

Social Resilience Roadmap

Community resilience is shaped by many factors—safe and secure housing, job opportunities, internet access, social connections, neighborhood assets, and transportation options can all help to buffer the impacts of climate change and make it easier to cope or adapt. By contrast, not having access to those resources creates vulnerability and magnifies the harm caused by climate hazards, particularly for people and communities who have faced discrimination and marginalization. Building community resilience to climate change will only be successful if we simultaneously address the root causes of community vulnerability.

The purpose of this tool is to help you **gather information** on the conditions and capacities that create vulnerability for people in your community, as well as opportunities to strengthen resilience. Through the process, the goal is also to **strengthen connections** with people in your community who bring key “lived expertise,” such as historical knowledge, on-the-ground experience, and relevant perspectives that are critical for informing community resilience solutions.

You will complete the Social Resilience Roadmap in two steps:

- During Step 1 (Groundwork), you will complete **Part A** to help identify perspectives that will be important to include on your Core Team
- During Step 4 (Uncovering Social Resilience), you will complete **Part B** with your Core Team

For more guidance, see Step 1 and Step 4 of the MVP 2.0 Process Guide.

Part A: Identifying Lived Expertise in Your Community

Who lives and works in your community? Who visits? Who may live, work, or visit here in the future? What types of experiences need to be considered when identifying how to build community resilience in your city, town, or region?

Climate change will not affect us all equally, and instead will magnify vulnerabilities and existing inequities. Below is a list of characteristics to consider when thinking about who lives and works in your community, and specifically **Environmental Justice (EJ) and other priority populations** who will be most impacted.

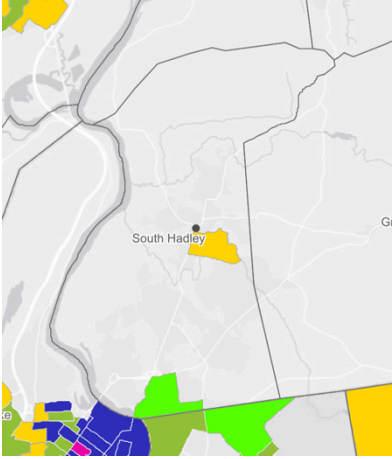
Environmental justice acknowledges that some groups of people have had access to fewer environmental benefits while being exposed to greater environmental harms, due to racial discrimination, economic disparities, or language isolation. In the Commonwealth, **EJ populations** are [specific geographic areas that meet one or more criteria](#) based on race, income, or languages spoken.

Priority populations are people or communities who may be disproportionately impacted by climate change due to life circumstances that systematically increase their exposure to climate hazards or make it harder to respond. In addition to factors that contribute to EJ status (i.e., income, race, and language), other factors like physical ability, access to transportation, health, and age can indicate whether someone or their community will be disproportionately affected by climate change. This is driven by underlying contributors such as racial discrimination, economic disparities, or accessibility barriers that create vulnerability. The term priority populations acknowledges that the needs of people with these experiences and expertise must take precedence when developing resilience solutions to reduce vulnerability to climate change.

Below are a range of characteristics to consider when thinking about who lives and works in your community, and who will be disproportionately impacted. As

you answer the questions, consider who from your community might be able and interested in joining your Core Team as a community liaison with strong connections to EJ neighborhoods or people who fit one or more of these other priority characteristics.

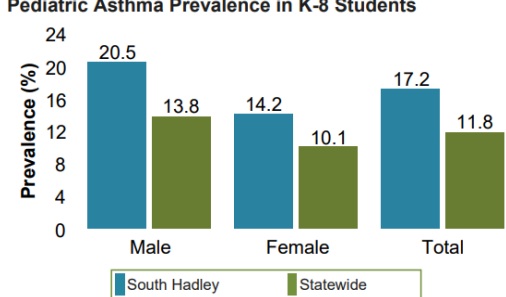
Section 1. Consider these community attributes

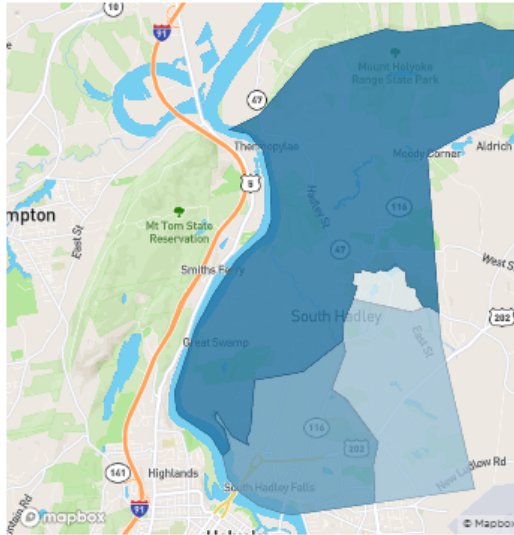
Does your community...	How can I find this answer?	Your answer:
<p>Does your community have any designated EJ neighborhoods? If so, which types?</p>	<p>- See the GEAR Map (Community Guide) and/or MA EJ viewer</p>	 <p>47% minority population (near college – less of a focus)</p> <p>SH Falls (23% minority, med. income 65% MA HHI; 74% of SH)</p> <p>https://mass-eoeea.maps.arcgis.com/apps/webappviewer/index.html?id=1d6f63e7762a48e5930de84ed4849212 [updated 11/2022]</p>
<p>Are there immigrant communities from a specific country or region of the world who live or work in your community?</p>	<ul style="list-style-type: none"> - Talk to people who work in the public school system - Visit houses of worship - Talk to labor groups - Talk to immigrant centers 	<p>Unsure – need more information</p>

	<ul style="list-style-type: none"> - Talk to employers in the service industry 	
What languages other than English are predominantly spoken in your community?	<ul style="list-style-type: none"> - Talk to people who work in the public school system - Talk to municipal departments like planning and public health - Visit houses of worship - Talk to labor groups - Talk to immigrant centers - Talk to employers in the service industry - Talk to centers that offer ESL classes 	<p>~10% speak a language other than English at home [1]</p> <ul style="list-style-type: none"> - Spanish - Maybe others, not identified in Census <p>[1] S1601, 2021 5-yr est https://censusreporter.org/profiles/06000US2501564145-south-hadley-town-hampshire-county-ma/</p>
Which indigenous nation's homelands does your city or town sit on?	<ul style="list-style-type: none"> - See Native Land 	<p>Nipmuc Pocumtuc Nonontuc</p>
Are there any land areas of federally-recognized Tribes in your municipality?	<ul style="list-style-type: none"> - See the US Bureau of Indian Affairs' map of Land Areas of Federally-Recognized Tribes 	<p>N/A</p>

