session and considered with all community feedback from outreach efforts when developing the recommendations included in this report (see Chapter 4 for recommendations).

DOGS LOVE THE COMMUNITY STUDY TOO!!



Community Member Interviews

The project team conducted 31 one-on-one interviews with community members to collect additional feedback about social services priorities. Interviews lasted about 30 minutes and covered a series of questions about social services, communication with the city and available resources, mobility and sustainability, and quality of life. Interviewees included City Council members, Human Services Commissioners, and other interested West Hollywood residents. To view the list of interview questions, see Appendix D.

Community Meeting

On March 14, 2013, the project team hosted a community meeting to further demonstrate the purpose of the community study, to educate residents about currently available social services, and to engage participants in conversations about the future of social services in West Hollywood.

After a brief welcome and introductions, the project team discussed the project's progress to date. Then, participants were asked eight multiple-choice questions about social services statistics in West Hollywood. The questions were meant to both warm up the crowd and to provide information on social services that residents may not have been aware of. Responses were collected using TurningPoint technology. After all questions had been asked, participants were able to comment on any social services facts that surprised them.

Next, the 8-10 individuals at each table were asked to introduce themselves to each other and to form a small working group. A worksheet was provided to guide participants through three activities. The first activity was designed to collect feedback on social



services budget priorities. First, each group member indicated three top priorities from the following list:

- Services to maintain independent living
- Health care services
- HIV/AIDS prevention and education services
- Children and youth programming
- Substance abuse and mental health services
- Legal services
- Services for people who are homeless
- Employment/job training

Second, as a group, each social services option from the list was discussed and a second budget priority scenario was developed that the entire table could agree on. This conversation allowed community members to discuss social services beyond individual preferences.

For the third activity, each group was given a fictional social services case study that described the needs of a person or a family living in West Hollywood (see Appendix D for case study examples). Each group worked as a team, using the City of West Hollywood's Social Services Guide to list available or needed services that would support the person(s) in the case study. This activity both educated participants on services the City already provides and helped them to consider the needs of others in the community.

Finally, the project team facilitated a speed brainstorming session to generate bright ideas about social services, communication with the city and available resources, and quality of life. Each person had one minute to brainstorm about each topic. In that time, participants wrote down as many bright ideas as they could think of on colored post-it notes. Then, as a small group, each table deliberated on which ideas they thought were best. The top three ideas from each table were placed on a large idea wall at the front of the room and organized by topic





(social services, communication with the city and available resources, and quality of life). This exercise assisted in filtering ideas that were supported by multiple community members.

Time for general questions and comments about social services closed out the meeting. Participants were asked to fill out a comment card, a brief demographic questionnaire, the general community survey, and were given information about how to stay involved with the Community Study process.

D. FINAL REPORT OVERVIEW

The remainder of this report analyzes community feedback collected through the outreach and engagement process described above, as well as U.S. Census data from the past 30 years, Los Angeles County Health Department data, and statistics from the City's Social Services Division. The report demonstrates key findings for the community as a whole and outlines specific findings for community groups. The report culminates with recommendations for how the City of West Hollywood might enhance the current social services programs and resources available to residents.



Chapter 2: Community Wide Key Findings

- A. West Hollywood Demographics
- B. Community Health Conditions
- C. Housing Conditions
- D. Transportation and Mobility
- E. Social Services Needs
- F. Communication and Resources Needs
- G. Quality of Life

A. WEST HOLLYWOOD DEMOGRAPHICS

This community-wide demographics section provides a general overview of the social and economic characteristics of the City using data from the 2010 U.S. Census. It includes indicators related to age and gender, household composition, race and ethnicity, ancestry, housing, economic status and income, education, veterans and active duty armed services personnel, and transportation. It also includes comparisons to previous decades in West Hollywood and to Los Angeles County as a whole in 2010.

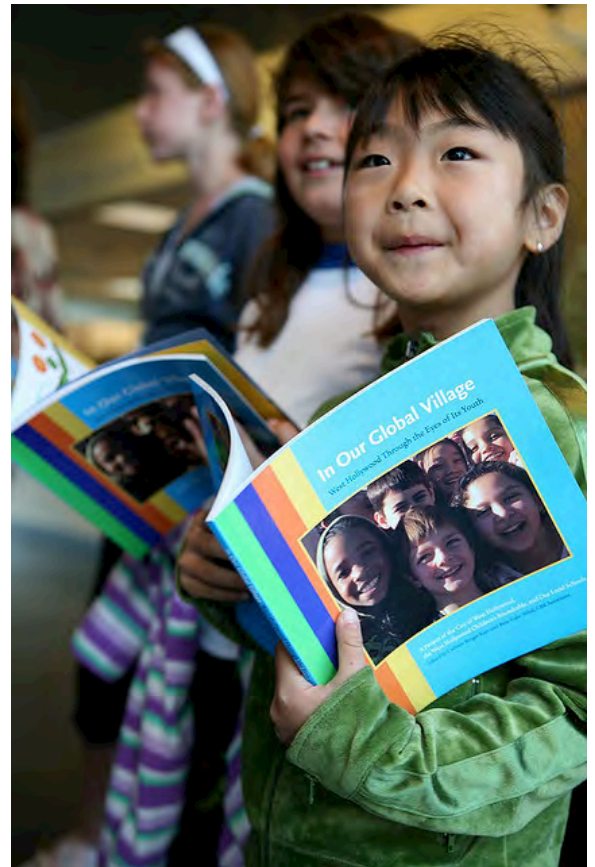
This chapter section, “West Hollywood Demographics,” is a summary of the “Demographics, Socio-Economic and Health Conditions Report” developed by Raimi & Associates.

Population, Age, and Household Characteristics

During the last decade, West Hollywood’s population, age of residents, and housing characteristics has changed slightly. The following section summarizes these changes.

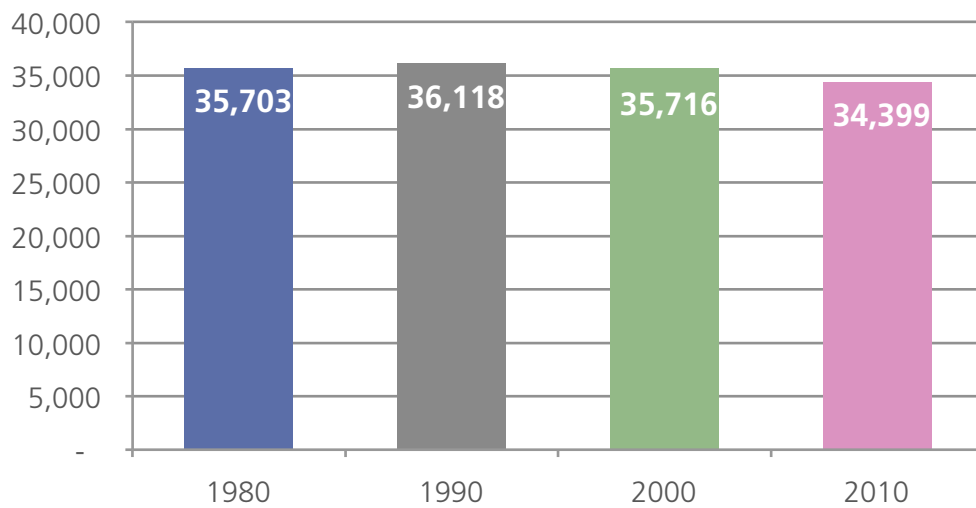
Population, households, and average household size have all decreased in West Hollywood.

- In 2010, the total population, number of households, and average household size were 34,399, 22,511, and 1.53, respectively.
- Population decreased from 35,716 in 2000, a 3.7% reduction. Total households decreased 2.6% from the high of 23,120 in 2000.



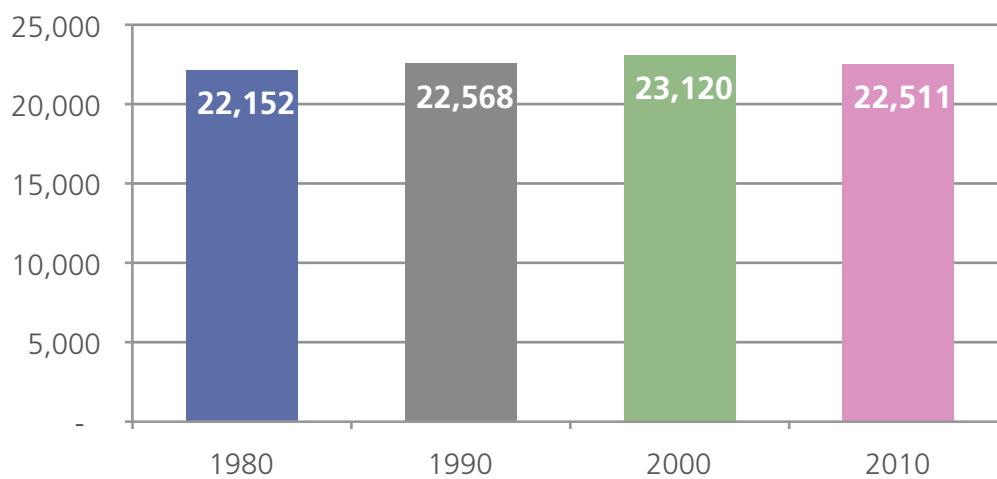
- Since 1980, the citywide average household size decreased each decade, a 5% reduction in size overall.
- The average household size for West Hollywood (1.53) was almost exactly half of the size for Los Angeles County (3.03) in 2010.

Figure 2.1 City Population



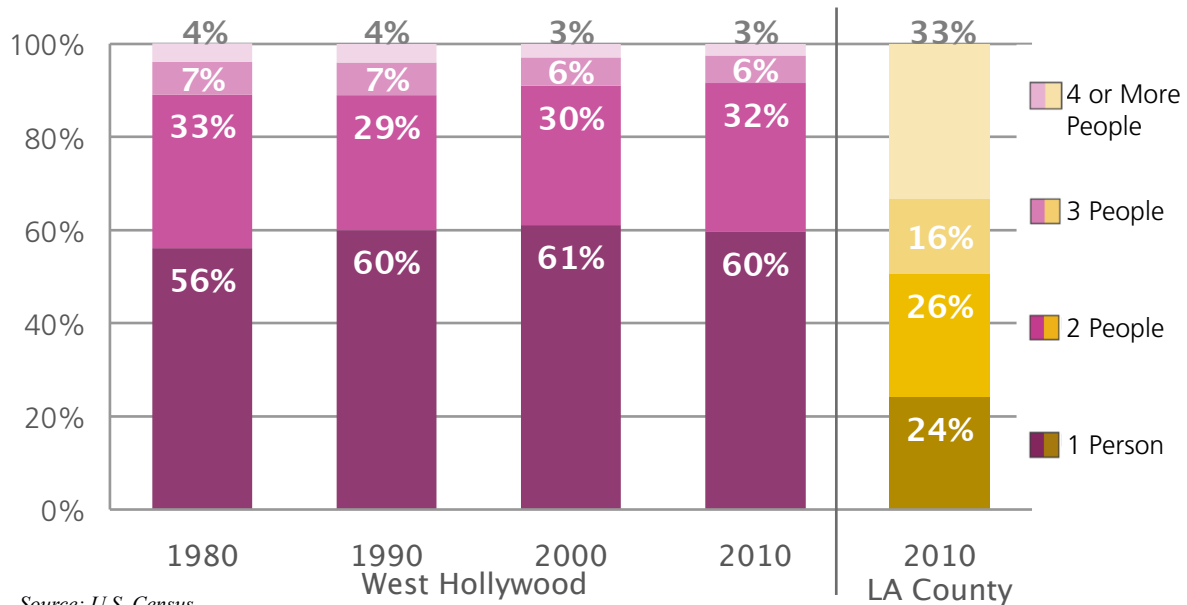
Source: U.S. Census

Figure 2.2 City Households



Source: U.S. Census

Figure 2.3 Household Size



The proportion of men, young adults, and seniors over age 80 increased, while the proportion of women, children, and seniors age 65 to 79 all decreased.

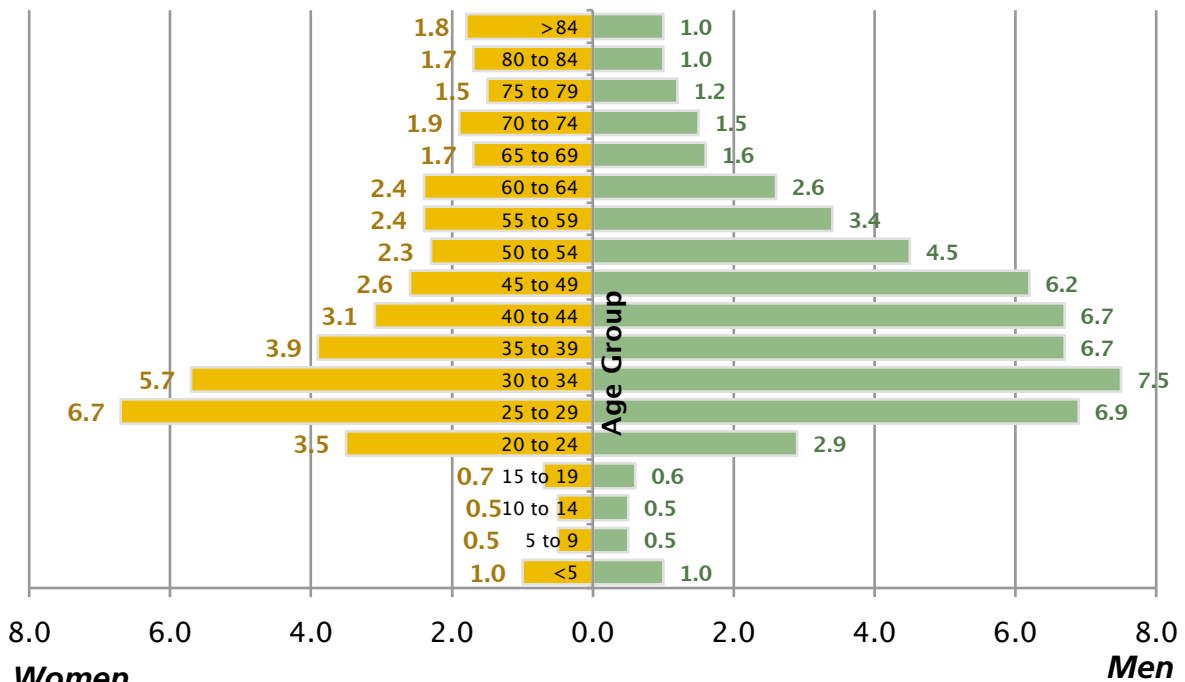
- Men accounted for 56% of the City’s total population in 2010 (19,298 men), a rate that has increased since the 1980s.
- Women represented 44% of the City’s total population in 2010 (15,984 women), a rate that has been decreasing since the 1980s.
- Between 2000 and 2010, the proportion of the population in the following age groups increased: under age 5, 20 to 30, 40 to 64, and over age 80.
- Older women (65 years and older) account for a large percentage of the residents of West Hollywood (9%), compared to 6% in the County.
- Residents under age 18 decreased from 7% of the total population in 1990 to 5% in 2010. However, between 2000 and 2010, children under age 5 increased both as a proportion of the population and in total numbers.
- Compared to Los Angeles County, the City maintained higher rates of men, young adults age 18 to 34, and seniors.

West Hollywood has a higher rate of same-sex couples than most other communities in California.

- The proportion of husband-wife families with children under age 18 decreased between 1980 and 2010, while the percentage of families with a single householder increased.
- In 2010, 11% of families with children had a male householder (up from 3% in 1980) and 26% had a female householder (up from 20% in 1980).
- West Hollywood had the third highest rate of same-sex couples (62 per 1,000 households) for communities within California in 2010, according to the Williams Institute at the University of California Los Angeles. For West Hollywood, this equated to approximately 1,400 households.

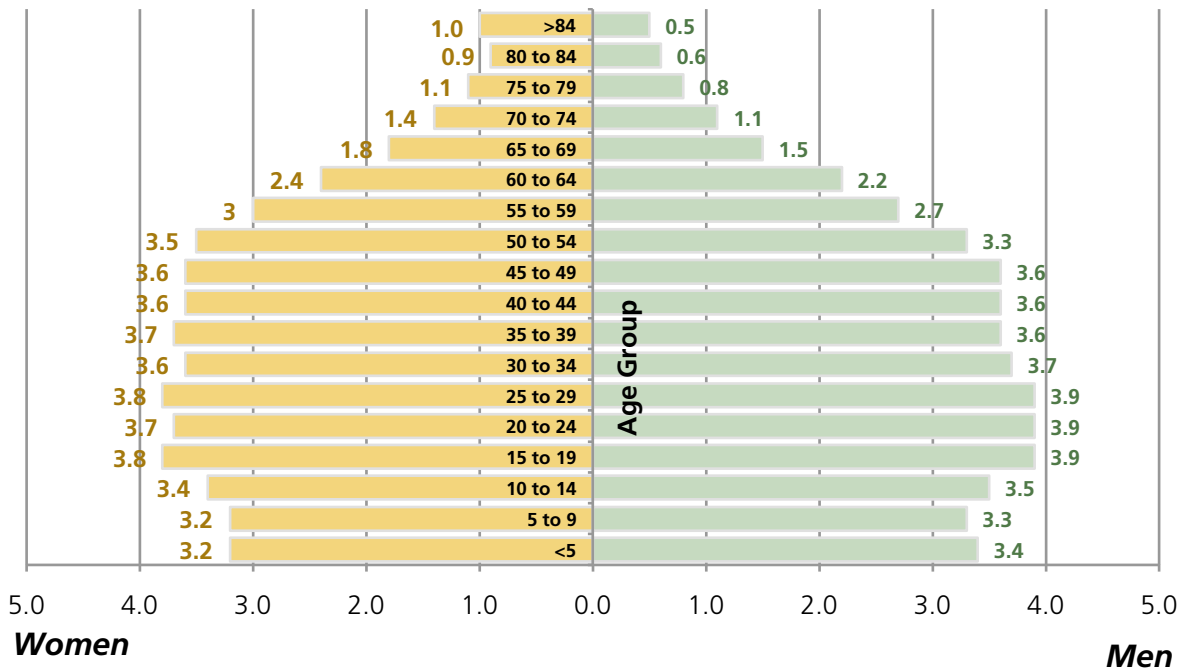


Figure 2.4 Percent of City Population by Age by Sex (2010)



Source: U.S. Census

Figure 2.5 Percent of County Population by Age by Sex (2010)



Source: U.S. Census

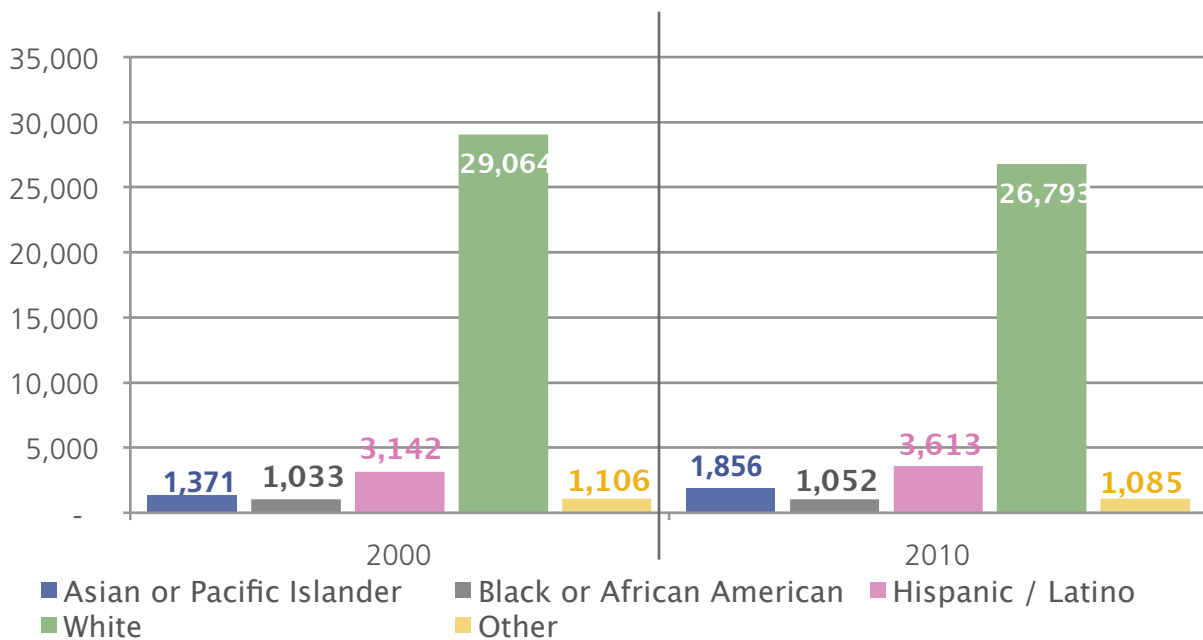


Race and Ethnicity

Each decade since 1980 has seen the City of West Hollywood grow more racially and ethnically diverse. The following section summarizes race and ethnicity demographic trends in West Hollywood.

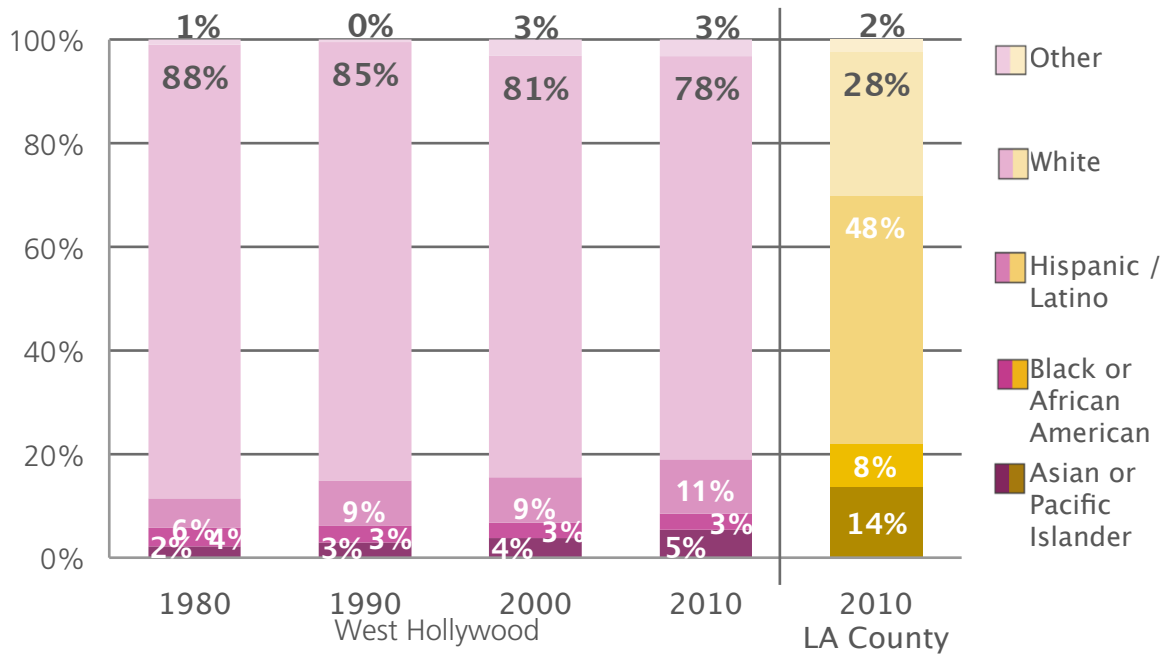
- Each decade since 1980 witnessed a gradual decrease in the population that identified as white alone, from 88% in 1980 to 78% to 2010.
- From 2000 to 2010, the proportion of the population that identified as Asian (from 2% to 5%), Hispanic/Latino (from 6% to 11%), and other increased (from 1% to 3%).

Figure 2.6 Race and Ethnicity, 2000–2010



Source: U.S. Census

Figure 2.7 Percent of Population by Race and Ethnicity



Source: U.S. Census

The City is still much less ethnically diverse than the rest of Los Angeles County.

- Compared to the County in 2010, West Hollywood still had a significantly higher proportion of the population that identified as white alone (78% versus 28% in the County).
- A far lower proportion of the population identified as Asian, Black or African American, and Hispanic/Latino (19% versus 72% in the County).



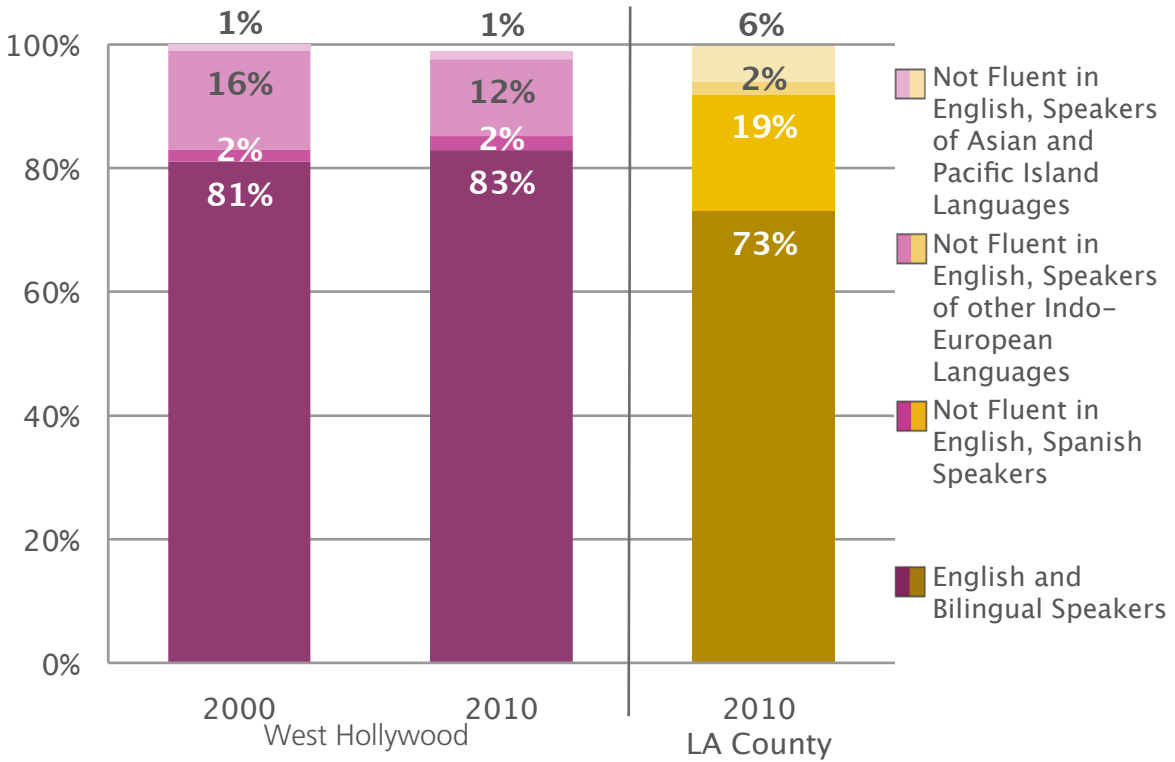
Ancestry, Citizenship, and Language

Historically, West Hollywood has attracted a large proportion of its population from outside the United States, particularly immigrants from countries of the former Soviet Union, and also from outside California. The following section summarizes ancestry and citizenship trends in West Hollywood.

Percentages of immigrants from countries of the former Soviet Union have decreased.

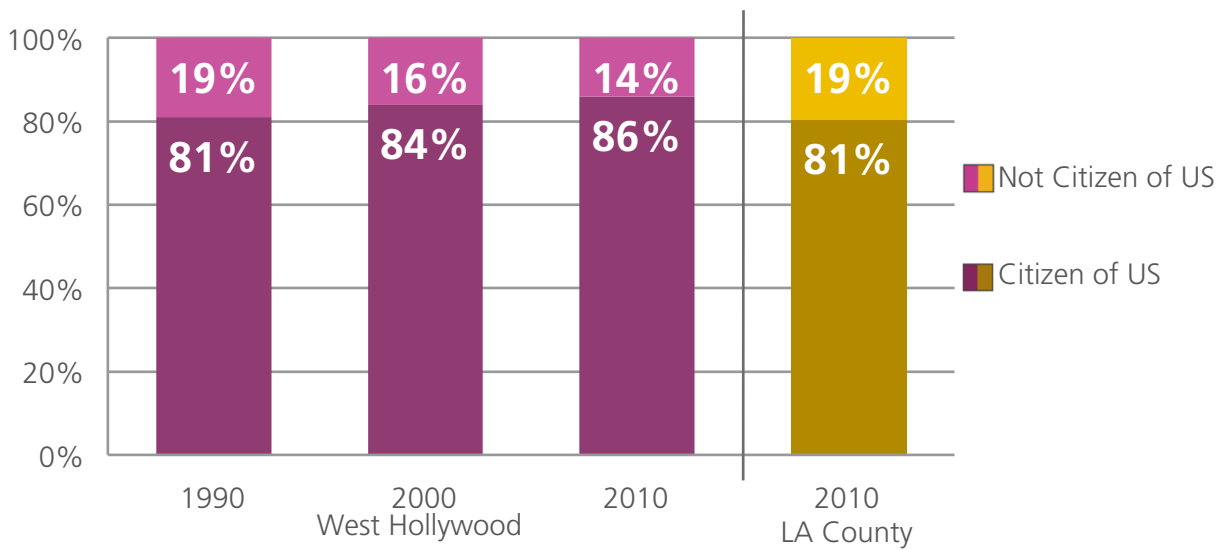
- The percentage of immigrants remained relatively high in 2010, on par with or above the County. Despite the high percentage of immigrants, West Hollywood residents maintain a level of fluency in English that is higher than the rest of Los Angeles County.
- In West Hollywood from 1980 through 2000, the proportion of the population born in California remained relatively constant, from 16% in 1980 to 24% in 2010.
- Of the City's total population, 11% were from former Soviet Union republics, compared to less than 1% of the County population.

Figure 2.8 Percentage of Population by Language Spoken at Home



Source: U.S. Census

Figure 2.9 Percent of U.S. Citizen and Non-U.S. Citizen Residents

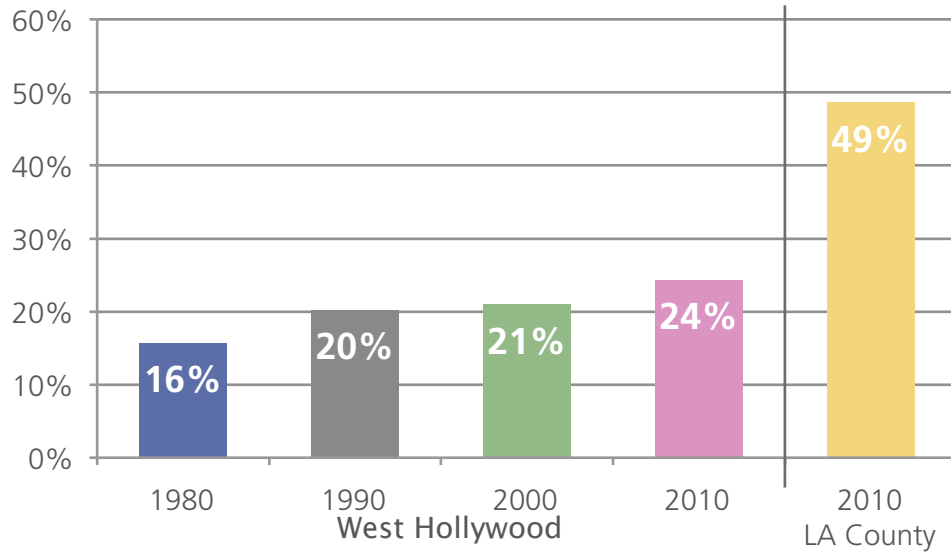


Source: U.S. Census

The City experienced a steady increase in the proportion of the population born in California.

- In 2010, 24% of the City's population was born in the state, up from 16% in 1980. Yet this percentage remains relatively low; in comparison, half (49%) of the population in Los Angeles County was born in California

Figure 2.10 Percent of California-Born Residents



Source: U.S. Census

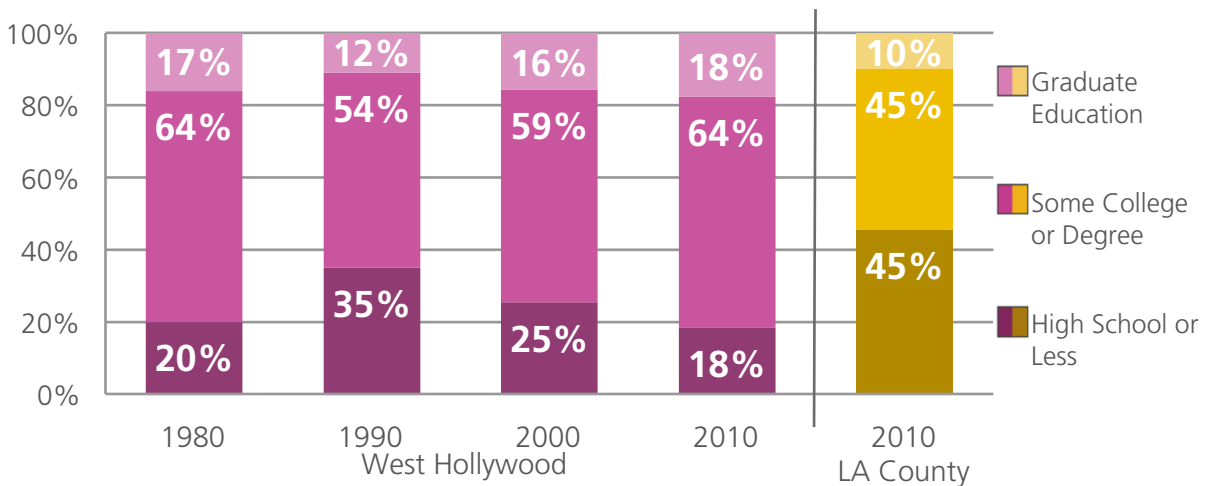
Education

Overall, the residents of West Hollywood are highly educated. The following section summarizes trends in education.



- Residents of West Hollywood are more highly educated than residents of the County, a trend that has grown stronger in recent decades.
- The percentage of the population with a graduate education increased from 12% in 1990 to 18% in 2010, growing further above the County at 10%.
- Sixty-four percent of the population in West Hollywood had some college education or a collegiate degree, increasing from 59% in 2000, far exceeding the County at 45%.
- The proportion of the population that had a high school education or less decreased from 25% in 2000 to 18% in 2010, which was far below the County at 45%.

Figure 2.11 Educational Attainment



Source: US Census



Employment and Income

The rate of employment and median household incomes have shifted slightly in the past decades. The following section summarizes employment and income trends.

Household incomes have risen in West Hollywood, moving closer to County-wide household incomes.

- In 2010, median household income was higher in Los Angeles County (\$55,476) than in the City of West Hollywood (\$52,009).
- Since 1980, West Hollywood's median household income has risen each decade in both current year dollars and real dollars (adjusted to 2010).
- The income distribution in West Hollywood is overall very similar to the County, with the principal exception being that West Hollywood had a higher proportion of residents (17%) making \$14,999 or less per year as compared to the County (12%).

