

Appendix N

**Stress and the Built Environment:
Key Informant Interviews in the
Globeville, Elyria, and Swansea Neighborhoods
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I. Background and Purpose of the Key Informant Interviews

The Department of Environmental Health (DEH) is in the process of conducting a Health Impact Assessment (HIA) regarding the Globeville Elyria-Swansea (GES) Neighborhood Plan. This Plan, which is currently being developed by the Denver Department of Community Planning and Development (CPD), will provide guidance to city decision-making for future development in these neighborhoods. DEH is working very closely with CPD on the Plan, incorporating the results from the many community engagement and partnership development processes being led by CPD, as well as other past community engagement results. Ultimately, DEH intends to make recommendations in the HIA that help planners write an informed neighborhood plan which considers impacts on health.

As a part of this process DEH is strategically looking at several aspects of how the GES neighborhood plan could affect health, including stress among residents. This includes how the Plan could impact physical conditions like the environment (water, air quality), safety from injury (lighting, spaces to walk or bike without accident), safety from crime, and access to resources (food, housing, jobs, schools, places to enjoy), all of which ultimately can affect stress. DEH chose to conduct five key informant interviews with stakeholders – individuals who are professionally familiar with the Globeville, Elyria and Swansea neighborhoods and who have connections to residents in the community, in order to gather information on community perspectives regarding the neighborhood built environment and related stress.

II. Methodology

Eligibility Criteria Determination

The DEH team determined the invited key informant stakeholders using the following criteria to guide selection:

- Participants were familiar with the GES neighborhoods.
- Participants were professionals selected from a broad range of sectors that have a strong GES neighborhood connections related to neighborhood stressors or stress reducers. Potential sectors were: health services, health promotion, police/safety, adult/family education, environmental quality/pollution, and schools.
- One participant who had expertise in health services in the neighborhood
- One participant who had expertise in crime/community safety
- Other participants were selected who had been engaged in neighborhood outreach processes and who were knowledgeable of resident perspectives regarding potential neighborhood stressors/stress reducers.

Informal Process and Email Recruitment

The interviewees were recruited by the DEH lead on the project via email and telephone communication. A total of six people agreed to be interviewed and represented the following areas of community expertise: community safety/crime, community resident engagement/health promotion, community resident engagement/adult and family education, health services, and community resident engagement/environmental quality/pollution.

Once accepted the health researcher sent a confirmation email with background information and a consent form to sign and present at the interview. Four of the five key informant interviews took place in person at the key informant's worksite or a community partner site. The remaining interview was held via telephone. All of the interviews were conducted with one individual per session with the exception of one group interview with three people (two consented individuals and informal input from an additional person). Interviews lasted from 40 minutes to one hour. Participants were told that they did not need to prepare for the interview. All interviews were taped after permission was granted by each key informant. Interviewees were apprised that a report would be submitted to the DEH team, and they were given the option to delete any portion of their interview from the report.

Data Coding and Analysis

The digitally recorded key informant interviews were reviewed and informally transcribed by the health researcher. Following the original key informant interview script and taking into account the DEH team's goals for the project, the health researcher compiled the key informant interview results, grouped by each interview question. The findings are summarized below.

III. Key Informant Findings

The team asked for a report with answers grouped by each question. Below you will find the key informant findings per question asked in the survey. All questions were asked in each interview with an exception for one question (Q5) that was designed specifically to the role of each of the people interviewed. Names of people and the organizations directly represented have been de-identified as requested by the DEH team. As a result each interview is characterized by a number- e.g., KI#1 or Key Informant Interview #1. In the case of the group interview, all answers are represented by the same number interview. Quotes from some key informant participants are included for further illustration.

Q1. Public Areas Avoided by Residents

Please describe public areas in the Globeville and Elyria-Swansea neighborhoods that you notice that residents avoid. What do you think are the reasons for this?

Three of the five interviewed people mentioned the structural and natural barriers of I-70, I-25, Stock Show/Northwest Arena, Platte River and railroads that divide the Globeville and Elyria-Swansea neighborhoods into isolated pockets of community. They raised the concern that this is a negative impact on the communities as it impedes travel- both by car and by foot or bicycle to different parts of the GES neighborhoods. You can see on a map that the two highways (I-70 and I-25) divide Globeville into four quadrants and I-70 and Brighton Blvd dividing the Elyria-

Swansea area. There are train tracks that run in both communities and the Platte River is their shared common border. The National Western Stock Show takes up a large amount of real estate in the northwest corner of Elyria Swansea.

KI#4: You just can't get there is probably the "why" answer to this question. I don't know details but I think the general concerns that I would have about GES is that they have a lot of barriers. Like I-70, the stock show- a lot of things that just cut the community up. I feel like this area is isolated- it may not be that people don't want to go but it is just hard to get to it.

KI#1: I think that access is an issue- an issue that is bad- it has kept neighborhoods from unifying. Now I don't know how it was before that obviously but it's difficult to get around in there.

In Swansea, people noticed pockets of inactivity- the northwest portion of Brighton Blvd near the Stock Show was noted as "industrial" and less busy with people. KI#4 said that she noticed more activity on the western side of the Stock Show property, near where there are more parks and services for people.

KI#1 defined public places that people avoid as low usage areas- some of the old warehouses and different types of businesses don't appeal to the general public so they don't go there. Northside Park in Globeville is situated by vacant lots and the National Guard Armory. There are signs posted there for people not to park there and it will be part of whatever is decided with the neighborhood planning process. Northside Park is by the river and has access to a bike path but KI#1 does not think that people enter the bike path there much due to the low usage of Northside Park.

KI#2 said that the Platte River was a place that people avoid due to the homeless people who live there and the low lighting issues, making people feel less safe. She noted that some parks also don't have adequate lighting- in particular, Argo (Globeville) and Swansea parks. KI #3 also talked about the issue of lighting in the Elyria-Swansea communities- stating that people are hesitant to come to classes held at a community-based organization and other places at night due to the poor lighting situation.

