

Qualitative Protocols Exploring Neighborhoods Change

Wilder Research

Twin Cities, Minneapolis

Turning the Corner: Monitoring Neighborhood Change for Action is a project guided by the Urban Institute's National Neighborhood Indicators Partnership and the Funders' Network's Federal Reserve-Philanthropy Initiative. Launched in January 2016, the project pilots a research model that monitors neighborhood change, drives informed government action, and supports displacement prevention and inclusive revitalization. Local teams in Buffalo, Detroit, Milwaukee, Phoenix, and Twin Cities conducted independent research to understand neighborhood change and displacement risk in their communities. The Urban Institute, funded by the Kresge Foundation, will be synthesizing lessons across the five cities.

One of the core tenets of the Turning the Corner project is the inclusion of qualitative research to capture the perspectives of local stakeholders. This collection of materials was created to guide researchers in our participating cities in their qualitative research for this project, specifically assisting with interviews with business owners and focus groups with long-term residents. This will also facilitate capturing similar themes across the participating cities. Urban Institute researchers developed the protocols based on a literature review, past Urban research, and comments from local participating sites. These materials are intended to be adapted or augmented as needed for a local context.

Staff from Wilder Research, one member of the Twin Cities Turning the Corner team, generously shared the protocols they created for Turning the Corner to help other places trying to understand neighborhood change and prevent displacement. This package includes the following:

- A protocol for an online survey of residents
- A protocol for interviewing neighborhood stakeholders
- A protocol for interviewing city and regional stakeholders

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Neighborhood Stakeholder KII – Interview Protocol

Goal: To get perspectives on what changes the selected neighborhood may have experienced in the recent past (5-10 years) or is currently experiencing.

Who: Stakeholders with “neighborhood” perspectives (i.e., know the dynamics, history, and changes in the multi-block area defined).

What: one-hour telephone or in-person interviews to get information about neighborhood changes.

Interview questions/instrument

Introduction/consent

Wilder Research, Twin Cities LISC (Local Initiative Support Corporation), the Federal Reserve Bank of Minneapolis, and CURA (Center for Urban and Regional Affairs) are partnering on a study intended to gather information about stakeholder perceptions and early warning signs of gentrification in Minneapolis-Saint Paul neighborhoods.

We have selected three neighborhood geographies to include in our research as case examples. These neighborhoods include Whittier and Near North in Minneapolis and Eastside/Dayton’s Bluff in Saint Paul.

We would like to hear your perspectives on gentrification and its impact in the Whittier neighborhood. Your responses will be shared with members of the project team who are carrying out this study. If there is something you would like to share confidentially, just let me know and we’ll remove your name from the comment.

Would you be willing to do the interview?

1. YES >>> Continue interview
2. NO >>> End interview

General background

First, I would like to get a little information about you.

1. What is your position in the Whittier neighborhood? What neighborhood organizations or institutions are you affiliated with?

2. How long have you been working/living/operating a business in the neighborhood? (take longest engagement in neighborhood)

Years

Months

General thoughts about gentrification and neighborhood change

Now, I would like to talk about the definition of gentrification.

3. What does gentrification mean to you? What do you think of when you hear the word gentrification?

[Provide our definition of gentrification]

Gentrification is the influx of higher-income residents or establishments that cater to higher-income residents into predominantly low-income, urban neighborhoods, which can lead to the pressure of economic or cultural displacement for existing residents and businesses.

4. Do you have any issues or concerns with the definition we are using? Anything else we should consider with Whittier in mind?

As I mentioned, our data shows that the Whittier neighborhood is at risk or currently in the early stages of gentrification, but we would like to get your perspective related to gentrification the neighborhood.

5a. How much are you worried about gentrification in the Whittier neighborhood? Would you say you are worried...

A lot,
A little, or
Not at all?

5b. Why do you say that? [PROBES: (IF WORRIED: What worries you the most?) (IF NOT WORRIED: Are there other changes in the neighborhood that you are seeing?)]

Residential spaces and residents

Next, I would like to ask some questions about residents and housing in the neighborhood.

6a. To what extent have you seen changes related to housing in the neighborhood? Would you say...

A lot
Some, or
None?

6b. [IF some or a lot] How would you describe those changes?

7. What are you seeing or hearing about housing in the neighborhood? [PROBES: Anything about access? Any conversions of rental housing to owner-occupied?]

8. What about home ownership in the neighborhood? Have you observed any changes in home ownership? [PROBES: The amount of? In who is owning house?]

9. Have you noticed any cultural changes in the neighborhood? [PROBES: How about the sense of community? Sense of safety?]

10. Have you observed or heard about any tension among residents? [PROBES: Specifically between new residents and long-time residents? In real life or online?]

Commercial spaces and business owners

I'm also interested in the commercial spaces and businesses in the neighborhood.

