

# WATER & HEALTH IN LITTLE VILLAGE

An Environmental Justice Study (Report 2.0)



Photo Credit: Karen Canales Salas, Calavera Studios



# **WATER & HEALTH IN LITTLE VILLAGE**

## **An Environmental Justice Study**

By Little Village Environmental Justice Organization and Center for Neighborhood Technology

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## INTRODUCTION

This study is an update to a comparison of health and water-related conditions in Little Village to the Near North Side, and to Chicago city-wide. Chicago neighborhood data is reported by “community area”: 77 areas with defined boundaries that can include one or more neighborhoods. Little Village is within the South Lawndale community area. After reviewing health and water data from all 77 community areas, the Near North Side community area was selected for comparison to South Lawndale, to illustrate the stark differences that exist between Chicago’s neighborhoods. In this report, in addition to updated COVID-19 data, LVEJO conducted a community survey to inform the policy recommendations.



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# COMMUNITY OVERVIEW

## People & Local Economy

In the late 19th and early 20th centuries, South Lawndale was home to German, Czech and Polish residents. By the 1970s, the population had shifted to become a mostly Mexican community.<sup>i</sup> Today, South Lawndale is home to nearly 75,000 Chicagoans. Cook County Jail, located in the southeast corner of the community, is one of the largest jails in the country. The jail’s daily population averages more than 6,000 people.<sup>ii</sup>

South Lawndale’s economy was historically supported by industrial plants, which contributed to poor air quality and soil contamination.<sup>iii</sup> Some of the plants closed in the late 1960s, leading to an economic downturn in South Lawndale. Currently the Little Village Industrial Corridor, a transportation and industrial hub that consists mostly of manufacturing and shipping sectors, sits along the southern border.<sup>iv</sup> Long a home of skilled trades workers,<sup>v</sup> many residents continue to earn their living in manufacturing, administration, and accommodation and food service sectors.<sup>vi</sup> Today, 50% of South Lawndale households earn less than \$34,091.

The Near North Side, a predominantly white community, is home to more than 100,000 Chicagoans. Like South Lawndale, it also contains an industrial corridor. However, the North Branch Industrial Corridor has contained mostly information and technology sectors since 2011.<sup>vii</sup> Residents mainly work in the professional, scientific, and technical services, and finance and health care sectors.<sup>viii</sup> Today, 50% of households make less than \$112,763 — **three times** that of South Lawndale.

Figure 1. South Lawndale is outlined in red. The Near North Side community area is outlined in blue.

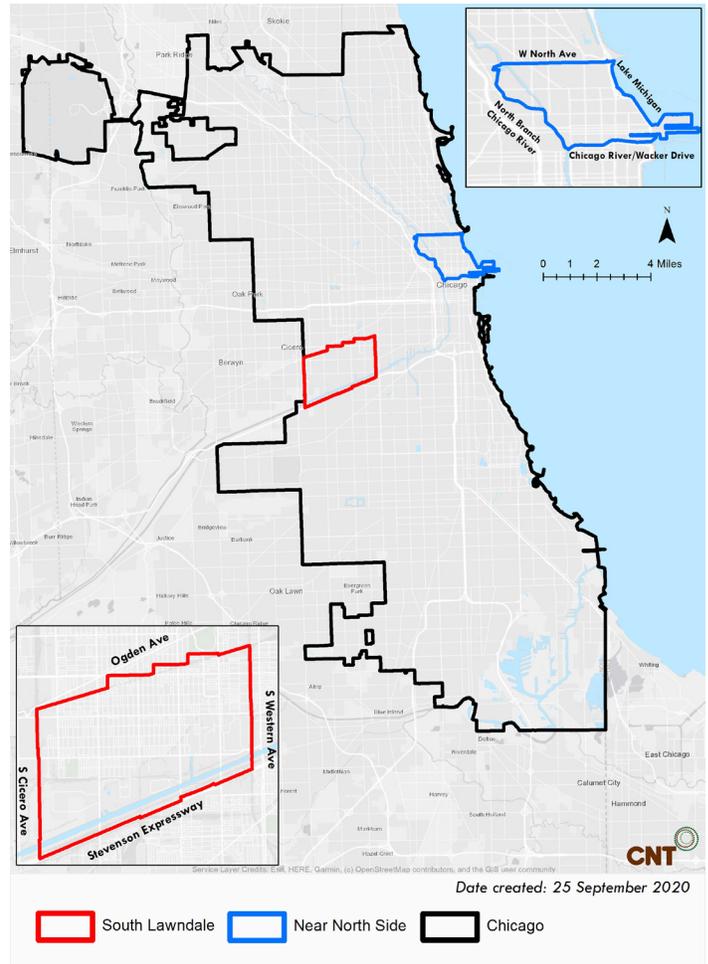


Table 1. Median Household Income of Households, 2019; Race and Ethnicity of Residents, 2019

	South Lawndale		Near Northside		Chicago City-Wide	
<b>Median Household Income</b> (50% of Households make less than)	<b>\$34,901</b>		<b>\$112,763</b>		<b>\$58,247</b>	
<b>Race / Ethnicity</b>	<b>Percent</b>	<b>Count</b>	<b>Percent</b>	<b>Count</b>	<b>Percent</b>	<b>Count</b>
<i>Total Population</i>	100%	75,050	100%	101,143	100%	2,709,534
Latinx or Hispanic	81%	61,076	5%	5,544	29%	780,167
Black or African American, non-Hispanic	13%	10,097	8%	8,062	29%	790,893
White, non-Hispanic	5%	3,466	71%	71,515	33%	901,769
Two or more races	<1%	206	2%	2,465	2%	50,479
Asian	<1%	179	13%	13,334	7%	177,195
American Indian and Alaska Native	<1%	14	<1%	47	<1%	2,718

Source: U.S. Census, American Community Survey, 5-Year estimates (2019)

## Housing

South Lawndale has a mix of mostly single-family homes and 2- to 4-flat buildings. About two-thirds of housing is occupied by renters. Most homes are older, built before 1939. Very few homes have been built after 2000.

Near North Side housing is mostly very large buildings (50 or more housing units). Most housing was built after 1960, with a quarter built after 2000. Slightly more than half of housing is occupied by renters. Overall, Near North Side has about 3 times as many housing units as South Lawndale.

Table 2. Housing Occupancy, Age, and Type, 2019

	South Lawndale		Near Northside		Chicago City-Wide	
	Percent	Count	Percent	Count	Percent	Count
<b>Home Occupancy</b>						
<i>Total Occupied Housing Units</i>	100%	19,152	100%	61,030	100%	1,066,829
Owner-occupied	37%	6,996	43%	26,219	45%	480,001
Renter-occupied	63%	12,156	57%	34,811	55%	586,828
<b>Age of Housing</b>						
<i>Total Residential Buildings</i>	100%	22,213	100%	72,551	100%	1,214,450
Built 1939 or earlier	69%	15,317	16%	11,421	42%	507,519
Built 1940 to 1949	7%	1,535	2%	1,286	9%	113,372
Built 1950 to 1959	8%	1,759	5%	3,376	12%	145,039
Built 1960 to 1969	5%	1,124	12%	8,398	10%	117,589
Built 1970 to 1979	5%	1,050	15%	10,789	8%	91,331
Built 1980 to 1989	4%	842	11%	8,104	4%	51,692
Built 1990 to 1999	2%	353	11%	7,798	5%	58,935
Built 2000 to 2009	1%	198	21%	15,279	8%	97,113
Built 2010 or later	<1%	35	8%	6,100	3%	31,860
<b>Type of Housing</b>						
<i>Total Residential Buildings</i>	100%	22,213	100%	72,551	100%	1,214,450
Single-family, Detached	19%	4,271	3%	2,099	26%	314,710
Single-family, Attached	2%	349	3%	2,286	4%	42,675
2-Flat	36%	7,987	1%	526	14%	174,799
3 or 4-Flat	32%	7,019	3%	1,889	15%	181,073
5 to 9 housing units	8%	1,856	3%	2,381	12%	142,713
10 to 49 housing units	1%	323	9%	6,634	11%	128,134
50 or more housing units	2%	361	78%	56,651	19%	227,622

Source: U.S. Census, American Community Survey, 5-Year estimates (2019)

## ISSUES IMPACTING THE COMMUNITY

Little Village residents have expressed concerns to LVEJO around the following issues.

- COVID-19;
- Lack clean, running water at home for personal hygiene, cooking, and drinking; and
- Polluted rain running off from industrial sites.

This section examines the publicly available data for these issues. Data was available by ZIP Code, rather than by community area, and so is reported for the ZIP Codes that intersect with the community area.



Photo Credit: CDC

### COVID-19 Pandemic

Early in the pandemic, South Lawndale experienced one of the most severe COVID-19 outbreaks in all of Chicago. Between March 1, 2020 through August 1, 2020, South Lawndale ZIP Codes reported over 9,000 COVID-19 infections and over 300 COVID-19 deaths. South Lawndale's infection rate was approximately 1.7 times the city-wide infection rate —and **3.5 times higher** than the Near North Side's infection rate. During the same time period, South Lawndale's COVID-19 death rate was approximately 1.26 times the city-wide rate — and **5 times higher** than the Near North Side death rate.

As the pandemic continues two years later, South Lawndale ZIP Codes infection rates are similar to the city-wide and Near North Side's infection rate. However,

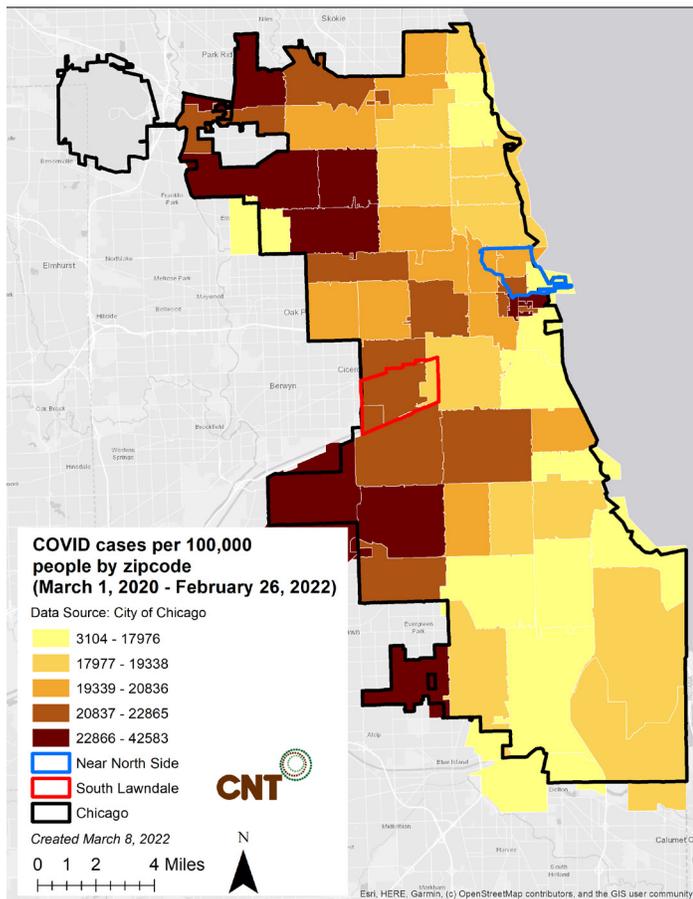
deaths in South Lawndale zip codes are **nearly 3 times higher** than the Near North Side's COVID-19 death rate.

During previous LVEJO campaigns, South Lawndale residents reported serious respiratory health problems. Several air pollution sources in the neighborhood, include or have included industry in the industrial corridor,<sup>ix</sup> vehicle emissions from the Stevenson Expressway and local roads,<sup>x</sup> and the former Crawford Power Generating Station coal-fired power plant.<sup>xi</sup> LVEJO's truck count research found an increase in truck traffic, from 1.30 total trucks per minute in 2017 to 2.09 trucks per minute in the neighborhood's busiest intersection in 2019.<sup>xii</sup> In 2019, 84% of parents surveyed at a local high school were concerned about the increase in diesel trucks in the community.<sup>xiii</sup> The continued expansion of

transportation, distribution and logistics (TDL) facilities in South Lawndale and surrounding communities is just one of several environmental justice issues that contribute to residents’ respiratory health worries.

