

### **Notes from Community Forums, December 2018 – February 2019**

1. Bayview Hunters Point Community Forum
2. Castro Community Forum
3. Chinatown Community Forum
4. Excelsior and OMI Community Forum
5. Mission Community Forum
6. South of Market Community Forum
7. Sunset Community Forum
8. Tenderloin Community Forum
9. Visitacion Valley Community Forum
10. Western Addition Community Forum

### **Notes from Focus Groups, December 2018 – March 2019**

1. African American Community
2. Arab Community
3. Cambodian Community
4. Council of Community Housing Organizations
5. Eviction Prevention & Tenant Empowerment Working Group
6. HIV Community
7. HIV Housing Providers
8. Homeowners
9. HOPE SF Hunters View Housing Community
10. HOPE SF Potrero Hill Housing Community
11. HOPE SF Sunnydale Housing Community
12. Housing Action Coalition
13. Human Service Network
14. Latino Services Providers & Advocates
15. LGBTQ+ Community
16. Local Homeless Coordinating Board
17. Long Term Care Coordinating Council
18. Mayor's Disability Council
19. RAD – 1760 Bush Street Community
20. RAD – 1880 Pine Street Community
21. RAD – 18<sup>th</sup> Street Community
22. RAD – 25 Sanchez Street Community
23. RAD – 2698 California Street Community
24. RAD – 345 Arguello Street Community
25. RAD – 462 Duboce Street Community
26. RAD – 491 31<sup>st</sup> Avenue Community
27. RAD – 711 Pacific Community
28. RAD – Clementina Towers Community
29. RAD – Bernal Dwellings Housing Community
30. RAD – Hayes Valley North & South Community
31. RAD – JFK Community
32. RAD – Mission Dolores Community
33. RAD – Robert B. Pitts Community
34. RAD – Westside Courts Community
35. RAD – Woodside Community

36. Samoan Community
37. San Francisco Immigrant Legal & Education Network
38. Senior Disability Action
39. Transgender Community
40. Veterans' Comments
41. Vietnamese Community

### **Report Back**

1. Summary of Key Findings from Community Engagement
  - a. English
  - b. Chinese
  - c. Filipino
  - d. Russian
  - e. Samoan
  - f. Spanish
  - g. Vietnamese
2. Summary of Written Comments Received and MOHCD/OEWD/HSR Responses
3. Notes from June 20, 2019 Meeting

### **Proposed Strategies**

1. Proposed Strategies Documents
  - a. English
  - b. Chinese
  - c. Filipino
  - d. Russian
  - e. Samoan
  - f. Spanish
  - g. Vietnamese
2. Summary of Written Comments Received and MOHCD/OEWD/HSR Responses
3. Notes from August 5, 2019 Meeting

### **Notes from NRSA Strategies Meetings, October-November 2019**

1. Bayview Hunters Point NRSA Strategies Meeting
2. Chinatown NRSA Strategies Meeting
3. Mission NRSA Strategies Meeting
4. South of Market NRSA Strategies Meeting
5. Tenderloin NRSA Strategies Meeting
6. Visitacion Valley NRSA Strategies Meeting

### **Preliminary Funding Recommendations for 2020-2021 CDBG, ESG, HOME and HOPWA Programs**

1. Summary of Written Comments Received
2. Notes from February 4, 2020 Meeting

### **Draft 2020-2024 Consolidated Plan and 2020-2021 Action Plan**

1. Summary of Written Comments Received and MOHCD/OEWD/HSR Responses

Community Forum Notes  
December 2018 – February 2019

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**A Conversation on Housing and Community Development  
Wednesday, February 20, 2019  
Dr. George W. Davis Senior Center (Bayview Hunters Point/District 10)**

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## Barriers to Fair Housing Break-out Groups

### **Session #1**

#### **1. What's important to you that brought you here tonight?**

- Familiarize with process
- Shrinkage of affordable housing (less)
- Affordable housing income bands too restrictive, does not serve low-income or moderate
- Challenges of using COP. Looking for more information/resources
- To hear & listen

#### **Station 1 – Neighborhood Change and Choice**

#### **2. Based on the maps and your personal experience, what are the most important or noteworthy changes in this neighborhood in the past 5 years?**

- Shrinking number of African Americans
- Homeownership prices have increased
- Do not see diversity within our community- socially
- African American culture not visible in fullness anymore/ fewer churches
- Reduced sense of community
- Cost of housing increased

#### **3. What do you think has caused or contributed to those changes in your neighborhood?**

- Increased cost of living
- Increase in homelessness
  - No mental health support
  - No housing
- Lack of accountability for sites serving homeless
  - Drug example
- Increase resources to ensure empathy possible
  - See that people just doing their jobs – cycling

# A Conversation on Housing and Community Development

Wednesday, February 20, 2019

## Dr. George W. Davis Senior Center (Bayview Hunters Point/District 10)

- Anxiety because people don't know where they will live/ get second chance job opportunities / options not affordable

### 4. If money were not object, where would you choose to live (top 3 desirable places) and where would you choose to not live (top 3 least desirable places)?

- Most desirable places to live per map – Bayview (11), Portola (2), Brisbane, Dogpatch (3), Potrero Hill (2), Mission (3), Twin Peaks, St. Francis Woods (3), Haight-Ashbury, Buena Vista Heights, Seacliff (2), Outer Richmond, Inner Richmond (2), Marina (2), Hayes Valley, Duboce Triangle (2), South of Market, Marin County (3), Healdsburg, Brisbane, Woodside (2)
- Least desirable places to live per map – Outer Richmond (4), Outer Sunset (2), Excelsior, Crocker Amazon, Visitacion Valley, Bayview (2), Bayshore, South of Market (2), Western Addition, Marina, City of Richmond, East Palo Alto (2), East Oakland (3)

### 5. What makes a neighborhood a desirable place to live?

- Views
- Family
- Weather
- Home
- Transportation
- History
- Character
- Jobs – new ones!
- Education
- Safety
- Parks
- Shopping
- Access to travel
- Good services – gas stations
- Healthy, quality foods (rest & grocery)
- Business opportunities
- Entertainment
- Churches
- Community Fairs/ Activities

### 6. Do you feel like you have a choice in where you live? And where do you live now (zip code)?

No choice			A lot of choice
x	x	x	
94124	94124	94124	

**A Conversation on Housing and Community Development**  
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**7. What makes you feel like you have a choice or don't have a choice?**

- No longer feel like we belong
- Effect of system
- Effect of gang injunctions/ records
- Cost
- Exploitive financial products

Station 2 – Access to Opportunity

**8. What are the most pressing challenges to getting or keeping a job for you and for others in your neighborhood?**

- Education in SF because less favored by recruiters
- Insufficient educational showing/ testing for college

**9. What has helped you or others in your neighborhood get or a keep a job?**

- Community building/ capacity to leverage

**10. What are the most pressing challenges that you or others in your neighborhood face in accessing public transportation?**

- [no answers given]

**11. What has helped you or others in your neighborhood in accessing public transportation?**

- [no answers given]

**12. What are the most pressing challenges that you or others in your neighborhood face in living in or creating more healthy neighborhoods?**

- [no answers given]

**13. What has helped you or others in your neighborhood in live in or create healthy neighborhoods?**

- [no answers given]

Station 3: Fair Housing Violations

**14. Have you or a member of your household experienced a violation of your fair housing protections?**

- [no answers given]

**15. What did you do/Who did you go to for support? How helpful was it?**

- [no answers given]

**A Conversation on Housing and Community Development**  
**Wednesday, February 20, 2019**  
**Dr. George W. Davis Senior Center (Bayview Hunters Point/District 10)**

**Session #2**

**1. What's important to you that brought you here tonight?**

- Future of Bayview
- Affordable housing for African Americans
- Hearing the policies about fair housing
- Feeling disconnected & trying to decide whether to stay or leave
- Challenges for families to get housing with children
- Cost of housing/ occupancy STD's
- Learn about housing issues here

**Station 1 – Neighborhood Change and Choice**

**2. Based on the maps and your personal experience, what are the most important or noteworthy changes in this neighborhood in the past 5 years?**

- African Americans leaving – elders pass & families move
- A lot of development – for newcomers
- Types of businesses have changed, catering to newcomers
  - Though most avoid 3<sup>rd</sup> street
- Fewer familiar faces/ names changing without regard to history
- Few legacy residents shop on 3<sup>rd</sup>/ Fight for what should be on 3<sup>rd</sup> street

**3. What do you think has caused or contributed to those changes in your neighborhood?**

- Lack of appropriate law enforcement
- Lack of response by city for public SVC's
- Media coverage – bias
- Impact of development of nearby areas (Dogpatch/ UCSF)
- Dot Com Boom
- Availability of land in southeast sector
  - Increase of density in Bayview
- Mental illness
- Lack of funding for youth, homeless, mental health programs
- Cost of rent
- Impact of policies (Health Dept., Planning, etc.)
- Poorly performing schools
  - Families moving away

**4. If money were not object, where would you choose to live (top 3 desirable places) and where would you choose to not live (top 3 least desirable places)?**

- [no answers given]

**A Conversation on Housing and Community Development**  
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**Dr. George W. Davis Senior Center (Bayview Hunters Point/District 10)**

**5. What makes a neighborhood a desirable place to live?**

- Amenities – groceries, community centers, churches
- Sense of community
- Weather
- Transportation
- Walkability
- View
- Feel connected
- Institutions
- Parks & Open Space
- QUALITY food sources

**6. Do you feel like you have a choice in where you live? And where do you live now (zip code)?**

No choice							A lot of choice
x	x	x	x	x	x	x	
94110	94110	94110	945019	94110	94124	94124	

**7. What makes you feel like you have a choice or don't have a choice?**

- Discrimination – racism
- Access to capital
  - Ability to qualify
- Family property ownership

Station 2 – Access to Opportunity

**8. What are the most pressing challenges to getting or keeping a job for you and for others in your neighborhood?**

- [no answers given]

**9. What has helped you or others in your neighborhood get or a keep a job?**

- [no answers given]

**10. What are the most pressing challenges that you or others in your neighborhood face in accessing public transportation?**

- [no answers given]

**A Conversation on Housing and Community Development**  
**Wednesday, February 20, 2019**  
**Dr. George W. Davis Senior Center (Bayview Hunters Point/District 10)**

- 11. What has helped you or others in your neighborhood in accessing public transportation?**
  - [no answers given]
- 12. What are the most pressing challenges that you or others in your neighborhood face in living in or creating more healthy neighborhoods?**
  - [no answers given]
- 13. What has helped you or others in your neighborhood in live in or create healthy neighborhoods?**
  - [no answers given]

Station 3: Fair Housing Violations

- 14. Have you or a member of your household experienced a violation of your fair housing protections?**
  - [no answers given]
- 15. What did you do/Who did you go to for support? How helpful was it?**
  - [no answers given]

## Community Development/Social Service Needs Break-out Groups

### Session #1

- 1. What is important to you that brought you here tonight?**
  - People origin/ current situation
  - Know more what people think about Bayview Plans
  - Increase services, Asian population help
  - Place to live/housing – upgrade and make room for others that are coming in
  - Developer – Help community better
  - Have providers, but don't have people to be heard
  - Homelessness/services
  - Seniors need to be in their home- hope to developed
  - Close down business to build homes, but still empty spaces.
- 2. Other than housing services, what are the services that are most important for you and/or your family?**
  - Mental Health
  - Job services – living wage jobs for both young adults and adults
  - Senior services – good access here, couldn't hurt to have more
  - Financial
  - More shelters
  - Homeless – jobs, started doing community work

**A Conversation on Housing and Community Development**  
**Wednesday, February 20, 2019**  
**Dr. George W. Davis Senior Center (Bayview Hunters Point/District 10)**

**3. How would you find out about these services?**

- Community centers
- YMCA → the same information/resources
- Churches
  
- Children centers can come in to do homework watch TV/ After school program
- More programs before / After school
- Services – health, housing, seniors
- Outreach – radio, workshop

**4. What gets in the way of being able to access or use existing programs and services?**

- Outreach- word of mouth
- Access services/ information
- Reference
- Outside the network
- Mass produce information/ centralized information
- More tabling/ Basic info flyering
- Transportation
- Language

**5. If there are services that you use and you think needs to be improved, how do they need to be improved?**

- Familiar places
- 1 Stop Shop information
- Multilingual
- Language
- Safety
- Fear
- Educate people about community
- Community Building Program
- Improving service
- Unpaid job program – difficult
- Pad job training/ internship
- 

**6. What are the services that you need but have been unable to find?**

- Homelessness – where to find resources/ services local senior housing
- Local senior housing
- Multilingual services to find housing
- SBO connection?

**7. What do you and others in your neighborhood need to get, keep and advance in a job?**

- Veterans

## **A Conversation on Housing and Community Development**

**Wednesday, February 20, 2019**

**Dr. George W. Davis Senior Center (Bayview Hunters Point/District 10)**

- Locked up/second chances – Employers
- Job programs – language translations /EAS
- Service local neighborhood
- Additional case management/ support
- Skills-training

**8. How would you find out about services that would meet those needs?**

- [no answers given]

**9. What, if any, suggestions do you have for the City to improve access to good jobs?**

- Specific employment pathways
- GED Completion
- City college
- Partnership
- Platform/ Job fairs
- Hire Bayview residents/ local hiring
- Employer accounting how many people they hire from job fairs

**10. What would you and your family need in order to be financially stable and/or to be able to build wealth?**

- [no answers given]

**11. What are the public space improvements that you believe are needed in your neighborhood?**

- [no answers given]

**12. What do you like most and least about your neighborhood shopping area?**

- [no answers given]

**13. What are things that would build your sense of community?**

- [no answers given]

### **Session #2**

**1. What is important to you that brought you here tonight?**

- Any family in need – asking
- Toxic contamination in the Bayview
- Killing of young men of color
- Gentrification – people of color in Bayview Housing
- Territorial Block by block
- Don't know how to write
- No skills
- Financial services

**A Conversation on Housing and Community Development**  
**Wednesday, February 20, 2019**  
**Dr. George W. Davis Senior Center (Bayview Hunters Point/District 10)**

- Getting people to utilize, do not trust institution
- 2. Other than housing services, what are the services that are most important for you and/or your family?**
- Finding employment/ Job services
  - Positive Community Affairs
  - Child Care
  - Safety
  - Activities for the youth/ Positive apartments, affordable, trips
  - Mental Health, Substance abuse
  - Community Support
  - Longevity Jobs
  - Outsiders reap the benefits
  - No fruits or fruits/vegetables/ affordable/ accessible
  - Facilities in neighborhood that delivers outside the community
  - Housing, homelessness shelter/ multi-floors
  - Inadequate shelter
- 3. How would you find out about these services?**
- City department has to communicate better with each other
  - Share network
  - Information out
  - Offer places they can go outside neighborhood
  - Better communication/ Follow-up
  - Training
  - Positive Community Affairs
  - Cultural Sensitivity
- 4. What gets in the way of being able to access or use existing programs and services?**
- Financing to help residence
  - Racism
  - Rudeness / other race
  - Transportation
  - Mental Health
- 5. If there are services that you use and you think needs to be improved, how do they need to be improved?**
- T-Train – more than one train / can run more frequently to Bayview
  - Living wage jobs
  - Local hiring
  - Loss of basic institutions, pharmacy, banks
  - Better awareness from police
- 6. What are the services that you need but have been unable to find?**

**A Conversation on Housing and Community Development**  
**Wednesday, February 20, 2019**  
**Dr. George W. Davis Senior Center (Bayview Hunters Point/District 10)**

- [no answers given]
- 7. What do you and others in your neighborhood need to get, keep and advance in a job?**
- More access to free education
  - On the job training
  - Pay fees
  - Entrepreneurship opportunities
  - Incarcerated jobs/ hard to find/Re-enter job market
  - Professional development
  - Mentorship
  - NEW Business person mentored by seasoned business person
  - Creative job hubs/ Incubators
- 8. How would you find out about services that would meet those needs?**
- [no answers given]
- 9. What, if any, suggestions do you have for the City to improve access to good jobs?**
- Access to education
  - Job training
  - Practice test for City jobs
  - Credit for experiences in place of Degrees
  - Minimum qualifications
  - Wages for housework/ Expand
  - Pay foster parents double, but not pay parents
  - Local hiring
- 10. What would you and your family need in order to be financially stable and/or to be able to build wealth?**
- Affordable housing – REAL affordable housing!
  - Substantial living
  - System/ Rent control accountability basic standard of living
  - Strong department of DBI
  - Policing is very threatening – problem with law enforcement need attention – police accountability
  - Wealth education/ management
  - Financial literacy
  - Community involvement
  - Health First – good food, restaurants
  - Water contamination in Bayview/ Toxic
  - Liquor store closing early
- 11. What are the public space improvements that you believe are needed in your neighborhood?**
- City department denying problems

## A Conversation on Housing and Community Development

Wednesday, February 20, 2019

### Dr. George W. Davis Senior Center (Bayview Hunters Point/District 10)

- Health/Contamination sponsorship of the poison approved building in the toxic land, refuse to do EIR.

#### 12. What do you like most and least about your neighborhood shopping area?

- [no answers given]

#### 13. What are things that would build your sense of community?

- [no answers given]

## Immediate Housing Needs Break-out Groups

### Session #1

#### 1. What is important to you that brought you here tonight?

- Small, inadequate housing, negatively impacting health, wants to stay in the community
- Need immediate housing, SRO (too small) wants housing in Bayview community
- In desperate need of housing, doesn't want to stay in a shelter
- Information about homeownership, or about MOHCD rental program (wants to stay/live in Bayview/Dogpatch)
- Needs adequate housing, is on multiple housing lists, in immediate need, elderly/ senior, health issues, the City system is like a run-around, paying more than 70% of income on rent.
- Son was on housing list, couldn't renew, needs housing
- Works for City, sees inadequate conditions like mold, and other unhealthy environmental issues, people need affordable housing, SRO's aren't suitable for families.

#### 2. What do you and your family need to get or stay in housing?

- Housing authority list is too long, some people get housed faster than others (out of order), system needs to be improved
- Supports for women of color to get housing, issues with criminal records of family members
- Racial inequities throughout the housing system
- SRO environment is toxic, deaths in the building, drug users etc. → needs access to better housing, has been on Section 8 list for 5 years.
- Credit, good jobs, (not just SSI) are needed to get housing.
- SSI & disabled don't make enough to stay in housing and even SRO's

#### 3. In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?

- Housing authority renewal issues → if someone leaves the household, can all the others stay? Changes in household should not disqualify for housing.
- Section 8 list is full, I need housing now
- Vouchers here (Section 8) you cannot stay in San Francisco
- People who grew up in San Francisco, people of color, do not get enough housing opportunity

**A Conversation on Housing and Community Development**  
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**Dr. George W. Davis Senior Center (Bayview Hunters Point/District 10)**

- 4. Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.**
  - Farther up 3<sup>rd</sup> street, the housing has onsite gyms, big part of good health (mental & physical), clean environment
  - You have to spend time going to multiple locations, you need access to online & telephone
  - We need more 3 & 4 bedroom housing for young people to grow into and build a family, with playgrounds.
  - People live stressful lives, overcrowded, family housing
  - Build family housing
  - Challenges for formerly incarcerated to access housing in the system
  
- 5. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified would you prefer?**
  - Email, text, phone call.
  - Mail
  - Newspaper → Examiner
  - Flyers (on street poles) (Posted in businesses)
  - Community facilities (like YMCA's etc.)
  - DAHLIA (this is good, email alerts)
    - Hard copies take too long in the mail
  - For homeownership, there might be a fear of applying, fear of unknown, think you will not get it.
  - How do you know if something is a scam? \$0 down, etc. offers online
  - If you come to meetings & show up, you aren't guaranteed any housing. That should change.
  
- 6. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**
  - [no answers given]
  
- 7. What are the kinds of things that help people move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
  - [no answers given]
  
- 8. What are the public space improvements that you believe are needed in your neighborhood?**
  - Clean up the streets, there is trash everywhere
  - Add containers on the streets for recycling
  - Places for trash that are not dumping grounds
  - Clean up human waste on streets, access to public bathrooms. Streets are filthy.
  - Facilities for people to shower (public access)
  - Outdoor exercise activities
  - Spaces for youth, speakers for them etc.
  - Spaces for food donation, giveaway
  
- 9. What are things that would build your sense of community?**

**A Conversation on Housing and Community Development**  
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**Dr. George W. Davis Senior Center (Bayview Hunters Point/District 10)**

- Gentrification concerns, high income vs. low income
  - Include all people, not just some
- Art programs (inclusive)
- Adopt-a-neighbor

**Session #2**

**1. What is important to you that brought you here tonight?**

- Family has been in Bayview & Fillmore, homeless & drug-use is up. People need help; also TAY (18-24) transitioning out of systems have challenges; older adults who lost housing have troubles; people coming out of services (rehab for drug/alcohol) have trouble accessing services after.
- Problems with landlord, medical costs are half my check, so it's hard to pay other bills, need affordable housing (family, members with disabilities)
- Have section 8 voucher that landlords will not accept.
- Need for shelter beds in the Bayview
  - 1,200 homeless in District 10
  - 125 (2) shelter beds in District 10
    - Is active church
    - There is a Nav. Center (Bayshore)
- Needs for homeless seniors, come here to Dr. Davis

**2. What do you and your family need to get or stay in housing?**

- More money (rental subsidy)
- LIHTC rents are too high, SSI benefits is not enough money.
- People stay where they can stay, they don't go anywhere,; need more shelter beds & housing for low-income in the Bayview (homeless, undocumented)
- Affordable housing is not low-income housing
- Medical costs, dialysis vs. bills/rent) are unsustainable
- Mental health supports
- Medical program to check on people (once a week, make sure they) are taking meds.

**3. In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**

- Funding commitments from City change
- If you do not have certain amount of years as homeless, then you cannot qualify for housing.
  - Need to prove sleep in car, street, etc. but not shelter
- System relies on individual interviewers (subjective)
- Seniors have trouble navigating the housing system
  - The seniors have children in home who's drug etc. can jeopardize their housing
  - Need a lawyer to navigate housing authority

## A Conversation on Housing and Community Development

Wednesday, February 20, 2019

### Dr. George W. Davis Senior Center (Bayview Hunters Point/District 10)

- Seniors → DAHLIA is good, but seniors do not have access to internet or people to do the applications for them.
  - Seniors → need supportive housing, are frail, the independent housing isn't good enough for them, (health declines and they die)
- 4. Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.**
- Case management for vulnerable populations in the housing system
  - Seems like certain groups get favored under the new, changing priorities (vets, mental health etc.)
    - Preferences means everyone fights over limited housing
  - Case management for homeless, not just in housing system.
    - Mother Brown's should be expanded, help keep up with their paperwork.
  - DAHLIA should have housing for families (2,3, 4 bedrooms, not 1, or studios)
- 5. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified would you prefer?**
- Email (gets DAHLIA alerts)
    - but chances are so low
  - Text (youth and others)
  - Phone call (seniors)
  - Word of mouth, from trusted person
- 6. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**
- Homeownership is expensive for everyone, but if you aren't even stable, it is very out of reach.
    - First time home buyers programs are ok but do not work in San Francisco.
- 7. What are the kinds of things that help people move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
- [no answers given]
- 8. What are the public space improvements that you believe are needed in your neighborhood?**
- Existing parks are good, but could be more family friendly, beautify (help homeless & move them away from parks with services)
  - Parks should look clean and be nice
  - Parks should serve people in the community
  - Parks with open public restrooms
- 9. What are things that would build your sense of community?**
- Community hire
    - When new businesses come in, they do not have employees from the community with skills for these jobs
  - When seniors and children feel safe to walk the streets, that is when the community thrives

**A Conversation on Housing and Community Development**  
**Wednesday, February 20, 2019**  
**Dr. George W. Davis Senior Center (Bayview Hunters Point/District 10)**

- The people who live here (generational, legacy) get to stay here → community thrives

## Long Range Housing Planning Break-out Groups

Notes for the Long Range Housing Planning break-out groups will be synthesized and posted on the Planning Department's website after all of the forums have taken place.

**A Conversation on Housing and Community Development  
Monday, December 3, 2018  
Eureka Valley Recreation Center (District 7 and District 8)**

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**Barriers to Fair Housing Break-out Groups**

**Sessions #1 and #2**

**Neighborhood Change and Choice**

**1. What is the most important or noteworthy change in this neighborhood in the last 5 years?**

- Long-time residents moved away (3 dots)
- Fewer families with children live here
- Far fewer LGBT people live here (3)
- Many more strollers (1)
- Local businesses are closing
- Way many vacant storefronts
- Far less LGBTQ people in the area, soon there will be Pride flags hanging, but no LGBTQ people working under them
- Increased rents (4)
- More evictions (2)
- Harder for long-term HIV survivors to afford to live here (2)
- More seniors, few younger families (D7)
- More Asian-American (D7)
- Less seniors are living in the Castro as they don't own many buildings. So younger "Tech" industry workers take up the vacant spaces, further increasing the rent.
- Loss of creative people who are priced-out

**2. What has caused changes in your neighborhood?**

- Housing costs have gone up (5)
- Homeowners more reluctant to rent out homes/units (1)
- "Upgrading residential properties(2)
- Immigration patterns/development of more middle/upper class in Asia
- Lack of new housing
- The "Tech" industry has allowed far more youth to relocate to the neighborhood
- Increased rent, not enough housing to allow low-income citizens to live in the area (1)

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- Priced out of option to renew lease; rising rental rates (2)
- Short term rentals (1)
- High retail costs (rental of space) (1)
- Evictions (2)
- Loss of units from people passing from HIV/AIDS (2)
- Lack of housing for people with HIV/AIDS – losing housing because they don't have ability to pay
- City paying companies/organizations to do things that aren't necessary. No oversight. Not housing people

**3. Where would you choose to live and where would you choose not to live?**

- Most desirable places to live per maps – Castro (6), Duboce Triangle (2), Mission, Glen Park, St Francis Woods, West Portal, Inner Sunset (2), Seacliff, Presidio, Lone Mountain (2), Haight Ashbury, Marina, Nob Hill, South of Market (2), Marin County (2), Walnut Creek, Lafayette, Danville, Oakland (2), South San Francisco, Palo Alto
- Least desirable places to live per maps – Outer Sunset (2), Outer Richmond, Pacific Heights, Marina, Tenderloin (4), South of Market (3), Dogpatch (4), Bayview (4), Parkmerced (3), Daly City, South San Francisco, San Mateo, San Jose, Pinole, Pittsburg

**4. What attributes/characteristics/features make a neighborhood a desirable place to live?**

- Access to parks (3)
- Access to good public transit (5)
- Gay people/Queer people (3)
- Safe walkability (4)
- Access to local businesses
- Biodiversity of plants, animal, people (3)
- X Affordability! (3)
- Community/queers
- Libraries (1)
- Ethnic racial diversity
- Walkability (1)
- Stores/restaurants/bars (1)

**5. Do you feel like you have a choice in where you live?**

No notes – see flipchart

**6. What makes you feel like you have a choice or don't have a choice?**

- I'm queer and my family is multiply marginalized – safer in #s (1)
- Can't afford market rates, need to keep rent control (1)
- Money (3)
- I cannot afford to live in the area I want because I do not make enough money (3)
- If we had access to affordable higher education in order to produce enough income to live in this place and work in this place, I think we would have more choice.
- Moving would mean giving up the benefit of rent control (1)
- Older building not ADA-accessible. Seniors can't move

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Access to Opportunity

- 7. What are the most pressing challenges to getting or keeping a job for you and for others in your neighborhood?**
  - Access to mass transit to South Bay where tech jobs are
  - Transit to my job in Bayview terrible (especially after 7 pm)
  - Parking
  
- 8. What has helped you or others in your neighborhood get or keep a job?**
  - Easy to drive to work
  - Incentive for a more diverse population which lead to wider perspectives, more challenges met
  
- 9. What are the most pressing challenges that you or others in your neighborhood face in accessing public transportation?**
  - Terrible sidewalks
  - Needing to transfer makes transit way more complex, so all of area off BART MUNI train lines (such as my neighborhood Chinatown) require transfer, waiting, missed connection
  
- 10. What has helped you or others in your neighborhood in accessing public transportation?**
  - Lots of lines converge here
  - Buses come more often
  
- 11. What are the most pressing challenges that you or others in your neighborhood face in living in or creating more healthy neighborhoods?**
  - Trash, rubbish and filth on the sidewalks, FREE NEEDLES
  - Mediocre transit/poor transit to some areas
  - Crime
  - Accessibility for elderly/disabled people
  
- 12. What has helped you or others in your neighborhood to live in or create healthy neighborhoods?**
  - Parks
  - Not filth in streets/sidewalks
  - More incentive for community involvement towards improvement

Fair Housing Violations

- 13. Have you or a member of your household experienced a violation of your fair housing protections?**
  - YES – 3 green dots (Very Helpful)
  - NO – 1 green dot (Very Helpful) and 1 red dot (Not Helpful)
  
- 14. What did you do/Who did you go for support?**
  - California Department of Fair Employment and Housing
  - Human Rights Commission

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- Bay Area Legal Aid
- SF Tenant's Union (2 Yellow dots – Somewhat Helpful) and 1 green dot (Very Helpful)

**15. How helpful was it?**

See answers of Question 14

**16. Is there anything that we should have asked, something that is important to you?**

No flipchart for this question

## Community Development/Social Service Needs Break-out Groups

### **Session #1**

**1. Let's list the non-housing needs that are most important for you and/or your family.**

- Childcare
  - Culturally competent (same sex parenting)
- Food
  - Income challenged
  - Lower income limits
- Access to info for non-English speakers
- Advertising resources we have now to navigate application processes
- Awareness about resources
- Quality healthcare
- Staff/language diversity

**2. How would you find out about services that would meet those needs?**

- Sharing relatable experiences
- Physical outreach
- Multi-cultural marketing material
- Art + Culture engagement
- Website, but make easy to navigate (ask the community)
- Doctor's office for social worker
  - Online too impersonal
  - More personal referral
- Family + friends even more important to communities of color
- One stop shop

**3. What gets in the way of being able to access or use existing programs and services that would meet those needs?**

- Stigma (social)
- Language barriers
- Transportation:
  - Great to group things

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- Frequency, convenience
  - Physical/mental challenge
  - Lack of cultural competence
- 4. If there are services that you use and you think needs to be improved, how do they need to be improved?**
- More queer pol staff/diversity
  - After hours times for people who work days
  - (including now to publish this)
  - Application process simplified + provide next steps, what to expect, etc.
  - Glossary of terms
- 5. What are the biggest challenges getting or keeping a job for you and for others in your neighborhood? What has helped you or others in your neighborhood get or keep a job?**
- Challenges:
- Age discrimination
  - Transportation
  - Lack of opportunities
  - Lack of training/experience
  - Small businesses squeezed by economic factors
  - Undocumented
- Helps:
- Community resources with jobs listing
  - Opportunities in your neighborhood
  - Employers – offered training
  - Focus on mental health awareness
- 6. If you (or someone you know) needed help advancing your career, what services and supports would you look for?**
- One-stop career center
  - Online certification/accreditation (CDC sessions should be open to public)
  - CBO-based employment services
  - Jobs clubs
  - Temporary employment agencies
  - Internship programs for university students (paid)
- 7. What, if any, suggestions do you have for the City to improve access to good jobs?**
- Increase hoop access points
  - Create one for LGBT community, Polly Amory, Leather, etc., cultural districts
  - D.O.R. collaboration with C.B.O. (Federal money)
  - Equal opportunity for underserved communities
- 8. What do you like most and least about your local commercial corridor?**

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Most:

- LGBT-owned
- All in walking distance
- Convenience

Least:

- 2-3 business only
- Too much bar scene, not safe for youth
- Expensive restaurant
- Needs more small businesses
- Needs more diverse businesses

**9. What are things that would build your sense of community?**

- Block events to encourage communities
- Something to bring people together from different background
- Bring together younger generation
- Encourage sex positivity

**10. Which programs or services need to be offered in a language other than English?  
(Phone translation is a barrier)**

- Everything
- Safe injection facilities
- Needle exchange
- STIs/STDs treatment
- Health services (preventive)

**11. Is there anything that we should have asked, something that is important to you?**

- Ageist perspective
- Gender ID issues
- Sex positivity
  - bath houses in San Francisco
  - support for healthy options
- Asset building – build financial security

**Session #2**

**1. Let's list the non-housing needs that are most important for you and/or your family.**

- Cleaner city – sidewalks, people on streets + more...
- Reduce barriers to services – what's keeping you from making the next step?
- Creating spaces for community – too many barriers to use
- General safety

**2. How would you find out about services that would meet those needs?**

**“Where would you go?”**

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- Internet – but for most in need don't have that
  - Library use/resource
  - Navigation centers
- 3. What gets in the way of being able to access or use existing programs and services that would meet those needs?**
- Mental stability/ability to get through the process
  - Have a representative go to them and see what they need
  - Being home-bound limits access
  - Each provider has to have their own outreach efforts – too decentralized
  - No investment in helping community
  - Understand what's out there
- 4. If there are services that you use and you think needs to be improved, how do they need to be improved?**
- Coordinated database of services
  - Provider portal of broadcast services – calendar, flyer, etc.
- 5. What are the biggest challenges getting or keeping a job for you and for others in your neighborhood? What has helped you or others in your neighborhood get or keep a job?**
- Challenges:
- Trauma makes work place hard
  - Education lack
  - Mental health services
  - How to balance mind/body/soul
- Help:
- Practice skills, self-soothing
- 6. If you (or someone you know) needed help advancing your career, what services and supports would you look for?**
- Training for new skill (EDD) – post disability
  - (how to) integrate wellness into your life
  - Paid well ness benefits
  - Child care
  - transportation
- 7. What, if any, suggestions do you have for the City to improve access to good jobs?**
- “What's a good job?”
  - Paying SF rent
  - It's not\$15/hour
  - What is the continuum of job experience/career building
  - Continue to support free city course
  - Subsidize childcare + transportation
  - Requirements on computer (especially tech companies, etc)

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**8. What do you like most and least about your local commercial corridor?**

Most

- new business energy
- wider Castro sidewalk

Least

- eliminating people who have been there a long time
- missing daily clean teams
- not affordable eating places
- increasing policing
- vacant storefronts

**9. What are things that would build your sense of community?**

- Neighborhood watch – helps get to know neighbors
- More Sunday streets/Block parties
  - Including safe events for younger people
  - More housing
- Teach about wellness
- Neighborhood groups talking about eviction prevention, neighbor support

**10. Which programs or services need to be offered in a language other than English?**

- All
- Eviction prevention
- Workforce development
- Mental health
- Not just language, but also cultural competency

**11. Is there anything that we should have asked, something that is important to you?**

- What have you experienced been with accessing MOHCD services?
- Eviction record impact – makes things worse
- Credit matters also impact situations

## Immediate Housing Needs Break-out Groups

### Session #1

**1. Let's list the types of housing-related needs that are most important for you and/or your family.**

- Evictions
  - rent-related
  - Speculation-driven
  - Ellis Act, OMI
  - Prevention services needed: back rent, legal services, credit repair, lack of info re: eviction process + rights

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- Relocation Assistance
- Homelessness
- Vacant buildings that need rehab.
- New projects needed in Fillmore

**2. In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**

- City spends too much \$ on problems, not solutions.
- “There are no housing services!”
- “Too much overhead, too little services”

More notice for community meeting needed

**3. What supports do you or your family need in order to be able to *get* an apartment?**

- No vacancy control
- Waiting lists are all closed
- At-risk OMI tenants need immediate assistance
- Up front housing costs - \$ for deposits, 1<sup>st</sup> month rent, relocation assistance

**4. What services do you need to *stay* in your apartment?**

- Legal representation- “adequate attorneys”
- More notice for OMI & Ellis evictions
- Where to find new housing – affordable immediate, temporary housing
- Earlier intervention with legal services

**5. In your experience, what supports or services do specific groups need to be able to rent apartments?**

- Assistance clearing eviction and back-rent record

**6. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified you prefer?**

- Flyer, especially for seniors/disabled
- Email

**7. Aside from the high cost, what are the main barriers to purchasing a home in San Francisco?**

- How to prevent eviction?
- At-risk tenants should automatically be put on lists
- Help finding affordable housing with no waiting lists

**8. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**

**9. What are things that would build your sense of community?**

**10. Which programs or services need to be offered in a language other than English?**

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11. Is there anything that we should have asked, something that is important to you?

**Session #2**

1. **Let's list the types of housing-related needs that are most important for you and/or your family.**
  - Stabilizing rents of non-rent controlled units
  - Knowing legal rights + resources for tenants
  - Help overcoming barriers, e.g. legal
  - Affordability – paying monthly
  
2. **In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**
  - Tenants union is accessible, info hard to get appt. for seniors
  - Info re tenants' rights not so accessible
  - Rent Board info + services fairly accessible
  - Lack of info re/ housing services + programs
  - Better outreach + marketing
  
3. **What supports do you or your family need in order to be able to *get* an apartment?**
  - Higher income, lower rent
  - Financial education re credit score + impact on housing
  
4. **What services do you need to *stay* in your apartment?**
  - Financial education e.g. money management
  - Legal services, free or low cost
  - Better + more info regarding these services. E.g. Housing fairs, "Project Homeless Connect" model
  
5. **In your experience, what supports or services do specific groups need to be able to rent apartments?**
  - Housing "buddy" or "ambassador"
  - Seniors with low-tech experience or not tech. access
  - Translation for non-English speakers
  - Incentives for owners to not raise rents to market upon vacancy (rent stab. Housing)
  
6. **If you wanted to learn about affordable rental or ownership opportunities, what method of being notified you prefer?**
  - Social media
  - Public radio
  - Email blasts
  - Flyers, notices in shops
  - Text messages

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- 7. Aside from the high cost, what are the main barriers to purchasing a home in San Francisco?**
  - Lottery – neighborhood preference is barrier
  - HOA dues too high!
  - Incentives/assistance to new owners/existing tenants to help maintain tenancy when building is sold
  - Allowing TIC ownership for larger building
  
- 8. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
  - Ask homeless people what they need
  - Lack of beds in shelters
  - More navigation centers as entry point to permanent housing
  - Job resources/placement to increase income for permanent housing
  
- 9. What are things that would build your sense of community?**
  - Stability – housing. Places to cook and eat. Community kitchens
  - Community forums
  - Farmers’ markets
  - Neighborhood events
  - Neighborhood blogs/info
  
- 10. Which programs or services need to be offered in a language other than English?**
  - All
  - Based on demographics + need
  
- 11. Is there anything that we should have asked, something that is important to you?**
  - Concern re: people displaced by fire

## Long Range Housing Planning Break-out Groups

Notes for the Long Range Housing Planning break-out groups will be synthesized and posted on the Planning Department’s website after all of the forums have taken place.

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[Barriers to Fair Housing Break-out Groups](#)

**Session #1**

**1. What’s important to you that brought you here tonight?**

- Stay in rent-control apt
- 3<sup>rd</sup> eviction
- Cheap landlord
- Lack of property maintenance

Station 1 – Neighborhood Change and Choice

**2. Based on the maps and your personal experience, what are the most important or noteworthy changes in this neighborhood in the past 5 years?**

- Not enough infrastructure
- Park issues- more traffic
- Not enough housing (more TICS)
- Small dwellings but unaffordable
- Evictions-unlawful detainer
- No interaction with landlord

**3. What do you think has caused or contributed to those changes in your neighborhood?**

- Developments
- Real Estate

**4. If money were not object, where would you choose to live (top 3 desirable places) and where would you choose to not live (top 3 least desirable places)?**

- Most desirable places to live per map - North Beach, Haight Ashbury, Western Addition, Laurel Heights
- Least desirable places to live per map – Visitacion Valley, South San Francisco, Excelsior, Mount Davidson, Outer Sunset, Tenderloin

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**5. What makes a neighborhood a desirable place to live?**

- Green Space
- Transportation
- Farmer's market/ hospitals/ food/ coffee
- safety

**6. Do you feel like you have a choice in where you live? And where do you live now (zip code)?**

- No choice: 94108, 94115
- A lot of choice: 94115

**7. What makes you feel like you have a choice or don't have a choice?**

- 

Station 2 – Access to Opportunity

**8. What are the most pressing challenges to getting or keeping a job for you and for others in your neighborhood?**

- 
- 

**9. What has helped you or others in your neighborhood get or a keep a job?**

- 
- 

**10. What are the most pressing challenges that you or others in your neighborhood face in accessing public transportation?**

- 
- 

**11. What has helped you or others in your neighborhood in accessing public transportation?**

- 
- 

**12. What are the most pressing challenges that you or others in your neighborhood face in living in or creating more healthy neighborhoods?**

- Challenges: Small room (district 3 )

**13. What has helped you or others in your neighborhood in live in or create healthy neighborhoods?**

- Assets: Convenient to stores, people/ community

Station 3: Fair Housing Violations

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**14. Have you or a member of your household experienced a violation of your fair housing protections?**

- Yes: 2
- No: 0

**15. What did you do/Who did you go to for support? How helpful was it?**

- 

**Session #2**

**1. What's important to you that brought you here tonight?**

- Families with children
- Not all housing opportunities in DHALIA, especially senior housing
- No neighborhood preference in Chinatown
- Hard to get selected by lottery
- More housing for disable people
- No access to fill out paper applications
- More senior housing
- Need more info about subletting rent a room for small landlords
- Income restrictions/ language discrimination

**Station 1 – Neighborhood Change and Choice**

**2. Based on the maps and your personal experience, what are the most important or noteworthy changes in this neighborhood in the past 5 years?**

- Higher rent for both business and housing
- Cannot afford affordable housing rent is too high
- More tech people live in SRO's
- SRO's are only marketed in English, targeted to certain groups of people

**3. What do you think has caused or contributed to those changes in your neighborhood?**

- Too little housing in certain neighborhood marketing in English

**4. If money were not object, where would you choose to live (top 3 desirable places) and where would you choose to not live (top 3 least desirable places)?**

- 

**5. What makes a neighborhood a desirable place to live?**

- 

**6. Do you feel like you have a choice in where you live? And where do you live now (zip code)?**

- No choice: 94108 = 9 people, 94112= 1 person, 94133= 1 person, 94111, 94104

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7. What makes you feel like you have a choice or don't have a choice?

- 

Station 2 – Access to Opportunity

8. What are the most pressing challenges to getting or keeping a job for you and for others in your neighborhood?

- 

9. What has helped you or others in your neighborhood get or a keep a job?

- 

10. What are the most pressing challenges that you or others in your neighborhood face in accessing public transportation?

- 

11. What has helped you or others in your neighborhood in accessing public transportation?

- 

12. What are the most pressing challenges that you or others in your neighborhood face in living in or creating more healthy neighborhoods?

- 

13. What has helped you or others in your neighborhood in live in or create healthy neighborhoods?

- 

Station 3: Fair Housing Violations

14. Have you or a member of your household experienced a violation of your fair housing protections?

- Yes: 4 people
- No: 0 people

15. What did you do/Who did you go to for support? How helpful was it?

- Do: Contact MOHCD – No help
- Where went for help? Private attorney, Tenderloin neighborhood

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Community Development/Social Service Needs Break-out Groups

**Session #1**

- 1. What is important to you that brought you here tonight?**
  -
  
- 2. Other than housing services, what are the services that are most important for you and/or your family?**
  - Job programs- to support & raise their families immigration policies- get access & info & legal services
  - More public services & community organizations funding for training specifically social workers
  - More info. To run for public office I.E. education commissioner
  - Funding for TAY programs- workforce training & school/education
  - Language, vocational training & English courses
  - Case Management for TAY youth 18-24 non-school age
  - Vocational training for special needs individuals
  - Funding for community building
  
- 3. How would you find out about these services?**
  - Local newspaper- Tsing Tao
  - Radio
  - YMCA/senior centers will language capacity
  - CCDC
  
- 4. What gets in the way of being able to access or use existing programs and services?**
  - Language barriers-YMCA/ senior Center needs
  - Job training/ programs- insufficient, minimum funding, needs language capacity, needs bilingual
  - Staff, lower English proficiency
  - Neighborhood needs a building or community facilities
  
- 5. If there are services that you use and you think needs to be improved, how do they need to be improved?**
  -
  
- 6. What are the services that you need but have been unable to find?**
  -
  
- 7. What do you and others in your neighborhood need to get, keep and advance in a job?**
  - MOHCD look at neighborhood & community holistically to determine needs
  - API counseling
  - Provide stability for nonprofits; assistance for staff to retain housing in the City
  - Needs assistance for small business; businesses are closing and many store fronts are vacant
  - Homeless population- MOHCD needs a plan to assist the homeless population

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- Childcare- parents work night shift; no childcare available at night times
  - Sanitary concerns- City provide more facilities
- 8. How would you find out about services that would meet those needs?**
- 
- 9. What, if any, suggestions do you have for the City to improve access to good jobs?**
- 
- 10. What would you and your family need in order to be financially stable and/or to be able to build wealth?**
- 
- 11. What are the public space improvements that you believe are needed in your neighborhood?**
- Provide more bathroom facilities to eliminate public urination and waste
  - More shelters to decrease overcrowding
  - More street lights/ lighting in alley ways
  - Fund more nonprofits and community agencies
  - Chinatown & funding to clean up and repair Stockton tunnel
  - Keep households in their homes; provide funding for nonprofits for homeowner assistance and other programs
- 12. What do you like most and least about your neighborhood shopping area?**
- 
- 13. What are things that would build your sense of community?**
- 

**Session #2**

- 1. What is important to you that brought you here tonight?**
- Housing affordability
  - Housing rental assistance
- 2. Other than housing services, what are the services that are most important for you and/or your family?**
- Needs more languages assistance; find non-profits & community agencies to support language capacity
  - Need rental assistance programs; funding for rental assistance programs
  - Housing expenses are higher than income; wants more funding for renter assistance
  - Self-help for the elderly is very important to the community. It has a long history & provides many programs/ for seniors, the organizations is very good
  - The City needs to provide more funding to this organizations; it provides info and resources. Community will support organizations

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- Rental housing increase to 4% (ccdc)
- 3. How would you find out about these services?**
    - Community centers nonprofits to disperse information & resources to the public
    - Flyers in multiple languages is important. Flyers at public spaces, non-profits organizations
    - Public libraries- for internet access but availability is limited
    - Broadcast on Chinese radio
    - Newspaper- Tsing Tao
    - Senior housing information online is brief, needs more information
  - 4. What gets in the way of being able to access or use existing programs and services?**
    -
  - 5. If there are services that you use and you think needs to be improved, how do they need to be improved?**
    - Improve 911 – services took 30 minutes.
    - Improve sanitary conditions; add waste/recycling bins in front of business
    - Accessibility in SROS –elevators
    - Improve communication/ marketing- radio, newspapers, flyers, non-profit organization; enlist the help of non-profits & community centers; enlist the help on small neighborhood businesses to check on community members during disasters, etc.
    - Make sure community use 311 to report non-emergency
    - Childcare for SRO occupants
    - Support youth in community; encourage youth to connect with seniors
    - Meal programs
    - Make signs to discourage throwing trash, spitting in street
  - 6. What are the services that you need but have been unable to find?**
    -
  - 7. What do you and others in your neighborhood need to get, keep and advance in a job?**
    -
  - 8. How would you find out about services that would meet those needs?**
    -
  - 9. What, if any, suggestions do you have for the City to improve access to good jobs?**
    -
  - 10. What would you and your family need in order to be financially stable and/or to be able to build wealth?**
    -
  - 11. What are the public space improvements that you believe are needed in your neighborhood?**
    -

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12. What do you like most and least about your neighborhood shopping area?

- 

13. What are things that would build your sense of community?

- 

## Immediate Housing Needs Break-out Groups

### Session #1

1. What is important to you that brought you here tonight?

- Applicants fee for lottery. We pointed that for City sponsored projects, no fee
- 415 701-5500
- Fund nonprofits to help with application work
- DHALIA doesn't give feedback about application
- Many and empty properties not rented out
- Education about new immigration laws that affect affordable housing

2. What do you and your family need to get or stay in housing?

- 

3. In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?

- 

4. Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.

- 

5. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified would you prefer?

- 

6. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?

- 

7. What are the kinds of things that help people move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?

- 

8. What are the public space improvements that you believe are needed in your neighborhood?

-

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**9. What are things that would build your sense of community?**

- 

**Session #2**

**1. What is important to you that brought you here tonight?**

- Allow TIC
- Eviction prevention
- Down payment assistance
- Housing too small
- More affordable senior housing
- Help paying rental subsidies for affordable housing
- Affordable housing for 62\*65 year olds low income
- More housing
- Family housing
- Support organizations like self-help elderly
- More rental subsidies
- Update technology to be more responsive to applicants
- Elevators in older building especially SRO's
- Single parent household
- Make it clear that you don't need ssn to live in housing

**2. What do you and your family need to get or stay in housing?**

- Rent for seniors keep rising
- Need more indoor community center in Chinatown
- Space for seniors and children
- Preference for affordable lottery for 1<sup>st</sup> time applicants for families with children
- More housing subsidies like section 8 and get more landlords to accept section 8
- List of properties/ landlords that accept section 8
- Increase funds for senior services
- Well-funded small sites program. Affordable housing preservation should be priority

**3. In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**

- 

**4. Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.**

- 

**5. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified would you prefer?**

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- 
- 6. **If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**
  -
- 7. **What are the kinds of things that help people move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
  -
- 8. **What are the public space improvements that you believe are needed in your neighborhood?**
  -
- 9. **What are things that would build your sense of community?**
  -

**Written Statement Received:**

My name is Chang Jok Lee, I'm the president of the Ping Yuen Residents Improvement Association. Our mission is to strive for better living conditions for nearly 1,000 residents that are residing at Ping Yuen and North Ping Yuen. Since the establishment in 1968, the leadership has continuously working with our security measure. One successful example of getting security improvement was back 1978 where we organized the first Public Housing rent strike in the city after a brutal rape and murder of a young girl at North Ping Yuen. Nowadays Ping infrastructure upgrades because of resident's support and collaboration during the Rental Assistance Demonstration conversation and renovation. With all the additional resident services funding, we are able to focus on breaking through isolation by connecting residents through community building work. Residents feel closer to their neighbors and start building a sense of belonging to the community. This is not something we can achieve in a blink of an eye. It takes time, resources and a lot of work. The work must continue, so residents feel welcome to their community to increase their interests in participating in the service programs. When they build the sense of community ownership, they will become more socialize and active which will help improved their health and wellness overall. Thus, I strongly urge the MOHCD to allocate more funding for community building, so that we can continue the work on building a healthier and solidarity community.

## Long Range Housing Planning Break-out Groups

Notes for the Long Range Housing Planning break-out groups will be synthesized and posted on the Planning Department's website after all of the forums have taken place.

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## Barriers to Fair Housing Break-out Groups

### **Session #1**

#### **Station 1 – Neighborhood Change and Choice**

**1. Based on the maps and your personal experience, what are the most important or noteworthy changes in this neighborhood in the past 5 years?**

- Lots of new development, restaurants, apartments
- + Vacancies – including brand new retail
- + Stalled constructions
  - Mission and Prussia, cable car
- Too long to get a permit
- Upsizing existing housing – move SF
- Less owner occupied
- Prices increase to rent and buy
- Safeway services not keeping up
- Trash problem not effective
- Boarded up store fronts around Randolph
- Families leaving
- Street dumping
- Lots of business turnover
- Takes long time to open a new business
- Locals can't economically support new business
- Less variety of commercial options especially basics
- New shops taking business away from existing
- Less info-sharing amongst community groups

**2. What do you think has caused or contributed to those changes in your neighborhood?**

- Incomes higher
- Profit-driven development needs certain return on investment
- Lack of city commitment to AH for existing residents

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- Chains (ex: CVS)
- Housing as investment / global re: market drives up prices
- Lack of legislative protection
- City not investing in creating working class jobs (+ converse) investing too much in high wage jobs

**3. If money were not object, where would you choose to live (top 3 desirable places) and where would you choose to not live (top 3 least desirable places)? And why?**

- Most desirable places to live per map – Excelsior (14), Outer Mission (5), Oceanview/Ingleside (14), Parkmerced, St Francis Woods, Bernal Heights, Mission (9), Noe Valley, Haight Ashbury, Inner Sunset, Outer Sunset (2), Seacliff, Inner Richmond, Western Addition, Tenderloin, Bayview, Berkeley, Palo Alto
- Least desirable places to live per map – Parkmerced, Ingleside, Visitacion Valley, Excelsior, Marina (2), Pacific Heights (2), Presidio, Western Addition, Tenderloin (3), Chinatown, South of Market (3), Dogpatch, Bayview (12), Treasure Island, Oakland

**4. What makes a neighborhood a desirable place to live?**

- + (Positive)
  - Public transit access
  - Good schools
  - Cultural corridors – ex: Calle 24, SOMA Pilipinas
  - Family-friendly – walkable
- - (Negative)
  - Crime
  - Cars (speeding cars)
  - Inaccessible to transit
  - Trash
  - Lack of long term residents / speculators
  - Lack of walkable services

**5. Do you feel like you have a choice in where you live? And where do you live now (zip code)?**

- No notes; see flipchart for graph.

**6. What makes you feel like you have a choice or don't have a choice?**

- Money
- School location
- Competition for resources
- Lack of affordable housing even that is called “affordable,” lack of different income levels served

Station 2 – Access to Opportunity

**7. What are the most pressing challenges to getting or keeping a job for you and for others in your neighborhood?**

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- Challenges
  - Fair pay and benefits
  - Lack of resources / variety of retail
  
- 8. What has helped you or others in your neighborhood get or a keep a job?**
  - Assets
    - Public transit (Bart and Muni)
    - Colleges
  
- 9. What are the most pressing challenges that you or others in your neighborhood face in accessing public transportation?**
  - Challenges
    - Depends – Ingleside on Hill
    - Cost
    - Safety (ped safety)
    - Frequency of bus
    - Reliability of bus schedule
    - Slow speed for long distance
    - Lines to wait
    - Limited ADA
  
- 10. What has helped you or others in your neighborhood in accessing public transportation?**
  - Assets
    - No answer
  
- 11. What are the most pressing challenges that you or others in your neighborhood face in living in or creating more healthy neighborhoods?**
  - Challenges
    - Knowing where to get help
  
- 12. What has helped you or others in your neighborhood in live in or create healthy neighborhoods?**
  - Assets
    - No answer

Station 3: Fair Housing Violations

- 13. Have you or a member of your household experienced a violation of your fair housing protections?**
  
- 14. What did you do/Who did you go to for support? How helpful was it?**

Other Question

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15. Is there anything that we should have asked, something that is important to you?

**Session #2**

Station 1 – Neighborhood Change and Choice

**1. Based on the maps and your personal experience, what are the most important or noteworthy changes in this neighborhood in the past 5 years?**

- Asian and Latino pop grown
- Increasingly unaffordable to working class
- Increased rents, more Tech employees
- Displacement
- Speculation
- More density / more people per house

**2. What do you think has caused or contributed to those changes in your neighborhood?**

- Not enough resources
- Wages level while housing increases
- Very high income pop
- Not strong enough tenant protections vs harassment
- Increased rent leads to homelessness

**3. If money were not object, where would you choose to live (top 3 desirable places) and where would you choose to not live (top 3 least desirable places)?**

- See map
- + (Positive)
  - Raising family / community
  - Safe
  - Schools
  - Everything here / long residents
  - Work
  - Transit
  - Affluent community
  - Health care
  - Grew up here
  - Nature and green connections
  - Friendly people
- - (negative)
  - Affluence
  - Ped safety

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- Air pollution
- Earthquake safety of soil
- Danger
- Access – bad reputation

**4. What makes a neighborhood a desirable place to live?**

- No notes

**5. Do you feel like you have a choice in where you live? And where do you live now (zip code)?**

- No notes; see flipchart for graph.

**6. What makes you feel like you have a choice or don't have a choice?**

- Have a choice
  - Parental help
- Don't have a choice
  - Money
  - Can't afford – prices and income
  - Race
  - Lots of requirements for A.H.

Station 2 – Access to Opportunity

**7. What are the most pressing challenges to getting or keeping a job for you and for others in your neighborhood?**

- Transit slow on some lines
- Language access
- Immigration status
- Lack of training to advance to higher-paying jobs

**8. What has helped you or others in your neighborhood get or a keep a job?**

- Transit in some areas

**9. What are the most pressing challenges that you or others in your neighborhood face in accessing public transportation?**

- Not going downtown
- Frequency
- Reliability
- Crowding
- Pedestrian or bike safety
- Lack of place to sit and wait or bus shelter
- 14R stops at 7pm

**10. What has helped you or others in your neighborhood in accessing public transportation?**

- Towards downtown

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**11. What are the most pressing challenges that you or others in your neighborhood face in living in or creating more healthy neighborhoods?**

- Noise pollution
- Trash (especially on Mission)
- Human waste / feces

**12. What has helped you or others in your neighborhood in live in or create healthy neighborhoods?**

- Local produce markets
- Parks access

Station 3: Fair Housing Violations

**13. Have you or a member of your household experienced a violation of your fair housing protections?**

**14. What did you do/Who did you go to for support? How helpful was it?**

Other Question

**15. Is there anything that we should have asked, something that is important to you?**

- Many people don't know where to go
- HRC – needs evidence so that is a challenge
- Lack of follow-thru office filing
- APS – limits on penalties

**Submitted Written Responses**

Station 1 – Neighborhood Change and Choice

**1. Based on the maps and your personal experience, what are the most important or noteworthy changes in this neighborhood in the past 5 years?**

- More homeless people in the neighborhood. Especially since the Superbowl was in S.F. and many homeless were pushed out of downtown area.
- New buildings
- JHSF
- Real estate interest in D11 as last bastion of affordability in SF

**2. What do you think has caused or contributed to those changes in your neighborhood?**

- See above.
- Real estate pressures.

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- 3. If money were not object, where would you choose to live (top 3 desirable places) and where would you choose to not live (top 3 least desirable places)? And why?**
  - Aside from the obvious wealthy classic S.F. neighborhoods, I think SF needs to develop neighborhoods that are balanced and diverse for a range of incomes. Neighborhoods like along Irving St. have a healthy commercial corridor, access to park/open space and transit, yet it feels like a neighborhood. It's what makes Noe Valley, the Castro, Glen Park work and attractive as places to live.
  - SF
  - NYC
  - Hong Kong
  - Texas
  - North
  
- 4. What makes a neighborhood a desirable place to live?**
  - Comfortable adequate housing for mixed incomes. Not too dense or overcrowded, with a safe and clean environment.
  - Parks and green space
  
- 5. Do you feel like you have a choice in where you live? And where do you live now (zip code)?**
  - Yes – 94112
  - No – pushed out of west side due to student institutional growth taking housing up!
  
- 6. What makes you feel like you have a choice or don't have a choice?**
  - More affordable home ownership opportunities within the community.
  - Don't have choices; rent vs. buy; need alternatives for affordable housing creation.

Station 2 – Access to Opportunity

- 7. What are the most pressing challenges to getting or keeping a job for you and for others in your neighborhood?**
  - Educational opportunities
  - Long term jobs – Ex: Lowe's eliminates local hires. People did not want to pay wage increases. Long term viability. Jobs.
  
- 8. What has helped you or others in your neighborhood get or a keep a job?**
  - CCSF public services
  
- 9. What are the most pressing challenges that you or others in your neighborhood face in accessing public transportation?**
  - Public transit in S.F. works generally well for distance, but is not good within neighborhoods. Many people, families with children, people with disabilities, find it difficult to travel by public transit all the time.
  - Linkage across city
  - Lack of equity in investment
  - Lack of long term transit planning

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- Overcrowding of systems
- Improve access from t to

**10. What has helped you or others in your neighborhood in accessing public transportation?**

- Not much is being done to address the concerns I've cited above. Smaller public transit vehicles that help you get up and down from the hills within neighborhoods would encourage more people to travel by public transit.
- Balboa Park station as a hub and central major North to South and East to West transit hub.

**11. What are the most pressing challenges that you or others in your neighborhood face in living in or creating more healthy neighborhoods?**

- Lack of appropriate public transit. Unfriendly and poorly designed public spaces/commercial corridors.
- Retail lacking empty storefronts
- Lack of teen and youth centers, play and evening spaces safe!
- Public plazas meeting large groups in building

**12. What has helped you or others in your neighborhood in live in or create healthy neighborhoods?**

- Libraries – access to arts within the community. Public open spaces and parks. More greening in neighborhood.
- Excelsior planning group
- Improves parks/schools/pools
- Libraries needed more of

Station 3: Fair Housing Violations

**13. Have you or a member of your household experienced a violation of your fair housing protections?**

- No.
- Yes, displaced by SFSU/CSU growth and enrollment increases, gentrification. Parkmerced Apts. Stonestown Apts.

**14. What did you do/Who did you go to for support? How helpful was it?**

- N/A
- Fair housing complaint was not helpful, not investigated
- Focus of developer to rent to students over families, protected class in SF

Other Question

**15. Is there anything that we should have asked, something that is important to you?**

- Housing density and building height in particular. I don't think that more than 4 or 5 stories are appropriate within our outer neighborhoods. People have chosen to live there because of the qualities of the neighborhoods.
- Focus on transit long range planning in D11
- Balboa Park station as intermodal hub, linking J-K-T-M lines.

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- Geneva Harney Line as LRV vehicle link to Balboa Park Station
- Access to HSR at Bayshore
- Overcrowded transit/schools/pools
- Infrastructure needs not being addressed in district equitable vs. downtown!!!!

## Community Development/Social Service Needs Break-out Groups

### Session #1

**1. Other than housing services, what are the services that are most important for you and/or your family?**

- Jobs
  - Job training support
  - ESL Classes – more opportunities and community support
  - Jobs for mono lingual
  - Providing monetary support while learning
  - Age 16-24 and seniors
  - Opportunities for seniors
- Education
  - Computer skills
  - Financial literacy
  - Consumer protection
- Senior centers
  - Nutrition - transportation
  - Education - connecting to Department of Aging services
  - Physical center - larger

**2. How would you find out about these services?**

- Google
- Word of mouth
- Multi-lingual websites
- Nextdoor.com
- Newspaper
- Library
- Sunday street fair and other events
- Organization networks

**3. What gets in the way of being able to access or use existing programs and services?**

- Issues with paratransit
- Language barriers
- Capacity to address crisis cases
- Technology barriers
- Internet

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- Access to library (hours)
  - Fear (sfrebuildingtogether)
- 4. If there are services that you use and you think needs to be improved, how do they need to be improved?**
- Having Saturday hours (funding)
  - Programs working with each other
  - Data
  - Library longer hours (funding)
- 5. What are the services that you need but have been unable to find?**
- Legal services
    - Immigration
    - Tenant rights
  - Assisted living facilities
  - Gathering spaces for community (free / low cost)
- 6. What do you and others in your neighborhood need to get, keep and advance in a job?**
- Community Connector Program
  - Ongoing coaching for those who get a job
  - Language accessible
  - Mentoring
    - Programs for all ages
    - Volunteer opportunities
  - Barrier removal funds (example: clipper card)
- 7. How would you find out about services that would meet those needs?**
- 8. What, if any, suggestions do you have for the City to improve access to good jobs?**
- 9. What would you and your family need in order to be financially stable and/or to be able to build wealth?**
- 10. What are the public space improvements that you believe are needed in your neighborhood?**
- 11. What do you like most and least about your neighborhood shopping area?**
- 12. What are things that would build your sense of community?**

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13. Is there anything that we should have asked, something that is important to you?

**Session #2**

**1. Other than housing services, what are the services that are most important for you and/or your family?**

- Transportation
  - Public
- Early childhood education (affordable)
- Financial services for new families (young)
- Implementation of Prop C (Both)
- Small business services
- Access city services
- Disaster preparedness
- Access to learning new technology

**2. How would you find out about these services?**

- Creating community engaging strategy
- Personal networks
- Web access
- Google
- Calling the Mayor's office

**3. What gets in the way of being able to access or use existing programs and services?**

- Business hours accessible for working families
- Transportation
- Trust
- Language barriers
- Unfamiliar with online information
- Broken communication with city and community

**4. If there are services that you use and you think needs to be improved, how do they need to be improved?**

- Community engaging strategies / outreach
- Improve connection / relationship with city
- Let the community know about services

**5. What are the services that you need but have been unable to find?**

- Housing the homeless
- Advocacy from city
- Accountability to voter initiative

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- Case management services
  - Mental health services
  - Better access to support groups
  - Public gathering spaces
- 6. What do you and others in your neighborhood need to get, keep and advance in a job?**
- Supported employment
  - Transportation
    - Expressway to get to downtown faster
  - Continue with free city college
  - Flexible schedules / family-friendly environment
  - Centers to deal with stress
- 7. How would you find out about services that would meet those needs?**
- Word of mouth
  - 311
- 8. What, if any, suggestions do you have for the City to improve access to good jobs?**
- Utilizing vacant spaces for employment training
  - Mentorship
  - Hiring people from the community
  - Community training / leadership development
- 9. What would you and your family need in order to be financially stable and/or to be able to build wealth?**
- Financial literacy – in schools
  - Credit education / understanding
    - Knowledge on how to use credit
  - Protecting community from financial predators
  - Student debt counseling
- 10. What are the public space improvements that you believe are needed in your neighborhood?**
- 11. What do you like most and least about your neighborhood shopping area?**
- 12. What are things that would build your sense of community?**
- 13. Is there anything that we should have asked, something that is important to you?**

**Submitted Written Responses**

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- 1. Other than housing services, what are the services that are most important for you and/or your family?**
  - Financial education assistance. Particularly for youth and families.
  - Transit
  - Schools
  - Pools
  - Parks
  
- 2. How would you find out about these services?**
  - City websites
  
- 3. What gets in the way of being able to access or use existing programs and services?**
  - Lack of large scale public transit improvements (links, loops, connections)
  -
  
- 4. If there are services that you use and you think needs to be improved, how do they need to be improved?**
  - Transit linkages outside downtown
  - Improve connectivity between areas
  
- 5. What are the services that you need but have been unable to find?**
  - Libraries with enough seating and space
  - Parks with wildlife protection
  - Transit that gets to all major points in City. East-West. North-South.
  - Public pools large enough for populations proposed
  
- 6. What do you and others in your neighborhood need to get, keep and advance in a job?**
  - \$ Pay
  
- 7. How would you find out about services that would meet those needs?**
  - City websites
  - Local community boards/meetings and organizations
  
- 8. What, if any, suggestions do you have for the City to improve access to good jobs?**
  - More outreach in district at major intersections; not just online
  
- 9. What would you and your family need in order to be financially stable and/or to be able to build wealth?**
  - More financial planning and counseling opportunities for all ages. Especially youth and seniors.
  - Rental income from ADU unit
  - Too many hurdles
  
- 10. What are the public space improvements that you believe are needed in your neighborhood?**
  - More open spaces – green spaces with art.
  - Public plaza

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- Green spaces
- Spaces for kids/teens age groups and seniors
- Benches seating improves sidewalks!

**11. What do you like most and least about your neighborhood shopping area?**

- The lack of diverse retail. Not easy to shop along the Mission and Geneva corridors. Not much there. Too many of the same things. Parking is difficult too.
- Dirty. Lack trees
- Empty retail spaces.

**12. What are things that would build your sense of community?**

- Clean and safe commercial corridor with a good variety of businesses and pedestrian friendly activities for a range of age groups and families.
- Larger public community meeting space
- Arts/culture/film center in Excelsior for 500+ people

**13. Is there anything that we should have asked, something that is important to you?**

- Transit lacking equity
- Need to link and connect systems. Treat Balboa Park station as major transit hub.

## Immediate Housing Needs Break-out Groups

### Session #1

**1. What do you and your family need to get or stay in housing?**

- Housing for households earning <25% AMI
- More units with 3+ bedrooms
- Stronger protections for tenants (harassment)
- Relocation assistance
- More 100% A.H. for people in certain neighborhoods
- Solutions to habitability (mold) problems
- Housing in this neighborhood to protect against displacement
- Housing for households up to 120% AMI
- Anti-gentrification policy + program
- Access to higher paying jobs
- Language services / translation
- Access + eviction program to affordable housing for families with children and the elderly
- Help with BMR application process
- More monitoring or BMR program
- End to discrimination against families
- End to discrimination against special needs households
- More housing for seniors, immediately

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- 2. In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**
  - Speculation / eviction protections
  - DAHLIA doesn't provide enough listings for HHS with AMIs under 25%
  - New Section 8-style voucher program for HHS who have been displaced
  - More training on BMR process + more clarity
  - Improvements to BMR program
    - More supervision + monitoring
    - Language capability
    - End to discrimination
  - Limited information for housing seekers
  - People don't know about DAHLIA
  - Inclusionary model doesn't work because of limited supply
  - More housing that isn't linked to market rate
  - Eviction is not a solution to substandard housing
  
- 3. Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.**
  - Seniors (ADA)
  - Persons with disability (ADA)
  - Battered / domestic violence
  - Support to stay in homes
  - Seniors: moratorium on eviction
  - Victims of predatory lending (owners)
  - Renters: limits on rent increases, harassment
  - Single moms who don't qualify for BMRs
  - People with below credit scores
  - Single people
  - Purchase by affordable housing companies not speculators
  
- 4. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified would you prefer?**
  - Community outreach / face to face
  - Language-competent CBOs
  - Strategies that don't rely on internet access
  - Hire neighborhood residents to help get the word out about opportunities
  - TV ads
  - Text alerts
  
- 5. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**

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6. **What are the kinds of things that help people move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
  
7. **What are the public space improvements that you believe are needed in your neighborhood?**
  
8. **What are things that would build your sense of community?**
  
9. **Is there anything that we should have asked, something that is important to you?**

**Session #2**

1. **What do you and your family need to get or stay in housing?**
  - Stable employment to afford housing
  - Rental assistance – short term and long term
  - Eviction defense and prevention support
  - Relocation help
  - Affordable child care
  - Better transportation (public transit)
  - Accommodations for disabled and seniors
  - Better / more realistic definitions of “low income”
  - More targeting to lower income HHS
  - More funds and commitment to housing for existing residents
  - Rental support and subsidy for families who are undocumented
  
2. **In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**
  - More support for families with a disabled member
  - Better coordination of social workers with housing opportunities
  - More training on DAHLIA
  - More services for HHS who aren’t homeless yet are at risk
  - Deeper affordability
  - Not enough opportunities in DAHLIA
  - Not enough affordable housing
  - More community facilities / central location for services
  - Multi-language access to programs and to housing opportunities
  
3. **Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.**
  - People with disabilities and seniors need stable, affordable housing, not SROs
  - Undocumented people inhabiting illegal units
  - Opportunities to legalize units

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- Eliminating barriers for undocumented people
  - Help with security deposits / 1<sup>st</sup> and last month's rent
  - Deeper affordability
  - Safety accommodations for senior renters – no fear of retaliation
  - Protections for seniors
  - Housing for people earning minimum wage
  - Support for seniors to stay in their homes safely – renters and owners (repairs) (budgeting)
  - Preserve housing occupied by seniors
- 4. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified would you prefer?**
- Newspapers
  - Emails
  - CBOs, churches, schools
  - Language – culture-specific CBOs (e.g., Chinese in this area)
  - All
- 5. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**
- Down payment assistance for co-ops and other “in between” housing (e.g., limited equity co-ops)
  - More creative approaches
  - Limited monthly maintenance / HOA fees
  - Assistance with these fees
  - Help with improving credit scores
- 6. What are the kinds of things that help people move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
- More funding for services to prevent homelessness and more locations
  - Stable jobs
  - Local hire programs with better monitoring
  - Vocational training that prepares for high-paying jobs
  - Paid training opportunities
  - Mental health care
  - Financial counseling especially for DV victims
  - On-site supports for TAY and others in housing
  - Holistic, wrap around supports for families and individuals – long term
  - Program policies that create barriers and limit opportunity; inflexible income limits, requirements for
  - Transition supports for people leaving homelessness
  - Family shelters that are safe and comfortable
- 7. What are the public space improvements that you believe are needed in your neighborhood?**
- More non-commercial community space

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- More open space
- Larger public libraries and pools
- More cultural activities for Chinese residents
- Free or low cost community meeting spaces

**8. What are things that would build your sense of community?**

**9. Is there anything that we should have asked, something that is important to you?**

**Submitted Written Responses**

**1. What do you and your family need to get or stay in housing?**

- Retired homeowner on a fixed income struggling with property tax increases. On social security it is difficult to pay almost \$10,000 in property taxes.
- Income, rent from ADUs on property
- Better transit options
- Access to good public infrastructure/jobs
- I really need house myself or can let me buy cheap house
- Current market is inaccessible for my family (2 SFUSD teachers with 2 children, 5yo and 7yo) both for homebuying and renting. There may be programs that may help us access affordable housing options but finding them seems overly complicated and not broadcasted enough.
- For my students living in District 11, they are concerned about the same thing, feel that info about services and programs isn't reaching them and their families or is overly complicated to access.
- How can you partner more closely with community agencies, schools, neighborhood organizations, etc. to make sure info about services, support programs, community meetings, etc. is readily available, so residents feel more that reaching them is priority #1.
- Public schools could be a great way to reach people, but partnership is needed to ensure that materials and channels of communication are appropriate / fine tuned to reach students and their families.

**2. In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**

- No. Nothing is being done to address this situation.
- No. Have to go downtown to get services. Many not locally focused enough for those working 9-5 jobs. Need weekend and evening hours.

**3. Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.**

- While housing is in short supply – even more unavailable are programs to assist people to become homeowners. Workforce housing to accommodate people we want to keep in our neighborhoods like teachers and other working middle income earners.
- Flexibility in ownership. Ex: Senior wants increased income but not manage sub-rental

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- Residents in the neighborhood have senior household members. When the young people are out for work, no one watches seniors. We hope that there will have more senior daycare centers in the neighborhood helping us taking care of seniors. This way, seniors can have places to do activities and won't be lost, and then the young people can pick up them after work.
- 4. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified would you prefer?**
- Email/flyers
  - Meetings in districts
- 5. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**
- In District 11 in particular, not enough housing is being built that can be purchased. We need more opportunities for people to be able to invest in their futures.
  - \$ - downpayments
  - Base # for affordable
  - Buy-in or purchase
- 6. What are the kinds of things that help people move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
- Rent control that is too strict.
  - More counseling is needed to address the root causes that create homeless populations and shelter populations.
- 7. What are the public space improvements that you believe are needed in your neighborhood?**
- More open/green space along the commercial corridors of Mission Street and Geneva Avenue.
  - Don't have community large gathering space along corridor
  - Plazas and parks along Mission
  - Meeting at Balboa H.S.
- 8. What are things that would build your sense of community?**
- A more livable commercial corridor that is safe, clean and has a range of businesses and services
  - Public city feature to excelsior
  - Plaza central meeting space
- 9. Is there anything that we should have asked, something that is important to you?**
- Transportation large scale changes and improvements
  - Public infrastructure
    - Pools – no deep public pools large enough
    - Libraries too small
    - Gas/water/electric

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**Long Range Housing Planning Break-out Groups**

Notes for the Long Range Housing Planning break-out groups will be synthesized and posted on the Planning Department's website after all of the forums have taken place.

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**Barriers to Fair Housing Break-out Groups**

**Session #1**

**1. What’s important to you that brought you here tonight?**

- Racism
- Transphobia
- Stigma with Section 8, difficult to use
- More info on tenant rights
- Living conditions in SRO
- Have organizations supporting low-income people
- Definition of affordable not necessarily affordable
- Clarify concept of affordable - affordable to whom?
- Make more affordable
- Displacement
- Access when hard to prove income and immigration status

**Station 1 – Neighborhood Change and Choice**

**2. Based on the maps and your personal experience, what are the most important or noteworthy changes in this neighborhood in the past 5 years?**

- Gentrification
- More coffee and laptops
- More Caucasians fewer Latinos
- More expensive buildings and restaurants
- Rich vs everybody
- More buildings on Market pushing others out
- Favorite stores closed
- Higher rents for housing in business
- Fewer families, more young people, less connection to community

**3. What do you think has caused or contributed to those changes in your neighborhood?**

- Corporations moving in and building new

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- Vacancy decontrol
- Groups like Core(?) magazine leaving
- Big companies - they discriminate versus Latinos
- Proposed monster in the mission
- People think it's safer
- No Burger King
- Change in city philosophy to bigger economic star at expense of cultural id
- Greed, trickles down across neighborhood
- Disinvestment / no investment in mission for 10 years

**4. If money were not object, where would you choose to live (top 3 desirable places) and where would you choose to not live (top 3 least desirable places)?**

- Most desirable places to live per map – Mission (17), Dolores Park (3), Eureka Valley (3), Twin Peaks (4), Glen Park (2), Excelsior, Visitacion Valley, Outer Sunset, Inner Sunset (2), Haight Ashbury (2), Duboce Triangle, Hayes Valley (3), South of Market (3), North Beach (3), Pacific Heights (2)
- Least desirable places to live per map – Outer Richmond (3), Outer Sunset (6), Inner Sunset, Lakeside, Parkmerced, Daly City, Bayview (6), Silver Terrace, Mission, Dolores Park, South of Market (3), Tenderloin (7), North Beach, Russian Hill, Pacific Heights (3), Marina (3)

**5. What makes a neighborhood a desirable place to live?**

- Transportation
- Parks
- Safety
- Safe spaces for LGBTQ elderly
- Affordable food
- Cultural activities
- Schools for Hispanics
- Rehab centers
- Hospitals
- Churches, police, fire
- Organizations that help families
- Housing for all income levels

**6. Do you feel like you have a choice in where you live? And where do you live now (zip code)?**

**No choice**

**X                      X**  
**94110                94110**  
**94109                94103**  
**94103**

**A lot of choice**

**X**  
**94801**  
**94601**  
**94103**

**7. What makes you feel like you have a choice or don't have a choice?**

- High rents

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- No place to shower or cook
- Can go to school or work more
- Willing to live farther / travel to work / friends, etc.
- Not adequate representation
- Choice in East Bay but not in San Francisco
- Get less space for your dollar
- Few Lottery opportunities / competition
- Section 8 not accepted everywhere
- Obstacles - Mission fees, difficult to apply via Lottery

**8. What are the most pressing challenges to getting or keeping a job for you and for others in your neighborhood?**

**9. What has helped you or others in your neighborhood get or a keep a job?**

Challenges

- Commute
- Transit access in some parts of neighborhood
- Highest rents
- Language barrier
- Documentation status

Assets

- Transit access
- Best salaries

Station 2 – Access to Opportunity

[questions 10-13 not asked]

Station 3: Fair Housing Violations

**14. Have you or a member of your household experienced a violation of your Fair Housing protections?**

- Yes – 8
- Difficult to know
- No - 0

**15. What did you do / who did you go to for support? How helpful was it?**

- Hud - 3
- Tenants Union
- Causa Justa

**Session #2**

**1) What is important to you that brought you here tonight?**

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- New buildings - the Monster in the Mission
- Want more small sites and preservation for San Francisco Community Land Trust

Station 1 – Neighborhood Change and Choice

**2) Based on the maps in your personal experience, what are the most important or noteworthy changes in this neighborhood in the past 5 years?**

- More vacant ground floors
- Racial demographic change
- Traffic
- “Feces crescent”
- More homeless visible, compression due to development
- Less neighborhood services - example Valencia
- Less cohesive, less friendly, harder to talk with strangers
- Less MUNI, more ride service
- More doubling up, living in cars, visible homeless
- Higher incomes and services available
- Loss of long-term businesses available to lower-income

**3) What do you think has caused or contributed to those changes in your neighborhood?**

- Luxury condos
- Capitalism
- More tech workers - higher incomes, speed of change increased
- Economic tsunami
- Lack of building new affordable housing
- Lack of upkeep of current housing stock
- Lack of city investment besides / services - not equitable investment in district 6, district 9, district 10 eastside

**4) If money were no object, where would you choose to live (top 3 most desirable places) and where would you choose to not live (top three least desirable places)?**

**5) What makes a neighborhood a desirable place to live?**

- Transit
- Life services, walking distance, flat journey
- Community feeling
- Not fecal present
- Cultural diversity
- Near ocean or open space big parks
- Garden ability, light

**6) Do you feel like you have a choice in where you live now? What is your zip code?**

**No choice**

**A lot of choice**

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X	X	X
94110	94110	94102
	94103	94122

**7) What makes you feel like you have a choice or don't have a choice?**

- Ability to sell versus opportunity to buy again
- Housing is stable
- Good relationship with landlord
- Money
- If move, would need to leave Bay Area
- Hostility to people with long-term connections to neighborhood

Station 2 – Access to Opportunity

**8) What are the most pressing challenges to getting or keeping a job for you and for others in your neighborhood?**

**9) What has helped you or others in your neighborhood get or a keep a job?**

Challenges

- MUNI less reliable
- Turnover of businesses
- Affordability, effect of part time jobs

Assets

- Bike access
- BART
- Walkability
- Mix of jobs at different income levels

**10) What are the most pressing challenges that you or others in your neighborhood face in accessing public transportation?**

**11) What has helped you or others in your neighborhood in accessing public transportation?**

Challenges

- TNC / rideshare congestion
- No direct to Caltrain
- Mission red lanes fewer stops, hard for business
- Rideshare makes less bikeable

Assets

- BART
- Bikes / flat
- # 33 bus
- # 22 bus

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**12) What are the most pressing challenges that you or others in your neighborhood face in living in or creating more healthy neighborhoods?**

**13) What has helped you or others in your neighborhood in live in or create healthy neighborhoods?**

Challenges

- Dangers from rideshare drivers
- Random violence at 16th and mission
- Cleanliness of streets – “fecal crescent”
- Needles

Assets

- Noise low in sunset
- Groceries
- Walkability
- Navigation center at 20th and South Van Ness

Station 3: Fair Housing Violations

**14) Have you or a member of your household ever experienced a violation of your Fair Housing protections?**

- Yes - 2
- No - 4

**15) What did you do / where did you go for support? How helpful was it?**

- HRC referral
- Legal Services referral
- Larkin Street Youth
- SF Bar Association
- Balance, EDC, Tenants Union

Community Development/Social Service Needs Break-out Groups

**Session #1**

**1) What's important to you that brought you here tonight?**

- Current legislation
- Jobs
- Community engagement should be core to the plan

**2) Other than housing services, what are the services that are according to you and or your family?**

- Healthcare
- Outreach to tenants where they are informing of Rights and support
- Welfare
- Immigration Services

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- Community Education
- Programs for youth
- Eviction prevention
- Legal Services
- Advertising in passive spaces regarding services and opportunities
- Get dollars or job for seniors
- Connect these services to housing needs (for example downtown streets)

**3) How would you find out about these services?**

- Bus ad
- Flyers
- Library
- Resource fairs trusted community organizations
- Schools
- City-run social media
- Word of mouth
- Phone calls

**4) What gets in the way of being able to access or use existing programs and services?**

- Your age if senior
- Scheduling / hours of availability
- Language access
- Transportation
- Technological barriers
- Not knowing that service exists
- Childcare
- Eligibility
- Fear based on immigration status

**5) If there are services that you use and think need to be improved need to be improved?**

- More outreach
- Proximity to where you live
- Improve compliance with language access ordinance
- Expand number of languages in which services are available
- Fund services and organizing - these are complementary
- Fund training for most vulnerable populations (job language career coaching)
- How to get people without right-to-work status a job

**6) What are the services that you need but have been unable to find?**

- Childcare
- Legal services for labor rights - need more attorneys
- Orientation to the universe of all the different types of housing assistance
- Need additional follow-through tech assistance after initial housing applications

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**7) What do you and others in your neighborhood need to get, keep and advance in a job?**

- Training, mentorship (paid)
- Immediate, temporary job - especially for formerly incarcerated
- Connection between community and jobs
- Relationships with employers for mentorship
- Include domestic workers
- Fair enforcement of labor law
- Protection for undocumented workers, especially when they are advocating for their rights

**8) How would you find out about services that those need?**

- Receipt from the store which is hiring
- Community organizations
- Trusted organizations
- Friends - they text you / word-of-mouth
- Flyer in laundromat

**9) What, if any, suggestions do you have for the city to improve access to good jobs?**

- Clarification about what the good jobs are - how do you know
- Connect trusted organizations - "need a job, ask me how" sticker
- Phone number
- Campaign / promote jobs - similar to how politicians campaign for jobs
- Where are the access points?
- Engage community organizers to spread the word
- Raise minimum wage
- Make existing job a good job example of domestic workers
- Planning for jobs city invest in sector jobs
- Job fairs like farmers markets - regular and open

**10) What would you and your family need in order to be financially stable and or to be able to build wealth?**

- Money
- Lower rent
- Financial literacy, build credit
- Public bank local investments, especially for retirement accounts
- Connect financial literacy to job access

**11) What are the public space improvements that you believe are needed in your neighborhood?**

- Use public spaces for affordable housing
- Landbank
- For example, Balboa Reservoir should have been 100% of affordable not market rate
- Maker spaces

**12) What do you like most and least about your neighborhood shopping area?**

- Need more grocery stores

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- Diverse mom and pop shops
- Need more affordable fast food
- Need locally owned stores so well stays in community
- Affordable places flip to become expensive boutiques

**13) What are things that would build your sense of community?**

- no answers-

**Session #2**

**1) What's important to you that brought you here tonight?**

- I usually come
- Learning
- I'm part of this community
- We want more info about housing
- Hearing what is going on
- We want to express ourselves
- Become informed

**2) Other than housing services, what are the services that are most important for you and or your family?**

- Health services
- Recreation centers for kids
- Services for homeless
- Educational services for kids

**3) How would you find out about the services?**

- Women's collective
- Online but hard to find
- Rumor / Word of mouth

**4) What gets in the way of being able to access or use existing programs and services?**

- Transportation - especially for elders or disabled - come on site
- Low income makes it hard
- Discrimination
- Not knowing enough about what agencies do what
- Distance / Location

**5) If there are services that you use and you think need to be improved how do they need to be improved?**

- More organized and unified
- Get information out through churches / schools
- Paratransit is terrible - lots of complaints

**6) What are the services that you need but have been unable to find?**

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- Express lane - don't want to wait
- People to visit socially isolated / elderly - especially assisted living
- Funds for educating house workers / house cleaners, capacity building

**7) What do you and others in your neighborhood need to get, keep and advance in a job?**

- Training - paid
- Child care. Want to get paid enough to afford childcare
- Benefits
- Respect for house cleaners

**8) How would you find out about services that would meet those needs?**

- Need resources / funding for training- for example CPR training, especially for child care providers

**9) What, if any, suggestions do you have for the city to improve access to good jobs?**

- Good pay
- Trainings for employee rights and how to negotiate

**10) What would you and your family need in order to be financially stable and or to be able to build wealth?**

- Work and good pay
- Resources for work - knowledge about where the work is
- Save money - balance between wants and needs
- Financial education and budgeting
- How to save
- Banks with low or no fees
- Be independent
- Consumer advocates

**11) What are the public space improvements that you believe are needed in your neighborhood?**

- Community gathering places
- Homeless leave trash around
- Graffiti
- Security
- Clean streets
- Earthquake safety / preparedness
- Light and air access

**12) What do you like most and least about your neighborhood shopping area?**

Most

- Culture
- Food
- Transportation
- Hospital

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- Everything is closed

Least

- Need social security number to work
- Paint / business facade improvement and interior improvement - low interest loans

**13) What are things that would build your sense of community?**

- Information fair in Spanish
- Flyers
- Neighborhood directories of services available
- Lawyers - free and good

## Immediate Housing Needs Break-out Groups

### **Session #1**

**1) What's important to you that brought you here tonight?**

- Housing - learn more about
- Addressing homelessness
- Affordability and access to housing - how much housing gets built for families
- How much do we need to make to qualify for affordable housing

**2) What do you and your family need to get or stay in housing?**

- Expansion of BMR and ease of applications - increase percentage of condos in program
- 20 - 50% AMI - large families needing housing
- Ellis acted out - not on lease - what are options?
- More resources for those facing evictions

**3) In your opinion, do you feel that existing Housing Services that address those needs are accessible to you and your family? Why or why not?**

- Similar services for homeless for the housing insecure - expand definition of homeless
- Telephone access services, services more available

**4) Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities**

- Families are invisible children under school age, 0 through 5 - this demographic not getting attention
- Do people know about the housing available, ie. homeless men in their 40s - 50s

**5) If you wanted to learn about affordable rental or ownership opportunities, what method of being notified would you prefer?**

- Sign up for email notification
- Phone call
- La Colectiva de Mujeres - learn about housing at meetings
- More public campaigns - BART, buses, other public areas

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- Receive phone call to know where to apply
- Guest speakers at community colleges, immigrant groups, smart money network

**6) If home ownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**

- Price of houses
- Down payment assistance - hard to compete with DALP
- Maybe city could provide low-interest loans
- Need incentives for sellers
- Credit scoring
- Not enough inventory
- Association dues for condos - capped for inclusionary buyers
- What are demographics for BMRs?

**7) What are the kinds of things that help people move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**

- Would like to have knowledge of opportunities to pass on to those less fortunate. Is there availability?
- Child care for parents in temporary housing
- Security deposit - move-in costs
- Long waitlist out of shelters and into housing
- SROs should not be considered permanent for family - should be considered navigation center
- Latino families are sent to 3rd street - would like to stay in the mission

**8) What are the public space improvements that you believe are needed in your neighborhood?**

- More green space
- Pool facilities
- Good neighbors
- Need permanent housing - living in school that turns into shelter at night
- Franklin Park - needs better clean up, too much trash
- More public seating at muni stops

**9) What are things that would build your sense of community?**

- More space
- More spacious bedrooms
- More cross-cultural experiences with the goal of helping each other

**Session #2**

**1) What's important to you that brought you here tonight?**

- Housing counselor works with people in the mission
- SFMTA
- Section 8 discrimination
- Increase subsidies for seniors

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- Native San Franciscan forced out
- Immigrants having hard time with housing and are afraid
- Student housing - need more
- Housing Advocate concerned about access to housing - should have more homeless preference
- Displaced by fire, has DTHP certificate, now over income, still can't afford
- Commission over instead of MOHCD
- Prioritize small site acquisition for Community Land Trust over new construction
- Local preference 40% percent to 60%

**2) What do you and your family to get or stay in housing?**

- Discrimination - needing papers for all members of household
- Lenders more flexible where good credit but not willing to lend - discrimination?
- Master list of homeowners willing to rent to Section 8
- Need help navigating the process of finding housing, applying for housing - a housing helper
- Too many different agencies - bureaucracy
- Not enough housing below 30% AMI
- Need more immediate housing now - simplify process
- Increased wages
- Cap on rent

**3) In your opinion, do you feel that existing Housing Services that address those needs are accessible to you and your family? Why or why not?**

- Have owners commit to renting to people with Section 8 vouchers
- Lottery system doesn't take into account people who really need housing
- Existing preferences to housing are inadequate
- Educating owners about Section 8, ending stigma
- Get the word out more about housing

**4) Thinking about specific groups of people, what would they need to get or stay and housing? Groups may include seniors and persons with disabilities**

- Need more housing for persons with disabilities and seniors and more long-term subsidies for those groups
- Get folks out of SROs and into more acceptable housing
- Have housing available to undocumented immigrants
- Lots of obstacles - husband qualified for mortgage with bank - only willing to make loan for less than what qualified for; more banks need to work with city
- Only one out of 20 banks accept ITIN

-No additional questions answered in this session-

## Long Range Housing Planning Break-out Groups

Notes for the Long Range Housing Planning break-out groups will be synthesized and posted on the Planning Department's website after all of the forums have taken place.

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**Barriers to Fair Housing Break-out Groups**

**Session #1**

**Station 1 – Neighborhood Change and Choice**

**1. Based on the maps and your personal experience, what are the most important or noteworthy changes in this neighborhood in the past 5 years?**

- More homeless
- Displaced long term residents
- Loss of Filipino business
- More dramatic income inequality
- SRO’s used by tourists more
- Conversion of long term housing to short term
- More traffic

**2. What do you think has caused or contributed to those changes in your neighborhood?**

- Rent is going up
- Too much development in small area
- Influx of tech industry : twitter, tax break
- Increase in jobs not paired with increase in Housing
- Real estate speculation
- Lack of code enforcement
- Cost of living going up

**3. If money were not object, where would you choose to live (top 3 desirable places) and where would you choose to not live (top 3 least desirable places)?**

- Most desirable places to live per map – SOMA (6), Outer Sunset (3), Inner Sunset, Inner Richmond, Mission (3), Excelsior, Silver Terrace, Bayview, Castro, Haight Ashbury, Pacific Heights, Marina, North Beach, all of San Francisco (generally)
- Least desirable places to live per map - Marina, Treasure Island/ Yerba Buena Island, Tenderloin (2), Potrero Hill, Bayview, Excelsior, Parkmerced, Outer Sunset

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- 4. What makes a neighborhood a desirable place to live?**
  - Access to stores, services, parks
  - Family friendly
  - Cultural richness + street life
  - Fresh air, light
  - PED friendly / safe
  
- 5. Do you feel like you have a choice in where you live? And where do you live now (zip code)?**
  - No choice: 94117, 94103, 94116, 94117
  - A lot of choice:
  
- 6. What makes you feel like you have a choice or don't have a choice?**
  - Cost (rent control in current place)
  - Payment to paycheck
  - Salary can't keep up with rising rent
  - Not enough range of affordable housing
  - Credit rating

Station 2 – Access to Opportunity

- 7. What are the most pressing challenges to getting or keeping a job for you and for others in your neighborhood?**

Challenges:

  - low paying jobs
  - seasonal jobs
  - fluctuating incomes
  - More job placement for homeless
  - Loss of PDR jobs
  
- 8. What has helped you or others in your neighborhood get or a keep a job?**

Assets:

  - There are jobs available
  - Employment center
  - Higher education jobs (tech)
  
- 9. What are the most pressing challenges that you or others in your neighborhood face in accessing public transportation?**

Challenges:

  - Unreliable muni
  - Congested travel times
  
- 10. What has helped you or others in your neighborhood in accessing public transportation?**

Assets:

  - Lots of buses
  - Muni

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- Bart
- Group connection to other neighborhoods

**11. What are the most pressing challenges that you or others in your neighborhood face in living in or creating more healthy neighborhoods?**

- 
- 

**12. What has helped you or others in your neighborhood in live in or create healthy neighborhoods?**

- 

Station 3: Fair Housing Violations

**13. Have you or a member of your household experienced a violation of your fair housing protections?**

- 

**14. What did you do/Who did you go to for support? How helpful was it?**

- Was helpful language barrier

Other Question

**15. Is there anything that we should have asked, something that is important to you?**

- 

**Session #2**

Station 1 – Neighborhood Change and Choice

**1. Based on the maps and your personal experience, what are the most important or noteworthy changes in this neighborhood in the past 5 years?**

- Lack of family housing
- Conversation of family housing to live/ work
- Influx of big tech to 94103
- Costs of legally businesses
- Empty storefronts in new buildings
- More big tall buildings
- Not corresponding rise in parks/ public space (popo's not enough, not really for community)

**2. What do you think has caused or contributed to those changes in your neighborhood?**

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- High rent/ low income
  - White collar jobs
  - Policy not focused on low income
  - Twitter tax break
  - Jobs going up much faster than housing
  - Lack of transparency in development process, both in building and things like scooters/bikes
- 3. If money were not object, where would you choose to live (top 3 desirable places) and where would you choose to not live (top 3 least desirable places)?**
- 
- 4. What makes a neighborhood a desirable place to live?**
- Pedestrian safety + general safety
  - Accessibility to parks, night life, shops, etc
  - Sense of community/ belonging
  - Transit
  - Proximity to schools, community spaces
  - weather
- 5. Do you feel like you have a choice in where you live? And where do you live now (zip code)?**
- No choice: 94124, 94122, 94117, 94103
  - A lot of choice:
- 6. What makes you feel like you have a choice or don't have a choice?**
- Golden handcuffs of rent controller apartments
  - Home owners might be locked in (generation)

Station 2 – Access to Opportunity

- 7. What are the most pressing challenges to getting or keeping a job for you and for others in your neighborhood?**
- Challenges:
- P.D.R. jobs decrease
  - Lack of growth opportunities, blue collar jobs
  - Lack of neighborhood preference
- 8. What has helped you or others in your neighborhood get or a keep a job?**
- Assets:
- High tech jobs increasing
  - Lots of nonprofessional jobs
- 9. What are the most pressing challenges that you or others in your neighborhood face in accessing public transportation?**
- Challenges:
- Traffic at freeway on off ramps

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- Poor transit planning
- Redirecting traffic from Market to Mission
- Chase center, Oracle park, Mission Bay Hospital convergence
- Crime on transit
- Scooter/ bike rentals

**10. What has helped you or others in your neighborhood in accessing public transportation?**

Assets:

- Lots of transit of all kinds

**11. What are the most pressing challenges that you or others in your neighborhood face in living in or creating more healthy neighborhoods?**

Challenges:

- Poop!
- Needles
- Air pollution
- Lack of shelter beds (waiting list)
- Drug dealing
- Police station promised but never arrived
- Homeless encampments
- Traffic
- Mental health services wait until crisis
- Affordability for services
- Lack of gathering spaces

**12. What has helped you or others in your neighborhood in live in or create healthy neighborhoods?**

Assets:

- Health clinic sense of community
- Non professional
- Senior services
- Pit stop
- Cultural assets
- Churches

Station 3: Fair Housing Violations

**13. Have you or a member of your household experienced a violation of your fair housing protections?**

- Yes: 0
- No: 1

**14. What did you do/Who did you go to for support? How helpful was it?**

- Ca. Dept of Fair Housing + employment: Yes (employment)
- Human Rights Commission: yes

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Other Question

**15. Is there anything that we should have asked, something that is important to you?**

- We should be having displacement benefit for market forces like we did for urban renewal projects like the lower Fillmore
- We should talk about overcrowding within individual residencies & people displaced by landlords cracking down on sub-leasing
- Airbnb and SIM hurt term conversions (S.R.G. conversion)
- General question about stories people can tell about encountering barriers
- A.M.I. levels of housing net aligned with need of people

Participant Worksheets

**4. What makes a neighborhood a desirable place to live?**

- Sunny parks/open space

**8. What has helped you or others in your neighborhood get or a keep a job?**

- n/a – we have jobs but also massive student loan debt

Community Development/Social Service Needs Break-out Groups

Session #1

**1. Other than housing services, what are the services that are most important for you and/or your family?**

- Sports in Alleys!
- Culturally competent counseling
- Mental health/ multilingual
- Filipino language access
- Tenants
- Food security
- Employment training
- Housing- homeless support, job readiness, process help, worker rights, advocacy, after school support, education support new immigrants
- Other languages: Spanish, Arabic
- Seniors employment or activities
- Incorporate behavioral analysts

**2. How would you find out about these services?**

- Word of mouth
- Case workers
- Community outreach- events/forums, mtgs
- More agencies needed

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- Senior outreach is needed
  - CBO's- need improvements in digital
- 3. What gets in the way of being able to access or use existing programs and services?**
- Language access i.e. multilingual flyers
  - Mental health stigma
  - Neighborhood newsletter is needed
  - Fear especially in undocumented community
  - CBO's capacity is limited
  - Clients are busy working during CBO hours
  - Intimidation at agencies front door- needs to welcome (invite with food)
- 4. If there are services that you use and you think needs to be improved, how do they need to be improved?**
- Workforce
  - More forums to identify needs
  - Increase community engagement
  - More collaboration with case managers
  - Fund more for case workers= more support to clients
  - Public school teachers at Bessie need more support
  - Inter-generational activities
  - Citizenship immigration legal support + process help
- 5. What are the services that you need but have been unable to find?**
- Legal help
  - Multilingual assist for digital divide- filling out online apps
  - Senior Housing information is not centralized
- 6. What do you and others in your neighborhood need to get, keep and advance in a job?**
- Priority to SOMA residents
  - Diversify industries OEWD focuses on
  - Job training/ coaching
  - Jobs near transportation
  - More outreach to residents to fill City jobs
  - Fund CBO's enough to pay staff a good wage
  - Bridge program
  - Workshops in community- resume, how to apply, navigate process,
  - Youth jobs
  - Entry level require support
  - Paid on the job training, apprenticeship
  - Pipeline pathway
- 7. How would you find out about services that would meet those needs?**
- Flyers

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- Word of mouth
- 8. What, if any, suggestions do you have for the City to improve access to good jobs?**
- Provide professional clothing for parents @ Bessie
  - Job interviews
  - Use schools- network
  - Direct placement for residents at major bus. in area
  - Training programs that lead to a real job
- 9. What would you and your family need in order to be financially stable and/or to be able to build wealth?**
- Land grants
  - Lower rent
  - Make enough to buy a home
  - Citizenship support, access services
  - Financial literacy- culturally competent
  - Systemic racism needs to be addressed
- 10. What are the public space improvements that you believe are needed in your neighborhood?**
- More trash cans
  - Gateway identifiers
  - Cultural identifiers
  - Parks
  - Privately owned public space access – these are hidden
  - Fund community to activate Popos
  - Park stewardship
  - BBQS/ events for community
  - Safety and street cleaning include
  - Lights in alleys
  - Homeless shelters with services
- 11. What do you like most and least about your neighborhood shopping area?**
- 
- 12. What are things that would build your sense of community?**
- 
- 13. Is there anything that we should have asked, something that is important to you?**
- 

**Session #2**

- 1. Other than housing services, what are the services that are most important for you and/or your family?**

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- Job training
- Priority for residents
- Entry level jobs at small business
- Building capacity at small business to hire local

**2. How would you find out about these services?**

- Internet
- Newspaper
- School- Bessie C.
- CBO's / case managers, increase awareness
- Somcan, hospitality house
- More outreach of services
- Word of mouth
- Radio
- Need job fair in SOMA
- Work where you live
- Send mail to homes

**3. What gets in the way of being able to access or use existing programs and services?**

- Lack of awareness
- Need public posts
- Under staffed CBO's
- SRO residents need more education
- Re: community resources
- Too many steps + places to obtain help
- Too much trauma with retelling personal story
- Need more community mtgs.
- Re: resources + info + process help

**4. If there are services that you use and you think needs to be improved, how do they need to be improved?**

- Streamline process
- More outreach especially in SRO's + public housing
- More education : Housing rights + resources by the City
- Meet people where they are, give options
- Healthcare options education of public
- Improve access of healthcare
- Improve sharing of right education

**5. What are the services that you need but have been unable to find?**

- Mental health service especially for youth
- Housing especially for seniors
- Laundromats. There is only 1
- Public parks in district 6

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- SOMA only has 1
- More schools + more after school programs
- Need to fund facilities
- Daycare
- More restrooms 24/7

**6. What do you and others in your neighborhood need to get, keep and advance in a job?**

- More awareness on available jobs
- Skills training update skills
- Childcare for working parents
- Driver License
- Know your rights at work
- Reporting process

**7. How would you find out about services that would meet those needs?**

- Access centers
- Internet, newspaper
- Somcan

**8. What, if any, suggestions do you have for the City to improve access to good jobs?**

- More funds for jobs
- Outreach in media
- Job lists to case workers
- Language programs for translation + interpretation that residents can do
- Manufacturing jobs attract business + new industries
- Local hire policies

**9. What would you and your family need in order to be financially stable and/or to be able to build wealth?**

- Investment guidance –real estate
- Food security is a challenge because of high rent
- More grocery stores + pantry options
- Affordable healthy food
- Liquor stores are expensive
- Financial literacy education re: basic skills i.e. banking, credit building, saving
- Community based banks or credit union
- Remittance budgeting help

**10. What are the public space improvements that you believe are needed in your neighborhood?**

- Need a Filipino grocery store
- Too crowded
- People have to go to Y.B. to enjoy public space
- Public space

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**11. What do you like most and least about your neighborhood shopping area?**

- Need a Filipino grocery store
- Too crowded
- People have to go to Y.B. to enjoy public space
- Public space
- Reopen Filipino grocery store
- Lighting for safety
- Cultural identifiers
- Cleaner streets (relate to housing)
- Reduce feces + needles
- Programs to activate alleys + 6<sup>th</sup> street to be family friendly
- 6<sup>th</sup> street improved but can be better
- Accessible bus stops
- Cross walks for disabled
- More trees - greenery

**12. What are things that would build your sense of community?**

- More space to unify community
- More forums/ events
- City needs to work closely with community members
- Organizing, promotion
- Commercial corridor that addresses community needs
- Serve the community like Chinatown
- Family events- intergenerational

**13. Is there anything that we should have asked, something that is important to you?**

- 

**Participant Worksheets**

**1. Other than housing services, what are the services that are most important for you and/or your family?**

- Funded community coalitions help bridge community members
- Proximity to health care and education
- Sanitary and well-lit streets
- Balanced law enforcement
- Job training
- Priority for residents
- Language access
- Healthcare access
- Employment support
- Entry-level jobs at small businesses

**2. How would you find out about these services?**

- CBOs/non-profits

**A Conversation on Housing and Community Development**  
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- Word-of-mouth
  - School
  - Internet
- 3. What gets in the way of being able to access or use existing programs and services?**
- Understaffed CBOs
  - More clinics needed, more often
  - Too many steps & places to obtain help – trauma in retelling story just to get services!
- 4. If there are services that you use and you think needs to be improved, how do they need to be improved?**
- Streamlining communication!
  - More outreach!
- 5. What are the services that you need but have been unable to find?**
- Childcare
  - Employment services
  - Parks
  - Public restrooms!
- 6. What do you and others in your neighborhood need to get, keep and advance in a job?**
- job training -> mobility
  - workers rights
  - DMV/Drivers license
- 7. How would you find out about services that would meet those needs?**
- CBOs
  - Word-of-mouth
  - Internet
  - Social network/family
  - SOMCAN
- 8. What, if any, suggestions do you have for the City to improve access to good jobs?**
- Provide job lists/availability
  - Pipeline for interpreters/multi-lingual people
  - More outreach
  - local hire strengthening
- 9. What would you and your family need in order to be financially stable and/or to be able to build wealth?**
- Sustainable jobs with greater-than-living-wages. Nonprofit workers are some of the most exploited and wage range – they get burnt out for non-competitive wages – perpetuate the cycle of poverty
  - Food security

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- Investment guidance
- “financial literacy” -> workshops on how to build credit, apply for grants, etc.
- Community-based banks
- Support for families sending remittance

**10. What are the public space improvements that you believe are needed in your neighborhood?**

- PARKS
- Lighting
- Cleaner streets/public restrooms
- Crossing times
- Cultural landmarks (SOMA Pilipinas)

**11. What do you like most and least about your neighborhood shopping area?**

- More options please!
- Unaffordable -> no grocery stores

**12. What are things that would build your sense of community?**

- Community gatherings, promotion, family events (age-appropriate)
- SOMA Pilipinas commercial corridor!
- More clinics for services, more often

## Immediate Housing Needs Break-out Groups

### **Session #1**

**1. What do you and your family need to get or stay in housing?**

- Drop in assistance with housing application
- Explanation of DAHLIA plus make it more user friendly
- Eviction defense
- Tenant counseling- know your rights
- More housing- lots of applicants
- Outreach in building, ESR SRO's
- Definition of affordability- limited option for people on fixed income
- Long waitlist for family disabled plus senior housing
- Fear of eviction
- Median income set for SF

**2. In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**

- Elevators break down a lot, building conditions not adequate
- Language access-D6- (Filipino)
- Needed- barriers to asking- need to outreach to find + encourage people to connect- ex clinics, interpreters
- CBO's need space + technology to deliver services – ex Somcan survey, SOMA Pilipinas

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- More counselors, tenant outreach, more training for counselor especially in SRO's on 6<sup>th</sup> & TI limited counselors
  - Most services not immediate, long waitlists
  - Fear to get a raise if might lose housing
- 3. Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.**
- Language
  - Fix building for access
  - Rental subsidy
  - Support services for seniors with disabilities
  - Veterans, including homeless, preference?
  - Middle household income
  - Neighborhood preference + protections for N. residents like neighborhood
  - Youth – 2500 in SFUSD
- 4. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified would you prefer?**
- Clinic/ workshops in every neighborhood
  - Ongoing + regular
  - Website
  - Flow chart of how application process works
  - Tenant counselor, direct to assistance
  - Letters for those without computers
  - Generally make easier, TV news approach to language
  - HUD has clinic to take
- 5. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**
- Price
  - Availability
  - Qualification- ex credit history
  - Environmental conditions of sites like HV + TI
  - Allow groups to buy multi-FAM building to prevent evictions
- 6. What are the kinds of things that help people move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
- Adequate job training
  - Local hire priority
  - Mental health + rehab services, especially as alternative to policing people (as opposed to conservatorship)
  - How do we prevent homelessness? Focus on housing up front
  - More permanent supportive housing

**A Conversation on Housing and Community Development**  
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**Bayanihan Center (South of Market/District 6)**

- Housing ladder, especially for SRO's
  - Like skills classes
  - More flexibility with shelter rules to facilitate employment
- 7. What are the public space improvements that you believe are needed in your neighborhood?**
- 
- 8. What are things that would build your sense of community?**
- 
- 9. Is there anything that we should have asked, something that is important to you?**
- 

**Session #2**

- 1. What do you and your family need to get or stay in housing?**
- Affordable housing
  - Family- size housing stock
  - More than minimum wage job
  - For low income / that people can afford
  - Especially 20% AMI, senior people on fixed income
  - Take on roommates
  - Landlord know their responsibilities
  - Rental subsidies beyond a few MOS
  - Senior housing without long waitlist
  - Flexible rules for occupancy, ex seniors with families/ grandchildren who need to stay
  - Clarity about what renters can ask a landlord to do
  - Housing application assistance, especially languages
  - More options across all income spectrum
  - clinics
- 2. In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**
- Service for immigrant newcomers is lacking
  - Should ask about quality + access of services
  - Need empathy + compassion
  - Education for providers needed
  - More counselors with bilingual skills needed
  - To increase quality of services, pay more \$ to staff, make careers more sustainable
  - Make sure BMR units are not in basement
  - Make process less stressful
- 3. Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.**

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- So many challenges
  - Teachers- match opportunities with pay scale
  - Seniors
  - Newcomers + people with language access needs, especially Filipino in SOMA
  - Use church + cultural art + school to outreach, create safe space to ask for help
  - Use cultural district
  - San Franciscans, perhaps by seniority
  - Use SFUSD definition of homelessness, work with SFUSD
- 4. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified would you prefer?**
- Outsource to private company
  - Electronically
  - Use existing community
  - Ex school, teachers, community
  - Create jobs for outreach
  - More CBO capacity
  - In person outreach
  - Church, cultural districts, relationships
- 5. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**
- Credit, financial literacy
  - Income inequality
  - Down payment size, FICO score, flex on co-signer
  - Income VS. house price
  - Teachers pay
- 6. What are the kinds of things that help people move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
- Income vs. rents
  - Choices limited on lower salary/income
  - Rents term too high
  - Need so many resources to meet needs
  - Overcoming eviction
  - Also issue to more street shelter, relates to quality of services
  - Should observe services like "HOT" being provided
  - Streamlined path
- 7. What are the public space improvements that you believe are needed in your neighborhood?**
- Parks- make more, make more child friendly
  - In SOMA, lots of popos but not child or senior friendly ex. Playground, pathway for easy access, don't require ID to access, label them (maps)
  - State park + bike paths that are safe

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**Bayanihan Center (South of Market/District 6)**

- Pedestrian safety- ex lights + pedestrian lights
- No poop + no needles
- Connect with SFMTA efforts

**8. What are things that would build your sense of community?**

- 

**9. Is there anything that we should have asked, something that is important to you?**

- 

**Participant Worksheets**

**1. What do you and your family need to get or stay in housing?**

- “drop-in” assistance with housing applications
- Tenant counseling/tenant rights education
- Eviction defense
- More housing units/lots of applications
- People with needs aren’t even applying!!
- Outreach in buildings
- Definition of affordability must be refined (most of community don’t qualify)
- Need more user-friendly DAHLIA
- Long waitlists??? ☹

**2. In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**

- Fear of asking for raises because = losing housing
- Elevators breaking down, buildings in bad condition
- Need to improve language access
- Hesitant to ask! Need the City to outreach to find where these families are (ex. Clinics, interpreters)
- Lack of space for CBOs! (eg. SOMCAN survey, SOMA Pilipinas)
- More tenant counselors, maintenance of buildings!
- Training counselors especially for SROs on 6<sup>th</sup> Street, Tenderloin, limited accountability
- MOHCD is not addressing immediate, long waitlists

**3. Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.**

- Language access
- Rental subsidies
- Veterans/senior veterans
- Moderate income
- Neighborhood preference
- 2500 SFUSD homeless youth

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4. **If you wanted to learn about affordable rental or ownership opportunities, what method of being notified would you prefer?**
  - Email
  - Mailers to home address
  - Clinic/workshop
  - Website
  - Filing out application with client; reminders of requirements
  - Tenant-counselor with direct assistance
  - Mailing rather than computers
  - Generally easier/more accessible terminology
  
5. **If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**
  1. Limited stock of range of income and housing lost brackets 80-120% AMI
  2. Can new buildings be split into tiers with some only for 60-80%, 80-100%, 100-120% AMI, etc. instead of broadly all below 100% AMI?
  3. PRICE
  4. AVAILABILITY!! Need MORE!!
  5. Requirements (credit, insurance, history, etc.)
  6. Environmental conditions of sites (Tenderloin, Bayview/Hunters Points)
  7. Allow CBO/nonprofit to buy buildings to prevent eviction
  
6. **What are the kinds of things that help people move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
  - Adequate job training
  - Local hire priority
  - Mental health and rehab services ESPECIALLY as alternative to policing
  - Homeless prevention rather than management/rehab centralization
  - More permanent supportive housing!!
  - Housing mobility (eg. Why are people living in SROs for 40 years)
  
7. **What are the public space improvements that you believe are needed in your neighborhood?**
  - Protected bike lanes
  - More open space – on-grade, rooftop, anything, open space all the time
  - Green space
  - No shadows on parks!
  - More public parks, not Privately Owned Public Open Space (POPOS)

## Long Range Housing Planning Break-out Groups

Notes for the Long Range Housing Planning break-out groups will be synthesized and posted on the Planning Department's website after all of the forums have taken place.

**A Conversation on Housing and Community Development  
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Ortega Public Library (District 1 and District 4)**

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**Sessions #1 and #2**

Neighborhood Change and Choice

**1. Based on the maps and your personal experience, what are the most important or noteworthy changes in this neighborhood in the past 5 years?**

- Inner Richmond – decrease in African American demo (6 dots)
- Outer Sunset – fewer families with young kids, more wealthy families
- Richmond – More younger adults, especially on Geary, less friendly; tech buses, younger demographic
- Sunset – groups keep to themselves; Housing prices and rents (4 dots); high AirBNB presence – esp. beach (one dot); more renting to individuals to maximize income; more unstably housed college students; more market rate development newly created, less middle; house rich – cash poor seniors
- Parkside – City policy that overrides neighborhood wishes (ex. L) (4 dots); loss of street parking affected businesses (one dot); lack of sensitivity to neighborhood issues (one dot)

**2. What do you think has caused or contributed to those changes in your neighborhood?**

- Sunset & Richmond – Maximizing income from rent (one dot); real estate speculation; number of people (increase in population); increase in income inequality; transit changes; park and rec changes; not enough community input; twitter tax break/business focus; development without community investment; YIMBY rhetoric about “should”.

**3. If money were not object, where would you choose to live (top 3 desirable places) and where would you choose to not live (top 3 least desirable places)?**

- Most desirable places to live per map – Outer Sunset (5), Inner Sunset (2), Twin Peaks (2), Mission, Glen Park (2), Silver Terrace, Western Addition (2), Pacific Heights (4), Outer Richmond (7), Inner Richmond (2), Seacliff (3), Pacific Heights (6), South of Market
- Least desirable places to live per map – Outer Sunset (2), Bayview (6), Dogpatch, South of Market, Tenderloin (2), Financial District, North Beach

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**4. What makes a neighborhood a desirable place to live?**

- Accessible transit (one dot and one check mark)
- Low crime rate
- Clean
- Views
- Sunny/weather
- Less traffic congestion
- Schools (public) – esp. high schools
- Community involvement
- Character of neighborhood/quality of housing
- Shopping (neighborhood)
- Open space (one dot)
- Opposite/less desirable: toxins, homeless, too far west
- International communities
- Multi-cultural
- History/family connection
- People know each other, check on each other
- Thriving small business in neighborhood
- Excellent transit
- Multi-generational
- Sense of community
- Variety of architecture
- Gardens and open space and small parks
- Big parks
- Street trees
- Safety, lighting, no trash

**5. Do you feel like you have a choice in where you live? And where do you live now (zip code)?**

See flip chart

**6. What makes you feel like you have a choice or don't have a choice?**

Choice		No Choice
Ownership		Cost
Wealth		Affordability
Support network		
	Rent control	

Access to Opportunity

**7. What are the most pressing challenges to getting or keeping a job for you and for others in your neighborhood?**

- Richmond - N/S transit

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- 8. What has helped you or others in your neighborhood get or keep a job?**
- Richmond – transit E/W
- 9. What are the most pressing challenges that you or others in your neighborhood face in accessing public transportation?**
- N/S direction
  - Wait times
  - Heavy traffic on return to neighborhood on N
  - Transfers and frequency
  - N + 19<sup>th</sup> turnaround/switchback
  - L Taraval Communication
  - N unreliable
- 10. What has helped you or others in your neighborhood in accessing public transportation?**
- E/W direction
  - Richmond– can get anywhere
  - Great system
- 11. What are the most pressing challenges that you or others in your neighborhood face in living in or creating more healthy neighborhoods?**
- No answers
- 12. What has helped you or others in your neighborhood to live in or create healthy neighborhoods?**
- Sunset – low pollution

Fair Housing Violations

- 13. Have you or a member of your household experienced a violation of your fair housing protections?**
- Yes – race
  - Yes – Source of income (Section 8)
  - Yes – subtle / not documented
- 14. What did you do/Who did you go for support? How helpful was it?**
- SF HRC (human rights commission ) very helpful
  - SF Housing rights committee
- 15. Is there anything that we should have asked, something that is important to you?**

Community Development/Social Service Needs Break-out Groups

**Session #1**

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- 1. Let's list the non-housing needs that are most important for you and/or your family.**
  - Lighting for safety/security
  - More senior service facilities
  - Senior education needs: computers, ESL, citizenship classes, legal services
  - Safety: many car break-ins
  
- 2. How would you find out about services that would meet those needs?**

Friends, neighbors, Self-help for the elderly Senior Center in West Portal and Chinatown, social workers, newspaper
  
- 3. What gets in the way of being able to access or use existing programs and services that would meet those needs?**
  - Language access, more bilingual services
  - Facilities, more permanent facilities.
  