11. To what extent have you seen changes in the businesses or commercial spaces that are located in the neighborhood? Would you say...

A lot
Some, or
None?

11b. [IF some or a lot] How would you describe those changes?

12. What about employment patterns in the neighborhood? Have you seen changes in employment or employers?

Yes
No

If Yes: What has that looked like?

Surrounding area and neighborhoods

Since we are specifically focusing on a small geographic area, we are also interested in how the surrounding areas might be changing, and how that might be related to the focus area.

13a. Have you noticed any changes that might be related to the things we are talking about in the blocks surrounding the specific geographic area we have defined?

Yes

No

13b. [IF YES] What changes have you noticed? [PROBES: Where is the change coming from? Where is it going])

Policy and problem solving

Finally, I am also interested in your thoughts about solutions to issues related to gentrification. [IF R DOESN'T THINK GENTRIFICATION IS HAPPENING USE ALT]

14. What, if anything, is currently being done to mitigate any potential negative impacts of gentrification in this neighborhood? [PROBES: What's working/not working? Anything for small business..affordable housing..public investments?] [ALT: In general, what do you think would be good a good strategy to mitigate the negative impacts if gentrification were to occur?]

15. From your perspective, what is the most important problem related to gentrification that needs to be addressed, but is not currently being addressed? [ALT: If gentrification were to start, where do you think it would happen, and what do you think it would look like?)

16. From your perspective, what is one policy solution that you would like to see local and state officials consider to address any negative impacts of gentrification?

17. What about at the regional, state, or national level? What do you see as the most important policy solutions to consider in order to mitigate negative effects related to gentrification?

Other stakeholders

We are interested in talking with other neighborhood stakeholders who might be able to share their perspectives on gentrification in the Whittier neighborhood.

18. Whom else from the neighborhood should we talk with?

Any long-time local business owners?

Any people from community organizations?

Any residents that have been particularly involved in the neighborhood?

Any political or public officials?

[Ask about recruitment for focus groups.]

Anything else we should know about issues related to gentrification or neighborhood change that we didn't cover, or things we should be asking?

Thanks for your time!

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A little, or
Not at all?

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Since we are specifically focusing on a small geographic area, we are also interested in how the surrounding areas might be changing, and how that might be related to the focus area.

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Policy and problem solving

Finally, I am also interested in your thoughts about solutions to issues related to gentrification. [IF R DOESN'T THINK GENTRIFICATION IS HAPPENING USE ALT]

14. What, if anything, is currently being done to mitigate any potential negative impacts of gentrification in this neighborhood? [PROBES: What's working/not working? Anything for small business..affordable housing..public investments?] [ALT: In general, what do you think would be good a good strategy to mitigate the negative impacts if gentrification were to occur?]

15. From your perspective, what is the most important problem related to gentrification that needs to be addressed, but is not currently being addressed? [ALT: If gentrification were to start, where do you think it would happen, and what do you think it would look like?)

16. From your perspective, what is one policy solution that you would like to see local and state officials consider to address any negative impacts of gentrification?

17. What about at the regional, state, or national level? What do you see as the most important policy solutions to consider in order to mitigate negative effects related to gentrification?

Other stakeholders

We are interested in talking with other neighborhood stakeholders who might be able to share their perspectives on gentrification in the Whittier neighborhood.

18. Whom else from the neighborhood should we talk with?

Any long-time local business owners?

Any people from community organizations?

Any residents that have been particularly involved in the neighborhood?

Any political or public officials?

[Ask about recruitment for focus groups.]

Anything else we should know about issues related to gentrification or neighborhood change that we didn't cover, or things we should be asking?

Thanks for your time!

Regional and Local Stakeholder KII – Round 1 DRAFT Protocol

Goal: *To get expert perspectives on whether the five potential neighborhoods in our study would make good candidates for the research purpose, and to get perspective regarding gentrification/neighborhood change and policy solutions more generally in the region.*

Who: *Stakeholders with “multi-neighborhood” perspectives (i.e., thinking city-wide or regionally, but aware of the individual neighborhoods).*

What: *One hour phone or in-person interview to help determine our final neighborhoods.*

Process: *During sampling, recruiting, and screening, we will determine the “frame of reference” for each respondent. This includes sending neighborhood boundaries (and possibly metrics) before the interview, and screening during the interview for familiarity with/connections to each of the neighborhoods.*

Interview questions/instrument

Introduction/consent

Wilder Research, LISC, the Federal Reserve, and CURA are partnering to research the early perceptions and warning signs for gentrification in Minneapolis-Saint Paul neighborhoods. We are currently looking at five candidate neighborhoods from which we would like to select three neighborhoods for the study. We are reviewing data about all of the neighborhoods, but we would also like to get expert perspectives about which of the neighborhoods would be the best to include. Don't worry if you don't have specific knowledge about one or more of the neighborhoods, we would like to hear your perspective anyway. Since we would like to know the specific perspectives of the experts we are interviewing, your responses will not be confidential. Of course, if there is something you would like to share confidentially, just let me know and we'll remove your name from the comment.

