



EQUITY AND PROSPERITY COMMISSION

COMMUNITY ACTION PLAN



Recommendations to Reduce Poverty and
Increase Postsecondary Education Attainment

JULY 2022

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OVERVIEW

In November 2020, the Equity and Prosperity Commission started meeting monthly. The Prosper Springfield Director facilitated the meetings and has oversight of the community action plan. She will annually report the progress the community makes towards achieving the goals. The Commission and six sub Commission committees met for six months to discuss and develop new community action plan recommendations through a lens of equity and equality. The Commission focused on six topic areas: Education, Health, Housing, Financial/Job Security, Transportation and Public Safety. The Commission's goal was to develop recommendations to address systemic barriers and not create more programs.

The Commission members included individuals from private, public, and social sectors with representation from racial/ethnic populations which included various population intersections (e.g., individuals previously incarcerated, returning citizens, individuals with disabilities, LGBTQ+, Gender, Age, Veterans, Faith/Religious and others). This has been a community driven process with an understanding that some of the recommendations will need approval from city leaders and/or City Council because of budgetary and staffing resources.

COMMUNITY ACTION PLAN RESEARCH AND REVIEWS

The Commission reviewed several documents, surveys, and data reports to develop this action plan. They discussed different lived experiences shared by Commission members and lived experiences from other reports. A detailed list of lived experiences is in the appendix. The documents listed below were the main documents reviewed to develop the recommendations in this report:

- Impacting Poverty Commission's October 2015 Community Action Report
- Community Focus Reports, for the past six years
- Mayor's Commission on Human Rights' Diversity Assessment
- Missouri State University's Climate Study
- NAACP Springfield Chapter's demands to the City Recommendations, and
- Several other reports

COMMUNITY GOALS

The main goal for the Commission was to create eco-systems and not recommend additional programs. The Commission continued with the Impacting Poverty Commission's two original community goals:

1. Reduce poverty by five percentage points
2. Increase postsecondary educational attainment (increase education beyond high school) to 60 percent.)

A. POVERTY RATE REDUCTION GOAL

1. BACKGROUND

The poverty rate reduction and educational increase beyond high school goals were established in October 2015 through the Impacting Poverty Commission. The target date for reaching both goals is 2025.

In 2015, the overall poverty rate in Springfield was 27.5 percent. In 2012, the poverty rate was 22.7 percent for the White population, 45.8 percent Black, 42.8% Hispanic/Latinx and 28.6 percent Asian (according to U.S. Census Bureau).

As of 2020 (2019 data prior to inclusion of COVID-19 data), the poverty rate was 21.8 percent for the White population, 32.6 percent Black, 27.2 percent Hispanic/Latinx and 40.9 percent Asian (according to the U.S. Census Bureau).

In 2021, the poverty rate reset with the 2020 U.S. Census data to 21.7 percent. Technically, the city met the goal before 2025 with a reduction of 5.8 percent in the overall city poverty rate. However, through research and the use of disaggregated data, Prosper Springfield identified other populations with high poverty rates: Individuals with a disability and Black/White biracial populations.

2. OVERVIEW

2019 historical poverty rate data was used by one of the Commission's subcommittees to propose new goals for poverty rate reduction. Based on "untouchable numbers" — 11 percent of the poverty rate would be difficult to reduce. College students living off campus, individuals 65 and older and other data sets are 11 percent of the 22.9 percent poverty

rate. The remaining poverty rate of 11.9 percent has the greatest chance of poverty reduction with a focus on 25 to 64 years of age and individuals working and/or having some college but no degree. National data trends demonstrate this population has a work and college-going ethic, which makes it a more viable population for poverty reduction. The community would still provide resources and services to individuals who do not fall within this subpopulation. A new poverty rate reduction goal has been established to align with the Missouri Department of Higher Education and Workforce Development using disaggregated data for three main focus areas:

- Race and ethnicity
- Populations with a disability
- Health disparities

The new poverty rate reduction goals decrease the poverty rate by 10 percentage for each group identified above by 2030. The Missouri Department of Education and Workforce Development goal to be “Best in the Midwest” by 2030:

- 60% Educational attainment for all groups with target goals for African Americans/Blacks, Hispanics/Latinx, and Rural area
- 70% Labor force participation and/or full employment for all groups with target goals for African Americans/Blacks, Hispanics/Latinx, and Rural area

B. COMMUNITY ACTION PLAN RECOMMENDATIONS

OVERVIEW

Members of each subcommittee included racial/ethnic representatives and other intersectional groups such as the Boys and Girls Club, Missouri State University (MSU) Board of Governors, recent college graduates, coordinators for the Bridge Springfield Brother to Brother program, Teach for America, Geek Foundation, United Way of the Ozarks, Community Partnership of the Ozarks (CPO), Give 5, and others representing individuals with disabilities, LGBTQ+, Gender, Age, Veterans, Faith/Religious and others.

BACKGROUND

All subcommittees reviewed action items from the Impacting Poverty Commission’s October 2015 report, Community Focus Reports, Mayor’s Commission on Human Right’s survey, Missouri State University’s Climate Study, NAACP Springfield Chapter’s demands, African American School to Prison 2021 Report and several other reports. They reviewed several survey results, data reports and discussed lived experiences to develop the recommendations in this report. A few of the lived experiences are available at the end of each section. The Appendix contains all of the lived experiences reviewed for this report.



I. EDUCATION RECOMMENDATIONS

A. RECOMMENDATIONS

1. Review Springfield Public Schools (SPS) Goal, which focuses on diversity and inclusion to determine if the recommendations below are included. If they are not included, collaborate with SPS to finalize the recommendations by the end of FY 2022-2023:
 - a. Make a strong effort to expose children in schools to different cultures and beliefs, emphasizing different beliefs are common and all individuals are entitled to their opinions and have a right to live their lives how they wish without tolerating intolerance children may have learned.
 - b. Plan strategies to ensure schools with less resources in neighborhoods with less resources have access to resources and services, so all children have similar opportunities to succeed.
 - c. Publicly share how SPS addresses bullying against children (e.g., children who identify as LGBTQ+, mixed races, faith/religion, and other intersections).
 - d. Address, publicly, how SPS addresses administrative consequences for children of color in the SPS system equally and not more severe than other students. (Research from the Missouri Developmental Disabilities Council (MODDC) African American School to Prison Statewide Project Report supports this concept).
 - e. Work with SPS to share how, and if, restorative justice practices are used for all students in the SPS system.
 - f. Conduct or share publicly a salary study to determine top compensation for SPS district employees and have SPS consider other ways of rewards that can include world class professional development and other incentives from local, national and/or world leaders.
 - g. Identify members of the Springfield Education Network to meet with the SPS Superintendent to discuss possible collaborations with Rice University and HERC, which focuses on equity in schools to expand with SPS and some higher education institutions.
2. Create a system of approach starting with pre-K to include K-12 pathways and to job/ career and college, to include partnerships with representatives from some of the following organizations and others not listed:
 - The Geek Foundation
 - Job Center and Workforce Development
 - PFLAG and Other Scholarships
 - Goodwill Industry with Adult High School Program
 - GLISTEN
 - Early Childhood Education Programs
 - Boys and Girls Club of Springfield
 - TRiO Program
 - Student African American Brotherhood
3. Coordinate with community leaders from private, public, and social sectors to form a community coalition to lobby the state on how to spend the COVID funding directed towards early childhood if the option is still feasible once these recommendations are finalized.
4. Work with private, public, and social sectors' Diversity and Inclusion Coordinators/Officers to develop a professionally trained educational team to provide workshops for teachers and businesses on inclusion to educate the community, through a consistent set of guidelines to understand the importance of having staff and team members reflect the populations and intersections of the Springfield community by the end of FY 2022-2023.
5. Utilize community Tough Talks as a forum to lead community educational conversations about diversity in schools to address large community deserts in Springfield with no one or no groups of people to bridge the gap between diverse and limited diverse communities by end of FY 2022-2023.
6. Utilize the Springfield Education Network to coordinate implementation of recommendations from the 2021 MODDC African American School to Prison Statewide Project Report. A plan for recommendations that should be implemented locally should be in place by the end of FY 2022-2023.

B. ENDORSEMENTS

- Continuation of the SPS requirement to provide equity training across the SPS district for all support staff, teachers, and leadership.
- Name change of the Springfield Higher Education Project 2025 Steering Committee to the Springfield Education Network, as listed above, to reflect the cradle to career concept with a system approach.