- 4. If there are services that you use and you think needs to be improved, how do they need to be improved?**
  - Permanent location for senior center
  
- 5. What do you and others in your neighborhood need to get, keep and advance in a job?**
  - No workforce services/center on West side of city
  - More staff for existing programs
  
- 6. How would you find out about services that would meet those needs?**
  - Mostly seniors in this group
  - Those who need the service travel to Chinatown to obtain
  
- 7. What, if any, suggestions do you have for the City to improve access to good jobs?**
  - Improve public transit
  - Work with employers to incentivize them to hire people with high barriers to entry
  - Improve street safety
  - Too many applicants for few jobs
  
- 8. What would you and your family need in order to be financially stable and/or to be able to build wealth?**
  - Estate planning
  - More financial education for youth
  - Increases in property/public taxes make saving harder
  
- 9. What do you like most and least about your local commercial corridor?**
  - Dislike marijuana shops, high opposition to marijuana stores
  - Dislike many empty commercial lots. Small businesses squeezed out. High cost like including minimum wage
  - Dislike small business need to pay surcharges which they pass to consumers.

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- Like – Clement street had holiday stroll, need more community building events
- Like – small business planning help

**10. What are things that would build your sense of community?**

- Seeing more instances of houses without occupants
- More policing for sense of safety in sunset/Richmond district
- Permanent place for senior center
- GHW should be pedestrian only, new Sunday streets events
- Continue outreach for traffic safety (speeding, etc.)
- More open spaces
- Need places to shower and get clean at beach

**11. Which programs or services need to be offered in a language other than English?**

No responses

**12. Is there anything that we should have asked, something that is important to you?**

No response

**Session #2**

**1. Let's list the non-housing needs that are most important for you and/or your family.**

- Permanent senior center
- Commercial rents high; prevents expansion of services, city needs to help senior center with rent and property acquisition
- Public transit late
- Paratransit
- IHSS more outreach

**2. How would you find out about services that would meet those needs?**

- Internet, need more resources for outreach events, word of mouth, libraries.

**3. What gets in the way of being able to access or use existing programs and services that would meet those needs?**

- Lack of information
- Language access, bilingual staff hard to find. City should help nonprofits with language access.

**4. If there are services that you use and you think needs to be improved, how do they need to be improved?**

- Permanent location for senior center

**5. What do you and others in your neighborhood need to get, keep and advance in a job?**

- Hard to find stable jobs, jobs with benefits
- City funded programs to help people understand new ways of job search (Linkedin, etc.)

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- 6. How would you find out about services that would meet those needs?**
  - Direct outreach for schools
  - Outreach for senior centers
  
- 7. What, if any, suggestions do you have for the City to improve access to good jobs?**
  - Same suggestions as in break out group one
  - City can subsidize jobs that require bilingual skills
  
- 8. What would you and your family need in order to be financially stable and/or to be able to build wealth?**
  - More financial education
  - Warn about scams, payday loans
  
- 9. What do you like most and least about your local commercial corridor?**
  - Dislike – lack of parking, some corridors have bad public transit, too much construction increases travel time
  - Sidewalks should be wider, different types of stores, vibrancy/diversity of Irving corridor
  
- 10. What are things that would build your sense of community?**
  - ESL classes, newcomer services
  - More volunteer opportunities
  - Health fitness/outdoor activities
  
- 11. Which programs or services need to be offered in a language other than English?**
  - Housing website needs to be multilingual, many times only main page of city website is multilingual
  - Alert SF messages only in English
  
- 12. Is there anything that we should have asked, something that is important to you?**
  - Commercial corridor too spread out

**Submitted Written Responses**

**Is there anything that we should have asked, something that is important to you?**

- There is a very big tree with huge roots next to my house. The roots have grown through and punctured the pipe underneath my house and have cost me a few thousand dollars to fix. Can the government help me cut off the tree so that it will not puncture my pipe again? It is located right by my house on the street.

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## Immediate Housing Needs Break-out Groups

### Session #1

- 1. What do you and your family need to get or stay in housing?**
  - Affordability – higher wage, lower priced housing, down payment assistance especially at higher income limits/levels;
  - More 100 percent affordable housing units to be built for median or lower-income households;
  - Getting to and from home – transportation;
  - Parking – difficult;
  - Access to medical/hospitals.
  
- 2. In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**
  - Internet access to utilize DAHLIA;
  - No contact to real person, multiple persons contacted but get different answers;
  - No response/confirmation to applications
  - Low income housing unbalanced compared to outer sunset;
  - Access to affordable childcare;
  - More childcare;
  - Free, low-cost afterschool care;
  - Access to sport related materials for children/youth;
  - Playgrounds/Parks – staff until dark
  - Legal access | access to nature, gardens, outdoor spaces, smaller parks, dog parks, neighborhood parks;
  - Education about tenant rights;
  - Greater density in Sunset;
  - Not thoroughly planned infrastructure
  
- 3. Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.**
  - TAY
  - Mental Health
  - Non-English Speaking ESL
  - New immigrants
  - Service for modifications for seniors as owners age Age in place
  - Reliable source for contractors
  - City wide connect seniors with students, etc., who want to rent with extra rooms
  
- 4. If you wanted to learn about affordable rental or ownership opportunities, what method of being**

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**notified you prefer?**

- Text
- News
- Senior Centers
- Community based organizations
- 5-7 minute videos social media
- Newspapers
- Free community newspapers
- Postcards
- Flyers in library
- Facebook

**5. Aside from the high cost, what are the main barriers to purchasing a home in San Francisco?**

- Credit Score
- Minimum income ((\$3,000) not usable for TAY
- Knowing the steps of homeownership
- How Tos homebuying
- Dispersing information on homebuying on newspapers

**6. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**

- Jobs
- Households with vouchers relocate outside SF
- Try to comeback but won't get preference because they are no longer SF residents

**7. What are things that would build your sense of community?**

- Small business and commercial rent control
- Creating stable housing creates stable communities
- Low income housing and senior housing
- Not a lot of multi-cultural presence in neighborhoods
- More affordable housing may bring diversity
- Economic diversity
- Neighborhoods gentrified
- Community Centers with various activities, events, etc.
- Music, movie nights

**8. Which programs or services need to be offered in a language other than English?**

- Data to support languages
- SFHA can't get actual person to help
- No language assistance

**9. Is there anything that we should have asked, something that is important to you?**

- Red zone areas increasing throughout the city; affects small businesses
- Small business support; more parking

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- Bus stops eliminated needs to stop
- Senior Housing

**Session #2**

- 1. What do you and your family need to get or stay in housing?**
  - Eviction forgiveness
  - Senior rehabilitation of housing
  - Lower rents
  - Eviction protection
  - Resources
  - Deposit assistance for low to moderate income tenants
  - Teachers need more housing
  - Job availability for youth or younger population
  - Housing and job programs for displaced or homeless individuals/families
  - Encourage corporations to move to San Francisco to assist in building housing
  - Access to available benefits
  - Educate/incentives for owners to avoid eviction
  - Affordable housing too expensive
  
- 2. In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**
  - Need to promote services via social media; general lack of knowledge where to get services, what services are available
  - Public assistance programs are intimidating
  - Need more human interactions, access to more case workers
  - Language accessibility
  - Consider innovative, multi-use housing, use existing spaces, higher density housing
  - Keep information updated at community organizations, senior centers
  - More access to interpretation
  - More community clinics, social work, housing, employment fairs
  
- 3. Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.**
  - Undocumented population need legal access
  - Housing subsidies, target for specific populations
  - Housing people with mental health issues, function limitations
  - Support services
  - Plan for populations with different needs
  - Increase, create more housing for teachers
  - Rental assistance programs, subsidies
  - Housing rehabilitation programs
  - Section 8 programs

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- 4. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified you prefer?**
  - Email
  - Advertisements
  - Tsing Tao/World Journal
  - Chronicle, Examiner Newspapers
  - Senior Centers
  - Flyers
  - Public Radio
  - Text
  
- 5. Aside from the high cost, what are the main barriers to purchasing a home in San Francisco?**
  - Lack of homes being built
  - Lower property taxes, lower interest rates
  - Down payment assistance, cheaper, bigger loans
  - Incentives to sell vacant homes
  - More student housing
  - Areas where homes can be store fronts
  
- 6. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
  - Safer shelters
  - More case managers at shelters
  - Housing ladder – match populations to appropriate units
  - Credit and eviction history assistance
  - Subsidize housing, rent or employment assistance, employment subsidies
  - Provide more jobs for income, better access to housing
  
- 7. What are things that would build your sense of community?**
  - Art – artist housing
  - Art shows, concerts in the park
  - Opera in the park
  - More information about events
  - More events for children, families
  - More playgrounds
  - Flea market events
  - Exercise facilities at parks, accessible for everyone
  - More town hall meetings/community meetings
  
- 8. Which programs or services need to be offered in a language other than English?**
  - Need more languages to be represented in community organizations to close gaps
  - Public benefit forms, documents, applications in various languages
  - Access to language for lease agreements and other rental documents

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- Start at senior centers and provide language assistance and program forms in various languages
- Advocacy programs for those who need more hand holding

**9. Is there anything that we should have asked, something that is important to you?**

- Rent is too high
- Help former SF residents move to more affordable housing in other areas/cities
- Senior population is growing, more senior housing.

### Long Range Housing Planning Break-out Groups

Notes for the Long Range Housing Planning break-out groups will be synthesized and posted on the Planning Department's website after all of the forums have taken place.

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**Barriers to Fair Housing Break-out Groups**

**Sessions #1 and #2**

**Station 1 – Neighborhood Change and Choice**

**1. Based on the maps and your personal experience, what are the most important or noteworthy changes in this neighborhood in the past 5 years?**

- Super Gentrification (2 dots)
- Higher income, white, young residents (2 dots)
- Racial tensions because of pitting races against each other
- Displacement of long-time residents (1 dot)
- More violence
- Lack of information about applying
- Price discrimination
- Disappearance of SRO's
- SRO and other building upkeep declining
- Exploitation by landlords
- Not enough units – no place to go for tenants as their income increases
- Increased drug use
- Empty store fronts
- Decline of “care not cash”
- Businesses for higher income households (1 dot)
- Open drug dealing (1 dot)
- Streets getting dirty
- More pets & mess (1 dot)
- More tents & cardboard homes street sleeping

**2. What do you think has caused or contributed to those changes in your neighborhood?**

- Capitalism
- Tech industry
- Current Federal Government

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- Drug addiction (1 dot)
- Lack of sense of urgency for policy makers
- City policies that caused changes police more people
- Lack of accountability of City for quality services
- Limited contracts & funding for services
- Lack of resident input for quality control
- Discrimination
- Lack of affordable units
- Lack of police
- Tenderloin resources and services attract people from other neighborhood

**3. If money were not object, where would you choose to live (top 3 desirable places) and where would you choose to not live (top 3 least desirable places)?**

- Desirable locations per map – Outer Richmond, Seacliff (2), Presidio, Inner Richmond (2), Marina, North Beach (3), Nob Hill (4), Tenderloin (5), South of Market (7), Mission (2)
- Least desirable locations per map – Outer Sunset (4), Inner Sunset, Twin Peaks, Mission (4), Western Addition, Tenderloin (3), Potrero Hill, McLaren Park, Candlestick Point, Brisbane, Daly City (2)

**4. What makes a neighborhood a desirable place to live?**

- Open spaces social tolerance (1 dot)
- Safety (2 dots)
- Near the water (1 dot)
- Cleanliness (2 dots)
- Things to do (3 dots)
- Transportation (2 dots)
- Diversity (1 dot)
- Shopping (1 dot)
- Affordable (1dot)
- Schools (2 dots)
- Church (1 dot)
- Parks
- Social services (1 dot)
- Seniors, children, tenant advocacy, youth services
- Convenience
- Language access
- Hospitals
- Healthy food
- Laundry services
- Public restroom
- Police station ccc tv

**5. Do you feel like you have a choice in where you live? And where do you live now (zip code)?**

- More people have less choice in 94102 (1 dot) and 94103 (1 dot)

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- Some choice in 94133
- More choice in 94103 with voucher
- More choice in 94103 with lottery

**6. What makes you feel like you have a choice or don't have a choice?**

- Income (4 dots)
- Not enough
- Housing prices (3 dots)
- Racism (1 dot)
- Nimbys (1 dot)
- yimby

Station 2 – Access to Opportunity

**7. What are the most pressing challenges to getting or keeping a job for you and for others in your neighborhood?**

Challenges:

- Transportation costs
- Pay not enough for high cost city (1 dot)
- Employment discrimination in hiring practices (1 dot)
- Age discrimination (1 dot)
- Lack of training/education for job opportunities (1 dot)
- Development takes away parking

**8. What has helped you or others in your neighborhood get or a keep a job?**

Assets

- Jobs
- Non-profit agencies

**9. What are the most pressing challenges that you or others in your neighborhood face in accessing public transportation?**

Challenges:

- Limited routes in certain areas (2 dots)
- Not enough parking
- Parking unaffordable
- Sleeping in bus shelter
- Buses don't run on schedule
- Dirty bus stops
- Impatient drivers
- Scooters!

**10. What has helped you or others in your neighborhood in accessing public transportation?**

Assets:

- We have great public transportation (2 dots)

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- Library system

**11. What are the most pressing challenges that you or others in your neighborhood face in living in or creating more healthy neighborhoods?**

Challenges:

- Lack of trees
- Dirty streets (1 dot)
- Lack of public restrooms (1 dot)
- Homeless outreach team (HOT team) don't stop in the Tenderloin

**12. What has helped you or others in your neighborhood in live in or create healthy neighborhoods?**

Assets:

- Health clinics (1 dot)
- Healthy food choices (1 dot)
- Food bank & farmers market (1 dot)
- Cleaning crews
- Bodekker Park
- Good schools
- Churches

Station 3: Fair Housing Violations

**13. Have you or a member of your household experienced a violation of your fair housing protections?**

- Disability discrimination
- Source of income
- Section 8 voucher
- No translation of housing documents

**14. What did you do/Who did you go to for support? How helpful was it?**

- No notes

Other Question

**15. Is there anything that we should have asked, something that is important to you?**

- Harassment by real estate companies to get people out

## Community Development/Social Service Needs Break-out Groups

**Session #1**

**1. Other than housing services, what are the services that are most important for you and/or your family?**

- Lack of intersectionality, outreach specialist are v. focused on one issue

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- Lack of nonprofit space
- More programs to keep those newly placed in housing, housed -> psychological, emotional
- Services targeted to assist
- Hoarding and cluttering
- Mental health + substance use
- Public bathroom 24 hours!

**2. How would you find out about these services?**

- I don't. Lack of communication
- Not enough case managers who know services; not enough counselors
- Project Homeless Connect
- Listening on the street -> need street outreach. Not aggressive outreach. Need to be culturally comp.

**3. What gets in the way of being able to access or use existing programs and services?**

- Medical issues + access to Medical or other insurance
- Lack of communication/information, need shared info source among case managers. Coordination between case managers.
- Remote locations + restricted hours for services
- Stigma – esp. around mental health
- Help with initial connection: transit, social phobias
- Hoarding + cluttering
- Lack of signage on street or generic signage -> need descriptions + language diversity

**4. If there are services that you use and you think needs to be improved, how do they need to be improved?**

- More counselors, more \$, more cultural specialists
- All can be improved
- More accessibility -> physical space
- Some people claustrophobic or have other traumas which makes it hard to meet in an enclosed office. Alternate meeting locations; mobile service locations
- More support for homeless connect
- Warm hand off to doctors apt.
- Give counselors smaller caseload

**5. What do you and others in your neighborhood need to get, keep and advance in a job?**

- Reliable MUNI service. More drivers
- Help getting there the first 1-3 times
- Bus pass for first 2 weeks
- Training for youth; City College options
- Apprenticeship program -> better job matching -> needs to be paid internship
- Job finders
- Job coach
- Targeted services for recent immigrants

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**6. How would you find out about services that would meet those needs?**

- Fliers
- Word of mouth
- Nonprofits
- Central City SRO
- Social media (facebook, twitter, insta)
- Radio
- Bay Area Video Coalition

**7. What, if any, suggestions do you have for the City to improve access to good jobs?**

- Public postings – physical job boards, not just electronic
- Help with resumes
- Intentional training, individualized support to get high paying jobs
- Interview skills
- Subsidized training – software engineers
- Develop skills in the community
- Hire in the community
- Find out barriers to participating in programs

**8. What would you and your family need in order to be financially stable and/or to be able to build wealth?**

- Jobs that pays more - more than just enough to cover rent
- Lower rents
- Local hiring – work where live
- Low-income housing -> BMR
- Childcare; elder/companion care
- Home care

**9. What do you like most and least about your neighborhood shopping area?**

- Most: Good, affordable food.
- Diversity: people, food, community services
- Give incentives to businesses, esp. small bus.
- Least: Develop more clear commercial corridors -> community – serving retail. Van Ness to Union Square
- Businesses must have toilets for customers + non-customers
- Overcharge women + homeless (eg banana)
- Need more healthy + affordable food options

**10. What are things that would build your sense of community?**

- Craft/arts street fair
- Free food truck festival for people who can't afford
- Community events: music + food trucks, picnics
- International/friendship day. July 30

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- Tenderloin Flea Market – Shannon Ally?
- Bodecker Park tree lightning/holiday celebrations
- Dance classes – public, a wide variety

**11. Which programs or services need to be offered in a language other than English?**

- Spanish: program/forum to inform about services; opportunity fair (also in Russian)
- More restaurants with menus in Spanish, Chinese
- Filipino/Tagalog, Arabic (need more translators), Farsi, Hindi (need more translators)
- All services

**12. Is there anything important to you that we should have asked?**

- Rental assistance -> more outreach + information about what is available. More \$
- Listing of social services
- Services for children in community esp. for ages 11-17. Year around. Gender-specific program

**Session #2**

**1. Other than housing services, what are the services that are most important for you and/or your family?**

- Legal services for veterans, access to income + barrier removal (housing)
- Eviction prevention
- More Vietnamese + SE Asian services
- Immigration services, esp. Vietnamese
- Food services, esp. Cal Fresh. Counseling for those services
- Senior services
- Citizenship classes
- Access to good jobs that pay living wages
- More intensive case mgmt., esp. for formerly homeless, esp. for jobs
- Language issues but still need pathways to employment
- In hope support services in other language

**2. How would you find out about these services?**

- Community – SE Asian, word of mouth
- Case managers
- Community centers VYDC

**3. What gets in the way of being able to access or use existing programs and services?**

- Capacity: more demand than supply
- Not enough income -> income eligibility (eg. Medical)
- Transportation/cost of
- Childcare/cost of
- Language barrier – orgs lack capacity in the language or lack capacity in area of need
- Organizational capacity/staff capacity & knowledge; staff passion
- Take into account clientele b/f determining program intake requirements

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- Cleanliness of streets
  - Homeless challenges
- 4. If there are services that you use and you think needs to be improved, how do they need to be improved?**
- Employment: discrimination. Improve access to jobs; access/support to those who experience discrimination
  - Publish who is on housing list for temporary housing
  - Synthesize DAHLIA & other services
  - City staff provide presentations about availability of services. Provide points of contacts w/in org. (Long-term solutions for homeless)
  - Promote services
  - More stops for HOT (Homeless Outreach Team) accessible, visible
  - Safety + cleanliness of streets impact how services are provided. Esp. after dark
  - Mobile beds for homeless
- 5. What are the services that you need but have been unable to find?**
- Services for homeless – short + long term
  - Mental health + substance use
  - Legal services – comprehensive + free /low-cost
  - Child support services -> difficult to afford housing if someone has child support payments
  - Citizenship + naturalizations, esp. for Vietnamese
- 6. What do you and others in your neighborhood need to get, keep and advance in a job?**
- High school diploma is a barrier. Are there options for those wo do not have that or who don't have language skills
  - Apprenticeship programs for those who don't have education/language skills
  - Priority /for San Franciscans in jobs/hiring preference
  - Balance the above with recent immigrants needs
  - Vocational rehabilitation
  - Equity – race, disability -> how can those barriers be removed
  - Educate employees about diverse workforce. Hold people accountable
- 7. How would you find out about services that would meet those needs?**
- See Q2
  - Cal Fresh office
  - hospital
- 8. What, if any, suggestions do you have for the City to improve access to good jobs?**
- City job employment application. City workers needs to be improved. Language barriers
  - Classes about how to find + apply for jobs, digital library
  - Nonprofits should be able to pay their employees a living wage

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9. **What would you and your family need in order to be financially stable and/or to be able to build wealth?**
  - Not live in SF
  - Balance day-to-day expenses + long term needs
  - Need to take classes, but need child care to do so (esp. language classes)
  - Affordable housing = income
  - Affordable housing => needs to be safe neighborhood
  - Fear of losing benefits with higher income
  
10. **What are the public space improvements that you believe are needed in your neighborhood?**
  - Cleanliness, safety, lights
  - Mini-mobile home for homeless
  - Safe needle disposal
  - Quicker response time -> police, cleanliness
  
11. **What do you like most and least about your neighborhood shopping area?**
  - No notes
  
12. **What are things that would build your sense of community?**
  - No notes
  
13. **Is there anything that we should have asked, something that is important to you?**
  - No notes

## Immediate Housing Needs Break-out Groups

### **Session #1**

1. **What do you and your family need to get or stay in housing?**
  - Need more BMR units
  - Higher paying jobs
  - Limit rent increases
  - More rent control
  - Ability to age in place – ADA – aging veterans
  - City needs to take action
  - Eviction protections
  - ADA-friendly units (affordable)
  
2. **In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**
  - BMR units too expensive. Rent increases make housing inaccessible
  - DALP not competitive for market-rate unit
  - Language line should provide Vietnamese

**A Conversation on Housing and Community Development**  
**Tuesday, January 22, 2019**  
**Kelly Cullen Community (Tenderloin/District 6)**

- Rent board hardship – advocate required [ROSA@thclinic.org](mailto:ROSA@thclinic.org)
  - Need more org's to serve Vietnamese/non English speaking groups
  - Need centralized & coordinated resources
- 3. Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.**
- Family-sized units
  - Teacher housing... for teachers & our kids' futures
  - ADA/senior units
- 4. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified would you prefer?**
- Email, in our language
  - Community-based organizations
  - Text messages
  - Flyers in our building
  - Bus ads
- 5. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**
- HOA fees too high
- 6. What are the kinds of things that help people move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
- Navigating the systems
  - Criminal background (barrier)
  - Credit issues (barrier)
  - Instability in shelter – time limits, etc. - stairs all over
  - Oversight for programs – to ensure efficiency, success for people
  - Consistency in resource communication – especially for domestic violence survivors
- 7. What are the public space improvements that you believe are needed in your neighborhood?**
- No notes
- 8. What are things that would build your sense of community?**
- No notes
- 9. Is there anything that we should have asked, something that is important to you?**
- No notes

**Session #2**

- 1. What do you and your family need to get or stay in housing?**
- Higher wages

**A Conversation on Housing and Community Development**  
**Tuesday, January 22, 2019**  
**Kelly Cullen Community (Tenderloin/District 6)**

- Affordable rents
  - Creative ways to pay rent (payment plan)
  - Rent control across the board
  - Eviction protections
  - Reliable transportation
  - Tenant protections
  - More BMR units – rental + ownership
  - BMR's that target lower – incomes 40-60% AMI
  - Improved mobility features to allow residents to age in place (elevator, stair lifts) – funding stream for ADA improvements
- 2. In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**
- BMR units still not affordable to very low income (30% AMI)
  - Poor credit is large barrier to access
  - Need funding for first/last/security deposit
  - More housing for seniors + veterans on fixed incomes
- 3. Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.**
- Child care
  - More support for single parents
  - Support for individuals with acquired disabilities – workforce training or re-entry assistance
  - Mental health resources – workforce training or re-entry assistance
  - Ongoing support & services
  - Social workers, community building activities
- 4. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified would you prefer?**
- Case managers
  - Text messages
  - Library
  - Bulletin boards
  - In-person assistance – not everyone has access or are internet savvy
  - Outreach workers
  - In-house supportive services
- 5. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**
- No notes
- 6. What are the kinds of things that help people move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
- Social workers to assist in transition

**A Conversation on Housing and Community Development**  
**Tuesday, January 22, 2019**  
**Kelly Cullen Community (Tenderloin/District 6)**

- Central location to access resources + information
- Housing option to help people move from transitional -> supportive -> permanent

**7. What are the public space improvements that you believe are needed in your neighborhood?**

- Monitor pricing at corner bodegas
- More access to grocery stores, fresh food
- Accessible fitness opportunities in parks @ rec & park facilities
  - More variety of options, times, activities
  - For people with physical challenges
  - On-site managers
- More seating in parks, @ bus stops

**8. What are things that would build your sense of community?**

- No notes

**9. Is there anything that we should have asked, something that is important to you?**

- No notes

## Long Range Housing Planning Break-out Groups

Notes for the Long Range Housing Planning break-out groups will be synthesized and posted on the Planning Department's website after all of the forums have taken place.

**A Conversation on Housing and Community Development  
Tuesday, February 26, 2019  
Visitacion Valley Elementary (Visitacion Valley/District 10)**

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**Barriers to Fair Housing Break-out Groups**

**Session #1**

**1. What’s important to you that brought you here tonight?**

- 

**Station 1 – Neighborhood Change and Choice**

**2. Based on the maps and your personal experience, what are the most important or noteworthy changes in this neighborhood in the past 5 years?**

- 
- 

**3. What do you think has caused or contributed to those changes in your neighborhood?**

- 
- 

**4. If money were not object, where would you choose to live (top 3 desirable places) and where would you choose to not live (top 3 least desirable places)?**

- 

**5. What makes a neighborhood a desirable place to live?**

- 
- 

**6. Do you feel like you have a choice in where you live? And where do you live now (zip code)?**

- 
- 

**7. What makes you feel like you have a choice or don’t have a choice?**

- 
-

**A Conversation on Housing and Community Development**  
**Tuesday, February 26, 2019**  
**Visitacion Valley Elementary (Visitacion Valley/District 10)**

Station 2 – Access to Opportunity

8. **What are the most pressing challenges to getting or keeping a job for you and for others in your neighborhood?**
  - 
  -
9. **What has helped you or others in your neighborhood get or a keep a job?**
  - 
  -
10. **What are the most pressing challenges that you or others in your neighborhood face in accessing public transportation?**
  - 
  -
11. **What has helped you or others in your neighborhood in accessing public transportation?**
  - 
  -
12. **What are the most pressing challenges that you or others in your neighborhood face in living in or creating more healthy neighborhoods?**
  - 
  -
13. **What has helped you or others in your neighborhood in live in or create healthy neighborhoods?**
  -

Station 3: Fair Housing Violations

14. **Have you or a member of your household experienced a violation of your fair housing protections?**
  -
15. **What did you do/Who did you go to for support? How helpful was it?**
  -

**A Conversation on Housing and Community Development**  
**Tuesday, February 26, 2019**  
**Visitacion Valley Elementary (Visitacion Valley/District 10)**

**Session #2**

**1. What's important to you that brought you here tonight?**

- Resources for “the forgotten Valley”
- Equity & justice
- Understanding housing landscape
- Needs for youth and families
- Understanding how lottery system works

**Station 1 – Neighborhood Change and Choice**

**2. Based on the maps and your personal experience, what are the most important or noteworthy changes in this neighborhood in the past 5 years?**

- Displacement of African American population
- Multiple families living in same house
- Slow development (Sunnydale, schlage lock)
- Sub-standard schools
- Loss of businesses
- Loss of job-centers/ anchor
- Income growth hasn't kept up with rest of City

**3. What do you think has caused or contributed to those changes in your neighborhood?**

- Global capitalism
- Housing prices increasing
- Ability to make living wages decreasing
- Over incarceration of African-Americans “war on drugs”
- Racial discrimination in housing and employment
- Lottery system not prioritizing long-term residents
- Influx of tech workers

**4. If money were not object, where would you choose to live (top 3 desirable places) and where would you choose to not live (top 3 least desirable places)?**

- 

**5. What makes a neighborhood a desirable place to live?**

- Good schools
- Good transportation
- Walkable to stores, social spaces, etc
- Economic stability
- Parks / open space
- Good, clean sidewalks, safe places to walk
- Safety
- Sense of community

**A Conversation on Housing and Community Development**  
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- 6. Do you feel like you have a choice in where you live? And where do you live now (zip code)?**
  - No choice: 94114, 94102, 94110,94134
  - A lot of choice: 94601
- 7. What makes you feel like you have a choice or don't have a choice?**
  - No choice: money, available housing options, property taxes, number of people in households, pets, community distance to work
  - Choice: money, multiple income in household

Station 2 – Access to Opportunity

- 8. What are the most pressing challenges to getting or keeping a job for you and for others in your neighborhood?**
  - Challenges: Transportation more routes, high ER, education and training, Language barriers, Need more high quality childcare
- 9. What has helped you or others in your neighborhood get or a keep a job?**
  - Assets: community ties/network, childcare (Felton), transportation (8 to bart)
- 10. What are the most pressing challenges that you or others in your neighborhood face in accessing public transportation?**
  - Challenges: T-line, elimination of 15, too slow, infrequent
- 11. What has helped you or others in your neighborhood in accessing public transportation?**
  - Assets: 8 direct to downtown, ride share is accessible
- 12. What are the most pressing challenges that you or others in your neighborhood face in living in or creating more healthy neighborhoods?**
  - Challenges: lack of grocery stores, safety, lack of medical services, no rec center, gyms, dirty streets need more DPW services, need O.E.W.D. outreach, Pedestrian safety “little village”, liquor store selling to underage, drug / alcohol use
- 13. What has helped you or others in your neighborhood in live in or create healthy neighborhoods?**
  - Assets: McLarson park, green way

Station 3: Fair Housing Violations

- 14. Have you or a member of your household experienced a violation of your fair housing protections?**
  - Yes- 3 people
  - No- 0 people
- 15. What did you do/Who did you go to for support? How helpful was it?**

**A Conversation on Housing and Community Development**  
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**Visitacion Valley Elementary (Visitacion Valley/District 10)**

- Do: moved on, kept looking
- Go for help: HUD, CA Dept. of Fair Housing and Employment, Human Rights Commission

## Community Development/Social Service Needs Break-out Groups

### **Session #1**

**1. What is important to you that brought you here tonight?**

- City know our needs in Vis. Valley
- Development Board Base Neighborhood (Diverse)
- Needs & service in the City for Vis. Valley
- Access to services in Vis. Valley language, childcare, transportation
- Services in this area (Vis. Valley)

**2. Other than housing services, what are the services that are most important for you and/or your family?**

- Employment
- Workforce Development
- Education (2)-K through Adults and outdoor education
- Remedial reading
- Robust afterschool program
- Local newspaper in Vis Valley
- Other ways folks can be informed and involved
- Action plan. Neighborhood safety
- Program draw on senior and elders in neighborhood
- Farmers Market

**3. How would you find out about these services?**

- Large monitors in senior center, grocery outlet throughout Vis. Valley
- Multiple languages newspaper
- No current access to this information now
- Social media
- "page" for this neighborhood
- Communicate in all languages (Cantonese)
- 311 improve, not responsive
- Website specific or app for Vis. Valley
- Resources available
- Different attitudes from the city- take action when they get a request

**A Conversation on Housing and Community Development**  
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**4. What gets in the way of being able to access or use existing programs and services?**

- Language
- Money!!
- Funding
- Digital Divide
- Lack of advertisement
- Town Hall meeting, bring back!
- Transportation
- Completing priorities, who they are working for
- Language services, barriers, information not provided to elders, and immigrants
- What can SF do for SF folks

**5. If there are services that you use and you think needs to be improved, how do they need to be improved?**

- Transportation
- \*\*Muni planners need to work with community, increase of crime, more lighting & safety “police patrol” more and better retail in neighborhood
- Leland nor, more business
- More lighting of transportation, safety or shelter (7-11 location Arletta & Bayshore)
- Services for homelessness
- Better access to McLarson Park, feel blocked out, nor welcome entrance
- Feel for safety with homeless in area neighborhood
- Local pantry
- Homeless in neighborhood, refuse service and help
- Mental health, sewer lines too small and causing backup

**6. What are the services that you need but have been unable to find?**

- Homeless
- Safety lighting
- Teach prevention and intervention
- Basketball HUB and new neighborhood parking
- Police patrol, more patrols
- More police
- Assist business, empty store fronts along Leland
- Pay attention to Vis Valley “NOT FORGETTEN NEIGHBORHOOD”
- More resources, need attention
- Equity and justice policies (Sunnydale Housing)

**7. What do you and others in your neighborhood need to get, keep and advance in a job?**

- ESL classes in District 10
- Vocational education
- Career teen education in Vis. Valley
- Chinese as second language

**A Conversation on Housing and Community Development**  
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**Visitacion Valley Elementary (Visitacion Valley/District 10)**

- Workforce Development
- Different ethnic group classes
- Robust reentry programs
- Amnesty program (license)

**8. How would you find out about services that would meet those needs?**

- Word of mouth
- Electronic divide (digital divide)
- Bayview neighborhood jobs not vis valley
- Need to advertise in different language (college classes, vocational)
- Realistic outreach
- Program to assist families with children and parents. Services for parents to be able to communicate with children

**9. What, if any, suggestions do you have for the City to improve access to good jobs?**

- Create pathway to trades electrical, carp, and plumbing
- Communicate, advertise, posting, classes in our neighborhood
- Recruit and outreach
- Re-entry
- Homelessness
- Easier access to City jobs
- Multi-language
- Come to Vis. Valley for assistance
- Funding its graduates to go to college (more funding)
- Housing- teachers and first responders
- Families moving out of the City

**10. What would you and your family need in order to be financially stable and/or to be able to build wealth?**

- 

**11. What are the public space improvements that you believe are needed in your neighborhood?**

- 

**12. What do you like most and least about your neighborhood shopping area?**

- 

**13. What are things that would build your sense of community?**

- 

**Session #2**

**1. What is important to you that brought you here tonight?**

- Working on Sunnydale- wanted to hear what the community had to say

**A Conversation on Housing and Community Development**  
**Tuesday, February 26, 2019**  
**Visitacion Valley Elementary (Visitacion Valley/District 10)**

2. Other than housing services, what are the services that are most important for you and/or your family?
  -
3. How would you find out about these services?
  -
4. What gets in the way of being able to access or use existing programs and services?
  -
5. If there are services that you use and you think needs to be improved, how do they need to be improved?
  -
6. What are the services that you need but have been unable to find?
  -
7. What do you and others in your neighborhood need to get, keep and advance in a job?
  -
8. How would you find out about services that would meet those needs?
  - 
  -
9. What, if any, suggestions do you have for the City to improve access to good jobs?
  -
10. What would you and your family need in order to be financially stable and/or to be able to build wealth?
  -
11. What are the public space improvements that you believe are needed in your neighborhood?
  -
12. What do you like most and least about your neighborhood shopping area?
  -
13. What are things that would build your sense of community?
  -

**A Conversation on Housing and Community Development  
Tuesday, February 26, 2019  
Visitacion Valley Elementary (Visitacion Valley/District 10)**

## Immediate Housing Needs Break-out Groups

### Session #1

- 1. What is important to you that brought you here tonight?**
  - Homeless & community activist looking for housing
  - Resources for section 8 vouchers
  
- 2. What do you and your family need to get or stay in housing?**
  - Housing voucher (stepping stone to get back on her feet)
  - Housing for dependent too, so senior housing. Not an option
  
- 3. In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**
  - Section 8 housing is difficult to apply (requires computer literacy)
  - Not as easy to access
  - No family units available (senior only)
  
- 4. Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.**
  - Seniors
  - Young ladies with children
  - Transition from shelter to housing
  
- 5. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified would you prefer?**
  - A lot of homeless people are not computer literate
  - Word of mouth from outreach, teams or community members
  - A lot of people don't have phones
  - In person communication
  
- 6. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**
  - Credit (lack of )
  - Lack of programs (for info and build credit)
  
- 7. What are the kinds of things that help people move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
  - Counseling
  - To know all the steps to quality
  - Information on housing opportunities
  
- 8. What are the public space improvements that you believe are needed in your neighborhood?**
  - Recreation center- brings community together

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- activities
- events
- kids programs
- senior programs
- food
- outings
- Fun activities to bring community together

**9. What are things that would build your sense of community?**

- Community Center
- Live music Brings cultures together and pushes out negativity
- theater

**Session #2**

**1. What is important to you that brought you here tonight?**

- New immigrants and parents that lost jobs and affects their growth
- Applying for BMR for multiple tears
- Community of folks that need Housing now and support
- See pregnant patients that are assigned public housing out of SF and no resources
- Need to be sensitive of homeless students in school
- Concern about choices City is making

**2. What do you and your family need to get or stay in housing?**

- More BMR opportunities (ex)
- Difficult to find a good job
- Due to language barrier
- Limited housing options
- Difficult to access information

**3. In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**

- Website not easy to access
- Outreach when new opportunities come up
- City contact list of people
- Information is only presented online, mention on a news broadcast or social media
- Concerns about housing will affect benefits (i.e. medical)
- Undocumented individuals not accessing services in fear of immigration
- Need to simplify processes, be more transparent
- Through media broadcast differently information
- Disconnect with City to community

**A Conversation on Housing and Community Development**  
**Tuesday, February 26, 2019**  
**Visitacion Valley Elementary (Visitacion Valley/District 10)**

- 4. Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.**
  - Parents with children
  - Immigrants
  - Expecting mothers (shouldn't be offered at 3<sup>rd</sup> trimester, but sooner)
  - College graduate
  - First time homeowners
  - Young people building careers
  
- 5. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified would you prefer?**
  - Media
  - Direct outreach to communities
  - One on one interaction
  - Social media (i.e. Facebook)
  - Explicit about application process
  - Schools- youth translate for families
  - Targeted outreach to communities
  - Unclear about housing qualifications
  - Language is a barrier. Allocate funds to translate application
  - Prove strategies on how to survive and adjust. Better linkage between community and City
  - Direct outreach to other City departments improved communication (i.e. reach out to schools)
  - Housing for college grads
  
- 6. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**
  -
  
- 7. What are the kinds of things that help people move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
  -
  
- 8. What are the public space improvements that you believe are needed in your neighborhood?**
  -
  
- 9. What are things that would build your sense of community?**
  -

## Long Range Housing Planning Break-out Groups

Notes for the Long Range Housing Planning break-out groups will be synthesized and posted on the

**A Conversation on Housing and Community Development  
Tuesday, February 26, 2019  
Visitacion Valley Elementary (Visitacion Valley/District 10)**

Planning Department's website after all of the forums have taken place.

**A Conversation on Housing and Community Development**  
**Wednesday, January 31, 2019**  
**Fillmore Heritage Center (District 5)**

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**Barriers to Fair Housing Break-out Groups**

**Session #2 (No attendees in first session)**

**Station 1 – Neighborhood Change and Choice**

**1. Based on the maps and your personal experience, what are the most important or noteworthy changes in this neighborhood in the past 5 years?**

- Feel pushed out
- Business in Neighborhood serving wealthier residents
- Racist
- Security issues
- High rents
- More expensive here
- Doesn't feel the same
- More homeless on streets
- Not serving the community that was here
- Break-ins
- Parklets taking up parking
- Ford Bikes taking away parking for residents
- Constant construction, parking ,

**2. What do you think has caused or contributed to those changes in your neighborhood?**

- Tech Industry
- Air BnB impacting housing
- Current president empowered racist white supremacist
- Foreign investment
- Real estate speculation
- REITs

**A Conversation on Housing and Community Development**  
**Wednesday, January 31, 2019**  
**Fillmore Heritage Center (District 5)**

- 3. If money were not object, where would you choose to live (top 3 desirable places) and where would you choose to not live (top 3 least desirable places)?**
  - Most desirable places to live per map – Mission, Western Addition, Potrero Hill, Outer Sunset, Laurel Heights, Marina, North Beach, Embarcadero
  - Least desirable places to live per map – Marina, Tenderloin, South of Market, Bayview, Daly City (2)
  
- 4. What makes a neighborhood a desirable place to live?**
  - Safe neighborhood
  - Local businesses
  - Diversity
  - Inclusive
  - Feeling of community connection
  - Access to convenience stores transit, schools, city college, higher learning
  - Healthy
  - Clean fresh air, views, parks
  - Accessibility
  - Affordable for “my community” and other communities
  - Children, age, elders, others
  
- 5. Do you feel like you have a choice in where you live? And where do you live now (zip code)?**
  - No Choice
  - A lot of choice
  - No notes see flip chart for graph
  
- 6. What makes you feel like you have a choice or don't have a choice?**
  - Have a choice- Money management over time, \$\$\$, Network
  - Don't have a choice – highly dependent on roommates, compromise, price of housing, rent control

Station 2 – Access to Opportunity

- 7. What are the most pressing challenges to getting or keeping a job for you and for others in your neighborhood?**
  - Tech jobs – contract, temp, no benefits
  - Low paying job for living wage
  - Competition for low wage jobs for commuters
  - Uber
  
- 8. What has helped you or others in your neighborhood get or a keep a job?**
  - More jobs
  - Uber, Lyft, Post-mates
  - Job placement for youth and TAY

**A Conversation on Housing and Community Development**  
**Wednesday, January 31, 2019**  
**Fillmore Heritage Center (District 5)**

**9. What are the most pressing challenges that you or others in your neighborhood face in accessing public transportation?**

- Unsafe buses, unsafe BART
- Clustered transit
- Lines not planned for where people need to go
- Delayed/backup
- Bike and pedestrian infrastructure

**10. What has helped you or others in your neighborhood in accessing public transportation?**

- Free Clipper cards for minors
- Best transit system in the nation

**11. What are the most pressing challenges that you or others in your neighborhood face in living in or creating more healthy neighborhoods?**

- Lack of Affordable Housing
- Food Choices
- Excess Liquor Stores
- More Fresh Food Markets
- Food Swap
- Homelessness
- Lack of Cleanliness
- Lack of Trash cans

**12. What has helped you or others in your neighborhood in live in or create healthy neighborhoods?**

Station 3: Fair Housing Violations

**13. Have you or a member of your household experienced a violation of your fair housing protections?**

- Not so obvious redlining

**14. What did you do/Who did you go to for support? How helpful was it?**

Other Question

**15. Is there anything that we should have asked, something that is important to you?**

Community Development/Social Service Needs Break-out Groups

**Session #1**

**A Conversation on Housing and Community Development**  
**Wednesday, January 31, 2019**  
**Fillmore Heritage Center (District 5)**

- 1. Other than housing services, what are the services that are most important for you and/or your family?**
  - Seniors/aging health care; i.e., dementia services
  - Mental Health services
  - Drug Rehab Services – need more funding
  - LGBT, HIV aging population support
  
- 2. How would you find out about these services?**
  - Department of Aging and Adult Services
  - People do not know about these resources
  - Bulletin/Public Boards for information regarding services
  - Mailings work
  - City clinics are great
  
- 3. What gets in the way of being able to access or use existing programs and services?**
  - No access to technology which is why mailings are helpful
  - Multiple language material
  - Isolation among seniors makes it hard to ask for help
  - Transportation issues: MUNI late
  - User friendly city processes
  - Services need to come to people
  - One stop shop type of access
  
- 4. If there are services that you use and you think need to be improved, how do they need to be improved?**
  - One stop shop style access
  - Mobile team from City department, i.e., HOT TEAM for elderly
  - Better education provides: culturally competent, depth of knowledge services
  
- 5. What are the services that you need but have been unable to find?**
  - Dementia support
  - Coordination of services need to be better
  - Outreach to veterans, HIV patients
  
- 6. What do you and others in your neighborhood need to get, keep and advance in a job?**
  - Transportation that's reliable
  - Childcare
  - Job counseling/transportable skills
  - Transition with flexible work options, i.e., gig economy
  - Coaching/resume building support
  - Better understanding of seniors' skills
  
- 7. How would you find out about services that would meet those needs?**
  - Department of Aging

**A Conversation on Housing and Community Development**  
**Wednesday, January 31, 2019**  
**Fillmore Heritage Center (District 5)**

- Bulletin Boards
- Senior Centers
- Public Library
- 311
- Word of mouth social network
- Nextdoor.com

**8. What, if any, suggestions do you have for the City to improve access to good jobs?**

- Information on how much can work with social security benefits
- Explanation of insurance options and benefits
- Case management assistance
- Public list of support centers
- Transparency from City
- Overwhelming process

**9. What would you and your family need in order to be financially stable and/or to be able to build wealth?**

- More than minimum wage
- Universal healthcare would solve a lot: can work more, Canadian system I good, nationalized healthcare
- Define financially stable
- More availability of financial literacy/planning support
- Bank access/access to credit
- Moving cost for low income pop if they need to move

**10. What are the public space improvements that you believe are needed in your neighborhood?**

- Renovate Japantown Peace Plaza
- Fixit crew needs more volunteers
- Sidewalk hazards pose issue esp. for seniors
- Dog park would alleviate dog feces on sidewalk
- Citywide campaign to clean the City

**11. What do you like most and least about your neighborhood shopping area?**

- Convenience/access
- Safety issues by Saint Francis Square
- Food desert for affordable groceries
- Vacancy issues

**12. What are things that would build your sense of community?**

- Public space for community events
- Give homeless a platform to voice their needs
- More impactful strategy to assist homeless – issue is the worst it's ever been
- Help keep people in their homes – secure housing

**A Conversation on Housing and Community Development**  
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**13. Is there anything that we should have asked, something that is important to you?**

- Traffic congestion – better infrastructure
- Regulate Uber/Lyft drivers who double park illegally
- People don't seem to care about each other these days

**Session #2**

**1. Other than housing services, what are the services that are most important for you and/or your family?**

- Income to pay rent
- Access to healthy affordable food
- Green space
- Clean water
- Mental health
- Language barriers
- Intimidation of undocumented
- No information on how to access support for new arrivals
- Crowded living situations
- Education on resources

**2. How would you find out about these services?**

- Bus stop ads
- Billboards
- On buses and trains
- Schools, churches, bulletin boards increase 311 awareness
- Facebook
- Radio ads
- TV ads
- Social media
- CBOs
- Public library offices

**3. What gets in the way of being able to access or use existing programs and services?**

- Stigma/fear especially in immigrant communities
- Misinformation
- Awareness
- Accessibility/long lines
- Language access of social services limited
- Mistreatment of immigrants

**4. If there are services that you use and you think needs to be improved, how do they need to be improved?**

- Seniors don't use tech – need more in-person outreach
- Hours and location need to be convenient: weekends, later hours

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**5. What are the services that you need but have been unable to find?**

- Support for runaways at schools
- Human trafficking victim support
- No cultural sensitivity
- Sexual harassment
- Emergency housing/shelters for women and children
- Holistic services for all needs so people don't have to go to different agencies
- Opioid addiction services from CBOs
- Culturally competent support
- Youth development support
- To be healthy member of society

**6. What do you and others in your neighborhood need to get, keep and advance in a job?**

- No discrimination
- Training for moving up a career ladder
- Success center support
- CBO support of undocumented for fair work opportunities
- Training within job. Coaching, mentorship
- Investment in workers
- Internships
- Navigate health issues/education - eat healthy and why
- Senior support for accessing support

**7. How would you find out about services that would meet those needs?**

- Success centers
- Church ministers can refer members where to go
- Schools
- Grocery stores/gas station
- Advertising

**8. What, if any, suggestions do you have for the City to improve access to good jobs?**

- Value workers more
- Subsidize/more incentives to keep workers
- Have seniors/elderly workers around
- Training programs – soft skills
- Offer flexibility
- Encourage more co-ops
- Commuter benefits
- Preference to San Francisco residents – 1<sup>st</sup> Source expansion

**9. What would you and your family need in order to be financially stable and/or to be able to build wealth?**

- Access to education
- Understanding economics of investment (401K)

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- Affordable childcare
- Affordable transportation
- Reliable affordable transportation
- Managing debt support – credit cards, financial literacy
- Pay living wage
- Reasonable, reliable, accessible healthcare

**10. What are the public space improvements that you believe are needed in your neighborhood?**

- More trees, parks, native plants, water installations, speed bumps
- Space for families to gather
- Community space – peace plaza renovation
- Road maintenance
- Public bathroom access
- Showers for homeless

**11. What do you like most and least about your neighborhood shopping area?**

- Food desert – unhealthy, not affordable
- High commercial rent
- More business attraction
- More availability/options of goods
- Support of mental health/homeless population would alleviate some blight
- Cleanliness is unattractive
- Parking is hard to find – break ins are an issue; tourists targeted

**12. What are things that would build your sense of community?**

- Communication to other communities = invite more
- Community centers with events, festivals to bring community together
- Welcome newcomers
- More language accessible
- Marketing of events
- Welcome/information center for neighborhood
- History
- Dog owner event
- Incentives for attending events
- Increase volunteer recruitment = community ambassadors
- Services at community centers

**13. Is there anything that we should have asked, something that is important to you?**

- Need more services in general, i.e., youth, young adults
- Awareness of multiculturalism, health
- Empowerment of grassroots community involvement
- Communication on results of this community forum
- Addiction support
- Housing support for long term residents who may face issues re addiction, mental health

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## Immediate Housing Needs Break-out Groups

### **Session #1**

**1. What do you and your family need to get or stay in housing?**

- Good credit
- Savings, deposit
- Sufficient income
- Access to credit to take out senior lender (City)
- More affordable housing opportunities
- Help with looking for a place
- Info about lottery
- Lack of status info (phone and email)
- Access by zone/district
- Explanation of how lottery works
- Move apps. To next opportunity
- More access to housing for vets, services targeted to their special needs
- Overcrowded families, new arrivals, language services
- Assistance to fight eviction
- Policies to fight gentrification and displacement
- Inequities re: evictions v.v. housing improvements in Vis Valley
- Information and organizing support re/ land trust formation
- More communal housing

**2. In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**

- Info not available/accessible re/ emergency housing for families, esp. new arrivals
- Process is long, arduous
- Income gap, more subsidized housing
- Info is difficult to locate, disjointed

**3. Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.**

- Vets – need employment services, support during transition to civilian life; jobs/housing linkage
- Families – disabled members – barriers to employment + \$
- Youth – too young, no credit, emancipated youth, couch surfing
- All comes down to \$ and employment
- Lack of knowledge re/ how to get housing
- Single adults (homeless)

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- Conversion of vacant buildings to affordable housing for homeless (SRO)
  - Teaching folks re/ success in shared housing, e.g., H/P model
  - People with mental illness need other locations than Tenderloin
- 4. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified would you prefer?**
- Radio – various stations depending upon community
  - Festivals – outreach
  - Social Media – twitter, Facebook, Instagram, snapchat
  - Print Media – neighborhood news, Muni ads, other
  - Text alerts
  - Movie theaters
  - CBOs, schools, churches, community centers
- 5. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**
- Competition – overbidding, all cash offers, investors
  - Availability – lack of supply
  - Cost – overbidding
  - Short term rentals – restrict supply
  - Access to regional opportunities - relocation
  - Poor transit hours access – barrier to homeownership outside of City
  - Cost of transit
  - FHA loan limits too low
  - Escrow close takes too long
  - Some housing needs repair first
  - Lack of regulation of market
- 6. What are the kinds of things that help people move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
- Peer support
  - Communal housing
  - Supportive services – e.g., case workers
  - Rental subsidies – deep or tapering
  - Lack of lottery preference for homeless, esp. folks in transition.
- 7. What are the public space improvements that you believe are needed in your neighborhood?**
- Grass soccer fields
  - Youth activities
  - Workshop centers for youth
  - More trees, esp. in low income areas
  - More services, public bathrooms
  - Street maintenance, lighting

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8. **What are things that would build your sense of community?**
  
9. **Is there anything that we should have asked, something that is important to you?**

**Session #2**

1. **What do you and your family need to get or stay in housing?**
  - Money for high rents
  - Services with language access for folks with low-tech skills and experience
  - Assistance with legal status and document
  - Help with background issues: bankruptcies, convictions, evictions
  - Poor credit record – higher deposit
  - Seniors with limited income- maintenance, repairs, accessibility improvements
  - Age in place – services to support this
  - Vacancy rent control, V.V. related
  - Household members not on lease
  
2. **In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**
  - Info hard to find, lack of awareness
  - 311 not promoted
  - Lack of accessibility for hearing impaired, esp. phone communication (TTY)
  - Transit for seniors and disabled to offices for services
  
3. **Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.**
  - People with disabilities (mobility) lack of accessible housing
  - Very low income and cash based income – lack of documentation, creativity needed re/ verification
  - Seniors with dementia- struggle to maintain or get housing
  - Hard to find services info in one place
  - Homeless people – supportive housing with services for mentally ill/substance users
  
4. **If you wanted to learn about affordable rental or ownership opportunities, what method of being notified would you prefer?**
  - Email
  - Phone calls for people without access to IT or social media
  - Churches
  - Craig's list
  - Local newspaper – foreign language locals
  - Social workers, hospitals, docs, nurses
  - Family friends

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- 5. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**
  - Down payment
  - Property taxes – ongoing costs
  - Income limits of BMR units – narrow range for eligibility
  - Homebuying process – complicated, overwhelming
  - Cost - astronomical
  
- 6. What are the kinds of things that help people move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
  - Help/treatment re/ mental illness/addiction
  - Assistance navigating the system, knowing the resources
  - \$ for deposits, first and last month's rent, moving expenses, furniture
  - How to reach people with no address
  - Support folks re/ stigma of homelessness
  
- 7. What are the public space improvements that you believe are needed in your neighborhood?**
  - More safe spaces for kids and seniors
  - San Francisco is losing its character and diversity
  - Higher development with more green open space through rezoning
  - More healthy grocery stores and other food options
  - Safer streets/paths for cycling
  
- 8. What are things that would build your sense of community?**
  - Adult education centers – enrichment
  - ESL classes
  - Community/neighborhood events
  - Street closures for recreational activities
  - Promote events/activities at SPL and other venues.
  
- 9. Is there anything that we should have asked, something that is important to you?**

## Long Range Housing Planning Break-out Groups

Notes for the Long Range Housing Planning break-out groups will be synthesized and posted on the Planning Department's website after all of the forums have taken place.

## Focus Group Notes

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1. African American Community
2. Arab Community
3. Cambodian Community
4. Council of Community Housing Organizations
5. Eviction Prevention & Tenant Empowerment Working Group
6. HIV Community
7. HIV Housing Providers
8. Homeowners
9. HOPE SF Hunters View Housing Community
10. HOPE SF Potrero Hill Housing Community Groups
11. HOPE SF Sunnydale Housing Community
12. Housing Action Coalition
13. Human Service Network
14. Latino Services Providers & Advocates
15. LGBTQ+ Community
16. Local Homeless Coordinating Board
17. Long Term Care Coordinating Council
18. Mayor's Disability Council
19. RAD – 1760 Bush Street Community
20. RAD – 1880 Pine Street Community
21. RAD – 18<sup>th</sup> Street Community
22. RAD – 25 Sanchez Street Community
23. RAD – 2698 California Street Community
24. RAD – 345 Arguello Street Community
25. RAD – 462 Duboce Street Community
26. RAD – 491 31<sup>st</sup> Avenue Community
27. RAD – 711 Pacific Community
28. RAD – Clementina Towers Community
29. RAD – Bernal Dwellings Housing Community
30. RAD – Hayes Valley North & South Community
31. RAD – JFK Community
32. RAD – Mission Dolores Community
33. RAD – Robert B. Pitts Community
34. RAD – Westside Courts Community
35. RAD – Woodside Community
36. Samoan Community
37. San Francisco Immigrant Legal & Education Network
38. Senior Disability Action
39. Transgender Community
40. Veterans' Comments
41. Vietnamese Community



## African American Community Focus Group Notes

<b>Date</b>	3/11/2019
<b>Location</b>	MOHCD, Conference Room 5080
<b>Host Organization</b>	MOHCD and HRC African American Focus Group
<b># Attendees</b>	35-40

1. What do you and your family need to get or stay in housing?
  - Sustainable employment
  - Affordable housing
  - Purchasing programming with down payment assistance
  - Housing production and retention (e.g. maintenance support, tax relief, refinancing/equity loan assistance). Production should be more community-based, emphasizing African-American ownership and occupancy
  - Certificate of preference (who is eligible expanded)
  - Preference of HIV positive folks getting into housing quicker
  - Black reforming
  - TAY/couch surfing preferences
  - Housing for teachers
  - Folks working at nonprofit services have preference
  - More awareness about resources (workforce) already available
  - Better access to getting into transitional/public housing/BMR
  - Need to know how to access the housing – what is the process?
  - Employment
  - Lower cost of living
  - Adequate income
  - Being open minded to staying with family members \$ maximizing benefits of that
  - COP ownership – allowing high income earners lottery preference
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Employment/economic mobility and sustainability
  - Access to quality education
  - Mental health and education/training
  - Customer service, professionalism when dealing with African American residents
  - Helping seniors with renovations and upkeep
  - Mental health
  - Community recreation
  - Community healing
  - Being educated on navigating the housing search system
3. How would you find out about these services?
  - Through our youth access point
  - SFUSD



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- Other CBOs in BVHP (YCD, SDHDC, etc.)
  - On-site services, churches, schools (primary and high school)
  - Word of mouth
  - Nextdoor
  - Community centers/CBO
  - Housing sites
  - Social media (Instagram/FB)
  - Announcements at meetings they attend
4. What gets in the way of being able to access or use existing programs and services?
- Expanding certificate of preference to grandkids and great grandkids (also work or go to school in SF)
  - Weariness, depression, hopelessness...poor mental health overall
  - Bad experience
  - Misconceptions
  - Literacy
  - Door to door
  - Lack of awareness
  - Lack of documents
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
- Lower barriers (expand the income requirements)
  - Move waitlists faster
  - Allow subsidies to move with people
  - Need case workers (social workers) and counselors to help overcome familial/intergenerational patterns of mental incapacities
  - Build relationships
  - Customer service
  - High quality service
  - Common application
  - Hire from the community!!!
  - People to people
6. What are the services that you need but have been unable to find?
- Sustainable employment
  - Low cost or free mental health or supportive housing services
  - Affordable child care!
  - See above
  - Mental health closer connection
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
- Fix the T train
  - Add express services/shuttles
  - Free community shuttles downtown and to BART
  - Transportation is not a significant barrier in SF



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- Expand the T train
  - Uber vouchers for families
  - City funded shuttles in remote areas
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
- Emails
  - Text messages
  - At their schools
  - Health care providers' offices
  - Churches
  - Mail
  - Email
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
- The down payment amount (without PMI)
  - Higher income to sustain a mortgage
  - Credit
  - Too many limitation
  - Not readily discussed as a realistic opportunity...\$\$\$
  - Need to train service providers/CBO
  - Credit and savings and wealth building
  - DALP lottery preference for COP holders
  - COP AMI gap
10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
- Career preparedness that leads to a sustainable career
  - Substance abuse services
  - Child care to have consistent attendance at work to be sustainable
  - Navigation centers are really effective...support services there are best resource for navigation, thus, likely to be effective for other temporary and shelter residents
11. If you have children, what barriers do you have for them to attend a high performing public school?
- Are there any in our BVHP neighborhood???
  - Parents who are dysfunctional and no effective parenting
  - Access to childcare
  - High cost of childcare
12. Do you have any suggestions for how to improve equitable access to high performing public schools?
- Teaching housing packages
  - Teacher year-end bonuses
  - 3-5 yr. teacher contracts for consistency
  - Cultural competency professional development
  - Professional development for teachers and parents



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- Family counseling, followed by parenting mentorship and conscientious school counselors
13. What strategies, incentives, or policies would encourage landlords to participate in the Section 8 and other voucher programs?
- Having a liaison as a go-between landlord and tenants
  - First, last and security deposit
  - Prepaid rent for 6 months
  - Low-interest improvement loans
14. What has helped you or others in your community get or keep a job?
- Warm hand offs to departments/organizations/job
  - Feedback to our organization to help keep the youth engaged/problem solve (liaison/advocate)
  - Work readiness training
  - Stable housing
  - Stable employment
15. What, if any, suggestions do you have for the City to improve access to good jobs?
- Work with CBOs for recruitment
  - Decrease hiring times/testing time
  - Tutoring/test prep opportunities to get on the list
16. What would you and your family need in order to be financially stable and/or to be able to build wealth?
- Homeownership
  - Land ownership
  - Business ownership
  - Reparations!!!
  - Stable jobs and financial counseling while living in stable housing
  - Start saving at a younger age
  - Financial education
17. Is there something that we should have asked, something that is important to you?
- Child care is paramount to anything we are trying to do; along with access to a good education.

**CLOSING. Thank you again for your participation. Does anyone have any final reflections or closing thoughts?**

- Type notes here
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## Arab Community Focus Group Notes

Date	March 27, 2019
Location	Arab Resource and Organizing Center
Host Organization	Arab Resource and Organizing Center
# Attendees	Lara Kiswani, E.D.

- What do your clients need to get or stay in housing?
  - Clients need to know where to find information. They need to qualify, they need support through the process, esp. with interpretation.
  
- Other than housing services, what are the services that are most important for your clients?
  - Immigration, support with getting Calworks and other social services, the public school and community college system, work (finding jobs), free family law services
  - Healthcare. Public charge is scaring clients from getting MediCal and other government programs
  
- How would they find out about these services?
  - Mostly through word of mouth, clients/AROC seeks services at City departments, those departments make referrals for additional services. Clients find out from AROC. AROC's legal services are pretty well known, so they come to AROC for legal and get other referrals. AROC provides a packet of services re: programs and services.
  
- What gets in the way of being able to access or use existing programs and services?
  - Language access. Can be difficult to find time to go to appointments because of work schedules, lack of childcare. AROC is family friendly, however. Sometimes clients don't qualify for programs, because for ex. They are not in SF, income too high, family size doesn't fit with program requirements.
  - Immigration status. Not all programs are accessible to undocumented or pending status clients
  
- Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - Hard time knowing what City and MOHCD does, central info source is needed. AROC is relatively new to case management. There's a lot of information out there.
  
- Programs and services specifically for new immigrants What are the services that your clients need but have been unable to find?
  - Housing is the most common. AROC can support provide support for jobs and other services. Language interpretation, language access is difficult. Language line not that helpful because wait times, and accent and dialect is not appropriate for all. Sometimes clients' education level makes understanding interpreters challenging.
  
- What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?

- N/A
- If your clients wanted to learn about affordable rental or ownership opportunities, what method of being notified do they prefer?
  - Through one on one conversations. Tried sending out info (email), but it's not effective. Whats App has been useful. Can cluster recipients into groups, can use internationally. Social media helpful, for ex. Facebook.
  - Mailing resources, opportunities, and info sessions in Arabic
  - A concrete booklet of up to date services available
- If homeownership is something that your clients are considering, what do you feel are the main barriers to purchasing a home in San Francisco?
  - N/A.
  - Income requirements and down payment
- What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
  - Jobs, job security. Immigration status.
  - Programs that allow for formerly homeless to become renters
- What factors make housing opportunities welcoming to HIV+ individuals? Why?
  - N/A
- What programs or services could effectively help people with HIV improve their health?
  - N/A
- *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?
  - N/A
- If your client's have children, what barriers do you have for them to attend a high performing public school?
  - Parents don't know how to enroll their children, don't understand how to apply, enroll, and know what's available. Through AROC's advocacy, ex. Mission High has Arabic classes. Community experiences discrimination on buses, students have to commute too far (on bus)
  - Some parents have tried to change the school their kids attend for safety and quality reasons but have been unsuccessful due to address requirements
  - Students not feeling cared for or supported by the district or staff.
- Do you have any suggestions for how to improve equitable access to high performing public schools?
  - Work with community partners for outreach to community and provide education on how to enroll. City meetings are helpful, but community needs to be outreached to so they know they are happening. Have tried to work with District to help move students to different schools, but unclear on how to make this happen, little transparency around how these decisions are made. Immigrant communities are very much involved in their children's education.

- *[question repeated from HIV+ section]* What are some ideas to create more housing for people living with HIV?
  - N/A
- What strategies, incentives, or policies would encourage landlords to participate in the Section 8 and other voucher programs?
  - N/A.
- What would help developers invest in under-served neighborhoods?
  - N/A.
- **What has helped your community get or keep a job?**
  - Being employed by local business owners, but not all have capacity to hire a lot
- What, if any, suggestions do you have for the City to improve access to good jobs?
  - There aren't many good jobs in city for working class, like unionized jobs.
  - Provide support with getting certification to do a job since many jobs require a degree or certification
- What would your clients/community need in order to be financially stable and/or to be able to build wealth?
  - Immigration status, job security, low housing costs
- Is there something that we should have asked, something that is important to you?
  - Question around how to City relates to undocumented clients, what services are or are not available. Seeing more and more young people stuck here, parents can't come because of Muslim ban, mostly Yemeni. Youth come over because cousin/ relative lives here. Family reunification difficult, makes them at risk. Youth often need to work to support families overseas, so can't finish school.

**CLOSING.** Thank you again for your participation. Does anyone have any final reflections or closing thoughts?

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### **Facilitator Observations**

Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## Cambodian Community Focus Group Notes

<b>Date</b>	3/20/2019
<b>Location</b>	875 O'Farrell Street
<b>Host Organization</b>	Cambodian Community Development Inc. (CCDI)
<b># Attendees</b>	18

1. What do you and your family need to get or stay in housing?
  - We come to CCDI to apply for housing. Coming here is convenient and language is available. However, the service provider is often busy helping families with children and cannot apply. Where can we go?
  - The provider, Thearun at CCDI, communicates that it's difficult to serve everyone on housing needs so she refers to VYDC because staff have language capacity.
    - Brian explains that now applicant's do not need to apply in-person, but complete online
    - Not all the participants are able to use the internet to find housing, therefore they rely on Thearun to provide information on housing and others. Sometimes the participants are told by friends of services.
    - Thearun says she shares information about services to other participants and leaders in the community, including the Buddhist Temple that many of the residents attend in the Sunset.
    - Prior to working at CCDI, Thearun was working part-time with her degree in Criminology. Thearun was sought out by the Cambodian Community when they found out she can speak English and Cambodian. Now she volunteers part-time at CCDI to help the Cambodian community because she understands the need of her own community.
  - One participant applied for housing, but the development was inconvenient and far away. She lives in a closet in someone's home for many years, "how can I get housing." In the past year she's applied to two sites for affordable housing, but has not heard anything back on her application. She did paper applications in the past two years. She is not able to understand online system, via Dahlia SF website online.
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Thearun is a part-time person doing social service assistance to the Cambodian population on Assistance with SSI, interpretation for doctors, mental health recommendation/interpretation, housing, etc. The participants come for most to all of these services.
  - Majority of the participants are monolingual. They need help filling out government forms and translation services
  - I attend the support groups here and I care for my grandchildren. I have added stress that do not have capacity to deal with mentally.
3. How would you find out about these services?
  - Everybody understands Thearun is maximized. Although Thearun works part-time for CCDI, she takes work home and the clients have her personal cell phone number.



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4. What gets in the way of being able to access or use existing programs and services?
  - Availability of language in Cambodian
  - Being aware of the different services provided for residents in SF and people of low income.
  
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - Attendees would like more staff that speak Cambodian to help conduct outreach, complete applications, and help with navigating through processes.
  - Have information available in Cambodian along bus routes, on the bus or neighborhood
  
6. What are the services that you need but have been unable to find?

Each participant was asked to respond to the question.

  - My children live in LA and are not around to help me with completing forms for services that I need, including housing and health
  - I am a new immigrant, I ended up one shelter to another shelter. The shelters are limited time, therefore they put me into a house in Richmond City. However, my husband works in SF, I received ESL classes in SF and children go to school and enrichment classes in San Francisco, so we commute every morning and evening to and from SF. My son is in high school and daughter is in middle school. We are familiar with San Francisco and how to get around. We developed relationships with teachers and friendships in San Francisco. We fear the change to start over in Richmond and finding services for my family in Richmond is difficult. My community is in San Francisco.
  - Can you please help me with housing, my landlord wants me out to renovate the units. I need help to stay in my unit. I come to CCDI for translation and document completion.
  - One client brings all documents, including doctor's letters and SSI, for Thearun to help with the processes.
  - I come for the monthly support groups, translations, my kids live far away so I need help with completing forms.
  - I have lots of problems. When I first got here, it was Thearun who helped me bring my one child from Cambodia to US. My husband had a lawyer to bring me to US first, my case was declined and the lawyers did nothing more. Thearun helped my husband to bring me here, then my son after me. My husband left for 5 years now and left to a different country. Financially, I hit rock bottom. My husband left and I did not speak English or understand the laws. My vehicle was towed, I financially couldn't pay to get my car out. More things occurred. Now I can't pay my bills and risk of getting my utilities shut off. Thearun has been able to help connect her with other services to
  - I come to the support groups to help others.
  - My health is deteriorating. Thearun helps me identify the issues to apply for assistance such as purchasing supplies. My husband is also blind. Mobility is challenging as I age, so I have difficulties coming to the monthly support group. The entire household needs support.
  - My property owner is raising my rent and pushing me out. The landlord is telling me that she needs to leave because they are raising rent. I am in a bind because I need to find affordable housing now.
  - I've been living here for quite sometime and I need to gain citizenship.
  - My home has three generations in one studio apartment; this is an issue. We have only one person working in the household.



## San Francisco Mayor's Office of Housing and Community Development

### *Outreach & Engagement for the Consolidated Plan, HIV Housing Plan, and Analysis of Impediments*

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- Ever since my wife and I started attending the support group here, we feel less burden and stress. My wife has a lot of health issues. When my wife and I come here, one of the things is gaining citizenship. We heard of services through friends who were talking about depression and receiving support group services with mental health. Thearun works with RAM to provide assistance for mental health. We have lived here for 15 years now, but I just got citizenship this month (March). I failed the citizenship test the first two times I applied. I also help to take care of my grandchildren. I also have children in Cambodia, so I stress and think about them a lot. My son was able to obtain a green card here, but struggled mentally, so he went back to Cambodia. I suffer from PTSD because I was tortured during the Khmer Rouge, so I still deal with my experiences. We are waiting for my wife to get citizenship now.
    - Aside from being able to speak English, the participants expressed that the one challenge of passing their citizenship test is difficulties remembering studies for citizenship due to PTSD.
    - Thearun can help represent participants for their citizenship test. However, A doctors request, usually Chinatown Mental Health Clinic, is needed for Thearun to be able to be in the room during the interview.
  - Thearun is called to translate for the doctors directly. If there is a follow-up, the doctor's have her number to take messages for community.
  - We will go anywhere for housing in San Francisco, but it has to be safe.
  - People need funding for emergency funds, financial assistance
  - The providers response: 30-40 years later the community is still struggling. There is limited support as the older generation ages.
  - I really want to reunite with my son who has been deported. Even if for visiting rights, my husband passed away and could not come to his father's funeral.
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
- We have free passes, so no issues with transportation cost. Most of the attendees qualify for senior free passes SFMTA.
  - Woman who commutes from Richmond City to SF: "My kids pay 100% for their BART passes to go back home. Dolly referenced discount for low-income youth, so VYDC and CCDI will assist with her to apply for discount on BART at 50%.
  - We had a lot of wrong destinations. The participants are familiar with the neighborhoods with stops and familiarity of the area, rather than smart phones
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
9. How do we give you information for services??? Facebook, word of mouth, CCDI (Thearun), community groups, Buddhist temple on Lincoln.
10. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
- Type notes here
11. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
- Type notes here



## San Francisco Mayor's Office of Housing and Community Development

### *Outreach & Engagement for the Consolidated Plan, HIV Housing Plan, and Analysis of Impediments*

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12. Based on your personal experience or knowledge do you agree that rising housing prices in San Francisco is making racial segregation and the concentration of poverty in San Francisco better or worse? If so, how else do you think could be the causes of this segregation and concentration of poverty aside from high housing prices?
  - Type notes here
  
13. If you have children, what barriers do you have for them to attend a high performing public school?
  - My daughter is a single mom and we've had support coming to the house to ensure that my granddaughter is caught up with class
  - With my grandkids, everything is sufficient
  
14. Do you have any suggestions for how to improve equitable access to high performing public schools?
  - Type notes here
  
15. What has helped you or others in your community get or keep a job?
  - I want a job, but since I do not speak English it's been challenging. I attend to school full-time.
  - Private businesses reach out to Thearun to find employees from Cambodian Community, however they need staff that speak English and Citizenship. The employers do not want to train as well, therefore language barriers restrict them from getting a job.
  -
  
16. What, if any, suggestions do you have for the City to improve access to good jobs?
  - Education first to learn English, then will be able to find other jobs (Donut shop, grocery store)
  - VYDC tries to support, but when there's time, the staff will try to help. However, the staff is specifically working on their assignments funded by MOHCD or other city departments
  
17. What would you and your family need in order to be financially stable and/or to be able to build wealth?
  - Type notes here
  
18. Is there something that we should have asked, something that is important to you?
  - Type notes here

What's been your experience applying for low-income housing or affordable housing?

- Thearun completed many forms, completing credit checks; The tenants have paid for the credit checks and do not get any explanation of why they did not qualify.
- Last year Thearun helped me apply. I applied two times, but was not chosen for any units.
- My son lived with me and qualified for the lottery, but not sure if he meets income level now
- I have HUD Section 8 housing voucher in a three bedroom home, but it's still not enough to help pay for rent. I pay \$2,000 outside of Section 8 subsidize. My daughter works but we still do not have enough to make rent. My daughter was paid a bit more, so the Housing Authority decreased our subsidy. Now our rents are increased
- The attendees do not understand that they need to meet a minimum income requirement to qualify for the BMR lottery of specific developments

**CLOSING. Thank you again for your participation. Does anyone have any final reflections or closing thoughts?**

- Type notes here



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## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- 

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## CCHO Focus Group Notes

<b>Date</b>	2/27/19
<b>Location</b>	1180 Howard Street (8 <sup>th</sup> & Howard) Community Room
<b>Host Organization</b>	Council of Community Housing Organizations
<b># Attendees</b>	14 (excluding MOHCD staff – Dan Adams & Teresa Yanga)

1. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
  - Lack of permanent housing
  - Lack of truly (i.e. deeply) affordable units
  - Change of prioritization of shelter beds from the street for chronically homeless versus pregnant homeless woman
2. What factors make housing opportunities welcoming to HIV+ individuals? Why?
  - (No answers given)
3. What programs or services could effectively help people with HIV improve their health?
  - Access to health care through the housing, i.e. on-site healthcare through a program or person available onsite so don't have to travel
  - Proximity to services (similar to TCAC scoring for proximity to services), including access to transit to get their medical appointments/medical services
4. Based on your experience with people applying for housing, what size units (i.e. number of bedrooms), are in highest demand and should be built in San Francisco?
  - Veterans need smaller size units
  - Family size – 3 bedrooms\*\*\*
  - Units larger than 2-bedrooms to accommodate families
  - Cost considerations where families prefer (or income doesn't meet the income requirements) smaller units based on cost even though they may qualify for larger units
  - Finding that size of units is smaller by square footage in the market rate side
5. What strategies, incentives, or policies would encourage landlords to participate in the Section 8 and other voucher programs?
  - SDA finding housing listings accepting Section 8 vouchers in other counties but not in SF due to more money from non-voucher holders
  - Can City help with the timing of voucher payments immediately available to landlords?
  - Possibly have the City pre-pay the rent payments?
  - Possibly have fees waived for developers who are willing to commit a block of units for Section 8 for a period of time? i.e. inclusionary housing requirements?
  - Discrimination against Section 8 voucher holders is hard to prove, so can the City change the local law to enforce non-discrimination?



## San Francisco Mayor's Office of Housing and Community Development

### *Outreach & Engagement for the Consolidated Plan, HIV Housing Plan, and Analysis of Impediments*

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- Reduce the paperwork burden on landlords
  - Allowing Section 8s for non-traditional housing like co-ops?
6. Are there specific housing program or application requirements that you think hinder specific populations (i.e. persons with disabilities, immigrants, communities of color) from accessing affordable housing or should be changed to so that more diverse communities can access them?
- AMI levels
  - DAHLIA hopefully has diversified the applicant pool, but how are people accessing DAHLIA?
  - People get demoralized when people have to continuously apply so could people opt-in to be automatically apply for all housing opportunities to ease the application burden
  - Process, knowledge and treatment by property management varies greatly from leasing agent to leasing agent so it needs to be standardized\*\*
  - Back-end needs to be easier\ once someone is selected in a lottery – need more than 5 days to collect documentation
  - Some consultants helping BMR property owners are not good
  - Need to be upfront of how good an applicant's odds are to win a lottery, i.e. odds are \_\_\_\_, to level set expectations
  - Can't assume everyone is technology-savvy or have access to internet
  - Language access is huge
  - Cannot assume that everyone knows about the DAHLIA – need to truly do outreach to community
  - some applications for housing are done by phone so not all applications done through DAHLIA
  - Strictness of income requirements disqualifies people, i.e. someone picks up a part-time job or self-employment\*\*\*
  - why are there 2 ways to calculate self-employment income? Or taking the highest of the income for what people made last year even though their income dropped significantly this current year
7. In your opinion are new developments being marketed to the right/enough people? Are there individuals or groups of people that have an interest in affordable housing that are not being reached?
- Need to put up flyers to inform the community since not everyone has internet access
8. What would help affordable housing developers invest in higher opportunity neighborhoods?
- Free land or use of publicly-owned land
  - Need leadership of the district supervisor
  - Need to identify sites of a specific size like grocery stores or owned by tax-exempt organizations like churches
  - MOHCD needs to consider looking at smaller sites
  - Have resources like the contact information of property owners for sites in higher opportunity areas available to developers



## San Francisco Mayor's Office of Housing and Community Development

### *Outreach & Engagement for the Consolidated Plan, HIV Housing Plan, and Analysis of Impediments*

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9. Is there something that we should have asked, something that is important to you?
- Don't just tie some sites to private development so that there's more reliable funding sources
  - Direct funding from non-traditional pools to incentivize development on those sites
  - Are there more things the City can do push the 20% affordable inclusionary requirements to 50% AMI rather than the inclusionary housing requirement range?

**CLOSING.** Thank you again for your participation. Does anyone have any final reflections or closing thoughts?

- Type notes here

## Facilitator Observations

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## Eviction Prevention and Tenant Empowerment Focus Group Notes

<b>Date</b>	January 4, 2019
<b>Location</b>	MOHCD Conference Room 5080
<b>Host Organization</b>	Eviction Prevention & Tenant Empowerment Working Group
<b># Attendees</b>	25

### 1. What do you and your family need to get or stay in housing?

*Suggestions: information about rental opportunities, assistance with applications, high paying job, better credit, first and last month rent, moving help, help paying my rent, an accessible unit, healthy food options, medical services, childcare, social services, better transportation, better school options, help with preventing eviction, help dealing with my landlord, down payment assistance, homeownership counseling, repairs to my home, modifications to make my home easier to get around, foreclosure assistance, help paying my mortgage, help paying my HOA dues*

- Affordable rent
- All of the above (from our suggestions)
- Legal services employment law
- Livable wages
- Legal representation and tenants' rights, especially for tenants living in rent-controlled units
- More services in supportive housing, especially mental health supportive services
- Emergency rental assistance
- Third-party payee services
- More health care at home, to remain at home
- Subsidies for units exempted from rent control due to Costa Hawkins
- Affordable and accessible childcare
- Habitability repairs

### 2. Other than housing services, what are the services that are most important for you and/or your family?

- Mental health services
- Substance abuse services
- Civil legal assistance, including affirmative legal services
- Language support
- Childcare and aftercare
- Third-party payee services
- Public benefits assistance
- Elder and disability services

### 3. How would you find out about these services?

- Churches
- Mouth-to-mouth (friends and neighbors)



## San Francisco Mayor's Office of Housing and Community Development

### *Outreach & Engagement for the Consolidated Plan, HIV Housing Plan, and Analysis of Impediments*

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- Schools
  - Courts
  - SSI and other benefits offices
  - Language accessible flyers and other outreach materials
  - Networking through organizations
  - Adult Protective Services, Sheriff's Office
  - Libraries
  - Internet
  - Ads on MUNI
  - Ads on reusable shopping bags
  - Hospitals
4. What gets in the way of being able to access or use existing programs and services?
- Technology (for instance, seniors having trouble using DAHLIA)
  - Citizenship status
  - Working families who can't access services during the day from M-F, 8-5
  - Strict or oppressive criteria for accessing services
  - Language barriers
  - Disability-related barrier – physical and mental/emotional
  - Location of services (travel duration)
  - Public charge (barrier for immigrants who are afraid to access services)
  - Excessive bureaucracy and systems (difficult to navigate)
  - Restrictions based on state laws (Costa Hawkins)
  - Capacity of service providers
  - Federal funding restrictions
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
- Connecting/networking/aligning with other service providers, such as with Bar Association
  - No reporting or easier reporting
  - More resources specifically for undocumented immigrants/families
  - Personal connections with City departments
  - Continuing to focus on in-person services (not apps or online services) that are culturally relevant
6. What are the services that you need but have been unable to find?
- Interpretation and translation services
  - Payee services
  - Long-term substance abuse treatment
  - Housing search services for people with Section 8 vouchers
  - Supportive services, particularly hoarding/cluttering and dealing with bed-bug issues
  - Services for people with service animals, care for the animals
  - Mental health services for youth (and for all), and in languages other than English
  - Shelter and housing
  - Emergency housing for families, transitional housing



## San Francisco Mayor's Office of Housing and Community Development

### *Outreach & Engagement for the Consolidated Plan, HIV Housing Plan, and Analysis of Impediments*

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- Mainstream banking services and assistance avoiding predatory lending schemes (financial education and services)
  - Healthy, affordable and accessible food
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
- Low price or free access for low-income people for MUNI
  - More parking
  - Safer cycling (more bike lanes)
  - Reliable, well-planned transportation (lines that connect easily) that actually gets people from where they live to where they need to go
  - Better paratransit
  - Working elevators and escalators in stations
  - Assistance/educational resources for planning routes
  - More accurate schedule for MUNI
  - City support for funded agencies to give tokens, taxi fare, etc. when referring clients to other organizations so they can get to their next appointment at another organization
  - Regional planning/synchronicity and police oversight
  - Forgiveness program for transportation fines
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
- Churches
  - Promotors
  - Flyers
  - Social media (Facebook)
  - Radio
  - Schools
  - One, centralized website with all opportunities
  - Text
  - Same as responses to Question #3
  - Post in reception area of service providers
  - Mailings
  - Town hall meetings
  - DAHLIA notifications
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
- Price
  - Down payment
  - Limited housing stock
  - Financing and underwriting/mortgages
  - Competing with cash offers and multiple offers
  - Housing stock often does not comply with State foster care requirements
  - Cost of maintaining house
  - Property taxes



## San Francisco Mayor's Office of Housing and Community Development

### *Outreach & Engagement for the Consolidated Plan, HIV Housing Plan, and Analysis of Impediments*

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- Lack of knowledge
- 10.** What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
- Subsidies
  - Stable job
  - Security deposits
  - Forgiveness of past renter problems/evictions (sealing records)
  - Credit score
  - Asking about credit and past evictions
  - Strict, unreasonable and sometimes unlawful renting criteria by landlords (housing discrimination)
  - Trauma informed services and violence prevention services
  - Lack of affordable housing prices (leads to moving out of the City)
  - Signing up for eligible benefits
  - More social workers to help clients in shelters with housing search
- 11.** If you have children, what barriers do you have for them to attend a high performing public school?
- Current SFUSD lottery system
  - Access to transportation
  - Improve performance at all public schools, improve teacher salaries and resources for all San Francisco public schools
  - Improve school-based support such as health and mental health services
  - Neighborhoods with lots of families facing housing insecurity means more turnovers in students, and parents too stressed to be very involved in schools; these other needs prevent parents from accessing high performance schools
  - Parents may have mental health issues and may have difficulties navigating the system
- 12.** Do you have any suggestions for how to improve equitable access to high performing public schools?
- System difficult to navigate for parents with mental health disabilities, or who work multiple jobs/long hours
  - De-biasing training for staff and teachers
  - More support for students with mental disabilities (and their families) in how to navigate system
  - The needs at home are the needs at school
  - Parent engagement and empowerment
  - Therapy and mental health services in schools related to trauma, harassment and housing instability
- 13.** What strategies, incentives, or policies would encourage landlords to participate in the Section 8 and other voucher programs?
- Landlords often view these programs are dysfunctional and too difficult to deal with
  - Providing education and technical support to landlords to help them follow the rules and be effective landlords
  - Payee services for tenant portion
  - Section 8 FMR level is still too low (below market rate)



## San Francisco Mayor's Office of Housing and Community Development

### *Outreach & Engagement for the Consolidated Plan, HIV Housing Plan, and Analysis of Impediments*

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- Funding for habitability standards improvements
- Publication of success stories (by HomeBase) (to help combat the negative stories that predominate)
- Provide better incentives (perhaps a tax credit to landlords)
- For shorter term subsidies, funding for landlord if landlord needs to repair damages

#### 14. What has helped you or others in your community get or keep a job?

- Living wage
- Job training programs only for jobs that are actually available/hiring
- Jobs that are close to home
- Back-up child care and "odd hour" care
- Paid internships
- Transportation
- Basic job training (what does it require to get and keep a job)
- Continued mentorship and coaching for keeping a job
- Support while in a job to advance to better job (from survival job with no benefits, no fixed hours, etc. to stable job with benefits, stability, good skill development)
- Education for employers to provide a work environment that is free of bad conditions, harassment, etc.

#### 15. What, if any, suggestions do you have for the City to improve access to good jobs?

- Incentives for employers to hire "difficult to hire" residents
- Incentives to hire SF residents, within local community
- De-bias training and discrimination training for employers
- Long-term support for clients who have navigated workforce development programs
- Provide incentives for employers to hire within the community
- Training for starting a business
- More internships and mentors by City employees
- Support for monolingual residents
- Supporting employees after a business closes
- Protection for small business owners/nonprofits from displacement

#### 16. What would you and your family need in order to be financially stable and/or to be able to build wealth?

- Not being under constant fear of losing housing/job
- Living wage and protections against wage and hour theft
- How to open savings and IRA accounts
- Legal services for estate planning
- Stable rents so you can plan
- Debt consolidation programs with no interest
- Savings match
- Education for those living on public benefits as to what their wealth-building options are
- Emergency low-interest loan options that are not predatory
- Clean Slate record expungement and reentry assistance
- Real living wage
- Penalties and fines are much harder on low-income residents



## San Francisco Mayor's Office of Housing and Community Development

### *Outreach & Engagement for the Consolidated Plan, HIV Housing Plan, and Analysis of Impediments*

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- A San Francisco public bank that provides low no interest loans
- Consumer education (reverse mortgages, financial products, purchasing cars and other costly items, etc.)
- Addressing systemic issues, including racism and discrimination

**17.** Is there something that we should have asked, something that is important to you?

- "What kind of city do you want to live in? How do we want to get there?"
- Staff turnover rate due to low salaries and stress/trauma in nonprofits, particularly in shelters; City should look at contracting that includes pay increases
- Evictions that result in people leaving SF (very difficult to return to SF if you have been displaced from the City)
- Ask these questions to youth
- Keeping the socio-economic mix in each neighborhood
- What's working? What's not working?
- Why do you want to live in SF?
- Keeping people in the City
- Questions about people who have already been displaced. How do we help already displaced persons (living on the streets)? How do we get them back into housing?
- Housed and homeless people need mental health and substance abuse services
- Ideal to have behavioral or mental health specialists on site at each service provider; HAP is an excellent model
- Solutions beyond the development of new affordable housing units



## HIV Community Focus Group Notes

<b>Date</b>	
<b>Location</b>	
<b>Host Organization</b>	San Francisco AIDS Foundation
<b># Attendees</b>	

**Tonight’s conversations will help shape the work of six plans for three departments:**

- **Mayor’s Office of Housing and Community Development (MOHCD)**  
Provides financing for affordable housing in San Francisco, coordinates the City’s housing policies, and invests in diverse and underserved communities.
- **Office of Economic and Workforce Development**  
Supports San Francisco's ongoing economic health by strengthening its workforce, and its businesses and commercial areas.
- **Planning Department**  
Manages long range planning, reviewing development applications, assessing environmental impacts, and preserving historic resources.

**The three MOHCD plans:**

- **HIV Housing Plan** focuses on housing-related programs for people living with HIV.
- **Consolidated Plan** is the primary MOHCD plan that identifies affordable housing and community development needs and priorities.
- **Analysis of Impediments to Fair Housing** looks at ways to improve fair housing issues.

**Your responses:**

1. Help us understand affordable housing and community service needs
2. Inform our strategic plans
3. Guide our funding priorities

**Community agreements:**

- We’ll be discussing some subjects tonight that people are passionate about. We’d like to establish some ground rules/agreement so we can make sure everyone has a chance to participate and be heard.
  - Assume the best intentions from others
  - Speak one at a time, do not interrupt others
  - Respect confidentiality
  - Silence your phone, take urgent calls outside
  - Stick to the topic
  - Practice “step up; step back”



## San Francisco Mayor's Office of Housing and Community Development

To take a survey, and to learn more about our outreach and about how we use your input, please go to:

<https://sfmohcd.org/get-involved>

**THANK YOU!**

### HIV HOUSING FOCUS GROUP QUESTIONS

1. What do you or your family need to get or stay in housing?  
Protective status for those who have been here a long time.

Subsidy for where I already live.

Having section 8 voucher didn't protect from investor evicting tenants and then there was a time limit on how long I had to find another resident, with all the requirements. Needed to re-apply for a new voucher.

Get rid of Ellis Act

2. Other than housing services, what are the services that are most important to you?

50+ and other social engagement

Transportation – free transit on Clipper

Openhouse

PRC

Food banks

Parks and community gardens

Emergency financial support with utilities

Food vouchers

ALRP

Comcast subsidized wi-fi

STRUT – physical space for community events

GLBT Community Center

Botanical gardens

AIDS Memorial Grove – sacred spaces

Showers for those in cars

3. How would you find out about these services?

Social workers

Flyers on windshield

Project Open hand bulletin board

BAR

Meet up



## San Francisco Mayor's Office of Housing and Community Development

Next door app

4. What gets in the way of being able to access or use existing programs and services that would meet those needs?

Not knowing about it

Shortage of resources

Personally challenged – mentally or physically

Clothing in winter – bad weather challenges

Consolidation of resources that are easy to access – newspapers, bulletin boards

Navigation points, centralized contact point

Case workers

5. How could we make those programs and services better meet the community's need?

Social workers familiar with services

Peer resource support, counseling

Companion pets

6. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?

Paratransit, UBER, Lyft (contract with city for access by needy)

Support for bicycle use

Clipper card

Cell phone classes (not part of this but noted)

7. If you wanted to learn about affordable rental or ownership opportunities, what method of notification would you prefer?

DAHLIA

Phone, email or text

Newspaper

50+, library and other organizations

8. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?

Nowhere to move to

Finances

Changing circumstances

Support for clean and sober living and skills to come clean



## San Francisco Mayor's Office of Housing and Community Development

Management of subsidized housing to eliminate discomfort of unit environment

9. What factors make housing opportunities welcoming to HIV+ individuals? Why?

Safety

Quiet

Housing as a right

Personal outdoor space

Liaison between building management and management being respectful and knowledgeable of HIV

Good transportation

Good floor plan

10. What programs or services could effectively help people with HIV improve their health?

Gym vouchers

Psychological services

Mental health

Economic support

Universal income

Social workers

11. What are some ideas to create more housing for people living with HIV?

Allow to buy-in

Build more

Eating children

Eminent domain for Pacific Heights

Housing in the Presidio

Housing on Treasure Island

More housing along accessible routes

12. What has helped you get or keep a job?

Training

Professional development

PRC

Job re-training

Simpler process and jobs for less aggressive careers

Job readiness, resume workshops

13. What, if any, suggestions do you have for the City to improve access to good jobs?



## San Francisco Mayor's Office of Housing and Community Development

- Free tuition
- Jobs by big tech companies for retired and not just young people
- Code Tenderloin
- Gig economy
- More resources for older populations
- Mandates for older persons

14. What would you need in order to be financially stable and/or to be able to build wealth?

- Some type of assistance for transitioning from retiring from retirement check to new job in order to qualify for housing
- Subsidy for housing and making it more affordable
- Financial education
- Eliminates assets tests
- Realistic tests for means social realities

15. Is there anything else that we should have asked?

- Special category for HIV needs
- More activism and anger



## HIV Housing Provider Focus Group Notes

Date	02/06/2019
Location	
Host Organization	HIV Housing Provider Focus Group Notes
# Attendees	

**1. What do your clients and their families need to get or stay in housing?**

- Housing! Affordable no more than 30% income
- Housing subsidies
- Meaningful housing
- Mental health/ substance abuse services
- Housing search support ex. Realtor
- Moving expenses- physically moving
- Money management for rent
- Coordinated strategy to address individuals needs
- Connection to community
- Safety (neighborhood exposure)
- Housing + workforce development (on-site)
- Consider aging population- priced out of healthcare + housing
- Access to medical services
- Preparation to be housed
- Creativity
- Housing public health issue

**2. Other than housing services, what are the services that are most important to them?**

- Hoarding
- Isolation
- Intensive case management services
- High-quality access to primary care
- Robust harm-reduction
- Shelters permit legal syringes
- Norcan
- Wellness checks

**3. How would they find out about these services?**

- Trust based, word of mouth- peers \$\$
- Services available in accessible places

**4. What gets in the way of being able to access or use existing programs and services that would meet those needs?**



## San Francisco Mayor's Office of Housing and Community Development

### Outreach & Engagement for the Consolidated Plan, HIV Housing Plan, and Analysis of Impediments

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- Lack of capacity in system
  - Level of disability preventing engagement
  - Easing access points
  - Stigma/ disclosing
  - Hours of operation
  - Evening hours mobile van visiting encampments
5. **How could we make those programs and services better meet the community's need?**
6. **What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?**
- Safety
  - Ridesharing
  - Make it free
  - Escorting clients to from appointments (doctor appointments)
  - Accessibility to individuals with disabilities
  - Crime/ policies presence
7. **If you're wanted to learn about affordable rental or ownership opportunities, what method of notification would they prefer?**
- Case manager/ provider
  - Text alerts (if phone)
  - Being honest about housing odds
8. **What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
- Location (proximity to services, safety risk, staying in community)
  - County –by-county benefits (moving = loss of benefits)
  - Increase in both affordable + accessible housing
  - Income eligibility discrepancy (doesn't match SSI)
9. **What factors make housing opportunities welcoming to HIV + individuals? Why?**
- Other queer people
  - Sense of community
  - Choice
  - Run by community
  - Professionalism
  - Cultural humility
  - Affordable (30%)
  - Inclusion- not solely on basis of POS
  - On-site services
  - Roommates/ not only single unit (youth)
  - Inclusive "family" definition
10. **What programs or services could effectively help people with HIV improve their health?**



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- Improving case management (navigating medical care)
- Stable housing
- Affordable food/ community meals

#### **11. What are some ideas to create more housing for people living with HIV?**

- Insurance companies (housing = health care)
- City funded section 8 (no HUD regulations)
- Provide in land trust (small sites)
- Incentivizing landlords to increase affordable housing

#### **General comments:**

- Recognizing investing in expertise/ organizations
- Support existing programs
- Tie goals to existing plans

### **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## Homeowners' Focus Group Notes

<b>Date</b>	March 27, 2019
<b>Location</b>	1 South Van Ness, 5 <sup>th</sup> Floor
<b>Host Organization</b>	Mayor's Office of Housing and Community Development
<b># Attendees</b>	

1. Do you or your family have any needs to be able to stay in your home?
  - HOA is not good. Ongoing increases. HOA is almost as high as my mortgage. Increases seem luxury. Every year increase almost 10% each year. +
  - HOA is more than 50% of my mortgage.
  - Service elevator and lighting issues in older building
  - Increase in HOA caused me to get a second job.
  - Cannot sustain increases in HOA
2. Do you have any suggestions for how to make our programs and services better to meet your needs?
  - I would like to attend workshops but they are inconveniently located. Not accessible by public transportation.
  - Some neighborhoods are getting priced out. Instead of markets and useful stores there are yoga studios, etc.
  - People don't know about programs. Teachers don't know about our programs.
  - Estimated monthly costs of homeownership units when marketing.
  - SF Librarians didn't know about program. Other agencies should know about our programs
  - We should target First responders so they can live in our City.
3. Other than housing services, what are the services that are most important for you and/or your family?
  - Affordable Childcare facilities for working parents; income based +
  - "I don't know what I don't know" I feel like there are probably things out there that I'm not aware of.
  - City college offering free classes is great educational services
  - Job counseling
  - Gap between city sponsored health care and middle-income households. Healthcare is our 2<sup>nd</sup> biggest expense.
4. How would you find out about these services?
  - Friends. Word of mouth.
  - LGBT Center. Community groups.
  - Mortgage broker.
5. What gets in the way of being able to access or use existing programs and services?
  - Lots of services but it is all separated. Not in one place. We need a one stop shop for all City services



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6. Are there any services that you need but have been unable to find?
  - Need help negotiating refinance
  
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
  - Potrero hill. Not much transportation. 19 and 10 buses only. Unreliable
  - No direct access to the beach or sunset area. Needs an express bus to move across neighborhoods
  - Muni direct from west portal to embarcadero turning into one train
  
8. Do you agree that rising housing prices are causing racial segregation and the concentration of poverty in San Francisco? If not, what else could be the causes aside from high housing prices?
  - Can we have people that we need in the city who can afford it
  - Potrero building is changing the neighborhood. Tech industry workers moving in pushing out everyone else.
  - I live in the Mission. It is drastically changing every day. More Latin's moving out. Neighborhood is looking very different
  - Yes, rising prices causing people to move. When you work here and commute in you are trading low housing costs for long commute.
  - People have to do two or three jobs just to stay in the City. Wages don't rise with the cost of living. That impacts racial segregation as well.
  - More homeless because everyone is getting pushed out of their homes. High housing costs trickle down to cause homelessness
  
9. If you have children, what barriers do you have for them to attend a high performing public school?
  - School lottery process
  - Lottery put my daughter in a school where she is a minority. No one else that looks like her or speaks her language or shares cultural similarities
  
10. Do you have any suggestions for how to improve equitable access to high performing public schools?
  - All of the schools should have great education. Teachers are struggling to do the number one most important job. Buying their own pencils, etc. we should focus more on our teachers then all schools will be better.
  - Financial parity among all schools in the district.
  
11. What has helped you or others in your community get or keep a job?
  - Standard work ethics
  - Networking events
  
12. What, if any, suggestions do you have for the City to improve access to good jobs?
  - Best job market in the us being filled by people outside of sf. City should do better to fill that demand through improved education and skill building opportunities
  
13. What would you and your family need in order to be financially stable and/or to be able to build wealth?
  - Retirement planning and resources to manage financial planning ++
  - Youth/high school financial education part of high school curriculum or extra curriculars



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- Budget planning after purchase. Post purchase counseling and assistance
- Tips for financial planning/accounting consultation – buying bonds
- People have to live a practical lifestyle and it doesn't come natural to everyone
- Trustworthy source for financial planning and investments

#### 14. Is there something that we should have asked, something that is important to you?

- Trade up within the program for growing families – a program ladder+++
- Program for resales for City to purchase quickly and sell to new buyer
- Design of some units is not desirable
- Home improvement loan for repairs
- Upkeep of BMR buildings not in parity with market rate units
- There are some BMR units being rented +
- First mortgage loans are sold to new banks/servicers that can't find payments

**CLOSING.** Thank you again for your participation. Does anyone have any final reflections or closing thoughts?



## Hope SF Hunters View Community Focus Group Notes

<b>Date</b>	January 28, 2019
<b>Location</b>	901 Fairfax Ave. SF, CA 94124
<b>Host Organization</b>	MOHCD
<b># Attendees</b>	22

1. What do you and your family need to get or stay in housing?
  - Muni services in community (seniors)
  - Safety and safe passage
  - More maintenance
  - \$\$
  - Education
  - Affordable housing
  - Protection/ accountability for all
  - Jobs (meaningful)
  - Larger and gated parks
  - Recreation activities for kids
  - 5 key buses
  - Gated community and speed bombs
  - Crossing guards
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Family outings
  - Programming re: how to respect self and others (anti –bullying)
  - Larger play structure (prom park)
  - Wrap- around services
  - Substance use programs
  - Domestic violence programs
  - Counseling services (long-term)
  - Community events
  - Community garden (LARGE)
  - Candy house
  - Pop. Up stores
3. How would you find out about these services?
  - Newsletter
  - Flyers
  - YMCA
  - Social media
  - Word of mouth
  - Constant outreach



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- Boys & Girls Club
  - 311
  - Community boards (in common areas)
4. What gets in the way of being able to access or use existing programs and services?
    - Lack of computers/ technology
    - Lack of access to common areas
    - Waiting until the last minute
    - People need to read literature
    - Engage in reading
  5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
    - Everyone could clean up their respective floors/ areas
    - Add garbage cans outside of building
    - Poop scooper bags
  6. What are the services that you need but have been unable to find?
    - Better evacuation plan for residents (esp. disabled and seniors)
    - Free access to the public pool
    - Access to long term mental health SVCS
    - Rent payee program
    - Affordable housing (at all income levels)
    - Ownership housing opportunities
    - Training at HV about DAHLIA
  7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
    - More parking
    - Neighborhood parking stickers
  8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
    - Mail
    - Email
    - Each site has its own website where residents can find out what's going on
  9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
    - Need affordable house ownership app in HV
    - High costs
    - Excellent credit
    - Need community to be safer
    - Education on the process
  10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?



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- Stabilized well-paying job
  - Substance use
  - Mental health
  - Intergenerational trauma
  - Bad credit
11. If you have children, what barriers do you have for them to attend a high performing public school?
- Transportation
  - Safety
  - Better early education (pre-mid)
12. Do you have any suggestions for how to improve equitable access to high performing public schools?
- All schools should have the platform- high performing so they can succeed
  - Make sure parents are educated
  - Homework hubs (at each HOPE SF sites)
  - Work not play
  - Should be able to attend school in community
13. *[question repeated from HIV+ section]* What are some ideas to create more housing for people living with HIV?
- Type notes here
14. What strategies, incentives, or policies would encourage landlords to participate in the Section 8 and other voucher programs?
- Type notes here
15. What would help developers invest in under-served neighborhoods?
- Type notes here
16. What has helped you or others in your community get or keep a job?
- Trying to build a better life
  - Transportation
  - Education
  - More \$\$
  - Accountability
  - Dreaming
17. What, if any, suggestions do you have for the City to improve access to good jobs?
- Better process (city jobs)
  - Lower income people
  - Tie jobs to children who need jobs (safe passage)
  - End turf battles
  - Make the process easier to be a city employee
  - Training
18. What would you and your family need in order to be financially stable and/or to be able to build wealth?



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- More \$\$
- Ownership opportunities
- Habitat opportunities
- More business opportunities

19. Is there something that we should have asked, something that is important to you?

- Health
- Quality healthcare
- Inclusiveness in every community

**CLOSING.** Thank you again for your participation. Does anyone have any final reflections or closing thoughts?

- Type notes here

## Facilitator Observations

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## Potrero Housing Focus Group Notes Group 1

<b>Date</b>	March 19, 2019
<b>Location</b>	Potrero
<b>Host Organization</b>	Bridge/ MOHCD
<b># Attendees</b>	

1. What do you and your family need to get or stay in housing?
  - Getting the truth about: rules, SF Housing Authority
  - Transparency
  - More options + housing choices
  - Transportation equity: Muni availability
  - Consideration for elderly + disabled housing need
  - More information
  - Resources for help with literacy
  - More onsite resources for residents
  - Eviction resources for public housing residents
  - Collaboration with agencies
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Legal
  - Safety
  - Case management
  - Literacy
  - Education: Kids, Adults
  - Community management/ information
  - Cultural connections: ways to be together and share similarities across cultures
  - Mutual respect
  - Activities available at different times: more frequent
3. How would you find out about these services?
  - Public kiosk
  - The NABE
  - Flyers
  - More strategies to reach more people
  - Face to face interactions
  - Reminders about event (phone)
  - Instagram/ social media
  - Hope SF app
  - Paper communications
  - Hope SF newspaper
  - New leadership



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4. What gets in the way of being able to access or use existing programs and services?
  - Literacy
  - Computer literacy
  - Childcare
  - Other appointments at that time
  - Transportation: buses rerouted, some parts especially are cut off
  - Geography/ location of services especially on Missouri/ annex
  - Safety and security, walkways for later meetings
  - Consistent location
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
6. What are the services that you need but have been unable to find?
  - Gym
  - Childcare
  - Careers
  - Benefits: retirement insurance
  - Cultural connectedness
  - Healing spaces
  - Safe space to discuss personal issues/ advice center
  - Parking
  - Access to these. Amount of these.
  - Domestic violence/ crime victim services
  - Informational hotspots for flyers + notices
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
  - More buses/ we are underserved by muni
  - Dialogue with all voices, for equity
  - Direct communication with Muni leaders
  - Bus shelters- (rain)
  - Regular feedback + accountability
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
  - US mail
  - Direct communication
  - Email
  - Text
  - Universal workshop- pathways to homeownership
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
  - Ongoing, regular workshops
  - Cost: fees, down payment



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- More units
  - Expectations + disappointment
  - Realistic income limits
  - Income/ career
  - Help with mobility to other areas
10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
- Type notes here
11. If you have children, what barriers do you have for them to attend a high performing public school?
- Type notes here
12. Do you have any suggestions for how to improve equitable access to high performing public schools?
- Money
  - Transportation
  - Scholarships
  - Access to charter schools KIPP
  - Equitable information @opportunities made available at schools
  - Parent advocacy
13. What strategies, incentives, or policies would encourage landlords to participate in the Section 8 and other voucher programs?
- Parent advocacy
  - Abundant information to all parents & in all communities
  - Resource library
  - Increased leadership
  - Computer access for research
14. What would help developers invest in under-served neighborhoods?
- Attentiveness
  - Training
  - Motivation
  - Positive attitude (removal of) barriers
  - Family
  - Community connectedness
  - Childcare / early preschool + school readiness
  - Barrier removal
  - Barrier: tracking, preferential treatment for some programs
15. What has helped you or others in your community get or keep a job?
- Training- lengthy + thorough
  - Paid work experience
  - Apprenticeships
  - On-the-job training
  - On site counselors



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- Exportation assistance
- Removing unnecessary job requirements for education level
- Barrier removal
- Interview attire

16. What, if any, suggestions do you have for the City to improve access to good jobs?

- Loan forgiveness
- Credit
- Better paying jobs
- Entrepreneurship
- Rebuilding our community
- Investments in people of the community

17. What would you and your family need in order to be financially stable and/or to be able to build wealth?

- Type notes here

18. Is there something that we should have asked, something that is important to you?

- Type notes here

**CLOSING.** Thank you again for your participation. Does anyone have any final reflections or closing thoughts?

- Type notes here

## Facilitator Observations

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## Potrero Housing Group Notes Group 2

<b>Date</b>	March 19, 2019
<b>Location</b>	Potrero
<b>Host Organization</b>	Bridge/ MOHCD
<b># Attendees</b>	

1. What do you and your family need to get or stay in housing?
  - Lots of money
  - Flexible on income levels
  - Security deposits
  - Parking space
  - More senior housing
  - More documented in Spanish in other language
  - More affordable HSG @ more income levels
  - Mixed status housing affordable rents
  - Clear process to get AH
  - People need a clear system
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Middle school in neighborhood (Potrero)
  - Mental health support
  - Free WIFI
  - Better + more open space + recreation opportunities
  - Access to health care
  - Access to affordable childcare
  - Convenient food shopping
  - Dedicated gyms (free)
  - The community needs a new community center with cooking classes, adult education classes, community meetings, and a place together with seniors, children, and youth. A place for neighbors to hangout that is safe; a place to meet friends
  - A center/ place to play bridge, activities seniors want to do together to get out of the house that is safe in the neighborhood. Right now, seniors have to go across the City to the center at the Fisherman's wharf in Maritime building
3. How would you find out about these services?
  - Social media
  - Networking
  - Publicizing through public schools (PTA, fliers, conferences)
  - Robust neighborhood council
  - Person @ library or community center that knows what is available + happening in each neighborhood



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- If City knew about HH incomes, it would reach out to all that could qualify
  - Sunday streets (street fairs)
  - Pop-up info booths
4. What gets in the way of being able to access or use existing programs and services?
    - Tons of numbers that no one answers the number
    - Make services available outside business hours
    - Get smart about job description + scope of work
    - More work opportunities for people in the neighborhood
  5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  6. What are the services that you need but have been unable to find?
  7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
    - More of it! BART, Muni, more lines more seats
    - Other ways to get across the Bay without a car (more ferries)
    - Safer, cleaner transit
    - More options for hilly neighborhoods
    - Cable cars in the air. Be innovative.
  8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
  9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
    - \$\$\$\$\$
    - Stable job
    - Loan qualification
    - Cost of living outpaces housing cost
    - Enough \$ beyond the home
    - HOA fees increases
    - Not enough BMR's
    - Affordable bounds are too rigid
    - City needs to take advantage of public land
  10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
    - Type notes here
  11. What factors make housing opportunities welcoming to HIV+ individuals? Why?
    - Type notes here
  12. What programs or services could effectively help people with HIV improve their health?
    - Type notes here



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13. *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?
  - Type notes here
  
14. If you have children, what barriers do you have for them to attend a high performing public school?
  - Limited seats
  - Not every neighborhood has high performing schools
  - Lottery system needs improvements
  - Prioritize neighborhood residents
  - Summer programs
  - After school care
  - Pre-school
  
15. Do you have any suggestions for how to improve equitable access to high performing public schools?
  - Type notes here
  
16. *[question repeated from HIV+ section]* What are some ideas to create more housing for people living with HIV?
  - Type notes here
  
17. What strategies, incentives, or policies would encourage landlords to participate in the Section 8 and other voucher programs?
  - Type notes here
  
18. What would help developers invest in under-served neighborhoods?
  - Type notes here
  
19. What has helped you or others in your community get or keep a job?
  - Education
  - Livable wages
  - Transportation
  - Workforce development on service sector + trade jobs
  - Free resume services, etc. (JVS)
  
20. What, if any, suggestions do you have for the City to improve access to good jobs?
  - Compensation commensurate to cost of living
  - More transparency for City jobs
  - Residents with incarceration need some service- need special training, assist businesses with background checks
  - Corporate sponsored job training
  - \$\$ from corporation to go back into working people's lives in SF
  - Large internship programs for ALL AGES
  
21. What would you and your family need in order to be financially stable and/or to be able to build wealth?
  - Type notes here



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22. Is there something that we should have asked, something that is important to you?

- Type notes here

**CLOSING.** Thank you again for your participation. Does anyone have any final reflections or closing thoughts?

- Type notes here

## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## Sunnydale HOPESF Focus Group Notes

<b>Date</b>	February 21, 2019
<b>Location</b>	Sunnydale Wellness Center
<b>Host Organization</b>	DPH
<b># Attendees</b>	11 Residents, 2 Service staff, 3 MOHCD

1. What do you and your family need to get or stay in housing?
  - Clear and consistent communication
  - Mediators
  - Need high income or publicly supported below market rate
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Mobile health and wellness resources
3. How would you find out about these services?
  - Word of mouth
  - Fliers, although these are inconsistent
  - See something happening, like a line out the door
4. What gets in the way of being able to access or use existing programs and services?
  - Language barrier
  - Fliers / mailings inconsistent
  - No internet access, or very slow speeds when they do have access
  - Low level of tech skills
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - Training in tech; more exercising programs.
6. What are the services that you need but have been unable to find?
  - Exercise / dance
  - In-home care for seniors
  - Hotline for youth (pre-teen and teen) that is confidential and safe
  - Services for young kids
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
  - More door-to-door transit for seniors
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
  - Seminars



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- Email
  - Direct outreach to people who've attended previous meetings and shared their contact info
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
- Credit
  - Color / race
10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
- Skipped – no participation from residents.
11. If you have children, what barriers do you have for them to attend a high performing public school?
- Geography / district
  - No one wants Sunnydale students to succeed
  - Suggestion from one attendee to use "Parents for Public Schools" as a resource
  - Need school buses
12. Do you have any suggestions for how to improve equitable access to high performing public schools?
- Parents need to do more research, need to inform those that don't know their options
  - More summer programs, especially those that provide transportation
  - Encourage parent participation
13. What has helped you or others in your community get or keep a job?
- Local residents are having to compete with non-local for jobs.
14. What would you and your family need in order to be financially stable and/or to be able to build wealth?
- Job core helped
  - If Housing Authority takes 30% of one's income, they could set aside some portion of that in a savings account for the resident
15. Is there something that we should have asked, something that is important to you?
- Explain where the money goes
  - What are immediate plans to improve play structures, streets, improved turnaround time on work order requests
  - What does transition from Housing Authority to Mercy look like? How does it work?
  - Interim uses for un-used areas

### **CLOSING. Thank you again for your participation. Does anyone have any final reflections or closing thoughts?**

- N/A – residents did not participate



## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Mixed reaction, some seemed to appreciate it, others seemed to lack any trust that we'd make any meaningful changes.



## Market Rate Developers Focus Group Notes

<b>Date</b>	April 4, 2019
<b>Location</b>	95 Brady St, San Francisco, CA 94103, USA
<b>Host Organization</b>	Housing Action Coalition
<b># Attendees</b>	Todd David, Corey, Nico Nagle

1. Tell us about your experience of participating in the San Francisco BMR program?
  - After June 2016 (Pop C), it's more expensive to build homes
  - Good that it's financially equal in terms of alternatives
  - Need more homeownership opportunities, and it would be a good option to address the missing middle-income families
  - City slow process – over time, a rigid bureaucracy reduces efficiency.
  - Economic feasibility is a key factor for the developers to build homes in SF
  - It would be helpful if more wraparound services for certain populations (e.g. seniors) can be provided to onsite BMR projects
2. What, if any, barriers exist to market rate developers helping provide affordable housing in San Francisco?
  - Current zoning in SF
  - Economic feasibility
  - Slow project entitlement process – takes too long to build
  - For 100% affordable housing, too many requirements slow down the process. “Shadow Study” – the analysis of potential caused by shadows. Excessive shading may affect higher costs to build homes.
  - Positive improvement: DAHLIA has been a fantastic move for developers.
3. Have you considered investing in a third party to lease up/sell your BMR units?
  - Leasing agents have difficulty in calculating income because of inexperience with income documentation and Excel.
  - Hire third-party agents who are specialized in BMR qualification and process can speed up the process.
  - Suggest MOHCD doing the calculation and having developers pay MOHCD for staff time to improve efficiency - Todd will ask market rate developers for their input
4. What ideas do you have for ways to encourage market rate developers to increase the number of affordable housing units in San Francisco into the future?
  - No political process/ bureaucracy involved can speed up the process
  - Get the developers out of politics - do no deal with board of supervisors but go directly to Controller's Office – “buying rights” is the current practice.
  - Paying fees in the later process instead of up front would help building more projects. If the developers fail to build, City can impose a penalty.
  - Increase AMI levels to increase number of BMR units



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5. What would help developers invest in under-served neighborhoods?
  - Legalize housing in low density west side of SF
  - Provide education services in certain neighborhood. People do not understand affordable housing - maybe have an open house day to education people; or hire a charity to hold bus tours to show people a few affordable projects.
  - Put together a package in each district. Every district will participate to address no density equity.
  
6. What would you suggest to address the problem of rising HOA dues for BMR owners?
  - Need a legislative fix
  - Subsidize HOA dues in the similar manner we subsidize housing
  - Redistribute HOA dues among the market rate owners
  - Most owners are not selling BMRs because of the rising HOA dues; however, we have been hearing that the rising HOA dues place a burden on owners.
  
7. Is there something that we should have asked, something that is important to you?
  - HAC asked how to be more helpful in this conversation, such as distributing a survey.
  - HAC likes to have a list of the key players building affordable housing. HAC will share their existing member list, and add any new ones on MOHCD's list to coordinate work.

**CLOSING. Thank you again for your participation. Does anyone have any final reflections or closing thoughts?**

- Type notes here

## Facilitator Observations

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## Human Services Network Focus Group Notes

Date	February 13, 2019; 11:30am – 12:30pm
Location	
Host Organization	MOHCD
# Attendees	

**PLEASE NOTE: We had a very informed and talkative group of experienced service providers, so we got through question 7 and then had to begin skipping questions to get through all the crucial ones.**

**1. What do you and your family need to get or stay in housing?**

- Issue of availability
- Need wrap around services – mental health, substance abuse
- Need transportation – being able to connect from housing to services and vice versa
- Need housing for people with non-profit salaries, worker availability to provide these services
- Issues around availability of appropriate housing for moving people up the ladder (from supportive to transition to permanent, etc.)
- Need more food services – waitlist for people just to eat; lack of food programs for SRO residents
- There is a lack of 24/7 services (availability of mental health services outside of business hours)
- Need more housing opportunities in safe environments (housing where peoples drug dealers live, where the problems they are trying to leave behind – for example, the Tenderloin)
- Need more funding for Residential Care for the Chronically Ill (RCFCI's) - Catholic Charities – our contracts are not fully funded; not getting our indirect costs covered, we are currently providing services at such a loss
- Need affordability, proximity to transit, safety

**2. Other than housing services, what are the services that are most important for you and/or your family?**

- Legal services – child care/child support; broad array of civil legal needs (Driver's License, other needs)
- Case management services – people who have long-term care issues often cannot access needed services
- Transportation, particularly for elder and disabled
- Dealing with isolation and lack of community
- Payee services – can only find it if you're mandated into it; HSA/DAAS services are very limited
- Basic living skills for people exiting long-term homelessness (self-care, etc.); these services are very scattered
- Navigating the system of social services; not coordinated or sophisticated enough



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- Public systems don't match up; city departments make decisions in their own bubbles; departments are often unaware of other departments' services

#### **3. How do your clients find out about these services?**

- Need to have more information in appropriate languages
- Need information and referral system that is easily and constantly updated; that system would need to cover the full range of services
- Nonprofits need to be funded to provide and coordinate information sharing so that each agency can participate
- Word of mouth is biggest means, particularly for homeless clients
- For staff – need better internet-based information
- For clients – it's primarily through word of mouth, at clinics, libraries
- Police are big referral provider for us, but they are often not well informed on the services, so they may send or bring client to services that are not the most appropriate
- Health care providers should be offering more information for clients who access those services
- Jails refer, particularly homeless clients
- Faith communities refer
- Schools are big referral source – participants asked, ARE WE TALKING TO SCHOOL DISTRICT AS PART OF COMMUNITY ENGAGEMENT PROCESS?