Would you like to do the interview?

1. YES >>> Continue interview
2. NO >>> End interview

Neighborhood grounding and screening

First, we would like to get a sense of how familiar you are with the five neighborhoods that we have selected as possible candidates for our study. [NOTE that they should have received some information about each, but we can cover any additional questions or information that would be helpful]

1. How would you rate your familiarity with the characteristics and activity with each of the following neighborhoods? Would you say...

	Not at all familiar,	A little familiar,	Moderately familiar, or	Very familiar?
East side / Dayton's Bluff (517)				
Midway West / Merriam Park (532+533)				
North (429+425)				
Whittier (456+455)				
Longfellow (457+458)				

2. We are interested in the types of connections, if any, you have to each of the neighborhoods you are familiar with. [Ask them to describe their connections]

Have you...	Live[d] in/near the neighborhood?	Work[ed] in/near the neighborhood?	Knowledge of current/past policies that may impact potential gentrification?	Other?
East side / Dayton's Bluff (517)				
Midway West / Merriam Park (532+533)				
North (429+425)				
Whittier (456+455)				
Longfellow (457+458)				

Gentrification considerations for the candidate neighborhoods

Now that we have a sense of which neighborhoods you are familiar with, we would like to focus on possible warning signs for gentrification in those neighborhoods you are have some familiarity with. [Read the neighborhoods that respondents listed as A LITTLE, MODERATELY, or VERY familiar]

3. We would like to go through each of the neighborhoods that you said you had at least a little familiarity with and note any changes to those neighborhoods that might be related to gentrification. What, if any changes have you seen in [NEIGHBORHOOD] that could be signs of gentrification?

[Take what they give first, and then probe on built environment, demographics, commercial, and social/cultural.]

	General/first offered...	Changes in the built environment?	Changes in demographics?	Changes in commercial dimensions?	Changes in social or cultural dimensions?
East side / Dayton's Bluff (517)					
Midway West / Merriam Park (532+533)					
North (429+425)					
Whittier (456+455)					
Longfellow (457+458)					

4. Now we would like to know how you would rate each neighborhood's likelihood of experiencing gentrification. For each neighborhood, I would like to know if you think it not susceptible at this time; susceptible, but not gentrifying yet; already in early stages of gentrification; or already in late stages of gentrification. [Probe on why they give that rating]

	Not susceptible at this time,	Susceptible, but not gentrifying yet	Already in early stages of gentrification	Already in late stages of gentrification
East side / Dayton's Bluff (517)				
Midway West / Merriam Park (532+533)				
North (429+425)				
Whittier (456+455)				
Longfellow (457+458)				

- 5a. Of the neighborhoods you are at least a little familiar with, which do you think should be included in our research on early indicators and resident perceptions of gentrification? [list up to three – ask follow-up questions]

Neighborhood	What do you see as the signs of gentrification in this neighborhood?	What do you think would be important to ask residents in this neighborhood?	What else do you think we consider for this neighborhood?	Who do you think we should talk with about this neighborhood?
1.				
2.				
3.				

- 5b. [IF THEY ARE UNABLE TO PROVIDE AT LEAST TWO NEIGHBORHOODS:
What other neighborhoods or areas should we think about including in our research?]

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Overall sense of gentrification in the region

Now, we would like to get your thoughts about the overall level gentrification in the Minneapolis-Saint Paul region.

6a. As an overall city, do you feel that Saint Paul is experiencing pressures related to gentrification? Would you say...

1. Not at all,
2. Very little,
3. Moderate levels, or
4. A lot of pressure related to gentrification?

6b. Why do you say that?

6c. Are there any parts of Saint Paul that you feel are experiencing higher levels of gentrification? [Other than the specific neighborhoods we discussed] [IF YES: Please explain.]

7a. As an overall city, do you feel that Minneapolis is experiencing pressures related to gentrification? Would you say...

1. Not at all,
2. Very little,
3. Moderate levels, or
4. A lot of pressure related to gentrification?

7b. Why do you say that?

7c. Are there any parts of Minneapolis that you feel are experiencing higher levels of gentrification? [Other than the specific neighborhoods we discussed] [IF YES: Please explain.]

Possible policy solutions

Finally, considering the conversation we have just had regarding gentrification in the five neighborhoods specifically, and the region as a whole, we would also like to begin investigating potential policy solutions that would ensure all residents have opportunities to live in their neighborhoods of choice.

8. What do you think are the most important **local and neighborhood-level** policy solutions to consider in order to ensure that residents do not get pushed out of their neighborhoods?

9. What about at the **regional, state, or national level**? What do you see as the most important policy solutions to consider in order to ensure residents do not get pushed out of their neighborhoods?

Thank you very much for your time!