C. OUTCOMES MEASUREMENTS

- SPS Student Assessment
- Lumina Foundation Annual Postsecondary Attainment Assessment – Tool used by Prosper Springfield to measure postsecondary attainment
- Labor Statistics
- US Census Data

D. LIVED EXPERIENCES

The lived experiences in this section were captured from the Mayor’s Commission on Human Rights and other reports. The Commission recognizes lived experiences are individual and are not intended to imply everyone has the same lived experiences. However, we ask readers of this report to value others’ lived experiences even if they are not their own. Additional educational lived experiences are in the appendix.

- *“Several issues with school system not addressing bullying against a friend’s child that is gay and mixed race.”*
- *“I had a group of students observing an elementary classroom years ago. An 8-year-old African American kid was constantly being sent out into the hallway to sit, as punishment, for infractions that the white boys got away with all the time. I did not point this out to my students, although I had observed it and filed it away for later discussion. My students pointed it out to me, it was so obvious.”*
- *“I have family members who are Native American. They have dealt with discrimination and hostility their entire lives, including racial profiling by law enforcement and unequal treatment in school.”*



II. HEALTH RECOMMENDATIONS

A. RECOMMENDATIONS

1. Identify appropriate nonprofit organization leaders to meet, collaborate and work with healthcare leaders to publicly share how healthcare discrimination should be addressed to educate healthcare providers about specific healthcare needs (e.g., transgender identity). A publicized document should be developed by FY 2022-2023. Information below should be used to start the discussions:
 - a. Ask Springfield-Greene County Health Department and/or appropriate nonprofit organizations to work with healthcare leaders to determine the best approach to educate them about community shared health-related lived experiences to encourage changes in practices and policies by end of FY 2022-2023.
 - b. Identify appropriate entities to strongly encourage healthcare leaders to include cultural consciousness in physician recruitment (if it does not currently take place) at healthcare organizations for increased access to healthcare representatives of the community they serve that includes training for healthcare providers to enhance their cultural competence/cultural consciousness by end of FY 2023-2024
 - c. Share data on how healthcare organizations in Springfield leverage technology, including telemedicine, to improve specific poor health indicators, with an emphasis on dental, mental health, and substance abuse with a focus on justice, equity, diversity, and inclusion. Share data publicly by end of FY 2023-2024.
 - d. Identify appropriate entities to encourage healthcare organizations to provide an anonymous survey to address discriminatory issues beyond current surveys provided with a focus on interactions with doctors and healthcare employees by end of FY 2023-2024.
2. Prosper Springfield needs to update information on their website by the end of FY 2022-2023, updates should include:
 - Jordan Valley mobile units
 - Mental health assessments and recommendations for this work
 - Add information related to CPO's SPS Social Worker Program, which helps families meet basic needs, reduces mobility, and helps school staff work with families in crisis. (This launched this school year so it is already in implementation phase)
 - Add information for assistance with prescriptions and place information on social media, Prosper Springfield website and in the city's quarterly Neighborhood News.
 - MSU Care initiative on the "Get Help" side of the website by the end of FY 2022-2023.
3. Work with the Springfield-Greene County Health Department and other appropriate entities to see how data can be used consistently as a part of employer wellness programs.
4. Ask MSU Care to report on their progress regarding their plan to form teams composed of various disciplines (e.g., nursing, social work, administration, and others) to go into the community to meet patients where they live.
5. Work with the Springfield-Greene County Health Department to publicize health issues of primary concerns with action steps needed to address the concerns by the end of FY 2022-2023.
6. Work with the City's Public Information Office or appropriate city department to obtain clarification for plans, based on populations, to analyze the built environment within geographic boundaries of priority populations to understand how life safety issues can be addressed by the end of FY 2022-2023.
7. Work with community leaders and non-profit organizations to create an action plan to increase the number of free recreational/exercise spaces within geographic boundaries of priority populations by the end of FY 2022-2023.
8. Encourage the Springfield-Greene County Health Department to continue to promote worksite wellness engagement to increase the number of employers who participate in worksite wellness programs by the end of FY 2023-2024.

B. ENDORSEMENTS

- Burrell Behavioral Health's expanded partnership in terms of mental and medical care services provided through the Springfield Police Department, which includes embedding services in CoxHealth and Jordan Valley medical clinics. Local nonprofit agencies and health advocates partnered with Burrell Behavioral Health to locate a one-stop shop (using a clubhouse model) to provide coordinated services for individuals without homes and/or with mental health needs.
- Missouri State University Care's Interdisciplinary Outreach Team Initiative:
 - The teams plan to provide basic services such as nurse triage, wound care, immunizations, and other related services that may include MSU Care enrollment support to medically underserved individuals in southwest Missouri. There will be no enrollment criteria or barriers to receiving these services.
 - These interdisciplinary care teams will be composed of MSU students and a preceptor. They are piloting this initiative with Community Partnership of the Ozarks' O'Reilly Center for Hope with a plan to expand to other organizations who provide care for patient populations such as homeless shelters.
 - Providing care at homeless shelters and other places that provide services for individuals without homes will be a vastly different experience than providing services at MSU Care. This experience should highlight circumstances some patients are working through, so when students become providers, nurses, and administrators they will use what they learn to make decisions based on the needs of patient's circumstances. We believe initiatives such as this are key to addressing health disparities.

C. OUTCOMES MEASUREMENTS

- Development of a community collaborative with key healthcare and community leaders to address barriers to care.
- Creation of a survey tool for patients to share experiences with healthcare providers.
- Increased access to healthcare for patients

without homes with data collected by MSU Care.

- Prosper Springfield's website updated.
- Report how data can be used as part of employer wellness programs.
- National Health Interview Survey
- Determine if we can look into comparing CoxHealth and Mercy's community health report.
- Specific focused healthcare issues (e.g., asthma, emergency visits, etc.)

D. LIVED EXPERIENCES

The lived experiences in this section were captured from the Mayor's Commission on Human Rights and other reports. The Commission recognizes that lived experiences are individual and are not intended to imply everyone has the same lived experiences. However, we ask readers of this report to value other's lived experiences even if they are not their own. Additional health related lived experiences are in the appendix.

- *Commission member shared they have reported lived experiences from patients and told patients to report their patient experience, but there was reluctance because patients feel they might not get the same level of care going forward.*
- *"I have also seen multiple patients from the community [not] accept care in the hospital due to race of a doctor or nurse. This speaks to the general mindset of the area."*
- *"A friend was denied fertility treatment by a doctor in Springfield because she is married to a woman..."*

E. ADDITIONAL INFORMATION

- The Health Commission developed and implemented a sophisticated process for community health assessment and planning for the region in 2010. The Impacting Poverty Commission endorsed continuing the Health Commission's practice of data collection and analysis with identification of health issues as a primary concern. A new assessment was published in 2019. The Health Department has continued to identify health issues of primary concern.
- The Springfield-Greene County Health Department participates in regional health

assessments such as CHIP, and CHA and the Community Health Needs Assessment (CHNA). They also provide a worksite wellness program that businesses can sign up for their workplace: <https://www.springfieldmo.gov/4935/Worksite-Wellness>

• **Community Outlets to Consider for Future Outreach**

- Prosper Springfield website
- City Quarterly News Report
- Fliers in community centers
- Fliers on buses
- Unite Newspaper
- ALAS Website
- Social media platforms

• **Healthy Eye Care Information**

- Two out of three racial/ethnic groups do not know their ethnicity could be putting them at higher risk.
- Less than four out of 10 racial/ethnic groups scheduled an eye exam within the past year.
- Hispanic/Latinx populations are at a higher risk for a number of eye diseases and conditions.
- Asian Americans are at a higher risk for myopia.
- African Americans/Blacks are at special risk for cataracts, glaucoma, diabetes, and hypertension.
- Whites have a major risk of age-related macular degeneration.
- Other: Age-related macular degeneration shows as a major risk.