#### **4. What gets in the way of being able to access or use existing programs and services?**

- Clients and agencies not knowing what each agency does
- Clients need personal relationships – case managers or outreach staff talking directly to clients, city is offering more of this now

#### **5. How can we make MOHCD or workforce development programs work better? [Combination of questions 5 and 15]**

- Need to match up employment and financial literacy services
- Treasure Island needs better outreach
- Duplication of services – are clients enrolling in program that is duplicative of something they're already connected to?
- Provide better understanding of who and what your targets are – nonprofit providers have had experience of OEWD needing to be more clear about wanting job placements, rather than significant progress towards that goal

#### **6. What are services that you need but have been unable to find?**

- Assistance for businesses displaced by fire
- Nonprofits are expected to “act like businesses but behave like nuns” – unrealistic funding and expectations given our actual business expenses (including rent)
- DPH won't talk about giving us more money for our buildings, only for direct services; but we can't provide services without appropriate space; maintenance and building improvement can't be built into contracts
- Nonprofit infrastructure funding is extremely limited, becomes extremely competitive, the funding opportunities for it tend to be extremely narrow and limited
- Nonprofits that are most “business-like” get least amount of assistance
- NCCLF funding for nonprofit displacement is clearly underfunded; only for agencies being displaced, not enough preventative
- “Utilities are killing us”



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- Funding needs to help increase our capacity
- Need more affordable behavioral health – this becomes preventative for other issues arising
- Heavy flow of clients through our building creates wear-and-tear and capital improvement needs; we cannot not attract capital dollars to maintain safe, accessible, appropriate buildings for current services; even if we're not trying to expand, we're still falling behind
- Department of Building Inspection is under-resourced; review what they do and if they have capacity to do it

#### **7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?**

- Reduce cost
- Better access to paratransit
- Equitable services to underserved neighborhoods
- Help for grocery shopping and getting to medical appointments

#### **11. What barriers do families experience in accessing high performing public schools?**

- Places with housing for clients are not in neighborhoods with high-performing schools (for example, low-income children concentrated in Tenderloin are not near good schools)

#### **13. What strategies, incentives, or policies would encourage landlords to participate in the Section 8 and other voucher programs?**

- Do you have any strategies that would encourage landlords to participate in Section 8 program?
- Timely payment
- Customer service
- Tax credits
- Quicker inspection turnaround time

#### **15. What, if any, suggestions do you have for the City to improve access to good jobs?**

- Understanding population that need jobs – need more supports around clothing, food costs, gas money ("startup costs" for getting and keeping a job)
- Incentivizing people to hire people over 65
- Employer education on dealing with certain populations
- People have fear of getting a job if they are on public benefits; client need pre-employment education
- Basic needs (uniform, tools, food)
- Can wage and benefits requirements be relaxed?
- More bridge programs to help people initially enter workforce for first time
- Affordable and accessible childcare

#### **17. Is there something that we should have asked, something that is important to you?**

- Long term planning in terms of appropriate level of housing (there is no assisted living for clients under 60)
- Very difficult to find landlords willing to participate in scattered site supportive housing programs (agency is paying directly for this housing, how can we partner with city to improve landlord participation in these programs?)
- Supportive housing policies lead to concentrated poverty



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- No funding to help nonprofits with disaster preparedness and earthquake

## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## Latino Service Providers and Advocates Focus Group Notes

Date	2/20/19 4 pm - 5:30 pm
Location	MNRC (SF Latino Parity & Equity Coalition)
Host Organization	MOHCD
# Attendees	19 participants, 3 staff (Brian, Julia, Hugo)

### 1. What do you and your family need to get or stay in housing?

- Affordability
- SFADC: organizing models so that tenants can see their cases through
- Type of housing is important: housing that is built for families for example (larger, safe, private bathrooms, open spaces)
- BMR: 150 families, 500 applications, only 10 placements (transformational but percentages are problematic)
- Resources to get clients through the month - emergency funds are impactful
- Tenants must be educated, organized, and empowered to avail themselves of help when they need it, help their neighbors, combat
- Language accessibility
- Families are afraid to access services because of immigration status
- Short- and long-term subsidies work (seasonal work = short-term subsidies)
- Mixed-income developments should serve all income levels, not just extremely low-income and middle income; cross subsidization of commercial

### 2. Other than housing services, what are the services that are most important for you and/or your family?

- Healthcare
- Education, especially for TAY who work and study
- Residential services that are relevant to the pop. living there
- Family engagement (residential)
- Childcare
- Employment support
- Tenant rights counseling
- Supportive/stabilization services (residential)
- Behavioral health; trauma-informed approach (DV, violence in home countries) for clients and staff
- Mental health services to document impacts of landlord harassment (see NYC)
- Family counseling
- Money management/financial literacy
- Cross-section of resiliency and environmental justice (less about social services) = gardening programming, bicycling programming = one of the few spaces that



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cross ethnic/racial/generational/geographical (neighborhood)/POC = rare cross racial/multiracial

- Technology in both infrastructure (e.g., low-cost technology = phones, computers, WIFI), as well as 1:1 digital literacy that is tailored to individual needs
- Importance of affirmatively furthering fair housing at both the macro and services level - PLACE THIS AT THE RIGHT PLACE (Latino pop. is slowest growing of any other urban area)

### **3. How would you find out about these services?**

- Word of mouth is powerful (family, neighbors, etc.)
- Written communication is still important, they'll take it to people they trust
- Spaces and centers that's welcoming to the pop. (e.g., for young people)
- Case management programs
- Family service specialist (warm/soft referrals)
- Relationship-based approach (where people already congregate and relationships are already built)
- Rental registry so that tenants can be contacted with important information
- There should be an investment into reproducing information on community resources; regularly update resource guides (electronic/paper) - valuable for both new and seasoned staff, but especially for newer staff
- Promoters are effective at getting information and have an impressive track record
- Family Success Coaches at schools using a shared referral system (Mission Promise Model)
- No magic bullet; it's all necessary (door to door, 1:1, online, paper, social media, etc.)
- Dedicated communications person is necessary
- Translation and interpretation (language access)

### **4. What gets in the way of being able to access or use existing programs and services?**

People don't know they exist

- Hours
- Living wage
- Immigration status
- Capacity at nonprofits
- Displaced clients live in new county but still have kids in school or work in
- Data compliance (intake sheets get bigger and bigger)
- Sense of danger for clients sharing their information or accessing services (not just undocumented immigrants)
- Work must be transformational, rather than transactional (deep services)



**5. Do you have any suggestions for how to make our programs and services better to meet your community's need?**

- Unrestricted funding to be responsive to the needs of clients
- Better serving undocumented immigrants
- Replicate 24th Street investments (cultural district, economic development, etc.) without it having to be crisis response
- Reexamine housing preferences, to target working class people

**6. What are the services that you need but have been unable to find?**

- More equitable distribution of services, specifically tenant legal services
- Undocumented youth system involved competency
- Literacy programs in native languages to be foundation for ESL
- Safe spaces for families (parks no longer serve that need)
- Mental health services for families/children
- Connect homegrown college graduates to SF employment
- Hire bilingual, bicultural people in City workforce and nonprofits
- More funding and higher pay for nonprofit sector, especially mental health service providers

**7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?**

- Reduce MUNI fares and subsidize for low income
- Eliminate red lanes in neighborhood corridors; local economy is dependent on these corridors, as are transit users
- MUNI needs to be more reliable and faster
- SFMTA needs to study divestment in public transit; look at transportation equity like LA; consider community benefit agreements that address this
- SFMTA must be more transparent and inclusive in its community engagement (they come to the community late in the process)
- SFMTA should integrate the learnings of other City departments that have a better grasp of equity, like MOHCD
- VIs Valley, Excelsior and other neighborhoods have limited and unsafe transportation infrastructure, including bicycle lanes for working class people
- Informal arrangements of neighbors helping neighbors without giving our money to Uber and Lyft
- Prioritize the largest transit hubs for affordable housing, rather than market rate
- SFMTA must stop criminalizing fare violators who cannot afford to pay



**8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?**

- Not unlike previous question
- Trust sources
- Ed. institutions
- Faith based organizations
- Service providers
- Ethnic media

**9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**

- Access to loans
- Affordability
- Banking products that are unrealistic/not accessible
- Credit score
- Competition with foreign buyers, more affluent local buyers
- Invest in Small Sites Program
- Consider Right of First Refusal for tenants/MOHCD
- Teacher and nonprofit subsidies
- Propensity of people to flip housing rather than living in it
- Changing policies (incentives) for landlords to rent
- Single family homes as an opportunity for families to "cooperative" - 3-4 families going in on a house

**10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**

- Subsidies (including permanent) for undocumented families (they shouldn't be limited to transitional housing) - to live up to our Sanctuary City policy
- Subsidies generally
- Quality of alternative housing/environment isn't always conducive to the person (e.g., an addict moving into an SRO in the TL)

**11. If you have children, what barriers do you have for them to attend a high performing public school?**

- Framing is problematic: Every school should be high-performing! Question should be: How do we get supports in the schools so that they become high-performing?
- School tours are not tailored to people other than white, middle class families (not language accessible, culturally competent, etc.)



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- High-performing can mean different things to different people; many factors
- Supports at the school may not be responsive to the specific needs of diverse students
- This is a complex issue

#### **12. Do you have any suggestions for how to improve equitable access to high performing public schools?**

- Mission Promise Neighborhood is a model to make all the schools high-performing; two generation approach; kinder readiness and the continuum of services
- Disaggregate data by POC and GENERATIONS

#### **13. What strategies, incentives, or policies would encourage landlords to participate in the Section 8 and other voucher programs?**

- Targeting small landlords and providing incentives to landlords to improve habitability and reduced fees

#### **14. What has helped you or others in your community get or keep a job?**

- High quality childcare
- TAY, justice-involved youth programming
- Employment legal services

#### **15. What, if any, suggestions do you have for the City to improve access to good jobs?**

- Strong apprenticeship opportunities - mentorship, on the job and not just for construction sector
- Planning Dept. internship (14 coveted spots) program can be something to replicate; acquiring transferable skill set; create pipeline from community/nonprofits
- Explicit local hire policy, not just for building trade
- Latinos second largest in public schools, but no hiring preference in management or hiring more generally in civil service

#### **16. What would you and your family need in order to be financially stable and/or to be able to build wealth?**

- Combination of financial education/coaching and affordable/accessible financial products - be supported in their financial planning in a way that's culturally relevant



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- Encourage saving through matching/IDA/kindergarten-college fund/completing training program
- Budget planning and recognizing that rent will always be the biggest expense; therefore, we need more affordable housing, low-rate loans to purchase, access to capital for unions interested in building affordable housing
- Either we increase income, or we lower cost of housing; otherwise, people will get pushed out (these are structural issues)

#### **17. Is there something that we should have asked, something that is important to you?**

- Internal displacement (not just pushed out of SF), so we should consider a closer analysis of informal housing (e.g., boarding houses/SROs or undocumented) and how we might be able to improve the situation
- Looking at ways of protecting marginalized pops., e.g., trans
- Police reform and City budget over-prioritizes policing
- Invest more in prevention, not just treatment
- Civic engagement (it's not just about safety net); politically empowered, civically minded residents are in the City's best interest; they're aren't just passive recipients of services
- City is supporting what's not working for too long; look at the data (achievement gaps, etc.); accountability is an essential part of equity
- Ask communities to look at their assessment of disparate impact (City caused)
- Affluent homogeneous neighborhoods, how do we integrate those areas?

#### **CLOSING. Thank you again for your participation. Does anyone have any final reflections or closing thoughts?**

- Type notes here

### **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## LGBT community Focus Group Notes

Date	March 20, 2019
Location	
Host Organization	LYRIC
# Attendees	

**SERVICES.** Thank you. The first set of discussion questions I have is about housing and community development services and programs in San Francisco.

1. What do you and your family need to get or stay in housing?
  - People getting out of jail have no where to go for housing, people get discouraged then go back to drugs, need more (transitional housing services right now
  - Eviction prevention, people at 0-50% AMI need housing rental assistance/education; they need to know their rights
  - No available rental or ownership housing, lack of affordable housing to apply to in DAHLIA. Need to educate people on their rights and responsibilities so that folks know how to protect themselves.
  - Undocumented immigrants don't have credit scores or financial education, so they don't know where to apply to; need assistance.
  - April 18 hearing on Sexual Orientation and Gender Identity (SOGI) guidelines. Need enumerated data on LGBT access rates to services, to know which housing providers are getting access to and which are not getting access to, so we know where LGBT folks can live. Focus should be on outcomes! Need to create a system of carrots and sticks to compel housing providers to ensure access.
  - latent transphobia exists in elderly cis women; transitional housing needed, only have Jazzy's place.
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Mental health
  - Dignity fund, LGBT has the lowest utilization rate to its own programs;
  - LGBT specific funded services
  - Mainstream services do not reach the LGBT because of transphobia.
  - The city must aggressively do better at creating more programs for trans shelters.
  - Must be mindful that there are people of color and that there is racism within the LGBT community.
  - TAY population need access to gainful employment, culturally sensitive services
  - reduce social isolation
  - Use multi threshold harm reduction model
  - Issues of discrimination towards LGBT, especially in certain neighborhoods and communities.



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- Seniors need assistance with housing navigation and technology.
  - Need language support/access and translation services.
  - Need social workers.
  - Need disabled access.
- 3. How would you find out about these services?**
- Need social worker to help navigate, not enough service connection services.
  - Build relationships through existing connections; be able to pay young people to do outreach and collaborations. Ask how does the funding support collaboration, with public health, freedom center, juvenile justice center; collaborate with non-LGBT agencies; connecting the adult world with the youth (using a holistic case management approach), through youth advocacy.
  - Need first hand impacted clients and residents at these tables; want to see people communicate, collective/collaboration across disciplines and agencies. Waitlist, build housing for LGBT.
  - Hiring trans folks to outreach to trans folks (e.g. mobile outreach unit)
  - Cultural congruency is needed. Don't just send young people to website, warm face to face hand off is needed.
  - Face to face, access points on site, use text messaging, tech support needed, use "robo calls"
- 4. What gets in the way of being able to access or use existing programs and services?**
- LGBT is most disconnected community when an issue comes up. Public education needed so people know where to go, digital outreach needed.
  - Barriers include steering LGBT applicants away from housing opportunities.
  - We need to test process.
  - Mental health, traumatized people need help with navigation.
  - Empty buildings need to be utilized as shelters, classrooms, kitchens, housing, services.
  - Lack of trust, people are afraid to ask for help; they are struggling with health issues, healing. Need more health dollars; hard to navigate system.
  - Shelters are too short term, and are always full. People give up, too many rules and restrictions; then people go back to abusive situations. People wind up feeling hopeless, income inequality keeps people discouraged.
- 5. Do you have any suggestions for how to make our programs and services better to meet your community's need?**
- Long term ownership pipeline strategy
  - More sustainable strategies (i.e. Home-sharing)
  - Create a ladder to homeownership
  - Shelters need to feel less like jails
  - Provide trauma informed care
  - Prioritize autonomy



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- Re-examine oppressive number of rules for shelters and other forms of housing

#### 6. What are the services that you need but have been unable to find?

- Clothes and food are always available, but there is no place to sleep on all levels, shelters, transitional, etc.
- People do drugs on the street to stay up because they have no place to stay/sleep.
- Create transitional housing, using empty buildings.
- Create specific LGBT services.
- Create LGBT priorities in housing policy.
- Create access to therapy; psychiatric services are hard to get.
- Need greater housing expertise for case managers, and focused system-wide skills building.
- Need legal services specific to LGBT community (ALRP is specific to those living with HIV/AIDS, is not an LGBT focused provider)
- Need rent subsidies on demand, for BMR lottery winners.
- Need rent payment/money management services for seniors.
- Address capacity issues with CBOs managing people's funds.
- Need modern ways to stop evictions and address root causes.
- Need language accessible programs, access for therapy, treatment programs.
- Need supportive services to retain housing, and to provide credit and debt management services.
- Need to build provider capacity regarding mental health issues.
- Need to increase outreach capacity of housing providers.
- Need to offer professional development.
- The City should be paying providers to be trauma informed.
- Offer RAMS training on mental health to other providers (it is a good training).
- Increase the sizes of grants for RFPs.
- Incentivize CBOs to pay living wages, then fund those orgs (through RFPs)
- Should stop homeless encampment sweeps, they have been a disaster
- 200 bed shelters will never work for Trans people, people of color; they are not safe
- Security and surveillance at shelters is inappropriate.
- Relationship building is needed.

### **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?



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- Type notes here



## Homeless Focus Group Notes

<b>Date</b>	2/20/2019
<b>Location</b>	1 South Van Ness Avenue, 2nd Floor Atrium Conference Room
<b>Host Organization</b>	Local Homeless Coordinating Board
<b># Attendees</b>	

1. What do you and your family need to get or stay in housing?
  - Resources - \$\$
  - Removing barriers
  - More affordable housing – more access to existing affordable housing
  - Connections to service providers / prop mgmt. / case management
  - Support to existing housed to maintain
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Mental health
  - Affordable food
  - Services to help housed increase income
  - Employment training
  - Affordable transportation
  - Affordable childcare
  - Renters basic skills- base, rent paying, paying utilities
3. How would you find out about these services?
  - Through case mgmt., which is lacking
  - Churches
  - Other homeless
  - Website
  - Library
  - Seminars workshops
  - Put case managers where families/ clients are located
4. What gets in the way of being able to access or use existing programs and services?
  - Clients may be using and ineligible
  - Clients need advocate
  - Information gap on what's available to clients
  - "silo" services
  - Stigma- embarrassed, humiliated
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - Install case manager type staff at MOHCD



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- Make sure staff is trauma informed trained
  - Radical hospitality, humanize interactions
  - Hire friendly staff
6. What are the services that you need but have been unable to find?
    - Navigating system for families that fall between cracks. They don't fit into standard categories
    - Employment programs not publicly notices
    - Affordable housing outside TL and Bayview
    - General transparency
  7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
    - If in system automatic free pass
    - Uber/Lyft cards
    - Forgiving fines
  8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
    - Clients
    - Free phone that provide info
    - Paper forms
    - System for clients to receive mail/ messages
    - Small storage
  9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
    - Income requirements
    - Purchasing process is daunting
    - Income levels don't match reality
  10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
    - Providing moving costs- security dep. 1<sup>st</sup>. month rent moving costs
    - Clear steps on process
    - Process and anxiety attached
    - Resources for furnishing unit
    - Flexible subsidy to change with circumstances
    - Section 8 not close to market
    - Moving after lease is up
  11. What factors make housing opportunities welcoming to HIV+ individuals? Why?
    - Type notes here
  12. What programs or services could effectively help people with HIV improve their health?
    - Type notes here
  13. *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?



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- Type notes here
14. If you have children, what barriers do you have for them to attend a high performing public school?
- Lottery system
  - Kids may have to travel further
  - More expenses
15. Do you have any suggestions for how to improve equitable access to high performing public schools?
- Type notes here
16. *[question repeated from HIV+ section]* What are some ideas to create more housing for people living with HIV?
- Type notes here
17. What strategies, incentives, or policies would encourage landlords to participate in the Section 8 and other voucher programs?
- Enforcement of discrimination policy
  - Open house visits
  - Financial incentives to landlords
  - Share more public, positive, stories about section 8 program
  - Pay for vacant units
  - Private party pays for property damage
18. What would help developers invest in under-served neighborhoods?
19. What has helped you or others in your community get or keep a job?
- Access to training
  - Stabilizing support
  - Standardize policies for clients with unique circumstances
  - Connection between housing job
  - Help with navigating application
  - Partnerships with local merchants
  - More vocational options
20. What, if any, suggestions do you have for the City to improve access to good jobs?
- New SF Companies must hire local
  - Knowing and understanding trends to predict where new jobs will be in the future
  - Pay new workers salary not stipend give community for initially- at least minimum wage
  - Job readiness services
21. What would you and your family need in order to be financially stable and/or to be able to build wealth?
- Affordable permanent housing
  - Checking accounts w/o exorbitant fees
  - Financial coaching thru SF office of financial empowerment= nonprofit
  - Livable Minimum wage
  - Taking existing clients and turn into teaching



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22. Is there something that we should have asked, something that is important to you?

- Services (housing) for undocumented clients
- Expansion of community land trust
- Coop housing
- Monthly summit to exchange info between providers
- MOHCD to provide contact info from today's meeting
- Query Providers on what population needs aren't being met

**CLOSING.** Thank you again for your participation. Does anyone have any final reflections or closing thoughts?

- Type notes here

### Facilitator Observations

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## Comments from Ward 86 UCSF General Hospital

<b>Date</b>	2/20/2019
<b>Location</b>	1 South Van Ness Avenue, 2nd Floor Atrium Conference Room
<b>Host Organization</b>	Local Homeless Coordinating Board
<b># Attendees</b>	

1. What do you and your family need to get or stay in housing?  
From a healthcare aspect:
  - Appointment reminders
  - Medication adherence support
  - On site supportive services that vary with degrees of support needed (appointment escort, drop in counseling, uber health rides.
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Access to fresh food, access to free transportation services, access to job training and financial counseling that supports those to not impact SSI/SSDI. Benefits counseling, ADAP support.
3. How would you find out about these services?  
Social workers, word of mouth from friends in the community, intakes in clinics
4. What gets in the way of being able to access or use existing programs and services?
  - Stigma, medical acuity, substance use, mental health, need to work to access services needed, disorganization, homelessness.
  - Transitioning from homeless lifestyle or highly structured lifestyle (treatment program) and into independent living and not having proper support to do well.
    - Proper support will look different for everyone.
      - Important for all people to have some sort of a needs assessment to see what that may look like, and needs may fluctuate over time.
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?  
Housing with medical acuity support
6. What are the services that you need but have been unable to find?
  - Increase in affordable housing without on-site support to help people move into units that they can afford and live in independently and successfully.
  - Increase in affordable housing in other areas aside from Bayview, Soma, TL
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
  - Free BART



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- UBER Health from onsite home providers to and from verifiable medical and mental health appointments
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
    - Email
  9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
    - Lack of income
    - Lack of deposit
    - Lack of ability to keep up with repairs
    - Living "check to check"
  10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
    - Subsidy support
    - 30% of income rental
    - Case management support
    - Donations from organizations to help them get set up for kitchen, bathroom, etc.
  11. If you have children, what barriers do you have for them to attend a high performing public school?
    - Lottery system
  12. Do you have any suggestions for how to improve equitable access to high performing public schools?
    - Improve teachers' wages
    - Improve educational programming in public schools
    - Mimic private school curriculum with public school curriculum
  13. What strategies, incentives, or policies would encourage landlords to participate in the Section 8 and other voucher programs?
    - Require payee services from tenant to ensure all money is received
    - If its project based, offer to pay even if the unit is vacant.
    - Have a partnership with the landlord so if a tenant is violating a lease agreement (ex 1: due to a behavioral problem/ noise complaint/nuisance, that whoever is managing the voucher will address the behavior, not the landlord).
    - Partnership with repair/building support if needed
    - Partnership with local security deposit support
  14. What has helped you or others in your community get or keep a job?
  15. What, if any, suggestions do you have for the City to improve access to good jobs?
    - ACCESS4JOBS
      - Expand employment vocational programs that aren't tied to mental health
    - DOR



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- City College being free → expansion of certificate programs
- Develop programs that help patients recover from where they came from (peer support, patient escort to appointments, etc.)

16. What would you and your family need in order to be financially stable and/or to be able to build wealth?

- All basic needs met

17. Is there something that we should have asked, something that is important to you?

- Type notes here

**CLOSING.** Thank you again for your participation. Does anyone have any final reflections or closing thoughts?

- Type notes here

## Facilitator Observations

Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## LTCCC Focus Group Notes

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<b>Date</b>	January 10, 2019
<b>Location</b>	1 South Van Ness Avenue, 2 <sup>nd</sup> Floor Atrium
<b>Host Organization</b>	Long Term Care Coordinating Council (LTCCC)
<b># Attendees</b>	Around 50

### 1. What do your clients and their families need to get or stay in housing?

- Housing subsidies; deeper subsidies or housing that is deeply affordable
- Physical accessibility
- Mental health services
- For SROs, in home support services. There are eligibility issues, sometimes client needs to pay. Need to gain trust, cultural competency
- More outreach regarding services that are available
- Providers often learn about problems too late, like eviction notices
- Modifications for accessibility
- Problems if client needs a caregiver, caregivers may not be on lease
- Lawyers to keep people safe, eviction prevention
- Need more case management, only available in some supportive housing
- Good coordinated care. If someone needs residential treatment, help to preserve their housing while they are away. Eviction prevention. Help with things that could lead to eviction, like medication management to keep people healthy and able to stay stably housed
- Policies that discourage real estate speculation, encourage landlords to rent to elderly/disabled
- There is discrimination against people w/disabilities, especially mental health disabilities.
- Tenant and landlord education re: fair housing laws
- Policies that discourage displacement
- For BMR units, income criteria are prohibitive, for example, income requirement. Requiring a disabled person to have income 3x their rent is prohibitive
- Competent, culturally sensitive access to information and services

### 2. Other than housing services, what are the services that are most important for your clients and their families?

- Nutrition services, provide food security screening
- Mental health services
- As HIV and aging intertwines, how does this fit with the current landscape
- Education regarding social security, disability insurance. Clients fear losing benefits
- Home care services across all incomes
- Mental health services that are accessible, that are behaviorally and culturally sensitive
- Mental health services at different levels of need
- Intensive case management and navigation assistance



- Assistive technology, such as wheelchairs
- Needs accessible, simplified access for older/disabled
- Service connection in HUD and non-HUD housing. Residents experience isolation. Need linkages to services. Need in house social workers
- Dementia as a disability, it is treated like an illness. In-house services and case management to increase ability to stay in housing
- Analysis of impediments, key findings handout was helpful as starting point
- Model of housing ladder – move from higher level of care to more generic form of housing. People who don't need to be institutional settings are stuck there, because there's no place to go, therefore people who need to be there can't get in.
- City needs strategy regarding institutionalized settings and exits. Determine the need, how many and what support is needed. What is turnover at other units?
- Accessible health care at SROs. Ex. One SRO has 125 vets, all have health issues, esp. mental health issues and behavioral problems, making access to medical health care challenging. Need in-house nursing.
- Support for people who hoard and/or clutter

### **3. How would your clients find out about these services?**

- Need to reach the unreachable, many are isolated and lonely. Westside sends nurse, social worker and therapist to house, but those services are limited compared to the need.
- Access to technology, need building wide WIFI and computers, with assistance for residents to gain access to services and
- Need grassroots canvassing of buildings Ex. In NY, high school grads, internship program, provide personal connection/outreach to residents
- Also have older people doing peer outreach
- Work with HSH, they have blocks of housing. In SRO units, residents are underserved, need accessible health care
- Word of mouth
- 311, agency letters, flyers
- Agency newsletters
- Neighborhood newspapers
- Ethnic radio
- For older people with disabilities, do peer outreach. Print ads, ads on MUNI.
- Disseminate info to police, who can provide referrals. Educate the system on what out there
- Faith based organizations, tabling, street fairs
- Social media networks, Facebook, Twitter
- Get info to employees at social security office, medical settings, where people are already going. They can give info directly to clients.

### **4. What gets in the way of being able to access or use existing programs and services?**

- Capacity, most supportive housing full, clients on waitlist for months and years
- Transportation to access services or bring services to clients
- Lack of understanding of eligibility



- Capacity, waitlists
- There just aren't the services that people need
- Lack of cultural competence around disability, lack of disability access such as sign language
- Challenges with public transit access
- Lack of live person on phone, challenges when people are forced to go through phone trees to access info or speak to someone in person
- Lack of motivation, depressed and defeated attitudes, compounded by lack of access to services, lack of optimism
- Lack of access for Latino, LGBT communities
- Ageism
- Need a person to be a bridge, assistance with applications, dealing with bureaucracy, need connectors
- Isolation for aging population who are apartment-centered. Need service connection and navigation
- Wrong info given out

**5. Do you have any suggestions for how to make our programs and services better to meet the needs of older adults and people with disabilities?**

- Educate hospital systems, including ERs, where elderly show up. These providers don't know available services, health care community is unsure of what is out there
- Plain language, easy to understand forms or letters
- Centralize services, services are scattered throughout city
- Create ambassador program, to reach out to different language communities
- Leverage tech industry and their resources
- More money for good programs so they can provide high quality intake and info referrals
- Be able to recruit and retain good staff
- Expand home modification programs
- Expand home modification programs
- Look at SROs, expand elevator access/repair program
- Prevent SROs from kicking out elderly in order to make more money
- Improve dissemination of information. Have agencies work together to know what services they provide. Do a survey.
- Consistency of care, to gain trust, more coordinated care
- Staff retention

**6. What are the services that your clients need but have been unable to find?**

- Services in multiple languages. Not enough Cantonese services for monolingual speakers
- Affordable home care (including for people who do not qualify for SSI)
- Help with moving and intelligent help with decluttering
- Affordable home repair, there is a problem regarding deferred maintenance
- Social workers and mental health providers who can travel to resident's homes/buildings ex. Travelling AA meeting



- Targeted share of cost program, need City program to subsidize incomes so clients can to qualify for MediCal, etc.
- Capital improvements, negotiate with landlords for repairs and accessibility needs, such grab bars, etc. Create a non-legal process.

**7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?**

- Look at paratransit program, fix it
- Partnerships with Uber can be better than paratransit and less expensive (Uber Health)
- Wheelchair accessible transit on demand.
- Because of MUNI "consolidation" some stops have been removed or moved. Some stops are inaccessible
- Transportation needs to be on time
- Look at how many routes travel in certain neighborhoods, look at community needs and create better access and transit equity
- Muni is getting nicer buses, but they have lease seats. Look at lines that have high usage by seniors and people with disabilities
- For ex., 22 line estimates 10% of seats are for seniors or disabled, but 50% need it, look at different routes and plan accordingly
- Paratransit, can't recruit drivers, retention problems. Most are from out of town and burden the expense of traveling to SF, traffic problems. Drivers can't afford to live here.
- Clients need to know how to use online systems, need to know share of cost. Training needed.

**8. If your clients wanted to learn about affordable rental or ownership opportunities, what method of being notified would they prefer?**

- There are not a lot of opportunities, so moot question. Would be more meaningful if more housing opportunities were available, there are few slots.
- There is a digital divide, not everyone has cell phone
- Postal mail
- Public services announcements, bus ads
- Elderly are often not tech savvy, use mail, written word
- Need better housing information, low income buildings need to report to City regarding vacancies, etc. Access shouldn't depend on who has a good social worker. Not all report or report regularly. If proper information was available, then info out there first, then info could be disseminated on bus ads, etc., many do not have home internet
- Use trusted people, social workers, lawyers. People already at the table
- Need aging and disability resource centers and services for monolingual clients

**9. What are the kinds of things that help your clients move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**



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- Need resources, more capacity, money
- More housing
- Employment for those who want it, need more income
- For those leaving shelter barriers include credit checks and lack of money management services, history of incarceration
- More permanent housing
- Need services in permanent housing, some get more services in shelter. Clients move from services to no services and there's no sense of community

#### **10. What has helped your clients get or keep a job?**

- Job training programs, need more
- Tech training
- Problem is discrimination - ageism and disability discrimination
- Child care
- Stable housing
- Elder care
- Jobs/income can affect eligibility for benefits
- Supported employment needed, especially for the Developmentally Disabled population. Have job coaches until stable, but also available if procedures change to help client adapt
- Opportunities for volunteering
- A sense of hopelessness, older populations not counted in statistics, need awareness of the value of older communities

#### **11. What, if any, suggestions do you have for the City to improve access to good jobs?**

- Older population is not a priority, the workforce plan does not include "seniors", diversity efforts do not include older population
- City doesn't care about us

#### **12. What would your clients and their families need in order to be financially stable and/or to be able to build wealth?**

- Whole system is designed to build assets all your life, but you have to dump your assets to access MediCal once you reach 65, doesn't make sense; same issue for people with disabilities.
- Provide a way to provide employment for younger people who want to work and to make the benefits piece work with employment/more income
- Financial education and planning, for those in poverty and the young. Education re: savings, investing, tax credits, etc.
- Let people know about the working disabled program, allows clients to build assets.
- Middle income populations don't qualify but don't have enough resources
- Expansion of flexible, city rent subsidy programs even in rent-controlled units. Those on a fixed income in a rent-controlled unit can't afford the rent over time, subsidy would prevent eviction and allow for preservation of rent controlled units.



- Get out money quickly, prop C., other sources.
- Eviction prevention
- Expand tax breaks, earned income tax credit programs

### **13. Is there something that we should have asked, something that is important to you?**

- Not enough transparency around affordable housing policy, no housing commission. Confusing system makes it difficult to get info for clients. It is hard for communities to weigh in on housing policy.
- Stop seeing seniors/disabled as “clients” but as participants in the process. They are voters, neighbors, contributors to society. An example is to refer to participants as neighbors, not clients. Reframe image of senior/disabled.
- Engage private sector and see what they can do to help.
- We live in country that doesn't care about seniors and doesn't want to spend money on them. There is no long-term health care, which is prohibitively expensive

MOHCD identified the following next steps:

- Analysis of Impediments to Fair Housing – if the LTCCC or Housing Committee could look at the Summary of Key Findings, Recommendations & Progress as of September 2018, that would be helpful for the new Analysis of Impediments plan.
- MOHCD will type of notes and distribute to the LTCCC.
- MOHCD will return in June / July and report back on strategies identified.
- DAAS will send out link to all of the forums coming up.

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## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- Appreciation that the AI Summary of Key Findings, Recs and Progress report was provided; desire to see more reports like this so that they are not reinventing the wheel each time
- They would like to discuss the AI Summary of Key Findings at the next LTCCC Housing Committee meeting on February; Anne will ask if Teresa can attend to obtain direct feedback

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Good feedback and engaged participants, even though there was some frustration at the large scope of the questions and enormity of the need
- At LTCCC Housing Committee the next day, members suggested that the questions should be displayed on the PowerPoint one per slide at a time – to be more legible and less confusing
- They wondered if they could do specific groups with their clients, such as SDA with some of the members – how can they do this?



## Mayor's Disability Council Focus Group Notes

<b>Date</b>	March 15, 2019
<b>Location</b>	1 Dr. Carlton B. Goodlett Place, Room 400 (City Hall)
<b>Host Organization</b>	Mayor's Disability Council
<b># Attendees</b>	20

Teresa provided an overview of the Five-Year Strategic Plan process to the Council and the community engagement process. She informed them about the survey and focus groups and invited member to participate. She reviewed the timeline.

1. What do you and your family need to get or stay in housing?
  - a. Helen – I already filled out the survey twice with many of these questions – do you want my input a third time?
    - a. Teresa – yes, they were a little different.
  - b. Helen – I think there is a disconnect – we are focused on accessible housing, but you are focused on housing access. There was a lot of emphasis on economic access, which is legitimate. But my concern is that I didn't see the word "disability" and so I wonder if it is legitimate.
    - a. Teresa – yes, the intent was that we had so many questions – but we'll be talking about accessible housing in that specific focus group.
  - c. Helen – I want to know how to have the Board of Supervisors mandate the creation of a plan for the disabled community.
    - a. Also, we'll having specific conversations about the Analysis of Impediments.
  - d. Helen – I have a daughter who is in a wheelchair and has disabilities. We are lucky to have a rent-controlled apartment with an elevator. But many people don't have that. I've lived here for over 25 years, and feel like there is no interest to make that happen. A colleague said to me that at some point, we'll all be disabled, and the housing stock won't work for us. Accessibility really should be a priority for the City.
  - e. Alex – thank you for the presentation. I piggy back on what Helen said, but also want to comment that SF is unknown as a high rent place, and people with disabilities have limited income. My concern is affordability for people with disabilities.
    - a. Teresa – this can be met with rent control.
    - b. Second question about making sure the focus groups include people with disabilities and allies.
  - f. Chair\_\_\_\_\_ There are issues for deaf people in our community. There are many who live on SSI and may live in public housing. Workshops aren't accessible because don't provide them with sign language. We don't have a voice. People give up, they live on the street; those of us who hope to age in the City, it is hard to stay here. If we are thinking about accessibility, there are some issues that are being handled, but we also need to think about deaf people. They are not prioritized and don't have access to these programs.
  - g. Sasily McDonald. – Whatever issues there are, they are even stronger for people with disabilities. I'm also a homeowner in SF and also had to a make our home accessible for my daughter who is in a wheel chair. Something that would be helpful is to have the Planning



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Dept. be helpful with these needs; the acknowledgement that here is a vertical City and this is an issue; they need to work with us, and not put up barriers.

- a. Tereasa – are road blocks being put up by other departments?
- b. Can't remember, but voluntary ADA access, doors started opening. Shouldn't have to play that game.
- c. Kate Williams – this past week, one of our students moved here from another City, and doesn't have housing. When she called each and every one of those services, the responses was that they weren't accepting applications and there is a waitlist. I don't know if there is another answer; am I not having her contact the right agency, or are there no listings in the City?
- d. Teresa – there could be applications at any point in time, but the vacancy rate is very low. We should make sure that she knows about DAHLIA. If you go on our website, or SFHOUSING.ORG, you'll see it.
- e. Helen – also, the Assessor's Office is challenging. We made several changes at our house to increase accessibility, and there is something in the SF Assessor's Office that you can indicate you are doing it to increase accessibility for a person with disabilities. It wore us down; it affected our property value and taxes.
- f. \_\_\_Director; I think the hardest part is the deposit. If you don't have enough money, it is a barrier. Also, there are cultural issues working with people with disabilities. It is an attitude that needs to change in the City as well.

Jim – we've given you a good number of things to think about. I commend you for coming to speak to us to hear our concerns. A few years ago, I was involved in the field of real estate. Yes, there were some people with disabilities who can afford to purchase homes due to their income. But there was a large number who could not afford it in SF. It isn't just the economic aspect, but it is the accessibility issue. How can homes be affordable and accessible? Some people just can't move there.

Staff Joanne (director of MOD) – we'd like to offer if you can send questions to me, I'm happy to distribute it to the group so they can respond to get multiple perspectives. I looked at the survey also, and noticed that when you wanted to address accessibility, physical access to space, a lot of those answers were written in answers; when look at our disability demographic, there may be different interpretations. Happy to work with you on this and provide subject matter experts. We are grateful and open to ongoing conversations about data and differing definitions.

Also, the DAHLIA team has presented to the Council in the past; we invited then today but they weren't available. Encourage they come another day to present on current status of the portal. That is it.

Thank you for presenting, we do want to work with you.

#### Public Comment:

Loretta Licky- I'm a disabled senior with MS. IT took me about 10 years to find housing. I was in a third-floor walkup and I couldn't walk up. I finally found a place. I want an accessible place that is affordable. I have a place with Bridge property management, may they rot in hell. Is there any way to convince the City to not use Bridge Housing Property Management? They are taking over 50 more places in CA. I've been there for three years, and they are taking more than ¾ of my income in rent.

My name is Theresa \_ at SDA as a community organizer. I work on policy to get deeply affordable housing for seniors and people with disabilities. Market rate is not affordable to most San Franciscans today. I live in North Beach and we have the greatest density int terms of seniors and people with



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disabilities. SROs are also being used for high earning tech workers. WE need to make sure that it is accessible so people can age in place. Need it to be accessible from Day 1 and housing that accommodates wheel chairs, different mobility mechanisms, etc.

One thing that we've seen is the idea that people with small children with disabilities who for a long time, but can no longer do that as they grow bigger; they should get a ground floor unit, but would then be required to market rate for the new unit. That shouldn't be and happens in many different buildings. People need to have ability to move from upper floor to ground floor without being paid an outrageous amount.

#### BRIDGE LINE:

Helen Walsh – I echo what the staff say, inclusion on surveys of people with disabilities, diverse disabilities who are low income. If our data isn't included in general surveys, we are missing out. Children grow up with disabilities and parents need housing to help grown children with disabilities. Important on surveys to find a way to include data on these needs. I know there will be focus groups, but data in survey is also important. Needs to be accessible to people who are deaf or blind as well so we can serve more people and we can ensure that housing is accessible.

I'd like to conclude = generated a lot of discussion and collaboration, we want to have a voice. Affordable and accessible housing going forward; we'll be looking at it carefully.

2. Other than housing services, what are the services that are most important for you and/or your family?
  - Type notes here
3. What gets in the way of being able to access or use existing programs and services?
  - Type notes here
4. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - Type notes here
5. What are the services that you need but have been unable to find?
  - Type notes here
6. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
  - Type notes here
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
  - Type notes here
8. Do you have any suggestions for how to improve equitable access to high performing public schools?
  - Type notes here
9. What has helped you or others in your community get or keep a job?
  - Type notes here



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10. Based on your personal experience or knowledge do you agree that rising housing prices in San Francisco is making racial segregation and the concentration of poverty in San Francisco better or worse? If so, how else do you think could be the causes of this segregation and concentration of poverty aside from high housing prices?
  - Type notes here
  
11. What would you and your family need in order to be financially stable and/or to be able to build wealth?
  - Type notes here
  
12. Is there something that we should have asked, something that is important to you?
  - Type notes here

**CLOSING.** Thank you again for your participation. Does anyone have any final reflections or closing thoughts?

- Type notes here

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## Facilitator Observations

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## 1760 Bush Street RAD Focus Group Notes

<b>Date</b>	March 21, 2019
<b>Location</b>	1760 Bush St.
<b>Host Organization</b>	Mercy Housing
<b># Attendees</b>	8

1. What do you and your family need to get or stay in housing?
  - Support around financial services, food HSS
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Food services & in-home care
3. How would you find out about these services?
  - PM office, RS office, Flyers, meeting etc.
4. What gets in the way of being able to access or use existing programs and services?
  - Employment, mental health issues, health appointment scheduling issues
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - More services, and more access
6. What are the services that you need but have been unable to find?
  - Moving services
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
  - Discount, better access
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
  - RS office, HAS, social worker at community agency
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
  - Finances, approvals, income, good credit
10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
  - Money, planning, good credit, credit report
11. What factors make housing opportunities welcoming to HIV+ individuals? Why?



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- Cultural sensitivity, awareness
12. What programs or services could effectively help people with HIV improve their health?
    - Med adherence, education
  13. *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?
    - Type notes here
  14. If you have children, what barriers do you have for them to attend a high performing public school?
    - Type notes here
  15. Do you have any suggestions for how to improve equitable access to high performing public schools?
    - Type notes here
  16. *[question repeated from HIV+ section]* What are some ideas to create more housing for people living with HIV?
    - Type notes here
  17. What strategies, incentives, or policies would encourage landlords to participate in the Section 8 and other voucher programs?
    - Type notes here
  18. What would help developers invest in under-served neighborhoods?
    - Type notes here
  19. What has helped you or others in your community get or keep a job?
    - Type notes here
  20. What, if any, suggestions do you have for the City to improve access to good jobs?
    - Better way of listing jobs, more access to opportunities
  21. What would you and your family need in order to be financially stable and/or to be able to build wealth?
    - More income, budget, creative ways to spend save
  22. Is there something that we should have asked, something that is important to you?
    - Type notes here

**CLOSING. Thank you again for your participation. Does anyone have any final reflections or closing thoughts?**

- Type notes here



## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- One resident with the majority of ideas

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Residents were receptive



## 1880 Pine Street RAD Focus Group Notes

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<b>Date</b>	March 22, 2019
<b>Location</b>	1880 Pine St
<b>Host Organization</b>	Mercy Housing
<b># Attendees</b>	

1. What do you and your family need to get or stay in housing?
  - More staff/ more security
  - More tenant
  - More income
  - More mental health services for people with problems
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Education rights advocacy
3. How would you find out about these services?
  - RSC Google
  - ask neighbors
  - Newspaper
  - Social work
4. What gets in the way of being able to access or use existing programs and services?
  - Bias staffing discrimination
  - Transportation
  - Religious practices time
  - Transgender
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  -
6. What are the services that you need but have been unable to find?
  - LGBT advocacy outreach
  - A few people need beds
  - Tenant
  - Legal rights advocacy
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
  - More muni cops to make it safer Uber vouchers



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8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
  - Housing authority
  - Mercy housing
  - Staff
  - computers
  
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
  - Money
  - Information about how to go about it
  
10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
  - MOI Mayor's Office of Housing Initiation Navigating Centers
  - Mission Neighborhood Resource Center
  
11. What factors make housing opportunities welcoming to HIV+ individuals? Why?
  - Type notes here
  
12. What programs or services could effectively help people with HIV improve their health?
  - Type notes here
  
13. *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?
  - Type notes here
  
14. If you have children, what barriers do you have for them to attend a high performing public school?
  - Type notes here
  
15. Do you have any suggestions for how to improve equitable access to high performing public schools?
  - Hire more math and science teachers and increase salaries
  
16. *[question repeated from HIV+ section]* What are some ideas to create more housing for people living with HIV?
  - Type notes here
  
17. What strategies, incentives, or policies would encourage landlords to participate in the Section 8 and other voucher programs?
  - Type notes here
  
18. What would help developers invest in under-served neighborhoods?
  - Type notes here
  
19. What has helped you or others in your community get or keep a job?
  - Type notes here



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20. What, if any, suggestions do you have for the City to improve access to good jobs?
- Type notes here
21. What would you and your family need in order to be financially stable and/or to be able to build wealth?
- Type notes here
22. Is there something that we should have asked, something that is important to you?
- Type notes here

### **CLOSING. Thank you again for your participation. Does anyone have any final reflections or closing thoughts?**

- Would like more accessibility
- Would like someone from the Mayor's office to come to speak to us

## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- So many yellow cabs do not want to come to pick up people because some cause problems/ some going to the Bayview/ sometimes people do not pay the taxi cab drivers.
- Empty parking spot- need parking access. If someone goes to hospital, their car is towed. Also, you have to keep your tickets under 5 so your car is towed. Parking takes a lot of people's limited finances. If you did not have a car how would you get around? It would be difficult to do the hills. The closest Muni stop is up a big hill.



## 18<sup>th</sup> Street RAD Focus Group Notes

<b>Date</b>	March 22 <sup>nd</sup> , 2019
<b>Location</b>	3850 18 <sup>th</sup> Street RAD Site
<b>Host Organization</b>	Sequoia Living Resident Service Coordinators
<b># Attendees</b>	13

1. What do you and your family need to get or stay in housing?
  - Pay rent on time
  - SSI and SSDI income
  - Space to get some permanent work that will increase my income and some room to keep some or most of that without giving it all to rent
  - Talk to Services
  - Get along with other residents
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Access to more food—I am not old enough to be eligible for Food bank
  - Free meals and low rent
  - My family
  - Better access to healthcare
  - Access to health and wellness programs
  - Deep community connectedness
3. How would you find out about these services?
  - Onsite Services
  - Meetings and Flyers
  - My Neighbors
  - I search on my own via media
4. What gets in the way of being able to access or use existing programs and services?
  - Not able to get around because of my legs
  - Nothing now, before, yes
  - Lack of information about them; I know this because this is true for other residents because I ask them
  - Eligibility issues---e.g., not old enough to get services (e.g., Marin and SF Food bank)
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - Transparency and communication of information (this is especially acute and chronic with property management)
  - Lower age eligibility to 60 (e.g., Clipper Card)
  - Nothing I can think of
  - Do like you've been doing by bringing services to the building



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- Have exercise equipment (e.g., bicycles) in the community room so I don't have to go out
  - More outreach
  - Offer bus passes, taxi vouchers
  - Home visits for wellness checks. It would be nice for doctors to come to my home instead.
6. What are the services that you need but have been unable to find?
- Good doctors
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
- Give me more time to get on. Para transit leaves if I don't get to the lobby on time
  - Lower age eligibility for Clipper Card to at least 60 years old
  - Interconnected shuttles to and from other properties to build connections with other residents, perhaps twice a month
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
- Phone or letter
  - Text and or email for people who have a phone or computer
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
- This is a silly question
  - More money
  - A very high paying job that will accommodate my disabilities
10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
- More money
  - No way, no money
  - Cost of living
  - Fixed income
  - First time home buyers' program
  - Credit/money
  - Aging
  - Disability
11. **HIV GROUPS ONLY.** What factors make housing opportunities welcoming to HIV+ individuals? Why?
- NA
12. **HIV GROUPS ONLY.** What programs or services could effectively help people with HIV improve their health?
- NA
13. **HIV GROUPS ONLY.** *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?
- NA



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14. If you have children, what barriers do you have for them to attend a high performing public school?
  - NA
15. Do you have any suggestions for how to improve equitable access to high performing public schools?
  - NA
16. What has helped you or others in your community get or keep a job?
  - Education
  - Job experience
  - More jobs for seniors
17. What, if any, suggestions do you have for the City to improve access to good jobs?
  - Remove tax breaks from tech companies
  - Car share companies need to be levied and not allowed to pass that on to riders
  - Job sharing to better accommodate people with disabilities (e.g., splitting the hours with someone else who also has a disability)
  - More jobs for older adults/seniors
  - Eliminate buy out/credits for developers who do not want to build low income housing
18. What would you and your family need in order to be financially stable and/or to be able to build wealth
  - SSI increase
  - Food Stamps
  - To be able to make more money and not to have government take that away; its like the more you make, the more they take
19. Is there something that we should have asked, something that is important to you?
  - Every system ought to have checks and balances; this survey means to do that and we need one for each property.
  - Ask us about what we think about property management, and how our building is being cared for, and not being cared for

### **CLOSING. Thank you again for your participation. Does anyone have any final reflections or closing thoughts?**

- I hope that our answers and suggestions are really considered and that some things will change.
- I love and respect the building I live at.
- God Bless America.



## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- A couple of residents left because they did not want to be in the same space with certain other residents
- Very high energy in the room, often some residents talking over each other

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Overall, residents seemed to appreciate being asked what they thought and felt
- For some residents, there was some comments around shortcomings from Property Management



## 25 Sanchez RAD Focus Group Notes

<b>Date</b>	3/14/2019
<b>Location</b>	25 Sanchez Community Room
<b>Host Organization</b>	Sequoia Living (formerly known as N.C.P.H.S)
<b># Attendees</b>	11

1. What do you and your family need to get or stay in housing?
  - Making sure to not lose my income benefits (SSI/SSDI) by completing all paperwork necessary in a timely manner.
  - Money management due to medical appointments, forgetfulness, unable to write own checks
  - Support from Services staff with recertifications for Bridge and SFHA due to language barriers
2. Other than housing services, what are the services that are most important for you and/or your family?
  - On-site social services that educate residents on Community Organizations that cater to Low Income/ Minorities
  - Free Food Programs other than Food Stamps (Ex: Food Runners/ Olio phone application that makes food sharing easily accessible)
  - Volunteering opportunities (intergenerational options)
  - Free days/Discounted days throughout San Francisco (museum/movies/shows/
3. How would you find out about these services?
  - Full time on-site Social Services Staff / On-site bulletin board with monthly activities/Calendar/
  - Neighborhood bulletin boards (Duboce Café, local Safeway, Core Yoga,)
  - Neighbors in the building who are well connected to outside agencies (Case managers/Social Workers etc.)
4. What gets in the way of being able to access or use existing programs and services?
  - Limited income (unable to pay for a Paratransit/taxi cab/bus)
  - Lack of strength/energy to travel outside of the building
  - Eligibility reasons (age/high income)
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - More programs that cater to younger adults (resume building classes/in building classes for GED/ESL Classes)
  - Technology classes (basic computer classes), access to computers/IPADS (make space for a lab in the building)
  - Exercise equipment in community room (rowing machine, bike, light weights etc.)
  - Exercise classes (sitting in chair classes, deep breathing)
6. What are the services that you need but have been unable to find?



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- PCP that take more than 8 minutes meeting with me that speak other languages like Spanish, Russian, Chinese
  - Free of charge organizing agencies that assist individuals with decluttering/organizing
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
- Volunteer based transportation (ex: Silver Ride but free). Often programs like Meals on Wheels provides great volunteers but they are unable to drive us to run errands/medical appt's etc. due to liability reasons.
  - Shuttle Service
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
- Written correspondence
  - Presentation in the building
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
- Income requirements are too high
  - Unable to work which will make me ineligible for any type of loan
  - Poor credit
10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
- Dedicated staff that is willing to put in time in assisting with paperwork
  - Knowledge of the housing options available to us
  - Job security
  - Job opportunities
11. **HIV GROUPS ONLY**. What factors make housing opportunities welcoming to HIV+ individuals? Why?
- N/A
12. **HIV GROUPS ONLY**. What programs or services could effectively help people with HIV improve their health?
- N/A
13. **HIV GROUPS ONLY**. *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?
- N/A
14. If you have children, what barriers do you have for them to attend a high performing public school?
- N/A
15. Do you have any suggestions for how to improve equitable access to high performing public schools?
- NONE



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16. What has helped you or others in your community get or keep a job?

- Motivation from staff to challenge myself
- Knowing my job won't jeopardize my housing.
- Free educational courses that train us on job skills that we can use a lifetime.

17. What, if any, suggestions do you have for the City to improve access to good jobs?

- Faster process of getting enrolled in programs that assist in accessing jobs in San Francisco
- Free transportation for the first year in new job
- Free college course/scholarships

18. What would you and your family need in order to be financially stable and/or to be able to build wealth?

- Higher yearly COLA for our SSI/SDI payments
- Less income requirements to qualify for Food Stamps
- Drug information (how to keep habits, information on resources available to me to quit entirely).

19. Is there something that we should have asked, something that is important to you?

- The importance of continuing to have services in our building! I had never been to a Giants Game until services provided free tickets with food
- Themed monthly activities have been exciting and have brought a sense of unity in our building

**CLOSING. Thank you again for your participation. Does anyone have any final reflections or closing thoughts?**

- Thank you for the recent renovations in my building/unit, I feel proud of the home I have made for myself
- We are happy Housing Authority is no longer running the building
- Bring back Sewing!
- Stable property management – they are constantly changing that we can't keep up.

## Facilitator Observations

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Please note any interesting interactions or group dynamics that stood out to you.

- The residents had a great time getting together and discussing the recent changes in the building, this is the first time since they have moved back after renovations that they were able to reflect on the positive changes. Many had good things to say about RAD and it seems that everyone is happy that SFHA is no longer property management.

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Many of the residents did not feel that the questions pertained to their current living situations since they live alone and their children (if they have any) no longer attend public schools in San Francisco. Many of the residents also did not feel it was professional to include the HIV questions, specifically because they feel that is a private matter that others did not need to know about in a group setting.



## 2698 California RAD Focus Group Notes

<b>Date</b>	March 28, 2019
<b>Location</b>	2698 California St.
<b>Host Organization</b>	Mercy Housing
<b># Attendees</b>	21

1. What do you and your family need to get or stay in housing?
  - Finances and staying clean and sober
2. Other than housing services, what are the services that are most important for you and/or your family?
  - 24-hour security or front desk clerks in the building
  - Better access to maintenance for after hour repairs
3. How would you find out about these services?
  - 311, Google, research, ask a friend, We chat
4. What gets in the way of being able to access or use existing programs and services?
  - Not being aware of the services that are available in the area
  - Being a felon
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - Better communication
  - A block party, to get to know the neighbors
  - Correspondence put up around the building about the different programs in the community
6. What are the services that you need but have been unable to find?
  - A closer grocery store that is not expensive like Molly store in the area
  - A van that takes them to the grocery store once a month
  - Farmers market in the area
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
  - A bus stop in front of the building
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
  - Mayor's office, DAHALIA.org, the internet
  - Compass felony support system
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?



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- Finances
  - Good credit
  - Handicap accessible
10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
    - Type notes here
  11. What factors make housing opportunities welcoming to HIV+ individuals? Why?
    - Type notes here
  12. What programs or services could effectively help people with HIV improve their health?
    - Type notes here
  13. *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?
    - Type notes here
  14. If you have children, what barriers do you have for them to attend a high performing public school?
    - Type notes here
  15. Do you have any suggestions for how to improve equitable access to high performing public schools?
    - Type notes here
  16. *[question repeated from HIV+ section]* What are some ideas to create more housing for people living with HIV?
    - Type notes here
  17. What strategies, incentives, or policies would encourage landlords to participate in the Section 8 and other voucher programs?
    - Type notes here
  18. What would help developers invest in under-served neighborhoods?
    - Type notes here
  19. What has helped you or others in your community get or keep a job?
    - CSEP program for people 55 and over that help them find employment
  20. What, if any, suggestions do you have for the City to improve access to good jobs?
    - Workshops in the area
    - Develop a more accessible way of seeing jobs that are available
  21. What would you and your family need in order to be financially stable and/or to be able to build wealth?
    - Job
    - Savings account
    - Score program



**22.** Is there something that we should have asked, something that is important to you?

- Police security in the area
- Building a better relationship between the community and the police

**CLOSING.** Thank you again for your participation. Does anyone have any final reflections or closing thoughts?

- Type notes here

## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## 345 Arguello RAD Focus Group Notes

<b>Date</b>	March 24 <sup>th</sup> 2019
<b>Location</b>	345 Arguello BLVD
<b>Host Organization</b>	Mercy Housing
<b># Attendees</b>	

1. What do you and your family need to get or stay in housing?
  - Money-but everyone agreed resources and information
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Food
  - transportation
3. How would you find out about these services?
  - From my social worker but having a service provider connector onsite is truly helpful building a community
4. What gets in the way of being able to access or use existing programs and services?
  - Sometimes I do not feel like going to activities
  - Lack of community
  - My stubbornness (I person) I added as it was funny. I like to do my own thing.
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - Would like more transportation
6. What are the services that you need but have been unable to find?
  - BCal methadone clinics
  - Food banks, rental; assistance
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
  - Sometimes it's not transportation, its location. My neighborhood is quit.
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
  - Flyers most people but email some (minority)
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
  - Past history of bad credit record (criminal)



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10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
  - People who assist with the knowledge peer support who have been there and walk you through not wanting to. Not wanting to pay more.
11. What factors make housing opportunities welcoming to HIV+ individuals? Why?
  - Type notes here
12. What programs or services could effectively help people with HIV improve their health?
  - Type notes here
13. *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?
  - Type notes here
14. If you have children, what barriers do you have for them to attend a high performing public school?
  - Type notes here
15. Do you have any suggestions for how to improve equitable access to high performing public schools?
  - Type notes here
16. *[question repeated from HIV+ section]* What are some ideas to create more housing for people living with HIV?
  - Type notes here
17. What strategies, incentives, or policies would encourage landlords to participate in the Section 8 and other voucher programs?
  - Type notes here
18. What would help developers invest in under-served neighborhoods?
  - Type notes here
19. What has helped you or others in your community get or keep a job?
  - By remaining sober
  - Encourage each other to do better
  - Being a community
  - Being accepted
20. What, if any, suggestions do you have for the City to improve access to good jobs?
  - Better education starting with basics learning to read
21. What would you and your family need in order to be financially stable and/or to be able to build wealth?
  - Type notes here
22. Is there something that we should have asked, something that is important to you?
  - How comfortable about living where you live it's good for me. Not always bad!



**CLOSING.** Thank you again for your participation. Does anyone have any final reflections or closing thoughts?

- Type notes here

## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



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### 462 Duboce Avenue RAD Focus Group Notes

<b>Date</b>	3/13/19
<b>Location</b>	462 Duboce Avenue
<b>Host Organization</b>	Sequoia Living
<b># Attendees</b>	6

1. What do you and your family need to get or stay in housing?
  - Help filling out paperwork, finding an accessible unit (disabled), continuous cash flow, better credit, help printing documents and rental assistance.
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Medicare and MediCal, Free Muni, Free college classes at CCSF for older adults, Social workers/ case managers, legal services, financial and budget information, getting food and free clothing, mental health services, shredder access, and social and community events.
3. How would you find out about these services?
  - Social workers, word of mouth, internet, and building bulletin board.
4. What gets in the way of being able to access or use existing programs and services?
  - Lack of transportation, Paratransit Taxi Vouchers needed to get to multiple medical appointments, sometimes I'm too tired, unable to stand in line for long periods, long waiting list, the service I need isn't offered, program requirements, and information on available services.
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - Explain housing options clearly in one place, including information on how to obtain housing, Waiting list etc. Have food distribution at each building instead of churches, better and continuous communication from MOHCD.
6. What are the services that you need but have been unable to find?
  - Help moving heavy items down to the street for curbside pick-up, rides to events
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
  - More busses are needed, and they need to update the fleet with modern busses that will load wheelchairs faster. Bus stops are taken over by drug dealers, need transportation for shopping
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
  - Emails, texts and flyers
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
  - Being low income and not knowing how to go about it, very high costs involved and lack of money.
10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
  - Help with the down payment and security deposit for an apartment, the moving costs, and relocation assistance. lack of affordable housing and low energy get in the way of moving on. It is very depressing and debilitating to be in a community where everybody is so badly challenged.



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11. **HIV GROUPS ONLY.** What factors make housing opportunities welcoming to HIV+ individuals? Why?
12. **HIV GROUPS ONLY.** What programs or services could effectively help people with HIV improve their health?
13. **HIV GROUPS ONLY.** *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?
  -
14. If you have children, what barriers do you have for them to attend a high performing public school?
  -
15. Do you have any suggestions for how to improve equitable access to high performing public schools?
  - Change the school zones to allow a better mix of economic and social levels.
16. What has helped you or others in your community get or keep a job?
  - Word of mouth or job programs
17. What, if any, suggestions do you have for the City to improve access to good jobs?
  - Job training in programs such as SCSEP
18. What would you and your family need in order to be financially stable and/or to be able to build wealth?
  - The ability to run a small business in our apartments, income assistance and financial advice groups.
19. Is there something that we should have asked, something that is important to you?

#### **CLOSING. Thank you again for your participation. Does anyone have any final reflections or closing thoughts?**

- We need more housing opportunities!

## Facilitator Observations

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#### Please note any interesting interactions or group dynamics that stood out to you.

- Residents want clearer communication on housing opportunities and available services

#### In general, how do you feel participants reacted to the questions and/or discussion topics?

- They were hopeful that their answers could help make a difference.



## 491 31<sup>st</sup> Avenue RAD Focus Group Notes

<b>Date</b>	March 28 <sup>th</sup> 2019
<b>Location</b>	491 31 <sup>st</sup> Ave
<b>Host Organization</b>	Mercy Housing
<b># Attendees</b>	

1. What do you and your family need to get or stay in housing?
  - Additional HSS hours 25 we use in place. We have resources.
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Food services.
  - In home care that is affordable to all!
3. How would you find out about these services?
  - Resident services
4. What gets in the way of being able to access or use existing programs and services?
  - Knowing when they are available?
  - Service staff, have been providing information. Cal fresh, we know before it happens.
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - Having substations, state like offices
  - Close to all buildings
6. What are the services that you need but have been unable to find?
  - None now that we have services and computers
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
  - Transportation is great 38 goes most places or at least connects
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
  - Fliers and letting staff knowing so we can know
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
  - I would not be able to pay more or would I want too! My place is great.
10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?



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- Encouragement and knowledge. "I never thought possible"
11. What factors make housing opportunities welcoming to HIV+ individuals? Why?
    - Type notes here
  12. What programs or services could effectively help people with HIV improve their health?
    - Type notes here
  13. *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?
    - Type notes here
  14. If you have children, what barriers do you have for them to attend a high performing public school?
    - Type notes here
  15. Do you have any suggestions for how to improve equitable access to high performing public schools?
    - Type notes here
  16. *[question repeated from HIV+ section]* What are some ideas to create more housing for people living with HIV?
    - Type notes here
  17. What strategies, incentives, or policies would encourage landlords to participate in the Section 8 and other voucher programs?
    - Type notes here
  18. What would help developers invest in under-served neighborhoods?
    - Type notes here
  19. What has helped you or others in your community get or keep a job?
    - Accessibility
    - Being central to all things
  20. What, if any, suggestions do you have for the City to improve access to good jobs?
    - More education
  21. What would you and your family need in order to be financially stable and/or to be able to build wealth?
    - More access to money
  22. Is there something that we should have asked, something that is important to you?
    - What is it that you need to get better support you?

### **CLOSING. Thank you again for your participation. Does anyone have any final reflections or closing thoughts?**

- We are lucky to have another resource online- "service and staff who want the best for all"



## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## RAD 711 Pacific Avenue Community & Black Women's Circle Focus Group Script

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<b>Date</b>	Friday, April 19, 2019, 12-3pm
<b>Location</b>	Pings: 711 Pacific Ave
<b>Host Organization</b>	Chinatown Community Development Center
<b># Attendees</b>	7 (Towanna Granger, Gail Hills, Debra Brown, Tiffany Lawrence, Chyna Brown, Carolyn Pollard, Carol Williams) (Left early: Barbara Thomas)

### **SERVICES:**

#### **What does services mean to me?**

- Things that I need but cannot get to yet
- Services: more things to do, engaged
- E.g. Hotline for domestic violence
- E.g. Interests (cook, activity, sewing classes)
- Services for young people
- No Black males in the community. Need more representation.
- Family supports.
- Single mom issues.
  - Ina has a class on parenting, why the low attendance rate?

#### **1. What do you and your family need to get or stay in housing?**

- Resurrect old SFHA policy where adult children can obtain their own units in the buildings.
  - "I was on my mom's lease, that's how I got my own unit. SFHA's rules have changed."
  - Our adult kids cannot afford the housing in SF and move out of our lease.
  - "Get my daughter out of my house. You can't take them off of your lease because new rules don't work like they used to"
  - Not signing nothing to get off the lease, get in to her own place at SFHA units.
- Owe back rent

#### **2. Aside from housing, what are the services that are most important for you and your family?**



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- No men, need more positive representation in the community.
- Kids and youth: more services and programs
- Mothers: more services for mothers, particularly single mothers
- Jobs training programs that lead to good income and long-term work (as opposed to three-month stipends and short-term work)
- Child support
  - Programs to offset this.
  - For housing, consider this to be an income responsibility, so that rent can be reduced.

#### **Are those services offered in the community?**

- Yes, some are. But most of us don't know about it, or don't think it's for us.
- APA Family Support Services. Many have not attended.
- Chinatown CDC Resident Services – Many have not attended

#### **5. Do you have any suggestions for how to make our programs and services better to meet your community's need?**

##### **Able to access those services? Any barriers?**

- Don't know.
- Don't feel like the services are inclusive towards me.
- The best times are during the day, like today, in the late afternoon (12-3pm) or 5pm-7pm.

##### **Any ideas? (Programs and services)**

- Movie nights, computer classes, art classes, ceramic classes, DIY soap classes.
- Field trips.
- Get our nails done.
- Have brunch one morning
- Go for a walk
- Thursday nights – museum exhibits.

##### **Suggestions? (to better engage Black Women)**

- **Assign a point person that is our friend and is a tenant leader (e.g. Towanna)**
- By mail
- Fliers, post door to door
- Fly-by intercepts at the lobbies, gates.
- Text message

#### **EDUCATION/FAMILIES:**

##### **What are your experiences with the school system?**

- It's hard. I cannot afford the afterschool programs offered at school. It's \$300 a year.
- Some of the kids need to help with their homework.



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- Afterschool program in our own building would be nice.

#### **Did you choose the schools your child attend? Why or why not?**

- It's not easy to choose schools. Lack of school choice in SFUSD.
- Some of us get assigned our neighborhood schools.
- Some of us are bussed out of the neighborhood.

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#### **14. If you have children, what barriers do you have for them for attend a high performing public school?**

##### **Do you know there are high performing schools in SF?**

- Our kids cannot get in to high performing schools.
- "When you apply for it, they're going to say no."

#### **15. Do you have suggestions for how to improve equitable access to high performing public schools?**

- Overcrowded – most popular
- Had to fight to get her son to McActeer
- Behavior and safety of students need to be addressed. Our kids that are good with boundaries and raised with the right values are mixed with the kids that are raised with no boundaries.

## **JOBS**

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#### **16. What has helped you or others in your community get or keep a job?**

##### **What helped you get/keep a job?**

- None. Community has not helped me get a job.
- Constructions jobs been helpful for my son.
- Need to be treated equally/fairly. Same opportunities are not given to them vs. other residents.
  - E.g. Tootie about applying for a job in the laundry room? Staff asked, "Do you speak Chinese" She countered that some staff don't really speak English.

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#### **17. What, if any, suggestions do you have for the City to improve access to good jobs?**

##### **Access to a good job? Suggestions to improve access?**

- Follow the Mayor's Office model for youth employment. When people work, there's a grace period where income is not counted towards their income. When it's not counted towards income, then it doesn't impact rent.
  - Better jobs can often cause hardship on the rent.
  - Take him off lease, once he is over-income, where is he going to go?
- Long term job training and jobs.
  - "I don't like stipends."
  - "After 3 months, it's gone."
- Trainings for residents to start small businesses.



**TRANSPORTATION:**

**7. What, if any, suggestions for you have for making transportation more accessible to more diverse communities in SF?**

**Do you have safe and decent transportation? What are suggestions to improve it?**

- There is safe and decent transportation.
- Most agreed that where they live at the Pings has multiple bus lines.
- Good Paratransit.
- For the car owner, parking is terrible. Got a car – Towanna, parking is terrible.

**Parking lot:**

- Resurrect old SFHA policy where adult children can obtain their own units in the buildings.
  - "I was on my mom's lease, that's how I got my own unit. SFHA's rules have changed."
- After rehab, our units got smaller
- Last minute and unrealistic timelines for re-certs
- Whenever there's funding, Chinatown gets the scraps, vs. Westside, Potrero Hill.
  - Joyce Armstrong – was a real talker, Potrero Hill. She was an activist that fought for resources in her community.
  - We had one too, Activist. Killuu Nyasha.
  - The Pings doesn't have a group of tenant leaders that are multiracial and diverse. (PYRIA)
  - We can be the group of leaders and activists.
- Washing machines – phone issue.
- Parking spaces for IHSS workers
- FOB keys, lose \$50 to replace.

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**Women's Circle**

Interest:

Yes. If it's taking effect. We got to keep it moving.

Frequency:

- Twice a month. However, to start, we can do once a month.

Focus:

- We could talk about anything, about our kids, touch bases, support each other and our families, speak in English.
- Offer support and to talk
- Be the community leaders and activists for ourselves.
- Meal



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- News: share and review all the services and news offered at the Pings. We don't know which activities are happening.
- Activity on or off site.

#### Activities Brainstorm

- Dominoes and darts. Monopoly, Unos. Youth activities, Legos in the corner.
- Family Support Services from Ina to help with kids, youth, and [single] moms
- Movie Day
- Free activities, activities around the City,
- Bowling
- Karaoke
- Dance – residents. Karaoke night.
- Karaoke (Misty loves it)
- Giants Game (e.g. one member's interests is introduced and shared with each other.
- Paint night.
- Movies
- Classes that we do together: computer classes, art classes, ceramic classes, DIY soap classes.
- Field trips.
- Get our nails done.
- Have brunch one morning
- Go for a walk
- Thursday nights – museum exhibits.

#### Value:

- Gift bags from APA Family Support Services
- \$25 gift card from Chinatown CDC.
- Meals cooked by resident Towanna.



ALL CHINESE SPEAKING GROUP

**MOHCD RAD Focus Group 2**

**All Chinese speaking group Caitlyn, Donna, Diana**

**#2: Other than housing, what are the services that are most important to you and your family?**

- Free Wi-Fi for all: youth, seniors (Sau Ling).
- Antennas for TV for non-cable subscribers (Or Ho)
- Exercise/gym equipment (Tony)
- Karaoke machine (Amy)
- Resident lead committee for isolated residents, e.g. and esp. live alone seniors (Mr. Yu)
  - Medical alert systems (Caitlyn)
- IHSS paperwork and process can be simplified
- Senior meal site (have Pings become a congregate meal site) – (Mr. Yu)
  - Strategy or budget set-asides? – (Mr. Yu)
- Social activities or Rec Center at the Pings (look at 711 Pacific Community Room) – (Mr. Yu)
  - Chinese Chess, bingo, music, ball games,
  - Rec Center – for seniors, for youth
  - Tech
- Senior/community field trips (1-2 times a year) – (Mr. Yu)
- Invite presenters to educate/report residents on civil society and social issues, and how we can engage with the world! Treat us like students. Politics, technology, news, current events, culture, lifestyle, medical/health tech updates. (Mr. Yu)
  - What about health workshops?
- Computer/tablet classes (Caitlyn)
- Beginning/ESL Classes (what about City College?) (Mr. Yu)

Other notes:

- Property Management concerns about staff shortage, turnover, after business hours, and language (Mrs. Feng)
- Community safety – public safety, building safety (Ying)

**#3: How would you find out about these services?**

- Chinatown CDC. Our relationship with the org and the staff enables us to find out about these services
- We want to strongly encourage service funding be allocated to organizations in Chinatown
- Community Tenants Association aka CTA
- Self-Help for the Elderly
- City College of San Francisco
- Chinatown YMCA
- Geen Mun Center



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- Asian Law Caucus
- Chinese Newcomer Services Center

#### **#5: Do you have any suggestions for how to make our programs and services better to meet your community's needs?**

- We need a centralized location for services.
  - The answer is Chinatown CDC: we already are centralized there and know the staff there. So, having a dedicated staff that can answer, provide information, refer and know us are important.
    - increase/hire more staff or increase their service times.
    - Staff turnover negatively impacts the community inside the building.
    - Increase salaries of nonprofit workers in order to retain them.
- Resource/Information directory
- Everything needs to be available (materials/staff/services) in English and Chinese
- Advocate City budget to allocate funding for services in Chinatown that do community building.
- Periodic MOHCD/City meetings to voice our concerns, like this opportunity.
- **Single Residential Occupancies (SROs):** Make people living in SROs a priority population for affordable housing lists.
  - Currently, homeless and formerly displaced/evicted communities are. We have a lot of Chinatown SROs. We have whole families living there, we have people working full time, and we have high rents in the SROs.
  - City needs to take in to account the working poor, rent burdens in SROs, and how they are continuously de-prioritized in waiting lists for affordable housing. We haven't heard any news of affordable housing applications in the last year or two. (Ms. Ho)
  - **City's "affordable housing" is not actually affordable.** We need real affordable housing. Make affordable housing truly 30% threshold of income.
- Housing information should be given officially weekly or bi-monthly to groups from the City.

#### **#6: What are the services that you need but have been unable to find?**

See also #5, section on **SROs and "Real Affordable Housing"**

(It is a follow-up to #2) Barriers to Services & Possible Solutions

- "Wait in line forever"
  - have to wait for a long time, drop in hours are limited at many of these community-based organizations.
  - Hard to reach, to locate/find people.
  - Existing staff are not enough. Still have gaps in services
  - Solution: we need more staff or expansion of hours.
- We need a centralized location for services and staff.
  - Not knowing English. We are monolingual Chinese speaking seniors
  - Solution: staff and materials are bi-literate in Chinese and English
- Letter reading, basic application assistance, annual re-certifications, income verification very difficult and hard.
- We need a center, a centralized location. Create a new center.



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- You raise our quality of life, you increase our longevity t



## Clementina Towers RAD Focus Group Notes

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<b>Date</b>	March 29, 2019
<b>Location</b>	Clementina Towers
<b>Host Organization</b>	
<b># Attendees</b>	

1. What do you and your family need to get or stay in housing?
  - Residents have to be tolerant to each other, avoid conflicts
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Social services
  - Transportation
  - Nursing station in housing
3. How would you find out about these services?
  - From social workers
4. What gets in the way of being able to access or use existing programs and services?
  - No problem to use existing services
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - No suggestions, sorry
6. What are the services that you need but have been unable to find?
  - I don't know
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
  - No suggestions
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
  - I don't want this info
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
  - I don't consider that; it's absolutely unreal for me
10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
  - Type notes here



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11. What factors make housing opportunities welcoming to HIV+ individuals? Why?
  - Type notes here
12. What programs or services could effectively help people with HIV improve their health?
  - Type notes here
13. *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?
  - Type notes here
14. If you have children, what barriers do you have for them to attend a high performing public school?
  - Type notes here
15. Do you have any suggestions for how to improve equitable access to high performing public schools?
  - Type notes here
16. *[question repeated from HIV+ section]* What are some ideas to create more housing for people living with HIV?
  - Type notes here
17. What strategies, incentives, or policies would encourage landlords to participate in the Section 8 and other voucher programs?
  - Type notes here
18. What would help developers invest in under-served neighborhoods?
  - Type notes here
19. What has helped you or others in your community get or keep a job?
  - I don't have a job, I am retired, as well as majority in our housing
20. What, if any, suggestions do you have for the City to improve access to good jobs?
  - Younger generation should be asked
21. What would you and your family need in order to be financially stable and/or to be able to build wealth?
  - I'm OK with my SS benefits
22. Is there something that we should have asked, something that is important to you?
  - Type notes here

**CLOSING. Thank you again for your participation. Does anyone have any final reflections or closing thoughts?**

- Type notes here



## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## Bernal Dwellings RAD Focus Group Notes

Date	3.22.2019
Location	Bernal Dwellings Senior and Youth Services Center, 3111 26th Street
Host Organization	SFHDC
# Attendees	7

1. What do you and your family need to get or stay in housing?
  - Low Rent/ low income Housing 30% of income
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Health, Emotional/mental health, disability, exercise classes/facilities, support services i.e. housing cleaning
3. How would you find out about these services?
  - Online, word of mouth
4. What gets in the way of being able to access or use existing programs and services?
  - Accessibility: Awareness, Time & Days (scheduling restrictions)
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - Communication Flow, "GAPS" in communication between client & provider, more consistency
  - -More \$\$\$ funding for: Bernal Dwellings
  - -Youth i.e.: stipends, development programs, game room, baseball Teams, Mental Health "No reason for any child to not have a summer/after school job" \*More services for youth
  - -Adults: i.e.: Stipends, Gift Cards
  - -Better Outreach Programs
  - -Mental Health Services
  - -Youth Programs
  - -Ensure Equity in Resource Access, Intentional Partnerships
  - \*Include Public Housing Residents as part of community
6. What are the services that you need but have been unable to find?
  - Mental Health, Girl/Boy Scouts, Youth Counseling, Arbor work, Youth mentorship, safety, physical health, clean streets, street lighting, parking
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
  - "Bring it Back" the 26th & Folsom with Sheds & seats, "everything"



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8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
  - All: email, letter, texts, flier, internet
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
  - HUD, too many restrictions on affordable housing programs (MOHCD), too expensive/too small, location, red lining-still happening, only one-way to buy, discrimination by lenders
10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
  - Discrimination, misallocation of funds, lack of transparency in spending
  - - lottery methods: hate-it (MOHCD)
  - -Open & not considering seniority and good standing, disability, health
  - -lack of senior housing/services/wellness checks
11. **HIV GROUPS ONLY.** What factors make housing opportunities welcoming to HIV+ individuals? Why?
  - Shame, fear, stigma, discrimination, fear of isolation rejection
  - -need more confidentiality
  - -need support for friends & family of HIV+ individuals
  - -need more specialized housing
  - -need support groups
12. **HIV GROUPS ONLY.** What programs or services could effectively help people with HIV improve their health?
  - More public education about housing programs and all programs
  - -health support (taking medications)
  - -individualized in-home counseling
13. **HIV GROUPS ONLY.** *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?
  - Discrimination against public housing
  - -emotional support
  - -SF School system sucks
  - -More advocacy for parents: IEP support
  - -single subject teachers
  - -not designed for PH youth to succeed
14. If you have children, what barriers do you have for them to attend a high performing public school?
  - Type notes here
15. Do you have any suggestions for how to improve equitable access to high performing public schools?



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- Timely evaluations, more communication with parents, more training for school & program staff - T.I.C - Special ED
  - -Need more movement in classroom
  - -Stop labelling children
  - -family support
16. What has helped you or others in your community get or keep a job?
- Training - Daycare - OST programs, supportive services
17. What, if any, suggestions do you have for the City to improve access to good jobs?
- More Jobs, more staff for youth programs, sensitivity training, food access (health) - in schools and cafeteria, see other suggestions
18. What would you and your family need in order to be financially stable and/or to be able to build wealth?
- Money
  - -matching programs
  - -more public education on affordable housing programs, other grant, programs
  - -Stable mind
  - -financial education
  - -Job fairs - local hiring
  - -F.S.S program for public housing residents
  - -ability to use G.I. bill \$ for housing purchase
19. Is there something that we should have asked, something that is important to you?
- Type notes here

**CLOSING. Thank you again for your participation. Does anyone have any final reflections or closing thoughts?**

- Type notes here

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### **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- There was good engagement and many conversations among residents which did not apply directly to the survey questions, but still increased constructive dialogue among neighbors.

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Residents were slow to participate at first, but soon warmed up to the process and we ended up going over our allotted time of 2 hours.



## Hayes Valley North and South RAD Focus Group Notes

Date	3/18/2019
Location	401 Rose Street
Host Organization	SFHDC
# Attendees	17

1. What do you and your family need to get or stay in housing?
  - To only pay 30% of net income after accounting for basic expenses: utilities, phone, food, internet, cable, transportation, insurance
  - For Market Rate and Tax Credit Residents: Being able to keep up with rises in rental rates
    - Needs to be re-evaluated regularly
  - Lie within your means
  - Rent grace period while filing a disability claim
  - Better communication and coordination between SFHA and Property Management
  - Better Security
  - Family-loss support (death in family)
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Repairs on time: Well communicated and coordinated house-visits by maintenance staff
  - Respectful maintenance staff: professional conduct
  - Working plumbing
  - "No band aids on broken arms"
  - Hire professional maintenance staff:
    - Plumbers and electricians who are bonded and insured
    - No nepotism in maintenance staff hiring or vendor contracting
  - Subsidized renters' insurance
  - Support Groups: Smoking, grief, general, woman's, men's, death notifications for neighbors
  - More Barbara Smiths
  - Quality Household Maintenance Items: plungers, brooms, mops
  - Functioning Alarms
  - Better Sound Insulation
  - Senior Services
  - Disability Services
  - ADA access
3. How would you find out about these services?
  - Website
  - Newsletters
  - Fliers
    - included with rent receipts
  - Word of mouth
  - Group Meetings



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- Also, monthly meetings
  - Billboards and Community Bulletin Boards
  - Interpret and Translation
4. What gets in the way of being able to access or use existing programs and services?
- Transportation
    - Need vouchers
  - Access/Awareness
  - Language Barriers
    - No on-site interpreters
  - Time/Schedule Restrictions
    - Need more options and multiple times
  - Lack of Information
  - Noisy Meetings
    - Interpretation @ meetings
  - Need Multiple locations for meetings and Services
  - Consistency
  - Notification of services
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
- Better Insure Resident Privacy
    - During property management staff changes
    - custody record for master keys for accessing units (maintenance staff entering for non-work)
  - Better communication
    - Vendor accountability
  - Regular recertifications:
    - one-time and accurate
    - regular lease renewals
  - Bring people together
  - Relevant programs based on actual needs
  - One recertification for SFHA and Property Management: One step for all issues
  - Better Training for Property Management Staff:
    - Maintenance issues
    - Customer Service
    - Compassion for residents
    - Bonded maintenance staff
    - diversity
    - trauma informed care
    - equity
  - More diverse staff
  - Equitable service
  - Regular replacement of appliances, blinds, floors, etc.
  - Timely processing of work orders
  - Secured doors and gates and windows (bars or secure screens)
  - Responsible and comprehensive repairs after leaks or floods
  - Consistency and continuity between property management staff
  - Better assessment
6. What are the services that you need but have been unable to find?



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- Tutoring
  - Discounted Furniture donation pick-up
  - Gym membership/weight room
  - Funeral insurance, additional insurance
  - counselling/mental health services
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
- Make it free
  - more stops/better service
  - diverse hiring practices for transit operators
    - diversity inclusion training
  - More paratransit options
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
- Internet, newsletter, better targeted outreach
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
- Too expensive
  - not a dream for some people
  - huge HPA fees/maintenance issues
  - very small units
  - awareness of support programs
  - credit issues/down payment
  - on-site education
10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
- Money/credit/down payment
  - employment
11. **HIV GROUPS ONLY.** What factors make housing opportunities welcoming to HIV+ individuals? Why?
- Type notes here
12. **HIV GROUPS ONLY.** What programs or services could effectively help people with HIV improve their health?
- Type notes here
13. **HIV GROUPS ONLY.** *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?
- Type notes here



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### *Outreach & Engagement for the Consolidated Plan, HIV Housing Plan, and Analysis of Impediments*

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14. If you have children, what barriers do you have for them to attend a high performing public school?
  - Transportation
  - neighborhood
  - fees for afterschool programs
  - health/parent limits and barriers - parenting support
  
15. Do you have any suggestions for how to improve equitable access to high performing public schools?
  - resident location of funding programs
  - time it takes to research
  - better outside of school activities
  - Increase parent involvement
  - On-site counselling
  
16. What has helped you or others in your community get or keep a job?
  - Friend referrals
  - Volunteering as stepping stones
  - continuing education
  - Show up!
  - Do what is expected of you and more
  - On-site workforce development
  - humble up - sell your best qualities
  
17. What, if any, suggestions do you have for the City to improve access to good jobs?
  - Dist. Supervisor presence in community
  - Directly address known issues
  - make sure city staff/agencies are accountable
  - invest in things that matter: education, transit, housing
  - Improve hiring process
  
18. What would you and your family need in order to be financially stable and/or to be able to build wealth?
  - Education - basic financial literacy and home maintenance
  - cheaper rent
  - good jobs
  
19. Is there something that we should have asked, something that is important to you?
  - Regulations in affordable housing can hold people back (e.g.: education/student credit limits)
    - how to make sure people can move forward with education and keep stable housing

**CLOSING. Thank you again for your participation. Does anyone have any final reflections or closing thoughts?**

- Type notes here



## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- Things people love about living in SF:
  - Opportunities
  - people
  - Diversity
  - Mixed environment
  - educational system
  - Transportation system
  - Job Opportunities
  - Progressive
  - Neighbors
  - Born and raised
  - Everything
- Residents were very engaged and we struggled to complete this focus group exercise in 2 hours.

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Residents were very happy for the opportunity to be heard and give feedback and advice.



## JFK Towers Focus Group Notes

<b>Date</b>	March 21, 2019
<b>Location</b>	1760 Bush St.
<b>Host Organization</b>	JKF Tower
<b># Attendees</b>	

1. What do you and your family need to get or stay in housing?
  - Everyone says, they do not need someone's taxes, they could always use more money
  - Nice/ clean right now/ some residents units are dirty with cockroaches/ assist people in keeping units clean
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Mental health services, do not need extra services but know people who do
  - Mattress
  - Food Stamps
  - clothing
3. How would you find out about these services?
  - RSC, church, ads
4. What gets in the way of being able to access or use existing programs and services?
  - No problems
  - Health
  - Language
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - Transportation, more groups
6. What are the services that you need but have been unable to find?
  - No/ can always go to resident service: mattresses/bed
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
  - More accessibility to transit; a van for the building to take to event/ appointments
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
  - Type notes here
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?



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- No have not considered
10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
    - Substance abuse, money (finances)- if you miss one apt. you have to start all over
  11. What factors make housing opportunities welcoming to HIV+ individuals? Why?
    - Type notes here
  12. What programs or services could effectively help people with HIV improve their health?
    - Type notes here
  13. *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?
    - Type notes here
  14. If you have children, what barriers do you have for them to attend a high performing public school?
    - Type notes here
  15. Do you have any suggestions for how to improve equitable access to high performing public schools?
    - Type notes here
  16. *[question repeated from HIV+ section]* What are some ideas to create more housing for people living with HIV?
    - Type notes here
  17. What strategies, incentives, or policies would encourage landlords to participate in the Section 8 and other voucher programs?
    - Type notes here
  18. What would help developers invest in under-served neighborhoods?
    - Type notes here
  19. What has helped you or others in your community get or keep a job?
    - Mentors, younger, internship, volunteering
  20. What, if any, suggestions do you have for the City to improve access to good jobs?
    - Set up tables at sites- jobfairs@sites
  21. What would you and your family need in order to be financially stable and/or to be able to build wealth?
    - Type notes here
  22. Is there something that we should have asked, something that is important to you?
    - Type notes here



**CLOSING.** Thank you again for your participation. Does anyone have any final reflections or closing thoughts?

- Type notes here

## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- One resident with the majority of ideas

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Residents were receptive



## 1855 15<sup>th</sup> Street RAD Focus Group Notes

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<b>Date</b>	3/22/19
<b>Location</b>	Mission Dolores 1855 15 <sup>th</sup> St.
<b>Host Organization</b>	Sequoia Living – Dennis Coffman RSC
<b># Attendees</b>	7

1. What do you and your family need to get or stay in housing?
  - All residents agreed that keeping their vouchers would be essential in keeping their current housing.
2. Other than housing services, what are the services that are most important for you and/or your family?
  - 1 said religious, 2 stated transportation, 4 replied that super markets/grocery stores/pharmacies
3. How would you find out about these services?
  - All participants stated that they would ask RSC or friends/family/internet.
4. What gets in the way of being able to access or use existing programs and services?
  - All participants stated that other than internet access, there were no other barriers to services or programs.
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - Onsite computer room and programs/services be closer/easier to get to.
6. What are the services that you need but have been unable to find?

Participants agreed that San Francisco has all the services they need and are able to locate/access services that are appropriate for them.
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
  - 1 participant suggested there be an app, or telephone number/service for seniors to call for rides (especially people with disabilities) less expensive and easier to use than Uber/Para-transit.
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
  - All participants stated that a hard copy would be the best means.
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
  - No participants are interested in home ownership.



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10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
  - All participants reported that a Social Worker /Case Manager would be the kind of help most would use.
  - Drug addiction, relationship/family issues, fear of being independent.
11. **HIV GROUPS ONLY.** What factors make housing opportunities welcoming to HIV+ individuals? Why?
  - N/A
12. **HIV GROUPS ONLY.** What programs or services could effectively help people with HIV improve their health?
  - N/A
13. **HIV GROUPS ONLY.** *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?
  - N/A
14. If you have children, what barriers do you have for them to attend a high performing public school?
  - All participants' children are adults.
15. Do you have any suggestions for how to improve equitable access to high performing public schools?
  - No suggestions provided by participants.
16. What has helped you or others in your community get or keep a job?
  - 3 said job training, and the other 4 are unable to work.
17. What, if any, suggestions do you have for the City to improve access to good jobs?
  - The general consensus among participants was to make good jobs available to residents without education/experience and provide on the job training to those folks.
18. What would you and your family need in order to be financially stable and/or to be able to build wealth?
  - All participants are on a fixed income and receiving a higher monthly allotment would help in creating financial stability.
19. Is there something that we should have asked, something that is important to you?
  - Some participants wanted to be asked about how they feel about the conversion from SFHA to Bridge.

### **CLOSING. Thank you again for your participation. Does anyone have any final reflections or closing thoughts?**

- When are the food boxes coming back?
- Are they (Bridge Housing) going to create a garden for us?



## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- Nothing particularly stood out, all participants got along and were courteous to each other.

In general, how do you feel participants reacted to the questions and/or discussion topics?

- They reacted to questions enthusiastically for the most part, especially the job/financial questions.



## Robert B. Pitts RAD Focus Group Notes

<b>Date</b>	March 19 <sup>th</sup> , 2019	
<b>Location</b>	Robert B Pitts	
<b>Host Organization</b>	FRH Consulting	
<b># Attendees</b>	20	

1. What do you and your family need to get or stay in housing?
  - Help with rent increases
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Homeownership, credit monitoring, 1<sup>st</sup> time homeowners for seniors, Education: GED support, college, Mental Health support: Post violent incidents, substance abuse support, helpline
3. How would you find out about these services?
  - Internet, Community Service Providers (the connection center & Success Center)
4. What gets in the way of being able to access or use existing programs and services?
  - Waitlists, Slow responses.
  - Solutions: information board
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - Having an advocate from another agency who can be a bridge
6. What are the services that you need but have been unable to find?
  - Children's programs, Childcare and Afterschool. Immigration (safe place to seek answers)
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
  - Taxi Vouchers are limited so Lyft/Uber Vouchers. Esp. at night for seniors.
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
  - Presentation-interactive Q&A, text, email, snail mail, flyers posted in common areas/front door, Clip on Address Plaques
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
  - High cost, lack of information, early start in life with budgets (financial management), needs vs wants, prioritizing needs. Education for Youth & Adults (Banking Choices, Taxes for teens)



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10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?  
Progress begins at home-expectations of children to grow into adulthood (school, work, etc.)  
Learning skills of KEEPING a home. Transition support for inherited properties-Financial Management, property tax. End of life planning for heirs, Life insurance
  11.
    - Type notes here
  12. **HIV GROUPS ONLY.** What factors make housing opportunities welcoming to HIV+ individuals? Why?
    - Type notes here
  13. **HIV GROUPS ONLY.** What programs or services could effectively help people with HIV improve their health?
    - Type notes here
  14. **HIV GROUPS ONLY.** *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?
    - Type notes here
  15. If you have children, what barriers do you have for them to attend a high performing public school?
    - Type notes here
  16. Do you have any suggestions for how to improve equitable access to high performing public schools?
    - Type notes here
  17. What has helped you or others in your community get or keep a job?
    - Type notes here
  18. What, if any, suggestions do you have for the City to improve access to good jobs?
    - Type notes here
  19. What would you and your family need in order to be financially stable and/or to be able to build wealth?
    - Type notes here
  20. Is there something that we should have asked, something that is important to you?
    - Type notes here
- CLOSING. Thank you again for your participation. Does anyone have any final reflections or closing thoughts?**
- Type notes here



## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## Westside Courts RAD Focus Group Notes

<b>Date</b>	3/25/19
<b>Location</b>	Westside Courts
<b>Host Organization</b>	FRH Service Connector
<b># Attendees</b>	9

1. What do you and your family need to get or stay in housing?
  - More money
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Security/ safety, Accountability department for services that serve communities, senior programs, youth programs and services, programs for fitness and health.
3. How would you find out about these services?
  - Word of mouth, mail, fliers, emails
4. What gets in the way of being able to access or use existing programs and services?
  - Lack of knowledge, to far with no direct transportation
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - Visit the different communities to talk directly to the community, surveys
6. What are the services that you need but have been unable to find?
  - Summer jobs, driver license programs, how to pay for tickets if your low income, free dental and eye glasses, affordable childcare, food programs for families, mental health /therapy
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
  - Help with clipper cards for low income families that don't receive government assistance, more free or cheaper transportation
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
  - Presentations, fliers, phone calls
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
  - Finances, raise minimum wage, lower cost of living, more lower income and first-time buyer programs



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10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
  - Determination, case managers, stipulations, lack of money.
11. **HIV GROUPS ONLY.** What factors make housing opportunities welcoming to HIV+ individuals? Why?
  - Type notes here
12. **HIV GROUPS ONLY.** What programs or services could effectively help people with HIV improve their health?
  - Type notes here
13. **HIV GROUPS ONLY.** *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?
  - Type notes here
14. If you have children, what barriers do you have for them to attend a high performing public school?
  - Didn't answer
15. Do you have any suggestions for how to improve equitable access to high performing public schools?
  - Didn't answer
16. What has helped you or others in your community get or keep a job?
  - Word mouth, trainings, communication, dress for success, life skills classes.
17. What, if any, suggestions do you have for the City to improve access to good jobs?
  - Advertise, make it affordable to live in the city where they work, back ground checks, trainings.
18. What would you and your family need in order to be financially stable and/or to be able to build wealth?
  - Better job opportunity, more pay
19. Is there something that we should have asked, something that is important to you?
  - More trainings for adult programs.

### **CLOSING. Thank you again for your participation. Does anyone have any final reflections or closing thoughts?**

- No answers.
-



## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## Woodside RAD Focus Group Notes

<b>Date</b>	3/22/2019
<b>Location</b>	255 Woodside Ave. San Francisco, CA 94127
<b>Host Organization</b>	El Fattah & Vicky Guan (RSC's) Sequoia Living, Community Services
<b># Attendees</b>	9

1. What do you and your family need to get or stay in housing?
  - IHSS support; providers coming to homes instead of going to provider.
  - Reduced cost of living. Cost of living to high. Need to meet income criteria for affordable housing.
  - Pay rent on time, abide by rules and policy procedures to keep existing housing.
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Help with free services, such as, laundry vouchers, free transportation for senior and disable individuals. A free Regional Transit Card would be ideal.
  - Making the process for Food Bank sign-up, Cal-Fresh and other programs easier with less of a wait time.
  - Safety and security at housing sites.
  - Access to phone replacement services/ help with cell phones.
3. How would you find out about these services?
  - Case Managers/RSC's knowing all the latest programs available.
  - Monthly hard copy list available at all citywide locations where people get services (e.g. Saint Anthony's, CM/RSC's office, doctor/clinic's office, government agencies).
  - Rental packet upon move-in to Affordable Housing
  - Need available services in multiple languages.
4. What gets in the way of being able to access or use existing programs and services?
  - Not wanting to seek services, difficulties in getting to services and completing applications.
  - Monthly/quarterly brochures of what programs can and can't be used. Knowing about available services/programs.
  - Not having the ability to speak with a live person, social interaction. Technology being an issue (having access to the technology, knowing how to use the technology) to access services and programs.
  - On-site presentations/workshops with program facilitator to explain if programs are good fit for residents. What programs are a good fit for individual's, seniors vs. non-senior community.
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?



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- Services that specifically address the trauma from being homeless (weekly, semi-monthly, monthly services geared towards individuals who maybe suffering from the differences of street life vs. being permanent housing).
  - Outside community engagement.
  - Resources and information at all community centers on a monthly basis. Newsletters.
  - Knowing San Francisco County's Policy/Procedures/Programs for Affordable Housing Sites.
6. What are the services that you need but have been unable to find?
- Legal services difficult to get ahold of. No access to pro-bono attorneys.
  - Access to a group/program that residents can turn to regarding Property Management. Outside authority between management and tenants. Outside support, besides property manager and service coordinator, regarding building issues. A special counsel to oversee property managers and building maintenance.
  - Good dental and vision services for individuals on a fixed income.
  - Interpretation services in all Social Service settings. Multiple languages.
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
- Free transportation
  - Central subway completion
  - Build more underground Muni lines
  - Most people in the focus group feel that transportation is adequate and meets their transportation needs.
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
- Email
  - Newsletters/hardcopy in multiple languages.
  - Ability to speak to a live person, also available in multiple language
  - Workshops
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
- Racial barriers
  - Ability to have a high income to keep up with cost of living.
  - Lack of affordable homes for sale throughout San Francisco. More demand less supply.
10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
- Having a good case manager.
  - Access to jobs that will not affect SSI or SSDI or any other government assistance
  - Self-determination and Education
- What gets in the way of moving on?
- Drugs
  - Mental illness
  - Trying to stay organized and focused while in temporary housing/shelter
  - Knowing how to access services, having access to language services



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11. **HIV GROUPS ONLY.** What factors make housing opportunities welcoming to HIV+ individuals? Why?
  - N/A
12. **HIV GROUPS ONLY.** What programs or services could effectively help people with HIV improve their health?
  - N/A
13. **HIV GROUPS ONLY.** *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?
  - N/A
14. If you have children, what barriers do you have for them to attend a high performing public school?
  - N/A, residents either don't have children or their children are adults now.
15. Do you have any suggestions for how to improve equitable access to high performing public schools?
  - N/A, residents either don't have children or their children are adults now.
16. What has helped you or others in your community get or keep a job?
  - Job trainings more available job openings.
  - Employer's wanting to hire people with disabilities, seniors and people who have a desire to want to work.
  - Having access to technology to find jobs/programs for job placement.
17. What, if any, suggestions do you have for the City to improve access to good jobs?
  - San Francisco County providing an organization that can train and provide job placement regardless of their backgrounds.
  - Good paying jobs, converting formerly homeless individual's and seniors who want to work into city/government workers.
  - SF county providing job training/educational certificates for specific positions. Make it official.
18. What would you and your family need in order to be financially stable and/or to be able to build wealth?
  - Changing the eligibility criteria for government assistance as the cost of living is significantly increasing at a rapid pace.
  - Taking into consideration that seniors and disable people have limited ability to increase their income. Therefore, certain services should be free or affordable to this community or anyone living in an affordable housing site.
  - Government can add more financial help for seniors and the disable people.
19. Is there something that we should have asked, something that is important to you?
  - No questions/mention about mental health services both internally and externally
  - No questions/mention about the LBGTQI community
  - No Questions/mention about access to more services geared towards affordable housing seniors and disable people.
  - People in the community feel under represented due to their race.
  - Lack of acknowledgement for transportation support for people with mobility needs.



**CLOSING.** Thank you again for your participation. Does anyone have any final reflections or closing thoughts?

- Questions should be more specific and inclusive.
  - Happy that SF Mayor's Office want to hear feedback from the community.
- 

## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- Participants were very willing to answer questions and appeared to be happy to have the opportunity to be heard.
- Participants appeared to have put a lot of thought into their answers.
- Because this was a focus group, participants were talking over each other and facilitator had to remind everyone that they will get their turn to be heard. Lots of excitement.
- Participants were a diverse group, different age range and different backgrounds.

In general, how do you feel participants reacted to the questions and/or discussion topics?

- For the most part, most questions appeared to have be related to the participants, one way or another. The participants wanted to be heard and just about everyone wanted to say something. The questions that were asked are topics that the participants care about and that is why they were so enthusiastic about them. It seemed that at times, the participants wanted to talk more about other topics that were not related to the focus group. Facilitator had to ask the participants to refocus and facilitator was required to repeat the question again.



## Samoan Community Focus Group Notes

Date	March 26, 201
Location	Sunnydale
Host Organization	MOHCD
# Attendees	

### NOTE: WE DID NOT ASK ALL QUESTIONS OF THIS FOCUS GROUP

#### 1. What do you and your family need to get or stay in housing?

- Public housing needs more **security; safety issues** from old developments remain the same, even in new developments like Hunters View and Alice Griffith; need more police presence
- “New” Alice Griffith – I live there, managers don’t answer phones in their office, don’t use cameras unless you make a complaint, but nobody is there to make a complaint to often; kids running around the hallways unattended, knocking on doors; there are no backyards, so kids don’t have any safe outside space; kids from development and outside of community are running around; there is shooting in front of my unit, have a bullet hole in my car; we have to stand up and work together; I don’t feel like I can stand up to them because I am afraid of these youth, we can’t control them; all I can do is pray to God; even the police seem afraid; police “come when they want to come,” do not respond quickly
- Sunnydale – so afraid to let my grandkids play outside, it is a little better now; if you call police it takes 30-60 minutes for them to arrive; there was a shoot-out on Sunnydale, police were called and they never came; we don’t feel protected, we have to watch ourselves; Samoan community has to watch out for each other; similar problems as to in Alice Griffith
- I live at Oakdale/Hunters View – I think that is the most dangerous development; when there is a shooting I never hear about what happened; cameras don’t work; party until 1-2am, police tell people to leave and they don’t, seems like police don’t really care
- A few people in group have applied for Below Market Rate housing lotteries; “I’ve applied for every opportunity, but never have a low number (seems like it’s usually in the thousands), but it seems impossible to get in without a preference; I have found DAHLIA pretty easy to use, I get an email now every time a housing opportunity opens up in San Francisco; those housing opportunities are still pretty expensive, at least \$1,300 for a one bedroom, need to make three times rent to be eligible”
- Lots of people cannot afford even low rents of public housing, they add people to unit to help pay rent; but then issues arise about having residents that are not on lease, they can get evicted; people coming from the island are often not used to paying any rent and/or living with lots of people living together in one unit; difficult to learn how to survive in an environment when they have to earn this much money; we have elders how have lived in public housing for forty years, and not able to adjust to having to pay \$1,500 in rent
- In America it is all about money; we are used to relying on our families
- I had to complete a form to become a care-giver for my brother so that I could stay with him



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2. **Other than housing services, what are the services that are most important for you and/or your family?**

- We do have a center in the housing development at Oakdale; problem that some of our kids cannot work at Sunnydale or Alice Griffith; with rebuilt housing it does seem to be getting better
- Alice Griffith needs more parking; difficult to deal with parking because cars that aren't registered in their name because of bad credit, etc.; then they double-park car in front of unit where they can keep an eye on it
- **Need to fund more programs onsite for day care and youth programs to give kids more supervision**
- **Need more responsive management in new developments, need to answer phone**
- There are programs in housing to help people rebuild their credit, but not sure if people are using these services
- Need more positive activities – sports, etc.

3. **What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?**

- It works well in terms of transit and getting places; but there are lots of issues with safety (fights, robberies, etc.)

4. **If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**

5. **Is owning your own home a possibility?**

- **NO! San Francisco is totally out of range;** house on Sherwin Street in neighborhood for \$1.6 million, and this is still in a very unsafe neighborhood
- People are moving to East Bay, North Bay, Las Vegas, Alaska, Seattle

6. **If you have children, what barriers do you have for them to attend a high performing public school?**

- SFUSD is already underperforming school district, makes our students less competitive
- College tours work well
- Kids are not well prepared by schools, don't seem ready to think about college; that's why we take kids on college tours to help prepare them and start thinking about it; most of our kids are just trying to finish high school; at Sacramento City College we met with Pacific Islander community, they made the school seem more inviting, we ended up having three girls decide they wanted to apply there
- Everyone here is a teacher within the community
- In my experience, it is harder for Samoan kids whose parents were born in America and don't speak Samoan language or connect as much to culture

7. **What has helped you or others in your community get or keep a job?**



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- Some kids do get involved in trade schools; but a lot of kids choose not to work
  - **Need paid training and internships; requirements for these are often too high; give credits at school for work experience**
  - Some people decide to just stay home and take care of their parents rather than get a job; some people stay home from school to take care of parents;
  - also, some drug dealers on the street promote life style that they can make \$500 in an hour, why work for a whole week to make \$500?
  - Not enough notification when there are job openings for HOPE SF, only get notifications of openings or trainings a few days before, bigger agencies get notice further in advance; Drew will come up with flyers; what is role of OEWD and NAP to inform this community about job openings?
  - Our young people are interested in starting businesses that sell clothing, design, etc.
8. **What would you and your family need in order to be financially stable and/or to be able to build wealth?**
- Samoan CDC does now offer some financial literacy classes through its youth programming
  - Nobody in focus group had heard about or been exposed to BALANCE's financial coaching services
9. **Is there something that we should have asked, something that is important to you?**
- Community Assets/Community Center/Ownership of Building: Samoan Community Development Center needs more space; have to share this building with SFUSD, they have lot of building reserved but don't use it very often; the youth wish that this was really "our building;" need a real center for Pacific Islander community; we only have two classrooms for our afterschool programs, need more space
  - Need to create atmosphere and sense of belonging;

## Facilitator Observations

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?



**San Francisco Mayor's Office of Housing and Community Development**

*Outreach & Engagement for the Consolidated Plan, HIV Housing Plan, and Analysis of Impediments*

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- Type notes here



## Sf Immigrant Legal Education Network Focus Group Notes

Date	3/11/19
Location	
Host Organization	
# Attendees	

**1. What do your participants need to get or stay in housing?**

- Security deposits, proof of income – many clients do not have prior rental history, or funds to make security deposit
- Credit and money
- Documents
- Immigration status to access city or government housing
- Bank accounts – with pending status clients are often not able to open a bank account
- Language – accessing services, completing forms
- Particularly indigenous dialects; Language Line is not usually able to support these languages
- For clients in removal proceedings, where ICE has their contact information, others will not want to live with them
- Undocumented minors also have problems finding g places to live; they may not be able to stay in household where they were living, often end up homeless or in shelters (particularly in ages 16-20)

**2. Other than housing services, what are the services that are most important for your participants?**

- Mental health services
- Immigration process is re-traumatizing, they have to keep telling their stories in different settings
- Estrangement between parents and children (particularly upon re-unification), need wraparound services, case management, service connection and service coordination, system navigation
- Acclimation to new urban environment
- Emergency housing for recent arrivals
- Services that are easily set up for immediate access; crisis services (health care, mental health, food, housing)
- Legal service providers need better access to social services and case management; clients have wide range of needs that they present to legal providers
- Need assistance with family law issues; we have to spend time searching for pro bono help
- ILDC attorneys to some family law, but there is a wider set of needs to domestic violence survivors (custody, divorce, restraining orders)



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- Domestic violence is not always partner based (can be a brother or some form of DV)
- Integration – cultural and social
- Recent immigrants often joining small churches (Evangelical, etc.) sometimes these churches can be exploitative
- SFUSD and local school systems can be very difficult for immigrant families to navigate
- Need for Cross-sectoral assistance – training other departments and institutions – SFILEN trains clients – need resource for training other institutions and providers
- Immigration legal services – affirmative and defensive, the need is still very high; legal providers become primary point of contact
- Criminal immigration cases – clients have issues that we could clean up, need more resources
- Tenant counseling and employment rights services specific to immigrant clients

#### **3. How do they find out about these services?**

- Word of mouth is still key
- From attorneys (we are often first point of contact)
- Lack of needed case managers
- Outreach and education that the SFILEN partners do
- PODER is seeing more newcomers in the Excelsior, this then means that those staff have to become case managers, may then connect clients to legal teams
- Promoters are out on the street talking to people about programs and resources
- CARECEN is on list that immigration court provides when people are released
- Challenge with age limits for case management (sometimes youth are assigned a case manager, but parents cannot get one)
- Ethnic media and social media
- School district could do a more comprehensive job in providing families with resources and information
- Outreach organizations do lots of relationship building with other organizations, building partnerships so that they can share information with all their clients
- Referrals from individuals and institutions in their countries of origin, also get this information at the border

#### **4. What gets in the way of participants being able to access or use existing programs and services?**

- Trump cracked down on people using public resources (“public charge” issue), making immigrants terrified to access any kind of public service
- SIJS – very long waiting period for these youth to access work permit, how can these young people work and economically survive while waiting for their Green Card
- Organizational capacity – demand for services far outstrips CBO capacity
- Our capacities are also limited by Federal barriers and backlogs
- Cost (or perceived cost) of fees and services becomes a barrier
- Sometimes people are will to pay notaries when they don't have to, because those notaries are well known
- Misinformation – for instance, DACA eligibility was not always understood



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- Ability to hire qualified staff when cost of living in SF is so high compared to wages
5. **Do you have any suggestions for how to make City programs and services better to meet your community's need?**
- Anti-poverty strategy and housing strategy for nonprofit workers
  - Difficult to even recruit Executive Directors
  - Better respect for language access ordinance
  - More leadership on equity and inclusion for city
6. **How can we make transportation more accessible?**
- Too expensive – some clients don't attend food pantry because they don't have money for MUNI fare
  - Discount rate for nonprofit staff
  - Month free pass program for recent arrivals
  - Criminalization if you don't use system appropriately
  - Safety and security on BART and MUNI, particularly those previously victimized
7. **How could community get best informed about housing opportunities?**
- Current means of outreach seems to be working pretty well
  - Bus ads
  - DAHLIA ends up just putting people on wait lists
  - Need simpler info-graphic that explains entire housing process for residents
  - MEDA is only agency doing follow up with residents who have been selected through lotteries
  - Better use of technology, text messages, short info video
8. **What are the primary barriers to home ownership?**
- Poverty
  - Competition
  - Cost
  - Need better outreach and programs for nonprofit staff
  - Need more studies conducted regarding outmigration, residents outside of SF still access services in SF
  - Residency requirement for BMR and other programs
  - People are coming from hundreds of miles away because their case is in SF immigration court, but they cannot access of resources here
9. **Barriers to clients children accessing high performing schools**
- Too few high performing schools, and they are all on the west side
  - Language barriers
  - Lots of kids have big gap in schooling, have trouble integrating back into school
  - District needs to introduce programming for recent immigrant students
  - Pathways for children who may have trouble accessing college
  - Parents need help navigating school system



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- Policing of schools – bringing police into schools introduces complications into their immigration status, etc.

#### **10. Landlords and Section 8**

- Rebrand it – give it a new name
- Barriers for individuals with criminal records
- Providers are signing up clients for DAHLIA who may not meet any of the minimum requirements to access the housing opportunities

#### **11. Access to good jobs**

- Training programs for immigrant kids who have been working more of their lives, getting them into trade schools and other more high-wage professions; the GED or high-school diploma requirements are a barrier for many people
- City should be focusing more resources on tech, bio-tech, and other higher-wage industries; training for the industries that the city is most actively subsidizing
- Need accessible, entry level work
- Some job programs based on funding source require a social security number

#### **12. What do participants need in order to be financially stable or to be able to build wealth?**

- More investment in creation of entrepreneurship opportunities
- More incubators like La Cocina – provides infrastructure to small entrepreneurs
- Protecting and encouraging street vendors
- Extract promises from big high tech companies (internships, community benefit agreements) to help residents access opportunities

## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## Senior Disability Action Focus Group Notes

<b>Date</b>	March 14, 2019
<b>Location</b>	Universal Unitarian Church
<b>Host Organization</b>	Senior Disability Action
<b># Attendees</b>	40

Before launching into the Focus Group questions, Teresa opened up the floor for concerns to be expressed given concerns indicated via email about outreach for the forums, etc., for a 5-minute period.

Comment 1: How were the forums advertised?

Response 1: Through community organizations that MOCHD works with; plus, outreach through each district supervisor to advertise through the organizations they work with. Unfortunately, not everyone heard, which is why we are also doing focus groups.

Comment 2: A five-year plan is quite a distance down the road – are they modifiable if changes need to be made?

Response 2: Yes, they are drafted as broader plans but then we have individual strategies and indicators of success so that we can course correct if needed. We need to address problems that we encounter as we go and record those problems.

Comment 3: What about transit? Are you involved with transit changes on Van Ness?

Response 3: No, we work on housing, transit concerns can be addressed with MUNI.

Comment 4: I attended an organization event and sent in an application; no one answered so it seems like it is not responsive system.

Response 4: That is a good question. There is an online application process, DAHLIA, to submit housing applications. It lists all of the housing opportunities that MOCHD is involved with. We use a lottery system so if you apply that doesn't mean that you'll be offered a unit.

Comment 5: Apparently there are 30,000 luxury condos not being occupied – why can't we get access to those for people who need housing?

Response 5: I don't know how the City could take those over. I'll note that question and explore.

Comment 6: Are you going to the Senior Centers where there are low income seniors who don't have enough to eat? Are you thinking about affordable housing as it is represented in this room, with people living on \$800 / month and who have to choose between eating and medicine?

Response 6: We can't go to every senior center, but we are working with DAAS to outreach to senior centers.

Comment 7: Maybe seniors don't know how to use computers so DAHLIA may not be a resource for them. Also, the listings aren't deeply affordable as seniors and people with disabilities need. When the rent is \$1,000 or \$1,200 / month, most of the seniors we know don't have sufficient income to even be eligible. MOCHD should be the lead on this to make changes on the 5-year plan to address affordability.

Response 7: Thank you for the comment.



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Comment 8: The Section 8 Waitlist – how long is it and is it closed?

Response 8: I don't know how long it is and I believe that it is closed. It is managed by the San Francisco Housing Authority. Thank you for your comments and now I'll go to our questions:

1. What is important to you or an unmet housing or community service need that MOHCD should know about?

- Does MOHCD do advocacy? Like Costa Hawkins; if legislators could pass statewide rent control, for example, that would be very helpful.
- When you talk about seniors and people with disabilities – do you have a plan to help people age in place and stay in their homes?
  - Response: We provide funding to Rebuilding Together who provide modifications to units to make them accessible.
- I've lived in a place for 44 years; I have a telephone line and no computer. Now the phone company will stop mailing statements and bills and I don't have a way to access my bills and pay online.
- I've been a renter living in my unit for 44 years and I've had to fight 11 evictions! My problem is how do you get landlords to do repairs? They don't do anything and this is the reality for so many people. I can't risk my housing by complaining.
- I wonder if there is a priority for people to stay in their neighborhoods; so many people are being displaced.
  - Response: There is a neighborhood / supervisorial district preference for new housing opportunities;
- However, this preference is not applied at all buildings, and the real problem is that many of them are still not affordable even if someone did get the preference.
- There seems to be a sliding scale for affordable housing; there are different classifications of low income; my suggestion is that you make a scale that is the same for all, get it standardized across programs.
- Some buildings target seniors and some target disabilities – the criteria seem to be as they choose and it is not standard across the board.
- We are doing individual fights for everything; you guys need to get your game together so we can be united rather than fighting; the big builders love chaos.

2. What do you and your family need to get or stay in housing?

- We need real affordability.
- Accessibility – one of my housemates is very disabled; they sent out someone to make repairs but they couldn't address everything she needed; that organization needs to be able to do more complex improvements.
- Housing is a right, not a privilege. There needs to be more subsidies and no vacancies; so, seniors and people with disabilities can have a place to live.
- If a senior can no longer afford to live here, that senior has to move. I know people who have had to move to Placerville, Stockton, and they can't even see their children. Their children need to work two to three jobs to make ends meet and live far away. This is breaking up families. I have a son and for him to get an apartment, I had to introduce him to a woman who makes far more money so he could live with her and afford the rent.



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- You are looking at the people who built San Francisco – and the City owes them a debt. The City should look at more than rent – look at medicine, utilities, phones, electricity, food, etc. Everything should be considered when you look at affordable housing. 30% of your income for housing doesn't work anymore.
  - For some people to stay in their homes, they need intensive case management; that is a great need that isn't in place.
  - I work with people in SROs, and one of the problems all over the City is if there is an empty room, the owner can turn it into a tourist room; that is happening all over the Mission, Chinatown, etc. The City needs to pass legislation to prohibit this.
  - In SROs, if the elevator doesn't work, people with disabilities and seniors can't do anything. These need to be fixed and checked every 3 or 4 months to make sure they are working. A check once a year is not enough.
  - There was some talk about San Francisco having its own Section 8 program since the federal one is not worth anything right now. Can we do that?
  - Response: As you know, we are facing challenges with the Housing Authority and we may be looking at a local type of program; I can't report on that now but will get back to you.
  - Sometimes it feels like we are providing feedback and then it goes down a deep well and we never hear about it again.
  - Response: We'll be collecting all of this feedback and will report out in June; we will be developing strategies based on all of the needs in the month of July; then we'll be releasing an RFP for services funding in August and funding will be available in January 2020. This meeting's feedback will be incorporated in all of the feedback we get. We will publish the strategies for broader comment.
3. Other than housing services, what are the services that are most important for you and/or your family?
- Nutrition; transportation; database for all services; in all of the language we need them in; accessible urgent care; Sunshine ordinance; many people don't have access to or desire for the internet; if you don't have a computer you might use the library but the library closes, so it is not helpful to go to MOHCD.org. The best strategy is to post signs and flyers in each and every neighborhood and in different languages.
  - Seniors have a hard time going to meetings in evenings, the time when the forums were held; think about how it is harder for us to get around at night; we are here now because that is when we can be here. There is infrequent MUNI service at night.
4. What are the services that you need but have been unable to find?
- Deeply affordable housing needs to be attached with services that include counseling so there is a gatekeeper to provide info., a counselor to help remind about rent payments, communication with hospitals, stay on track with health needs (like getting canes, walkers), take medication, assistance with bill paying, etc., help with day to day stuff that younger people are more able to manage.
  - Paratransit
  - I have a lot of health problems; if I paid attention to Western medicine, I wouldn't be walking now. Complementary alternative medicine at Glide has helped me enormously. We need to increase access to complementary medicine.
  - We need a more personal touch than a computer – if there is somewhere where there is a human presence, that would be really key so we are not anonymous.