KI#3 said that the issue she has heard about from residents in Swansea is the railroad tracks. She has heard two reasons to explain this issue- (1) a person had a serious accident there while crossing the tracks by foot and that story is remembered and shared to others about the dangers of walking near the railroad; and (2) the noise created by the trains. KI#5 talked about the train issue as well, saying that it woke people up exactly three times in the middle of the night.

KI#5: People are bothered by the train at 1:30, 3:20 and 4:10 in the morning- I remember because the numbers are ten minutes apart. They said they can hear the train three times in the middle of the night. I've heard it- it was really loud – and that's not good for kids.

KI#3 explained that there is a unique non-profit business in the Elyria-Swansea community called Growhaus that offers healthy food, classes and resources to enable you to grow your own food which is located right across the railroad tracks in Elyria-Swansea. People note the railroad tracks as a barrier to getting to this very desirable and healthy location.

KI#5 talked about how parks- particularly in the Elyria-Swansea area- are seen as places where gangs and people who use drugs hang out, thus creating a place that people, especially families with children avoid.

KI#5: Even if the park was in front of their house, parents wouldn't let their children go out, which was pretty sad.

KI#5 talked about how sidewalks in the Globeville area were not good for walking, jogging or biking. They noted that there were abandoned houses in both communities- Globeville was known for vacant houses full of trash and Swansea- abandoned houses as places where people use drugs.

KI#5 said that people in Swansea have told them that they avoid going outside to walk or jog due to air pollution from I-70. People in that neighborhood also complain about the smell and pollution from the nearby Purina Factory- saying that they worry about getting cancer.

Q2. Public Areas that are Attractive to Residents

Please describe public areas in the Globeville and Elyria-Swansea neighborhoods that residents choose to use in particular. What is it about these areas that you think attracts residents?

All of the key informants acknowledged that rec centers are places where both children and adults gather- for obvious physical activity as well as classes. Two people said that parents felt like their children were safe indoors at a rec center (avoiding pollution and a safe, supervised place for children to get physical activity) and two others talked about rec centers in the sense that they were utilized but perhaps not to their fullest capacity due to insufficient equipment, lack of activities, and the barrier of cost. KI#2 talked about how a non-profit health organization and a community group had worked together to create no or low cost access to some of the rec centers.

KI#3: Rec centers give people things to do and allows kids to spend time doing positive things.

For the Elyria-Swansea area, three of the key informants mentioned churches as places where people gather- for worship but also they are utilized for community classes and health services outreach. KI#5 noted churches, but could not think of any in the GES area.

KI#4: I have seen a lot of programming at the church and people do go even if it is not a church function. Like we've done classes there or we have helped participants go to classes there. I think people feel like it's safe there.

Three people talked about how schools were a gathering place- not only for parents regarding their children in school but the building is used for classes and healthy activities in partnership with community-based agencies. People referenced that the local clinic and a local non-profit partnered with particular schools to offer classes that promote healthy lifestyles like how to fight obesity and addressing diabetes.

KI#3 said that the GrowHaus in Elyria-Swansea is a place where people gather because of what this non-profit organization offers: a green house with fresh produce, seeds to start your own garden, and classes to learn more about gardening techniques and healthy foods. This

organization has partnered with others and shares its space for community and health promoting activities.

Two people said that open spaces with parks such as Argo Park are very popular in Globeville. Argo Park is near Laridan Hall school where they treat children for behavioral issues- the public space area is also utilized by residents.

KI#1: I said that Argo Park is nice but even that is surrounded by railroad tracks too. Just to the north there is a rail line that runs right through there. People are mostly driving to Argo Park. It is pretty well utilized in the summer time. As far as crime issues related to Argo Park it's mostly quality of life issues like loud music, car stereos, stuff like that. In general youth stuff that we can work through. It's not something that makes people fearful.

KI#4: Parks is another one- there has been an effort to get the parks more used here. There's a fair amount of parks here- Argo Park, the park behind the clinic, there's a park where we have the water station for our race by where the old treatment plant used to be. Like 52nd and Platte Trail. I think there's been an effort to get people to gather in those parks for events and activities. I'm pretty sure Argo Park gets people together- they open and close the swimming pool and things like that.

Q3a. Major Sources of Stress for Residents

Based on your experience as a [police officer, community resident engagement liaison, health clinic staff, promotora], what physical conditions of the GES neighborhoods do you think are major sources of stress for residents?

People identified a lot of sources of stress in this section of the key informant interview-many directly from the built/man-made environment, and some that would be considered ancillary or related in some way to the built environment. Some of the sources of stress repeat what others said in the earlier question asking what public places are avoided by residents.

Separation of the neighborhood “feel” by highways. The most noted stressor that was brought up by all residents at some point during the interview is the structural element of the highways separating the neighborhoods- both in Globeville and Elyria Swansea. This was described earlier but people repeated the stress related to this as isolation, less connectivity, less of a sense of neighborhood unity.

KI#2: So if you have to go somewhere you have to either cross the highway, cross railroad tracks, there's a lot of industrial in these neighborhoods, and so a lot of it doesn't make it adequate for people to be walking around too much other than right close to their house- where the other houses are.

KI#3: Based on our experience- our organization used to be on the other side of I-70 (37th and Franklin) – that neighborhood there had a lot of access to our services. People on this side of Swansea (where we are now) did not access our services over there because they said they couldn't get there. When you look at it, it is not far, but there was the separation of the highway. Now that we have moved, it is a new world of clients here- not the same people who used our

services in the past. Now that we are on this side of Swansea and this side of I-70 it was like starting over again- we had to go out and recruit and tell people about our services. And now the local people here have started to use it.

Pollution in the form of air pollution and ground pollution. In both Globeville and Elyria Swansea people noted that smells were a source of stress- from the Purina plant, a nearby animal rendering plant, smells from the train/Northern Burlington Railroad.