III. HOUSING RECOMMENDATIONS

A. RECOMMENDATIONS

1. Community leaders to work with city leaders to see if the Greene County charter can be reviewed to develop a “Housing Trust Fund” to support affordable housing projects — start having meetings by the end of FY 2023-2024.
2. Community leaders should work with city leaders to discuss the feasibility for additional funding to the city’s Public Information Office to continue grass-root outreach in English, Spanish, and other needed languages as well as alternate formats for different community needs based on recommendations below:
 - a. Provide paper copies of outreach materials and fliers to sober living homes.
 - b. Assist and provide funding to promote outreach to organizations that assist in areas of affordable housing
3. Community leaders should work with city leaders to consider developing a timeline, plan, and identification of projects that may require funding sources for the recommendations below to work with various organizations focused on affordable housing to develop and recommend needed policy changes to address and support safe, decent, affordable, and accessible housing:
 - a. Development of policies that require the creation of educational materials for the community to use to better understand planning and zoning requirements.
 - b. Encourage planning and zoning policies related to needs of the community.
 - c. Develop a response to affordable housing to share with community leaders and organizations who focus on this work.
4. Community leaders should meet with city leaders to discuss the feasibility of establishing requirements for builders to meet universal design guidelines to receive funding for affordable housing projects. Reported outcomes of these meetings should be completed by the end FY 2023-2024.
 - **Background Information** — The two websites below provide examples of guidelines:
 - http://www.mhdc.com/rental_production/2018-fy-items/documents/Design-Construction_Compliance_Guidelines_Form_1200.pdf
(Exhibit D is what Missouri Housing Development Commission adopted for universal design.)
 - <https://www.stlouis-mo.gov/government/departments/affordable-housing/documents/universal-design-requirements.cfm> (St. Louis adopted universal design features in their guidelines for projects funded with their Affordable Housing Commission.)
5. Springfield should encourage and promote Universal Design to create more adaptable housing design to accommodate special needs of aging and populations with disabilities by the end of FY 2023-2024.
 - Existing organizations that focus on affordable housing (e.g., the O’Reilly Center for Hope, Housing Collaborative, or other organizations) could have primary responsibility. Other organizations could have secondary responsibility (e.g., Southwest Center for Independent Living, Council of Churches, or other organizations). The city could have oversight of the work or a partner in the work could be the City of Springfield’s Building Development Services and Greene County Building Regulations Department.
 - **Background Information:** The information below from the Mayor’s Commission website is old but may be helpful:
 - <https://www.springfieldmo.gov/DocumentCenter/View/10000/Action-Plan-Summary-PDF>
 - <https://www.springfieldmo.gov/DocumentCenter/View/5212/Analysis-of-Fair-Housing-Impediments-PDF?bidId=>
 - <https://www.springfieldmo.gov/DocumentCenter/View/5214/Ordinance-Accepting-Fair-Housing-Analysis-and-Plan-PDF?bidId=>
6. Community leaders and city leaders should meet to discuss possible endorsement for the work of the Continuum of Care who started developing

protocols for a “Risk Mitigation Program” to provide greater assistance for individuals to address barriers — meetings should take place by the end of FY 2022-2023.

7. Community leaders and city leaders should meet to discuss possible endorsement for the work of the Missouri Housing efforts to address and review the legality of nonrefundable housing application fees and develop guidelines to make it easier for individuals to submit multiple housing applications without a requirement for multiple application fees that are nonrefundable — meetings should take place by the end of FY 2022-2023.
8. Community leaders and city leaders should work with private, public, and social sectors to raise funding and resources for “shovel-ready” projects and partners ready to participate in increasing emergency shelters. A plan should be in place with at least one or two projects as a starting point by the end of FY 2023-2024.
9. Community leaders and city leaders should work with private, public, and social sectors to identify resources and/or raise funding to create a community-based case management or critical time intervention program to help people navigate the system more effectively and efficiently when needed resources (e.g., national United Way has a similar system). A plan should be in place with at least one or two projects as a starting point by the end of FY 2023-2024.
10. Community leaders and city leaders should work with private, public, and social sectors to increase safe, decent, affordable, and accessible housing units by investing in programs that work (e.g., Springfield Community Land Trust, Eden Village, etc.). Part of the engagement should include establishment of a task force to engage the private sector and investors to allocate rental units to be used by Ozarks Alliance to End Homelessness agencies who serve individuals without homes.

The goal of the task force is to seek a commitment of five units from as many landlords, property management companies and realtors for rentals through the Ozarks Alliance to End Homelessness to significantly impact unsheltered clients. A plan should be in place for a minimum of 50 units by the end of FY 2023-2024.

11. Community leaders and city leaders should

work with private, public, and social sectors to develop a “purpose driven day center” for individuals without shelter to provide direct access to mental health treatment and other vital services. The Day Center could provide access to a safe location for those seeking services to connect individuals through existing systems with a focus on housing and self-sufficiency. The Day Center concept can start as a pilot at an existing location by the end of FY 2023-2024.

12. Consider the use of federal funding to have a comprehensive affordable housing assessment completed to address the increased rate of individuals without homes due to COVID-19. The assessment could include identification of vacant and dangerous properties (some of these properties may be an option to add into the housing stock to increase units) by the end of FY 2023-2024.
13. Community leaders should meet with the city of Springfield’s Public Information Office to discuss the possibilities of developing a series of outreach and educational programs during FY 2023-2024 and/or consider endorsing and contributing funds for community outreach to organizations that focus on providing housing education to landlords, property managers, and tenants:
 - a. Coordinate landlord education sessions each year in English, Spanish, and other languages based on the needs of the community.
 - b. Create and implement a tenant education program each year in English, Spanish, and other languages based on the needs of the community.
 - c. Provide outreach materials about wrap around services for property managers and landlords in English, Spanish, and other languages based on the needs of the community.
 - d. Educate property managers and landlords about the benefits of using the Federal Bonding Program for individuals previously incarcerated or returning citizens to reduce barriers for safe and affordable homes.
 - e. Work with non-profit organizations who focus on property managers and landlord engagements to work with individuals with barriers to affordable and safe homes (e.g., previously incarcerated, returning citizens, previous evictions, etc.).

14. Community leaders should work with the local court system to consider a pilot project with mediation services and the development of an “Eviction Court” to reduce having evictions on someone’s record. Consider re-establishment of the Homeless Court in connection with the Mental Health Court and Drug Treatment Court will bring services and rehabilitation to a high barrier population. A plan should be in place by the end of FY 2023-2024.
15. Provide collaborative support throughout the community to improve the quality and affordability of housing across our communities:
 - a. Connect with neighborhoods to provide support and coordination of efforts to increase safe, decent, and affordable housing.
 - b. Educate the community about resources related to home ownership.
 - c. Educate the public about the aspects of housing relative to each stage of life through promotion and encouragement of Universal Design.
16. Prosper Springfield should update the Prosper Springfield Housing page on the Prosper Springfield website and other key area needs on their website. Prosper Springfield needs to add the Affordable Housing Locator to their website and create a page, under Housing, and Job/Financial focused on “Returning Citizens” (previously incarcerated) by the end of FY 2022- 2023.
17. Develop a plan for Missouri Coalition of Recovery Support Providers Project-National Association of Recovery Residences (NARR) accredited houses to be treated as single family homes to be consistent with the federal Fair Housing Act regardless of how many people live in the home. Provide better support for individuals leaving institutional settings that includes prison and individuals living on the street for transitions to a home by the end of FY 2022-2023.

- **Background Information:** NARR guidelines require a set amount of square feet per person, bathrooms, and a high standard. This is how many cities treat recovery homes. Returning Citizens and people without homes trying to move forward in life cannot find a place to live because they have no (or poor) rental history.

B. OUTCOMES MEASUREMENT

Based on recommendations above, identify barriers that will be addressed by these and how they could be measured. One measurement should be based on educational materials and who receives the outreach.

C. LIVED EXPERIENCES

The lived experiences in this section were captured from the Mayor’s Commission on Human Rights and other reports. The Commission recognizes the lived experiences are individual and are not intended to imply everyone has the same lived experiences. However, we ask readers of this report to value other’s lived experiences even if they are not their own. Additional housing related lived experiences are in the appendix.

- *“A good friend is currently struggling to find housing because her boyfriend is a person of color, but when she applies alone as a White woman, gets approved.”*
- *“A landlord told a couple his property was already rented, when in fact it was not. I was present and questioned him about it after. He told me that he had the right to rent to who he wanted and he didn’t want to rent to Black people.”*
- *“A former landlord admitted to ‘raising’ rents to discourage ‘Blacks and other undesirables’ from renting his properties.”*