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- A lot of seniors can use computers but can't afford them. It comes down to money. Library access and technical support is key.

**CLOSING. Thank you again for your participation. Does anyone have any final reflections or closing thoughts?**

We need deeply affordable housing. Most of us can't access the housing that is being created.

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### **Notetaker / Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

- Meeting participants were passionate, supportive of each other, and wanted to be heard. They indicated that very low-income seniors and people with disabilities, the bulk of people they know and work with, aren't being considered in the design of our affordable housing programs. They feel left out. They want to see the notes and for us to report out what happens with all of this information.

In general, how do you feel participants reacted to the questions and/or discussion topics?

- They had a lot to say and we ran out of time which is why we couldn't go through all of the questions.



## Transgender Community Focus Group Notes

<b>Date</b>	March 21, 2019
<b>Location</b>	730 Polk St.
<b>Host Organization</b>	St. James Infirmary/Open Hand
<b># Attendees</b>	6

1. What do you and your family need to get or stay in housing?

- Mental health issues. Go to housing groups, understand what they're getting into.
  - People on the street now indoors, mental health issues.
  - Better jobs
  - How much do you need for below market rate units? On GA, not much.
  - Person on social security can get nice places. On GA don't qualify.
  - Senior on disability, 500/mo. To qualify for Laguna, needed to earn more. Had to get a rental subsidy. Need rental subsidies.
  - Application process for immigrants, language barriers make it difficult. Miscommunications. Need more support for applications, accessibility for multiple languages on site.
  - People don't earn enough to get into Laguna.
  - Open House, looking for rental subsidies to bridge.
  - 1300 people for 80 units.
  - 1% applicants get a BMR rental spot.
  - People come here for TG services. Think of something more long term. Work a job, but don't make too much money. What are you doing this for? Can't actually live here, fear of Ellis Acted out. Lots of people threatened with eviction. Trying to push us away. Housing and employment, interchangeable. Can't get one without the other. Need both.
  - Exiting jail, need address or violating probation. Some have jobs, but no place to live. People have gone out of the scope of their work to help people. Burn out.
  - Wages aren't livable.
  - Need more personal assistance.
  - Trans housing assistance advisor (Q Foundation). Some can't do the process. Need guidance through the process. On top of stress of their lives.
  - Need professional development
  - Community more receptive to those who look like them.
  - Someone to walk them through things
  - Folks are not prepared, and need training to keep the housing
  - Some people who get housing then get evicted as a result of not knowing how to keep it
  - And mental health and drug issues complicate that
  - Formerly incarcerated folks have particular challenges
  - Not surprising that some folks have serious acting out issues
- Do people know where to go for eviction resources?
- Example of someone that got support from eviction prevention but felt that she was manipulated/coerced by the support resources
  - Without eviction papers, you won't get any support



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- People need help before things get that bad
- It takes 30 days to get into shelter, so you'll be on the street until then
- There are many forms of discrimination – against formerly incarcerated, against transgender
- Issue of HOA fees going up – can't keep up
- Defense agencies are at their maximum
- Lot of frustration at 95 Laguna for trans elders – they don't get to 62 years perhaps, so their elder age should be lower

What are the mental health services that the community needs?

2. Other than housing services, what are the services that are most important for you and/or your family?
  - Preventive legal support
  - Post-surgery or medical transition services – need clean and safe place to transition and recover – but not just transgender persons
  - Have to keep your housing for the entire period while waiting for your surgery
3. How would you find out about these services?
  - Word of mouth
  - Internet
  - Mobile unit – clubs, bars, where people hang out
  - Bulk of one participant's job is helping people find out about services
  - You need people, need a person to help you through it
4. What gets in the way of being able to access or use existing programs and services?
  - Limited capacity at service providers
  - Sometimes issues of poor or inadequate treatment of transgendered persons – not properly trained
  - Issues of internalized trans-phobia

[Would be good for us to learn good training/treatment of trans persons]

  - It's all about respect
  - **No space on lottery applications for preferred names or gender on a lottery application**
  - In 2019, we can't let someone else's comfort get in the way of treating someone properly (use of pronouns)
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - [see above]
6. What are the services that you need but have been unable to find?
  - Emergency housing resources
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
  - Works if you have a Clipper card and money on it
  - Can get a card with some work, and can ride for free in SF
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?



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- Word of mouth
  - Reaching people where they are
  - Internet is possible through Obama phones (cheap/free phones)
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
- Type notes here
10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
- Type notes here
11. Based on your personal experience or knowledge do you agree that rising housing prices in San Francisco is making racial segregation and the concentration of poverty in San Francisco better or worse? If so, how else do you think could be the causes of this segregation and concentration of poverty aside from high housing prices?
- Type notes here
12. **HIV GROUPS ONLY.** What factors make housing opportunities welcoming to HIV+ individuals? Why?
- Type notes here
13. **HIV GROUPS ONLY.** What programs or services could effectively help people with HIV improve their health?
- Type notes here
14. **HIV GROUPS ONLY.** *[question repeated in Housing Providers section]* What are some ideas to create more housing for people living with HIV?
- Type notes here
15. If you have children, what barriers do you have for them to attend a high performing public school?
- [no input]
16. Do you have any suggestions for how to improve equitable access to high performing public schools?
- [no input]
17. What has helped you or others in your community get or keep a job?
- Job training/preparation, resume building, cover letter development, reference list
  - Retention support at the job they have
  - Shelter monitor position is a place to start – they have training for the jobs
18. What, if any, suggestions do you have for the City to improve access to good jobs?
- People that clean the streets, pick up needles, etc., should be paid more – it's a hazard and hard work
19. What would you and your family need in order to be financially stable and/or to be able to build wealth?
- "What finances?"



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- Classes about when you get some money, how to use it
- How to open/manage a checking account
- Challenge of not earning too much so you don't lose services – have bills paid directly for example, would help
- Less expensive, more helpful banking services
- Representative payee services can be helpful

20. Is there something that we should have asked, something that is important to you?

- "I think we've covered it all" between the various groups they went to
- Would be great if people in jail had more preparatory support for when they get out – housing, work, other supports – figuring out how to put that all together
- Concern about how data is used, related to trans folks – concern about what's done with what we've heard
  - Mention of our reporting back process
- Concern about getting the survey to the right folks – how do you get the word out?
- Want to make sure that what they're saying gets to the right people
- Concern about affordable housing management accountability

**CLOSING.** Thank you again for your participation. Does anyone have any final reflections or closing thoughts?

- Type notes here

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## Facilitator Observations

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Please note any interesting interactions or group dynamics that stood out to you.

- Type notes here

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here



## VETERANS FOCUS GROUP

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<b>Date</b>	March 26, 2019
<b>Location</b>	
<b>Host Organization</b>	MOHCD
<b># Attendees</b>	

1. What do you and your family need to get or stay in housing?
  - Someone who accepts 100% disabled veteran
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Mental Health therapy and education
3. How would you find out about these services?
  - Through VA or City housing project
4. What gets in the way of being able to access or use existing programs and services?
  - My income which does not allow me to get affordable housing, although I am 100% disabled veteran.
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
  - Make more apartments available for physical and mentally disabled homeless which provides health care and mental health services on site.
6. What are the services that you need but have been unable to find?
  - Reasonable living conditions in different sections of town besides Tenderloin. Black veterans seem to get poorer housing choices than white veterans.
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
  - The transportation is still biased based upon skin color. It is sanctioned because the City tolerates it.
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
  - Telephone
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
  - The high prices for houses.



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10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
  - Lack of training and teaching.
11. What factors make housing opportunities welcoming to HIV+ individuals? Why?
  - It is making things get worse, the rich get housing; the poor move to Richmond, Pittsburgh, Oakland or homelessness
12. If you have children, what barriers do you have for them to attend a high performing public school?
  - Type notes here
13. Do you have any suggestions for how to improve equitable access to high performing public schools?
  - Tax exemption for schools that take in minority students free.
14. What strategies, incentives, or policies would encourage landlords to participate in the Section 8 and other voucher programs?
  - Fair Housing communication and developing partnership healthy living situations.
15. What would help developers invest in under-served neighborhoods?
  - Type notes here
16. What has helped you or others in your community get or keep a job?
  - VA training TWG Program
17. What, if any, suggestions do you have for the City to improve access to good jobs?
  - Allow fair competition based on experience.
18. What would you and your family need in order to be financially stable and/or to be able to build wealth?
  - Fair housing, health care and education
19. Is there something that we should have asked, something that is important to you?
  -

### **CLOSING. Thank you again for your participation. Does anyone have any final reflections or closing thoughts?**

- Why is it that homeless veterans have limited areas to live in like the Tenderloin when a lot of us are fighting mental illness, drug addiction? If this is all you see it limits your ability to grow and get better because being planted in one area with the ability to means your dead mentally, physically and spiritually. Give us a chance to move to the beach, to live on Russian Hill. How about North Beach or the marina or the sunset. Let the life spring forever for all need an equal field of play.



## **Facilitator Observations**

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Please note any interesting interactions or group dynamics that stood out to you.

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In general, how do you feel participants reacted to the questions and/or discussion topics?

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## . Vietnamese Community Focus Group Notes

<b>Date</b>	March 19, 2019
<b>Location</b>	875 O'Farrell,
<b>Host Organization</b>	Vietnamese Family Service Center (Margaret Hoang – ED and translator)
<b># Attendees</b>	18

1. What do you and your family need to get or stay in housing?
  - More money
  - Senior need service assistance, not working. Help paying for housing.
  - Support for finances, living cost in SF is too high. Income is very limited.
  - Rent is too high, need help with payment.
  - Housing too expensive, need law to protect people so they will not be evicted. Preventing eviction. Rent is too high.
  - The problem, want to evict you, so they don't do any repairs to house.
  - Landlord does pest inspections but does not spray, pest control. Cockroaches in house.
  - Hallway rug very dirty, landlord doesn't repair. No clean up of common areas.
  - Housing but no rent control. Rent went up to 2000 to 4000 section 8, too high. Their section 8 portion went up.
  - Five people in family, all squeeze into small place. Crowded, roaches, need more space for family. Would like to move, no choice. Wife, daughter and two niece/nephew.
  - Need housing, lives with parents, overcrowded. More than one family in unit.
2. Other than housing services, what are the services that are most important for you and/or your family?
  - Need in-home support for her.
  - Need to find job.
  - Need training for jobs. Help to pay for housing.
  - Need in home housing support, back pain, need house cleaner, etc.
  - School support.
  - Legal services for housing, landlord issues. Housing rights, tenant rights. Receives letters from landlord's lawyer.
3. How would you find out about these services?
  - They come to SEAAC, community center.
  - Community center offices.
  - Church, fellow church goers. Friends and family members.
  - Ask Margaret (VFSC ED and translator for this group)
  - Google.
4. What gets in the way of being able to access or use existing programs and services?
  - Language access is biggest barrier.
  - Sometimes not served because no translator available.
  - Apply for housing, but income not high enough to qualify.



## San Francisco Mayor's Office of Housing and Community Development

### *Outreach & Engagement for the Consolidated Plan, HIV Housing Plan, and Analysis of Impediments*

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- Location, don't know where to get services. For this community, information isn't spreading, don't know what kind of services are available.
  - Don't know where to go. Sometimes they don't tell each other. Info no spreading.
  - Cultural, familiarity, barriers. Wont' seek out information for themselves. Not knowing other group/provider. Isolation. Info goes to immediate family and friends. Part of the culture.
5. Do you have any suggestions for how to make our programs and services better to meet your community's need?
- Have funds for communities, to gather people together and outreach to them with a cultural lens.
  - Monthly group here. Wants twice a month, for resources. Group meetings in different places.
  - More senior services.
  - Newspaper, magazine (Mo magazine, but it's not free). TV, channel 26, a couple others from San Jose.
  - Nothing local, news and info from San Jose, not in San Francisco. TV news.
  - Need something local.
  - Ads on buses in Vietnamese.
6. What are the services that you need but have been unable to find?
- Assume Margaret is not available.
  - If not Margaret, watch TV, read newspaper. But services not free, like here.
  - US Citizenship services, fee waiver, \$800-100 for application. Immigration/naturalization support.
  - The whole process of naturalization.
7. What, if any, suggestions do you have for making transportation more accessible to more diverse communities in San Francisco?
- Cost is expensive, low income, discount, but need to fill out paperwork in English. Need help to fill out forms. Every month need to go to office to get a new sticker. Have to go in person to pay, not online. Need to improve discount program. Income verification
  - Bayview services only half hour or hour, other places every five minutes.
  - Isolation because of access. SE sector in particular.
  - Prices high, 2.75 for 1.5 hours.
  - Richmond and Sunset well served. Need more weekend services.
8. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified do you prefer?
- Mail, letters in their languages and English (helps translator)
  - Text messages in their language.
  - Phone calls/messages are in English.
  - They do check Vietnamese box on housing website, but translation is poor, "fancy language" difficult to read.
  - No one looking for home ownership because of income. Want to.
  - Barriers, high cost, down payment, not enough income.
  - Process and success is impossible.
  - Experience getting rental housing, finding housing in SF
  - Lives on 3<sup>rd</sup> floor, accessibility problem. Want housing for seniors with accessibility problems.



## San Francisco Mayor's Office of Housing and Community Development

### *Outreach & Engagement for the Consolidated Plan, HIV Housing Plan, and Analysis of Impediments*

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- Demand for housing high, when you get change, limited income, don't quality. Rent too high.
  - Ask for two months deposit and last month.
  - Need help with affordable housing.
  - Affordable is not well defined. Affordable to who? Often income 1000/mo., so don't meet minimum salary req., so not affordable.
9. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?
- (no one in group considering homeownership)
10. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?
- Shared housing more common in this community than shelter and transitional housing. So overcrowding, unstable housing is the issue
  - Income level too low
  - Housing availability limited.
  - Demand is high, price is high.
11. Based on your personal experience or knowledge do you agree that rising housing prices in San Francisco is making racial segregation and the concentration of poverty in San Francisco better or worse? If so, how else do you think could be the causes of this segregation and concentration of poverty aside from high housing prices?
- Type notes here
12. If you have children, what barriers do you have for them to attend a high performing public school?
- Grandkids want to attend certain school, lottery, did get it, no money for private school. Assigned a school they didn't want.
  - Lives in Richmond, assigned daughter to Mission High, appeal for admission to Washington High, unsuccessful, tried many times.
13. Do you have any suggestions for how to improve equitable access to high performing public schools?
- Schools are dirty. City is dirty. Improve the schools in general.
  - All schools should be good, equitable.
  - Should not have to send students two hours away.
14. What has helped you or others in your community get or keep a job?
- English, learn English to get good job.
  - Education, training, in-school training for jobs.
  - Connections, referrals to jobs from friends.
15. What, if any, suggestions do you have for the City to improve access to good jobs?
- Need referrals. More referrals.
  - Has skills, needs referrals to jobs.
  - Have to learn culture here. Training on US workforce, employment systems, the process. Can't keep your culture and apply it to the US.
  - Basic English. Culturally competent training.
  - Dress codes, over there, wear slippers to work, here must wear shoes.



## San Francisco Mayor's Office of Housing and Community Development

### *Outreach & Engagement for the Consolidated Plan, HIV Housing Plan, and Analysis of Impediments*

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- What would motivate people to come to ESL classes? More flexible classes and childcare. If work 9-5, can't attend day classes. Flexible childcare for night shift workers.
- Childcare issues: some people get assistance. They compare. If go to work and have to pay for childcare, why work? Childcare might be more expensive than working. Lower education. Assistance covers basic.
- Childcare support is critical.

16. What would you and your family need in order to be financially stable and/or to be able to build wealth?

- Win the lottery.
- Higher paying jobs. More assistance for seniors.

17. Is there something that we should have asked, something that is important to you?

- More housing and more support. Support for housing processes, applications, resources, etc.
- Affordable housing, rent too high.
- Long waiting lists or lotteries for affordable housing.
- Trying more than ten years, section 8, affordable housing, MOHCD website. Most have tried for ten years at least.
- More than twenty years applying.
- Apply for senior housing, long time on waiting list. Updated information. Not contacted.
- Lottery system, people just a number, people on verge of losing home. Impersonal.
- Priorities for families with children, for seniors, children are gone.
- Got Section 8, can't chose your own home, in housing project, in bad area, don't want to move there. Need more low income housing, safe neighborhoods, clean.

**CLOSING.** Thank you again for your participation. Does anyone have any final reflections or closing thoughts?

- Type notes here

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## Facilitator Observations

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Please note any interesting interactions or group dynamics that stood out to you.

In general, how do you feel participants reacted to the questions and/or discussion topics?

- Type notes here

## **Report Back Document**

1. Summary of Key Findings from Community Engagement Document
  - a. English
  - b. Chinese
  - c. Filipino
  - d. Russian
  - e. Samoan
  - f. Spanish
  - g. Vietnamese
2. Summary of Written Comments Received
3. Notes from June 20, 2019 Meeting



## Introduction

In support of the development of its 2020-2024 Consolidated Plan, Analysis of Impediments to Fair Housing Choice, and HIV Housing Plan, the City and County of San Francisco Mayor's Office of Housing and Community Development (MOHCD) engaged in a community-wide outreach and engagement process with stakeholders and residents of San Francisco. This process serves as a framework to identify housing and community development priorities, which, in turn, drive the goals and strategies outlined in the final plans. Ultimately, MOHCD will use the community's input and priorities to inform decision-making for funding community and housing services.

MOHCD contracted with Resource Development Associates (RDA) to develop an integrated community outreach and engagement strategy for these three plans and as well as other planning efforts led by the Office of Economic and Workforce Development and the Planning Department. During this process, MOHCD outreached to a wide range of community stakeholders and residents for their perspectives, needs, feedback, and input, specifically targeting the City's most vulnerable populations.

Community input is a critical part of the strategic planning process, providing crucial data to ensure funded programs and services address the highest priority needs of vulnerable populations as well as the City holistically. During this process, public input was obtained through community meetings (neighborhood forums and population-specific focus groups) and two online surveys, for which paper surveys were also made available. Both participatory data-collection methods, and demographics of participants, are described in further detail below.

## Community Forums and Focus Groups

MOHCD facilitated 10 neighborhood-based public forums and 38 population-specific focus groups. Representatives from across the housing spectrum participated in the forums and focus groups, including individuals experiencing homelessness, residents of public and subsidized housing, housing and social service providers, HIV/AIDS housing advocates, homeowners, new San Francisco residents, recent immigrants, and life-long residents of the City. MOHCD facilitated sessions with cultural groups including African American, Cambodian, Samoan, Vietnamese, Lesbian/Gay/Bisexual/Transgender/Questioning, and HIV community members. Participants responded to a series of structured questions on a range of relevant domains including housing and service needs, barriers to housing access and choice, neighborhood change, and discrimination and fair housing.

A total of 1,395 individuals took part in the community meetings, which were held across San Francisco between November 2018 and March 2019. A total of 656 residents and stakeholders participated in the 10 neighborhood forums and at least 684 participated in the 38 focus groups, 16 of which were held at public housing sites converted through the Federal Rental Assistance Demonstration (RAD) program. These numbers may under-represent actual attendance because some participants did not sign in. The following tables list the events held during this process.



MOHCD Neighborhood Forums	
Bayview Hunters Point / District 10	South of Market / District 6
Castro / District 8 and District 7	Sunset / District 4 and District 1
Chinatown / District 3 and District 2	Tenderloin / District 6
Excelsior and OMI / District 11	Visitacion Valley / District 10
Mission / District 9	Western Addition / District 5

MOHCD Community Focus Groups	
African American Community	Human Service Network
Cambodian Community	LGBTQ Community
Council of Community Housing Organizations	Local Homeless Coordinating Board
Eviction Prevention / Tenant Empowerment	Long Term Care Coordinating Council
HIV Community	Mayor's Disability Council
HIV Housing Providers	Samoan Community
Homeowners - BMR	Senior Disability Action
HOPE SF Hunters View Housing Community	SF Immigrant Legal & Education Network
HOPE SF Potrero Hill Housing Community	SF Latino Parity & Equity Coalition
HOPE SF Sunnysdale Housing Community	Transgender Community
Housing Action Coalition	Vietnamese Community

Rental Assistance Demonstration Focus Group Sites	
1760 Bush Street	491 31st
1880 Pine Street	Bernal Dwellings
3850 18th Street	Clementina Towers
25 Sanchez	Hayes Valley North & South
255 Woodside	John F Kennedy Apts.
2698 California	Mission Dolores
345 Arguello	Robert B. Pitts
462 Duboce	Westside Courts

## Community Surveys

MOHCD developed two community surveys to capture residents’ housing and non-housing service needs as well as their experiences with MOHCD and OEWD programs and services.

### Planning Survey

This survey asked respondents what they need to get and stay in housing, which non-housing services are most important for them and their family, how they prefer to access services, their opinions of MOHCD, and other quality of life questions. There was a total of 2,219 responses for this survey.



**Program Evaluation Survey**

After completing the Planning Survey, participants had the opportunity to complete the Program Evaluation survey, which asked about utilization of MOHCD and OEWD programs and services. Respondents were asked about their utilization of economic and workforce development programs, housing placement programs, housing services, and community services and then asked to rate and describe their overall experience with these programs and services. This survey was thus able to collect and compare specific utilization data from a range of City and community programs and services and nuance this data with participants’ numerical rankings and qualitative assessments. There was a total of 1,537 responses for this survey.

**Demographics of Participants**

Participants in forums and focus groups were generally asked to complete forms identifying a number of demographic characteristics, including as gender, race or ethnicity, and sexual orientation, but not all participants opted to complete this form. The Planning Survey also included a demographic component where respondents indicated their age, race/ethnicity, gender, sexual orientation, HIV/AIDS status, housing status, disability status, income level, educational attainment, and language preference.

The charts below outline demographic information for all forum, focus group and survey participants.

**Table 1: Self-Reported Gender Identity Across Community Outreach Efforts**

Gender Identity	%
Female	60%
Male	33%
I prefer not to answer	3%
Genderqueer/ Gender Non-binary	3%
Trans Female	<1%
Other	<1%
Trans Male	<1%

**Table 2: Self-Reported Sexual Orientation Across Community Outreach Efforts**

Sexual Orientation	%
Straight/Heterosexual	60%
Gay/Lesbian/Same Gender Loving	14%
Prefer not to answer	14%
Bisexual	9%
Other	3%
Questioning/Unsure	<1%

**Table 3: Self-Reported Race/Ethnicity Across Community Outreach Efforts**

Race/Ethnicity	%
Asian	33%
White	31%
Black, African American or African	14%
Latino/a or Hispanic	13%
American Indian or Alaska Native	5%
Middle Eastern or North African	2%
Native Hawaiian or Other Pacific Islander	1%



## Summary of Findings

### General Community Needs and Concerns

1. Among the concerns identified during community engagement, San Francisco stakeholders are most frequently concerned about displacement, increasing housing prices, the overall cleanliness and safety of their neighborhoods, and transit accessibility.
2. Participants in MOHCD’s community engagement identified that services to support self-sufficiency and stability are as important as the need for housing itself.
3. Many stakeholders expressed a prominent need for culturally inclusive and culturally-specific services.
4. Participants expressed a need for greater awareness of, navigation of, and access to available services, including both housing and other supportive services.
5. Stakeholders expressed a desire for more inclusive and relaxed standards around affordable housing eligibility.
6. Many community members voiced the need for more opportunities to provide input on the City’s housing eligibility policies as well as participate in the development of affordable housing programs.
7. Stakeholders asked for more streamlined services, improved interagency collaboration, and stronger cross-agency communication to support the delivery of both housing and supportive services.

### Housing Services

1. Community engagement participants emphasized the need for affordable housing environments at the most vulnerable end of the housing spectrum: shelters and transitional housing for persons experiencing homelessness, accessible housing for seniors and individuals with disabilities, and affordable housing for the lowest-income households.
2. While affordable housing was the most frequently mentioned housing services need, the recognition of the intersection of health and housing was a common thread throughout the discussions, as participants emphasized the need for safe and healthy living environments.
3. Community members expressed the need for stronger eviction and tenant supports and protections, including tenant education as well as City policies to prevent unlawful eviction.

**Top fifteen housing and housing service needs  
(across all outreach methods)**

Affordable housing
Rental assistance/reduced-cost housing
Housing navigation and application assistance
Safe shelter, transitional, and permanent housing environments
More housing protections
Senior and accessible housing
Eviction prevention support
Housing subsidies
Tenant education
Supportive housing
Down-payment assistance
Housing close to employment
Landlord negotiation assistance
Relocation assistance
Mortgage, HOA dues or foreclosure assistance

### Housing Access, Perceptions, and Barriers

1. Participants named displacement and increasing housing prices as the top concerns impacting housing access and the ability to remain in housing.
2. Both renters and homeowners express low overall housing choice because they feel “locked in.”



3. Participants highlighted barriers to homeownership centering on both housing prices and financing options.
4. Neighborhood forum participants shared the qualities that they believe make a neighborhood desirable, identifying such characteristics as public transit, green space, and safety.
5. Participants in community engagement shared multiple experiences of housing discrimination, but overall, their responses reveal that there is not one specific, overt type of discrimination. Their responses indicate a more pervasive and entrenched systemic discrimination that affects people of color and African American communities in particular.

### Social and Supportive Services

1. Community members need affordable, targeted support for trauma, PTSD, substance use disorders, and other mental health conditions. Mental health and substance use services together were the most frequently mentioned social and supportive service need for all community meetings.
2. Compared to housing needs, social and supportive service needs are more intensive and vary by population. Surprisingly, across all community meetings, participants expressed a need for any type of social or supportive service roughly 860 times. Participants expressed any type of housing-related need 530 times. In addition to being expressed more frequently, social and supportive service needs also varied more by population.

<b>Top fifteen social and supportive service needs (across all outreach methods)</b>
Benefits assistance (CalWorks, SNAP, Medi-Cal, etc.)
Better access to healthcare
Access to healthy food
Mental health and substance use support
Language support
Knowledge of available services
Support for seniors and people with disabilities
Affordable childcare
Case management
Legal services – consumer/civil rights
Legal services – worker/employment rights
Legal services – immigration support
Access to recreation
Nutrition programs
Neighborhood clean-up and safety programs

### Knowledge of and Access to Services

1. Participants indicated limited knowledge about availability of and eligibility for housing and social services, as well as a need for assistance navigating those services.
2. In addition to needing greater knowledge of eligibility requirements, stakeholders conveyed that eligibility requirements can be a barrier to accessing services.
3. Participants expressed a need for inclusive language support services, in order to promote both knowledge of services and service access, especially for health and housing.
4. Residents experience several barriers to transportation in San Francisco, including long wait times, safety, and cost of transportation, which impede their access to jobs, medical appointments, and other services.



### Coordination of Services

1. Stakeholders asked for more streamlined services, improved interagency collaboration, and stronger cross-agency communication to support the delivery of both housing and supportive services.
2. Community members that participated in forums and focus groups asked for more financial and capacity-building support for nonprofit organizations and other service providers, including changes to contracting rules.

### Economic Self-Sufficiency

1. Participants expressed an overwhelming need for paid job training programs that provide pathways to living-wage, sustainable employment. Participants emphasized that while there are current job training opportunities, they may not be paid and/or may not link to long-term employment.
2. There is a large need for financial literacy and planning programs as well as financial services, specifically savings and credit counseling services. In addition to significant income barriers, participants felt they lacked the financial planning tools and financial literacy to even start considering the process of homeownership.
3. Residents want San Francisco employers to hire more local residents. Participants have a nuanced understanding of the impact of hiring practices on very low-income residents. They indicated that incentivizing high-paying employers, who may hire locally for high-wage positions in specific industries, to move to San Francisco does not benefit the residents who most need living-wage jobs.

<b>Top fifteen economic self-sufficiency needs (across all outreach methods)</b>
Job training
Getting a job
Financial planning and education
Learning new job skills
Access to ESL classes
GED and high school diploma programs
Local hiring
Financing and credit services
Tech access/tech education
Permanent job/career opportunities
Employment coaching
“Working class” jobs
Employer programs
Senior/disability employment
Affordable higher education opportunities

### Community Empowerment and Engagement

1. Vulnerable community stakeholders want better relationships and accountability with MOHCD. Overall, community members were very appreciative to have the opportunity to participate in the forums and focus groups and share their perspectives and suggestions, but participants expressed that they would like MOHCD to continue to hold community meetings like the forums to be able to keep a pulse on community needs, particularly the needs of vulnerable populations. Participants emphasized that, in order to rectify historical inequities, there must be accountability measures in place to which the City can be responsive.



2. Participants articulated a wide need for culturally-competent and inclusive outreach and community engagement strategies that promote community-building and link residents to services. Culturally-competent and inclusive community outreach was the most frequently mentioned need related to community engagement. Community members acknowledge that there are current outreach efforts marketing City-sponsored housing and supportive services, but these efforts are not reaching certain communities. Participants felt strongly that using culturally-competent outreach strategies will yield increased awareness of and engagement in services.
3. Similarly, respondents indicated that increasing the number of cultural events available to community members would increase their sense of community.

**Top fifteen community empowerment & engagement needs (across all outreach methods)**

Culturally competency and inclusivity (cultural events, cultural-based outreach)
Community events (block parties, holiday events, sports events, farmers markets)
Community space (recreational space, green space, art space)
Nonprofit support and capacity
Parking
Community planning
Support for small businesses
Volunteer opportunities
Community meetings and outreach
Accountability
Community engagement and communication efforts
Targeted marketing of services
Community-based neighborhood clean-up efforts
Senior services
Better street and outdoor lighting



## 介紹

為支援制定 2020-2024 年合併計畫 (Consolidated Plan)、公平住房選擇障礙分析 (Analysis of Impediments to Fair Housing Choice)，以及愛滋病住房計畫 (HIV Housing Plan)，舊金山市郡市長住房與社區發展辦公室 (Mayor's Office of Housing and Community Development, MOHCD) 參與了舊金山全社區外展及利害關係人士和居民參與過程。此過程可作為確定住房和社區發展優先順序的架構，從而推動最終計畫所概述的目標和策略。最後，MOHCD 將根據社區的意見和優先事項做決策，為社區和住房服務提供資金。

MOHCD 與資源開發協會 (Resource Development Associates, RDA) 簽訂合約，為這三個計畫制定了綜合社區外展和參與戰略，並由經濟及人力資源發展辦公室 (Office of Economic and Workforce Development) 和規劃部 (Planning Department) 引導其他規劃工作。在此過程中，MOHCD 主動聯繫各種社區利害關係人士和居民（尤其是該市的弱勢族群），了解其觀點、需求、回饋和意見。

社區意見是此戰略規劃過程的關鍵部分，提供關鍵資料以確保資助計畫和服務能滿足弱勢族群和整個城市的最高優先需求。在此過程中，透過社區會議（鄰里論壇和針對特定族群的焦點團體訪談）和兩次線上調查（同時也提供紙本調查）取得大眾的意見。參與式的資料收集法和參與者的人口統計學資料都在下方進一步詳細說明。

## 社區論壇和焦點團體訪談

MOHCD 協辦了 10 個以鄰里為主的公共論壇和 38 個針對特定族群的焦點團體訪談。參加過社區論壇和焦點團體訪談的代表們來自各個住房區，其中包括曾經無家可歸的人士、公共住房和補貼住房的居民、住房和社會服務提供者、愛滋病毒/愛滋病住房倡導者、房東、舊金山市新市民、新移民和永久居民。MOHCD 與包括非裔美國人、柬埔寨人、薩摩亞人、越南人、所有非異性戀者 (LGBTQ) 和愛滋病病毒感染者 (PLWHA) 社區成員在內的文化團體協辦了數次講座。參與者填寫了一系列相關領域的結構性問卷問題，包括住房和服務需求、取得和選擇住房障礙、鄰里變化，以及歧視和公平住房。

共有 1,395 人參加了 2018 年 11 月至 2019 年 3 月間，於舊金山舉行的社區會議。共有 656 名居民和利害關係人士參加了 10 次社區論壇，並且至少有 684 人參加了 38 次焦點團體訪談，其中 16 次在透過聯邦租金補助示範 (Rental Assistance Demonstration, RAD) 計畫改建的公共住房場所舉辦。這些數字可能不足以代表實際的出席率，因為有些參與者並未簽到。下表列出了在此過程中所舉辦的活動。



## 舊金山市郡市長住房與社區發展辦公室

### MOHCD 2020-2024 年戰略規劃過程：社區參與和主要發現摘要

MOHCD 鄰里論壇	
Bayview Hunters Point / District 10	South of Market / District 6
Castro / District 8 和 District 7	Sunset / District 4 和 District 1
Chinatown / District 3 和 District 2	Tenderloin / District 6
Excelsior 和 OMI / District 11	Visitacion Valley / District 10
Mission / District 9	Western Addition / District 5

MOHCD 社區論壇團體	
非裔美國人社區	人類服務網路
柬埔寨社區	LGBTQ 社區
社區住房組織委員會 (Council of Community Housing Organizations)	當地無家可歸者協調委員會 (Homeless Coordinating Board)
預防迫遷/租戶輔導	長期照護協調委員會 (Long Term Care Coordinating Council)
愛滋病社區	市長身障者權益委員會 (Mayor's Disability Council)
愛滋病住房提供者	薩摩亞社區
房東 - 低於市場行情 (BMR)	老年身障者行動
HOPE SF Hunters View 住房社區	SF 移民法務和教育網路
HOPE SF Potrero Hill 住房社區	SF 拉丁裔平等和公平聯盟 (Latino Parity & Equity Coalition)
HOPE SF Sunnydale 住房社區	跨性別社區
住房行動聯盟 (Housing Action Coalition)	越南人社區
租金補助示範焦點團體場所	
1760 Bush Street	491 31st
1880 Pine Street	Bernal Dwellings
3850 18th Street	Clementina Towers
25 Sanchez	Hayes Valley North & South
255 Woodside	John F Kennedy Apts.
2698 California	Mission Dolores
345 Arguello	Robert B. Pitts
462 Duboce	Westside Courts

## 社區調查

MOHCD 進行了兩項社區調查，以了解居民的住房和非住房服務需求，以及他們在 MOHCD 和 OEWD 計畫和服務方面的體驗。

### 規劃調查

這項調查詢問了受訪者需要獲得和留在住房的條件、哪些非住房服務對他們及其家人而言最重要、他們偏好取得服務的方式、他們對 MOHCD 的看法，以及其他關於生活品質的問題。本次調查總共收到 2,219 份回覆。



### 計畫評估問卷調查

完成規劃調查後，參與者有機會填寫計畫評估問卷調查，該調查詢問了 MOHCD 和 OEWD 計畫和服務的使用情況。受訪者會被問及他們對經濟與人力發展計畫、住房安置計畫、住房服務和社區服務的利用情況，然後要求他們對這些計畫和服務的整體體驗進行評分和說明。因此，這項調查能收集和比較來自本市和各社區計畫與服務的具體使用資料，並細分這些資料與參與者數字排名和定性評估的差異。本次調查總共收到 1,537 份回覆。

### 參與者的人口統計資料

通常會要求論壇和焦點團體訪談的參與者填寫能區分人口統計特徵的表格，其中包括性別、種族或民族，以及性取向，但並非所有參與者都選擇填寫此表。規劃調查也包括人口統計學資料區，讓受訪者可以填寫其年齡、種族/民族、性別、性取向、愛滋病毒/愛滋病狀況、住房狀況、殘疾狀況、收入水平、教育程度和語言偏好。

下列圖表概述了所有論壇、焦點團體和問卷調查參與者的人口統計學資訊。

表 1：社區外展工作中自行報告的性別認同

性別認同	%
女性	60%
男性	33%
我不想回答	3%
性別酷兒/非二元性別	3%
跨性別女性	<1%
其他	<1%
跨性別男性	<1%

表 2：社區外展工作中自行報告的性取向

性取向	%
異性戀/同性戀	60%
男同性戀/女同性戀/同性戀愛	14%
不想回答	14%
雙性戀	9%
其他	3%
有疑問/不確定	<1%

表 3：社區外展工作中自行報告的種族/民族

種族/民族	%
亞洲人	33%
白人	31%
黑人、非裔美國人或非洲人	14%
拉丁裔或西班牙裔	13%
美國印地安人或阿拉斯加原住民	5%
中東人或北非人	2%
夏威夷原住民或其他太平洋島民	1%

### 調查結果摘要

#### 一般社區需求和顧慮

1. 社區參與期間所發現的問題中，舊金山的利害關係人士最常關注搬遷、住房價格升高、鄰里的整體清潔和安全性，以及交通便利性。
2. MOHCD 社區參與的參與者認為，支援自給自足和穩定性的服務與住房本身的需求同樣重要。
3. 許多利害關係人士表達了對全方位文化和具體文化服務的顯著需求。



4. 參與者表示需要提高對可取得服務的認識、指引和獲取，其中包括住房和其他支援性服務。
5. 利害關係人士表示希望獲得平價住房資格的標準能更全方位、更寬鬆。
6. 許多社區成員表示需要有更多的機會能為本市的住房資格政策提供意見，並參與平價住房計畫的制定。
7. 利害關係人士要求簡化服務、改善機構間的合作，並加強跨機構間的溝通，以支援提供住房和支援性服務。

### 住房服務

1. 社區參與的參與者強調需要為住房弱勢族群提供平價住房環境：為無家可歸者提供收容所和過渡住房、為老年人和身障人士提供無障礙住房、為最低收入戶提供平價住房。
2. 雖然平價住房是最常提到的住房服務需求，但是健康和住房始終貫穿整個討論過程，因為參與者強調需要安全和健康的生活環境。
3. 社區成員表示需要更強有力的迫遷和租客支援與保護，包括租客教育以及城市政策以防止非法迫遷。

十五大住房和住房服務需求 (涵蓋所有外展方法)	
平價住房	
租金補助/較低成本的住房	
住房指引和申請補助	
安全的收容所、過渡和永久住房環境	
更多的住房保護	
樂齡和無障礙住房	
預防迫遷支援	
住房補貼	
租客教育	
支援性住房	
頭期款補助	
接近工作地點的住房	
房東談判協助	
重新安置補助	
房屋貸款、HOA 應付款或取消贖回權相關協助	

### 住房的取得、認知和障礙

1. 參與者將搬遷和住房價格升高列為影響取得和留住住房能力的首要問題。
2. 租客和房東皆表示，整體的住房選擇性低，讓他們感到「陷入困境」。
3. 參與者從房價和資金選項方面強調了取得自有住房的障礙。
4. 鄰里論壇參與者分享了他們認為可以使鄰里變得理想的品質，其中包括大眾運輸、綠地和安全性等條件。
5. 社區參與的參與者分享了多種住房歧視的經驗，但總體而言，他們的回覆顯示沒有具體、明顯的歧視。他們的回覆指出，存在更為普遍和根深蒂固的系統性歧視，對有色人種和非裔美國人社區的影響尤其大。



### 社會和支援服務

1. 社區成員需要有關創傷、創傷後症候群、物質使用障礙和其他心理健康狀況的平價、重點支援。心理健康和物質使用服務皆為所有社區會議最常提到的社會和支援服務需求。
2. 與住房需求相比，社會和支援服務的需求更加密切，且因族群而異。令人驚訝的是，在所有社區會議中，參與者表達任何類型社會和支援服務的需求大約出現過 860 次。參與者表達住房相關的需求出現過 530 次。除了頻繁提及這類需求外，社會和支援服務的需求也因族群而異。

十五大社會和支援服務需求 (涵蓋所有外展方法)
福利補助 (CalWorks、SNAP、Medi-Cal 等)
更多獲得醫療保健的機會
取得健康食物
心理健康和物質使用支援
語言支援
了解可用的服務
支援老年人和身障人士
平價托兒服務
個案管理
法律服務：消費者/公民權益
法律服務：勞工/就業權益
法律服務：移民援助
參加遊憩活動
營養計畫
鄰里清潔和安全性計畫

### 了解和獲得服務

1. 參與者表示對住房和社會服務的可得性和申請資格了解甚少，並表示需要獲得這些補助服務的指引。
2. 除了需要更加了解申請資格的要求外，利害關係人士表示，申請資格的要求可能成為獲取服務的障礙。
3. 參與者表示需要提供全方位的語言支援服務，以促進對服務和服務獲取的了解，特別是健康和住房方面。
4. 居民在舊金山遇到了一些交通障礙，其中包括漫長的等待時間、安全性和交通費用，這些會妨礙其取得就業、醫療約診就診和其他服務。

十五大經濟自給自足需求 (涵蓋所有外展方法)
職業訓練
就業
財務規劃和教育
學習新的工作技巧
參加以英語為第二外語 (English as a Second Language, ESL) 課程
一般教育文憑 (GED) 及高中文憑計畫
當地僱用
融資和信用服務
技術取得/技術教育
正式工作/就業機會
就業指導
「藍領」工作
雇主計畫
老年人/身障者就業

### 服務的協調

1. 利害關係人士要求簡化服務、改善機構間的合作，並加強跨機構間的溝通，以支援提供住房和支援性服務。
2. 參與論壇和焦點團體訪談的社區成員要求為非營利組織和其他服務提供者提供更多的財務和職能建立支援，其中包括變更合約規則。

### 經濟自給自足

1. 參與者表示極需要有償就業的訓練計畫，因為這些計畫能提供生活費和持續就業途



徑。參與者強調，雖然目前有就業訓練機會，但是這些訓練無法提供薪資和/或可能與長期就業無關。

2. 金融知識和規劃方案，以及金融服務，特別是儲蓄和信貸諮詢服務的需求很大。除了顯著的收入障礙外，參與者也認為他們缺乏取得自有住房的財務規劃工具和金融知識。
3. 居民希望舊金山的雇主能僱用更多的當地居民。參與者非常了解目前的招聘方式對極低收入居民的影響。他們表示，獎勵那些可能在當地僱用特定行業高薪職位的高薪雇主搬到舊金山，並不會使最需要生活費用的居民受益。

### 社區賦權和參與

1. 弱勢社區的利害關係人士希望與 MOHCD 建立更好的關係，並希望其建立更好的問責制度。整體而言，社區成員非常感謝有機會參加論壇和焦點團體訪談，並分享其觀點和建議，但是參與者表示，他們希望 MOHCD 能持續召開社區會議（例如論壇），以隨時了解社區的需求，特別是弱勢族群的需求。參與者強調，為了矯正歷史上的不公平現象，必須採取問責措施，使市政府能夠做出回應。
2. 與會者明確表達了廣泛需要熟悉文化和全方位外展和社區參與戰略，這些戰略可促進社區建設並為居民提供服務。熟悉文化和全方位性的社區外展活動是與社區參與度有關的最常見需求。社區成員承認目前有行銷本市贊助住房和支援服務的外展工作，但是這些努力並未普及至所有社區。參與者強烈認為，使用熟悉文化的外展策略將能提高人們對服務的認知和參與度。
3. 同樣地，受訪者表示增加社區成員可參與的文化活動能夠提升其社區意識。

#### 十五大社區賦權和參與需求（涵蓋所有外展方法）

對文化的熟悉程度和全方位性 （文化活動、文化外展活動）
社區活動（街頭派對、節日活動、體育活動、農夫市集）
社區空間（休憩空間、綠地、藝術空間）
非營利性支援和能力
停車
社區規劃
支援小型企業
志工服務機會
社區會議和外展活動
問責制
社區參與和溝通工作
重點服務行銷
社區鄰里清潔工作
老年人服務
更好的街道和戶外照明



## Lungsod at County ng San Francisco, Opisina ng Mayor para sa Pabahay at Pagpapaunlad ng Komunidad (City and County of San Francisco, Mayor's Office of Housing and Community Development)

*MOHCD 2020-2024 Proseso ng Stratehikong Pagpapalano: Buod ng Pagpapalahok ng Komunidad at Mahahalagang Napag-alaman*

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### Introduksiyon

Bilang pagsuporta sa pagbuo ng 2020-2014 Pinagsamang Plano (Consolidated Plan), Pagsusuri sa mga Hadlang sa Pagpili Tungo sa Makatarungang Pabahay (Fair Housing Choice), at Plano para sa Pabahay ng mga may HIV (HIV Housing Plan), lumahok ang Opisina ng Mayor para sa Pabahay at Pagpapaunlad sa Komunidad (Mayor's Office of Housing and Community Development, MOHCD) sa pag-abot sa proseso ng pag-abot sa nakararami o pag-a-outreach at pagpapalahok sa kabuuan ng komunidad, kung saan kasama ang mga may nakatayang interes o stakeholders at mga residente ng San Francisco. Nagsisilbi ang prosesong ito bilang balangkas upang matukoy ang mga prayoridad sa pabahay at pagpapaunlad sa komunidad, at kasunod nito, maisulong ang mga layunin at stratehiya na naisa-isa-isa na sa mga pinal na plano. Sa huli, gagamitin ng MOHCD ang mga opinyon at prayoridad ng komunidad at nang mabigyan ng impormasyon ang paggawa ng desisyon sa pagpopondo ng mga serbisyo para sa komunidad at pabahay.

Nakipagkontrata ang MOHCD sa Resource Development Associates (RDA) upang makabuo ng magkasama nang stratehiya sa pag-abot sa nakararami at pagpapalahok sa tatlong planong ito, pati na rin sa mga pagsusumikap sa pagpapalano na pinamumunuan ng Opisina para sa Pagpapaunlad ng Ekonomiya at mga Nagtatrabaho (Office of Economic and Workforce Development) at ng Departamento para sa Pagpapalano (Planning Department). Sa panahon ng prosesong ito, nagsumikap ang MOHCD na abutin ang mas nakakarami sa malawak na saklaw ng mga stakeholder (mga nakatayang interes sa komunidad) at residente para sa kanilang perspektiba, pangangailangan, tugon, at opinyon, at espesipikong pinagtuunan nito ang pinakabulnerableng mga populasyon ng Lungsod.

Kritikal na bahagi ng prosesong ito ng stratehikong pagpapalano ang pagbibigay ng opinyon ng komunidad, dahil nagkaloob ito ng mahalagang datos upang matiyak na natutugunan ng mga pinopondohang programa at serbisyo ang pinaka-prayoridad na pangangailangan ng bulnerableng mga populasyon, pati na rin ang Lungsod sa kabuuan. Sa panahon ng prosesong ito, nakuha ang opinyon ng publiko sa pamamagitan ng mga miting ng komunidad (porum sa komunidad at focus group [grupo para sa nakatuong diskusyon] na mula sa mga espesipikong populasyon) at dalawang online na sarbey, kung saan mayroon ding puwedeng masagutan na papel na sarbey. Inilalarawan sa mas detalyadong paraan sa ibaba ang dalawang paraan na ito ng pangongolekta ng datos nang may paglahok (participatory data collection) at ang demograpiya (mga katangian ng populasyon) ng mga kalahok.

### Mga Porum sa Komunidad at Focus Group (grupo para sa nakatuong diskusyon)

Naging tagapagpadaloy (facilitator) ang MOHCD sa 10 pampublikong porum batay sa komunidad, at 38 focus group na nakatuon sa mga espesipikong populasyon. Lumahok ang mga kinatawan mula sa kabuuang hanay ng mga stakeholder sa pabahay sa mga porum at focus group, kasama na ang mga indibidwal na nakararanas ng kawalan ng tahanan (homelessness), residente ng pampubliko at may subsidyong pabahay, nagkaloob ng serbisyo sa pabahay at serbisyong panlipunan, tagapagtaguyod ng pabahay para sa may HIV/AIDS, may-ari ng bahay, bagong residente sa San Francisco, bagong migrante, at habambuhay nang residente ng Lungsod. Naging tagapagpadaloy din ang MOHCD sa mga grupong pangkultura, kasama na ang mga miyembro ng mga komunidad na Aprikano Amerikano, Cambodian, Samoan, Vietnamese, LGBTQ, at PLWHA. Sinagutan ng mga kalahok ang serye ng may istrukturang mga tanong sa malawak na hanay ng mahahalagang larangan, kasama na ang mga pangangailangan para sa pabahay at serbisyo, hadlang sa pagkakaroon ng pabahay at mapagpipilian, pagbabago ng mga komunidad, at diskriminasyon at makatarungang pabahay.

May kabuuang bilang na 1,395 indibidwal ang nakibahagi sa mga miting ng komunidad na isinagawa sa iba't ibang lugar sa San Francisco sa pagitan ng Nobyembre 2018 at Marso 2019. May kabuuang bilang na 656 residente at stakeholder ang lumahok sa 10 porum sa komunidad, at hindi bababa sa 684 ang lumahok sa 38 focus group, kung saan 16 ang isinagawa sa mga lugar ng pampublikong pabahay na nagawang mga pabahay sa pamamagitan ng programang Federal Rental Assistance Demonstration (programang binibigyan ng awtorisasyon ang paglilipat ng anyo ng pederal na pondo, RAD). Posibleng mas maliliit ang mga numerong ito kaysa sa aktuwal na pagdalo dahil may ilang kalahok na hindi nag-sign in o nagpatala. Inililista ng mga sumusunod na table (talahanayan) ang mga pagtitipon na isinagawa sa panahon ng prosesong ito.



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Mga Porum sa Komunidad ng MOHCD	
Bayview Hunters Point / Distrito 10	South of Market / Distrito 6
Castro / Distrito 8 at Distrito 7	Sunset / Distrito 4 at Distrito 1
Chinatown / Distrito 3 at Distrito 2	Tenderloin / Distrito 6
Excelsior and OMI / Distrito 11	Visitacion Valley / Distrito 10
Mission / Distrito 9	Western Addition / Distrito 5

Mga Focus Group ng MOHCD sa Komunidad	
Komunidad na Aprikano Amerikano	Human Service Network
Komunidad ng mga Cambodian	Komunidad ng LGBTQ
Konseho ng mga Organisasyon para sa Pangkomunidad na Pabahay (Council of Community Housing Organizations)	Lokal na Lupong Tagapag-ugnay para sa mga Walang Tahanan (Homeless Coordinating Board)
Pagpigil sa mga Pagpapaalis o Eviction/ Pagbibigay-lakas sa mga Umuupa o Tenant	Tagapag-ugnay na Konseho para sa Pangmatagalang Pangangalaga (Long Term Care Coordinating Council)
Komunidad ng mga may HIV	Konseho ng Mayor para sa Mga May Kapansanan (Mayor's Disability Council)
Mga Nagkakaloob ng Pabahay sa mga May HIV (HIV Housing Providers)	Komunidad ng mga Samoan
Mga May-ari ng Bahay (Homeowners) - BMR	Senior and Disability Action
HOPE SF Hunters View Housing Community	SF Immigrant Legal & Education Network
HOPE SF Potrero Hill Housing Community	SF Latino Parity & Equity Coalition
HOPE SF Sunnydale Housing Community	Komunidad ng mga Transgender
Koalisyon para sa Aksiyon sa Pabahay (Housing Action Coalition)	Komunidad ng mga Vietnamese

Mga Lugar para sa Focus Group ukol sa Rental Assistance Demonstration	
1760 Bush Street	491 31st
1880 Pine Street	Bernal Dwellings
3850 18th Street	Clementina Towers
25 Sanchez	Hayes Valley North & South
255 Woodside	John F Kennedy Apts.
2698 California	Mission Dolores
345 Arguello	Robert B. Pitts
462 Duboce	Westside Courts

### Mga Sarbey sa Komunidad

Bumuo ang MOHCD ng dalawang sarbey sa komunidad upang makuha ang mga pangangailangan para sa serbisyo na nakatuon sa pabahay at hindi nakatuon sa pabahay, pati na rin ang kanilang karanasan sa mga programa at serbisyo ng MOHCD at OEWD.

#### Sarbey para sa Pagpapalano (Planning Survey)

Tinanong ng sarbey na ito sa mga sumagot kung ano ang kailangan nila upang makakuha ng pabahay at manatili sa pabahay, aling mga serbisyo hindi nakatuon sa pabahay ang pinakaimportante sa kanila at sa kanilang pamilya,



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anong paraan ang mas gusto nila upang makakuha ng serbisyo, ano-ano ang kanilang opinyon ukol sa MOHCD, at iba pang tanong tungkol sa kalidad ng buhay. May kabuuang bilang na 2,219 sagot sa sarbey na ito.

**Sarbey tungkol sa Ebalwasyon ng Programa (Program Evaluation Survey)**

Matapos makompleto ang Sarbey sa Pagpapalano, nagkaroon ng oportunidad ang mga kalahok na makompleto ang sarbey tungkol sa Ebalwasyon ng Programa, na nagtanong naman sa kanila tungkol sa paggamit ng mga programa at serbisyo ng MOHCD at ng OEWD. Tinanong ang mga sumagot tungkol sa kanilang paggamit ng mga programa para sa pagpapaunlad ng ekonomiya at mga nagtatrabaho, programa para sa pagbibigay ng puwesto sa pabahay, serbisyo para sa pabahay, at pangkomunidad na serbisyo, at pagkatapos, hiniling sa kanilang bigyan ng marka ang mga ito at ilarawan ang kanilang pangkalahatang karanasan sa mga programa at serbisyong ito. Dahil dito, nakakolekta ang sarbey ng espesipikong datos ukol sa paggamit (utilization data) at napaghambing ang mga ito sa malawak na hanay ng mga programa at serbisyo ng Lungsod at programa at serbisyong pangkomunidad, at tiningnan din ang bahagyang pagkakapareho o pagkakaiba sa numerikal na pagraranggo ng mga kalahok at ang kanilang kuwalitatibong pagtatasa (qualitative assessment). May kabuuang bilang na 1,537 sagot sa sarbey na ito.

**Demograpiya ng mga Kalahok**

Sa pangkalahatan, hiniling sa mga kalahok sa porum at focus group na kompletuhin ang mga form at tukuyin ang ilang katangiang demograpiko, kasama na ang kasarian, lahi o etnisidad, at seksuwal na oryentasyon, pero hindi piniling kompletuhin ng lahat ng kalahok ang form na ito. Kasama rin sa Sarbey ukol sa Pagpapalano ang bahaging demograpiko kung saan isinaad ng mga sumagot ang kanilang edad, lahi/etnisidad, kasarian, seksuwal na oryentasyon, estado ng pagkakaroon ng HIV/AIDS, estado ng pabahay, estado ng pagkakaroon ng kapansanan, antas ng kita, naabot na edukasyon, at mas pinipiling wika.

Binabalangkas ng mga tsart sa ibaba ang demograpikong impormasyon para sa lahat ng kalahok sa porum, focus group, at sarbey.

**Table (Talahanayan) 1: Sariling Pag-uulat ukol sa Identidad sa Kasarian sa Kabuuan ng mga Pagsusumikap para sa Pag-a-outreach sa Komunidad**

Identidad sa Kasarian	%
Babae	60%
Lalaki	33%
Mas gusto kong huwag sagutin ito	3%
Genderqueer (walang identipikasyon)/Gender Non-binary (hindi eksklusibong babae o lalaki)	3%
Trans na Babae	<1%
Iba pa	<1%
Trans na Lalaki	<1%

**Table (Talahanayan) 2: Sariling Pag-uulat ukol sa Seksuwal na Oryentasyon sa Kabuuan ng mga Pagsusumikap para sa Pag-a-outreach sa Komunidad**

Seksuwal na oryentasyon	%
Straight/ Heteroseksuwal	60%
Bakla/ Lesbiana/Nagmamahal sa taong pareho ang kasarian	14%
Mas gusto kong huwag sagutin ito	14%
Bisexual (dalawa ang kasarian)	9%
Iba pa	3%
Nagtatanong/Hindi tiyak	<1%



Table (Talahanayan) 3: Sariling Pag-uulat ukol sa Lahi/Etnisidad sa Kabuuan ng mga Pagsusumikap para sa Pag-a-outreach sa Komunidad

Lahi/Etnisidad	%
Asyano	33%
Puti	31%
Itim, Aprikano Amerikano o Aprikano	14%
Latino/a o Hispaniko	13%
Amerikanong Indian o Katutubong Taga-Alaska	5%
Taga-Gitnang Silangan o Hilagang Aprika	2%
Katutubong Hawaiiانو o iba pang taga-Isla Pasipiko	1%

## Buod ng mga Napag-alaman

### Pangkalahatang mga Pangangailangan at Inaalala ng Komunidad

1. Sa mga natukoy na inaalala noong isinasagawa ang pagpapalahok sa komunidad, nakitang pinakamadalas na inaalala ng mga stakeholder sa San Francisco ang pagkawala ng tinitirhang lugar (displacement), pagtataas ng presyo sa pabahay, pangkalahatang kalinisan at kaligtasan ng komunidad, at pagkakaroon ng transportasyon.
2. Natukoy ng mga sumali sa pagpapalahok ng MOHCD sa komunidad na kasinghalaga ng pangangailangan mismo sa pabahay ang mga serbisyo upang masuportahan ang pagsandal sa sarili at pagkakaroon ng katatagan.
3. Marami sa mga stakeholder ang nagsaad ng malaking pangangailangan para sa mga serbisyo na inklusibo o bukas sa iba't ibang kultura at espesipiko sa iba't ibang kultura.
4. Ipinahayag ng mga kalahok ang pangangailangan para sa higit na kamalayan ukol sa mga pasikot-sikot at pamamaraan upang makakuha ng serbisyo, kasama na kapwa ang serbisyo sa pabahay, at iba pang serbisyo para sa pagbibigay ng suporta.
5. Ipinahayag ng mga stakeholder ang hangad nila para sa mas inklusibo at mas hindi mahigpit na mga pamantayan para sa pagiging kuwalipikado sa abot-kayang pabahay.
6. Isinaad ng marami sa mga miyembro ng komunidad ang pangangailangan para sa mas maraming oportunidad upang makapagbigay ng opinyon ukol sa mga polisiya ng Lungsod sa pagiging kuwalipikado sa pabahay, pati na rin sa pakikilahok sa pagbuo at pagpapaunlad ng mga programa para sa abot-kayang pabahay.
7. Humiling ang mga stakeholder ng higit na mas simple o streamlined na mga serbisyo, mas pinahusay na kolaborasyon sa pagitan ng mga ahensiya, at mas matibay na pakikipagkomunikasyon sa pagitan ng mga ahensiya, at nang masuportahan ang paghahatid kapwa ng mga serbisyo sa pabahay at serbisyo para sa pagbibigay ng suporta.

#### Labinlima na pinakakailangang pabahay at mga serbisyo para sa pabahay (sa kabuuan ng lahat ng paraan sa pag-a-outreach)

Abot-kayang pabahay
Tulong sa upa/murang pabahay
Tulong sa mga pasikot-sikot sa pabahay at sa aplikasyon
Ligtas na shelter o kanlungan, transisyonal at permanenteng kapaligiran para sa pabahay
Mas maraming proteksiyon sa pabahay
Pabahay para sa matatanda at pabahay na mapapasok at magagamit (accessible)
Suporta para maiwasan ang pagpapaalis o eviction
Mga subsidyo sa pabahay
Edukasyon para sa mga umuupa o tenant
Supportive housing (pabahay na may kasamang mga serbisyo para sa dating walang tahanan o may kapansanan)
Tulong sa paunang bayad o down-payment
Pabahay na malapit sa trabaho
Tulong sa pakikipagnegosasyon sa nagpapaupa o landlord

### Mga Pabahay na Serbisyo

1. Binigyang-diin ng mga sumali sa pagpapalahok sa



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- komunidad ang pangangailangan para sa mga kapaligiran kung saan may abot-kayang pabahay para sa nasa pinakabulnerableng dulo ng hanay ng mga pabahay: shelter o kanlungan at transisyonal na pabahay para sa nakararanas ng kawalan ng tahanan; nagagamit o accessible na pabahay para sa matatanda at indibidwal na may kapansanan; at abot-kayang pabahay para sa mga kabahayang pinakamababa ang kita.
- Bagamat ang abot-kayang pabahay ang pinakamadalas banggitin na pangangailangan para sa mga serbisyo sa pabahay, patuloy na usapin ang pagkilala sa interseksiyon ng kalusugan at pabahay sa kabuuan ng mga diskusyon, dahil binigyang-diin ng mga kalahok ang pangangailangan para sa ligtas at malusog na kapaligiran para sa pamumuhay.
- Nagpahayag ang mga miyembro ng komunidad ng pangangailangan para sa mas malakas na suporta at proteksiyon laban sa pagpapaalis, at para sa mga umuupa, kasama na ang edukasyon sa umuupa, at pati na rin ang mga polisiya ng Lungsod upang mapigil ang labag sa batas na pagpapaalis.

**Pagkakaroon ng Pabahay, mga Persepsiyon o Inaakala, at mga Hadlang**

- Tinukoy ng mga kalahok ang pagkawala sa tinitirhang lugar (displacement) at ang tumataas na presyo ng pabahay bilang pinaka-inaalala na nakaaapekto sa pagkakaroon ng pabahay at sa kakayahan na manatili sa pabahay.
- Ipinahayag kapwa ng mga umuupa at may-ari ng bahay na kakaunti ang pangkalahatang mapagpipilian sa pabahay dahil pakiramdam nila “naka-lock in o nakakulong” na sila.
- Itinampok ng mga kalahok ang mga hadlang sa pagkakaroon ng bahay bilang nakasentro kapwa sa presyo ng bahay at opsiyon para sa pagpipinansiya.
- Ibinahagi ng mga kalahok sa forum sa komunidad ang mga katangian na pinaniniwalaan nilang mayroon ang kaakit-akit na komunidad, at tinukoy nila ang mga katangiang tulad ng pampublikong transportasyon, berdeng espasyo, at kaligtasan.
- Nagbahagi ang mga sumali sa pagpapalahok sa komunidad ng iba’t ibang karanasan sa diskriminasyon sa pabahay, pero sa pangkalahatan, inilantad ng kanilang mga sagot na walang iisa, espesipiko, at lantad na uri ng diskriminasyon. Ipinapakita ng mga sagot na ito ang higit na malawakan at nakapirmi nang sistema ng diskriminasyon na nakaaapekto sa mga taong may kulay (people of color) at mga komunidad ng Aprikano Amerikano sa partikular.

**Mga Serbisyong Panlipunan at Mga Serbisyong Nagbibigay ng Suporta**

- Kailangan ng mga miyembro ng komunidad ng abot-kaya at naka-target na suporta para sa matinding karanasan o trauma, PTSD, pagkakasakit kaugnay ng paggamit sa droga at iba pang sangkap, at iba pang kondisyon ng kalusugan sa isip. Ang magkasamang mga serbisyo para sa kalusugan ng isip at pag-iwas sa paggamit ng droga at iba pang sangkap ang pinakamadalas na nabanggit na kailangang serbisyong panlipunan at serbisyo para sa pagbibigay ng suporta sa lahat ng miting ng komunidad.
- Kung ihahambing sa mga pangangailangan para sa pabahay, higit na masidhi ang pangangailangan para sa panlipunang serbisyo at serbisyong nagbibigay ng suporta, at nag-iiba-iba ang mga ito ayon sa populasyon. Kataka-taka,

<b>Labinlima na pinakakailangang serbisyong panlipunan at serbisyo para sa pabahay (sa kabuuan ng lahat ng paraan sa pag-a-outreach)</b>
Tulong sa mga benepisyo (CalWorks, SNAP, Medi-Cal, at iba pa)
Mas mahusay na daan para magkaroon ng pangangalaga sa kalusugan
Pagkakaroon ng masustansiyang pagkain
Suporta para sa kalusugan ng isip (mental health) at suporta para maiwasan ang pang-aabuso sa droga at iba pang sangkap
Suporta sa wika
Kaalaman tungkol sa mga makukuhang serbisyo
Suporta para sa matatanda at taong may kapansanan
Abot-kayang pangangalaga sa bata
Pamamahala sa kaso
Legal – mga karapatan ng konsumer/ karapatang sibil
Legal - mga karapatan ng manggagawa/ karapatan sa pag-eempleyo
Legal - suporta sa imigrasyon



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- pero humigit-kumulang na naipahayag nang 860 beses ng mga kalahok ang pangangailangan para sa anumang uri ng panlipunang serbisyo at serbisyo para sa pagbibigay ng suporta. Ipinahayag nang 520 beses ng mga kalahok ang anumang uri ng pangangailangan na kaugnay ng pabahay. Bukod sa mas madalas na naipahayag ito, nag-iba-iba rin ang mga pangangailangan para sa panlipunang serbisyo at serbisyo para sa pagbibigay ng suporta batay sa populasyon.

**Kaalaman tungkol sa mga Serbisyo at Pagkakaroon ng mga Serbisyo**

- Isinaad ng mga kalahok na limitado ang kanilang kaalaman tungkol sa pagkakaroon ng serbisyo para sa pabahay at panlipunang serbisyo, at ang pagiging kuwalipikado para sa mga ito, pati na rin ang pangangailangan ng tulong upang malaman ang pasikot-sikot sa mga serbisyong ito.
- Bukod sa pangangailangan para sa higit na kaalaman ukol sa mga kinakailangan upang maging kuwalipikado, ipinahayag din ng mga stakeholder na posibleng hadlang ang mga kinakailangan upang kuwalipikado sa pagkakaroon ng mga serbisyo.
- Ipinahayag ng mga kalahok ang pangangailangan para sa inklusibo o bukas sa lahat na serbisyo upang magkaroon ng suporta sa wika, at nang sa gayon maitaguyod kapwa ang kaalaman tungkol sa mga serbisyo at ang pagkakaroon ng mga serbisyo, lalo na sa kalusugan at pabahay.
- Nakaranas ang mga residente ng ilang hadlang sa transportasyon sa San Francisco, kasama na ang mahahabang panahon ng paghihintay, kaligtasan, at gastos sa transportasyon, na nagiging hadlang sa pagkakaroon ng trabaho, medikal na pakikipagkita, at iba pang serbisyo.

**Koordinasyon ng mga Serbisyo.**

- Humiling ang mga stakeholder ng higit na mas simple o streamlined na mga serbisyo, mas pinahusay na kolaborasyon sa pagitan ng mga ahensiya at mas matibay na pakikipagkomunikasyon sa pagitan ng mga ahensiya, at nang masuportahan ang paghahatid kapwa ng mga serbisyo sa pabahay at serbisyo para sa pagbibigay ng suporta.
- Humiling ang mga miyembro ng komunidad na lumahok sa mga forum at focus group ng higit na suportang pinansiyal at suporta sa pagkakaroon ng higit na kakayahan ng mga organisasyong non-profit at iba pang nagkakaloob ng serbisyo (service providers), kasama na ang pagbabago sa mga patakaran sa pangongontrata.

**Pag-asa sa Sarili para sa Mga Pangangailangan sa Pera (Economic Self-sufficiency)**

- Ipinahayag ng mga kalahok ang lubos na pangangailangan para sa may bayad na mga programa ng pagsasanay para sa trabaho, na nagkakaloob ng mga landas tungo sa pag-eempleyo na may suweldong ikinabubuhay at nakapagpapanatili Binigyang-diin ng mga kalahok na bagamat mayroong mga oportunidad ng pagsasanay para sa trabaho sa kasalukuyan, walang bayad ang mga ito at/o posibleng hindi naka-ugnay sa pangmatagalang pagtatrabaho.
- May malaking pangangailangan para sa mga programa ukol sa kaaalamang pinansiyal at pinansiyal na pagpapalano, pati na rin para sa mga pinansiyal na serbisyo, lalo na sa mga serbisyo sa pagpapayo ukol sa pagtitipid at credit. Bukod sa malalaking hadlang sa kita, nararamdaman ng mga kalahok na kulang sila sa mga kasangkapan para sa pinansiyal na

**Labinlima na pinakakailangan upang umasa sa sarili para sa mga pangangailangan (sa kabuuan ng lahat ng paraan sa pag-a-outreach)**

Pagsasanay sa Trabaho
Pagkakaroon ng Trabaho
Pagpapalano at edukasyon ukol sa pinansiya
Pagkakaroon ng mga bagong kakayahan sa trabaho
Pagkakaroon ng mga klaseng ESL (pag-aaral sa Ingles)
GED at mga programa para sa pagkuha ng diploma sa high school
Lokal na pag-eempleyo
Mga Serbisyong Pampinansiya at Serbisyo sa Credit
Pagkakaroon ng teknolohiya/Edukasyon ukol sa teknolohiya
Permanenteng trabaho/mga oportunidad sa karera
Pagpapayo o coaching ukol sa pag-eempleyo
Mga trabaho para sa "uring manggagawa o working class"



3. pagpapalano at kaalamang pinansiyal, kung kaya't hindi man lamang mapagsimulan ang proseso ng pagmamay-ari ng tahanan.
4. Gusto ng mga residente na kumuha ang mga taga-empleyo ng San Francisco ng mas maraming lokal na residente. Ang mga kalahok ay may pagkaunawang nuanced (nakikita ang iba't ibang aspeto) sa epekto ng mga nakasanayang gawain sa pag-empleyo sa mga residenteng napakababa ng kita. Isinaad nila na ang pagbibigay ng insentiba sa mga empleyadong mataas kung magpasuweldo, at posibleng mag-empleyo ng lokal na tao para sa mga posisyong mataas ang suweldo sa mga espesipikong industriya, at nang lumipat ang mga taga-empleyong ito sa San Francisco, ay hindi nakaaapekto sa mga residenteng pinakanangangailangan ng trabahong sapat ang kita upang mabuhay.

### Pagbibigay ng Lakas sa Komunidad at Pagpapalahok Dito

1. Gusto ng mga bulnerableng stakeholder sa komunidad ng mas mahusay na mga relasyon at pagpapanagot sa MOHCD. Sa pangkalahatan, lubos na nagpapasalamat ang mga miyembro ng komunidad sa oportunidad na lumahok sa mga porum at focus group at ibahagi ang kanilang mga perspektiba at suhestiyon, pero ipinahayag din ng mga kalahok na gusto nilang ipagpatuloy ng MOHCD ang pagkakaroon ng mga miting sa komunidad na kagaya ng porum, at nang mapanatili ang pagkakaroon ng pulso sa mga pangangailangan ng komunidad, partikular na sa mga pangangailangan ng mga bulnerableng populasyon. Binigyang-diin ng mga kalahok na upang maiwasto ang historikal na kawalan ng pagkakapantay-pantay, kailangang may mga nakapirmi nang hakbang sa pagpapanagot upang makatugon ang Lungsod.

2. Ipinahayag ng mga kalahok ang malawakang pangangailangan para sa mga stratehiyang may kaalaman ukol sa kultura at inklusibo ang pag-a-outreach at pagpapalahok sa komunidad, at nang maitaguyod ang lalo pang pagpapalakas sa komunidad at maiugnay ang mga residente sa mga serbisyo. Pagkakaroon ng kaalaman sa kultura at inklusibong pag-a-outreach sa komunidad ang pinakamadalas na nabanggit na pangangailangan kaugnay ng pagpapalahok sa komunidad. Nagpapasalamat ang mga miyembro ng komunidad na may kasalukuyang mga pagsusumikap na makapag-outreach upang maipagbigay-alam ang mga itinataguyod ng Lungsod na serbisyo sa pabahay at serbisyo para sa pagbibigay ng suporta, pero hindi nakaaabot ang mga pagsusumikap na ito sa ilang komunidad. Lubos na naniniwala ang mga kalahok na magbubunga ang paggamit ng mga stratehiya sa pag-a-outreach na may kaalaman ukol sa kultura ng higit na kamalayan sa mga serbisyo at pakikilahok sa mga ito.

<b>Labinlimang pinakakailangan para sa pagbibigay ng lakas sa komunidad at pagpapalahok dito (sa kabuuan ng lahat ng paraan ng pag-a-outreach)</b>
Kaalaman ukol sa kultura at pagiging inklusibo (mga kultural na pagtitipon, pag-a-outreach na nakabatay sa kultura)
<b>Mga pagtitipon ng komunidad (block party o kasiyahan sa kalye, pagtitipon sa pista opisyal o walang pasok, pagtitipon para sa sports, farmers market o tiangge)</b>
Espasyo ng komunidad (espasyo para sa paglilibang, berdeng espasyo, espasyo para sa sining)
Suporta at kakayahan para sa nonprofit
Paradahan
Pagpapalano ng komunidad
Suporta para sa maliliit na negosyo
Mga oportunidad sa pagboboluntaryo
Mga pulong at workshop ng komunidad
Pagkakaroon ng pananagutan
Mga pagsusumikap para sa pagpapalahok at pakikipagkomunikasyon sa komunidad
Nakatuong pag-aalok ng mga serbisyo
Mga pagsusumikap sa paglilinis ng komunidad na naka-base sa komunidad

3. Katulad nito, ipinahayag ng mga sumagot na ang pagpaparami ng bilang ng mga pangkulturang pagtitipon na mapupuntahan ng mga miyembro ng komunidad ay makapagpapataas din ng kanilang pakiramdam ng pagkakaroon ng komunidad.



## Управление мэрии и администрации округа Сан-Франциско по вопросам жилищного хозяйства и благоустройства

*Процесс стратегического планирования МОНСД на 2020–2024 г.: краткий обзор программы по вовлечению общин и основные выводы*

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### Введение

В рамках поддержки развития Консолидированного плана на 2020–2024 г., Анализа препятствий на пути внедрения программы справедливого решения жилищных вопросов и Программы обеспечения жильем ВИЧ-инфицированных Управление мэрии и администрации округа Сан-Франциско по вопросам жилищного хозяйства и благоустройства (Mayor’s Office of Housing and Community Development, МОНСД) вместе с заинтересованными сторонами и жителями Сан-Франциско приняло участие в процессе разъяснительной работы и взаимодействия с привлечением широких слоев населения. Данный процесс служит основой для определения приоритетов в сфере жилищного хозяйства и благоустройства, которые, в свою очередь, определяют цели и стратегии, представляемые в окончательных планах. В конечном итоге МОНСД использует вклад и приоритеты членов общин для подготовки информации для лиц, от которых зависит принятие решений в сфере финансирования деятельности по обслуживанию общин и жилищного сектора.

МОНСД заключил договор с Resource Development Associates (RDA) на разработку комплексной стратегии разъяснительной работы и взаимодействия в общинах для данных трех планов, а также для другой деятельности по планированию под руководством управления по развитию экономики и трудовых ресурсов и отдела планирования. В ходе данного процесса МОНСД провело разъяснительную работу с широким рядом заинтересованных лиц и жителей из числа представителей общин, обсудив их перспективы развития, потребности, замечания и предложения и уделив особое внимание наименее защищенным слоям населения города.

Мнение общины является важной частью процесса стратегического планирования и обеспечивает незаменимыми данными, благодаря которым финансируемые программы и услуги могут удовлетворять первоочередные потребности как незащищенных слоев населения, так и города в целом. В ходе данного процесса общественность смогла внести свой вклад благодаря встречам с представителями общин (форумам микрорайонов и фокус-группам для конкретных слоев населения) и двум онлайн-опросам, при которых была возможность заполнить анкеты и в бумажном виде. Оба метода сбора данных с участием населения и демографический состав участников подробно описаны ниже.

### Форумы микрорайонов и фокус-группы

МОНСД организовало работу 10 общественных форумов, работающих по принципу принадлежности к конкретному микрорайону, и 38 фокус-групп для различных слоев населения. Представители, имеющие то или иное отношение к жилищному вопросу, приняли участие в формах и фокус-группах, в том числе лица, не имеющие определенного места жительства, лица, проживающие в государственном жилье и пользующиеся жилищными субсидиями, работники в сфере предоставления жилья и социальных услуг, защитники прав на жилье для лиц, страдающих ВИЧ/СПИД, собственники жилья, переселенцы в Сан-Франциско, иммигранты, недавно прибывшие в США, и коренные жители города. МОНСД поддерживает проведение сессий с культурными группами населения, включая афроамериканцев, камбоджийцев, самоанцев, вьетнамцев, членов ЛГБТ-сообщества и людей, живущих с ВИЧ/СПИДом. Участники дали ответы на ряд структурированных вопросов на соответствующие темы, включая потребности в жилье и услугах, препятствия на пути к получению жилья и ограничения в его выборе, смену района проживания, дискриминацию и справедливое решение жилищных вопросов.



**Управление мэрии и администрации округа Сан-Франциско по вопросам жилищного хозяйства и благоустройства**

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В общей сложности в период с ноября 2018 года по март 2019 года во встречах с общинами, которые проводились по всему Сан-Франциско, приняли участие 1395 человек. Всего 656 жителей и заинтересованных лиц приняли участие в 10 форумах микрорайонов, и как минимум 684 человека участвовали в работе 38 фокус-групп, 16 из которых проводились в помещениях социального жилищного фонда, перестроенных в рамках Федеральной программы показательной помощи в аренде жилья (Federal Rental Assistance Demonstration, RAD). Эти цифры могут не отображать фактическое число участников, поскольку многие участники не пожелали регистрироваться. В следующих таблицах перечислены мероприятия, проведенные в рамках данного процесса.

Форумы микрорайонов МОНСД	
Bayview Hunters Point / район 10	South of Market / район 6
Castro / район 8 и район 7	Sunset / район 4 и район 1
Chinatown / район 3 и район 2	Tenderloin / район 6
Excelsior and OMI / район 11	Visitacion Valley / район 10
Mission / район 9	Western Addition / район 5



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Общественные фокус-группы МОНСД	
Афроамериканская община	Сеть услуг для населения
Камбоджийская община	ЛГБТ-сообщество
Совет организаций социального жилья	Местный координационный комитет по делам бездомных
Борьба с выселением / защита прав нанимателей	Координационный совет по долгосрочному уходу
Сообщество живущих с ВИЧ/СПИДом	Совет по делам людей с инвалидностью при мэрии
Организации, предоставляющие жилье для ВИЧ-инфицированных	Самоанская община
Домовладельцы — жилье по ценам ниже рыночных	Общество помощи престарелым и людям с инвалидностью
Община домовладельцев Хантерз-Вью HOPE SF	Сеть юридической и образовательной помощи иммигрантам
Община домовладельцев Портеро-Хил HOPE SF	Латиноамериканская коалиция равенства и справедливости Сан-Франциско
Община домовладельцев Саннидейл HOPE SF	Трансгендерное сообщество
Коалиция по жилищным вопросам	Вьетнамская община
Пункты проведения встреч фокус-групп программы показательной помощи в аренде жилья	
1760 Bush Street	491 31st
1880 Pine Street	Bernal Dwellings
3850 18th Street	Clementina Towers
25 Sanchez	Hayes Valley North & South
255 Woodside	John F Kennedy Apts.
2698 California	Mission Dolores
345 Arguello	Robert B. Pitts
462 Duboce	Westside Courts

## Опросы среди представителей общин

МОНСД разработало два опроса для представителей общин с целью сбора информации о потребностях жильцов в жилищных и нежилищных услугах, а также их отзывов о программах и услугах МОНСД и Отдела развития экономики и трудовых ресурсов (OEWD).

### Опрос с целью планирования

В ходе данного опроса у респондентов спрашивали, что им нужно для получения и сохранения жилья, какие нежилищные услуги наиболее важны для них и их семей, каким образом они предпочитают получать доступ к услугам, об их мнении о МОНСД, а также задавали им другие вопросы о качестве жизни. Общее количество участников данного опроса составило 2219 человек.



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### Опрос на тему оценки программы

После прохождения опроса с целью планирования участникам была предоставлена возможность пройти опрос на тему оценки программы, в ходе которого задавались вопросы об использовании программ и услуг МОНСД и ОЕВД. Респондентам предложили ответить на вопросы об использовании ими программ по развитию экономики и трудовых ресурсов, программ расселения, жилищных услуг и социальных услуг, а также услуг, предоставляемых общиной, а затем попросили оценить свое общее впечатление от пользования этими программами и услугами. Таким образом, данный опрос помог собрать и сравнить конкретные данные об использовании целого ряда программ и услуг городской администрации и общин и дифференцировать эти данные с помощью баллов, выставленных участниками, и выполненной ими количественной оценки. Общее количество участников данного опроса составило 1537 человек.

### Демографический состав участников

Ко всем участникам форумов и фокус-групп обратились с просьбой заполнить форму, в которой требовалось указать ряд демографических признаков, включая гендерную принадлежность, расовую или этническую принадлежность и сексуальную ориентацию, но не все участники пожелали заполнить форму. В опрос с целью планирования также входил раздел, в котором участники указывали свой возраст, расовую/этническую принадлежность, гендерную принадлежность, сексуальную ориентацию, наличие ВИЧ/СПИДа, наличие и тип жилья, инвалидность, уровень дохода, образование и предпочитаемый язык общения.

В таблице ниже указана сводная демографическая информация по всем участникам форумов, фокус-групп и участников опросов.

**Таблица 1. Гендерная принадлежность, самостоятельно указанная участниками в ходе разъяснительных мероприятий с представителями общин**

Гендерная принадлежность	%
Женщина	60 %
Мужчина	33 %
Предпочитаю не отвечать	3 %
Гендерквир / небинарная гендерная идентичность	3 %
Женщина-транссексуал	< 1 %
Другое	< 1 %
Мужчина-транссексуал	< 1 %

**Таблица 2. Сексуальная ориентация, самостоятельно указанная участниками в ходе разъяснительных мероприятий с представителями общин**

Сексуальная ориентация	%
Приверженец традиционной сексуальной ориентации / гетеросексуал	60 %
Гей / лесбиянка / приверженец однополый любви	14 %
Предпочитаю не отвечать	14 %
Бисексуал	9 %
Другое	3 %
Затрудняюсь ответить	< 1 %



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Таблица 3. Расовая/этническая принадлежность, самостоятельно указанная участниками в ходе разъяснительных мероприятий с представителями общин

Расовая/этническая принадлежность	%
Выходец из Азии	33 %
Белый	31 %
Чернокожий / афроамериканец или африканец	14 %
Испаноязычный или латиноамериканец	13 %
Американский индеец или коренной житель Аляски	5 %
Выходец с Ближнего Востока или из Северной Африки	2 %
Коренной житель Гавайских Островов или других островов Тихого океана	1 %

## Сводные результаты

### Общие потребности и озабоченность общин

1. Среди вызывающих беспокойство вопросов, определенных в ходе взаимодействия с общинами, заинтересованные лица из Сан-Франциско чаще всего упоминают вынужденную смену жилья, растущие цены на жилье, общий уровень чистоты и безопасности в микрорайоне, а также доступность транспорта.
2. Участники программ МОНСД по взаимодействию с представителями общин указали, что услуги по поддержке финансовой самостоятельности и стабильности для них настолько же важны, насколько и сама потребность в жилье.
3. Многие заинтересованные лица выразили явную потребность в инклюзивных и специфических с точки зрения культуры услугах.
4. Участники выразили потребность в повышенной осведомленности о доступных услугах, улучшенном доступе к ним и ориентированию в них, включая как жилищные услуги, так и другие дополнительные услуги.
5. Заинтересованные лица выразили желание, чтобы при определении права на получение доступного жилья применялись более инклюзивные и менее жесткие критерии.
6. Многие члены общин высказали потребность в предоставлении им более широких возможностей участия в составлении политик городской администрации, регулирующих предоставление права на доступное жилье, а также в участии в разработке программ доступного жилья.
7. Заинтересованные лица обратились с просьбой, чтобы услуги предоставлялись более рационально, с улучшенной межведомственной кооперацией и оптимизированной межведомственной коммуникацией, что способствовало бы предоставлению как жилищных, так и вспомогательных услуг.



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### Жилищные услуги

1. Участники мероприятий по вовлечению представителей общин подчеркнули потребность в среде проживания с доступным жильем для наиболее уязвимых категорий нуждающегося в жилье населения: приюты и временное жилье для бездомных, доступное в физическом плане жилье для престарелых и людей с инвалидностью, а также экономически доступное жилье для семей с самым низким уровнем дохода.
2. Несмотря на то, что наиболее часто упоминавшейся требуемой жилищной услугой была услуга по предоставлению доступного жилья, общей темой, поднимавшейся в ходе обсуждений, было соприкосновение жилищного вопроса и вопроса здравоохранения, поскольку участники подчеркнули потребность в безопасных и здоровых условиях жизни.
3. Члены общин высказали потребность в усиленной поддержке и защите в борьбе с выселением, поддержке и защите квартиросъемщика, включая разъяснительную работу с квартиросъемщиками и использование политик городской администрации, направленных на предотвращение незаконного выселения.

#### Пятнадцать важнейших потребностей в жилье и жилищных услугах (по результатам всех методов взаимодействия с населением)

Доступное жилье
Помощь в аренде жилья / жилье по сниженным ценам
Помощь в ориентировании на рынке жилья и в использовании специализированных программ
Безопасные условия проживания в приютах, временном и постоянном жилье
Дополнительная защита жилья
Физически доступное жилье для престарелых
Поддержка в борьбе с выселением
Жилищные субсидии
Разъяснительная работа с квартиросъемщиками
Поддерживающее жилье
Содействие в вопросе внесения предоплаты
Жилье рядом с работой
Помощь в переговорах с домовладельцем
Помощь с переселением
Помощь с получением ипотечной ссуды, уплаты взносов в объединение домовладельцев или помощь в случае отчуждения недвижимости за задолженность по ипотеке

### Доступ к жилью, восприятие и препятствия

1. Участники указали, что вынужденное выселение и растущие цены на жилье являются наиболее беспокоящими их вопросами, влияющими на доступ к жилью и на способность сохранить жилье за собой.
2. Как съемщики, так и домовладельцы отмечают, что выбор жилья в целом является ограниченным, потому что они чувствуют себя «привязанными».
3. Участники указали на препятствия, не позволяющие домовладельцам сосредоточиться как на ценах на жилье, так и на альтернативных схемах финансирования.



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4. Участники форумов микрорайонов указали, какие характеристики, по их мнению, делают микрорайон привлекательным, упомянув такие характеристики, как общественный транспорт, зоны зеленых насаждений и безопасность.
5. Участники мероприятий по взаимодействию с общинами сообщили о многочисленных случаях дискриминации в жилищных вопросах, но в то же время их ответы свидетельствуют и о том, что не существует какого-то одного конкретного выраженного типа дискриминации. Их ответы указывают, что наиболее распространенным и укоренившимся типом системной дискриминации является дискриминация по цвету кожи, в частности дискриминация представителей афроамериканской общины.

### Социальные и дополнительные услуги

1. Члены общин нуждаются в доступной, целевой поддержке лиц, страдающих от травматических и посттравматических расстройств, связанных с приемом наркотических веществ, и других расстройств психического здоровья. На всех встречах с общинами наиболее часто упоминаемыми социальными и дополнительными услугами, в которых нуждается население, были услуги для лиц, страдающих расстройствами психического здоровья и наркотической зависимостью.
2. В отличие от потребности в жилье, необходимость в социальных и дополнительных услугах более сильно выражена и меняется в зависимости от категории населения. Как ни странно, на всех встречах с общинами участники выразили потребность в одном из видов социальных

#### Пятнадцать наиболее востребованных социальных и дополнительных услуг (по результатам всех методов взаимодействия с населением)

Помощь в получении льгот (CalWorks, SNAP, Medi-Cal и т. д.)

Облегчение доступа к медицинским услугам

Предоставление здоровых продуктов питания

Поддержка страдающих психическими заболеваниями и наркотической зависимостью

Языковая поддержка

Информация о доступных услугах

Поддержка престарелых и людей с инвалидностью

Присмотр за детьми по доступной цене

Сопровождение дел

Юридическая помощь — права потребителей / гражданские права

Юридическая помощь — права работников / право на труд

Юридическая помощь — поддержка иммигрантов

Право на отдых

Программы обеспечения питанием

Программы поддержания чистоты и обеспечения безопасности в микрорайонах

и дополнительных услуг приблизительно 860 раз. Участники выразили потребность в одном из видов связанных с жильем услуг 530 раз. Потребности в социальных и дополнительных услугах не только упоминаются чаще других — им также свойственна большая изменчивость в зависимости от категории населения.



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### Осведомленность и доступ к услугам

1. Участники указали на ограниченную осведомленность о доступности жилищных и социальных услуг и о наличии у них права на их получение, а также на потребность в помощи с ориентированием в данных услугах.
2. Кроме требуемой большей осведомленности о критериях получения права на льготы заинтересованные лица заявили, что такие критерии могут стать препятствием для доступа к услугам.
3. Участники высказали потребность в инклюзивных услугах по языковой поддержке в целях как повышения осведомленности об услугах, так и облегчения доступа к услугам, включая жилищные услуги и здравоохранение.
4. Жители Сан-Франциско сталкиваются с рядом препятствий в использовании транспорта, включая длительное время ожидания, безопасность и стоимость проезда, затрудняющие возможности трудоустройства, посещения врачей и получения других услуг.

### Координация услуг

1. Заинтересованные лица обратились с просьбой, чтобы услуги предоставлялись более рационально, с улучшенной межведомственной кооперацией и оптимизированной межведомственной коммуникацией, что поспособствовало бы предоставлению как жилищных, так и вспомогательных услуг.
2. Члены общин, принявшие участие в работе форумов и фокус-групп, попросили о предоставлении дополнительной финансовой поддержки и помощи в наращивании потенциала некоммерческих организаций и других поставщиков услуг, в том числе внесении изменений в правила подрядной деятельности.



## Управление мэрии и администрации округа Сан-Франциско по вопросам жилищного хозяйства и благоустройства

Процесс стратегического планирования МОНСД на 2020–2024 г.: краткий обзор программы по вовлечению общин и основные выводы

### Экономическая самостоятельность

1. Участники выразили преобладающую потребность в оплачиваемых программах профессиональной подготовки, открывающих путь к стабильному трудоустройству, позволяющему заработать на жизнь. Участники подчеркнули, что, несмотря на наличие текущих предложений по профессиональной подготовке, они могут быть неоплачиваемыми и (или) могут не гарантировать долгосрочное трудоустройство.
2. Существует большая потребность в программах обучения основам финансов и планирования, а также в финансовых услугах, в частности в консультациях по вопросам сбережений и кредитования. Помимо серьезных ограничений из-за низкого уровня доходов, участники чувствуют, что им не хватает инструментов финансового планирования и финансовой грамотности для того, чтобы хотя бы начать рассматривать возможность домовладения.
3. Жители хотят, чтобы работодатели Сан-Франциско предоставляли больше вакансий для местного населения. У участников неоднозначное понимание влияния, которое оказывают методы подбора персонала на жителей с очень низким уровнем дохода. Они указывают, что стимулирование к переносу в Сан-Франциско деятельности работодателей, предлагающих высокие зарплаты, которые могли бы принимать на высокооплачиваемые должности в определенных отраслях местных жителей, не поможет жителям, которым в большинстве случаев нужна работа, дающая возможность обеспечить свое существование.

#### **Пятнадцать наиболее востребованных аспектов экономической самостоятельности (по результатам всех методов взаимодействия с населением)**

Программы профессиональной подготовки
Трудоустройство
Финансовое планирование и образование
Овладение новыми профессиями и навыками
Доступ к курсам по изучению английского языка как иностранного
Программы общеобразовательной подготовки и получения аттестата средней школы
Предоставление вакансий местному населению
Финансовые и кредитные услуги
Доступ к техническим средствам / техническое обучение
Возможности постоянного трудоустройства / карьерного роста
Услуги специалиста по подготовке к трудоустройству
Рабочие места для трудовых слоев населения
Программы трудоустройства
Трудоустройство престарелых и людей с инвалидностью
Доступные возможности получения высшего образования



## Управление мэрии и администрации округа Сан-Франциско по вопросам жилищного хозяйства и благоустройства

Процесс стратегического планирования МОНСД на 2020–2024 г.: краткий обзор программы по вовлечению общин и основные выводы

### Наделение полномочиями и вовлечение общин

1. Представители общин, принадлежащие к незащищенным категориям населения, хотят улучшить взаимодействие с МОНСД и повысить ответственность и отчетность управления мэрии. В целом, члены общин с благодарностью воспользовались возможностью поучаствовать в форумах и фокус-группах и поделиться своими перспективами и предложениями, и при этом выразили желание, чтобы МОНСД продолжило проведение встреч с общинами в формате форумов, чтобы быть в курсе потребностей общин, в частности незащищенных категорий населения. Участники подчеркнули, что с целью исправления исторически сложившейся несправедливости необходимо внедрение мер отчетности, за соблюдение которых городская администрация несла бы ответственность.

2. Участники высказали широкую потребность в стратегиях культурно адаптированной и инклюзивной разъяснительной работы и взаимодействия с общинами, которые способствовали бы их построению и являлись бы звеном между жителями и поставщиками услуг. Культурно адаптированная и инклюзивная разъяснительная работа была наиболее часто упоминаемой потребностью, связанной с вовлечением общин. Члены общин признают наличие текущих разъяснительных мероприятий, рекламируемых спонсируемые городской администрацией жилищные и дополнительные услуги, но эти мероприятия не охватывают некоторые общины. Участники твердо убеждены в том, что применение культурно ориентированной и всеохватывающей стратегии разъяснительной работы даст результат в виде повышенной осведомленности об услугах и степени вовлеченности в процесс их предоставления.

#### **Пятнадцать главных потребностей в наделении полномочиями и вовлеченности (по результатам всех методов взаимодействия с населением)**

Культурная адаптация и инклюзивность (культурные мероприятия, культурно-ориентированная разъяснительная работа)
Культурные мероприятия (вечеринки для жителей квартала, празднования, спортивные соревнования, сельскохозяйственные ярмарки)
Общественные пространства (места для отдыха граждан, зеленые зоны, арт-пространства)
Поддержка некоммерческих организаций и их материальной базы
Парковка
Районное планирование
Поддержка мелкого бизнеса
Участие в волонтерских программах
Встречи представителей общины и разъяснительная работа
Подотчетность
Мероприятия по вовлечению общин и информационные мероприятия
Целевой маркетинг услуг
Мероприятия по уборке микрорайона силами общины
Услуги для престарелых
Улучшенное освещение улиц и территорий

3. Аналогично, респонденты отметили, что возросшее количество культурных мероприятий, доступных для посещения членами общины, помогло бы усилить чувство принадлежности к данной общине.



## Uputomua

Ile lagolagoina ole fausiaina ole 2020-2024 Consolidated Plan (Peleni Faamaopooo), Analysis of Impediments to Fair Housing Choice (Iloiloga o Faalavelave mo Filifiliga Talafeagai o Fale), ma le HIV Housing Plan (Peleni o Fale), ua auai le Aai ma le Itumalo o San Francisco Mayor's Office of Housing ma le Community Development (MOHCD) ile matuā oo atu i vaipanoa ma auai i gaoiiga ma tagata o aafia ma latou o nonofo i San Francisco. O lenei faiga ua aogā e fai ma faavae ile iloa o fale ma mea o faamuamua ile vaipanoa, ma faapea ona uunaia ai sini ma gaoiiga faavae ua faataoto i peleni faai'u. Ise fua aoao, ole a faaoga ele MOHCD manatu mai le vaipanoa ma mea o faamuamua, i faaiuga atamai mo le faatupeina ole vaipanoa ma tautua mo fale.

Ua fai konekarate le MOHCD ma le Resource Development Associates (RDA) ina ia atia'e se vaipanoa o ituaiga tagagta eseese ma gaoiiga faavae mo nei peleni e tolu e faapena ma isi taumafaiga o fuafua e ta'imua ai le Ofisa o Faafetauiga ma le Workforce Development ma le Matagaluga o Peleni. Ile taimi o lenei fuafuaga, e aapa atu ai le MOHCD ise vaipanoa e toatele ituaiga tagata o aafia ai ma latou o nonofo ai e tusa ma o latou manaoga, faamatalaga, manatu ae maise lava mea e taulai faapitoa atu ile toatele o tagata ole aai o afaina ai.

O manatu mai le vaipanoa ose vaega sili lea ona tāua ole faagasologa o le peleni mo fuafuaga fai, e saunia ai faamaumauga tāua ina ia mautinoa e taula'i atu tupe ole polokalame ma tautua i mea i sili ona manaomia e tagata o moomia e faapena ai ma sini aoao o le Aai. Ile taimi o lea fuafuaga, na maua mai manatu o le lautele e ala i fono ale vaipanoa (faatasiga a tuaoi ma faatasiga o le tuufaatasiga ose vaega faapitoa o tagata) ma suesuega e lua na faia, na faapea ona fai ai foi saililiga e faaoga ai pepa. O auala uma ia e lua o faamatalaga na ao mai ē na faisao, ma vaega faapitoa sa auai ua faamatala atili ile pito i lalo.

## Fono ale Vaipanoa ma Vaega o Mata'ituina

Na faaogā ele MOHCD fono e 10 mai tagata lautele ma le 38 ose vaega faapitoa o tagata sa mata'ituina. O sui mai vaega eseese o fale sa faia ni o latou sao ma vaega o mata'ituina, e aofia ai ma latou o aafia ile leai o ni fale e nonofo ai, tagatanuu mai le lautele, ma latou o iai fale o loo maua le fesoasoani, ma vaega o vaaia fale ma tautua, latou o faasalalau atu fale HIV/AIDS, pule o fale, tagata e fou mai i San Francisco tagataese faatoa taunuu mai, ma latou ua loa ona nonofo ile Aai. Na fesoasoani le MOHCD i faatasiga o vaega mai aganuu eseese e aofia ai tagata Aferika Amerika, Cambodian, Samoa, Vietnamese, LGBTQ, ma sui o le vaipanoa mai PLWHA. O latou na auai sa tali i fesili faavae i vaega eseese e aofia ai fale ma tautua o loo manaomia, papupuni ile mauaina o fale ma filifiliga, suiga o tuaoi, faaitu'au ma tutusa le avanoa o fale mo tagata uma.

E 1,395 le aofaiga o tagata na faisao i fono ile vaipanoa ia na faia i San Francisco ile va o Novema 2018 ma Mati 2019. E 656 tagata nuu o ia vaipanoa ma faipisinisi sa faisao i fono e 10 i vaipanoa ma pe a ma le 684 na faisao ile 38 vaega o mata'ituina, e 16 na faia i nofoaga ia na suia ai fale mo le latutele e avea o fale o polokalame ole Federal Rental Assistance Demonstration (RAD). O nei fuainumera atonu e itiiti mai ile aofiaga moni o latou na auai ona o nisi na auai e le'i sainia o latou suafa. O le lisi oi lalo ua tusia ai mea na faia ile faagasologa o lenei fuafuaga.



**Aai ma le Itumalo o San Francisco, Mayor’s Office of Housing ma le Community Development**  
**MOHCD 2020-2024 Faagasologa o le peleni mo fuafuaga fai: Oototoga ole Faisao ole Vaipanoa**  
**ma Manatu ‘Autū na Maua**

MOHCD Neighborhood Forums (MOHCD Fono a Tuaoi)	
Bayview Hunters Point / Itumalo 10	South of Market / Itumalo 6
Castro / Itumalo 8 ma le Itumalo 7	Sunset / Itumalo 4 ma le Itumalo 1
Chinatown / Itumalo 3 ma le Itumalo 2	Tenderloin / Itumalo 6
Excelsior ma OMI / Itumalo 11	Visitacion Valley / Itumalo 10
Mission / Itumalo 9	Western Addition / Itumalo 5

MOHCD Community Focus Groups (Vaega Mata’ituina ile Vaipanoa)	
Vaipanoa o Tagata Aferika Amerika	Human Service Network
Cambodian Community	Vaipanoa LGBTQ
Council of Community Housing Organizations	Local Homeless Coordinating Board
Puipuia o le Tuliese Faamalosī / Tenant Empowerment	Long Term Care Coordinating Council
Vaipanoa HIV	Mayor's Disability Council
Latou o Saunia Fale HIV	Vaipano o Tagata Samoa
Latou e Ona Fale - BMR	Tagata Matutua Gaoioiga mo Latou e lē Atoatoa le Malosi
HOPE SF Hunters View Housing Community	SF Immigrant Legal & Education Network
HOPE SF Potrero Hill Housing Community	SF Latino Parity & Equity Coalition
HOPE SF Sunnyside Housing Community	Transgender Community
Housing Action Coalition	Vietnamese Community

Rental Assistance Demonstration Focus Group Sites (Fesoasoani Mautotogi Vaega o Mata’ituina Nofoga Faata’ita’i)	
1760 Bush Street	491 31st
1880 Pine Street	Bernal Dwellings
3850 18th Street	Clementina Towers
25 Sanchez	Hayes Valley North & South
255 Woodside	John F Kennedy Apts.
2698 California	Mission Dolores
345 Arguello	Robert B. Pitts
462 Duboce	Westside Courts

## Community Surveys (Suesuega ole Vaipanoa)

Na fausia ele MOHCD ni suesuega se lua ole vaipanoa ina ia maua mai tautua o manaomia mo fale ma isi tautua faapena ma o latou feutagaiga ma le MOHCD ma polokalame ma tautua ale OEWD.

### Suesuega o le Fuafuaina

E fesiligia ele suesuega latou o faatalanoa poo a mea latou mananao e maua ma nonofo i fale, o ā tautua oi fale e lē oi lalo o le polokalame e sili ona tāua mo latou ma ō latou aiga, auala sili latou te mananao e maua ai tautua, ō latou manatu ile MOHCD, ma isi fesili e faatatau ile olaga e sili ona lelei. E tusa ma le 2,219 le aofaiga o tali mo lenei suesuega.



**Polokalame Suesuega e Faatulaga ai**

Pe a uma ona faamae’ā le Suesuega o le Fuafuaina, sa iai le avanoa mo latou na faisao e faamae’ā ai le Polokalame Suesuega e Faatulaga ai, lea na fesili e faatatau ile faatinoina o le MOHCD ma polokalame ma tautua ale OEWD. O latou na tali mai sa fesiligia e faatatau i lo latou faaogaina tatau ole tamaoaiga ma polokalame tauatia’e o galuegae, polokalame ole tuuina i fale, tautua mo fale ma tautua ile vaipanoa ona fesili atu lea iai e faatulaga ma faamatala le fua aoao o mea na oo ia latou e tusa ai o nei polokalame ma tautua. O lea ua mafai ai ona aoina mai ma faatusatusa numera faamaumau na maua mai i lenei suesuega i Aai eseese ma polokalame ole vaipanoa ma tautua ma faaatagia i lenei fua o faamaumauga o fuainumera o latou na faisao ma faia ai se faatatauga aogā. O latou na tali mai i lenei suesuega e 1,537.

**Ituaiga Eseese o Latou na Faisaos**

O latou na faaogaga ma vaega na taula’i iai na talosagaina ina ia faatumu le pepa ma faailoa mai ituaiga eseese e iloga ai, e aofia ai le itupa, lanu poo le tupuaga, ituaiga e iloa ai, peitai e lē o latou uma na faisao na filifili e faatumu lenei pepa. O le Suesuega o le Fuafuaina na faapea foi ona aofia ai vaega o tausaga eseese e faailoa mai ai e latou na faisao o latou tausaga, lanu/tupuaga, itupa, ituaiga e iloa ai, tulaga ile HIV/AIDS, tulaga o fale, tulaga o le lē atoatoa o le malosi, maualuga o togoti, maualuga o a’oa’oga, ma le gagana e fiafia iai.

Ole siata oi lalo ua faaauivi mai ai faamatalaga mai i ituaiga o tagata eseese o fono uma lava, vaega na taula’i iai, ma latou na faisao ile suesuega.

**Lisi 1: Tusia ele Tagata Lava Ia Lona Itupa e Iloa ai ile Across Community Outreach Efforts (Taumafaiga e Aapa Atu ile Vaipanoa)**

Itupa e Iloa ai	%
Fafine	60%
Tane	33%
Ou te musu e tali	3%
Faafafine/Lē iloga	3%
Tamaita’i-Fai	<1%
Isi mea	<1%
Tane-Fai	<1%

**Lisi 2: Tusia ele Tagata lava Ia le Ituaiga e Iloa ai i Taumafaiga e Aapa Atu ile Vaipanoa**

Itupa e Manao e Iloa Ai	%
Tuusa’o/Fiafia na o le isi itupa	60%
Faafafine/Tauafafine/Tutusa-Fiafia i Ituaiga	14%
Ou te musu e tali	14%
Faafafine/Faatane	9%
Isi mea	3%
Fesiligia/Lē mautonu	<1%

**Lisi 3: Tusia ele Tagata lava Ia le Lanu/Tupaga i Taumafaiga Uma ia Ausia Vaipanoa**

Lanu/Tupupaga	%
Asia	33%
Pa’epa’e	31%
Uliuli, Aferika Amerika, poo Aferika	14%
Latino/a poo Hispanic	13%
Initia Amerika poo se Alaska Moni	5%
Sasa’e Tutotonu pe Aferika i Matu	2%
Hawaii Moni pe o Isi Pasefike Ailena	1%



## Oootoga o Mea na Maua Mai

### Manaoga ma Popolega Lautele o le Vaipanoa

1. Mai mea na iloa o popole iai ile faatalanoaina o tagata o le vaipanoa, o le tele o popolega o tagata na aafia i San Francisco o le siitiaese, faatupulaia le tau o fale, fua aoao o le mamā ma le saogalemu o latou tuaoi, ma le mauagofie o auala o femalagaiga.
2. Na faailoa mai e latou na faisao ile vaipanoa i MOHCD na iloa o tautua e lagolago ile mafai ele tagata ona tausia ia lava ma faamautuina e tāua e pei lava o le manaomia o fale.
3. O le toatele o tagata aafia na latou tau’ā le manaoga sili o le faaafia o agaifanua ma tautua faapitoa faaleaganuu.
4. O latou na faisao na latou faailoa mai e iai se manaoga tele ole, iloa le itulagi e aga’i iai, ia mafai ona maua tautua o loo iai, e aafia ai fale ma isi tautua tau fesoasoani.
5. Na tau’ā e tagata na aafia le naunau ia iai ni tapulaa maopopo ma toafilemu i agavaa e maua ai fale taugofie.
6. O le toatele o sui o le vaipanoa na latou faaleo mai le manaomia ona tele avanoa ina ia saunia ai manatu i tulafono ale Aai i agavaa mo fale faapena ai ma le faisao ile fausia o polokalame mo fale taugofie.
7. Na talosagaina e latou na aafia ia tele ni tautua e faailoa mai i ala faasalalau, faaleleia le felagolagoma’i, ma ia malosi fesoataiga i matagaluega e lagolago le faooina atu o fale ma tautua fesoasoani.

### Tautua tau fale

1. O latou na faisao ile talanoaga ma le vaipanoa sa latou faamamafa ia maua se siomaga o fale taugofie ile vaega pito sili ona manaomia ai fale: falesulufa’i ma fale lē tumau mo tagata ua leai ni fale, ia iai ni fale mo tagata matutua ma latou e lē atoatoa le malosi, ma fale taugofie mo latou e sili ona maualo totogi.
2. O le mataupu pito sili ona ta’ua soo o le manaoga ia iai ni tautua mo fale taugofie, ae o le iloa o le sootaga o le soifua maloloina i fale sa avea ma laina sa masani ona talanoaina, a’o faatāua ei latou sa faisao le manaomia ona saogalemu ma se siomaga e soifua maloloina lelei.
3. O sui o le vaipanoa na latou ta’ua e manaomia ona faamalosia le tuliese faamalosi ma le lagolagoina ma le puipuia o latou o nonofo i fale, e aafia ai le a’oa’oina o latou o nonofo i fale faapena ma tulafono a le Aai ina ia puipuia ai le tuliese faamalosi e lē tusa ai ma le tulafono.

**Fale pito i luga e sefululima ma tautua manaomia mo fale (ose fua aoao o metotia uma na maua)**

Fale taugofie
Fesoasoani i ē mautotogi/faaitiitia tau o fale
Fesoasoani e sailia ma le talosagaina o fale
Fale sulufa’i iai e saogalemu, suiga, ma le si’omaga tumau o fale
Faatele puipuiga o fale
Tagata matutua ma le mauaina o fale
Fesoasoani e puipuia ai le tuliese faamalosi
Fesoasoani i tau o fale
A’oa’oina o tagata e nonofo i fale
Fesoasoani ia maua fale
Fesoasoani mo tupe e totogi muamua
Fale e latalata i galuega
Fesoasoani e feutagai ma pule o fale
Fesoasoani ile siitiaese
Mokesi, pili HOA poo fesoasoani ile faatasuese o fale



### Mauaina o Fale, Manatu, ma Papupuni

1. Na ta’ua e latou na faisao le siitiaese ma le faatuputeleina o tau o fale e avea ma popolega autū o aafia ile mauaina o fale ma avanoa e nonofo ai pea i fale.
2. O latou e mautotogi ma pule o fale na latou faapea uma mai e la’ititi filifiliga o iai mo fale talu ai latou te lagona ua “saisaitia latou.”
3. Na faamatilatila mai e latou na faisao papupui ile mauaina o fale e faaautū i tau o fale ma avanoa e faatupe ai.
4. O latou na faisao ile fono ma tuaoi na faasoa mai uiga na latou talitonu e avea ai tuaoi ma tulaga moomia ile faailoa mai o mea e pei o femalagaaiga mo le lautele, siomaga e lausiusi laau ma laufanua ma e saogalemu.
5. O latou na faisao ile vaipanoa na latou faasoa mai mea na oo ia latou e faapea e faaitu’au le mauaina o fale, ae i tulaga aoao, na faailoa mai ia latou tali e leai se vaega faaitu’au faapitoa e tasi, faaleaogaina le ituaiga o faaitu’au. O a latou tali na faailoa mai ai e tele ina iai faaitu’au i faamatalaga ma le auala o faia ai ua faapea ona aafia ai tagata lanu ma e faapitoa lava i tagata mai vaipanoa o Aferika Amerika.

### Tautua Lautele ma Fesoasoani

1. E manaomia e tagata o le vaipanoa mea taugofie, fesoasoani e taula’i iai i taimi o puapuga, PTSD, mea e faaoga i gasegase o le mafaufau, ma isi tulaga soifua maloloina o le mafaufau. O le maloloina o le mafaufau ma tautua e faaogā faatasi ai ma le ta’ua soo o tautua e fesoasoani ile lautele mo fesoasoani i fono uma a le vaipanoa.
2. Pe a faatusatusa i manaoga mo fale, ma manaoga mo le fesoasoani i tautua o loo manaomia e sili ona mamafa ma eseese ile faitau aofa’i o tagata. Ise tulaga e faateia ai, i fonotaga mai vaipanoa uma, na faamatala e sui auai le manaomia o se ituaiga o tautua e fesoasoani ile lautele pe tusa ma le 860 taimi. O latou na faisao na latou ta’ua le manaomia o manatu e fesooota’i atu i fale e tusa ma le 530 taimi. E faapoopo atu i mea na tau’a soo, o manaoga mo fesoasoani i tautua na eseese tulaga mai le faitau aofa’i o tagata.

#### Tautua lautele ma fesoasoani e sefulu lima pito i luga e manaomia (i metotia uma sa aoaoina mai)

Fesoasoani mo penefiti (CalWorks, SNAP, Medi-Cal, isi mea faapena)
Faaleleia tulaga ile mauaina o tausiga tausofua maloloina
Mauaina o taumafa tatau mo le soifua maloloina
Maloloina o le mafaufau ma fesoasoani i mea o faaogaina
Fesoasoani ile gagana
Malamalama i tautua o loo mafai ona maua
Fesoasoani i tagata matutua ma tagata e lē atoatoa le malosi
Taugofie le tausia o fanau
Fafoeina o mataupu
Tautua faaletulafono – tagata faatau/āia tatau a tagata
Tautua faaletulafono – tagata faigaluega/āia tatau i galuega
Tautua faaletulafono – fesoasoani i femalagaaiga
Mauaina o mea e tafafao ai
Polokalame i mea’ai aogā
Galuega faamamā i tuaoi ma polokalame mo le saogalemu



### Malamalama i Tautua ma le Mauaina

1. Na faailoa mai e latou na faisao le tapulaa o le malamalama e tusa ai ma le iai o avanoa e agavaa ai e maua fale ma tautua mo le latutele, faapena ai ma le manaoga ile sailia o na tautua.
2. E faaopoopo ile faatele o le malamalama i mea manaomia e agavaa ai, o latou na aafia na latou faailoa mai o mea e manaomia e agavaa ai e mafai ona avea ma papupuni ile mauaina o na tautua.
3. Na faamatala mai e latou na faisao ile manaoga ina ia faaaofia ai tautua fesoasoani mo gagana, ina ia mafai ona faauiluma le malamalama ma tautua ma le mauaina o tautua, e faapitoa lava ile soifua maloloina ma fale.
4. O loo iai faigata i tagata o nuu i tulaga tau femalagaiga i San Francisco, e aofia ai le umi o le taimi e faatali ai, saogalemu, ma le tau o femalagaiga, ua fai ma faalavelave le oo atu i galuega, tuugatala mo le vaaia o foma’i, ma isi tautua.

### Faamaopoopoina o Tautua

1. Na talosagaina e latou na aafia ia tele ni tautua e faailoa mai i ala faasalalau, faaleleia le felagolagoma’i, ma ia malosi fesoataiga i matagaluega e lagologo le faaooina atu o fale ma tautua fesoasoani.
2. O sui mai le vaipanoa ma latou na faisao i fonotaga ma vaega sa taula’i atu iai na latou fesili mai ia tele le fesoasoani tautupe ma lagolagosua i faugafale mo faalapopotoga e lē galulue mo ni polofiti ma isi o latou saunia mai fesoasoani, e aofia ai suiga i tulafono faakonekarate.

### Mautū le Tagata Lava Ia i Tulaga Tautupe

1. Na faamatala e latou na auai le tele o le manaoga mo galuega totogi, polokalame e toleni ai e faapea ona saunia ai le ala mo totogi e ola ai, ma galuega e mafai ona faatumauina. Na faamamafa mai e latou na auai e faapea o loo iai avanoa mo toleniga taugaluega ile taimi nei, atonu e lē o totogia ma/pe lē fesoata’i atu i galuega faaumiumi.
2. O loo iai se manaoga tele mo polokalame e a’oa’o ai le faitau ma le fuafuaina i mataupu tautupe ae maise lava i tupe teu ma tautua faaufautua i aitalafu. E faaopoopo atu i papupuni iloga tau tupemaua, na lagona e latou na faisao faapea e lē o lava meafaigaluega mo le fuafuaina ma le iloa faitau tulaga tautupe ile tauamataina ole fuafuaga ole faia ose fale.
3. O tagata o nonofo i San Francisco latou te

#### **Manaoga e 15 pito maualuga o le mautū i tulaga tautupe (i metotia uma sa aooina mai)**

Toleni mo Galuega
Mauaina ose galuega
Fuafuaina o tupe ma a’oa’oga
A’oa’oina ose tomai fou taugaluega
Mauina o vasega ESL
A’oa’oga – Polokalame GED ma tipiloma mo a’oga maualuga
Faafaigaluegaina ile mea o nofo ai
Fesoasoani ile faatupeina ma aitalafu
Mauaina o le Tech/a’oa’oga a le tech
Galuega tumau/avanoa mo galuega
Toleni mo galuega
Galuega “mo vaega o tagata”
Polokalame mo pule o galuega
Tagata matutua/galuega mo latou e lē atoatoa le malosi
Avanoa e maua a’oa’oga maualuga taugofie

mananao i pule o galuega e faafaigaluega le toatele o tagata e nonofo ile vaipanoa. O tagata na faisao e faaluafesasi lo latou malamalama ile aafiaga o faiga ile faafaigaluegaina o tagata o le vaipanoa e maulalo tele o latou totogi. Na latou faailoa mai e faapea o le faatosinaina o pule e tetelē o latou totogi, atonu o le a latou faafaigaluegaina ai tagata mai lea vaipanoa mo tulaga e tetelē totogi i



falefaigaluega faapitoa e sii atu i San Francisco e lē maua ai e tagata o loo sili ona manaomia ni galuega totogi e ola ai.

**Faamalosia o le Vaipanoa ma le Faia o se Vaega**

1. O latou oi le vaipanoa o loo aafia latou te mananao ise faiā lelei ma e iai ni tiutefai ile MOHCD. Ise fuaaaoa, na talisapaia tele e sui o le vaipanoa le maua o le avanoa e faisao ai i fono ma vaega na mata’ituina ma faasoa o latou manatu ma fautuaga, peitai na faamatala mai e latou na faisao lo latou mananao ile MOHCD e faaauau ona faia fono e pei o faatasiga ia ina ia mafai ona mata’ituina manaoga o le vaipanoa, ae maise lava manaoga ose vaega o tagata o afaina. Na faamamafa mai e latou na faisao e faapea, ina ia mafai ona toe faasa’o le talafaasolopito o le faaitu’au, e tatau ona iai se vaega e galue iai le Aai e tali atu iai.
2. Na faaleo mai e latou na faisao se manaoga tele ina ia fetau le agaifanua ma ia faaaofia ai i gaoioiga tatau ale vaipanoa e faapea ona faaauiluma ai fale o le vaipanoa ma faafesoota’i atu iai latou o nonofo iina i tautua o iai. O le fetau o le agaifanua ma faaaofia ai o le vaipanoa o le manaoga pito tele e fesoota’i atu ile faia o se vaega a le vaipanoa. Na ta’utino mai e sui o le vaipanoa e faapea o loo iai ile taimi nei taumafaiga ole faasalalau atu e maketi ai fale oi le vaaiga a Aai ma tautua fesoasoani, peitai o nei taumafaiga e lē oo atu i nisi vaipanoa. Na malosi le lagona o latou na faisao e faapea o le faaaogaina o aganuu talafeagai e faaoo atu ai o le a fua mai ai le tele o le silafia ma fai vaega i tautua.
3. Ise tulaga tutusa, na faailoa mai e latou na tali mai e faapea ole faateleina o meafai faaleaganuu e faaavanoa atu i sui ole vaipanoa e faatuputeleina ai o latou lagona o tagata o le vaipanoa.