Figure 2.12 Unemployment Rate

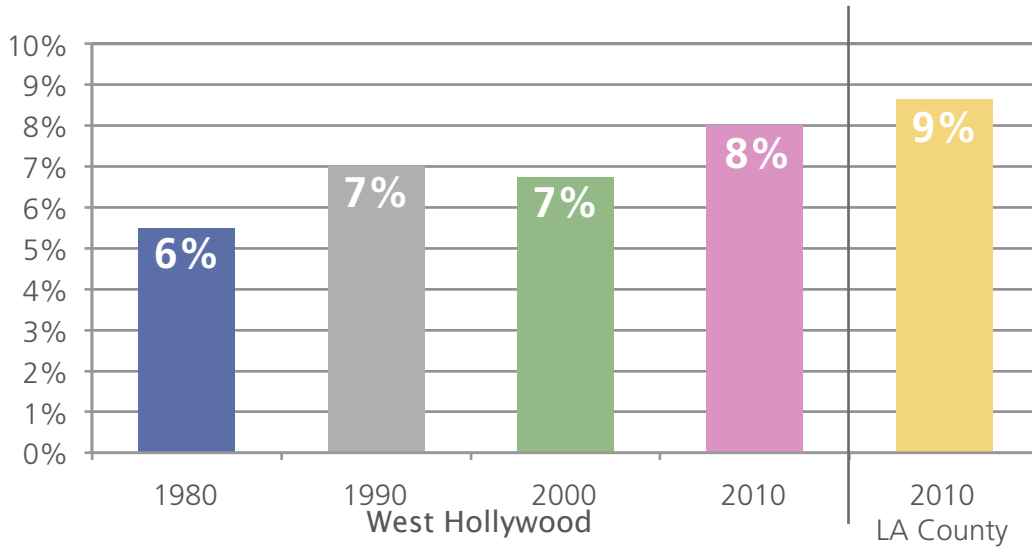


Figure 2.13 Median Income

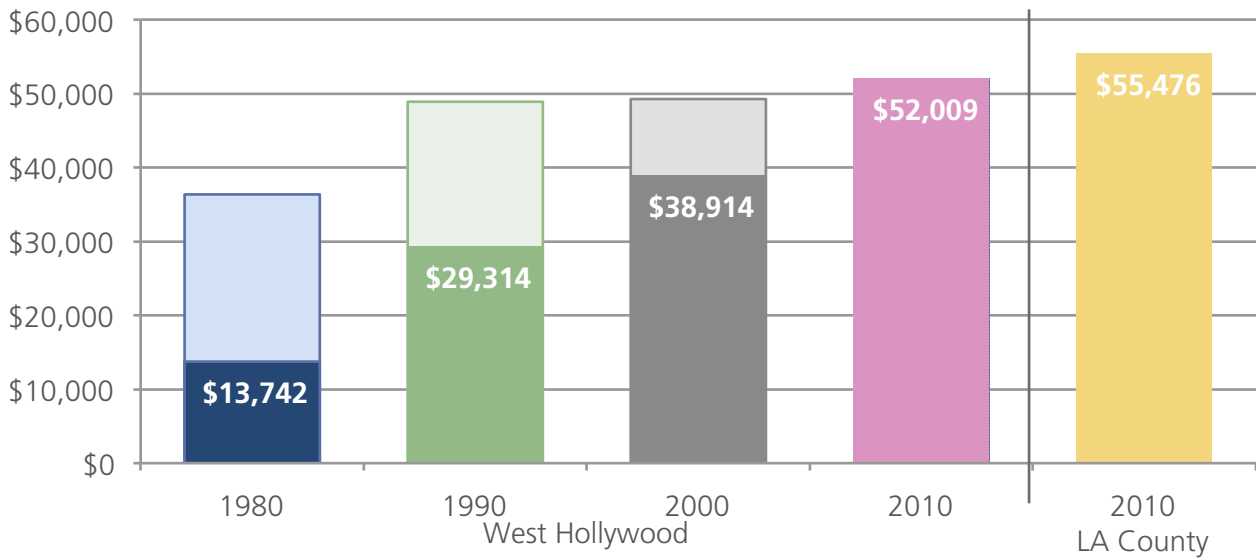
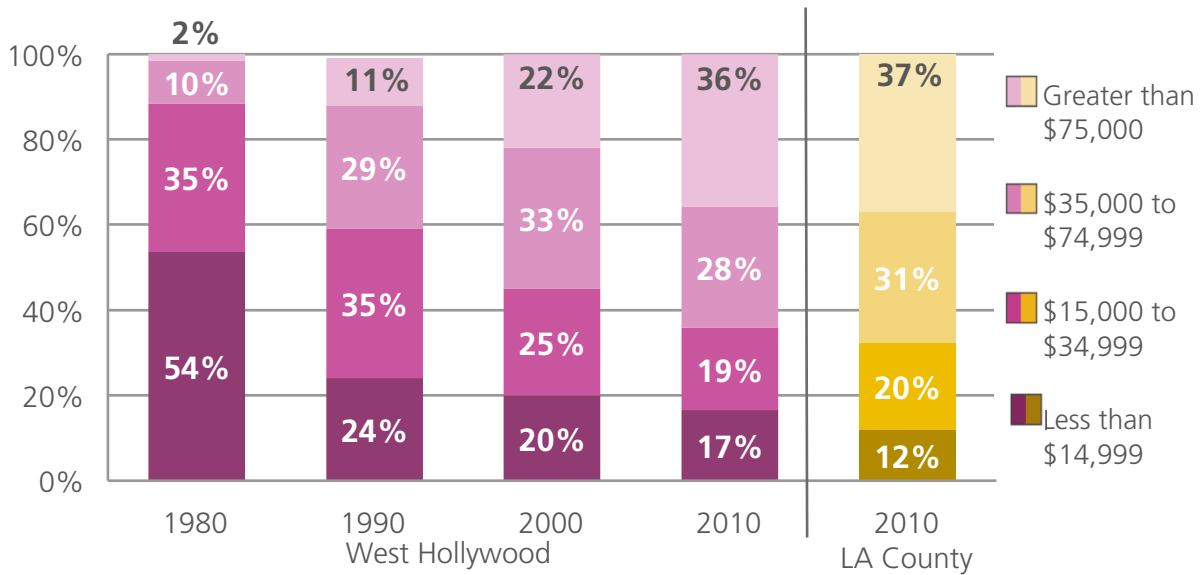


Figure 2.14 Household Income

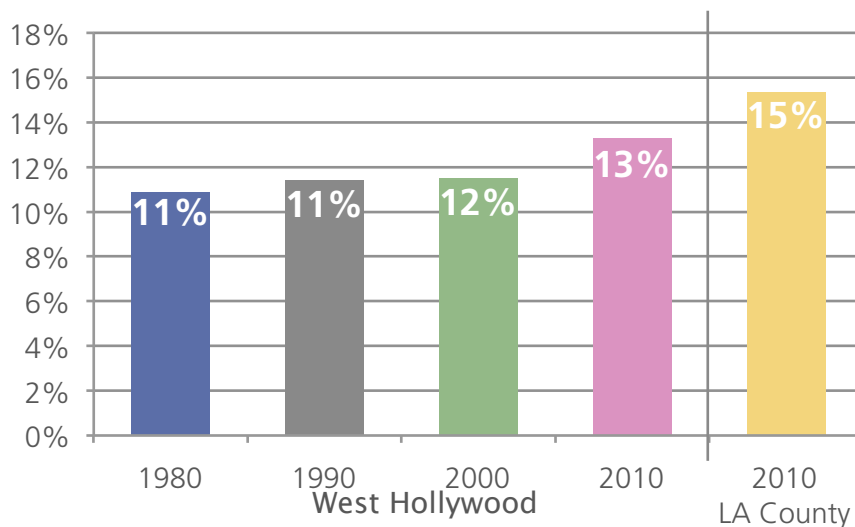


Source: U.S. Census

The last decade also saw a small increase in the number of people and families living in poverty.

- The proportion of the population in West Hollywood below the poverty level has slowly increased since 1980.
- The percentage of children in families with incomes below the poverty level increased from 10% in 2000 to over 17% in 2010. This rate, however, is still below the County at 22%.

Figure 2.15 Percent of Households below the Poverty Level



Source: U.S. Census

B. COMMUNITY HEALTH CONDITIONS

Overall Community Health

Residents of the City of West Hollywood lived longer, had better access to health insurance, and had lower rates of adult obesity and chronic diseases associated with obesity than Los Angeles County residents. Specifically, according to the Los Angeles County Public Health Department and the U.S. Census:

The life expectancy at birth for residents born in the City of West Hollywood was 83.3 years, three years longer than the County in 2006.

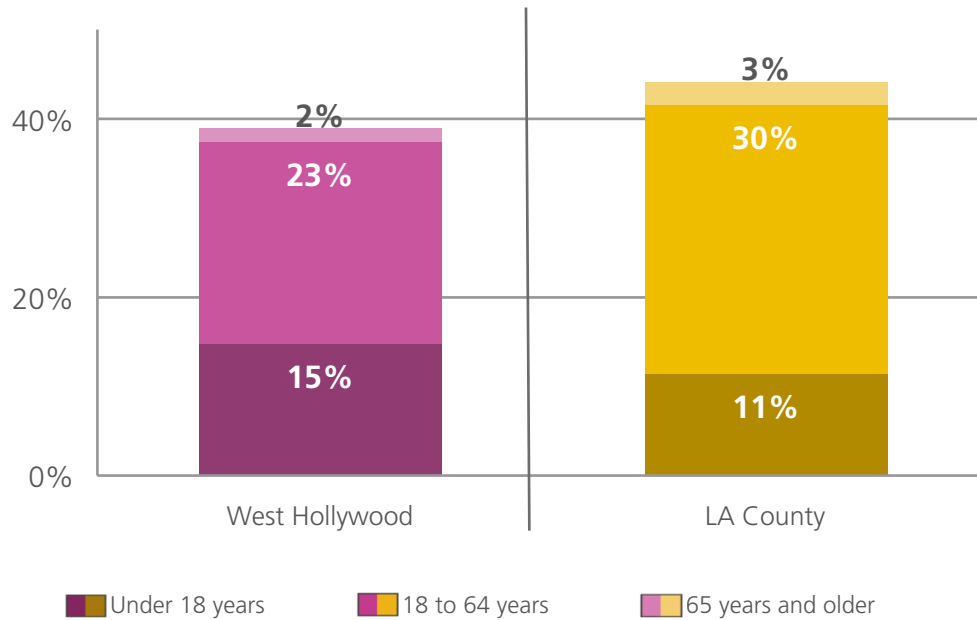
- West Hollywood ranked 17th for life expectancy at birth for residents, placing it in the top quartile overall among jurisdictions in the County.

Nineteen percent of West Hollywood residents did not have health insurance in 2010, compared to 23% of Los Angeles County residents.

- Residents of West Hollywood generally had better access to health insurance than County residents, except for those residents of West Hollywood under 18 years old, of which 15% were reported as uninsured compared to just 11% in Los Angeles County as a whole.



Figure 2.16 Percent Uninsured by Age Group



Source: U.S. Census

Fifteen percent of West Hollywood adult residents were obese in 2007, 9% below the County.

- The City ranked 22nd among jurisdictions in the County for a lowest proportion of obesity among residents, placing it in the top quartile overall.

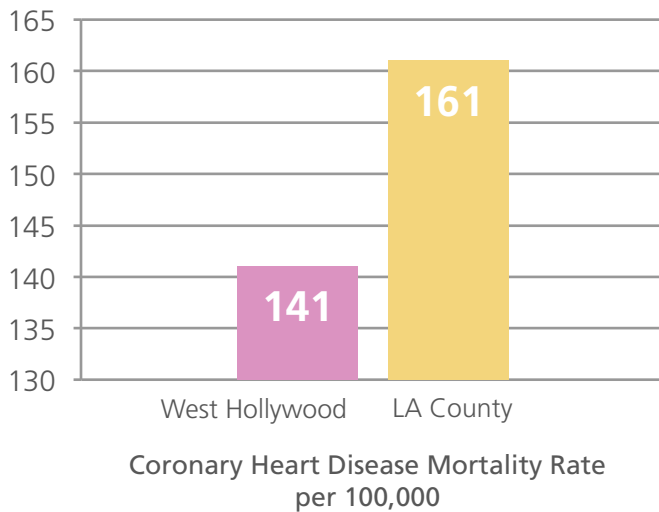
Higher rates of obesity increase the risk for a number of chronic diseases, including diabetes, coronary heart disease, and stroke.

- West Hollywood had rates of diabetes mortality (15 deaths per 100,000), stroke mortality (25 deaths per 100,000), and coronary heart disease mortality (141 deaths per 100,000), all well below the County rates.

Chronic Disease and Mortality

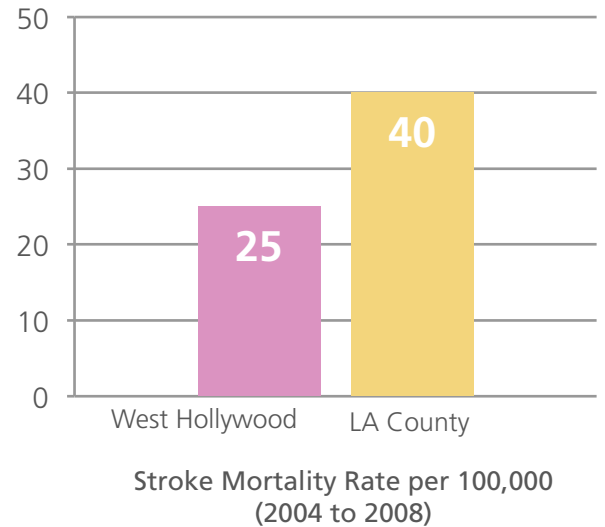
West Hollywood residents generally have much lower rates of chronic disease and obesity compared to Los Angeles County.

Figure 2.17 Coronary Heart Disease Rate



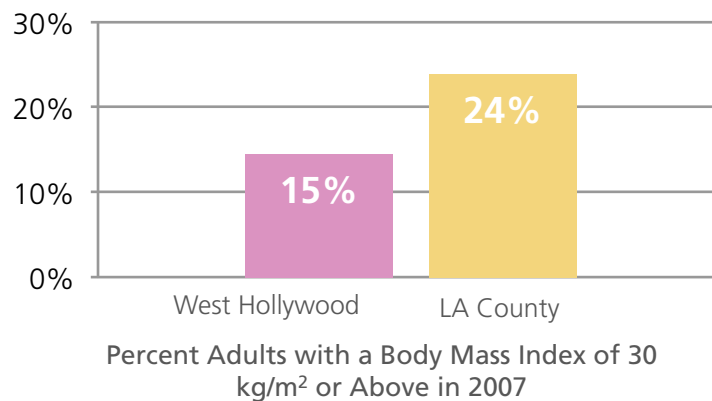
Source: County of Los Angeles Public Health Department, 2011

Figure 2.18 Stroke Mortality Rate



Source: County of Los Angeles Public Health Department, 2011

Figure 2.19 Adult Obesity Rate



Source: County of Los Angeles Public Health Department, 2011

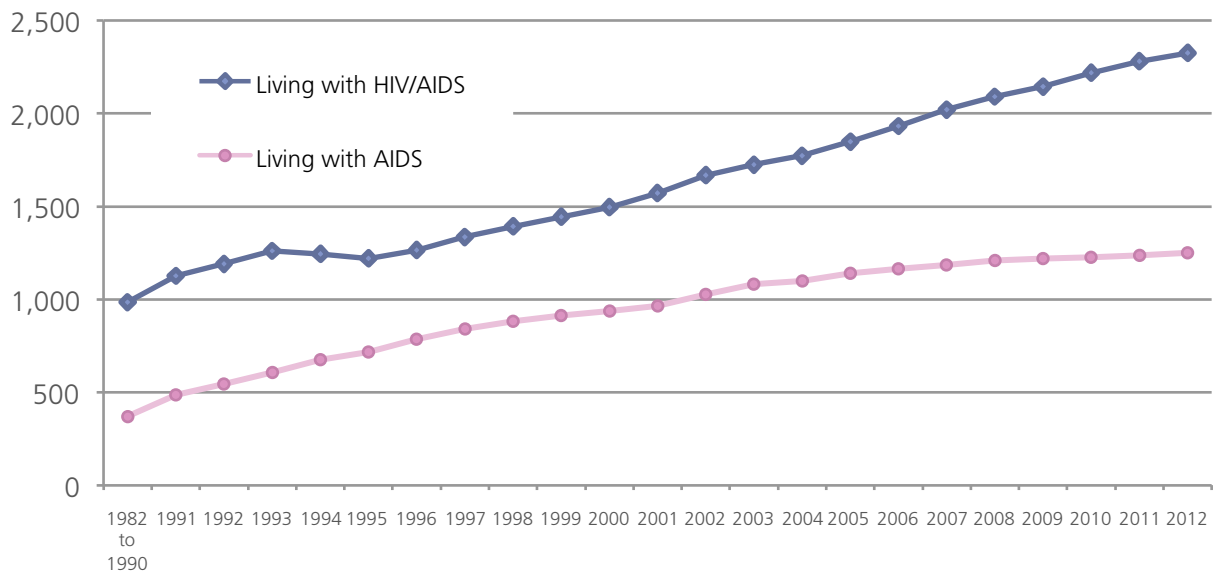
HIV/AIDS

HIV and AIDS have disproportionately impacted the community of West Hollywood. The City continues to have some of the highest numbers, proportions, and rates of persons living with HIV in the County. The following section includes data from 1982 to 2012 provided by the Los Angeles County Public Health Department. Due to reporting delays, the data for 2010, 2011, and 2012 are considered provisional and may be revised in the future. Key findings include:

In West Hollywood, the cumulative number of people living with HIV and the cumulative number of people living with AIDS continued to increase.

- In 2012, the number of people living with HIV/AIDS in West Hollywood was reported to be 2,328.
- The number of people living with AIDS was 1,250.
- Just under 7% of residents in West Hollywood are living with HIV/AIDS.

Figure 2.20 People Living with HIV and People Living with AIDS

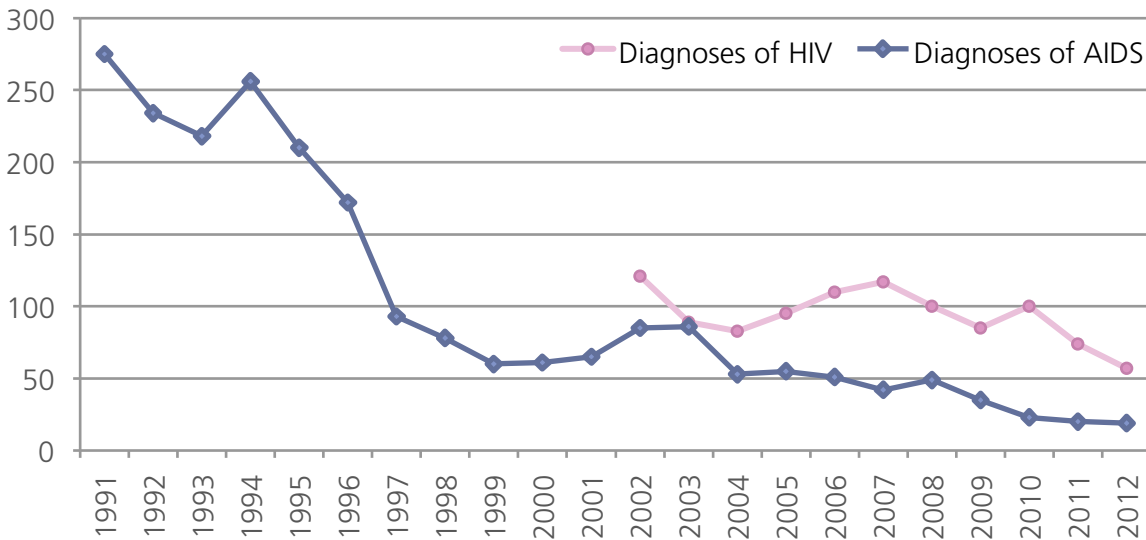


Source: County of Los Angeles Public Health Department, 2013

The number of AIDS diagnoses per year and the number of deaths attributed to AIDS continued to decrease.

- New diagnoses of AIDS exceeded 200 per year in the mid-1990s, falling to 35 in 2009.
- Similarly, during the mid-1990s, over 150 people died from HIV/AIDS each year, decreasing to 31 in 2009.
- In line with national and state trends, diagnoses of HIV and AIDS in West Hollywood continue to decrease, although data for the last three years (2010–2012) are considered provisional due to reporting delays. Deaths related to HIV/AIDS also continue to decline in West Hollywood.

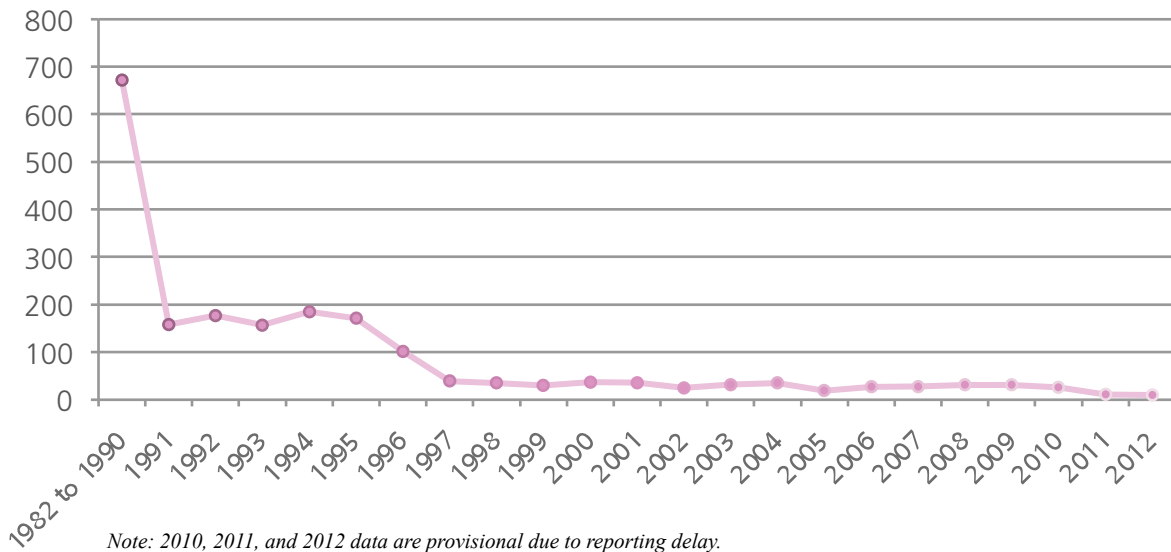
Figure 2.21 Diagnoses of HIV and Diagnoses of AIDS



Notes: 2010, 2011, and 2012 data are provisional due to reporting delay. There were 1,073 diagnoses of AIDS between 1982 and 1990. The reporting of people diagnosed with HIV did not begin until 2002 in California.

Source: County of Los Angeles Public Health Department, 2013

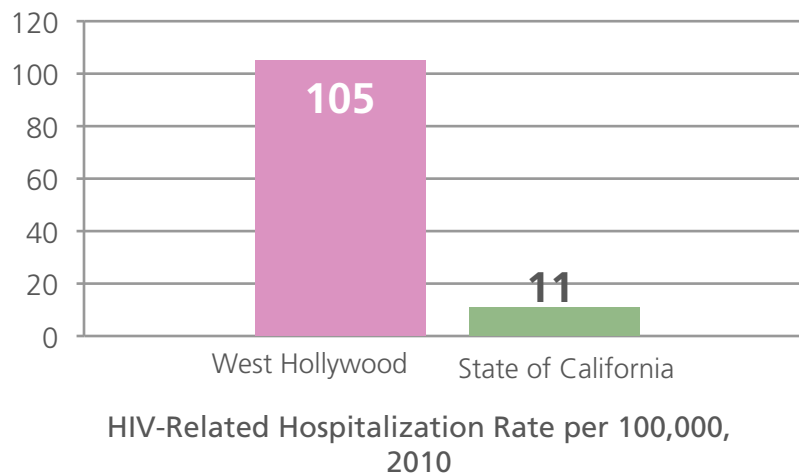
Figure 2.22 Deaths Reported among Person Infected with HIV or AIDS



Source: County of Los Angeles Public Health Department, 2013

West Hollywood had a much higher rate of HIV-related hospitalizations than the statewide rate (105 per 100,000 compared to 11 per 100,000).

Figure 2.23 HIV-Related Hospitalization Rate



Source: California Office of Statewide Health Planning and Development, 2010

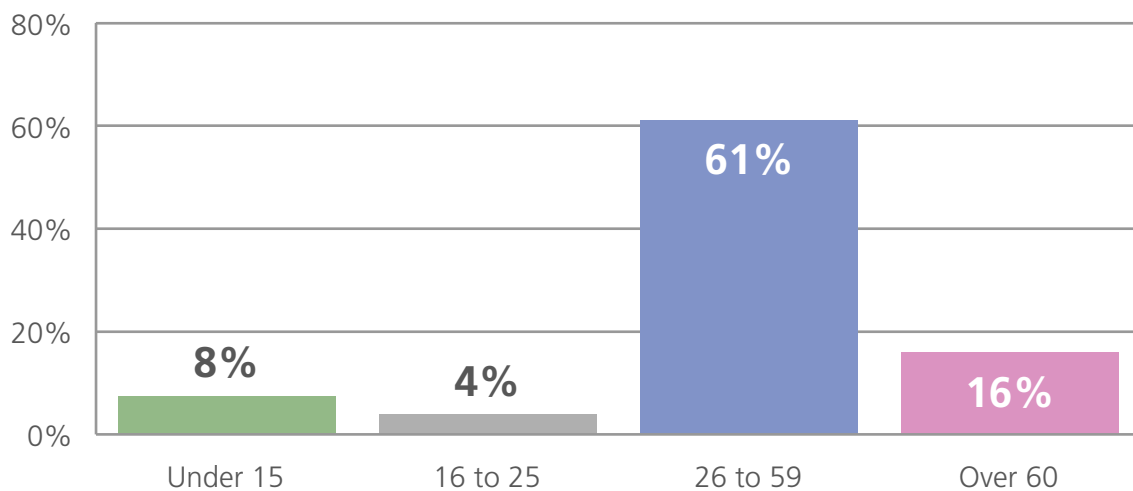
Mental Illness

Mental illness describes a number of disorders that interfere with normal social function, such as a person's thinking, feeling, mood, or ability to relate to others. Data on mental health issues is difficult to acquire, and thus the following section includes a somewhat limited number of indicators about mental health, using readily available data from the Los Angeles County Department of Mental Health. In West Hollywood, women and middle-aged adults were more likely to suffer from emotional disturbance or mental illness.

The estimated number of residents living with a serious emotional disturbance or serious mental illness was 2,628 for West Hollywood in 2007, 8% of the total population.

- Women accounted for 1,288 of the estimated people with a serious emotional disturbance or serious mental illness, 9% of all women in West Hollywood.
- Men accounted for 1,339 of the estimated people with a serious emotional disturbance or serious mental illness, 7% of all men in the City.
- Sixty-one percent of the people with a serious emotional disturbance or serious mental illness were adults age 26 to 59.
- In comparison, 6% of the total population in Los Angeles County is living with a serious emotional disturbance or serious mental illness. Six percent of all men and 7% of all women were estimated as living with a serious emotional disturbance or serious mental illness in the County.

Figure 2.24 Percentage of Population with a Serious Emotional Disturbance or Serious Mental Illness by Age in West Hollywood



Source: Los Angeles County Department of Mental Health, 2010.

The hospitalization rate for patients with any schizophrenic, affective psychosis, neurotic disorder, or paranoid and senile state diagnosis per 100,000 people for West Hollywood was 360.5 per 100,000, substantially lower than the statewide rate of 551.7, according to the Office of Statewide Health Planning and Development.

Alcohol, Tobacco, and Substance Abuse

Alcohol consumption and tobacco use are among the leading causes of death and disability in Los Angeles County. West Hollywood had high rates of adult smokers, alcohol outlets, and alcohol-related harms compared to other cities and communities in the County. Neither the state nor the Los Angeles County Public Health Department publishes data related to the rate of alcohol or drug use at the City level. Key highlights include:

The prevalence of cigarette smokers was higher in West Hollywood than the County as a whole.

- It was estimated that approximately 6,800 people smoke in the City (19.6%) compared to the County (14.3%).

West Hollywood had some of the highest rates of on-sale (47.3 outlets per 10,000 residents) and off-sale (11 per 10,000) alcohol outlets in Los Angeles County.

- Other entertainment destination communities, such as Santa Monica (25.5 on-sale rate and 8.7 off-sale rate) and Hermosa Beach (38.6 on-sale rate and 11.3 off-sale rate), had similar alcohol outlet rates to West Hollywood.
- The average rate of on-sale and off-sale outlets for the County as a whole was 8.9 and 6.7, respectively.

West Hollywood ranked near the top of cities and communities in Los Angeles County for motor vehicle collisions involving alcohol and alcohol-related death rates.

- Between 2009 and 2011, the rate of collisions involving alcohol per 10,000 residents in the City was 26.7 (92 collisions), which was twice as high as the County rate (13.1).
- The City's collision rate involving alcohol decreased 24% from 2006 through 2008.

Between 2000 and 2007, the City's alcohol-related death rate was 10 per 100,000 residents (approximately three total deaths).

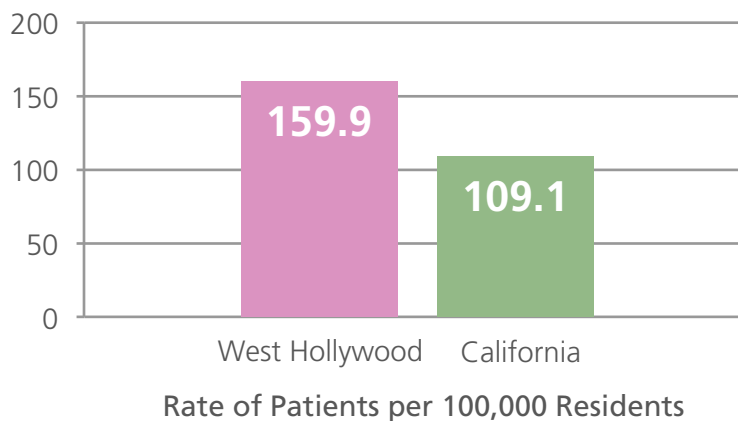
Figure 2.25 Alcohol Related Harms



Source: Raimi & Associates, 2013
County of Los Angeles Public Health Department, 2011

The rate of hospital patients categorized as having alcohol or drug dependence was higher for West Hollywood (159.9 per 100,000) than the statewide rate (109.1 per 100,000), according to the Office of Statewide Health Planning and Development.

Figure 2.26 Rate of Hospital Patients Categorized as Having Alcohol or Drug Dependence



Source: California Office of Statewide Health Planning and Development 2010



C. HOUSING CONDITIONS

During the last 10 years, the composition of the City's housing stock changed relatively little with the addition of 375 new units. However, the total population decreased. This was due to a lower average household size and fewer total households.

The proportion of homeowners to renters has remained constant, but residents moved less frequently than in previous decades.

- Since 1990, the proportion of the West Hollywood renters versus those who own their home has remained constant at 78% renters and 22% owners. The County has 52% renters versus 48% owners.

The percentage of West Hollywood residents that moved in the last five years decreased. In 2010, 39% of households in West Hollywood had moved in the last 5 years, down from 60% in 2000. In 2010, the County-wide percentage of movers within the last five years was 33%.

Figure 2.27 Household Type

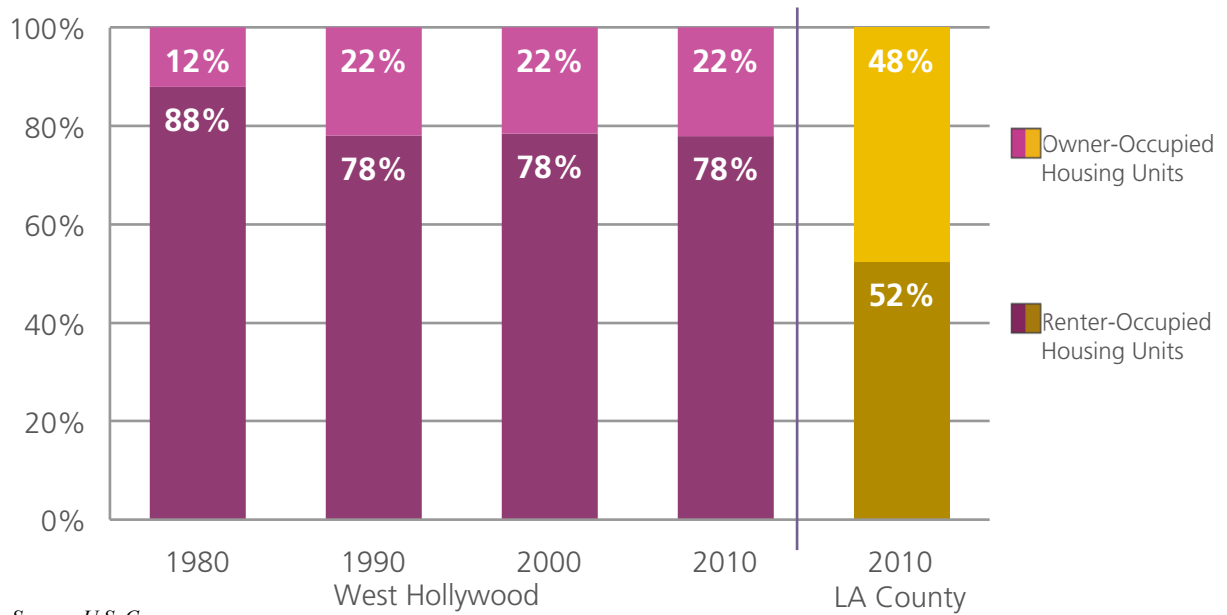
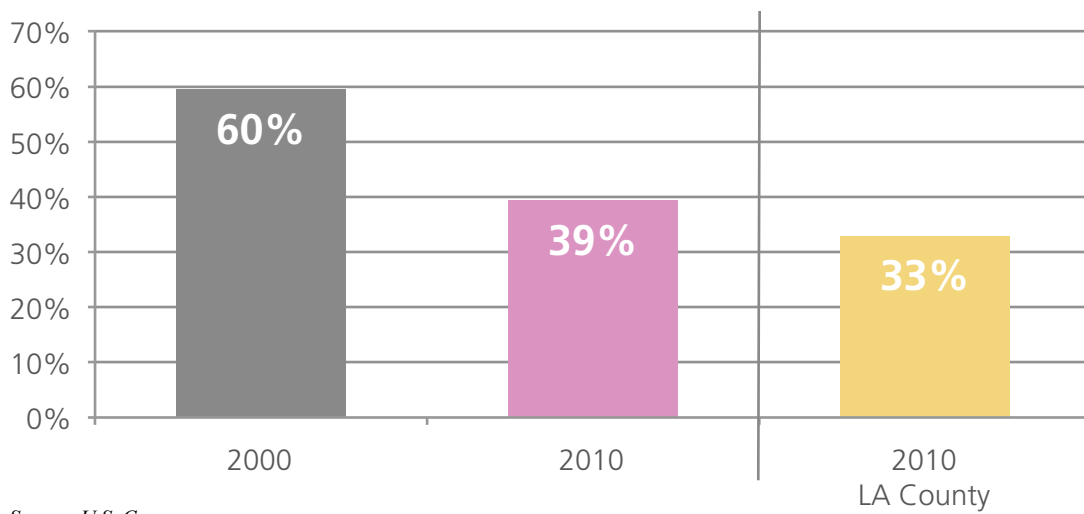


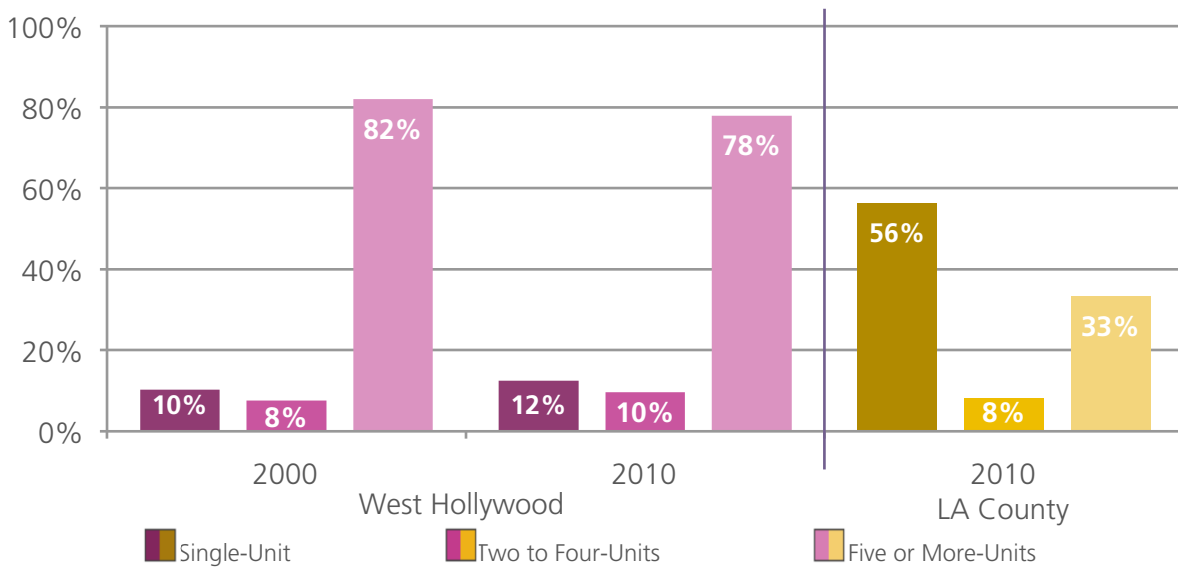
Figure 2.28 Households Moving within the Last 5 Years



The majority of households (78%) live in buildings with five or more units.

- Twelve percent of households live in single-unit buildings and another 10% live in buildings with two to four units.
- The proportion of households in buildings with five units or more has remained constant since 2000.

Figure 2.29 Households by Housing Unit Type



Source: U.S. Census

The City’s housing stock has remained predominantly buildings with five or more units, as it has for several decades.

- Two percent, or 375 units, of the City’s total existing housing units were constructed between 2000 and 2010.

D. TRANSPORTATION AND MOBILITY

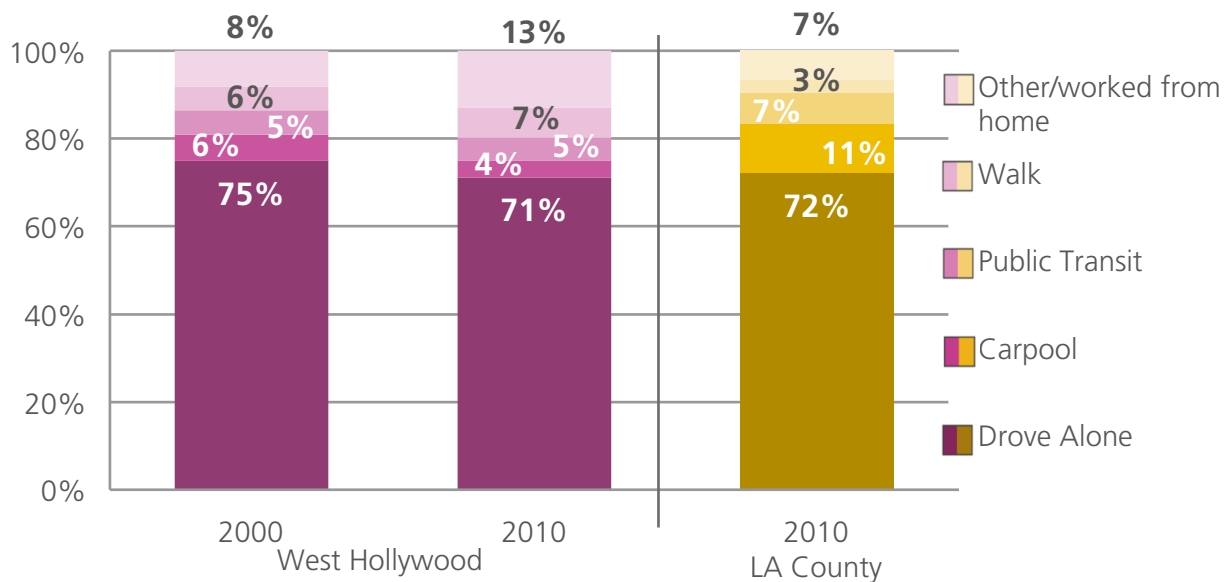
Compared to Los Angeles County, residents of West Hollywood were more likely to commute by walking, work from home, travel fewer minutes to work, and live in a household without a car than the average County resident.