IV. JOBS/ECONOMIC CLIMATE RECOMMENDATIONS

A. RECOMMENDATIONS

1. Establish the Missouri Department for Higher Education and Workforce Development's "Best in the Midwest" 2030 goal and create equitable goals with targets for workforce participation by the end of FY 2022-2023.
2. Establish a job resource fair, twice a year in a 12-month period, to connect employers to "hidden workers" — nontraditional subgroup populations such as individuals with disabilities, previously incarcerated, returning citizens who were previously without a home or leaving a recovery center, grandparents raising their children's children, limited or no English speaking, refugees, immigrants, veterans, and others by end of FY2022-2023.
3. Endorse and recognize programs like Dream Center, Drew Lewis Foundation's RISE program, Jobs for Life, O'Reilly Center for Hope and other programs with educational components, apprenticeship programs and development of essential skills required for job readiness with support resources. Collaborate with the Job Center and Chamber of Commerce to discuss the feasibility of crafting a one-year pilot. The pilot would use hiring opportunities from participants in programs who have successfully completed program requirements utilizing pre-hire and post-hire mentors for employment opportunities. The outcome would measure how families increased sustainability to develop success pipelines to gain work experience for longer term employment. The pilot could be designed over a two-year period with implementation by FY 2024-2026 or sooner.
4. Collaborate with the Chamber of Commerce, 417 Magazine, Springfield Business Journal, and other organizations to determine the feasibility to create recognition opportunities to showcase businesses exceptional in hiring "hidden workers" with starting pay of \$14 or more per hour. Community Partnership of the Ozarks has a recognition program of volunteers and landlords each year that could be used as a model. Develop the recognition program by the end of FY 2023-2024.
5. Develop a workforce collaborative to address the needs of employers and those looking for employment with existing networks like the Network, Multicultural Business Association (formerly known as Minorities in Business) Young Professionals. Address the use of the federal bonding program and the creation of a toolkit to start apprenticeships by the end of FY 2022-2023.
6. Develop a campaign for employers to connect with organizations who have financial literacy programs for employers to have financial literacy workshops at the worksite by end of FY 2022-2023.
7. Establish business forums for employers to share challenges in hiring "hidden workers" and share success stories. Share barriers to working like transportation and childcare for employers to determine ways they can develop systemic support within the business community to support additional education for employees, equity, and inclusion by end of FY 2022-2023.
8. Work with employers to utilize organizations like RISE or Jobs for Life to provide on the job support to address barriers for existing employees by the end of FY 2022-2023.
9. Review and update Prosper Springfield website job section and create a section with resources for previously incarcerated and returning citizens by the end of FY 2022-2023.

B. ENDORSEMENTS

- The work of the Job Center for using the Federal Bond Program to hire previously incarcerated individuals and individuals who have limited work history.
- The *MO Apprenticeship Connect* program

C. OUTCOMES MEASUREMENTS

Implementation of the recommendations above would be the means to develop outcomes and measure success.

D. LIVED EXPERIENCES

The lived experiences in this section were captured from the Mayor’s Commission on Human Rights and other reports. The Commission recognizes the lived experiences are individual and are not intended to imply everyone has the same lived experiences. However, we ask readers of this report to value other’s lived experiences even if they are not their own. Additional job related lived experiences are in the appendix.

- *“I made a job offer once to a woman of color from St. Louis. She excitedly accepted ...The next week, she called me in absolute tears asking me if she could still take the job but work remotely. She had googled Springfield..., found some very unfortunate history and some other studies*

regarding perceived/real discrimination against people of color...That incident I experienced as a young professional in the area opened my eyes tremendously as to how we’re perceived, how we behave, and the lack of self-awareness for so many.”

- *“I was completely embarrassed to say I was from Springfield...an older gentleman and a [Black] woman [who didn’t know each other] were talking...The woman said she was from Chicago and was so excited to move back...The gentleman asked why she would want to go back to Chicago. She said, “Look at me.” No one else here looks like me...She went on to tell stories of people in Target touching her hair without asking because they had never seen anything like it...”*

V. TRANSPORTATION RECOMMENDATIONS

BACKGROUND

A Transportation Collaborative has been meeting in Springfield for a few years prior to the creation of this subcommittee. This subcommittee agreed to move forward with several of the Transportation Collaborative’s recommendations (same as the Housing Collaborative).

A. RECOMMENDATIONS

1. This Commission endorses and supports recommendations from the “Let’s Go Smart: Transportation Collaborative” (Collaborative) and recommends discussions with community and city leaders to discuss financial support needed for these projects by the end of FY 2023-2024:
 - a. Encourage and support the community’s development and use of multiple modes of transportation to go from one place to another that includes launching bike and scooter share programs, electric buses, and soft surface parallel trails as connections between community facilities with the continuation of support for connecting trail and bikeway networks.
 - b. Encourage and support the creation of places in which walking, and biking are the easiest, most effective means of transportation inclusive of access for individuals with disabilities.
 - c. Promote transportation-related activities, safety improvements, and have the Transportation Collaborative serve as the community resource for transportation-related projects, reports, and activities.
 - d. Support the work of the Transportation Collaborative to identify and advocate for an increase in funding and resources for transportation improvements.
2. Collaborate with community and city leaders to develop a plan (if a plan does not exist) to determine the legality of asking “new builds” to have ADA button or pushbutton doors and to work with existing business to provide the same by end of FY 2024-2025.
3. Develop a recognition plan to promote programs like empower: abilities, who work with restaurants to make them more accessible and recognize the businesses by the end of FY 2023-2024.
4. Community and city leaders should collaborate to develop a plan (if a plan does not exist) to review budget priorities and timelines for making significant investment in multi-modal transportation including expanded public transit, integration of bike lanes/infrastructure, with more walkable communities, including improved ADA accessibility in public spaces and sidewalks with a draft plan by the end of FY 2023-2024.

5. Private, public, and social sectors should collaborate with community and city leaders to discuss how handrails and chairs with arms/backs can be provided for city and public sponsored events by the end of FY 2022-2023.
6. Community and city leaders should discuss the feasibility of providing satellite offices or online services when transportation hinders access to resources and services. Part of the discussion could include advertisement of satellite offices or online services through community hubs (e.g., Catholic Charities, Dream Center, Drew Lewis Foundation, Missouri Job Center, O'Reilly Center for Hope, and other organizations) by the end of FY 2023-2024.
7. Community and city leaders should develop a plan to conduct outreach to “hidden workers” to increase the opportunity to interview for positions for individuals with disabilities, previously incarcerated and returning citizens by the end of FY 2022-2023.
8. The Transportation Collaborative should coordinate tours for public, private and social sector leaders to participate in walking tours, annually, before leaders make transportation decisions that impact equitable access. Individuals with disabilities need to tour with the leaders for the leaders to see lived experiences with wheelchairs, foot, bike, and bus by the end of FY 2022-2023.
9. Community and city leaders should consider additional awareness and outreach funding to annually educate the community on how to report potholes, obstacles, and other issues that impact safe modes of multifaceted transportation modes, etc. by the end of FY 2023-2024.

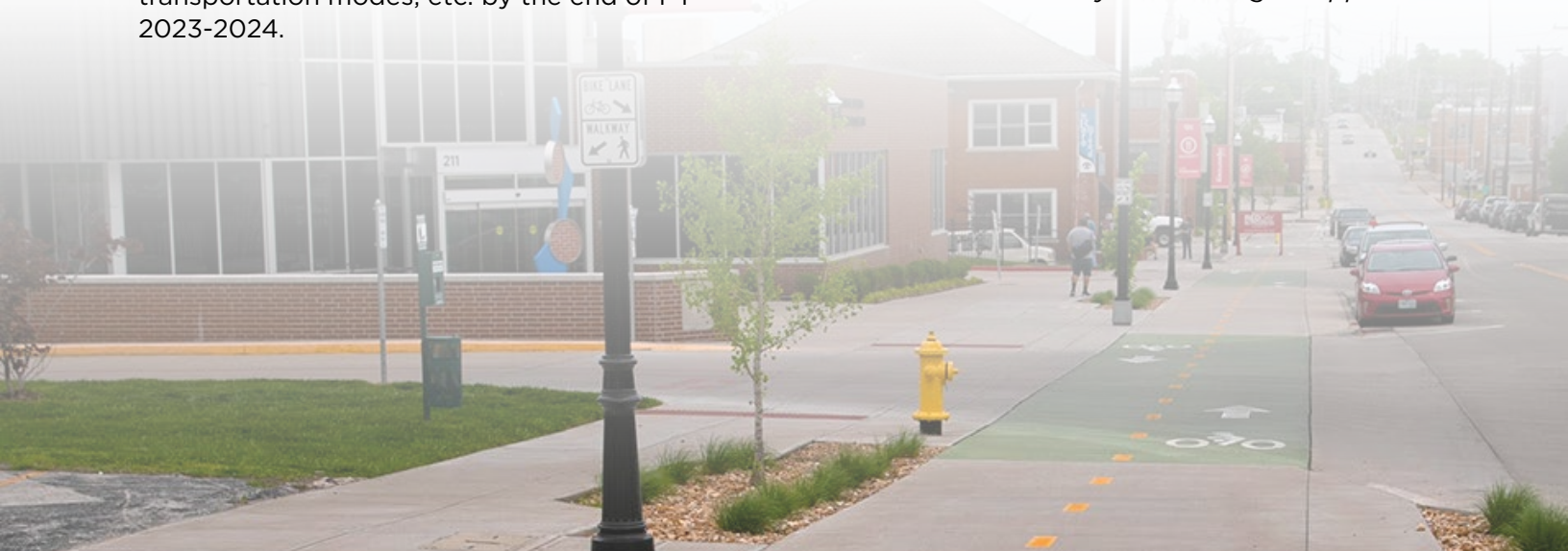
B. OUTCOMES MEASUREMENTS

Implementation of the recommendations above would be the means to develop outcomes and measure success.