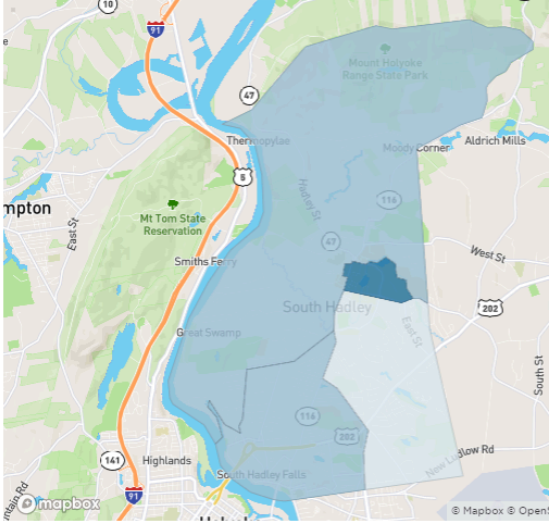
Section 2. Note the presence of people or households in your community that have the following lived expertise?

Note the presence of people or households in your community that...	How can I find this answer?	Your answer:
<p>Live with a disability <i>Consider both physical and cognitive disabilities. Census data (in the GEAR) identifies serious difficulty with hearing, vision, cognition, and walking.</i></p>	<ul style="list-style-type: none"> - See the GEAR (Community Guide) - Talk to home care providers who provide services in your area 	<p>12% live with a disability overall, highest among Latino/Hispanic population (15%). Ambulatory and cognitive disabilities at highest rates.</p> <p><i>[Census data: S1810 2021 5-yr est]</i></p>
<p>Live with a chronic illness <i>Consider a range of illnesses</i></p>	<ul style="list-style-type: none"> - See MA Department of 	<p>Lower rate of dentists than state (68/100,000 people vs 84/100,000)</p>

<p>that may be common in your community, including cancer, cardiovascular disease, diabetes, and mental health challenges.</p>	<p>Public Health's Health Topic Data</p> <ul style="list-style-type: none"> - Talk to home care providers who provide services in your area 	<p>Slightly higher rates % 65+ w/ glaucoma (28.6% vs state's 25.7%)</p> <p>Higher rates of physician visits/year compared to state (8.6 vs 7.8) and lower ED visits for people 65+ (575 vs 639)</p> <p><i>Tufts 2018 MA Healthy Aging Community Profile</i></p> <p>Pediatric asthma rates high:</p> <p>Pediatric Asthma Prevalence in K-8 Students</p>  <p>Rate per 100 K-8 students</p> <p>Female heart attack hospitalizations (22.7/10,000 in SH vs. 15.1/10,000 statewide)</p> <p><i>MA Environmental Public Health Tracking Community Profile for South Hadley</i></p>												
<p>Have a low income <i>Note the presence of households whose income is equal to or less than 200% the federal poverty level. Also note any block groups that meet the EJ layer for income in your municipality. Consider including any other low-income metrics you have for your community.</i></p>	<ul style="list-style-type: none"> - See the GEAR (Community Guide) - Talk to affordable housing and social service providers in your area 	<p>7.5% of residents have income below poverty line</p> <p><i>[Census S1701; 2021 5-yr est]</i></p>												
<p>Experience housing insecurity <i>Consider housing affordability (housing cost burden) for</i></p>	<ul style="list-style-type: none"> - See the GEAR (Community Guide) - Talk to schools, 	<p>Students [1]:</p> <p>Chart 1 – South Hadley General Demographic Data</p> <table border="1"> <thead> <tr> <th></th> <th>2014-2015</th> <th>2015-2016</th> <th>2016-2017</th> <th>2017-2018</th> <th>2018-2019</th> </tr> </thead> <tbody> <tr> <td># Homeless</td> <td>3 into SH 10 out to other districts</td> <td>16 into SH 6 out to other districts</td> <td>8 into SH 3 out to other districts</td> <td>5 into SH 9 out to other districts</td> <td>8 into SH 11 out to other districts</td> </tr> </tbody> </table>		2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	# Homeless	3 into SH 10 out to other districts	16 into SH 6 out to other districts	8 into SH 3 out to other districts	5 into SH 9 out to other districts	8 into SH 11 out to other districts
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<p><i>renters and owners, as well as local data on houselessness or unstable or unsafe living conditions.</i></p>	<p>shelters, faith-based communities, and social services</p>	<p>All [2]:</p> <ul style="list-style-type: none"> - 34% rented homes have rent 30%+ of income. - 20% owned homes have homeowner costs 30%+ of income <p>Home Rental Costs: 30%+ of Income</p>  <p>Renter Households with Excessive Costs</p> <ul style="list-style-type: none"> 0% - <15% 15% - <29% 29% - <58% 58% <p>Sources: US Census Bureau ACS 5-year 2017-2021</p> <p>[1] https://www.southhadleyschools.org/domain/3295</p> <p>[2] https://dashboards.mysidewalk.com/community-health-needs-assessment-5367ef8d9744/south-hadley</p>
<p>Are food insecure <i>Note the presence of households receiving public assistance, as well as local data on the use of food assistance programs and food pantries.</i></p>	<p>- Talk to schools, shelters, faith-based communities, social services, and retail locations that accept SNAP and WIC</p>	<p>58% 65 y/o+ have limited supermarket Access (Healthy Aging)</p> <p>5.8% food insecure – Food Bank WMA</p> <p>[1]</p>

		https://mahealthyagingcollaborative.org/wp-content/themes/mhac/pdf/community_profiles/MA_Towncode275_South%20Hadley.pdf [2] https://www.foodbankwma.org/learn/local-hunger-data/
<p>Experience high energy (or utility) burden <i>Consider average annual energy costs for your area, average energy burden, and any local data on use of energy assistance programs.</i></p>	<ul style="list-style-type: none"> - See the US DOE's Low-Income Energy Affordability Data (LEAD) Tool - Talk to ABCD, local energy assistance programs 	<p><i>SH has a Sustainability & Energy Commission w/ 4 members</i></p> <p>https://www.southhadley.org/533/Sustainability-Energy-Commission</p> <p><i>LEAD tool: 2-3% energy burdened (statewide = 2%)</i></p> <p><i>Anne looking to see if we can get Municipal Light Plant data, possibly by block</i></p>
<p>Have limited internet access <i>Consider households that don't have regular access to the internet and residents that rely primarily on mobile devices to access the internet.</i></p>	<ul style="list-style-type: none"> - See the GEAR (Community Guide) 	<p><i>12% of households have no internet subscription</i></p> <p>https://data.census.gov/table?q=south+hadley&t=Telephone,+Computer,+and+Internet+Access</p>