KI#1: Smells- well there's the train and you've got Purina and there's a rendering plant there and I'm not sure which one but it smells pretty ripe in the summertime. I know that's been an issue for a long time too. But in fairness Purina and the rendering plant have been there for a long time too. I haven't had calls about it but there have been neighborhood complaints about it.

Hazardous Waste in the Soil. Two of the key informants talked about the soil content in some areas was poor.

KI#1: I've heard from residents that they are concerned about things that run through the railyard and whether there'd be hazardous materials, leaks, or something of that nature. They had an incident last summer where a train car had derailed on a track that wasn't supposed to be used- not really derailed it literally was on the wrong track and momentum brought it through a maintenance building that Burlington Northern railroad had. So it spilled diesel fuel- a small amount but the impact to the neighborhood was great because of the smell and because of the fear that it wasn't diesel fuel but something else. They have to live with that all the time you know- what is brought through the railroad.

Noise from the train. This was described earlier as an ongoing concern for residents of both Globeville and Elyria Swansea neighborhoods.

Old Buildings/Old Construction. An issue brought up by KI#1 was old construction and the resulting need for repair/upkeep as an issue that was more prevalent in Globeville than in Elyria-Swansea.

Poor Lighting/Dark Public Areas. One person was part of a survey team that went around to various neighborhoods asking about issues that affected their feeling of safety in their home and surrounding areas. Many people reported that they lived in an area that had insufficient lighting.

KI#2: We have done surveys on the built environment and had a question about people's safety- where they felt comfortable and one of our organization's projects that we do is improving the lighting in all three neighborhoods so we went and visually saw places that were dark or have residents go outside when it's night time and have them see what their places look like when it is dark. And a lot of them we can just have ExCel Energy increase the wattage of the light bulb; some we can have new poles with new lights there in places that are dark. Depending on where it is in the neighborhood.

Lack of Transportation. Although RTD does service various areas of the communities of interest, one key informant noticed that transportation was an issue for several of their clients who lived beyond the walking range of their family-serving organization.

KI#3: If people knew where we moved, but didn't have transportation, it was hard for them to continue our services. There is public transportation that can connect people here, but people may have their own barriers to use it- it seems overwhelming to them- I don't know. RTD does run here, but people may still think it is far or they have never used RTD before, or I don't know. The lack of transportation might be in their own homes- that the family only has one car and the husband needs it to go to work, then the spouses are home without their own transportation- a kind of isolation there too. We see this and have heard it many times. Can you refer us to an agency that is closer to me? I can't get to you. Many of our people walk from this neighborhood to our classes. Some of them use bicycles, their own cars, or public transportation but many of them walk. We (our organization) has been in this part of the neighborhood (Swansea-Elyria) for more than 3 years now. We have a bus that RTD donated to us so that we can bring in people from the farther away areas.

Lack of sidewalks. Noted primarily in the Globeville area, KI#4 talked about how the lack of continual sidewalks affects the feeling of safety and ability to promote physical activity.

KI#4: We started up a running programming about two years ago at our location in Globeville . We do a race in Globeville and we started a team of women to run together in preparation for this race. We started at Stapleton Rec Center at 51st and Lincoln and there are no sidewalks on certain sections of it. So we were running in the street- and definitely for those of us running the program- it made us very stressed because we have ladies pushing kids in strollers and we had them running in the streets. We were trying to train in that neighborhood around the clinic - so going the other way, there are some sidewalks and again some places without sidewalks, like on Broadway. You're running along and all of a sudden there's no sidewalks! And then back to sidewalks for part of a block, and so on. So that's a big physical situation that stresses people.

Stray dogs loose in the neighborhood. Often work that is done by organizations includes going door to door with a survey or some health education information for the neighborhood residents. Stray dogs were commonly seen primarily in Globeville but also in the Elyria Swansea neighborhoods. People saw them with public health concerns of dog bites and scaring people so that they don't want to be outside.

Lack of local grocery stores. Three key informants noted that there was no real grocery store nearby that would offer healthy foods. There are many corner stores but the food is expensive, not fresh, sometime past the expiration date.

KI#1: There's really no supermarkets- there's corner stores but.. it's very limited so. I don't even know where they go to grocery shop- to be honest with you.

KI#5: They have corner stores but the prices of vegetables and good foods are higher and there's not a lot of varieties. Not a lot of fresh fruits. Also- there is old food- food that had expired and that is not as fresh. I went to buy water or a Gatorade and it had expired like four months ago. We saw that in two or three corner stores in Elyria.

Q3b. Relievers of Stress for Residents

Based on your experience as a [police officer, community resident engagement liaison, health clinic staff, promotora], what physical conditions of the GES neighborhoods do you think are relievers of stress? (probe- what encourages people to be out and exercising; supports transit to goods and services, positive social interactions, etc.)

Two people said that what they had said for Q2- what are places that attract people- where they seem to be using public space- would apply to “what relieves stress.” The natural gathering places for people where they feel safe and are able to meet with each other- churches, rec centers, parks, schools, the Growhaus- were the ones that they mentioned again as “relievers” of stress. One person said that she felt it was the only answer to the barriers/stressors that were bigger than them, such as the structural barriers of the railroad and I-70.

KI#3: People here in these areas have these changes occurring in their physical world- the big changes like the railroads, the I-70 expansion, and all that- but there is nothing that they can do about it. That change is going to happen. They can certainly give their opinion and all that but I think what will relieve their stress, whatever they are having – is to be involved in activities like the ones that Growhaus has and the rec center offers, and the school and Focus Points. Because these are things that ARE more within their control.

Two people said that they didn't really know the answer to this question- they couldn't think of anything to relieve the stressors that they had named that already exist in these neighborhoods. That what they named as places where people were attracted to might still raise other concerns, like safety. Without going to the future (see Q6) where they can come up with new ideas, then they are unable to name what is already in place in communities that address stress.

KI#1: I can't really answer that- I don't know. I know there's parks but I don't know if that's enough to get people out and be active. There's a bike path on the river but we have homeless issues on the river too so I don't know what the perception of safety is.