C. LIVED EXPERIENCES

The lived experiences in this section were captured from the Mayor’s Commission on Human Rights and other reports. The Commission recognizes the lived experiences are individual and are not intended to imply everyone has the same lived experiences. However, we ask readers of this report to value others’ lived experiences even if they are not their own. Additional transportation related lived experiences are in the appendix.

- *“My husband and I are both disabled. He walks with a cane, and I have a condition that makes sitting and standing very difficult from spinal cord injuries. There should be fewer barriers and more handrails at events and meeting sites. Chairs need arms and backs. Fewer big curbs and more handicapped access.”*
- *“Difficulty of traveling around town with [out] a car; government services not centrally located (SSA on E. Battlefield...)”*
- *“Answering for a family member with a developmental disability. She is completely able and willing to work, but employers are struggling with how to work with her. Voc Rehab and other employment services for those with disabilities only have so many jobs (cleaning, sorting, etc.) and many people with disabilities can do more creative work if they have the right supports.”*



VI. PUBLIC SAFETY RECOMMENDATIONS

A. RECOMMENDATIONS

1. Community and city leaders should collaborate to coordinate and expand an integrated education and engagement campaign to cross-promote Police and Fire life safety, Public Works, Emergency Medical Services, Emergency Communications, Emergency Management, and trauma prevention education with events for this education program to be provided in other languages with a draft plan developed by the end of FY 2023-2024.
2. Community and city leaders should discuss ways to aggressively address chronic nuisance properties in all neighborhoods and ensure vacant/abandoned buildings are properly secured to prevent unauthorized entry. Consider PSAs and social media to educate the public about the laws and where resources can be obtained if they do not have financial means to fix their properties (e.g., older homeowners who cannot keep up with costly repairs) by the end of FY 2023-2024.
3. Community and city leaders should collaborate to develop a list of interpreters (or work with Springfield Public Schools to use their list) and coordinate with public entity departments to provide interpreters for individuals with hearing impairments and non-English speaking individuals for public forums, legal matters, and safety matters. Consider use of a “talk to text software” (e.g., “Otter.ai” used with Zoom transcription services for about \$150 a year) by the end of FY 2023-2024.
4. Prosper Springfield should meet with the Springfield Police Department to determine if they use the 21st Century Policing Guide or similar type guide. The SPD Public Affairs Office should publicly share information about SPD’s partnership with Burrell Behavioral for plans to dispatch mental health professionals (or consider social workers) with officers by end of FY 2022-2023.
 - In 2020, Burrell Behavioral Health’s Behavioral Crisis Center — Rapid Access Unit was established as the first in the region to offer a 24/7 access point for crisis-level mental health or substance-use needs. The RAU is open to the public through self-referral and walk-ins. However, it is intended to be utilized by law enforcement and emergency medical responders as an alternative destination for those experiencing behavioral health disorders.
5. First responders can bring individuals to the RAU rather than jail or emergency room, which drains valuable time, personnel, and equipment resources for both law enforcement and medical partners. Individuals are watched up to 23 hours, receive screening and evaluation from nursing and psychiatric staff, and once stabilized, connected to appropriate resources in the community.
5. The Prosper Springfield Director should meet with the City of Springfield’s Director of Diversity, Equity & Inclusion to discuss working with the Springfield Metropolitan Bar Association to discuss the best legal process citizens should use to address inequitable issues when it comes to sentencing for local sentencing by the end of FY 2022-2023.
6. Community and city leaders should discuss concerns expressed from some community members regarding reassessment of the Police Civilian Review Board (PCRB) for the appropriate entity to make recommendations to the City Council and Mayor by the end of FY 2022-2023.
7. The Prosper Springfield Director and the City of Springfield’s Director of Diversity, Equity & Inclusion should meet with SPD and/or Greene County Sheriff’s Department to understand changes that can be communicated to the public regarding efforts to release individuals for charges related to the use of medical marijuana and other infractions that can reduce overcrowded jails (Mayor in Kansas City has done work in this area — Municipal Mayoral Marijuana Pardon) by end of FY 2022-2023.
8. The City of Springfield’s Director of Diversity, Equity & Inclusion should work with Springfield Convention and Visitors Bureau to develop programs to educate community members and visitors to Springfield about places with appropriate ADA for travelers and gender-neutral bathrooms to include where visitors can find places that are ADA compliant, and find Affinity organizations, Black-owned businesses, LGBTQ+, etc. by end of FY 2022-2023.

9. The Prosper Springfield Director should collaborate with the City of Springfield's Director of Diversity, Equity & Inclusion to gain a better understanding of the designated ADA Coordinator to inform the public by the end of FY 2022-2023.
10. The City of Springfield's Director of Diversity, Equity & Inclusion should collaborate with the:
 - a. Chamber of Commerce and Job Center to research the feasibility to have programs for businesses to become more ADA compliant.
 - b. SBJ and Biz417 to see if they would recognize businesses that are ADA compliant similar to the way they recognize other professions.
 - c. Community Foundation of the Ozarks (CFO) to see if it is feasible to develop a fund for ADA upgrades and improvements or support a demonstration project (e.g., N. W. Project) like their diversity and inclusion grants.
 - d. CFO to see if they would consider applying for grants from entities like Lee H. Cruse who offer capital grants to address some ADA needs.
11. Community leaders should partner with the City of Springfield's PIO to collaborate and develop an ongoing community awareness and outreach program to educate the community about resources to address substance recovery with identification of available resources with income-based or sliding scales to reduce barriers to treatment by end of FY 2023-2024.
12. The Public Entities Diversity Work Group should consider researching the feasibility of requiring community outreach educational information for all new construction and requirements for existing construction to share regulations that require ADA accessibility. This Work Group could consider writing articles related to ADA needs through News-Leader, Business Journal, Unite and other sources to educate the public on requirements by end of FY 2022-2023.
13. The City of Springfield's Director of Diversity, Equity & Inclusion should work with the Mayor's Commission on Human Rights to conduct a follow up survey and include in the survey a question about the level of trust with Springfield's Police Department by end of FY 2023-2024.
14. Community Partnership of the Ozarks should have a Tough Talk on police trust in Springfield

and invite SPD and Greene County Sherriff's Department to participate. Discussions should include information about police encounters on the north side and south side with the Tough Talk taking place by the end of FY 2022-2023.

B. ENDORSEMENTS

- Changes SPD made to ban chokeholds and other related practices.
- Fire Department's work to take preventative actions with its fire safety education campaign that includes ensuring every rental property is adequately protected with working smoke alarms. Other preventative programs include programs to reduce careless smoking, creating sustainable means to address unsafe and unsanitary homes caused by hoarding, and developing targeted programs to reduce arson, with extra emphasis in low-income neighborhoods.
- Burrell Behavioral Health and other local health care institutions for the expedited work to increase emphasis on, and increase capacity for, alcohol and drug recovery counseling services for those in need, as well as focused drug recovery awareness and education campaigns throughout the community.
- The use of Drug Court, Mental Health Court, Homeless Court, and alternative sentencing initiatives in lieu of jail time, when it is a reasonable option.

C. OUTCOMES MEASUREMENTS

Implementation of the recommendations above would be the means to develop outcomes and measure success.

D. LIVED EXPERIENCES

The lived experiences in this section were captured from the Mayor's Commission on Human Rights and other reports. The Commission recognizes the lived experiences are individual and are not intended to imply everyone has the same lived experiences. However, we ask readers of this report to value other's lived experiences even if they are not their own. Additional public safety related lived experiences are in the appendix.

- *“I was sitting in traffic and noticed a person in a car next to me wave at a White person who crossed in front of their car. Then a Black person walked in front of their car, and they mimicked shooting the person. They then revved the engine and pulled forward toward the Black person.”*
- *“I have family members who are Native American. They have dealt with discrimination*

and hostility their entire lives, including racial profiling by law enforcement and unequal treatment in school.”

- *“A trans woman I know was assaulted by a law enforcement officer. Two gay men I know were attacked by random groups of men who beat them so severely that hospitalization was required.”*

NEXT STEPS

Prosper Springfield plans to release their annual report with data and information from 2020 and 2021. The annual report ties together the Community Focus Report, which tells us about the red flags and blue ribbons. This community action

plan serves as the “deliverable” report — the main actions needed to meet the community goals and the Prosper Springfield Annual Report share the data and our progress toward meeting our goals.