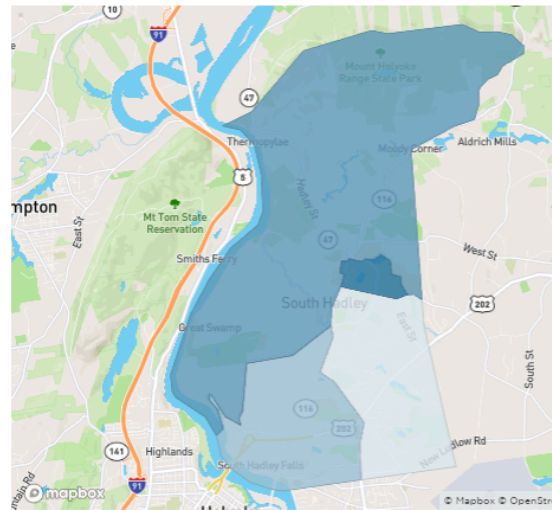
<p>Have limited transportation access <i>Consider households that don't have access to a personal vehicle or that rely on public transportation.</i></p>	<ul style="list-style-type: none"> - See the GEAR (Community Guide) - Talk to elder service agencies, paratransit services, schools 	<p>Access to Transit</p>  <p>(darker = better – walkability proximity)</p> <p>4% of homes do not have a vehicle</p> <p>https://dashboards.mysidewalk.com/community-health-needs-assessment-5367ef8d9744/south-hadley</p>
<p>Have a high school diploma or less <i>Note the presence of residents that have a high school diploma or GED (and no college or postsecondary education) and the presence of residents that have less than a high school degree.</i></p>	<ul style="list-style-type: none"> - See the GEAR (Community Guide) 	<p>29% (5% no degree, 24% HS diploma/GED)</p> <p>https://censusreporter.org/profiles/06000US2501564145-south-hadley-town-hampshire-county-ma/</p>

Are limited English-speaking

Note the presence of residents who speak English less than “very well.”

- See the GEAR ([Community Guide](#))
- Talk to people who work in the public school system

Limited English Proficiency



People who speak English less than 'very well'

- 73 - <100
- 100 - <118
- 118 - <158
- 158

Sources: US Census Bureau ACS 5-year 2017-2021

3% of people 5+

School report says almost 5% of students in 2020 are English Learners

<https://reportcards.doe.mass.edu/2020/DistrictReportcard/02780000>

Are people of color

Note the presence of residents that are people of color, and what percentage are specifically:

- Black or African American
- Hispanic or Latino
- Asian
- American Indian or Alaska Native
- Native Hawaiian or other Pacific Islander

- See the GEAR ([Community Guide](#))

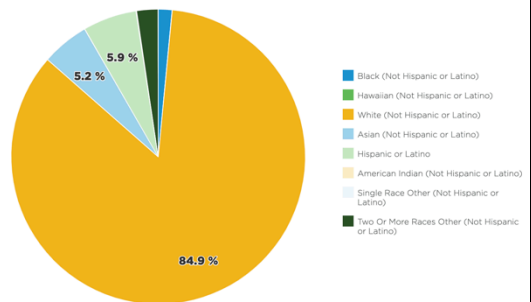
15%

15% of Total Population People of Color South Hadley, MA

2,721 People of Color South Hadley, MA

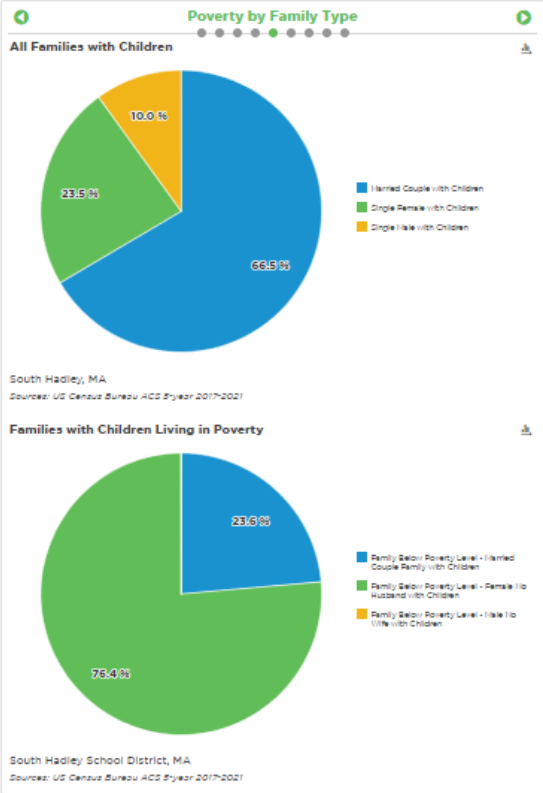
Sources: US Census Bureau ACS 5-year 2017-2021

Race/Ethnicity Totals



South Hadley, MA
Sources: US Census Bureau ACS 5-year 2017-2021

		https://dashboards.mysidewalk.com/community-health-needs-assessment-5367ef8d9744/south-hadley
<p>Are refugees or asylum seekers</p> <p><i>Consider refugees or people seeking asylum in your community as well as neighboring communities.</i></p>	<ul style="list-style-type: none"> - Talk to schools - Talk to the MA Office for Refugees and Immigrants - Talk to your local agency responsible for refugee resettlement 	<p>Mary Lou Guarnera (ED of Neighbors Helping Neighbors – operate food pantry in United Methodist Church, quoted about their support for new migrant families)</p> <p>https://www.westernmassnews.com/2023/10/25/massachusetts-migrant-crisis-continues-wit-h-more-towns-offering-emergency-shelters/</p>
<p>Are under 18 years of age</p> <p><i>Note the presence of people under 18 years of age, as well as specifically ages 0-4, 5-9, 10-14, 15-17.</i></p>	<ul style="list-style-type: none"> - See the GEAR (Community Guide) 	<p>14% of population are under 18 y/o</p> <p>0-4: 3.5%</p> <p>5-9: 3.6%</p> <p>10-14: 3.8%</p> <p>14-17: 3.3%</p> <p>https://data.census.gov/table/ACSST5Y2021.S0101?q=south+hadley</p>
<p>Are 65 years of age or older</p> <p><i>Note the presence of people 65 and older. Also note the presence of people over 65 years of age and living alone.</i></p>	<ul style="list-style-type: none"> - See the GEAR (Community Guide) data layers on 65+ and 65+ living alone 	<p>22.4% of community are 65+ [1]</p> <p>65+ living alone make up 10.4% of all individuals living alone and 28.1% of all people over 65 years of age. [2]</p> <p><i>[1] ACS 2021 5-yr. est; S0101</i> <i>[2] ACS 2021 5-yr. est; DP02]</i></p>
<p>Are renters</p> <p><i>Note the presence of residents that rent their home in your</i></p>	<ul style="list-style-type: none"> - See the GEAR (Community Guide) 	<p>22.5% of units are renter-occupied</p> <p>https://data.census.gov/table/ACSDP5Y2021</p>