In April 2020, the demolition of the former Crawford station resulted in an implosion that released a dust cloud covering six city blocks,<sup>xiv</sup> increasing residents’ worries.<sup>xv</sup> Residents’ concerns about the link between pollution and COVID-19 were well-founded — a national study demonstrated a significant link between areas with higher air pollution and higher.<sup>xvi</sup> Since then, additional studies have come to similar conclusions, about air pollutants. Specifically, areas with higher amounts of NO<sub>2</sub> and PM<sub>2.5</sub> pollutants, which come from diesel pollution, have a higher correlation with COVID-19 infections and mortality.<sup>xvii</sup> As the pandemic continues, more research will provide additional clarity.

Figure 2. COVID-19 cases per 100,000 people by ZIP Code (March 1 - February 26, 2022)



Residents have shared concerns about the relationship between their pre-existing respiratory issues, local air pollution, and greater suffering if they test positive from COVID-19.<sup>xviii</sup> As part of this study, four community members were interviewed by an LVEJO staff member in April 2022 to better understand these pandemic related concerns. Three of four interviews were conducted with older adults primarily in Spanish, while the fourth interview was with a middle age adult in English. All four were worried about themselves or family members becoming sick with COVID-19, especially due to pre-existing conditions such as diabetes. One resident stopped taking the bus or train out of fear of COVID-19, while another indicated feeling anxious when going shopping. Concerned about their families and themselves, several interviewees were worried that mask mandates were lifted too soon, with a belief that policymakers should have “waited longer for the infections to go down and be more stable.”

Figure 3. COVID-19 deaths per 100,000 people by ZIP Code (March 1- February 26, 2022).

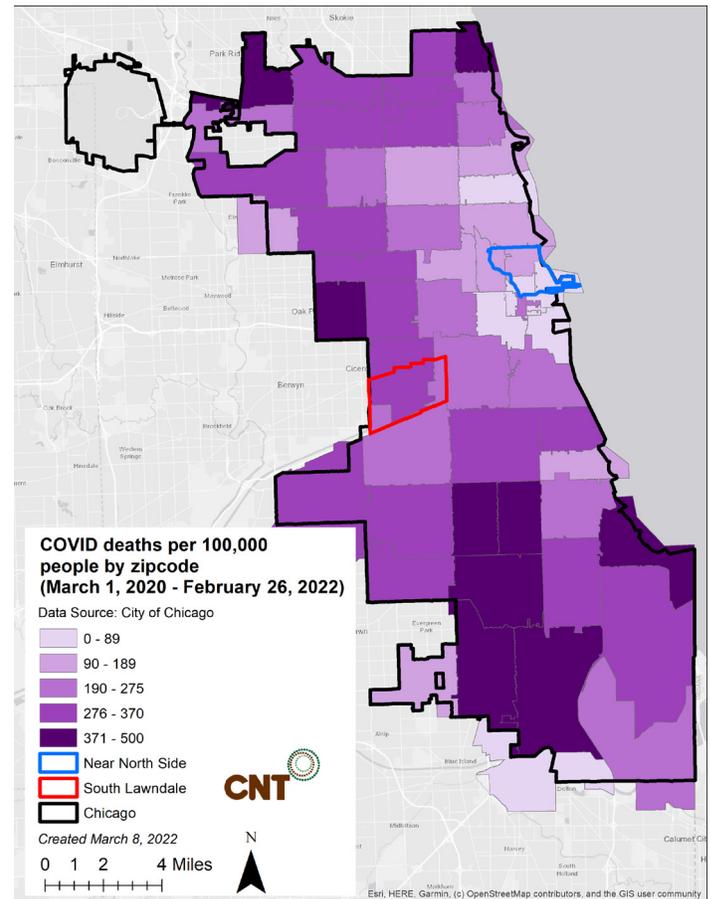
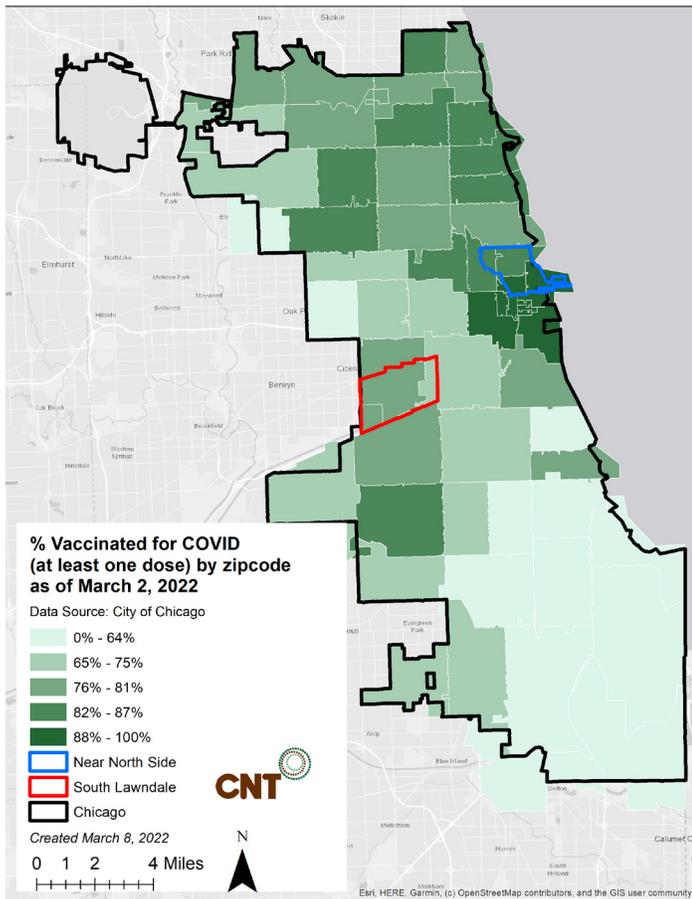


Table 3. Rate of COVID-19 Cases and Deaths, March 1, 2020 to February 26, 2022, Chicago ZIP codes

	South Lawndale ZIP codes	Near Northside ZIP codes	Chicago City-Wide
COVID-19 Cases per 100,000 people	21,470	19,699	20,458
COVID-19 Deaths per 100,000 people	296	107	280

Source: Chicago Department of Public Health, COVID-19 Cases, Tests, and Deaths by ZIP CODE (Feb 26, 2020).



In terms of COVID-19 vaccination rates, nearly 94% of residents in Near North Side zip codes have received at least one dose of the vaccination, whereas only 75% of residents in South Lawndale zip codes have received at one dose of the vaccination, which is similar to the city-wide rate. In LVEJO’s interviews with residents, all four interviewees were fully vaccinated. Reasons for receiving vaccination varied among residents. Three residents who had gotten sick with COVID-19 earlier in the pandemic did not want to suffer a worse experience as the pandemic dragged on. One of these residents was hesitant to receive the vaccine due to mixed information on social media, but were employed as an essential worker and had concerns for family members’ health that swayed them to get vaccinated. For this interviewee, the vaccination process was “accessible, easy and pretty quick.” The other three interviewees who were older in age received helpful information on vaccines from the governor’s press conferences, though did not hear much about local vaccination efforts. Although all four residents were vaccinated against COVID-19, different experiences with COVID-19 and sources of information may be affecting South Lawndale residents’ vaccination uptake.

Table 4. Percent of COVID-19 Vaccinations (at least 1 dose) as of March 2, 2022

	South Lawndale ZIP codes	Near Northside ZIP codes	Chicago City-Wide
<b>COVID-19 Vaccination Rates (at least 1 dose)</b>	<b>74.8%</b>	<b>93.6%</b>	<b>76.2%</b>

Source: Chicago Department of Public Health, COVID-19 Cases, Tests, and Deaths by ZIP CODE (March 2, 2022).

## Clean Drinking Water



Up until recently, the City of Chicago disconnected drinking water service to homes with unpaid water bills. In a twelve-year period, nearly 3,000 water shutoffs happened within South Lawndale. South Lawndale’s water shut-off rate is approximately 1.2 times the city-wide rate — and **52 times higher** than the Near North Side.

In May 2019, mayor-elect Lightfoot declared a moratorium on drinking water shut-offs at Chicago residences.<sup>xix</sup> In July 2020, the City announced the Utility Billing Relief Program, which offers reduced rates on water taxes, protection from late fees and debt collection activity, and conditional debt forgiveness, for income-qualified residents that own and reside in a single-family or 2-flat home.<sup>xx</sup> As of the date of report publication, no information has been identified concerning the number of households that have had their water service reconnected.

Figure 4. Total Water-Shut Offs by ZIP Code (2007-2018).

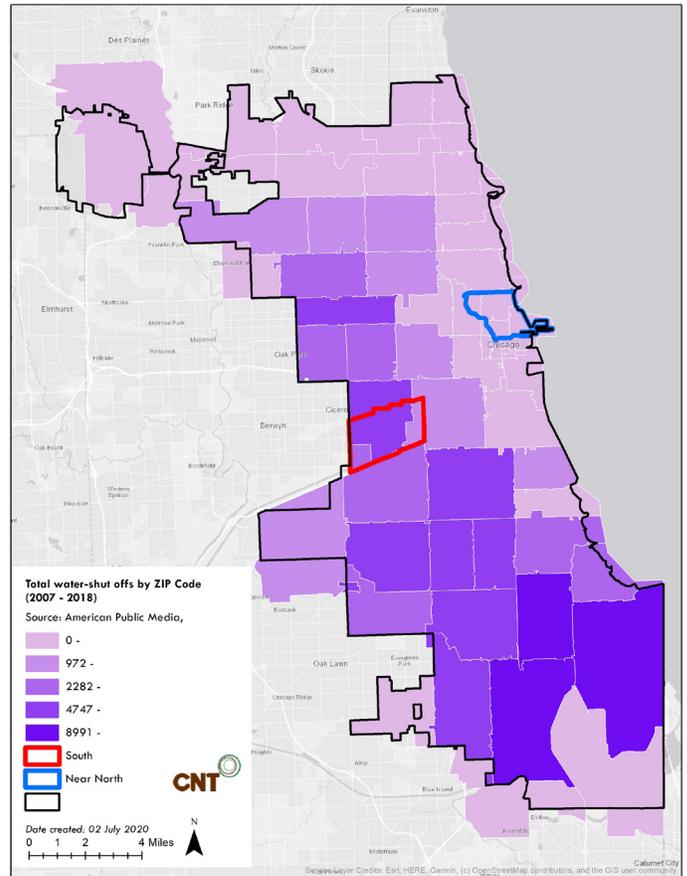


Table 5. Rate of Water Shut-Offs, 2007-2018, Chicago ZIP codes

	South Lawndale ZIP codes	Near Northside ZIP codes	Chicago City-Wide
<b>Water Shut-Offs per 1,000 Households</b>	<b>161.8</b>	<b>3.1</b>	<b>135.0</b>

Source: American Public Media, WBEZ.