APPENDIX

POVERTY RATE REDUCTION METHODOLOGY

1. METHODOLOGY:

Springfield overall poverty rate:	21.7% (2020)
Asian: 47% - 10%	37%*
*International students, reduce 5% =	32%
White: 23.5% - 10%	13.5%
Black/African American = 37.3% - 10%	27.3%
Hispanic/Latinx = 29.8% - 10%	19.8%*
*Undocumented population, reduce 5% =	14.8%

2. DISAGGREGATING DATA FOR ASIAN AND HISPANIC/LATINX POPULATION

We need to disaggregate the Asian American and Hispanic/Latinx populations even further. Once we do this, we can develop more accurate goals by the end of FY 2022-2023.

- **Asians:** Japanese, Chinese, Korean, Laos and Vietnamese, and immigrant populations
- **Hispanics/Latinx:**
 - México, Nicaragua, El Salvador, and other groups
 - Undocumented immigrants

3. RESEARCH

The information below was used to set the baseline for the new poverty reduction goals to accomplish by 2030 (3e contains other data elements to use for disaggregating data):

- a. The new U.S. Census data was released December 2021. The new baseline poverty rate is 21.7 percent.
- b. The first one-year U.S. Census estimates (2020) were released March 2022. This data was important because it is the first year with COVID-19 impact data.
- c. 2021 Community Focus Report
- d. Ozarks Job Center data from their annual workforce assessment (e.g., only 30 percent of employers who participated in the annual survey indicated they made a special effort to hire individuals with a disability).
- e. Data to consider using:
 - **Persons with a Disability: Labor Force Characteristics Summary (bls.gov)**
 - **Community Focus 2019: Report Themes (springfieldcommunityfocus.org)**
 - **Disabled population U.S. by state 2019 | Statista**
 - **Census - Table Results**
 - **Table 5. Persons not in the labor force by disability status, age, and sex, 2020 annual averages (bls.gov)**
 - **AnnualReport_DigitalVersionEdits_2.5_WithCovers REDUCED.pdf**
 - **U.S. Census Bureau QuickFacts: Springfield City, Missouri**
 - **<http://www.city-data.com/poverty/poverty-Springfield-Missouri.html>**
 - **Census - Geography Profile**

LIVED EXPERIENCES

RECOMMENDATIONS FROM THE COMMUNITY

This section contains a list of lived experiences from various organizations throughout the Springfield community. Unless noted, the information provided came from the Mayor's Commission on Human Rights and Community Relations Springfield Inclusion Survey 2020.

EDUCATION

- Schools are a great resource for families and work environments that would benefit from inclusive training. Ramapo for Children has a great model that has been successful in NY to build inclusive schools and communities.
- Having an educational team to train teachers and businesses on inclusion. To educate the population over the importance of having diverse teams.
- Providing educational conversations over diversity in schools. There are huge community deserts in Springfield that have no one or groups of people to bridge the gap between diverse communities.
- Make a strong effort to expose children in schools to different cultures and beliefs, emphasizing that people with different beliefs are still people just like them and are entitled to their opinions and have a right to live their lives how they wish, just like they do, while not tolerating intolerance that children may have picked up at home.
- Public schools need resources for poorer neighborhoods, so all children have similar opportunities to succeed.
- Several issues with school system not addressing bullying against a friend's child that is gay and mixed race.
- Unequal administration of consequences for children of color in the SPS system. More severe for students of color.
- I had a group of students observing an elementary classroom years ago. An 8-year-old African American kid was constantly being sent out into the hallway to sit, as punishment, for

infractions that the white boys got away with all the time. I did not point this out to my students, although I had observed it and filed it away for later discussion. My students pointed it out to me, it was so obvious.

- I have watched several African American and mixed-race kids go through discrimination at school. They have been branded as troublemakers, when they're not, just based on the color of their skin!
- I have family members who are Native American. They have dealt with discrimination and hostility their entire lives, including racial profiling by law enforcement and unequal treatment in school.
- I have many, many students who see that the "others" they have gone to school with should just have to "deal with" curriculum, resources, and traditions that don't include those [other] perspectives. They see nothing wrong with exclusive practices because exclusive practices is our norm here.
- My children were regularly discriminated against by teachers at Pershing Middle School. I sat on the Superintendent's council and felt that he was more focused on hot button topics, like external gun threats, than he was on the safety of our kids of color on a daily basis.
- Schools routinely discipline children of color harsher.
- The incidents at Kickapoo High School last school year should radiate loudly in this community's ear. SPS tried to respond—poorly and far too late—but that's a cancer on the community, not just the school system. Call out racism when it's projected, when it's shared on social media, and when it's honored by the president. If SPFG city leaders don't feel comfortable doing that loudly, boldly, and abundantly clearly, then they shouldn't be city leaders.
- I work in the educational area and the arts and find the lack of education and barriers put up by our area suffocating. It has pockets of the city and surrounding area that allow freedom but in this area the conservatives of sports and religion as the main thrust for everyone instead of diversity. Lack of acceptance of other religions, sexual orientation, and financial levels. This

area is so opinionated, and the restrictions only perpetuate this lack of education and exception in our children for the future.

HEALTH

- When I experienced having my child, I often attended my doctor appointments alone as my husband is very busy with our small business. The doctor asked me several times if ‘the father’ was White or Black . . . and after I said, “My husband is Caucasian” she proceeded to say, “Well, I can feel all kinds of nappy hair in there ” . . . I was so mortified and embarrassed, and it was way too late to search for another doctor . . . the doctor brought up my child’s hair two more times and she expressed her confusion as to why his hair was straight and blonde. This was at the Women’s Center at Cox.
- Healthcare: Continued lack of competent care for LGBTQ+ people here at home. Undue burden caused by requiring travel to other cities who are ensuring competent healthcare for all.
- Mercy not accepting trans patient. Academy Bank not accepting trans customers that have legally changed names. Area churches stating in their online about them. Non accepting of trans people.
- It’s incredibly difficult to find trans-specific medical care in Springfield, and it often feels like doctors and hospitals don’t know what to do with us. For services such as endocrinology, we have to look as far as Columbia or Kansas City. Finding work as a trans person is difficult anywhere and Springfield is no exception. I’m lucky enough to work from home, but my partner has faced discrimination in the hiring process.
- As a Community Health Care worker and employee of a not-for-profit in Springfield I have definitely seen members of a minority be treated differently, especially in a health care environment. Black mothers face a much higher rate of maternal and postnatal death rates. Yet I still see black mothers be quickly dismissed when complaining of any symptoms. My African American patients may be encouraged to continue working or told their symptoms are likely normal and they just need to wait to see improvements.
- Also, a white nurse accused a friend who is Black of physically abusing her child because she observed marks on the child’s skin. They were actually just angle kisses/stork bites (i.e., birth marks the nurse was not familiar with in Black skin).
- Patients at our office keep asking to not see “the Black doctor.” This makes for a very awkward and uncomfortable setting. . .
- I have also seen multiple patients from the community [not] accept care in the hospital due to race of a doctor or nurse. This speaks to the general mindset of the area.
- Not receiving proper medical care where the practitioner stated they could not help me because they never had a patient of color with the issue I shared.
- A friend was denied fertility treatment by a doctor in Springfield because she is married to a woman. A local business refused to give a friend a men’s style hair cut because she is a woman.
- I have a transgender friend who cannot be treated for any type of health concern at Mercy Hospital.
- Another example is my doctor. My husband has no health problems and is instructed to return to the doctor in six months. I have serious health issues and chronic conditions. He tells me to come back in a year.
- I work in health care. A patient and their family (all White) were very hateful and racist toward a Black coworker to the point my coworker had to be removed from her work station for her safety until this patient and family were discharged. This was several days. This is only one incident. These things happen DAILY at the hospitals!
- I shadowed a doctor from Sri Lanka, and listened to patients make demeaning comments about her ethnicity throughout the day. . .
- I worked at the hospital a few years ago, at Cox South. I overheard several white people talking about how they didn’t trust the doctor (who I assumed was seeing someone they knew) because he was a ‘n****r doctor.’”
- Just the sight of someone of color walking out of a blood bank caused a woman to begin using derogatory language about this person she’d never met. The person was not approaching her, speaking to her, looking at her. Just walking to their care. The woman was speaking to her husband, and I was nearby. All three of us were White.