<p>community.</p>		<p>DP04?q=south+hadley&t=Owner/Renter+(Householder)+Characteristics</p>
<p>Are single-parent households <i>Note the presence of single-parent households in your community.</i></p>	<p>- See the GEAR (Community Guide)</p>	<p>24% of families are single female w/ kids (~313) 10% of families are single male w/ kids (~133)</p>  <p>https://dashboards.mysidewalk.com/community-health-needs-assessment-5367ef8d9744/south-hadley</p>
<p>Are households with a grandparent raising grandchild(ren) <i>Consider how common it is in your community for children to be raised by grandparents (particularly in situations where the parents are not present).</i></p>	<p>- Talk to people who work in the public school system</p>	<p>About 185 families acc. To 2021 Census estimates</p> <p>https://data.census.gov/table?q=south+hadley&t=Grandparents+and+Grandchildren</p>

<p>Are caregivers for elderly residents or residents with a disability <i>Consider how many people work in your community providing care to elderly residents or residents with a disability.</i></p>	<ul style="list-style-type: none"> - Talk to home care and home health agencies, your regional Community Health Network, local community health centers 	<p>For Sharon Hart</p>
<p>Are without health insurance <i>Note the presence of people who do not have health insurance in your community or region.</i></p>	<ul style="list-style-type: none"> - See the GEAR (Community Guide) 	<p>Under 65 y/o, 2.3% Sharon https://www.census.gov/quickfacts/fact/table/southhadleytownhampshirecountymassachusetts/PST045222</p>
<p>Are seasonal workers <i>Consider how many people work in your community as seasonal workers (e.g., in agriculture, fishing, tourism).</i></p>	<ul style="list-style-type: none"> - Talk to seasonal employers - Talk to local chamber of commerce - Talk to MA Department of Agricultural Resources, and the MA Executive Office of Labor and Workforce Development's Department of Economic Research 	<p>CNA or Valley Workers Center</p>

Additional Notes

- Veterans make up 8% of population 18+ (<https://dashboards.mysidewalk.com/community-health-needs-assessment-5367ef8d9744/south-hadley>)

Section 3. What does this tell you?

It will be important that the people who will be most impacted by climate change participate in the development of resilience solutions. Based on the findings above, who will be important to connect with in your community?

- S. Hadley Falls residents: dense development, lower incomes in this Census tract, higher rates of residents of color
- Older adults: especially those who may be living alone, cost burdened by rent/homeownership costs, etc.
- Residents with limited English proficiency
- Individuals who may not have internet access
- Residents of color
- Folks with disabilities
- People who have limited transportation options

As you build your Core Team, what are the important community liaison relationships you will be looking for? For example, are you looking for a local advocate for people living with disabilities? A person who is well-known and respected within a non-English-speaking community?

- Someone who is connected among those who do not speak English fluently (consider that we may want one/major language that we are connected to)
- Community leader(s) in South Hadley Falls
- Connected to older adults
- Someone who is connected to residents who aren't tapped into local organizations/resources but may need them (limited income, high housing costs, etc)

What are some of the avenues for reaching these potential liaisons? Who do you

know who could serve as an initial contact that could provide further introductions? Are there organizations, businesses, or community spaces you could reach out to or visit? What types of media outlets may be most useful?

- Libraries
- Faith communities
- Anne's suggestions
- The School District
- Mt. Holyoke - staff
- Housing Authority

Part B: Investigating Community Vulnerability and Resilience

SEE PHOTOS AT BOTTOM FROM CORE TEAM MEETING FOR THIS SECTION

What are the assets and resources people rely on that support community resilience? What are the conditions that create vulnerability for people in your community?

Work together with your Core Team to investigate aspects of community resilience across the eight topics below: community, food & water, housing, health, jobs & economy, ecosystems, transportation, and infrastructure. See “How to approach Step 4” in the process guide for an example of what process steps are needed to complete this roadmap in the approximately three months

allocated to this step. It will involve gathering insight from community members through community outreach and supplementing this insight with investigating data in the GEAR and other local sources when relevant. Starting with community conversations will offer important context for interpreting any data, and exploring the data may prompt new questions to then bring back out to the community through more outreach. Before getting started, use the Engagement Plan to help design your approach to gathering insight from community members.

Community

What might resilience look like?

- Everyone has a political voice and the ability to participate in decisions that shape our collective future.
- Local government, organizations, and the community create a culture that combats exclusion and marginalization, advances trust, and fosters a sense of belonging for all residents—regardless of race or ethnicity, income, gender identity, sexual orientation, accessibility needs, English proficiency, age, religion, background, or how long they’ve lived in the community.
- Strong community relationships and organizational networks provide resources and support both day-to-day and in an emergency.

Questions to answer as a Core Team:

Community Investigation	
Where do people gather in our community? How do people connect with each other?	<ul style="list-style-type: none"> • Places of faith • Around topics of interest - climate, history, etc. • Connect online as well • Outside spaces - parks, open space
What are some of the main formal groups or organizations that provide support, resources, or trusted information? Who do they primarily serve?	<ul style="list-style-type: none"> • Neighbors Helping Neighbors - folks experiencing food insecurity • Libraries - a cross-section of the community • Council on Aging - older adults

<p>What are the some of the informal groups or organizations that provide support, resources, or trusted information? Who do they primarily serve?</p>	
<p>What is the level of trust between residents and local government, business, financial, and social service institutions?</p>	<ul style="list-style-type: none"> • There are a group of residents who are deeply involved through Boards, Committees, etc. who trust local government • Social service institutions often cater to a different segment of the residents in South Hadley
<p>How do people participate in planning processes or decisions related to community-wide issues? Is it hard for some people to participate? What makes it hard?</p>	<ul style="list-style-type: none"> • Transportation: without a car, it can be difficult to get around • Timing: evenings are often meal/caretaking times • Not everyone feels that they will be welcome, even through no direct actions of any
<p>Who feels like they belong in our community? Who feels like they don't belong? What are the factors that contribute to those feelings?</p>	<ul style="list-style-type: none"> • People who have been here for generations and have social capital are more likely to feel they belong
<p>Prompts for Further Thinking</p>	
<p>What do these answers tell us about how we can build community resilience in our town, city, or region?</p>	

Tips for gathering information to answer the questions:

<p>Key community members to talk to:</p>	<ul style="list-style-type: none"> - Community members from EJ neighborhoods and other priority populations - People from formal and informal groups or organizations
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	that provide resources and supports to residents
Types of questions to ask community members:	<ul style="list-style-type: none"> - What experiences have you had that make you feel like you belong in this community? What experience have you had that made you feel like you didn't belong? - Where do people gather in the community? Where do you meet other people or talk to other people in the community? - Where do you get your information about things happening in the community? - How do you describe a healthy or thriving community?
Additional data sources to consider:	- Explore the Community Guide in the GEAR
Make sure to document your outreach (including who was consulted and how) at the end of this document.	