Compared to past decades, an increasing share of West Hollywood residents walked to work or worked from home/other, while a smaller proportion of the City population drove to work.

- In 2010, 7% of West Hollywood residents walked to work, 13% worked from home/other, 5% took transit, 4% carpoled, and 71% drove alone. Compared to the County, the City had lower rates of transit use, carpooling, and driving alone.



Figure 2.30 Means of Transportation to Work

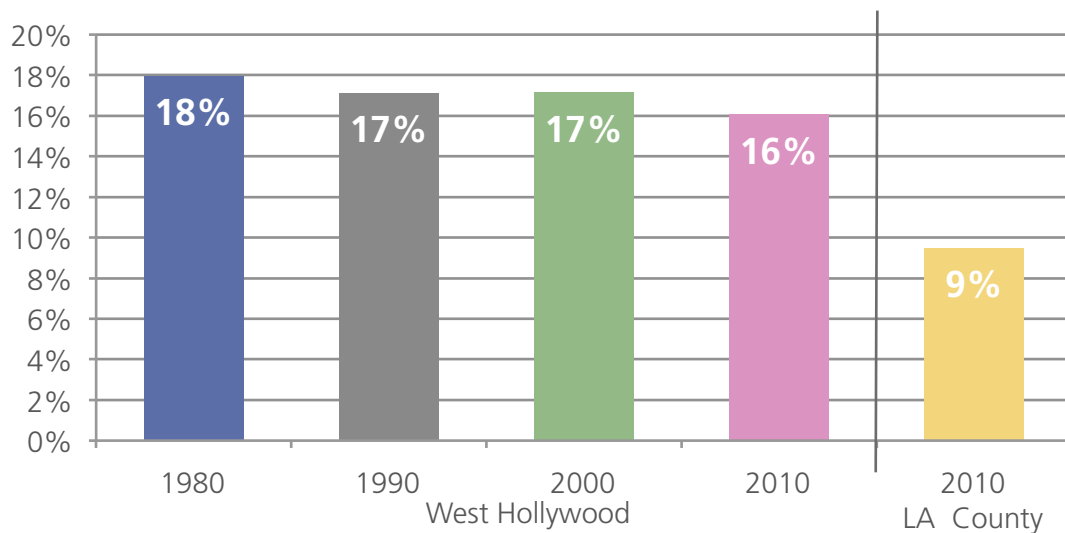


Source: U.S. Census

The City had a high proportion of households without access to vehicles (16%) in 2010.

- While this proportion of the population has been decreasing gradually from 18% of households in 1980, it was still nearly double the County (9.5%).

Figure 2.31 Households without access to a vehicle



Source: U.S. Census

Transit riders in West Hollywood were wealthier, more likely to be U.S. citizens, and less likely to have access to a vehicle than the average County transit rider.

- Eighty-two percent of West Hollywood transit users made \$14,999 or more per year, compared to only 55% of County riders.

E. SOCIAL SERVICES NEEDS

Community study participants indicated their social services needs through a statistically-valid survey and the community outreach and engagement events. The following section provides an overview of community-wide social services needs, which include social service programs, transportation and mobility, and housing preferences in West Hollywood.

Social Service Programs

The following section describes community-wide social services needs identified from the community survey and public outreach and engagement activities.

Community Survey Results

Important Social Services for the City to Support and Current Performance

Community survey participants rated the importance of the City's financial support for 22 community programs and services. Participants also indicated their satisfaction with the City's current performance. Both importance and satisfaction ratings were made using a five-point scale that ranged from low satisfaction (1) to high satisfaction (5). Importance and satisfaction ratings were determined by calculating the mean score of all responses to reflect the overall importance of each service area.





Statistically-valid survey respondents indicated the City’s financial support as most important for these social services¹:

1. Neighborhood crime prevention programs
2. Parks and recreation programs
3. HIV prevention and education
4. Low-cost transportation services, including taxi coupons, Cityline Shuttle, and Dial-a-Ride

Statistically-valid survey respondents are most satisfied² with the City’s current performance regarding the following social services:

1. HIV prevention and education
2. Special events, festivals, and community gatherings
3. Parks and recreation programs
4. Food or meals for residents with special needs
5. Low-cost transportation services, including taxi coupons, Cityline Shuttle, and Dial-a-Ride



¹ City financial support for programs and services other than social services were also rated as important including: providing law enforcement services, providing fire protection services, and disaster and emergency preparedness measures.

² The City’s current performance of programs and services other than social services were also rated as important including: law enforcement, fire protection, and public art programming.

In addition, community members who completed the survey which was generally available indicated the following preferences:

1. Food or meal services for residents with special needs
2. Legal services
3. Counseling/emotional support
4. Affordable housing support
5. Health care services
6. Child care
7. Job training and placement
8. Programs for at-risk youth

Respondents are most satisfied³ with the City's current performance regarding the following social services: assistance in resolving disputes, disaster and emergency preparedness measures, and low-cost transportation services.

Most Important Needs

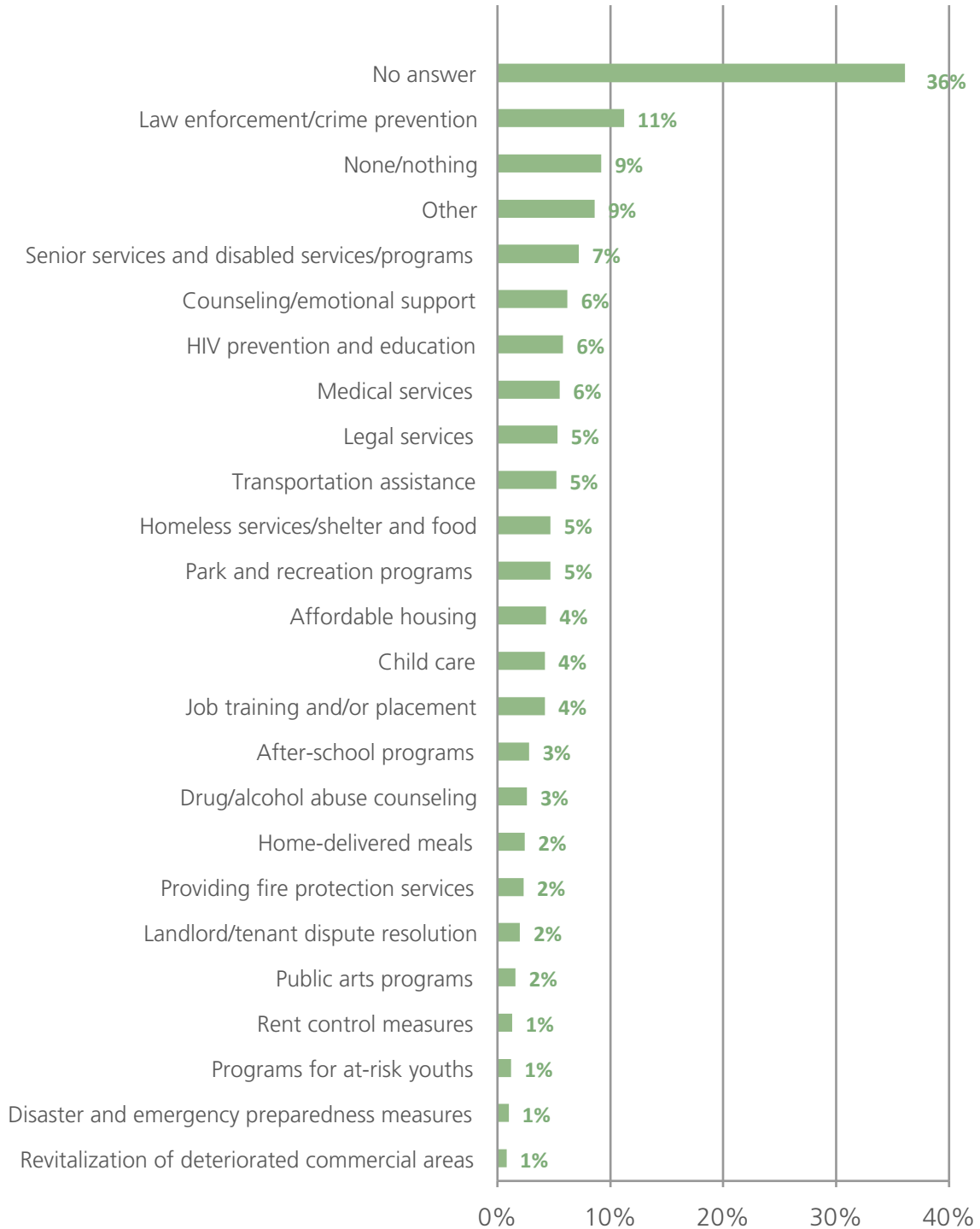
Statistically-valid survey respondents were asked to indicate the two most important social services needs to their household. Aside from law enforcement/crime prevention (which was ranked highest, but is not a social service), the following social services were ranked as the most important to West Hollywood households:

1. Senior services and disabled services/programs
2. Counseling/emotional support
3. HIV prevention and education
4. Medical services
5. Legal services

³ The City's current performance of programs and services other than social services were also rated as important including: law enforcement, fire protection, and public art programming.

The following graph provides 2013 community survey results:

Figure 2.32 Most Important Social Services by Household



Source: 2013 Community Survey

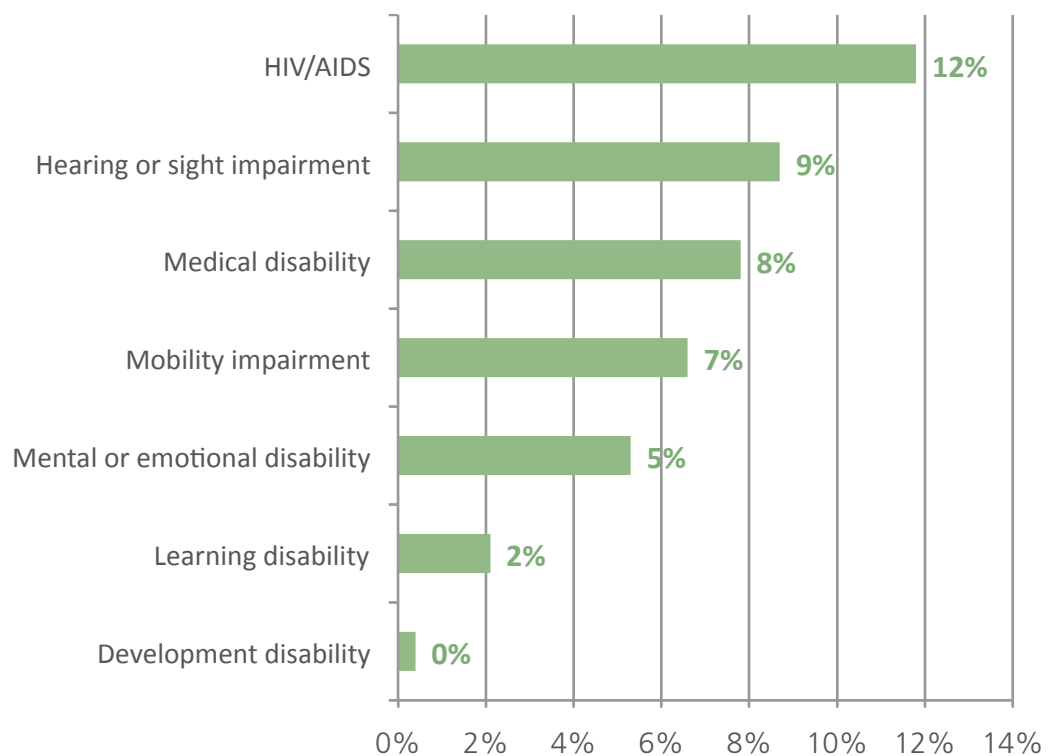
Community members who completed the generally available survey indicated that these services were most important to their household:

1. Medical services
2. Senior and disabled services
3. Affordable housing
4. Transportation assistance

Household Health Issues and Related Needs

Statistically-valid survey respondents indicated the health issues that affected their household and the related social services needs. Of the participants who identified household health-related issues (29%), HIV/AIDS was the most common health issue.

Figure 2.33 Household Health Issues



Source: 2013 Community Survey



“The City of West Hollywood is extremely innovative and forward-thinking!”

- Law enforcement team member



Public Outreach Summary

In addition to the community survey, participants in public outreach and engagement activities provided feedback on social services at pop-up workshops, the community meeting, focus groups, comment cards, the generally available survey, and during interviews.

Community members affirmed that it is very important that the City support social services for community members in need.

Community-wide Funding Priorities and Resources

At the pop-up workshops and community meeting, participants were invited to specify their social services funding priorities. The pop-up workshop budget bucket exercise provided an opportunity for participants to choose up to three funding priorities from eight groups of social services. Similarly at the community meeting, participants were invited to specify their own top three from a list of eight social services funding priorities and then work as a small group to choose the group’s top three priorities.

The pop-up workshop and community meeting participants agreed on the following top five social services funding priorities:

1. Health care services
2. Services to maintain independent living
3. Services for people who are homeless
4. Substance abuse and mental health services
5. Children and youth programming

Overall, participants noted that funding resources and the cost of services are the biggest challenges for social services in the future. Providing services for people in lower income brackets is another upcoming challenge that the community identified.

Provision of Social Services

Key themes regarding the provision of social services from the community outreach and engagement activities include:

Support innovative ways to provide social services.

As funding becomes more of a challenge, participants suggested exploring innovative ways of providing and delivering services.

Ensure coordination among social services providers.

Participants suggested increasing coordination and communication among social services providers regarding service-related information and service delivery in West Hollywood. Participants suggested ensuring that efforts are not duplicated and services are effective.

Explore opportunities to better understand target markets and service provision effectiveness.

Participants suggested taking steps toward a better understanding of who uses social services and how effective those services are.

Ensure social services are accessible for all community groups.

Participants suggested providing social services to all parts of the City equitably and providing transportation options to all social services locations.

Health Care Services

Key themes from the community outreach and engagement include:

Provide information and education regarding affordable health care services.

Participants expressed concern for community members and small-business owners' access to and quality of health care. They suggested the City present health care information at the community





“Our community needs more options for substance abuse recovery programs.”

- Human Services Commissioner

center, in people’s homes, and at fairs and events so that community members will understand their health care services options.

Continue to support education and testing for sexually transmitted diseases.

Participants expressed concern that community members are not adequately aware of the health impacts of sexually transmitted diseases.

Provide services for community members who are victims of abuse and domestic violence.

Participants expressed concern for victims of domestic violence and supported services for community members in need. Participants noted that information and outreach should be gender-neutral since domestic violence can happen in both same-sex and opposite-sex partnerships.

Services to maintain independent living

Key themes from the community outreach and engagement include:

Ensure all community members in need have access to healthy food.

Participants suggested the City explore opportunities to open food delivery programs to low-income families, as well as to seniors and people who are not well. Others suggested expanding food stamps to include fresh food purchases at farmer’s markets.

Substance abuse services

Key themes from the community outreach and engagement include:

Explore opportunities to provide substance abuse prevention education and information throughout the community.

Participants recognized the City of West Hollywood as a destination in the region for parties and entertainment. Some suggested providing information and resources in City bars, clubs, and

retail stores. Others suggested a targeted social media and marketing campaign.

Ensure that substance abuse recovery programs include mental health services and services for people who are homeless.

Participants indicated the importance of providing social services and programs specific to the following different community needs: substance abuse and recovery, mental illness, and homelessness.

Participants noted that each of these health needs deserved different types of counseling and support. Participants expressed a need for more recovery coaches, counselors, and psychotherapists.

Mental Health

Key themes from the community outreach and engagement include:

Enhance mental health services in West Hollywood.

Participants expressed a need for more mental health service providers in the community. Law enforcement has several challenges regarding the mentally ill and is interested in around-the-clock availability of services, including a mental health expert who can conduct psychiatric evaluations.

Explore opportunities to ensure mental health services are affordable.

Participants suggested exploring opportunities to ensure that medication and counseling are accessible and affordable for community members in need.

“We could have more lasting impact on people's lives if mental health professionals worked side-by-side with our department.”

- Law enforcement officer

“The career service center is a wonderful program, especially for young people. My son belongs there and loves it!”

West Hollywood resident



Job training and employment services

Key themes from the community outreach and engagement include:

Explore opportunities to increase the number of jobs in West Hollywood and for residents.

Participants expressed concern for unemployed and underemployed community members. They support the employment training program located at the West Hollywood Library and job fairs. Participants suggested partnering with local production and industry businesses to conduct training, provide internships, and support a job program and increase economic diversity in the community.

Legal Services

Key themes from the community outreach and engagement include:

Continue to support legal services.

Participants supported continuing to provide legal services for community members in need.

Transportation and Mobility

The following section describes transportation and mobility findings from the community survey and public outreach activities.

Community Survey Results

Transportation Services Use and Satisfaction

Overall, less than 7% of survey respondents who responded use a transportation service every day. The most frequently used service is the MTA bus with 13% of respondents riding it a few days a week or more.

The following table provides the use of transportation services by survey respondents.

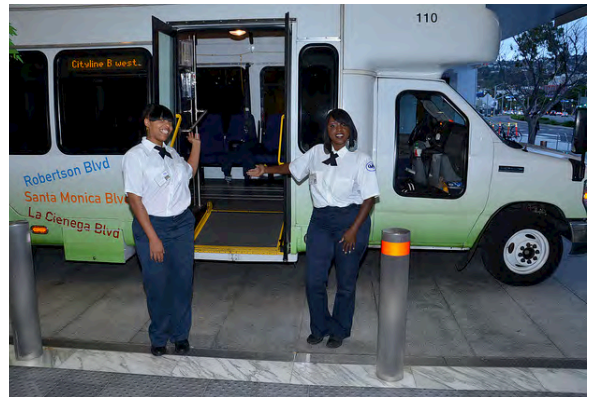


Table 2.1 Transportation Service Use

	Every day	A few days a week	A few days a month	Rarely/ never	Not aware of this service	NA/blank
a. Cityline Shuttle	.4%	2.5%	10.8%	64.4%	10.9%	11.0%
b. Dial-a-Ride	.5%	.7%	9.9%	58.8%	20.7%	9.4%
c. Taxi Coupon Subsidy Program	.5%	1.5%	9.2%	47.5%	32.0%	9.3%
d. Access Services	.6%	1.1%	1.9%	54.4%	32.0%	9.9%
e. MTA Bus	6.1%	7.2%	9.1%	67.4%	2.9%	7.2%
f. Metro Red Line	1.6%	4.3%	8.6%	72.7%	5.3%	7.5%

Source: 2013 Community Survey

Comparatively, the general community survey respondents use Cityline Shuttle and the MTA bus every day or a few days a week, significantly more than statistically-valid survey respondents. A higher percentage of general survey respondents were aware of all transportation services compared to the statistically-valid survey respondents.

Statistically-valid survey respondents who do use transit, use it to travel to shop and run errands (24%), work (17%), medical appointments (16%), and other locations (18%). They rate transportation services in this order, from most satisfied to least satisfied:

1. Dial-a-Ride
2. Metro Red Line
3. Access Services
4. MTA bus
5. Cityline Shuttle
6. Taxi coupons

Transit Use Encouragement

When asked the most important things West Hollywood could do to encourage more frequent transit use, survey respondents shared the following suggestions:

- Provide better information about routes/times (30%)
- Increase how frequently the transit services run (23%)
- Increase the days and hours of service (13%)
- Increase the helpfulness of transit drivers (9%)
- Assistance getting to and from the transit vehicle (6%)

Some survey respondents indicated that the City could not do anything to encourage transit use since they prefer to drive (30%), prefer to walk (24%), and/or prefer to bicycle (5%).

Public Outreach Summary

In addition to the community survey, public outreach and engagement activities provided an opportunity for community members to give feedback on transit, cycling, pedestrian mobility, traffic and congestion, and mobility needs.

Transit

Key themes from the public outreach and engagement activities include:

Ensure buses connect key community locations.

Participants suggested Cityline expand its routes and service frequency to meet community need. Several participants suggested adding a bus stop near Plummer Park on the Metro rapid route.

Improve bus amenities.

Participants suggested that bus amenities could be improved with better signage, benches, shelters, and payment options. Participants suggested providing incentives to ride transit, such as onboard WiFi.

Enhance transit marketing to increase ridership.

Participants suggested enhancing Cityline and Metro marketing to appeal to a wide variety of community members. Posters, radio, print materials, and other marketing tools targeted to community members of all ages and ability were suggested.

Bicycles

Key themes from the public outreach and engagement include:

Enhance bicycle traffic law education and enforcement.

Participants expressed an interest in enforcing bicycle traffic laws to reduce the number of bicycles on the sidewalk and improve road safety for bicycles, pedestrians, and motorists. Community members suggested posting signage around the community to inform people of the traffic rules.

Encourage bicycle use as a form of transit.

Community members expressed gratitude for the new bicycle lanes and the Bicycle Task Force. Some participants suggested increasing the amount of bicycle parking amenities and enhancing bicycle lanes. Others encouraged the City to work regionally to improve bicycle travel connections beyond West Hollywood City limits.

"I'd like to see signage posted around the City that helps cyclists understand the rules regarding sharing the sidewalk with pedestrians."

West Hollywood resident

“Walking is great in West Hollywood! I walk everywhere!”

- West Hollywood resident

Pedestrian Mobility

Key themes from the public outreach activities include:

Improve on existing walkability qualities.

Participants suggested improving the maintenance of sidewalks and widening sidewalks, particularly on the east side of town. Community members suggested closing a few major streets on a weekend day to increase pedestrian mobility.

Increase safety for pedestrians.

Some participants noted that they do not feel safe walking at night and suggested increasing street lighting throughout the City.

Traffic and Congestion

Key themes from the public outreach and engagement activities include:

Reduce traffic and congestion.

Participants noted that traffic congestion and parking are difficult in the City, particularly on weekends. Participants suggested traffic management solutions, such as car sharing options and a weekend shuttle for visitors.

Mobility Needs

Key themes from the public outreach and engagement activities include:

Understand mobility needs.

Participants suggested studying resident mobility choices and identifying gaps in transportation services.

Provide transportation services for community members aging in place.

Participants noted that as the population ages, public transit will become a necessity for community members. Participants suggested ensuring maps and timetables are easy to read and providing transit training classes.

Housing

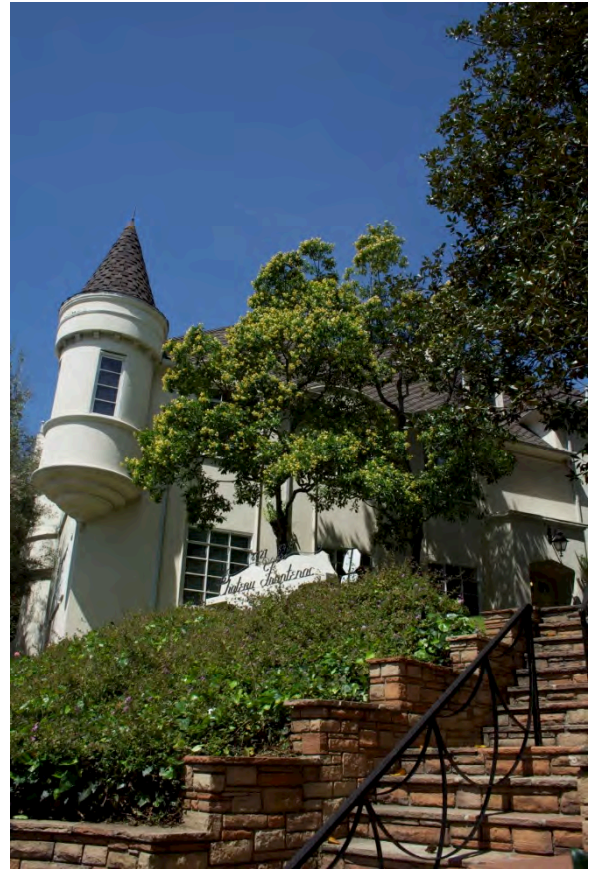
The following section describes community-wide housing needs from the community survey and public outreach and engagement activities.

Community Survey Results

Housing Tenure and Type

Respondents (56%) have lived in West Hollywood for 10 years or more and nearly half (44%) have lived in their current housing unit for 10 years or more. The majority of respondents (52%) live in an apartment or duplex. The majority of survey participants rent their residence (52%).

The following tables demonstrate survey participants' housing tenure and housing type responses.



“We need to improve the housing stock and the lives of the people who live in it.”
– City Councilmember

Table 2.2
Number of Years Living in
West Hollywood

Number of Years	Percentage
1-3 years	21.3%
4-6 years	12.1%
7-9 years	10.9%
10+ years	55.7%

Source: 2013 Community Survey



Table 2.3 Housing Unit

Number of Years	Percentage
1-3 years	31.2%
4-6 years	14.7%
7-9 years	9.9%
10+ years	44.3%

Source: 2013 Community Survey

Table 2.4 Type of Housing

Type of Housing	Percentage
Apartment or duplex	52.0%
Condominium	32.6%
Single-family home	11.8%
Retirement home/group living quarters	1.4%
Other	1.2%
NA/blank	1.0%

Source: 2013 Community Survey

Table 2.5 Housing

Own or Rent?	Percentage
I own my own residence or share ownership	41.0%
I rent under a government housing subsidy or low-income program (e.g., HUD building, Section 8, the City's inclusionary housing program, West Hollywood Community Housing Corporation)	4.7%
I rent my residence (no housing subsidy)	52.3%
Other	1.1%
NA/blank	.9%

Source: 2013 Community Survey

A higher percentage of general community survey respondents live in apartments or duplexes and a smaller percentage live in condominiums compared to the statistically-valid survey respondents. A significantly higher percentage of general survey respondents (nearly 20%) rent under a government housing subsidy or low-income program.

Household Characteristics

The vast majority of survey respondents live in one- (49%) or two-person (41%) households. Of those who live with another adult, 16% live with their domestic partner (gay, lesbian, or non-married heterosexual) and 14% live with their opposite-sex legal spouse. Of those respondents who live with children ages 18 years or younger, the majority (61%) live with a child who is four years old or younger.

The following tables demonstrate survey respondents' household characteristics.



Table 2.6
Living Arrangement of Participants Living with Another Adult

Living Arrangement of Participants Living with Another Adult	Percentage
I live by myself	48.1%
I live with my domestic partner (gay, lesbian, or non-married heterosexual)	16.1%
I live with my same-sex legal spouse	3.0%
I live with my opposite-sex legal spouse	13.6%
I live with a roommate/housemate	13.2%
Other	3.4%
NA/blank	2.7%

Source: 2013 Community Survey

Table 2.7
Ages of Children Living in Participant Households

Age of Children	Percentage
0-4 years old	61.2%
5-6 years	27.6%
7-8 years	21.6%
9-10 years	10.0%
11-12 years	5.5%
13-14 years	10.3%
15-16 years	9.0%
17-18 years	3.9%

Source: 2013 Community Survey

Table 2.8
Number of Persons Living in Participant Households

Number of Persons per Household	Percentage
One-person household	48.8%
Two-person household	41.4%
Three-person household	4.6%
Four-person household	3.1%
Five-person household	.4%
Six-person household	.1%
NA/blank	1.5%

Source: 2013 Community Survey

General survey respondents consistently rated the condition of items in their rental unit higher compared to statistically-valid survey respondents. Though statistically-valid survey respondents declared plumbing to be in the worst condition, general survey respondents felt that the distinction should go to carpet and flooring.

Living Costs and Housing Conditions of Renters

Of those statistically-valid survey respondents who rent their home, approximately half (52%) pay \$1,499 per month or less for rent. The majority (61%) pay \$100 or less for basic utilities.

When asked about the quality of items in their home, respondents who rent indicated that smoke detectors were in the best condition and plumbing was in the worst condition. Respondents rated the condition of their household items in the following order from better to worse (mean average score):

1. Smoke detectors
2. Interior paint
3. Carpeting and flooring
4. Door, windows, and screens
5. Window coverings
6. Bathroom fixtures
7. Plumbing

Fifty-six percent of statistically-valid survey respondents would feel comfortable asking their landlord to repair or replace any of the above household items if it were in poor condition. Fifteen percent had contacted City Hall for a property maintenance issue and, of those who had, 74% were very or somewhat satisfied with the experience.

Table 2.9
Cost of Monthly Rent

Rent	Percentage
\$0-\$999	23.0%
\$1,000-\$1,499	29.2%
\$1,500-\$1,999	18.1%
\$2,000 and up	16.9%
NA	12.9%

Source: 2013 Community Survey

Table 2.10
Cost of Monthly Basic Utilities

Utilities	Percentage
\$1-\$50	30.2%
\$51-\$100	31.1%
\$101-\$150	9.9%
\$151+	15.3%
NA	13.4%

Source: 2013 Community Survey



“We must maintain livability, diversity, and housing for all incomes.”

– City Councilmember

Public Outreach Summary

In addition to the community survey, participants in public outreach and engagement activities provided input on affordable, healthy, and accessible housing.

Affordable Housing

Key themes from the public outreach and engagement activities include:

Increase the amount of affordable housing.

It was important to a number of participants to ensure that people can afford to live in West Hollywood. It was mentioned as a priority and a major challenge for social services in the future. Participants communicated the importance of providing affordable living options for low- and medium-income community members.

Support affordable housing information and education.

Participants shared feedback regarding federal and state affordable housing programs and expressed an interest in better understanding affordable housing programs.

Healthy and Accessible Housing

Key themes from the public outreach and engagement activities include:

Improve housing stock.

Participants noted the aging housing stock in West Hollywood and suggested that improvements are needed.

Provide opportunities for community members to age in place.

Participants shared concern for residents who would like to age in place and, without intervention and support, may not be able to stay in their current homes. Participants suggested providing resources for people to enable them to stay in their home as they age.

F. COMMUNICATION AND RESOURCES NEEDS

Community study participants indicated their communication and resources needs through a statistically-valid survey and several community outreach events. The following section provides an overview of community-wide feedback related to City communications and resources.

Community Survey Results

2013 community survey respondents indicated their communication experiences and preferences in West Hollywood.

Communication Experiences

The majority of community survey respondents had received/read information mailed to their home about City meetings or events (66%) or visited the City’s website (61%) in the past 12 months. The vast majority of respondents (82%) are very or somewhat satisfied with the City’s efforts to communicate with residents. Over half of respondents (58%) had interacted with City staff in the past 12 months and the vast majority (84%) were very or somewhat satisfied with their experience.



**Table 2.11
Participant Satisfaction with City
Communication Efforts**

Participant Satisfaction	Percentage
Very satisfied	42.3%
Somewhat satisfied	39.7%
Somewhat dissatisfied	8.8%
Very dissatisfied	4.3%
NA/blank	4.9%

Source: 2013 Community Survey

Communication Preferences

Community-wide, survey respondents prefer to receive information mailed to their home (52%) and via e-mail (46%). The figure below illustrates survey respondent communication preferences.

Table 2.12
Participant Satisfaction with
City Staff Interaction

Participant Satisfaction	Percentage
Very satisfied	60.2%
Somewhat satisfied	23.7%
Somewhat dissatisfied	10.5%
Very dissatisfied	5.0%
NA/blank	.6%

Source: 2013 Community Survey

Table 2.13
Communication Preferences of
Survey Participants

Communication Preferences	Percentage
Via e-mail	45.5%
City website	33.4%
City Facebook page	6.7%
City television channel, WeHo TV	9.8%
Information mailed to home	51.6%
Other	3.7%
NA/blank	4.3%

Source: 2013 Community Survey

Public Outreach Summary

In addition to the community survey, participants in the public outreach and engagement activities provided input on communication with the City and tools to disseminate information.

Coordinating City Information

Key themes from the public outreach and engagement activities include:

Explore opportunities to consolidate information and streamline communications.

Participants noted the large amount of information they receive from various City entities and the number of different places where the information is available. Community members suggested the City develop one central calendar, a biannually mailed central directory of services and resources, and a search tool on the website to access community group-specific information. Participants suggested developing a strategic plan for City communications.

Consider design solutions to communicate City information.

Participants shared that they receive so much information in many different forms that it is difficult to determine what is important and less important.



“City Hall gives excellent service.”

– West Hollywood resident



Tools to Disseminate Information

Key themes from the public outreach and engagement activities include:

Continue to use existing and effective methods of communication.

Community members appreciate the City’s efforts to communicate information to them using the newsletter, mailings, mobile applications, the City calendar of events, and e-mail blasts. Participants suggested using the cable TV station and topic-based e-mail lists more effectively.

Explore opportunities to use new and innovative communication methods.

Participants suggested the City use additional communication methods such as: new technology tools, social media including Twitter and Facebook, text messages, communication kiosks, directional and informational signage, bus and shuttle advertisements, and large billboards.

Continue to reach out to community members.

Participants appreciate the City’s efforts to communicate with residents, but expressed concern that people still do not know about City-related events, resources, and programs.

G. QUALITY OF LIFE

Community Study participants indicated their opinion on quality of life through a statistically-valid survey and several community outreach and engagement events. The following section provides an overview of community-wide feedback related to quality of life in West Hollywood.

Community Survey Results

The vast majority of respondents rated as excellent or good their quality of life (90%) and the job the City of West Hollywood is doing to provide services (88%).

Respondents like the following qualities of West Hollywood most:

1. Pedestrian-oriented (23%)
2. Centrally located (18%)
3. Safe and quiet (17%)
4. Near amenities (15%)
5. Clean and well-kept (10%)

Respondents like the following qualities of West Hollywood least:

1. Traffic and circulation problems (25%)
2. Lack of parking (13%)
3. Homelessness (12%)

The vast majority of survey respondents feel very or somewhat safe in their neighborhood (82%) and in the City as a whole (75%).





Sustainability

Two questions about sustainability were included in the community survey. West Hollywood residents almost always engage in the following sustainability activities:

1. Recycle glass, plastic, aluminum materials (75%)
2. Reduce water/energy consumption (42%)
3. Shop with a reusable grocery bag (38%)
4. Buy Energy Star-certified electronics or appliances (38%)
5. Walk (31%)

However, the following percentage of respondents shared that they never:

1. Use car share services (82%)
2. Ride a bike (65%)
3. Use public transit (56%)
4. Carpool (47%)

Shopping and Retail Choices

Two questions about shopping and retail choices were included in the community survey. West Hollywood residents go outside the City for the following retail options:

1. Grocery stores, farmers' markets
2. Big box stores, home improvement
3. Restaurants

West Hollywood residents would like to see the following retail options within West Hollywood's City limits:

1. Restaurants
2. Big box stores, home furnishings
3. Bookstores, low-cost retail
4. Grocery stores, farmers' markets



Public Outreach Summary

In addition to the community survey, participants in public outreach and engagement activities provided input on safety, diversity and acceptance, and community gathering.

Safety

Increase law enforcement services.

Participants suggested increased crime prevention efforts, traffic law enforcement, and enhanced Sheriff's presence on the east side of the City, in particular.

Diversity and Acceptance

Preserve West Hollywood's unique diversity.

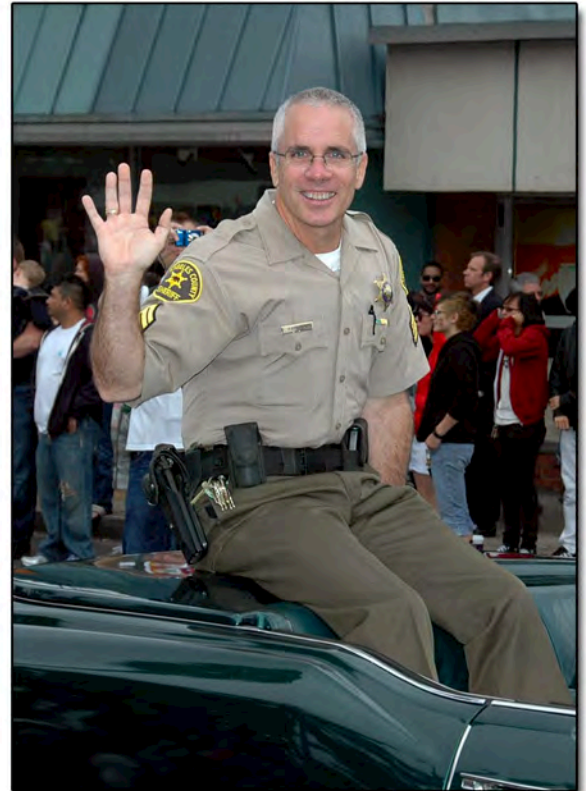
Participants are proud of West Hollywood's historic roots in activism, acceptance, and diversity. The small community feel in the City is also valued by residents. Participants encouraged the City to carry on its legacy and encourage greater ethnic diversity.

Community Gathering

Increase opportunities for community gathering.

Participants support enhancing existing public spaces and increasing community gathering opportunities, such as open space, public plazas, a dog park on the east side of town, and a community theater near the West Hollywood Library. Participants support more community gathering events, such as neighborhood night out and meetings to provide an opportunity to understand and know each other.