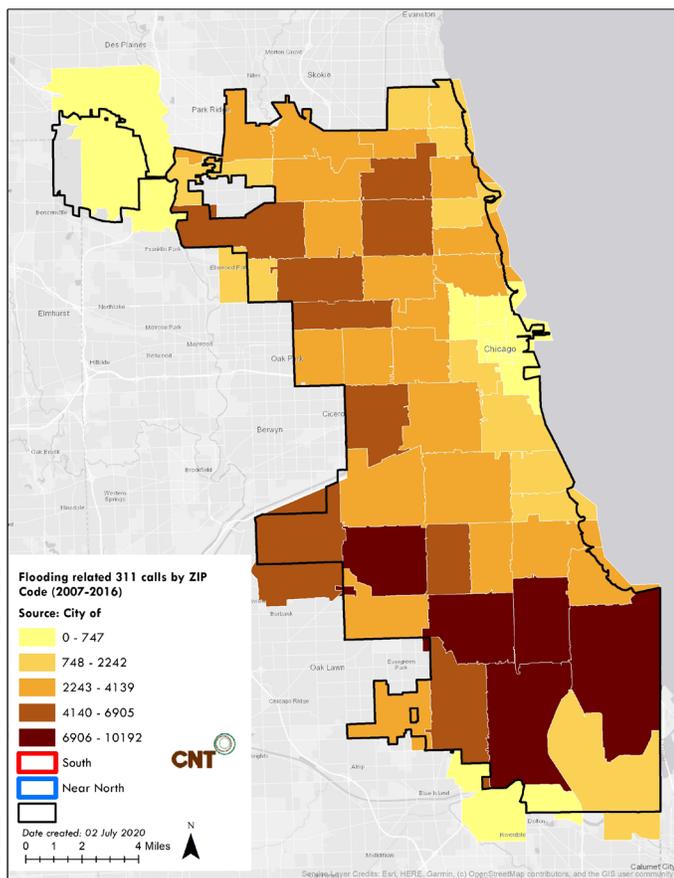
## Flooding

In Chicago, most flooding is urban flooding – flooding that happens when the local sewer system cannot cope with the amount of rain during a storm. This type of flooding is unrelated to the Chicago River or Lake Michigan. Chicagoans experience urban flooding as sewage backing up through basements, rain flowing under basement doors and windows, and impassable streets or underwater yards. Flooding causes property damage, lost work time,<sup>xxi</sup> and physical and mental health issues.<sup>xxii</sup> Flooding can cause mold in homes, which is linked to respiratory problems, especially for

the elderly and children,<sup>xxiii</sup> and major financial burden. South Lawndale’s proximity to an industrial corridor with heavy manufacturing industries, could also result in polluted runoff.<sup>xxiv</sup>

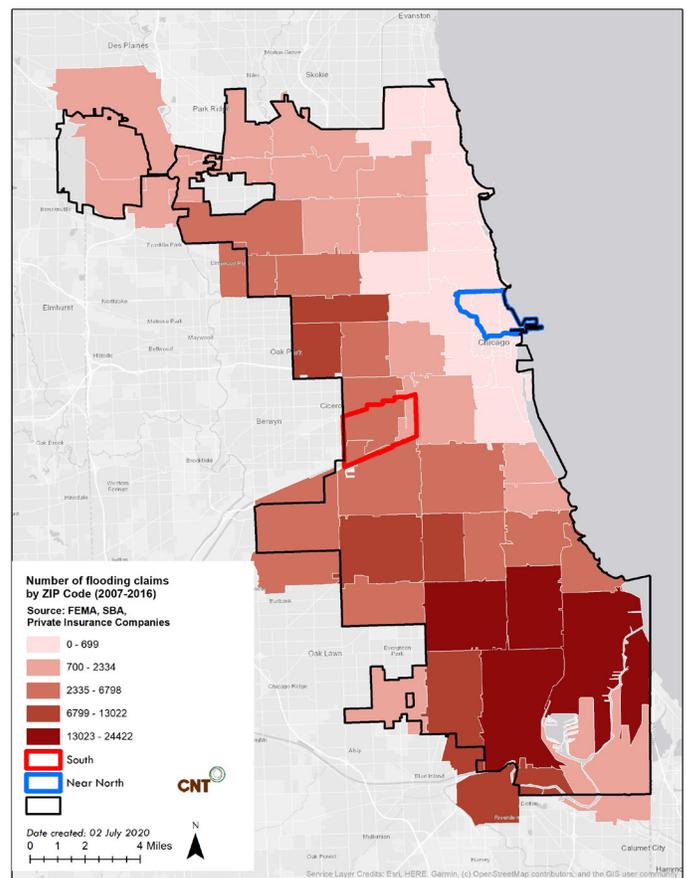
Residents can report home and street flooding through Chicago’s 311 system. In one month alone, May 2020, nearly five thousand flood-related 311 calls were made by Chicagoans.<sup>xxv</sup> South Lawndale’s 311 flood call rate is slightly lower than the city-wide rate, but **6 times higher** than the Near North Side.

Figure 5. Flooding-related 311 calls by ZIP Code (2007-2016)



\*Map with data at the block group level included in Appendix A

Figure 6. Number of flooding claims by ZIP Code (2007-2016)



\*Map with data at the block group level included in Appendix B

Table 6. Rate of Flooding, 311 Calls and Insurance Payments, 2007-2016, Chicago ZIP codes

	South Lawndale ZIP codes	Near Northside ZIP codes	Chicago City-Wide
<b>311 Flooding-related calls per 1,000 Households</b>	<b>151.3</b>	<b>25.3</b>	<b>175.6</b>
<b>Flooding Claims per 1,000 Households</b>	<b>160</b>	<b>3</b>	<b>211</b>

Source: City of Chicago, 311 calls and FEMA NFIP, FEMA Disaster Relief Assistance, SBA Disaster Loan Program, and Private Insurance Companies



South Lawndale residents experience markedly worse quality of life in the areas of COVID-19, drinking water access, and local flooding.

CNT also studied insurance payments made for flood damage to homes, over a ten-year period in Chicago. Across Chicago, insurance companies paid out more than \$400 Million for flood-related damages. However, **87%** of the insurance payments were made in communities of color.<sup>xxvi</sup> During this time period, South Lawndale ZIP Codes received nearly 12,000 flood-related insurance payments. South Lawndale's insurance payment rate is slightly less than the city-wide rate — but **53 times higher** than the Near North Side rate.

This data likely undercounts the extent of flood damage in some communities. Flood insurance payment data does not include uninsurable or rejected claims, or flooding experienced by uninsured (or underinsured) tenants and building owners. In addition, 311 call data depends on residents' knowledge of the 311 flood complaint system, belief that reporting flooding is a valuable use of their time, and personal comfort in voluntarily contacting a City agency.

## The Link Between Health, Jobs, Water, and Economics

Nationwide, COVID-19 exposed the existing systemic inequities in our communities. Black, Latinx, and Indigenous people have higher rates of COVID-19 infections and deaths across the U.S.<sup>xxvii</sup> There are complex reasons for these persistent disparities. The

Center for Disease Control (CDC) refers to these reasons as “social determinants of health,” stating: “discrimination exists in health care, housing, education, criminal justice, and finance.”<sup>xxviii</sup>

## Hygiene

Water is a human right; a necessity for communities to thrive.<sup>xxix</sup> The CDC has advised people to reduce their risk of COVID-19 infection by practicing frequent handwashing.<sup>xxx</sup> Yet, not all South Lawndale residents can access clean water at their home.

Although the City of Chicago issued a moratorium on water disconnections, issues with the initial tracking of water shutoffs have made it a burdensome process to reconnect previously disconnected residents.<sup>xxxi</sup> Additionally, after the Crawford site demolition in April 2020, residents reported to LVEJO that they noticed changes in smell, taste, and quality in their water,<sup>xxxii</sup> and the city acknowledged that the implosion may have released stagnant water in pipes.<sup>xxxiii</sup> Without clean running water, residents lack an essential tool to reduce transmission of COVID-19 and meet their basic needs.

## Jobs

A recent CMAP analysis of the six-county region found that many essential workers live in lower-income communities, and essential jobs are disproportionately held by people of color. CMAP found that over half of South Lawndale's working residents are classified as "essential workers" whose jobs cannot be done by working from home.<sup>xxxiv</sup> These essential workers have a greater risk of being exposed to COVID-19, and becoming infected or transmitting the virus to household members.<sup>xxxv</sup>

At the same time, South Lawndale residents who worked in the hospitality and food service sectors<sup>xxxvi</sup> may have faced bouts of unemployment throughout the pandemic<sup>xxxvii</sup> due to economic losses. Those who are still able to work may be in part-time jobs that do not provide health insurance or paid sick days. Nationally, 64% of service workers had paid sick leave in 2019, as compared to 94% of management workers.<sup>xxxviii</sup> The pandemic has tripled the number of employees in need of paid sick leave, with a higher need for sick leave among women.<sup>xxxix</sup>

In LVEJO's interviews with residents, two reported needing 2 weeks to a month to recover from COVID-19. During that time one interviewee worried that their family would be unable to pay rent, while another interviewee made use of their employer's work from home policy and federal resources. Employers that expanded paid sick leave during the COVID-19 pandemic saw fewer employees working while sick, perhaps reducing co-workers' risk to the virus, a finding with implications for promotion of employee health beyond the current crisis.<sup>xl</sup>

## Healthcare

A 2018 national study demonstrated that Latinx individuals had the lowest rate of health insurance coverage of all racial and ethnic groups in the U.S.<sup>xli</sup> Research has also documented a lower quality of medical care for people of color.<sup>xlii</sup> Both of these factors create obstacles for community members to receiving the care they need to improve their health.

## Economics

Furthermore, urban flooding can exact heavy financial costs on residents. Flooding can create moldy conditions at home,<sup>xliii</sup> exacerbating pre-existing respiratory problems.<sup>xliv</sup> Those with poor respiratory health are also more likely to face worse COVID-19 outcomes and the resulting healthcare costs. Flooding can also damage critical home systems like water heaters and furnaces.<sup>xlv</sup> The Chicago Metropolitan Agency for Planning's research has identified that economically disconnected areas, like parts of South Lawndale, are more likely to be located in flood susceptible areas.<sup>xlvi</sup> Covering housing and health costs due to flooding could be burdensome for residents of South Lawndale.

COVID-19 continues to spotlight several issues that residents of South Lawndale were already experiencing. Creating piecemeal policies that respond to issues individually fails to adequately address the cumulative burdens communities experience because of systemic inequity. To repair these harms, there must be an integrated set of strategies that work across the siloes of health, economic well-being, and environmental justice.

The pandemic has emphasized the importance of having policies predicated on clear communication, adaptive management, and emergency preparation.<sup>xlvii</sup> If developed with resident participatory research efforts to understand and address the convergence of water and health in Little Village, then these strategies will have increased positive impacts.<sup>xlviii</sup>

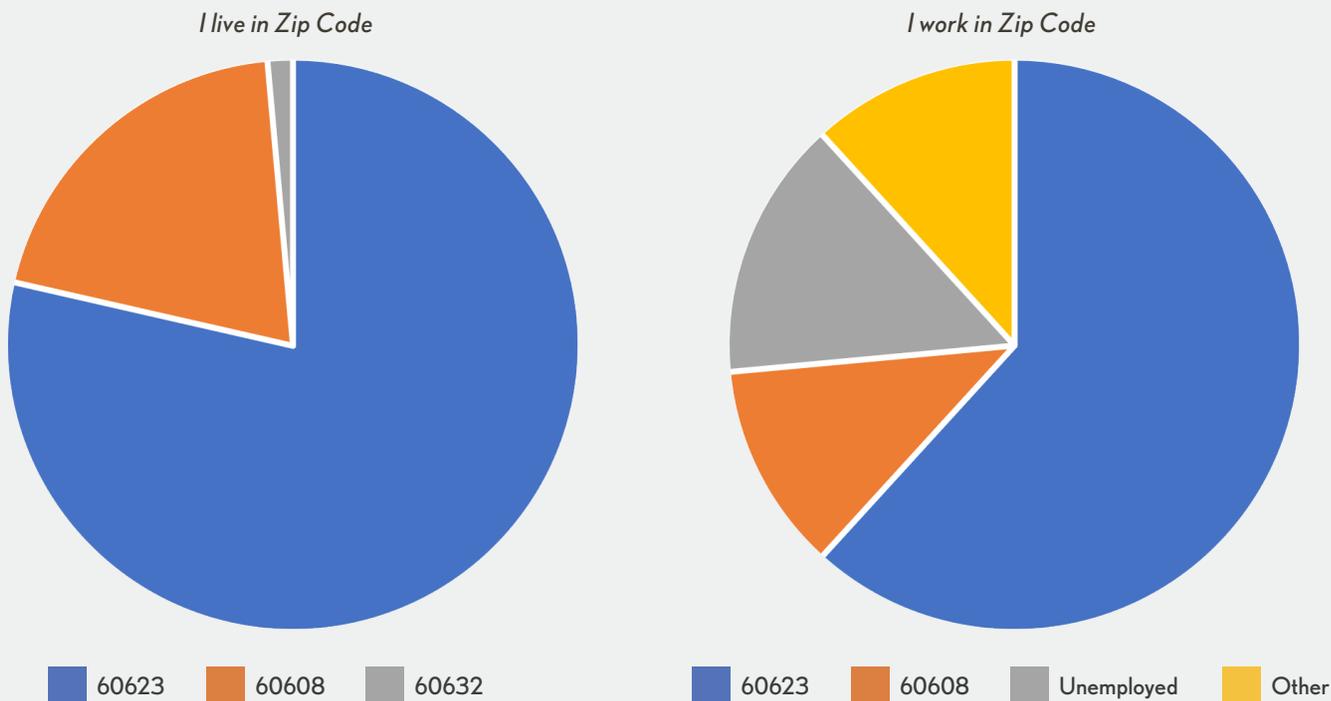
## Analysis of Survey Results

After publishing this report initially, LVEJO wanted to ground the topics of this report in the lived experiences of Little Village residents. From August 20, 2021 to November 30, 2021, LVEJO distributed an online survey to better understand residents' challenges related to drinking water, flooding, pollution, and work conditions. 70 individuals responded to the survey after phone banking, sharing via social media, and attending outdoor community events. Survey respondents were not required to answer every question. Those who provided an address in Little Village received a gift card to a local grocery store.