Food + Water

<p>What might resilience look like?</p> <ul style="list-style-type: none"> - Healthy and culturally-appropriate food is accessible and affordable for everyone, day-to-day and in an emergency. Culturally-appropriate food reflects the dietary constraints and preferences of a particular culture, including the cultural practices around the preparation and consumption of that food. - A diversity of different food options (grocery stores, corner stores, farm shares, farmers markets, food pantries, mutual aid networks, etc.) provide a variety of cost options, location options, and back-up options when needed. - Thriving community gardens and/or farms; Residents are able to use land, in their own yards or in shared/public spaces, to grow and harvest food. - Water quality and quantity is monitored and protected, and all community members have consistent access to affordable, clean drinking water via wells or public water supply.
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Questions to answer as a Core Team:

Community Investigation

<p>Is it hard for some or many people in our community to access healthy and affordable food? How about culturally-appropriate food? What are the factors that make it hard?</p>	<p>Yes, grocery stores aren't centrally located. The food stores more accessible tend to be convenience stores with highly processed food and limited fresh options. Also not much diversity</p>
<p>What are the resources (businesses, organizations, social service programs, transportation systems, informal groups) that support community members in getting the food they need?</p>	<p>Neighbors Helping Neighbors is central to this effort</p>
<p>What are the biggest community concerns related to food access in our community, particularly for people who have experience with food insecurity?</p>	<p>It's expensive!</p>
<p>Has clean drinking water been a concern for people in our community? For whom? What are the biggest community concerns? Consider water quality, water quantity, and water access.</p>	
<p>Prompts for Further Thinking</p>	
<p>What do these answers tell us about how we can build community resilience in our town, city, or region?</p>	

<p>Climate change will continue to impact food prices, access to food, and access to clean drinking water (see the Food & Water Guides in the GEAR).</p> <p>What do the answers above tell us about preparing for or adapting to these climate impacts?</p>	
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Tips for gathering information to answer the questions:

<p>Key community members to talk to:</p>	<ul style="list-style-type: none"> - People who have experience with food insecurity - People who are a part of groups or organizations that support people experiencing food insecurity - People who source water in different ways (wells, public water), and particularly people who may have experienced periods of not being able to access clean water
<p>Types of questions to ask community members:</p>	<ul style="list-style-type: none"> - What makes it hard to get food or buy groceries? (Consider cost, types of stores, locations, transportation, walkability, types of foods available, etc.) - Is this a big stress in your life or a small stress? - Have you or someone you know in the community experienced periods where you weren't able to get clean water? - What are you most worried about when it comes to getting the food and water you or your family needs?
<p>Additional data sources to consider:</p>	<ul style="list-style-type: none"> - Explore the GEAR Food & Water x Drought Guide - Explore the GEAR Food & Water x Storms Guide - Review MassDEP Drinking Water Program Public Health Orders for your community or region - Review MassDEP Drought Declarations for your region
<p>Make sure to document your outreach (including who was consulted and how) at the end of this document.</p>	

Housing

What might resilience look like?

- Everyone can afford to live in their home, without compromising on basic life needs.
- Everyone has access to safe and healthy housing options, free from toxins and unsafe living conditions.
- A wide variety of housing options meet current and future residents' needs (size of household, renting versus owning, accessibility, supported-living options, etc.).
- A variety of support systems (e.g., rental assistance programs, transitional housing, emergency shelters) minimize housing insecurity and provide safe shelter when in need.

Questions to answer as a Core Team:

Community Investigation	
Are there people in our community that experience housing insecurity? What does that look like for people in our community?	Certainly. It often looks like struggling to pay bills and paying for housing costs month to month.
What types of housing are prevalent in our community? What types are not? How does that affect who is able to live here?	There are plenty of single-family homes. Affordable options are limited. This reinforces the struggle for folks with limited incomes to stay in SH.
Is it hard for some or many people in your community to find housing that meets their needs? What are the factors that make it hard?	Yes - accessible, not too expensive, along transportation routes, etc.
What are the biggest community concerns related to unsafe or unhealthy living conditions?	

<p>What are the biggest community concerns related to where they live or the neighborhood they live in?</p>	
<p>What are the biggest community concerns related to housing costs? (rent, mortgages, utilities, or repairing or maintaining a home)</p>	<p>All of the above</p>
<p>Prompts for Further Thinking</p>	
<p>What do these answers tell us about how we can build community resilience in our town, city, or region?</p>	
<p>Climate change can damage housing, affect housing prices, and make living conditions unsafe (see the Housing Guides in the GEAR). Climate migration (people moving due to the risks or the impacts of climate hazards) can also create new pressures on housing needs. What may be the specific impacts for our community? What do the answers above tell us about preparing for or adapting to these climate impacts?</p>	

Tips for gathering information to answer the questions:

<p>Key community members to talk to:</p>	<ul style="list-style-type: none"> - People who have experience with housing insecurity - People who are a part of groups or organizations that support people experiencing housing insecurity
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	<ul style="list-style-type: none"> - A variety of people who have different housing needs (e.g., student housing, wheelchair accessibility, assisted living, etc.)
Types of questions to ask community members:	<ul style="list-style-type: none"> - What are you most worried about when it comes to finding housing that meets your needs? - Do you have concerns about your current housing situation? (Consider costs, living conditions, neighborhood) - Is this a big stress in your life or a small stress? - For providers of housing services – How can current housing programs be supported to better meet community needs?
Additional data sources to consider:	<ul style="list-style-type: none"> - Explore the GEAR Housing x Heat Guide - Explore the GEAR Housing x Inland Flooding Guide - Talk to housing support services about numbers of people who use their services
Make sure to document your outreach (including who was consulted and how) at the end of this document.	