In Memory



Lt. Jimmy Farrell

photo: Richard E. Settle, 2011

County of Los Angeles Sheriff's Department – West Hollywood Station





Chapter 3: Key Findings by Community Group

A. OVERVIEW OF COMMUNITY GROUPS

The City of West Hollywood is home to a diverse community and prides itself on providing social services that meet as many needs as possible. While not exhaustive of all resident groups, this chapter outlines significant populations within the West Hollywood community that utilize social services. The groups included here represent one or more of the following:

- A large segment of the population
- A segment of the population that is growing
- A segment of the population that represents the progressive and comprehensive nature of social services in West Hollywood

Each community group section addresses the following topics in the same order:

- Demographic Information – 2000 and 2010 U.S. Census data, Los Angeles County Public Health data and City of West Hollywood social services client information
- Social Services Needs – Community survey results and public input
- Transportation and Mobility – Community survey results and public input
- Housing – Community survey results and public input
- Communication and Resource Needs – Community survey results and public input
- Quality of Life – Community survey results and public input

Recommendations based on the findings below are included in Chapter 4.



***“We LOVE West Hollywood.
Particularly the inclusive and
safe nature of our
community.”***

– West Hollywood resident and parent



Families with Children and Youth

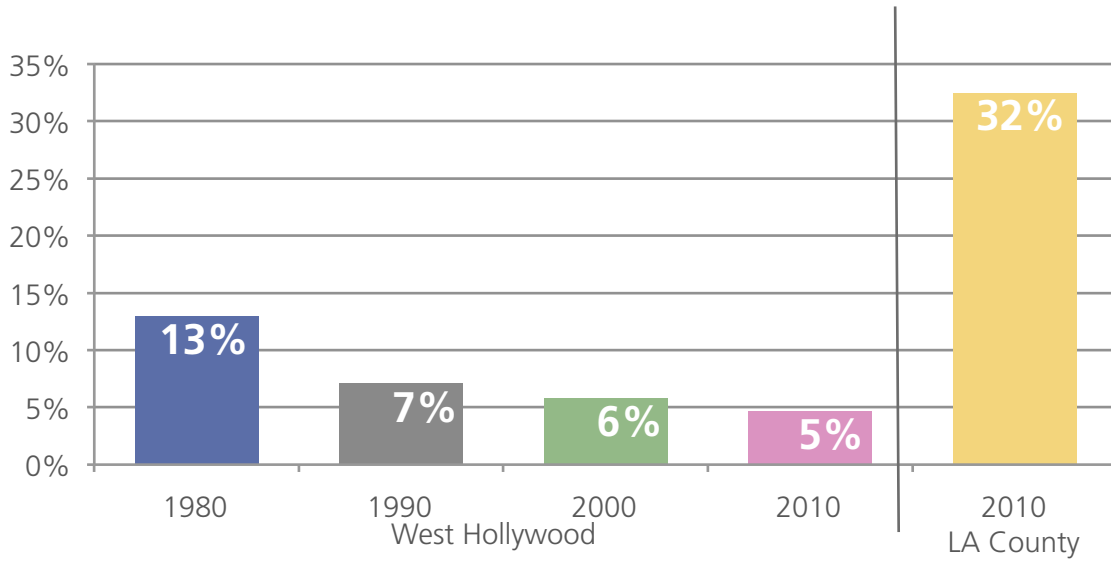
Five percent of households have children 18 years old and younger and 5% of the total population is 10 years old and younger. Though the percentage of households with children has decreased in West Hollywood, the percentage of children age 5 years old and younger is growing from 29% of youth in 2000 to 42% of youth in 2010. The following section provides demographic information and findings for social services, transportation and mobility, housing, communications and resources, and quality of life related to families with children and youth.

Demographic Information

Using data from the 2010 U.S. Census, the following section provides a general overview of the demographic conditions for families with children and youth in West Hollywood. It includes indicators related to age, household composition, and economic status and income; comparisons between current conditions and previous decades; and to Los Angeles County as a whole in 2010.

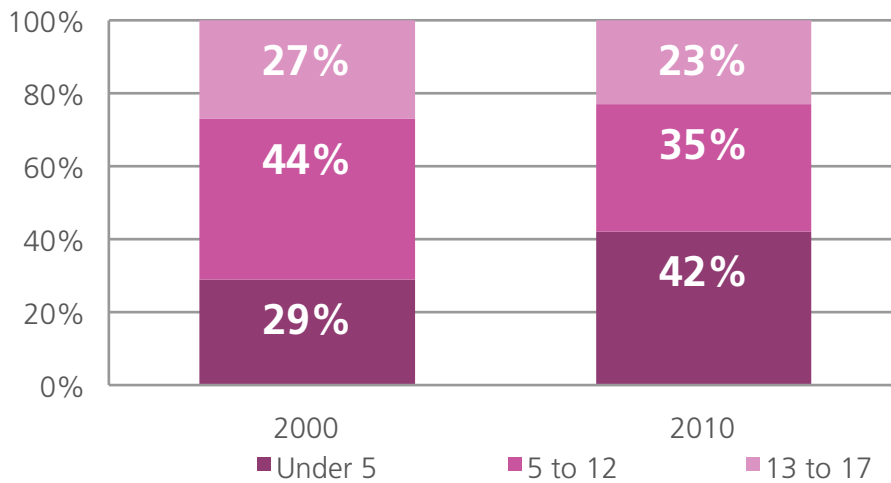
Residents under age 18 decreased from 7% of the total population in 1990 to 5% in 2010 (1,578 youth total). However, between 2000 and 2010, children under age 5 increased both as a proportion of the population and in total numbers. Comparatively, children under 18 represented 24% of the population in the County in 2010.

Figure 3.1 Total Households of Families with Children under 18



Source: U.S. Census

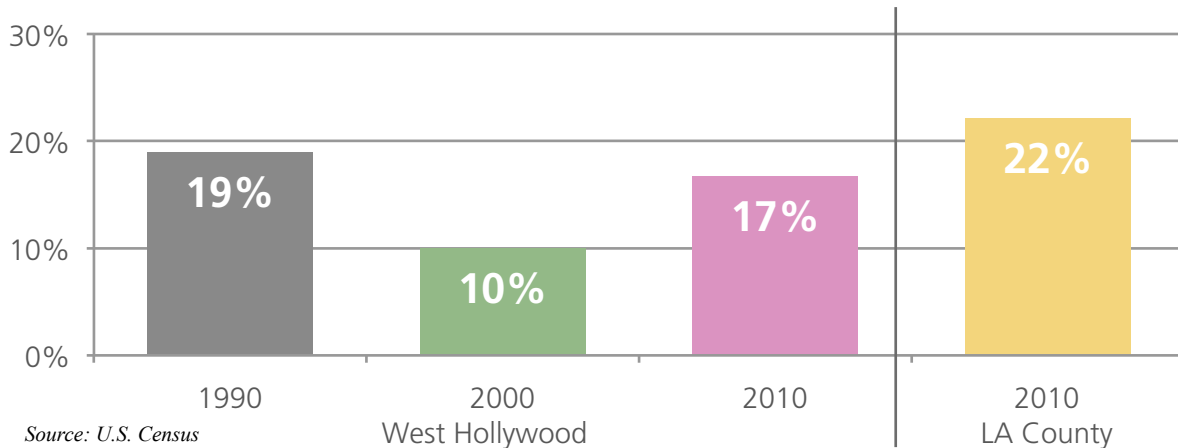
Figure 3.2 Age Distribution of Population Under 18 Years Old in West Hollywood



Source: U.S. Census

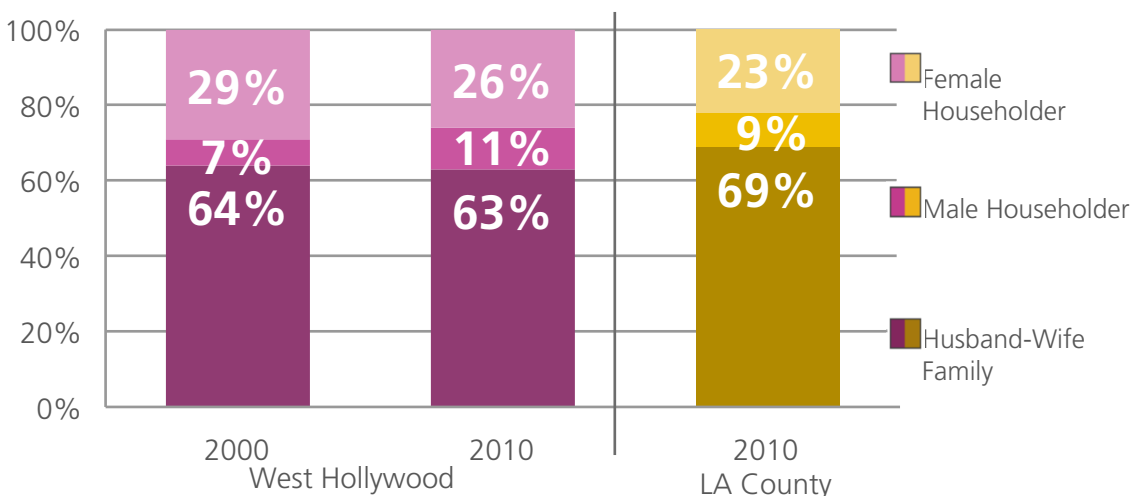
The last decade in West Hollywood saw an increase in the percentage of children living in families with incomes below the poverty level, from 10% in 2000 to over 17% in 2010. This rate, however, is still well below the County at 22%.

Figure 3.3 Families with Children in Poverty



In West Hollywood, the type of families with children under age 18 has evolved. The proportion of husband-wife families with children decreased between 1980 and 2010, while the percentage of families with a single householder increased.¹ In 2010, 11% of families with children had a male householder (up from 3% in 1980) and 26% had a female householder (up from 20% in 1980).

Figure 3.4 Households with Related Children under 18



¹ Along with single parents, same-sex couples are included in the families category (male householder or female householder) if there is at least one additional person related to the householder by birth or adoption.

Social Services Needs

Community Study participants indicated their social services needs for families with children and youth through a statistically-valid survey and several community outreach and engagement events. The following section provides an overview of community-identified social services needs for families with children and youth in West Hollywood.

Community Survey Results

Community survey respondents with children indicated their priorities, satisfaction, and needs for social services in West Hollywood.

Most Important Services

Results from the 2013 Community Study indicate that the top five social services² families with children would like the City to support financially are:

1. Parks and recreation programs
2. After-school programs and summer day camp for children
3. Neighborhood crime prevention programs
4. Child care
5. Special events, festivals, and community gatherings



² On the 2013 Community Study survey, respondents with children rated City programs and services (other than social services) as important including: providing law enforcement services, providing fire protection services, public arts programs, and disaster and emergency preparedness.



Greatest Satisfaction

Survey results from the 2013 Community Study indicate that families with children are most satisfied with the following social services³:

1. HIV prevention and education
2. Special events, festivals, and community gatherings
3. Drug/alcohol abuse counseling/treatment
4. Parks and recreation programs
5. Low-cost transportation services, including taxi coupons, Cityline Shuttle, and Dial-a-Ride

Most Important Needs

Aside from law enforcement and crime prevention, the most important social services needs of survey participants with children are:

1. Child care (41%)
2. Parks and recreation programs (31%)
3. After-school programs (13%)
4. Counseling/emotional support (10%)
5. Programs for at-risk youth (7%)

Household Health

Families with children indicated that their households were most affected by the following health issues in 2013:

1. Mental or emotional disability (8%)
2. Mobility impairment (7%)
3. Learning disability (6%)
4. Hearing or sight impairment (4%)
5. Developmental disability (3%)

³ On the 2013 Community Study 2013, respondents with children are satisfied with City programs and services (other than social services) including: providing law enforcement services and providing fire protection services.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants identified social services needs for families with children. Key themes from the public outreach and engagement activities are listed below.

Expand existing youth and teen programs.

Participants suggested expanding the following: activities in the library, after-school programming, homework club, child care and Tiny Tot program, Teen Center hours and the teen leadership program, Sheriff's bike and camera workshops, sports activities, and summer camp hours and age qualifications.

Consider additional children and youth programs.

Participants suggested adding to the classes offered for children, in particular a gymnastics class.

Work with the school district to enhance programs and facilities.

Participants expressed an interest in establishing a school district for West Hollywood, building a middle and high school, and expanding the art programs at local schools.

Support at-risk youth.

Participants underscored the importance of supporting gay and lesbian youth and children living in families with incomes below the poverty line.

Transportation and Mobility

The following section provides an overview of transportation and mobility needs for families with children and youth in West Hollywood as indicated by Community Study respondents.

Community Survey Results

Community survey respondents representing families with children indicated their preferences and provided feedback regarding transportation and mobility in West Hollywood.

“Parks and Recreation provides summer camp for kids; this is great and should continue receiving support.”

–West Hollywood resident



- At least 65% of survey respondents with children rarely or never use Cityline Shuttle, Dial-a-Ride, taxi coupons, Access Services, MTA bus, and the Metro Red Line. Ten percent use an MTA bus a few days each week.
- Nearly half (47%) of survey respondents with children prefer to drive rather than use transit services.
- Of those who use transit, respondents are generally satisfied with MTA bus and Metro Red Line.
- Of respondents who use transit, 48% use it to travel to work, shop, and run errands.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants identified transportation and mobility needs for families with children. The primary theme from the public outreach activities is listed below:

Explore opportunities to provide transit for children.

Participants suggested a shuttle to transport youth to facilities and programs in the city.

Housing

Community Study participants indicated housing characteristics and needs for families with children and youth. The following section provides an overview of community-identified housing needs for families with children and youth in West Hollywood.

Community Survey Results

Community survey respondents representing families with children indicated their preferences and provided feedback regarding housing in West Hollywood.

- Fifty percent of survey respondents with children have lived in the City of West Hollywood for 10 years or more.
- The majority (64%) have lived in their current housing unit for one to six years.
- Forty-seven percent live in a single-family home and 43% live in an apartment or duplex.
- The vast majority (82%) live in three- or four-person households with children under the age of eight.
- The vast majority (74%) live with their opposite-sex legal spouse.
- Fifty percent rent and 47% own their residence. Survey respondents with children who rent indicate that of the household items listed, smoke detectors are in the best condition and doors, windows, and screens are in the worst condition.
- Seventy-one percent of respondents have never contacted City Hall for a property maintenance issue and of those who have, 86% were satisfied with their experience.



Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants did not specifically identify housing needs for families with children.



Communication and Resource Needs

Families with children expressed a keen interest in learning more about the City's community programs and services.

Community Survey Results

Community survey respondents representing families with children provided feedback regarding communications and resource needs in West Hollywood. The majority of survey respondents with children (74%) attended a City government meeting or a recreational, social, or cultural program in the past 12 months including: park concerts/music (33%) and City Council meetings (30%).

- In the past 12 months, respondents had visited the City's website (70%), received/read information mailed to their home about City meetings and events (66%), and received/read the City's newsletter (43%).
- Respondents prefer to receive information via e-mail, mailed to their home, and on the City's website.
- Sixty-six percent of respondents with children have interacted with City staff and 86% of them were satisfied with their experience.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants discussed communications and resource needs for families with children. Key themes from the public outreach activities are listed below.

Utilize existing resources to share information.

Participants suggested coordinating with local schools to communicate with families and children.

Explore opportunities to improve the website and send announcements via e-mail.

Participants suggested improvements to the Teen Center, recreation options, and the City website. Participants also suggested a regular e-mail blast.

Clarify recreation program registration process.

Participants noted that the registration process is unclear and could be improved.

Quality of Life

The following section provides an overview of the quality of life for families with children and youth in West Hollywood.

Community Survey Results

- Overall quality of life is excellent or good for 98% of survey respondents with children.
- Respondents liked best that they could walk in West Hollywood and liked traffic the least.
- Most respondents perceive their neighborhood (83%) and the city as a whole (75%) to be very or somewhat safe.
- Ninety-eight percent are very or somewhat satisfied with the City's services provision.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants discussed quality of life for families with children. The primary theme from the public outreach and engagement activities is listed below.

Improve safety in parks.

Participants expressed concern for their family's safety in the parks and suggested additional lighting, security cameras, and law enforcement presence.





Gay and Bisexual Men

West Hollywood remains a hub of lesbian, gay, bisexual and transgender (LGBT) culture and a tourist destination for gay and bisexual men around the globe. The City is also home to a large number of gay and bisexual men — roughly 40% of the city’s population. The following section provides demographic information and findings for social services, transportation and mobility, housing, communications and resources, and quality of life issues related to gay and bisexual men.

Demographic Information

U.S. Census data does not include information regarding sexual orientation, or specific information related to gay and bisexual men. As such, an analysis of demographic information for gay and bisexual men living in West Hollywood must use other sources, including the City’s statistically-valid survey, as well as other reputable sources that specialize in capturing demographic information related to sexual orientation and LGBT issues.

Below are key demographic findings related to gay and bisexual men in West Hollywood:

- Men accounted for 56% of the City’s total population in 2010 (19,298 men), a rate that has increased since the 1980s (18,068 men in 1980, or 51% of the population).
- The significantly higher percentage of men living in West Hollywood in relation to the County as a whole can be at least partly attributed to the very large number of gay and bisexual men who live in West Hollywood. Thirty-nine percent of all respondents to the West Hollywood Community Study survey self-identify as gay men; another two percent of respondents identify as bisexual men. The percentage of gay and bisexual men living in West Hollywood has held constant over the

past 15 years with similar figures reflected in surveys conducted in 1998, 2000, and 2006.

- West Hollywood had the third highest rate of same-sex couples (62 per 1,000 households) for communities within California in 2010, compared to 8.11 per 1,000 households in Los Angeles County. For West Hollywood, this equated to approximately 1,400 households⁴.

Social Services Needs

Community Study respondents indicated their social services needs for gay and bisexual men through a statistically-valid survey and several community outreach and engagement events. The following section provides an overview of community-identified social services needs for gay and bisexual men in West Hollywood.

Community Survey Results

2013 community survey data identified priorities, satisfaction, and needs among gay and bisexual men.

Most Important Services

Results from the 2013 Community Study indicate that the top five social services⁵ gay and bisexual men would like the City to support financially are:

1. HIV prevention and education
2. Disaster and emergency preparedness measures
3. Neighborhood crime prevention programs
4. Parks and recreation programs
5. Health care services

⁴ Data provided by The Williams Institute.

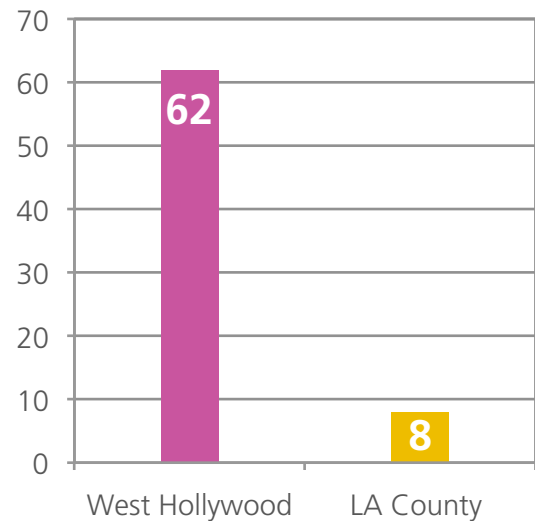
⁵ On the 2013 Community Study survey, gay and bisexual men participants rated City programs and services (other than social services) as important including: providing law enforcement services, providing fire protection services, disaster and emergency preparedness, and revitalization of deteriorated commercial areas.

Table 3.1 Self-Identified Sexual Orientation

Sexual Orientation	Percentage
Bisexual female	2%
Bisexual male	2%
Gay male	39%
Heterosexual	43%
Lesbian	3%
NA/blank	11%

Source: West Hollywood Community Survey 2013

Figure 3.5 Same-Sex Couples per 1,000 Households



Source: The Williams Institute, 2010; U.S. Census



Greatest Satisfaction

Survey results from the 2013 Community Study indicate that gay and bisexual men are most satisfied with the following social services⁶:

1. HIV prevention and education
2. Special events, festivals, and community gatherings
3. Parks and recreation programs
4. Food or meals for residents with special needs
5. Health care services

Most Important Needs

Other than law enforcement and crime prevention, the most important social services needs for gay or bisexual men are:

1. HIV prevention and education (11%)
2. Counseling/emotional support (10%)
3. Medical services (8%)
4. Affordable housing (7%)
5. Job training and/or placement (6%)

⁶ On the 2013 Community Study survey, gay and bisexual men participants are most satisfied with City programs and services (other than social services) including: providing law enforcement services, providing fire protection services, and public arts programs.

Household Health

Gay and bisexual men indicated that their households were most affected by the following health issues in 2013:

1. HIV/AIDS (29%)
2. Medical disability (8%)
3. Mental or emotional disability (7%)
4. Hearing or sight impairment (6%)
5. Mobility impairment (4%)



Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants identified social services needs for gay and bisexual men. Key themes from the public outreach and engagement activities are listed below:

Emphasize services that deal with sexual health and substance abuse.

Participants felt that there were significant needs among gay and bisexual men for HIV/AIDS testing and prevention services, as well as services related to substance abuse.

Increase funding, personnel, and hours of availability for mental health services.

Participants also expressed concern that only certain sub-demographics, such as gay and bisexual men living with HIV/AIDS or people with low incomes, qualify to receive mental health services, whereas there is a growing need for counseling and mental health services among all gay and bisexual men, often related to substance abuse.

Increase the number of beds for substance abuse treatment.

Participants felt that the need for detoxification and substance abuse treatment in the community was significantly greater than the current availability of resources.

“The City needs to reach people, especially high risk people, in their environments.”

– Gay and Bisexual Men Focus Group participant



Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants examined transportation and mobility needs for gay and bisexual men. No unique transportation needs or mobility issues were identified. Focus group participants, however, did express an interest in a West Hollywood shuttle for patrons to the city’s restaurants, bars, and entertainment venues.

Improve communication and outreach to gay and bisexual men.

Participants felt that the City’s outreach methods were too general and not designed to specifically reach communities like gay and bisexual men.

Participants felt that the City could publicize services better and communicate more clearly who qualifies for them.

Transportation and Mobility

The following section provides an overview of transportation and mobility needs for gay and bisexual men in West Hollywood as indicated by Community Study participants.

Community Survey Results

Community survey respondents representing gay and bisexual men indicated their preferences and provided feedback regarding transportation and mobility in West Hollywood. By far, the two most used modes of public transit for gay and bisexual men are the MTA bus service and the Metro Red Line.

- Roughly 17% of gay and bisexual men use MTA bus service every week; an additional 12% use the service on a monthly basis.
- Over eight percent of gay and bisexual men use the Metro Red Line every week, while an additional 13% use the Red Line a few days every month.
- A third of gay and bisexual male respondents were unaware of Dial-a-Ride (21%), taxi coupons (36%), and Access Services (30%)

Housing

The following section provides an overview of housing characteristics and needs for gay and bisexual men in West Hollywood as indicated by Community Study participants.

Community Survey Results

Community survey participants representing gay and bisexual men indicated their preferences and provided feedback regarding housing in West Hollywood.

- Sixty-one percent have lived in West Hollywood for 10 or more years.
- Forty-nine percent of gay and bisexual men have lived in their home for 10 or more years; another significant percentage (29%) of gay and bisexual men have lived in their current home only one to three years.
- Most gay and bisexual men (61%) live in an apartment or duplex, while those living in condominiums or single-family homes comprise 27% and 10% of respondents, respectively.
- Most live in one- or two-person households, 46% and 50% respectively.
- Forty-five percent of gay and bisexual men live by themselves; 25% live with their domestic partner; and 20% live with a roommate or housemate.
- Five percent of gay and bisexual men live with their legally married same-sex spouse; another 5% live with their same-sex domestic partner.
- The majority (62%) of gay and bisexual men rent their residences, while 35% own or share ownership of their residence.
- Two percent of gay and bisexual men rent under a government housing subsidy or low-income program.
- Nineteen percent of gay and bisexual men listed the creation and preservation of affordable housing as an important issue for the City. No other housing issue garnered more than 7% of respondents.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants did not specifically identify special housing needs for gay and bisexual men, though there was some concern voiced about aging gay and bisexual men living alone who may need services for independent living and aging in place.

Communication and Resource Needs

Gay and bisexual men are interested in staying informed about City services and other topics affecting their community. Gay and bisexual men are more engaged with the City than the average resident of West Hollywood, with higher percentages of gay and bisexual men accessing resources and communications from the City than residents overall.

Community Survey Results

Community survey respondents who identify as gay or bisexual men indicated their preferences and provided feedback regarding communications and resource needs in West Hollywood. In general, gay and bisexual men were more likely to visit the City's website and Facebook page than the average resident of West Hollywood.

- In the past year a majority of gay and bisexual men visited the City's website (68%) and received and read information mailed to their homes regarding City meetings or events (65%).
- Twenty-eight percent watched the City's television channel compared to 23% of residents overall. Twelve percent of gay and bisexual men prefer to receive their communication through the City's television station.
- A majority of gay and bisexual men prefer to receive information from the city via e-mail (54%) while another 49% prefer to have information mailed to their residence. The City's website was a preferred resource of 33% of respondents.
- The City Facebook page was listed as a resource by 19% of gay and bisexual men. While nine percent of gay and bisexual men prefer to receive their communications via Facebook postings, just seven percent of residents overall prefer this method.
- Fully 81% of gay and bisexual men were satisfied with the City's efforts to communicate with residents, which is on par with the 82% of residents overall who are satisfied with City efforts.
- Fifty-five percent of gay and bisexual men have interacted with City staff, and of those, 77% were satisfied with the experience.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants discussed communications and resource needs for gay and bisexual men. Key themes from the public outreach and engagement activities are listed below.

Increased awareness of services and resources among at-risk gay and bisexual men.

Participants suggested campaigns designed to reach men who are at high risk for HIV/AIDS, substance abuse, and mental illness.

Explore new and innovative ways to publicize resources and services to gay and bisexual men.

Participants felt that the City's communications were not customized to effectively reach gay and bisexual residents. They suggested using bulletin boards, strategically placed information kiosks, flag pole banners, and billboards. Text messages and increased use of e-mail were also suggested to reach younger residents.

Aggregate and disseminate information regarding resources and services for gay and bisexual men.

Some participants felt like a one-stop-shopping approach to everything the City had to offer gay and bisexual men (from activities and events to health care services) could be more efficient than fragmented campaigns.

Quality of Life

The following section provides an overview of the quality of life for gay and bisexual men in West Hollywood.

Community Survey Results

- Overall quality of life is excellent or good for 88% of gay and bisexual men.
- In line with all survey respondents in 2013, gay and bisexual men liked the pedestrian-oriented layout of West Hollywood, and liked traffic the least.
- Most respondents perceive their neighborhood (83%) and the City as a whole (76%) to be very or somewhat safe.
- Eighty-seven percent are very or somewhat satisfied with the City's services provision.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants discussed quality of life for gay and bisexual men. Many participants voiced their satisfaction with the quality of life in West Hollywood for LGBT people, especially relative to other communities. While no specific recurring themes regarding quality of life issues emerged for gay and bisexual men, some participants did mention a desire for more activities for gay and bisexual men apart from the bars. Some of these suggestions include:

- Creative arts programs
- Literacy programs
- Recreational activities



Immigrants from Countries of the Former Soviet Union

Immigrants from countries of the former Soviet Union continued to account for a significant portion of the population in West Hollywood. The following section provides demographic information and findings for social services, transportation and mobility, housing, communications, resources and quality of life related to immigrants from countries of the former Soviet Union.

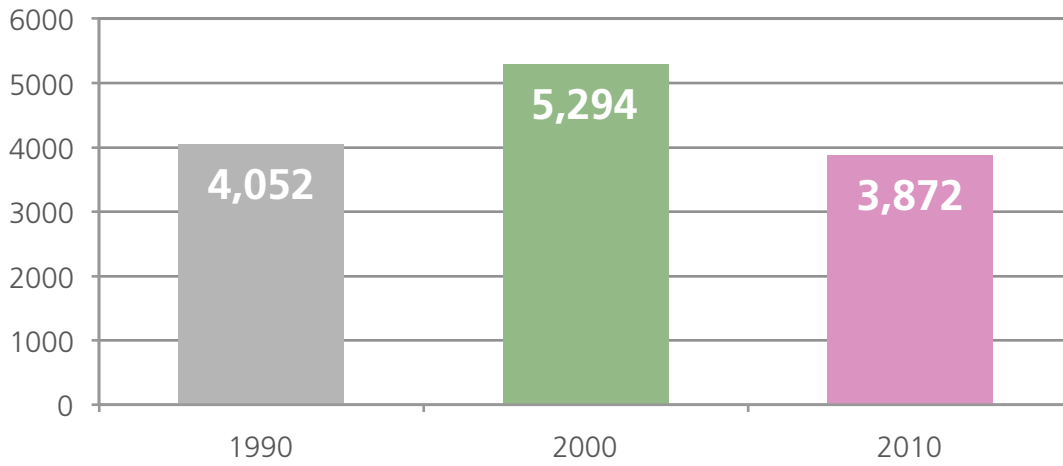
Demographic Information

In 2010, 11% of the City's total population identified a former Soviet republic as their place of ancestry, a decrease from 15% in 2000.

Below are key demographic findings related to immigrants from countries of the former Soviet Union in West Hollywood:

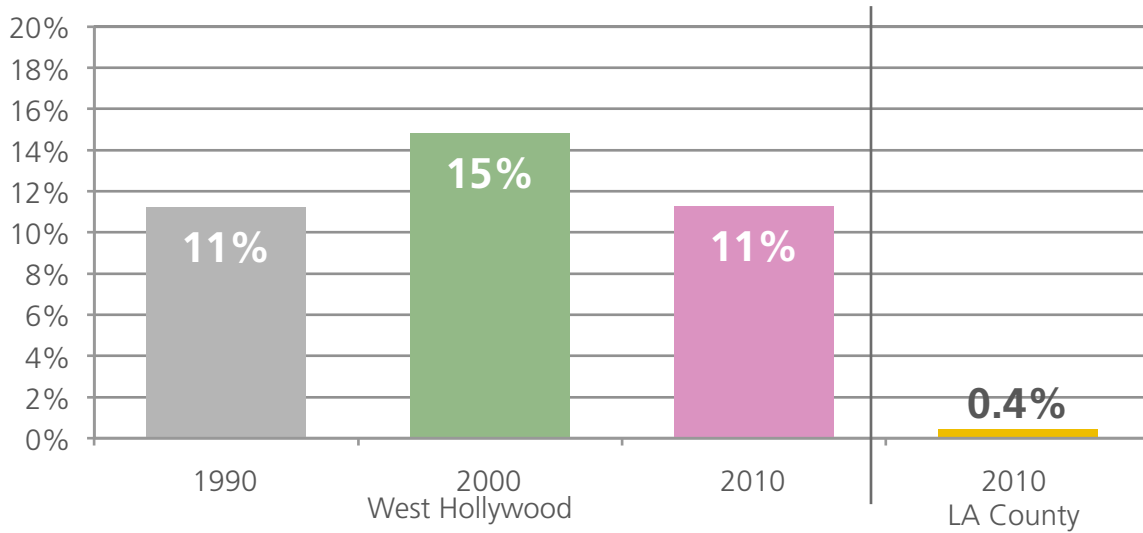
- 3,872 people in 2010 identified a former republic of the Soviet Union as their primary ancestry, down from a high of 5,294 in 2000.
- Of the City's total population, 11% were from former Soviet Union republics, compared to less than one percent of the County population.

Figure 3.6 Persons from Countries of the Former Soviet Union



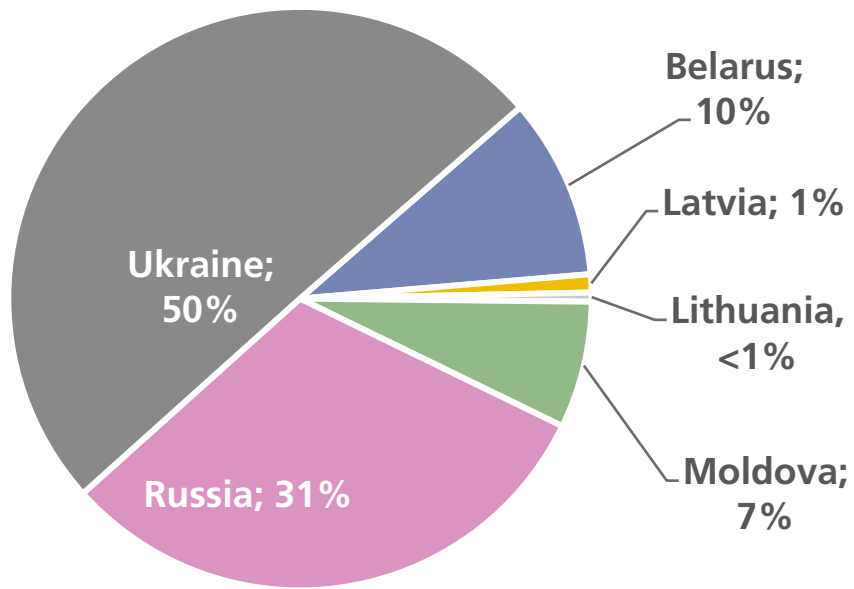
Source: U.S. Census

Figure 3.7 Population from Countries of the Former Soviet Union



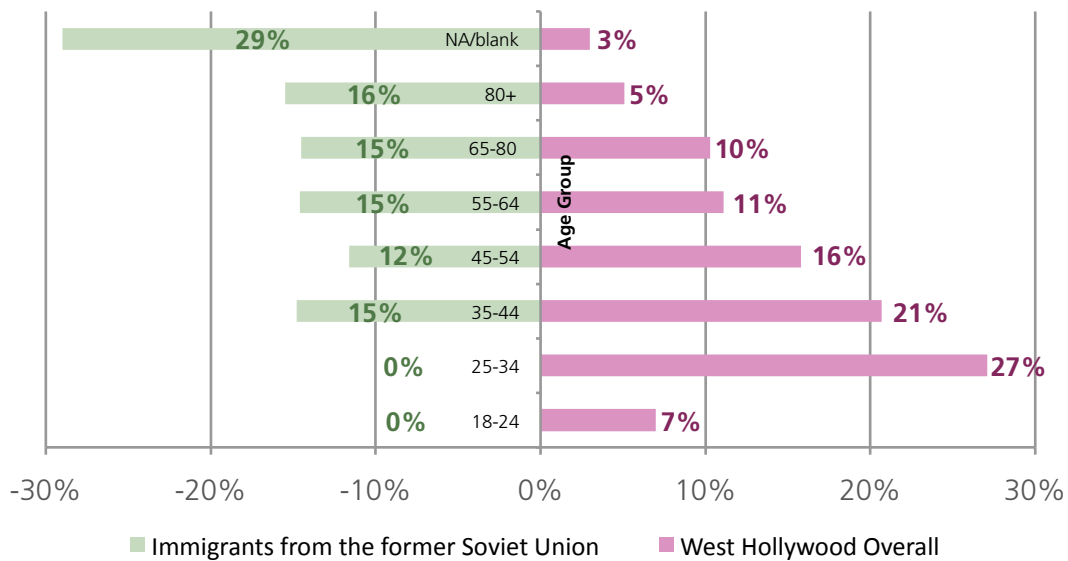
Source: U.S. Census

Figure 3.8 Place of Origin for Foreign-Born Population from Countries of the Former Soviet Union (2010)



Source: U.S. Census

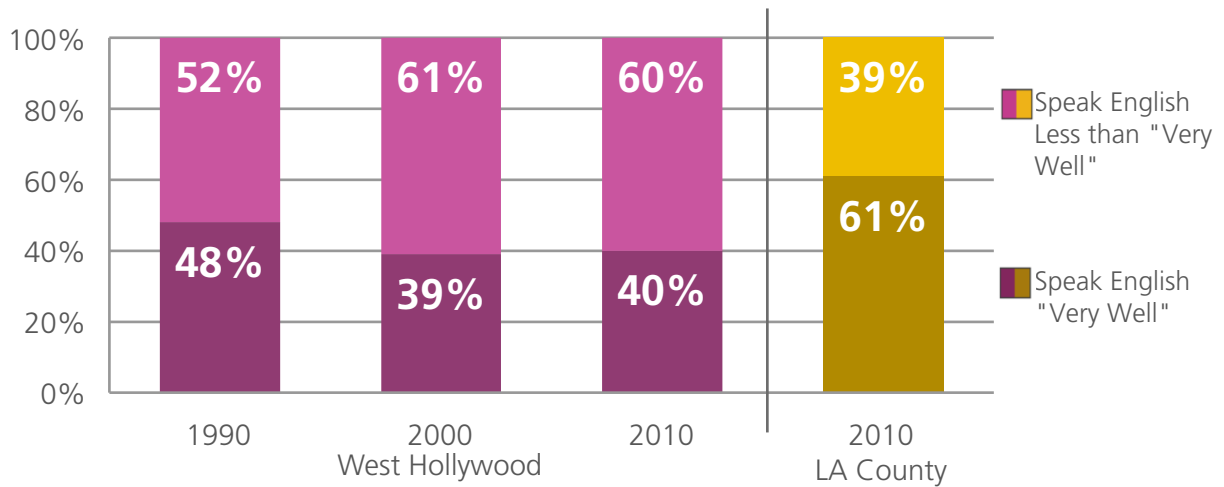
Figure 3.9 Age of Immigrants from Countries of the Former Soviet Union



Source: 2013 West Hollywood Community Survey

Many immigrants from countries of the former Soviet Union speak a language other than English at home. In West Hollywood, 60% of the people in households speaking Indo-European languages speak English “less than well,” as compared to 39% of County residents.

Figure 3.10 English Fluency for Indo-European Speakers



Source: U.S. Census

Social Services Needs

Community Study participants indicated their social services needs for immigrants from countries of the former Soviet Union through a statistically-valid survey and several community outreach events. The following section provides an overview of community-identified social services needs for immigrants from countries of the former Soviet Union in West Hollywood.

Community Survey Results

2013 community survey data identified priorities, satisfaction, and needs among immigrants from countries of the former Soviet Union.