HOUSING

- Ensuring access to citizens' most basic needs such as: housing, transportation, uninterrupted power, clean water, and affordable financial services is critical so that more people can participate in inclusive growth and that small businesses can flourish. Inclusion is making sure everyone is included in the conversation and to do this we must also address privilege and opportunity. Antoinette Samuel said: "income inequality and poverty are important issues we need to work on. Inclusiveness means affordability and non-discrimination in housing so that neighborhoods are diverse and representative of a city's population. . ."
- Affordable housing in all areas. . .
- Revitalization of inner-city neighborhoods with a more diverse population, as well as a revitalization of properties. Having nice things often makes people take better care of them, especially if they are the owner of the property.
- There are many dilapidated homes in my neighborhood. The city does not regulate this very well, and therefore, my community seems more vulnerable to unsafe situations—drugs, loiterers, crime—because there are so many empty and neglected homes where people can do such things.
- Renters rarely feel vested in their communities and rightly so. They are not financially invested in their neighborhoods, and they are treated as such. They recognize that their community complaints and concerns from public safety, nuisance properties, and requested police actions are taken less seriously and acted on less often than those of neighborhoods with larger percentages of homeowners or higher property tax revenues causing a demographically generated systemic issue in our city; and while Springfield is certainly not alone in this, we have a tremendous opportunity to start setting an example of doing right by everyone equally regardless of their financial circumstances.
- Hold slumlords accountable for the negative effects their behavior has on our community. Create land/housing trusts and/or housing co-operatives to increase availability of safe, affordable housing for low-income residents, especially single mothers, and their families.
- Working to get the homelessness and addicts off the street and somewhere safe. Try to reduce crime in all neighborhoods and being more understanding of single parent households and needs that they might need.
- Having a safe place for the homeless to stay, a bus system that can get them around and give them some dignity. Mental illness among the homeless needs to be addressed so they don't fall between the cracks. (I've always thought the empty Central Bible College could house all sorts of opportunities and safe, clean spaces for the homeless.)
- We need housing and resources for the homeless and impoverished. . .
- A good friend is currently struggling to find housing because her boyfriend is a person of color, but when she applies alone as a White woman, gets approved.
- My niece, who is a mixed nationality, was denied a place she wanted to rent in Springfield.
- A landlord told a couple his property was already rented, when in fact it was not. I was present and questioned him about it after. He told me that he had the right to rent to who he wanted and he didn't want to rent to black people.
- A former landlord admitted to "raising" rents to discourage "blacks and other undesirables" from renting his properties.
- While looking at a potential apartment for rent for my brother-in-law, my mother-in-law made a very loud pronouncement of "it's not safe here, too many blacks," while we were about 10 feet away from two children playing. They were black. I was and am still disgusted with her.

JOBS/ECONOMIC CLIMATE

- I made a job offer once to a woman of color from St Louis. She excitedly accepted . . .The next week, she called me in absolute tears asking me if she could still take the job but work remote. She had googled Springfield . . . found some very unfortunate history and some other studies retarding perceived/real discrimination against people of color . . . That incident I experienced as a young professional in the area opened my eyes tremendously as to how we're perceived, how we behave, and the lack of self-awareness for so many.

- I was completely embarrassed to say I was from Springfield. . . an older gentleman and a [Black] woman [who didn't know each other] were talking. . . The woman said she was from Chicago and was so excited to move back. . . The gentleman asked why she would want to go back to Chicago. She said, 'Look at me.' No one else here looks like me . . . She went on to tell stories of people in Target touching her hair without asking because they had never seen anything like it . . .

TRANSPORTATION

- Ensuring access to citizens' most basic needs such as: housing, transportation, uninterrupted power, clean water, and affordable financial services is critical so that more people can participate in inclusive growth and that small businesses can flourish. Inclusion is making sure everyone is included in the conversation and to do this we must also address privilege and opportunity. Antoinette Samuel said: "income inequality and poverty are important issues we need to work on. Inclusiveness means affordability and non-discrimination in housing so that neighborhoods are diverse and representative of a city's population. . ."
- More accessibility and transportation for the disabled.
- Springfield lacks some accommodation for people with various disabilities, and the cities [sic] "walkability is lacking, which is a problem for people who cannot utilize the bus system due to their mobility devices . . . Springfield also lacks family bathrooms and disabled bathrooms . . . many public locations also lack changing tables for younger children.
- Better/more sidewalks (easier "walkability"); encouraging people to get to know their neighbors.
- More accessibility features in the community. As the parent of a special needs child, we struggle getting out. Where am I going to change him? Is the place accessible? Are those features going to be blocked somehow? More accessible parking places in busy places. Downtown is completely out of the question for us because of the amount of walking.
- I think accessibility and universal design for all people including those with disabilities . . . 1 in

4 people has a disability so I believe it should become a number one priority. I think better public transit so those who don't have the luxury of having cars or choose other modes of transportation have good safe options and easy efficient choices, so they aren't forced to have a car.

- Leaders need to not only read into the community as a whole . . . but reach into the disabled community as well . . . Curbside shopping needs to be more accessible to people on food stamps . . . Clothing stores are impossible to enter aisles with a wheelchair due to owners wanting to fill every bit of available space with product. I'm not sure what the answer is here. Maybe shopping assistance upon request? . . . I never realized how small my world would become when my disabilities progressed to being in a wheelchair.
- . . . better infrastructure and methods of transportation (for example, I typically won't attend my club meetings because of rush hour and the inconvenience, which is a shame because I really love that feeling on inclusion with those with the same interests as me) . . .
- Make the bus stops accessible so that people using wheelchairs are not dropped in a ditch or traffic.
- Better accommodations for those who are differently-abled. . . as part of boards, chairs, and other city planning committees to ensure their perspective is being considered when planning is taking place . . .
- More accessibility, better acceptance of those with different abilities. We have affordable housing crisis, transportation is not very accessible nor easy, business building not ADA compliant. Many restaurants I can't go with a friend who utilized a wheelchair due to the lack of space. . . we need more accepting and open business for those with disabilities.
- Significant investment in multi-modal transportation including: expanded public transit, integration of bike lanes/infrastructure, more walkable communities (including improved ADA accessibility in public spaces and sidewalks).
- Sidewalks on every street in town with easy to reach poles for hitting the traffic crossing buttons. Bus shelters at every bus stop in town.

Yearly by wheelchair, foot, bike, and bus tours by the bosses making decisions about Springfield before they make decisions.

- Sidewalk absence or disrepair, lack of repair or obstacle removal when reporting sidewalks blocked, sidewalks too steep in slope for navigating in manual wheelchair, whether it is forward backward or side-to-side slopes.
- Accessibility (wheelchair); no ramps or there are stairs.
- The city is not walkable. There are no sidewalks or bike lanes on the west side of town. After spending some time in Europe and Asia this past year and we are sorely lacking in walkability , which adds significantly to quality of life.
- My husband and I are both disabled. He walks with a cane, and I have a condition that makes sitting and standing very difficult from spinal cord injuries. There should be fewer barriers and more handrails at events and meeting sites. Chairs need arms and backs. Fewer big curbs and more handicapped access.
- I have mobility issues. While the laws are followed, some venues are insensitive to issues like heart problems or painful mobility not requiring wheelchairs.
- Curbs: Curb cuts at numerous businesses are not at the door, but way down at the corner of the building.
- Doorways: Doorways are too narrow to get a chair through without scraping up my hands or jacking up my shoulder because of having to hold open weighted doors and going over high thresholds.
- I'm in a power wheelchair; can't drive and Access express is great but need the taxis in the city need to have wheelchair ramps.
- Ability to easily enter facilities/buildings: stairs, no elevator, too much info/display items on counters.
- I have friends and loved ones that are disabled, and seeing my friend going across a large parking lot to get to a ramp is gut wrenching. Cars driving through with no regard to a person in a power chair. Just to get to that ramp.
- I also see this with restaurants. My friends who use walkers or wheelchairs can't go everywhere and have the same choices or eat and go out with me. They either can't get in to the place

or they can't use the restroom while there. This seems so "not" inclusive to the point that it is discrimination.