Health

<p>What might resilience look like?</p> <ul style="list-style-type: none"> - Everyone has the chance to be as healthy as possible, both mentally and physically; no one’s health is affected by discrimination, disproportionate exposure to health risks, or lack of access to health resources. - A robust network of healthcare options provides everyone with access to quality, trusted, and affordable healthcare that reflects and respects cultural differences. - Access to medicine is affordable and reliable, both day-to-day and in an emergency. - The culture of the community contributes to, values, and supports personal, mental, emotional, and spiritual health.
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Questions to answer as a Core Team:

Community Investigation	
What types of health risks (pollution, chemicals, toxins) are people exposed to in our community? Are certain neighborhoods more affected? Are certain people more affected?	High rates of pediatric asthma. South Hadley falls has much less tree cover and more heat island effect.
Consider the range of chronic illnesses that people in your community or region experience. What are some of the factors that make it hard to live or work in our town, city, or region with a chronic illness?	Generally, South Hadley is an aging community so the associated chronic diseases are prevalent.
Consider the range of disabilities that people in your community or region experience. What are some of the factors that make it hard to live or work in our town, city, or region with a disability?	Generally, South Hadley is an aging community so the associated disability experiences are prevalent. Streets, buildings, and transportation aren't all accessible for folks with mobility challenges,
What are some of the resources or services that support physical or mental health in our community? Who has more limited access? What are the factors that shape who has access?	
What are some of the resources or public spaces that help people stay cool during hot temperatures in our community? Who has more limited access? Are there factors beyond location or	

<p>proximity that affect whether people feel able or welcome to use these spaces?</p>	
<p>Prompts for Further Thinking</p>	
<p>What do these answers tell us about how we can build community resilience in our town, city, or region?</p>	
<p>Climate change, and particularly extreme temperatures and heatwaves, will increase health risks and exacerbate health inequities (see the Health Guides in the GEAR). What may be the specific impacts for our community? What do the answers above tell us about preparing for or adapting to these climate impacts?</p>	

Tips for gathering information to answer the questions:

<p>Key community members to talk to:</p>	<ul style="list-style-type: none"> - People who are disproportionately exposed or affected by health risks in the community - People who have experience living with a chronic illness - People who have experience living with a disability - People who support people living with chronic illnesses or disabilities
<p>Types of questions to ask community members:</p>	<ul style="list-style-type: none"> - What do you think are the most serious health issues facing this community? - What is needed to improve health and quality of life in your community? - Do you face challenges in accessing community health programs and resources?

Additional data sources to consider:	<ul style="list-style-type: none"> - Explore the GEAR Health x Heat Guide - Explore the GEAR Health x Inland Flooding Guide - Explore Department of Public Health (DPH) data, including rates of chronic lung disease, childhood asthma, and cardiovascular disease - Talk to hospitals, health clinics, health services about numbers of people who use their services
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Make sure to document your outreach (including who was consulted and how) at the end of this document.

Jobs + Economy

<p>What might resilience look like?</p> <ul style="list-style-type: none"> - Thriving and diverse economic sectors that restore and build the long-term health and wellbeing of people and natural systems. - Local job opportunities with living wages for people with different skill sets, education levels, and backgrounds. - Inclusive and accessible workforce development and job training opportunities that support transitioning careers and upward mobility. - Safe working conditions in the face of current and future climate hazards.
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Questions to answer as a Core Team:

Community Investigation	
<p>What industries and types of jobs exist in our community or region? Is there a diversity of sectors? Is there a predominant sector? Which sectors are growing or thriving? Which may be shrinking?</p>	
<p>How far do people in your community have to travel to get to work? Do people come from</p>	

other communities to work in your community?	
Is it hard for some or many community members to find jobs that fit their needs? What makes it hard?	
What resources or supports in your community or region provide workforce development, new skills training, or support in finding a job?	
Prompts for Further Thinking	
What do these answers tell us about how we can build community resilience in our town, city, or region?	
Climate change will impact certain economic sectors, job security, and livelihoods. It may also create increasingly unsafe working conditions for people in certain industries. (See the Economy & Culture Guides in the GEAR.) What may be the specific impacts for our community? How might we prepare for or adapt to these impacts through building community resilience?	

Tips for gathering information to answer the questions:

Key community members to talk to:	- People who face systemic and cumulative barriers to economic opportunity, including veterans, residents with
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	<p>disabilities, low income residents, formerly incarcerated residents, and Black, Indigenous, and residents of color</p> <ul style="list-style-type: none"> - People who provide workforce development, job training, or support in connecting people with jobs - People who work in industries where climate change creates unsafe working conditions or job insecurity
Types of questions to ask community members:	<ul style="list-style-type: none"> - Based on your experience and the experience of people you know, is it difficult to find job opportunities locally? What makes it hard? - What are the most pressing economic needs in your community? - What type of resources does your community need to create a diverse workforce? - How does extreme heat affect your ability to do your work? How might extreme weather affect your job or your ability to do your work?
Additional data sources to consider:	<ul style="list-style-type: none"> - Explore the GEAR Economy x Heat Guide - Explore the GEAR Economy x Coastal Flooding Guide - Explore the GEAR Economy x Inland Flooding Guide
Make sure to document your outreach (including who was consulted and how) at the end of this document.	

Ecosystems

<p>What might resilience look like?</p> <ul style="list-style-type: none"> - Everyone is able to benefit (mentally and physically) from open space, natural systems, and healthy ecosystems in their community, including clean water, clean air, cooler temperatures, food and materials, recreation. - Healthy and biodiverse ecosystems are restored, protected, and cared for such that they are able to thrive and adapt to changing conditions (like climate change).
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Questions to answer as a Core Team:

Community Investigation

<p>Who has abundant access to green space, bodies of water, or the benefits of ecosystems in our community? Who has more limited access? Are there factors beyond location or proximity that affect whether people feel able or welcome to use these spaces?</p>	
<p>How do community members or visitors use or benefit from green spaces or natural systems in our community? Which places or features are particularly important?</p>	
<p>In what ways do we restore, protect, or care for the health of green spaces or natural systems in our community?</p>	
<p>What are the pressures on the green spaces or ecosystems in our community? What might be weakening them or making them less healthy?</p>	
<p>Prompts for Further Thinking</p>	
<p>What do these answers tell us about how we can build community resilience in our town, city, or region?</p>	
<p>Climate change will put further strain on ecosystems, and weaken ecosystem health (see the Ecosystems Guides in the GEAR). What may be the specific impacts for our</p>	

<p>community? What do the answers above tell us about preparing for or adapting to these climate impacts?</p>	
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Tips for gathering information to answer the questions:

<p>Key community members to talk to:</p>	<ul style="list-style-type: none"> - People who may have more limited access to open space or ecosystem benefits in your community
<p>Types of questions to ask community members:</p>	<ul style="list-style-type: none"> - How often do you use parks and open spaces in your community? What do you use them for? What would make this experience better? - Are parks and open spaces easy to access? What resources would make it easier for you and your family to use and access green spaces or bodies of water? - Do the plants, animals, and ecosystems near you seem healthy? If not, what are the signs that they are unhealthy? - What are your top concerns about the health of ecosystems in your community? (Consider land and water ecosystems)
<p>Additional data sources to consider:</p>	<ul style="list-style-type: none"> - Explore the GEAR Ecosystems x Heat Guide - Explore the GEAR Ecosystems x Coastal Flooding Guide - Explore data, maps, or information held by local conservation boards or commissions
<p>Make sure to document your outreach (including who was consulted and how) at the end of this document.</p>	

Transportation

<p>What might resilience look like?</p> <ul style="list-style-type: none"> - Many safe, accessible, and affordable transportation options make it easy for everyone to get where they need to go. - Sidewalks, bike paths, buses, shuttles, carpool programs, car shares, and other
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transportation resources reduce dependence on a personal vehicle.
 - Motor vehicles of all varieties (trains, buses, trucks, cars) run on clean energy, minimizing air pollution.

Questions to answer as a Core Team:

Community Investigation	
Is it hard for some or many people in our community to get to where they need to go (e.g., school, work, the grocery store)? What are the factors that make it hard?	
On average, how far do residents need to travel to meet basic needs or to connect with other community members? How does that distance vary depending on where you live in your community?	
What types of transportation resources exist in our community? If someone isn't able to drive or doesn't have a personal vehicle, what options are available?	
What are the biggest community concerns related to transportation in our community?	
Prompts for Further Thinking	
What do these answers tell us about how we can build	

community resilience in our town, city, or region?	
Climate change will disrupt transportation systems and damage transportation networks (see the Infrastructure Guides in the GEAR). What may be the specific impacts for our community? What do the answers above tell us about preparing for or adapting to these climate impacts?	

Tips for gathering information to answer the questions:

Key community members to talk to:	<ul style="list-style-type: none"> - People who are not able to drive or who do not own a personal vehicle - People who provide transportation services to people in the community
Types of questions to ask community members:	<ul style="list-style-type: none"> - What types of transportation or transportation services do you rely on, on a regular basis? Do you have alternative options for getting to work, school, the grocery store, or other sites as needed? - Do you experience any transportation challenges when getting to work, school, the grocery store, doctors office or other sites within the community or regionally? What are the implications? How can it be improved? - What are the most pressing transportation needs in your neighborhood?
Additional data sources to consider:	<ul style="list-style-type: none"> - Explore the GEAR Infrastructure x Heat Guide - Explore the GEAR Infrastructure x Coastal Flooding Guide - Explore the GEAR Infrastructure x Inland Flooding Guide - Explore the GEAR Infrastructure x Storms Guide - Talk to transportation agencies and services about numbers of people who use their services

Make sure to document your outreach (including who was consulted and how) at the end of this document.

Infrastructure

What might resilience look like?

- Everyone has access to affordable and reliable power supply, with energy generation and storage/backup systems that have minimal-to-no negative environmental and social impact.
- Cell service and broadband are accessible throughout the community with free wifi offered at public sites, specific community spaces, or more extensively.
- Robust green infrastructure and stormwater systems prevent flooding and minimize disruptions, damage, and health and safety hazards.
- Town or city-wide waste management approaches are affordable and accessible to all, include waste reduction strategies, and are prepared for climate change impacts.

Questions to answer as a Core Team:

Community Investigation	
Which parts of our community are most affected by power outages? Who is most affected? What are some of the major implications for community members when the power goes out?	
What types of heating fuels do people rely on in our community? Have there been supply shortages or price volatility that has affected community members' abilities to heat their homes?	

<p>Are there households in our community that experience a high energy burden (spend more than 3% of their income on energy needs)? What types of energy assistance programs exist locally or regionally?</p>	
<p>Are there people in our community that don't have reliable access to the internet? Where do they go to access the internet when needed?</p>	
<p>Are there roads or neighborhoods that currently experience regular flooding? What are the implications for residents who live or work in those areas?</p>	
<p>Prompts for Further Thinking</p>	
<p>What do these answers tell us about how we can build community resilience in our town, city, or region?</p>	
<p>Climate change will disrupt and damage infrastructure systems and increase the risk of power outages (see the Infrastructure Guides in the GEAR). What may be the specific impacts for our community? What do the answers above tell us about preparing for or adapting to these climate impacts?</p>	

Tips for gathering information to answer the questions:

<p>Key community members to talk to:</p>	<ul style="list-style-type: none"> - People who may face greater health and safety risks from power outages - People without reliable access to the internet - People who operate community spaces or community shelters - People who live in areas affected by flooding
<p>Types of questions to ask community members:</p>	<ul style="list-style-type: none"> - How often does the power go out? What are your biggest concerns during power outages? - Do you have reliable access to the internet at home? Where do you go if you need to access the internet? - Are there spots that flood regularly in your neighborhood or in other areas you visit frequently? How does it affect you?
<p>Additional data sources to consider:</p>	<ul style="list-style-type: none"> - Explore the GEAR Infrastructure x Heat Guide - Explore the GEAR Infrastructure x Coastal Flooding Guide - Explore the GEAR Infrastructure x Inland Flooding Guide - Explore the GEAR Infrastructure x Storms Guide
<p>Make sure to document your outreach (including who was consulted and how) at the end of this document.</p>	

Documentation of Engagement Activities (in Part B)

Document your outreach and engagement activities that you used to gather information for Part B in the tables below. Feel free to copy and paste the table as many times as needed if you used more than three activities.

Activity 1	
Name of activity:	
Date(s) of activity:	
Brief description of the activity. Who were the participants?	
Add a link to a folder with documentation of the activity (e.g., notes, photos, etc.)	
How successful was this engagement activity? Consider your engagement goals and use the metrics or evaluation approach you outlined in your Engagement Plan to answer this question.	

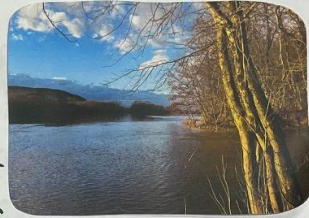
Activity 2	
Name of activity:	
Date(s) of activity:	
Brief description of the activity. Who were the participants?	
Add a link to a folder with documentation of the activity (e.g.,	

notes, photos, etc.)	
How successful was this engagement activity? Consider your engagement goals and use the metrics or evaluation approach you outlined in your Engagement Plan to answer this question.	