“We have an aging Russian-speaking population. They are now in their eighties and nineties. They are going to have difficulties living alone, losing lifelong friends. The remaining survivors will be isolated.”

– City Councilmember

Most Important Services

Results from the 2013 Community Study indicate that the top five social services⁷ which immigrants from countries of the former Soviet Union would like the City to support financially are:

1. Health care services
2. Low-cost transportation services, including taxi coupons, Cityline Shuttle, and Dial-a-Ride
3. Neighborhood crime prevention programs
4. Parks and recreation programs
5. Support for affordable housing



Greatest Satisfaction

Survey results from the 2013 study indicate that immigrants from the former Soviet Union are most satisfied with the following social services⁸:

1. Special events, festivals, and community gatherings
2. Low-cost transportation services, including taxi coupons, Cityline Shuttle, and Dial-a-Ride
3. Neighborhood crime prevention programs
4. Parks and recreation programs
5. HIV prevention and education

⁷ On the Community Study 2013 survey, respondents who are immigrants from the former Soviet Union rated City programs and services (other than social services) as important including: providing law enforcement services, providing fire protection services, and disaster and emergency preparedness.

⁸ On the Community Study 2013 survey, respondents who are immigrants from the former Soviet Union are satisfied with City programs and services (other than social services) including: providing law enforcement services, providing fire protection services, and disaster and emergency preparedness.

Most Important Needs

Other than law enforcement and crime prevention, the most important needs for immigrants from countries of the former Soviet Union are:

1. Transportation assistance (21%)
2. Medical services (15%)
3. Senior service and disabled services/programs (14%)
4. Affordable housing (10%)
5. Legal services (8%)

Household Health

Immigrants from the former Soviet Union indicated that their households were most affected by the following health issues in 2013:

1. Mobility impairment (47%)
2. Hearing or sight impairment (45%)
3. Medical disability (20%)
4. Mental or emotional disability (10%)
5. HIV/AIDS (7%)

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants identified social services needs for immigrants from the former Soviet Union. Key themes from the public outreach and engagement activities are listed below:

Currently, immigrants from countries of the former Soviet Union are able to access numerous social services that benefit the community.

Participants felt that the City's social services address real needs in the Russian-speaking community in the following ways:

- Access to needed health care and mental health services.
- Translation services to ensure equal access to and full participation in community and City government activities.
- Activities in Plummer Park to preserve and strengthen a sense of community for immigrants from countries of the former Soviet Union, and to preserve a unique culture in West Hollywood.
- Legal services that aid immigrants in navigating unfamiliar government processes.
- Affordable housing programs that allow lower-income families and an aging population to remain in their community and age in place.

Immigrants from countries of the former Soviet Union will need help understanding the Affordable Care Act.

Participants felt that many people in the immigrant community will need help understanding the Affordable Care Act and what it means regarding health care affordability and their individual health care options.

Teenagers need opportunities to participate in organized activities.

Some participants felt that teenagers in their community had few opportunities to participate in organized activities, especially during school breaks and vacation periods.

Transportation and Mobility

The following section provides an overview of community-identified transportation and mobility needs for immigrants from the former Soviet Union in West Hollywood as indicated by Community Study participants.

Community Survey Results

Community survey respondents representing immigrants from countries of the former Soviet Union indicated their preferences and provided feedback regarding transportation and mobility in West Hollywood.

- On a daily basis, the two most used transit services for immigrants from countries of the former Soviet Union are the MTA bus service (4%) and taxi coupons (4%).
- On a weekly basis, the most used transit services are the MTA bus service (27%), the Cityline Shuttle (25%), and Access Services (14%).
- The most frequent uses of transit services for immigrants from the former Soviet Union were shopping and errands (54%) and medical appointments (47%).
- Immigrants from countries of the former Soviet Union were most unaware of taxi coupons (21%) and Access Services (20%).
- Immigrants from countries of the former Soviet Union were most satisfied with the Metro Red Line, Cityline Shuttle, and taxi coupons.
- The highest levels of dissatisfaction were recorded for Access Services, MTA bus service, and Dial-a-Ride.
- The two suggestions cited most often by immigrants from the former Soviet Union to encourage use of transit services were to increase how frequently the transit services run (35%), and to provide better information about routes/times (30%).

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants examined needs for immigrants from the former Soviet Union. One transportation need that was articulated by some participants was the need to improve access to Sunset Boulevard with the Cityline Shuttle bus service.

Housing

The following section provides an overview of housing characteristics and needs for immigrants from countries of the former Soviet Union in West Hollywood as indicated by Community Study participants.

Community Survey Results

Community survey respondents representing immigrants from countries of the former Soviet Union indicated their preferences and provided feedback regarding housing in West Hollywood.

- The vast majority of immigrants from countries of the former Soviet Union (91%) are long-term residents of the City, having lived in West Hollywood for 10 or more years.
- Fifty-four percent of immigrants from countries of the former Soviet Union live with an opposite-sex legal spouse, while 19% live alone.
- Housing types for immigrants from countries of the former Soviet Union include:
 - Immigrants from countries of the former Soviet Union are much less likely to live in a single-family home (4%) compared to West Hollywood residents overall (12%).
 - Forty-nine percent of immigrants from countries of the former Soviet Union rent under a government housing subsidy or low-income program, compared to just 5% of West Hollywood residents overall.

Public Outreach Summary

Participants in the pop-up workshops, focus group, interviews, and community meeting discussed special housing needs for immigrants from the former Soviet Union.

- Section 8 housing is a concern for many immigrants from the former Soviet Union because they can be forced to move if landlords do not accept the vouchers. Participants felt that there were no safeguards in place to protect people dependent on Section 8 housing.
- Participants wanted to ensure that tenant rights continue to be protected.
- Some participants also voiced concern about older immigrants from the former Soviet Union living alone who may need services for independent living and aging in place.

Communication and Resource Needs

Immigrants from countries of the former Soviet Union expressed an interest in staying informed about City services and other topics affecting their community.

Community Survey Results

Community survey respondents from countries of the former Soviet Union indicated their preferences and provided feedback regarding communications and resource needs in West Hollywood.

- Within the past year, 69% of immigrants from countries of the former Soviet Union received or read information mailed to their home about City meetings or events, while 46% received or read the City's newsletter.
- Thirty-one percent of immigrants from countries of the former Soviet Union watched the City's television channel, WeHo TV, which was significantly higher than West Hollywood residents overall (23%).
- Immigrants from countries of the former Soviet Union were much less likely to visit the City's website (16%) or view the City's Facebook page (2%) than West Hollywood residents overall at 61% and 12%, respectively.
- A majority of immigrants from countries of the former Soviet Union prefer to receive information from the City by mail (86%) while another 22% prefer to have information e-mailed.
- Seventy-nine percent of immigrants from countries of the former Soviet Union were satisfied with the City's efforts to communicate with residents, which is slightly less than the 82% of residents overall who were satisfied with City efforts.
- Forty percent of immigrants from countries of the former Soviet Union have interacted with City staff, and of those, 100% were satisfied with the experience.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants discussed communications and resource needs for immigrants from countries of the former Soviet Union. In summary, participants recommended that the City use communication channels that are both effective and sensitive to the culture of this population. Participants felt that the Russian community is more passive on average than other constituencies in West Hollywood and more dependent on casual forms of communication, such as word of mouth, which can have both positive and negative results in terms of speed of dissemination and information accuracy. Suggestions for improving outreach to immigrants from countries of the former Soviet Union included the following:

Perform outreach to immigrants where they live.

Participants suggested that the City could arrange meetings at housing complexes to make announcements and disseminate important information. This would also give translators the opportunity to explain details and field questions in Russian.

Mail a brochure of social services to each household on an annual basis.

Some participants felt that distribution of flyers and brochures in public places was not sufficient to reach the immigrant community.

Utilize phone trees and existing networks

Some participants felt that immigrants from the former Soviet Union were more likely to depend on trusted members of their community to gather and disseminate information. Engaging these community resources to help spread the word via telephone calls could be useful in reaching many immigrants.

Quality of Life

The following section provides an overview of the quality of life for immigrants from countries of the former Soviet Union in West Hollywood.

Community Survey Results

- The quality of life in West Hollywood is excellent or good for 87% of immigrants from the former Soviet Union.
- What immigrants from the former Soviet Union like most about West Hollywood differs somewhat from the likes of West Hollywood residents overall. For example, immigrants from the former Soviet Union were more likely to appreciate the range and quality of City services (13%) compared to West Hollywood residents overall (4%).
- Immigrants from the former Soviet Union prefer the following qualities of West Hollywood: people are friendly (17%); range/quality of City services (13%); central location (13%); nice neighborhood (11%); safe and quiet (11%); and, clean and well-kept (10%)
- Immigrants from countries of the former Soviet Union most disliked the following qualities of the city: street maintenance/trash/beautification (15%); traffic and circulation (10%); noise (9%); and, lack of parking (4%).

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants discussed quality of life for immigrants from countries of the former Soviet Union.

Many participants were concerned that immigrants do not understand how the Affordable Care Act will change their personal health care insurance options and affect their quality of life.

Some participants were concerned about the general quality of life on the east side of West Hollywood. There was consensus that the east side of the City needs more economic development and a review of current zoning.



Lesbians and Bisexual Women

Approximately three percent of the West Hollywood population identifies as lesbian and two percent identifies as a bisexual woman. The following section provides demographic information and findings for social services, transportation and mobility, housing, communications and resources, and quality of life related to lesbians and bisexual women in West Hollywood.

Demographic Information

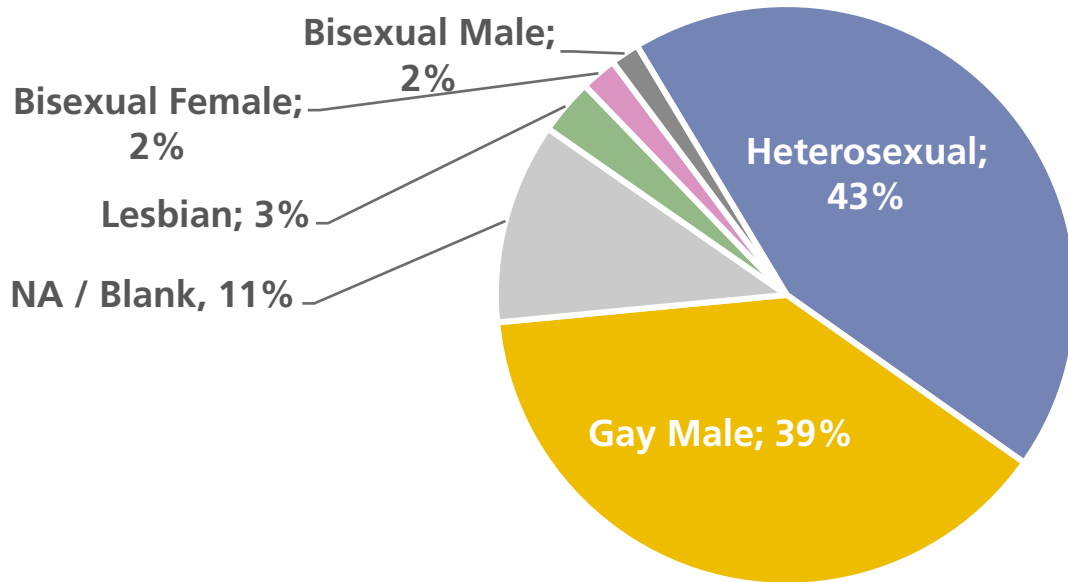
Since the U.S. Census does not collect information about individual sexual orientation, the following section provides a general overview of the demographic conditions for lesbians and bisexual women in West Hollywood based on 2000, 2006, and 2013 community surveys and the City's 2011 social service data. It includes indicators related to age, household composition, economic status and income, comparisons between current conditions, and previous community surveys.

Community Survey Results

In 2013, five percent of respondents identified as either lesbian (3%) or a bisexual woman (2%). The percentage of people who identify as lesbian has slightly decreased since 2006 (4%), but is the same as 1998 and 2000 data.

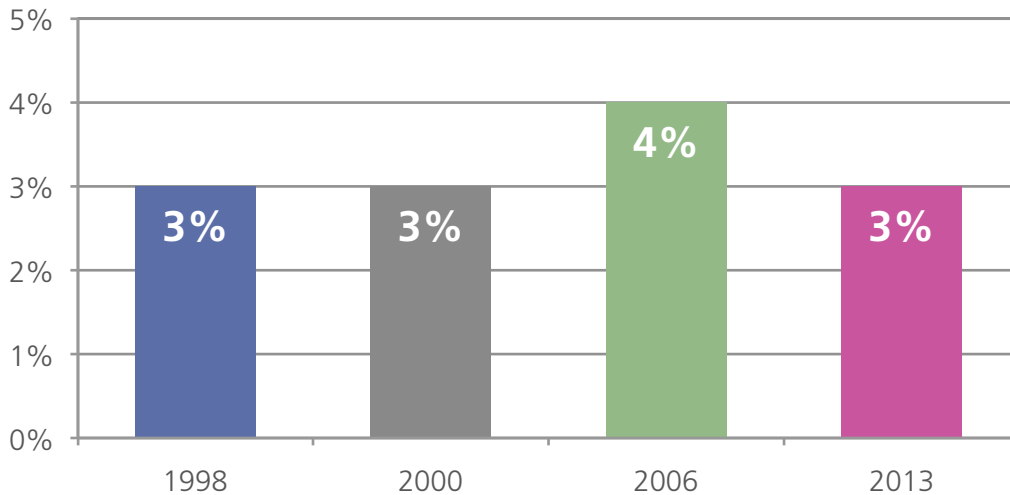
Over half (55%) of lesbian or bisexual women survey participants are between 25 and 44 years old; 31% are between 45 and 64; and 14% are 65 years or older.

Figure 3.11 Percentage Population by Identified Sexual Orientation



Source: 2013 West Hollywood Community Survey

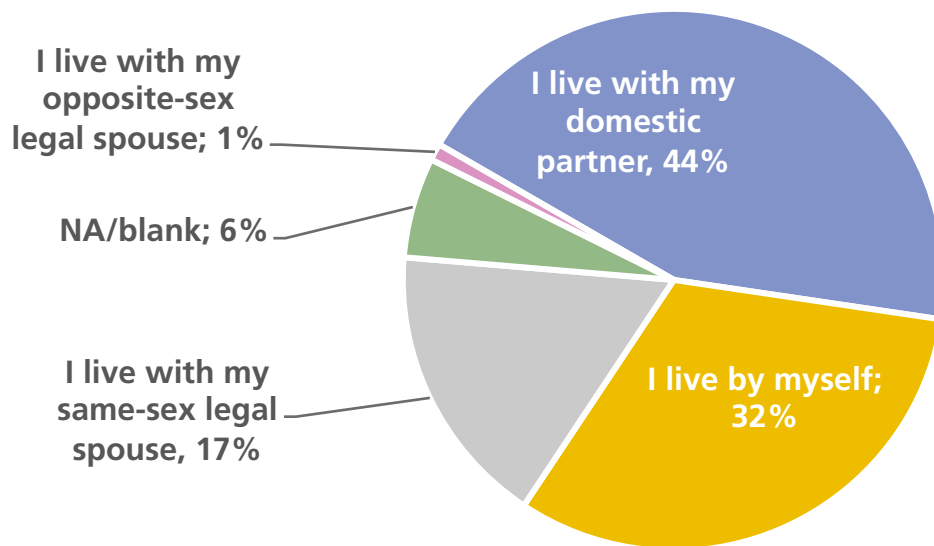
Figure 3.12 Percentage of Participants who Identified as Lesbian



Source: 1998, 2000, 2006, 2013 West Hollywood Community Survey

Nearly half (44%) live with their domestic partner, 32% live alone, and 17% live with their same-sex legal spouse. Of the 62% who live in a two- to four-person household, 80% have children under the age of 7 and 30% have children ages 13 to 18 years old.

Figure 3.13 Living Arrangement of Lesbian and Bisexual Women in West Hollywood



Source: 2013 West Hollywood Community Survey

“I would like to see more social events and support for lesbians in WeHo.”

– Lesbian Focus Group participant

Fifty-one percent of lesbian and bisexual women survey respondents report an annual household income of \$100,000 or more; 11% report an annual household income of less than \$25,000; and 22% live on a fixed income.

Social Services Needs

Community study participants indicated the social services needs for lesbians and bisexual women through a statistically-valid survey and several community outreach and engagement events. The following section provides an overview of social services needs for lesbians and bisexual women in West Hollywood.

Community Survey Results

2013 community survey data indicates priorities, satisfaction, and needs for social services among lesbian and bisexual women survey respondents.

Most Important Services

Results from the 2013 Community Study indicate that the top five social services⁹ lesbian and bisexual women would like the City to support financially are:

1. Parks and recreation programs
2. HIV prevention and education
3. Health care services
4. Neighborhood crime prevention programs
5. Low-cost transportation services, including taxi coupons, Cityline Shuttle, and Dial-a-Ride

Greatest Satisfaction

Survey results from the 2013 study indicate that lesbian and bisexual women are most satisfied with the following social services¹⁰:

1. HIV prevention and education
2. Drug/alcohol abuse counseling/treatment
3. Food or meals for residents with special needs
4. Low-cost transportation services, including taxi coupons, Cityline Shuttle, and Dial-a-Ride
5. Special events, festivals, and community gatherings

⁹ On the Community Study 2013 survey, lesbian and bisexual women respondents rated City programs and services (other than social services) as important including: providing law enforcement services, providing fire protection services, disaster and emergency preparedness, and revitalization of deteriorated commercial areas.

¹⁰ On the Community Study 2013 survey, lesbian and bisexual women respondents are satisfied with City programs and services (other than social services) including: providing law enforcement services, providing fire protection services, and public arts programs.



"I do love living in my City of West Hollywood."

– Lesbian Focus Group participant

“We need more services directed to women’s health—especially messages about the health needs of lesbians.”

– Lesbian Focus Group participant

Most Important Needs

Other than law enforcement and crime prevention, the most important needs of lesbian and bisexual women survey participants are:

1. Senior services and disabled services/programs (11%)
2. Child care (10%)
3. HIV prevention and education (10%)
4. Affordable housing (9%)
5. Legal services (8%)

Household Health

Lesbians and bisexual women indicated that their households were most affected by the following health issues in 2013:

- Mental or emotional disability (9%)
- Hearing or sight impairment (8%)
- Learning disability (4%)
- Mobility impairment (4%)
- HIV/AIDS (3%)

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants identified social services needs for lesbian and bisexual women. Key themes from the public outreach and engagement activities are listed below:

Expand health services for women.

Participants suggested expanding the following: health, mental health, and substance abuse and recovery programs for lesbian and bisexual women.

Identify safe gathering spaces and events for lesbian and bisexual women.

Participants expressed an interest in establishing a safe space, events, and festivals for lesbians to gather and meet in the community. The June Mazer Lesbian Archives was identified as a valuable asset in the community.

Enhance resources for job training and economic development.

Participants suggested the City develop a list of lesbian-owned businesses in West Hollywood, provide job training, and offer tools for business growth.



“I moved to West Hollywood because I came out as a lesbian late in life and sought a safe, supportive, and well-run City.”

– Lesbian Focus Group participant

Transportation and Mobility

The following section provides an overview of transportation and mobility needs for lesbians and bisexual women in West Hollywood as indicated by Community Study participants.

Community Survey Results

Community survey respondents representing lesbians and bisexual women indicated their preferences and provided feedback regarding transportation and mobility in West Hollywood.

- At least 67% of lesbian and bisexual woman survey respondents rarely or never use Cityline Shuttle, Dial-a-Ride, taxi coupons, Access Services, MTA bus, and the Metro Red Line.
- Twenty-seven percent of lesbian and bisexual woman survey respondents prefer to drive and 19% prefer to walk rather than use transit services.
- Of those who use transit, respondents are generally satisfied with Cityline Shuttle, Access Services, and MTA bus.
- Nearly half (45%) of respondents who use transit services, use them to travel to work, shop, and run errands.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants did not specifically identify transportation and mobility needs for lesbians and bisexual women.

Housing

The following section provides an overview of community-identified housing characteristics and needs for lesbians and bisexual women in West Hollywood.

Community Survey Results

Community survey respondents representing lesbians and bisexual women indicated their preferences and provided feedback regarding housing in West Hollywood.

- The majority (64%) of lesbian and bisexual woman survey respondents have lived in West Hollywood for 10 years or more.
- Fifty-eight percent have lived in their current housing unit for one to six years.
- The majority (63%) live in an apartment or duplex and 17% live in a single-family home.
- The vast majority (88%) live in one- or two-person households.
- The majority (61%) live with their domestic partner or same-sex legal spouse.
- Seventy-six percent rent and 21% own their residence.
- Lesbian and bisexual women survey respondents who rent indicate that, of the household items listed, the carpeting and flooring in their housing unit are in the worst condition and smoke detectors are in the best condition.
- Eighty-two percent of participants have never contacted City Hall for a property maintenance issue and of those who have, 72% were very or somewhat satisfied with their experience.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants identified housing needs for lesbian and bisexual women.

Explore opportunities to support lesbian and bisexual women aging in place.

Participants expressed concern for lesbian and bisexual women aging in place and suggested providing health care, affordable housing, and community-gathering opportunities to support this population.

Provide affordable housing for young lesbians and bisexual women.

Participants expressed an interest in ensuring young lesbians and bisexual women can afford to live in West Hollywood.

Communication and Resource Needs

Lesbians and bisexual women supported enhancing the City's communication efforts.

Community Survey Results

Community survey respondents representing lesbians and bisexual women indicated their preferences and provided feedback regarding communications and resource needs in West Hollywood.

- Just over half (52%) of lesbian and bisexual women survey respondents had attended a City government meeting, or a recreational, social, or cultural program in the past 12 months including park concerts/music (21%) and Gay Pride Parade/Festival (21%).
- In the past 12 months, participants had received/read information mailed to their home about City meetings and events (72%); received/read the City's newsletter (50%); and visited the City's website (40%).
- Participants prefer to receive information mailed to their home (74%), on the City's website (47%), and via e-mail (45%).
- Seventy-one percent of lesbian and bisexual women participants have interacted with City staff and 82% of them were satisfied with their experience.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants discussed communications and resource needs for lesbians and bisexual women. The primary theme from the public outreach activities is listed below.

Explore opportunities to share information with the lesbian and bisexual women's community.

Participants suggested the City provide information where people recreate and shop, dedicate a web page to lesbian and bisexual women-specific information on the City's website, install community billboards, and utilize social media.

Increase leadership opportunities for lesbian and bisexual women in the City and community.

Participants shared an interest in having more lesbian and bisexual women in leadership roles. They felt that West Hollywood was traditionally known as a predominantly gay male community and wanted other community groups to be equally recognized. It is a priority for participants that lesbian and bisexual women be represented on City Council, Commissions, Advisory Boards and other committees.

Quality of Life

The following section provides an overview of the quality of life for lesbian and bisexual women in West Hollywood.

Community Survey Results

- Overall quality of life is excellent or good for 99% of lesbian and bisexual women survey participants.
- Participants liked best that they could walk in West Hollywood and liked the traffic least.
- Most participants perceive their neighborhood (82%) and the City as a whole (77%) to be very or somewhat safe.
- Ninety-three percent are very or somewhat satisfied with the City's services provision.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants did not specifically identify needs related to quality of life for lesbians and bisexual women.

People Living with Disabilities

West Hollywood is home to a number of people living with disabilities—approximately 14% of the City of West Hollywood’s population.

The following section provides demographic information and findings for social services, transportation and mobility, housing, communications and resources, and quality of life related to people living with disabilities in West Hollywood.

Demographic Information

Using data from the 2010 U.S. Census, the following section provides a current general overview of the demographic conditions for people living with disabilities in West Hollywood. Those living with HIV/AIDS are not included in these statistics, as another section of this report is dedicated to that population. In this case, disability is defined as including the following:

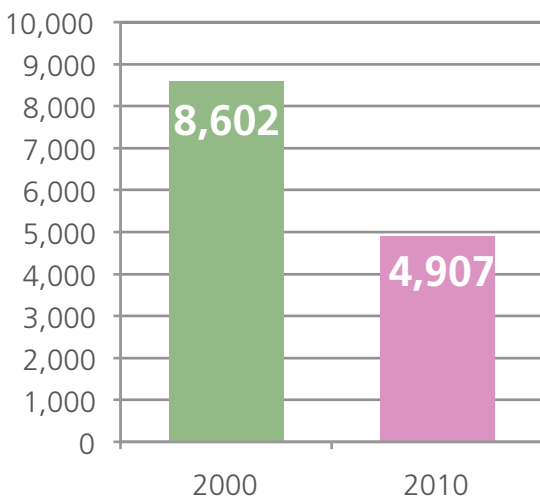
- **Hearing difficulty:** Deaf or having serious difficulty hearing.
- **Vision difficulty:** Blind or having serious difficulty seeing, even when wearing glasses.
- **Cognitive difficulty:** Because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions.
- **Ambulatory difficulty:** Having serious difficulty walking or climbing stairs.
- **Self-care difficulty:** Having difficulty bathing or dressing.
- **Independent living difficulty:** Because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor’s office or shopping.



This section includes indicators for people living with disabilities related to age, household composition, and economic status and income, as well as comparisons between current conditions and previous decades, and comparisons to Los Angeles County as a whole in 2010.

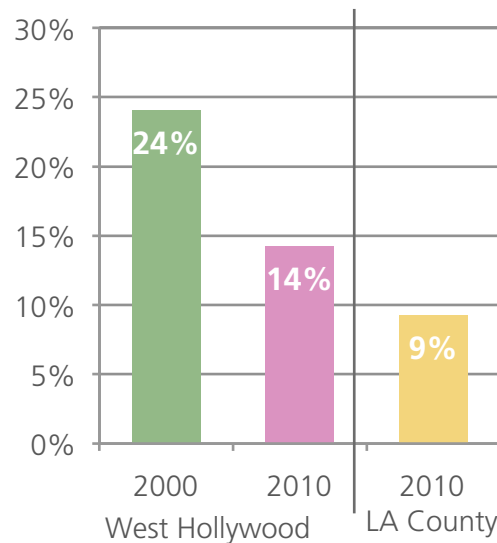
The City had a higher proportion of people living with disabilities (14%) compared to the County (9%) in 2010, but the percentage decreased from 2000 (24%). The total number of people living with disabilities decreased from 8,602 in 2000 to 4,907 in 2010.

Figure 3.14 Number of People Living with Disabilities in West Hollywood



Source: U.S. Census

Figure 3.15 Percentage of Population Living with Disabilities

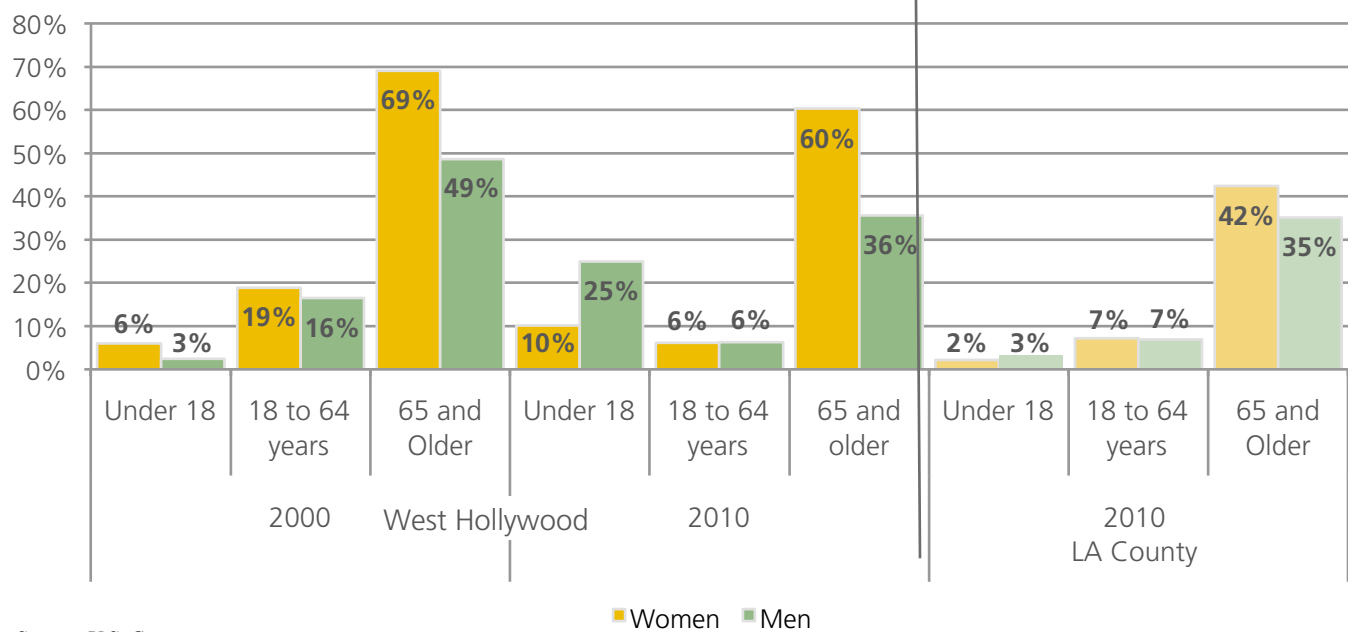


Source: U.S. Census

Sixty percent of senior women and 36% of senior men in West Hollywood were living with disabilities in 2010.

Half the population age 65 and over (51%) reported having a disability in 2010, which is 12% higher than the County. However, the number of seniors who reported a disability has decreased from 61% in 2000.

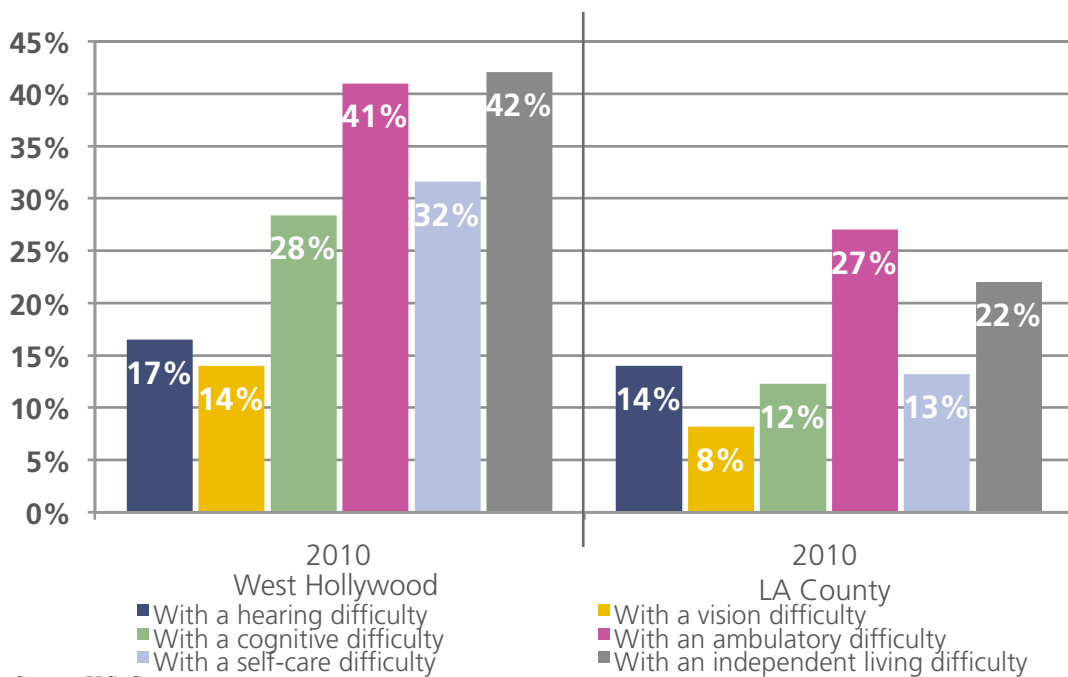
Figure 3.16 Sex and Age of People Living with Disabilities



Source: U.S. Census

Nearly half of the seniors with a disability in 2010 reported having an ambulatory difficulty (41%) or an independent living difficulty (42%).

Figure 3.17 Population Over Age 65 with a Disability by Type of Disability

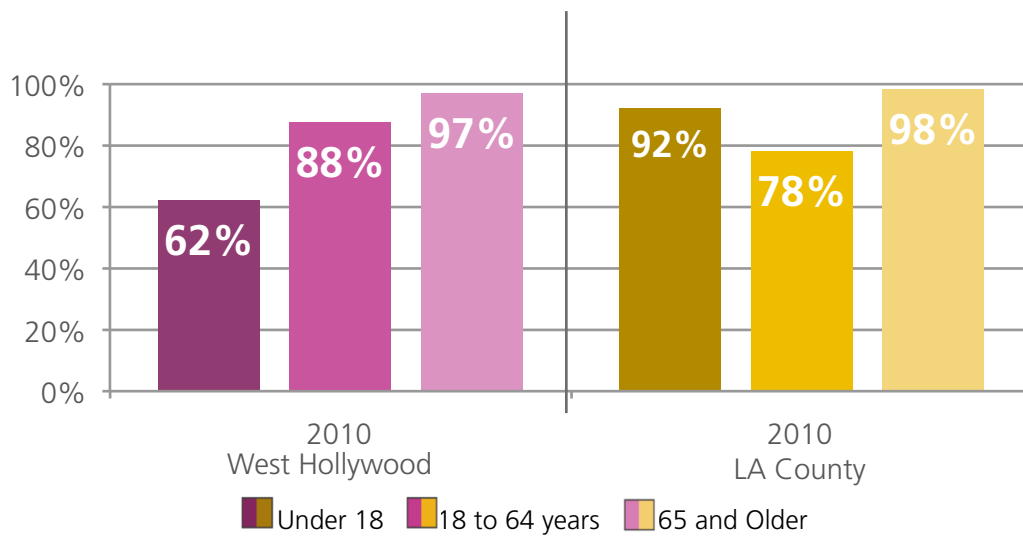


Source: U.S. Census

Seniors with a disability had the highest rates of insurance coverage (97%) for age groups in West Hollywood.

People under the age of 18 living with disabilities had a rate of poverty twice that of the County (29% compared to 15%), and were much less likely to have insurance coverage (62% compared to 97%).

Figure 3.18 Insurance Coverage for People Living with Disabilities

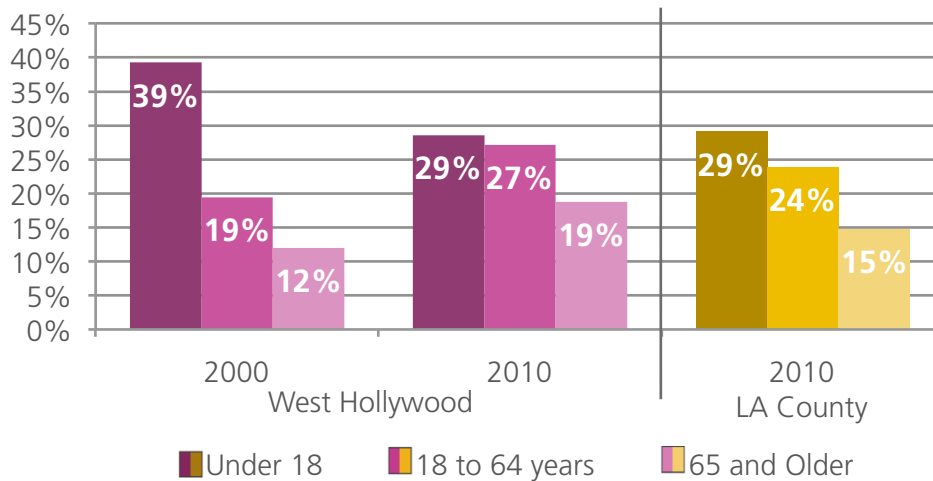


Source: U.S. Census

People ages 18 to 64 living with disabilities in poverty in West Hollywood has been rising since 2000, and is higher than the County (27% versus 24%, respectively).

Though still below the County rate of 29%, the percentage of people living with disabilities age 65 and older in poverty has also been increasing in West Hollywood over the last decade (12% to 19%).

Figure 3.19 Poverty Status of People Living with Disabilities



Source: U.S. Census

Social Services Needs

Community Study participants indicated social services needs for people living with disabilities through a statistically-valid survey and several community outreach and engagement events. The following section provides an overview of community-identified social services needs for people living with disabilities in West Hollywood.

Community Survey Results

Most Important Services

Results from the 2013 study indicate that the top five social services¹¹ people living with disabilities would like the City to support financially are:

1. Neighborhood crime prevention programs
2. Health care services



¹¹ On the 2013 Community Study survey, respondents living with disabilities rated City programs and services (other than social services) as important including: providing law enforcement services, providing fire protection services, and disaster and emergency preparedness.

“The City is doing the best it can to provide the right services with the available funding, much better than other cities.”

–West Hollywood resident

“Many people don’t realize that City Hall can help them and don’t know what department to go to when they have a need.”

– People Living with Disabilities Focus Group participant

3. Low-cost transportation services, including taxi coupons, Cityline Shuttle, and Dial-a-Ride
4. Parks and recreation programs
5. Support for affordable housing

Greatest Satisfaction

Survey results from the 2013 study indicate that people living with disabilities are most satisfied with the following social services¹²:

1. HIV prevention and education
2. Parks and recreation programs
3. Food or meals for residents with special needs
4. Low-cost transportation services, including taxi coupons, Cityline Shuttle, and Dial-a-Ride
5. Special events, festivals, and community gatherings

Most Important Needs

The most important needs of 2013 survey respondents living with disabilities are:

1. Senior service and disabled services/programs (18%)
2. Transportation assistance (13%)
3. Legal services (11%)
4. Home-delivered meals (11%)
5. Medical services (11%)

¹² On the 2013 Community Study survey, respondents living with disabilities are satisfied with City programs and services (other than social services) including: providing law enforcement services and providing fire protection services.