One person identified two recent changes- the addition of a bike lane in Globeville and changes to some of the rec centers to make them more affordable to people- as stress relievers in the communities.

KI#2: Recently they have gotten bike lanes in these neighborhoods (Globeville) so it makes it more appealing for people to ride their bikes. Organizations through grant money are creating more programs at the rec centers but at a decent price where people can go and participate in

sports. Reduced rate based on your income- scholarships. Kids all get the My Denver card so that the rec centers are free for them. But others have to pay in order to do sports programs where they are going.

Although not a direct “reliever of stress,” the ability to talk with residents in their own language and without a direct connection to governmental areas of distrust (e.g., CDOT, EPA, police, as noted in the “stories section” later) seemed to garner trust and the ability for residents to share openly about what was going on and the sources- perceived or reality-based-of their concerns.

KI#5: In all of the neighborhoods- Globeville, Elyria and Swansea- it helped that we could speak Spanish. A lot of our work was gaining trust with the people so you could understand what was going on and what were the issues. With these big changes looming (reference to I-70 expansion project), people are worried that the government is going to take their properties, that we are all against them, that their children would not be safe. They do not have trust- and trust is a big thing.

Q4. Stories of Stress from Residents

What stories do residents relate or do you have regarding the stress residents feel from living in GES? (e.g., ongoing issues that create stress, specific incidents)

The key informants that I talked to all indicated that they have informal and formal ways to learn about the residents’ issues. Three of the interviews talked about how surveying or canvassing the neighborhood was part of their job. One person from the crime/safety area said that they held ongoing monthly general community meetings in Globeville as well as topical community meetings when events happened in the neighborhood, such as a train derailment or a discussion with the Spanish-speaking community on the radio to enhance police/Spanish speaking relations. This key informant mentioned social media and direct telephone contact as ways that he hears from the community. The remaining person works in a community-based setting and said that residents tell them their “stress issues/stories” on an informal but ongoing basis.

Given the demographics of the neighborhoods- a reported majority Spanish-speaking in the Elyria-Swansea neighborhoods and more of a demographic mixture that included Spanish speaking and African-American and white people in the Globeville area – four of the key informants indicated that they addressed this potential barrier with bilingual outreach workers/survey takers, interpreters, partnerships with Spanish speaking organizations and radio station, and teams of people who represent the various demographics that they encountered.

The stories relayed to the key informants by residents often repeated the themes of “stress in the neighborhoods” that are summarized by previous questions. The main themes- stress from I-70 moving, distrust surrounding government agencies and decisions that will affect households, and low access to grocery stores- were repeated by residents.

I-70 Expansion/Discussion. Residents, especially those who are potentially directly affected by the changes, are extremely stressed and feel that these are issues that they can't control. Not knowing if they will be able to keep their house, if they will be able to buy/rent a new one with their current finances, and what the future will hold are all big stressors. One key informant observed that the "not knowing" likely puts current decisions on hold, such as upkeep and maintenance on homes.

KI#3: Other stories that we have heard- with the I-70 expansion- people were so worried about the position with their houses. They needed to sell them or they needed to do some kind of action because there was going to be a demolition of several houses. So they were not sure what was going to happen, their status, if they would get the same value for their current houses somewhere else. First they said it would be 80 houses on the northeast part of I-70, then later they said that they were going to do it underground so that the community is not divided. So there is not yet clarification on that- they don't know. So I know this is a really huge cause of stress for people like "okay we're investing in our houses, we want our yards to look nice- but we don't know what's going to happen." I am new to this job and this area so I am just observing this but if you drive around Swansea, you don't see yards that are taken care of- you don't see that and I don't know if that is a side effect of the I-70 expansion and not knowing what is going to happen.

KI#1: In all of the Globeville, Elyria-Swansea neighborhoods, I-70 moving is an issue as well- with whatever is happening with I-70. There's a huge amount of stress with people who might not have any homes any more. Or can be displaced from neighborhoods they've been in for generations.

Historic/Current Lack of Trust. Resident stories showed lack of trust of the government, government agencies, people who represent government in some fashion. The I-70 expansion discussion is closely related to the lack of trust topical area in that it brings up old and new reasons for people to be wary about the intentions of the government and the outcome to their homes and families. It was difficult for people working in the outreach/learn from the community to get beyond the distrust issues, but that was their goal in order to learn from the residents.

KI#2: Probably the biggest issue that people have is the lack of trust with the City of Denver. With CDOT. With other people who made promises to the neighborhood and haven't come through on those promises over the years. An example is with CDOT. In the past dealing with the highway they made promises that things were going to happen and things were going to be done and I can't think of an example because I was not part of that, but I know that people still are very wary of having the highway expansion. The residents are losing homes, businesses and I think that from the past experiences they don't have the confidence in CDOT, that CDOT has their best interest. And so- we've just been trying to keep informed on what's going on, and try to keep our information going on so that when people ask questions we know who to send them to in order to get their questions answered. Because a lot of people really don't know what's going on and there's so much going on in these neighborhoods. You have so many different programs and projects going on all at the same time so it really gets confusing for a normal person to be able to take it all in.

KI#5: A lot of people just don't trust the government- we heard about this in all of the Globeville Elyria-Swansea neighborhoods. A lot of homes to this day still have contaminated soil because they will not allow EPA to go to their properties because they feel if they signed that consent form they would take away their properties. They felt they were signing their home away- they just don't trust the government. Even if the EPA had good intentions to come and test the soil, there was this distrust so in some cases that never happened. They've had different programs, different people out there- but they didn't have a good turnout. So they don't let them on their property. And misinformation- they hear stories in the community which they believe and they were thinking that the government was coming to take away their property. And a lot of the people with soils that were removed, the people who did sign for this to happen said "Well I had a beautiful garden and after you gave me your dirt- now I don't have grass and my property looks worse. All the programs that they had they just thought they used our tax dollars just to get paid but they never saw any changes at all. People talked about big changes but they never saw them. So things like that, which then creates more distrust.

