

COVID-19 Community Survey

1. General Impact Question

**What have been some of the biggest challenges for you during the COVID-19 pandemic?
(check all that apply)**

- Unable to see a doctor or dentist or get the medical help I need for myself or my family
- Finding stable and safe housing
- Paying bills
- Finding a well-paying job
- Finding childcare
- Loss of a loved one
- Feeling lonely, helpless or depressed
- Having COVID-19
- Caring for loved ones who had COVID-19
- Not having (reliable) internet or having to share computers
- Continuing my business or practice
- Staying safe and healthy while having to work
- Living as a disabled person in a remote and digital world
- Not eligible for unemployment benefits or other financial assistance programs
- Other (Write in)

Open Ended Follow-Up: Feel free to share more about your challenges.

2. What kinds of support would you like to see provided for the community as the City recovers from COVID-19 (Select all that apply):

- Rental assistance and housing support for residents
- Better working conditions, safety standards and support for workers
- Employment and internship opportunities for youth and adults impacted by COVID-19
- Financial support for small businesses
- Training and workshops to help my small business grow and thrive
- Access to affordable, equitable, and high-quality childcare, early care and youth programs
- Childcare subsidies to help residents enrolled in workforce trainings and development programs
- Free hotspots to check out at libraries to access the internet at home or in your business
- Programs to help families and businesses become comfortable navigating the internet
- Culturally relevant health services and resources (including mental health)
- Scholarships for youth to attend summer and afterschool programs
- Programs and support for arts and cultural workers
- Simple and clear information to understand in my language
- Free or lending programs for computers

- Other (Write in)

Potential Follow-Up Questions

- Have you accessed City of San José COVID-19 support resources and services in the past?
 - Yes —> What were they? (Write in)
 - No

3. What have been the most difficult challenges for you to access important services? Check all that apply.

- I just don't know about the services or who to contact
- Language access
- Disability
- Digital access and training (Access to internet, computer, or don't have an email)
- Don't qualify / paperwork
- Don't have time
- Paperwork
- No one answers or returns my call
- Long wait time
- Citizenship status
- Other (Write in)

4. How did you learn about the City's COVID-19 services to support your family or business during the pandemic? Check all that apply.

- Neighbors or family
- City Councilmember
- City of San José website
- Community organizers who have knocked on my home or business
- Online/social media - if so, what is the source?
- Newspaper, television, radio
- Local community organizations
- Other (Write in)

Open Ended: Share with us **how** the above supported you or your family and business during the pandemic.

5. Are you working right now?

- **Yes;**
- **No —> What challenges are preventing you from returning to work? Check all that apply.**
 - *Jobs don't pay well*
 - *Childcare*
 - *Concerns about COVID-19*
 - *Limited availability in my field*
 - *Mental health*
 - *Disability*

- *Retired*
- *Other (Write in)*

6. **Resiliency Question 1: How has your community supported you during the pandemic? [Open Ended]**
7. **Resiliency Question 2: How have you and/or your community become stronger during the pandemic? [Open Ended]**
8. **What are resources you saw in your community that we should continue or stop doing? [Open Ended]**
9. **Future Engagement Questions: If you are interested in sharing your thoughts in future events, such as a focus group, which focus group topics would you like to speak on? Check all that apply.**

- Stable housing for residents
- Workers health, safety, and rights
- Supporting small businesses
- Childcare, early care and education, and youth development
- Community health and wellness
- Supporting service and hospitality workers
- Supporting arts workers
- Language access
- Other (Write in)

Demographic Information

1. *Zip Code*
2. *How do you identify? Select all boxes that apply. You may select more than one group*
 - *American Indian or Alaska Native (For example, Native Hawaiian, Samoan, Chamorro, Tongan, Fijan, Marshallese, etc.)*
 - *Asian (For example, Chinese, Filipino, Asian Indian, Vietnamese, Korean, Japanese, etc.)*
 - *Black, African American or of African Ancestry (For example, Jamaican, Haitian, Nigerian, Ethiopian, Somalian, etc.)*
 - *Mexican, Hispanic, Latinx, Afro-Latino or Spanish origin*
 - *Middle Eastern or North African (For example, Lebanese, Iranian, Egyptian, Syrian, Moroccan, Algerian, etc.)*
 - *White (For example, German, Irish, English, Italian, Polish, French, etc.)*
 - *Other race, ethnicity, or origin (Write In)*
3. *Age Range*

- *19 and under*
- *20-29*
- *30-39*
- *40-49*
- *50-59*
- *60-69*
- *70-79*
- *80 +*

Which of these describes your total household income last year?

- *\$0 to \$19,999*
- *\$20,000-\$49,999*
- *\$50,000-\$89,999*
- *\$90,000-\$129,999*
- *\$130,000-\$149,000*
- *\$150,000+*
- *Prefer not to answer*
- *I did not have any income last year*

To which gender identity do you most identify?

- *Man*
- *Woman*
- *Nonbinary*
- *Not listed*
- *Prefer not to answer*

Do you identify as cis or trans?

- *Cisgender (identify with gender identified at birth)*
- *Transgender (a person whose sense of personal identity and gender does not correspond with their birth sex)*

Do you consider yourself to have a disability?

- *Yes*
- *No*
- *If you would like, feel free to share more.*

Email Address (to send digital gift card).