Household Health

People living with disabilities indicated that their households were most affected by the following health issues in 2013:

1. Hearing or sight impairment (42%)
2. Medical disability (36%)
3. Mobility impairment (34%)
4. Mental or emotional disability (19%)
5. Learning disability (11%)

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants identified social services needs for people living with disabilities. Key themes from the public outreach and engagement activities are listed below.

Expand opportunities for one-on-one and specialized care.

Participants felt that the available social services were too generalized and could do a better job of focusing on individual needs.

Coordinate between social service providers regarding notification of social events.

Participants were interested in more events where people living with disabilities could meet to socialize. Participants are not always aware of events happening in the City and would like to central place to go for information.

Maintain existing level of transportation services.

Participants expressed great appreciation for transit and transportation programs that assist people living with disabilities. They felt West Hollywood does a better job at providing alternative transportation than other nearby cities.



“Access Transportation is a wonderful service for people who need it – takes the same time as public transit would.”

– People Living with Disabilities Focus Group participant

Address the needs of people living with disabilities across all City departments.

Participants are happy with the support they receive from the Human Services and Rent Stabilization Department, but felt that other City departments are not as sensitive to the impacts of decisions on people living with disabilities. For example, construction projects greatly impact people with mobility issues and that can sometimes be overlooked.

Transportation and Mobility

The following section provides an overview of transportation and mobility needs for people living with disabilities in West Hollywood as indicated by Community Study participants.

Community Survey Results

2013 community survey respondents representing people living with disabilities indicated their preferences and provided feedback regarding transportation and mobility in West Hollywood.

- Nearly half (48–56%) of survey respondents living with disabilities rarely or never use Cityline Shuttle, Dial-a-Ride, taxi coupons, Access Services, MTA bus, and the Metro Red Line. However, 9% use the MTA bus every day of the week.
- Twenty-five percent of survey respondents living with disabilities are unaware of Access Services or the Taxi Coupon Subsidy Program.
- Of those who use transit, respondents are generally satisfied with public transportation options (8%-10%), but the majority had no opinion on the matter (68–81%).
- Nearly half (44%) of respondents who use transit services use it to travel and shop and run errands.

- Respondents suggested the following ways in which the City could promote more transit use to people living with disabilities: provide better information about routes/times (45%) and increase how frequently the transit services run (31%).

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants identified transportation and mobility needs for people living with disabilities. Key themes from the public outreach and engagement activities are listed below.

Increase mobility and safety on City streets for people living with disabilities.

Participants felt that some sidewalks are difficult for wheelchairs to navigate due to the placement of utility poles. They also felt that blind residents have a hard time crossing the street safely, and that verbal cues would help.

Educate residents regarding rules of the road for cars and bicycles.

Participants feel unsafe when cyclists ride on the sidewalks. They also feel that drivers are not respecting crosswalks.

Housing

The following section provides an overview of community-identified housing needs for people living with disabilities in West Hollywood.

Community Survey Results

Community survey respondents representing people living with disabilities indicated their preferences and provided feedback regarding housing in West Hollywood.

- Seventy-five percent of survey respondents living with disabilities have lived in the City of West Hollywood for 10 years or more.
- The majority (62%) have lived in their current housing unit for 10 years or more.
- Nearly half (53%) live in an apartment or duplex.
- Fifty-one percent rent and 31% own their residence.
- Survey respondents living with disabilities who rent indicate that the following items in their housing unit are most in need of repair: plumbing, interior paint, carpeting, and flooring.
- Seventy-five percent of respondents have never contacted City Hall for a property maintenance issue, but of those that have, the majority were satisfied with their experience.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants identified that people living with disabilities need more affordable housing options.

Communication and Resource Needs

People living with disabilities expressed a keen interest in building community and in learning more about the City's community programs and events.

Community Survey Results

Community survey respondents representing people living with disabilities provided feedback regarding communications and resource needs in West Hollywood.

- Twenty-three percent of survey respondents living with disabilities attended a City government meeting, or a recreational, social, or cultural program in the past 12 months including, Gay Pride Parade/Festival (25%) and Halloween Parade/Carnival (20%).
- In the past 12 months, participants had received/read information mailed to their home about City meetings and events (63%), received/read the City's newsletter (51%), and visited the City's website (48%).
- Seventy percent of respondents prefer to have information mailed to their home.
- Forty percent of participants living with disabilities have interacted with City staff in the past 12 months, and 80% of them were satisfied with their experience.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants discussed communication and resource needs for people living with disabilities. Key themes from the public outreach and engagement activities are listed below.

Consider low-tech means for communicating information about social services.

Participants acknowledged that some people don't have access to computers or cannot use them easily due to a disability. In addition to other communication methods, the City could put posters inside bus stops or other common areas around town.

Provide information about social services for the deaf and blind communities.

Participants suggested a hotline to call or materials written in Braille.

Quality of Life

The following section provides an overview of the quality of life for people living with disabilities in West Hollywood.

Community Survey Results

- Overall quality of life is excellent or good for 83% of survey respondents living with disabilities.
- Respondents liked best that they could walk to nearby amenities in West Hollywood and that the community is safe and quiet.

- Respondents liked least the traffic congestion and lack of parking.
- Most respondents perceive their neighborhood (78%) and the city as a whole (69%) to be very or somewhat safe.
- Eighty-six percent are very or somewhat satisfied with the City's services provision.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants discussed quality of life for people living with disabilities. Key themes from the public outreach and engagement activities are listed below.

Increase physical accessibility to programs and to City-owned properties.

Participants expressed concern that some City-owned facilities are still not completely accessible, even if they meet American Disabilities Act standards. For example, some toilet seats are too low to be used by those with restricted mobility. Additionally, participants would like to access programs through the Community Center at Plummer Park or City Hall, rather than having to travel outside of the City.

Households Affected by HIV/AIDS



West Hollywood is home to a significant number of people living with HIV/AIDS—2,328 persons in 2012 according to Los Angeles County Public Health Department data, or roughly 7% of the city's population.

The following section provides demographic information and findings for social services, transportation and mobility, housing, communications and resources, and quality of life issues related to people living with HIV/AIDS.

Demographic Information

The U.S. Census data does not include information regarding HIV/AIDS. As such, an analysis of demographic information for people living with HIV/AIDS in West Hollywood must use other sources, including the statistically-valid survey performed as part of the West Hollywood Community Study, as well as other reputable sources that specialize in capturing epidemiological information specifically related to HIV/AIDS.

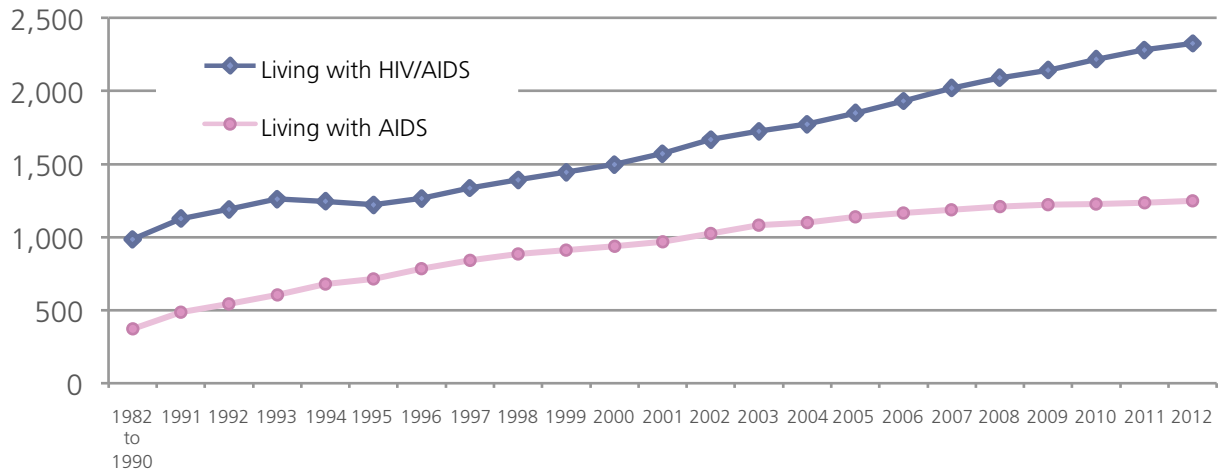
In 2012, according to data from the Los Angeles County Public Health Department, the cumulative number of people living with HIV/AIDS in West Hollywood was reported to be 2,328; of those, 1,250 were living with AIDS.

In line with national and state trends, diagnoses of HIV and AIDS in West Hollywood continue to decrease, although data for the last three years (2010 – 2012) is considered provisional due to reporting delays. Deaths related to HIV/AIDS also continue to decline in West Hollywood.

- New diagnoses of AIDS exceeded 200 per year in the mid-1990s, falling to 35 in 2009.
- During the mid-1990s, over 150 people died from AIDS each year, decreasing to 31 in 2009.

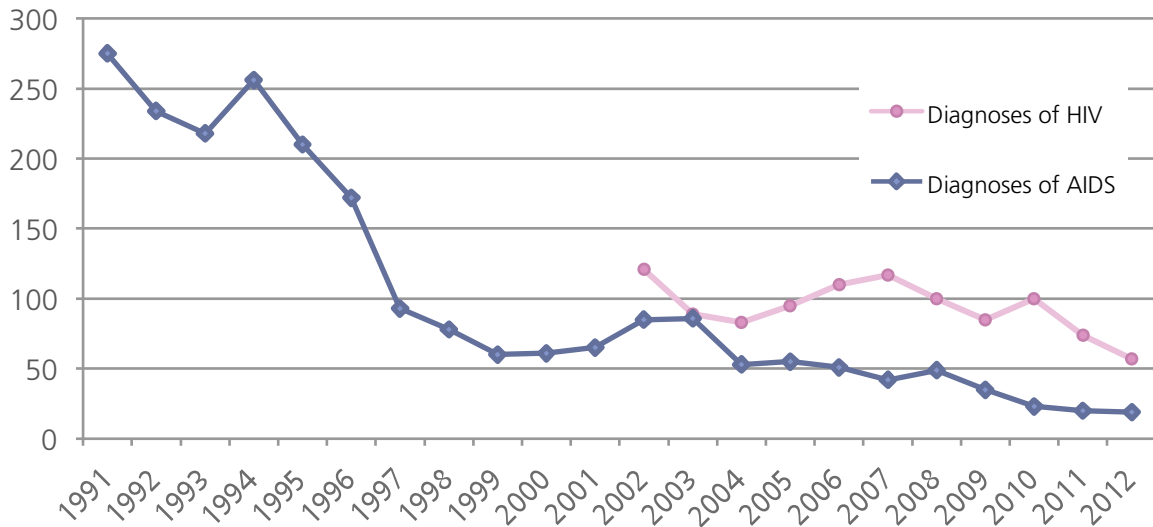
West Hollywood has a much higher rate of HIV-related hospitalizations than the statewide rate (105 per 100,000 compared to 11 per 100,000).

Figure 3.20 People Living with HIV and People Living with AIDS



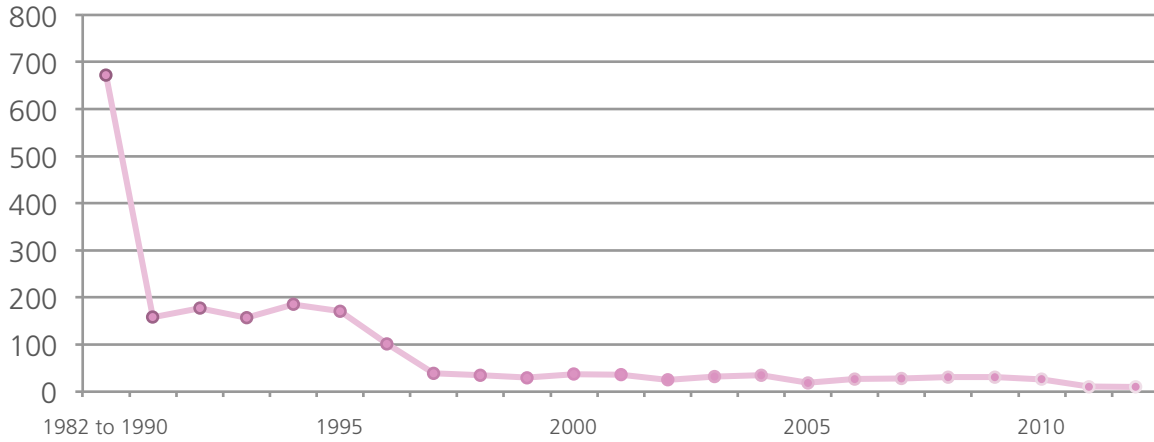
Source: County of Los Angeles Public Health Department, 2013

Figure 3.21 Diagnoses of HIV and Diagnoses of AIDS



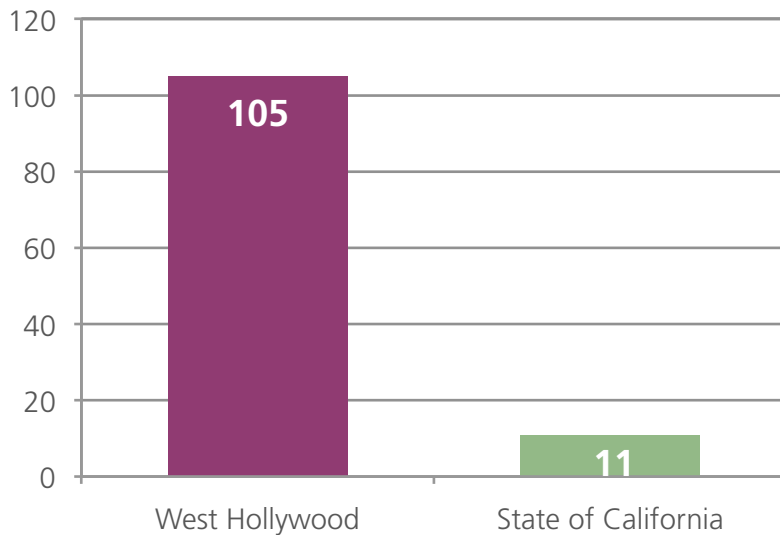
Notes: 2010, 2011, and 2012 data are provisional due to reporting delays. There were 1,073 diagnoses of AIDS between 1982 and 1990. The reporting of people diagnosed with HIV did not begin until 2002 in California.
 Source: County of Los Angeles Public Health Department, 2013

Figure 3.22 Deaths Reported among Persons Infected with HIV or AIDS



*Note: 2010, 2011, and 2012 data are provisional due to reporting delays.
Source: County of Los Angeles Public Health Department, 2013*

Figure 3.23 HIV-Related Hospitalization Rate per 100,000



Source: California Office of Statewide Health Planning and Development (2010)

Social Services Needs

The following section provides an overview of community-identified social services needs for people living with HIV/AIDS in West Hollywood.

Community Survey Results

The 2013 West Hollywood Community Study survey asked respondents to select the health issues affecting their household, 12% of all survey respondents selected HIV/AIDS as a health issue directly affecting their home. Among respondents who identified as gay or bisexual men, 29% selected HIV/AIDS as a health issue affecting their home.

Most Important Services

Results from the 2013 survey indicate that the top five social services households affected by HIV/AIDS would like the City to support financially are:¹³

1. HIV prevention and education
2. Neighborhood crime prevention programs
3. Health care services
4. Drug/alcohol abuse counseling/treatment
5. Food or meals for residents with special needs

“The HIV/AIDS community is concerned that the public and municipal agencies are no longer concerned about HIV/AIDS and that the services could be in danger of being cut or eliminated.”

– Human Services Commissioner

Greatest Satisfaction

Survey results from the 2013 study indicate that households affected by HIV/AIDS are most satisfied with the following community programs and services¹⁴:

1. HIV prevention and education
2. Public arts programs
3. Special events, festivals and community gatherings
4. Low-cost transportation services, including taxi coupons, City Line Shuttle, and Dial-a-Ride
5. Parks and recreation programs

¹³ On the 2013 Community Study survey, households affected by HIV/AIDS rated City programs and services (other than social services) as important including: providing law enforcement services, providing fire protection services, and disaster and emergency preparedness.

¹⁴ On the 2013 Community Study survey, households affected by HIV/AIDS are satisfied with City programs and services (other than social services) including: providing law enforcement services and providing fire protection services.



“By 2015 half of the people living with HIV in the U.S. will be over 50 years old.”

– U.S. Department of Health and Human Services, Administration on Aging

Most Important Needs

The most important needs in 2013 for households affected by HIV/AIDS are:

1. HIV prevention and education (20%)
2. Affordable housing (20%)
3. Law enforcement/crime prevention (18%)
4. Counseling/emotional support (13%)
5. Homeless services/shelter & food (7%)

Household Health

Households affected by HIV/AIDS indicated that their homes were most affected by the following health issues in 2013. Multiple selections were allowed:

1. HIV/AIDS (100%)
2. Mental or emotional disability (16%)
3. Medical disability (12%)
4. Hearing or sight impairment (10%)
5. Mobility impairment (5%)
6. Learning disability (2%)
7. Development disability (1%)

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants identified social service needs for people living with HIV/AIDS. Key themes from the public outreach and engagement activities are listed below.

Improve case management services

Many participants felt that a lack of case management services directly affected the ability of people living with HIV/AIDS to identify and receive the services and treatment they need. Participants felt that case managers are good at performing triage and making the proper referrals for individuals with HIV/AIDS.

Identify ways to address the needs of an aging HIV-positive community

As treatment for HIV/AIDS has improved, people infected by the virus are living much longer and successfully managing HIV as a chronic condition. Many participants felt that an examination of the special needs of an aging HIV-positive community was required, citing statistics that in 2015 over 50% of HIV-positive people will be over age 50. Participants stated that many of these “long-term survivors” never expected to live this long and have special financial needs and concerns about aging in place, including maintaining affordable housing and access to affordable health care.

Improve coordination of participant/patient information for people living with HIV/AIDS

Participants felt that the bureaucracy involved in receiving services for HIV/AIDS was a burden and deterrent for many people seeking treatment. Duplicate forms and paperwork requesting detailed personal information, income and medical histories are required to access services provided by a different group of medical providers and non-profit agencies. Participants requested that the City take a lead role in coordinating services, using the weight of the City’s funding for non-profit providers to require them to standardize forms and streamline enrollment.

Identify ways to combat “AIDS fatigue”

Participants felt that after decades of vigilance, the community was suffering from fatigue with regard to efforts to stop the spread of HIV and to care for those already infected with the virus. Participants were concerned that this perceived apathy might lead to services being cut or eliminated, endangering the health and welfare of people living with HIV/AIDS and those at risk for HIV infection, thus undermining the hard-won progress the community has made in HIV/AIDS education, prevention, and care.

“West Hollywood has good quality of life for an HIV-positive person”

– Focus group participant



Transportation and Mobility

The following section provides an overview of community-identified transportation and mobility needs for people living in households affected by HIV/AIDS in West Hollywood.

Community Survey Results

Community survey respondents representing households affected by HIV/AIDS indicated their preferences and provided feedback regarding transportation and mobility in West Hollywood. By far, the two most used modes of public transit for people living in households affected by HIV/AIDS are the MTA bus service and the Metro Red Line. Nine percent also used the Dial-a-Ride service each month.



- Roughly 14% of people living in households affected by HIV/AIDS use MTA bus service every day; while 23% use the service at least weekly, and 33% use the MTA bus at least a few times each month.
- Seven percent of people living in households affected by HIV/AIDS use the Red Line Metro every day, 14% use the Red Line every week, and 29% use the service at least a few days every month.
- Nine percent of people living in households affected by HIV/AIDS use the Dial-a-Ride service at least a few times every month.
- A large percentage of households affected by HIV/AIDS were unaware of taxi coupons (41%), and Access Services (34%); 18% of households affected by HIV/AIDS were not aware of the Dial-a-Ride service.
- People living in households affected by HIV/AIDS were most satisfied with the Red Line Metro (40%), MTA bus service (29%), and the CityLine Shuttle (18%). A moderate level of satisfaction was expressed for the Dial-a-Ride service (15%), while 6% of respondents were dissatisfied with the service.
- People living in households affected by HIV/AIDS were most dissatisfied with taxi coupons (9%), whereas those who responded that they were satisfied with the service numbered just 4%.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants examined transportation and mobility needs for people living with HIV/AIDS. As part of this discussion some participants voiced concern over the use of public transportation by people with compromised immune systems and suggested that a variety of modes of transportation continue to be offered to people living with HIV/AIDS.

Housing

The following section provides an overview of community-identified housing needs for people living in households affected by HIV/AIDS in West Hollywood.

Community Survey Results

Community survey respondents representing people living in households affected by HIV/AIDS indicated their preferences and provided feedback regarding housing in West Hollywood.

- The majority of people living in households affected by HIV/AIDS (74%) report having lived in West Hollywood for 10 or more years.
- Sixty percent of people living in households affected by HIV/AIDS live in an apartment or duplex, while those living in condominiums or single family homes comprise 29% and 8% of respondents respectively.
- Forty-four percent of people living in households affected by HIV/AIDS live alone; while another 54% live in a two-person home.
- The majority (62%) of people living in households affected by HIV/AIDS rent their residences; while 27% own or share ownership of their residence.
- Seven percent of people living in households affected by HIV/AIDS rent under a government housing subsidy or low-income program.
- A significant number of people living in households affected by HIV/AIDS (12%) listed the creation and preservation of affordable housing as an important issue for the city, while another 9% cited enforcement of property maintenance standards as an important issue.

Public Outreach Summary

Participants in the pop-up workshops, focus groups, interviews, and community meeting discussed special housing needs for people living with HIV/AIDS. Many participants voiced concern about older people living with HIV/AIDS living alone who may need services for independent living.

Communication and Resources

People living with HIV/AIDS are very interested in staying informed about City services and other topics affecting their community. People living in households affected by HIV/AIDS are more engaged with the City than the average resident of West Hollywood, with higher percentages of this population accessing resources and communications from the City than residents overall.

Community Survey Results

Community survey respondents living in households affected by HIV/AIDS indicated their preferences and provided feedback regarding communications and resource needs in West Hollywood. In general, people living in households affected by HIV/AIDS were more likely to visit the City's website and Facebook page than the average resident of West Hollywood.

- In the past year a majority of people living in households affected by HIV/AIDS visited the City's website (70%) and received and read information mailed to their homes regarding City meetings or events (62%).
- Thirty-six percent watched the City's television channel compared to 23% of residents overall. Sixteen percent of people living in households affected by HIV/AIDS prefer to receive their communication through the City's television station, while 10% of residents overall prefer this communication channel.
- A majority of people living in households affected by HIV/AIDS prefer to receive information from the City via email (65%) while another 43% prefer to have information mailed to their residence. The City's website was a preferred resource of 35% of respondents.
- The City Facebook page was listed as a resource by 29% of people living in households affected by HIV/AIDS. While 18% of people living in households affected by HIV/AIDS prefer to receive their communications via Facebook postings, just 7% of residents overall prefer this method.
- Seventy-nine percent of people living in households affected by HIV/AIDS were satisfied with the City's efforts to communicate with residents, which is slightly less than the 82% of residents overall who were satisfied with City efforts. Ten percent of people living in households affected by HIV/AIDS were very dissatisfied with the City's efforts to communicate with residents, which is significantly higher than the population overall at just 4%.
- Sixty-two percent of people living in households affected by HIV/AIDS have interacted with City staff, and of those, 78% were satisfied with the experience.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants discussed communications and resource needs for people living with HIV/AIDS. Participants suggested that the City seek new and innovative methods to reach HIV-positive residents and inform them about available City-sponsored programs and services. Participants felt that many HIV-positive residents of West Hollywood were not fully aware of the services available to them. Suggestions for improving outreach to people living with HIV/AIDS included the following:

- Provide HIV-specific information in City mailings;
- Establish a telephone hotline to provide information on available services and resources;
- Develop a voluntary mailing list for people affected by HIV/AIDS to receive important updates regarding City-sponsored services;
- Use Facebook to reach people living with HIV/AIDS in West Hollywood, especially for younger, newly-diagnosed residents;
- Distribute City flyers and newsletters related to HIV/AIDS services at the offices of HIV specialists and medical providers; and
- Use the City's local cable access channel more effectively to disseminate current information with greater frequency.



“The City provides good programs; concerts and events—seniors and the LGBT community are well-served.”

– Senior Focus Group participant

Quality of Life

The following section provides an overview of the quality of life for people living with HIV/AIDS in West Hollywood.

Community Survey Results

Community survey respondents who identified as living in a household affected by HIV/AIDS indicated their preferences and provided feedback regarding the quality of life in West Hollywood.

- Overall quality of life is excellent or good for 74% of people living in households affected by HIV/AIDS.
- People living in households affected by HIV/AIDS liked pedestrian orientation (31%), proximity to amenities (23%), and safe and quiet atmosphere (14%) most about West Hollywood.
- Most respondents perceive their neighborhood (79%) and the city as a whole (70%) to be very or somewhat safe.
- Eighty-two percent are very or somewhat satisfied with the City’s provision of services.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants discussed quality of life for people living with HIV/AIDS. Many participants voiced their satisfaction with the quality of life in West Hollywood for LGBT people and people living with HIV/AIDS, especially relative to other communities. Participants felt there was much less stigma associated with HIV/AIDS living in West Hollywood and that the community was generally very sympathetic and supportive of their needs.

Seniors

West Hollywood is home to a large number of seniors age 65 years and older—approximately 15% of the population. Because of the City’s commitment to make sure that existing senior residents are able to continue aging in place, the City has a history of providing services and programs for them.

The following section provides demographic information and findings for social services, transportation and mobility, housing, communications and resources, and quality of life related to seniors in West Hollywood.

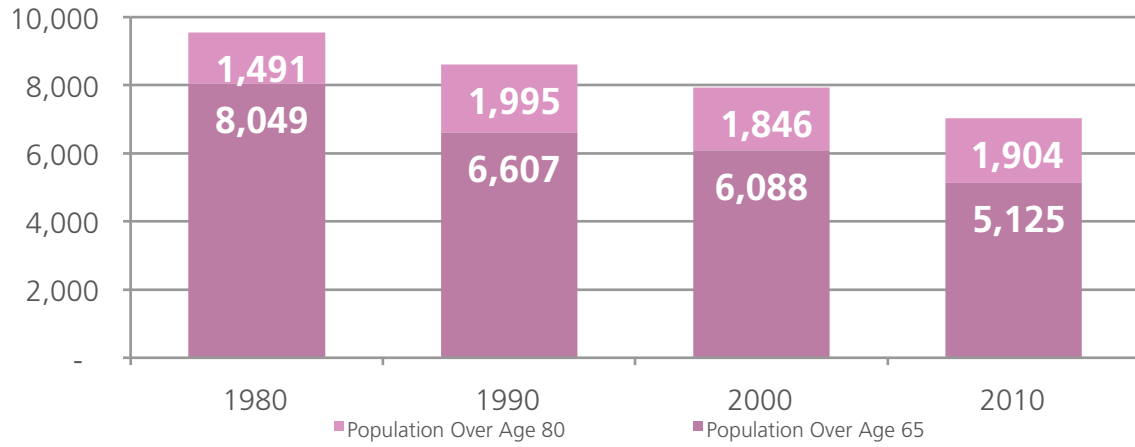
Demographic Information

Using data from the 2010 U.S. Census, the following section provides a current general overview of the demographic conditions for seniors in West Hollywood, as well as comparisons between current conditions and previous decades, and to Los Angeles County as a whole in 2010.

The total number and proportion of the population age 65 and over decreased in West Hollywood. The percentage of seniors decreased from 17% in 2000 to 15% in 2010, which was still higher than the County at 11%.

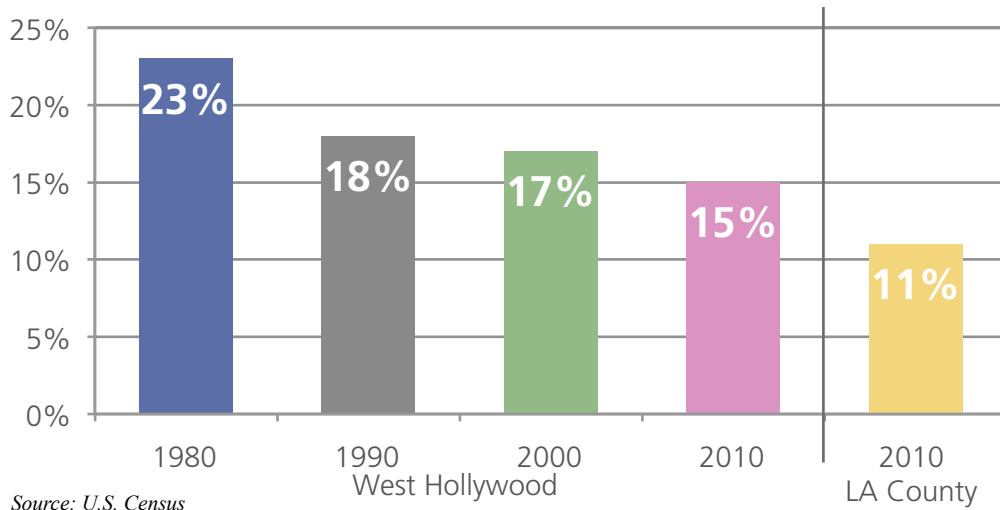


Figure 3.24 Total Population over Age 65 in West Hollywood



Source: U.S. Census

Figure 3.25 Percent of Total Population over Age 65



Source: U.S. Census

Although the population ages 65-79 decreased as a proportion of West Hollywood’s total population, the population over age 80 increased from 5% in 2000 to 6% in 2010, twice the proportion of seniors age 80 and over in the County.

Figure 3.26 Percent of Total Population over Age 80

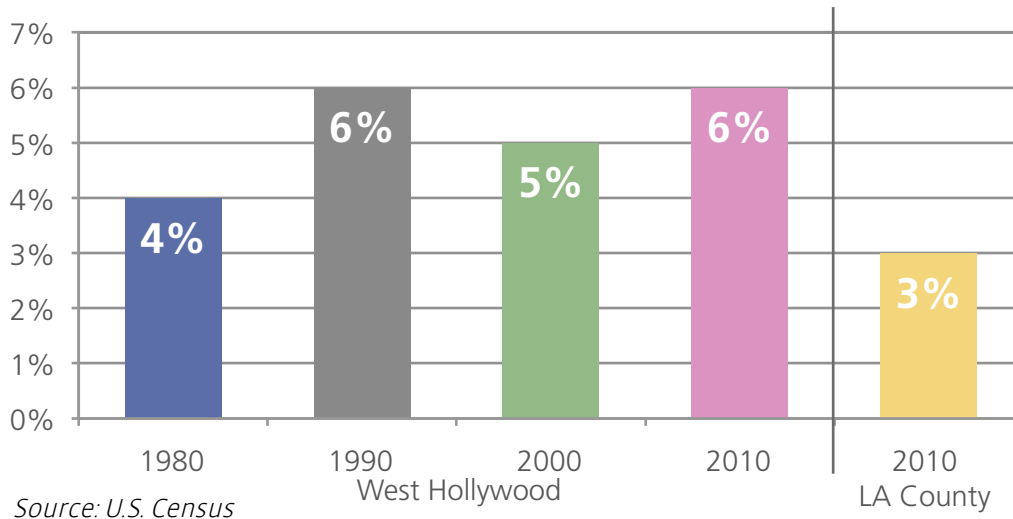


Figure 3.27 Age Distribution of Seniors

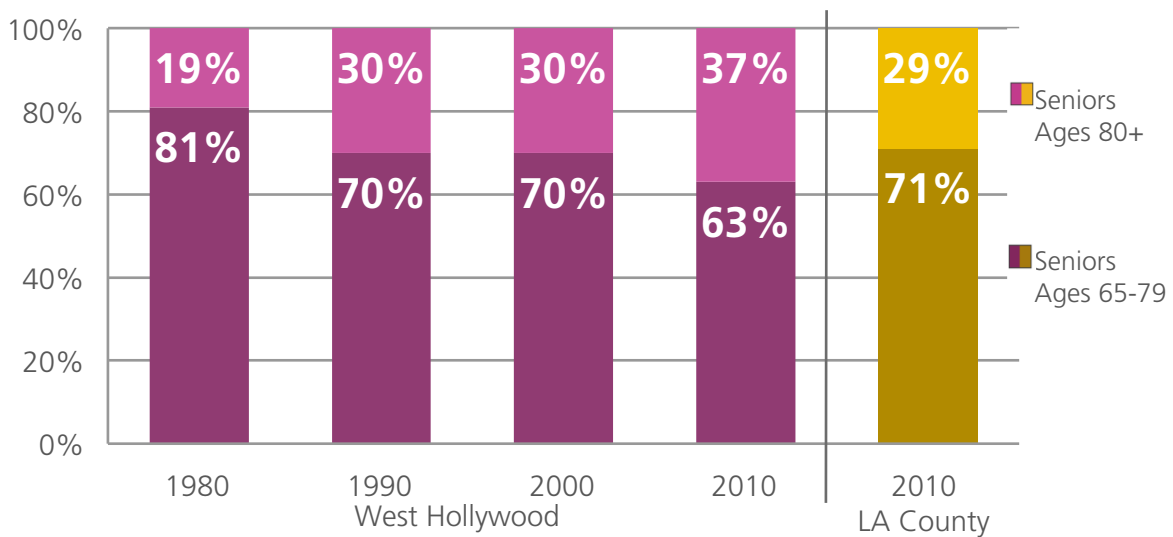
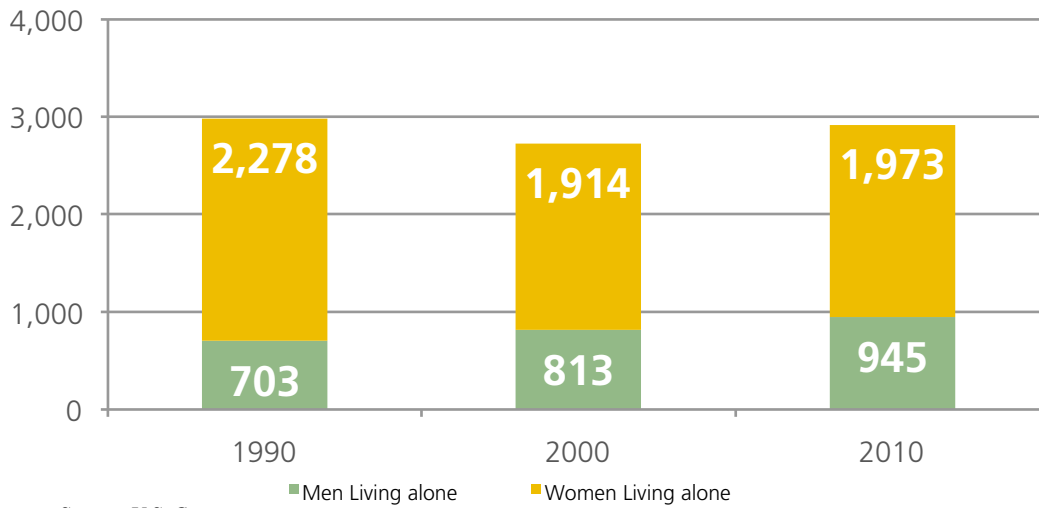
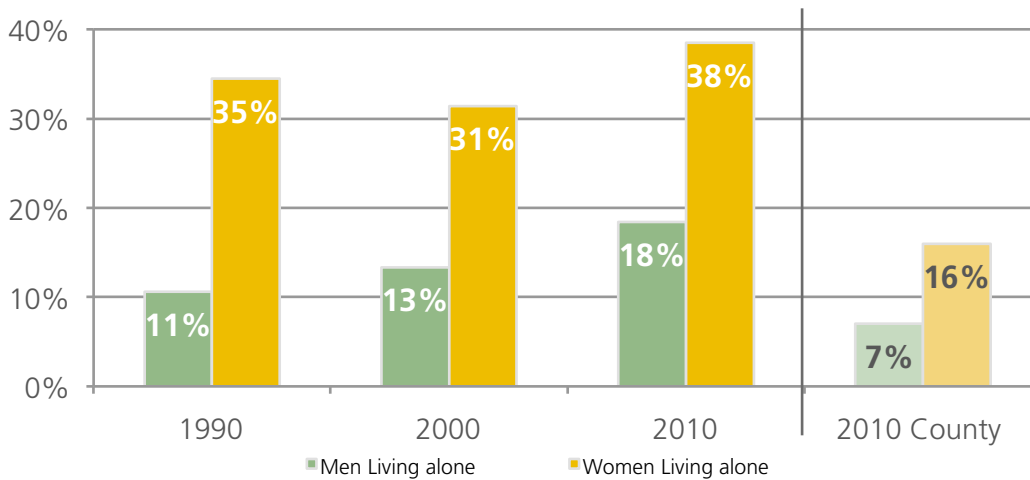


Figure 3.28 Total Population over Age 65 Living Alone



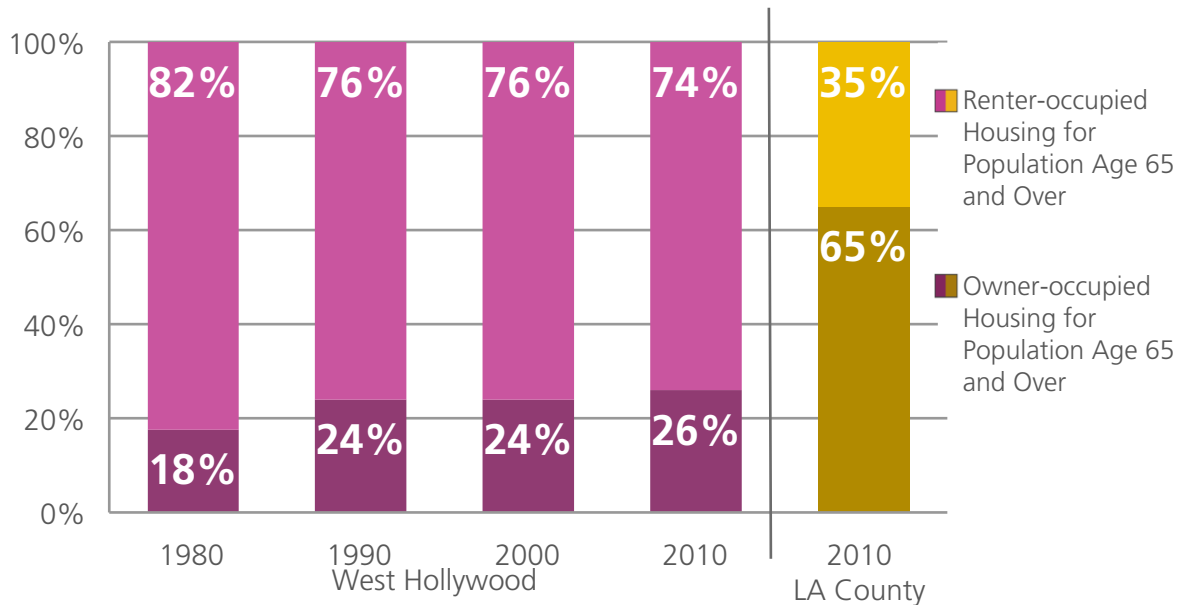
An increasingly high proportion of persons age 65 and over lived alone in West Hollywood. Eighteen percent of men and 38% of women age 65 and over lived alone (up from 13% and 31% in 2000, respectively), more than double the County at 7% and 16%, respectively.