Survey questions can be found in Appendix C. This analysis specifically focuses on responses to challenges faced at home because of the few number of responses to challenges faced at work. Additionally, LVEJO's program is specifically focused on water and pollution issues, so this analysis shares community concerns specifically around those topic areas.

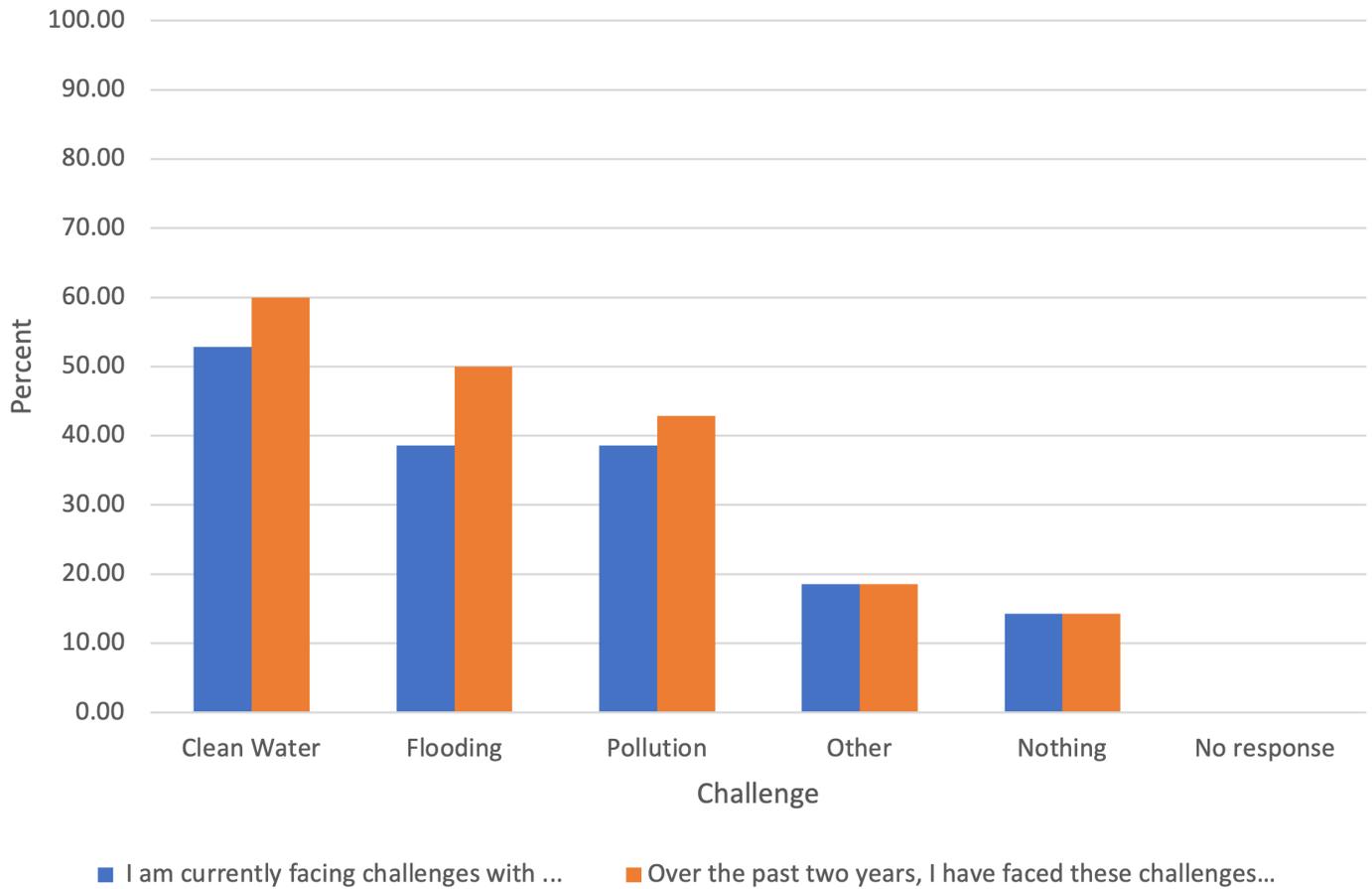
### Who Took the Survey

Of those who responded, 79% lived in the 60623 zip code, 20% lived in the 60608 zip code and less than 1% lived in the 60632 zip code. Respondents worked in a variety of zip codes. Over 60% work in the 60623 zip code, 10% work in the 60608 zip code, 10% in other zip codes, while nearly 15% did not work.



- A majority of respondents are renters (71%), and 26% are homeowners, 3% chose not to respond.
- With relation to being born within the United States or in another country, 50% were born within the U.S., 44% born outside of the U.S. and 6% did not respond.
- When asked about preferred language, 43% of respondents chose English, 41% chose Spanish, 11% chose bilingual, and 4% did not respond.
- The above demographics of survey respondents are shared to highlight the minoritized identities of Little Village that directly relate to the policy recommendations in the next section.

## Challenges Respondents are Facing



### Challenges

Challenges	% of Respondents who currently face these challenges	% of Respondents who faced these challenges over the past two years
Clean water (for example, water shut off, water quality, discoloration, smell, taste)	53%	60%
Flooding (for example, mold, sewage backup, street flooding, seepage)	39%	50%
Pollution (for example, air pollution, dumping)	39%	43%
Other - Write In	19%	19%
Nothing	14%	14%
No response	0%	0%

- Respondents were asked to indicate any of the listed challenges that they currently face or have faced in the past two years. All of the respondents answered this question.
- Clean water concerns stood out for more than half of the respondents, both currently and in the past two years. Following clean water issues, flooding and pollution were of the next largest concern.
- Other concerns respondents shared included pests and rats, irresponsible landlords, dying trees, sewer smells, and workplace concerns.
- Across all the challenges presented, respondents expressed concern in the past two years more than they did when they took the survey. This is expected since the past two years is a much longer period in which concerns may have occurred than when compared to a single point in time.

## Cumulative Challenges

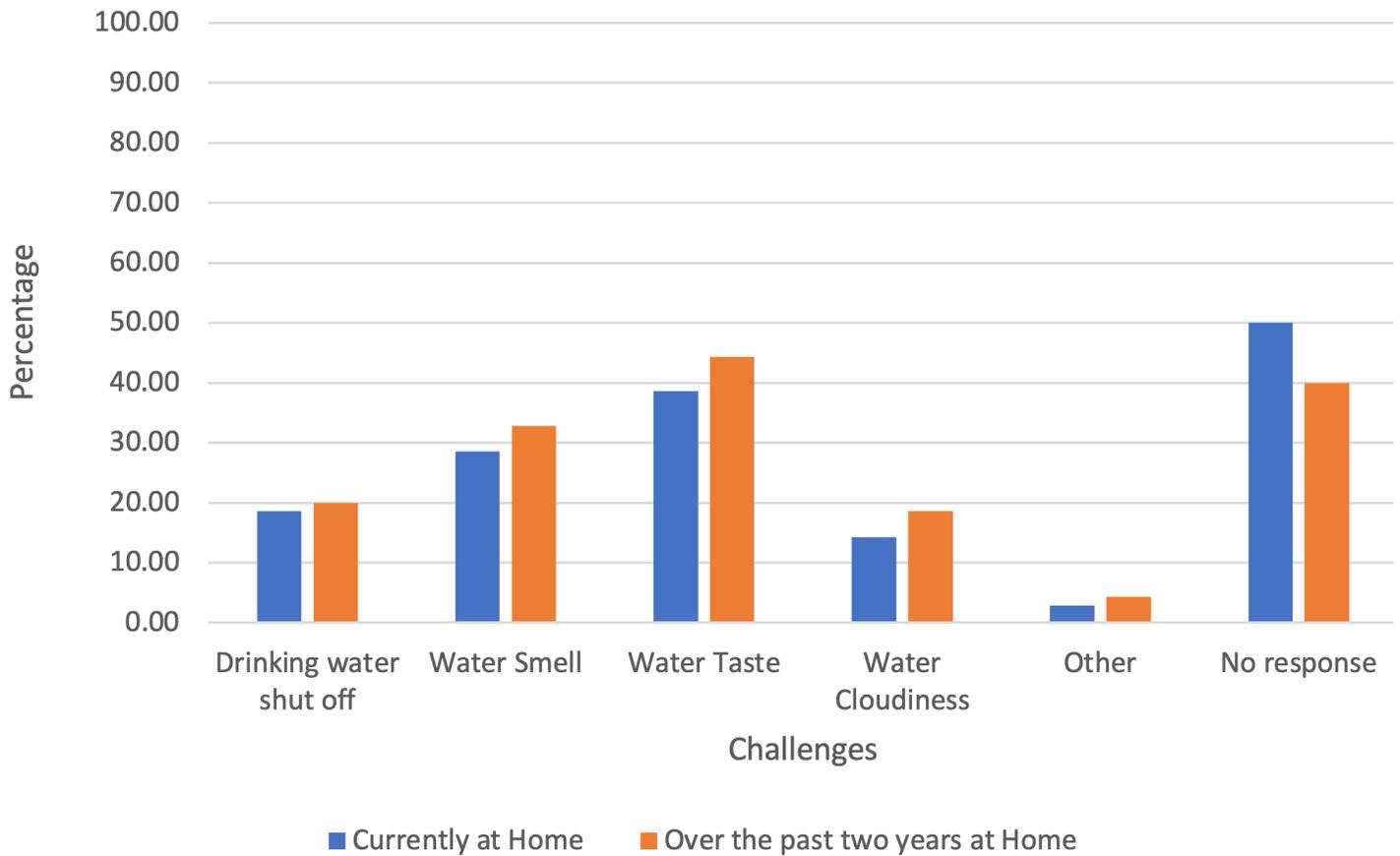
Understanding the impacts of cumulative burdens in the initial report, we analyzed the number of challenges each respondent shared.

<i>Number of Challenges</i>	% of Respondents with Number of Current Challenges	% of Respondents with Number of Challenges in Past 2 Years
<b>0</b>	<b>14%</b>	<b>14%</b>
<b>1</b>	<b>39%</b>	<b>39%</b>
<b>2 or More</b>	<b>47%</b>	<b>47%</b>

47% shared that they experienced two or more of the listed challenges at one time. 39% shared they only experienced one of the listed challenges, and 14% shared that they experienced none of the challenges listed in the survey. These values were true for both those experiencing challenges currently and of those who experienced challenges in the past, though not all respondents experienced the same number or types of challenges currently when compared to two years ago.

In the following sections, as we analyze specific challenges, some respondents chose not to answer the questions. This is because they were irrelevant to their experience based on previous answers or because they chose not to answer the question.