<b>Faamalosia o le vaipanoa pito sili e sefululima &amp; manaoga e fai vaega (i metotia uma sa aoaoina mai)</b>
Talafeagai aganuu ma faaaofia ai (meafai faaleaganuu, nofoaga faavae aapa atu ai i agaifanua)
Meafai ile vaipanoa (patī a tagata o le poloka, meafai i aso malōlō, taaloga, maketi a le aufaifaatoaga)
Nofoaga avanoa ile vaipanoa (nofoaga avanoa mo tafaoga nofoaga e tele togalaau ma laau lausiusi, nofoaga avanoa mo ātatusi)
Lagolago faalapopotoga e lē mo polofiti ma avanoa
Pakaga
Fuafuaga a le vaipanoa
Fesoasoani mo pisinisi laiti
Avanoa e tauofo ai
Fono ale vaipanoa ma faalauiloa atu
Vaegafai
Taumafaiga ale vaipanoa e faia se vaeaga ma fesoota’iga
Tautua o taula’i iai le maketiina
Taumafaiga ale vaipanoa ma tuaoi ile faamamāina
Tautua mo tagata matutua
Lelei auala ma molī i fafo



## Oficina de Vivienda y Desarrollo Comunitario del Alcalde de la Ciudad y del Condado de San Francisco (City and County of San Francisco, Mayor's Office of Housing and Community Development)

*Proceso de planificación estratégica para el periodo 2020-2024 de la MOHCD: Resumen de la participación comunitaria y resultados clave*

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### Introducción

Para respaldar el desarrollo de su Plan consolidado del 2020-2024, del Análisis de los obstáculos para elegir una vivienda con igualdad de oportunidad y del Plan de vivienda para las personas que padecen el VIH; la Oficina del Alcalde de Desarrollo Comunitario y de Viviendas (Mayor's Office of Housing and Community Development, MOHCD) de la Ciudad y del Condado de San Francisco inició un proceso de alcance comunitario y de participación con los habitantes y las partes interesadas de San Francisco. Este proceso sirve de marco para identificar las prioridades de vivienda y de desarrollo comunitario que, a su vez, impulsan los objetivos y las estrategias presentadas en las planificaciones finales. En última instancia, la MOHCD hará uso de la opinión y de las prioridades de la comunidad para tomar decisiones relacionadas con la financiación de servicios de vivienda y de la comunidad.

La MOHCD se asoció a Resource Development Associates (RDA) para desarrollar una estrategia integral de alcance comunitario y de participación para estos tres proyectos, además de otras iniciativas de planificación dirigidas por la Oficina de Desarrollo Económico y Fuerza Laboral (Office of Economic and Workforce Development, OEWD) y del Departamento de Planificación (Planning Department). Durante el proceso, la MOHCD se acercó a diferentes partes interesadas y habitantes de la comunidad para conocer sus puntos de vista, necesidades, comentarios y opiniones, y se centró específicamente en la población más vulnerable de la ciudad.

La opinión de la comunidad es una parte clave del proceso estratégico de planificación, ya que se obtiene información indispensable para garantizar que los programas y los servicios financiados atiendan las necesidades de máxima prioridad de la población más vulnerable, además de la ciudad en su totalidad. Durante el proceso, la opinión del público se obtuvo mediante reuniones comunitarias (foros vecinales y grupos de debate específicos de la población) y dos encuestas en línea, que también podían completarse por escrito. Ambos métodos de recolección de datos participativa y la información demográfica de los participantes están detallados abajo.

### Foros comunitarios y grupos de debate

La MOHCD posibilitó el desarrollo de 10 foros comunitarios en vecindarios y 38 grupos de debate específicos de la población. Representantes de todos los contextos de vivienda participaron en los foros y en los grupos de debate, como personas sin casa, habitantes de viviendas públicas y subsidiadas, proveedores de servicios sociales y de vivienda, defensores de la vivienda para personas que padecen el VIH/SIDA, propietarios, habitantes nuevos de San Francisco, inmigrantes recientes y personas que viven desde siempre en la ciudad. La MOHCD facilitó reuniones con diferentes grupos culturales, como los afroamericanos, los camboyanos, los samoanos, los vietnamitas y los miembros de las comunidades LGBTQ y PVVS. Los participantes respondieron una serie de preguntas estructuradas sobre una gama de dominios relevantes que incluían necesidades de vivienda y de servicios, obstáculos en el acceso a una vivienda y en la elección de una vivienda, cambio de vecindario, discriminación y vivienda justa.

Participaron 1395 personas en las reuniones comunitarias, que se celebraron en toda la ciudad de San Francisco entre noviembre de 2018 y marzo de 2019. Participaron 656 habitantes y partes interesadas en los 10 foros vecinales y, como mínimo, 684 personas participaron en los 38 grupos de debate, de los cuales 16 se llevaron a cabo en sitios de vivienda pública transformados por el Programa Federal de Demostración de Asistencia con la Renta (Federal Rental Assistance Demonstration, RAD). Es posible que estas cifras no representen realmente la concurrencia, ya que algunos participantes no se registraron. En los siguientes cuadros se enumeran los eventos que se hicieron durante el proceso.



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Foros en vecindarios de la MOHCD	
Bayview Hunters Point/Distrito 10	South of Market/Distrito 6
Castro/Distrito 8 y Distrito 7	Sunset/Distrito 4 y Distrito 1
Chinatown/Distrito 3 y Distrito 2	Tenderloin/Distrito 6
Excelsior y OMI/Distrito 11	Visitacion Valley/Distrito 10
Mission/Distrito 9	Western Addition/Distrito 5

Grupos de debate comunitarios de la MOHCD	
Comunidad de afroamericanos	Red de Servicios Humanos
Comunidad de camboyanos	Comunidad LGBTQ
Consejo de las Organizaciones de Vivienda Comunitaria	Junta de Coordinación Local para Personas sin Casa
Prevención de desalojo/Apoderamiento del inquilino	Consejo de Coordinación de Atención a Largo Plazo
Comunidad de personas con el VIH	Consejo del Alcalde de Discapacitados
Proveedores de vivienda para personas con el VIH	Comunidad de samoanos
Propietarios - BMR (viviendas con tasas inferiores a las del mercado)	Iniciativa para adultos mayores con discapacidad
Comunidad de vivienda HOPE SF Hunters View	Red para Inmigrantes sobre Asuntos Legales y Educativos en San Francisco
Comunidad de vivienda HOPE SF Potrero Hill	Unión de Latinos en San Francisco por la paridad y la igualdad
Comunidad de vivienda HOPE SF Sunnydale	Comunidad de personas transgénero
Unión de Iniciativa de Vivienda	Comunidad de vietnamitas

Sitios para grupos de debate sobre la Demostración de Asistencia con la Renta	
1760 Bush Street	491 31st
1880 Pine Street	Bernal Dwellings
3850 18th Street	Clementina Towers
25 Sanchez	Hayes Valley North & South
255 Woodside	John F Kennedy Apts.
2698 California	Mission Dolores
345 Arguello	Robert B. Pitts
462 Duboce	Westside Courts

## Encuestas a la comunidad

La MOHCD elaboró dos encuestas para la comunidad para registrar las necesidades de servicios de vivienda y de otra índole de los habitantes, además de sus experiencias con los programas y servicios de la MOHCD y la OEWD.



### Encuesta de planificación

A través de esta encuesta, se le preguntó a los participantes qué necesitaban para conseguir una vivienda y permanecer en ella, qué servicios no relacionados con la vivienda eran más importantes para ellos y su familia, cómo preferían acceder a los servicios, qué opinaban de la MOHCD, además de otras preguntas relacionadas con la calidad de vida. Hubo un total de 2219 respuestas en esta encuesta.

### Encuesta de evaluación de programas

Luego de completar la encuesta de planificación, los participantes tuvieron la oportunidad de completar la encuesta de evaluación de programas, a través de la cual se preguntaba acerca del uso de los programas y servicios de la MOHCD y la OEWD. Se le preguntó a los encuestados sobre su uso de los programas de desarrollo económico y de fuerza laboral, los programas de ubicación de vivienda, los servicios de vivienda y los servicios comunitarios. Además, se les pidió que calificaran y describieran su experiencia general con estos programas y servicios. De este modo, mediante esta encuesta se pudo recopilar y comparar información específica sobre el uso de una gama de programas y servicios de la ciudad y la comunidad. Además, se combinó esta información con las calificaciones y con las evaluaciones cualitativas de los participantes. Hubo un total de 1537 respuestas en esta encuesta.

## Datos demográficos de los participantes

Generalmente, se les pidió a los participantes de los foros y de los grupos de debate que completaran formularios con información sobre algunos datos demográficos; entre ellos, el sexo, la raza o etnia y la orientación sexual. Sin embargo, no todos los participantes completaron este formulario. La encuesta de planificación también incluía un componente demográfico donde los encuestados indicaron su edad, raza o etnia, sexo, orientación sexual, estado con respecto al VIH/SIDA, estado con respecto a la vivienda, estado con respecto a la discapacidad, nivel de ingresos, nivel educativo e idioma de preferencia.

Los siguientes cuadros son un resumen de la información demográfica recopilada de todos los foros, los grupos de debate y los participantes de las encuestas.

**Cuadro 1: Información facilitada por los participantes acerca de la identidad de género a través de las iniciativas de alcance comunitario**

Identidad de género	%
Femenino	60 %
Masculino	33 %
Prefiero no responder	3 %
Género variante/Género no binario	3 %
Transgénero femenino	<1 %
Otro	<1 %
Transgénero masculino	<1 %

**Cuadro 2: Información facilitada por los participantes acerca de la orientación sexual a través de las iniciativas de alcance comunitario**

Orientación sexual	%
Heterosexual	60 %
Homosexual/Lesbiana/Amante del mismo género	14 %
Prefiero no responder	14 %
Bisexual	9 %
Otro	3 %
En duda/Sin determinar	<1 %



**Cuadro 3: Información facilitada por los participantes acerca de la raza o etnia a través de las iniciativas de alcance comunitario**

Raza/Etnia	%
Asiático	33 %
Blanco	31 %
Negro, afroamericano o africano	14 %
Latino o hispano	13 %
Indígena norteamericano o nativo de Alaska	5 %
Mediorienta l o norteafricano	2 %
Nativo de Hawái u otras islas del Pacífico	1 %

## Resumen de los resultados

### Necesidades y preocupaciones de la comunidad en general

1. En la participación comunitaria de las partes interesadas de San Francisco, las preocupaciones más importantes que se identificaron fueron el desalojo, el aumento de los precios de las viviendas, el saneamiento y la seguridad general de sus vecindarios y la accesibilidad del tránsito.
2. Los participantes expresaron que los servicios para respaldar la autosuficiencia y la estabilidad son tan importantes como la necesidad de vivienda.
3. Muchas partes interesadas expresaron una gran necesidad de servicios culturales de inclusión y específicos para cada cultura.
4. Los participantes expresaron su necesidad de una mayor concientización, orientación y acceso a los servicios disponibles, incluidos los servicios de vivienda y otros servicios de asistencia.
5. Las partes interesadas expresaron su deseo de contar con criterios más inclusivos y flexibles respecto de la elegibilidad para viviendas asequibles.
6. Muchos miembros de la comunidad manifestaron la necesidad de mayores oportunidades para aportar su opinión sobre las políticas de elegibilidad para las viviendas de la ciudad y la necesidad de participar en el desarrollo de programas de viviendas asequibles.
7. Las partes interesadas solicitaron más servicios optimizados, una mejora en la colaboración interinstitucional y una comunicación entre instituciones más sólida para ayudar a la ejecución de servicios de vivienda y de apoyo.

### Servicios de vivienda

1. Los participantes hicieron énfasis en la necesidad de alojamiento asequible para la población más vulnerable: albergues y viviendas de transición para personas sin casa, viviendas asequibles para adultos mayores y personas con discapacidad, y viviendas asequibles para los grupos familiares de más bajos ingresos.



2. Si bien el acceso a una vivienda asequible fue la necesidad más mencionada respecto de los servicios de vivienda, la convergencia entre la salud y la vivienda fue un tema frecuente en los debates, ya que los participantes enfatizaron la necesidad de entornos seguros y saludables para vivir.
3. Los miembros de la comunidad manifestaron la necesidad de una mayor protección y respaldo para el inquilino y con respecto al desalojo mediante educación para los inquilinos y políticas de la ciudad para impedir desalojos ilegales.

### Acceso a la vivienda, percepciones y obstáculos

1. Según los participantes, los dos mayores factores de preocupación que afectan el acceso a la vivienda y la capacidad de permanecer en ella son el desalojo y el aumento de los precios de las viviendas.
2. Los inquilinos y los propietarios manifestaron que la posibilidad de elegir una vivienda es generalmente baja, ya que se sienten «acorralados».
3. Los participantes destacaron que los dos mayores obstáculos para ser propietario son el precio de las viviendas y las opciones de financiación.
4. Según los participantes de los foros vecinales, las cualidades que hacen que un vecindario sea atractivo son el transporte público, los espacios verdes y la seguridad.
5. Los participantes compartieron varias experiencias de discriminación relativa a la vivienda, pero, en general, las respuestas revelaron que no hay un solo tipo específico de discriminación evidente. Sus respuestas reflejaron una discriminación sistémica más generalizada y arraigada que afecta a las personas negras y a las comunidades de afroamericanos en particular.

**Las quince necesidades más importantes de vivienda y de servicios de vivienda (en todos los métodos de alcance comunitario)**

Vivienda asequible
Asistencia con la renta/ Acceso a una vivienda de bajo costo
Asistencia con la búsqueda y la solicitud de una vivienda
Albergues seguros, de transición y espacios de vivienda permanente
Más protecciones en los programas de vivienda
Acceso a una vivienda asequible para adultos mayores
Asistencia con la prevención del desalojo
Subsidios de vivienda
Educación para inquilinos
Viviendas de apoyo
Asistencia con el pago inicial
Viviendas cercanas a los lugares de trabajo
Asistencia con la negociación con el propietario
Asistencia con la reubicación
Hipoteca, deudas a la HOA (Asociación de Propietarios de Viviendas) o asistencia con la ejecución hipotecaria



## Servicios sociales y de apoyo

1. Los miembros de la comunidad necesitan asistencia asequible y específica para el tratamiento de traumas, TEPT, trastornos por consumo de sustancias y otras condiciones de salud mental. Los servicios de ayuda respecto de la salud mental y del consumo de sustancias fueron los más solicitados durante las reuniones comunitarias.
2. En comparación con las necesidades de vivienda, las necesidades de servicio social y de apoyo son más intensivas y varían según la población. Increíblemente, en todas las reuniones comunitarias, los participantes manifestaron la necesidad de cualquier tipo de servicio social o de apoyo unas 860 veces. Los participantes manifestaron cualquier tipo de necesidad relacionada con la vivienda unas 530 veces. Además de haber sido expresadas con más frecuencia, las necesidades de servicio social y de apoyo también variaban más según la población.

### **Las quince necesidades más importantes de servicios sociales y de apoyo (en todos los métodos de alcance comunitario)**

Asistencia con beneficios (CalWorks, SNAP, Medi-Cal, etc.)
Mejor acceso a la atención médica
Acceso a comida saludable
Ayuda con el consumo de sustancias y la salud mental
Asistencia con el idioma
Conocimiento de los servicios disponibles
Ayuda para adultos mayores y personas con discapacidad
Cuidado infantil asequible
Manejo de casos
Servicios legales: derechos del consumidor/civiles
Servicios legales: derechos del trabajador/de empleo
Servicios legales: ayuda a inmigrantes
Acceso a la recreación
Programas de nutrición
Programas de saneamiento y seguridad en los vecindarios

## Conocimiento de los servicios y acceso a los servicios

1. Los participantes indicaron que conocen muy poco sobre la disponibilidad y la elegibilidad para obtener viviendas y servicios sociales, además de la necesidad de asistencia para buscar esos servicios.
2. Además de la necesidad de conocer mejor los requisitos de elegibilidad, las partes interesadas expresaron que los requisitos de elegibilidad pueden ser un obstáculo a la hora de acceder a los servicios.
3. Los participantes manifestaron la necesidad de servicios de asistencia inclusiva con el idioma para promover el conocimiento de los servicios y el acceso a estos, especialmente, para la salud y la vivienda.
4. Los habitantes se enfrentan a varios obstáculos respecto del transporte en San Francisco; por ejemplo, los tiempos de espera prolongados, los problemas de seguridad y el costo del transporte impiden su llegada al trabajo, a las consultas médicas, y acceder a otros servicios.



### Coordinación de los servicios

1. Las partes interesadas solicitaron más servicios optimizados, una mejora en la colaboración interinstitucional y una comunicación entre instituciones más sólida para ayudar a la ejecución de servicios de vivienda y de apoyo.
2. Los miembros de la comunidad que participaron en los foros y en los grupos de debate solicitaron más asistencia financiera y en el desarrollo de capacidades para organizaciones sin fines de lucro y otros proveedores de servicios, además de cambios en las disposiciones de contratación.

### Autosuficiencia económica

1. Los participantes manifestaron una necesidad abrumadora de programas de formación de empleo pagos que los conduzcan hacia un empleo con un salario digno y sustentable. Los participantes destacaron que, aunque en la actualidad existen oportunidades de formación de empleo, es posible que no sean pagos o que no garanticen un trabajo fijo a largo plazo.
2. Existe una gran necesidad de programas de enseñanza y planificación financiera, además de servicios financieros, en especial, sobre ahorros y servicios de asesoramiento sobre créditos. Además de los considerables obstáculos generados por los bajos ingresos, los participantes expresaron que no cuentan con las herramientas de planificación financiera ni con el conocimiento financiero para siquiera comenzar a considerar el proceso para ser propietarios de una vivienda.
3. Los habitantes quieren que los empleadores de San Francisco contraten a más residentes locales. Los participantes cuentan con un entendimiento minucioso del impacto que las prácticas de contratación tienen sobre los habitantes con muy bajos ingresos. Manifestaron que incentivar a empleadores que pagan bien (que podrían contratar localmente para puestos con sueldos altos en industrias específicas) a mudarse a San Francisco no es beneficioso para los habitantes que más necesitan un empleo con salario mínimo.

**Las quince necesidades más importantes de la autosuficiencia económica (en todos los métodos de alcance comunitario)**

Capacitación laboral
Obtención de un trabajo
Planificación financiera y educación
Aprendizaje de nuevas habilidades laborales
Acceso a clases de ESL (inglés como segunda lengua)
Programa GED (Desarrollo de educación general) y programa de finalización de la escuela secundaria
Contratación local
Servicios de financiación y crédito
Acceso a la tecnología/Educación tecnológica
Trabajo fijo/Oportunidades de empleo
Asesoramiento sobre el empleo
Empleos para la «clase trabajadora»
Programas para los empleadores
Empleos para adultos mayores/personas con discapacidad
Oportunidades asequibles de educación superior

### Fortalecimiento de la comunidad y participación

1. Las partes interesadas más vulnerables de la comunidad quieren mantener una mejor relación con la MOHCD y que esta se responsabilice más. En general, los miembros de la comunidad valoraron mucho la oportunidad de participar de los foros y de los grupos de debate para compartir sus opiniones y



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(City and County of San Francisco, Mayor's Office of Housing and Community Development)**

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sugerencias. Sin embargo, también manifestaron que les gustaría que la MOHCD siga organizando reuniones comunitarias, como los foros para seguir en contacto con las necesidades de la comunidad, particularmente, con las necesidades de las poblaciones más vulnerables. Los participantes destacaron que, para rectificar las desigualdades históricas, deben tomarse medidas de responsabilidad de las cuales la ciudad se pueda hacer cargo.

2. Los participantes manifestaron una gran necesidad de un alcance comunitario culturalmente competente e inclusivo y de estrategias de participación comunitarias que incentiven el desarrollo de la comunidad y que vinculen a los habitantes con los servicios. La necesidad relativa a la participación de la comunidad más mencionada fue la del alcance comunitario culturalmente competente e inclusivo. Los miembros de la comunidad reconocen que en la actualidad hay iniciativas de alcance comunitario que promueven servicios de vivienda y de apoyo patrocinados por la ciudad, pero estas iniciativas no llegan a todas las comunidades. Los participantes creen firmemente que la implementación de estrategias de alcance comunitario culturalmente competentes generará una mayor concientización y participación respecto de los servicios.

**Las quince necesidades más importantes del fortalecimiento de la comunidad y la participación (en todos los métodos de alcance comunitario)**

Competencia cultural e inclusión (eventos culturales, alcance comunitario cultural)
Eventos comunitarios (fiestas en las manzanas, festividades, eventos deportivos, mercados de agricultores)
Espacios comunitarios (espacios recreativos, espacios verdes, espacios para el arte)
Apoyo y recursos sin fines de lucro
Estacionamiento
Planificación comunitaria
Apoyo a las pequeñas empresas
Oportunidades de voluntariado
Reuniones comunitarias y de alcance comunitario
Responsabilidad
Participación comunitaria e iniciativas de comunicación
Comercialización especializada de servicios
Iniciativas de saneamiento de vecindarios en la comunidad
Servicios para adultos mayores
Mejor iluminación en las calles y en exteriores

3. De manera similar, los encuestados manifestaron que, si se aumenta la cantidad de eventos culturales disponibles para los miembros de la comunidad, se incentivaría su sentimiento de unidad y pertenencia en la comunidad.



## Giới thiệu

Để hỗ trợ cho việc phát triển Gói Hợp nhất 2020-2024, Phân tích các Trở ngại đối với việc tiếp cận Lựa chọn Nhà ở Công bằng và Gói Nhà ở HIV, Văn phòng Phát triển Cộng đồng và Nhà ở của Thị trường Thành phố và Quận San Francisco (MOHCD) đã tham gia vào quy trình tiếp cận và tăng cường gắn kết cộng đồng với các bên liên quan và cư dân của San Francisco. Quy trình này có vai trò như một khuôn khổ để xác định các ưu tiên phát triển nhà ở và cộng đồng, từ đó, thúc đẩy các mục tiêu và chiến lược được nêu trong các gói cuối cùng. Cuối cùng, MOHCD sẽ sử dụng thông tin đầu vào và các ưu tiên của cộng đồng để thông báo quyết định đưa ra đối với việc tài trợ cho các dịch vụ nhà ở và cộng đồng.

MOHCD đã ký hợp đồng với Hiệp hội Phát triển Tài nguyên (RDA) để phát triển một chiến lược tích hợp tiếp cận và tăng cường gắn kết cộng đồng đối với ba gói này cũng như các nỗ lực quy hoạch khác do Văn phòng Phát triển Kinh tế và Lực lượng Lao động và Sở Quy hoạch đứng đầu. Trong quy trình này, MOHCD đã tiếp cận một loạt các bên liên quan và cư dân trong cộng đồng về quan điểm, nhu cầu, phản hồi và thông tin đầu vào của họ, đặc biệt nhằm mục tiêu vào các nhóm dân số dễ bị ảnh hưởng nhất của Thành phố.

Thông tin đầu vào của cộng đồng là một phần rất quan trọng của quy trình quy hoạch chiến lược, cung cấp dữ liệu quan trọng để đảm bảo các chương trình và dịch vụ được giải ngân đáp ứng nhu cầu ưu tiên cao nhất của nhóm dân số dễ bị ảnh hưởng cũng như cả Thành phố. Trong quá trình này, thông tin đầu vào công khai thu được qua các cuộc gặp cộng đồng (diễn đàn khu phố và các nhóm dân số trọng tâm cụ thể) và hai cuộc khảo sát trực tuyến, trong đó có thực hiện khảo sát giấy. Cả hai phương pháp thu thập dữ liệu có sự tham gia của cá nhân và bao gồm thông tin nhân khẩu học của người tham gia, được mô tả chi tiết hơn dưới đây.

## Diễn đàn Cộng đồng và Các Nhóm Trọng tâm

MOHCD tạo điều kiện cho 10 diễn đàn công cộng ở khu phố và 38 nhóm dân số trọng tâm cụ thể. Các đại diện từ khắp các nhóm nhà ở đã tham gia vào các diễn đàn và các nhóm tập trung, bao gồm các cá nhân vô gia cư, cư dân của các nhà cung cấp dịch vụ xã hội, nhà ở công và nhà ở trợ cấp, những người ủng hộ nhà ở HIV/AIDS, chủ nhà, cư dân mới ở San Francisco, người mới nhập cư và cư dân đã sống lâu ở Thành phố. MOHCD tạo điều kiện cho các buổi họp với các nhóm văn hóa bao gồm các thành viên cộng đồng người Mỹ gốc Phi, Campuchia, Samoa, Việt Nam, LGBTQ và PLWHA. Những người tham gia trả lời một loạt các câu hỏi có cấu trúc về một loạt các lĩnh vực liên quan bao gồm nhu cầu nhà ở và dịch vụ, các rào cản đối với việc tiếp cận và lựa chọn nhà ở, thay đổi khu phố, phân biệt đối xử và nhà ở công bằng.

Tổng cộng có 1.395 cá nhân tham gia vào các cuộc gặp cộng đồng, được tổ chức trên toàn San Francisco trong khoảng thời gian từ tháng 11 năm 2018 đến tháng 3 năm 2019. Tổng cộng có 656 cư dân và các bên liên quan đã tham gia vào 10 diễn đàn khu phố và ít nhất 684 người tham gia vào 38 nhóm tập trung, 16 trong số đó được tổ chức tại các địa điểm nhà ở công chuyển đổi thông qua chương trình Chứng minh Hỗ trợ Tiền thuê Liên bang (RAD). Những con số này có thể không thể hiện được hết số lượng tham dự thực tế bởi vì một số người tham gia không đăng ký. Các bảng sau liệt kê các sự kiện được tổ chức trong quy trình này.



**Thành phố và Hạt San Francisco, Văn phòng Phát triển Nhà ở và Cộng đồng của Thị trường**  
**Quy trình Quy hoạch Chiến lược của MOHCD 2020-2024: Tóm tắt Gắn kết Cộng đồng và Những phát hiện Chính**

Diễn đàn Khu phố MOHCD	
Bayview Hunters Point / Quận 10	South of Market / Quận 6
Castro / Quận 8 và Quận 7	Sunset / Quận 4 và Quận 1
Chinatown / Quận 3 và Quận 2	Tenderloin / Quận 6
Excelsior và OMI / Quận 11	Visitation Valley / Quận 10
Mission / Quận 9	Western Addition / Quận 5

Các nhóm Trọng tâm của Cộng đồng MOHCD	
Cộng đồng người Mỹ gốc Phi	Mạng lưới Dịch vụ Con người
Cộng đồng Campuchia	Cộng đồng LGBTQ
Hội đồng Các tổ chức Nhà ở Cộng đồng	Ban Điều phối Người vô gia cư Địa phương
Ngăn Chặn Trục Xuất / Trao quyền cho Người thuê nhà	Hội đồng Điều phối Chăm sóc Dài Hạn
Cộng đồng HIV	Hội đồng Khuyết tật của Thị trường
Nhà cung cấp Nhà ở HIV	Cộng đồng người Samoa
Chủ nhà - BMR	Tổ chức Khuyết tật và Người cao tuổi
Cộng đồng Nhà ở Xem Săn bắn HOPE SF	Mạng lưới Giáo dục & Pháp lý cho Người nhập cư SF
Cộng đồng Nhà ở Đồi Potrero HOPE SF	Liên minh Công bằng & Bình đẳng Latinh SF
Cộng đồng Nhà ở Sunnydale HOPE SF	Cộng đồng Người chuyển giới
Liên minh Tổ chức Nhà ở	Cộng đồng người Việt Nam

Địa điểm nhóm trọng tâm Chứng minh Hỗ trợ Tiền thuê	
1760 Đường Bush	491 31st
1880 Đường Pine	Nhà ở Bernal
3850 18th Street	Tháp Clementina
25 Sanchez	Bắc & Nam Thung lũng Hayes
255 Woodside	Khu căn hộ John F Kennedy
2698 California	Mission Dolores
345 Arguello	Robert B. Pitts
462 Duboce	Westside Courts

## Khảo sát Cộng đồng

MOHCD đã xây dựng hai cuộc khảo sát cộng đồng để nắm bắt nhu cầu dịch vụ nhà ở và phi nhà ở của cư dân cũng như trải nghiệm của họ với các chương trình và dịch vụ của MOHCD và OEWD.

### Khảo sát Hoạch định

Khảo sát này đã hỏi những người trả lời xem họ cần gì để có và được ở trong nhà ở, dịch vụ phi nhà ở nào quan trọng nhất đối với họ và gia đình họ, họ thích tiếp cận các dịch vụ như thế nào, ý kiến của họ về MOHCD và các câu hỏi khác về chất lượng cuộc sống. Có tổng cộng 2.219 câu trả lời cho khảo sát này.



**Thành phố và Hạt San Francisco, Văn phòng Phát triển Nhà ở và Cộng đồng của Thị trường**  
**Quy trình Quy hoạch Chiến lược của MOHCD 2020-2024: Tóm tắt Gắn kết Cộng đồng và Những phát hiện Chính**

**Khảo sát Đánh giá Chương trình**

Sau khi hoàn thành Khảo sát Hoạch định, những người tham gia có cơ hội hoàn thành khảo sát Đánh giá Chương trình, trong đó hỏi về việc sử dụng các chương trình và dịch vụ của MOHCD và OEWD. Những người trả lời đã được hỏi về việc sử dụng các chương trình phát triển kinh tế và lao động, chương trình sắp xếp nhà ở, dịch vụ nhà ở và dịch vụ cộng đồng và sau đó được yêu cầu đánh giá và mô tả trải nghiệm nói chung của họ với các chương trình và dịch vụ này. Do đó, khảo sát này có thể thu thập và so sánh dữ liệu sử dụng cụ thể từ một loạt các chương trình và dịch vụ của Thành phố và cộng đồng và đánh giá dữ liệu này theo xếp hạng số và đánh giá định tính của người tham gia. Có tổng cộng 1.537 câu trả lời cho khảo sát này.

**Thông tin nhân khẩu học của Người tham gia**

Những người tham gia diễn đàn và các nhóm tập trung thường được yêu cầu hoàn thành các biểu mẫu xác định một số đặc điểm nhân khẩu học, bao gồm giới tính, chủng tộc hoặc sắc tộc và khuynh hướng tình dục, nhưng không phải tất cả những người tham gia đều chọn hoàn thành biểu mẫu này. Khảo sát Hoạch định cũng bao gồm một phần nhân khẩu học trong đó người trả lời cho biết tuổi, sắc tộc/chủng tộc, giới tính, khuynh hướng tình dục, tình trạng HIV/AIDS, tình trạng nhà ở, tình trạng khuyết tật, mức thu nhập, trình độ học vấn và ưu tiên ngôn ngữ.

Các bảng dưới đây phác thảo thông tin nhân khẩu học cho tất cả các diễn đàn, nhóm trọng tâm và người tham gia khảo sát.

**Bảng 1: Bản dạng giới Tự Báo cáo ở các chương trình Nỗ lực Tiếp cận Cộng đồng**

Bản dạng giới	%
Nữ	60%
Nam	33%
Tôi không muốn trả lời	3%
Đa giới tính/Phi Nhị giới	3%
Chuyển Giới Nữ	<1%
Khác	<1%
Chuyển Giới Nam	<1%

**Bảng 2: Khuynh hướng Tình dục Tự Báo cáo ở các chương trình Nỗ lực Tiếp cận Cộng đồng**

Khuynh hướng tình dục	%
Thẳng/Dị Tính	60%
Đồng Tính Nam/Đồng Tính Nữ/Yêu Người Đồng Giới	14%
Không muốn trả lời	14%
Lưỡng tính	9%
Khác	3%
Không Biết/Không Chắc Chắn	<1%

**Bảng 3: Sắc tộc/Chủng tộc Tự Báo cáo ở các chương trình Nỗ lực Tiếp cận Cộng đồng**

Sắc Tộc/Chủng Tộc	%
Người Châu Á	33%
Người Da Trắng	31%
Người Da Đen, Người Mỹ Gốc Phi hoặc người Châu Phi	14%
Người Mỹ Latinh hoặc Người Gốc Tây Ban Nha	13%
Người Mỹ Da Đỏ hoặc Thổ Dân Alaska	5%
Người Trung Đông hoặc Người Bắc Phi	2%
Thổ Dân Hawaii hoặc Người Đảo Thái Bình Dương Khác	1%



## Tóm tắt Kết quả

### Nhu cầu và Quan tâm Chung của Cộng đồng

1. Trong số các mối quan tâm xác định thấy trong quá trình gắn kết cộng đồng, các bên liên quan ở San Francisco thường quan tâm nhất đến việc chuyển chỗ ở, tăng giá nhà đất, vấn đề sạch sẽ và an toàn nói chung ở các khu phố của họ và khả năng tiếp cận phương tiện di chuyển.
2. Những người tham gia chương trình tăng cường gắn kết cộng đồng của MOHCD xác định rằng các dịch vụ nhằm hỗ trợ khả năng tự cung cấp và ổn định cũng quan trọng như nhu cầu về nhà ở.
3. Nhiều bên liên quan bày tỏ một nhu cầu đáng lưu ý đối với các dịch vụ bao gồm văn hóa và dành riêng cho từng văn hóa.
4. Những người tham gia bày tỏ nhu cầu lớn hơn là muốn biết, chuyển hướng và tiếp cận các dịch vụ có sẵn, bao gồm cả nhà ở và các dịch vụ hỗ trợ khác.
5. Các bên liên quan cũng thể hiện mong muốn về các tiêu chuẩn toàn diện và dễ chịu hơn xung quanh việc đạt điều kiện mua nhà ở giá rẻ.
6. Nhiều thành viên cộng đồng lên tiếng về sự cần thiết phải tạo nhiều dịp cung cấp thông tin đầu vào hơn về các chính sách đủ điều kiện mua nhà ở của Thành phố cũng như tham gia vào việc phát triển các chương trình nhà ở giá rẻ.
7. Các bên liên quan đã yêu cầu các dịch vụ hợp lý hơn, cải thiện phối hợp liên ngành và công tác liên lạc giữa các cơ quan hiệu quả hơn để hỗ trợ việc cung cấp cả nhà ở và dịch vụ hỗ trợ.

### Các dịch vụ nhà ở

1. Những người tham gia cộng đồng nhấn mạnh tới sự cần thiết của môi trường nhà ở giá rẻ đối với bộ phận cư dân dễ bị ảnh hưởng nhất của phân khúc nhà ở: nơi trú thân và nhà ở chuyển tiếp cho người vô gia cư, nhà ở dành riêng cho người già và người khuyết tật và nhà ở giá rẻ cho các hộ gia đình có thu nhập thấp nhất.



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- Trong khi nhà ở giá rẻ là dịch vụ nhà ở được nhắc đến thường xuyên nhất, thì sự công nhận về mối liên quan giữa sức khỏe và nhà ở cũng là một chủ đề chung trong các cuộc thảo luận, vì những người tham gia nhấn mạnh tới sự cần thiết của môi trường sống an toàn và lành mạnh.
- Các thành viên cộng đồng bày tỏ sự cần thiết phải ngăn chặn hành động đuổi đi mạnh mẽ hơn cũng như hỗ trợ và bảo vệ người thuê nhà, bao gồm giáo dục người thuê cũng như các chính sách của Thành phố để ngăn chặn việc đuổi đi trái luật.

**Tiếp cận Nhà ở, Nhận thức và Rào cản**

- Những người tham gia coi việc di chuyển chỗ ở và tăng giá nhà ở là mối quan tâm hàng đầu ảnh hưởng đến việc tiếp cận nhà ở và khả năng ở lại nhà ở.
- Cả người thuê nhà và chủ nhà nói chung đều thể hiện không có nhiều lựa chọn nhà ở vì họ cảm thấy “bị kẹt cứng”.
- Những người tham gia cũng nêu bật các rào cản đối với quyền sở hữu nhà ở tập trung vào cả giá nhà và các lựa chọn giải ngân.
- Những người tham gia diễn đàn khu phố đã chia sẻ những nét phẩm chất mà họ tin rằng làm cho một khu phố trở nên đáng sống, thông qua việc xác định các đặc điểm như giao thông công cộng, không gian xanh và an toàn.
- Những người tham gia vào chương trình tăng cường gắn kết cộng đồng đã chia sẻ nhiều trải nghiệm về phân biệt đối xử trong việc cung cấp nhà ở, nhưng nhìn chung, các phản hồi của họ cho thấy rằng không có loại phân biệt đối xử cụ thể, công khai nào. Những câu trả lời của họ cho thấy có sự phân biệt hệ thống phổ biến và cố hữu hơn, ảnh hưởng đến người da màu và cộng đồng người Mỹ gốc Phi nói riêng.

**15 nhu cầu dịch vụ nhà ở và nhà ở hàng đầu (theo tất cả các phương pháp tiếp cận)**

Nhà ở giá rẻ
Hỗ trợ tiền thuê/giảm giá nhà ở
Hỗ trợ tìm nhà ở và hỗ trợ đăng ký
Nơi trú ẩn an toàn, môi trường nhà ở chuyển tiếp và nhà ở vĩnh viễn
Bảo vệ nhà ở nhiều hơn
Nhà ở cho người lớn tuổi và dễ tiếp cận
Ngăn Chặn Trục Xuất
Trợ cấp nhà ở
Giáo dục người thuê nhà
Nhà ở hỗ trợ
Hỗ trợ đặt cọc
Nhà ở gần nơi làm việc
Hỗ trợ thương lượng với chủ nhà
HỖ TRỢ TÁI ĐỊNH CƯ
Thế chấp, phí HOA hoặc hỗ trợ nhà bị tịch thu



## Dịch vụ Xã hội và Hỗ trợ

1. Các thành viên cộng đồng cần giá cả phải chăng, nhằm đúng mục tiêu đối với hỗ trợ cho chấn thương, PTSD, rối loạn sử dụng chất và các tình trạng sức khỏe tâm thần khác. Các dịch vụ về sức khỏe tâm thần và sử dụng dược chất cùng với nhau là nhu cầu dịch vụ xã hội và hỗ trợ được nhắc đến nhiều nhất ở tất cả các cuộc gặp cộng đồng.
2. So với nhu cầu nhà ở, nhu cầu dịch vụ xã hội và hỗ trợ chuyên sâu hơn và thay đổi theo dân số. Đáng ngạc nhiên là ở tất cả các cuộc gặp cộng đồng, những người tham gia đều bày tỏ nhu cầu về bất kỳ loại dịch vụ xã hội hoặc hỗ trợ nào vào khoảng 860 lần. Những người tham gia bày tỏ bất kỳ loại nhu cầu liên quan đến nhà ở nào 530 lần. Ngoài việc được bày tỏ thường xuyên hơn, nhu cầu dịch vụ xã hội và hỗ trợ cũng thay đổi nhiều hơn theo dân số.

### 15 nhu cầu dịch vụ xã hội và hỗ trợ hàng đầu (theo tất cả các phương pháp tiếp cận)

Hỗ trợ phúc lợi (CalWorks, SNAP, Medi-Cal, v.v.)
Tiếp cận tốt hơn với dịch vụ y tế
Tiếp cận thực phẩm lành mạnh
Hỗ trợ sử dụng dược chất và sức khỏe tâm thần
Hỗ trợ ngôn ngữ
Kiến thức về các dịch vụ có sẵn
Hỗ trợ người cao tuổi và người khuyết tật
Giữ trẻ giá cả phải chăng
Quản lý trường hợp
Các dịch vụ pháp lý – quyền người tiêu dùng/dân quyền
Các dịch vụ pháp lý – quyền của người lao động/quyền được làm việc
Các dịch vụ pháp lý – hỗ trợ nhập cư
Tiếp cận dịch vụ giải trí
Chương trình dinh dưỡng

## Kiến thức về và Tiếp cận Dịch vụ

1. Những người tham gia cho biết còn hạn chế kiến thức về sự sẵn có và khả năng đạt đủ điều kiện cho các dịch vụ nhà ở và xã hội, cũng như cần hỗ trợ điều hướng các dịch vụ đó.
2. Ngoài việc cần có kiến thức lớn hơn về các yêu cầu đủ điều kiện, các bên liên quan đã cho biết rằng các yêu cầu đủ điều kiện có thể là một rào cản đối với việc tiếp cận các dịch vụ.
3. Những người tham gia bày tỏ nhu cầu về các dịch vụ hỗ trợ ngôn ngữ toàn diện, để thúc đẩy cả kiến thức về dịch vụ và tiếp cận dịch vụ, đặc biệt là cho sức khỏe và nhà ở.
4. Cư dân gặp một số rào cản đối với việc đi lại ở San Francisco, bao gồm thời gian chờ đợi lâu, an toàn và chi phí vận chuyển, cản trở việc đi làm, các cuộc hẹn khám bệnh và các dịch vụ khác.

## Điều phối dịch vụ

1. Các bên liên quan đã yêu cầu các dịch vụ hợp lý hơn, cải thiện phối hợp liên ngành và công tác liên lạc giữa các cơ quan hiệu quả hơn để hỗ trợ việc cung cấp cả nhà ở và dịch vụ hỗ trợ.
2. Các thành viên cộng đồng tham gia vào các diễn đàn và các nhóm trọng tâm đã yêu cầu hỗ trợ tài chính và xây dựng năng lực nhiều hơn cho các tổ chức phi lợi nhuận và các nhà cung cấp dịch vụ khác, bao gồm các thay đổi đối với quy tắc hợp đồng.



### Kinh tế tự túc

- Những người tham gia bày tỏ nhu cầu vô cùng lớn đối với các chương trình dạy nghề được trả lương, giúp đạt tới mức lương đủ sống, có việc làm bền vững. Những người tham gia nhấn mạnh tới những cơ hội dạy nghề hiện tại, họ có thể không được trả tiền và/hoặc có thể không liên kết với việc làm dài hạn.
- Có nhu cầu lớn về kiến thức tài chính và các chương trình hoạch định cũng như các dịch vụ tài chính, đặc biệt là các dịch vụ tư vấn tiết kiệm và tư vấn tín dụng. Ngoài các rào cản thu nhập đáng kể, những người tham gia cảm thấy họ thiếu các công cụ hoạch định tài chính và kiến thức tài chính để thậm chí bắt đầu cân nhắc tới quyền sở hữu nhà.
- Người dân muốn chủ sử dụng lao động ở San Francisco thuê thêm cư dân địa phương. Những người tham gia có hiểu biết sâu sắc về tác động của các hoạt động tuyển dụng đối với cư dân có thu nhập rất thấp. Họ chỉ ra rằng việc khuyến khích người sử dụng lao động trả lương cao, những người có thể tuyển dụng ở địa phương cho các vị trí lương cao trong những ngành cụ thể chuyển tới San Francisco không có lợi cho những cư dân cần việc làm lương cao nhất.

#### 15 nhu cầu về kinh tế tự túc (theo tất cả các phương pháp tiếp cận)

Dạy nghề
Có việc làm
Lập kế hoạch và giáo dục về tài chính
Học kỹ năng công việc mới
Tiếp cận các lớp học tiếng Anh
Chương trình văn bằng GED và trung học
Thuê nhân công địa phương
Dịch vụ giải ngân và tín dụng
Tiếp cận công nghệ/giáo dục công nghệ
Cơ hội nghề nghiệp/công việc vĩnh viễn
Huấn luyện việc làm
Công việc "Giai cấp công nhân"
Chương trình dành cho chủ sử dụng lao động
Việc làm cho người cao tuổi/người khuyết tật
Cơ hội giáo dục đại học giá rẻ

### Trao quyền và Gắn kết Cộng đồng

- Các bên liên quan trong cộng đồng dễ bị ảnh hưởng muốn có mối quan hệ tốt hơn và trách nhiệm với MOHCD. Nhìn chung, các thành viên cộng đồng rất cảm kích khi có cơ hội tham gia các diễn đàn và các nhóm trọng tâm cũng như được chia sẻ quan điểm và đề xuất của họ, nhưng những người tham gia cũng bày tỏ rằng họ muốn MOHCD tiếp tục tổ chức các cuộc gặp cộng đồng như các diễn đàn để có thể nắm bắt kịp nhu cầu của cộng đồng, đặc biệt là nhu cầu của nhóm dân số dễ bị ảnh hưởng nhất. Những người tham gia nhấn mạnh rằng, để khắc phục sự bất bình đẳng mang tính lịch sử, phải có các biện pháp có trách nhiệm mà Thành phố có thể đáp ứng.



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2. Những người tham gia đã nêu rõ một nhu cầu lớn đối với các chiến lược tiếp cận toàn diện và đúng theo văn hóa cũng như các chiến lược gắn kết cộng đồng thúc đẩy xây dựng cộng đồng và liên kết cư dân với dịch vụ. Tiếp cận cộng đồng toàn diện và đúng theo văn hóa là nhu cầu được đề cập thường xuyên nhất liên quan đến gắn kết cộng đồng. Các thành viên cộng đồng thừa nhận rằng có những nỗ lực tiếp cận hiện tại tiếp thị cho các dịch vụ hỗ trợ và nhà ở do Thành phố tài trợ, nhưng những nỗ lực này không đến được với một số cộng đồng nhất định. Những người tham gia cảm thấy rõ rằng sử dụng các chiến lược tiếp cận đúng theo văn hóa sẽ mang lại nhận thức cao hơn và khả năng tham gia vào các dịch vụ.

**15 nhu cầu trao quyền và gắn kết cộng đồng hàng đầu  
(theo tất cả các phương pháp tiếp cận)**

Năng lực văn hóa và tính toàn diện (các sự kiện văn hóa, tiếp cận dựa trên văn hóa)
Sự kiện cộng đồng (tiệc khởi nhà, các sự kiện vào ngày nghỉ lễ, sự kiện thể thao, thị trường nông dân)
Không gian cộng đồng (không gian giải trí, không gian xanh, không gian nghệ thuật)
Hỗ trợ và năng lực phi lợi nhuận
Đỗ xe
Lập kế hoạch cộng đồng
Hỗ trợ cho các doanh nghiệp nhỏ
Các cơ hội tình nguyện
Các cuộc gặp và tiếp cận cộng đồng
Trách nhiệm giải trình
Nỗ lực gắn kết cộng đồng và truyền thông
Tiếp thị dịch vụ nhằm đúng mục tiêu
Những nỗ lực làm sạch khu phố dựa trên cộng đồng
Dịch vụ cho người cao tuổi
Ánh sáng đường phố và ngoài trời tốt hơn

3. Tương tự, những người trả lời chỉ ra rằng việc tăng số lượng các sự kiện văn hóa dành cho các thành viên cộng đồng sẽ làm tăng ý thức cộng đồng của họ.

## Public Comments Received and Responses on Report Back

Name	Affiliation	Comment	MOHCD/OEWD/HSR Response
Chanthanom Ounkeo	Lao Seri Association	Suggests having a city-wide housing lottery for all low-income housing and establishing quotas based on populations so small groups can be represented for housing placement. The chances of getting placed for small groups in SF such as Laotian, Cambodian, Mongolian, Burmese, Thai and others are next to none because each lottery is so small, based upon only the single apartment building or complex.	The current lottery system is not a MOHCD policy. MOHCD is responsible for implementing the law (Article 47 of the City Administrative Code) that governs the program. In addition, each project has different eligibility requirements.
Chanthanom Ounkeo	Lao Seri Association	Suggests having all low-income applications city-wide use the same form to make it easier for everyone to get housing.	The DAHLIA application is the one application that's used for all MOHCD affordable housing opportunities, and we have done significant work to streamline the application process. This is the DAHLIA link: <a href="https://housing.sfgov.org">https://housing.sfgov.org</a>
Whitney Jones	Chinatown CDC	With regard to the summary of key findings, there were some important findings - I note particularly that the feedback emphasized needs at "the most vulnerable end of the housing spectrum"; the need for strong anti-displacement efforts; the need for a culture of accountability; and the need for culturally competent and inclusive outreach efforts. However, the report presents everything at such a level of abstraction that it is hard to identify priorities or specific strategies that might address identified needs.	Thank you for the comment. Development of strategies is the next step and will include specific activities.

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**Speaker #1:**   **Name:** Marsha Jaga, COC

**Comment:** I wanted to speak to the proliferation of Ellis Act evictions, of which I have been a victim. We need to give tenants a longer period of time to find suitable housing. I know two people who are homeless now. Even if you give them a certain amount of money, it is not enough time. Serial evictors are now in the city. I know it is complex but somehow, we need to get the word out to help support that idea and prevent displacement. New apartments are not being maintained. New owners need to learn how to maintain their housing. Job training and other social services could be attached to it.

**Speaker #3:**   **Name:** Evan R. Seamone, Legal Director, Swords to Plowshares

**Comment:** Legal Director of Swords to Plowshares who has worked with veterans for many years to remove barriers to VA benefits. It is unclear how many of your respondents held veteran status. When identifying groups with unique needs and who are susceptible to homelessness, veterans have this status. We need to focus on the veteran population as a San Francisco population with unique and pressing activities. When looking at each of these areas of housing and social services, the ability to have eligibility for VA benefits will often satisfy many of these services. The return on investment from focusing on those barriers can give you several times the effectiveness and cut across several priority areas. Please consider funding this type of support (i.e. VA benefits advocacy and legal services).

**Speaker #5:**   **Name:** Hillary Brown, SFMTA

**Comment:** I actually work with SFMTA, but I am also a resident of the city. I have been a part of these meetings over the last few months. People with mobility issues have difficulty opening the doors to their units, or even to the bathroom. I too have accessibility needs. Persons with mobility issues need assistance. I knew someone who could not leave their daughter at home because of their mobility issues.

**Speaker #8:**   **Name:** Henry Brown, Homeless and User

**Comment:** I think that building equity and subsidizing homes is a good idea. Services to prevent displacement is also important. A lot of people do not know about subsidized housing. Being able to market to those individuals would be beneficial.

**Speaker #10:**   **Name:** Ivan Hartanto, Shelter Tech

**Comment:** I am from Shelter Tech, a MOHCD grantee. Thank you for the support from the City. I am encouraged by what you are doing. On behalf of everyone in the organization, I want to see more benefits for the persons we are serving. I definitely want to see more digital services and users. I wanted to mention several demographics. I want to learn more about age differences. I have been very

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interested in at-risk youth, because I relate to them since I am in the same age group. I can guess their issues are related to job training and having more economic opportunities.

**Speaker #N/A: Name:** Laurie Sanchez, Community Tech Network

**Comment:** We are a recipient of MOHCD grants. Two things: I want to encourage collaboration across grantees and organizations. People do not know about the services that are available. We need to have multiple agencies delivering the message about available services. We need organizations to collaborate in serving the same populations. Community outreach has been a huge thing related to people not knowing or not believing that services exist. Flyers and hitting the streets has been crucial to getting the word out and engaging people with services.

**Speaker #N/A: Name:** Demetrius Durham

**Comment:** Thank you. It looks like a lot of great data that you pulled. There were just a few areas that stood out that I wanted to call your attention to. Housing and sustainability issues are often related to health issues. It is access to health services. Mental health as well as substance use services for young adults, too. I know DCYF covers that transitional age. But right outside, in the 24 to 30-year-old age group, is where we are seeing a gap in services. In SF, these folks are starting to get enrolled in the housing and services available. Invest in agencies providing retention services. There are lots of great agencies out there. They can get somebody a job, a house. It is about connecting with the right people to help you find a house or job. Invest in agencies providing the 1-year or 2-year retention services. It is important to retain that housing, or job, or schooling. Your 5-year funding cycle helps with that, too.

**Speaker #: Name:** Del Seasomer (HSH)

**Comment:** Great feel good presentation. Housing crisis is over. This housing situation is here to stay. We can't deal with it as a crisis. It's not going away. It's getting dire. The City should provide housing and services for the persons who want to leave here, but all people who want to leave here in SF but there's not enough space. We need to figure out how we provide housing, subsidies, and management of resources. We have no problem housing 3,000 plus prisoners, but we can't house others? There's an argument we can't deal with housing in other counties. Why can't we partner with other counties to provide housing, where housing is easier and cheaper. We need to talk to other counties. We need to start partnerships with other counties. We need to start playing well with others. Until we address this we'll be stuck.

**Speaker #: Name:** Laurie Brienstien (consultant)

**MOHCD and OEWD Five-Year Strategic Planning  
Report Back on Community Engagement Findings  
Thursday, June 20, 2019  
HSA Born Auditorium 170 Otis Street  
Meeting Notes**

**Comment:** I work with agencies who work with people on the ground. I'm a consultant and work with people who are on the ground. There are a lot of great ideas. Please be flexible with funding to provide seed money for new and innovative ideas. And leave more open for ideas to take a chance on.

**Speaker #:**      **Name: David Woo**

**Comment:** Piece missing. The planning dept. is missing. Why aren't they here to present out on their findings. It's not clear to me if they are going to have their own report back session. Extremely relevant to the discussion. Piece on community empowerment and community planning needs to be addressed by Planning. Where is the planning dept on that point? Affordable housing needs, where is Planning on that and what will their process be.

**Speaker #:**      **Name: Tina DiRrenzo (Swords to Plowshares)**

**Comment:** Appreciate efforts to get info before moving forward. One thing missing. Keeping people housed. Vet not identified. Getting their rent paid. They need payee services. They make the majority of the homeless population. Social security has eliminated the payee service. You also call out service for eviction prevention, they should be protected. There are services out there and there needs to be more work to knowledge of available services. They don't know what is out there. Before spending more money on new services, spend funds on making sure people know what services are out there.

**Speaker #:**      **Name: Oscar Grande (Poder)**

**Comment:** Appreciated effort. What stood out. Significant investments in the mission. Seeds for the other two districts and we are starting to see those efforts grow. Investments and support to support our efforts. We agree with the list and need for culture and community. That's harder to replicate but it's what strengthens neighborhoods. We are about keeping place. We'd like to see more community asset approach for commercial space. We see the displacement of commercial space and we see the displacement to small businesses and immigrant owned businesses. Inter-agency collaboration to reduce repeated efforts and leverage our work.

**Speaker #:**      **Name: Jane (Mark interpreted)**

**Comment:** Represents nonprofit that helps senior. It's self-supported and with no finding from the City. 800 members in organization. Every week 350 participate in weekly services, Services include Tai Chi, singing, and dancing. All work with volunteers for 60 years. Wants more info about how to apply for grants from the City. Recently received 501c3 designation and wants more info and support for the application process because the organization doesn't have any experience in applying.

## **Proposed Strategies Document**

1. Proposed Strategies Documents
  - a. English
  - b. Chinese
  - c. Filipino
  - d. Russian
  - e. Samoan
  - f. Spanish
  - g. Vietnamese
2. Summary of Written Comments Received
3. Notes from August 5, 2019 Meeting

City and County of San Francisco



# **PROPOSED STRATEGIES for 2020-2024 Consolidated Plan**

For Public Review Between  
July 29, 2019 and August 19, 2019

Mayor's Office of Housing and Community Development (MOHCD)  
Office of Economic & Workforce Development (OEWD)  
Department of Homelessness and Supportive Services (HSH)

# 2020-2024 CONSOLIDATED PLAN STRATEGIES

## Introduction

In support of the development of its 2020-2024 Consolidated Plan, Analysis of Impediments to Fair Housing Choice, and HIV Housing Plan, the Mayor's Office of Housing and Community Development engaged in a community-wide outreach and engagement process with stakeholders and residents of San Francisco. This process serves as a framework to identify housing and community development priorities, which, in turn, drive the goals and strategies outlined in the final plans. Ultimately, MOHCD will use the community's input and priorities to inform decision-making for funding community and housing services.

This document includes proposed strategies for the 2020-2024 Consolidated Plan. Proposed strategies for the Analysis of Impediments to Fair Housing Choice will be available for public review and comment in late Summer/early Fall of this year. Strategies for the HIV Housing Plan are being developed through our HIV Housing Workgroup; please let us know if you would like to be involved in that group.

## Document Overview

This document follows the development of the MOHCD/OEWD/HSR theory of change, which includes a statement of the ultimate desired impact for our programs and policies:

**“Vibrant and healthy communities across San Francisco with equitable opportunity for self-sufficiency.”**

To achieve that impact, five high-level objectives were created, as listed in this document. For each objective, a list of related priority needs derived from the community engagement process is provided. A list of goals follows each priority need. Finally, specific proposed activities are provided for each goal.

Please note that underlined terms are defined in the glossary found at the end of this document.

## Review and Comments

This document is available for public review and comment between July 29, 2019 and August 19, 2019. You may review the on-line version or review a hard copy of the draft document at the following locations:

- MOHCD, 1 South Van Ness Avenue, 5<sup>th</sup> Floor;
- OEWD at City Hall, Room 448, 1 Dr. Carlton B. Goodlett Place and 1 South Van Ness Avenue, 5<sup>th</sup> Floor; and
- Main Branch of the SF Public Library, 100 Larkin Street, 5<sup>th</sup> Floor, Government Information Center.

Staff welcomes your comments in writing. They may be directed to: MOHCD, Strategic Planning Staff, 1 South Van Ness Avenue, 5<sup>th</sup> Floor, San Francisco, CA 94103. Your comments will be directed to the appropriate area. In your comment, please be specific about your issue and refer to a specific goal or activity, if appropriate.

## 2020-2024 CONSOLIDATED PLAN STRATEGIES

The public is also invited to provide comments on the draft strategies at a public meeting on Monday, August 5, 2019 at 6:00pm. The meeting will take place at the HSA Born Auditorium at 170 Otis Street, San Francisco, CA 94103.

Thank you for your participation in this process. For more information, please visit <https://sfmohcd.org/plans-development> or call 415-701-5500.

# 2020-2024 CONSOLIDATED PLAN STRATEGIES

## OBJECTIVE 1: FAMILIES AND INDIVIDUALS ARE STABLY HOUSED

### Priority Need 1A: Develop and maintain accessible and affordable housing

#### Goal 1Ai: Create more affordable housing

##### Activities:

- Explore new finance mechanisms to create more affordable housing
- Acquire privately owned buildings to create new affordable units
- Ensure geographic diversity in location of affordable housing, especially in high opportunity neighborhoods
- Improve coordination with the Planning Department, Department of Building Inspection, and Mayor's Office on Disability related to housing and permitting processes to expedite housing production
- Continue to implement affordable housing components of HOPE SF
- Monitor the development of below market rate units in projects with Development Agreements or subject to the Inclusionary Housing Program
- Review and evaluate applicant and occupant data from the Inclusionary Housing Program on an ongoing basis to inform housing policies and procedures
- Explore increasing the number of Mayor's Office of Housing and Community Development (MOHCD)-required ADA units in MOHCD-supported housing
- Increase housing dedicated to supporting HIV+ households
  - Explore creative approaches to increasing housing supply
  - Improve Plus Housing program access to HOPWA units
- Increase housing opportunities for people who are homeless or formerly homeless

#### Goal 1Aii: Preserve affordable housing

##### Activities:

- Purchase housing at risk of losing affordability
- Rehabilitate existing housing to preserve its affordability
- Negotiate extension of affordability restrictions for existing affordable housing
- Find creative ways to leverage capital to preserve affordable housing, including sources from other City departments
- Continue to leverage RAD to rehabilitate and preserve federally-subsidized housing
- Continue to support lead hazard reduction programs
- Continue to support home modification programs that benefit low-income homeowners, increasing safety, accessibility and health outcomes, as well as access to solar power
- Explore ways to assist homeowners with deferred property maintenance
- Continue to monitor homeowners and building owners for compliance with programmatic requirements
- Improve coordination among City agencies and non-profits providing post-purchase/preservation services

#### Goal 1Aiii: Improve data and analytics on affordable housing inventory and placements

# 2020-2024 CONSOLIDATED PLAN STRATEGIES

## Activities:

- Create more robust tools to track Inventory and placement of MOHCD-sponsored housing
- Continue to develop and refine DAHLIA (Database of Affordable Housing Listings, Information and Application) and Salesforce capacity to track demand for affordable housing, including enhanced web analytics
- Partner with other DAHLIA jurisdictions on aggregated data sharing, to better understand demand pressures on San Francisco

## Priority Need 1B: Make housing more affordable

### Goal 1Bi: Reduce development costs to help leverage local housing resources and serve lower income households

#### Activities:

- Pursue alternative construction types and methods to reduce development costs such as modular construction
- Leverage free or low-cost land such as public land for development
- Pursue new local and state sources of funding
- Work with state and federal agencies to acquire land dedicated for affordable housing, including housing for people who are homeless

### Goal 1Bii: Increase affordability of rental housing

#### Activities:

- Continue to support long-term rental subsidies and explore subsidy expansion for low-income residents to stabilize their housing
  - Advocate for and pursue State and Federal rental subsidy sources
- Continue to administer the Local Operating Subsidy Program
- Expand AMI range for select projects, which will fund more housing for lower-income households
- Pilot new rent subsidy programs for underserved populations
- Increase housing subsidies and vouchers for HIV+ households
- Increase housing subsidies and vouchers for homeless households and other vulnerable populations

### Goal 1Biii: Increase opportunities for sustainable homeownership

#### Activities:

- Continue to support, and take steps to improve the quality and standardization of, homebuyer education and post-purchase counseling
- Continue to provide Inclusionary ownership opportunities for low- and moderate-income households
- Improve mobility for growing ownership households
  - Explore allowing Inclusionary owners to purchase a second unit (and sell the prior)

# 2020-2024 CONSOLIDATED PLAN STRATEGIES

- Evaluate Inclusionary re-sale pricing to ensure future affordability
- Explore options to help homeowners with unaffordable HOA dues and rehab costs
- Continue to pursue funding opportunities for DALP for higher income households, including first responders and educators
- Continue to support the Mortgage Credit Certificate program
- Explore strategies to increase lender participation in homeownership programs
- Continue to streamline MOHCD real estate transaction practices through the DAHLIA system

**Goal 1Biv: Increase access to rental and homeownership housing**

Activities:

- Continue to support rental housing counseling services to help residents navigate and have equitable access to the City’s affordable housing programs
  - Include housing counseling for HIV+ persons to support navigation and placement challenges
  - Include housing counseling for formerly homeless households and other vulnerable populations to support navigation and placement challenges
  - Provide additional support/capacity building to service providers to meet increasing demand
- Continue to develop and maintain DAHLIA
  - Add additional functionality, and additional programs and resources
  - Add information for other San Francisco affordable housing, including housing not funded by MOHCD
  - Expand outreach to include community centers, including workforce access points, public libraries, etc.
- Increase awareness about available housing resources
  - More outreach to smaller groups, especially select demographics
- Continue to support developers and property managers to create and maintain Inclusionary rental opportunities
- Evaluate housing lottery preference programs to ensure they meet their intended goals
- Continue to monitor lottery/lease up to ensure that housing programs reach the intended beneficiaries
  - Ensure ADA units are going to the right people

**Priority Need 1C: Prevent and reduce homelessness**

**Goal 1Ci: Improve systems to help each person find the right path to permanent housing**

Activities:

- Implement coordinated systems for adults, families with children, and youth
- Implement performance accountability across all programs and systems

**Goal 1Cii: Reduce homelessness for adults, youth and families**

# 2020-2024 CONSOLIDATED PLAN STRATEGIES

Activities:

- Develop homelessness prevention and problem solving (diversion) activities targeting people with a history of homelessness and people being discharged into homelessness from mainstream institutions
- Develop new permanent supportive housing units for adults, youth and families

Goal 1Ciii: Ensure no families with children are unsheltered

Activities:

- Identify unsheltered families through targeted outreach
- Offer all unsheltered families shelter placement
- Increase access to family-serving shelter beds

Goal 1Civ: Improve the City’s response to street homelessness and end large, long-term encampments

Activities:

- Conduct quarterly counts of tents and vehicle encampments
- Provide targeted outreach to large encampments
- Place people into low-barrier shelters
- Conduct assessments and housing prioritization using mobile outreach teams

Goal 1Cv: Better align MOHCD’s work with Department of Homelessness and Supportive Housing

Activities:

- Continue and improve the production and lease-up of permanent supportive housing, including coordination of lease up of permanent supportive housing units with Coordinated Entry
- Improved coordination of the placement of HOPWA, RAD, PBV, and other supportive housing units
- Create linkage between DAHLIA and Coordinated Entry

Goal 1Cvi: Expand services to prevent homelessness and stabilize housing for formerly homeless households and those at risk of homelessness

Activities:

- Provide on-site services with clinical support within supportive housing buildings
- Partner to provide targeted services to vulnerable clients to access the homelessness response system
- Prioritize homelessness prevention resources for households with a history of homelessness or shelter use

**Priority Need 1D: Provide services to maintain housing stability**

Goal 1Di: Reduce rate of evictions

# 2020-2024 CONSOLIDATED PLAN STRATEGIES

## Activities:

- Under Tenant Right to Counsel initiative, expand support for full scope legal representation for residents facing eviction
- Continue to support tenant counseling, outreach and education, mediation, housing stability case management, and short-term rental assistance activities
- Expand longer-term rental subsidy programs
- Continue to engage community stakeholders around eviction defense strategies to maximize effectiveness

Goal 1Dii: Increase access to services for residents of public and publicly subsidized housing, RAD projects, and single room occupancy hotels

## Activities:

- Continue to support and develop a more comprehensive continuum of services including enhanced information and referral, service connection, and case management/coordination for HOPE SF and RAD residents
- Explore expansion of services to residents of single room occupancy hotels
- Combine service connection and skill development strategies to provide more comprehensive services that increase clients' economic self-sufficiency
- Locate key services, such as tenant counseling and eviction prevention, legal services, financial education and counseling, on-site at HOPE SF and RAD projects
- Continue to support community building and resident leadership development programs

Goal 1Diii: Provide support for other affordable housing residents to ensure success in their housing placement

## Activities:

- Create welcome packet to be distributed to new affordable housing residents, and explore connecting social services to residents
- Work with City departments to explore improving housing stability through mental health and substance abuse services
- Facilitate connection to mediation services when needed
- Require notification of services to tenants when evicting tenants from MOHCD-sponsored housing
- Provide additional housing services, as required, for current HOPWA units and those in development

Goal 1Div: Increase mobility between levels of housing for HIV+ households

## Activities:

- Ensure assessment of tenant ability to live independently in order to move to more appropriate housing

# 2020-2024 CONSOLIDATED PLAN STRATEGIES

## OBJECTIVE 2: FAMILIES AND INDIVIDUALS ARE RESILIENT AND ECONOMICALLY SELF-SUFFICIENT

### Priority Need 2A: Promote workforce development

Goal 2Ai: Provide access to employment opportunities across multiple sectors for vulnerable populations

#### Activities:

- Provide workforce services to vulnerable populations to prepare them for employment opportunities
- MOHCD and Office of Economic and Workforce Development (OEWD) work collaboratively to provide jobs for residents in their neighborhoods
  - Expand Local Hire targeting so residents of the property get priority for construction jobs and explore Local Hire for property management jobs
  - Encourage developers to expand employment opportunities within their developments
  - Provide links to neighborhood job opportunities on DAHLIA
  - Advertise job listing sign-up on MOHCD website

### Priority Need 2B: Increase opportunities through improved language access and core skills development

Goal 2Bi: Improve access to MOHCD programs and services through translation of paper and digital resources

#### Activities:

- Improve language access for all MOHCD programs and services, community workshops and meetings
- Develop and maintain a detailed resource guide that lists programs and services by language that services are provided in
- Explore making DAHLIA accessible to more populations through translation into additional languages

Goal 2Bii: Provide skill development and training resources

#### Activities:

- Continue to support and refine skills development programs in areas such as life skills, GED and diploma programs, and English as a Second Language
- Focus skill development programming to create clear pathways to more advanced training opportunities
- Combine service connection and skill development strategies to provide more comprehensive services

Goal 2Biii: Improve financial literacy and personal finance management

# 2020-2024 CONSOLIDATED PLAN STRATEGIES

Activities:

- Continue to support financial counseling and education, asset and credit building, debt reduction, access to banking, and credit counseling and repair services
- Increase investment in more intensive services that build the financial capability of clients, and ongoing one-on-one coaching services that produce long-term economic improvements
- Encourage co-location of financial services at housing sites and at community-based organizations

**Goal 2Biv: Improve digital literacy**

Activities:

- Provide training in basic, intermediate and advanced digital skills, through workshops and drop-in hours, and new innovative delivery models at community-based digital literacy projects
- Provide refurbishment and distribution of computers and other devices for low-income households
- Work with neighborhood hubs, including libraries and community centers to utilize their free computers to expand digital literacy for beneficiaries of MOHCD-funded services
- Support programs that provide digital access and assist with digital literacy for affordable housing residents and sites
- Support internet access for SRO residents
- Build technology capacity of community based organizations (CBOs), empowering CBO staff to lead digital literacy trainings and services

**Priority Need 2C: Provide equitable access to civil legal services for immigration and other critical issues**

**Goal 2Ci: Increase access to civil legal services**

Activities:

- Continue to provide support for immigration-related legal services
- Continue to support and develop more targeted funding and service strategies for areas of civil law including employment, family, consumer, benefits and disability

**Priority Need 2D: Help households connect to services**

**Goal 2Di: Increase access to community-based services**

Activities:

- Continue to support and develop a more comprehensive continuum of services including enhanced information and referral, service connection, and case management/coordination
- Combine service connection and skill development strategies to provide more comprehensive services
- Support innovative community outreach strategies

# 2020-2024 CONSOLIDATED PLAN STRATEGIES

## OBJECTIVE 3: COMMUNITIES HAVE HEALTHY PHYSICAL, SOCIAL AND BUSINESS INFRASTRUCTURE

### **Priority Need 3A: Enhance community facilities and spaces**

#### Goal 3Ai: Ensure nonprofit service providers have high quality, stable facilities

Activities:

- Continue to provide support for capital improvements for community facilities providing essential public services
- Facilitate the development of capital needs assessments for community facilities to ensure long-term sustainability
- Provide support to meet design needs related to maximizing the utility of facilities
- Provide support for organizations to acquire and/or identify lease opportunities to remain in and better serve their communities

#### Goal 3Aii: Enhance public spaces

Activities:

- Create and improve community amenities designed to serve low-income residents

### **Priority Need 3B: Strengthen small business and commercial corridors**

#### Goal 3Bi: Encourage the development and sustainability of thriving locally owned businesses

- Continue to provide business technical assistance through community partners that is culturally, ethnically and linguistically tailored for startup and existing businesses
- Continue to increase efficiency of technical business assistance
- Continue supporting investments in small business lending

#### Goal 3Bii: Support the development and sustainability of robust commercial corridors in low-income neighborhoods

Activities:

- Continue to support local economic development efforts focused on revitalizing commercial corridors
- Increase investments in façade and other tenant improvements
- Increase investments in accessibility and compliance projects
- Continue a geographically-focused approach to deliver services in a way that leverages other City investments

### **Priority Need 3C: Support community-driven comprehensive strategies**

#### Goal 3Ci: Support neighborhood-based planning efforts

Activities:

# 2020-2024 CONSOLIDATED PLAN STRATEGIES

- Continue to support and expand cultural district programs in Board-approved Cultural Districts
- Continue to support neighborhood planning processes that bring together low-income, vulnerable, and disenfranchised populations to meaningfully participate in their communities
- Strengthen economic development strategies and activities in community-driven plans

**Goal 3Cii: Support locally-based community building**

Activities:

- Continue to support networks of community-based organizations and other key community stakeholders that provide increased service coordination and collaboration for both neighborhoods and specific populations
- Continue to support neighborhood-based community action grant programs

**Priority Need 3D: Support capacity needs of community-based organizations and MOHCD professional partners**

**Goal 3Di: Increase capacity of community-based organizations**

Activities:

- Build organizational capacity of MOHCD grantees/providers through trainings, cohort-based work, subject matter experts, and other technical assistance methodologies
- Prioritize strengthening of community-based organizations and developers serving historically underserved populations
- Support agency staff in digital skills training

## OBJECTIVE 4: COMMUNITIES AT RISK OF DISPLACEMENT ARE STABILIZED

**Priority Need 4A: Address inequitable impacts of economic growth through anti-displacement measures for residents and businesses**

**Goal 4Ai: Implement policies and programs that prioritize current residents and businesses**

Activities:

- Continue to administer housing lottery preference programs
- As MOHCD evaluates and updates policies and procedures for the Inclusionary Housing Program to meet current needs, recommend parallel changes/updates to the Planning Code and non-profit developer loan agreements
- Implement right-to-return policy for re-leasing of buildings where tenants were displaced
- Implement the City’s first right to purchase laws for acquiring buildings at risk of being unaffordable

# 2020-2024 CONSOLIDATED PLAN STRATEGIES

Goal 4Aii: Encourage commercial tenants to locate on ground-floor spaces of MOHCD’s affordable housing developments

Activities:

- Work with OEWD to financially support commercial tenant improvements (build outs) for ground-floor spaces
- Work with OEWD to market commercial space opportunities to local non-profits

Goal 4Aiii: CD: Reduce displacement of residents and businesses

Activities:

- Utilize rental subsidies to reduce displacement of tenants
- Leverage programs such as Tenant Right to Counsel and tenant counseling to support residents to stay in their homes
- Create and implement policies to mitigate negative impacts of rent increases
- Expand programs designed to retain homeowners in communities experiencing a legacy of exclusion
- Coordinate with other departments to ensure the long-term sustainability of neighborhood-based organizations
- Leverage Cultural Districts to support anti-displacement policies
- Increase access to resources for small businesses in low-income neighborhoods that want to stay in San Francisco

**Priority Need 4B: Ensure economic growth offers benefits to existing communities**

Goal 4Bi: Require local hiring to the greatest extent possible in MOHCD’s projects and programs

Activities:

- Coordinate with OEWD for job readiness and job placement on affordable housing projects
- Continue to support job readiness and placement for RAD and HOPE SF projects

Goal 4Bii: Ensure adequate City services in neighborhoods where MOHCD’s affordable housing is located

Activities:

- Work with City partners such as San Francisco Municipal Transportation Agency (SFMTA) on transportation issues
- Work with key City departments to identify needs and opportunities for service implementation and coordination

Goal 4Biii: Implement programs that provide direct benefits resulting from neighborhood-based economic growth to local communities

Activities:

- Target amenities development to communities impacted by increased housing density

# 2020-2024 CONSOLIDATED PLAN STRATEGIES

- Coordinate Cultural District programming with other community development initiatives
- Continue to identify ways in which existing businesses and residents can access increased employment and access to capital
- Collaborate with other City departments to identify additional ways to support local micro enterprise and entrepreneurs

## OBJECTIVE 5: THE CITY WORKS TO ELIMINATE THE CAUSES OF RACIAL DISPARITIES

**Priority Need 5A: Ensure racially equitable access to programs and services, in coordination with other City departments**

Goal 5Ai: Develop specific funding, policies and practices to ensure equitable access to MOHCD and OEWD programs

Activities:

- Review and evaluate outreach practices with a racial equity lens
- Improve outreach to historically underserved neighborhoods and communities
- Leverage culturally-competent outreach to increase awareness about available housing and service resources
- Continue standardization of housing and program eligibility criteria, and other policies, with a racial equity lens
- Evaluate and improve MOHCD programs and services to ensure equitable access
- Analyze gaps in placement success for different demographics, and determine required interventions to create equitable access to affordable housing resources
- Explore options for extending the benefits of the Certificate of Preference program
- Increase funding and services for communities most deeply impacted by legacy of exclusion
- Explore and implement racial equity performance measures into procurement processes, including MOHCD and OEWD RFQ/RFP selection criteria
- Partner with the Human Right Commission to implement racial equity policies
- Implement department-wide trauma-informed trainings and systems to support improved customer service and self-care

**Priority Need 5B: Instill racial equity and trauma-informed values and practices in the work of MOHCD and its partners**

Goal 5Bi: Incorporate cultural competency, trauma-informed systems, and other equity training and resources for MOHCD’s partners

Activities:

- As part of existing training program, develop and implement cultural sensitivity training for grantees, developers, and housing placement and property management partners
- Education for housing and service providers for HIV+ persons to increase cultural competency and reduce stigma

## 2020-2024 CONSOLIDATED PLAN STRATEGIES

Goal 5Bii: Incorporate racial equity principles in MOHCD's hiring and promotion practices

Activities:

- Review MOHCD hiring and promotion practices
- Implement changes to better support a diverse and inclusive work environment

Goal 5Biii: Implement racial equity and trauma-informed values and approaches throughout MOHCD

Activities:

- Develop and implement a racial equity plan for MOHCD
- Conduct a complete racial equity analysis of MOHCD's internal policies
- Communicate values to external community and stakeholders
- Continue to convene the Racial Equity Work Group to create and implement MOHCD's racial equity plan
- Create a trauma-informed working group to support implementation of healing practices

# 2020-2024 CONSOLIDATED PLAN STRATEGIES

## Glossary of Terms

### Terms:

**ADA (Americans with Disability Act)** – a civil rights law enacted in 1990 that prohibits discrimination based on disability; used in this context to refer to units with special mobility or communication features

**AMI (Area Median Income)** – the midpoint household income for a given metropolitan area (half of households earn more and half earn less). AMIs are published for household sizes from one to nine persons.

**Certificate of Preference** – a housing lottery preference granted to persons displaced by specific actions of the former San Francisco Redevelopment Agency in the 1960s through 1980s

**Coordinated Entry** – a centralized assessment and prioritization system for the placement of homelessness resources

**Cultural Districts** – a City program with designated community-defined areas intended to celebrate and strengthen the unique cultural identities of San Francisco and to coordinate resources to assist in stabilizing vulnerable communities facing, or at risk of, displacement

**DAHLIA (Database of Affordable Housing Listings, Information and Application)** – an online tool to help households find and apply for affordable housing

**DALP (Down Payment Assistance Loan Program)** – a down payment loan program that helps households bid on a property within the open market

**Development Agreements** – contracts entered into by the City and County of San Francisco and a developer that define a development project's rules, regulations, commitments, and policies for a specific period of time

**HOA (Home Owners Association)** – an organization of homeowners of a housing development, the purpose of which is to preserve, maintain, and enhance homes and their value

**HOPE SF** – An initiative that seeks to transform four of San Francisco's most distressed public housing sites (Hunters View, Alice Griffith, Sunnyside-Velasco and Potrero Terrace and Annex) into vibrant, thriving communities through holistic revitalization

**HOPWA (Housing Opportunity for People With AIDS)** – a federal program that helps people living with HIV/AIDS to obtain and maintain their housing through rental subsidies and other housing supports

**Inclusionary (Housing Program)** – a City program that requires market-rate housing developers to provide affordable housing units, as required by Section 415 of the San Francisco Planning Code

**Local Hire** – a San Francisco policy that promotes the hiring of local residents for locally-sponsored construction projects

**Local Operating Subsidy Program** – a San Francisco subsidy program designed to address gaps between the amount of rent formerly homeless residents can pay and the cost to operate housing for homeless persons

## 2020-2024 CONSOLIDATED PLAN STRATEGIES

**Mortgage Credit Certificate Program** – a program of the California Housing Finance Agency that allows low to moderate income first-time homebuyers to convert a portion of their annual mortgage interest payment into a tax credit

**PBV (Project-based Voucher)** – a rental subsidy from the Housing Authority attached to a particular unit, not to a tenant

**Plus Housing** – the primary MOHCD program that places housing units and subsidies with HIV+ households

**RAD (Rental Assistance Demonstration)** – an initiative that rehabilitates and transitions public housing properties to Section 8 project based voucher properties

**RFQ (Request for Qualifications)/RFP (Request for Proposal)** – two standard types of public sector methods used to solicit vendors or agencies to bid on services or provide a proposal for services

**SRO (Single Room Occupancy)** – a type of housing unit typically where certain facilities such as bathroom and kitchen are shared among a number of units

**Tenant Right to Counsel** – an initiative approved by voters that provides full legal representation to households facing eviction

三藩市市縣



# 2020-2024 年綜合計畫的擬議策略

將於  
自 2019 年 7 月 29 日至 2019 年 8 月 19 日  
交由大眾審議

住房和社區發展市長辦公室 (MOHCD)  
經濟與勞動力發展辦公室 (OEWD)  
無家可歸者安置和支持性住房服務局 (HSH)

# 2020-2024 綜合計畫策略

## 介紹

為了協助制定 2020-2024 年綜合計畫、公平住房選擇障礙分析和愛滋病住房計畫，住房和社區發展市長辦公室與三藩市的利益相關者和居民一起展開全社區的推廣活動和參與流程。先根據這個流程確定住房和社區發展優先事項的基本結構，接下來再推動最終計畫中概述的目標和策略。住房和社區發展市長辦公室（以下稱 MOHCD）最終會利用從社區意見和優先事項匯總的資訊，做出資助社區和住房服務的決策。

本文包含 2020-2024 年綜合計畫的擬議策略。住房公平選擇障礙分析的擬議策略將在今年夏末/秋初交由公眾審查與評論。目前我們的愛滋病住房工作小組正在制定愛滋病住房計畫的實施策略；請告訴我們您是否有意願加入小組工作。

## 文件概述

本文遵循 MOHCD / OEWD / HSH 變革理論的發展，其中包括對我們的計畫和政策最終預期影響的聲明：

「三藩市每個充滿活力的健康社區都擁有公平的機會實現自給自足。」

本文列出五個高等級目標，以期實現這個願景。本文針對每項目標提供從社區參與流程中得出的相關優先需求清單。每一項優先需求後面都有一個目標清單。最後還為每個目標提供具體的擬議活動。

請注意，劃底線的術語定義見本文結尾處的詞彙表。

## 審議和評論

本文可在 2019 年 7 月 29 日至 2019 年 8 月 19 日期間供公眾審議和評論。您可以在下列地點查閱本策略草案的線上版本或複印件：

- MOHCD, 1 South Van Ness Avenue, 5<sup>th</sup> Floor ;
  - OEWD at City Hall, Room 448, 1 Dr. Carlton B. Goodlett Place and 1 South Van Ness Avenue, 5<sup>th</sup> Floor ; 及
- Main Branch of the SF Public Library, 100 Larkin Street, 5<sup>th</sup> Floor, Government Information Center 。

工作人員亦歡迎您提出書面意見。您的意見可能會被轉交給：MOHCD, Strategic Planning Staff, 1 South Van Ness Avenue, 5<sup>th</sup> Floor, San Francisco, CA 94103。您的意見將交由相關領域的部門。請在您的意見中具體說明您的問題，並且在適當的情況下參考具體的目標或活動。

我們也邀請公眾在 2019 年 8 月 5 日星期一下午 6:00 的公開會議上就策略草案提出意見。會議將在 170 Otis Street, San Francisco, CA 94103 的 HSA Born Auditorium 舉行。

感謝您參與策略制定流程。請造訪 <https://sfmohcd.org/plans-development> 或致電 415-701-5500 以瞭解詳細資訊。

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## 目標 1：家庭和個人有穩定的住所

### 優先需要 1A：開發與維護無障礙且可負擔的平價住房

#### 目標 1Ai：創造更多平價住房

##### 活動內容：

- 探索新的融資機制，以創造更多平價住房
- 收購私人建築物以創造新的可負擔單元
- 確保平價住房的地理環境多樣性，特別是在機會多的社區內
- 加強與規劃部門、建築檢查部門和殘障人士市長辦公室在住房和許可流程方面的協調合作，以加快住房建設
- 繼續推動實施 HOPE SF 的平價住房組成部分
- 監控在有開發協議或遵守包容性住房計畫的專案中低於市場價格的單元開發
- 審視和評估包容性住房計畫中的申請人和居住者資料，以便為住房政策和程序提供資訊
- 探討能否增加在 MOHCD 支持住房中住房和社區發展市長辦公室 (MOHCD) 所要求的 ADA (殘障人士住房) 單元數量
- 增加專為支持愛滋病毒攜帶者家庭的住房
  - 探索增加住房供應的創新方法
  - 改善進入到 HOPWA 單元的 Plus Housing 方案
- 為無家可歸或曾經無家可歸的人增加住房機會

#### 目標 1Aii：保留平價住房

##### 活動內容：

- 購置有可能失去可負擔性的住房
- 改造現有住房以保持其可負擔性
- 協商以延長現有平價住房的可負擔性限制
- 找到創造性的方法來利用資本槓桿保留平價住房，包括使用來自其他城市部門的資源
- 繼續利用 RAD 來改造和保留聯邦政府補貼的住房
- 繼續支持鉛危害削減計畫
- 繼續支持有利於低收入房主的房屋改造計畫，提高安全性、可及性、健康結果以及太陽能的獲取
- 探索協助房主進行延期物業維護的方法
- 繼續監控房主和業主是否符合計畫要求
- 改善市政機構和非營利組織之間的協調，提供購後/保存服務

#### 目標 1Aiii：改善平價住房庫存和安置的資料和分析

##### 活動內容：

- 創造更強大的工具來追蹤 MOHCD 資助住房的庫存和安置

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- 繼續開發與完善 DAHLIA (平價住房清單、資訊和應用資料庫) 和銷售團隊的能力，以追蹤平價住房的需求，包括強化的網路分析
- 與其他 DAHLIA 管轄區共同合作共用匯總資料，以更好地瞭解三藩市的需求壓力

## 優先需要 1B：讓住房更容易負擔

### 目標 1Bi：降低開發成本，幫助利用當地住房資源，為低收入家庭提供服務

#### 活動內容：

- 尋求替代施工類型和方法以降低開發成本，例如模組化建築
- 利用如公共土地等免費或低成本的土地進行開發
- 尋求新的當地和州資金來源
- 與州和聯邦機構合作，購買專用於建造平價住房的土地，包括提供給無家可歸者的住房

### 目標 1Bii：提高租賃住房的可負擔性

#### 活動內容：

- 繼續支持長期租金補貼並尋求增加低收入居民的補貼以穩定他們的住房
  - 宣導並尋找州和聯邦租賃補貼來源
- 繼續管理本地營運補貼計畫
- 擴大特定專案的 AMI 範圍，這將資助低收入家庭獲得更多住房
- 針對服務不足人群試行新的租金補貼計畫
- 增加愛滋病毒攜帶者的家庭住房補貼和優惠
- 增加針對無家可歸者家庭和其他弱勢群體的住房補貼和優惠

### 目標 1Biii：增加獲得可持續自擁住房的機會

#### 活動內容：

- 繼續支持並採取措施改善購房者教育和購後諮詢的品質和規範化程度
- 繼續為低收入和中等收入家庭提供包容性自擁住房機會
- 提高日益增加的自擁住房家庭的流動性
  - 探討是否允許包容性房主購買第二套住房（並出售前一套住房）
- 評估包容性轉售定價以確保未來的可負擔性
- 探索幫助房主承擔難以負擔的 HOA 會費和康復費用的方法
- 繼續為較高收入家庭（包括急救人員和教育工作者）尋求 DALP 的融資機會
- 繼續支持抵押貸款信用證書計畫
- 探索增加貸款機構參與房屋所有權計畫的策略
- 繼續通過 DAHLIA 系統簡化 MOHCD 房地產交易過程

### 目標 1Biv：增加獲得租賃和自擁住房的機會

#### 活動內容：

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- 繼續支持租賃住房諮詢服務，幫助居民確定適合自己的計畫並能公平地享受本市的平價住房計畫
  - 包括為愛滋病毒攜帶者提供住房諮詢，以幫助解決定位和安置的挑戰
  - 為曾經無家可歸的家庭和其他弱勢群體提供住房諮詢，以幫助解決定位和安置的挑戰
  - 為服務提供商提供額外的支持/能力建設，以滿足不斷增長的需求
- 繼續開發和維護 **DAHLIA**
  - 增加附加功能以及額外的方案和資源
  - 增加其他三藩市平價住房的資訊，包括不是由 MOHCD 資助的住房
  - 擴大推廣範圍以包括社區中心、勞動力接入點、公共圖書館等。
- 提高對可用住房資源的認識
  - 增加針對尤其是特定人口統計學小型團體的推廣活動
- 繼續支持開發商和物業經理以建立和維護包容性租賃的機會
- 評估安居住房優待計畫以確保他們達到預期目標
- 繼續監控安居住房/租賃以確保住房計畫能惠及預期的受益人
  - 確保 **ADA** 單元分配給合適的人選

## 優先需要 1C：預防和減少無家可歸的現象

### 目標 1Ci：改進系統以幫助所有人找到永久住房的正確途徑

#### 活動內容：

- 實施針對成年人、有孩子的家庭和青少年的協調系統
- 在所有計劃和系統內實施績效問責制

### 目標 1Cii：減少成年人、青少年和家庭無家可歸的現象

#### 活動內容：

- 針對曾經無家可歸者和從主流機構中脫離變成無家可歸的人們展開預防和解決（分散）無家可歸問題活動
- 為成年人、青年人和家庭開發新的永久支持性住房單元

### 目標 1Ciii：確保有孩子的所有家庭都不至於流離失所

#### 活動內容：

- 通過針對性的推廣活動識別流離失所的家庭
- 為流離失所的所有家庭提供庇護所安置
- 增加獲得為家庭服務的庇護所床位的機會

### 目標 1Civ：改善城市對街頭無家可歸者的應對機制，並結束大型長期暫住營地

#### 活動內容：

- 每個季度進行一次帳篷和車輛營地清點

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- 為大型營地提供針對性的推廣服務
- 將人們安置於低度限制庇護所內
- 使用行動推廣團隊進行評估和住房優先排序

目標 1Cv：使 MOHCD 與無家可歸者安置和支持性住房局的工作彼此更加配合

活動內容：

- 繼續並改善永久性支持性住房的生產和租賃，包括與 Coordinated Entry 合作協調租賃永久性支援性住房單元
- 改善了 HOPWA、RAD、PBV 以及其他支持性住房單元的配置協調
- 建立 DAHLIA 與 Coordinated Entry 之間的連結

目標 1Cvi：擴大服務範圍以防止無家可歸，並且穩定先前無家可歸的家庭和面臨無家可歸風險者的住房情況

活動內容：

- 在支持性住房建築內提供現場臨床支援服務
- 展開合作為弱勢客戶提供針對性的服務，使其能使用無家可歸者應對系統
- 將無家可歸者預防專案資源優先提供給曾經無家可歸或使用過庇護所的家庭

**優先需要 1D：提供服務以維持住房穩定性**

目標 1Di：降低驅逐率

活動內容：

- 根據租戶法律諮詢權益倡議的規定，擴大對面臨驅逐的居民全方位法律代表的支持
- 繼續支持租戶諮詢、推廣和教育服務、調解、住房穩定案件管理和短期租賃援助活動
- 擴展長期租賃補貼計畫
- 繼續讓社區利益相關者參與防驅逐策略，以盡可能地提高效率

目標 1Dii：為公共住房和公共補貼住房、RAD 專案和單人入住酒店的居民增加獲得服務的機會

活動內容：

- 繼續支持和開發更全面的連續服務，包括為 HOPE SF 和 RAD 居民增強資訊和轉介、服務聯繫和個案管理/協調
- 探討如何為單人入住酒店的居民擴大服務
- 結合服務連接和技能發展策略，提供更全面的服務以使客戶在經濟上更能自給自足
- 在 HOPE SF 和 RAD 專案現場找到關鍵服務，例如租戶諮詢和驅逐預防、法律服務、金融教育和諮詢
- 繼續支持社區建設和居民領導力發展計畫

目標 1Diii：為其他平價住房居民提供支援以確保他們成功獲得住房安置

活動內容：

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- 製作歡迎資料袋分發給新來的平價住房居民，並探討如何將社會服務與居民聯繫起來
- 與城市各部門合作，探討如何通過心理健康和藥物濫用（戒毒）服務來改善住房穩定性
- 在需要時推動與調解服務的聯繫
- 規定從 MOHCD 資助的住房驅逐租戶時，必須向租戶提供服務通知
- 根據規定為現有的 [HOPWA](#) 單元和正在開發的單元提供額外的住房服務

目標 1Div：增加愛滋病毒攜帶者家庭住房水準之間的流動性

活動內容：

- 確保評估租戶獨立生活的能力，以便轉移到更合適的住房

## 目標 2：家庭和個人適應性強並且在經濟上自給自足

優先需要 2A：促進勞動力發展

目標 2Ai：為弱勢群體提供多個部門的就業機會

活動內容：

- 為弱勢群體提供勞動力服務，讓他們為就業機會做好準備
- MOHCD 和經濟與勞動力發展辦公室 (OEWD) 協力合作，為其社區居民提供工作機會
  - 擴展 [Local Hire](#) 針對性，以便物業居民優先獲得營建工作，並可搜尋 [Local Hire](#) 上的物業管理工作
  - 鼓勵開發商在其開發專案中增加就業機會
  - 在 [DAHLIA](#) 上提供社區工作機會的連結
  - 在 MOHCD 網站上刊登招聘資訊

優先需要 2B：通過提高語言協助服務水準和開發核心技能來增加機會

目標 2Bi：翻譯印刷和數位資源以增加享受 MOHCD 計畫和服務的機會

活動內容：

- 提高所有 MOHCD 計畫和服務以及參加社區研討會和會議的語言協助服務水準
- 制定並維護詳細的資源指南，其中按照提供服務的語言列出各項計畫和服務名稱
- 探討如何通過翻譯成其他語言，讓更多群體可以接觸到 [DAHLIA](#)

目標 2Bii：提供技能發展和訓練資源

活動內容：

- 繼續支持和完善生活技能、GED 和文憑課程以及英語作為第二語言等領域的技能發展計畫
- 重點關注技能發展計畫，為更高級的訓練機會創造明確的途徑
- 結合服務連接和技能發展策略以提供更全面的服務

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## 目標 2Biii：提高金融知識和個人財務管理能力

活動內容：

- 繼續支持財務諮詢和教育、資產和信貸建立、減債、獲得銀行服務以及信貸諮詢和維修服務
- 增加對更密集服務的投資以建立客戶財務能力，以及增加投資進行持續的一對一輔導服務，從而形成長期的經濟改善
- 鼓勵金融服務機構與住宅區和社區組織共處

## 目標 2Biv：提高數位技術素養

活動內容：

- 通過研討會和上班時間提供基礎、中級和高級數位技能訓練，並在社區數位掃盲專案中提供新的創新交付模式
- 為低收入家庭提供翻新服務並分發電腦和其他裝置
- 與附近的活動中心（包括圖書館和社區中心）合作，利用其免費電腦來為 MOHCD 資助的服務受益者提高數位技術素養
- 支持為平價住房居民和地點提供數位資源並協助數位掃盲的計畫
- 支持 SRO 居民存取網際網路
- 建立社區組織 (CBO) 的技術能力，使 CBO 員工能夠領導數位掃盲訓練和服務

## 優先需要 2C：為移民問題和其他關鍵問題提供公平的民事法律服務

### 目標 2Ci：增加民事法律服務的可及性

活動內容：

- 繼續提供與移民有關的法律服務支援
- 繼續支持和制定包括就業、家庭、消費者、福利和殘疾等民法領域內更具針對性的資助和服務策略

## 優先需要 2D：幫助家庭連接到服務

### 目標 2Di：增加社區服務的可及性

活動內容：

- 繼續支持和開發更全面的連續服務，包括增強資訊和轉介、服務聯繫和個案管理/協調
- 結合服務連接和技能發展策略以提供更全面的服務
- 支持創新的社區外展推廣策略

## 目標 3：社區擁有健全的物質、社會和商業基礎設施

### 優先需要 3A：加強社區設施和空間

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## 目標 3Ai：確保非營利性服務提供者擁有優質、穩定的設施

活動內容：

- 繼續支持提供基本公共服務的社區設施資本改善
- 促進社區設施資本需求評估的發展以確保長期可持續性
- 為滿足與儘量發揮設施效用相關的設計需求提供支援
- 為組織提供支援以獲取和/或識別租賃機會，以便留在社區內為社區做出更多貢獻

## 目標 3Aii：改善公共空間

活動內容：

- 建立與改善旨在為低收入居民提供服務的社區設施

## 優先需要 3B：加強小型企業和商業走廊建設

### 目標 3Bi：鼓勵蓬勃發展的本地企業的可持續性發展

- 繼續通過社區合作夥伴為新創公司和現有企業提供文化、種族和語言方面的業務技術援助
- 繼續提高技術業務援助的效率
- 繼續支持小型企業貸款投資

### 目標 3Bii：支持低收入社區商業走廊的蓬勃發展和可持續性

活動內容：

- 繼續支持以振興商業走廊為重點的地方經濟發展工作
- 增加對外牆和其他租戶改進的投資
- 增加對可及性和合規性專案的投資
- 繼續借助於地理位置優勢，以利用其他城市投資的方式提供服務

## 優先需要 3C：支持社區主導的綜合策略

### 目標 3Ci：支持社區鄰里規劃工作

活動內容：

- 在理事會核准的文化區內繼續支持與擴大文化區計畫
- 繼續支持社區鄰里規劃流程，將低收入、弱勢群體和被剝奪權利的群體聚集在一起，並有意義地參與他們的社區
- 在社區主導的計畫中加強經濟發展策略和活動

### 目標 3Cii：支持以地方為基礎的社區建設

活動內容：

# 2020-2024 綜合計畫策略

- 繼續支持社區組織和其他主要社區利益相關者的網路，為社區和特定群體提供更多的服務協調和協作
- 繼續支持社區鄰里的社區行動補助計畫

## 優先需要 3D：支持社區組織和 MOHCD 專業合作夥伴的能力需求

### 目標 3Di：提高社區組織的能力

#### 活動內容：

- 通過訓練、基於群組的工作、主題專家和其他技術援助方法，建立 MOHCD 受贈人/提供者的組織能力
- 優先加強為素來服務不足的群體服務的社區組織和開發人員能力
- 支持機構工作人員接受數位技能訓練

## 目標 4：穩定那些有可能被迫遷移的社區

### 優先需要 4A：通過針對居民和企業的反遷移措施解決經濟增長的不公平影響

#### 目標 4Ai：實施優先考慮當前居民和企業的政策和計畫

#### 活動內容：

- 繼續管理安居住房優待計畫
- 由於 MOHCD 評估和更新包容性住房計畫的政策和程序以滿足目前的需求，建議對規劃代碼和非營利性開發商貸款協議進行平行變更/更新
- 承租人搬遷後，實施建築物再承租的返回權政策
- 實施城市首個購買權法律，以獲得可能負擔不起的建築物。

#### 目標 4Aii：鼓勵商業租戶在 MOHCD 平價住房開發的地下空間租用商鋪

#### 活動內容：

- 與 OEWD 合作，為地面空間的商業租戶改善（擴建）提供財務支援
- 與 OEWD 合作，向當地非營利組織推銷商業空間機會

#### 目標 4Aiii：CD：減少居民和企業被迫遷移的情況

#### 活動內容：

- 利用租金補貼來減少租戶被迫遷移的情況
- 利用租戶法律諮詢權益等計畫和租戶諮詢，以支持居民一直居住在原住處
- 制定並實行政策以減輕租金上漲的負面影響
- 擴展旨在留住社區中受到排斥的房主的計畫
- 與其他部門協調以確保社區組織的長期可持續性
- 利用文化區來支持反遷移政策
- 增加低收入社區內想留在三藩市的小型企業獲取資源的途徑

# 2020-2024 綜合計畫策略

## 優先需要 4B：確保經濟增長為現有社區帶來益處

目標 4Bi：在 MOHCD 的專案和計畫中盡可能地要求雇用當地居民

活動內容：

- 與 OEWD 協調在平價住房專案上的就業準備和工作安排
- 繼續支持 RAD 和 HOPE SF 專案的就業準備和安置

目標 4Bii：確保在 MOHCD 平價住房所在的社區提供足夠的城市服務

活動內容：

- 與三藩市市交通局 (SFMTA) 等城市合作夥伴針對運輸問題展開合作
- 與城市主要部門合作以識別服務實施與協調的需求和機會

目標 4Biii：實施能為當地社區提供社區經濟增長帶來的直接效益的各項計畫

活動內容：

- 針對受住房密度增加影響的社區開發目標設施
- 與其他社區發展計畫協調 文化區 計畫
- 繼續確定現有企業和居民如何獲得更多就業機會和資本的途徑
- 與其他城市部門合作以識別支持當地微型企業和企業家的更多方式

## 目標 5：城市努力消弭引起種族差異的誘因

### 優先需要 5A：與其他城市部門協調以確保在種族平等的前提下享受計畫和服務

目標 5Ai：制定具體的資助、政策和做法，以確保能公平地享受 MOHCD 和 OEWD 計畫

活動內容：

- 以種族平等的視角審視和評估推廣實踐
- 改善對素來服務不足的街區和社區的推廣活動
- 利用具有文化能力的推廣活動，提高對可用住房和服務資源的認識
- 以種族平等的視角繼續實行住房和計畫資格標準以及其他政策的規範化
- 評估與改進 MOHCD 計畫和服務以確保公平的獲取途徑
- 分析不同人口統計資料的安置成功差距，並確定必要的干預措施，以創造公平獲取平價住房資源的途徑
- 探討擴展 特惠稅證 計畫的好處的方法
- 為受排斥影響最嚴重的社區增加資金和服務
- 在採購過程中探索和實施種族公平績效指標，包括 MOHCD 和 OEWD RFPQ/RFP 選擇標準
- 與人權委員會合作實施種族平等政策
- 實施整個部門的創傷知情訓練和系統，以支持改善客戶服務和自我治療

### 優先需要 5B：在 MOHCD 及其合作夥伴的工作中灌輸種族平等和創傷知情的價值觀和實踐

# 2020-2024 綜合計畫策略

目標 5Bi：為 MOHCD 的合作夥伴整合文化能力、創傷知情系統以及其他公平訓練和資源

活動內容：

- 作為現有訓練計畫的一部分，為受助者、開發商、住房安置和物業管理合作夥伴制定並實施文化敏感性訓練
- 為愛滋病毒攜帶者提供住房和服務提供者教育，以提高文化水準並減少恥辱感

目標 5Bii：將種族平等原則納入 MOHCD 的招聘和推廣實踐

活動內容：

- 回顧檢討 MOHCD 招聘和推廣實踐
- 實施變革以大力支持多元化和包容性的工作環境

目標 5Biii：在整個 MOHCD 全面實施種族平等和創傷知情的價值觀和方法

活動內容：

- 制定並實施 MOHCD 的種族平等計畫
- 對 MOHCD 的內部政策進行完整的種族平等分析
- 向外部社區和利益相關者傳達價值觀
- 繼續召集種族平等工作小組，以制定和實施 MOHCD 的種族平等計畫
- 組建創傷知情工作小組以支持療癒實踐的實施

# 2020-2024 綜合計畫策略

## 詞彙表

### 術語：

**ADA (美國殘障人士法)** - 1990 年頒佈的民權法，禁止以殘疾為由而歧視；在本文中是指具有特殊機動性或通訊功能的住房單元

**AMI (地區中位收入)** - 特定大都會區的中位點家庭收入（一半家庭收入較多，一半家庭收入較少）。AMI 適用於 1 到 9 人的家庭規模。

**特惠稅證** - 由於前三藩市重建局 (San Francisco Redevelopment Agency) 於 20 世紀 60 年代至 80 年代採取的特定行動而被迫遷移的人們獲得安居住房優待

**Coordinated Entry** - 用於安置無家可歸者資源的集中評估和優先排序系統

**文化區** - 一項城市計畫，其中包含指定的社區定義區域，旨在彰顯和加強三藩市獨特的文化特徵，並協調資源以幫助穩定面臨被迫遷移風險的弱勢社區

**DAHLIA (平價住房清單、資訊和應用資料庫)** - 幫助家庭尋找和申請平價住房的線上工具

**DALP (頭款援助貸款計畫)** - 幫助家庭在公開市場上競標房產的一項頭款貸款計畫

**開發協議** - 三藩市市縣與開發商簽訂的合約，其中定義開發專案在一段特定時間內的規則、規定、承諾和政策

**HOA (業主協會)** - 旨在保護、維護與改善房屋及其價值的房屋開發業主組織

**HOPE SF** - 旨在將三藩市最受困擾的四個公共住宅區 (Hunters View、Alice Griffith、Sunnydale-Velasco 和 Potrero Terrace 及附樓) 通過整體振興改造成充滿活力、蓬勃發展社區的一項計畫

**HOPWA (愛滋病患者住房機會)** - 通過租房補貼和其他住房支持幫助愛滋病毒感染者/愛滋病患者獲得和保有住房的一項聯邦計畫

**包容性 (住房計畫)** - 按照三藩市規劃法第 415 條的規定，要求市場住房開發商提供平價住房單元的一項城市計畫

**當地雇用** - 三藩市的一項政策，旨在促進當地資助的營建專案雇用當地居民

**地方營運補貼計畫** - 三藩市的補貼計畫，旨在解決曾經無家可歸的居民可支付的租金金額與無家可歸者的住房費用之間的差距

**抵押貸款證書計畫** - 加州住房金融機構的一項計畫，允許低收入和中等收入的首次購房者將其一部分年度抵押貸款利息轉為稅收抵免

**PBV (基於專案的優惠)** - 房屋管理局附加於特定單元 (非租戶) 的租金補貼

**Plus Housing** - 將住房單元和補貼提供給愛滋病毒攜帶者家庭的主要 MOHCD 計畫

**RAD (租賃援助示範)** - 將公共住房物業恢復和過渡到第 8 節基於專案的優待物業的一項倡議

## 2020-2024 綜合計畫策略

**RFQ (資格要求) /RFP (徵求建議書)** - 兩種標準類型的公共部門方法，用於徵求供應商或代理商對服務進行的投標或提供的服務建議

**SRO (單人間入住)** - 一種住房單元，通常由幾個單元共用浴室和廚房等設施

**租戶法律諮詢權益** - 一項由選民批准的倡議，為面臨驅逐的家庭提供全面的法律代表

Lungsod at County ng San Francisco



**MGA MUNGKAHING STRATEHIYA**  
**para sa**  
**2020-2024 Pinagsamang Plano**  
**(Consolidated Plan)**

Para sa Pagrerepaso ng Publiko sa Pagitan ng  
Hulyo 29, 2019 at Agosto 19, 2019

Opisina ng Mayor para sa Pabahay at Pagpapaunlad sa Komunidad (Mayor's Office of Housing and Community Development)

Opisina para sa Pag-unlad ng Ekonomiya at mga Nagtatrabaho (Office of Economic and Workforce Development, OEWD)

Departamento para sa Kawalan ng Tahanan at Pabahay na may Kasamang Suporta sa Dating Walang Tahanan (Department of Homelessness and Supportive Services, HSH)

# 2020-2024 MGA STRATEHIYA PARA SA PINAGSAMANG PLANO (CONSOLIDATED PLAN STRATEGIES)

## Introduksiyon

Bilang pagsuporta sa pagbuo ng 2020-2014 Pinagsamang Plano (Consolidated Plan), Pagsusuri sa mga Hadlang sa Pagpili Tungo sa Makatarungang Pabahay (Fair Housing Choice), at Plano para sa Pabahay ng mga may HIV (HIV Housing Plan), lumahok ang Opisina ng Mayor para sa Pabahay at Pagpapaunlad sa Komunidad (Mayor's Office of Housing and Community Development, MOHCD) sa proseso ng pag-abot sa nakararami o pag-a-outreach at pagpapalahok sa kabuuan ng komunidad, kung saan kasama ang mga may nakatayang interes o stakeholders at mga residente ng San Francisco. Nagsisilbi ang prosesong ito bilang balangkas upang matukoy ang mga prayoridad sa pabahay at pagpapaunlad sa komunidad, at kasunod nito, maisulong ang mga layunin at stratehiya na naisa-isa-isa na sa mga pinal na plano. Sa huli, gagamitin ng MOHCD ang mga opinyon at prayoridad ng komunidad, at nang mabigyan ng impormasyon ang paggawa ng desisyon sa pagpopondo ng mga serbisyo para sa komunidad at pabahay.

Kasama sa dokumentong ito ang mga mungkahing stratehiya para sa 2020-2024 Pinagsamang Plano (Consolidated Plan). Makukuha ang mga mungkahing stratehiya para sa Pagsusuri sa mga Hadlang sa Makatarungang Pagpili ng Pabahay (Analysis of Impediments to Fair Housing Choice) at nang marepaso ito at mabigyan ng komento ng publiko sa huling bahagi ng Summer (Tag-araw)/maagang bahagi ng Fall (Taglagas) ng taong ito. Binubuo ang mga stratehiya para sa Planong Pabahay para sa mga may HIV (HIV Housing Plan) sa pamamagitan ng aming Pangkat para sa Pagtatrabaho para sa Pabahay ng May HIV (HIV Housing Workgroup), kaya't mangyaring ipagbigay-alam sa amin kung gusto ninyong makatrabaho ang grupong iyon.

## Pangkalahatang Impormasyon Tungkol sa Dokumento

Sinusundan ng dokumentong ito ang pagkakabuo at pagpapaunlad sa teorya ng pagbabago ng MOHCD/OEWD/HSH, kung saan may kasamang pahayag tungkol sa pinakadulong gustong maging epekto sa mga programa at polisiya.

**“Masisigla at malulusog na komunidad sa kabuuan ng San Francisco, kung saan may katarungan sa pagkakapantay-pantay sa mga oportunidad upang magkaroon ng sapat na kakayahang maitaguyod ang sarili. (Vibrant and healthy communities across San Francisco with equitable opportunity for self-sufficiency.)”**

Upang matamo ang epektong ito, lumikha ng limang layunin na matataas ang antas, na nakalista sa dokumentong ito. Para sa bawat layunin, nagkakaloob ng listahan ng kaugnay na mga pangangailangan na may prayoridad, na nakuha mula sa proseso ng pagpapalahok sa komunidad. May kasunod na listahan ng mga tunguhin o goal ang bawat pangangailangan na may prayoridad. Panghuli, may ipinagkakaloob na mga espesipikong mungkahing gawain para sa bawat tunguhin.

Pakitandaan na binibigyang-kahulugan ang mga nakasalungguhit na termino sa glossary (talasalitaan) na nasa dulo ng dokumentong ito.

## Pagrerepaso at Pagbibigay ng Komento

Puwedeng makuha ang dokumentong ito para sa pagrerepaso at pagbibigay ng komento ng publiko sa pagitan ng Hulyo 29, 2019 at ng Agosto 19, 2019. Puwede ninyong repasuhin ang on-line na bersiyon o repasuhin ang papel na kopya ng borador (draft) ng dokumento sa mga sumusunod na lugar:

## 2020-2024 MGA STRATEHIYA PARA SA PINAGSAMANG PLANO (CONSOLIDATED PLAN STRATEGIES)

- MOHCD, 1 South Van Ness Avenue, 5<sup>th</sup> Floor;
- OEWD sa City Hall, Room 448, 1 Dr. Carlton B. Goodlett Place at 1 South Van Ness Avenue, 5<sup>th</sup> Floor; at
- Main Branch ng SF SF Public Library, 100 Larkin Street, 5<sup>th</sup> Floor, Government Information Center

Ikinalulugod ng mga kawani na matanggap ang inyong mga nakasulat na komento. Puwedeng madirekta ang mga ito sa: MOHCD, Strategic Planning Staff, 1 South Van Ness Avenue, 5<sup>th</sup> Floor, San Francisco, CA 94103. Idirekta ang inyong komento sa naaangkop na larangan. Sa inyong komento, mangyaring maging espesipiko tungkol sa inyong problema at banggitin ang espesipikong tunguhin o gawain, kung naaangkop.

Imbitado rin ang publiko na magbigay ng komento sa mga stratehiyang nasa draft sa pampublikong miting sa Lunes, Agosto 5, 2019, nang 6:00 p.m. Isasagawa ang miting sa HSA Born Auditorium, na nasa 170 Otis Street, San Francisco, CA 94103.

Salamat po sa paglahok sa prosesong ito. Para sa iba pang impormasyon, pakibisita ang <https://sfmohcd.org/plans-development> o tumawag sa 415-701-5500.

# 2020-2024 MGA STRATEHIYA PARA SA PINAGSAMANG PLANO (CONSOLIDATED PLAN STRATEGIES)

## LAYUNIN 1: NABIGBIGYAN NG MATATAG O HINDI NAGBABAGO-BAGONG PABAHAY ANG MGA PAMILYA AT INDIBIDWAL

**Pangangailangang May Prayoridad 1A: Mag-develop at panatilihin sa maayos na kondisyon ang accessible (may mga mapapasukan at madaraan ang lahat, kasama na ang may kapansanan) at abot-kayang pabahay**

**Tunguhin 1A: Lumikha ng mas maraming abot-kayang pabahay**

Mga gawain:

- Magsiyasat tungkol sa mga bagong mekanismo sa pagpipinansiya upang makalikha ng mas maraming abot-kayang pabahay
- Bumili ng mga gusaling pag-aari ng pribadong sektor, upang makalikha ng mga bagong unit na abot-kaya
- Tiyakin na may pagkakaiba-ibang heyograpiko sa kinaroroonang lugar ng abot-kayang pabahay, lalo na sa mga komunidad kung saan maraming oportunidad
- Paghusayin ang pakikipagkoordinasyon sa Departamento para sa Pagpapalano (Planning Department), Departamento para sa Pag-iinspeksiyon ng mga Gusali (Department of Building Inspection), at Opisina ng Mayor Ukol sa mga Kapansanan (Mayor's Office on Disability) kaugnay ng pabahay at mga proseso ng pagbibigay ng permit, at nang mapabilis ang produksiyon ng pabahay
- Patuloy na ipatupad ang mga bahagi ukol sa abot-kayang pabahay ng HOPE SF
- Subaybayan ang pagde-develop ng mga unit na may presyong mas mababa kaysa sa presyo sa merkado (below market rate) sa mga proyekto na may Kasunduan sa Pagdedevelop (Development Agreements) o nasasaklaw ng Programa para sa Pabahay na Bukas sa Lahat (Inclusionary Housing Program)
- Repasuhin at gawan ng ebalwasyon ang datos ukol sa aplikante at nakatira (occupant) mula sa Inclusionary Housing Program nang tuloy-tuloy at nang mabigyan nito ng impormasyon ang mga polisiya at patakaran sa pabahay.
- Siyasatin ang dumaraming bilang ng itinatakhang ADA na unit ng Mayor's Office of Housing and Community Development (MOHCD) na nasa pabahay na suportado ng MOHCD
- Damihan pa ang pabahay na nakatuon lamang sa pagsuporta sa mga kabahayang HIV+
  - Magsiyasat ng malikhaing mga lapit sa pagpaparami ng suplay sa pabahay
  - Paghusayin pa ang pag-akses o pamamaraang makakuha ng Programang Plus Housing para sa mga unit na HOPWA
- Damihan pa ang mga oportunidad sa pabahay para sa mga taong homeless (walang tahanan) o dating homeless.

**Tunguhin 1Aii: Panatilihin ang abot-kayang pabahay**

Mga gawain:

- Bumili ng pabahay na may panganib na hindi na maging abot-kaya
- Gawan ng rehabilitasyon ang nariyan nang pabahay upang mapanatili ang pagiging abot-kaya ng mga ito
- Makipagnegosasyon para sa pagpapahaba ng panahon ng mga restriksiyon para sa nariyan nang abot-kayang pabahay

## 2020-2024 MGA STRATEHIYA PARA SA PINAGSAMANG PLANO (CONSOLIDATED PLAN STRATEGIES)

- Maghanap ng malilikhaing paraan upang magamit ang kapital upang mapreserba ang abot-kayang pabahay, kasama na ang mga mapagkukunan mula sa iba pang departamento ng Lungsod.
- Patuloy na gamitin ang RAD upang magawan ng rehabilitasyon at mapreserba ang pabahay na may subsidyo mula sa pederal na gobyerno
- Patuloy na suportahan ang mga programa para mabawasan ang panganib sa tingga (lead hazard reduction program)
- Patuloy na suportahan ang mga programa para sa paggawa ng mga pagbabago sa tahanan (home modification program) na napakikinapangan ng mga may-ari ng tahanan na mababa ang kita, at kung saan nagkakaroon ng higit na kaligtasan, pag-akses o pamamaraang makagamit, at mas magandang kalusugan, pati na rin ng pag-akses sa enerhiyang mula sa araw (solar power)
- Magsiyasat ng mga paraan upang matulungan ang mga may-ari ng tahanan na may naipagpalibang pagpapanatili sa ari-arian sa maayos na kondisyon
- Patuloy na subaybayan ang mga may-ari ng tahanan at may-ari ng gusali sa pagsunod ng mga ito sa mga itinatakda sa pagpoprograma.
- Paghusayin ang koordinasyon sa pagitan ng mga ahensiya ng Lungsod at non-profit na nagkakaloob ng mga serbisyo matapos ang pagbili/preserbasyon

Tunguhin 1Aiii: Paghusayin pa ang datos at pagsusuri ukol sa imbentaryo ng abot-kayang pabahay at pagbibigay ng puwesto

Mga gawain:

- Lumikha ng mas mahuhusay na kagamitan upang masubaybayan ang imbentaryo ng pabahay na itinataguyod ng MOHCD at ang pagbibigay ng puwesto sa mga ito
- Patuloy na buuin at pinuhin pa ang DAHLIA (Database of Affordable Housing Listings, Information and Application o Imbakan ng Datos Tungkol sa mga Listahan, Impormasyon at Aplikasyon para sa Abot-kayang Pabahay) at kakayahan ng Salesforce na masubaybayan ang pangangailangan para sa abot-kayang pabahay, kasama na ang pinahusay pang web analytics (pangongolekta at pagsusuri ng datos ng internet)
- Makipag-partner sa iba pang hurisdiksiyon ng DAHLIA ukol sa bahaginan ng pinagsamang datos (aggregated data sharing), upang higit na maintindihan ang mga hirap sa San Francisco

### Pangangailangang May Prayoridad 1B: Gawing mas abot-kaya ang pabahay

Tunguhin 1Bi: Bawasan ang mga gastusin sa development upang makatulong sa pagamit ng mga lokal na rekurso sa pabahay, at nang mapagsilbihan ang mga kabahayan na mas mababa ang kita

Mga gawain:

- Maghanap ng mga alternatibong uri at pamamaraan ng konstruksiyon upang mabawasan ang gastusin sa development, tulad ng modular na konstruksiyon
- Gumamit ng libre o murang lupa tulad ng pampublikong lupa para sa development.
- Maghanap ng bagong mapagkukunan ng pondo sa lokal at pang-estadong gobyerno
- Makipagtrabaho sa mga ahensiya ng estado at pederal na gobyerno upang makakuha ng lupa na nakatuon sa abot-kayang pabahay, kasama na ang pabahay para sa mga taong homeless

Tunguhin 1Bii: Higitan pa ang pagiging abot-kaya ng pabahay na pinauupahan

Mga gawain:

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- Patuloy na suportahan ang pangmatagalang subsidyo sa pag-upa at siyasatin ang pagpapalawak ng mga subsidyo para sa mga residenteng mababa ang kita, at nang hindi maging pabago-bago ang kanilang pabahay
  - Ipaglaban ang pagkakaroon, at maghanap, ng mga mapagkukunan ng subsidyo sa pag-upa mula sa Estado at Pederal na Gobyerno
- Patuloy na magbigay ng Programa para sa mga Lokal na Ipinatutupad na Subsidyo (Local Operating Subsidy Program)
- Palawakin ang saklaw ng AMI para sa piling mga proyekto, na magpopondo ng mas maraming pabahay para sa mga kabahayang mas mababa ang kita
- Magpasimula ng mga bagong programa sa subsidyo sa pag-upa, na para sa mga populasyong mas hindi nakakukuha ng mga serbisyo.
- Dagdagan ang mga subsidyo at voucher sa pabahay para sa mga kabahayang HIV+
- Dagdagan ang mga subsidyo at voucher sa pabahay para sa mga kabahayang homeless (walang tahanan) at iba pang bulnerable o higit na may pangangailangang populasyon

Tunguhin 1Biii: Dagdagan ang mga oportunidad para sa napananantiling pagmamay-ari ng tahanan

Mga gawain:

- Patuloy na suportahan ang edukasyon para sa bumibili ng tahanan at pagpapayo matapos ang pagbili, at gumawa ng mga hakbang upang mapahusay ang kalidad at standardisasyon ng mga ito.
- Patuloy na magkaloob ng inclusionary (pabahay na bukas sa lahat o para sa mababa ang kita) na oportunidad sa pagmamay-ari para sa mga kabahayang mababa at katamtaman ang kita.
- Paghusayin pa ang kakayahang makakilos para sa mga kabahayang lumalaki ang pagmamay-ari
  - Siyasatin ang pagpapahintulot sa mga may-ari ng inclusionary na pabahay na bumili ng ikalawang unit (at ibenta ang naunang unit)
- Gawan ng ebalwasyon ang presyo sa muling pagbebenta ng inclusionary na pabahay, at nang matiyak ang pagiging abot-kaya nito sa hinaharap
- Siyasatin ang mga opsiyon upang matulungan ang mga may-ari ng bahay na may hindi abot-kayang HOA na bayarin at gastos sa rehabilitasyon
- Patuloy na maghanap ng mga oportunidad sa pagpopondo para sa DALP, na para sa mga kabahayang mas matataas ang kita, kasama na ang mga first responder (unang tumutugon) at edukador
- Patuloy na suportahan ang programang Programa na Sertipiko para sa Pagbabawas sa Buwis Batay sa Utang sa Bahay (Mortgage Credit Certificate).
- Magsiyasat ng mga stratehiya upang magkaroon ng higit na partisipasyon ang mga nagpapautang (lender) sa mga programa para sa pagmamay-ari ng bahay
- Patuloy na gawing mas simple ang mga gawaing pantransaksiyon sa real-estate o ari-arian ng MOHCD sa pamamagitan ng sistemang DAHLIA.