Activity 3	
Name of activity:	
Date(s) of activity:	
Brief description of the activity. Who were the participants?	
Add a link to a folder with documentation of the activity (e.g., notes, photos, etc.)	
How successful was this engagement activity? Consider your engagement goals and use the metrics or evaluation approach you outlined in your Engagement Plan to answer this question.	

ECOSYSTEMS

Are parks & open space easy to access? What resources would make it easier for you/others in South Hadley to use & access green spaces or bodies of water?



- Not too many access spots to CT RIVER
- No public swimming opportunities
- No/limited parking

↳ accessibility concerns?

- Open space tends to be on fringes of S.H.
- Not partic. accessible via bike
- Playgrounds lack shade — hot

opp for pocket parks

↳ ADA acces.

trail and 1 @ senior center

↳ lots of organized sports, less informal rec.

Combined Sewer & Overflow

Cyanobacteria from Stoney Brook in CT

some spaces req. stairs for access

→ NEED TREES !

JOBS + ECONOMY

8% residents' income below poverty line



Based on your experience/experience of people you know, is it difficult to find job opportunities locally?

→ What makes it hard?

Transportation, not many jobs in SH
not enough busses, not enough routes
expensive
are ppl forced to walk?
Not well connected to the region
Buses may be OK for class schedule, not work sched.

→ Have to have a car
→ only retail/rest/college

How does extreme heat or flooding affect your ability to do your work? How might it affect you/your work in the future?

If walking, they're affected
driving routes disrupted by flooding
cooling centers sometimes have broken A/C
↳ what happens w/ increased use?

→ People who work outside
→ Some don't have A/C → children playing schools
Do schools?

INFRASTRUCTURE TRANSPORTATION

Do you/others in SH experience any transportation challenges getting to work, the grocery store, doctors offices, or other sites within the community or regionally?



→ What are the implications?

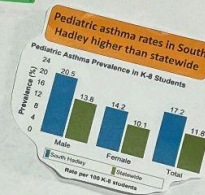
→ How can it be improved?

If no smartphone, can't use uber. no taxis.

- lack of ^{public} transportation → have to drive *
- can't rely on uber or taxis ^{2 vans have to make appt/schedule. hard good things from ppl who use it}
- COA → transp, not sure when (eve, weekend?)
- PUTA? → who can schedule
- cycling doesn't feel safe
- bikeshare closed → some usage esp to Holyoke
- Bus is a mystery 2x a day?
- ppl walk to food pantry, have to walk home w/ heavy items

HEALTH

Misc. data:
 • Female heart attack hospitalizations in SH > statewide
 • SH residents visit doctor more frequently than statewide, and have lower ED visits



What do you think are the most serious health issues in South Hadley?

Asthma, childhood. → more poor air qual days, need to stay inside
 Find needles around SH → **Alcohol** by r. river 5AA groups
 ↳ SUD → **Drug use** → Recovery services/centers/sober houses
 ↳ not enough capacity
 Aging-related:
 - mobility
 - dementia
 ↳ need ATC to be inside safety

Do you/others face challenges in accessing community health programs & resources?

MH care hard to access, ID where to go
 ↳ has to be acute to get care ... low-med severity falls through cracks
 ↳ Peds. esp.
 Ex.
 - Healthcare
 - Mental health care
 - Substance use programs

lots of trash / → moving to rash bins.

HOUSING

Housing cost burden: 30% or more of income goes toward staying housed

- 34% of renters in SH are housing cost burdened
- 20% of homeowners in SH are housing cost burdened

*Also important to consider folks who may be unstably housed (sheltered, unsheltered, couch surfing, etc.)



HOUSING/FAMILIES

- 23% of units are renter-occupied
- Of all families with children: 66.5% married couple, 23.5% single female, 10% single male
- ~185 families with grandparent raising grandchild(ren)

In South Hadley, what are the biggest issues in terms of...

NOT enough

no interest in zoning changes to meet need

Ⓐ HOUSING CONDITIONS

- **Availability** - regional issue
- **Lg portion of stock built in 1950s** - lead, other contaminants
↳ need of renovations, esp. for seniors aging in place.
- **heavy downpours (gutters can't handle)** ↳ lack of alternate housing
- **many single fam lg homes (requires lots of energy)**
↳ empty, no stock for sm. er fam. s

↑ rent cost.

↳ lots of calls for mold/moisture

Ⓑ HOUSING COST

- energy costs (heating/cooling)

SHELD helps comp. to surrounding communities

↳ Older housing, not maintained expensive

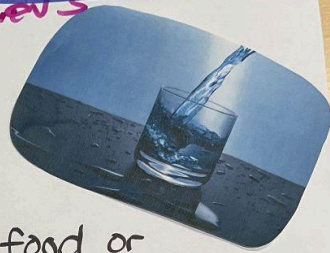
Senior housing with is better

FOOD + WATER

Falls
- Scitovs



6% experiencing food insecurity



What are StH residents most worried about when it comes to getting necessary food or water? (ex. cost, walkability, types of food/stores)

~~Small~~ grocery store + expensive
not walkable → no transport
f/ some neighborhoods

- Small conv. stores → just food
Mid to StH →

- bus to Atkin f/N → not to Aldis

→ farmers mkt near Big X Buttery Brook
- wouldn't move to StH

→ No food is close to Falls

→ water f/ Dublin → good qual.
a well f/ CT

→ comm garden in N → food to NHH

* transportation

COMMUNITY



Where do South Hadley residents get their info. about things happening in the community?

- word of mouth
- newspaper
- town website
- bulletin boards
- face book
- police dept
- insta
- town reminder (events exp.)
- signed for town notices
- town council waterfalls
- road sign boards
- neighborhood flat drains - Next door Library newsletter
- SITELD email/website
- Town Admin newsletter
- center monthly bulletin
- Neighbors help Neighbors @ party
- schools? conservation connections (quarterly) newsletter

INFRASTRUCTURE

12% of households have no internet



Are there spots that flood regularly in your neighborhood or other areas you visit frequently?

→ How does it affect you & others in South Hadley?

River Rd cutoff (→ Loomis Village exit) → at least 1/year

Evacuation Sign → well/septic tanks
Cove Island floods → info on how to deal w/

Flooding f/ leaves on Main St → PPW flood

renters impacted bec of plg parking
upgrading culverts
pump pumps running 24 hrs

Do you have internet access? Does the power go out?
What does it mean for you/others?

thunder storm-related power outages → aff. getting alerts if phone uncharged