## Drinking Water Concerns

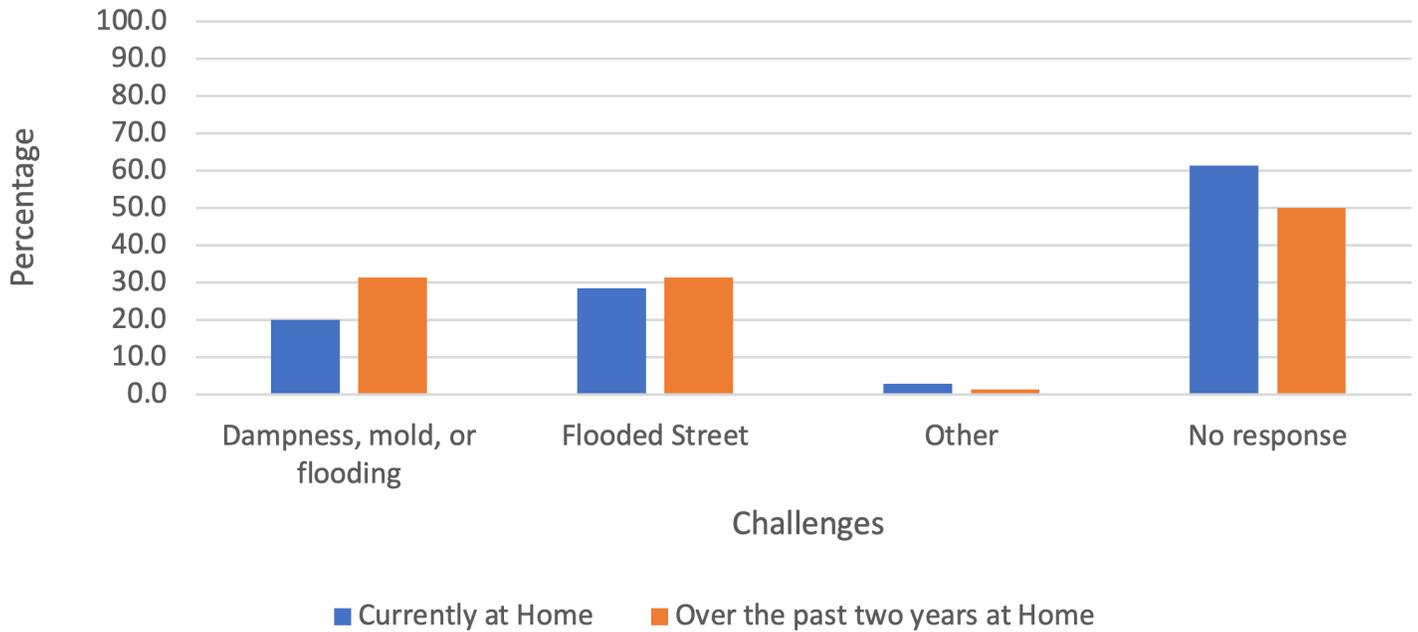


### Types of Water Challenges

Types of Water Challenges	% of Respondents who currently face these challenges at Home	% of Respondents who faced these challenges over the past two years at Home
<b>Drinking water shut off</b>	<b>19%</b>	<b>20%</b>
<b>Water smell</b>	<b>29%</b>	<b>33%</b>
<b>Water taste</b>	<b>39%</b>	<b>44%</b>
<b>Water cloudiness</b>	<b>14%</b>	<b>19%</b>
<b>Other</b>	<b>3%</b>	<b>4%</b>
<b>No response</b>	<b>50%</b>	<b>40%</b>

Currently, the water challenge affecting respondents the most is water taste, with 39% of residents indicating this issue. This is followed by water smell, experienced by 29%. Drinking water shut offs affected nearly 20% of the respondents, whereas water cloudiness affected 14%. Other issues that were noted by respondents included water pressure issues at home.

## Flooding Challenges

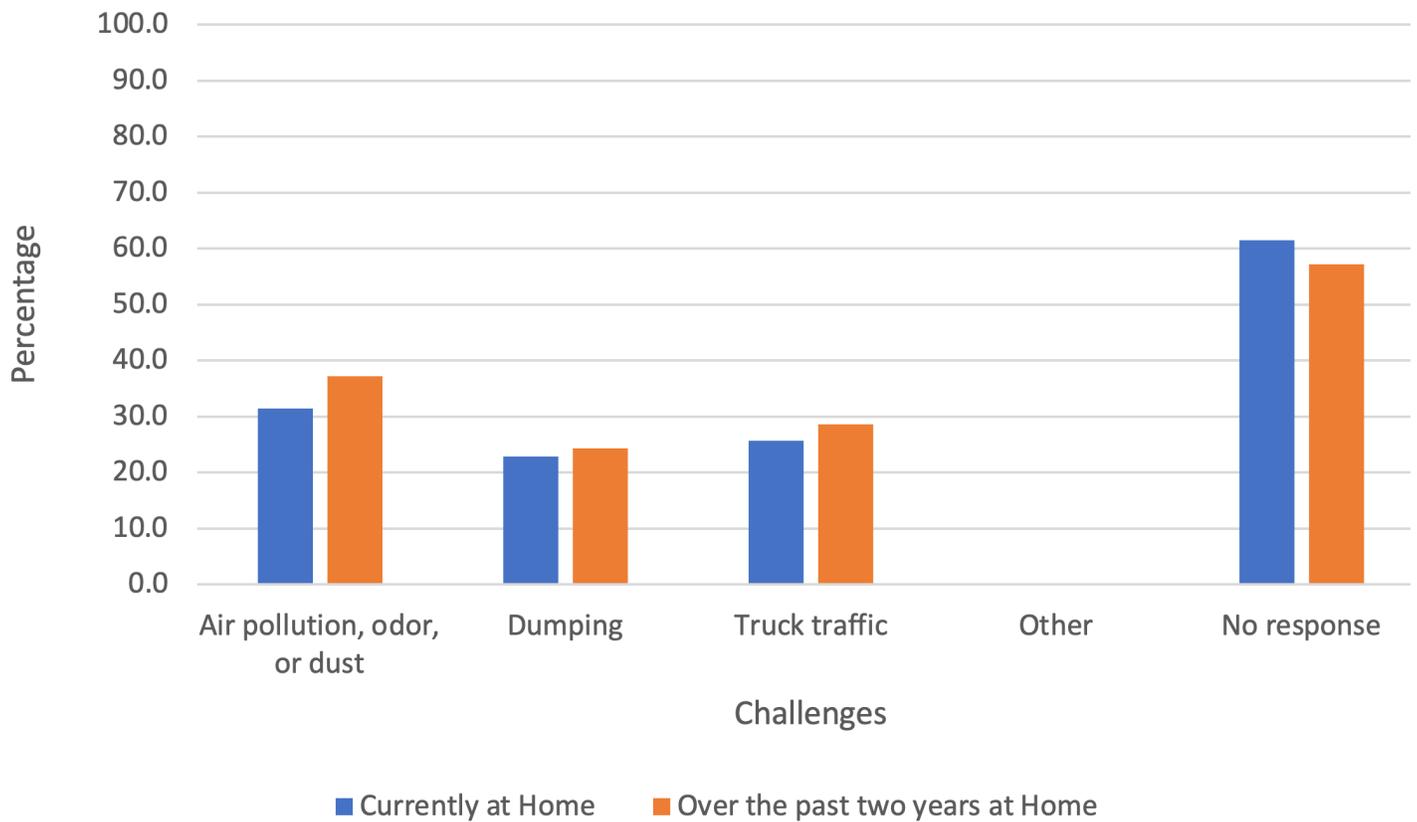


### Types of Flooding Challenges

Types of Flooding Challenges	% of Respondents who currently face these challenges at Home	% of Respondents who faced these challenges over the past two years at Home
Dampness, mold, or flooding	20%	31%
Flooded Street	29%	31%
Other	3%	3%
No response	61%	50%

In terms of specific flooding challenges, in general more respondents stated that they had challenges over the past two years than currently. However, when it came to a flooded street, similar numbers of respondents stated that this was an issue currently and in the past two years. This may indicate that the flooding issue is a more consistent problem in Little Village when compared to other issues surveyed. Additionally, more respondents currently identified that a flooded street around their home was more of a challenge than dampness, mold, or flooding within their homes.

## Pollution Challenges

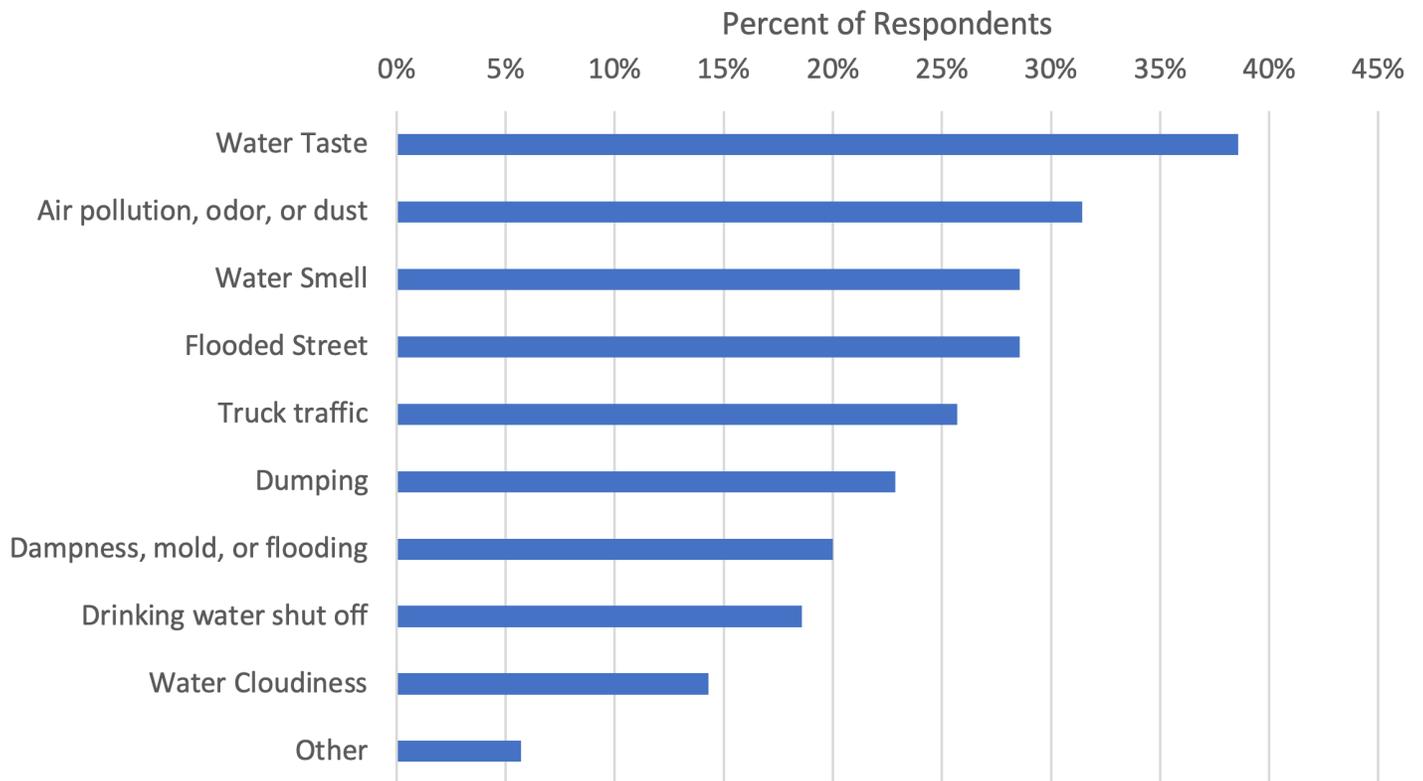


### Types of Pollution Challenges

Types of Pollution Challenges	% of Respondents who currently face these challenges at Home	% of Respondents who faced these challenges over the past two years at Home
Air pollution, odor, or dust	31%	37%
Dumping	23%	24%
Truck traffic	26%	29%
Other	0%	0%
No response	61%	57%

The largest challenge mentioned was with air pollution, odor, or dust with 31% of respondents identifying the issue. The next concern mentioned was truck traffic with 26% of respondents noting the issue. Then respondents mentioned dumping, with 23% seeing the issue at or around their home. None of the respondents chose the other option.