Figure 3.29 Proportion of Population Age 65 and Over Living Alone



Compared to the County (35%), West Hollywood’s seniors were more than twice as likely to be renters (74%)

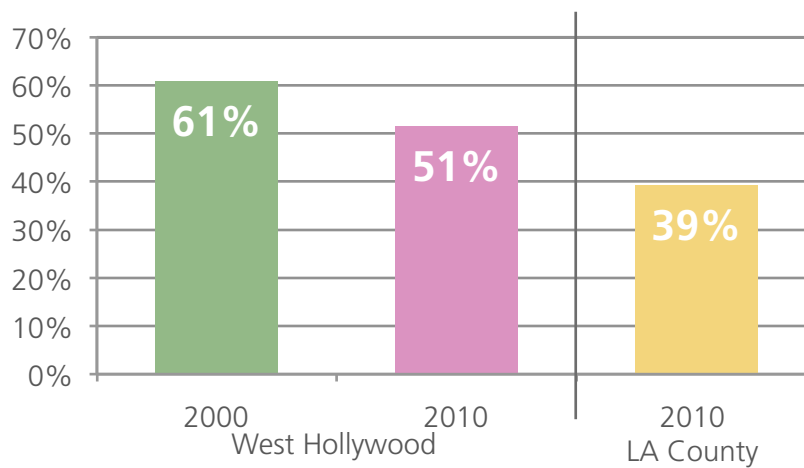
Figure 3.30 Proportion of Seniors Living in Renter- or Owner-Occupied Housing Units



Source: U.S. Census

Half the population age 65 and over (51%) reported having a disability in 2010, 12% higher than the County. However, this population with a disability is down from 61% in 2000. Nearly half of the seniors with a disability reported having an ambulatory difficulty (41%) or an independent living difficulty (42%).

Figure 3.31 Population Over 65 with a Disability



Source: U.S. Census



Social Services Needs

Community Study participants indicated social services needs for seniors through a statistically-valid survey and several community outreach and engagement events. The following section provides an overview of community-identified social services needs for seniors ages 65 and over in West Hollywood.

Community Survey Results

Most Important Services

Results from the 2013 study indicate that the top five social services¹⁵ seniors would like the City to support financially are:

1. Neighborhood crime prevention services
2. Health care services
3. Parks and recreation programs
4. Food or meals for residents with special needs
5. HIV prevention and education

Greatest Satisfaction

Survey results from the 2013 study indicate that seniors are most satisfied with the following social services¹⁶:

1. Low-cost transportation services, including taxi coupons, Cityline Shuttle, and Dial-a-Ride

¹⁵ On the 2013 Community Study survey, respondents who are seniors rated City programs and services (other than social services) as important including: providing law enforcement services, providing fire protection services, disaster and emergency preparedness, and revitalization of deteriorated commercial areas.

¹⁶ On the 2013 Community Study survey, respondents who are seniors are satisfied with City programs and services (other than social services) including: providing law enforcement services and providing fire protection services.

2. HIV prevention and education
3. Parks and recreation programs
4. Special events, festivals, and community gatherings
5. Neighborhood crime prevention programs

Most Important Needs

Other than law enforcement and crime prevention, the most important needs of seniors who completed the 2013 community survey are:

1. Senior service and disabled services/programs (17%)
2. Transportation assistance (12%)
3. Home-delivered meals (9%)
4. Legal services (5%)
5. Affordable housing (5%)



Household Health

Seniors indicated that their households were most affected by the following health issues in 2013:

1. Hearing or sight impairment (21%)
2. Medical disability (17%)
3. Mobility impairment (17%)
4. HIV/AIDS (4%)
5. Mental or emotional disability (2%)

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants identified social services needs for seniors. Key themes from the public outreach and engagement activities are listed below.

Consider affordable housing options specifically for LGBT seniors.

Participants who are LGBT seniors felt that they would like affordable housing options that maintained their sense of community as they age.



“The social services information provided at the Plummer Park Community Center is useful.”

– Senior Focus Group participant

Promote opportunities for socializing within the senior community.

Participants are concerned that many seniors are lonely or home-bound and do not realize there are so many programs available to help them. They would like to see more advertisement of the City’s social services available to seniors. One suggestion was to deliver social services information through apartment building managers.

Provide more in-home services for the frail elderly.

Participants recognized that seniors are living longer and requiring more in-home care. This population is at a higher risk for injury or other emergency needs.

Transportation and Mobility

The following section provides an overview of community-identified transportation and mobility needs for seniors in West Hollywood as indicated by Community Study participants.

Community Survey Results

2013 community survey respondents representing seniors indicated their preferences and provided feedback regarding transportation and mobility in West Hollywood.

- The majority of survey participants over 65 years old rarely or never use Cityline Shuttle, Dial-a-Ride, taxi coupons, Access Services, MTA bus, and the Metro Red Line. However, 5% use MTA bus every day of the week.
- Roughly 20% of senior survey respondents are unaware of each available transportation program.
- Of those who use transit, participants are generally satisfied with public transportation options (10–15%), but the majority had no opinion on the matter (70–87%).

- Of those who use transit services, 33% use it to go to medical appointments and 30% use it to travel to shop and run errands.
- Respondents suggested the following ways in which the City could promote more transit use to seniors: provide better information about routes/times (38%) and increase how frequently the transit services run (26%).



Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants identified transportation and mobility needs for seniors. Key themes from the public outreach and engagement activities are listed below.

Consolidate transportation information into a simple, senior-friendly guide.

Participants felt that there are too many transit options and often don't know which one is best for their needs. Participants commented that maps can be difficult to read or understand and making connections between service lines is challenging to figure out.

Coordinate with all transit options to locate stops in places that seniors frequently visit.

Many participants requested an MTA rapid bus stop in front of the Plummer Park Community Center, as it is a regular gathering place for seniors and walking even two blocks can be difficult for some.





“Seniors very much appreciate what the City does for them and don’t want to ask for more, only that it stays the same.”

–West Hollywood resident

Housing

The following section provides an overview of community-identified housing needs for seniors in West Hollywood.

Community Survey Results

- Ninety-four percent of senior survey respondents have lived in the City of West Hollywood for 10 years or more.
- The majority (87%) have lived in their current housing unit for 10 years or more.
- Forty-one percent live in an apartment or duplex and 35% live in a condominium.
- Thirty-two percent of seniors rent and 55% own their residence.
- Senior survey respondents who rent indicate that the following items in their housing unit are most in need of repair: interior paint, carpeting and flooring, doors, windows and screens.
- Sixty-nine percent of participants have never contacted City Hall for a property maintenance issue, but of those that have, 60% were very satisfied with their experience.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants identified specifically the need for more affordable housing options for seniors and housing options for LGBT seniors.

Communication and Resources Needs

Seniors in West Hollywood are very aware of the City’s community programs and events and would like maintain the same opportunities.

Community Survey Results

- The majority of senior survey respondents attended a City government meeting (45%), or a recreational, social, or cultural program in the past 12 months including: Gay Pride Parade/Festival (12%), park concerts/music (12%), and the library (10%).
- In the past 12 months, most participants had received/read information mailed to their home about City meetings and events (65%), received/read the City's newsletter (49%) and watched the City's television channel (31%).
- Fifty-eight percent of respondents prefer to have information mailed to their home and 36% prefer to receive information via e-mail.
- Forty-five percent of seniors have interacted with City staff in the past 12 months and 71% of them were satisfied with their experience.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants discussed communications and resources needs for seniors. Key themes from the public outreach and engagement activities are listed below.

Continue to post information in the Plummer Park Community Center.

Participants felt that the Community Center was a good location for reaching the senior population. Often times, seniors who don't visit the Community Center hear about activities from those who do.

Publish materials, including newspaper announcements, in multiple languages.

Participants acknowledged that some non-English speaking seniors are not as informed as English speakers.

Quality of Life

The following section provides an overview of the quality of life for seniors in West Hollywood.

Community Survey Results

- Overall quality of life is excellent or good for 86% of senior survey participants.
- Respondents liked best to the City's walkability, nearby amenities and a safe and quiet atmosphere.
- Respondents liked least the traffic congestion and lack of parking.
- Most respondents perceive their neighborhood (77%) and the city as a whole (69%) to be very or somewhat safe.
- Eighty-nine percent are very or somewhat satisfied with the City's services provision.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants discussed quality of life for seniors. Key themes from the public outreach and engagement activities are listed below.

Improve safety in public areas.

Participants expressed concern that the parks in West Hollywood are not safe, especially at night, and would like to see more law enforcement presence there. Participants also felt that they are at risk for street crimes, such as purse-snatching.

Consider development of a retirement facility.

Participants would like to be able to age in West Hollywood, even when it comes time for them to move into a retirement or assisted living facility.

Transgender Individuals

The City views its support of transgender individuals as an essential part of West Hollywood’s progressive legacy. The creation of the Transgender Advisory Board exemplifies such inclusive efforts. The following section provides demographic information and findings for social services, transportation and mobility, housing, communications and resources, and quality of life related to transgender individuals in West Hollywood.

Demographic Information

Both the 2006 and 2013 Community Studies offered the option of identifying as transgender on the community survey. However, the U.S. Census does not list transgender as an option on questions regarding gender. Therefore, few comparisons across data sources can be made.

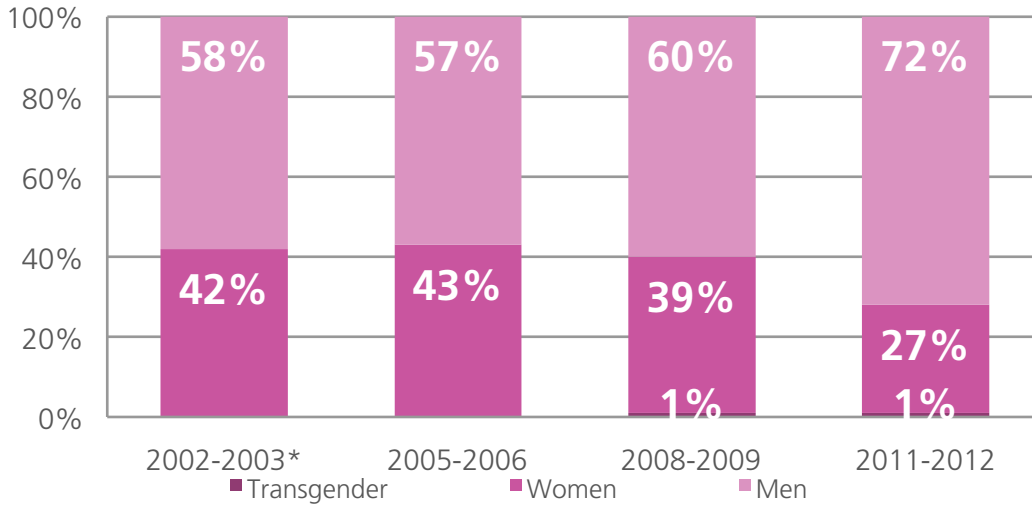
In 1998 and 2006, 1% of the respondents identified as transgender to a community survey. In 2013, no respondents identified as transgender, but 1% of the City’s social services users are transgender.

- From the City’s social services records, between 2008 and 2012, the number of transgender individuals served by City-funded programs has increased from 140 to 234 people.
- The majority of transgender individuals served by a City-funded program are between the ages of 18 and 59. Currently, 24–39 year olds represent nearly half (122) of the 234 transgender individuals reported above.

“No other city supports the transgender community the way West Hollywood does. City staff is very open.”

– Transgender Focus Group participant

Figure 3.32 Gender of Social Services Clients Served



Source: City of West Hollywood, 2002-13

Social Services Needs

The following section provides an overview of social services that are a priority for transgender individuals in West Hollywood.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants identified social services needs for the transgender community. Key themes from the public outreach and engagement activities are listed below.

Expand existing programs that support the transgender community.

Participants suggested expanding the following types of programs: job and basic skills training, interview coaching, access to hormone treatments, language classes, and personal finance training.

Revive sensitivity training for local law enforcement on communicating with transgender individuals, with a particular focus on those who are homeless.

Participants feel that interactions with law enforcement can be hostile, especially when questions of identity arise. West Hollywood previously organized sensitivity training and reinstating that program could help to resolve some of the issues. Participants also requested access to a transgender-friendly shelter and a safe place to store bags and belongings for the day.

Provide a gathering place for the transgender community.

Participants would like a public gathering place or to see programs that encourage interaction and capacity building within the transgender community. Participants would also like more opportunities to integrate into the larger West Hollywood community.

“The transgender homeless population needs compassionate care.”

–West Hollywood community member



Transportation and Mobility

The following section provides an overview of community-identified transportation and mobility needs for the transgender community in West Hollywood as indicated by community study participants.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants identified transportation and mobility needs the transgender community. The primary theme from the public outreach and engagement activities is listed below.

Align existing transit options with social services that are not currently offered within West Hollywood.

Participants would like improved transportation services available for travel to clinics outside of West Hollywood to receive hormone treatments and other services specific to the needs of the transgender population.

Housing

The following section provides an overview of community-identified housing needs for the transgender community in West Hollywood.

Public Outreach Summary

Provide affordable housing options for the transgender community specifically.

The transgender community would benefit from increased access to affordable housing, especially when trying to get started after a period of homelessness. Participants would like to see the City provide the same targeted housing options to the transgender community as it currently provides for the HIV and senior communities.

Communication and Resources Needs

The following section provides an overview of community-identified communication and resource needs for the transgender community in West Hollywood.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants discussed communications and resource needs for transgender individuals. Key themes from the public outreach activities are listed below.

Provide social services information in Spanish.

Participants feel they may be missing out on available resources due to a language barrier.

Provide a social services guide specifically for the transgender community.

Participants would like to know there is one place they can always look for information about social services that are important to the transgender community.

Use public service announcements to educate residents.

Participants felt that the community-at-large would benefit from more education about the transgender population. They also felt that public service announcements could be used to better inform residents about available social services.

Quality of Life

The following section provides an overview of the quality of life for transgender individuals in West Hollywood.

Public Outreach Summary

Continue to celebrate the diverse community of West Hollywood.

Participants are very pleased with the City's efforts to support the transgender community and feel that West Hollywood is the one place that really understands and accepts them. The Transgender Advisory Board is helpful for transgender individuals within West Hollywood, as well as within other communities.

Address safety concerns of the transgender community.

Participants felt that there are specific safety issues for transgender individuals and would like to have a better relationship with local law enforcement. Participants would like to see more patrols in West Hollywood Park and Plummer Park.



“WeHo does have great amenities: bus routes, recovery programs, library, and more.”

—West Hollywood female resident

Women

Approximately 44% of West Hollywood’s population is women. The following section provides demographic information and findings for social services, transportation and mobility, housing, communications and resources, and quality of life related to the needs of women in West Hollywood.

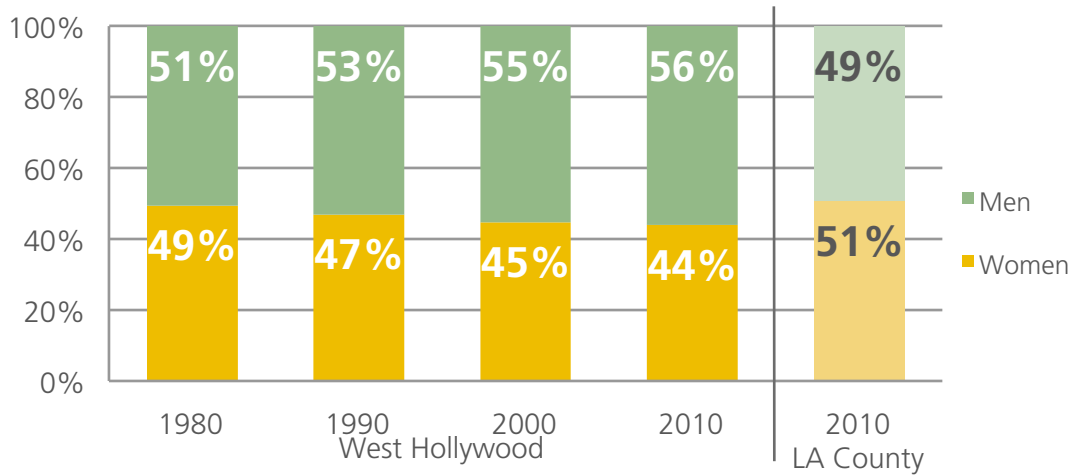
Demographic Information

Using data from the 2010 U.S. Census, the following section provides a general overview of the demographic conditions for women in West Hollywood currently, as well as comparisons between current conditions and previous decades, and to Los Angeles County as a whole in 2010.

Women accounted for 44% of the City’s total population in 2010 (15,984 women), a rate that has been decreasing since the 1980s (17,635 women in 1980, 49% of the population).

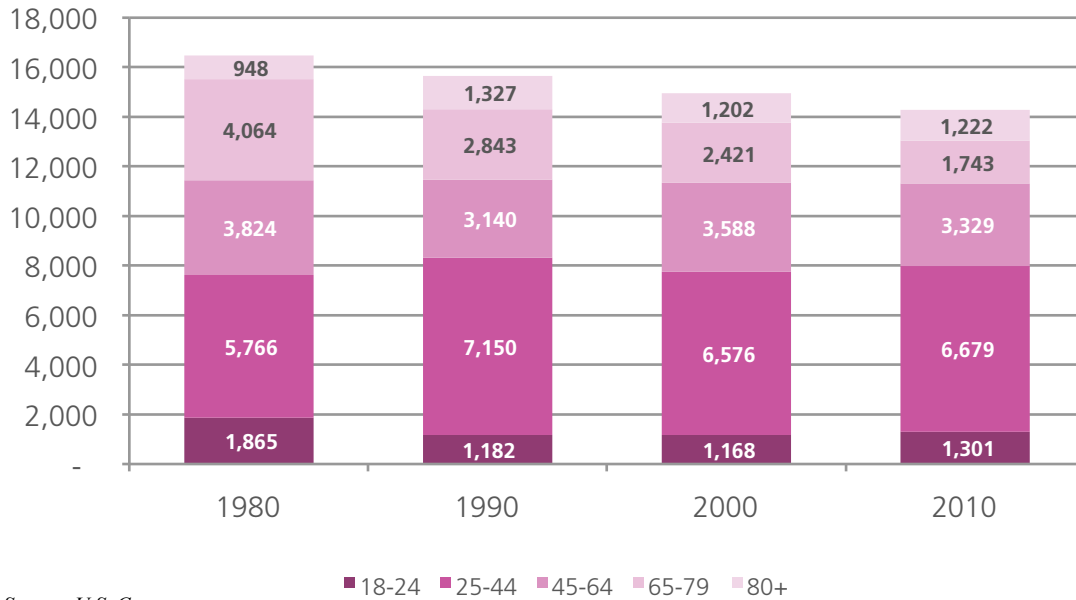
Between 2000 and 2010, the total population and proportion of women grew for the 18 to 44 and over 80 age groups, while the total population and proportion of women age 45 to 79 decreased.

Figure 3.33 Proportion of Men and Women



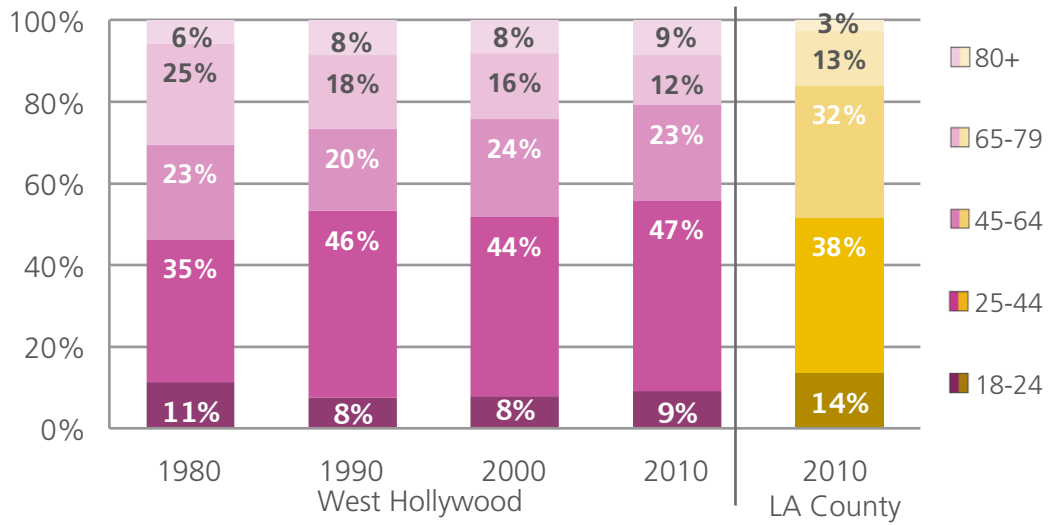
Source: U.S. Census

Figure 3.34 Total Population of Women by Age Distribution



Source: U.S. Census

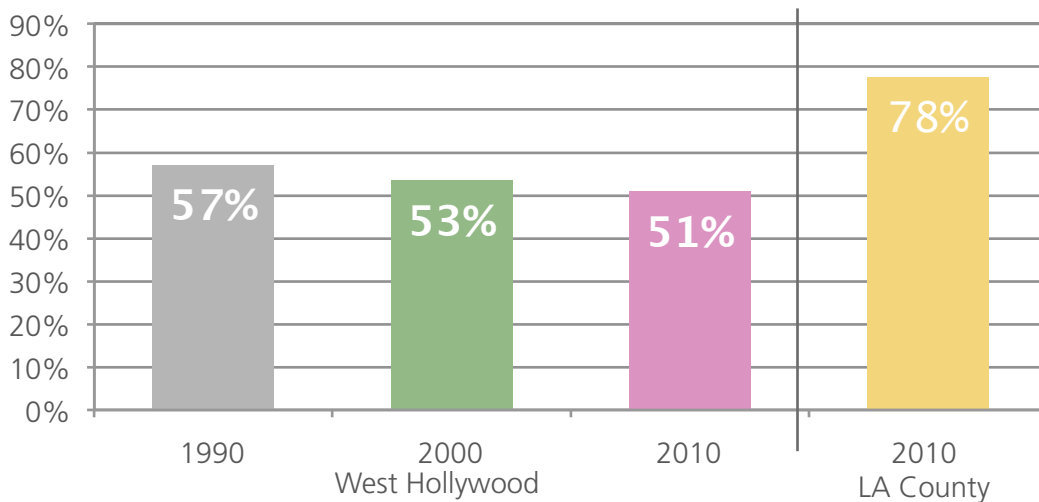
Figure 3.35 Age Distribution of Women



Source: U.S. Census

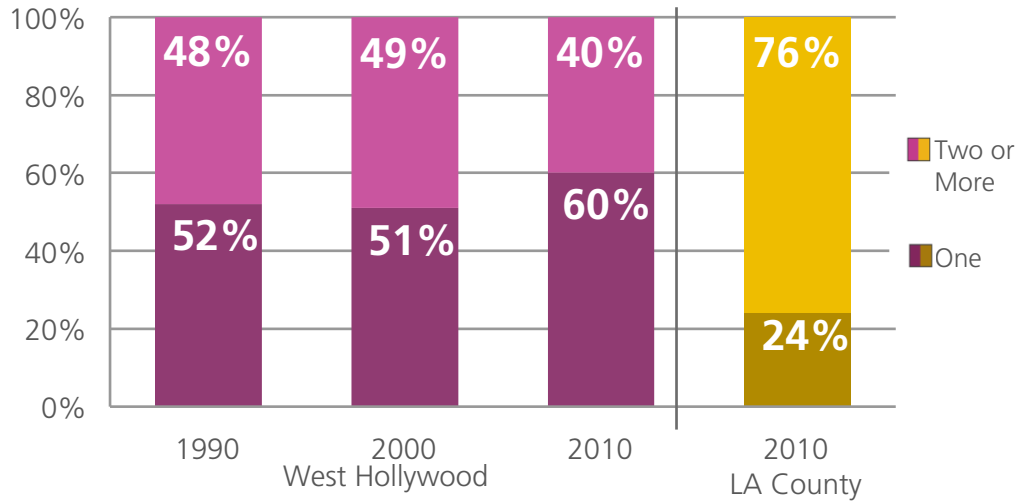
Since 1980, the proportion of households that include at least one woman over 18 years of age has steadily decreased. Sixty-two percent of households included one woman over age 18 in 1980, decreasing to 51% in 2010, significantly lower than the County at 78%.

Figure 3.36 Households that include at Least One Woman over 18 Years of Age



Source: U.S. Census

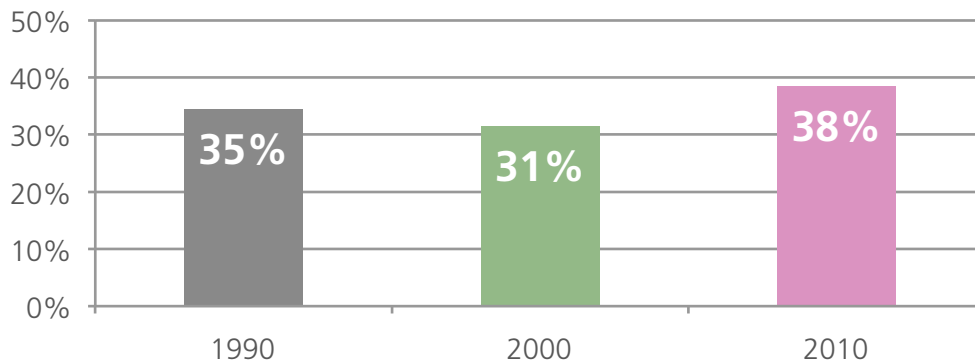
Figure 3.37 Household Size of Households with Women over 18



Source: U.S. Census

Sixty percent of West Hollywood women lived alone in 2010 (up from 52% in 1990), meaning that a woman in West Hollywood was more than twice as likely to live alone as compared to the County (24%). Further, the proportion of women over 65 who live alone increased from 31% to 38% in 2010, compared to the County at 16% in 2010.

Figure 3.38 Women over 65 Living Alone

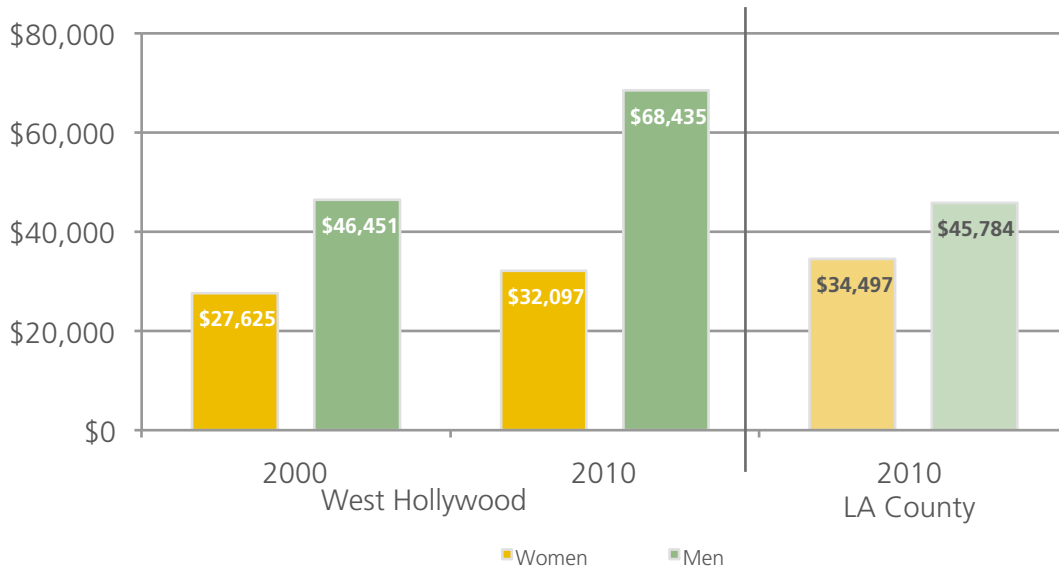


Source: U.S. Census

Women in West Hollywood were significantly more likely to be renters (79%) than women in the County (52%).

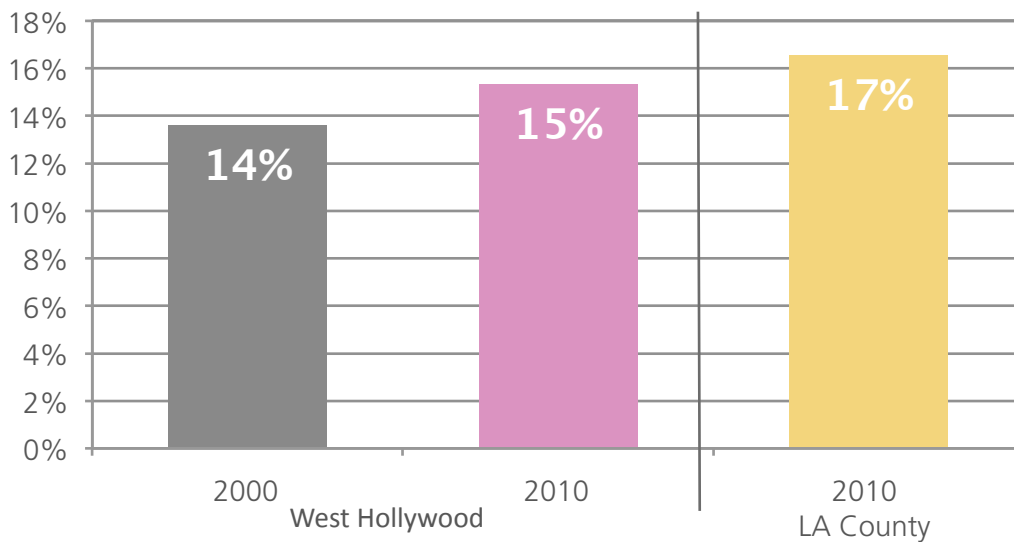
Median non-family household income for women (\$32,097) was less than half of income for men (\$68,435), a disparity that has only become exacerbated over the past decade. After adjusting for inflation, incomes for women decreased by over \$2,800 per year since 2000. Fifteen percent of West Hollywood women had incomes less than the federal poverty level.

Figure 3.39 Median Household Income by Sex



Source: U.S. Census

Figure 3.40 Women Below the Poverty Level



Source: U.S. Census

Social Services Needs

Community study participants indicated social services needs for women through a statistically-valid survey and several community outreach and engagement events. The following section provides an overview of community-identified social service needs for women in West Hollywood.

Community Survey Results

Most Important Services

Results from the 2013 study indicate that the top five most important social services¹⁷ women would like the City to financially support are:

1. Neighborhood crime prevention services
2. Parks and recreation programs
3. Low-cost transportation services, including taxi coupons, Cityline Shuttle, and Dial-a-Ride
4. HIV prevention and education
5. Health care services



¹⁷ On the 2013 Community Study survey, respondents who are women rated City programs and services (other than social services) as important including: providing law enforcement services, providing fire protection services, revitalization of deteriorated commercial areas, disaster and emergency preparedness measures, and public arts programs.



Greatest Satisfaction

Survey results from the 2013 study indicate that women are most satisfied with the following social services¹⁸:

1. HIV prevention and education
2. Food or meals for residents with special needs
3. Special events, festivals, and community gatherings
4. Parks and recreation programs
5. Drug/alcohol abuse counseling/treatment

Most Important Needs

Other than law enforcement and crime prevention, the most important needs of women who took the 2013 community survey are:

1. Senior service and disabled services/programs (9%)
2. Child care (8%)
3. Parks and recreation programs (6%)
4. Legal services (5%)
5. Transportation assistance (5%)

Household Health

Women indicated that their households were most affected by the following health issues in 2013:

1. Hearing or sight impairment (7%)
2. Medical disability (6%)
3. Mobility impairment (6%)
4. Mental or emotional disability (5%)
5. Learning disability (2%)

¹⁸ On the 2013 Community Study survey, respondents who are women are satisfied with City programs and services (other than social services) including: providing law enforcement services and providing fire protection services.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants identified social service needs for women. Key themes from the public outreach and engagement activities are listed below.

Consider programs that promote health, wellness, and spiritual living.

Participants felt that these types of programs were only available or utilized in the wake of a crisis. Participants would like more preventative care opportunities, such as health fairs or screenings for issues beyond HIV. Participants recognize that women need domestic violence support and health services specifically for them.

Support the organization of women’s groups.

Women would like to create safe spaces to meet and engage with each other. In addition, women would like more activities that support capacity building amongst women in West Hollywood.

Transportation and Mobility

The following section provides an overview of transportation and mobility needs for women in West Hollywood as indicated by Community Study participants.

Community Survey Results

2013 community survey respondents representing women indicated their preferences and provided feedback regarding transportation and mobility in West Hollywood.

- Female survey participants use Cityline Shuttle (20%), Dial-a-Ride (20%), and taxi coupons (20%).
- Of all transportation options, women use the MTA bus (4%) every day of the week.
- Women were least aware of Access Services (40%) and taxi coupons (31%).

“Current housing programs are mostly for seniors – what about middle-aged single women?”

– Women’s Focus Group participant



- Of those who use transit, participants are most satisfied with Dial-a-Ride Services, Cityline Shuttle and the MTA bus (20–22%), but the majority had no opinion on the matter (70–93%).
- Of those who use transit services, most use it for: shopping and errands (16%), work (14%), and medical appointments (14%).
- Respondents suggested the following ways in which the City could promote more transit use to women: provide better information about routes/times (31%), nothing, I prefer to walk (32%), nothing, I prefer to drive (27%), and increase how frequently the transit services run (22%).

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants did not specifically identify transportation needs for women that are unique from the community-wide findings.

Housing

The following section provides an overview of community-identified housing needs for women in West Hollywood.

Community Survey Results

- Forty-seven percent of female survey respondents have lived in the City of West Hollywood for 10 years or more, but 30% have lived in West Hollywood for only 1-3 years.
- Similarly, 36% have lived in their current housing unit for 10 years or more, but 38% have only lived in their current housing for one to three years.
- Forty-five percent live in an apartment or duplex and 39% live in a condominium.
- The vast majority live in one- (58%) or two-person (29%) households.
- Of those that live with children, 81% live with children between the ages of 0–4 years old, and 29% live with children between the ages of 5 and 6 years old.
- Forty-six percent of women rent and 48% own their residence.
- Female survey participants who rent indicate that all of the following items in their housing unit are equally in need of repair: interior paint, carpeting and flooring, doors, windows and screens, plumbing, bathroom fixtures, smoke detectors, and window coverings.
- Seventy-eight percent of participants have never contacted City Hall for a property maintenance issue, but of those that have, the majority were very satisfied or satisfied (80%) with their experience.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants identified the need to increase the affordable housing options for middle-aged single women.

Communication and Resources Needs

Women in West Hollywood are very interested in learning about the City's community programs and events and had several suggestions for how the City can improve communication.

Community Survey Results

Community survey respondents representing women provided feedback regarding communications and resource needs in West Hollywood.

- The majority of female survey participants had attended a City government meeting (52%), or a recreational, social, or cultural program in the past 12 months including: Halloween Parade/Carnival (48%), Gay Pride Parade/Festival (16%), and City Council meetings (12%).
- In the past 12 months, most respondents had received/read information mailed to their home about City meetings and events (71%), visited the City's website (60%), or received/read the City's newsletter (51%).
- Fifty-six percent of respondents prefer to have information mailed to their home, 37% prefer to receive information via e-mail and 36% via the City's website.
- Sixty-four percent of female survey respondents have interacted with City staff in the past 12 months and 88% of them were satisfied or very satisfied with their experience.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants discussed communications and resource needs for women. Key themes from the public outreach and engagement activities are listed below.

Continue to share information via traditional mailings as well as the internet.

Participants enjoy receiving information about social services in both formats. They feel that the hard copy brochures help to remind them to look online for more in-depth information. They also felt that people should have the option to choose which they prefer. Lastly, they felt that billboards or other low-tech communication tools were also valuable.

Focus on community-building in places where residents already are.

Participants suggested that City staff "get out on the street more" and work within existing networks, such as sharing information through apartment building managers or resident associations. Participants suggested creating a "welcome kit" for new residents with important city information.

Quality of Life

The following section provides an overview of the quality of life for women in West Hollywood.