KI#5: I'd say at least ten houses that we went to in Elyria and Swansea had people that answered the door in a negative or angry manner- already with distrust. One time a man answered the door with a gun- it was very scary.

Lack of trust of police officers by some Latino residents. In Swansea, and particularly among the families that are undocumented residents of the community, some residents are concerned that the police are not protecting them. Some people state that the police are turning them in to immigration services. There is true crime but some residents do not have confidence that the people who are there to protect them from crime will fulfill that responsibility.

KI#5: Some residents reported to us that they felt that the police officers in the area- instead of making them feel like they were safe they felt they were against them. Especially the youth are afraid of the people who are supposed to protect them. I think a lot of the reasons have to do with being a documented versus undocumented Latino in the area. They felt like they would be stopped when they were walking or driving down the street just because they were undocumented. They fear they will be turned into immigration.

Lack of local access to grocery stores. This was discussed in other parts of the survey but two key informants indicated that this was an issue of concern with the residents and people trying to promote healthy eating in the community.

KI#3: One that comes to mind right away is the lack of access to grocery stores. Because of the issue of transportation that we already mentioned, they might have access like using the RTD to go to a grocery store, but it seems to them that it is too far, and in this case- it really is. There may be more than one but the closest grocery store to this area is on Vasquez and 64th so basically Commerce City. There are corner stores but no big grocery stores. I know this because we have a community garden here and people would constantly comment "oh yes we want to participate with you guys because that way we make sure we have at least fresh produce

to bring to our homes and we don't have to travel- we can just come to the community garden and grab it from there.

We did have a bus that was available for that purpose but not many people use it- for some reason that is not really clear. This was the donated RTD bus that I talked about before. We were aware of this issue of lack of grocery stores so we wanted to form kind of a route- pick up people from different parts of the neighborhood and take them to the grocery store, like on a weekly basis or something. But it didn't work for some reason- I don't know why. There were people here and there who did it but not a set amount of people who for a certain day of the week wanted to go. And we found out that since people had their children and they had their strollers and things like that it was difficult for them to do that. But they have to do it anyways- if they get on an RTD bus, they will still have all their stuff to carry. It is a barrier.

KI#4: Lack of any kind of grocery store. That's something that I don't think people have. When we are having a class and trying to get healthy snacks for a class- there is no real place to go. It becomes a field trip to go to a grocery store. And then transportation issues- people getting into cars- issues for program people like us (liability, etc.)

Train/Railroad related noise and traffic. The first key informant said that the train derailment and related community meeting led to residents talking about the noise from the maintenance vehicles working for Burlington Northern Railroad.

KI#1: The train issue was a big deal. We worked a little bit with the railroad to change some of their truck routes because the trucks were coming in off of 45th and driving right through the neighborhood- mostly maintenance vehicles driving to the maintenance plant right there. So they'd go everywhere from there. That does create a lot of traffic and noise. There's an elementary school right there – Garden Place- so they were away from Garden Place but it just pushed them a couple of blocks to the east. And it's still residential narrow streets. But Burlington Northern worked with us for the big trucks and semi's they would bring them in through Globeville Road/Broadway- more of an industrial road. So that alleviated some of their concerns. A lot of that came out of that derailment because there was a community meeting right away with Councilwoman Montero and Burlington Northern sent reps. I'd say there was probably 30 residents at the meeting, which for a neighborhood meeting that's decent. But not for something that's reactive like that- for 30 to show up to that, that's the highest level of involvement probably. And that's where I heard a lot about the community issues at that time.

Crime. Two different key informants talked about the crime that the residents encounter or live with in their neighborhoods. There is evidence of gangs and graffiti in the Swansea neighborhood. Besides the poor lighting situation, residents have said they are afraid of crime and don't like to be out after dark. People who worked in all three neighborhoods said that there were houses where marijuana was grown (with children present- a danger), meth houses (in addition to the crime, chemical exposure to residents and neighbors), and houses where prostitution was evident and talked about by the neighbors.

KI#3: We wanted to offer our ESL classes at night but people were too concerned to come at night because of safety. So they make comments that they do not like to be out on the streets at

night- either walking or driving. We had an issue here once during the daytime- one of the cars in the parking lot was broken into. It was at noon, so it wasn't even at night- I see their concern. But they do say they have a concern about being here at night and that limits when we can offer services in the Swansea area. There are gangs in this neighborhood and we see a lot of graffiti on different public buildings and houses. So that is another issue that bothers our participants.

Sub-Par Living conditions. One of the key informants met with several undocumented residents who lived in rental homes in the Globeville, Swansea and Elyria neighborhood that were severely under the proper standards for normal living and often living in blocks where the above crime exists. They said that they people choose to stay and not complain because they are afraid that they might be kicked out without an opportunity to dispute due to their undocumented status.

KI#5: When we asked these residents why are you still around? They said they are undocumented, still renting. That the landlord is aware of the undocumented situation. There is perceived and/or true concern that the landlord could turn them in to immigration. Often there are no windows or doors and they are using blankets and couches in the holes as insulation from the cold. They said they were okay living near meth houses and in these horrible conditions. They said that if they ask for a better place they may be asked for a driver's license or social security number. These people have no rental contract in place- no lease, paying month to month. This gives the landlord a lot of power.

Q5. Specific Questions of Key Informants regarding identified stresses.

Q5a for KI#1. What are reasons that you think residents of this neighborhood would say they worry about crime and safety?

KI#1: Perception is most of it but perception is reality. Thinking about our outreach- that community meeting I mentioned before- when we gathered as a result of the train derailment. So from the neighborhood with the highest level of concern/highest level of impact- there's just 30 people that come to the community meeting- and that might even be generous. It all goes back to that same connectivity thing because you have this quadrant and this quadrant and this quadrant and this quadrant (pointing to the map of Globeville) and then everything's divided so I don't know how easy it is to form that cohesion that a normal neighborhood might have.