## Current Concern for Specific Challenges



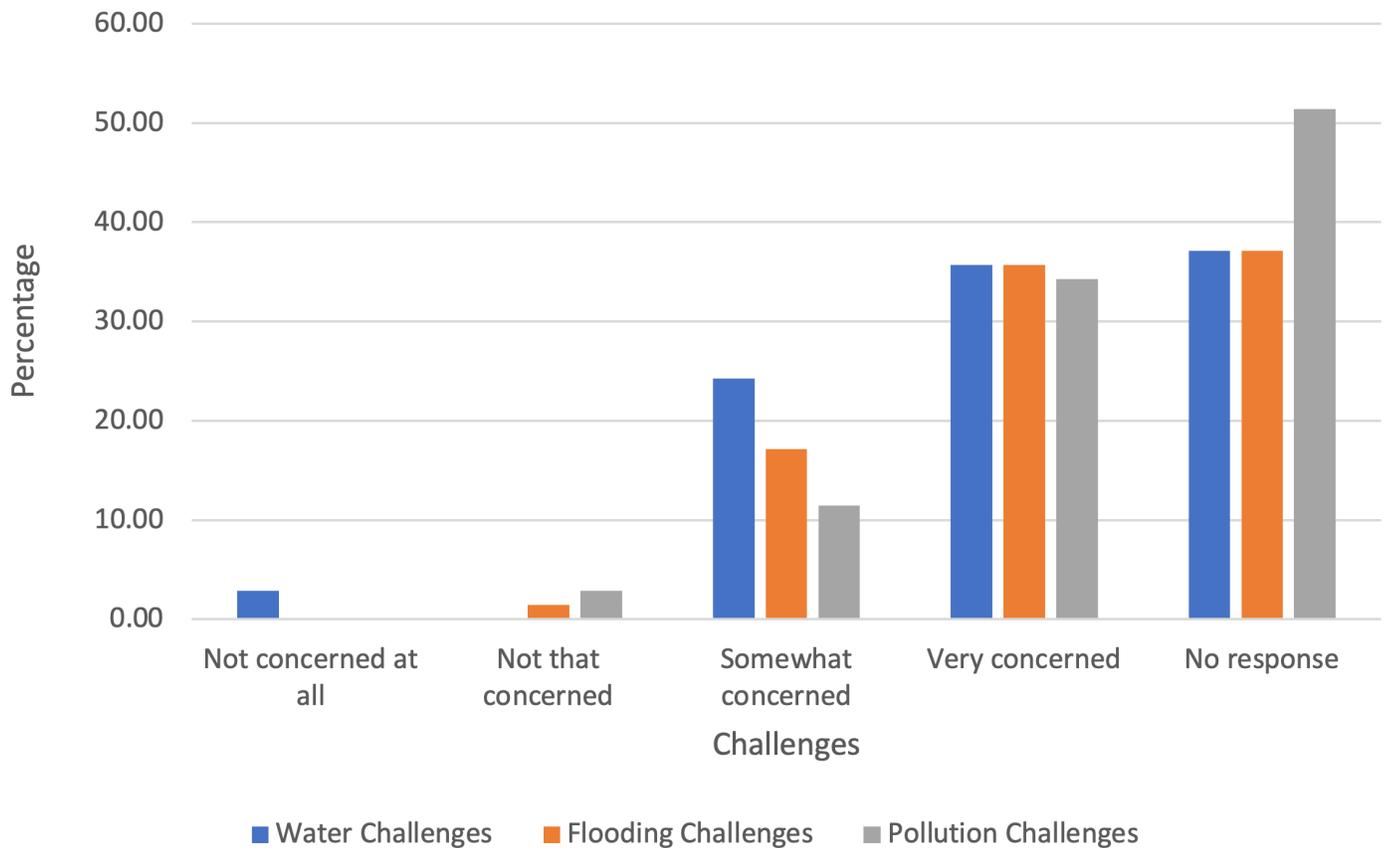
### *I am currently facing these challenges at home ...*

#### % of Respondents

Challenge	% of Respondents
<b>Water Taste</b>	<b>39%</b>
<b>Air pollution, odor, or dust</b>	<b>31%</b>
<b>Water Smell</b>	<b>29%</b>
<b>Flooded Street</b>	<b>29%</b>
<b>Truck traffic</b>	<b>26%</b>
<b>Dumping</b>	<b>23%</b>
<b>Dampness, mold, or flooding</b>	<b>20%</b>
<b>Drinking water shut off</b>	<b>19%</b>
<b>Water Cloudiness</b>	<b>14%</b>
<b>Other</b>	<b>6%</b>

When looking at the specific current challenges respondents shared across all topics, the largest share of concern was water taste. The top four concerns were water taste; air pollution, odor, or dust; water smell and flooded street.

## Concern for Challenges



	% respondents concerned about Water challenges	% respondents concerned about Flooding challenges	% respondents concerned about Pollution challenges
<b>Very concerned</b>	<b>36%</b>	<b>36%</b>	<b>35%</b>
<b>Somewhat concerned</b>	<b>24%</b>	<b>17%</b>	<b>11%</b>
<b>Not that concerned</b>	<b>0%</b>	<b>2%</b>	<b>3%</b>
<b>Not at all concerned</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>
<b>No response</b>	<b>37%</b>	<b>37%</b>	<b>51%</b>

Of those who responded to their concerns about the various challenges, most stated that they were very or somewhat concerned. More respondents stated that they were concerned about water challenges, with 60% stating that they were somewhat or very concerned. The next area of concern for respondents were flooding challenges, with 52% saying they were somewhat or very concerned. For pollution challenges, 45% indicated that they were somewhat or very concerned.

Based on these survey results, LVEJO has updated the policy recommendations to respond to community concerns shared through this survey.

## Reducing Community Risks: Building a more Resilient South Lawndale

To improve South Lawndale's resiliency to the water and pollution issues as well as the COVID-19 pandemic, there are several policies that can be implemented by the City of Chicago.

### 1. **The City of Chicago should create an Environmental Department appointed or advised by Chicago environmental advocates to adequately address the needs of communities most impacted by cumulative environmental burdens.**

In 2011, the city abolished its Environmental Department as a budget cut, weakening enforcement against environmental hazards and removing a major avenue for residents to combat pollution in their communities. The city should pass an ordinance to re-establish the Environmental Department with a mandate to identify and protect environmental justice communities such as South Lawndale. This department would be positioned to investigate environmental justice concerns like water and health while having the regulatory power to enact zoning reform to reduce the health impacts of industrial development to neighboring communities. To ensure meaningful community participation, a council composed of impacted community members, public health experts, and city staff would evaluate and implement additional measures necessary to prioritize environmental justice in city policies. This council could be modeled after the National Environmental Justice Advisory Council, which serves as an advisory body for the EPA on recommendations regarding environmental justice issues.

### 2. **Ensure that all homes are reconnected to a clean water supply and permanently halt water shutoffs due to household inability to pay water bills.**

Currently, a mayoral moratorium on water shutoffs exists, preventing homes from being disconnected from water services; however, a more permanent solution, sustained through leadership transitions, is necessary. The city should take a legislative approach such as an ordinance to never shut off water due to nonpayment. This ordinance should particularly address the needs of low-income customers struggling to pay their bills and develop a program ensuring prompt city response and free water quality testing when residents have concerns about water quality and plumbing. The failure of the Department of Water Management and Billing Department to accurately keep track of shutoff and reconnection data slowed the process of reconnecting homes with water during the current moratorium. This signifies the need for improved interagency communication and improved data management from our water governance structures. In addition, the city should create a transparent process

for residents to reconnect their homes to the city's water supply, whether that means simply turning the water back on, suggesting affordable plumbers for older disconnections, or identifying additional, non-federal funding streams to partially and fully pay plumbers to connect houses back to the water supply.

### 3. **Improved outreach and follow-up efforts for Chicago's residential water quality testing program to improve usage and return rates in communities of color.**

Survey results indicated clean water concerns were top of mind for residents. However, in research conducted by students at the University of Illinois at Chicago, South Lawndale was found to have a low number of requested and completed water test kits.<sup>xlix</sup> This disconnect between resident concerns and usage of water testing kits provided by the city is a disparity known to the Department of Water Management, which has acknowledged low return rates on test kits in minoritized and low-income communities. The city must improve the disparities in request and return rates of 311 water quality test kits between South Lawndale and predominantly white neighborhoods. Improved promotion of water quality testing services in South Lawndale and enhanced outreach efforts with community-based organizations to increase test kit return rates could close this gap.

### 4. **The City of Chicago should take measures to expedite the removal of all lead service lines throughout the city to mitigate the harm of exposure to lead and other contaminants in drinking water.**

The City of Chicago announced the implementation of two programs to support residents with the financial burden of replacing lead service pipes in nearly 400,000 homes throughout the city. The program has made slow progress, far from reaching its yearly targeted number of replacements thus far. The program implementation should focus on building relationships and compensating community organizations to become ambassadors of the program to build trust with residents, especially those in Black and Brown communities, who have experienced the impacts of the city's past racist policies. The program process should also be transparent, sharing geographic data and other metrics, to ensure the equitable distribution of lead pipe replacements in vulnerable communities and accountability to the program timeframe. The program

should clearly communicate to residents the process before, during, and after replacement as well as protective measures taken to ensure the well-being of residents. Other cities such as Newark, New Jersey, have replaced their lead service lines and expedited their process by passing legislation that allows the city to take ownership of the private side of a lead service line. This can address the problem of absentee landlords, improve the efficiency of replacement, and eliminate the financial burden on households. The City of Chicago should look to other cities for models on how to successfully remove lead service lines in a timely fashion.

**5. In the near term, Chicago should take measures to strengthen water affordability and assistance by restructuring the current Utility Billing Relief (UBR) program and implementing additional resources to support financially vulnerable households.**

The city's Utility Billing Relief program seeks to help low-income homeowners reduce their water, sewer, and water-sewer tax and provide debt relief. This program is only open to homeowners residing in single family homes or two- flat homes. The ACS and our survey responses show a significant number of residents in renter-occupied units in South Lawndale, emphasizing the importance of ensuring the program also serves the needs of renters. To meet the needs of renters, UBR should expand to include three- and four- flat homes. Additionally, to maximize participation, the program should reduce residents' administrative burden of applying. This can be done by streamlining the application process and auto-enrolling households who qualify for federal and local income-dependent programs like SNAP, TANF, SSI, and city programs like RAP and LSLR. The Utility Billing Relief program provides debt forgiveness of overdue water bills following one full year of unmissed payments. However, this assistance should not be contingent on a household's ability to prove whether they can maintain payments for an entire year. Individuals who currently have overdue payments need immediate financial assistance due to the unaffordable water rate structure. Requiring payment to access debt forgiveness is a significant barrier to participation and limits the program's benefits to intended households. Instead, households need access to water and the necessary resources to maintain their livelihoods through permanent, equitable rate reform. Like other city programs, the city should continue to foster relationships with community organizations to reach out to vulnerable community members that can benefit from these direct assistance services.

**6. Equitably invest in green stormwater infrastructure, maintenance, and other flood mitigation practices.**

The city must commit to funding and developing green stormwater infrastructure where possible in South Lawndale and other communities at risk for flooding to mitigate adverse public health and economic consequences of floodwaters. As mentioned, 50% of survey respondents indicated flooding challenges over the past two years. Building and maintaining green stormwater infrastructure can create high-quality local jobs, opportunities for land stewardship, and improve the local economy and public health, among several other factors. Chicago's neighborhoods experience differences in the severity and types of flooding issues. To address this challenge, the city should commit to funding targeted community approaches to adequately address flooding in flood-prone areas throughout the city after completing community-specific studies. Additionally, the city should seek to provide up-front grants, subsidized loans, incentives, and other means to make household flood mitigation investments financially feasible for low-income households experiencing flooding challenges.

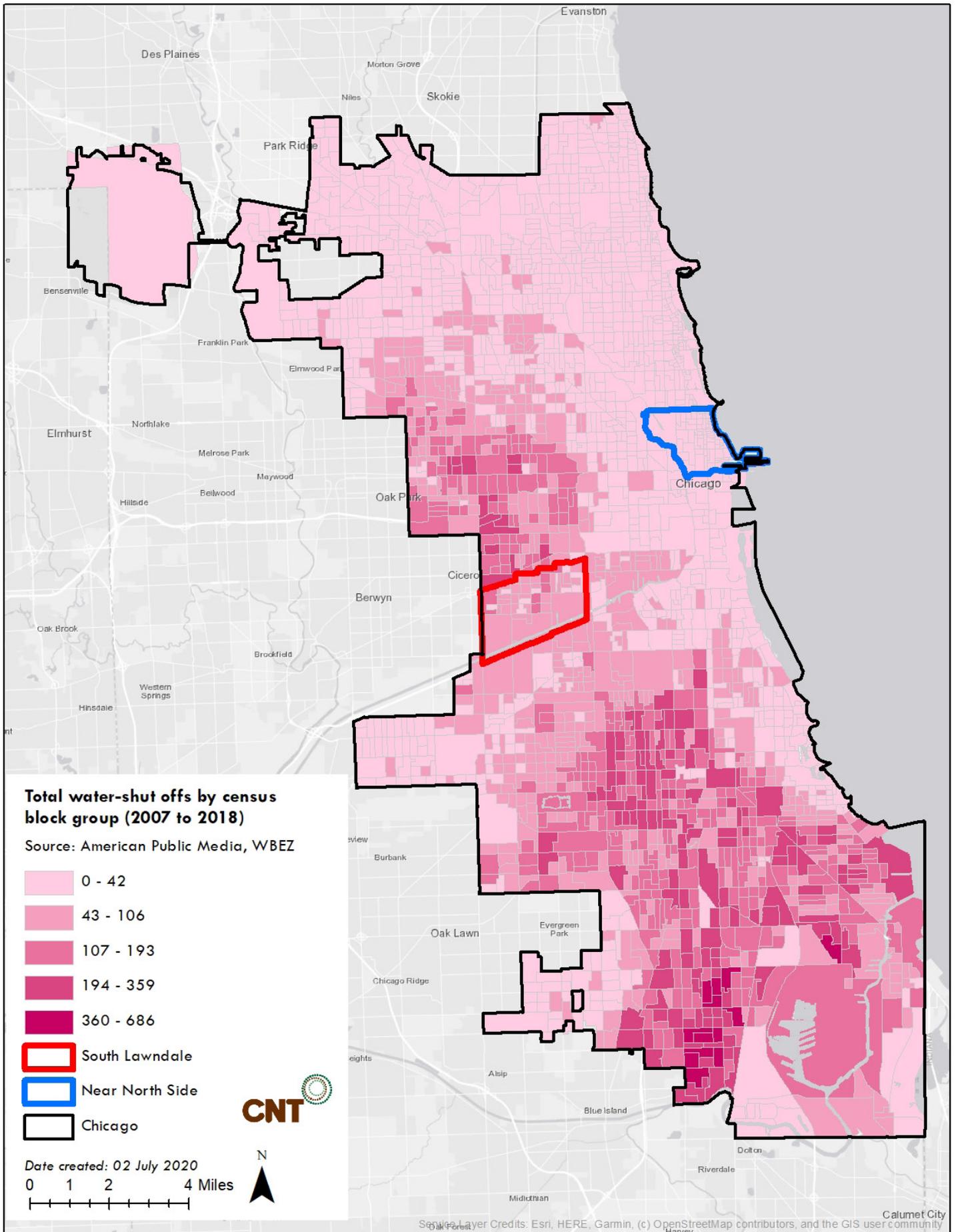
**7. Expand research on flood risk management strategies for former brownfield sites.**

Neighborhoods of Chicago in which industrial and residential land uses are proximate to each other are at particular risk for flooding impacts. For example, in South Lawndale, residents adjacent to the higher-elevated Celotex superfund site experienced skin rashes after flooding events because toxins from the site would enter homes through flood waters. These issues abated after the site's remediation and development as La Villita Park, one of the few green spaces in the community. There should be expanded research deployed by and with impacted communities on policy solutions that include green infrastructure and low-impact development on former brownfield sites to mitigate urban flooding in neighborhoods burdened with environmental harms.