Community Survey Results

- Overall quality of life is excellent or good for 91% of female survey participants.
- Respondents liked best that West Hollywood was centrally located (27%), that they could walk to nearby amenities (20%) in West Hollywood, and that the community is safe and quiet (14%).
- Respondents liked least the presence of homeless people (24%) and traffic congestion (18%).
- Most respondents perceive their neighborhood (81%) and the city as a whole (73%) to be very or somewhat safe.
- Eighty-nine percent are very or somewhat satisfied with the City's services provision.

Public Outreach Summary

Pop-up workshop, focus group, interview, and community meeting participants discussed quality of life for women. Key themes from the public outreach and engagement activities are listed below.

Improve lighting throughout the city.

Participants expressed concern that the parks and residential areas are not well lit at night. They shared that often trees obstruct the lighting that is in place.

Schedule additional patrol units in public spaces.

Participants would like to see more law enforcement presence on the streets, especially on weekend evenings when a large number of people are drinking and visiting local bars.

Encourage women to run for City Council.

One recurring theme in several conversations with women living in West Hollywood feel City Council does not reflect the diversity of the West Hollywood community. They would like more women to run for office and suggested that the City encourage this.

Veterans

There are approximately 955 civilian veterans and nine people in the active duty Armed Services, representing 3% and 0.3% of the population in West Hollywood, respectively.

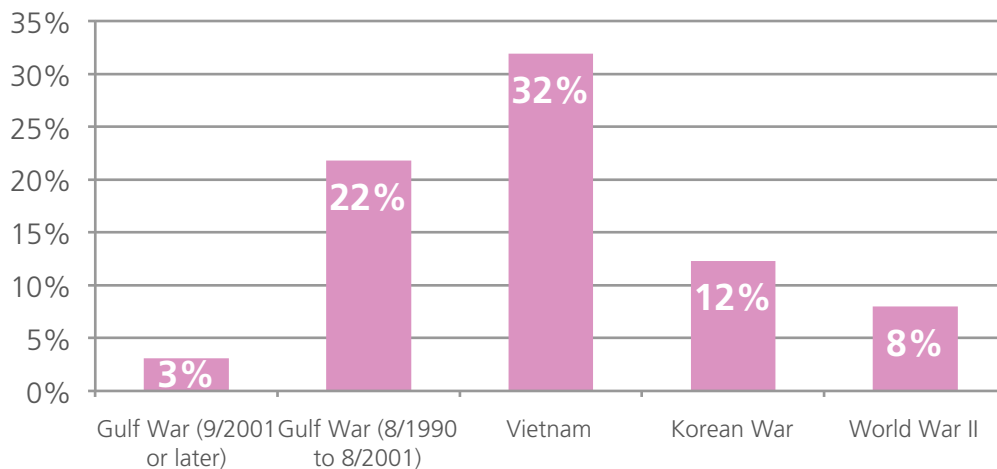
Demographic Information

In 2010, West Hollywood and the County had a similar percentage of veterans and active duty armed services personnel. The age, gender, period of service, and levels of educational attainment were also similar to the County.

Nearly half of the veterans (43%) were age 65 and older. Similarly, over half of the veterans (52%) served in the Vietnam War, Korean War, or World War II.



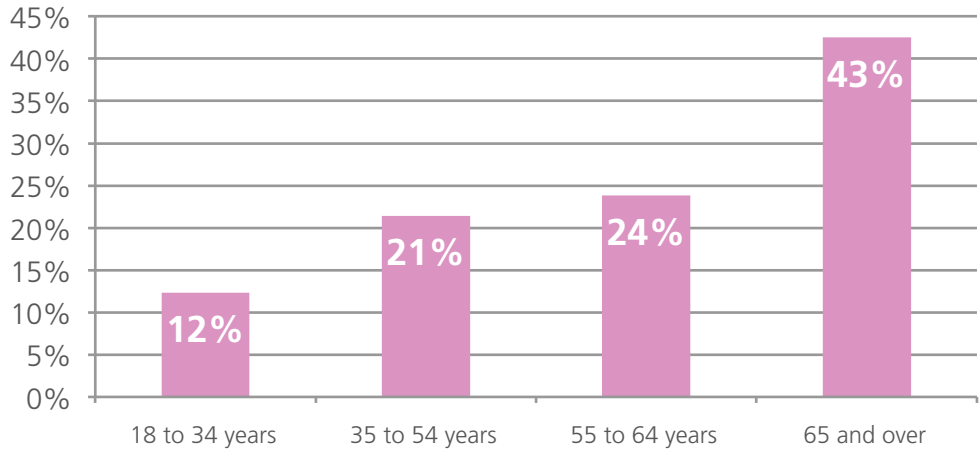
Figure 3.41 Period of Service for Veterans (2010)



Source: U.S. Census

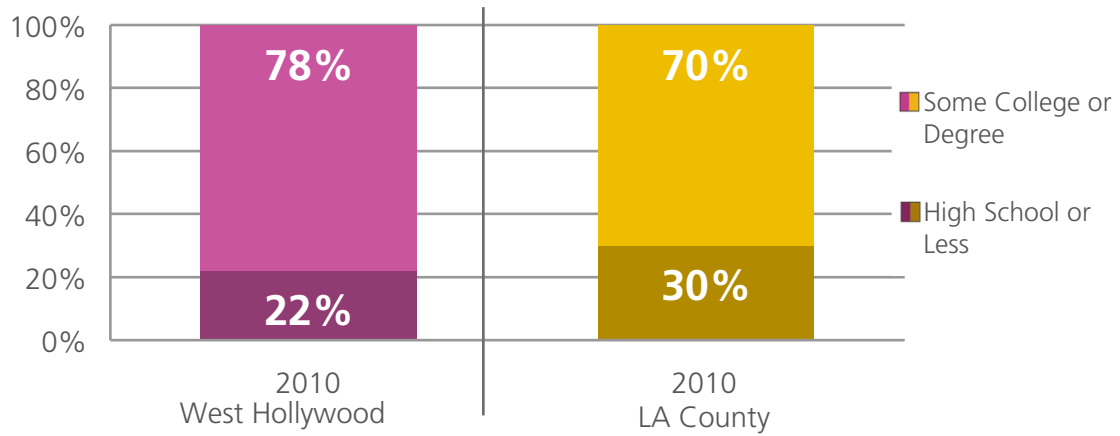
The City has a relatively low proportion of recent veterans, age 18 to 34 (12%), and of veterans who have served since 2001 (3%). Two-thirds of the City's veterans (67%) are over or nearing retirement age (55 years and older).

Figure 3.42 Age of Veterans (2010)



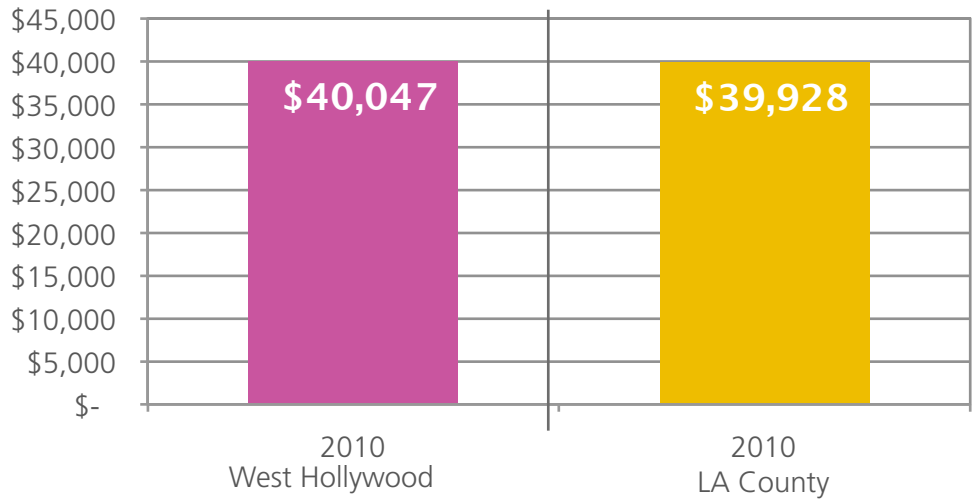
Source: U.S. Census

Figure 3.43 Educational Attainment of Veterans



Source: U.S. Census

Figure 3.44 Median Income for Veterans



Source: U.S. Census

Homeless Individuals

The City takes a collaborative, cooperative approach to solutions to homelessness utilizing a strong partnership between the Sheriff's Department and homeless services providers. The City must balance its response to homelessness to serve all community members by linking homeless people to programs which will assist them and by enforcing laws to protect the safety of all.

Current Homeless Population

In addition to the statistics generated for West Hollywood from the bi-annual homeless census performed by the County, the City has also maintained a homeless registry since 2009 to document new homeless individuals as they arrive and are observed in the community. The registry has collected data on the City's homeless population, including demographics, history of homelessness, health conditions, health insurance status, and income sources. Homeless registry statistics for the period January 2012 to February 2013 are presented in the following section.

Demographics

During the period from January 2012 to February 2013, 32 registries of homeless individuals in West Hollywood were completed. Demographics for the current homeless population in West Hollywood indicate a population that is almost exclusively male, with an average age of 40 years old. Three registrants were over age 60, while three were under age 25. The oldest registrant was almost 76 years old, while the youngest registrant was 20 years old.

Most homeless individuals in West Hollywood have been homeless for more than one year, with many struggling to cope with chronic homelessness and other serious medical and mental health-related conditions. The average length of time that current registrants have been homeless is about four years; the median length of time is about two years, while the longest period of homelessness reported was over 18 years.

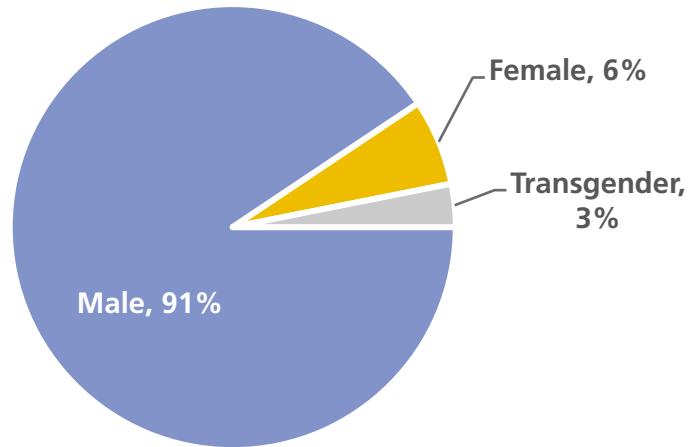
Homeless Veterans

Veterans comprise 13% of homeless individuals in West Hollywood. Many homeless veterans are ineligible for Department of Veterans Affairs benefits due to their discharge status from the military.

Sources of Income

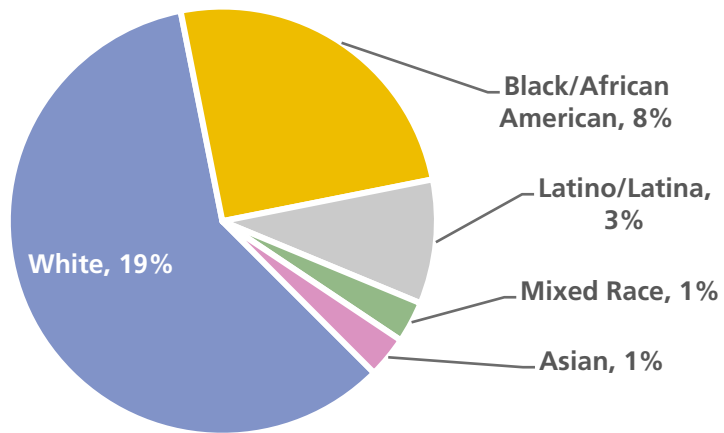
Stable income and financial resources for people who are homeless are extremely problematic issues and present challenges to long-term housing solutions. Unemployment is rampant among homeless individuals, and securing a new job can be extremely difficult for those dealing with homelessness. In West Hollywood, homeless registrants reported numerous sources of income, mostly from entitlement benefits. From 2012–2013, only three homeless registrants (9%) reported receiving income from employment, with one of those reporting that the work was off the books.

Figure 3.45 Gender of Homeless Registrants



Source: West Hollywood Homeless Registry Demographics, January 2012 - February 2013

Figure 3.46 Race and Ethnicity of Homeless Registrants



Source: West Hollywood Homeless Registry Demographics, January 2012 - February 2013

**Table 3.2 Co-occurring Conditions
and Issues for West Hollywood Homeless Registrants**

Rank	Issue	Number	Percent of Population
1	Mental Health Issue	24	75%
2	Serious Health Condition	22	69%
3	Chronically Homeless	22	69%
4	Been in Jail	21	66%
5	Substance Abuse	20	63%
6	Vulnerable	19	59%
7	Dual Diagnosis	18	56%
8	No Health Insurance	18	56%
9	Attack Victim	17	53%
10	Tri-Morbid	13	41%
11	Mental Health Treatment Against Will	9	28%
12	Injection Drug History	9	28%
13	Trusts Organization	9	28%
14	HIV/AIDS	8	25%
15	Been in Foster Care	7	22%
16	Been in Prison	6	19%
17	Veterans	4	13%
18	10+ years homeless	4	13%
19	Drinks Every Day	4	13%
20	Age Over 60 years	3	9%
21	Age Under 25 years	3	9%

Source: West Hollywood Homeless Registry Demographics, January 2012 - February 2013

In addition to the issues listed above, West Hollywood homeless registrants also reported 28 emergency room visits in the three months before the data was collected, as well as 67 medical treatments as inpatients.

Community Study Responses on Homelessness

Community Survey Results

Among all City-provided services, respondents to the 2013 Community Study were least satisfied with the City's services and shelter for homeless people. Although community programs and services for the people who are homeless did not rank among the top priorities for funding, according to survey responses, homeless services did rank in the top half of responses when residents were asked, *"What are the two most important social services needs of your household?"* Eleven percent of survey respondents also rated the presence of people who are homeless as an aspect of living in West Hollywood that they like least, ranking it third after traffic and circulation (25%) and lack of parking (13%).

Public Outreach Summary

The topic of homelessness was discussed by a number of community members during the focus groups, stakeholder interviews, and the community meeting. Key themes from the public outreach and engagement activities are listed below.

Provide necessary services in the City to address homelessness.

People expressed a genuine concern for homeless people living in West Hollywood and an interest in understanding how the City could address homelessness more effectively. Community members supported dedicating additional resources to address homelessness and services including: food programs; increased personnel inside the City to meet needs, such as a dedicated staff member; and a safe location for homeless individuals to rest and store their belongings.

Expand opportunities for homeless individuals to be safe and improve their living situation.

Community members expressed concern for transgender homeless people and encouraged treating them with compassion. Community members supported programs to help people who are homeless find employment and care.

Reduce the presence of people who are homeless in public parks and in retail areas.

Children and youth shared that they felt unsafe in the public parks due to the presence of homeless individuals. Business owners noted that homeless individuals impact their storefronts and business. Community members expressed an interest in providing additional services for homeless individuals to address these concerns.



Chapter 4: Conclusions

A. Common Themes

B. Next Steps for Social Services in
West Hollywood

A. COMMON THEMES AND RECOMMENDATIONS

The West Hollywood community is pleased with the social services and programs available to them. The City has made social services provision a priority and it shows time and again through the high quality of resources and services for residents. Many Community Study participants expressed that if social services remained as they are, they would be thrilled. In addition to these positive results, the 2013 Community Study identified 9 key recommendations. This section provides a brief review of the common themes that led to their selection.

As noted in Chapter 2, the vast majority of participants rated their quality of life in West Hollywood as excellent or good (90%) and are satisfied with the job the City is doing to provide services (88%).

Aside from law enforcement, disaster preparedness measures, or fire protection services, survey respondents identified these services as most important for the City to support financially:

1. Neighborhood crime prevention programs
2. Parks and recreation programs
3. HIV prevention and education
4. Low-cost transportation services, including taxi coupons, Cityline Shuttle, and Dial-a-Ride

Participants in the community outreach and engagement activities of the Community Study identified these services as most important:

1. Health care services
2. Services to maintain independent living
3. Services for people who are homeless
4. Substance abuse and mental health services
5. Children and youth programming

And, aside from law enforcement or fire protection services, Community Study participants are most satisfied with:

1. HIV prevention and education
2. Special events, festivals, and community gatherings
3. Parks and recreation programs
4. Food or meals for residents with special needs
5. Public arts programs

Community Study Recommendations

Maintain quality and diversity of social services and expand available resources to support resilience and meet evolving community needs, while also fostering innovation, collaboration, and coordination among social services providers.

Develop innovative approaches to support residents aging in place to maintain independence.

As mentioned in Chapter 3, residents ages 55–64 and 80+ are increasing, while residents ages 65–80 are decreasing. Furthermore, trends in U.S. Census data show that fewer people are moving — in 2010, 39% reported moving within the last five years, down from 60% in 2000. Residents desire to age in place and favor affordable housing options.

Intensify outreach and service delivery to address homelessness.

Homelessness was discussed in almost every Community Study conversation — residents want to see the homeless population in West Hollywood receive the services and sensitivity they deserve. There is also a desire to keep the parks and other public spaces safe and clean for everyone to use. The transgender focus group specifically requested enhanced sensitivity training for working with transgender homeless people and suggested that local law enforcement have access to 24-hour on-call mental health services for transient or homeless people that have not committed a crime.

Identify additional service resources for substance abuse prevention and treatment.

The rate of hospital patients categorized as having alcohol or drug dependence was higher for West Hollywood (159.9 per 100,000) than the statewide rate (109.1 per 100,000). Many Community Study participants commented that the demand for services that treat and prevent substance abuse is still significant in West Hollywood. An increase in available programs would help meet that need.

Broaden mental health services, including increased access to psychiatric care.

In West Hollywood, women and middle-aged adults are more likely to suffer from emotional disturbance or mental illness. The estimated number of residents living with a serious emotional disturbance or serious mental illness was 2,628 for West Hollywood in 2007, 8% of the total population. The Los Angeles County rate is 6%.

Continue support for comprehensive efforts for testing, treatment, prevention, and education related to HIV/AIDS and other sexually transmitted diseases.

The number of people living with HIV and AIDS has continued to increase. West Hollywood has a much higher rate of HIV-related hospitalizations than the statewide rate (105 per 100,000 compared to 11 per 100,000). Community survey respondents rated HIV prevention and education as the third most important service for the City to support financially. And, of those who responded to the survey, HIV prevention and education programs earned the highest satisfaction rating. Services that support testing, treatment, and prevention of, and education about, sexually transmitted diseases remain a priority for the West Hollywood community.

Develop educational initiatives on public health issues of importance to our community, in particular, cigarette smoking and alcohol and drug-related harm.

In 2010, the prevalence of cigarette smokers was higher in West Hollywood than the County as a whole. It was estimated that approximately 20% of people smoke in the City compared to 14% County-wide. Between 2009 and 2011, the rate of collisions involving alcohol per 10,000 residents was 26.7 (92 collisions), which was twice as high as the County rate (13.1). Public outreach and engagement participants mentioned this topic time and again, voting substance abuse programs the fourth most important social service.

Explore concentrated efforts to support households living below the poverty line.

The proportion of the population living below the poverty line has slowly increased in West Hollywood since 1980. The last decade saw an increase in the percentage of children living in families with incomes below the poverty level, from 10% in 2000 to over 17% in 2010. This rate, however, is still well below the County at 22%. As of 2010, a lower proportion of children under 18 had access to insurance compared to Countywide statistics (85% for the City and 89% for the County). West Hollywood had a higher proportion of residents (17%) making \$14,999 or less per year as compared to the County (12%). Numerous Community Study participants stressed that providing services for families and children should be a high priority.

Provide multi-faceted, enhancement of constituent-focused opportunities for community engagement and enhance outreach, marketing, and communication about available services and programs.

Through the Community Study public outreach and engagement process, we heard that people feel comfortable speaking with City staff about social services, and prefer to receive information in a variety of ways. Overall, residents prefer information mailed to their homes (52%) and e-mailed (45%). A high percentage of seniors watch the City's cable television channel on a regular basis (31%). Therefore, it is important to design communication strategies that will effectively deliver

information to all community groups. Through the Community Study public outreach process we learned that people:

- Don't know as much as they could about the City's social services and programs.
- Hope community members can remain engaged as they age.
- Would like to see improved communication between residents and the City including social media tools, website searchability enhancements, consistent branding, consolidation of e-mail blasts, low-tech advertising, and more.
- Would like a centralized place to find information for social services.
- Would like to be involved in City affairs.
- Would like City Hall to come to their neighborhoods.



B. NEXT STEPS FOR SOCIAL SERVICES IN WEST HOLLYWOOD

The 2013 Community Study final report will be distributed in June 2013. Both the City and social services funding applicants will use this information to ensure that the services available to residents of West Hollywood reflect the expressed needs of the community. If you'd like to stay in touch with the City's Social Services Division, contact information is as follows:

E-mail

communitystudy@weho.org

Phone

English and Spanish-speaking residents: (323) 848-6510

Russian-speaking residents: (323) 848-6326

Residents who are deaf or hard of hearing: (323) 848-6496

The Community Study final report and a WeHoTV segment about the 2013 Community Study process is available on the City's website at www.weho.org/communitystudy.

Appendix A - Community Survey



WEHO CARES
COMMUNITY STUDY

Engaging ■ Listening ■ Learning

We invite you to express your opinions on the City's current needs and performance by responding to a survey. The information that we receive will be used to help determine social services funding priorities in the City of West Hollywood. If you have no opinion on any item, feel free to leave it blank. All responses to the survey are strictly confidential and you will not be identified in any way.

Please use the enclosed pre-addressed envelope to return the survey to Godbe Research by February 4, 2013. If you would like to complete the survey online, an English version is available at <https://survey6.spss-asp.com/Survey?I.Project=GRWH13E>, a Russian version is available at <https://survey6.spss-asp.com/Survey?I.Project=GRWH13R>, and a Spanish version is available at <https://survey6.spss-asp.com/Survey?I.Project=GRWH13S>.

For more information or questions about the survey, please call 323-848-6510 (English or Spanish) or (323) 848-6326 (Russian) or email communitystudy@weho.org.

COMMUNITY DEMOGRAPHICS

The following questions are of a personal nature, but will aid our understanding of the community's needs. All responses to the survey are confidential and you will not be identified in any way. Even if you choose not to respond to some of these questions, please return your survey anyway.

- A. Which of the following best describes the area in which you live? Please check (✓) one.
 West of La Cienega
 Between La Cienega Blvd. and Crescent Heights Blvd.
 Between Crescent Heights Blvd. and La Brea Ave.
- B. What zip code do you live in?
 90069 90046 90048
- C. Did you immigrate to the United States from another country? Yes No
- D. If YES, from _____ (name of country) in _____ (year of first entry).
- E. What is the primary language you speak at home?
 English
 Russian
 Spanish
 Other (Please describe) _____
- F. Are you a citizen of the United States?
 Yes No
- G. Do you work in the City of West Hollywood?
 Yes No
- H. Do own a business in the City of West Hollywood?
 Yes No

SOCIAL SERVICES

1. Please indicate the importance of the City's **FINANCIAL SUPPORT** for each of the programs or services listed below and your satisfaction with the City's current performance by circling the numbers that best represent your views.

Community Programs and Services	Importance rating					Satisfaction rating					No Opinion
	Low	Moderate	High			Low	Moderate	High			
a. After-school programs & summer day camp for children	1	2	3	4	5	1	2	3	4	5	0
b. Assistance in resolving disputes	1	2	3	4	5	1	2	3	4	5	0
c. Childcare	1	2	3	4	5	1	2	3	4	5	0
d. Counseling/emotional support	1	2	3	4	5	1	2	3	4	5	0
e. Disaster and emergency preparedness measures	1	2	3	4	5	1	2	3	4	5	0
f. Drug/alcohol abuse counseling/treatment	1	2	3	4	5	1	2	3	4	5	0
g. Food or meals for residents with special needs	1	2	3	4	5	1	2	3	4	5	0
h. HIV prevention and education	1	2	3	4	5	1	2	3	4	5	0
i. Job training and/or placement	1	2	3	4	5	1	2	3	4	5	0
j. Low-cost transportation services, including taxi coupons, City Line Shuttle, and Dial-A-Ride	1	2	3	4	5	1	2	3	4	5	0
k. Neighborhood crime prevention programs	1	2	3	4	5	1	2	3	4	5	0
l. Park and recreation programs	1	2	3	4	5	1	2	3	4	5	0
m. Support for affordable housing	1	2	3	4	5	1	2	3	4	5	0
n. Programs for at-risk youth	1	2	3	4	5	1	2	3	4	5	0
o. Public arts programs	1	2	3	4	5	1	2	3	4	5	0
p. Revitalization of deteriorated commercial areas	1	2	3	4	5	1	2	3	4	5	0
q. Services and shelter for homeless people	1	2	3	4	5	1	2	3	4	5	0
r. Special events, festivals & community gatherings	1	2	3	4	5	1	2	3	4	5	0
s. Providing law enforcement services	1	2	3	4	5	1	2	3	4	5	0
t. Providing fire protection services	1	2	3	4	5	1	2	3	4	5	0
u. Legal services	1	2	3	4	5	1	2	3	4	5	0
v. Health care services	1	2	3	4	5	1	2	3	4	5	0

2. The words "social services" refer to different kinds of programs to help people with daily life. Some examples are counseling, legal services, childcare, home-delivered meals, and shelter for people who are homeless. Some programs are targeted to specific groups (such as seniors) and other programs are available to many groups. What are the two most important social services needs of YOUR household?
1. _____
2. _____

3. Is your household affected by any of these health issues? Please check (✓) all that apply.
- | | |
|---|---|
| <input type="checkbox"/> AIDS/HIV | <input type="checkbox"/> Learning disability |
| <input type="checkbox"/> Hearing or sight impairment | <input type="checkbox"/> Development disability |
| <input type="checkbox"/> Mobility impairment | <input type="checkbox"/> Mental or emotional disability |
| <input type="checkbox"/> Medical disability (please describe) _____ | |

4. Please list the particular needs of your household related to health issues.

5. In the past 12 months, have you, or anyone in your household, attended a City government meeting, or a recreational, social or cultural program offered by the City?
 Yes No

6. If so, what did you attend? _____

7. Please answer the following transportation services questions by circling the numbers that best represent your views.

	A. How often do you use each of the following transportation services?					B. How would you rate your satisfaction with these transportation services?				
	Every-day	A few days a week	A few days a month	Rarely/Never	Not aware of this service	Not Satisfied	Fairly Satisfied	Satisfied	Very Satisfied	Don't Know
a. CityLine Shuttle	1	2	3	4	5	1	2	3	4	0
b. Dial A Ride	1	2	3	4	5	1	2	3	4	0
c. Taxi Coupons	1	2	3	4	5	1	2	3	4	0
d. Access Services	1	2	3	4	5	1	2	3	4	0
e. MTA Bus	1	2	3	4	5	1	2	3	4	0
f. Red Line Metro	1	2	3	4	5	1	2	3	4	0

8. If you use transit services, where do you go? Please check (✓) all that apply.
- | | |
|---|--|
| <input type="checkbox"/> Work | <input type="checkbox"/> Shopping & errands |
| <input type="checkbox"/> Medical appointments | <input type="checkbox"/> Other (please describe) _____ |
9. Please place a checkmark (✓) next to the **MOST IMPORTANT** things West Hollywood could do to encourage you to use transit services more often.
- | | |
|---|--|
| <input type="checkbox"/> Provide better information about routes/times | <input type="checkbox"/> Nothing, I prefer to drive |
| <input type="checkbox"/> Increase how frequently the transit services run | <input type="checkbox"/> Nothing, I prefer to walk |
| <input type="checkbox"/> Assistance getting to and from the transit vehicle | <input type="checkbox"/> Nothing, I prefer to bicycle |
| <input type="checkbox"/> Increase the helpfulness of transit drivers | <input type="checkbox"/> Other (please describe) _____ |
| <input type="checkbox"/> Increase the days and hours of service (specify which service) _____ | |

HOUSING

10. How many years have you lived in West Hollywood? _____ years
11. About how many years have you lived in your current housing unit? _____ years
12. What kind of housing do you live in? Please check (✓) one.
- | | |
|--|--|
| <input type="checkbox"/> Apartment or duplex | <input type="checkbox"/> Single family home |
| <input type="checkbox"/> Condominium | <input type="checkbox"/> Retirement home/group living quarters |
| <input type="checkbox"/> Other (Please describe) _____ | |
13. How many people live in your home, including yourself? _____
14. Please list the ages of children 18 years or younger who live in your household: _____ years of age.
15. Do you live with another adult? Please check (✓) the one that best describes your living arrangement.
- | |
|--|
| <input type="checkbox"/> I live by myself |
| <input type="checkbox"/> I live with my domestic partner (gay, lesbian, or non-married heterosexual) |
| <input type="checkbox"/> I live with my same-sex legal spouse |
| <input type="checkbox"/> I live with my opposite-sex legal spouse |
| <input type="checkbox"/> I live with a roommate/housemate |
| <input type="checkbox"/> Other (please describe) _____ |
16. Please check (✓) what best describes your housing situation
- | |
|---|
| <input type="checkbox"/> I own my own residence or share ownership |
| <input type="checkbox"/> I rent under a government housing subsidy or low-income program (e.g., HUD building, Section 8, the City's inclusionary housing program, West Hollywood Community Housing Corporation) |
| <input type="checkbox"/> I rent my residence (no housing subsidy) |
| <input type="checkbox"/> Other (please describe) _____ |

IF YOU OWN YOUR RESIDENCE OR SHARE OWNERSHIP, PLEASE SKIP TO #23

17. If you rent housing, what is the rent? \$ _____ a month for _____ bedrooms
18. If you rent housing, what additional amount do you pay for basic utilities (such as electricity, natural gas, water, and sewer) in an average month? \$ _____ a month
19. Please rate the quality of these items in your housing unit.

Items	Condition				
	Poor	Fair	Good	4	5
a. Door, windows and screens	1	2	3	4	5
b. Carpeting and flooring	1	2	3	4	5
c. Window coverings	1	2	3	4	5
d. Plumbing	1	2	3	4	5
e. Bathroom fixtures	1	2	3	4	5
f. Interior paint	1	2	3	4	5
g. Smoke detectors	1	2	3	4	5

Items	Would you feel comfortable asking your landlord to repair or replace this item, if it were in poor condition?	
	Yes	No
h. Door, windows and screens	Yes	No
i. Carpeting and flooring	Yes	No
j. Window coverings	Yes	No
k. Plumbing	Yes	No
l. Bathroom fixtures	Yes	No
m. Interior paint	Yes	No
n. Smoke detectors	Yes	No

20. Have you ever contacted City Hall for a property maintenance issue?
 Yes No
21. Please rate that experience:
 Very satisfied Somewhat satisfied Somewhat dissatisfied Very dissatisfied
22. Do you have any additional comments about housing issues in West Hollywood? _____

SHOPPING AND RETAIL CHOICES

23. What are the names of retail stores, restaurants or services that you and/or members of your household visit on a regular basis outside the City of West Hollywood? _____
24. What stores, restaurants or services would you like to see located within the City? _____

CITY COMMUNICATION WITH RESIDENTS

25. In the past 12 months, have you or someone in your household: (check all that apply)
 Visited the City's website Visited the City's Facebook page
 Watched the City's television channel/WeHo TV Received/read the City's newsletter
 Received/read information mailed to your home about City meetings or events
 Called City Hall for information about meetings or events
26. How would you prefer to receive information from the City? (check all that apply)
 Via email City television channel/WeHo TV
 The City website Information mailed to your home
 The City Facebook page Other, please describe: _____
27. Overall, how would you rate the City's efforts to communicate with residents through newsletters, e-mail, the Internet and other means?
 Very satisfied Somewhat satisfied Somewhat dissatisfied Very dissatisfied
28. In the past 12 months, have you or someone in your household interacted with City staff?
 Yes No
29. How would you rate that experience?
 Very satisfied Somewhat satisfied Somewhat dissatisfied Very dissatisfied

SUSTAINABILITY

30. Please tell us how often you, or members of your household take the following actions almost always, most of the time, some of the time, or never:

	Almost Always	Most of the Time	Some of the Time	Never
a. Seek ways to reduce water/energy consumption	1	2	3	4
b. Buy Energy Star certified electronics or appliances	1	2	3	4
c. Recycle glass, plastic, aluminum materials	1	2	3	4
d. Shop at farmer's markets	1	2	3	4
e. Shop with a reusable grocery bag	1	2	3	4
f. Ride a bike	1	2	3	4
g. Carpool	1	2	3	4
h. Walk	1	2	3	4
i. Use car share services	1	2	3	4
j. Use public transit	1	2	3	4

31. Has your household ever done any of the energy saving practices below?

a. Installed a photovoltaic or PV solar system at your home	Yes	No
b. Purchased or leased an electric or hybrid vehicle	Yes	No

QUALITY OF LIFE

32. How would you rate the overall quality of life in West Hollywood?
 Excellent Good Fair Poor Very Poor
33. What do you like best about living in West Hollywood?

34. What do you like least about living in West Hollywood?

35. What is your perception of the safety of your neighborhood?
 Very safe Somewhat safe Fairly safe Not very safe
36. What is your perception of the safety of the city as a whole?
 Very safe Somewhat safe Fairly safe Not very safe
37. Generally speaking, how would you rate the job the City of West Hollywood is doing to provide City services?
 Very satisfied Somewhat satisfied Somewhat dissatisfied Very dissatisfied

38. If the city government could change one thing to make West Hollywood a better place to live now and in the future, what change would you like to see? _____

If you have any additional comments feel free to provide them in the space below.

COMMUNITY DEMOGRAPHICS (continued)

The following questions are of a personal nature, but will aid our understanding of the community's needs. All responses to the survey are confidential and you will not be identified in any way. Even if you choose not to respond to some of these questions, please return your survey anyway.

I. What is your current working situation?

- Working full time
- Working part time
- Unemployed, seeking work
- Unemployed, not seeking work
- Full-time homemaker
- Retired
- Student
- Other _____

J. Are you: Male Female

K. Are you transgender? Yes No

L. If Yes to K, self-identity: _____

M. How old are you? Please check (✓) one.

- 18-24 25-34 35-44 45-54
- 55-64 65-80 80+

N. How many years of education have you completed?

- Less than 12 years
- Completed high school
- Some college
- 4-year college degree
- Graduate education

O. What is your racial or ethnic background? (check all that apply)

- African-American
- Anglo/White/Caucasian
- Latino/Latina
- Native American
- Asian or Pacific Islander
- Other _____

P. Do you identify yourself as:

- Bisexual
- Gay male
- Heterosexual
- Lesbian

Q. What is the approximate annual income (before taxes) for your household? (*If you live with a roommate/housemate, only count your own income.*)

- Less than \$10,000 a year
- \$10,000-\$14,999
- \$15,000-\$24,999
- \$25,000-\$34,999
- \$35,000-\$49,999
- \$50,000-\$74,999
- \$75,000-\$99,999
- \$100,000-\$149,999
- \$150,000 or more

R. Do you live on a fixed income? Yes No

**Appendix B –
Community Outreach
and Engagement
Materials**

City of West Hollywood Community Study

Stakeholder Interview Questions

Interviewer:

Interviewee:

Date:

Thank you for taking the time to participate in an interview with us. This conversation should take no more than 30 minutes.

General Information

1. We understand that you are a [Council member/Commissioner/resident/Sherriff's captain/other]
 - a. Are there other affiliations or interests you are representing today in our discussion (resident, parent, etc.)?
2. Are you familiar with the Community Study and its purpose? If not, do you have any questions for me about it?

Social Services

3. Please describe your familiarity with social services in West Hollywood.
4. On a scale from 1 to 5 (1 being less important and 5 being more important), how important is it to you that the City support social services for community members in need?
5. What do you see as future opportunities for social services?
6. What do you see as upcoming challenges for social services?
7. Are there certain groups of people in particular need of social services in West Hollywood (such as seniors, youth, families with children, immigrants, etc.)?

Mobility & Sustainability

8. What do you think the City should do to support more use of public transportation, carpooling, biking, and walking in the community?

City Communication with Residents

9. On a scale from 1 to 5 (1 being not very well and 5 being very well), how would you rate the City's efforts to communicate with residents?

10. How do you think the City could improve communication with residents?

Quality of Life

11. What do you see as future opportunities to improve the quality of life for residents?

12. What do you see as upcoming challenges to quality of life for residents?

Additional Information

13. Is there anything else you would like to share with us today?

Thank you for participating in this interview! We appreciate your time and consideration.

Community Meeting Client Scenarios

NATASHA

Natasha does not live in West Hollywood, but her father, Boris, does. He is 67 years old, Russian speaking, was recently treated at Cedars for cancer, and will be released from a rehabilitation facility soon. Natasha wants to make sure that he has what he needs when he is released.

What services might be helpful to Boris and what agencies provide them?

BILL & JORDAN

Bill and Jordan have been living in a rent stabilized apartment in West Hollywood for the last 40 years. They are both retired from clerical jobs and never accumulated much in savings. They are looking to reduce their household expenses.

What services are available to help them and what agencies provide them?

FRANKIE

Frankie lives in an apartment in West Hollywood and is on disability for mental health issues. Frankie called City Hall for help with Crystal Meth use. He was sober for nine months, but he had a recent relapse a few days ago. Frankie does not have a good support system, is worried about his relapse and is very depressed. He is late on his rent and concerned about eviction.

What services are available to him and what agencies provide them?

BETH AND CAROL

Beth and Carol just moved to West Hollywood from out of state with their adopted son and daughter, ages 7 and 9, knowing no one in the area. Beth has a job in West Hollywood, but Carol is looking for work. They hope to manage with one car for the household.

What services might be helpful to them and what agencies provide them?



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