Tunguhin 1Biv: Magkaroon ng mas maraming pamamaraan upang makakuha ng mauupahan at magmay-ari ng bahay

Mga gawain:

- Patuloy na suportahan ang mga serbisyo sa pagpapayo tungkol sa pinauupahang pabahay, at nang matulungan ang mga residente sa mga dapat gawin, at magkaroon ng equitable o may katarungan sa pagkakapantay-pantay na pag-akses sa mga programa sa abot-kayang pabahay ng Lungsod.

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- Magsama ng pagpapayo tungkol sa pabahay sa mga taong may HIV+, at nang masuportahan ang mga hamon sa mga dapat gawin at pagkakaroon ng puwesto sa pabahay
- Magsama ng pagpapayo tungkol sa pabahay sa mga kabahayang dating homeless, at sa iba pang bulnerableng populasyon, at nang masuportahan ang mga hamon sa mga dapat gawin at pagkakaroon ng puwesto sa pabahay
- Magkaloob ng karagdagang suporta/pagbubuo ng kakayahan sa mga tagabigay ng serbisyo, at nang matugunan ang mas lumalaking pangangailangan
- Patuloy na paghusayin pa at panatiliing maayos ang DAHLIA
  - Magdagdag na iba pang gamit, at iba pang programa at mapagkukunan ng tulong at impormasyon
  - Magdagdag na impormasyon para sa iba pang abot-kayang pabahay ng San Francisco, kasama na ang pabahay na hindi pinopondohan ng MOHCD
  - Palawakin ang pag-a-outreach o pag-abot sa nakararami upang makasama ang mga sentrong pangkomunidad, kasama na ang mga napupuntahan ng mga nagtatrabaho, pampublikong aklatan, at iba pa
- Dagdagan pa ng kamalayan tungkol sa makukuhang mga rekurso sa pabahay
  - Gumawa ng mas maraming pag-abot sa mas maliliit na grupo, lalo na ang ilang piling pangkat ng mga tao.
- Patuloy na suportahan ang mga developer at property manager (tagapamahala ng gusali o ari-arian), upang makalikha ng mga inclusionary (pabahay na bukas sa lahat) na oportunidad sa mga pinauupahang unit
- Gawin ng ebalwasyon ang mga programa para sa pagbibigay ng preperensiya sa lottery o palabunutan sa pabahay, at nang matiyak na natutugunan ng mga ito ang layuning kalalabasan
- Patuloy na subaybayan ang lottery/lease up (panahon hanggang sa makakuha ang bagong paupahan ng sapat na uupa), at nang matiyak na naaabot ng mga programa sa pabahay ang layuning mga benipisyaryo ng mga ito
  - Tiyakin na napupunta ang mga unit na ADA sa tamang tao

### Pangangailangang May Prayoridad 1C: Pigilan at bawasan ang kawalan ng tahanan

Tunguhin 1Ci: Paghusayin pa ang mga sistema upang matulungan ang bawat tao na makahanap ng tamang landas tungo sa permanenteng pabahay

Mga gawain:

- Ipatupad ang mga sistemang may koordinasyon para sa mga nasa sapat na gulang, pamilyang may mga anak, at kabataan
- Ipatupad ang pagpapanagot sa pagganap ng trabaho sa kabuuan ng lahat ng programa at sistema

Tunguhin 1Cii: Bawasan ang kawalan ng tahanan para sa mga nasa sapat na gulang, kabataan, at pamilya

Mga gawain:

- Lumikha ng mga gawain para maiwasan ang kawalan ng tahanan at malutas ang mga problema (dibersiyon), na nakatuon sa mga taong may kasaysayan ng pagiging homeless, at mga taong palabas ng mga karaniwang institusyon tungo sa pagiging homeless

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- Lumikha ng bago at permanenteng unit sa supportive housing (pabahay na may kasamang mga serbisyo para sa dating walang tahanan o may kapansanan), para sa mga nasa sapat na gulang, kabataan, at pamilya

Tunguhin 1Ciii: Tiyakin na walang mga pamilyang may mga anak ang walang masilungan

Mga gawain:

- Tukuyin ang mga pamilyang walang masilungan sa pamamagitan ng naka-target na pag-a-outreach o pag-abot sa nakararami
- Mag-alok ng pagbibigay ng puwesto sa shelter sa lahat ng pamilyang walang masilungan
- Magkaroon ng mas maraming paraan para makakuha ng kama sa shelter na naglilingkod sa mga pamilya

Tunguhin 1Civ: Paghusayin pa ang tugon ng Lungsod sa kawalan ng tahanan ng mga nakatira sa kalye, at wakasan na ang malalaki at pangmatagalang kampuhan

Mga gawain:

- Magsagawa ng pagbilang tuwing ikatlong buwan (quarterly) ng kampuhan ng mga tent at sasakyan
- Magkaloob ng nakatarget na pag-a-outreach sa malalaking kampuhan
- Ilagay ang mga tao sa mga low barrier shelter (tumatanggap sa lahat, ano man ang kondisyon, at may kasama mang alagang hayop)
- Magsagawa ng pagtatasa (assessment) at pagbibigay ng prayoridad sa pabahay, gamit ang mga mobile outreach team (pangkat na direktang pumupunta sa kalye at kampuhan para magbigay ng serbisyo sa nakararami)

Tunguhin 1Cv: Higit na iayon ang trabaho ng MOHCD sa Departamento para sa Kawalan ng Tahanan at Pabahay na may Kasamang Suporta sa Dating Walang Tahanan (Department of Homelessness and Supportive Housing)

Mga gawain:

- Ipagpatuloy at paghusayin pa ang produksiyon at lease-up (panahon hanggang sa makakuha ang bagong paupahan ng sapat na uupa) ng permanenteng supportive housing (pabahay na may kasamang serbisyo), kasama na ang koordinasyon ng pagli-lease up ng mga unit ng supportive housing sa Coordinated Entry (proseso kung saan tinitiyak na agad na natutulungan at nakokonekta ang mga taong humaharap sa krisis sa tirahan)
- Higit na koordinasyon sa pagbibigay ng puwesto sa HOPWA, RAD, PBV, at iba pang unit na supportive housing.
- Lumikha ng ugnayan sa pagitan ng DAHLIA at Coordinated Entry

Tunguhin 1Cvi: Palawakin ang mga serbisyo upang maiwasan ang kawalan ng tahanan at gawing matatag ang pabahay para sa mga kabahayang dating walang tahanan at may panganib na mawalan ng tahanan

Mga gawain:

- Magkaloob ng mga serbisyo on-site (sa lugar mismo), na may klinikal na suporta, sa loob ng mga gusali para sa supportive housing

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- Makipag-partner sa iba upang magkaloob ng mga naka-target na serbisyo sa vulnerable o higit na nangangailangang na mga kliyente, at nang makagamit sila ng sistema para sa pagtugon sa kawalan ng tahanan
- Bigyan ng prayoridad ang mga kabahayang may kasaysayan ng pagiging homeless o ng paggamit ng shelter, sa pagkakaroon ng mga rekurso para maiwasan ang kawalan ng tahanan

### Pangangailangang May Prayoridad 1D: Magkaloob ng mga serbisyo upang mapanatili ang pagiging matatag ng pabahay

Tunguhin 1Di: Bawasan ang porsiyento ng mga pagpapaalis sa tirahan (eviction)

Mga gawain:

- Sa ilalim ng inisyatibang Karapatan ng Umuupa na Magkaroon ng Abugado (Tenant Right to Counsel), palawakin pa ang suporta upang buong masaklaw ang legal na representasyon para sa mga residenteng humaharap ng pagpapaalis sa tirahan
- Patuloy na suportahan ang pagpapayo sa mga tenant (umuupa), pag-abot sa nakararami at edukasyon, pamamagitan (mediation), pamamahala ng kaso para sa pagiging matatag ng pabahay, at mga pangmaiksing panahon na gawain ng pagtulong sa upa
- Palawakin pa ang pangmatagalang mga programa ng subsidyo sa upa (rental subsidy)
- Patuloy na palahukin ang mga may interes o stakeholder sa komunidad tungo sa mga stratehiya upang madepensahan ang pagpapaalis sa tirahan, at sa gayon, lalo pang maging epektibo

Tunguhin 1Dii: Damihan pa ang paraan para makakuha ng serbisyo ang mga residente ng pampublikong pabahay at pabahay na may pampublikong subsidyo, proyektong RAD, at single-room occupancy hotel (mga paupahang kuwarto sa isang gusali)

Mga gawain:

- Patuloy na suportahan at paunlarin pa ang mas komprehensibong pagpapatuloy ng mga serbisyo, kasama na ang mas mahusay na pagbibigay ng impormasyon at rekomendasyon, pagkonekta ng mga serbisyo, at pamamahala/koordinasyon ng kaso para sa mga residente ng HOPE SF at RAD
- Siyasatin ang pagpapalawak ng mga serbisyo sa mga residente ng mga single room occupancy hotel
- Ipagsama ang pagkonekta ng mga serbisyo at mga stratehiya upang mapaghusay ang kakayahan, at nang makapagbigay ng mas komprehensibong serbisyo, kung saan higit na nagkakaroon ng pang-ekonomiyang kakayahan ang mga kliyente upang maitaguyod ang sarili
- Ilagay on-site (sa lugar mismo), sa mga proyektong HOPE SF at RAD ang mahahalagang serbisyo, tulad ng pagpapayo sa tenant at pag-iwas sa pagpapaalis, serbisyo para sa mga legal na usapin, pinansiyal na edukasyon, at pagpapayo
- Patuloy na suportahan ang mga programa para sa pagpapalakas sa komunidad at pagpapaunlad sa pamumuno ng mga residente

Tunguhin 1Diii: Magkaloob ng suporta para sa iba pang residente ng abot-kayang pabahay, at nang matiyak ang tagumpay ng pagbibigay ng puwesto sa kanila para sa pabahay

Mga gawain:

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- Gumawa ng welcome packet (pakete para sa pagbati sa bagong dating), na ipamamahagi sa mga bagong residente ng abot-kayang pabahay, at siyasatin ang pagkonekta ng mga serbisyong panlipunan sa mga residente
- Makipagtrabaho sa mga departamento ng Lungsod para siyasatin kung paano hgiit pang magkakaroon ng katatagan sa pabahay sa pamamagitan ng mga serbisyo para sa kalusugan ng isip at pagtugon sa pang-aabuso sa drogo, alak, at iba pang sangkap
- Pabilisin ang koneksiyon sa mga serbisyo para sa pamamagitan (mediation) kung kinakailangan
- Itakda ang pagkakaroon ng mga abiso ukol sa mga serbisyo sa mga tenant o umuupa, kapag pinapaalis ang mga tenant mula sa pabahay na itinataguyod ng MOHCD
- Magkaloob ng dagdag na serbisyo sa pabahay, ayon sa itinatakda, para sa kasalukuyang mga unit na HOPWA, at iyong mga nasa development (ginagawa pa lamang)

Tunguhin 1Div: Gawing higit na mabilis ang paglipat sa pagitan ng mga lebel ng pabahay para sa mga kabahayang HIV+

Mga gawain:

- Tiyakin ang pagtatasa ng kakayahan ng tenant na independiyenteng makapamuhay, at nang makalipat sa mas naaangkop na pabahay

## LAYUNIN 2: MATATATAG AT MAY SAPAT NANG KAKAYAHANG PANG-EKONOMIYA ANG MGA PAMILYA AT INDIBIDWAL, UPANG MAITAGUYOD ANG SARILI

### Pangangailangang May Prayoridad 2A: Itaguyod ang pagpapaunlad sa mga nagtatrabao

Tunguhin 2Ai: Magkaloob ng pamamaraan upang makakuha ng mga oportunidad sa pagtatrabaho sa iba't ibang sektor ang mga populasyong bulnerable o higit na may pangangailangan

Mga gawain:

- Magkaloob sa mga bulnerableng populasyon ng mga serbisyo para sa nagtatrabaho (workforce services), at nang maihanda sila para sa mga oportunidad para sa pagtatrabaho
- Nagtatrabaho nang may kolaborasyon ang MOHCD at ang Opisina para sa Pagpapaunlad ng Ekonomiya at mga Nagtatrabaho (Office of Economic and Workforce Development, OEWD) upang mabigyan ng trabaho ang mga residente sa kani-kanilang komunidad
  - Palawakin pa ang pagta-target ng Local Hire (polisiya ukol sa pag-eempleyo sa mga lokal na manggagawa), upang mabigyan ng prayoridad ang mga residente ng gusali o property para sa mga trabaho sa konstruksiyon, at siyasatin ang Local Hire para sa mga trabaho sa property management (pamamahala sa gusali o ari-arian).
  - Hikayatin ang mga developer na palawakin pa ang mga oportunidad sa trabaho sa kanilang mga development
  - Magkaloob ng mga link sa mga oportunidad sa trabaho sa komunidad sa DAHLIA
  - I-advertise ang pagpaparehistro para sa mga listahan ng mga trabaho sa website ng MOHCD.

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**Pangangailangang May Prayoridad 2B: Palawakin ang mga oportunidad sa pamamagitan ng mas mahusay na language access (tulong sa mga taong hindi Ingles ang pangunahing wika) at pagpapaunlad ng batayang mga kakayahan**

Tunguhin 2Bi: Higit pang magkaroon ng paraang makagamit ng mga programa at serbisyo ng MOHCD sa pamamagitan ng pagsasalin ng mga rekurso o mapagkukunan ng tulong at impormasyon na nasa papel at nasa digital na anyo

Mga gawain:

- Higit pang magkaroon ng tulong sa wika para sa lahat ng programa at serbisyo ng MOHCD, workshop o palihan na pangkomunidad at mga miting
- Bumuo ng detalyadong gabay sa makukuhang tulong at impormasyon, kung saan nakalista ang mga programa at serbisyo sa pamamagitan ng wika kung saan ipinagkakaloob ang serbisyo, at panatilihing maayos ang gabay na ito
- Siyasin kung paano mas madaling magagamit ang DAHLIA ng mas maraming populasyon sa pamamagitan ng pagsasalin nito sa mas maraming wika

Tunguhin 2Bii: Magkaloob ng mga rekurso para sa pagpapahusay ng mga kakayahan at mga pagsasanay

Mga gawain:

- Patuloy na suportahan at pabutihin pa ang mga programa para sa pagpapahusay ng mga kakayahan, sa mga larangang tulad ng kakayahan sa buhay (life skills), programa para sa GED at diploma, at Ingles Bilang Pangalawang Wika (English as a Second Language)
- Ituon ang pagpoprograma para sa pagpapahusay ng kakayahan upang makalikha ng malinaw na madaraan tungo sa mas abanteng pagsasanay
- Ipagsama ang pagkonekta ng mga serbisyo at mga stratehiya sa pagpapaunlad ng mga kakayahan, at nang makapbigay ng mas komprehensibong mga serbisyo

Tunguhin 2Biii: Paghusayin pa ang kaalaman ukol sa pinansiya at personal na pamamahala sa pinansiya

Mga gawain:

- Patuloy na suportahan ang ang pagpapayo at edukasyon ukol sa pinansiya, pagkakaroon at pagpapatatag ng mga pag-aari at credit, pagbabawas sa utang, pamamaraang makapagbangko, at mga serbisyo sa pagpapayo ukol sa credit at pag-aayos ng credit
- Mas malaking pamumuhan sa mas masinsing mga serbisyo upang higit na magkaroon ng pinansiyal na kakayahan ang mga kliyente, at patuloy na indi-indibidwal na serbisyo sa paggabay, na humahantong sa pangmatagalan na pang-ekonomiyang pag-unlad
- Paghikayat sa pagkakaroon ng mga serbisyong pinansiyal sa kinaroroonan mismo ng mga pabahay at sa mga organisasyong naka-base sa komunidad

Tunguhin 2Biv: Pagpapahusay sa digital literacy o kaalaman sa paggamit ng teknolohiya para sa impormasyon at komunikasyon

Mga gawain:

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- Magkaloob ng mga pagsasanay sa batayan, panggitna at abanteng kakayahan sa paggamit sa teknolohiya para sa impormasyon at komunikasyon, sa pamamagitan ng mga workshop o palihan, at oras na puwedeng komunsulta (drop-in hours), at bago at inobatibong mga modelo sa paghahatid ng teknolohiya, at naka-base sa komunidad na proyekto sa digital literacy
- Magbigay ng refurbishment (pagseserbisyo o pagsasaayos ng lumang kagamitan) at pamamahagi ng mga computer at iba pang kagamitan sa mga kabahayang mababa ang kita
- Makipagtrabaho sa mga lugar kung saan nagtitipon-tipon ang komunidad, kasama na ang mga aklatan at sentrong pangkomunidad upang magamit ang kanilang mga libreng computer, at sa gayon mapalawak ang kaalaman sa paggamit sa teknolohiyang digital ng mga benipisyaryo ng serbisyong pinopondohan ng MOHCD
- Suportahan ang mga programang nagkaloob ng digital na paggamit, at tumulong sa kaalaman sa teknolohiyang digital para sa mga residente at lugar ng abot-kayang pabahay
- Suportahan ang pagkakaroon ng internet ng mga residente ng SRO
- Gawing mas mahusay pa ang kakayahan sa teknolohiya ng mga organisasyong naka-base sa komunidad (community-based organizations, CBO), upang mabigyang-lakas ang mga kawani ng CBO na pamunuan ang mga pagsasanay at serbisyo kaugnay ng paggamit ng teknolohiya

**Pangangailangang May Prayoridad 2C: Magkaloob ng pamamaraang makakuha ng serbisyo para sa mga usapin sa batas na pangmamamayan (civil legal services) para sa imigrasyon at iba pang napakahahalagang usapin**

Tunguhin 2Ci: Magkaroon ng higit na pamamaraan para makakuha ng civil legal service mga serbisyo para sa mga usapin sa batas na pangmamamayan

Mga gawain:

- Patuloy na magkaloob ng suporta para sa serbisyo sa mga legal na usapin kaugnay ng imigrasyon
- Patuoy na sumuporta at lumikha pa ng mga stratehiya upang magkaroon ng higit na naka-target na pondo at serbisyo sa mga larangan ng batas sibil, kasama na ang pag-eempleyo, pamilya, mamimili o konsumer, mga benepisyo, at kapansanan

**Pangangailangang May Prayoridad 2D: Tulungan ang mga kabahayan na makakonekta sa mga serbisyo**

Tunguhin 2Di: Magkaroon ng higit na pamamaraan para makakuha ng mga serbisyo na naka-base sa komunidad

Mga gawain:

- Patuloy na sumuporta at lumikha ng mas komprehensibong pagpapatuloy ng mga serbisyo, kasama na ang pinahusay pang impormasyon at pagbibigay ng rekomendasyon, pagkonekta sa serbisyo, at pamamahala/koordinasyon ng mga kaso
- Ipagsama ang pagkonekta ng mga serbisyo at mga stratehiya sa pagpapaunlad ng mga kakayahan, at nang makapagbigay ng mas komprehensibong mga serbisyo
- Suportahan ang mga inobatibong stratehiya para sa higit na pag-abot sa nakakarami sa komunidad

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## LAYUNIN 3: PAGKAKARON ANG MGA KOMUNIDAD NG MALUSOG NA IMPRASTRUKTURANG PISIKAL, PANLIPUNAN, AT PANGNEGOSYO

### Pangangailangang May Prayoridad 3A: Pagandahin pa ang mga pasilidad at espasyo ng komunidad

Tunguhin 3Ai: Tiyakin na may mga pasilidad na mataas ang kalidad at matatag ang nonprofit na tagabigay ng serbisyo

Mga gawain:

- Patuloy na magkaloob ng suporta para sa capital improvement (permanenteng istruktural na pagbabago o pagpapanumbalik ng ari-arian na posibleng makapagdagdag sa halaga nito) para sa mga pasilidad ng komunidad na nagkaloob ng mahahalagang pampublikong serbisyo
- Padaliin pa ang pagbubuo ng mga pagtatasa o assessment ng mga pangangailangan ng mga gusali, at nang matiyak ang pangmatagalang pagpapanatili sa mga pasilidad ng komunidad sa maayos na kondisyon
- Magkaloob ng suporta upang matugunan ang mga pangangailangan sa disenyo, at sa gayon, lubusang magamit ang mga pasilidad
- Magkaloob ng suporta sa mga organisasyon upang makakuha sila at/o matukoy nila ang mga oportunidad sa pag-upa, at nang manatili sila sa mga komunidad at higit na makapaglingkod

Tunguhin 3Aii: Pagandahin pa ang mga pampublikong espasyo

Mga gawain:

- Lumikha at paghusayin pa ang amenities o mga nagugustuhan o malaki ang gamit na katangian ng komunidad, at nang makapaglingkod sa mga residenteng mababa ang kita

### Pangangailangang May Prayoridad 3B: Palakasin ang maliliit na negosyo at komersiyal na lugar

Tunguhin 3Bi: Hikayatin ang pagpapaunlad at pagpapanatili sa masisiglang negosyong pagmamay-ari ng mga lokal na negosyante

- Patuloy na magkaloob sa mga nagsisimula at nariyan nang negosyo ng teknikal na tulong na pangnegosyo sa pamamagitan ng mga ka-partner sa komunidad, kung saan naka-ayon ito sa kultura, etnisidad, at wika
- Patuloy na higitan pa ang kahusayan ng teknikal na tulong sa mga negosyo
- Patuloy na suportahan ang pamumuhan sa pagpapautang sa maliliit na negosyo

Tunguhin 3Bii: Suportahan ang pagpapaunlad at pagpapanatili ng masisiglang komersiyal na lugar sa mga komunidad na mababa ang kita

Mga gawain:

- Patuloy na suportahan ang mga pagsusumikap sa pagpapaunlad sa lokal na ekonomiya na nakatuon sa muling pagpapasigla sa mga komersiyal na lugar
- Magkaroon ng higit na pamumuhunan sa harapan ng gusali at iba pang pagpapahusay para sa mga tenant

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- Magkaroon ng high na pamumuhunan sa mga proyektong kaugnay ng accessibility (pagkakaroon ng paraan na makapasok at makagamit sa mga gusali) at pagsunod sa batas
- Ipagpatuloy ang lapit na nakatuon sa kinaroroonan (geographically-focused approach) upang makapaghatid ng serbisyo sa paraan na ginagamit ang iba pang pamumuhunan ng Lungsod

### **Pangangailangang May Prayoridad 3C: Suportahan ang mga komprehensibong stratehiya na itinutulak ng komunidad**

#### Tunguhin 3Ci: Suportahan ang mga pagsusumikap sa pagpapalano na nakabatay sa komunidad

##### Mga gawain:

- Patuloy na suportahan at palawakin ang mga pangkulturang programa ng distrito sa mga aprubado ng Board (Lupon) na mga Distritong Pangkultura (Cultural District)
- Patuloy na suportahan ang mga proseso sa pagpapalano ng komunidad na nasasama-sama sa mga populasyong mababa ang kita, bulnerable, at hindi nabibigyan ng mga karapatan o pribilehiyo, at nang makabuluhang makalahok sa kanilang mga komunidad
- Palakasin ang mga stratehiya at gawain sa pagpapaunlad ng ekonomiya sa mga planong itinutulak ng komunidad

#### Tunguhin 3Cii: Suportahan ang pagpapalakas sa komunidad na isinasagawa sa lokal

##### Mga gawain:

- Patuloy na suportahan ang mga ugnayan o network ng mga organisasyong naka-base sa komunidad at iba pang mahahalagang may interes o stakeholder na nagkakaloob ng high na koordinasyon at pakikipagkolaborasyon sa mga serbisyo, kapwa para sa mga komunidad at mga espesipikong populasyon
- Patuloy na suportahan ang mga programa ng pagbibigay ng grant (tulong pinansiyal) para sa pag-aksiyon ng komunidad, na nakabase rin sa komunidad

### **Pangangailangang May Prayoridad 3D: Suportahan ang mga pangangailangan sa kakayahan ng mga organisasyong naka-base sa komunidad at propesyonal na ka-partner ng MOHCD**

#### Tunguhin 3Di: Palakasin pa ang kakayahan ng mga organisasyong naka-base sa komunidad

##### Mga gawain:

- Paghusayin pa ang kakayahang pang-organisasyon ng mga grantee (tumatanggap ng tulong)/tagabigay ng serbisyo ng MOHCD sa pamamagitan ng mga pagsasanay, pagtatrabaho nang pangkat-pangkat (co-hort based), mga eksperto sa paksa, at iba pang metodolohiya para a teknikal na pagtulong
- Bigyan ng prayoridad ang pagpapalakas sa mga organisasyong naka-base sa komunidad at mga developer na may kasaysayan ng paglilingkod sa mga populasyong mas hindi nakatatanggap ng mga serbisyo
- Suportahan ang mga kawani ng ahensiya sa pagsasanay sa kakayahan sa teknolohiyang digital

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## LAYUNIN 4: MAPATATAG ANG MGA KOMUNIDAD NA MAY PANGANIB NA MAWALAN NG MGA TIRAHAN AT ESPASYO

**Pangangailangang May Prayoridad 4A: Tugunan ang hindi makatarungang epekto ng pag-unlad ng ekonomiya sa pamamagitan ng mga hakbang na laban sa pagkawala mga tirahan at espasyo, na ginagawa para sa mga residente at negosyo**

Tunguhin 4Ai: Magpatupad ng mga polisiya at programa na nagbibigay ng prayoridad sa mga kasalukuyang residente at negosyo

Mga gawain:

- Patuloy na pamahalaan ang mga programa para sa pagbibigay ng preperensiya sa lottery o palabunutan sa pabahay
- Habang ginagawan ng ebalwasyon at binabago ng MOHCD ang mga polisiya at patakaran para sa Programa para sa Pabahay na Bukas sa Lahat (Inclusionary Housing Program), at nang matugunan ang kasalukuyang mga pangangailangan, magrekomendada na naayon ditong mga pagbabago/pag-a-update sa Kodigo sa Pagpapalano (Planning Code) at kasunduan sa pagpapautang sa pagitan ng mga non-profit at developer
- Ipatupad ang polisiyang karapatang-bumalik (right-to-return) para sa muling pagpapaupa ng mga gusali kung saan nawalan ng tirahan o espasyo ang mga tenant
- Ipatupad ang mga batas ukol sa pagkakaroon ng Lungsod unang karapatan na bilhin ang mga gusali na may panganib na hindi na maging abot-kaya

Tunguhin 4Aii: Hikayatin ang mga komersiyal na tenant na makahanap ng mga espasyong nasa unang palapag ng mga development ng MOHCD para sa abot-kayang pabahay

Mga gawain:

- Makipagtrabaho sa OEWD upang magbigay ng pinansiyal na suporta sa mga komersiyal na tenant tungo sa pagpapaganda (build out o trabaho para makompleto ang konstruksiyon) sa mga espasyong nasa unang palapag
- Makipagtrabaho sa OEWD upang mailok ang mga oportunidad para sa komersiyal na espasyo sa non-profit

Tunguhin 4Aiii: CD: Bawasan ang pagkawala ng tirahan at espasyo sa mga residente at negosyo

Mga gawain:

- Gamitin ang subsidyo sa pag-upa upang mabawasan ang pagkawala ng tirahan at espasyo ng mga tenant
- Gamitin ang mga programang tulad ng Karapatan ng Umuupa na Magkaroon ng Abugado (Tenant Right to Counsel) at pagpapayo sa tenant upang masuportahan ang pananatili ng mga residente sa kani-kanilang mga tahanan
- Lumikha at magpatupad ng mga polisiya upang mabawasan ang negatibong epekto ng pagtataas ng upa.
- Palawakin ang mga programang dinisenyo upang mapanatili ang mga may-ari ng bahay sa mga komunidad na nakararanas ng namamanang hindi pagkakasalali o legacy of exclusion.

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- Makipagkoordinasyon sa iba pang departamento upang matiyak ang pangmatagalang pagpapanatili sa mga organisasyong naka-base sa komunidad
- Gamitin ang mga Pangkulturang Distrito (Cultural District) upang masuportahan ang mga polisiya para sa paglaban sa pagkawala ng tirahan at espasyo
- Magkaroon ng mas maraming paraang makakuha ng mga rekurso ang maliliit na negosyong nasa mga komunidad na mababa ang kita, at gustong manatili sa San Francisco

### **Pangangailangang May Prayoridad 4B: Tiyakin na naghahandog ang pang-ekonomiyang pag-unlad ng pakinabang sa naririyang mga komunidad**

Tunguhin 4Bi: Itakda ang lokal na pag-eempleyo, hanggang sa pinakaposibleng magawa ito, sa mga proyekto at programa ng MOHCD

Mga gawain:

- Makipagkoordinasyon sa OEWD para sa kahandaan sa trabaho at pagbibigay ng trabaho sa mga proyekto para sa abot-kayang pabahay
- Patuloy na suportahan ang kahandaan sa trabaho at pagbibigay ng trabaho sa mga proyektong RAD at HOPE SF

Tunguhin 4Bii: Tiyakin ang sapat na serbisyo ng Lungsod sa mga komunidad kung saan matatagpuan ang abot-kayang pabahay ng MOHCD

Mga gawain:

- Makipagtrabaho sa mga ka-partner ng Lungsod tulad ng Ahensiya ng San Francisco para sa Municipal na Transportasyon (San Francisco Municipal Transportation Agency, SFMTA) sa mga usaping pantransportasyon.
- Makipagtrabaho sa mahahalagang departamento ng Lungsod upang matukoy ang mga pangangailangan at oportunidad para sa pagpapatupad ng mga serbisyo at pakikipagkoordinasyon

Tunguhin 4Biii: Ipatupad ang mga programa na nagkakaloob ng direktang pakinabang mula sa naka-base sa komunidad na pang-ekonomikong pag-unlad tungo sa mga lokal na komunidad

Mga gawain:

- I-target ang pagpapahusay ng amenities o mga nagugustuhan o malaki ang gamit na katangian, sa mga komunidad na naaapektuhan ng mas nagiging siksik na pabahay
- Gawin ng koordinasyon ang pagpoprograma ng Pangkulturang Distrito at ang iba pang inisyatiba para sa pagpapaunlad ng komunidad
- Patuloy na tumukoy ng mga paraan kung paanong makakauha ang naririyang mga negosyo at residente ng trabaho at kapital
- Makipagkolaborasyon sa iba pang departamento ng Lungsod upang makatukoy ng dagdag na mga paraan upang masuportahan ang lokal na maliliit na negosyo at mga negosyante

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## LAYUNIN 5: NAGTATRABAHO ANG LUNGSOD UPANG MATANGGAL ANG MGA DAHILAN NG HINDI PAGKAKAPANTAY-PANTAY NANG DAHIL SA LAHI

**Pangangailangang May Prayoridad 5A: Tiyakin na may katarungan sa pagkakapantay-pantay sa pagkakaroon ng mga programa at serbisyo, anuman ang lahi, sa pamamagitan ng pakikipagtulungan sa iba pang departamento ng Lungsod**

Tunguhin 5Ai: Paghusayin pa ang mga espesipikong pagpopondo, polisiya at gawain, at nang matiyak ang katarungan sa pagkakapantay-pantay na makagamit ng mga programa ng MOHCD at OEWD

Mga gawain:

- Repasuhin at gawan ng ebalwasyon ang mga gawain para sa pag-abot sa nakararami, kung saan tinitingnan ito mula sa pananaw ng pagkakaroon ng katarungan sa pagkakapantay-pantay ng mga lahi.
- Paghusayin pa ang pag-abot sa nakararami na nasa mga kapitbahayan at komunidad na may kasayasayan na hindi gaanong nakatatanggap ng mga serbisyo
- Gamitin ang pag-abot sa nakararami na may kaalaman sa kultura, at nang magkaroon ng higit na kamalayan tungkol sa makukuhang pabahay at rekurso para sa serbisyo
- Ipagpatuloy ang standardisasyon ng mga pamatayan para sa pagiging kuwalipikado sa pabahay at mga programa, at ibang polisiya, kung saan tinitingnan ito mula sa pananaw ng pagkakaroon ng katarungan sa pagkakapantay-pantay ng mga lahi.
- Bigyan ng ebalwasyon at paghusayin pa ang mga programa at serbisyo ng MOHC, upang matiyak ang mga pamamaraang makuha ito nang may katarungan sa pagkakapantay-pantay
- Suriin ang mga pagitan sa pagkakaroon ng tagumpay sa pagbibigay ng tirahan sa iba't ibang demograpiya, at pagpasyahan ang kinakailangang interbensiyon upang makalikha ng mga pamamaraan upang makakuha ng mga rekurso sa abot-kayang pabahay, nang may katarungan sa pagkakapantay-pantay
- Siyasatin ang mga opsyon upang mapalawak pa ang mga pakinabang sa programang Sertipiko na Nagbibigay ng Preperensiya (Certificate of Preference)
- Lakihan pa ang pondo at damihan pa ang mga serbisyo sa mga komunidad na pinakanaapektuhan ng namamanang hindi pagkakasali o legacy of exclusion
- Siyasatin pa at ipatupad ang mga pagsukat sa pagpapatupad ng katarungan sa pagkakapantay-pantay, anuman ang lahi, sa mga proseso ng procurement (pagkuha ng gamit o serbisyo), kasama na ang pamantayan sa pagpili ng MOHCD at OEWD RFQ/RFP
- Makipag-partner sa Komisyon sa mga Karapatang Pantao (Human Rights Commission) upang maipatupad ang mga polisiya sa katarungan sa pagkakapantay-pantay, anuman ang lahi
- Ipatupad ang mga pagsasanay at sistema na may kaalaman ukol sa matitinding karanasan o trauma, at ginagawa sa kabuuan ng departamento, at nang masuportahan ang mas mahusay na serbisyo sa kostumer at pangangalaga sa sarili

**Pangangailangang May Prayoridad 5B: Pagkikintal ng mga pinahalagahan o values at gawain para sa katarungan sa pagkakapantay, kung saan may kamalayan ukol sa matitinding karanasan o trauma, sa trabaho ng MOHCD at mga ka-partner nito**

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Tunguhin 5Bi: Ipagsama-sama ang kaalaman ukol sa kultura, mga sistemang may kamalayan ukol sa impormasyon tungkol sa matitinding karanasan o trauma, at iba pang pagsasanay at rekurso ukol sa katarungan sa pagkakapantay-pantay, para sa mga ka-partner ng MOHCD

Mga gawain:

- Bilang bahagi ng nariyan nang programa ng pagsasanay, lumikha at magpatupad ng pagsasanay ukol sa pagiging sensitibo sa kultura para sa grantee (nakakakuha ng tulong), developer, at mga ka-partner sa pagbibigay ng puwesto sa pabahay at property manager (tagapamahala ng mga gusali at ari-arian)
- Edukasyon para sa tagabigay ng pabahay at serbisyo para sa mga taong HIV+, at nang magkaroon ng higit na kaalaman ukol sa kultura at mabawasan ang pagkakaroon ng stigma o pagdungis sa pagkatao ng mga taong may HIV+

Tunguhin 5Bii: Isama ang mga prinsipyo ng katarungan sa pagkakapantay-pantay, ano man ang lahi, sa mga gawain ng MOHCD sa pag-eempleyo at promosyon

Mga gawain:

- Repasuhin ang mga gawain sa pag-eempleyo at promosyon ng MOHCD
- Ipatupad ang mga pagbabago upang mas masuportahan ang kapaligiran sa trabaho kung saan may pagkakaiba-iba o diversity, at mayroong pagsasama ng lahat o inclusion

Tunguhin 5Biii: Ipatupad sa kabuuan ng MOHCD ang mga pinahahalagahan o values at lapit kung saan may katarungan sa pagkakapantay-pantay, anuman ang lahi, at may impormasyon tungkol sa matitinding karanasan o trauma

Mga gawain:

- Bumuo at magpatupad para sa MOHCD ng plano para sa katarungan sa pagkakapantay-pantay, anuman ang lahi (racial equity plan)
- Magsagawa ng pagsusuri ng mga internal na polisiya ng MOHCD kaugnay ng katarungan sa pagkakapantay-pantay, anuman ang lahi
- Patuloy na ipaabot ang mga pinahahalagahan o values sa panlabas na komunidad o mga may interes o stakeholder
- Patuloy na pagpulongin ang Pangkat na Nagtatrabaho para sa Katarungan sa Pagkakapantay-pantay Anuman ang Lahi (Racial Equity Work Group), upang mabuo at maipatupad ang plano para sa katarungan sa pagkakapantay-pantay, anuman ang lahi
- Lumikha ng nagtatrabahong pangkat (work group) na may kaalaman ukol sa matitinding karanasan o trauma para masuportahan ang pagpapatupad ng mga gawain sa paghilom

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## Glossary o Talasalitaan ng mga Termino

### Mga Termino o Katawagan:

**ADA (Americans with Disability Act o Batas para sa mga Amerikanong may Kapansanan)** – batas tungkol sa mga karapatang sibil, na pinagtibay noong 1990, at nagbabawal sa diskriminasyon batay sa kapansanan; ginagamit sa kontekstong ito upang tukuyin ang unit na may espesyal na katangian para sa pagkilos at pakikipagkomunikasyon

**AMI (Area Median Income o Panggitnang Kita sa Lugar)** – ang panggitnang kita ng kabahayan para sa isang natukoy na lugar sa lungsod (kalahati sa mga kabahayan ang kumikita ng mas mataas at kalahati ang kumikita ng mas mababa). Inilalathala ang AMI para sa mga laki ng kabahayan na isa hanggang siyam na tao

**Sertipiko na Nagbibigay ng Preperensiya (Certificate of Preference)** – pagbibigay ng preperensiya sa lottery o palabunutan para sa pabahay sa mga taong nawalan ng tirahan nang dahil sa mga espesipikong aksiyon ng dating Ahensiya ng San Francisco para sa Redevelopment (San Francisco Redevelopment Agency) noong mga dekada ng 1960 hanggang 1980

**Coordinated Entry** (proseso kung saan tinitiyak na agad na natutulungan at nakokonekta ang mga taong humaharap sa krisis sa tirahan)– sentralisadong sistema ng pagtatasa at pagbibigay ng prayoridad para sa pagbibigay ng mga rekurso para sa kawalan ng tahanan

**Pangkulturang Distrito (Cultural District)** - programa ng Lungsod na may mga lugar batay sa komunidad, sa intensiyon na ipagdiwang at palakasin ang natatanging mga pangkulturang identidad ng San Francisco, at upang magkaroon ng koordinasyon sa mga rekurso, at sa gayon, matulungang maging matatag ang bulnerable o higit na may pangangailangan

**DAHLIA (Database of Affordable Housing Listings, Information and Application o Imbakan ng Datos Tungkol sa mga Listahan, Impormasyon at Aplikasyon para sa Abot-kayang Pabahay )** – online na kagamitan upang matulungan ang mga kabahayan na makahanap ng abot-kayang pabahay at makapag-aplay para dito

**DALP (Down Payment Assistance Loan Program o Programa ng Pagpapautang Bilang Tulong sa Downpayment o Paunang Bayad)** – programa para sa pag-utang ng down payment, na tumutulong sa mga kabahayan na makapagbigay ng bid o alok na halaga sa ari-arian sa loob ng bukas na merkado

**Kasunduan sa mga Development (Development Agreements)** – mga kontratang pinapasok ng Lungsod at County ng San Francisco at ng developer, kung saan binibigyang-depinisyon ang mga patakaran, regulasyon, pananagutan, at polisiya para sa espesipikong tagal ng panahon

**HOA (Home Owners Association o Samahan ng mga May-ari ng Tahanan)** – organisasyon ng mga may-ari ng tahanan o homeowner ng development para sa bahay, na ang layunin ay mapanatili, gawing laging nasa maayos na kondisyon, at pagandahin pa ang mga tahanan at ang halaga ng mga ito

**HOPE SF** – Inisyatiba na naglalayong baguhin ang apat na pinakagipit na lugar para sa pampublikong pabahay (Hunters View, Alice Griffith, Sunnysdale-Velasco at Potrero Terrace at Annex) tungo sa pagiging masisigla at mauunlad na komunidad sa pamamagitan ng holistikong pagbibigay ng bagong buhay

**HOPWA (Housing Opportunity for People With AIDS o Oportunidad sa Pabahay para sa mga Taong may AIDS)** – pederal na programa na tumutulong sa mga taong nabubuhay nang may HIV/AIDS upang makakuha at makapagpanatili ng pabahay sa pamamagitan ng mga subsidyo sa pag-upa at iba pang suporta sa pabahay

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**Inclusionary o Bukas sa Lahat (Programa sa Pabahay)** – programa ng Lungsod na nagtatakda sa mga developer ng pabahay na market-rate (may presyo ng merkado) na magkaloob ng mga unit ng abot-kayang pabahay, ayon sa itinatakda ng Seksiyon 415 ng Kodigo sa Pagpapalano (Planning Code) ng San Francisco

**Lokal na Pag-eempleyo (Local Hire)** – polisiya ng San Francisco na nagtataguyod ng pagbibigay ng trabaho sa mga lokal na residente para sa mga proyekto sa konstruksiyon na lokal na itinataguyod

**Programa para sa mga Lokal na Ipinatutupad na Subsidyo (Local Operating Subsidy Program)** – programa ng San Francisco para sa subsidyo, na dinisenyo upang matugunan ang mga puwang sa pagitan ng upa na kayang bayaran ng mga residenteng dating homeless at ang gastos upang mapatakbo ang pabahay para sa mga taong homeless

**Programa na Sertipiko para sa Pagbabawas sa Buwis Batay sa Utang sa Bahay (Mortgage Credit Certificate Program)** – programa ng Ahensiya ng California para sa Pagpipinansiya ng Pabahay (California Housing Finance Agency) na nagpapahintulot sa mga bumibili ng bahay sa unang pagkakataon at may mababa hanggang katamtamang kita na baguhin ang bahagi ng kanilang bayad sa interes sa mortgage (utang sa bahay) tungo sa tax credit (bawas sa buwis)

**PBV (Project-based Voucher o pinansiyal na tulong para sa mga espesipikong pribadong gusali lamang))** – sibsido sa upa mula sa Awtoridad sa Pabahay (Housing Authority) na nakakabit sa mga partikular na unit, at hindi sa tenant o umuupa

**Plus Housing** – ang pangunahing programa ng MOHCD na nagbibigay ng ma unit sa pabahay at subsidyo sa mga kabahayang may HIV+

**RAD (Rental Assistance Demonstration o programang binibigyang awtorisas ang paglilipat ng anyo ng pederal na pondo))** – inisyatiba sa rehabilitasyon at transisyon ng mga ari-ariang par sa pampublikong pabahay tungo sa mga ari-arian na para sa may Seksiyon 9 na project-based voucher

**RFQ (Request for Qualifications o Kahilingan para sa mga Kuwalipikasyon)/RFP (Request for Proposal o Kahilingan para sa mga Mungkahi)** – dalawang karaniwang uri ng paraan na ginagamit ng pampublikong sektor upang makakuha ng mga nagbebenta (vendor) o ahensiya upang mag-bid o mag-alok ng halaga para sa mga serbisyo o magbigay ng mungkahi para sa mga serbisyo

**SRO (Single Room Occupancy o (mga paupahang kuwarto sa isang gusali))** – uri ng unit sa pabahay na karaniwan nang magkasalo ang paggamit ng ilang pasilidad tulad ng banyo at kusina sa pagitan ng mga unit

**Karapatan ng Umuupa na Magkaroon ng Abugado (Tenant Right to Counsel)**– inisyatibang inaprubahan ng mga botante kung saan nagkaloob ng buong legal na representasyon sa mga kabahayang humaharap ng pagpapalis sa tirahan

Город и округ Сан-Франциско



**ПРЕДЛАГАЕМЫЕ СТРАТЕГИИ  
ДЛЯ  
Сводного плана на 2020–2024 гг.**

Для публичного обсуждения в период  
с 29 июля 2019 г. по 19 августа 2019 г.

Городской исполнительный комитет по жилищному строительству и  
развитию общин (МОНСД)  
Управление экономического развития и развития трудовых ресурсов (ОЕВД)  
Управление по делам бездомных и оказанию им поддержки (НСН)

# СТРАТЕГИИ ДЛЯ СВОДНОГО ПЛАНА НА 2020-2024 ГГ.

## Введение

Городской исполнительный комитет по жилищному строительству и развитию общин принял участие в процессе общественного оповещения и взаимодействия с заинтересованными сторонами и жителями Сан-Франциско в рамках разработки Сводного плана на 2020–2024 гг., Анализа препятствий для справедливого выбора жилья и Плана по обеспечению жильем для ВИЧ-инфицированных. Этот процесс служит основой для определения приоритетов жилищного строительства и развития общин, что, в свою очередь, определяет цели и стратегии, которые будут оформлены в окончательных планах. В конечном итоге принятие решений по финансированию жилищно-коммунальных услуг Городским исполнительным комитетом по жилищному строительству и развитию общин (МОНСД) будет основываться на общественном участии и приоритетах общины.

Настоящий документ включает в себя предлагаемые стратегии для Сводного плана развития на 2020–2024 гг. Предлагаемые стратегии по Анализу препятствий для справедливого выбора жилья будут доступны для публичного ознакомления и обсуждения в конце лета/начале осени этого года. Планы Стратегии разрабатываются нашей рабочей группой по жилищному строительству для ВИЧ-инфицированных; пожалуйста, дайте нам знать, если вы хотите стать членом этой группы.

## Обзор документа

Этот документ следует принципу развития МОНСД / OEWD / HSH, который включает в себя утверждение конечного желаемого результата наших программ и стратегий:

**«Жизнедеятельные и здоровые общины с равными возможностями самодостаточности, охватывающие весь Сан-Франциско».**

Для достижения такого результата были поставлены пять первостепенных целей, перечисленных в этом документе. Для каждой цели предоставляется список взаимосвязанных приоритетных потребностей, полученных в процессе взаимодействия с общиной. Список целей следует каждой приоритетной потребности. И наконец, для каждой цели предлагаются конкретные мероприятия.

Обратите внимание, что подчеркнутые выражения определены в словаре терминов, приведенном в конце этого документа.

## Обзор и комментарии

Этот документ доступен для публичного ознакомления и обсуждения в период с 29 июля 2019 года по 19 августа 2019 года. Вы можете ознакомиться с онлайн-версией или просмотреть печатную копию проекта документа по следующим адресам:

- МОНСД, 1 South Van Ness Avenue, 5-ый этаж;
- OEWD, City Hall, Room 448, 1 Dr. Carlton B. Goodlett Place and 1 South Van Ness Avenue, 5-ый этаж; и
- Главный филиал Публичной библиотеки СФ, 100 Larkin Street, 5-ый этаж, Правительственный информационный центр (Government Information Center).

# СТРАТЕГИИ ДЛЯ СВОДНОГО ПЛАНА НА 2020-2024 ГГ.

Персонал признателен вам за комментарии в письменном виде. Их можно направить по адресу: МОНCD, МОНCD, Strategic Planning Staff, 1 South Van Ness Avenue, 5<sup>th</sup> Floor, Сан-Франциско, СА 94103. Ваши комментарии будут направлены в соответствующий департамент. В своем комментарии, пожалуйста, конкретизируйте вашу проблему и, при необходимости, укажите цель или направление деятельности.

Мы также приглашаем общественность высказать свои замечания по проектам стратегий на открытом заседании в понедельник, 5 августа 2019 года, в 18:00. Заседание будет проводиться по адресу: HSA Born Auditorium, 170 Otis Street, Сан-Франциско, СА 94103.

Благодарим вас за участие в этом процессе. Для получения дополнительной информации, пожалуйста, посетите вебсайт <https://sfmohcd.org/plans-development> или позвоните по телефону 415-701-5500.

# СТРАТЕГИИ ДЛЯ СВОДНОГО ПЛАНА НА 2020-2024 ГГ.

## ЦЕЛЬ 1: НАЛИЧИЕ ПОСТОЯННОГО ЖИЛЬЯ У СЕМЕЙ И ОДИНОКИХ ЛЮДЕЙ

### Приоритетная потребность 1А: Создание и поддержка доступного жилья

#### Цель 1Ai: Создание более доступного жилья

##### Мероприятия:

- Изучение новых финансовых механизмов для создания более доступного жилья
- Приобретение частных зданий для создания новых доступных квартир
- Обеспечение географической представленности местонахождений доступного жилья, особенно в перспективных жилых районах
- Улучшение координации с Департаментом градостроительства, Департаментом надзора за строительством и Городским исполнительным комитетом по делам инвалидов, связанных с жилищным строительством и с получением разрешений для ускорения жилищного строительства
- Продолжение внедрения объектов доступного жилья по программе HOPE SF
- Мониторинг строительства жилья со стоимостью ниже рыночной в проектах с Договорами на застройку или в рамках Инклюзивной жилищной программы
- Регулярный анализ и оценка данных о кандидатах и жильцах из Инклюзивной жилищной программы в целях обоснования жилищной политики и принятых процедур
- Изучение вопроса об увеличении количества квартир, требующихся Городскому исполнительному комитету по жилищному строительству и развитию общин (МОНСД) по Закону об американцах-инвалидах, в жилищных комплексах, спонсируемых МОНСД
- Увеличение количества жилья, предназначенного для поддержки семей с ВИЧ-инфицированными членами
  - Изучение креативных подходов для увеличения снабжения жильем
  - Повышение доступа программы Plus Housing к квартирам НОРВА
- Улучшение жилищных возможностей для бездомных или бывших бездомных

#### Цель 1Aii: Сохранение доступного жилья

##### Мероприятия:

- Покупка жилья, рискующего потерять доступность
- Восстановление существующего жилья для сохранения его доступности
- Проведение переговоров о продлении ограничений по доступности для имеющегося доступного жилья
- Поиск креативных способов привлечения капитала в целях сохранения доступного жилья, включая источники из других городских управлений
- Продолжение внедрения инициативы RAD для восстановления и сохранения жилья, субсидируемого федеральными властями
- Продолжение поддержки программ по снижению рисков свинцового загрязнения
- Продолжение поддержки программ модификации жилья, осуществляющихся в интересах домовладельцев с низкими доходами, увеличивающих его безопасность и доступность, улучшающих состояние здоровья, а также облегчающих доступ к солнечной энергии.

# СТРАТЕГИИ ДЛЯ СВОДНОГО ПЛАНА НА 2020-2024 ГГ.

- Изучение способов оказания помощи домовладельцам с отсроченным эксплуатационным обслуживанием жилья
- Продолжение наблюдения за домовладельцами и застройщиками на предмет соответствия программным требованиям
- Улучшение координации между городскими службами и некоммерческими организациями, предоставляющими услуги по послепродажному обслуживанию недвижимости и ее сохранению

Цель 1Aiii: Улучшение данных и аналитики относительно инвентаризации и выделения доступного жилья

Мероприятия:

- Создание более надежных инструментов для отслеживания инвентаризации и выделения жилья, спонсируемого МОНСД
- Продолжение разработки и совершенствования базы данных ДАНЛИА (Базы данных со списками доступного жилья, информацией о нем и подачей заявок на него) и расширение возможностей агентов по недвижимости для отслеживания спроса на доступное жилье, включая расширенную веб-аналитику
- Сотрудничество с другими правовыми системами ДАНЛИА в обмене агрегированными данными для лучшего понимания факторов «спросового давления» в Сан-Франциско

## Приоритетная потребность 1В: Обеспечение большей доступности жилья

Цель 1Vi: Сокращение затрат на застройку для облегчения привлечения местных жилищных ресурсов и обслуживания домохозяйств с низким доходом

Мероприятия:

- Использование альтернативных типов и методов строительства для снижения затрат на застройку, таких как блочное строительство
- Использование свободных или недорогих земель, например, государственных земель, под застройку
- Поиск новых источников финансирования на местном уровне и на уровне штата
- Работа органами власти штата и федерального уровня по приобретению земли, предназначенной для строительства доступного жилья, включая жилье для бездомных

Цель 1Vii: Повышение доступности арендуемого жилья

Мероприятия:

- Продолжение поддержки долгосрочных субсидий на аренду и изучение возможностей расширения субсидий для малообеспеченных жителей в целях обеспечения постоянного жилья
  - Поддержка и использование источников субсидирования аренды жилья на уровне штата и на федеральном уровне
- Продолжать осуществление Местной программы эксплуатационных субсидий
- Расширение диапазона усредненного дохода по региону на отдельные проекты, что позволит финансировать больше жилья для малоимущих семей

## СТРАТЕГИИ ДЛЯ СВОДНОГО ПЛАНА НА 2020-2024 ГГ.

- Опробование новых экспериментальных программ субсидирования аренды жилья для малообеспеченных слоев населения
- Повышение жилищных субсидий и ваучеров для семей с ВИЧ-инфицированными членами
- Повышение жилищных субсидий и ваучеров для семей бездомных и других уязвимых групп населения

### Цель 1Viii: Расширение возможностей для долгосрочного домовладения

#### Мероприятия:

- Продолжать поддерживать и принимать шаги по повышению качества и стандартизации образования среди покупателей жилья и послепродажного консультирования
- Продолжение предоставления инклюзивных возможностей владения для домохозяйств с низким и средним уровнем дохода
- Повышение мобильности для растущих домохозяйств с правом собственности
  - Изучение возможности инклюзивных владельцев приобрести вторую квартиру (и продать предыдущую)
- Оценка инклюзивной цены перепродажи в целях дальнейшей доступности жилья
- Изучение вариантов по оказанию помощи домовладельцам, для которых недоступны взносы в Общество совладельцев многоквартирного дома и расходы на реконструкцию
- Продолжение использования возможности финансирования по Вспомогательной авансовой кредитной программе для домохозяйств с более высоким доходом, в том числе для сотрудников служб экстренной помощи и педагогов
- Продолжение поддержки программы «Сертификат на ипотечное кредитование»
- Изучение стратегий по расширению участия кредиторов в программах домовладения
- Продолжение оптимизации практики сделок с недвижимостью МОНСД через систему базы данных ДАНЛИА

### Цель 1Viv: Повышение доступа к аренде жилья и домовладению

#### Мероприятия:

- Продолжение поддержки консультативных услуг по аренде жилья, чтобы помочь жителям ориентироваться и иметь равный доступ к городским программам доступного жилья
  - Включение консультирования по вопросам жилья для ВИЧ-инфицированных с целью поддержки решения задач по определению места жительства и поселению
  - Включение консультирования по вопросам жилья для семей бывших бездомных и других уязвимых групп населения с целью поддержки в вопросах по определению места жительства и поселению
  - Предоставление дополнительной поддержки / наращивание возможностей для поставщиков услуг для удовлетворения растущего спроса
- Продолжение разработки и поддержки базы данных ДАНЛИА
  - Добавление дополнительных функций, а также дополнительных программ и ресурсов
  - Добавление информации о другом доступном жилье в Сан-Франциско, включая жилье, не финансируемое МОНСД

# СТРАТЕГИИ ДЛЯ СВОДНОГО ПЛАНА НА 2020-2024 ГГ.

- Расширить охват информирования на общественные центры, включая точки доступа рабочей силы, публичные библиотеки и т. д.
- Повышение осведомленности о доступных жилищных ресурсах
  - Увеличение активного взаимодействия с небольшими группами населения, особенно с отдельными демографическими группами
- Продолжение поддержки застройщиков и управляющих недвижимостью в целях создания и поддержки возможностей инклюзивной аренды
- Оценка программы предпочтений в жилищной лотерее для обеспечения их соответствия поставленным целям
- Продолжение мониторинга лотереи / аренды в целях доведения жилищных программ до предполагаемых бенефициаров
  - Обеспечение определенных категорий людей квартирами по Закону об американцах-инвалидах

## Приоритетная потребность 1С: Профилактика и сокращение бездомности

Цель 1Ci: Улучшение систем, помогающих каждому человеку получить постоянное жилье

Мероприятия:

- Реализация согласованных систем для взрослых, семей с детьми и молодежи
- Реализация учета производительности во всех программах и системах

Цель 1Cii: Сокращение бездомности среди взрослых, молодежи и семей

Мероприятия:

- Разработка мероприятий по предотвращению бездомности и решению (отвлечению) проблем бездомных, ориентированных на людей, которые когда-либо были бездомными, а также людей, ставших бездомными после освобождения из мест лишения свободы или психиатрических больниц
- Создание новых постоянных квартир в социально-жилищных комплексах для взрослых, молодежи и семей

Цель 1Ciii: Предоставление крова бесприютным семьям с детьми

Мероприятия:

- Целевое выявление бесприютных семей
- Предоставление места бесприютным семьям в приюте
- Расширение доступа к местам в семейных приютах

Цель 1Civ: Совершенствование мер, предпринимаемых городом, по борьбе с уличной бездомностью с целью устранения крупных многолетних палаточных лагерей бездомных

Мероприятия:

- Проведение ежеквартального подсчета палаток и стоянок автомобилей, в которых проживают бездомные
- Проведение информационной работы среди больших лагерей для бездомных
- Размещение людей в приюты с низким порогом приема

# СТРАТЕГИИ ДЛЯ СВОДНОГО ПЛАНА НА 2020-2024 ГГ.

- Проведение оценки и расстановки приоритетов жилья с помощью выездных групп по работе с бездомными

Цель 1Cv: Улучшение согласованности работы Городского исполнительного комитета по жилищному строительству и развитию общин (MOHCD) с Департаментом по вопросам бездомности и вспомогательного жилья

Мероприятия:

- Продолжение и улучшение производства и аренды постоянного жилья с программами поддержки на дому, включая согласование аренды квартир в социально-жилищных комплексах с системой согласованного доступа
- Повышение согласованности выделения НОРВА-, РАД-, РВВ-квартир и других квартир в социально-жилищных комплексах
- Создание связи между базой данных ДАНЛИА и системой согласованного доступа

Цель 1Cvi: Расширение услуг по предотвращению бездомности и обеспечению постоянным жильем бывших бездомных и тех, кто подвержен риску бездомности

Мероприятия:

- Предоставление выездных услуг с медицинской поддержкой в социально-жилищных комплексах
- Сотрудничество для предоставления целевых сервисов уязвимым клиентам в целях получения доступа к услугам по решению проблемы бездомности
- Расстановка приоритетов выделения денежных средств на профилактику бездомности для семей, имеющих историю бездомности или проживающих в приютах

## Приоритетная потребность 1D: Предоставление услуг с целью сохранения жилья

Цель 1Di: Снижение уровня выселений

Мероприятия:

- Расширение поддержки полного представительства правовых интересов жильцов, которым грозит выселение, в рамках инициативы «Право арендатора на адвоката»
- Продолжение поддержки мероприятий по консультированию, просвещению и образованию арендаторов, посредничеству, ведению дел по вопросам сохранения жилья и по оказанию помощи в краткосрочной аренде
- Расширение долгосрочных программ субсидирования аренды жилья
- Продолжение вовлечения заинтересованных сторон общины в стратегиях для защиты от выселения в целях увеличения эффективности

Цель 1Dii: Расширение доступа к услугам для жителей государственного и субсидируемого государством жилья, объектов RAD и одноместных комнат в общежитиях

Мероприятия:

- Продолжение поддержки и увеличение охвата комплекса услуг, включая улучшение справочно-информационных данных, подключение к услугам и ведение/согласование дел для жителей инициатив НОРЕ SF и РАД
- Изучение расширения спектра услуг для жителей однокомнатных общежитий

## СТРАТЕГИИ ДЛЯ СВОДНОГО ПЛАНА НА 2020-2024 ГГ.

- Сочетание связанных между собой сервисов и развития навыков для предоставления более комплексных услуг, которые повышают экономическую самостоятельность клиентов
- Поиск ключевых услуг, таких как консультирование арендаторов и предотвращение выселения, юридические услуги, финансовое образование и консультирование по месту на объектах инициатив HOPE SF и RAD
- Продолжение поддержки программ по созданию общин и развитию лидерских навыков у жителей

Цель 1Diii: Предоставление поддержки другим потребителям доступного жилья для обеспечения успешного расселения

Мероприятия:

- Создание приветственного пакета, предназначенного для распространения среди новых получателей доступного жилья, и изучение возможности предоставления жильцам социальных услуг
- Работа с городскими управлениями по изучению вопроса повышения стабильности обеспечения жильем, через службы психиатрической и наркологической помощи
- Упрощение подключения к услугам посредников по необходимости
- Требовать уведомления жильцов об услугах, предоставляемых арендаторам, при выселении арендаторов из жилья, спонсируемого МОНСД
- Предоставление дополнительных жилищных услуг для существующих квартир по программе НОРВА и строящихся квартир

Цель 1Div: Повышение мобильности между уровнями жилищных условий для семей с ВИЧ-инфицированными членами

Мероприятия:

- Оценивать способность арендатора жить самостоятельно для переезда в более подходящее жилье в случае необходимости

## ЦЕЛЬ 2: ЖИЗНЕСПОСОБНОСТЬ И ЭКОНОМИЧЕСКАЯ САМОСТОЯТЕЛЬНОСТЬ СЕМЕЙ И ОДИНОКИХ ЛЮДЕЙ

### Приоритетная потребность 2А: Содействие в подготовке трудовых ресурсов

Цель 2Ai: Обеспечение доступа уязвимых групп населения к возможностям трудоустройства в различных секторах

Мероприятия:

- Предоставление услуг в сфере занятости уязвимым группам населения с целью подготовки к трудоустройству
- Совместная работа Городского исполнительного комитета по жилищному строительству и развитию общин (МОНСД) и Управления экономического развития и развития трудовых ресурсов (ОЕВД) над созданием рабочих мест для жителей в районе их проживания

## СТРАТЕГИИ ДЛЯ СВОДНОГО ПЛАНА НА 2020-2024 ГГ.

- Расширение найма на местах, с приоритетом получения строительных рабочих мест жильцами объекта недвижимости, а также изучение возможностей найма на местах на рабочие места по управлению недвижимостью
- Поощрение застройщиков в расширении возможностей трудоустройств, которые они предоставляют на своих объектах
- Предоставление ссылок на вакантные рабочие места по соседству из базы данных ДАНЛИА
- Рекламирование объявлений о вакансиях на веб сайте МОНСД

### Приоритетная потребность 2В: Расширение возможностей за счет повышения языковой доступности и развития базовых навыков

Цель 2Vi: Повышение доступа к программам и услугам МОНСД путем перевода бумажных и цифровых ресурсов на разные языки

Мероприятия:

- Повышение языковой доступности ко всем программам и услугам МОНСД, семинарам и собраниям общественности
- Разработка и поддержание подробного руководства по ресурсам, описывающих программы и услуги в соответствии с языком, на котором они предоставляются
- Изучение возможности сделать базу данных ДАНЛИА доступной для большего числа людей путем перевода на другие языки

Цель 2Vii: Предоставление ресурсов для развития навыков и профессиональной подготовки

Мероприятия:

- Продолжение поддержки и совершенствования программы развития умений в таких направлениях, как жизненные навыки, общеобразовательные и дипломные программы, а также английский в качестве второго языка
- Специализированное повышение квалификации для создания четкого пути к более продвинутым возможностям профессионального обучения
- Совмещение стратегий сочетания услуг и развития навыков для предоставления более комплексных услуг

Цель 2Viii: Повышение финансовой грамотности и управление личными финансами

Мероприятия:

- Продолжение поддержки в области финансового консультирования и образования, наращивания активов и кредитов, сокращения задолженности, доступа к банковским услугам, а также к кредитным консультациям и услугам по восстановлению
- Увеличение инвестиций в более интенсивные формы обслуживания, повышающие финансовые возможности клиентов, а также в текущие услуги по индивидуальному обучению, обеспечивающие долгосрочные экономические улучшения
- Поощрение совместного размещения финансовых услуг на жилищных объектах и в общественных организациях

Цель 2Viv: Повышение компьютерной грамотности

# СТРАТЕГИИ ДЛЯ СВОДНОГО ПЛАНА НА 2020-2024 ГГ.

## Мероприятия:

- Обеспечение обучения базовым, средним и продвинутым компьютерным навыкам с помощью семинаров и лекций, а также новых инновационных моделей обучения в проектах обучения компьютерной грамотности на уровне общин
- Обеспечение обновления и распределения компьютеров и других устройств среди домохозяйств с низким уровнем доходов
- Работа с местными центрами, в том числе с библиотеками и общественными центрами, позволяющими использовать бесплатные компьютеры для повышения компьютерной грамотности среди получателей услуг, оплачиваемых МОНСД
- Поддержка программ, которые предоставляют доступ к компьютерам и помогают овладеть компьютерной грамотностью жителям и объектам доступного жилья
- Поддержка доступа в интернет для жителей однокомнатных общежитий.
- Нарращивание технологического потенциала общественных организаций (ОО), наделение сотрудников ОО полномочиями для проведения тренингов и предоставления услуг по овладению компьютерной грамотностью

### **Приоритетная потребность 2С: Обеспечение равного доступа к гражданским юридическим услугам по иммиграционным и другим важным вопросам**

Цель 2Сi: Увеличение доступа к гражданским юридическим услугам

## Мероприятия:

- Продолжение оказания поддержки по юридическим услугам, связанным с иммиграцией
- Продолжение поддержки и разработки более целевых стратегий финансирования и обслуживания в областях гражданского права, включая трудоустройство, семью, потребительские нужды, пособия и инвалидность

### **Приоритетная потребность 2D: Оказание помощи домохозяйствам в подключении к услугам**

Цель 2Di: Увеличение доступа к общественным услугам

## Мероприятия:

- Продолжение поддержки и разработки более широкого комплекса услуг, включая улучшение справочно-информационных данных, подключение к услугам, а также к ведению/согласованию дел
- Комбинирование стратегий для сочетания сервисов и развития навыков для предоставления более комплексных услуг
- Поддержание инновационных стратегий работы с населением

## ЦЕЛЬ 3. НАЛИЧИЕ У ОБЩИН ЗДОРОВОЙ ФИЗИЧЕСКОЙ, СОЦИАЛЬНОЙ И БИЗНЕС-ИНФРАСТРУКТУРЫ

### **Приоритетная потребность 3А: Расширение общественных зданий и пространств**

Цель 3Ai: Предоставление некоммерческим организациям высококачественных постоянных общественных зданий

# СТРАТЕГИИ ДЛЯ СВОДНОГО ПЛАНА НА 2020-2024 ГГ.

Мероприятия:

- Продолжение оказания поддержки по реконструкции общественных зданий, предоставляющих основные коммунальные услуги
- Содействие разработке оценки потребностей в капитале для общественных зданий в целях обеспечения долгосрочной устойчивости
- Обеспечение поддержки для удовлетворения проектных потребностей, связанных с увеличением полезности объектов
- Оказание поддержки организациям в приобретении и (или) определении арендуемых объектов, чтобы оставаться в них и лучше обслуживать жителей своего района

Цель 3Ai: Расширение общественных пространств

Мероприятия:

- Создание и благоустройство объектов инфраструктуры, предназначенных для обслуживания малоимущих жильцов

**Приоритетная потребность 3В: Усиление малого бизнеса и коммерческих коридоров**

Цель 3Vi: Содействие развитию и устойчивости процветающих местных предприятий

- Продолжение предоставления технической помощи бизнесу через партнеров общины с учетом культурных, этнических и лингвистических особенностей для стартапов и существующих предприятий
- Продолжение повышения эффективности технической помощи бизнесу
- Продолжение поддержки инвестиций в кредитование малого бизнеса

Цель 3Vii: Поддержка развития и устойчивости надежных коммерческих коридоров в малоимущих микрорайонах

Мероприятия:

- Продолжение поддержки усилий по местному экономическому развитию, направленных на оживление коммерческих коридоров
- Увеличение инвестиций в фасады и другую модернизацию
- Увеличение инвестиций в проекты по доступности и соответствию
- Продолжение географически-ориентированного подхода для предоставления услуг, позволяющих использовать другие городские инвестиции

**Приоритетная потребность 3С: Поддержка комплексных стратегий на уровне общины**

Цель 3Ci: Поддержка усилий по планированию микрорайонов

Мероприятия:

- Продолжение поддержки и расширения программ культурных районов в утвержденных Советом культурных районах
- Продолжение поддержки процессов планирования микрорайонов, которые объединяют малообеспеченное, уязвимое и бесправное население в целях его полноценного участия в жизни общин

## СТРАТЕГИИ ДЛЯ СВОДНОГО ПЛАНА НА 2020-2024 ГГ.

- Укрепление стратегий экономического развития и мероприятий в рамках планов, управляемых общиной

Цель 3Cii: Поддержка создания общины на местном уровне

Мероприятия:

- Продолжение поддержки сети общинных организаций и других ключевых заинтересованных сторон, обеспечивающих более эффективную координацию и сотрудничество в сфере услуг, как для микрорайонов, так и для конкретных групп населения
- Продолжение поддержки грантовых программ мероприятий общин на уровне микрорайонов

**Приоритетная потребность 3D: Поддержка потребностей общинных организаций и профессиональных партнеров МОНСД в расширении своего потенциала**

Цель 3Di: Повышение потенциала общинных организаций

Мероприятия:

- Нарастивание организационного потенциала получателей и поставщиков грантов МОНСД за счет тренингов, работы с определенными социальными группами, привлечения узкопрофильных специалистов и других методов технической помощи
- Приоритетное укрепление общинных организаций и застройщиков, обслуживающих исторически малообеспеченные слои населения
- Поддержка персонала агентства в обучении навыкам работы с компьютером

## ЦЕЛЬ 4: ОБЕСПЕЧЕНИЕ СТАБИЛЬНОСТИ ОБЩИН, НАХОДЯЩИХСЯ ПОД УГРОЗОЙ ВЫСЕЛЕНИЯ

**Приоритетная потребность 4A: Устранение несправедливых последствий экономического роста за счет принятия мер по борьбе с выселением жильцов и компаний**

Цель 4Ai: Реализация стратегий и программ, которые делают приоритетными нынешних жильцов и компании

Мероприятия:

- Продолжение администрирования программ по преференциям в жилищной лотерее
- Поскольку МОНСД оценивает и обновляет стратегию и процедуры для Инклюзивной жилищной программы в соответствии с текущими потребностями, мы рекомендуем параллельное внесение изменений/обновлений в Градостроительный кодекс и договора о кредитовании некоммерческим застройщиком
- Внедрение возможностей по праву возврата сдаваемых в аренду зданий, из которых были выселены арендаторы
- Исполнение законов о преимущественном праве покупки городом зданий с риском потери финансовой доступности

Цель 4Aii: Поощрение коммерческих арендаторов размещать в помещениях на первых этажах доступное жилье МОНСД

# СТРАТЕГИИ ДЛЯ СВОДНОГО ПЛАНА НА 2020-2024 ГГ.

## Мероприятия:

- Работа с OEWD над финансовой поддержкой модернизации (расширения) коммерческими арендаторами помещений на первых этажах
- Работа с OEWD над продажей коммерческой недвижимости местным некоммерческим организациям

Цель 4Aiii: CD: Сокращение случаев выселения жильцов и компаний

## Мероприятия:

- Использование субсидий на аренду жилья для сокращения случаев выселения арендаторов
- Использование таких программ, как «Право арендатора на адвоката», и консультирование арендатора для помощи жильцам в предотвращении выселения из своих домов
- Разработка и реализация стратегий, направленных на смягчение негативных последствий повышения арендной платы
- Расширение программ, предназначенных для удержания домовладельцев в общинах, пострадавших от отчуждений
- Согласование с другими управлениями для обеспечения долгосрочной устойчивости организаций на уровне микрорайонов
- Использование культурных районов для поддержки стратегий по борьбе с выселением
- Увеличение доступа малых предприятий к денежным средствам в малоимущих микрорайонах, которые хотят остаться в Сан-Франциско.

**Приоритетная потребность 4В: Обеспечение пользы существующим общинам в результате экономического роста**

Цель 4Vi: Требование о найме максимально возможного количества местных сотрудников для работы в проектах и программах МОНСД

## Мероприятия:

- Согласование с OEWD готовности к работе и трудоустройству в проектах по доступному жилью
- Продолжение поддержки готовности к работе и трудоустройству для проектов RAD и HOPE SF

Цель 4Vii: Обеспечение соответствующих городских услуг в микрорайонах, где находится доступное жилье МОНСД

## Мероприятия:

- Работа с городскими партнерами, такими как Управление городского транспорта Сан-Франциско (SFMTA), по вопросам транспорта
- Работа с ключевыми городскими департаментами над определением потребностей и возможностей для реализации и согласования услуг

Цель 4Viii: Реализация программ, которые обеспечивают прямые выгоды в результате роста экономики на уровне микрорайонов для местных общин

# СТРАТЕГИИ ДЛЯ СВОДНОГО ПЛАНА НА 2020-2024 ГГ.

## Мероприятия:

- Целевая разработка объектов инфраструктуры для общин, на которые влияет повышенная плотность застройки
- Согласование программ культурного района с другими инициативами по застройке общины
- Продолжение определения способов, с помощью которых существующие компании и жильцы могут добиться повышения занятости и доступа к капиталу.
- Сотрудничество с другими городскими департаментами по определению дополнительных способов поддержки локальных микро предприятий и предпринимателей.

## ЦЕЛЬ 5: РАБОТА ГОРОДА НАД УСТРАНЕНИЕМ ПРИЧИН РАСОВОЙ ДИСКРИМИНАЦИИ

**Приоритетная потребность 5А: Обеспечение равного доступа разных рас к программам и услугам при взаимодействии с другими городскими департаментами**

Цель 5Аi: Разработка определенного финансирования, политики и практики по обеспечению равного доступа к программам МОНСД и ОЕВД

## Мероприятия:

- Рассмотрение и оценка практики работы с населением с точки зрения расовой справедливости
- Увеличение активности в работе с населением в исторически малообеспеченных микрорайонах и общинах
- Использование культурно-грамотного информирования для повышения осведомленности о доступном жилье и услугах
- Развитие стандартизированных критериев отбора в вопросах предоставления жилья и жилищных программ, а также других вопросах, через призму расового равенства
- Оценка и улучшение программ и услуг МОНСД для обеспечения равного доступа
- Анализ пробелов в успешности выделения жилья для различных демографических групп и определение необходимых мер для создания равного доступа к доступному жилью
- Изучение вариантов увеличения преимуществ по программе Свидетельства о преференции
- Увеличение финансирования и услуг для общин, наиболее пострадавших от отчуждений
- Изучение и реализация мер по обеспечению расовой справедливости в процессах закупок, включая критерии отбора запроса квалификаций / запроса предложения МОНСД и ОЕВД.
- Сотрудничество с Комиссией по правам человека в реализации политики в области расовой справедливости
- Проведение в департаменте тренингов и систем информирования о последствиях психологической травмы для улучшения обслуживания клиентов и самообслуживания

# СТРАТЕГИИ ДЛЯ СВОДНОГО ПЛАНА НА 2020-2024 ГГ.

## **Приоритетная потребность 5В: Прививание внимательности к вопросам расового равенства и к перенесенным стрессам при работе с МОНСД и его партнерами**

Цель 5Vi: Внедрение культурной грамотности, систем учета перенесённых стрессов и других тренингов и ресурсов по вопросам справедливости для партнеров МОНСД

Мероприятия:

- В рамках существующей учебной программы следует разработать и провести тренинг по учету культурных особенностей для получателей, застройщиков, партнеров по выделению жилья и управлению недвижимостью.
- Подготовка поставщиков жилья и услуг для ВИЧ-инфицированных в целях повышения культурной грамотности и уменьшения стигматизации

Цель 5Vii: Включение принципов расовой справедливости в практику найма и продвижения по службе в МОНСД

Мероприятия:

- Обзор практики найма и продвижения по службе в МОНСД
- Внесение изменений с целью улучшения поддержки многонациональной и инклюзивной рабочей среды

Цель 5Viii: Реализация принципов и подходов, основанных на расовой справедливости и информировании о психологических травмах, на всей территории МОНСД

Мероприятия:

- Разработка и реализация плана по расовой справедливости для МОНСД
- Проведение полного анализа расовой справедливости во внутренней политике МОНСД
- Сообщение о своих ценностях внешнему сообществу и заинтересованным сторонам
- Продолжение созыва Рабочей группы по расовой справедливости в целях создания и реализации плана по расовой справедливости для МОНСД
- Создание рабочей группы информирования о психологических травмах для поддержки реализации лечебных практик

# СТРАТЕГИИ ДЛЯ СВОДНОГО ПЛАНА НА 2020-2024 ГГ.

## Словарь терминов

### Термины:

**ADA (Закон об американцах-инвалидах)** — закон о гражданских правах, принятый в 1990 году, который запрещает дискриминацию по признаку инвалидности; используется в этом контексте применительно к квартирам со специальными функциями мобильности или связи

**AMI (Усредненный доход по региону)** — средний доход домохозяйства для данного мегаполиса (одна половина домохозяйств зарабатывает больше, а другая — меньше). Усредненные доходы по региону публикуются для домохозяйств от одного до девяти человек.

**Свидетельство о преференции** — преференция в жилищной лотерее, предоставляемая лицам, выселенным в результате конкретных действий бывшего Управления реконструкции Сан-Франциско в 1960–1980-х годах

**Система согласованного доступа** — централизованная система оценки и расстановки приоритетов для выделения денежных средств на бездомных

**Культурные районы** — городская программа для специально выделенных районов, предназначенная для продвижения и укрепления уникальной культурной самобытности Сан-Франциско, а также для координации выделения средств на оказание помощи в стабилизации социально уязвимым группам населения, сталкивающимся или находящимся под угрозой выселения

**DANIA (База данных со списками доступного жилья, информацией про него и подачей заявок на него)** — онлайн-инструмент, который поможет домохозяйствам найти и подать заявку на доступное жилье

**DALP (Вспомогательная авансовая кредитная программа)** — авансовая кредитная программа, которая помогает домохозяйствам участвовать в тендере на объект недвижимости на открытом рынке

**Договоры на застройку** — договоры, заключенные между городом/округом Сан-Франциско и застройщиком, в которых определены правила, нормы, обязательства и политика проекта застройки на определенный период времени

**НОА (Общество совладельцев многоквартирного дома)** — организация собственников жилья жилой застройки целью которой является сохранение, поддержание и благоустройство домов и их стоимости

**HOPE SF (НАДЕЖДА СФ)** — инициатива, направленная на превращение четырех наиболее проблемных объектов социального жилья в Сан-Франциско (Hunters View, Alice Griffith, Sunnydale-Velasco и Potrero Terrace and Annex) в яркие, процветающие общины путем целостной реконструкции

# СТРАТЕГИИ ДЛЯ СВОДНОГО ПЛАНА НА 2020-2024 ГГ.

**НОРВА (Жилищная возможность для инфицированных СПИДом лиц)** — федеральная программа, которая помогает людям, живущим с ВИЧ / СПИДом, получать и поддерживать свое жилье за счет субсидий на аренду жилья и других жилищных пособий

**Инклюзивная (жилищная программа)** — городская программа, требующая от застройщиков с рыночными ценами на жилье предоставлять часть квартир по доступным ценам, как того требует Раздел 415 Градостроительного кодекса Сан-Франциско

**Наём местных сотрудников** — политика Сан-Франциско, которая способствует найму местных жителей на спонсируемые городом строительные объекты

**Местная программа эксплуатационных субсидий** — программа субсидий в Сан-Франциско, предназначенная для устранения различий между суммой арендной платы, которую могут заплатить бывшие бездомные, и стоимостью эксплуатации жилья для бездомных

**Программа «Сертификат на ипотечное кредитование»** — программа Калифорнийского управления по финансированию жилищного строительства, которая позволяет покупателям, впервые приобретающим жилье и имеющим низкий и средний доход, конвертировать часть годового платежа по ипотечному кредиту в налоговый кредит

**PBV (основанный на проекте ваучер)** — субсидия на аренду жилья от Жилищного управления, привязанная к определенной квартире, а не к арендатору

**Plus Housing (Плюс жилье)** — основная программа Городского исполнительного комитета по жилищному строительству и развитию общин (МОНСД), которая выделяет квартиры и субсидии домохозяйствам ВИЧ-инфицированных

**RAD (Демонстрация помощи с арендой)** — инициатива, которая восстанавливает и переводит объекты социального жилья в приватизированные объекты недвижимости на основе проекта Раздела 8

**RFQ (Запрос квалификаций) / RFP (Запрос предложения)** — два стандартных типа методик в государственном секторе, которые используются для того, чтобы предложить поставщикам или управлениям участвовать в тендерах на услуги или подавать предложение на услуги

**SRO (одноместная комната в общежитии)** — тип жилой квартиры, где определенные помещения, такие как ванная комната и кухня, совместно используются несколькими квартирами

**Право арендатора на адвоката** — инициатива, одобренная избирателями, обеспечивающая полное представительство правовых интересов домохозяйств, которым грозит выселение

Ole 'A'ai ma le Itumalo o San Francisco



# **FUAFUAGA TAU FA'AOFI mo le 2020-2024 Fuafuaga Tu'ufa'atasia**

Mo le maimoaina e tagata laua'itele mai le  
Aso 29 o Iulai, 2019 e o'o atu ile Aso 19 o Aukuso, 2019

Ofisa ole Pulenu'u, Matagauega o Fale ma le Atiina'e Fa'alaua'itele (MOHCD)  
Ofisa ole Atiina'e o Galuega ma Galuega (OEWD)  
Matagaluega o Tagata ua leai ni Fale ma Fesoasoani Fa'apitoa (HSH)

# FUAFUAGA FAATAATIA MO LE 2020-2024

## Upu Tomua

Mo le lagolagoina ole fa'atinoina ole Fuafuaga Tu'ufa'atasia 2020-2024, Le iloiloga o tulaga e fa'afaigata ai e tagata ona ulufale atu i Fale Taugofie, ma le Avanoa mo Fale mo e ua maua ile faama'i ole HIV, sa fa'ao'o atu ai e le Ofisa ole Pulenu'u i lona Matagaluega o Fale ma le Atiina'e Fa'alaua'itele se talosaga i le mamalu o tagata nuu o San Francisco faapea i latou e afaina i ia fuafuaga, mo se feiloa'iga ma se fetufaiga. Ole fetufaiga leni ole a mafai ai e leni ofisa ona faavasega vaega taua i mea tau Fale ma le Atiina'eina Fa'alaua'itele ina ia mafai ona fa'agaioi ni fa'amoemoe po'o matati'a fa'atu olo'o ua fa'ata'atia i totonu o nei fuafuaga mautu. Ole a fa'atauaina e le matagaluega leni o le MOHCD so'o se manatu autu ma finagalo ole a fa'aalia mai e le mamalu ole atunu'u, ile taimi latou te faatinoina ai le fa'atupeina ma le fa'atinoina o 'au'aunaga mo le manuia laua'itele o le 'a'ai ae maise i mea tau Fale e nonofo ai.

O leni tusi fa'apitoa olo'o iai totonu fuafuaga uma mo le 2020-2024 Fuafuaga Tu'ufa'atasia. O fuafuaga taufa'aofi uma lava mo le iloiloga o tulaga e fa'afaigata ai e tagata ona ulufale atu i Fale Taugofie ole a fa'aavanoaina mo le maimoaga ma le faitioina e le mamalu ole atunuu ile tau'uga ole tau mafanafana se'i o'o atu le amataga ole tau malulu ole tausga nei lava. O fuafuaga taufa'aofi mo le fa'atinoina o Fale mo e ua maua i le fa'ama'i ole HIV ole a talanoaina lea ile Vaega e Talanoaina Fale mo HIV; afai e te fia auai i le talanoaga lea fa'ailoa mai fa'amolemole.

## Fa'amoemoe o leni Tusi Fa'apitoa

O le tusi faapitoa leni e mulimulita'i i le fa'atinoina o le Fa'amoemoe Tusia mo Fesuia'iga ua 'au tasi iai matagaluega nei ole MOHCD/OEWD/HSH, olo'o fa'amatalaina mai e le manatu autu ua ta'atia mo le fa'atinoina o nei polokalama ma fa'asinomaga e fa'apea:

**“O tagata malolosi ma le sogasoga i San Francisco olo'o faamanuiaina i avanoa tutusa mo le fa'aeaina.”**

Ina ia fa'atinoina lea manatu autu e lima taunu'uga taua ma le maualuga olo'o ua iai i leni tusi faapitoa. O taunu'uga maualuga nei e lima olo'o tofu ma se lisi o mataupu autu sa tu'uina mai e le mamalu ole atunuu sa mafai ona faatalanoaina mo lea faamoemoe. O loo iai ma se lisi o taunu'uga poo matati'a oloo fia ausia e mataupu taua nei. Ona iai lea ma Gaoioiga Faapitoa mo le faatinoina o taunu'uga po'o matati'a fa'atu ta'itasi nei.

O upu uma e iai se laina i lalo ole a fa'amatalaina au'ili'ili ile vaega fa'ai'u ole tusi fa'apitoa leni e ta'ua ole Glossary.

## Toe Fa'amanatu ma Fautuaga

Ole tusi fa'apitoa leni ole a avanoa mo le maimoaina e le mamalu ole atunu'u mo ni o latou faitioga po'o manatau fa'aalia mai le aso 29 o Iulai, 2019 se'ia oo atu ile aso 19 o Aukuso, 2019. E te mafai ona taga'i i le atoaga ole tusi fa'apitoa leni e ala ile upega tafa'ilagi po'o lou maliu atu i se tasi o nei nofoaga e te faitauina ai se kopi lomai:

## FUAFUAGA FAATAATIA MO LE 2020-2024

- MOHCD, 1 South Van Ness Avenue, 5th Floor;
- OEWD at City Hall, Room 448, 1 Dr. Carlton B. Goodlett Place and 1 South Van Ness Avenue, 5th Floor; and
- Main Branch of the SF Public Library, 100 Larkin Street, 5th Floor, Government Information Center.

E avanoa lou tusia o ni manatu ma avatu i le au faigaluega i nofoaga nei. A e finagalo e lafo i se tusi ou manatu e mafai ona lafo i le tuatusi lenesi: MOHCD, Strategic Planning Staff, 1 South Van Ness Avenue, 5th Floor, San Francisco, CA 94103. So’o se manatu e taunu’u atu ole a fa’apea ona tufaina i le vaega fa’apitoa e tataua ona o’o atu iai lea manatu. Afai ole a momoli atu sou manatu fa’amolemole ia tusia i se auala e faigofie ona silafia ai e le au faigaluega po’o fea le gaoioiga faapitoa poo le matati’a sa e faitauina i lenesi tusi fa’apitoa, oloo fa’atatau iai lou manatu po’o se faitioga fo’i.

E vala’auina fo’i le mamalu ole atunuu ina ia faatasi atu ise fonotaga faapitoa mo lenesi fuafuaga ole a faia i le aso Gafua, aso lima o Aukuso, 2019 ile ono ile afiafi. Ole a faia lea fonotaga ile HSA Born Auditorium, 170 Otis Street, San Francisco, CA 94103.

E momoli atu le fa’afetai ona o lou auai i lenesi taumafaiga. Mo nisi fa’amatalaga alu ile <https://sfmohcd.org/plans-development> pe vala’au atu ile telefoni 415-701-5500.

# FUAFUAGA FAATAATIA MO LE 2020-2024

## FAAMOEMOE 1: IA NOFO FALE AIGA MA TAGATA TA'ITO'ATASI UMA I FALE MAUTU

### Manatu Autu 1A: Fa'atino ma fa'amautuina le avanoa i soo se tasi mo fale taugofie

#### Matati'a 1 Ai: Ia toe fa'aopoopoina ma fausia fale taugofie

##### Gaoioiga Faapitoa:

- Ia sa'ili atu ni alaga tupe mo le fa'atupeina o le fauina o Fale Taugofie
- Ia fa'atauina ni fale mai e olo'o pule ai mo le fa'aliliuina i potu taugofie
- Ia fa'alateleina atu tulaga o nei Fale Taugofie i nofoaga o lo'o nofoia e tagata maumea po'o nofoaga e maua ai avanoa lelei
- Fa'aleleia le feutanaiga ile va ole Matagaluega o Fuafuaina, le Matagaluega o Asiasiga o Fale, ma le Vaega ole Ofisa ole Pulenu'u oloo faafeagai ma tulaga o Tagata e iai Mana'oga Fa'apitoa i avanoa mo Fale ae maise mo le fa'atinoina ise auala vave le fauina o fale fou
- Ia fa'amautuina le galuea'ina o vaega o le fa'amoemoe mo Fale Taugofie e ala ile HOPE SF
- Ia maitauina le faasologa o le faatinoina o potu ma fale e taugofie atu i lo'o le tau masani i lea nofoaga i gaoioiga faapitoa ua iai Maliliega mo Atiina'e i lalo ole pulega a le Polokalama mole Fa'avanoaina o Fale i So'ose Tasi
- Ia fa'aauau le toe va'aia ma le fa'amaonia ole tauaofiaga o fa'amatalaga e uiga i tagata o lo'o fia maua ia Fale Taugofie mai le Polokalama mo le Fa'aavanoaina o Fale i So'ose Tasi ina ia latou silafia tulaga 'ese'ese i mataupu ma faatinoga o ia 'au'aunaga.
- Ia taga'i ile fa'ateleina ole fuainumera o potu ma Fale Taugofie poo le ADA i lalo ole Atiina'e Fa'alaua'itele a le Ofisa ole Pulenu'u (MOHCD)
- Ia toe fa'aopoopoina fale poo nofoaga mo i latou oloo maua ile ma'i ole HIV
  - Ia sa'ili auala lelei e toe fa'ato'ateleina ai nofoaga mo tagata
  - Fa'aleleia avanoa o le Plus Housing Program poo le polokalama ole Fa'aopoopoina o Fale ina ia ofi atu i fale ole HOPWA
- Ia toe fa'aopoopoina fale mo i latou ua leai ni fale e nonofo ai pe sa leai se mea e nonofo ai.

#### Matati'a 1Aii: Fa'asaoina o Fale Taugofie

##### Gaoioiga Fa'apitoa

- Ia fa'atauina fale a o iai se avanoa e le'i matua taugata ai fale nei.
- Ia toe fa'afouina Fale Taugofie olo'o iai nei ina ia puipuia ai le taugofie o nei fale

## FUAFUAGA FAATAATIA MO LE 2020-2024

- la faia feutana'iga ma e pulea fale nei mo le toe fa'aauauina o tau taugofie o nei fale
- la sa'ilia auala fou mo le fa'atinoina ai o alaga tupe ina ia saogalemu fale taugofie e aofia ai ma le fa'aogaina o tupe mai isi matagaluega
- la fa'aauau ona fa'amalosia le fa'atupeina o le RAD in ia fa'atumauiina le fesoasoani i Fale Taugofie mai le Federal po'o le Malo tele.
- la fa'atumauiina le ave'eseina o le lead po'o mea faufale o'ona
- la fa'atumauiina le lagolagoina o polokalama mo le toe fa'aleleia o fale taugofie ae maise fale olo'o nonofo ai tagata matitiva, ma e olo'o mana'omia le fa'ateteleina ole saogalemu, faafaigofie le ulu fale ma le alu ese, ma le faafaigofie ona maua o togafiti a foma'i poo le lata ifo iai o falema'i, ae le gata i lea ole lata ane o le Solar power poo eletise e aumai mai le la
- Sa'ili o auala e fesoasoani atu ai i e oloo pulea a latou fale oloo ua tuai ona maua se fesoasoani mo le faaleleia o a latou nofoaga
- Ina ia toe mata'i e o pulea a latou lava fale ma e oloo pulea fale tetele mo le usita'ia o vaega eseese o nei polokalama a le Malo
- la maua se feutanaiga o Matagaluega a le Malo ma Sosaiete Fesoasoani olo'o ave a latou fesoasoani mo tagata oloo pule a latou fale ma o loo fia maua se fesoasoani mo le faaleleia o nei fale

Matati'a 1Aiii: la faaleleia atili ituaiga faamaumauga poo su'esu'ega mo le faaputuina o le aofa'i o Fale Taugofie ma le aofa'i ua nofoia i lalo o nei polokalama

### Gaoioiga Faapitoa

- la faaleleia atili mea faigaluega oloo fa'aogaina e iloa ai le aofa'i o Fale Taugofie ma le toatele ua nofoia i fale oloo i lalo ole MOHCD
- la fa'aauau ona fa'aleleia ma fa'ateteleina ole DAHLIA (Fa'amaumauga o le aofa'i o Fale Taugofie, Fa'amatalaga ma Pepa Faatumu) fa'apea ma le malosia ole au fa'atau latou te faamaumauina o le avanoa o Fale Taugofie e aofia ai ma ni su'esu'ega i Fale Taugofie e maua ile Upega Tafa'lagi.
- Feutana'i ma isi vaega ole DAHLIA oloo i isi nofoaga mo nisi faamaumauga ina ia fetufaa'i nei malamalama mo le fa'ateteleina o le atamai i tulaga tau mana'o i Fale i San Francisco.

### Manatu Autu 1B: la fa'ataugofie Fale mo le au matitiva

Matati'a 1Bi: la faaitiitia tau o faatulagaga o polokalama ina ia mafai ai ona siitia ai alaga tupe mo Fale Taugofie ina ia fesoasoani atu ai i aiga ma tagata matitiva

### Gaoioiga Faapitoa

## FUAFUAGA FAATAATIA MO LE 2020-2024

- Saili ituaiga fausaga fale e fou ma auala e faaitiitia ai le tau faatulagaina o ituaiga fausaga fale faamodular
- la fa'aavanoaina fanua e maua fua poo fanua taugofie e avea ma fanua e faaoga mo le fauina o Fale Taugofie
- Sa'ili nisi auala mai le Setete poo le afioaga lenei mo tupe faanono
- la galulue faatasi ma matagaluega a le Setete faapea le Malo tele poo le Federal ina ia mafai ona maua mai ni fanua e faatatau mo Fale Taugofie, ae maise Nofoaga mo tagata ua leai ni o latou fale

### Matati'a 1Bii: la toe faataugofieina atili fale mautotogi

#### Gaoioiga Faapitoa:

- la faatumauina le lagolagoina o le faaumiina o taimi e mautotogi ai se tasi i Fale Taugofie ma ia sa'ili le faateteleina o avanoa mo e e matitiva ina ia faamautuina ai le latou nofo i se fale e tasi
  - la avea ma sui i se talanoaga mo le faamautina o alaga tupe mai le Setete poo le Malo Tele e ala i le faatupeina o fesoasoani mo aiga matitiva e faaatoaina ai le tupe e totogi ai le latou rent
- la faaauuina na pulea le Vaega e Faatupeina le faaatoaina o tupe totogi i fale mautotogi
- la faalateleina le aofa'o o polokeki a le AMI, ina ia faaopoopoina nisi Fale Taugofie mo e matitiva pe lima vaivai
- Amataina ni polokalama fou e faatupeina ai le faaatoaina o tupe totogi i masina ta'itasi i fale mautotogi mo tagata matitiva
- la siitia le aofa'i ole tupe e mafai ona fesoasoani atu ai i tagata e maua i le faama'i ole HIV ma o latou aiga
- la siitia le aofa'i o tupe mo aiga e leai ne o latou fale ma isi tagata oloo mafatia i tulaga ole le lava o mea e nonofo ai

### Matati'a 1Biii: Faateteleina avanoa ina ia pulea ai e le tagata lona ia Fale

#### Gaoioiga Faapitoa:

- la faamautuina le faia o a'oa'oga mo i latou oloo fia faatauina se fale fou faapea ma a'oa'oga mo i latou ua faatauina a latou fale fou
- la faaauuina avanoa e mafai ai ona pule toatele pe pule faatasia e nisi se Fale ae maise i latou e maualalo pe feololo a latou totogi.
- la faaalualu i luma le toatele o tagata e pulea a latou lava fale

# FUAFUAGA FAATAATIA MO LE 2020-2024

- la sa'ili auala e mafai ai e tagata e pule toatele pe pule faatasia se fale ina ia toe faatauina seisi fale ae faatau atu le fale muamua
- la iloiloina le fefaatauiga o fale e i latou e pulea toatele poo le pule faatasia ose fale ina ia mautinoa le mafai ona latou faatauina seisi fale ile lumana'i
- Iloiloina avanoa e fesoasoani atu ai i tagata e pule i o latou lava fale i le taugata o tupe totogi a Sosaiete o Tagata e pulea a latou Fale (HOA) faapea ma tupe mo le faafouina o fale
- la faatumauina le sa'iliga o alagatupe maua mo le DALP mo i latou oloo totogi lelei a latou galuega e aofia ai ma tagata e faasaoina tagata manu'a ma i latou e galue faafaioga
- la faatumauina le lagolagoina o le polokalama Faailoga Aitalafu tupe ma Mokesi
- la Sa'ili mo fuafuaga Faapitoa e siitia ai le toatele o le au faanono tupe mo i latou e fia auai i le polokalama mo faatauina o Fale fou
- la faaauau ona faaititia tulaga mana'omia i le fefaatauiga o fale i lalo ole MOHCD pe a uia le vaega ole DAHLIA

## Matati'a 1Biv: Faapoopoina le avanoa e maua ai Fale Mautotogi ma Fale Faatau motu

### Gaoioiga Faapitoa

- Fa'aaauina ole lagolagoina o a'oa'oga ma fautuaga i tagata ina ia fesoasoani atu ai mo le latou silafia o polokalama eseese oloo avanoa i le tulaga o le sa'iliga o Fale Taugofie
  - Faapoopo iai ma fautuaga mo i latou oloo afaina ile faama'i ole HIV ina ia maua se fesoasoani i femalagaiga ma le faafaleina
  - la maua fautuaga mo i latou sa nonofo i le auala tele ma isi vaega ole atunuu e afaina i nisi o faaletonu ile tau sa'iliga o se mea e nofo ai
  - Toe faapoopo nisi fesoasoani mo le faaleleia o gaoioiga a i latou oloo faia galuega fesoasoani i tagata fia maua se fesoasoani ina ia mafai ona latou tautua pea ma fesoasoani i le lautele
- la faatumauina le faalkeleia ma le faamautuina ole DAHLIA
  - Toe faapoopo le faatinoina o gaoioiga ma nisi polokalama aoga e mafai ona fesoasoani atu ai i tagata fia maua ni Fale
  - la faalauteleina atu le silafia mo isi Fale taugofie i San Francisco e le o faatupeina e le MOHCD
  - la faalauteleina atu fesootaiga e aofia ai Nofoga Mautu o Sosaiete oloo aofia ai ma polokalama fesoasoani mo i latou oloo sa'ili ni a latou galuega ae le gata i lea o Faletusi
- Faateleina le silafia i le avanoa o fesoasoani mo i latou oloo fia maua ni Fale Taugofie

# FUAFUAGA FAATAATIA MO LE 2020-2024

- Faafesoota'i atu i sosaiete laiti oloo fesoasoani i ituaiga tagata faapitoa e le to'atele
- la faaaau le fesoasoani mo i latou oloo fauina nofoaga tetele ma fale ae legata i lea o i latou oloo va'aia fale tetele ina ia latou tuuina mai nisi nofoaga e faatinoina ai lea fesoasoani mo tagata e mana'omia le fesoasoani ia faaavanoaina ni fale poo potu mautotogi mo i latou oloo faailogaina ona o faama'i poo le le mauoloa.
- Faia ni faatusatusaga o polokalama faaLotto poo le se'i mo le sa'iliina o nisi e manuia i nei polokalama ina ia mautinia oloo faatinoina nei polokalama i le auala amiotonu
- la faaaau ona taga'i manino i polokalama faaLotto poo le se'i ina ia mautinoa oloo oo atu nei fuafuaga i e oloo faamoemoeina e manuia ai
  - la mautinoa oloo ave fale poo potu ADA i tagata oloo tatau ona latou mauaina nei fesoasoani

## **Manatu Autu 1C: Taofia ma faaitiitia Tagata e leai ni fale**

Matati'a 1Ci: Faaleleia o gaioiga e fesoasoani e maua ai e tagata le auala e aga'i atu ai se tagata ile pule i lona lava fale

Gaioiga Faapitoa:

- Faatinoina o fuafuaga mo tagata matutua, aiga ma le autalavou
- Faamanoina o tulaga uma oloo faia i totonu o nei polokalama mo le silafia e le mamalu o le atunuu

Matati'a 1Cii: Faaitiitia le aofa'i o tagata nonofo i le auala e leai ni fale, amata mai tagata matutua, au talavou ma aiga

Gaioiga Faapitoa:

- Faatulaga ni polokalama e taofia ai le nofo o tagata i le auala e aunoa ma se fale e nofo ai, ma ia faasino tonu ia polokalama i e ua iai se talafaasolopito i lea tulaga o le leai o se fale e nofo ai, ae maise nisi oloo ua tuli esea mai ni fale e pulea e le Malo
- la faatulaga ni fale mautu e nonofo ai tagata matutua, au talavou ma aiga

Matati'a 1Ciii: la mautinoa e leai se aiga oloo iai fanau iti e leai se fale e nonofo ai

Gaioiga Faapitoa:

- la tusituisa uma suafa o aiga oloo iai fanau iti oloo le maua se fale e nonofo ai e ala i vaega oloo galulue ma fesoasoani i tagata faapea
- la tuuina atu i aiga oloo iai fanau iti le avanoa e oo atu ai ise nofoaga e malu puipua ai

## FUAFUAGA FAATAATIA MO LE 2020-2024

- la faateteleina moega ma nofoaga faamautu atu iai aiga ma a latou fanau iti ua leai se fale e nonofo ai

Matati'a 1Civ: Toe faaleleia le tali atu o le Malo i le faafitauli ole nonofo o tagata i le auala ua leai ni fale ma faaumatia nofoaga fale ie mautu

Gaioioiga Fapitoa:

- Faitauina le aofa'i o fale ie ma e oloo nonofo i taavale ile ta'i 3 masina
- la faaoo atu i nei taulaga fale ie le fesoasoani ma faailoa iai polokalama fou nei
- la ave ese mai tagata i fale ie ae ave i fale mauualalo
- la faia ni suesuega ina ia faatulagaina tagata e fiamaua vave le fesoasoani i totonu o taulaga fale ie nei e ala i e oloo faia le fesoasoani tumau i nei tagata

Matati'a 1Cv: la tuufaatasia le galuega a le MOHCD ma le matagaluega e va'aia e oloo nonofo ile auala e leai ni o latou fale ma le vaega e fesoasoani ile faafaleina o tagata

Gaioioiga Faapitoa:

- la faatumauiina le faateleina ma le fauina o fale fesoasoani mautu faapea ma le faatulagaina o nofoaga e lisiina potu ma nofoaga tumau e iai le Ulufale Faapitoa
- Toe faaleleia le galulue faatasi o vaega nei e iai le HOPWA, RAD, PBV, ma isi ituaiga fale poo potu fesoasoani
- la faia se fesootaiga i le va ole DAHLIA ma le Ulufale Faapitoa

Matati'a 1Cvi: Faalauteleina o fesoasoani ina ia faatapulaa le aofa'i o aiga nonofo ile auala e leai ni o latou fale ae maise i latou oloo latalata ona oo atu i le pagatia lea ole nofo ile auala ua leai se fale e nofo ai

Gaioioiga Faapitoa:

- la fauina ni vaega fesoasoani faapea ma tausi ma'i i totonu o fale fesoasoani faapitoa nei
- la faapa'aga ma isi faalapopotoga mo le tuuina atu o fesoasoani faapitoa i e ua mana'omia lea fesoasoani ma oloo nonofo i nei fale fesoasoani faapitoa
- Faamuamua le tagata poo aiga ua leva ona nonofo i le auala tele ina ia latou maua le fesoasoani i tulaga ole mauaina o Fale Taugofie

**Manatu Autu 1D: Tuuina atu le fesoasoani mo le faamautuina o nofoaga tumau ia i latou ua ofi i totonu o Fale Taugofie**

# FUAFUAGA FAATAATIA MO LE 2020-2024

Matati'a 1Di: Faaitiitia le tuli ese e o i latou ua maua nofoaga mautotogi mai o latou nofoaga

Gaioioiga Faapitoa:

- I lalo ole polokalama ole Aia e maua ai e se tasi le fesoasoani mai se Loia ia maua e nei tagata le fesoasoani atoatoa i tulaga faaletulafono mo i latou oloo nofoia fale mautotogi, oloo tau tuli ese e le e pule ile fale
- Faaauau le fesoasoani i e oloo mautotogi ina ia maua ni o latou fautuaga, fesoasoani ma le faamalamalamaina o mataupu, le faia o talanoaga, le faamautuina o polokalama mo fale mautotogi faatasi ai ma fesoasoani faatopetope tau tupe e tototgi ai le latou rent
- Toe faaauau le polokalama mo le fesoasoani tau tupe i e o fia maua se fesoasoani i o latou tupe e mautotogi ai i se fale
- Ia faalatalatana mai le tele o vaega eseese oloo latou faia nei ituaiga fesoasoani mo tagata ua leai ni fale ae maise ina ia fesoasoani atu iai pe afai ua iai se tulaga ole a tuli eseina ai mai le latou fale.

Matati'a 1Dii: Faateleina le avanoa mo fesoasoani i oloo nonofo i Fale e pulea e le Malo, polokalama mo le faatupeina o le tologiina o fale mautotogi, polokalama ole RAD, ma fale talimalo e tasi le potu e nofo ai se tasi

Gaioioiga Faapitoa:

- Ina ia faaauauina le felagolagoma'i ma faatulagaina o isi fesoasoani e aofia ai le faateleina o le poto i tulaga eseese o ia polokalama ae maise le faalateleina o galuega fesoasoani, ole fasootaiga, ole faamautuina o galuega fai faapea le galulue faatasi ole HOPE SF ma RAD
- Faalateleina o fesoasoani mo i latou oloo nonofo i fale talimalo ta'i tasi potu moe
- Tuufaatasia o galuega fesoasoani ma le faaleleia o le auala e fesoasoani atu ai mo le faaleleia o avanoa e mafai ai ona tutoatasi se tagata i tulaga tau tupe
- Ia sailia ma faaavanoaina fesoasoani e pei ole fautuaina o tagata ma le faatapulaaina ole tulieseina o e oloo i lea polokalama mai nofoaga nofo mautotogi, a'oa'oina o tulaga ile faaogaina o tupe, ae maise le avanoa o fautuaga i polokalama ole HOPE SF ma le RAD
- Faaauauina le galulue faatasi ma sosaiete i le afioaga poo tagata laua'itele oloo faafoeina polokalama eseese e faaleleia ai le nuu

Matati'a 1Diii: Fesoasoani atu i isi tagata oloo nonofo i Fale Taugofie ina ia maua e i latou le alualu i luma i tulaga tau fale

Gaioioiga Faapitoa:

- Ia faia se tuufaatasiga o pepa e faatalofa atu ai i tagata ua maua a latou Fale Taugofie ma ia fesoota'i atu ai i isi vaega fesoasoani oloo iai

## FUAFUAGA FAATAATIA MO LE 2020-2024

- la galulue faatasi ma matagaluega a le Malo poo le A'ai mo nisi fesoasoani e ala atu i le togafitia o tulaga faaletonu ole mafaufau faapea ma le faaogaina o fualaa oona
- Faafesootai tagata nei ma ni vaega e mafai ona tu ile va o latou ma isi pe a mana'omia
- la faamalosi le faailoina muamua i le oloo nofo mautotogi, ole a tuli ese latou mai se nofoaga faapitoa a le MOHCD
- la toe faaopoopo nisi nofoaga e pei ona mana'omia e nofoaga a le HOPWA ma isi nofoaga oloo fauina

**Matati'a 1Div: la faateteleina le femalaga'i i8le va o fale mo e e maua ile HIV ma isi nofoaga**

Gaioioiga Faapitoa:

- la faia ni sa'iliga maumaututu pe a oo ina siitia ese le tagata sa nofo i Fale taugofie ma ua sauni e suia i se fale ua faataau i lona ia tulaga lelei.

## FAAMOEMOE 2: O AIGA MA TAGATA TA'ITO'ATASI E MALOLOS I LOTO MA MAFAI ONA TUTO'ATASI I TULAGA TAU TUPE

**Manatu Autu 2A: la faamalosi le tulaga e saunia ai mo le faafaigaluegaina**

**Matati'a 2Ai: la faaulu atu tagata oloo faigata na maua ni galuega i avanoa o galuega maua i le tele o ituaiga galuega eseese**

Gaioioiga Faapitoa:

- la tuuina atu ni fesoasoani i tagata vaivai ina ia saunia ai mo avanoa e faafaigaluega ai
- Ole a galulue faatasi le MOHCD ma le Matagaluega o Tupe Maua ma le Faafaigaluegaina o Tagata (OEWD) ina ia maua ni galuega a tagata vaivai nei i totonu o a latou lava nuu poo a'ai
- la faalauteleina le Local Hire e faasagatonu a latou polokalama i tagata vaivai oloo nonofo i se a'ai ia muamua latou i galuega tau faufale ma ia sa'ili le Local Hire mo galuega ole va'aia pe pulea fanua ma fale
- la faamalosi au atu i kaumpani fau fale ina ia faatele avanoa mo tagata vaivai i o latou galuega tetele
- la tuuina atu sootaga i avanoa mo galuega i le DAHLIA
- Faasalalau galuega pe a amata i le upega tafa'ilagi a le MOHCD

# FUAFUAGA FAATAATIA MO LE 2020-2024

## **Manatu Autu 2B: Faalateleina avanoa e ui atu i le faaleleia o le tautala i le gagana faaperetania ae maise nisi o aga e tatau on masani ai le tagata pe a su'e se galuega**

Matati'a 2Bi: Toe faaleleia o le auala atu i polokalama ole MOHCD poo a latou fesoasoani maua e ala lea i faaliliuina o tusituisga ma tusitusi faakompiuta

Gaioioiga Faapitoa:

- la faaleleia o le tautala i le gagana peretania mo le aga'i atu i polokalama ma fesoasoani ole MOHCD, fonotaga faalaua'itele ale a'ai ma isi fonu
- la faatulaga ma faamautuina se tusi taulima e maua uma ai polokalama ma fesoasoani atoa ai ma le gagana oloo mafai ona faaogaina i ia fesoasoani ma polokalama
- la taumafai ina ia mafai ona faaogaina pe faaliliuina le polokalama ole DAHLIA ma fesoasoani i gagana eseese ina ia mafai e tagfata uma ona maua ia fesoasoani

Matati'a 2Bii: la faamautuina le atamai faapitoa ma a'oa'oga faapitoa mo tagata uma

Gaioioiga Faapitoa:

- la faamanatu ma faamautuina poto faapitoa ae maise le poto masani i tulkaga ole faia ole soifuaga, mauaina le GED poo le tusi faau'uina mai le Aoga Maua, poo tipiloma ae maise le malamalama ile gagana faaperetania
- la faaauuina le sa'iliga ole atamai e ala i aoga mo le poto faapitoa ina ia faafaigofie on toe siitia atu le tulaga e ala i a'oa'oga faapitoa
- la tuufaatasia matagaluega uma nei faapea ma aoga faapitoa ina ia mafai ona toe faapoopoina ni fesoasoani faapitoa

Matati'a 2Biii: Faaleleia le malamalama ile faaogaina o tupe mo se lumana'i manuia

Gaioioiga Faapitoa:

- la faamalasia le sa'ili atu o fautuaga i tulaga ole faaogaina o le tupe, faateleina o aseta ma le faaleleia ole credit, ole faaititia ole aitalafu, fautuaga ma le faaleleia i mea tau credit
- la faateteleina o le atamai o tagata e ala i a'oa'oga ina ia latou iloa le faaogaina lelei o a latou tupe ina ia aua le faama'umauna ae ia maua pea e nei tagata ni feiloaiga mo le fautuaina pea i mataupu e maua ai le faatamaoigaina i le tulaga ole faaogaina o tupe maua i se taimi umi ma saogalemu ai mai le mativa
- Ole faaluaina o fesoasoani tau tupe i totonu o nofoaga e iai le toatele o tagata sa'ili fesoasoani mo Fale Taugofie ma isi polokalama faatulagaina mo i latou

Matati'a 2Biv: la faaleleia le faaogaina o le Kompiuta ma le upega tafa'ilagi

Gaioioiga Faapitoa:

## FUAFUAGA FAATAATIA MO LE 2020-2024

- Faavaeina ni a’oa’oga ile tulaga o mea tau faaogaina o le Kompiuta e amata mai le tulaga tau amata faasolo atu i le tulaga taufeololo ae faai’uina i le tulaga ole atamai faapuitoa i lea matafaioi faadigital. Ia faia ia a’oa’oga e ala i polokalama ma vasega faapitoa e iai tulaga o le ofi atu i soo itula faapea ma isi aoga oloo faatuina i totonu o le A’ai mo le fesoasoani i tagata ina ia maua lea matafaioi faapitoa
- Ia faaleleia Kompiuta ua tuai ma tufa nisi kompiuta i aiga e vaivai le tagolima
- Ia galulue faatasi ma isi o sosaiete oloo iai i totonu o nofoaga eseese e aofia ai fale tusi ma Nofoaga faapitoa i totonu o A’ai e mafai ona faaogaina ai a latou kompiuta ina ia faalateleina le malamalama i lea matafaioi ia i latou oloo i le MOHCD
- Ia lagolagoina polokalama e faaavanoaina le ‘au’aunaga e ala i le upega tafa’ilagi e a’oa’oina ai i latou oloo afifio i nofoaga poo Fale Taugofie
- Ina ia maua fua le ofi atu ile initaneti mo i latou oloo ta’ua o tagata SRO
- Fauina malosiaga faatekanolosi i totonu o nofoaga e mau ai le toatele o tagata poo CBOs ma ia faamalosi ai le au faigaluega a le CBO latou te ta’ita’iina lea auunaga mo le faamautuina ole atamai faadigital e ala i vasega ma fesoasoani

### **Manatu Autu 2C: Ia faatutusa le avanoa e maua ai e nei tagata fesoasoani faaLoia mo le tulaga o opepa femalaga’i ma isi tulaga faapitoa**

Matati’a 2Ci: Ia faateleina le avanoa mo le fesoasoani mai o e malamalama ile tulafono

Gaioioiga Faapitoa:

- Ia faatumauiina galuega faatino o le tulafono mo le faiga o pepa o femalaga’iga
- Ia faateteleina le fesoasoani ma le faatinoina o nisi alaga tupe poo fesoasoani i vaega o le tulafono faalevanofolelei ole atunuu i tulaga tau galuega, fefaataua’iga, begefiki ma le tulaga o tupe maua pe a afaina le tino ma ua faaletonu ai le galuega

### **Manatu Autu 2D: Fesoasoani atu i aiga ina ia fesoata’i ma fesoasoani faatulagaina mo tagata laua’itele**

Matati’a 2Di: Faateleina le avanoa mo le mauaina o fesoasoani faalaua’itele

Gaioioiga Faapitoa:

- Faaauuina le felagolago ma’i ma le faatulagaina o fesoasoani faalaua’itele e iai le faailoaina o mataupu faapitoa ae le gata i lea o le fetufa’iina o suafa, o le tuufaatasia o auala fesoasoani ma le faatinoina o su’esu’ega ma le faaleleia o tulaga oloo aafia ai tagata ta’ito’atasi oloo iai i ia polokalama

## FUAFUAGA FAATAATIA MO LE 2020-2024

- la tuufaatasia 'au'aunaga eseese ae maise le faasili ole atamai i matafaioi ole a maua e se tasi ona o le tele o fesoasoani maua mai nei vaega ole Malo
- la lagolagoina le tele o fesoataiga poo feutanaiga faale'a'ai mo le manuia o tagata ole a iai i nei polokalama

### FAAMOEMOE 3: O NUU E IAI A LATOU FAASINOMAGA UA FAATAMAOAIGAINA ILE SOIFUA MALOLOINA FAALETINO, FAALEVAFEALOALOA'I MA LE FAALEPISINISI

#### **Manatu Autu 3A: Faaleleia fale ma nofoaga ile a'ai**

Matati'a 3Ai: la mautinoa ole a mautu lelei nofoaga a vaega galulue mo le faatinoina o fesoasoani ia ua sauni

Gaioioiga Faapitoa:

- la faaauauina ona faatino le fesoasoani mo le faaopopoina ma le faaleleia o fale poo Ofisa oloo faatinoina ai galuega a nei matagaluega
- Ina ia faatulagaina le su'esu'ega ole aofa'iga o tupe e faamautuina ai le faaleleia o fale ma ofisa poo mea e fai ai le galuega ina ia umi se taimi o faatino nei fesoasoani
- Ina ia faatinoina le fesoasoani mo le tusia o ata e fau ai fale faatu poo mea e faatino ai le faamoemoe mo le faaogaina lelei o nei fale poo ofisa
- la fesoasoani i sosaiete ina ia latou maua fanua lisi poo fanua faatau ina ia faatino ai le galuega ma manuia ai le atunuu

Matati'a 3Aii: Faaogaina o fanua faalaua'itele i totonu o le a'ai

Gaioioiga Faapitoa:

- la fausia ma faaleleia vaega eseese i totonu ole afoaga mo le tautuaina e i latou oloo tuuina atu le fesoasoani mo tagata pagatia

#### **Manatu Autu 3B: la faamalosia pisinisi laiti ma avanoa mo pisinisi eseese**

Matati'a 3Bi: la faamalosia le faatulagaina ma le faamautuina o pisinisi o tagata oloo nonofo i ia nofoaga ole a faatino ai le galuega poo le polokalama lenei

- la faaauau ona fesoasoani atu i pisinisi e ala atu i fesoasoani faapitoa e ui atu i pa'aga faaleaganuu, ituaiga atunuu, ma le gagana ise auala mo le manuia o pisinisi ae maise le faatuina o pisinisi fou
- la faateteleina fesoasoani faapitoa mo pisinisi i totonu o nei nofoaga

## FUAFUAGA FAATAATIA MO LE 2020-2024

- la faaaauu ona fesoasoani atu ina ia iai vaega tupe maua mai e faatino ai le faaleleia o nei pisinisi e all i tupe nono

Matati'a 3Bii: la faatu ma faamautuina ni alaga tupe i totonu o nofoaga nei e ala i le malosi o pisinisi

Gaioioiga Faapitoa:

- Faaauu ona lagolagoina le faateteleina o le tuputupu a'e o pisinisi ma alaga tupe e faatupe ai nei pisinisi
- la faaopoopoina ni alaga tupe mo le faaleleia o luma fale o taulaga ae m,aise nofoaga o loo nonofo ai tagata
- la faaopoopoina ni alaga tupe i le faaleleia o le ulufale ma le usita'ia o mana'oga o faatulaga i nofoaga fou
- la faaaauu le faatinoina o le tufaina atu o fesoasoani e ala i le taatia ole laufanua ina ia faapea ona manuia lautele ai fesoasoani ma polokalama eseese a le A'ai poo le Malo

**Manatu Autu 3C: Faamalosia le galulue faatasi o tagata uma o se nofoaga ina ia faatino ai se fuafuaga manuia**

Matati'a 3Ci: la fesoasoani atu i sosaiete a tagata o loo iai i totonu o nei nofoaga ma a latou fuafuaga fai

Gaioioiga Faapitoa:

- Faaauu le fesoasoani ina ia faamalosia le faavaeina ma le toe faateteleina o Pitonuu Faaleaganuu i lalo ole pulega a le Fono
- la toe faaopoopoina le fesoasoani i fuafuaga fai a pitonuu ta'itasi oloo taumafai e tuu faatasia o i latou oloo matitiva, leai se puipuiga, ma le vaega oloo le amana'iaina ina ia mafai ona latou galulue faatasi i totonu o lea nofoaga
- la faamalosia le faavaeina o ni fuafuaga tuma'oti mo le nofoaga lea ma e faatinoina e tagata nuu o ia nofoaga

Matati'a 3Cii: la faamalosia taumafaiga mo le faatuina o sosaiete fesoasoani i totonu o nofoaga nei

Gaioioiga Faapitoa:

- la tumau pea le lagolagoina o fesootaiga ile va o sosaiete i totonu o afioaga nei faatasi ai ma isi tagata poo vaega taua oloo iai i nei nofoaga oloo mafai ona latou faatuina ni auala e galulue faatasi ai ma fetufaa'i ai ituaiga tagata eseese oloo nonofo i ia nofoaga i se auala filemu ma le maopoopo
- la faaaauu ona faamalosia alaga tupe poo fesoasoani tau tupe mo nei sosaiete.