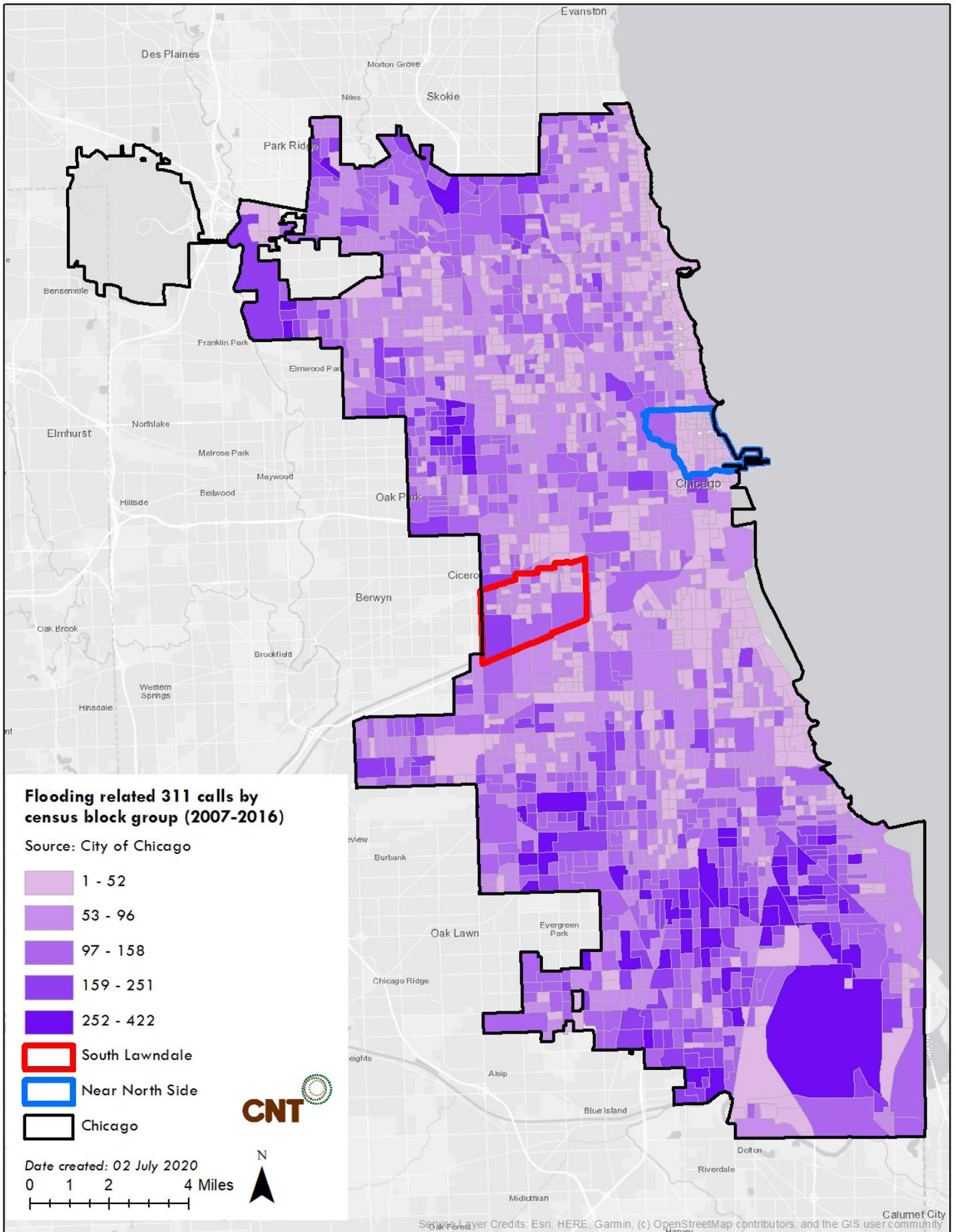
**8. Provide living-wage, family-sustaining job opportunities and security to residents, along with healthy, affordable housing.**

In the Little Village Industrial Corridor, there is an opportunity to reimagine and rebuild the corridor to support community-developed, sustainably focused businesses that benefit the economic and physical health of the community. There is an urgency to invest in sustainable workforce development programs and vocational training schools that allow youth, undocumented people, and others in our communities the opportunity to thrive within the community, supporting the local economy. Simultaneously, the city should work with community residents to mitigate gentrification and plan for resilient, affordable housing so that residents can remain rooted in the community during the pandemic and future climate and social disasters.

Appendix A: Total Water Shut Offs by Census Block Group from 2007 -2018)



Appendix B: Flood Related 311 Calls by Census Block Group (2007-2016)



## *Appendix C: Survey Questions*

The following questions were asked in the survey distributed to residents. The survey was available in Spanish and English. Respondents did not have to answer every question. Respondents were directed to questions sections that were related to their responses in the Desafíos/Challenges section.

### *Home Page / Página de Inicio*

La misión de la Organización de Justicia Ambiental de La Villita (LVEJO) es organizarse con nuestra comunidad para lograr la justicia ambiental en La Villita y lograr la autodeterminación de las familias inmigrantes, de bajos ingresos y de clase trabajadora.

La Organización de Justicia Ambiental de La Villita (LVEJO) y el Centro de Tecnología de Vecindarios (CNT) se han asociado para crear esta encuesta de Agua y Salud. Esta encuesta nos ayudará a comprender las experiencias de los residentes con las inundaciones urbanas, el acceso a agua potable y la salud en el vecindario de La Villita de Chicago. Los datos de la encuesta recopilados respaldarán e influirán el trabajo de políticas de LVEJO. Por ejemplo, LVEJO podría utilizar las respuestas de la encuesta para apoyar a formuladores de políticas.

La encuesta tarda aproximadamente 5 minutos en completarse. Todas las preguntas de la encuesta son opcionales y voluntarias.

Toda la información compartida en la encuesta será confidencial. Ninguna de las respuestas individuales de la encuesta se compartirá fuera de la organización y ninguna de ellas se utilizará en contra de nadie.

Cada casa participante del código postal 60623 y 60608 en la área de La Villita puede recibir una tarjeta de regalo. 1 tarjeta de regalo se dará por dirección mientras estas duren.

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The mission of Little Village Environmental Justice Organization (LVEJO) is to organize with our community to accomplish environmental justice in Little Village and achieve the self-determination of immigrant, low-income, and working-class families.

The Little Village Environmental Justice Organization (LVEJO) and Center for Neighborhood Technology (CNT) have partnered together to create this Water and Health survey. This survey will help us understand residents' experiences with urban flooding, access to clean drinking water and health, in the Little Village neighborhood in Chicago. The survey data gathered will support and influence LVEJO's policy work. For example, LVEJO could use survey responses to support advocacy to policy makers.

The survey takes approximately 5 minutes to complete. All survey questions are optional and voluntary.

English translations follow immediately after Spanish translations for all questions and responses.

All information shared in the survey will be confidential. None of the individual survey responses will be shared outside of the organization and none of it will be used against anyone.

Each participating household from 60623 or 60608 zip codes in the Little Village area can receive a gift card. 1 gift card per address will be issued while supplies last.

## Desafíos / Challenges

### 1) Vivo en el código postal / I live in zip code

- 60608
- 60623
- Otro - Escríbelo / Other - Write In:

### 2) Enumere las calles intersecantes de su casa.

(Indique la intersección más cercana a su casa. Por ejemplo, si vive en 2445 S Spaulding St, las calles intersecantes que escribiría son Spaulding y 24th.)

---

#### Please list your home's cross streets.

(Indicate the nearest intersection from your home. For example if you live on 2445 S Spaulding St, the cross streets you would type in are Spaulding and 24th.)

- Calle 1 / Cross street 1:
- Calle 2 / Cross street 2:

### 3) Trabajo en el código postal

(los ejemplos incluyen trabajar como vendedores ambulantes, en negocios locales, etc.)

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#### I work in zip code

(examples include working as street vendors, at local businesses, etc)

- 60608
- 60623
- Otro - Escríbelo / Other - Write In:

### 4) Enumere las calles intersecantes de su casa.

(Indique la intersección más cercana a su casa. Por ejemplo, si vive en 2445 S Spaulding St, las calles intersecantes que escribiría son Spaulding y 24th.)

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#### Please list your home's cross streets.

(Indicate the nearest intersection from your home. For example if you live on 2445 S Spaulding St, the cross streets you would type in are Spaulding and 24th.)

- Calle 1 / Cross street 1:
- Calle 2 / Cross street 2:

**5) Actualmente enfrentó problemas con... (Marque todas las que correspondan durante el último mes)**

Podrá agregar información adicional más adelante en la encuesta.

---

**I am currently facing challenges with ... (Mark all that apply within the past month)**

You will be able to add additional information later on in the survey.

- Agua limpia (por ejemplo, agua cortada, calidad del agua, decoloración, olor, sabor) / Clean water (for example, water shut off, water quality, discoloration, smell, taste)
- Inundaciones (por ejemplo, moho, acumulación de aguas residuales, inundaciones en las calles, filtraciones) / Flooding (for example, mold, sewage backup, street flooding, seepage)
- Contaminación (por ejemplo, contaminación del aire, vertidos) / Pollution (for example, air pollution, dumping)
- Vivienda (por ejemplo, vive con mucha gente en su casa) / Housing (for example, crowded home)
- Lugar de trabajo (por ejemplo, condiciones de trabajo insalubres, higiene, seguridad física) / Workplace (for example, unhealthy working conditions, hygiene, physical safety)
- Otro - Escriba / Other - Write In:
- Ninguno / None

**6) Durante los últimos dos años, me he enfrentado a estos problemas ... (Marque todas las opciones que correspondan)**

---

**Over the past two years, I have faced these challenges ... (Mark all that apply)**

- Agua limpia (por ejemplo, corte de agua, calidad del agua) / Clean water (for example, water shut off, water quality)
- Inundaciones (por ejemplo, moho, acumulación de aguas residuales, inundación de calles) / Flooding (for example, mold, sewage backup, street flooding)
- Contaminación (por ejemplo, contaminación del aire, vertidos) / Pollution (for example, air pollution, dumping)
- Vivienda (por ejemplo, vive en una casa sobrepoblada) / Housing (for example, crowded home)
- Lugar de trabajo (por ejemplo, condiciones laborales insalubres) / Workplace (for example, unhealthy working conditions)
- Otro - Escriba / Other - Write In:
- Ninguno / None

**7) El problema o problemas ocurren en ... (Marque todas las opciones que correspondan)**

---

**The challenge or challenges are occurring at... (Mark all that apply)**

- En casa / At home
- En el trabajo / At work
- Otro - Escriba / Other - Write In:

*Agua limpia / Clean Water*

**8) Actualmente estoy enfrentando estos problemas de agua potable en mi hogar ... (Marque todas las que correspondan durante el último mes)**

---

**I am currently facing these drinking water challenges at my home... (Mark all that apply within the past month)**

- Corte de agua potable / Drinking water shut off
- Olor en el agua / Water smell
- Sabor en el agua / Water taste
- Nubosidad en el agua / Water cloudiness
- Otro - Escriba (Requerido) / Other - Write In (Required):

**9) Durante los últimos dos años, donde vivo actualmente en La Villita, me he enfrentado a estos problemas ... (Marque todo lo que corresponda)**

---

**Over the past two years, where I currently live in Little Village, I have faced these challenges... (Mark all that apply)**

- Corte de agua potable / Drinking water shut off
- Olor en el agua / Water smell
- Sabor en el agua / Water taste
- Nubosidad en el agua / Water cloudiness
- Otro - Escriba (Requerido) / Other - Write In (Required):

**10) Actualmente estoy enfrentando estos problemas de agua potable en mi lugar de trabajo ... (Marque todas las que correspondan en el último mes)**

---

**I am currently facing these drinking water challenges at my workplace... (Mark all that apply in the past month)**

- Corte de agua potable / Drinking water shut off
- Olor en el agua / Water smell
- Sabor en el agua / Water taste
- Nubosidad en el agua / Water cloudiness
- Otro - Escriba (Requerido) / Other - Write In (Required):

**11) Durante los últimos dos años, donde trabajo actualmente en La Villita, me he enfrentado a estos problemas ...(Marque todo lo que corresponda)**

---

**Over the past two years, where I currently work in Little Village, I have faced these challenges... (Mark all that apply)**

- Corte de agua potable / Drinking water shut off
- Olor en el agua / Water smell
- Sabor en el agua / Water taste
- Nubosidad en el agua / Water cloudiness
- Otro - Escriba (Requerido) / Other - Write In (Required):

**12) ¿Qué tan preocupado está por estos problemas del agua limpia?**

---

**How concerned are you about these clean water challenges?**

- Muy preocupado / Very concerned
- Algo preocupado / Somewhat concerned
- No tan preocupado / Not that concerned
- No preocupado en absoluto / Not concerned at all
- Inseguro / Unsure

*Inundación / Flooding*

**13) Actualmente estoy enfrentando estos problemas de inundaciones en mi casa ... (Marque todas las que correspondan durante el último mes)**

---

**I am currently facing these flooding challenges at my home... (Mark all that apply within the past month)**

- Humedad, moho o inundaciones / Dampness, mold, or flooding
- Calle inundada / Flooded street
- Otro - Escriba (Requerido) / Other - Write In (Required):

**14) Durante los últimos dos años, donde vivo actualmente, me he enfrentado a estos problemas ... (Marque todas las opciones que correspondan)**

---

**Over the past two years, where I currently live, I have faced these challenges... (Mark all that apply)**

- Humedad, moho o inundaciones / Dampness, mold, or flooding
- Calle inundada / Flooded street
- Otro - Escriba (Requerido) / Other - Write In (Required):

15) Actualmente estoy enfrentando estos problemas de inundaciones en mi lugar de trabajo ... (Marque todo lo que corresponda en el último mes)

---

**I am currently facing these flooding challenges at my workplace...(Mark all that apply in the past month)**

- Humedad, moho o inundaciones / Dampness, mold, or flooding
- Calle inundada / Flooded street
- Otro - Escriba (Requerido) / Other - Write In (Required):

16) Durante los últimos dos años, donde trabajo actualmente, me he enfrentado a estos problemas ... (Marque todo lo que corresponda)

---

**Over the past two years, where I currently work, I have faced these challenges... (Mark all that apply)**

- Humedad, moho o inundaciones / Dampness, mold, or flooding
- Calle inundada / Flooded street
- Otro - Escriba (Requerido) / Other - Write In (Required):

17) ¿Qué tan preocupado está por estos problemas de inundaciones?

---

**How concerned are you about these flooding challenges?**

- Muy preocupado / Very concerned
- Algo preocupado / Somewhat concerned
- No tan preocupado / Not that concerned
- No preocupado en absoluto / Not concerned at all
- Inseguro / Unsure

*Contaminación / Pollution*

18) Actualmente estoy enfrentando estos problemas de contaminación en mi hogar ... (Marque todas las que correspondan durante el último mes)

---

**I am currently facing these pollution challenges at my home... (Mark all that apply within the past month)**

- Contaminación del aire, olor o polvo / Air pollution, odor, or dust
- Depósito de basura o otros materiales / Dumping
- Tráfico de camiones / Truck traffic
- Otro - Escribir (Requerido)/Other - Write In (Required):

**19) Durante los últimos dos años, donde vivo actualmente, he enfrentado problemas de contaminación ... (Marque todo lo que corresponda)**

---

**Over the past two years, where I currently live, I have faced pollution challenges... (Mark all that apply)**

- Contaminación del aire, olor o polvo / Air pollution, odor, or dust
- Depósito de basura o otros materiales / Dumping
- Tráfico de camiones / Truck traffic
- Otro - Escribir (Requerido) / Other - Write In (Required):

**20) Actualmente estoy enfrentando estos problemas de contaminación en mi lugar de trabajo ... (Marque todo lo que corresponda durante el último mes)**

---

**I am currently facing these pollution challenges at my workplace... (Mark all that apply within the past month)**

- Contaminación del aire, olor o polvo / Air pollution, odor, or dust
- Depósito de basura o otros materiales / Dumping
- Tráfico de camiones / Truck traffic
- Otro - Escribir (Requerido) / Other - Write In (Required):

**21) Durante los últimos dos años, donde estoy trabajando actualmente, me he enfrentado a estos problemas de contaminación ... (Marque todo lo que corresponda)**

---

**Over the past two years, where I am currently working, I have faced these pollution challenges... (Mark all that apply)**

- Contaminación del aire, olor o polvo / Air pollution, odor, or dust
- Depósito de basura o otros materiales / Dumping
- Tráfico de camiones / Truck traffic
- Otro - Escribir (Requerido) / Other - Write In (Required):

**22) ¿Qué tan preocupado está por estos problemas de contaminación?**

---

**How concerned are you about these pollution challenges?**

- Muy preocupado / Very concerned
- Algo preocupado / Somewhat concerned
- No tan preocupado / Not that concerned
- No preocupado en absoluto / Not concerned at all
- Inseguro / Unsure

*Housing Conditions / Condiciones de vivienda*

**23) Actualmente estoy enfrentando estos problemas en mi casa ... (Marque todas las que correspondan durante el último mes)**

---

**I am currently facing these challenges at my home... (Mark all that apply within the past month)**

- Vivir en condiciones de sobrepoblación / Crowded living conditions
- Otro - Write In (Required) / Other - Write In (Required):

**24) Durante los últimos dos años, donde vivo actualmente, me he enfrentado a estos problemas ... (Marque todo lo que corresponda)**

---

**Over the past two years, where I currently live, I have faced these challenges... (Mark all that apply)**

- Vive en condiciones de sobrepoblación / Crowded living conditions
- Otra - Escriba (Requerido) / Other - Write In (Required):

**25) ¿Qué tan preocupado está por estos problemas de vivienda?**

---

**How concerned are you about these housing challenges?**

- Muy preocupado / Very concerned
- Algo preocupado / Somewhat concerned
- No tan preocupado / Not that concerned
- No preocupado en absoluto / Not concerned at all
- Inseguro / Unsure

**26) Actualmente estoy enfrentando estos problemas en mi lugar de trabajo ... (Marque todas las que correspondan durante el último mes)**

---

**I am currently facing these challenges at my workplace... (Mark all that apply within the past month)**

- Preocupaciones de higiene / Hygiene concerns
- Falta de operaciones de seguridad / Lack of safety operations
- Otro- Escriba (Requerido) / Other - Write In (Required):

**27) Durante los últimos dos años, donde trabajo actualmente, me he enfrentado a estos problemas... (Marque todo lo que corresponda)**

---

**Over the past two years, where I currently work, I have faced these challenges... (Mark all that apply)**

- Preocupaciones de higiene / Hygiene concerns
- Falta de operaciones de seguridad / Lack of safety operations
- Otro- Escriba (Requerido) / Other - Write In (Required):

**28) ¿Qué tan preocupado está por estos desafíos en el lugar de trabajo?**

---

**How concerned are you about these workplace challenges?**

- Muy preocupado / Very concerned
- Algo preocupado / Somewhat concerned
- No tan preocupado / Not that concerned
- No preocupado en absoluto / Not concerned at all
- Inseguro / Unsure

29) Me gustaría este tipo de apoyo ... (Marque todo lo que corresponda)

---

**I would like these kinds of support... (Mark all that apply)**

- Recibir agua embotellada gratis / Receive free bottled water
- Recibir un filtro de agua para el hogar gratis / Receive a free home water filter
- Asistencia para usar la aplicación Chicago 311 para presentar una queja o solicitud de servicio / Assistance in using the Chicago 311 app to make a complaint or service request
- Asistencia para solicitar servicios gubernamentales / Assistance in applying for government services
- Unirme a una campaña de organización comunitaria / Join a community organizing campaign
- Participar en discusiones comunitarias sobre formulación de políticas / Participate in community policymaking discussions
- Otro - Escriba (Requerido) / Other - Write In (Required):
- Ninguno / None

30) ¿Con qué urgencia necesita apoyo? Si una de sus necesidades es urgente, pero otra no es urgente, seleccione "Necesito ayuda urgentemente".

---

**How urgently do you need support? If one of your needs is urgent, but another need not urgent, select "I need support urgently."**

- Necesito apoyo urgentemente / I need support urgently
- Necesito apoyo algo urgente / I need support somewhat urgently
- No necesito apoyo urgentemente / I don't need support urgently

## Demografía / Demographics

### 31) ¿Cuál es su raza? / What is your race?

- Asiática o isleña del Pacífico / Asian or Pacific Islander
- Negra o Afroamericana / Black or African American
- Latina or Hispana / Latinx or Hispanic
- Nativa americana o Nativa de Alaska / Native American or Alaskan Native
- Blanca o caucásica / White or Caucasian
- Multirracial o birracial / Multiracial or Biracial
- Otro / Other

### 32) ¿Cómo describiría su género o identidad de género? (Esta pregunta, como todas las demás, es opcional).

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How would you describe your gender or gender identity? (This question, like all other questions, is optional.)

### 33) Seleccione su grupo de edad. / Please select your age group.

- 17 o menor / 17 or younger
- 18 to 25
- 26-34
- 35-44
- 45-55
- 55-65
- 65 o mas / 65 or older

### 34) ¿Se identifica a sí mismo como una persona con discapacidad? / Do you self-identify as a person with a disability?

- Sí / Yes
- No / No
- Prefiero no contestar / Prefer not to answer

### 35) ¿Es propietario o alquila su casa? / Do you own or rent your home?

- Propietario de casa / Own
- Alquila mi casa / Rent

**36) ¿Cuál es su idioma preferido? / What is your preferred language?**

- inglés / English
- español / Spanish
- Otro - Escriba / Other - Write In:

**37) ¿Vive con niños menores de 5 años? / Do you live with children under 5 years old?**

- Sí / Yes
- No / No

**38) ¿Nació fuera de los EE. UU.? / Were you born outside of the U.S.?**

- Sí / Yes
- No / No

*Preferencias de contacto / Contact Preferences*

**39) Elija la afirmación que se aplique a usted ... (Marque todas las que correspondan)**

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**Choose the statement that applies to you.... (Mark all that apply)**

- Quiero ser contactado por LVEJO para recibir servicios de apoyo. / I want to be contacted by LVEJO to receive support services.
- Quiero ser contactado por LVEJO para compartir más sobre mis experiencias. / I want to be contacted by LVEJO to share more about my experiences.
- No quiero que me contacten. / I don't want to be contacted.

**40) Proporcione su información. LVEJO se pondrá en contacto con usted. Para recibir su tarjeta de regalo gratis necesitamos su dirección para enviar por correo a su hogar. ¡Gracias!**

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**Please provide your information. LVEJO will contact you. To receive your free gift card please provide your home address where we will be mailing it to. Thank you!**

Nombre / First Name:

Apellido / Last Name:

Dirección / Street Address:

Apto / Suite / Oficina / Apt / Suite / Office:

Código postal / Zip:

Correo Electrónico / Email Address:

Número de Teléfono / Phone Number:

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