- Answering for a family member with a developmental disability. She is completely able and willing to work, but employers are struggling with how to work with her. Voc rehab and other employment services for those with disabilities only have so many jobs (cleaning, sorting, etc.) and many people with disabilities can do more creative work if they have the right supports.
- The public bus system is not user friendly . . . There is so much more Springfield could be doing even with limited resources. Oh, the transportation system for seniors and people with disabilities is so fragmented and lacks coordination and cooperation with each other. Training for cab drivers. The cost for Uber, Lift is so much more expensive here than any place I have lived!
- I do not have a car and so it is difficult to get around the city via public transportation to attend events without using Uber, which is not sustainable.
- Difficulty of traveling around town with [out] a car; government services not centrally located (SSA on East Battlefield—can you quickly tell me which busses to take to get there from downtown and how long that journey will take?)
- Lack of ability to get around easily (public transport) due to a disability and too widely spaced bus stops and busses not running many places.
- I run a day program for individuals with disabilities in Springfield. We have run into a few there. Transportation is a huge one . . . the city bus routes take so long and aren't always the safest. Access isn't easy on our individuals because of the timeframe they could come . . . I did have one client lose her job over the access bus.
- The bus stops are on the side of the road in which there is no shoulder, and the grassy area is about 1.5 before the ditch.
- Everything to do with non-vehicular travel in Springfield. Sidewalks are not a guarantee. Bus system doesn't have very extensive hours and could potentially benefit from inter-area transit that includes Springfield's outlying areas. The lack of safe and accessible bus stops is a

huge frustration. So many of them are put in a place that does not have sufficient sidewalks access, alongside roadside ditches, or are not near crosswalks with is huge frustration during evening/weekend routes when the place you need to go requires a long walk down a road to find safe pedestrian crossing or otherwise illegally crossing heavy traffic . . . Not having safe, useful transportation available at all times is limiting because Springfield is designed to be very car-centric and many useful resources in the city (library, schools, grocery stores, movie theatres, museums, social services, etc.) are not located near to each other. Therefore, trying to go to any number of these eats up a lot of personal time outside of work.

- Public transportation. While one street (like Fort) has three very close together [bus stops] (literally two right across from each other) other areas have no bus stop and the closest one is a 20+ minute walk. Commute times are also difficult. I need to get to work and have to get up and ready extremely early due to a two-hour+ bus ride to get to work.

PUBLIC SAFETY

- Better police department and a city jail. Safety first.
- Get real criminals and beggars off the streets, get our name out of the national ratings for undesirable places to live, crime ridden statistical views and drug capital for meth/cocaine/heroin [sic] and legalizing the gateway drug. Create some kind of respect for this city and people within it will respect each other
- . . . now you need to focus on crime. Number 61 on the top 100 murder cities.
- Less crime, abandoned houses, people not caring about their stuff or properties, homeless people.
- Safety is the number one barrier. Not feeling safe at community events or in public in general due to an increase in mental health issues and addiction issues. It is not uncommon to be approached by someone in an aggressive manner. Druggies attacking people or property.
- Begging for money for drugs or liquor, unable to go to stores comfortably! Family member attacked in own home!!
- General harassment in public spaces.

- This city is unsafe. . . you cannot walk the streets to be able to enjoy city events.
- I've been worried about my safety.
- Being harassed in public places, at the mall, the Ozark Empire Fair, the libraries, the baseball stadium, the Christmas and St. Patrick's Day parades, and at city several parks. Witnessed discrimination and harassment of other people. Especially in retail locations, public parks, the libraries, and in the Downtown area.
- Criminal activity: There is absolutely no incentive to open up a brick and mortar when inventory is under constant threat of theft and property damage. Again, there is additional officers our city has, we have more officers here than KC, and the crime here continues to rise, again, with NO accountability from leaders of our city!
- Unsafe due to gangs, rundown bad business areas, parks that we used to enjoy not safe and rundown.
- I do not feel safe in some neighborhoods, even in the neighborhood where I work.
- Afraid to leave my home alone. Having to deal with rude, intoxicated people all over the city.
- Getting my property broken into makes me not want to go into town.
- 1. Verbal/physical altercations in the street. 2. Street harassment (catcalling, being followed home, etc.). 3. Crime (people stealing my mail, kicking my door, etc.)
- As a cyclist and a family of runners, it's surprising how often people throw bottles, cans, or trash at you; or they may yell obscene words at you or even try to run over you with their car - you become very cautious of where you go and safety of your ride.
- Crime is out of control throughout. Panhandling deters me from going across town.
- 1. Scary people bothering me when I pump gas. 2. Scary people bothering me when I stop for a red light. 3. Scary people acting crazy at Walmart.
- I had a restraining order against my ex-husband. I was offered by the judge to go back to my home, escorted by a Greene County Sheriff, and that sheriff had his hand on his gun the entire time, staring at me and telling me to hurry up and finish packing because he had better things

to do than stand there and deal with a marital spat. It was not a spat. He made me feel unsafe, unrelieved, and unheard.

- My daughter's boyfriend (Black) was pulled over a police officer. No ticket was issued, and nothing was noted as a problem. The officer was just checking. My daughter was horrified.
- My bi-racial sons are stopped by SPD far more frequently I have similar vehicle but am a middle aged White female and never get detained.
- Yes, I have a friend who was unlawfully detained by the SPD as he was walking by a nightclub where a brawl had broken out between some college student who happened to be black. SPD assumes that he was involved as he is black and happened to be passing by the club.
- I know two different Black men who do not have criminal records, who are regularly stopped by the police in our city. Usually, they are told that they violated a minor traffic law, like crossing a line or failing to use a turn signal to change lanes . . . They are usually just given a warning, but sometimes ticketed for the minor offense. The stops are often done by the same couple of officers.
- I have family members who are Native American. They have dealt with discrimination and hostility their entire lives, including racial profiling by law enforcement and unequal treatment in school.
- A trans woman I know was assaulted by a law enforcement officer. Two gay men I know were attacked by random groups of men who beat them so severely that hospitalization was required.
- A neighbor (a trans woman of color) was stabbed several times and I was with her when the police came. They accused her of prostitution, stating that trans people usually are, even though that was not true. They mocked her, using the wrong pronouns, and calling her "it" a couple of times. They told her they could report the assault, but they would have to charge her with prostitution. Which what that has to do with a break-in and assault at 4 am I am not sure.
- Rape kits being destroyed instead of processed. Rape cases being dropped without prosecution.
- I live in fear in Springfield as a woman, our chief of police should be fired for his mishandling of rape kits.
- I have a friend who was raped in Greene County. And she was accused of lying and it was never investigated
- Our Police force is atrocious about discrimination.
- . . . a few of my friends were sexually harassed or assaulted on campus and the case was brushed under the rug. Their abuser was not charged or dismissed from campus, and he was allowed to walk free, only having to move dorms for a semester.
- When questioned by police, target harassment and taunting of a young woman friend of mine who was clearly having a panic attack. She was taunted for her emotionality by at least three cops while her friends knew she was having a panic attack and were trying to calm her down.
- Check the records in Springfield to see how many more traffic tickets and stops are given to our friends of color. It happens all the time . . . A close African American friend of mine told me she cannot count the number of times she has been stopped just to check her license and proof of ownership. She is a college graduate, mother of three girls, and a responsibly employed citizen of Springfield married to her one and only husband.
- There were flyers left on all the driveways in my neighborhood that promoted white nationalist websites and organizations. I took this flyer to the police.
- Police treatment of the black community. I have witnessed the police harassing black people and my son was followed by a police cruiser while he was just walking on the street.
- . . . my neighbor, who immigrated from Kenya, is now a new citizen, and he teaches at two colleges here in town (I am as White as he is Black). We stopped at the northwest Walmart and upon entering, a police officer standing at the door glared at my neighbor as he walked past. When I came in, the officer smiled quite friendly until he realized I was with the 6 foot Black man. Instead of looking at my neighbor with a better look on his face, the officer looked at me like I was trash.
- Traffic stop of a Black male by Springfield police for "crossing the center line" in mid-evening on a virtually empty street. Although he was totally cooperative (his mother taught him to keep his

hands in sight!), had not been drinking and was in no way impaired, he was given a field sobriety test. I think of this every day as I witness white people of all ages committing dangerous traffic infractions without being stopped—speeding, running red lights, and yes, crossing into the next lane as they text and jabber on their cell phones.

- I witnessed a young, Black man, with no criminal history, be sentenced to prison, by a now retired judge. The charge was for selling a small amount of marijuana to another college student. The young man was married, worked full time, and was going to college full time. The other people in the courtroom were openly shocked, including the young man's attorney. On the same day, the same retired judge gave probation to a young White male, who had pled guilty to a very serious assault.
- I was sitting in traffic and noticed a person in a car next to me wave at a White person who

crossed in front of their car. Then a Black person walked in front of their car and they mimicked shooting the person. They then revved the engine and pulled forward toward the black person.

- One night on Commercial Street, I observed three young white men harassing and then assaulting two older Black men. I called the police for help, and when police arrived, they let the White men (who were the aggressors) go and arrested the two Black men.

NAACP DEMANDS

1. Ban VNR/chokeholds or any form of neck restraint
2. Reduce the disparity index to 1
3. Reform the Police Civilian Review Board (PCRB)





For more information about
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