# FUAFUAGA FAATAATIA MO LE 2020-2024

## **Manaoga Autu 3D: la lagolagoina mana’oga faapitoa o nei sosaiete ua faatuina i nei nofoaga faatasi ai ma pa’aga faaporofesa a le MOHCD**

Matati’a 3Di: Faateteleina le malosi o sosaiete ua faatuina i nei nofoaga latou te faatinoina ai a latou fuafuaga

Gaioioiga Faapitoa:

- la faamautuina le malosi faalesosaiete o i latou oloo maua tupe faavae mai le MOHCD latou te faatinoina ai lea faamoemoe, e ala i vasega, galuega tuufaatasi o ni tagata, a’oa’oga mai nisi e atatmamai i nei mataupu, faapea ma nisi fesoasoani faapitoa
- la faamuamua le fauina ma le faamallosia o sosaiete oloo faavaeina i totonu o nei nofoaga e tagata oloo nonofo ai faatasi ai ma vaega ua leva ona latou faia nei fesoasoani mo tagata mafatia
- la faalelei i latou ole a galulue i nei sosaiete ile faaogaina o masini poo le tekalosi fou

## FAAMOEMOE 4: IA LAVEA’IINA TAGATA OLOO TAU TULI ESEA MA FAAMAUTUINA LATOU NOFOAGA

### **Manatu Autu 4A: la faatalanoaina vaega le tutusa oloo ua aafia ai le siitia o le tamaoiga o se nofoaga pe a taofia le aveese faamalosi o tagata ma pisinisi**

Matati’a 4Ai: la faamallosia tulaga ma polokalama e faamuamuaina ai le manuia o tagata ma pisinisi

Gaioioiga Faapitoa:

- la faaaauu ona faia Lotto poo se se’i mo le avanoa e maua ai se fale
- la faia ni su’esu’ega ma faaleleia polokalama a le MOHCD mo le latou faamoemoe ose Nofoaga e Tuufaatasia ai Tagata ina ia fetauti ma faafiatauli oloo iai nei, ma ia faailoaina atu vaega e tutusa ai latou ma suiga ile Tulafono o le Malo e faatatau i Fuafuaga fai, faapea ma le faateteleina o tupe Nono e maua e sosaiete e le sa’ili polofiti mo le fauina o nofoaga faapenei
- la faamallosia le avanoa e toe fo’i atu ma toe mautotogi ai ni tagata mautotogi sa aveese faamalosi mai se fale
- la faamallosia le tulaga e mafai ai e le Malo ona faatauina se fale mautotogi ole a oo ina tagata tele mo le faatinoina o polokalama fesoasoani faapenei

Matati’a 4Aii: la una’iina pisinisi ina ia latou nofoia le foga fale a lalo o nei fale mautotogi fesoasoani mo tagata mafatia oloo pulea e le MOHCD

Gaioioiga Faapitoa:

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## FUAFUAGA FAATAATIA MO LE 2020-2024

- la galulue faatasi pisinisi ma le OEWD ina ia fesoasoani i nei pisinisi mo le fausia o potu e aoga mo pisinisi
- la galulue faatasi ma le OEWD ina ia faailoina le avanoa o nei tulaga pisinisi mo sosaiete e le sa'ili polofiti

### Matati'a 4iii: CD: Faaitiitia le tuli esea o tagata mautotogi ma pisinisi

#### Gaioioiga Faapitoa:

- la faaogaina le fesoasoani mo le totogiina o rent o tagata ia taofia ai le tuli esea o tagata mai nofoaga mautotogi
- la toe faamalosia polokalama e iai le Aia o le tagata mautotogi i se Loia faatasi ai ma le faufautua i tagata ina ia mafai ona nonofo pea i fale oloo mautotogi ai
- Faavae ma faatinoina ni tulaga ina ia faaitiitia ai le tigaina o tagata ile siitia o tau e mautotogi ai ise fale
- Faateteleina polokalama ina ia faatumauina tagata e pule i fale mautotogi ina ia aua ne'i o ese mai se nofoaga oloo iai le fa'iloga tagata
- la galulue faatasi ma isi matagaluega a le Malo ina ia mautu le faatinoina o nei fuafuaga poo sosaiete fesoasoani i tagata mafatia, mo se vaitaimi umi
- la faamalosia Pitonuu Faaleaganuu ina ia mafai ona latou lagolagoina le faaitiitia o le malaga ese o tagata
- la faateteleina le avanoa mo tagata latou te mauaina ai fesoasoani mo pisinisi laiti ia oo mai i totonu o nofoaga e maualao le tamaoiga ma ia nonofo ai pea i San Francisco

### **Manatu Autu 4B: Ia mautinoa ole a manuia ma faatuputeleina le tamaoiga i pitonuu ole a aafia i nei polokalama**

### Matati'a 4Bi: Ia faamalosia le faafaigaluegaina o tagata o loo nonofo i ia nofoaga oloo pulea e le MOHCD

#### Gaioioiga Faapitoa:

- Galulue faatasi ma le OEWD ina ia saunia tagata e faigaluega ma ia maua ni galuega e tuuina iai tagata nei
- la tumau pea le fesoasoani i polokalama mo le sauni atu mo galuega faapea ma le faafaigaluegaina o tagata i lalo ole RAD ma le HOPESF poloketi

### Matati'a 4Bii: Ia iai vaega eseese ole Malo e iai falema'i ma leoleo ma le au fui mu, i nofoaga oloo iai fale e pulea e le MOHCD

#### Gaioioiga Faapitoa:

## FUAFUAGA FAATAATIA MO LE 2020-2024

- la galulue faatasi ma pa'aga ile Malo e iai le San Francisco Municipal Transportation Agency (SFMTA) i mataupu tau femalagaiga
- la galulue ma matagaluega faapitoa ole Malo ina ia faatinoina mana'oga faapitoa ma avanoa e faatino ai fesoasoani mai ia matagaluega

Matati'a 4Biii: Faavae polokalama e maua ai fesoasoani mai gaioioiga e manuia lautele ai ma faatamaoigaina ai tagata nuu o le nofoaga

### Gaioioiga Faapitoa:

- la faamautuina le faatulagaina o meatotino e matagofie ai se nofoaga i Fale Taugofie ae maise pe a tele fale mo tagata mafatia
- la galulue faatasi Pitonuu Faaleaganuu i o latou polokalama ma isi vaega ole nofoaga poo le nuu oloo faia tulaga nei
- la toe faapupulaina auala e mafai ai e pisinisi ma latou oloo nonofo i ia nofoaga ona siitia tulaga faatamaoiga ma la mauaina o galuega
- la faalatalata atu i isi matagaluega a le malo mo ni manatu fou poo fuafuaga faatu ina ia fesoasoani atu ai i pisinisi laiti ma tagata fai pisinisi i totonu olea nofoaga

## FAAMOEMOE 5: OLE A GALUE LE MALO INA IA AVEESEINA LE POGAI O LE FA'ILOGA LANU

**Manatu Autu 5A: la faamautuina le tutusa ole avanoa mo soo se tagata latou te maua ai fesoasoani mai le Malo**

Matati'a 5Ai: la saili mai alaga tupe, fuafuaga ma tulaga ina ia mautinoa le leai o se faailoga tagata i avanoa e au atu ai i polokalama o le MOHCD poo le OEWD

### Gaioioiga Faapitoa:

- la toe teuteu ma faamautuina fesoasoani tuuina atu ina ia mautinoa le leai ose faailoga tagata
- Toe faaleleia fesoasoani tuuina atu ina ia oo atu i tagata mafatia ua leva ona latou iai i lea tulaga
- Faamalosi fesoasoani tuuina atu faaleaganuu ina ia faailoaina atu ia polokalama i tagata o a latou ituaiga
- la faamanoina vaega mautu o polokalama o Fale Taugofie ae maise le auala e mafai ai ese tasi ona ia ulufale i nei polokalama ma isi tulaga, ole a le iai se faailoga tagata
- la faamautuina pe faaleleia polokalama ma fesoasoani a le MOHCD ina ia aveeseina ai le faailoga tagata

## FUAFUAGA FAATAATIA MO LE 2020-2024

- la su'esu'eina pogai o le iai o le eseese o tulaga tau le manuia o taumafaiga o tagata e su'e avanoa i nei polokalama ma ia maua ai ni fesoasoani faapitoa ina ia aveesea ai le faailoga tagata a o saili e tagata Fale Taugofie
- la saili le tatau ona faaauau le polokalama ole Faailoga ole Faasili ona Mana'omia
- la toe siitia atu vaega tupe ma fesoasoani eseese i nofoaga poo tagata ua afaina tele i uiga faailoga tagata
- la su'esu'eina ma faaogaina le tulaga ole inosia o uiga faailoga tagata i le faaavanoaina o fesoasoani nei ae maise ile tuuina atu o galuega i e latou te fia faia se konakarate ma le MOHCD poo le OEWD. O tulaga e maua ai ia konakarate e uia le RFQ/RFP
- la faapa'aga ma le vaega poo le Komisi mo Aia Tatau a Tagata ina ia faamautuina le ave ese ole faailoga tagata i nofoaga nei
- la faia ni vasega i totonu ole Matagaluega atoa ina ia a'oa'oina auala ia fai latou galuega tautua ma le leai ose faailoga tagata

### **Manatu Autu 5: la faamautuina le leai ose faailoga tagata ma le faatinoina o galuega ole MOHCD ma ona pa'aga i auala e faatauaina ai le lavea'iina o tagata mafatia**

Matati'a 5Bi: la a'oa'oina tagata faigaluega ole MOHCD ma ona pa'aga, ina ia silafia uiga o tagata ma a latou aganuu, ae maise le faatinoina o le fesoasoani ona oloo mafatia tagata nei ma e mana'omia le mataala ina ia tutusa uma tagata

#### Gaioioiga Faapitoa:

- I totonu o vasega oloo faia nei mo i latou e aveina le fesoasoani, i latou oloo faatulagaina nei fesoasoani ae maise i latou oloo fetufaa'iina nofoaga ma fale i tagata mafatia, ina ia toe faaopoopoina le malamalama i aganuu eseese o tagata ia ole a latou faafeagai
- I vasega mo e ole a fesoasoani atu i tagata loo maua i le faama'i ole HIV+ mo le faafaleina o nei tagata ole a faamalosia ai le latou silafia o uiga faaleaganuu ma ia aveeseina ni manatu faailoga tagata ona ole faama'i

Matati'a 5Bii: la faaopoopo le a'oa'oina o le aveeseina o le Faailoga Tagata e tulaga ole faafaigaluegaina poo le siitia o tulaga faigaluega i totonu ole MOHCD

#### Gaioioiga Faapitoa:

- Toe faalelei tulaga ile faafaigaluegaina o tagata ma le siitia o tulaga i totonu ole MOHCD
- la suia ni vaega pe a mana'omia ile faia o galuega laua'itele a le MOHCD ina ia tulaga tonu ma aveeseina le Faailoga Tagata

# FUAFUAGA FAATAATIA MO LE 2020-2024

Matati'a 5Biii: la faamautuina le aveeseina ole manatu faapito ma ia faamalosia le manatu alofa i tagata mafatia i soo se vaega ole MOHCD

## Gaioioiga Faapitoa:

- la faatuina ma faagaoioiina se fuafuaga mo le aveeseina ole Faailoga Tagata i totonu ole MOHCD
- la faia se su'esu'ega faapitoa i galuega a le MOHCD poo le a le tulaga o iai e tusa ai ma le Faailoga Tagata
- la fesoota'i ma le mamalu ole atunuu ma e taua i le nofoaga lea
- la aua ne'i faamutaina le galuega o le Vaega Mo le Aveeseina ole Faailoga Tagata i le latou faatinoina o suiga mo le faaleleia o le va o tagata eseese ile MOHCD
- la faatuina ni vaega e faia tulaga i le fesoasoani atu i tagata mafatia ina ia faia nei fesoasoani i se auala e manuia ai tagata uma

# FUAFUAGA FAATAATIA MO LE 2020-2024

## Faamatalaina o Upu

### Upu:

**ADA (Americans with Disability Act)** – ose tulafono na pasia ile 1990 e faasaina le faailoga tagata ona o se mana’oga faapitoa ua afaina ai se tagata, oloo faogaina i le tusi faapitoa lenei ona o isi potu poo fale oloo iai suiga mo tagata e iai mana’oga faapitoa

**AMI (Area Median Income)** – ose numera ua faaogaina e faailoa ai le ogatotonu lemu o le aofa’i o tupe maua mai le mauoloa se’ia oo i le pito i mativa i se nofoaga. Oloo faaogaina mo le totatele ose aiga e amata mai le to’a tasi se’ia oo atu ile to’a iva

**Certificate of Preference, Ole faailoga mo le faasili ona mana’omia** – O se faatulagaina sa faaogaina e le vaega toe faaleleia San Francisco e amata mai le 1960s e oo atu ile 1980s a o faia le latou se’i mo fale e fesoasoani atu ai i tagata mafatia

**Coordinated Entry, Ulufale Faapitoa** – O se faatulagaina o avanoa mo tagata mafatia e sa’ili ai mai tagata mafatia e maua le fesoasoani

**Cultural Districts, Pitonuu Faaleaganuu** – O se polokalama a le Malo sa faaogaina ai le faavasegaina o nofoaga eseese i totonu o San Francisco e iloa ai ituaiga tagata oloo nonofo i lea vaega ma lea vaega ole a’ai ma sa faamoemoe e faalauiloina ai aganuu o nai tagata ma ia faafaigofie ona fetufaa’i vaega o fesoasoani i nei pitonuu e faatatau i ituaiga fesoasoani oloo mana’omia e nei tagata

**DAHLIA (Database of Affordable Housing Listings, Information and Application)** –

Ole lisi o aiga oloo i luga o upega tafa’ilagi e fesoasoani ai ina ia latou maua ni fale taugofie

**DALP (Down Payment Assistance Loan Program)** – Ose polokalama e maua ai nisi le tupe e mafai ai ona latou tuuina i lalo se downpayment mo se fale fou ma tauva atu ai fale oloo fiafaatau i lea nofoaga

**Development Agreements, loega mo le faaleleia o laueleele** – o konakarate nei ua malilie iai le A’ai poo le Itumalo o San Francisco ma se tagata fau fale, oloo faatulagaina ai tulafono ma tulaga uma e tatau ona faia e lea kamupani fau fale mo se vaitaimi ua atofaina

**HOA (Home Owners Association)** – Ole asosi o tagata oloo nonofo i se nofoaga e tasi, ma o le latou faamoemoe ina ia tumau le matagofie ma le lelei o le nofoaga

**HOPE SF** – O se taumafaiga ina ia faaleleia pitonuu e fa ua iai ni Fale Mautotogi e pulea e le Malo ua sili ona mafatia i San Francisco (Hunters View, Alice Griffith, Sunnydale-Velasco and Potrero Terrace and Annex) ma avea o ni nofoaga matagofie ma le alualu i luma

## FUAFUAGA FAATAATIA MO LE 2020-2024

**HOPWA (Housing Opportunity for People With AIDS)** – O se polokalama a le Malo Tele (Federal) e fesoasoani atu ai i tagata oloo maua ile faama’i ole HIV/AIDS ina ia maua ni o latou Fale Taugofie e ala i fesoasoani tau tupe mo le totogiina o a latou rent ma isi fesoasoani

**Inclusionary (Housing Program), Nofoaga e tuu faatasia ai tagata** – O se polokalama a San Francisco e iai le tulaga ina ia fauina e tagata poo kamupani fau fale ni Fale Taugofie pe a latou fauina ni vaega fale tetele, ia iai ni Fale Taugofie e tusa ma le Tulafono ole Fuafuaina o San Francisco vaega 415

**Local Hire** – o se tulaga faapitoa a San Francisco e faamalosi ai le faafaigaluegaina o tagata o le nofoaga mo galuega faakamuta poo le fauina o fale

**Local Operating Subsidy Program** – ose polokalama e mafai ai ona faatumuina ni pu i le va o tupe e mafai e tagata mafatia ona totogi mo se fale mautotogi ma le tau ole faatinoina ole fesoasoani mo tagata mafatia ua fia maua ni fale

**Mortgage Credit Certificate Program, Faailoga aitalafu tupe ma Mokesi** – O se polokalama a le California Housing Finance Agency e mafai ai e tagata totogi maualalo e oo atu i e totogi feololo ona ulufale i se faatauina o se fale muamua ina ia faaliliuina le faasili ole mokesi faaletausaga ina ia avea ma se faaitiitia o le Lafoga

**PBV (Project-based Voucher)** – O se fesoasoani mai le Housing Authority e faapipii i se potu mautotogi, ose polokalama e fesoasoani tele i e ua maua ile faama’i ole HIV/AIDS

**RAD (Rental Assistance Demonstration)** – O se avanoa e mafai ai ona suia fale sa fauina e le malo mo tagata mafatia, ia avea ma fale i lalo ole Section 8 e maua ai vaega tupe fesoasoani mo le totogiina

**RFQ (Request for Qualifications)/RFP (Request for Proposal)** – O ni auala e mafai ai e nisi o kamupani ona latou tausinio mo le faatinoina o polokalama fesoasoani i tagata mafatia

**SRO (Single Room Occupancy)** – O se fale e faaogaina e le toatele le fale uila ma le umu kuka ae momoe i o latou lava potu poo moega

**Tenant Right to Counsel, Aia e maua ai e se tasi le fesoasoani mai se Loia** – O se fesoasoani mo tagata mafatia e mafai ai ona maua e tagata le fesoasoani a se Loia e aunoa ma se totogi, i se tulaga oloo fia tuli eseina latou e le e pule ile fale mautotogi

Ciudad y condado de San Francisco



# **ESTRATEGIAS PROPUESTAS para el Plan consolidado 2020-2024**

Para su revisión pública entre el  
29 de julio de 2019 y el 19 de agosto de 2019

Oficina del Alcalde de Vivienda y Desarrollo Comunitario (MOHCD, por sus siglas en inglés)

Oficina de Desarrollo Económico y de los Trabajadores (OEWD, por sus siglas en inglés)

Ministerio para las Personas sin Hogar y de Servicios de Apoyo (HSH, por sus siglas en inglés)

# ESTRATEGIAS DEL PLAN CONSOLIDADO 2020-2024

## Introducción

En apoyo al desarrollo de su Plan consolidado para el período comprendido entre 2020 y 2024, su Análisis de Impedimentos para la Igualdad de Oportunidades de Vivienda y su Plan de Viviendas para Personas con VIH, la Oficina del Alcalde de Vivienda y Desarrollo Comunitario se consagró a un proceso de actuación y de servicios respecto de toda la comunidad junto con personas interesadas y residentes de San Francisco. Este proceso sirve de marco para reconocer las prioridades en cuanto al desarrollo de la vivienda y de la comunidad, que, a su vez, impulsan los objetivos y estrategias resumidos en los planes definitivos. Así pues, la MOHCD aprovechará los comentarios y las prioridades de la comunidad para sustentar la toma de decisiones respecto del financiamiento de los servicios comunitarios y de vivienda.

En este documento figuran las estrategias propuestas para el Plan consolidado 2020-2024. Las estrategias propuestas para el Análisis de Impedimentos para la Igualdad de Oportunidades de Vivienda estarán disponibles para revisión y observaciones públicas a finales del verano o a principios del otoño del año actual. Las estrategias para el Plan de Viviendas para Personas con VIH se están elaborando a través de nuestro Grupo de Trabajo sobre Viviendas para Personas con VIH. Por favor háganos saber si le gustaría formar parte de ese grupo.

## Resumen del documento

Este documento es el resultado de la evolución de la teoría de cambio de la MOHCD, la OEWD y el HSH, que incluye una declaración del impacto definitivo deseado por lo que respecta a nuestros programas y políticas, a saber:

**"Comunidades sanas y dinámicas en todo San Francisco con oportunidades equitativas en cuanto a la autosuficiencia".**

Para lograr ese impacto, se crearon cinco objetivos de alto nivel, que se enumeran en el presente documento. Para cada objetivo, se presenta una lista de las necesidades prioritarias derivadas del proceso de participación comunitaria. Una lista de objetivos acompaña cada necesidad prioritaria. Por último, se proponen actividades específicas para cada objetivo.

Tenga en cuenta que los términos subrayados se definen en el glosario que figura al final de este documento.

## Revisión y Comentarios

Este documento estará disponible para revisión y comentarios públicos en el período del 29 de julio de 2019 y el 19 de agosto de 2019. Usted puede examinar la versión en línea o una copia impresa del borrador del documento en los siguientes lugares:

- MOHCD, 1 South Van Ness Avenue, 5.º piso;
- OEWD en el Ayuntamiento, Sala 448, 1 Dr. Carlton B. Goodlett Place y 1 South Van Ness Avenue, 5.º piso; y
- Sucursal principal de la Biblioteca Pública de SF, 100 Larkin Street, 5.º piso, Centro de Información Gubernamental.

## ESTRATEGIAS DEL PLAN CONSOLIDADO 2020-2024

El personal recibirá con agrado sus comentarios por escrito a la siguiente dirección: MOHCD, Personal de Planificación Estratégica, 1 South Van Ness Avenue, 5.º Piso, San Francisco, CA 94103. Sus observaciones se enviarán al lugar pertinente. En su comentario, sea específico sobre la cuestión a la que quiere llamar la atención y haga referencia a un objetivo o actividad específicos, si corresponde.

También se invita al público a que haga comentarios sobre los proyectos de estrategias en una reunión pública que se llevara a cabo el lunes 5 de agosto de 2019 a las 6:00 p. m. La reunión tendrá lugar en el Auditorio HSA Born en 170 Otis Street, San Francisco, CA 94103.

Gracias por su participación en este proceso. Para más información, visite <https://sfmohcd.org/plans-development> o llame al 415-701-5500.

# ESTRATEGIAS DEL PLAN CONSOLIDADO 2020-2024

## OBJETIVO 1: FAMILIAS Y PERSONAS CON ESTABILIDAD EN CUANTO A LA VIVIENDA

### **Necesidad prioritaria 1) A): Construir y mantener viviendas accesibles a precios razonables**

#### Objetivo 1) A) I): Crear viviendas más asequibles

Actividades:

- Examinar nuevos mecanismos de financiación para crear viviendas más asequibles
- Adquirir construcciones de propiedad privada para crear nuevas unidades de vivienda a precios razonables
- Disponer lo necesario para que haya diversidad geográfica en cuanto a la ubicación de las viviendas a precios razonables, especialmente en vecindarios de gran oportunidad
- Mejorar la coordinación con el Ministerio de Planificación, el Ministerio de Inspección de Edificaciones y la Oficina del Alcalde para la Discapacidad con lo que respecta a los permisos de vivienda y de concesión a fin de acelerar la producción de viviendas
- Seguir poniendo en práctica componentes de viviendas a precios razonables de HOPE SF
- Hacer un seguimiento de la construcción de unidades de vivienda con precios por debajo de los del mercado en proyectos con Contratos de construcción o sujetos al Programa Inclusivo de Vivienda
- Examinar y valorar los datos de los solicitantes y beneficiarios del Programa Inclusivo de Vivienda de manera permanente a fin de sustentar las políticas y los procedimientos relativos a la vivienda
- Estudiar la posibilidad de aumentar el número de unidades compatibles con la ADA que exige la Oficina del Alcalde de Vivienda y Desarrollo Comunitario (MOHCD) en las viviendas que cuentan con el apoyo de la MOHCD
- Aumentar las viviendas dedicadas a dar apoyo a los hogares de personas que viven con el VIH
  - Estudiar enfoques creativos para aumentar la provisión de viviendas
  - Aumentar el acceso del programa de Vivienda Plus a las unidades que forman parte del programa HOPWA
- Aumentar las oportunidades de vivienda para las personas que no han tenido o que no tienen hogar

#### Objetivo 1) A) II): Mantener las viviendas asequibles

Actividades:

- Adquirir viviendas que estén en riesgo de perder su asequibilidad
- Reacondicionar las viviendas que ya existen para mantener su asequibilidad
- Negociar la ampliación de las restricciones de asequibilidad de las viviendas asequibles que ya existen

## ESTRATEGIAS DEL PLAN CONSOLIDADO 2020-2024

- Encontrar maneras creativas de aprovechar el capital para mantener las viviendas asequibles, por ejemplo, con recursos de otros ministerios de la ciudad
- Continuar aprovechando el programa RAD para reacondicionar y mantener las viviendas subsidiadas por el Gobierno federal
- Continuar brindando apoyo a los programas de reducción del peligro causado por el plomo
- Continuar apoyando los programas de modificación de viviendas que benefician a los propietarios de bajos ingresos, lo cual aumenta o mejora la seguridad, la accesibilidad y los desenlaces clínicos, así como el acceso a la energía solar
- Explorar maneras de ayudar a los propietarios con el mantenimiento diferido de la propiedad
- Seguir haciendo un seguimiento de los propietarios de viviendas y edificios para ver si cumplen con los requisitos programáticos
- Mejorar la coordinación entre las agencias municipales y las organizaciones sin fines de lucro que prestan servicios de poscompra y mantenimiento

Objetivo 1) A) III): Mejorar los datos y los análisis sobre la lista y la ubicación de las viviendas a precios razonables

### Actividades:

- Crear herramientas más consistentes para hacer un seguimiento de la lista y la ubicación de las viviendas patrocinadas por la MOHCD
- Continuar fomentando y perfeccionando la capacidad que tienen la Base de datos de información, uso y lista de viviendas asequibles (DAHLIA, por sus siglas en inglés) y Salesforce para hacer un seguimiento de la demanda de viviendas a precios razonables, incluida la mejora del análisis web
- Asociarse con otros sectores de la DAHLIA para intercambiar datos globales a fin de comprender mejor las presiones de la demanda en San Francisco

**Necesidad prioritaria 1) B): Hacer que las viviendas tengan precios más razonables**

Objetivo 1) B) I): Reducir los costos de construcción para ayudar a potenciar los recursos locales de viviendas y atender las necesidades de los hogares de menores ingresos

### Actividades:

- Buscar métodos y tipos de construcción alternativos para reducir los costos de construcción, por ejemplo, la construcción modular
- Aprovechar los terrenos gratuitos o de bajo costo, por ejemplo, los terrenos públicos, para la construcción
- Buscar nuevas fuentes de financiación municipal y estatal
- Colaborar con agencias estatales y federales para adquirir terrenos destinados a viviendas asequibles, incluidas viviendas para personas sin hogar

# ESTRATEGIAS DEL PLAN CONSOLIDADO 2020-2024

## Objetivo 1) B) II): Aumentar la asequibilidad de las viviendas para alquiler

### Actividades:

- Seguir sustentando los subsidios al alquiler a largo plazo y estudiar la posibilidad de ampliar subsidios para que los residentes de bajos ingresos puedan tener estabilidad en cuanto a la vivienda
  - Promover y buscar fuentes estatales y federales de subsidios al alquiler
- Continuar administrando el Programa de Subsidios a la Operación Local
- Ampliar el rango de la AMI de proyectos selectos, con lo cual se financiarán más viviendas para familias y personas de bajos ingresos
- Poner a prueba nuevos programas de subsidios al alquiler para poblaciones marginadas
- Aumentar los subsidios y vales de viviendas para los hogares con personas que viven con el VIH
- Aumentar los subsidios y vales de vivienda para los hogares de personas sin hogar y otros grupos vulnerables

## Objetivo 1) B) III): Aumentar las posibilidades de ser propietario de una vivienda sostenible

### Actividades:

- Continuar dando apoyo y tomando medidas para mejorar la calidad y la uniformación de la educación de los compradores de viviendas y del asesoramiento posterior a la compra
- Continuar brindando oportunidades de propietarios mediante el programa Inclusivo para los hogares de ingresos bajos y medios
- Mejorar la movilidad de la creciente cantidad de propietarios de viviendas
  - Estudiar la posibilidad de que los propietarios del programa Inclusivo compren una segunda unidad de vivienda (y vendan la anterior)
- Evaluar los precios de reventa del programa Inclusivo para asegurar que los precios continúen siendo razonables en el futuro
- Explorar opciones para ayudar a los propietarios de viviendas con la posible inasequibilidad de las deudas de la HOA y de los costos de rehabilitación
- Continuar buscando oportunidades de financiamiento para el DALP dirigidas a los hogares de mayores ingresos, en especial a los socorristas y educadores
- Continuar apoyando el programa de Certificados de Créditos Hipotecarios
- Explorar estrategias para aumentar la participación de los prestamistas que participan en los programas de compra de viviendas
- Continuar optimizando las prácticas de transacción de bienes raíces de la MOHCD a través del sistema DAHLIA

# ESTRATEGIAS DEL PLAN CONSOLIDADO 2020-2024

## Objetivo 1) B) IV): Aumentar el acceso al alquiler y adquisición de viviendas

### Actividades:

- Continuar dando apoyo a los servicios de asesoramiento de alquiler de viviendas para ayudar a los residentes a que se orienten y tengan igualdad de oportunidades de acceso por lo que respecta a los programas municipales de viviendas a precios razonables
  - Incluir el asesoramiento de vivienda para personas que viven con el VIH y así ayudar con los desafíos relativos a la búsqueda y la ubicación
  - Incluir el asesoramiento de vivienda para personas que no tenían hogar y para otros grupos vulnerables y así ayudar con los desafíos relativos a la búsqueda y la ubicación
  - Brindar capacitación o apoyo adicionales a los proveedores de servicios para satisfacer la creciente demanda
- Continuar perfeccionando y manteniendo la DAHLIA
  - Agregar más funcionalidad, como así también programas y recursos adicionales
  - Agregar información sobre otras viviendas asequibles de San Francisco, incluyendo viviendas no financiadas por la MOHCD
  - Ampliar la difusión para incluir centros comunitarios, incluidos puntos de acceso a puestos de trabajo, bibliotecas públicas, etc.
- Concientizar sobre los recursos de vivienda disponibles
  - Mas alcance a los grupos pequeños, especialmente a ciertos grupos demográficos
- Seguir apoyando a los constructores y gestores de propiedades para crear y conservar oportunidades inclusivas de alquiler
- Analizar los programas de preferencia de sorteo de viviendas para velar por que cumplan los objetivos propuestos
- Seguir haciendo un seguimiento del sorteo y de los alquileres para velar por que los programas de vivienda lleguen a los beneficiarios previstos
  - Velar por que las unidades compatibles con la ADA estén dirigiéndose a las personas adecuadas
- 

## Necesidad prioritaria 1) C): Prevenir el sinhogarismo y reducir el número de personas sin hogar

### Objetivo 1) C) I): Mejorar los sistemas para ayudar a cada persona a que descubra el camino correcto hacia la vivienda permanente

### Actividades:

- Poner en ejecución sistemas coordinados para adultos, jóvenes y familias con niños
- Adoptar medidas para garantizar la rendición de cuentas respecto del desempeño en todos los programas y sistemas

# ESTRATEGIAS DEL PLAN CONSOLIDADO 2020-2024

## Objetivo 1) C) II): Reducir el número de personas sin hogar entre los adultos, los jóvenes y las familias

### Actividades:

- Preparar actividades de prevención y solución de problemas de falta de vivienda (desviación) dirigidas a personas con antecedentes de falta de vivienda y a personas que han sido puestas en situación de sinhogarismo en instituciones convencionales
- Construir nuevas unidades de vivienda de apoyo permanente para adultos, jóvenes y familias

## Objetivo 1) C) III): Velar por que ninguna familia con niños esté desprotegida

### Actividades:

- Encontrar a las familias desprotegidas a través de actividades de difusión específicas
- Ofrecer refugio a todas las familias desprotegidas
- Aumentar el acceso a las camas de los refugios que dan apoyo a las familias

## Objetivo 1) C) IV): Mejorar la respuesta de la ciudad al sinhogarismo en las calles y poner fin a los grandes campamentos armados para el largo plazo

### Actividades:

- Llevar a cabo conteos trimestrales de las tiendas de campaña y los campamentos de vehículos
- Alcanzar específicamente a los grandes campamentos
- Ubicar a las personas en refugios de fácil acceso
- Llevar a cabo evaluaciones y establecer prioridades en materia de vivienda empleando equipos móviles de difusión

## Objetivo 1) C) V): Sincronizar mejor el trabajo de la MOHCD con el Ministerio de Personas sin Hogar y Viviendas de Apoyo

### Actividades:

- Continuar y mejorar la construcción y el alquiler de viviendas de apoyo permanentes, incluida la coordinación del alquiler de unidades de vivienda de apoyo permanente con la Entrada coordinada
- Mejor coordinación de la ubicación de los programas HOPWA, RAD, PBV y otras unidades de vivienda de apoyo
- Crear un vínculo entre la DAHLIA y la Entrada coordinada

## ESTRATEGIAS DEL PLAN CONSOLIDADO 2020-2024

Objetivo 1) C) VI): Ampliar los servicios para prevenir el sinhogarismo y lograr estabilidad de viviendas para las familias que antes no tenían hogar y para las que corren el riesgo de perderlo

Actividades:

- Brindar servicios *in situ* con apoyo clínico dentro de edificios de viviendas de apoyo
- Asociarse para brindar servicios específicos a clientes vulnerables a la hora de acceder al sistema de respuesta ante las personas sin hogar
- Priorizar los recursos de prevención del sinhogarismo para las familias o personas con antecedentes de sinhogarismo o de uso de refugios

**Necesidad prioritaria 1) D): Proveer servicios para mantener la estabilidad en cuanto a la vivienda**

Objetivo 1) D) I): Reducir la tasa de desalojo

Actividades:

- En virtud de la iniciativa del derecho de los inquilinos a la asistencia legal, ampliar el respaldo para que todos los residentes que se enfrentan al desalojo cuenten con representación legal plena
- Continuar con el apoyo al asesoramiento, la difusión, la educación y la mediación de los inquilinos, a la gestión de casos de estabilidad en cuanto a la vivienda y a las actividades de asistencia con el alquiler a corto plazo
- Ampliar los programas de subsidios al alquiler a largo plazo
- Seguir implicando a personas interesadas de la comunidad en estrategias de defensa contra el desalojo a fin de maximizar la eficacia

Objetivo 1) D) II): Aumentar el acceso a los servicios para los residentes de viviendas públicas y subsidiadas por el Estado, a proyectos de RAD y a cuartos individuales

Actividades:

- Continuar sustentando y perfeccionando una gama más amplia de servicios, que incluya información y remisiones mejoradas, conexión de servicios y gestión o coordinación de casos para los residentes de HOPE SF y RAD
- Explorar la posibilidad de ampliar servicios a los residentes de cuartos individuales
- Combinar la conexión de servicios y las estrategias de fomento de destrezas para brindar servicios más completos que aumenten la autosuficiencia económica de los clientes
- Emplazar servicios claves, tales como la orientación a inquilinos y la prevención de desalojo, servicios legales, educación económica y asesoramiento, en el mismo lugar en los proyectos HOPE SF y RAD
- Continuar con el apoyo al desarrollo de la comunidad y a los programas de fomento del liderazgo de los residentes

## ESTRATEGIAS DEL PLAN CONSOLIDADO 2020-2024

Objetivo 1) D) III): Brindar apoyo a otros residentes de viviendas asequibles para velar por que tengan éxito en cuanto a la ubicación de sus viviendas

Actividades:

- Crear un paquete de bienvenida para ser distribuido a los nuevos residentes de viviendas asequibles y explorar la posibilidad de conectar servicios sociales con los residentes
- Colaborar con los ministerios municipales para explorar la posibilidad de mejorar la estabilidad en cuanto a las viviendas a través de los servicios de salud mental y contra el abuso de sustancias
- Facilitar la conexión con los servicios de mediación cuando sea necesario
- Exigir la notificación de servicios adicionales a los inquilinos de las viviendas financiadas por la MOHCD cuando sean desalojados
- Brindar servicios adicionales de vivienda, según sea necesario, para las unidades de HOPWA ya construidas y las que están en obra

Objetivo 1) D) IV): Aumentar la movilidad entre los niveles de viviendas en que hay personas que viven con el VIH

Actividades:

- Disponer lo necesario para que se evalúe la capacidad del inquilino de vivir independientemente a la hora de mudarse a una vivienda más adecuada

## OBJETIVO 2: FAMILIAS Y PERSONAS RESISTENTES Y ECONÓMICAMENTE AUTOSUFICIENTES

**Necesidad prioritaria 2) A): Promover el desarrollo de los trabajadores**

Objetivo 2) A) I): Brindar acceso a oportunidades de empleo en múltiples sectores a las poblaciones vulnerables

Actividades:

- Brindar servicios en materia laboral a las poblaciones vulnerables para prepararlas para las oportunidades de empleo
- La MOHCD y la Oficina de Desarrollo Económico y de los Trabajadores (OEWD, por sus siglas en inglés) colaboran para brindar puestos de empleo a los residentes de sus vecindarios
  - Ampliar la prioridad de la Contratación local para que los residentes de la propiedad tengan prioridad para los trabajos de construcción y estudiar la posibilidad de la Contratación local para los trabajos de administración de la propiedad
  - Alentar a las empresas de construcción a que amplíen las oportunidades de empleo dentro de sus proyectos
  - Establecer conexiones con oportunidades de trabajo en el vecindario en la DAHLIA

## ESTRATEGIAS DEL PLAN CONSOLIDADO 2020-2024

- Publicitar la inscripción en la lista de puestos de empleo en el sitio web de la MOHCD

### **Necesidad prioritaria 2) B): Aumentar las oportunidades a través de un mejor acceso lingüístico y del fomento de las destrezas básicas**

Objetivo 2) B) I): Mejorar el acceso a los programas y servicios de la MOHCD a través de la traducción de recursos impresos y digitales

Actividades:

- Mejorar el acceso lingüístico respecto de todos los programas y servicios de la MOHCD, así como también en los talleres y las reuniones organizados en la comunidad.
- Preparar y administrar una guía de recursos detallada donde se enumeren los programas y servicios por idioma en que se prestan los servicios
- Estudiar la posibilidad de que la DAHLIA sea accesible a más poblaciones a través de la traducción a otros idiomas

Objetivo 2) B) II): Brindar recursos de capacitación y de fomento de destrezas

Actividades:

- Continuar apoyando y perfeccionando los programas de fomento de destrezas en cuestiones como las destrezas para la vida, los programas de estudio y diplomas de Equivalencia General a los Estudios Secundarios, así como también inglés como segundo idioma
- Centrar la atención en la planificación del fomento de destrezas para crear caminos claros hacia oportunidades de capacitación más avanzadas
- Combinar la conexión de servicios y estrategias de fomento de destrezas para brindar servicios más integrales

Objetivo 2) B) III): Mejorar la educación económica y la gestión de las finanzas personales

Actividades:

- Continuar apoyando el asesoramiento y la educación económica, la constitución de activos y créditos, la reducción de la deuda, el acceso al sistema bancario y los servicios de reparación y asesoramiento crediticios
- Aumentar la inversión en servicios más intensivos que establezcan la capacidad económica de los clientes y en servicios de asesoramiento individualizado continuo que produzcan mejoras económicas a largo plazo
- Fomentar la ubicación conjunta de servicios económicos en sitios de vivienda y en organizaciones comunitarias

# ESTRATEGIAS DEL PLAN CONSOLIDADO 2020-2024

**Objetivo 2) B) IV): Mejorar la competencia digital**

Actividades:

- Brindar capacitación en competencias digitales básicas, intermedias y avanzadas a través de talleres y consultas por orden de llegada, así como nuevos e innovadores modelos de entrega en proyectos comunitarios de alfabetización digital
- Disponer la renovación y la distribución de computadoras y otros dispositivos por lo que respecta a los hogares de bajos ingresos
- Colaborar con los centros vecinales, incluidas las bibliotecas y los centros sociales, para utilizar sus computadoras gratuitas a fin de ampliar la competencia digital de los beneficiarios de los servicios financiados por la MOHCD
- Apoyar programas que brinden acceso digital y que ayuden con la competencia digital por lo que respecta a los residentes y sitios de viviendas a precios razonables
- Sustentar el acceso a Internet para los residentes de cuartos individuales (SRO, por sus siglas en ingles)
- Fomentar la capacidad tecnológica de las organizaciones comunitarias (OBC, por sus siglas en inglés), con lo cual se faculta al personal de las OBC para que dirijan las capacitaciones y servicios de capacitación digital

**Necesidad prioritaria 2) C): Proveer acceso equitativo a servicios legales en materia civil por lo que respecta a la inmigración y a otros asuntos críticos**

**Objetivo 2) C) I): Aumentar el acceso a los servicios legales en materia civil**

Actividades:

- Seguir prestando apoyo a los servicios legales relativos a la inmigración
- Seguir sustentando y elaborando estrategias más específicas de financiación y servicios para los campos del Derecho civil, incluidos el empleo, la familia, el consumidor, las prestaciones y la discapacidad

**Necesidad prioritaria 2) D): Ayudar a las familias y personas a que se conecten con los servicios**

**Objetivo 2) D) I): Aumentar el acceso a los servicios comunitarios**

Actividades:

- Seguir sustentando y fomentando una gama más amplia de servicios, lo que incluye la mejora de la información y las remisiones, la conexión con los servicios y la gestión o coordinación de casos

# ESTRATEGIAS DEL PLAN CONSOLIDADO 2020-2024

- Combinar la conexión de servicios y estrategias de fomento de destrezas para brindar servicios más integrales
- Apoyar estrategias innovadoras de alcance comunitario

## OBJETIVO 3: COMUNIDADES CON UNA INFRAESTRUCTURA FÍSICA, SOCIAL Y EMPRESARIAL SALUDABLE

**Necesidad prioritaria 3) A): Mejorar los espacios y las instalaciones comunitarios**

Objetivo 3) A) I): Velar por que los proveedores de servicios sin fines de lucro tengan instalaciones estables y de gran calidad

Actividades:

- Continuar brindando apoyo a las mejoras de capital por lo que respecta a las instalaciones comunitarias que prestan servicios públicos esenciales
- Facilitar el perfeccionamiento de las evaluaciones de necesidades de capital por lo que respecta a las instalaciones comunitarias a fin de velar por la sostenibilidad a largo plazo
- Brindar apoyo para satisfacer las necesidades de diseño relativas a la optimización de los servicios públicos de las instalaciones
- Brindar apoyo a las organizaciones para que adquieran o reconozcan oportunidades de alquiler a fin de permanecer en sus comunidades y prestarles un mejor servicio

**Objetivo 3) A) II): Mejorar los espacios públicos**

Actividades:

- Crear y mejorar los servicios comunitarios concebidos para prestar servicio a los residentes de bajos ingresos

**Necesidad prioritaria 3) B): Fortalecer los corredores comerciales y de pequeñas empresas**

Objetivo 3) B) I): Fomentar el desarrollo y la sostenibilidad de empresas prósperas de propiedad local

- Seguir brindando asistencia técnica empresarial a través de socios de la comunidad: una asistencia adaptada cultural, étnica y lingüísticamente para la creación de empresas y para los negocios que ya existen
- Seguir aumentando la eficiencia de la asistencia técnica empresarial
- Continuar dando apoyo a las inversiones en los préstamos para pequeñas empresas

## ESTRATEGIAS DEL PLAN CONSOLIDADO 2020-2024

Objetivo 3) B) II): Apoyar el desarrollo y la sostenibilidad de corredores comerciales sólidos en vecindarios de bajos ingresos

Actividades:

- Continuar dando apoyo a las iniciativas de desarrollo económico local centradas en el fortalecimiento de los corredores comerciales
- Aumentar las inversiones en las fachadas y otras mejoras por lo que respecta a los inquilinos
- Aumentar las inversiones en proyectos de accesibilidad y cumplimiento de normativas
- Continuar con un enfoque geográficamente centrado por lo que respecta a la prestación de servicios de manera que se aprovechen otras inversiones municipales

**Necesidad prioritaria 3) C): Brindar apoyo a estrategias integrales impulsadas por la comunidad**

Objetivo 3) C) I): Apoyar iniciativas de planificación vecinales

Actividades:

- Continuar apoyando y ampliando programas de distritos culturales en los Distritos culturales aprobados por la junta directiva
- Continuar brindando apoyo a los procesos de planificación de vecindarios que impulsen a las poblaciones de bajos ingresos, vulnerables y marginadas a que participen de forma fructífera en sus comunidades
- Fortalecer las estrategias y actividades de desarrollo económico en los planes impulsados por la comunidad

Objetivo 3) C) II): Apoyar el desarrollo de comunidades locales

Actividades:

- Continuar brindando apoyo a las redes de organizaciones comunitarias y a otros interesados clave de la comunidad que brindan una mayor coordinación de servicios y colaboración tanto para los vecindarios como para poblaciones específicas
- Continuar apoyando programas vecinales de subsidios de acción comunitaria

**Necesidad prioritaria 3) D): Ayudar a atender las necesidades de capacidad de las organizaciones comunitarias y de los socios profesionales de la MOHCD**

Objetivo 3) D) I): Aumentar la capacidad de las organizaciones de base comunitaria

Actividades:

- Construir la capacidad de organizaciones beneficiarias o proveedoras de la MOHCD mediante capacitaciones, trabajo en grupo, expertos en la materia y otros métodos de asistencia técnica

## ESTRATEGIAS DEL PLAN CONSOLIDADO 2020-2024

- Dar prioridad al fortalecimiento de las organizaciones comunitarias y de las empresas de construcción que prestan servicio a poblaciones históricamente marginadas
- Apoyar al personal de la agencia por lo que respecta a la capacitación en habilidades digitales

### OBJETIVO 4: ESTABILIZACIÓN DE LAS COMUNIDADES EN RIESGO DE SER DESALOJADAS

**Necesidad prioritaria 4) A): Dar respuesta a las consecuencias no equitativas del crecimiento económico a través de medidas contra el desalojo para los residentes y las empresas**

Objetivo 4) A) I): Poner en práctica políticas y programas que prioricen a los residentes y a las empresas actuales

Actividades:

- Continuar administrando los programas de sorteo de preferencia de la vivienda
- A medida que la MOHCD evalúe y actualice las políticas y los procedimientos para que el Programa Inclusivo de Vivienda pueda satisfacer las necesidades actuales, recomendar cambios o actualizaciones paralelas respecto del Código de Planificación y de los contratos de préstamo para desarrolladores sin fines de lucro
- Implementar una política de derecho de reingreso para los nuevos alquileres de edificios de donde el inquilino haya sido desalojado
- Poner en marcha las primeras ordenanzas municipales relativas al derecho a compra para la adquisición de edificios en riesgo de ser inasequibles

Objetivo 4) A) II): Alentar a los inquilinos comerciales a que se instalen en los espacios de la planta baja de los proyectos de viviendas a precios razonables de la MOHCD

Actividades:

- Colaborar con la OEWD para sustentar económicamente las mejoras de los inquilinos comerciales (construcción en función de las necesidades del inquilino) por lo que respecta a los espacios de la planta baja
- Colaborar con la OEWD para ofrecer oportunidades de espacios comerciales a organizaciones locales sin fines de lucro

Objetivo 4) A) III): Reducir el número de desalojos de residentes y empresas

Actividades:

- Utilizar subsidios al alquiler para reducir el número de desalojo de inquilinos
- Aprovechar programas como el Derecho de los inquilinos a un abogado y el asesoramiento de inquilinos para ayudar a los residentes a que permanezcan en sus hogares

# ESTRATEGIAS DEL PLAN CONSOLIDADO 2020-2024

- Crear y poner en marcha políticas para mitigar las consecuencias negativas de los aumentos de alquiler
- Ampliar los programas concebidos para retener a los propietarios de viviendas en comunidades que tienen antecedentes de exclusión
- Coordinar con otros ministerios para velar por la sostenibilidad a largo plazo de las organizaciones vecinales
- Aprovechar los Distritos culturales para brindar apoyo a las políticas contra el desalojo
- Aumentar el acceso a los recursos para las pequeñas empresas ubicadas en vecindarios de bajos ingresos que deseen permanecer en San Francisco

**Necesidad prioritaria 4) B): Velar por que el crecimiento económico ofrezca beneficios a las comunidades que ya existen**

Objetivo 4) B) I): Exigir la contratación local en la mayor medida posible por lo que respecta a los proyectos y los programas de la MOHCD

Actividades:

- Coordinar con la OEWD la preparación para el trabajo y la asignación de puestos de trabajo en proyectos de viviendas asequibles
- Continuar brindando apoyo a la preparación y asignación laborales respecto de los proyectos de RAD y HOPE SF

Objetivo 4) B) II): Velar por que haya servicios municipales adecuados en los vecindarios donde haya viviendas asequibles de la MOHCD

Actividades:

- Colaborar con socios de la ciudad como la Agencia Municipal de Transporte de San Francisco (SFMTA, por sus siglas en inglés) en temas relacionados al transporte
- Colaborar con ministerios municipales claves con el fin de reconocer necesidades y oportunidades para la inauguración y coordinación de servicios

Objetivo 4) B) III): Poner en marcha programas que brinden beneficios directos como resultado del crecimiento económico basado en el vecindario a las comunidades locales

Actividades:

- Dirigir la ampliación de servicios a las comunidades afectadas por el aumento de la densidad de viviendas
- Coordinar la programación del Distrito cultural con otras iniciativas de desarrollo comunitario
- Seguir encontrando formas en que las empresas y los residentes que ya existen puedan acceder a más puestos de empleo y a más capital

## ESTRATEGIAS DEL PLAN CONSOLIDADO 2020-2024

- Colaborar con otros ministerios de la ciudad para encontrar formas adicionales de apoyar a las pequeñas empresas y a los empresarios locales

### OBJETIVO 5: LA CIUDAD TRABAJA PARA ELIMINAR LAS CAUSAS DE LAS DESIGUALDADES RACIALES

**Necesidad prioritaria 5) A): Velar por un acceso equitativo en materia racial a los programas y servicios, en coordinación con otros ministerios de la ciudad**

Objetivo 5) A) I): Establecer financiamiento, políticas y prácticas específicas para velar por el acceso equitativo a los programas de la MOHCD y de la OEWD

#### Actividades:

- Examinar y valorar las prácticas de difusión teniendo en cuenta la equidad racial
- Mejorar la difusión a los vecindarios y comunidades históricamente marginados
- Aprovechar el alcance culturalmente competente para aumentar el conocimiento sobre los recursos de vivienda y los servicios disponibles
- Seguir la uniformización de los criterios y otras políticas de selección respecto de viviendas y programas teniendo en cuenta la equidad racial
- Valorar y mejorar los programas y servicios de la MOHCD para velar por un acceso equitativo
- Analizar las deficiencias en cuanto al éxito de la asignación por lo que respecta a diferentes grupos demográficos y determinar las intervenciones necesarias para crear un acceso equitativo a los recursos de vivienda asequible
- Estudiar opciones para ampliar los beneficios del programa de Certificado de preferencia
- Aumentar la financiación y mejorar los servicios para las comunidades más profundamente afectadas por la exclusión a lo largo de su historia
- Estudiar y poner en ejecución medidas de desempeño de equidad racial en los procesos de adquisición, incluidos los criterios de selección de RFQ/RFP de la OEWD y de la MOHCD
- Asociarse con la Comisión de Derechos Humanos para poner en ejecución políticas de equidad racial
- Poner en marcha capacitaciones y sistemas relativos a cuidados específicos sobre el trauma en todos los ministerios para apoyar la mejora del servicio al cliente y el cuidado personal

**Necesidad prioritaria 5) B): Inculcar valores y prácticas de equidad racial y de cuidados específicos sobre el trauma en el trabajo de la MOHCD y sus socios**

Objetivo 5) B) I): Incorporar la competencia cultural, los sistemas de cuidados específicos sobre el trauma y otros recursos y formación en materia de equidad por lo que respecta a los socios de la MOHCD

# ESTRATEGIAS DEL PLAN CONSOLIDADO 2020-2024

## Actividades:

- Como parte del programa de capacitación que ya existe, perfeccionar y poner en práctica una capacitación sobre sensibilidad cultural para beneficiarios, empresas de construcción y socios en la ubicación de viviendas y la administración de propiedades
- Educar a los proveedores de viviendas y servicios a fin de que las personas que viven con el VIH aumenten la competencia cultural y sean menos estigmatizados

Objetivo 5) B) II): Incorporar los principios de equidad racial en las prácticas de contratación y promoción de la MOHCD

## Actividades:

- Examinar las prácticas de contratación y promoción de la MOHCD
- Poner en práctica cambios para mejor apoyar un ambiente de trabajo diverso e inclusivo

Objetivo 5) B) III): Aplicar valores y enfoques basados en la equidad racial y en valores de cuidados específicos sobre el trauma en toda la MOHCD

## Actividades:

- Perfeccionar y poner en ejecución un plan de equidad racial para la MOHCD
- Llevar a cabo un análisis completo de la equidad racial en las políticas internas de MOHCD
- Comunicar valores a la comunidad externa y a los interesados
- Continuar convocando al Grupo de Trabajo de Equidad Racial para crear y poner en ejecución el plan de equidad racial de la MOHCD
- Crear un grupo de trabajo de cuidados específicos sobre el trauma para apoyar la adopción de prácticas de sanación

# ESTRATEGIAS DEL PLAN CONSOLIDADO 2020-2024

## Glosario de términos

### Términos:

**ADA, por sus siglas en inglés (Ley de Estadounidenses con Discapacidad):** una ley de derechos civiles promulgada en 1990 que prohíbe la discriminación basada en la discapacidad; utilizada en este contexto para referirse a unidades con características especiales por lo que respecta a la movilidad o a la comunicación.

**AMI, por sus siglas en inglés (Mediana de ingresos para la zona):** el punto medio de los ingresos de los hogares para una zona metropolitana determinada (la mitad de los hogares ganan más y la otra mitad menos). Las AMI tienen en cuenta los hogares de entre una y nueve personas.

**Certificado de preferencia:** un sorteo de preferencia de viviendas destinado a personas desalojadas por acciones específicas de la antigua Agencia de Reurbanización de San Francisco entre los años 60 y 80.

**Entrada coordinada:** un sistema centralizado de evaluación y priorización para la asignación de recursos para personas sin hogar.

**Distritos culturales:** un programa de la ciudad con zonas designadas definidas por la comunidad que tiene por objeto celebrar y fortalecer las identidades culturales únicas de San Francisco y coordinar recursos para ayudar a estabilizar comunidades vulnerables que enfrenten o que estén en riesgo de sufrir un desalojo.

**DAHLIA, por sus siglas en inglés (Base de datos de información, uso y lista de viviendas asequibles):** una herramienta en línea para ayudar a los residentes a que encuentren y soliciten una vivienda a precios razonables.

**DALP, por sus siglas en inglés (Programa de Préstamo de Asistencia para el Pago Inicial):** un programa de préstamos para el pago inicial que ayuda a los residentes a que hagan ofertas por una propiedad en el mercado abierto.

**Contratos de construcción:** contratos firmados por la ciudad y el condado de San Francisco y un agente que define las reglas, normativas, obligaciones y políticas relativas a un proyecto de construcción por un período concreto.

**HOA, por sus siglas en inglés (Asociación de Propietarios de Viviendas):** una organización de propietarios de viviendas de un proyecto de vivienda, cuyo propósito es preservar, mantener y mejorar las viviendas y su valor.

**HOPE SF:** una iniciativa que busca transformar cuatro de los sitios de vivienda pública más afectados de San Francisco (Hunters View, Alice Griffith, Sunnyside-Velasco y Potrero Terrace y sus anexos) en comunidades activas y prósperas a través de una reanimación holística.

**HOPWA, por sus siglas en inglés (Oportunidades de Vivienda para las Personas con Sida):** un programa federal que ayuda a las personas que viven con VIH/sida a que obtengan o mantengan la vivienda a través de subsidios al alquiler y otros apoyos para la vivienda.

## ESTRATEGIAS DEL PLAN CONSOLIDADO 2020-2024

**Inclusivo (Programa para viviendas):** un programa de la ciudad que requiere que los constructores de viviendas a precio de mercado brinden unidades de vivienda a precios razonables, en virtud del Artículo 415 del Código de Planificación de San Francisco.

**Contratación local:** una política de San Francisco que promueve la contratación de residentes locales para proyectos de construcción financiados localmente.

**Programa de Subsidios a la Operación Local:** un programa de subsidios de San Francisco concebido para reducir la brecha entre el monto del alquiler que los residentes que antes no tenían hogar pueden pagar y el costo de operación de la vivienda para las personas sin hogar.

**Programa de Certificados de Créditos Hipotecarios:** un programa de la Agencia de Financiamiento de la Vivienda de California que les permite a aquellas personas con ingresos entre bajos y moderados que compren su vivienda por primera vez que conviertan una parte de su pago anual de intereses hipotecarios en un crédito fiscal.

**PBV, por sus siglas en inglés (Vale basado en proyecto):** un subsidio al alquiler de la Autoridad de Vivienda vinculado a una unidad en particular, no a un inquilino.

**Plus Housing:** el principal programa de la MOHCD que asigna unidades de vivienda y subsidios a los residentes que viven con el VIH.

**RAD, por sus siglas en inglés (Demostración de Asistencia de Alquiler):** una iniciativa que reacondiciona y transfiere las propiedades de vivienda pública a propiedades de vales basadas en proyectos de la Sección 8.

**RFQ, por sus siglas en inglés (Solicitud de calificaciones), y RFP, por sus siglas en inglés (Solicitud por propuesta):** dos tipos ordinarios de métodos del sector público empleados para solicitar a proveedores o a agencias que liciten servicios o que presenten una propuesta de servicios.

**SRO, por sus siglas en inglés (Cuartos individuales):** un tipo de unidad de vivienda en la que ciertas instalaciones como el baño y la cocina se comparten entre varias unidades

**Derecho de los inquilinos a un abogado:** una iniciativa aprobada por los votantes que ofrece representación legal completa a los hogares que enfrentan el desalojo.

Thành Phố và Quận San Francisco



# **Kế Hoạch Đề Xuất Các Phương Án Củng Cố Giai Đoạn 2020-2024**

Được Xem Xét Công Khai Từ  
Ngày 29 Tháng 7 Năm 2019 đến Ngày 19 Tháng 8  
Năm 2019

Văn Phòng Thị Trưởng về Nhà Ở và Phát Triển Cộng Đồng (MOHCD)  
Văn Phòng Phát Triển Kinh Tế & Lao Động (OEWD)  
Sở Vô Gia Cư và Dịch Vụ Hỗ Trợ (HSH)

# KẾ HOẠCH CHO PHƯƠNG ÁN CỨNG CỐ GIAI ĐOẠN 2020-2024

## Giới Thiệu

Để hỗ trợ cho việc hình thành phương án cứng cố trong giai đoạn 2020-2024, bản Analysis of Impediments to Fair Housing Choice (Phân tích về Trở ngại Trong Lựa chọn Nhà Ở Công Bằng) và HIV Housing Plan (Phương Án Nhà Ở Dành Cho Người Nhiễm HIV), Văn Phòng Thị Trưởng Về Nhà Ở và Phát Triển Cộng Đồng (MOHCD) tham gia vào quá trình tiếp xúc với cộng đồng và có những cuộc gặp gỡ với các bên liên quan và cư dân của San Francisco. Quá trình này là một khuôn khổ để xác định các trọng điểm phát triển về nhà ở và cộng đồng, từ đó thúc đẩy việc thực hiện các mục tiêu và kế hoạch được nêu trong các phương án cuối. Sau cùng, MOHCD sẽ sử dụng ý kiến đóng góp và cân nhắc các trọng điểm của cộng đồng để báo cho bên có quyền quyết định cấp tài trợ cho cộng đồng và các dịch vụ nhà ở.

Trong tài liệu này có những kế hoạch đề xuất cho Phương Án Cứng Cố Giai Đoạn 2020-2024. Các kế hoạch đề xuất cho bản Phân tích về Trở ngại Trong Lựa chọn Nhà Ở Công Bằng sẽ được xem xét và góp ý công khai vào cuối mùa hè/đầu thu năm nay. Nhóm Công Tác Nhà Ở Dành Cho Người Nhiễm HIV đang chịu trách nhiệm lập những Phương Án Nhà Ở Dành Cho Người Nhiễm HIV; vui lòng cho chúng tôi biết nếu quý vị muốn tham gia vào nhóm.

## Tổng Quan Về Tài Liệu

Tài liệu này tuân theo sự hình thành về lý thuyết thay đổi của MOHCD/OEWD/HSR, gồm có tuyên bố về những dự định có tác động cuối cùng dành cho các chương trình và chính sách của chúng tôi:

**"Các cộng đồng năng động và lành mạnh trên khắp San Francisco có cơ hội bình đẳng để tự lập về kinh tế".**

Để có được những tác động đó, chúng tôi đã lập năm mục tiêu cấp cao, có nêu trong tài liệu này. Trong mỗi mục tiêu sẽ có danh sách liệt kê các nhu cầu trọng yếu liên quan trong quá trình tiếp xúc với cộng đồng và kèm theo là danh sách các mục tiêu cho mỗi nhu cầu trọng yếu. Sau cùng, mỗi mục tiêu sẽ có liệt kê các đề xuất về hoạt động cụ thể.

Xin lưu ý: những điều khoản được gạch dưới sẽ có trong bảng chú giải được tìm thấy ở cuối tài liệu này.

## Xem xét và Góp ý

Tài liệu này sẽ có sẵn để xem xét và góp ý công khai từ ngày 29 tháng 7 năm 2019 đến ngày 19 tháng 8 năm 2019. Quý vị có thể xem lại phiên bản trực tuyến hoặc bản in giấy của tài liệu dự thảo tại các địa điểm sau:

- MOHCD, Số 1 Đại Lộ South Van Ness, Tầng 5;
- OEWD tại Tòa Thị Chính, Phòng 448, Số 1 Dr. Carlton B. Goodlett Place và Số 1 Đại Lộ South Van Ness, Tầng 5; và
- Chi Nhánh Chính của Thư Viện Công Cộng SF, 100 Larkin, Tầng 5, Government Information.

Nhân viên sẽ tiếp nhận ý kiến nhận xét của quý vị qua thư viết. Họ có thể được hướng dẫn đến địa chỉ: MOHCD, Strategic Planning Staff, 1 South Van Ness Avenue, 5th Floor, San Francisco,

# KẾ HOẠCH CHO PHƯƠNG ÁN CÙNG CỘ GIAI ĐOẠN 2020-2024

CA 94103. Ý kiến của quý vị sẽ được chuyển đến nơi thích hợp. Trong phần góp ý của quý vị, vui lòng nêu cụ thể vấn đề và nêu rõ mục tiêu hoặc hoạt động cụ thể, nếu cần thiết.

Công chúng cũng được mời đóng góp ý kiến về các kế hoạch dự thảo tại cuộc họp công khai được tổ chức vào thứ Hai, ngày 5 tháng 8 năm 2019 lúc 6 giờ tối. Cuộc họp sẽ diễn ra [tại Cơ Quan Dịch Vụ Nhân Sinh (Human Services Agency-HSA)] Born Auditorium tại 170 Otis Street, San Francisco, CA 94103.

Cảm ơn quý vị đã tham gia vào quá trình này. Để biết thêm thông tin, vui lòng truy cập <https://sfmohcd.org/plans-development> hoặc gọi số 415-701-5500.

# KẾ HOẠCH CHO PHƯƠNG ÁN CỨNG CỐ GIAI ĐOẠN 2020-2024

## MỤC TIÊU 1: GIA ĐÌNH VÀ CÁ NHÂN ĐƯỢC CẤP NHÀ Ở ỔN ĐỊNH

**Nhu Cầu Trọng Yếu 1A: Phát triển và duy trì điều kiện tiện lợi để có nhà ở và với giá hợp lý**

Mục Tiêu 1Ai: Tạo thêm nhà ở với giá hợp lý

Hoạt động:

- Khám phá các cơ chế tài chính mới để tạo thêm nhà ở với giá hợp lý
- Thu lại các tòa nhà thuộc sở hữu tư nhân để tạo ra những căn nhà mới có giá hợp lý
- Đảm bảo vị trí nhà ở với giá hợp lý nằm trong nhiều khu vực khác nhau, đặc biệt trong khu dân cư có nhu cầu cao
- Tăng cường sự phối hợp với Planning Department (Phòng Quy Hoạch), Department of Building Inspection (Sở Kiểm Tra Thi Công) và Văn Phòng Thị Trưởng Dành Cho Người Khiếm Khuyết liên quan đến nhà ở và quá trình cấp giấy phép xây nhà nhanh hơn
- Tiếp tục thi hành các thành phần trong điều khoản nhà ở với giá hợp lý của chương trình HOPE SF
- Theo dõi sự phát triển của những căn nhà có mức giá thấp hơn giá thị trường trong các dự án theo Development Agreements (Các Hợp Đồng Phát Triển) hoặc tuân thủ theo Inclusionary Housing Program (Chương Trình Nhà Ở Giá Hợp Lý)
- Liên tục xem xét và đánh giá thông tin về người nộp đơn và người ở trong Inclusionary Housing Program (Chương Trình Nhà Ở Giá Hợp Lý) để báo cho bên đảm nhiệm các chính sách và quy trình về nhà ở
- Tìm hiểu về cách gia tăng số lượng căn nhà trong chương trình nhà ở của Văn Phòng Thị Trưởng về Nhà Ở và Phát Triển Cộng Đồng (MOHCD) theo yêu cầu của Đạo Luật Người Mỹ Tàn Tật (*The Americans with Disabilities Act – ADA*) được MOHCD hỗ trợ về nhà ở
- Tăng số lượng nhà ở dành riêng để hỗ trợ cho những gia đình có thành viên bị nhiễm HIV
  - Tìm hiểu các cách thức sáng tạo nhằm tạo điều kiện tiện lợi để tăng nguồn cung cấp nhà ở
  - Cải thiện điều kiện tiện lợi để nhiều người tham gia trong chương trình Người Thuê Nhà Đang Bị Thuê Với Giá Cao (Plus Housing program) nhận những căn nhà thuộc chương trình Cơ hội cấp Nhà ở cho Người bị AIDS (Housing Opportunities for People with AIDS- HOPWA)
- Tăng cơ hội cho những người vô gia cư hoặc trước đây là người vô gia cư có nhà ở

Mục Tiêu 1Aii: Bảo quản nhà ở với giá hợp lý

Hoạt động:

- Mua những khu nhà ở đang bị nguy cơ không có khả năng chi trả
- Phục hồi nhà ở hiện có để bảo quản khả năng chi trả

# KẾ HOẠCH CHO PHƯƠNG ÁN CỨNG CỐ GIAI ĐOẠN 2020-2024

- Điều đình để gia hạn khả năng chi trả cho nhà ở giá rẻ hiện tại
- Tìm kiếm các cách thức sáng tạo để tận dụng nguồn vốn nhằm duy trì nhà ở với giá hợp lý, bao gồm các nguồn vốn từ các sở ban ngành khác trong Thành Phố
- Tiếp tục tận dụng Luận Chứng Về Trợ Cấp Cho Người Thuê Nhà (Rental Assistance Demonstration) RAD để phục hồi và duy trì nhà ở được liên bang trợ cấp
- Tiếp tục hỗ trợ các chương trình giảm thiểu rủi ro nhiễm chì
- Tiếp tục hỗ trợ các chương trình sửa đổi nhà ở có lợi cho chủ sở hữu nhà có thu nhập thấp, nâng cao sự an toàn, tăng điều kiện tiện lợi và kết quả sức khỏe, cũng như tăng số người tham gia sử dụng nguồn năng lượng từ mặt trời
- Khám phá cách thức hỗ trợ chủ sở hữu nhà bảo trì tài sản trì hoãn
- Tiếp tục giám sát việc tuân thủ các yêu cầu của chương trình của chủ sở hữu nhà và chủ sở hữu tòa nhà
- Nâng cao phối hợp giữa các cơ quan trong Thành Phố và các tổ chức phi lợi nhuận cung cấp dịch vụ sau khi mua nhà/bảo quản nhà

Mục Tiêu 1Aiii: Cải thiện dữ liệu và phân tích về tình trạng tồn trữ và sắp đặt nhà ở với giá hợp lý

Hoạt động:

- Tạo ra các công cụ thiết thực hơn để theo dõi Tình Trạng Tồn Trữ và sắp đặt nhà ở được MOHCD tài trợ
- Tiếp tục phát triển và điều chỉnh DAHLIA (Cơ Sở Dữ Liệu về Việc Lập Danh Sách, Thông Tin và Ứng Dụng Nhà Ở Với Giá Hợp Lý) và năng lực của phần mềm Salesforce để theo dõi nhu cầu về nhà ở với giá hợp lý, bao gồm số liệu phân tích nâng cao trên trang mạng
- Hợp tác với các khu vực pháp lý khác của DAHLIA để chia sẻ dữ liệu tổng hợp nhằm hiểu rõ hơn về áp lực nhu cầu ở San Francisco

## Nhu Cầu Trọng Yếu 1B: Làm cho giá nhà ở hợp lý hơn

Mục Tiêu 1Bi: Giảm chi phí phát triển để giúp tận dụng nguồn lực nhà ở tại địa phương và phục vụ các hộ gia đình có thu nhập thấp

Hoạt động:

- Tìm kiếm các loại và phương pháp xây dựng thay thế để giảm chi phí phát triển như xây dựng theo kiểu cấu kiện – kết cấu theo tiêu chuẩn khi xây dựng
- Tận dụng đất miễn phí hoặc chi phí thấp như đất công để xây dựng
- Tìm kiếm các nguồn tài trợ mới của địa phương và tiểu bang
- Làm việc với các cơ quan tiểu bang và liên bang để thu được đất dành riêng cho việc xây dựng nhà ở với giá hợp lý, bao gồm nhà ở cho những người vô gia cư

Mục Tiêu 1Bii: Tăng khả năng chi trả cho người thuê những căn nhà đang cho thuê

Hoạt động:

- Tiếp tục hỗ trợ cung cấp các khoản trợ cấp cho thuê dài hạn và tìm hiểu mở rộng trợ cấp cho cư dân có thu nhập thấp để ổn định nhà ở
  - Ủng hộ và tìm kiếm các nguồn trợ cấp thuê nhà của Tiểu Bang và Liên Bang

# KẾ HOẠCH CHO PHƯƠNG ÁN CÙNG CỐ GIAI ĐOẠN 2020-2024

- Tiếp tục quản lý Chương Trình Trợ Cấp Hoạt Động Tại Địa Phương (Local Operating Subsidy Program)
- Mở rộng phạm vi AMI cho các dự án được chọn, nhằm mục đích tài trợ thêm nhà ở cho các hộ gia đình có thu nhập thấp
- Áp dụng thí điểm các chương trình mới về trợ cấp thuê nhà cho những nhóm người chưa nhận được trợ cấp
- Tăng khoản trợ cấp nhà ở và phiếu trợ cấp cho các hộ gia đình có thành viên bị nhiễm HIV
- Tăng khoản trợ cấp nhà ở và phiếu trợ cấp cho các hộ gia đình vô gia cư và các nhóm người có nguy cơ bị vô gia cư khác

## Mục Tiêu 1Biii: Tăng cơ hội sở hữu nhà ở lâu dài

### Hoạt động:

- Tiếp tục hỗ trợ và thực hiện các bước để cải thiện chất lượng và tiêu chuẩn của việc giáo dục người mua nhà và tư vấn sau khi mua nhà
- Tiếp tục mang đến các cơ hội sở hữu nhà ở với giá hợp lý (Inclusionary) cho các hộ gia đình có thu nhập thấp và trung bình
  - Cải thiện sự thích nghi cho các hộ gia đình sở hữu nhà với số lượng ngày càng tăng
    - Tìm hiểu cách thức cho phép các chủ sở hữu nhà ở với giá hợp lý (Inclusionary) mua căn nhà ở thứ hai (và bán căn nhà ở trước đó)
  - Đánh giá việc định giá bán lại nhà ở với giá hợp lý (Inclusionary) để đảm bảo khả năng chi trả trong tương lai
  - Tìm hiểu các phương án để giúp các chủ sở hữu nhà trả các khoản phí Hiệp Hội Chủ Nhà (HOA) và chi phí phục hồi không có khả năng chi trả
  - Tiếp tục tìm hiểu các cơ hội tài trợ của DALP cho các hộ gia đình có thu nhập cao hơn, bao gồm những nhân viên làm trong ngành cấp cứu và các giáo viên
  - Tiếp tục hỗ trợ chương trình Chứng Nhận Tín Dụng Thế Chấp (Mortgage Credit Certificate)
  - Khám phá các kế hoạch nâng cao sự tham gia của người cho vay trong các chương trình sở hữu nhà
  - Tiếp tục sắp xếp các quy tắc giao dịch bất động sản của MOHCD thông qua hệ thống DAHLIA

## Mục Tiêu 1Biv: Nâng cao điều kiện tiện lợi cho người tham mua nhà ở và thuê nhà

### Hoạt động:

- Tiếp tục hỗ trợ các dịch vụ tư vấn nhà ở cho thuê để giúp cư dân định hướng và có quyền tham gia vào các chương trình nhà ở với giá hợp lý của Thành Phố một cách công bằng
  - Bao gồm tư vấn nhà ở cho người bị nhiễm HIV để giúp giải quyết các thách thức, khó khăn về định hướng và sắp xếp nhà ở
  - Bao gồm tư vấn nhà ở cho các hộ gia đình vô gia cư trước đây và các nhóm người có nguy cơ bị vô gia cư khác để giúp giải quyết các khó khăn về định hướng và sắp xếp nhà ở
  - Hỗ trợ thêm/nâng cao năng lực cho các nhà cung cấp dịch vụ để đáp ứng nhu cầu ngày càng cao

# KẾ HOẠCH CHO PHƯƠNG ÁN CÙNG CỐ GIAI ĐOẠN 2020-2024

- Tiếp tục phát triển và duy trì DAHLLIA
  - Bổ sung thêm chức năng và các chương trình và tài nguyên
  - Bổ sung thông tin về việc cấp nhà ở với giá hợp lý khác ở San Francisco, bao gồm việc cấp nhà ở không được MOHCD tài trợ
  - Mở rộng phạm vi tạo điều kiện tiện lợi cho người tham gia để bao gồm các trung tâm cộng đồng, các điểm tiếp xúc với lực lượng lao động, thư viện công cộng, v.v.
- Gia tăng hiểu biết về tài nguyên nhà ở có sẵn
  - Tiếp xúc nhiều hơn với các nhóm nhỏ, đặc biệt là theo thông tin đặc trưng đã chọn
- Tiếp tục hỗ trợ các nhà phát triển và các nhà quản lý bất động sản tạo ra và duy trì các cơ hội thuê nhà Nhà ở với giá hợp lý (Inclusionary)
- Đánh giá các chương trình ưu tiên cấp nhà ở ngẫu nhiên để đảm bảo đáp ứng mục tiêu dự định của họ
- Tiếp tục theo dõi cơ hội ngẫu nhiên/cho thuê để đảm bảo rằng các chương trình nhà ở tiện lợi hơn để cho những người hưởng lợi theo dự định tham gia
  - Đảm bảo các đơn vị nhà ở ADA sẽ được cung cấp cho những người phù hợp

## **Nhu Cầu Trọng Yếu 1C: Ngăn chặn và giảm tình trạng vô gia cư**

Mục Tiêu 1Ci: Tăng cường các hệ thống giúp đỡ từng người theo đúng hướng để sở hữu nhà ở lâu dài

Hoạt động:

- Triển khai các hệ thống phối hợp cho người lớn, gia đình có trẻ em và thanh thiếu niên
- Thi hành trách nhiệm thực hiện trên tất cả các chương trình và hệ thống

Mục Tiêu 1Cii: Giảm tình trạng vô gia cư đối với người lớn, thanh thiếu niên và các gia đình

Hoạt động:

- Thành lập các hoạt động ngăn chặn tình trạng vô gia cư và giải quyết vấn đề (chuyển hướng) nhằm vào những người có tiền sử vô gia cư và những người được giải thoát khỏi tình trạng vô gia cư từ các cơ quan chính thống
- Thành lập các căn nhà ở mới được hỗ trợ vĩnh viễn cho người lớn, thanh thiếu niên và các gia đình

Mục Tiêu 1Ciii: Đảm bảo tất cả các gia đình có trẻ em đều có chỗ ở

Hoạt động:

- Xác định các gia đình không có chỗ ở thông qua phương thức tập trung tiếp xúc với những người có nhu cầu
- Sắp xếp chỗ ở cho các gia đình không có chỗ ở
- Tăng cường số lượng các gia đình cần có chỗ ngủ

Mục Tiêu 1Civ: Cải thiện những hoạt động của Thành phố để đối phó với tình trạng vô gia cư trên đường phố và chấm dứt tình trạng cư dân dựng các lều trại dài hạn

# KẾ HOẠCH CHO PHƯƠNG ÁN CỨNG CỐ GIAI ĐOẠN 2020-2024

Hoạt động:

- Tiến hành kiểm đếm lều trại và xe trú ẩn mỗi quý
- Tập trung tiếp xúc với những người sống trong các lều trại lớn
- Đưa người vào nơi trú ẩn có rào chắn thấp
- Tiến hành đánh giá và ưu tiên nhà ở thông qua các nhóm tiếp xúc di động

Mục Tiêu 1Cv: Phối hợp tốt hơn với Sở Vô Gia Cư và Nhà Ở Hỗ Trợ để thực hiện các công việc của MOHCD

Hoạt động:

- Tiếp tục và tăng cường việc tạo và cho thuê nhà ở được hỗ trợ lâu dài, bao gồm cả việc phối hợp cho thuê các đơn vị nhà ở hỗ trợ lâu dài với Tiếp Nhận Phối Hợp (Coordinated Entry)
- Cải thiện khả năng điều phối việc bố trí, sắp xếp HOPWA, RAD, PBV và các đơn vị nhà ở hỗ trợ khác
- Tạo ra mối liên kết giữa DAHLIA và Tiếp Nhận Phối Hợp (Coordinated Entry)

Mục Tiêu 1Cvi: Mở rộng dịch vụ để ngăn chặn tình trạng vô gia cư và ổn định nhà ở cho các hộ gia đình trước đây là người vô gia cư và những gia đình có nguy cơ vô gia cư

Hoạt động:

- Cung cấp các dịch vụ tận nơi như hỗ trợ y tế ngay trong chính các tòa nhà về nhà ở đang trợ giúp
- Hợp tác cung cấp dịch vụ được nhắm mục tiêu cho các những người có nguy cơ cao tiếp xúc hệ thống đối phó với tình trạng vô gia cư
- Ưu tiên cung cấp các nguồn lực ngăn chặn tình trạng vô gia cư cho các hộ gia đình có tiền sử vô gia cư hoặc sử dụng chỗ ở tạm

**Nhu Cầu Trọng Yếu 1D: Cung cấp dịch vụ để duy trì ổn định nhà ở**

Mục Tiêu 1Di: Giảm tỷ lệ bị đuổi ra khỏi nhà

Hoạt động:

- Theo Quyền Được Tư Vấn của Người Thuê Nhà (Tenant Right to Counsel), tăng cường hỗ trợ đại diện pháp lý trong mọi phạm vi cho cư dân có nguy cơ bị đuổi ra khỏi nhà
- Tiếp tục hỗ trợ người thuê nhà thông qua tư vấn, tiếp xúc và giáo dục, hòa giải, quản lý hồ sơ ổn định nhà ở, và các hoạt động hỗ trợ cho thuê ngắn hạn
- Mở rộng các chương trình trợ cấp cho thuê dài hạn
- Tiếp tục thu hút các bên liên quan trong cộng đồng tham gia thực hiện các kế hoạch ngăn ngừa bị đuổi ra khỏi nhà nhằm nâng cao hiệu quả

Mục Tiêu 1Dii: Tăng điều kiện tiện lợi cho nhiều người sử dụng các dịch vụ cho cư dân về nhà ở công cộng và được trợ cấp công cộng, các dự án RAD và các khách sạn phòng đơn

Hoạt động:

# KẾ HOẠCH CHO PHƯƠNG ÁN CÙNG CỐ GIAI ĐOẠN 2020-2024

- Tiếp tục hỗ trợ và phát triển dịch vụ liên tục toàn diện hơn bao gồm tăng cường cung cấp thông tin và giới thiệu, kết nối dịch vụ và quản lý/điều phối hồ sơ cho các cư dân HOPE SF và RAD
- Tìm hiểu mở rộng dịch vụ cho cư dân cư trú ở các khách sạn phòng đơn
- Kết hợp giữa kết nối dịch vụ và chiến lược phát triển kỹ năng để cung cấp các dịch vụ toàn diện hơn nhằm nâng cao khả năng tự cung tự túc về kinh tế của khách hàng
- Định vị các dịch vụ thiết yếu như tư vấn thuê nhà và ngăn ngừa bị đuổi ra khỏi nhà, các dịch vụ pháp lý, giáo dục và tư vấn tài chính tại chỗ thuộc các dự án HOPE SF và RAD
- Tiếp tục hỗ trợ xây dựng cộng đồng và các chương trình phát triển khả năng lãnh đạo cho cư dân

Mục Tiêu 1Diii: Cung cấp hỗ trợ cho những cư dân ở nhà ở với giá hợp lý khác để đảm bảo sắp xếp nhà ở tốt cho họ

Hoạt động:

- Tạo tập thông tin chào đón để phát cho cư dân ở nhà ở với giá hợp lý mới và tìm hiểu kết nối các dịch vụ xã hội với cư dân
- Làm việc với các sở ban ngành của Thành Phố để tìm cách nâng cao cư trú ổn định trong nhà ở thông qua các dịch vụ lạm dụng dược chất và sức khỏe tâm thần
- Tạo điều kiện kết nối với các dịch vụ hòa giải khi cần thiết
- Yêu cầu thông báo các dịch vụ cho người thuê khi đuổi ra khỏi nhà họ khỏi nhà ở được MOHCD tài trợ
- Cung cấp các dịch vụ nhà ở bổ sung theo yêu cầu cho các đơn vị nhà ở HOPWA hiện tại và những đơn vị nhà ở đang được xây dựng

Mục Tiêu 1Div: Tăng cường sự thích nghi giữa các cấp nhà ở cho các hộ gia đình bị nhiễm HIV

Hoạt động:

- Đảm bảo sự đánh giá về khả năng của người thuê nhà có khả năng sống độc lập để chuyển đến nhà ở phù hợp hơn

## MỤC TIÊU 2: GIA ĐÌNH VÀ CÁ NHÂN CÓ KHẢ NĂNG PHỤC HỒI VÀ TỰ TÚC VỀ KINH TẾ

**Nhu Cầu Trọng Yếu 2A: Thúc đẩy phát triển lực lượng lao động**

Mục Tiêu 2Ai: Tạo điều kiện tiện lợi về việc làm trên nhiều lĩnh vực cho các nhóm người có nguy cơ cao

Hoạt động:

- Cung cấp dịch vụ lực lượng lao động cho các nhóm người có nguy cơ cao để chuẩn bị cho họ cơ hội việc làm
- MOHCD và Văn phòng Phát triển Kinh tế và Lực lượng lao động (OEWD) hợp tác cung cấp việc làm cho cư dân trong khu phố của họ

# KẾ HOẠCH CHO PHƯƠNG ÁN CÙNG CỐ GIAI ĐOẠN 2020-2024

- Mở rộng chương trình Tuyển Dụng Địa Phương (Local Hire) tập trung vào cư dân được ưu tiên nhận các công việc thi công, xây dựng và tìm hiểu Tuyển Dụng Địa Phương để tìm việc làm quản lý bất động sản
- Khuyến khích các nhà phát triển xây dựng mở rộng cơ hội việc làm trong quá trình phát triển của họ
- Cung cấp liên kết đến các cơ hội việc làm trong khu phố trên DAHLIA
- Quảng cáo việc làm trên trang web MOHCD

## **Nhu Cầu Trọng Yếu 2B: Tăng cường cơ hội thông qua cải thiện khả năng tiếp xúc với nhiều ngôn ngữ và phát triển kỹ năng cốt lõi**

Mục Tiêu 2Bi: Cải thiện khả năng tiếp xúc các chương trình và dịch vụ của MOHCD thông qua công tác dịch thuật tài nguyên thông tin trên định dạng giấy và kỹ thuật số

Hoạt động:

- Cải thiện khả năng tiếp xúc với nhiều ngôn ngữ cho tất cả các chương trình và dịch vụ của MOHCD, các buổi hội thảo và các cuộc họp cộng đồng
- Xây dựng và lưu giữ tài liệu hướng dẫn tài nguyên thông tin chi tiết liệt kê các chương trình và dịch vụ theo ngôn ngữ cung cấp dịch vụ
- Tìm hiểu cách khiến cho DAHLIA có thể tiếp xúc được với nhiều nhóm người hơn bằng cách phiên dịch sang thêm nhiều ngôn ngữ nữa

Mục Tiêu 2Bii: Cung cấp tài nguyên thông tin để phát triển và đào tạo kỹ năng

Hoạt động:

- Tiếp tục hỗ trợ và hoàn thiện các chương trình phát triển kỹ năng trong các lĩnh vực như kỹ năng sống, GED và chương trình cấp văn bằng và chương trình tiếng Anh là Ngôn Ngữ Thứ Hai (ESL)
- Tập trung lập trình phát triển kỹ năng để tạo lộ trình rõ ràng đến các cơ hội đào tạo nâng cao hơn
- Kết hợp các chiến lược phát triển kỹ năng và kết nối dịch vụ để cung cấp các dịch vụ toàn diện hơn

Mục Tiêu 2Biii: Nâng cao hiểu biết về tài chính và quản lý tài chính cá nhân

Hoạt động:

- Tiếp tục hỗ trợ tư vấn và giáo dục tài chính, tạo dựng tài sản và tín dụng, giảm nợ, điều kiện tham gia các dịch vụ của ngân hàng và dịch vụ tư vấn và sửa đổi tín dụng
- Tăng cường đầu tư vào các dịch vụ chuyên sâu hơn nhằm tạo khả năng tài chính của người cần giúp và các dịch vụ huấn luyện trực tiếp liên tục tạo ra những cải thiện về kinh tế lâu dài
- Khuyến khích xác định các dịch vụ tài chính tại các cơ sở nhà ở và tại các tổ chức dựa vào cộng đồng

Mục Tiêu 2Biv: Nâng cao kiến thức kỹ thuật số

Hoạt động:

# KẾ HOẠCH CHO PHƯƠNG ÁN CÙNG CỘ GIAI ĐOẠN 2020-2024

- Cung cấp đào tạo các kỹ năng kỹ thuật số cơ bản, trung cấp và nâng cao, thông qua các buổi hội thảo và giờ làm việc, và các mô hình phân phối sáng tạo mới tại các dự án nâng cao kiến thức kỹ thuật số dựa vào cộng đồng
- Tân trang và phân phối máy tính và các thiết bị khác cho các hộ gia đình có thu nhập thấp
- Làm việc với các trung tâm trong khu phố, bao gồm thư viện và trung tâm cộng đồng để có thể sử dụng miễn phí máy tính của họ nhằm mở rộng kiến thức kỹ thuật số cho những người hưởng lợi từ các dịch vụ do MOHCD tài trợ
- Hỗ trợ các chương trình cung cấp khả năng tiếp xúc kỹ thuật số và hỗ trợ nâng cao kiến thức kỹ thuật số cho cư dân và cơ sở nhà ở với giá hợp lý
- Hỗ trợ khả năng truy cập internet cho cư dân SRO
- Xây dựng năng lực công nghệ cho các tổ chức dựa trên cộng đồng (CBO), khuyến khích nhân viên CBO tổ chức lãnh đạo các khóa đào tạo và dịch vụ nâng cao kiến thức kỹ thuật số

## **Nhu Cầu Trọng Yếu 2C: Cung cấp quyền được nhận các dịch vụ pháp lý dân sự giải quyết vấn đề nhập cư và các vấn đề quan trọng khác một cách công bằng**

Mục Tiêu 2Ci: Tăng điều kiện tiện lợi cho nhiều người nhận các dịch vụ pháp lý dân sự

Hoạt động:

- Tiếp tục cung cấp hỗ trợ cho các dịch vụ pháp lý liên quan đến nhập cư
- Tiếp tục hỗ trợ và phát triển các kế hoạch về dịch vụ và tài trợ tập trung vào các lĩnh vực thuộc luật dân sự bao gồm việc làm, gia đình, người tiêu dùng, phúc lợi và tình trạng khiếm khuyết

## **Nhu Cầu Trọng Yếu 2D: Giúp các hộ gia đình kết nối với các dịch vụ**

Mục Tiêu 2Di: Tăng điều kiện tiện lợi cho nhiều người nhận các dịch vụ dựa trên cộng đồng

Hoạt động:

- Tiếp tục hỗ trợ và phát triển dịch vụ liên tục toàn diện hơn bao gồm tăng cường thông tin và giới thiệu, kết nối dịch vụ và quản lý/điều phối trường hợp
- Kết hợp các chiến lược phát triển kỹ năng và kết nối dịch vụ để cung cấp các dịch vụ toàn diện hơn
- Hỗ trợ các kế hoạch tiếp xúc với cộng đồng

# MỤC TIÊU 3: CỘNG ĐỒNG CÓ CƠ SỞ HẠ TẦNG VẬT CHẤT, XÃ HỘI VÀ KINH DOANH LÀNH MẠNH

## **Nhu Cầu Trọng Yếu 3A: Tăng cường các cơ sở vật chất và địa điểm cộng đồng**

Mục Tiêu 3Ai: Đảm bảo các nhà cung cấp dịch vụ phi lợi nhuận có cơ sở vật chất ổn định, chất lượng cao

Hoạt động:

# KẾ HOẠCH CHO PHƯƠNG ÁN CÙNG CỘ GIAI ĐOẠN 2020-2024

- Tiếp tục cung cấp hỗ trợ cải thiện vốn cho các cơ sở trong cộng đồng cung cấp các dịch vụ công cộng thiết yếu
- Tạo điều kiện xây dựng các đánh giá về nhu cầu vốn cho các cơ sở cộng đồng để đảm bảo khả năng phát triển bền vững lâu dài
- Cung cấp hỗ trợ để đáp ứng nhu cầu thiết kế liên quan đến việc tối đa hóa tiện ích của các cơ sở
- Cung cấp hỗ trợ cho các tổ chức để có được và/hoặc nhận ra các cơ hội cho thuê nhằm duy trì và phục vụ tốt hơn cho cộng đồng của họ

## Mục Tiêu 3Aii: Tăng thêm địa điểm công cộng

Hoạt động:

- Tạo và cải thiện các tiện ích cộng đồng được thiết kế để phục vụ cư dân có thu nhập thấp

## Nhu Cầu Trọng Yếu 3B: Tăng cường lãnh đạo chính trị cho giới thương mại và kinh doanh nhỏ

### Mục Tiêu 3Bi: Khuyến khích khả năng phát triển và phát triển bền vững của các doanh nghiệp thuộc sở hữu địa phương

- Tiếp tục cung cấp hỗ trợ kỹ thuật kinh doanh thông qua các đối tác cộng đồng phù hợp về mặt văn hóa, dân tộc và ngôn ngữ cho các doanh nghiệp khởi nghiệp và hiện tại đang kinh doanh
- Tiếp tục tăng hiệu quả hỗ trợ kinh doanh kỹ thuật
- Tiếp tục hỗ trợ đầu tư cho vay doanh nghiệp nhỏ

### Mục Tiêu 3Bii: Hỗ trợ phát triển và phát triển các lãnh đạo chính trị dành cho giới thương mại trong các khu dân cư thu nhập thấp

Hoạt động:

- Tiếp tục hỗ trợ thực hiện nỗ lực phát triển kinh tế địa phương tập trung vào phục hồi hành lang thương mại
- Tăng cường đầu tư vào mặt tiền và các cải tiến khác cho người thuê nhà
- Tăng cường đầu tư vào các dự án tiếp xúc và tuân thủ
- Tiếp tục thực hiện phương thức tiếp xúc tập trung vào địa lý để cung cấp dịch vụ theo cách thức thúc đẩy các khoản đầu tư khác của Thành Phố

## Nhu Cầu Trọng Yếu 3C: Hỗ trợ các kế hoạch toàn diện hướng đến cộng đồng

### Mục Tiêu 3Ci: Hỗ trợ thực hiện nỗ lực lập kế hoạch dựa vào khu phố

Hoạt động:

- Tiếp tục hỗ trợ và mở rộng các chương trình văn hóa của quận tại các Khu Văn Hóa được Hội Đồng phê duyệt
- Tiếp tục hỗ trợ các quy trình lập kế hoạch khu phố tập hợp những cư dân có thu nhập thấp, có nguy cơ rủi ro cao và bị tước quyền tham gia vào cộng đồng của họ

# KẾ HOẠCH CHO PHƯƠNG ÁN Củng Cố Giai Đoạn 2020-2024

- Tăng cường các kế hoạch và hoạt động phát triển kinh tế trong các kế hoạch hướng đến cộng đồng

## Mục Tiêu 3Cii: Hỗ trợ xây dựng cộng đồng tại địa phương

### Hoạt động:

- Tiếp tục hỗ trợ các mạng lưới tổ chức dựa vào cộng đồng và các bên liên quan quan trọng khác trong cộng đồng nhằm tăng cường điều phối và phối hợp dịch vụ cho cả các khu phố và nhóm dân cư cụ thể
- Tiếp tục hỗ trợ các chương trình tài trợ hành động trong cộng đồng tại khu phố

## Nhu Cầu Trọng Yếu 3D: Hỗ trợ nhu cầu năng lực của các tổ chức dựa vào cộng đồng và các đối tác chuyên nghiệp của MOHCD

## Mục Tiêu 3Di: Tăng cường năng lực của các tổ chức dựa vào cộng đồng

### Hoạt động:

- Xây dựng năng lực tổ chức của những người được trợ cấp/nhà cung cấp MOHCD thông qua các khóa đào tạo, công việc dựa trên đoàn hệ, chuyên gia về chủ đề và các phương pháp hỗ trợ kỹ thuật khác
- Ưu tiên tăng cường củng cố các tổ chức và nhà phát triển dựa vào cộng đồng phục vụ nhóm người chưa từng được phục vụ
- Hỗ trợ nhân viên cơ quan đào tạo kỹ năng kỹ thuật số

# MỤC TIÊU 4: CỘNG ĐỒNG CÓ NGUY CƠ DI DỜI ĐƯỢC ỔN ĐỊNH

## Nhu Cầu Trọng Yếu 4A: Giải quyết các tác động bất bình đẳng về tăng trưởng kinh tế thông qua các biện pháp chống di dời cư dân và doanh nghiệp

## Mục Tiêu 4Ai: Thực hiện các chính sách và chương trình ưu tiên cư dân và doanh nghiệp hiện tại

### Hoạt động:

- Tiếp tục quản lý các chương trình ưu đãi chọn nhà ở ngẫu nhiên
- Khi MOHCD đánh giá và cập nhật các chính sách và quy trình cho Chương Trình Nhà Ở Nhà ở với giá hợp lý (Inclusionary) để đáp ứng nhu cầu hiện tại, khuyến nghị thay đổi/cập nhật song song cho Quy Chuẩn Quy Hoạch và các thỏa thuận cho vay dành cho nhà phát triển phi lợi nhuận
- Thực hiện chính sách quyền trả lại đối với việc cho thuê lại các tòa nhà nơi người thuê phải di dời
- Triển khai các luật của Thành Phố quy định quyền ưu tiên mua khi mua các tòa nhà có nguy cơ không thể chi trả

## Mục Tiêu 4Aii: Khuyến khích người thuê nhà thương mại ở các không gian tầng trệt của các công trình phát triển nhà ở với giá hợp lý của MOHCD

### Hoạt động:

# KẾ HOẠCH CHO PHƯƠNG ÁN CỨNG CỐ GIAI ĐOẠN 2020-2024

- Phối hợp với OEWD để hỗ trợ tài chính cho các cải tiến người thuê thương mại (công trình xây dựng hoàn thiện) cho các không gian ở tầng trệt
- Phối hợp với OEWD để tiếp thị các cơ hội không gian thương mại cho các tổ chức phi lợi nhuận địa phương

Mục Tiêu 4Aiii: CD: Giảm tình trạng di dời cho cư dân và doanh nghiệp

Hoạt động:

- Sử dụng các khoản trợ cấp cho thuê để giảm tình trạng di dời cho người thuê nhà
- Tận dụng các chương trình như Quyền Được Tư Vấn của Người Thuê Nhà và tư vấn cho người thuê nhà để hỗ trợ cư dân ở trong nhà của họ
- Thiết lập và thực hiện chính sách để giảm thiểu tác động tiêu cực của việc tăng tiền thuê nhà
- Mở rộng các chương trình được thiết kế để giữ chân chủ sở hữu nhà trong các cộng đồng đã từng bị loại trừ
- Phối hợp với các sở ban ngành khác để đảm bảo khả năng phát triển lâu dài của các tổ chức dựa vào khu vực lân cận
- Tận dụng các Khu Vực Văn Hóa (Cultural District) để hỗ trợ các chính sách chống di dời
- Tăng cường khả năng tiếp xúc các nguồn tài nguyên cho các doanh nghiệp nhỏ ở các khu vực thu nhập thấp muốn ở lại San Francisco

**Nhu Cầu Trọng Yếu 4B: Đảm bảo tăng trưởng kinh tế mang lại lợi ích cho các cộng đồng hiện tại**

Mục Tiêu 4Bi: Yêu cầu triển khai tuyển dụng địa phương ở mức độ lớn nhất có thể trong các dự án và chương trình của MOHCD

Hoạt động:

- Phối hợp với OEWD để sẵn sàng nhận việc và sắp xếp việc làm cho các dự án nhà ở với giá hợp lý
- Tiếp tục hỗ trợ tạo khả năng sẵn sàng nhận việc và sắp xếp công việc cho các dự án RAD và HOPE SF

Mục Tiêu 4Bii: Đảm bảo cung cấp đầy đủ các dịch vụ của Thành Phố trong các khu phố nơi có nhà ở với giá hợp lý của MOHCD

Hoạt động:

- Phối hợp với các đối tác của Thành Phố như Cơ Quan Giao Thông Vận Tải Thành Phố San Francisco (SFMTA) về các vấn đề giao thông
- Phối hợp với các sở ban ngành quan trọng của Thành Phố để xác định nhu cầu và cơ hội thực hiện và điều phối dịch vụ

Mục Tiêu 4Biii: Thực hiện các chương trình cung cấp lợi ích trực tiếp từ tăng trưởng kinh tế trong khu phố cho cộng đồng địa phương

Hoạt động:

# KẾ HOẠCH CHO PHƯƠNG ÁN CỨNG CỐ GIAI ĐOẠN 2020-2024

- Tập trung vào phát triển tiện ích cho cộng đồng bị ảnh hưởng từ mật độ nhà ở gia tăng
- Phối hợp lập kế hoạch cho Khu Vực Văn Hóa (Cultural District) với các chương trình khởi xướng phát triển cộng đồng khác
- Tiếp tục xác định các cách thức theo đó các doanh nghiệp và cư dân hiện tại có thể tiếp xúc việc làm gia tăng và điều kiện tiện lợi để nhận vốn
- Phối hợp với các sở ban ngành khác của Thành Phố để xác định các cách thức bổ sung nhằm hỗ trợ doanh nghiệp và thương nghiệp quy mô siêu nhỏ tại địa phương

## MỤC TIÊU 5: THÀNH PHỐ TIẾN HÀNH LOẠI BỎ NGUYÊN NHÂN GÂY CHÊNH LỆCH DO CHỦNG TỘC

**Nhu Cầu Trọng Yếu 5A: Đảm bảo khả năng tiếp xúc công bằng các chương trình và dịch vụ, phối hợp với các sở ban ngành khác của Thành Phố**

Mục Tiêu 5Ai: Phát triển tài trợ, chính sách và thông lệ thực tiễn cụ thể để đảm bảo quyền tiếp xúc công bằng với các chương trình MOHCD và OEWD

Hoạt động:

- Xem xét và đánh giá các hoạt động tiếp xúc với quan điểm công bằng về chủng tộc
- Cải thiện khả năng tiếp xúc với các khu phố và cộng đồng trước đây chưa được phục vụ
- Tận dụng khả năng tiếp xúc với nhiều văn hóa để tăng cường nhận thức về các nguồn lực dịch vụ và nhà ở hiện có
- Tiếp tục tạo tiêu chuẩn cho các điều kiện yêu cầu hội đủ để nhận nhà ở và chương trình, và các chính sách khác với quan điểm công bằng về chủng tộc
- Đánh giá và cải thiện các chương trình và dịch vụ của MOHCD để đảm bảo quyền tiếp xúc công bằng
- Phân tích những thiếu sót trong hoạt động sắp đặt cho các đối tượng có đặc trưng khác nhau và xác định các biện pháp can thiệp cần thiết để tạo quyền tiếp xúc công bằng với các tài nguyên nhà ở với giá hợp lý
- Khám phá các tùy chọn để mở rộng lợi ích của chương trình Chứng Nhận Ưu Tiên
- Tăng cường tài trợ và dịch vụ cho các cộng đồng chịu ảnh hưởng sâu sắc nhất từ việc loại trừ
- Khám phá và triển khai các biện pháp thực hiện công bằng về chủng tộc vào các quy trình mua, bao gồm các tiêu chuẩn lựa chọn của MOHCD và OEWD RFQ/RFP
- Hợp tác với Ủy Ban Nhân Quyền để thực hiện các chính sách công bằng về chủng tộc
- Triển khai các khóa đào tạo và hệ thống nhận thức chấn thương trên toàn sở ban ngành để hỗ trợ cải thiện dịch vụ khách hàng và khả năng tự chăm sóc

**Nhu Cầu Trọng Yếu 5B: Truyền dẫn thông tin về tính công bằng chủng tộc và các giá trị cũng như thông lệ về khả năng tổn thương trong công việc của MOHCD và các đối tác**

Mục Tiêu 5Bi: Kết hợp năng lực văn hóa, hệ thống nhận thức khả năng tổn thương và các nguồn lực và đào tạo khác về tính công bằng cho các đối tác MOHCD

# KẾ HOẠCH CHO PHƯƠNG ÁN CÙNG CỐ GIAI ĐOẠN 2020-2024

Hoạt động:

- Thuộc một phần trong chương trình đào tạo hiện có, xây dựng và tiến hành đào tạo về độ nhạy cảm văn hóa cho người được hưởng trợ cấp, các nhà phát triển và các đối tác quản lý tài sản và nhà ở
- Giáo dục cho các nhà cung cấp dịch vụ và nhà ở cho những người bị nhiễm HIV để tăng cường năng lực văn hóa và giảm kỳ thị

Mục Tiêu 5Bii: Kết hợp các nguyên tắc về công bằng chủng tộc trong thực tiễn tuyển dụng và thăng chức của MOHCD

Hoạt động:

- Xem xét các hoạt động tuyển dụng và thăng chức của MOHCD
- Thực hiện các thay đổi để hỗ trợ tốt hơn cho môi trường làm việc đa dạng và toàn diện

Mục Tiêu 5Biii: Tiến hành các nguyên tắc đạo đức và cách tiếp xúc công bằng với mọi chủng tộc và nhận thức chấn thương trong MOHCD

Hoạt động:

- Thành lập và thực hiện kế hoạch công bằng chủng tộc cho MOHCD
- Thực hiện phân tích công bằng với mọi chủng tộc hoàn chỉnh trong các chính sách nội bộ của MOHCD.
- Truyền đạt các nguyên tắc đạo đức cho cộng đồng bên ngoài và các bên liên quan
- Tiếp tục triệu tập Nhóm Công Tác về Công Bằng Chủng Tộc để tạo và thực hiện kế hoạch công bằng với mọi chủng tộc của MOHCD
- Tạo nhóm công tác nhận thức chấn thương để hỗ trợ thực hiện các hoạt động chữa trị

# KẾ HOẠCH CHO PHƯƠNG ÁN Củng Cố GIAI ĐOẠN 2020-2024

## Bảng Chú Giải Thuật Ngữ

### Thuật Ngữ:

**ADA (Đạo Luật Người Mỹ Khuyết Tật)** – luật dân quyền ban hành năm 1990 cấm phân biệt đối xử dựa trên tình trạng khuyết tật; được sử dụng trong ngữ cảnh này để chỉ các đơn vị có khả năng di động hoặc liên lạc đặc biệt

**AMI (Thu Nhập Trung Bình Trong Khu Vực)** – thu nhập hộ gia đình ở mức trung bình đối với khu vực đô thị nhất định (một nửa số lượng hộ gia đình kiếm được nhiều tiền hơn và một nửa số lượng hộ gia đình kiếm được ít tiền hơn). AMI được công bố đối với quy mô hộ gia đình từ một đến chín người.

**Giấy Chứng Nhận Ưu Tiên** – ưu tiên cung cấp nhà ở ngẫu nhiên cho những người bị di dời theo các hành động cụ thể của Cơ Quan Tái Phát Triển San Francisco trước đây trong những năm 1960 đến 1980

**Phối Hợp Nhập Cảnh** – hệ thống đánh giá và ưu tiên tập trung để bố trí, sắp xếp nguồn lực cho người vô gia cư

**Khu Văn Hóa** – chương trình của Thành Phố với các khu vực chỉ định trong cộng đồng nhằm tôn vinh và củng cố bản sắc văn hóa độc đáo của San Francisco và để phối hợp các nguồn lực nhằm hỗ trợ tạo khả năng ổn định cho các cộng đồng dễ bị tổn thương khi phải đối mặt hoặc có nguy cơ bị di dời

**DAHLIA (Cơ Sở Dữ Liệu về Việc Lập Danh Sách, Thông Tin và Ứng Dụng Nhà Ở Giá Cả Phải Chăng)** – công cụ trực tuyến giúp các hộ gia đình tìm kiếm và đăng ký nhận nhà ở với giá hợp lý

**DALP (Chương Trình Cho Vay Hỗ Trợ Tiền Đặt Cọc)** – chương trình cho vay hỗ trợ tiền đặt cọc giúp các hộ gia đình đầu giá nhận tài sản trong thị trường mở

**Thỏa Thuận Phát Triển** – các hợp đồng được ký kết bởi Thành Phố và Quận San Francisco và nhà phát triển quy định các quy tắc, quy định, cam kết và chính sách của dự án phát triển trong một khoảng thời gian cụ thể

**HOA (Hiệp Hội Chủ Sở Hữu Nhà)** – tổ chức của chủ sở hữu nhà phát triển nhà ở, mục đích là để bảo tồn, duy trì và nâng cao nhà ở và giá trị nhà ở

**HOPE SF** – Sáng kiến tìm cách chuyển đổi bốn trong số các cơ sở nhà ở có tình cảnh khó khăn nhất của San Francisco (Hunters View, Alice Griffith, Sunnydale-Velasco và Potrero Terrace và Annex) thành các cộng đồng phát triển mạnh mẽ thông qua quá trình phục hồi toàn diện

**HOPWA (Cơ Hội Nhà Ở Cho Người Bị AIDS)** – chương trình liên bang giúp những người nhiễm HIV/AIDS có được và duy trì nhà ở thông qua các khoản trợ cấp cho thuê và các hỗ trợ nhà ở khác

# KẾ HOẠCH CHO PHƯƠNG ÁN CÙNG CỔ GIAI ĐOẠN 2020-2024

**(Chương Trình Nhà Ở) Bao Gồm** – chương trình của Thành Phố yêu cầu các nhà phát triển nhà ở giá thị trường cung cấp các đơn vị nhà ở với giá hợp lý, theo quy định của Mục 415 của Bộ Luật Quy Hoạch San Francisco

**Tuyển Dụng Địa Phương** – chính sách của San Francisco nhằm thúc đẩy tuyển dụng cư dân địa phương cho các dự án xây dựng do địa phương tài trợ

**Chương Trình Trợ Cấp Điều Hành Tại Địa Phương** – chương trình trợ cấp của San Francisco nhằm thu hẹp khoảng cách giữa số tiền thuê nhà mà cư dân trước đây bị vô gia cư có thể trả và chi phí vận hành nhà ở cho người vô gia cư

**Chương Trình Chứng Nhận Tín Dụng Thế Chấp** – chương trình của Cơ Quan Tài Chính Nhà Ở California cho phép người mua nhà lần đầu có thu nhập thấp đến trung bình chuyển đổi một phần khoản thanh toán lãi thế chấp hàng năm của họ thành tín dụng thuế

**PBV (Ưu Đãi dựa trên Dự Án)** – khoản trợ cấp cho thuê từ Cơ Quan Nhà Ở gắn liền với một đơn vị cụ thể, không dành cho người thuê

**Nhà Ở Bổ Sung** – chương trình MOHCD chính bố trí các đơn vị nhà ở và trợ cấp cho các hộ gia đình HIV+

**RAD (Chứng Minh Hỗ Trợ Tiền Thuê)** – sáng kiến phục hồi và chuyển đổi tài sản nhà ở công cộng sang các thuộc tính chứng từ dựa trên dự án Mục 8

**RFQ (Yêu Cầu Trình Độ)/RFP (Yêu Cầu Đề Xuất)** – hai loại phương pháp tiêu chuẩn của khu vực công dùng để thu hút các nhà cung cấp hoặc cơ quan đấu thầu dịch vụ hoặc đưa ra đề xuất cho dịch vụ

**SRO (Cư Trú Phòng Đơn)** – loại đơn vị nhà ở thường là nơi một số các đơn vị nhà ở dùng chung một số tiện nghi như phòng tắm và nhà bếp

**Quyền Được Tư Vấn của Người Thuê Nhà** – sáng kiến được người bỏ phiếu chấp thuận cung cấp đại diện pháp lý đầy đủ cho các hộ gia đình phải đối mặt với việc đuổi ra khỏi nhà

## Public Comments Received and MOHCD Responses - Strategies

Name	Affiliation	Comment	MOHCD/OEWD/HSR Response
Ayanna Weathersby	BHNC	Please add the reentry community (to the needs listed for the HIV+ persons)	The reentry community will be included in the theory of change target populations section addressing the needs of people with HIV.
Ellen Hammerle	Catholic Charities	The clinical and substance abuse issues have increased for HIV+ persons given acuity levels. Services that could be provided on site at programs would be helpful to our clients.	Our work with other City departments to explore improving housing stability through mental health and substance abuse services is now included under 1Dii.
Dario R. Martin	Pyramid-All	After several months of work and waiting, I have finished: developing, calculating, registering, and patenting a House of the Future, which I called Pyramid-All. This house can be self-supplied totally or partially with renewable energy.	MOHCD appreciates the information about the proposed product.
Marty Cerles		The Housing Shortage Crises is the Number One issue facing all San Franciscans. The only solution to this Crises is by streamlining the construction of housing at all income levels and by reducing local opposition/control to new housing construction. I do not see any of this in the materials provided and would strongly urge you to include this.	Streamlining is generally stated under 1Ai and all City permitting agencies are directed to expedite housing production in San Francisco under Executive Directive 17-02, which the Mayor issued on September 17, 2017.
Winnie Yu	Self-Help for the Elderly	Given the growing demographic trends, we urge the City and MOHCD to include immigrants and seniors as target populations in the proposed strategies because they have critical needs requiring appropriate strategies to address them.	Seniors and immigrants are included in the theory of change target populations.

## Public Comments Received and MOHCD Responses - Strategies

Name	Affiliation	Comment	MOHCD/OEWD/HSB Response
Lavada Gascoigne-Smith	DPH	For Goal 1Bii - Increase affordability of rental housing - bullet point number 4 - Pilot new rent subsidy programs for underserved populations, research at the DPH Maternal Child & Adolescent Health has shown that pregnant African American women are definitely an underserved population, especially in the Bayview Hunters Point district. We have seen that housing insecurities are one of the factors in hypertension issues for the mother, premature births, and the most tragic, infant deaths. What would it entail to get African American pregnant women as a priority population?	African Americans are included in the theory of change target populations.
Finn Black	Berkeley Free Clinic	My main comment is on Goal 1Civ, which involves "ending encampments" and conducting counts of tents and vehicles. Focusing on measures of visible homelessness should not be equated with actually reducing homelessness. Some potential alternatives to the focus on ending encampments include developing higher quality shelters, offering high quality long-term shelters, and include a genuine bridge to permanent housing.	Thank you for the comment. HSH and our partners continue to provide street outreach to provide care, and connection to housing, shelter and other services for people experiencing homelessness.
Finn Black	Berkeley Free Clinic	For Goal 5Ai and 5Bi, I suggest focusing on cultural humility rather than cultural competency.	The department will reference both concepts in the strategies.

## Public Comments Received and MOHCD Responses - Strategies

Name	Affiliation	Comment	MOHCD/OEWD/HSB Response
Michael Blecker	Swords to Plowshares	Missing from this plan are specific goals and activities targeting San Francisco’s low-income and homeless senior population. The Department of Aging and Adult Services provides critical services to our City’s seniors and adults with disabilities; however, their focus is not on those who are homeless or severely impoverished. Additional targeted efforts led by MOHCD and DSHS are essential to ensuring that some of our most vulnerable neighbors are adequately supported.	Seniors are included in the theory of change target populations. HSH will continue to fund supportive housing and shelter dedicated to seniors.
Michael Blecker	Swords to Plowshares	Goal 1Bii: Increase affordability of rental housing Activities (1Bii): Expand AMI range for select projects, which will fund more housing for lower-income households and extremely low-income housing for those living on a fixed income.	MOHCD investigating rental subsidy options to assist extremely low-income households living on a fixed income.
Michael Blecker	Swords to Plowshares	Goal 1Cii: Reduce homelessness for adults, seniors, veterans, youth, and families Indicators of success (1Cii): Reduce chronic homelessness for veterans by 50% by December 2021	Thank you for the comment. HSH will continue to fund supportive housing dedicated to veterans.
Michael Blecker	Swords to Plowshares	Goal 1Cvi: Expand services to prevent homelessness and stabilize housing for formerly homeless households and those at risk of homelessness Activities (1Cvi): Allow for transfers across subsidies so that tenants can move up or down in their level of residential care based on their clinical or medical needs.	Thank you for the comment. HSH will continue to transfer veterans and other formerly homeless adults in housing between sites in response to their reasonable accommodation needs.

## Public Comments Received and MOHCD Responses - Strategies

Name	Affiliation	Comment	MOHCD/OEWD/HSR Response
Michael Blecker	Swords to Plowshares	Goal 1Di: Reduce rate of evictions Activities (1Di): Address barriers that keep people from seeking treatment such as loss of housing (i.e. 90 days out of subsidized unit means a loss of subsidy which can include time during hospitalization, incarceration, or treatment programs)	While most absence policies of publicly assisted housing indicate that a unit is to be turned over after a 90-day absence, in practice City agencies and their housing partners either accommodate a longer absence or prioritize housing placement post-treatment after the loss of the original unit, as to not disincentivize treatment.
Michael Blecker	Swords to Plowshares	Goal 2Di: Help households connect to services Activities (2Di): Increase staffing according to needs based on the clients served now with coordinated entry in place	We have increased average grant size to be able to better support the full cost of programs, which may include increased staffing
Michael Blecker	Swords to Plowshares	Goal 2Ci: Increase access to legal services Activities (2Ci): Increase support and targeted funding for legal services specifically providing services to obtain disability benefits and compensation through VA and social security Indicator of success (2Ci): Number of low-income and/or homeless veterans with disabilities who have their veterans' benefits (access to healthcare, benefits, disability) successfully resolved with legal assistance	MOHCD supports a variety of civil legal services, including those that relate to health and long-term care (Medicare, Medicaid, Medi-Cal, etc.), and income-maintenance (CalWORKs, Food Stamps, Social Security, SSI, Unemployment Compensation, Veteran Benefits, Workers' Compensation, etc.). We will specifically track the number of clients that obtain Veterans benefits through our Activities and Outcomes within the Benefits Advocacy strategy area.
Michael Blecker	Swords to Plowshares	Goal 3Ai: Ensure nonprofit service providers have high quality, safe and stable facilities Activities (3Ai): Provide support for facilities improvements that address safety for staff working with acute populations	These facilities improvements are eligible to be addressed through MOHCD's Capital Improvements program.