And they do have a lot of stressors due to the environment because right up Washington you have that steel mill or whatever it was back in the day. I've heard there's all kinds of pollutants on that property- I don't know if it's true or not, but I've heard that from people. There's the railroads, the river, the mini-businesses we're starting to encounter- the marijuana warehouses. There's just so much- it's hard. Also- I've seen in other neighborhoods as well- they get to a certain level of tolerance with crime. That what you might not find acceptable that you might call the police on immediately they'd be like "what are the police going to do?" You know like "I've heard shots fired for the 50th time this week so- why would I call on this one?" This is part of their environment that they live in- that they've come to accept it as the norm. I think the level of tolerance in Globeville specifically is higher.

Q5b for KI#1. In the Community Meeting (Jan 8th) there was discussion specifically from the Spanish speaking community that some undocumented immigrants are afraid to report safety/crime issues to the police for fear of being reported to the Immigration and Customs Enforcement (ICE) and/or to be seen as a “snitch.” Do you have any comments on that finding?

KI#1: We're aware of that- that's been an issue- probably forever. We've had a lot of outreach specifically in the Spanish speaking community (guessing around October)- we met with the Spanish speaking radio station where we had Servicios de La Raza Organization – an activist group that reaches out specifically to the Spanish speaking community. They are just a resource but the point of the radio program was to reach out to domestic violence victims and let them know about the law, this is what will happen if you report. We had a victim of domestic violence who actually spoke. It was all in Spanish so I probably picked up about 50% of what was said and one of my cohorts in the department was there with me and she speaks fluent Spanish and they answered any q's that came in over the telephone and a rep of the Mexican Consulate was there. And we will continue to do these programs – expanding to the schools- not IN schools but schools as a place where people can come for a meeting.

And the main message that we keep saying is that if you call the police it is not an Immigration and Naturalization Service (INS) issue it is a safety issue and that will always be addressed. And there's no repercussion for calling the police for law violations. And that's always been the case. I've been on with Denver for nineteen years and that's always been our method. We will continue to do that and we'll expand on what we've done already. That will continue- in the Globeville area and I am sure that Elyria and Swansea will follow at some point.

We are not going to re-victimize people. I understand the fear, but we are not in the business of re-victimizing people. Now if they are a criminal that's another matter but we are here for everyone's safety.

Q5 for KI#2. What are reasons that you think residents of this neighborhood would say they worry about jobs? Healthy eating? Physical activity?

KI#2: Jobs. There's a lack of jobs in the neighborhood. For as many businesses that people have, I think that jobs is always an issue. And if we can as an organization (not Livewell but a larger group of people- an entire group of people from the neighborhood that sit in on the neighborhood plans and want to be around to help people find jobs) facilitate people getting jobs or encouraging the economic development as part of any of these processes that are going on then that's where we try to step in and see what we have to do in order to create more jobs for people in the neighborhood.

Healthy Eating. There are no grocery stores close to these neighborhoods. We live in what they call a food desert. So when people go grocery shopping they have to go outside the neighborhood in order to purchase food. They have to drive far away to get groceries. And people that don't have car transportation have to rely on buses, taxi, walking, somebody taking them to the store.

Physical Activity. A lot of residents cannot participate in the Denver Parks and Rec Centers because it is too expensive for them. We have a couple of centers that are private in which people participate in physical activity. They have a work out room and play basketball. We

recently started two zumba classes at Garden Place Elementary School. It is lower cost, in the neighborhood. And it is something that they can go to and be able to get the exercise that they need at a decent price which is probably just a donation of whatever you can afford.

Q5 for KI#3. What are reasons that you think residents of this neighborhood would say they worry about jobs? Healthy eating? Physical activity?

KI#3. Jobs. We hear that their legal status is one of their major concerns and barriers to getting a job- this is not a perceived barrier but a true barrier. Also education- in our GED program there have been a lot of people who come in for that reason – they need to get a job but in order to get the job or the training for the job they need to complete their GED first. They also worry about the financial support needed in order to get the training/GED completion. They come to places like Focus Points because it is affordable.

Healthy Eating. I mentioned before about the lack of grocery stores and where they can get healthy produce or healthy food for their children. There are corner stores but they don't necessarily sell all those things. People who are going to these corner stores are limited by what is offered there. It seems like there is a need also for education in this community and we are all about that. We offer nutrition classes and they are very popular- people want to know what food to eat, how to prepare food in a healthy way, how to purchase healthy items and produce with less money. So there is a need for education too.

Physical Activity. I think that is still a problem but that is in the process of being resolved. Like in the flexibility of being able to go to the rec centers, the type of classes that we offer here, and what Livewell is doing. But still if people are not informed of the importance.. let's say for some people their children are getting a little overweight and they worry about that- they probably don't have the education or the way to get involved. Maybe it's exposure. Like if I see my neighbor is going then it might motivate me to say Okay- I am going to go as well. Here at Focus Points we are offering them classes but we are a resource center as well so we offer resources that are available to people. I think what they will be concerned about now that they know that services are available is that they grants/funding is not available and that the services have to stop for that reason. That is our concern too from a program standpoint- funding that is continual so that we can keep our programs going. We get great programs going and we see that people like it and then – oh- we don't have the funding any more. With our adult education class where funding will be ending in a year, the participants are very motivated to help to fundraise and find a solution to the funding issue.

Q5 for KI#4. What are reasons that you think residents of this neighborhood would say they worry about getting affordable and healthy food? Health overall?

KI#4: I already talked about the lack of reasonably sized grocery stores. I think there are probably more marijuana stores than grocery stores- not just in these neighborhoods but everywhere. There are other partners, like the Growhaus, which is in Elyria. We have a garden next to the clinic- it's our property and we let Denver Urban Gardens garden there. So there

ARE good things but you still have to recruit people into the programs. So – I see this as on the way to making health an easy option- you have a garden close to your house in Globeville. But it's still not the easiest thing. Our goal is Making Health the Easy Choice. Here's an analogy I heard from someone else. You drum your fingers. (she demonstrates drumming her fingers- in a natural way). Those things- finding healthy foods, having them near your home- that's drumming your fingers the other way (backwards- harder). You can still do it but it is not easy. Having the gardens, having the cooking classes which we offer, having the Growhaus which offers lots of classes and teaches you how to be sustainable, they offer nice fruit baskets and vegetables- it's all great but there's something that still kind of missing as far as making it the easy option.

If it's close or in the Globeville, Swansea and Elyria neighborhoods they can walk here. But there's still a set of folks who always go to those community meetings. We talk with those people yes of course, but you know they are already invested in the conversation and invested in bettering their community. Then you have some folks you can do some outreach and get them to a class. But then there are folks who don't know about the resources or services- they are the hard to reach people. And that's like the golden egg for a lot of programs and any kind of stuff you do.

I know there are environmental issues in the neighborhoods and hope that you are interviewing other people who can tell you more about it. The Asarco remediation of the heavy metal refinement plant. That may cause people to ask a lot of questions about their overall health- the air, the water, what's in the soil.

Q5a for KI#5. *Where do residents in the Globeville and Elyria-Swansea neighborhoods go to socialize with family, get to know their neighbors and friends?*

Things that we said before apply here- church, children's schools- for adults as well as children, and rec centers.

Sometimes an event gathers people together, like kids wash cars in a certain neighborhood during the Stock Show- they earned money but it was a safe way for them to be with their friends. One day we did a clinic for blood testing and some residents recruited/brought a lot of people. Someone brought a cake and a piñata- to bring a sense of community to the gathering. A community based organization (Focus Points) in Swansea has brought people together together around the topic of health issues and to get community input.

Q5b for KI#5. *What are reasons that you think residents of this neighborhood would say they worry about a safe place to exercise? For children to play? Pollution/Odors?*
As I said before, the sidewalks- some are in bad shape and there are long stretches of places where there aren't any sidewalks at all- especially in Globeville. Or trails for jogging or biking. The streets in Globeville are jammed with oil and trash. The dirt with oil has been there for years making it hard to plant. There are a lot of rocks and oil. People say they wanted to have

gardens and plants but it is hard to do because of the (oil laid down by the) previous owners. It is just not welcoming to walk or jog or be physically active.

For children to play? As we mentioned earlier, the crime and contamination as well as the air pollution and odors from Purina and I-70 would be reasons that people would keep their children inside, not able to play. These also factor in to the question about a safe place to exercise. People don't want to walk or jog in unpure air. A lot of residents said that they felt they could get cancer from the air (Purina and I-70).

Q6. The Future.

What do you think neighborhood planners could do to enhance the neighborhood and address some of these sources of stress in order to reach the goals of “Less stress and better mental wellbeing” as well as “reduced health disparities for residents of GES?”

Involve the community in the process- give them a voice. All of the key informants brought this up as an important aspect to planning and development- include community members as much as possible along the way and refer to them directly to learn about the stress involved with the built environment in the Globeville, Elyria, and Swansea neighborhoods. The key informant project was recognized as a “good step” in this process but that the people felt that they could share their perspective, knowing there were several other perspectives as well.

KI#3: It's very important to come and talk to the community. It's very different to plan from committees or offices or tables than actually coming into the community and finding out how it really affects any plan that they have or project. Lots of back and forth with community input at all stages of the project. I think these interviews that you are doing now are a good start- hearing what the community needs and how everything that is happening has an impact on them and where they live. I know certain things like highway I-70 well we have to have a highway- that's a fact. But how can we make it less stressful, less of an impact for these people? Since that is what takes a lot of money- that is what makes it difficult. What is best for the community may not be the best for the funding and vice versa. I feel that a lot of the stress that community members are experiencing is largely because they don't feel like they have a voice. They feel that if this is going to happen, there is nothing that they can do, and all these impacts are going to happen to them- and there is nothing they can do. That's a huge stressor for them.

KI#1: Involving the neighborhoods in the process is a huge part of that- finding out what their needs are. Because I can tell you my opinions all day but I don't live there. I don't know what everyone is thinking- I'm sure everyone has their own wants or needs or desires. So- I think that a huge part of it is community involvement which I know you guys are already starting.

KI#4: Making sure that they get as much information from everyone as possible. I would hate that there is a bunch of research and assume they know enough without getting input from the residents. I know my two little areas here but I can assure you that the stress points that I notice will be different from other people's- so making sure you get those as well.

Discuss topics of interest related to the I-70 Expansion Project. People have strong opinions about the Cap and Cover (some liked the idea, some found issues with the idea) concept of

creating a green space above and pulling the highway underneath; air quality issues for the people who would use the park and nearby buildings; I-70 development impacts to households and how mitigate stressful outcomes to the residents; and the future. Focus Points has offered its space as a place to be able to hold such discussions, inviting planning committee members and residents to such meetings.

KI#2: I would like to know what is the air quality at the level of the schools from the highway and what they expected to be when they expand the highway. I know they are doing some improvement to the schools that is right next to it but it still doesn't make me feel very comfortable having those kids playing out there on recess right next to a 10-lane highway. They are also suggesting a cap right at the same area and the highway is going to go underground. But I don't feel comfortable having a park right above, on top of the highway where you are attracting more kids to come and play. I'm just not satisfied that they can do enough with the pollution that is coming out of those vents from the highway underground.

KI#3: (Shared a map from her LiveWell partner of the asthma prevalence in DPS)- This was quite shocking to me. Having the highway project being talked about makes you want to see what the outcome of pollution can be- in a disease state like asthma. As people learn about these issues they need to have a way to share it with the planning groups so that they can consider it, and see how to handle it in their planning efforts. That is a role that we would like to play at Focus Points- to offer a place where planners and community members can come together and community members can have a voice to talk the planners about the impact the real impact on the community.

Improve the access in the neighborhoods and to adjoining communities by creating connections to the currently isolated areas. In response to a frequently identified stress issue of neighborhoods that are separated by structural barriers, people suggested that it might be “bigger than them” but it would be good to come up with ways to unify the neighborhoods in more of a physical way so that there is a sense of community. There were some creative ideas expressed, including building a large building that holds a lot of people with continual cleaning of the air so that no one is exposed to air pollution.

KI#1: In a perfect world I'd make access better. I think that the re-development of the highway, if it's done right, can actually connect the neighborhood better. I was even talking to one of the DEH people about this, and some of the plans that she was aware of would do exactly that. It would drop the highway down, because that area underneath the bridge- it's not shady, not crime-filled- it just looks scary. It's dilapidated, rundown. They repaired it 2 or 3 years ago at the most but you wouldn't know it was repaired. It looks terrible and it's in the dark all the time- one of those urban blythe looking things. Whether real or imagined. When I was a kid that was always a scary place for me. That's the only place in Denver like it- where there's an overhang and where you're driving around underneath the bridges. And I think part of that will improve it, especially if it brings back access over the highway, like they are talking about. Green areas that would connect the neighborhood and make it feel like a neighborhood. You know, with nothing in between. You'll never remove the train or the river obviously but even like the bike paths- you build it people will use it. You build it they will come is true. It's like changing a culture. When people start seeing these things they embrace it. But they've never seen this kind of stuff. I think

that access is a huge thing. (ways to connect what is being separated into quadrants- can be done through transportation and the way they are routing the area.)
I don't know where lightrail is going over there. I don't think it's close. I think it's on the other side- starts about 40th and Colorado kind of. I think it cuts in through downtown somewhere- the proposed lightrail? So I don't know how close it will be to them but I think something like that would be beneficial for sure. I don't know the bus routes through there obviously, so I don't know how accessible they are but again- the access through that area is just chopped up. I mean if you take one route it's a trucking route if you take another route, the train's blocking your way. Or whatever the case may be. Lightrail- either closer or a way for people to have access to it. That would help. Infrastructure improvements would help but these are individual houses.

KI#4: We need to work on connecting the different areas of GES. When they switch up I-70 whatever it is and however they are going to do that- making it connect- to have it go over, around or through- to connect those kind of barriers- like I-70, I-25, some of the bigger streets. Even like Washington St is fairly large to be crossing. We're going to have to figure out how to cross Washington for a 5K Run that we will be doing. I'm just a little bit nervous about that. We also need to identify the barriers between Globeville, Elyria and Swansea, and also the barriers that keep it not connected to its neighbors. Like- can you get from Globeville, Elyria or Swansea to downtown? There are lots of ways to go, but none of them are fast or easy. So think about connecting to other areas too. We can't move I-70 and I-25 that much- but how can we be creative and connect people to lightrail so that they can take lightrail to downtown or they can take lightrail to the other side of I-25.

Build a grocery store in the Globeville, Swansea, Elyria area. Bring healthy food access to where people can get to it by local transportation, including walking.

KI#4: I feel like it is really crucial to have some kind of grocery store. It is great to have gardens, but that's not the answer for everybody. Unless we can have cows because people need to have milk.

Build a regional rec center and/or improve the current rec centers to meet the needs of the residents.

KI#2: WE have put forth a suggestion that with the expansion of I-70 we would like CDOT as part of their mitigation to build us a regional rec center for these neighborhoods with all of the amenities that nicer rich rec centers have, including a swimming pool. That would give the opportunity for people that need to exercise but can't put the physical stress on their body – they would be able to go in and swim and do their exercise without having to go through too much-work.

KI#4: Also, in reducing disparity in anything you can't give the same amount – let's say money- to a health disparate group and expect them to be the same. The whole reason is there's a disparity. You need to put more resources in to get equity. You can't just give every community \$10,000 when some communities need \$20,000 because they are that much lower in resources and programming and advocacy and policy. I think that advocacy and policy are great but some people are sitting in their house- and they just need information. They need to be getting out and getting programs, like programs and resources in rec centers.

KI#5: Build new rec center buildings that allow for optimal scheduling for working families- opportunities for kids and parents to do zumba, yoga classes, cooking classes for the parents at all times of the day to meet the scheduling needs of people who have many jobs and varying schedules.

Improve lighting and police support in public areas. More light will make people more motivated to walk, jog, and be outside without fears of crime or physical safety.

KI#5: More lights, better playgrounds would be more inviting. It might not necessarily be safer, but more inviting to the eye. Now there is a lot of graffiti- gangs take over the parks and destroy them. More lights will make it feel more safe. More police activity around parks, places where people jog or walk. In regards to the police distrust aspect- if there is more police activity- people will need the support for better relationships. Perhaps Focus Points can offer that support to the residents and the police- to encourage conversation and sense of increased trust between police and residents.

Consider crime prevention as new buildings are built. One key informant talked about a recent Habitat for Humanity new building project that incorporated ways that houses and neighborhoods can be safer. It is a program called Crime Prevention Through Environmental Design (CPTED) that has been shown to be effective in other communities.

KI#1: We were involved in a Habitat for Humanity build – we just assisted them basically with security, but- as part of that development- they had the big build over there at 61st and Sherman, a bunch of townhouses. They built it and used “CPTED”- you build in smarter ways- crimeproofing the homes as you build. That was incorporated into the build and will probably be incorporated into future builds. That’s definitely a good thing- it will help. I know that Habitat has targeted GLOBEVILLE specifically to do this construction. Doing new builds as well as taking existing properties and re-habbing them. It’s a start- a positive thing. Could be more.

IV. Closing Comments

The key informants were able to give clear input on the aspects of the built environment that caused stress in the Globeville, Elyria, and Swansea neighborhoods, with insights regarding the upcoming I-70 expansion changes and how they affect a neighborhood that has been divided by the very structures that are in conversation. They were pleased that the process included talking with key informants such as themselves and suggested that this method be continued into the future including the community voice. The key informants made several useful recommendations for changes that would address the impact on health in the GES neighborhoods.