## Public Comments Received and MOHCD Responses - Strategies

Name	Affiliation	Comment	MOHCD/OEWD/HSR Response
Michael Blecker	Swords to Plowshares	Goal 3Di: Increase capacity of community-based organizations Activities (3Di): Provide targeted funding for enhancing data collection capacity and infrastructure	We have increased average grant size to be able to better support the full cost of programs, which may include data collection capacity and infrastructure
Michael Blecker	Swords to Plowshares	Goal 5Biii: Implement racial equity and trauma-informed values and approaches throughout MOHCD and its partners Activities (5Biii): Create trauma-informed working group with providers and people with lived experiences (youth, seniors, veterans, LGBTQI, etc.) to support implementation of healing practices	We are currently forming an internal trauma-informed working group (and have had an internal racial equity working group since the Fall of 2017). These internal working groups will engage in dialogue with external stakeholders (including grantees and residents) as their work progresses.
Tobias Damm-Luhr	Lawyers' Committee for Civil Rights	Under 4.A.ii., Encourage commercial tenants to locate on ground-floor spaces of MOHCD's affordable housing developments: In addition to the activity, "Work with OEWD to market commercial space opportunities to local non-profits," we propose adding, "Work with OEWD to market commercial space opportunities in MOHCD's affordable housing developments to registered Legacy Businesses and other small businesses owned by low-income people that have been identified as at-risk of displacement" to the extent that this is not already taking place.	Community partners work closely with Legacy Businesses and other small businesses owned by low income people; a such, OEWD will promote and share commercial space opportunities with CDBG funded partners in an effort to increase awareness among our targeted populations.

## Public Comments Received and MOHCD Responses - Strategies

Name	Affiliation	Comment	MOHCD/OEWD/HSR Response
Tobias Damm-Luhr	Lawyers' Committee for Civil Rights	<p>Under 4.A.iii: CD: Reduce displacement of residents and businesses, In addition to the activity, "Utilize rental subsidies to reduce displacement of tenants," and, "Create and implement policies to mitigate negative impacts of rent increases," we propose adding:</p> <p>--"Enact limits on monthly rental rate increases for local small businesses who rent space in City-owned properties"; and</p> <p>--"Provide small businesses renting space in City-owned properties with flexible rental rates and options to extend their leases."</p>	<p>Community Cornerstones is a program in its first-year pilot phase that allocates funding to support MOHCD affordable housing developments that contain commercial ground floor space. The program provides funds to nonprofits located within new affordable housing developments with grants and guidance around needed tenant improvements. Separately, Community Cornerstones supports small businesses within commercial sites acquired through MOHCD's small site acquisition by also providing funds to support the required tenant improvements once the buildings are acquired. The goal of the program is to secure and stabilize nonprofits and small businesses in commercial spaces.</p>
Jessica Lehman	Senior and Disability Action, in collaboration with other members of the LTCCC's Housing Workgroup	<p>Goal 1Ai: Create more affordable housing: add Advocate for the federal government to release more Frank Melville Act funding</p>	<p>MOHCD will investigate the inclusion of such advocacy as part of the City's federal legislative agenda.</p>
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	<p>Goal 1Ai: Create more affordable housing: add Increase housing opportunities for seniors and people with disabilities, and/or ensure that new affordable units are accessible and affordable to people on very low incomes (such as SSI or Social Security)</p>	<p>MOHCD will continue to explore how to increase housing opportunities for seniors and persons with disabilities through its housing pipeline for the 5-year Consolidated Plan period.</p>

## Public Comments Received and MOHCD Responses - Strategies

Name	Affiliation	Comment	MOHCD/OEWD/HSR Response
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 1Aii: Preserve affordable housing: add Preserve affordable residential SRO units / prevent conversion to tourist units or short-term rental units / fund enforcement of current laws regarding SROs. (This is partly an issue of landlords “choosing” not to re-rent.)	Acquisition of existing SRO buildings is a permitted use of MOHCD's Small Sites Program in order to preserve them as affordable housing. Enforcement of residential hotel conversions is not under MOHCD's jurisdiction, therefore MOHCD does not fund that activity. Short-term rentals are not a permitted use of MOHCD's below market rate housing.
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 1Aii: Preserve affordable housing: Under “Continue to support home modification programs that benefit low-income homeowners,” add “and renters”	Rehab of existing rental affordable housing that is owned by non-profits is listed under "Rehabilitate existing housing to preserve its affordability". We do not have a program for private rental housing landlords to rehab their buildings other than the elevator rebate program, where we provide up to 40% of the cost for elevator rehab or replacement in SROs.
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 1Aiii: Improve data and analytics on affordable housing inventory and placements: Suggested activity: Ensure that open waiting lists for all affordable housing in San Francisco, not just MOHCD-sponsored affordable housing, are included on DAHLIA. Of the providers of HUD-funded affordable housing in SF, only TNDC consistently lists its open waiting lists on DAHLIA. This leaves many potential applicants for affordable housing, especially those with Extremely Low Income, unaware of possible resources that they deeply need. It will be a challenge to ensure that housing providers who receive no City funding list their waitlist openings with DAHLIA;	Every non-profit housing developer that receives City funds must open their waitlists for all their properties in DAHLIA. DAHLIA has a link to the HUD website. We agree that it will be a challenge to require housing providers with no City funding to list their available units in DAHLIA.

## Public Comments Received and MOHCD Responses - Strategies

Name	Affiliation	Comment	MOHCD/OEWD/HSR Response
		perhaps the City could contact HUD Fair Housing for help with this issue.	
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 1Aiii: Improve data and analytics on affordable housing inventory and placements: Suggested activity: Create a registry of all housing in San Francisco	MOHCD has a list of all affordable housing units within our portfolio. It would be a challenge to require private landlords who receive no City funding to register their housing units with the City.
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 1Bii: Increase affordability of rental housing: Suggested activity: Look into the feasibility of promoting the use of HUD's Section 811 PRA program ("Frank Melville") funds to target persons with mobility impairments, so that these renters can find affordable, accessible units in new affordable housing complexes. While other HUD programs that target non-senior people with disabilities (for example, Mainstream vouchers) can make SF housing affordable, the Section 811 PRA program provides for housing that is both affordable and physically accessible.	MOHCD has a strong desire to leverage all Federal funding programs available and can explore this suggestion.

## Public Comments Received and MOHCD Responses - Strategies

Name	Affiliation	Comment	MOHCD/OEWD/HSR Response
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 1Bii: Increase affordability of rental housing: Suggested activity: Under "Continue to support long-term rental subsidies," add: "Including rental subsidies specific to senior and people with disabilities," and add: Establish permanent operating subsidies for seniors and people with disabilities.	MOHCD recognizes that seniors and people with disabilities have severe rent burdens (meaning that they pay 50% or more of their income toward rent). Long-term rental subsidies (tenant-based) are designed to lessen this burden to a level that is sustainable. Similarly, permanent operating subsidies (project-based) enable households of lower incomes to access more deeply subsidized housing. At MOHCD, these subsidies primarily target seniors and people with disabilities.
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 1Biii: Increase opportunities for sustainable homeownership: Under "Improve mobility for growing ownership households," insert "or shrinking"	We have incorporated this change.
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 1Biv: Increase access to rental and homeownership housing: Under the first activity, add o Include housing counseling for seniors and people with disabilities who have been in units for a long period and are targeted for displacement.	Seniors and persons with disabilities are included within "populations at risk of displacement," and MOHCD is funding projects that specifically focus on these populations.
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 1Biv: Increase access to rental and homeownership housing: Under "continue to develop and maintain DAHLIA," "Add additional functionality and additional programs and resources," add "including programs and resources for extremely low-income people"	We have incorporated this change.

## Public Comments Received and MOHCD Responses - Strategies

Name	Affiliation	Comment	MOHCD/OEWD/HSB Response
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 1Biv: Increase access to rental and homeownership housing: Change "Ensure ADA units are going to the right people" to: Ensure units that are accessible for people with disabilities go to people who need them. If someone is placed into an accessible unit who does not need it, create a plan for the person to move to an inaccessible unit when someone needs the accessible unit.	We have incorporated this change.
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 1Ci: Improve systems to help each person find the right path to permanent housing: Add: Continue triage efforts to identify and properly place seniors and people with disabilities, so that people get the care they need in the community whenever possible.	Thank you for your comment. HSB continues to provide Coordinated Entry prioritization for housing and services to all people experiencing homelessness to access the most appropriate available care in the Homeless Response System.
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 1Cii: Reduce homelessness for adults, youth, and families: "mainstream" institutions – what does that refer to? Just hospitals and jails?	Mainstream institutions refer to hospitals, jails, prisons, other health, and behavioral health settings (treatment, long term care facilities, etc.).
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 1Cii: Reduce homelessness for adults, youth and families: Add: Ensure that seniors and people who are ready to exit Laguna Honda Hospital, Skilled Nursing Facilities (SNFs), RCFCIs, or other facilities can get housing to do so.	Thank you for the comment. Seniors are part of the adult population and some seniors are also members of families.

## Public Comments Received and MOHCD Responses - Strategies

Name	Affiliation	Comment	MOHCD/OEWD/HSB Response
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 1Cvi: Expand services to prevent homelessness: Add: Provide culturally competent mental health services to people in a variety of locations (mobile, 24-hour, etc.)	Thank you for the comment. HSH and our partners continue to provide street outreach to provide care, and connection to housing, shelter and other services for people experiencing homelessness and partner with the Department of Public Health and others to maximize access to care for people experiencing homelessness.
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 1Di: Reduce rate of evictions: Add: Determine how people with disabilities can get additional support as needed in preventing eviction. (accompaniment to hearings, assistance filling out paperwork, e.g.)	MOHCD recognizes that people with disabilities are better served with additional support. Our model of eviction-related legal services, for example, integrates social work and legal fields. Social workers and advocates work in tandem with attorneys. Tenant counseling programs similarly offer more intensive assistance to people who need it. For example, a tenant counseling program may assist a tenant with completing a Rent Board petition and accompany that tenant to the Rent Board hearing. We consider these approaches a best practice.
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 1Di: Reduce rate of evictions: In "Under Tenant Right to Counsel initiative..." edit: "expand support for full scope <b>tenant counseling and legal representation for ALL</b> residents facing eviction"	While MOHCD's multi-pronged eviction prevention strategy includes tenant counseling (i.e., tenants' rights counseling provided by a non-attorney), the Tenant Right to Counsel initiative involves full-scope legal representation that only a licensed attorney can provide. The universal nature of the initiative is noted.

## Public Comments Received and MOHCD Responses - Strategies

Name	Affiliation	Comment	MOHCD/OEWD/HSR Response
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 1Dii: Increase access to services for residents of public...: The activity “Explore expansion of services to residents of SRO hotels” is good but should be more specific.	The strategies in this document are often broad because we want the community and nonprofit partners to be able to help inform our response to these needs. Through our recent RFP process, we have expanded services to SRO residents through both on-site social services and shallow rent subsidies.
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 2Ai: Provide access to employment: First activity should not use vulnerable (it’s very disempowering and sometimes insulting) but should spell out the populations, such as: seniors, people with disabilities, formerly homeless people, and other marginalized populations...	We have incorporated this change.
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 2Di: Increase access to community-based services: Add: Ensure that DAHLIA housing information and all other MOHCD resources continue to be available by paper for those who cannot or do not use a computer.	MOHCD will continue to provide funding for housing counselors to provide assistance with DAHLIA. MOHCD will continue to accept paper housing applications.
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 3Ai: Add: Provide support for increased rent needed for nonprofit organizations to remain in their communities. With this corresponding indicator: # of organizations receiving rental assistance	MOHCD partners with the Office of Economic and Workforce Development, the SF Arts Commission, and Community Vision (formerly Northern California Community Loan Fund) to provide technical assistance, lease negotiation assistance, and grant assistance for relocation or acquisition costs. Grantees are also able to pay for rent through their grants with MOHCD, in

## Public Comments Received and MOHCD Responses - Strategies

Name	Affiliation	Comment	MOHCD/OEWD/HSR Response
			accordance with their own cost allocation procedures.
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 3Ai: Somewhere under Objective 3, it would be good to include work on or even just support for efforts to improve pedestrian safety, so that residents, including seniors and people with disabilities, can get around their communities safely and confidently.	Improvements such as these can included as part of projects through our Complete Neighborhoods Program, for designated areas impacted by housing development. We have also completed pedestrian safety projects, such as installing traffic lights and "bulb outs" at designated intersections, through our South of Market Stabilization Fund.

## Public Comments Received and MOHCD Responses - Strategies

Name	Affiliation	Comment	MOHCD/OEWD/HSR Response
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	<p>Goal 4Ai: Implement policies and programs that prioritize current residents and businesses:                      Add: Add a preference for SF residents who need, but do not have, a UFAS (ADA) accessible unit to the City's displacement preference. This would apply to both homeless SF residents with mobility impairments, and SF residents with mobility impairments who are staying in inaccessible units but cannot afford to leave them. The old "Federal preferences" promulgated by HUD gave a displacement preference to applicants needing (and not living in) an accessible unit. Giving SF residents needing a UFAS unit a local displacement preference would mirror this policy.</p> <p>Given that roughly half the housing in San Francisco was built before 1940 (according to SF's Housing Element) and is mostly inaccessible, there is an almost total disconnect in the for-profit market between affordability and accessibility. The SF Rent Law restricts rent-controlled housing to housing built and occupied before June 1979, while the Federal Fair Housing Amendments Act requires only those market-rate multifamily buildings built since March 1991 to include accessible units.</p> <p>Giving applicants needing a UFAS unit a preference in BMR units, especially, would ensure that such applicants have a better chance to find housing that is both affordable and accessible.</p>	<p>This would require a change in City law as housing preferences are legislated and then they are codified in Article 47 of the City Administrative Code.</p>

## Public Comments Received and MOHCD Responses - Strategies

Name	Affiliation	Comment	MOHCD/OEWD/HSB Response
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 4Aii: Add indicator: # of community-serving non-profits who locate in MOHCD's affordable housing developments	MOHCD can explore inclusion of this indicator.
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Goal 4Aiii overlaps greatly with the section on eviction. No harm in repeating these important issues but the layout is a little confusing.	This redundancy is noted but given the importance of displacement and eviction issues for our department (and the city as a whole), the department chose to highlight it in both sections.
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Objective 5 is very important and should be moved up, not buried in the back. And you might add a section on other cultural competency. It would be powerful for MOHCD to go through training on disability and ableism, as the staff of the Department of Aging and Adult Services has done.	Thank you for the comment. Cultural competency/cultural humility training is included in the strategies.
Jessica Lehman	SDA, with other members of the LTCCC's Housing Workgroup	Glossary: It is confusing to use ADA to refer to accessible units, as the ADA actually does not cover accessible units at all. This is from the Fair Housing Act and Amendments, and the Uniform Federal Accessibility Standards.	MOHCD can refer to accessible units as mobility or communication units rather than using American Disabilities Act to refer to accessible units.

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**Speaker #: 1 Name:** Winnie Yu

**Comment:** Thank you for meeting and invitation Love this chart with target populations. Reiterate importance of immigrants in SF. Communities live in isolation. Seniors and people of disability make up a significant part of the immigrant population. Senior population is growing rapidly. Age group 85+ is fastest growing segment in SF. Persons with disabilities 25%. Seniors 60+ are 20% now but will be 26% in 2030. Many, especially API seniors, are living in poverty. 42% of API live in poverty, 1/3 are seniors. Immigrants have bilingual needs, especially workforce and connection to city services. Linguistic isolation. English only is 35%. Top language Chinese, Spanish, Tagalog, Russian. Older adults tend to be low-income, with high cost of living in SF, need lots more services to help immigrants remain in the city. More affordable housing rental subsidies, adult day, senior services, bilingual job training services needed.

**Speaker #: 2 Name:** David Woo

**Comment:** Of SOMA Community Action Network. On affordable housing, can't rely on private development to fund new and preserve old. Need a stable dedicated source of funding especially for site preservation. Can't provide funding that exacerbates existing issues. Need to scale up affordable housing, especially by MOHCD at grassroots level where it grew out of. All public land should be public development, no public land for private development. Especially as city is talking about needing to save money in development process. We need to do land banking, land price goes up every year, so that will save money for the future. Land banking is a way for the city to save on development costs. Looking at development cost, should leverage public land for development. Public land should be for public development only. Especially since city needs to save money. Land banking should be done aggressively. Saves money now. Public land in public hands and land banking as strategy is way to save on costs. Supportive community building – need to let communities lead this, grassroots process. Feel that planning department is missing from conversation, wondering where their process is on that in land use planning.

**Speaker #: 3 Name:** Loraine Petty

**Comment:** Was a participant in the Western Addition forum, a member of Senior Disability Action and a housing advocate. A lot of great stuff, read the report, every word. Want to make sure it's not purely aspirational, wants to make sure it gets carried out. Everyone is counting on you. Like very much about supporting and expanding long term rent subsidies for inclusionary housing. Fully support using public lands for public housing. Like David, no public land for private housing, none for market rate housing. Support commitment to reporting how much housing is built, how many people are served, but should be annual, not every 5 years. Should be modeled after recent legislation proposed last week by Norman Yee 190846 – calls for annual housing development and pipeline report for seniors and people with disabilities. For multi-unit housing Information needs to be culturally and neighborhood accessible. Not

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just throw it up online. Wants AMI to be expanded to extremely low-income folks. Ground floor retail with rents affordable to neighborhood servicing businesses and nonprofits.

**Speaker #:**     **Name:** Linda Richardson

**Comment:** Wearing many hats, former SF planning commissioner, working to help city build large scale affordable housing. Good plan, needs \$2b to do it. Mayor Breed proposing \$600m, needs at least \$1b. MOHCD is a gold standard for helping people with HIV in housing. Only city going above and beyond in this. Can't do any of this without public private partnership. The infrastructure that you need, the city cannot afford that. You need private funds. The market rate housing subsidizes the affordable housing. That's the way it is. The question is where are you able to get the funding to accomplish even 10% of all these brilliant plans.

**Speaker #: 7**    **Name:** Sarah Sherburn-Zimmer

**Comment:** Housing Rights Committee of SF. Thank you for adding communities with AIDS. Applaud you for adding addressing racial disparities. This framework is important piece of that. Want to stress when talking about affordable housing and displacement. Rent control is one of the sources of affordable housing in San Francisco. Important to keep people in that housing, many are tricked into leaving. Outreach to those who are most vulnerable: seniors, people with disabilities, families with children. So not only provide legal services, but also need to provide information to them, not expect them to come to you. On topic of creating, purchasing, building new affordable housing – we get all wonky about AMI, half of seniors in San Francisco are under 30% of AMI. The real importance of housing at 30% AMI for seniors and families with kids is that people have enough money to eat.

**Speaker #: 8**    **Name:** David Hyman

**Comment:** Member of LGBT Cultural District but not speaking for them, but very eager to help with this plan any way they can. A very daunting list of needs but very inspiring list of things you might do. Question is if this is exhaustive list or have you already pared down and prioritized? Had feeling that there should be a larger document behind the scenes that identifies who is responsible for each of these activities and are they already doing this, or if it not started, what is the status. Wants to know which activities were not included on the list of activities. Would be helpful to us because we're hiring a new director; we would want to know where this person should start to get educated. This person will be a resource for the community, for example business facing displacement or business with a new idea, want to be a resource, need to know where to start to get this person education and learn where the gaps are. Who is out there who might be able to help this situation, even if we don't have the resources

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**Speaker #:** 10 **Name:** Theresa Imperial

**Comment:** Consolidated plan is very extensive but also wondering where the money is coming from. Looking at prevent and reduce homelessness. ...Glad of increase to accessibility for rental assistance, MOHCD requirement is 70% rent burden, people who are looking for assistance is already 50% rent burden and they can already access this. When it comes to assistance, lots of requirements to fill out paperwork. Especially for senior population, a discombobulated process. Need to make rental assistance more accessible, information more consistent across the housing counseling agencies. Even when people are applying for affordable housing, they still need rental assistance.

**Speaker #:** 11 **Name:** Theodore Randolph

**Comment:** Seems to me that this plan doesn't have anything in it to address the scale of the problem. The amount of AH that we're short is the high tens thousands at minimum. But the multimillion-dollar bond would only add a thousand or a few thousands if we lower cost of building. So, it seems that the money we have on hand is very short of the money that we need. And also, that the methods we are thinking of increasing the money available is also inadequate. So, in short term we have a lot of leveraged market rate development – a good thing to do, but still not addressing the scale. In order to really address the scale, we need to have things that address the culture. Clearly there are some major cultural disagreements in the city and so we really should be trying to increase the diversity of the people who are in the marketplace to provide housing so we're not only limited to these companies. Market rate housing is super expensive. And address the paternalism that's making it difficult for people to provide diversity of housing. Like in my neighborhood, we have people who are trying to make some affordable housing but are receiving opposition because their housing is not in line with our paternalistic values.

**Speaker #:** 12 **Name:** Deven Richardson

**Comment:** San Francisco Housing Development Corporation (SFHDC), chair African American Arts and Cultural District in Bayview Hunters Point. Plan touches on all priority needs, but want to ask you to look at prioritizing African Americans in San Francisco. Born and raised here, over the years, I have seen the city become less family friendly. Many Certificate of Preference (COP) holders have died or moved out of city. seen policy passed onto family members. Want to see list of COP holders taken out of city and managed by Community Based Organizations (CBO) like ours. We would do a lot better at marketing to COP holders that moved to East Bay, we know families and people better than City mailing postcards. Make the DALP program available to COP holders. Workforce development – need these services ongoing to those families: Hunters Point East West, Bernal Dwellings, all of them need workforce services to the families, not just during RAD conversion. Community Facilities Rehabilitation – SFHDC is trying to make 1030 Oakdale more accessible, it is very cumbersome to apply for CDBG every few years to make these improvements for accessibility when we don't know who will need it.

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**Speaker #: 14 Name:** Shivaun Nestor

**Comment:** With Department of Public Health (DPH), concerned about pregnant women and families with children. Impressed by extensiveness of the plan and care you took to develop it incorporating community feedback. Have questions about how we do all this with the money we have but trying to be optimistic. Two questions. First thank you for including families with children on discussion about homelessness. But didn't see mention of women who are pregnant, especially in first months of pregnancy. WE have protections for women in final months, but first months are equally important. All phases are. First trimester has major development milestones Second question. SO excited that you included families with young children. Know you want to make sure all families are housed. Policy currently is rapid rehousing, but they go to communities outside of San Francisco, where they have no supports or things that can help them survive in conditions of poverty. This does families an injustice. Serves to tear up communities even more. When thinking about how to preserve community, want to put that forward as something to consider.

**Speaker #: 16 Name:** Aline Armstrong

**Comment:** Thank you so much for all the voices supported in your work. Want to make sure as you think about women and children. They are placed in neighborhoods with high crime rate and high social determinants of health. Need to be spread out so they are in communities where they can thrive.

**Speaker #: 18 Name:** Shelli Rawlings-Fein

**Comment:** Work with First 5 SF. Services for families up to age 5. Echo appreciation for what you are doing for families with children in the plan. Great innovative portion. Want to see pregnant families and those with very young children prioritized. Crucial period for brain development and stable housing during this period is so crucial. Will go a long way to end intergenerational trauma and homelessness.

**Speaker #: 20 Name:** Judy Young

**Comment:** Executive Director of Vietnamese Youth Development Center (VYDC). Echo everyone's comments on the plan, very extensive. For our community, emphasize immigrants and refugees, especially those that lack language to get access to housing and access to workforce. Decreasing racial disparity means increasing language access. Prioritize those languages and having the capacity to serve them. Providers that can speak the populations language. Not just being written, but having people to serve them. They don't read and write in those languages. Need people on the ground that gets information out in the community. Second is fairness of housing being available for diverse groups. Like smaller groups, they can be on the list for years and don't know that they've been taken off the list... For Southeast Asian population, very few getting into the affordable housing units. Need to look at the lotteries to see if those getting in are representative of who is applying. How do we do make the selection of households among ethnic groups and racial groups? Need to be explored. 36% of

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households are immigrant. For our target population, very rare that they're getting into affordable units. Need to look at whether these systems are working well.

## **Notes from NRSA Strategies Meetings, October-November 2019**

1. Bayview Hunters Point NRSA Strategies Meeting
2. Chinatown NRSA Strategies Meeting
3. Mission NRSA Strategies Meeting
4. South of Market NRSA Strategies Meeting
5. Tenderloin NRSA Strategies Meeting
6. Visitacion Valley NRSA Strategies Meeting

## Bayview NRSA Mtg Comments

October 10, 2019

### Comments

1. Cultural District – excited about the new African American Arts and Culture District
2. Accountability and trust issues – how can the community be informed about the city’s progress towards meeting these goals? There are trust issues because there have been many promises made in the past, and many of those promises have not be fulfilled.
3. Youth Development / Job Readiness – the language of job readiness does not address the importance of entrepreneurship, which is a very different skill set [Note – entrepreneurship is specifically supported through the Economic Development division of OEWD]
4. Academic Preparedness and Assistance – the focus should not just be on college preparation, but also on vocational training and high-quality careers that do not require a college education
5. Below Market Rate Homeownership opportunities – would like to know how many of the new affordable units being created in the neighborhood are for ownership. Would like more outreach and education on how that program works
6. Affordable Housing - Can the city buy up units to keep them affordable? Particularly properties that are owned by seniors who do not have family members to pass that property on to – could the city buy these up, renovate them and keep them affordable?
7. Child care
  - a. There is a lack of space for childcare providers
  - b. Small family care homes do not receive the support they need, provide much of the childcare in this neighborhood
  - c. Families in subsidized units cannot be childcare providers – they will lose their federal subsidies if they receive this income. How can we advocate to change these rules?
8. Housing for Youth – Provide more transitional housing for TAY and bundle with services such as financial education
9. Third Street Improvements
  - a. Need technology upgrades and improved wi-fi access
  - b. Space availability is issue for nonprofits
  - c. Vacancies and empty storefronts – some storefronts on Third Street have been vacant for years; how can neighborhood groups and community-based organizations access these spaces and activate them?
10. Timeline – question around timeline for implementation of this five-year set of strategies
11. Environmental issues – naturally occurring asbestos from shipyard– is anything being done to manage the airborne contamination?
12. Supporting neighborhood businesses
  - a. Identify vacant storefronts and accept proposals from local businesses
  - b. Provide mentorship
  - c. Provide employment support
  - d. Provide business support
13. Coordinate more with other departments to ensure we are meeting whole needs of families
  - a. Utilizing city-owned properties and working with other departments on real estate issues (permits, building, renovations)

14. Provide child care provided for classes, training, workshops so that residents can access these services
15. Could the city establish a satellite office in the neighborhood
16. Issues of low salaries for nonprofit staff and resulting high level of staff turnover
17. Make sure that RFP's and funding opportunities are shared with neighborhood organizations
18. Community Youth Center commented on need to expand API center on Third Street
19. Meeting closed – send any additional comments to Pierre Stroud, [pierre.stroud@sfgov.org](mailto:pierre.stroud@sfgov.org)

## **Chinatown NRSA Meeting**

**October 7, 2019**

### **Comments**

1. There is support for workforce only in certain sectors; need more support for childcare so that low-income parents can access jobs and training
2. Finding it more difficult to link to City College; for instance community needs more home health aide classes, but these were recently cut; also recently cut bilingual consumer classes for seniors
3. Seems hard for City College to think about community-based services and working with CBO's; met with Chinatown campus staff and they were not aware of MOHCD encouraging linkages for ESL programs
4. What about other affordable housing development opportunities? Are there small sites opportunities in Chinatown?
5. Housing-place based services support community events for Ping Yuen. Does MOHCD also support broader community events?
6. Need transitional housing and services for survivors of human trafficking
7. Concern by some current grantees about fitting existing, successful programs into MOHCD's new strategies.
8. Space issues and rising rents for OEWD [referred to OEWD's program; encouraged agencies to include full costs in proposals]
9. Can some commercial vacancies become spaces for nonprofits? [OEWD currently working on finding a space that could fit 3-5 nonprofits in Chinatown]
10. Graduates of agency's culinary program do not want to work in Chinatown because many restaurants do not even pay minimum wage; these restaurant small businesses need employer education and technical assistance [OEWD does have a program focused on restaurants]

## Mission NRSA Meeting Notes

October 16, 2019

### Comments

1. Workforce – I don't see opportunities for young folks to access the workforce pipeline, particularly youth from SFUSD to be able to access jobs in the city
2. The City should leverage private sector in city that are receiving tax breaks to increase employment opportunities.
3. How can we use First Source and other local hiring requirements to ensure that San Francisco residents are able to access good jobs, particularly outside of the construction industry?
4. Are the department looking at the community land trust model – how does a community come together to own and use space?
5. Homelessness issue is become more severe, particularly in the Lower Mission area between Duboce and 17<sup>th</sup> Street. The homeless encampments continue to grow.
6. Public safety is an issue
7. I don't see childcare discussed in the plan – that is a key issue for families, and can be both a barrier to employment and an opportunity for employment
8. Displacement is key neighborhood issue
9. Mental health is impacted by all of these stressors
10. We need to have a holistic approach. People don't live in the silos, but that is how the city departments and funding works. How can the city work in a more coordinated and holistic way?
11. How is the city going to continue to be a welcoming gateway community for immigrants? How can immigrants access housing opportunities?
12. Affirmatively furthering fair housing – what are city strategies to integrate neighborhoods, build affordable housing in predominately white neighborhoods like Pacific Heights, and build more affordable housing in the western neighborhoods?
13. How will city reduce speculation and modulate market forces? Can we look at models of other cities globally, such as Singapore, Vienna and Vancouver?
14. Medium and low income housing inclusion needs to be increased
15. In the current strategies I don't see indicators for success for homelessness strategies
16. MOHCD has put out a great RFP, very responsive to community needs. How can we encourage other departments to take a similar approach?
17. How does being a NRSA effect funding, and what is the impact for low income neighborhoods that aren't currently NRSA's, such as the Excelsior?
18. How can the city support worker cooperatives and other empowering forms of economic and workforce development?

## SoMa NRSA Meeting Notes

October 17, 2019

### Comments

1. How do homeless services fall into this?
2. How does the city ensure that the neighborhood's priorities are not conflated with the cultural district's priorities?
3. List of housing development projects and whether they are fully funded
4. Job center – where is it—Hamilton and Goodwill
5. Mental health services?
6. How do you ensure that organizations are stable enough to provide the services that the City wants to have provided through its partners? Accountability—how are organizations monitored? What kind of data will the city use to determine languages?
7. Question for Patrick – in terms of how can we support a coordinated effort when OEWD comes in a decides that something is a cultural corridor or a business corridor. You fixed Stevenson, but everyone who was here just moved to other areas? When initiatives come in for one block, they just move to the next block.

## Tenderloin NRSA Meeting Notes

October 18, 2019

### Comments

1. Lot of SRO buildings, many units empty on any given night. What are the city's strategies to preserve affordability and use of SRO's? Would like to connect with information on that, preservation of SRO stock. Vacated spots go to market rate. [Referred to HSH]
2. Housing creation, what are the types of housing being created? We are seeing issues for clients with trauma. SRO rooms can be extremely small and oppressive, with no communal or light space, these residents end up on hanging on street because they need to get out of their buildings. Issue of building supportive v. affordable housing.
3. Neighborhood stabilization, green space and open space. Per capita open space in TL is the size of a yoga mat. Impact of development leading to higher density, effect on health of residents. [Discussed Complete Neighborhoods Program, public space improvement program at MOHCD.]
4. Question regarding kind of projects funded through Community Building program area. [Most projects born of community advocacy, discretionary funding process. Support groups of residents and stakeholders, so they can influence neighborhood planning and projects.]
5. South East Asian Development Center had question regarding system navigation and the behavioral health issues that frequently come up. How can we collaborate and coordinate better with Department of Public Health? [MOHCD can help facilitate a connection with DPH]
6. South East Asian Youth Development Center – Can you talk more about how GED programs fit into the skill development area?
7. Where are the new affordable housing projects being built, and what are the boundaries of Tenderloin NRSA? How will they affect open space? What about housing for neighborhood residents in other neighborhoods? [Referred to Affirmatively Furthering Fair Housing plan and Teresa Yanga.]
8. What about idea of creating a rental registry, and why isn't this part of the current strategies? [MOHCD is working with Rent Board and others on this strategy, referred to Hugo Ramirez]
9. South East Asian Community Center – Questions regarding the Below Market Rate housing application process and long wait times. [Referred to Below Market Rate housing team at MOHCD]
10. TGI Justice Project – question regarding the Compton's Cultural District project and how that will be leveraged to create jobs and ownership opportunities [Referred to Cultural District Program Manager, Julia Sabory].

## **Visitacion Valley NRSA Meeting Notes**

**11/7/19**

### **Comments**

1. Interested in economic development programs – support for small businesses, including child support providers; how to leverage African American Arts and Culture District? Renaissance Entrepreneurship Center has program currently for women living in Sunnydale – talk to Russel Morine about doing more work with Visitacion Valley residents (has been primarily working in Bayview and Excelsior) – connect David, Drew, Russel to Visitacion Valley Invest in Neighborhoods contact
2. Health department has been working with School District, but need more funding for programs like family reunification – need services for fathers, including family law
3. Asian Pacific American Community Center (APACC) – thanks to MOHCD for their support, we now receive funding for children’s services through Department of Children, Youth and Families (DCYF)
4. Any plans for the portable restrooms that have been set up in the Tenderloin and other neighborhoods for Visitacion Valley?

Proposal ID	Agency Name	Proposal Name	Program Area	Strategy	FY 2020-21 Grant Rec	Written Public Comment	Author	Date
134546-20	Community Awareness Resources Entity (C.A.R.E.)	Access to Opportunity	Access to Opportunity	Housing Place-Based Services	\$ -	I would like to formally request that the funding committee reconsider and fund Community Awareness Resources Entity (C.A.R.E.). CARE was started by couple of residents that live in Potrero Hill public housing. The non -profit is located in the middle of the development. We work hard to meet the needs of the community young and old. CARE is in a unique situation because we are residents to be bale to reach people quicker and have built up trust among the residents. CARE submitted two RFP in order to one work with community on a broader scale and to also be able to hire from within the community. The second RFP was to be able to take a group of youth to Washington D.C. to participate educational with Close-Up. Close-Up focus is to inform, inspire, and empower young people to exercise the rights and accept the responsibilities of citizens in democracy. The non-profit is unique because it is resident created and ran. Our focus is to unite the community as a whole and encourage adults to see that just because you live in a low income community does not mean you can not strive to achieve more in life. I myself come from being a drug addict, homeless, and few other things to now have a B.A. in Human Service Management as well as Masters in Public Administration. CARE has been operating for the past seven years in the pubic housing with the focus of helping the community grow. If you can not fund both RFP please reconsider finding the youth for the next three years because they are the future. Attached is the flyer for their first fundraiser so that you can see they are empowered to do better and be better. Thank you for reading this email which is the first of many more to come from community members to show that CARE does good work and has the support of many community members.	Uzuri Pease-Greene	1/15/2020
134748-20	Community Awareness Resources Entity (C.A.R.E.)	Community Building	Access to Opportunity	Housing Place-Based Services	\$ -	I would like to formally request that the funding committee reconsider and fund Community Awareness Resources Entity (C.A.R.E.). CARE was started by couple of residents that live in Potrero Hill public housing. The non -profit is located in the middle of the development. We work hard to meet the needs of the community young and old. CARE is in a unique situation because we are residents to be bale to reach people quicker and have built up trust among the residents. CARE submitted two RFP in order to one work with community on a broader scale and to also be able to hire from within the community. The second RFP was to be able to take a group of youth to Washington D.C. to participate educational with Close-Up. Close-Up focus is to inform, inspire, and empower young people to exercise the rights and accept the responsibilities of citizens in democracy. The non-profit is unique because it is resident created and ran. Our focus is to unite the community as a whole and encourage adults to see that just because you live in a low income community does not mean you can not strive to achieve more in life. I myself come from being a drug addict, homeless, and few other things to now have a B.A. in Human Service Management as well as Masters in Public Administration. CARE has been operating for the past seven years in the pubic housing with the focus of helping the community grow. If you can not fund both RFP please reconsider finding the youth for the next three years because they are the future. Attached is the flyer for their first fundraiser so that you can see they are empowered to do better and be better. Thank you for reading this email which is the first of many more to come from community members to show that CARE does good work and has the support of many community members.	Uzuri Pease-Greene	1/15/2020

Proposal ID	Agency Name	Proposal Name	Program Area	Strategy	FY 2020-21 Grant Rec	Written Public Comment	Author	Date
134548-20	FRH Consulting LLC	Community-Based Services	Access to Opportunity	Housing Place-Based Services	\$ -	<p>On behalf of FRH Consulting and many agencies in San Francisco, I would like to share my concerns on the HUD Funding Recommendations. FRH Consulting is an African American founded agency whom staff are a direct representation of the communities we are directed to serve, we are also San Francisco natives. The core of our team was born in public housing and some still reside within these communities. It is disheartening to read the results of the "recommendations" for funding. Not only did our agency not receive any "recommendations," but our community partners we work closely with weren't in consideration. The purpose of this funding was reach to the communities who have been neglected, better yet failed due to systemic racism. As a partnering agency, I was excited to see MOHCD make such a considerable effort to change how things have been operating, but after seeing these results and once again the African American agencies who work diligently within these communities are being left out, leaves me puzzled. Many of the agencies that were "suggested" do great work, but there are still great cultural disparities that need to be addressed. The truth of our work is in the results. Many African American community based agencies understand the needs of the communities MOHCD wants to focus on. We work intimately with these residents everyday in different capacities, we've been leveraging resources and partnerships to go above and beyond for our African American communities, yet we are not being considered for the appropriate funding to remain sustainable. If MOHCD, decides to proceed with funding the recommended agencies, we will continue to serve our families that are suffering the most due to poverty, but eventually bandaids will fall off and the wounds will still be unhealed. Our approach as a City, as a Community, and as individuals needs to be more united and extremely intentional if we want to heal and rebuild our broken African American communities. I would love to discuss this in greater depth as soon as possible. I believe there are many voices that should be represented when making these decisions on equity for African Americans in San Francisco. If you need help pulling them together I would love to contribute names of organizations and African American leaders who are being called upon, by the residents on a daily basis. Thank you for your time.</p>	Danielle Banks, Director of Resident Services	2/5/2020

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134504-20	HOMEY	HOMEY HUB	Access to Opportunity	Community-Based Services	\$ 135,000	Brian and Michael-- I write you today to say thank you for including HOMEY in the awards list as many organizations were not awarded any funds at all through your most recent RFP. However, I also want to communicate my concern in the allocation and would like to inquire to you, and your review committee, on the process by which you decided on amounts and program awards. HOMEY submitted two proposals and your office awarded us one without any explanation. Your office allocated us the same level of funding that we were awarded 5 years ago under the cdbg funding source. As you know, HUD funding receives no cost of doing business increases in the manner that general fund grants do and their administrative fee only allows 10% and yet we received the same funding this cycle as in years past. Given the cost of living increases in SF and the impact it has on staffing consistency, I am curious why you would keep our funding flat without accounting for a living wage for staff or increased operational expenses in one of the most expensive regions of the world as we outlined in both proposals to mohcd. Additionally, because you decided to only fund a new program proposal, as it relates to mohcd's scope, and to essentially de-fund our current IMPACT program without bridge funds, which most funders do, you have given us no choice but to cut all programming as of June 30th. Please note, the primary population (80%), we are serving in jails are African-American and Latinx. What message does this send to them? How does this fit into the City and County of San Francisco's racial equity strategy? It's unfortunate that no one from your leadership team has reached out to me, and although there is a public hearing tonight, on the federally funded portion of your portfolio, it is not the venue to have these particular discussions in terms of your rationale and explanations. HOMEY is thankful that we are remaining a part of the MOHCD portfolio, however, we aren't even receiving the same amount we are currently in contract for right now. I am concerned, yet hopeful, that someone will respond with clarity so I can message back to our clients, staff, allies and the community what your rationale, strategy and hope you consider a change to our award moving forward. Thank you for your time--	Roberto Alfaro, Executive Director	2/4/2020
134717-20	San Francisco Community Land Trust	Equitable Governance: Reinforcing Resident Leadership in San Francisco Cooperative Housing	Community Building	Convening and Collaboration	\$ -	To whom it may concern at MoHCD, My name is Praveen Sinha and I have been a resident of the San Francisco for 17 years and living in the mission district for 14 years. During that process the San Francisco Land Trust (SF CLT) was able to the buy out the house I am living in and allow me rent and income stability for myself and dozens of others living in this house. Even though I started out as a "techie", it is because of rent stabilization through the SF CLT that I was able to pursue meaningful full time employment at a social justice oriented non-profit. I and dozens of others on our property additionally rely on the SFCLT on a day-to-day basis to help out with maintenance and overall sustainability of our house. I ask the commission to continue funding for education and outreach for the SFCLT, as it has great positive daily benefit in my life and the lives all residents in the Land Trust community.	Praveen Sinha Merry-go-Round house, district 9	2/3/2020
134717-20	San Francisco Community Land Trust	Equitable Governance: Reinforcing Resident Leadership in San Francisco Cooperative Housing	Community Building	Convening and Collaboration	\$ -	Hello, My name is Jonathan Bonato and I live at Columbus United Cooperative, 53 Columbus Ave, a housing cooperative supported by the San Francisco Community Land (SFCLT). I am alarmed to learn that the SFCLT was denied funding requests to preserve and expand affordable housing and denied funding to provide post purchase counseling. The work of SFCLT enabled me to overcome homelessness, giving me the opportunity for homeownership in a racially diverse , intergenerational cooperative. Please restore funding to the SF Community Land Trust as it continues to help me and so many others stay in their homes.	Jonathan Bonato Homeowner	2/3/2020

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134717-20	San Francisco Community Land Trust	Equitable Governance: Reinforcing Resident Leadership in San Francisco Cooperative Housing	Community Building	Convening and Collaboration	\$ -	<p>Good Afternoon, My name is Linda Brockway and I am a member of the National Association of Housing Cooperatives and the California Association of Housing Cooperatives. The two organizations have worked with the San Francisco for the Community Land Trust (SFCLT) for the last five years to promote and present out annual Cooperative conference that is held on the second Saturday of May. The organizations are disappointed that the SFCLT did not receive the requested grant money from the City of San Francisco.</p> <p>This grant money may also be used to support the conference that is attended by 65-100 cooperative board members from the City of San Francisco. This conference presents opportunities for the cooperative members to enhance their learning experience regarding financing to increase capital improvements, governance and conflict of interest classes to increase board member knowledge. It is extremely important that the City, the SFCLT and the cooperatives continue to work together to promote community living in the City of San Francisco.</p>	Linda Brockway Chairperson, Member Services National Association of Housing Cooperatives	2/4/2020
134717-20	San Francisco Community Land Trust	Equitable Governance: Reinforcing Resident Leadership in San Francisco Cooperative Housing	Community Building	Convening and Collaboration	\$ -	<p>My name is Jacqueline Henderson and I am a shareholder resident at Ammel Park Cooperative. I am alarmed to learn that the San Francisco Community Land Trust was denied funding which assists me in sustainable home residency. Partnership with SF Community Land Trust provides our cooperative with technical assistance and access to services. Their support helps me to continue to live in a racially diverse intergenerational community in a neighborhood facing historic displacement of African Americans, seniors, and disabled residents. Please restore funding to the SF Community Land Trust.</p>	Jacqueline Henderson	2/4/2020
134717-20	San Francisco Community Land Trust	Equitable Governance: Reinforcing Resident Leadership in San Francisco Cooperative Housing	Community Building	Convening and Collaboration	\$ -	<p>To Who It May Concern: My Name is Raymond S. Brown, and I live at 915B Golden Gate Avenue, housing cooperative supported by the San Francisco Community Land Trust. I am alarmed to learn that the Land Trust was denied funding requests to preserve and expand affordable housing and denied funding to provide post purchase counseling. The work the Land Trust does prevented me from becoming homeless, and gave me an opportunity for homeownership in a racially diverse, intergenerational cooperative. Please restore funding to the S. F. Community Land Trust as it continues to help me and so many others stay in their homes.</p>	Raymond S. Brown	2/4/2020
134717-20	San Francisco Community Land Trust	Equitable Governance: Reinforcing Resident Leadership in San Francisco Cooperative Housing	Community Building	Convening and Collaboration	\$ -	<p>To Whom I May Concern: My name is Norma Brown, and I'm a homeowner at Loren Miller Homes. I'm alarmed to learn that San Francisco Community Land Trust was denied funding which assists me in sustainable home ownership. Partnership with S. F. Community Land Trust provides me technical assistance and access to services. Their support helps me to continue to live in a racially diverse intergenerational community in a neighborhood facing historic displacement of African Americans, seniors, and disabled San Franciscans. Please restore funding to the S. F. Community Land Trust.</p>	Norma Coignet Brown	2/4/2020

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134723-20	SFCASA	Fostering Futures: Mentorship and Connection to Services for Transition-Age Foster Youth	Access to Opportunity	Community-Based Services	\$ -	<p>Dear Mayor Breed, I'm writing to ask that you reconsider including San Francisco Court Appointed Special Advocates (SFCASA), an organization that supports foster youth through mentorship and advocacy, in your Office of Housing and Community Development Grant award. I have personally witnessed the positive benefits a CASA volunteer can have on a foster youth's life. A CASA can truly make all the difference to a foster child's sense of community when the foster youth is placed in an otherwise isolating situation, such as those 650 foster children who will be placed outside the County or 250 who will be placed in foster homes more than 100 miles away this year.</p> <p>Regardless of the location of their placement, foster youth are San Francisco citizens who are currently not being served by the programs funded by San Francisco taxpayers, and were not on the preliminary award list for this grant.</p> <p>SFCASA is the only organization that consistently ensures that our most vulnerable youth receive services to thrive even when they are placed outside the city. I'd ask that you reconsider including SFCASA as a grant award recipient to make sure that San Francisco's current and recent foster youth are not further isolated from their home and community.</p>	Gretchen Eschbacher Koch	1/29/2020
134723-20	SFCASA	Fostering Futures: Mentorship and Connection to Services for Transition-Age Foster Youth	Access to Opportunity	Community-Based Services	\$ -	<p>Dear Mayor Breed, I'm writing to ask that you reconsider including San Francisco Court Appointed Special Advocates (SFCASA), an organization that supports foster youth through mentorship and advocacy, in your Office of Housing and Community Development Grant award. I have personally witnessed the positive benefits a CASA volunteer can have on a foster youth's life. A CASA can truly make all the difference to a foster child's sense of community when the foster youth is placed in an otherwise isolating situation, such as those 650 foster children who will be placed outside the County or 250 who will be placed in foster homes more than 100 miles away this year.</p> <p>Regardless of the location of their placement, foster youth are San Francisco citizens who are currently not being served by the programs funded by San Francisco taxpayers, and were not on the preliminary award list for this grant.</p> <p>SFCASA is the only organization that consistently ensures that our most vulnerable youth receive services to thrive even when they are placed outside the city. I'd ask that you reconsider including SFCASA as a grant award recipient to make sure that San Francisco's current and recent foster youth are not further isolated from their home and community.</p>	Sarah Cummings	1/29/2020

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134723-20	SFCASA	Fostering Futures: Mentorship and Connection to Services for Transition-Age Foster Youth	Access to Opportunity	Community-Based Services	\$ -	<p>Dear Mayor Breed, I'm writing to ask that you reconsider including San Francisco Court Appointed Special Advocates (SFCASA), an organization that supports foster youth through mentorship and advocacy, in your Office of Housing and Community Development Grant award. I have personally witnessed the positive benefits a CASA volunteer can have on a foster youth's life. A CASA can truly make all the difference to a foster child's sense of community when the foster youth is placed in an otherwise isolating situation, such as those 650 foster children who will be placed outside the County or 250 who will be placed in foster homes more than 100 miles away this year.</p> <p>Regardless of the location of their placement, foster youth are San Francisco citizens who are currently not being served by the programs funded by San Francisco taxpayers, and were not on the preliminary award list for this grant.</p> <p>SFCASA is the only organization that consistently ensures that our most vulnerable youth receive services to thrive even when they are placed outside the city. I'd ask that you reconsider including SFCASA as a grant award recipient to make sure that San Francisco's current and recent foster youth are not further isolated from their home and community.</p>	Omar Serang	1/29/2020

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134723-20	SFCASA	Fostering Futures: Mentorship and Connection to Services for Transition-Age Foster Youth	Access to Opportunity	Community-Based Services	\$ -	<p>Dear Mayor Breed, I'm writing to ask that you reconsider including San Francisco Court Appointed Special Advocates (SFCASA), an organization that supports foster youth through mentorship and advocacy, in your Office of Housing and Community Development Grant award. I have personally witnessed the positive benefits a CASA volunteer can have on a foster youth's life. A CASA can truly make all the difference to a foster child's sense of community when the foster youth is placed in an otherwise isolating situation, such as those 650 foster children who will be placed outside the County or 250 who will be placed in foster homes more than 100 miles away this year.</p> <p>Regardless of the location of their placement, foster youth are San Francisco citizens who are currently not being served by the programs funded by San Francisco taxpayers, and were not on the preliminary award list for this grant.</p> <p>SFCASA is the only organization that consistently ensures that our most vulnerable youth receive services to thrive even when they are placed outside the city. I'd ask that you reconsider including SFCASA as a grant award recipient to make sure that San Francisco's current and recent foster youth are not further isolated from their home and community.</p>	Robert Smith	1/29/2020

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134723-20	SFCASA	Fostering Futures: Mentorship and Connection to Services for Transition-Age Foster Youth	Access to Opportunity	Community-Based Services	\$ -	<p>Dear Mayor Breed, I'm writing to ask that you reconsider including San Francisco Court Appointed Special Advocates (SFCASA), an organization that supports foster youth through mentorship and advocacy, in your Office of Housing and Community Development Grant award. I have personally witnessed the positive benefits a CASA volunteer can have on a foster youth's life. A CASA can truly make all the difference to a foster child's sense of community when the foster youth is placed in an otherwise isolating situation, such as those 650 foster children who will be placed outside the County or 250 who will be placed in foster homes more than 100 miles away this year.</p> <p>Regardless of the location of their placement, foster youth are San Francisco citizens who are currently not being served by the programs funded by San Francisco taxpayers, and were not on the preliminary award list for this grant.</p> <p>SFCASA is the only organization that consistently ensures that our most vulnerable youth receive services to thrive even when they are placed outside the city. I'd ask that you reconsider including SFCASA as a grant award recipient to make sure that San Francisco's current and recent foster youth are not further isolated from their home and community.</p>	Sally Stocks	1/30/2020

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134723-20	SFCASA	Fostering Futures: Mentorship and Connection to Services for Transition-Age Foster Youth	Access to Opportunity	Community-Based Services	\$ -	<p>Dear Mayor Breed, I'm writing to ask that you reconsider including San Francisco Court Appointed Special Advocates (SFCASA), an organization that supports foster youth through mentorship and advocacy, in your Office of Housing and Community Development Grant award. I have personally witnessed the positive benefits a CASA volunteer can have on a foster youth's life. A CASA can truly make all the difference to a foster child's sense of community when the foster youth is placed in an otherwise isolating situation, such as those 650 foster children who will be placed outside the County or 250 who will be placed in foster homes more than 100 miles away this year.</p> <p>Regardless of the location of their placement, foster youth are San Francisco citizens who are currently not being served by the programs funded by San Francisco taxpayers, and were not on the preliminary award list for this grant.</p> <p>SFCASA is the only organization that consistently ensures that our most vulnerable youth receive services to thrive even when they are placed outside the city. I'd ask that you reconsider including SFCASA as a grant award recipient to make sure that San Francisco's current and recent foster youth are not further isolated from their home and community.</p>	Mike McKay	1/30/2020

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134723-20	SFCASA	Fostering Futures: Mentorship and Connection to Services for Transition-Age Foster Youth	Access to Opportunity	Community-Based Services	\$ -	Dear Mayor Breed, I'm writing to ask that you reconsider including San Francisco Court Appointed Special Advocates (SFCASA), an organization that supports foster youth through mentorship and advocacy, in your Office of Housing and Community Development Grant award. As a 9 year CASA volunteer, I have personally witnessed the positive benefits a CASA volunteer can have on a foster youth's life. A CASA can truly make all the difference to a foster child's sense of community when the foster youth is placed in an otherwise isolating situation, such as those 650 foster children who will be placed outside the County or 250 who will be placed in foster homes more than 100 miles away this year. I have directly experienced being the only person in a 6 year old's life who visits her as she moves from out of county foster home to out of county group home to in county residential placement. My present CASA youth lives in Santa Rosa. Regardless of the location of their placement, foster youth are San Francisco citizens who are currently not being served by the programs funded by San Francisco taxpayers, and were not on the preliminary award list for this grant. SFCASA is the only organization that consistently ensures that our most vulnerable youth receive services to thrive even when they are placed outside the city. I'd ask that you reconsider including SFCASA as a grant award recipient to make sure that San Francisco's current and recent foster youth are not further isolated from their home and community.	Ann E. Kirk	1/31/2020
134723-20	SFCASA	Fostering Futures: Mentorship and Connection to Services for Transition-Age Foster Youth	Access to Opportunity	Community-Based Services	\$ -	Dear Mayor Breed: I am writing to ask you to reconsider including San Francisco Court Appointed Special Advocates(SFCASA) in your Office of Housing and community Development Grant Award. I am a donor and volunteer with this organization and I have personally witnessed the positive benefits a CASA volunteer can have on a foster youth's life. Today many of San Francisco's foster children are being placed outside the city because of the high cost of living in the city and a lack of foster homes in SF. This issue makes it even more imperative that these foster youth have a CASA so that they are not further isolated from their homes and community. It is important that they continue to receive services provided by SFCASA even when they are placed outside the city. Being a foster child can be a lonely and traumatic experience and SFCASA is so important for providing the connections these children need to thrive. Please reconsider this grant for SFCASA. Thank you very much.	Heather Hughes	2/1/2020
134723-20	SFCASA	Fostering Futures: Mentorship and Connection to Services for Transition-Age Foster Youth	Access to Opportunity	Community-Based Services	\$ -	Dear Mayor Breed, I'm writing to ask that you reconsider including San Francisco Court Appointed Special Advocates (SFCASA), an organization that supports foster youth through mentorship and advocacy, in your Office of Housing and Community Development Grant award. I have personally witnessed the positive benefits a CASA volunteer can have on a foster youth's life. A CASA can truly make all the difference to a foster child's sense of community when the foster youth is placed in an otherwise isolating situation, such as those 650 foster children who will be placed outside the County or 250 who will be placed in foster homes more than 100 miles away this year. Regardless of the location of their placement, foster youth are San Francisco citizens who are currently not being served by the programs funded by San Francisco taxpayers, and were not on the preliminary award list for this grant. SFCASA is the only organization that consistently ensures that our most vulnerable youth receive services to thrive even when they are placed outside the city. I'd ask that you reconsider including SFCASA as a grant award recipient to make sure that San Francisco's current and recent foster youth are not further isolated from their home and community.	Sola Morrissey	2/1/2020

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134723-20	SFCASA	Fostering Futures: Mentorship and Connection to Services for Transition-Age Foster Youth	Access to Opportunity	Community-Based Services	\$ -	Dear Mayor Breed, I'm writing to ask that you reconsider including San Francisco Court Appointed Special Advocates (SFCASA), an organization that supports foster youth through mentorship and advocacy, in your Office of Housing and Community Development Grant award. I have personally witnessed the positive benefits a CASA volunteer can have on a foster youth's life. A CASA can truly make all the difference to a foster child's sense of community when the foster youth is placed in an otherwise isolating situation, such as those 650 foster children who will be placed outside the County or 250 who will be placed in foster homes more than 100 miles away this year. Regardless of the location of their placement, foster youth are San Francisco citizens who are currently not being served by the programs funded by San Francisco taxpayers, and were not on the preliminary award list for this grant. SFCASA is the only organization that consistently ensures that our most vulnerable youth receive services to thrive even when they are placed outside the city. I'd ask that you reconsider including SFCASA as a grant award recipient to make sure that San Francisco's current and recent foster youth are not further isolated from their home and community.	Shelley W. Gottlieb	2/4/2020
134723-20	SFCASA	Fostering Futures: Mentorship and Connection to Services for Transition-Age Foster Youth	Access to Opportunity	Community-Based Services	\$ -	Dear Mayor Breed, I'm writing to ask that you reconsider including San Francisco Court Appointed Special Advocates (SFCASA), an organization that supports foster youth through mentorship and advocacy, in your Office of Housing and Community Development Grant award. I have personally witnessed the positive benefits a CASA volunteer can have on a foster youth's life. A CASA can truly make all the difference to a foster child's sense of community when the foster youth is placed in an otherwise isolating situation, such as those 650 foster children who will be placed outside the County or 250 who will be placed in foster homes more than 100 miles away this year. Regardless of the location of their placement, foster youth are San Francisco citizens who are currently not being served by the programs funded by San Francisco taxpayers, and were not on the preliminary award list for this grant. SFCASA is the only organization that consistently ensures that our most vulnerable youth receive services to thrive even when they are placed outside the city. I'd ask that you reconsider including SFCASA as a grant award recipient to make sure that San Francisco's current and recent foster youth are not further isolated from their home and community.	Amy DiBenedetto, Controller & Operations Director	2/10/2020

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134723-20	SFCASA	Fostering Futures: Mentorship and Connection to Services for Transition-Age Foster Youth	Access to Opportunity	Community-Based Services	\$ -	Dear Mayor Breed, I'm writing to ask that you reconsider including San Francisco Court Appointed Special Advocates (SFCASA), an organization that supports foster youth through mentorship and advocacy, in your Office of Housing and Community Development Grant award. I have personally witnessed the positive benefits a CASA volunteer can have on a foster youth's life. A CASA can truly make all the difference to a foster child's sense of community when the foster youth is placed in an otherwise isolating situation, such as those 650 foster children who will be placed outside the County or 250 who will be placed in foster homes more than 100 miles away this year. Regardless of the location of their placement, foster youth are San Francisco citizens who are currently not being served by the programs funded by San Francisco taxpayers, and were not on the preliminary award list for this grant. SFCASA is the only organization that consistently ensures that our most vulnerable youth receive services to thrive even when they are placed outside the city. I'd ask that you reconsider including SFCASA as a grant award recipient to make sure that San Francisco's current and recent foster youth are not further isolated from their home and community.	Katy Hope	2/10/2020
134723-20	SFCASA	Fostering Futures: Mentorship and Connection to Services for Transition-Age Foster Youth	Access to Opportunity	Community-Based Services	\$ -	Dear Mayor Breed, I have seen firsthand the challenges that are resulting from the crisis in San Francisco's foster care system, with only 35% of our city's foster youth being placed in the city. Given this crisis, I was disappointed to learn that the Mayor's Office of Housing and Community Development Grant award did not include San Francisco Court Appointed Special Advocates (SFCASA) or any organization focusing on the needs of current and recent foster youth in its funding recommendation. San Francisco is separating the majority of foster youth from the only community they know, deepening social isolation and depriving them of the many programs that city taxpayers support through the Mayor's Office, DCYF and other city departments. Stockton, Fresno and Antioch do not have the richness of programs available here and neither DCYF or any other city department is ensuring youth placed in those far away cities have access to our resources. SFCASA is the only organization that consistently ensures that our most vulnerable youth receive services to thrive even when they are placed outside the city. I'd ask that you reconsider including SFCASA as a grant award recipient to make sure that San Francisco's current and recent foster youth are not further isolated from their home and community. Thank you for your consideration.	Paul Knudsen	2/11/2020

Proposal ID	Agency Name	Proposal Name	Program Area	Strategy	FY 2020-21 Grant Rec	Written Public Comment	Author	Date
134723-20	SFCASA	Fostering Futures: Mentorship and Connection to Services for Transition-Age Foster Youth	Access to Opportunity	Community-Based Services	\$ -	Dear Mayor Breed, We were disappointed to learn that the Mayor's Office of Housing and Community Development Grant award did not include San Francisco Court Appointed Special Advocates (SFCASA) or any organization focusing on the needs of current and recent foster youth in its funding recommendation. Currently placing more than 65% of youth in foster care outside the county, our city is separating these youth from the only community they know, deepening the social isolation common to foster youth, while also depriving them of the many programs that city taxpayers support through the Mayor's Office, DCYF and other city departments. San Francisco CASA provides vital advocacy and mentorship to San Francisco's foster youth, identifying youth strengths and interests and facilitating participation in all sorts of programs and activities wherever they are placed. A CASA can truly make all the difference to a foster child's sense of community when the foster youth is placed in an otherwise isolating situation, such as those 650 foster children who will be placed outside the County or 250 who will be placed in foster homes more than 100 miles away this year. Our proposal directed a significant portion of the requested grant towards supporting volunteer travel to youth placed far away, a cost that is preventing many capable citizens from taking on the role of a CASA. Regardless of the location of their placement, foster youth are San Francisco citizens and those placed outside the county are being shortchanged both in the funds allocated through this process, and generally by the city and county. SFCASA is the only organization that consistently ensures that our most vulnerable youth receive services to thrive even when they are placed outside the city. I'd ask that you reconsider including SFCASA as a grant award recipient to make sure that San Francisco's current and recent foster youth are not further isolated from their home and community.	Renée Espinoza, Executive Director	2/12/2020
134723-20	SFCASA	Fostering Futures: Mentorship and Connection to Services for Transition-Age Foster Youth	Access to Opportunity	Community-Based Services	\$ -	Dear Mayor Breed, I'm writing to urge you to reconsider including San Francisco Court Appointed Special Advocates (SFCASA), an organization that supports foster youth through mentorship and advocacy, in your Office of Housing and Community Development Grant award. I am a board member of SFCASA and cannot emphasize enough how transformative a CASA volunteer can be on a foster youth's life. A foster youth will on average change school's seven times and move seven times, which can be completely isolating during a time in a child's development when they should feel supported, connected, and loved. A CASA volunteer provides consistent, dependable support and can make a foster child feel the sense of community that they so desperately need and deserve. Foster youth are San Francisco citizens who are currently not being served by the programs funded by San Francisco taxpayers, and were not on the preliminary award list for this grant. I'd urge you to reconsider including SFCASA as a grant award recipient to make sure that San Francisco's current and recent foster youth are not further isolated from their home and community.	Katherine Rockwell	2/14/2020

Proposal ID	Agency Name	Proposal Name	Program Area	Strategy	FY 2020-21 Grant Rec	Written Public Comment	Author	Date
134623-20	The Richmond Neighborhood Center	Networks in the Richmond District: Safety and Community Coalition	Community Building	Convening and Collaboration	\$ -	Thank you for your honesty about the difficult decisions you've had to make regarding the Community Development RFP process, we understand that it was highly competitive and there were hundreds of proposals not funded. As an organization that has been convening a coalition of community based organizations for over 20 years and have adapted and strategized to meet the needs of the neighborhood together, we were disappointed in the results. As advocates for the Richmond District we would be remiss to not draw attention to the loss of this important program. This program created a network for community based organizations to reach the most vulnerable clients in our neighborhood with greater efficiency and streamlined outreach opportunities. The loss of this funding impacts the seniors, youth, and families who rely on these services and resources, not those just served by The Richmond Neighborhood Center, but by those served by the 35 diverse organizations who actively participate in this coalition. The intentions of this comment are to remind the public, decision-makers and city departments of the needs in the Richmond District and the loss of support after two decades of coalition building. We know that these are very difficult decisions and we appreciate your thoughtful consideration.	Michelle Cusano, Executive Director	2/21/2020



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# **CITIZENS' COMMITTEE ON COMMUNITY DEVELOPMENT PUBLIC HEARING**

Tuesday, February 4, 2020  
San Francisco Main Public Library, Koret Auditorium  
30 Grove Street  
San Francisco, CA 94102  
5:30 p.m. – 7:30 p.m.

## **MINUTES**

### **1. Call to Order at 5:50 p.m.**

Committee Members Present: Marc Vogl, Clinton Loftman, Irene Riley, Aileen Hernandez, Azalea Renfield, and Emma Kelsey.

City Staff Attendance: Brian Cheu (MOHCD), Pierre Stroud (MOHCD), Helen Hale (MOHCD), Mike King (MOHCD), Alex Banh (MOHCD), Barry Roeder (MOHCD), Michael Solomon (MOHCD), Manuel Vasquez (MOHCD), Malik Looper (MOHCD), Hugo Ramirez (MOHCD), David Taylor (OEWD), Glenn Eagleson (OEWD), Tina Rose Novero (OEWD), Angel Cardoz (OEWD), and Dedria Black (HSH).

### **2. Public Comment on the Preliminary Funding Recommendations for FY 2020-21**

Clinton Loftman provided an introduction, including an overview of the CCCD and its role in the funding process. Michael Solomon read three speaker names at a time, in the order their cards were received. Individual speakers were allowed 3 minutes for comment, while groups were allowed 5 minutes.

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#### **Speaker #1. Jackie Flinn et. al, A. Philip Randolph Institute (APRI)**

"I am the Executive Director of APRI. I have asked community members to come and speak...

*I was one of the very first participants at APRI. People in my family have called me a problem child. I have been taught many things by my family. They taught me whatever we go through we should always maintain hope. I have learned how to be a mom and how to utilize resources for housing. Without APRI's help, I do not know where I would be. I would like to see them expand throughout San Francisco, not just in the Bayview. This organization serves not only the Bayview, they are seen as a resource to many in the community. I have worked on my resume with the staff. They have given me access to so many resources.*

*I have been with APRI for 6 years. I have learned so much, improved my networking skills. I have gained more connections in my community. I have stepped up as a leader. Jackie and Kurt taught me how to use my voice to make action. They are my second family.*

Everyone here has a connection to APRI and how they have helped them. I am concerned with the current funding award for APRI. If our city is moving forward with racial equity, then why is there only 2% of the funding for Black-led organizations? We need to back up our words with funds.”

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**Speaker #2. Jennifer DaSilva, Start Small Think Big**

“Our mission is to help lower income people start for-profit businesses. We help businesses in underserved areas so their owners can build personal financial security and economic activity in their area. Our participants come primarily from very low income and underserved areas. We are based in New York City, but we opened up an office here in San Francisco four years ago. We have been providing primarily legal services for the last four years, and we know this is a priority for the department. We were awarded some of the money we requested and for that we are grateful.

The grant is to expand services, including marketing. We are only providing legal services here now. The grant would allow us to provide marketing support. We have done that in New York City but have not been able to do that in San Francisco. We want to hire a full-time person to provide marketing support, which would require another \$25,000. The full range of services for entrepreneurs is financial services, legal, and marketing. People who receive all of these services have seen their revenues increase by at least 60% in one year, and their personal income increase by 25%. So, getting this support will make a big difference for the communities we serve. By providing that, you will help us expand our services in San Francisco.”

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**Speaker #3. Genny Price, Success Centers**

“Success Centers was founded 30 years ago. We serve youth and adults through workforce programming. Several years ago, we were able to expand our executive leadership staff through funding awards which helped us grow to serve more people. Success Centers is here because we are concerned about Black-led organizations that do not have all the resources they need to successfully sustain. They are underfunded. Because of years of underfunding, this has caused stress to staff. We ask for capacity building opportunities to strengthen services. We find the rising rent and increased disparities make it hard to operate as a community-based organization in San Francisco.”

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**Speaker #4. Adrian Williams, The Village Project**

“I am the Executive Director at The Village Project. I work with youth, families and seniors in the Western Addition. I have been a one-woman show for a long time. I am concerned that less than 2% of funding (out of \$42 million) is going to Black-led organizations. I have been told to delegate yet there is no money to add more staff.

I was recently confronted with a challenge. For years this organization was rent free, but now, because of the local and national attitude, I have been asked to pay rent now. I was unfairly over-charged \$800 for rent, where some other community-based organizations are only charged \$1 for rent. I was told I was not qualified for many funding sources in the city. I have had to make a lot of calls I have not made in 14 years. How can we build capacity if we are not able to become a subcontractor with appropriate funding? I see so many people have to move from the city with a subsidy certificate. There is a systemic problem. We are not getting funding and are being pushed out. I do not get it. The math does not make sense.”

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**Speaker #5. Michael Blecker, Swords to Plowshares**

“Our particular proposal was for securing Veterans Affairs (VA) benefits for homeless veterans and disabled vets. We are a homeless veteran-serving organization. We have received MOHCD funds for legal services for about 27 years. We now have been recommended for another \$81,000. We appreciate it, but it just falls so far short for getting veterans legal services for their VA claims.

In this city, there are 8,100 unsheltered veterans. We have some of the best attorneys in the world doing this work. Swords is very unique in this country and nationally-recognized. We have more than a 90% success rate. We have won millions of dollars in lifetime benefits. Not just income but eligibility for health services, which is life-saving. Our attorneys are nationally-recognized, and we started pro bono services with more law firms. So, we try to leverage these funds as much as we can. And we have made huge in-roads, leading to policy changes at the VA. But the low amount of funding is a huge stressor for a nonprofit like us to make changes and implement these changes.

Consider our proposal at a higher level than \$81,000. We are grateful but we just need a much higher level of funding to provide these legal services.”

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**Speaker #6. Mahogany Roland, Rebuilding Together San Francisco**

“Our organization is over 30 years old. We provide affordable housing for San Franciscans. These include low-income households in the Bayview and Hunters Point. They include seniors, disabled folks, and single household families. We get our funding through MOHCD. The funding has been critical for repairs that bring hot water and heat to families. This makes a big difference in the quality of life of the people we serve. Our main emphasis is to serve communities of color in San Francisco. We need to continue to receive funding to keep up the good work.”

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**Speaker #7. Karina Galvan-Torres et. al, BALANCE**

“It is such an honor to share this space tonight. We share one common goal: a commitment to serve the residents of San Francisco. At BALANCE, we believe in building strong, thriving communities. When you ask how we should change this process, we recommend bonus weight given to organizations whose practices reflect our values, such as hiring from the communities they serve. And with their business practices, like using vendors who are sourcing from local businesses. Maybe someday this will not be a bonus, but just the norm.”

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**Speaker #8. Lyslynn Lacoste, BMAGIC**

“I am here to speak in solidarity with other Black-led community-based organizations. Whether through systemic failures, etc., government action is undermining Black-led organizations. Black-led organizations are essential to respond to the needs of Black-led communities. Black-led organizations serve, with the least amount of resources, communities that need it most. Black-led organizations are expected to provide more with less. Black-led organizations have fewer cash reserves and are more dependent on grants.

Of the 16 Black-led organizations that submitted proposals, only 6 received a funding recommendation, totaling less than 2% of the \$42 million over the next five years. You can and we should all do better.”

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**Speaker #9. Joi Jackson-Morgan, 3<sup>rd</sup> Street Youth Center and Clinic**

“This morning you should have received a letter on behalf of the Black-led organizations. My organization is actually recommended for funding, but this is not a push for my organization. This is a push for my community. It is a shame that combined we have over 200 years of experience serving our community and we have to beg for more than 2%. It is a disrespect to our expertise. What you are talking about is not equity, it is equality. Black and people of color are not the same thing. The pie chart you have is misleading. It says 18%, when it is only 2% (of the funding) for Black-led organizations.

To fix this, we need your help. As you heard before, some Black-led organizations might lack the infrastructure to manage the grant. Sometimes managing the grant is way more than doing the work. People are being pushed out at alarming rates, so we cannot wait to fix this. We need to do this today. Please put your money where your mouth is when you talk about equity and start giving to Black-led organizations.”

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**Speaker #10. Erris Edgerly, Brothers For Change**

“We serve the Western Addition and black families. I have helped grow big agencies while my agency has stayed small. I have seen Adrian Williams walk up and down the streets with kids. It is the Black migration that has helped grow and build San Francisco and the Western Addition. Then we were kicked out and told we could come back with a Certificate of Preference, 50 years later. The Office of Economic and Workforce Development (OEWD) is not supporting us. We are moving backwards. Please give us the funding and we will give to others.

Our families are in crisis. We have high rates of school dropout. If we cannot come to you all and ask for funding, we should have the benefit. All of our positions/jobs need appropriate funding. The City is well-staffed. We do so much with very little. Please hear our recommendations/asks. We can work magic. We know how to do a lot with a little. We are collaborating. When you call on one of us, you call on all of us.”

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**Speaker #11. Roderick Magbual et. al, Pin@y Educational Partnerships (PEP)**

"I stand in solidarity with all the organizations in this room. It is an honor to be in this room with everyone who serves our communities.

Please reconsider the proposed \$27,000 funding cut to our organization. This cut will impact all of our teacher and education services. We serve the underserved and under resourced Filipino community. We have provided ethnic studies for 14,500 students. Out of 310 PEP teachers, 2/3 are San Francisco residents. Over 60% of PEP teachers have gone on to graduate programs, becoming doctors and professors across the nation. We started a course so high school students can receive college course credit. PEP students can get college-level courses and community organizing experience. Many PEP teachers are now recognized SFUSD teachers. We have published ethnic studies books, and are influential in schools. My son and many others are reaping the benefits of this. I am also an elected official in a local town and we are booming in economic development. Booming economic development can serve these programs. I am not blind to the economic opportunity that is happening here.

Additional speakers on behalf of PEP...

*I am a professor in ethnic studies at San Francisco State University. Thanks for the support you have given us for the past two decades. Because of the support, we have been successful. But, at some point, I think people did not realize how that success happens. You can see it in the impact we have had in this room, all the people in this room, and this is just a small fraction. We started in 2001. When we first started PEP, it was about addressing the challenges our Filipino community was facing. No one was doing this at the time. The youth did not understand their identity. This led to a high dropout rate, self-harm, and growing tensions. Our solution was an adult teaching force, to address the needs of youth. We created the answer in our own hands. This is our own equity.*

*This is only a little bit of us here tonight. The reputation of someone that came from PEP is highly regarded. I receive daily requests for folks to hire from PEP. Daily. We are proof that it works. Funding is very, very important. We have the evidence what we are doing is successful, and we need the funding to keep it going. We provide a social justice workforce. This is part of your mission. We want to continue and see that funding is restored.*

*Being Filipino is not even on this paper. If you are crippling our community, you are crippling the city.*

*I am a doctor at San Francisco State University. Thank you for the funding over the years. Because of your support we have been successful. Some do not understand our success, but look around the room. One phone call made this happen. In 2001, when we first started, we addressed the growing challenges of Filipino families. Our curriculum taught unity within the Filipino community. We developed an adult teaching workforce. We went from being a youth organization to being such a diverse community within PEP. I get daily requests for jobs.*

*We are proof that the funding MOHCD provides makes a difference. If it goes away, we will see less people become successful. We provide a social justice workforce."*

**Speaker #12. Sacha Steinberger, Legal Link**

“I am here in support of the legal services award to Homeless Prenatal Program, of which Legal Link is a subgrantee. Low-income households face 6 or more legal issues each year. Many issues can be addressed with timely legal help, but many do not know how to access the system. Only 14% of the time do they receive the help they need.”

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**Speaker #13. Marcus Tartt et. al, Renaissance Bayview**

“We provide comprehensive services to small businesses in the Bayview. I want to highlight the theory of change you show here. It says that ensuring economic growth offers benefits to the communities. We see a lot of economic growth potential in the Bayview. The challenge is, will we be here to see it? Will we be here long enough to see it? So many Black leaders are having to leave San Francisco. We believe small businesses support neighborhoods and communities. By supporting Little Leagues, supporting the communities and neighborhoods nearby, small businesses help Black communities thrive. I brought someone from the community that can speak to the struggles of a business...”

*My husband and I were born and raised here. Without Renaissance we would not be here. Bayview is now a Cultural District but there are no small Black businesses in the Bayview because they say we are not qualified. How do I not qualify? This does not make sense? I say to other Black-led organizations, stay in the city. But the funding is not adequate. Just being a business owner in the Bayview is important. The limitations to get access are just too much and too far. I think we should structure things to work better for low-income households.”*

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**Speaker #14. Thu Banh, BRIDGE Housing**

“We were recommended to receive funding for housing and community development projects. Thanks for your continued support. We are working on a project in Potrero. This funding gives a lot of reassurance to our organization and to the residents of Potrero that we can continue to provide quality programming. We are reshaping the community. Across 80 events so far, thousands of people have come out to discuss the development plans and shape their community. In addition, we have community services and classes, Zumba, and gardening. Thousands have come out. Each of these interactions help residents break the social isolation that they are feeling now in Potrero Hill.

In the next three years, we will be adding another 140 housing units, that Potrero families can call their new homes. And bringing on a new child care center to add much needed child care for the neighborhood. We are also creating public open space for communities to gather. Housing redevelopment means not only economic opportunities through construction, That is just the beginning. BRIDGE wants to work with nonprofits and businesses, beyond construction. Health care for example. We want to ensure residents are in well-paying jobs that have the opportunity for economic advancement. Another area we want to support is entrepreneurship.

In closing, we express our gratitude. I look forward to coming back and sharing more stories. I also stand in solidarity with many of the Black-led organizations in this room. I have worked with many of them and consulted with many of them over the years.”

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**Speaker #15. Desi Danganan, Kultivate Labs**

“We were fortunate to be funded. Our main mission is to help build neighborhoods to thrive with local businesses. We were very fortunate to develop UNDISCOVERED SF, a Filipino initiative, through SoMa funds. Every year we have grown Filipino businesses which has added to the economic growth in the SoMa. 6th and Mission is the most challenging area of San Francisco – in terms of quality of life, crime and drugs – yet Filipino business owners want to do business in this area. We ask that you increase our funding to do more work in the 6th and Mission area. To help more entrepreneurs in the 6th and Mission area thrive. We need community support to be successful. We are up for the job. We out-perform metrics on all of our grants. People of color do this for the love and betterment of the community.”

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**Speaker #16. Lavert James, Independent Bayview Resident**

“We have to come here to beg. My great grandmother was the first Black woman in San Francisco to buy her own home. My other grandmother just passed away last week. You can see the balloons on Cesar Chavez that they dedicated in her honor. Her name is Bessie Webb. This pisses me off. Organizations like APRI have helped me and my family get jobs and pay dues. They have helped all these people get off the streets to do something, to be better. My community has been on drugs since I was little, but we are not stopping. We are going to do something. We need our young people to be something. \$42 million is really nothing. It is not enough. But to get 2% of that, for our community, for our organizations, we need to do better. As a people, as a city, as a united front, we have to do better. I do not know what to say but I pray that you all can do something. I do not like to beg, but we need something more than this.”

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**Speaker #17. Dina Mendoza et. al, Tenderloin Housing Clinic’s La Voz Latina**

“Since 2005, La Voz Latina has served as a resource center for Latinas in danger of eviction. In the past two years we have expanded the neighborhoods served, because our staff is culturally competent. We provide back rent. We accompany tenants with an attorney if they need representation. We help advocate for tenants with landlords. We work hard to ensure livable conditions for our clients. Our budget has been reduced by a third. This will affect our operating hours, key community leader positions, and limit services. We will not be able to provide supplemental funding that helps us expand our reach. We will have to eliminate our community leader programs.

Recently four tenants were served with eviction notices. These tenants need services. One tenant is being evicted through new ownership, but thanks to our organization, she was able to find a new home. We are committed to keeping households stably housed. Please reconsider our funding recommendation so that we can continue to bring great services to the community. Thank you for our community and staff present today.

Additional speakers on behalf of La Voz Latina...

*A lot of great organizations are being cut. Why are we doing this to organizations that are doing great work on the ground. I really hope that you would reconsider how you make your funding decisions. Pull funding from other services in the city to fund these great organizations that are really helping the community. Funders at MOHCD need to come to our communities and see the struggles and disparities and social injustices. We need to have funding increased to help support these traumatized citizens. This is a great city, but do not cut services.*

*Single room occupancy hotels (SROs) have become a battleground for funding. When a building is sold, people are displaced. La Voz Latina has helped us come to the table with landowners. This past year we had a Lower Nob Hill resident of 20 years that was facing eviction for hoarding. The organizers helped coordinate a negotiation for the tenant to move and have her unit treated for bedbugs. She kept her housing. These services are essential. We need good organizers now more than ever. Please prioritize these organizations for funding.”*

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**Speaker #18. Tracy Brown and Aleks Zavaleta, Mission Language and Vocational School (MLVS)**

*“I am a graduate of MLVS. I graduated in 1985. The first job I got when I could not afford college. I was born and raised in the Mission. We did not have opportunities that others have. Many became citizens as a result of MLVS. My daughter now has a job at Kaiser Permanente because of MLVS. This is what MLVS does. We have been funded many years by MOHCD. We are an anchor institution, for the community at-large. We serve students who are failing, because the schools are failing them. We serve people with limited English proficiency and immigrants.*

*Do everything you can to support leaders of color. This lack of support needs to be addressed. You need to deliberate and really talk about everything you are hearing. We have been around for many years. We are one of three state-accredited vocational programs in San Francisco. Without the MOHCD funding, we will not be able to offer any of these services. People are not able to get jobs. They do not have the schooling. We provide the services for them, including job training and computer literacy.*

*I am a product of San Francisco. My daughter is a product of San Francisco. Do not leave people behind.*

*Additional speakers on behalf of MLVS...*

*I am a current student. This program is very important. It gives us the skills so we can have a better future in this life and to provide for our community.*

*I am outraged that the African American community is only getting 2%. It makes me want to cry. It feels weird having to fight for funding. The reason why this is so important is because a lot of members of our community start off in really bad situations. The moment they enter elementary school they are trapped. They do not get the services that other communities get. Whether it is because they are people of color, speak other languages, have behavioral issues, or whatever other reason. This school allows for students who did not get good grades, who did not make it in high school, to be really amazing students. Now they come into the office and say I want to see a transcript because they got a 4.0. With the right equipment, the right people, they can be amazing. Nineteen students were placed at Kaiser Permanente, Veterans Affairs and other hospitals. They will be able to climb the*

*ladder at the hospitals, buy a house, and take their families out of really bad situations. We have students who are starting their own catering businesses, being sous chefs. All they need is a little help. 316 organizations, \$42 million. Everyone could have gotten some.”*

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**Speaker #19. Sarah Wan, Community Youth Center of San Francisco (CYC)**

“We provide transitional-age youth services. We opened in the Bayview 10 years ago. The purpose of our cultural center was to embrace different ethnic groups in the Bayview. With the current funding cut to our organization, I will need to cut staff and cut daily services that are essential for the populations we serve. We cannot continue to be a bridge, or hold cultural programs with these funding cuts. Please reconsider our funding recommendation as this will greatly affect the community we serve and our organization.”

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**Speaker #20: Monique LeSarre, Rafiki Coalition**

“I am representing Rafiki Coalition for Health and Wellness. I am also representing The Coalition for Black/African American Prosperity in San Francisco. It includes groups such as the SF NAACP, Success Centers, New Community Leadership Foundation, SF Bayview Newspaper, 100 Black Organizations, Black police officers, Fillmore Rising, Liberation House, Inc., A. Philip Randolph Institute, 100% College Prep, Young Community Developers, SisterWeb, Urban Ed Academy, SFHDC, Greater Life Church, Tabernacle CDC, 3<sup>rd</sup> Street Youth Center & Clinic, and Booker T. Washington Community Service Center. I represent all of these organizations.

Rafiki was recommended for a small amount of funding. The gossip was Rafiki got funding. We got \$50,000, which we got before. Then we got \$200,000, most of which is going to subcontracts to folks on this list. And we also served as a fiscal agent for a Native American organization. When I heard someone say \$81 million, I lost my mind. I think it was Swords to Plowshares. If the Black community got that kind of money, we would be in a very different situation. You can say “we checked the box, we serve black communities.” Guess what, Black-led organizations are different. We are the community we serve. We are the places people go to. We have the relationships with the people. These larger organizations with all the back-office shops are gobbling up all the funding. It is not impacting smaller organizations.

We are requesting increased funding, and increased funding to help support the infrastructure for Black-led organizations. You need to do this because of the harm that has been done to the Black community in this city. This can only be fixed and achieved when Black-led organizations and Black leadership are prioritized. This is not acceptable, MOHCD. Not acceptable. Do better.”

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**Speaker #21. Kim Johnson, 100 Black Organizations**

“The proposed recommendations MOHCD put out were shocking to see. I know you have seen the documentary of what happened to the Fillmore. It used to be a thriving Black community. Now the Fillmore Cultural Center needs funding so that it can help sustain the community. MOHCD needs to go to the Fillmore and look around. How do you design your grant applications? They are ridiculous to complete. You need to go and look at the Fillmore. We are penalized if we do not complete grant applications. Black communities have been here the longest and have had the

worst conditions. A black man founded San Francisco and the school system in San Francisco. MOHCD is not being fair. We ask that you treat us fairly. We need more black businesses. You are keeping your foot on our neck. We ask for a fair chance.”

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**Speaker #22. Jameel Rasheed Paterson, New Community Leadership Foundation (NCLF)**

“We specialize in civic engagement. We work on the good, old fashioned values we got away from. Local people, local businesses, local organizations, local politicians. I love this diverse city. I think we have the opportunity to be a beacon for the rest of the country, especially this month, which really symbolizes what San Francisco is about. Chinese New Year and Black history month. We have the opportunity for diversity or division. We can pit it against each other, but that is not what San Francisco is about. It is about celebrating variety.

The Black community is always brought up regarding social experiences. We are number one in high school dropouts and number one in incarceration. But when it comes to investment, we are the lowest. Everyone needs to be invested in equity, but the African American community has a huge influence on this city. You have people who are not Black calling themselves the N word. And there is Telly Mac, the hip hop legend. When you invest in the African American community, you invest in influencing the whole city. Our communities, and the Mission, are the most inclusive. If you do not invest in us, you are not investing in the whole city. Investing in the African American community would impact Chinese kids, Latino kids. Look at Rudy Corpuz at United Playaz. A huge organization, a huge influence, but that is coming from the African American influence.

With that I want to say ‘Unite the City.’”

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**Speaker #23. Majeid Crawford, New Community Leadership Foundation (NCLF)**

“The disparities you see in the Black community are not by accident. Our own city, our own Board of Supervisors, instituted programs that impacted the Black community. We have always had a presence in the city. And in the 1940s and 1950s, when we came to work in the shipyards, we were forced to live in the Fillmore and the Bayview. The most polluted areas. We were redlined.

But we did not let that stop us. We built our own businesses, created our own resources. We had the highest rate of homeownership in the Bayview. We had our own businesses. But then they saw that, so they started urban renewal. Forty blocks in the Fillmore were bulldozed, then left vacant for years. People got put in the high rises but left the land vacant. Same as Bayview. We already had the power plant, but when it was time to build the sewage plant, they did not put it in the Sunset, which did not have any of this yet. They put it in Bayview. Do you want Black people to stay in the city? Because for the past 40 years, you have been pushing us out. If you want Black people to stay in the city, please fund all Black-led organizations in full.”

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**Speaker #24. Darlene Roberts, Fillmore Jazz Ambassadors**

“I wish I could speak to the audience. MOHCD does not want you here. They will give you less and less. If you pay your taxes, you have a reason to demand from your Supervisor to speak up for you. MOHCD is sick and tired of hearing from you. Our kids are ill and dying. In the 1950s,

Harry Truman came up with model cities. They did not include Black people. They are not including you for a reason. Do not humble yourself for these people. She does not have pity for you. You show them your records. This is sweeping across the nation from Boston to Philly, all places with jazz and Black culture. I founded the Fillmore Jazz Ambassadors because I was excited. Black people in the 1950s did not have the right to vote. We will not get anything. These proposed funding choices are your funding. I will shut up. I am mad at every last one of you.”

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**Speaker #25. Hays Berry, Sequoia Living**

“Our proposal to expand experience corps from Marin to San Francisco was wholeheartedly denied in its entirety. What this is, is it takes elderly volunteers and pairs them with younger individuals from poor communities. It feeds two birds with one worm. Everyone needs more of this money to go around. This intergenerational approach can increase the effectiveness for the children served *and* for the volunteers. A study called Double Jeopardy says a 3<sup>rd</sup> grader is four times less likely to graduate from high school if they cannot read at grade level by third grade. And the rate is even worse in low-income families. The neighborhoods we wanted to serve were in the Western Addition, Haight, many of the neighborhoods represented in this room. And the studies done on the impact of social isolation for seniors, this impacts all the seniors in San Francisco. I ask that you reconsider the Sequoia approach for funding and the intergenerational approach as a whole.”

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**Speaker #26. Saara Ahmed, Asian Women’s Shelter**

“As a grant manager, I want to recognize the amount of work this takes. I am coming off a lot of application submissions. While we are here talking about big topics, I want to acknowledge all the marginalized folks here. Our programs help women overcome domestic violence trauma. Many of our clients have experienced legacies of trauma. Our clients are survivors and face displacement and economic disparity. Most are non-English speakers who have migrated and are fearful of accessing public services. We serve all survivors of violence. We provide English as a Second Language (ESL) programs and support service connection. We look forward to future collaboration.”

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**Speaker #27. Drew Jenkins, J & J Community Resource Center**

“In the past weeks, I have seen so much disappointment from the African American community that is putting in the work. Before you make the recommendations, please go to the ground level and go to the communities that these bigger organizations claim they are serving. They are skimming the money. The money is not getting down to the communities. You are shortchanging the community-based organizations that are actually putting in the work. My organization has been putting in the work, and the one time that we asked you for something, we did not get anything. Go to the communities and ask them what they need. Get away from the paper because you are taking away the money from the kids that are dying. Come down to Sunnydale. I am there every day. See the cause and effect of pulling money away from the small organizations.

These are fake numbers. I have been in the room with organizations with over 200 years of history. 2% of the money is going to African American communities. Most of the people who are

dying by gun violence are in the African American community. And if we are shortchanging them and the kids, it does not make sense. Please get from behind the desk and rethink this. I am sorry to cut this off but I do not even want to listen to this anymore.”

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**Speaker #28. Val et. al, Purple House Project and San Francisco Community Land Trust**

“We are LGBTQI members, expats. Every single cause that MOHCD claims to support. This is a Black woman-led organization. I am the Executive Director. It is just as important to evaluate fiscal health and support it. Those that struggle are the ones that need the funding the most. We need to look at this history of people served through organizations like Purple House Project. Working with community partners like San Francisco Community Land Trust, we have helped programs thrive and support local residents. We need to renew the spirit of volunteers.

Additional speaker on behalf of San Francisco Community Land Trust...

*One thing I have learned to say is I agree when Val speaks. I came to San Francisco in 2009. The San Francisco Community Land Trust is extremely underfunded. Our proposal was disqualified. I want to explain what the San Francisco Community Land Trust is. When a house goes up for sale, the Land Trust comes in, buys it, and freezes the rent for tenants to pay under the fair market rate. This is a way to preserve housing for those that need it and cannot afford the high prices being charged on the private market.”*

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**Speaker #29. Deven Richardson, African American Arts & Cultural District and San Francisco Housing Development Corporation (SFHDC)**

“I am the Director of Community Equity for SFHDC and proud co-chair of the African American Arts & Cultural District. I join the Black-led organizations that you heard from earlier. You cannot change what you do not acknowledge. I believe the City has acknowledged the fact that African Americans have been disenfranchised. A lot of history of harm has been done to our people, through eminent domain, redevelopment, and on and on. You, exerting your power and influence, need to make a drastic paradigm shift to what is on that piece of paper. The Black community is in a state of crisis. I was born here. And the decline has not stopped. SFHDC was started by Black professionals 30 years ago to thwart the exodus. 30 years ago. And we are still doing that work today.

We are interested in making drastic change to the declining African American population. This will require drastic and bold changes. We need to go back and look at all the recommendations, all the funding that Black-led organizations have asked for, and restore it to full funding. You say you have this new focus on equity, but you are trying to be equitable and be fair at the same time, which you just cannot do. This typical way you do RFPs and scoring, you are going to get the same results. We need to make the changes today. They need to be bold and drastic. We are on the start of a new Census, and we say everyone needs to be counted. Why? Because of the funding. This funding. Folks like you all need to be bold and say these numbers do not mean anything. You need to be bold. You need to change things. What do you have to lose?”

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**Speaker #30. Terrence Valen et. al, Filipino Community Center**

“We have been around for 15 years. In the beginning, we had the highest rate of homicide. We hope to strengthen our services. We focus on women and families, and the traumas facing San Francisco, such as trafficking and domestic violence. We want to see certain programs restored. Neighborhood-based community organizations need to be funded. Our communities are being pushed out. They are going to Contra Costa and want to come back, but we need to stop displacement. Many services in the city are not language accessible for the Filipino community. We help support these people and stop the continued trauma.”

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**Speaker #31. Raquel Redondiez, SOMA Pilipinas**

“This is the anniversary of the start of the Filipino-American War. This is important because for the first time MOHCD has acknowledged historical trauma. This is the reason why Filipinos are here in San Francisco. We have been here for 120 years. Last year the City established Cultural Districts to stop the displacement of Filipinos and communities of color. We recognize that we are losing these communities fast. One of our main missions is to preserve community-based organizations that serve these communities.

A concern for us is the recommendations cut half a million dollars to Filipino organizations. On one hand we are establishing the CHHESS Report – the cultural heritage economic strategy - for all of our communities. And a big part of that is cultural competency. And this at a time that the Office of Civic Engagement and Immigrant Affairs (OCEIA) released a report completed by SOMCAN about the failure of City departments to provide language access to Filipinos. This is an official City language, and the community-based organizations are the only ones providing these services. And half a million dollars of these services are being cut.

We ask you to consider that and reconcile. We are working with MOHCD to provide these services. The way to provide language access and cultural competency is to fund these organizations. And here we are, cutting it to the tune of half a million dollars. And work with City departments like OCEIA who are trying to provide language access.”

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Mike King thanked the remaining audience members for attending.

**3. Adjournment at 8:03 p.m.**

## Public Comments Received and MOHCD Responses – Consolidated Plan

Name	Affiliation	Comment	MOHCD/OEWD/HSH Response
Sheridan Gray		<p>Over the years I have grown increasingly concerned by the issue of homelessness and its related issues in the city and made it my 2020 New Year's Resolution to become a more informed and engaged citizen on those topics. That led me to read, in its entirety, the draft 2020-2024 Consolidated Plan and 2020-2021 Action Plan.</p> <p>The only change I would advocate for is the allocation to the Emergency Services Grant (ESG) in the SP-35 Anticipated Resources section. The annual allocation totals \$511,180,186 yet only \$1,595,423, or 0.3%, is allocated to ESG. Admittedly, I do not understand all of the interconnected agencies and processes, but the ESG seems to be one of the programs providing direct support to the unsheltered homeless population and this allocation seems incredibly low.</p>	The \$1,595,423 is the ESG annual entitlement grant to San Francisco from HUD.

## Public Comments Received and MOHCD Responses – Consolidated Plan

Name	Affiliation	Comment	MOHCD/OEWD/HSR Response
Sheridan Gray		<p>The NA-10 Housing Needs Assessment – 24 CFR 91.205 section says:</p> <p>The goal for new housing production for very low to moderate income households ... is nearly three times San Francisco’s average production rate.</p> <p>Based on housing production data from 2014–2018, San Francisco did not meet any of its annual production goals for any income category. Furthermore, funds available for new affordable housing construction, rehabilitation and supportive service provision come primarily from Federal and State sources that, in the absence of major policy change, will not increase.</p> <p>What major policy changes are being considered to expedite the production of new housing units? Who are the decision-makers and key influential stakeholders that need to align?</p>	<p>Under Executive Directive 17-02, issued by Mayor Edwin Lee on September 27, 2017, City departments are directed to speed up construction and delivery of housing units with specific timing targets. This directive was not in effect prior to 2017 and therefore 2014-2018 housing production would not have benefited from the directive. The Executive Directive requires City departments to expedite its design review and approval processes and timing including pre- and post-entitlement reviewing and permitting. Because this is an Executive Directive, all relevant department heads and their respective departments must comply with the directive. These departments include all permitting agencies such as the Planning Department, Department of Building Inspection, Department of Public Works, Municipal Transportation Agency, Public Utilities Commission, Fire Department, Recreation and Parks Department, and Mayor's Office on Disability.</p>

## Public Comments Received and MOHCD Responses – Consolidated Plan

Name	Affiliation	Comment	MOHCD/OEWD/HSB Response
Sheridan Gray		<p>The SP-80 Monitoring – 91.230 section says:</p> <p>A five-year performance measures matrix will be used to assess investment outcomes and outputs across the 2020–2024 time frame of the Consolidated Plan. Performance under each measure will be tracked against a five-year goal and a one-year goal.</p> <p>When and where will the results of these performance measures be made available to review? Which agency is ultimately responsible for the successful execution of the Consolidated Plan?</p>	<p>The five-year goals and one-year goals are included in this document, the Draft 2020-2024 Consolidated Plan and 2020-2021 Action Plan. After each program year ends on June 30th, San Francisco starts to develop the HUD-required CAPER (Consolidated Annual Performance and Evaluation Report), which is available for public review and comment in early September. The CAPER is due to HUD on September 30th. MOHCD is responsible for implementation of affordable housing and community development activities described in the Consolidated Plan; OEWD is responsible for economic development and workforce development activities; and HSH is responsible for activities related to homelessness and supportive housing.</p>
Sheridan Gray		<p>What are the ways that I, as an individual citizen continue to learn and advocate for solutions to the homelessness crisis currently affecting San Francisco?</p>	<p>The Department of Homelessness and Supportive Housing (HSH) is the department within the City and County of San Francisco whose primary focus is to make homelessness in San Francisco rare, brief, and one time. Launched on July 1, 2016, HSH combines key homeless serving programs and contracts from the Department of Public Health (DPH), the Human Services Agency (HSA), the Mayor’s Office of Housing and Community Development (MOHCD), and the Department of Children Youth and Their Families (DCYF). This consolidated department has a singular focus on</p>

## Public Comments Received and MOHCD Responses – Consolidated Plan

Name	Affiliation	Comment	MOHCD/OEWD/HSH Response
			preventing and ending homelessness for people in San Francisco. For more information and resources, please visit <a href="http://hsh.sfgov.org/">http://hsh.sfgov.org/</a>
Sheridan Gray		The HSH budget website is several years old. <a href="http://hsh.sfgov.org/overview/budget/">http://hsh.sfgov.org/overview/budget/</a> Is there a more up to date version available to the public?	HSH is in the process of updating its website and this comment has been passed on to our IT department to be included in the updates.
Sharon Batton		Is the funding to help homeless individuals living on the streets that may have mental health and substance abuse issues?	Homelessness is a crisis due to the loss of housing. While in a state of crisis, some may use substances to cope. Funds provided through Emergency Solutions Grant support shelter, outreach, rapid rehousing prevention and data collection. The goal of these funds to assist individuals at-risk or experiencing homelessness and align with the evidence-based practice of Housing First. These funds do not specifically fund treatment services. Studies show that once stable in housing, drug use and other risky behaviors may greatly reduce. Additionally, rapidly resolving housing instability and paired with appropriate behavioral health or other support services can have long-term benefits.

## Public Comments Received and MOHCD Responses – Consolidated Plan

Name	Affiliation	Comment	MOHCD/OEWD/HSH Response
			<p>HSH partners with the Department of Public Health to align mental and behavioral health services in the households at-risk or experiencing homelessness.</p>
Ilsa Lund	Larkin Street Youth Services	<p>How can we improve the current youth homeless response system? (Referring to pg. 320 of the plan)</p> <ul style="list-style-type: none"> <li>• Improve TAY Navigation trainers --- include more bi-lingual staff, translation services</li> <li>• Add more vulnerability ranges in the CE assessment questions to be more inclusive of inter-sectional experiences</li> <li>• Ask the city to reduce human bias for how the system prioritizes housing</li> <li>• Seems like CE is structured more so for people who may not be able to maintain their housing (substance use abusers, etc.)</li> <li>• Provide individual plans for people so they can maintain their housing; e.g. ensure every individual has a case manager</li> </ul> <p>PROPOSED SOLUTION OPTION FOR CE TO HELP TAY: * HSH CREATE A USER PORTAL FOR YOUTH TO ACCESS</p>	<p>HSH will continue to work with local stakeholders to make improvements to the Homeless Response System especially for youth in San Francisco. Improvements to our system will include evaluating our Coordinated Entry System and ensuring youth at-risk or experiencing homelessness connect to housing and/or support services that meet their needs. HSH strives for a fair and equitable system and will continue to research, support and implementing evidence-based best practices in Coordinated Entry process improvement. Coordination is critical to Housing First and helps to maximize the use of limited housing funds. Additionally, Coordinated Entry is designed to help give households with severe needs who have been historically overlooked or avoided due to their inability to advocate for themselves</p>

## Public Comments Received and MOHCD Responses – Consolidated Plan

Name	Affiliation	Comment	MOHCD/OEWD/HSB Response
		<p>TO SEE THEIR HOUSING STATUS AND/OR IF THEY'VE COMPLETED THEIR ASSESSMENT</p> <p>* PORTAL TO ALLOW ALL PROVIDERS TO ACCESS IT (tracking system based on DOB, name, optional SSC)</p>	<p>to finally access housing. Without coordination, households fall through the cracks and perpetuate an inequitable system. The ONE system is an evolving and HSB always seeks input regarding ways to better communicate within our provider network. These recommendations will be passed on to the Functional Steering Committee at HSB.</p>
Ilsa Lund	Larkin Street Youth Services	Allocate 20% of projects from PROP C funds for TAY-specific programming/resources (p. 324)	<p>HSB is required to balance the needs of all populations in the Homeless Response System. Funding allocations are reviewed annually and HSB will review and discuss this recommendation.</p>
Ilsa Lund	Larkin Street Youth Services	Add "youth of color" to the strategy of "acknowledge and develop strategies to address the unique needs specific sub-population groups, including veterans, youth, and LGBTQ+ populations" on p. 324	<p>Reviewing demographics especially race impacts all populations. HSB will change the bullet point to reflect the following: "Acknowledge and develop strategies to address the unique needs specific sub-population groups, including veterans, youth, and LGBTQ+ populations. HSB will evaluate disparities due to race and use data</p>

## Public Comments Received and MOHCD Responses – Consolidated Plan

Name	Affiliation	Comment	MOHCD/OEWD/HSH Response
			and best practices when developing these strategies."
Ilsa Lund	Larkin Street Youth Services	Broaden definition of "disability" to be capture more disabilities and diagnoses that may prevent an individual from maintaining employment. e.g. mental health illnesses (p. 325)	HSH is willing to discuss these recommendations but the definition of "disability" and how it is applied is not in the purview of this department. HSH supports changes and will assist in connecting to departments to make appropriate modifications to better serve our citizens.
Ilsa Lund	Larkin Street Youth Services	Under strategy 2, also provide more mental health and psychiatric youth-specific support; More support for LGBTQ+ identified youth / resources (p. 325)	HSH allocation of ESG funds are only allowed on eligible activities on shelter, outreach, prevention, rapid rehousing and data collection as defined by the US Department of Housing and Urban Development. To support successful connections to housing and to help all sustain housing, HSH works closely with the Department of Public Health who oversee Mental and Behavior Health to coordinated and provide mental and behavioral health services. HSH will continue to advocate for mental health and psychiatric services for youth and LGBTQ+ identified youth.



# MOHCD Five Year Planning Process: Integrated Needs Analysis

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## Introduction to this Document

In support of the development of its 2020-2025 Consolidated Plan, Analysis of Impediments, and HIV Housing Plan, the City and County of San Francisco Mayor's Office of Housing and Community Development (MOHCD) engaged in a year-long, city-wide outreach and engagement process with stakeholders and residents of San Francisco. During this process, MOHCD outreached to a wide range of community stakeholders and residents for their perspectives, needs, feedback, and input, specifically targeting the City's most vulnerable populations. This process served as a framework to identify housing and community development priorities, which, in turn, will drive the goals and strategies outlined in the final plans. Ultimately, MOHCD will use the community's input and priorities to inform decision-making for funding community services.

MOHCD contracted with Resource Development Associates (RDA) to develop an integrated needs analysis for these three plans and as well as other ongoing efforts led by the Planning Department. This needs analysis includes findings from the community outreach events organized by MOHCD as well as RDA's review of approximately 50 community needs assessments, consolidated plans, and other relevant departmental reports from city and county agencies in San Francisco and the Bay Area. Finally, this document pulls in secondary data from the 2017 American Community Survey (ACS) where appropriate to contextualize data and/or findings.

As an assessment of community needs, this document presents findings in terms of what services San Franciscans indicate that they most need. While residents discussed challenges, the community engagement and document review also reflect that residents who are connected to services generally have positive experiences and view the programs favorably.

This document organizes findings around the following domains: housing services, social and supportive services, economic self-sufficiency, service access, community empowerment and engagement, coordination of services, and housing barriers. These "buckets" of community needs were selected because they reflect the ways in which data were collected as well as how community members naturally discussed their service needs and concerns.

To support MOHCD's prioritization of vulnerable populations across the housing spectrum, RDA analyzed 37 survey reports under different population-specific filters in order to capture the unique needs of prioritized population groups. RDA examined survey results for all subgroups under each of the following filters to inform the analysis and synthesis presented in this report: race/ethnicity, sexual orientation, gender identity, age (seniors and TAY), HIV status, disability status, and housing status (homeless). Population-specific needs that emerged from this analytical process are documented in the appropriate section in the document.





## Methodology and Data Sources

As stated above, this needs analysis integrates findings from community outreach and engagement efforts, an extensive document review, and secondary data from the 2017 ACS. A description of the community outreach and engagement process, including participant demographics, a description of the document review, and a brief overview of secondary data are below. A detailed review of the methodology RDA used to code qualitative data from community meetings is included in Appendix A. Survey data was quantitative and analyzed using summary output reports.

## Community Outreach and Engagement

Community input is a critical part of the strategic planning process, providing crucial data to ensure funded programs and services address the highest priority needs of vulnerable populations as well as the City holistically. During this process, public input was obtained through community meetings (neighborhood forums and population-specific focus groups) and web surveys.

### Outreach and Engagement Participant Demographics

MOHCD's community outreach process engaged a total of 3,614 participants across community forums, focus groups, and web surveys. About twice as many women as men participated, with this ratio remaining consistent across engagement events. Participants represented a diversity of sexual orientation and racial/ethnic identities, with about one third identifying as LGBTQ+ and two thirds identifying with a race or ethnicity other than white. Tables 1-3 below summarize gender identity, sexual orientation, and race/ethnicity for all community participants who completed a demographic form, either in person or online. All survey participants provided demographic information, but this information was more difficult to capture during in-person events. Although most participants did provide this information, the values in the tables below may under-represent actual participation totals.

Community participation by race/ethnicity as represented in Table 3 below largely reflects San Francisco's population as a whole. In San Francisco, 41% of the population identifies as white, 34% as Asian, 15% as Latino/a or Hispanic, 5% as Black or African American, 4% as multiracial, and 1% as Native Hawaiian or Other Pacific Islander and American Indian or Alaska Native.<sup>1</sup> Groups with disproportionately high engagement across community meetings include Black, African American or African participants, who represented 14% of all participants, and American Indian or Alaska Native participants, who represented 5% of all participants.

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<sup>1</sup> American Community Survey, 2017



**Table 1: Self-Reported Gender Identity Across Community Outreach Efforts**

Gender Identity	n	%
Female	1,732	60%
Male	955	33%
I prefer not to answer	74	3%
Genderqueer/ Gender Non-binary	73	3%
Trans Female	17	<1%
Other	14	<1%
Trans Male	10	<1%
<b>Total Participants Self-Reporting Gender Identity</b>	<b>2,875</b>	<b>100%</b>

**Table 2: Self-Reported Sexual Orientation Across Community Outreach Efforts**

Sexual Orientation	n	%
Straight/Heterosexual	1,656	60%
Prefer not to answer	372	14%
Gay/Lesbian/Same Gender Loving	372	14%
Bisexual	238	9%
Other	81	3%
Questioning/Unsure	26	<1%
<b>Total Participants Self-Reporting Sexual Orientation</b>	<b>2,745</b>	<b>100%</b>

**Table 3: Self-Reported Race/Ethnicity Across Community Outreach Efforts**

Race/Ethnicity	n	%
Asian	1,061	33%
White	1,005	31%
Black, African American or African	455	14%
Latino/a or Hispanic	420	13%
American Indian or Alaska Native	172	5%
Middle Eastern or North African	63	2%
Native Hawaiian or Other Pacific Islander	40	1%
<b>Total Participants Self-Reporting Race/Ethnicity</b>	<b>3,216</b>	<b>100%</b>

## 1. Community Forums and Focus Groups

MOHCD facilitated 10 neighborhood-based public forums and at least 40 population-specific focus groups. Representatives from across the housing spectrum participated in the forums and focus groups, including individuals experiencing homelessness, residents of public and subsidized housing, housing and social service providers, HIV/AIDS housing advocates, homeowners, new San Francisco residents, recent immigrants, and life-long residents of the City. MOHCD facilitated sessions with cultural groups including African American, Cambodian, Samoan, Vietnamese, LGBTQ, and PLWHA community members. Participants responded to a series of structured questions on a range of relevant domains including



housing and service needs, barriers to housing access and choice, neighborhood change, and discrimination and fair housing. The following tables list the events held during this process, and the numbers of attendees participating in each.

**Table 4: Townhall-Style Community Forums, December 2018 – February 2019**

<b>Community Forums</b>	<b>District(s)</b>	<b>Attendees<sup>2</sup></b>
<b>Bayview Hunters Point</b>	D10	70
<b>Castro</b>	D7 & D8	29
<b>Chinatown</b>	D2 & D3	165
<b>Excelsior and OMI</b>	D11	79
<b>Mission</b>	D9	54
<b>South of Market</b>	D6	51
<b>Sunset</b>	D1 & D4	55
<b>Tenderloin</b>	D6	85
<b>Visitacion Valley</b>	D10	30
<b>Western Addition</b>	D5	38
<b>Total Participants</b>		<b>656</b>

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<sup>2</sup> These numbers may under-represent actual attendance because some participants did not provide demographic information.



**Table 5: Community Focus Groups, December 2018 – February 2019**

Focus Groups	Attendees
African American Community	35
Cambodian Community	19
Council of Community Housing Orgs.	14
Eviction Prevention & Tenant Empowerment Working Group	22
HIV Community	50
HIV Housing Providers	21
Homeowners	8
HOPE SF Hunters View Housing Community	21
HOPE SF Potrero Hill Housing Community	58
HOPE SF Sunnyside Housing Community	13
Housing Action Coalition	3
Human Service Network	7
Latino Service Providers & Advocates	19
LGBTQ Community	20
Local Homeless Coordinating Board	13
Long Term Care Coordinating Council	50
Mayor's Disability Council	20
RAD - 1760 Bush	20
RAD - 1880 Pine	11
RAD - 18th St	13
RAD - 25 Sanchez	11
RAD - 2698 California	21
RAD - 345 Arguello	31
RAD - 462 Duboce	5
RAD - 491 31st	18
RAD - Clementina Towers	15
RAD - Bernal Dwellings Housing Community	9
RAD - Hayes Valley North & South	17
RAD - JFK	28
RAD - Mission Dolores	7
RAD - Robert B. Pitts	20
RAD - Westside Courts	15
RAD - Woodside	9
Samoan Community	12
San Francisco Immigrant Legal & Education Network	20
Senior Disability Action	40
Transgender Community	6
Vietnamese Community	18
<b>Total Participants</b>	<b>739</b>



### Forum and Focus Group Participant Demographics

A total of 1,395 individuals took part in the community meetings, which were held across San Francisco between November 2018 and March 2019. Participants were asked to complete forms identifying a number of demographic characteristics, including as gender, race or ethnicity, and sexual orientation, but not all participants opted to complete this form. Notably, among those who did complete the form, most identified as female, straight/heterosexual, and Asian. The following tables display demographic characteristics of participants that elected to complete the form.

Gender – Forums	#	%
Female	300	68%
Male	128	29%
I prefer not to answer	5	1%
Genderqueer/ Non-binary	4	1%
Other	2	<1%
<b>Total</b>	<b>439</b>	<b>100%</b>

Gender – Focus Groups	#	%
Female	138	62%
Male	81	36%
Other	2	<1%
Trans Male	2	<1%
Trans Female	1	<1%
<b>Total</b>	<b>224</b>	<b>100%</b>

Orientation - Forums	#	%
Straight/Heterosexual	261	67%
I prefer not to answer	46	12%
Gay/Lesbian/Same-Gender	36	9%
Bisexual	33	9%
Other	12	3%
<b>Total</b>	<b>388</b>	<b>100%</b>

Orientation – Focus Groups	#	%
Straight/Heterosexual	158	77%
I prefer not to answer	22	11%
Gay/Lesbian/Same-Gender	10	5%
Bisexual	9	4%
Other	5	2%
<b>Grand Total</b>	<b>204</b>	<b>100%</b>

Race/Ethnicity – Forums	#	%
Asian	214	51%
Latino/a or Hispanic	64	15%
Black or African	61	15%
White	61	15%
American Indian or Alaska Native	13	3%
Middle Eastern or N. African	5	1%
Native Hawaiian or Pacific Islander	2	0%
<b>Total</b>	<b>420</b>	<b>100%</b>

Race/Ethnicity – Focus Grps	#	%
Asian	97	38%
Black or African	60	24%
White	52	20%
Latino/a or Hispanic	23	9%
American Indian or Alaska Native	14	5%
Middle Eastern or N. African	7	3%
Native Hawaiian or other Pacific Islander	2	1%
<b>Total</b>	<b>255</b>	<b>100%</b>



## 2. Community Surveys

MOHCD developed two community surveys to capture residents' housing and non-housing service needs as well as their housing experiences more generally.

### Planning Survey

This survey asked respondents what they need to get and stay in housing, which non-housing services are most important for them and their family, how they prefer to access services, their opinions of MOHCD, and other quality of life questions. This survey also included a demographic component where respondents indicated their age, race/ethnicity, gender, sexual orientation, HIV/AIDS status, housing status, disability status, income level, educational attainment, and language preference.

#### Planning Responses

2,219 total responses  
24 responses/day (average)

### Program Evaluation Survey

After completing the Planning Survey, participants had the opportunity to complete the MOHCD Program Evaluation survey, which asked about utilization of programs and services. Respondents were asked about their utilization of economic and workforce development programs, housing placement programs, housing services, and community services and then asked to rate and describe their overall experience with these programs and services. This survey was thus able to collect and compare specific utilization data from a range of City and community programs and services and nuance these data with participants' numerical rankings and qualitative assessments.

#### Program Evaluation Responses

1,537 total responses  
14 responses/day (average)

### Survey Respondent Demographics

Survey respondents that completed the planning survey were invited to take the program evaluation survey, and, as a result, most program evaluation survey respondents were counted in the planning survey demographic results. Residents from across 40 different San Francisco neighborhoods completed the planning survey, with responses from residents of the Mission, Tenderloin, Chinatown, South of Market, Sunset/Parkside, and Bayview Hunters Point each representing 5% or more of the total survey share. Respondents indicated a diversity of gender, sexual orientation, and racial identities. A slight majority of respondents identified as straight/heterosexual (58%) and as female (60%). Fifteen percent (15%) of respondents self-identified as gay/lesbian/same gender loving, 14% preferred not to answer, and 9% identified as bisexual. Thirty-five percent (35%) of respondents self-identified as white, 30% as Asian, 13% as Black/African American or African, 13% as Latino/a or Hispanic, 6% as American Indian or Alaska Native, 2% as Middle Eastern or North African, and 1% as Native Hawaiian or other Pacific Islander.

The following tables display planning survey response counts by self-reported neighborhood of residence, sexual orientation, gender identity, and race.

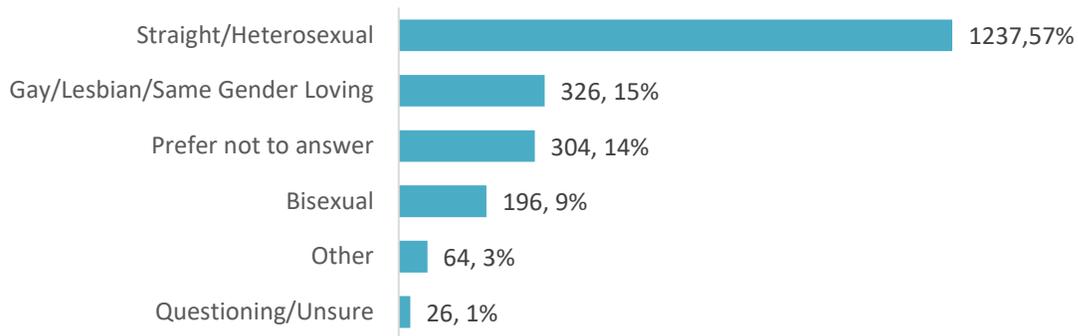


**Table 6: Planning Survey Responses by Neighborhood of Residence**

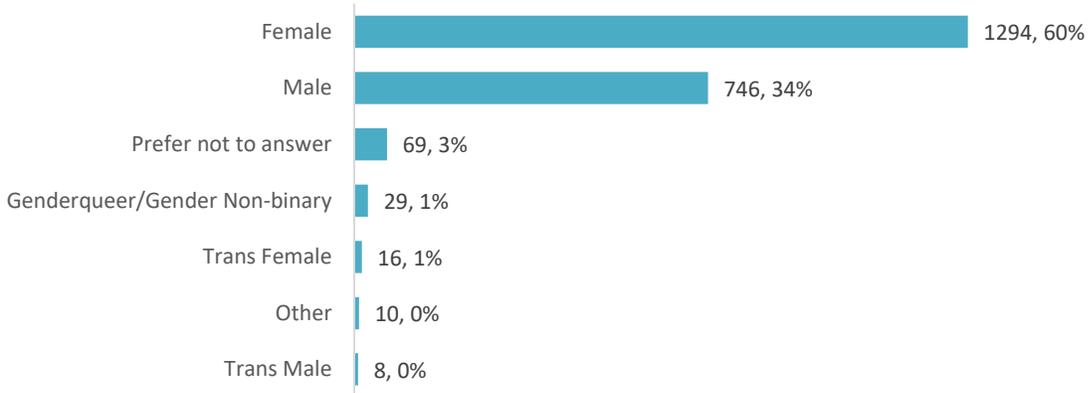
Neighborhood	#	%
Mission	232	12%
Tenderloin	175	9%
Chinatown	139	7%
South of Market	135	7%
Sunset/Parkside	126	6%
Bayview Hunters Point	121	6%
Castro/Upper Market	79	4%
Western Addition	76	4%
Excelsior	68	3%
Outer Richmond	65	3%
Bernal Heights	57	3%
Haight Ashbury	57	3%
Oceanview/Merced/Ingleside	50	3%
Hayes Valley	47	2%
Outer Mission	44	2%
Inner Sunset	43	2%
Mission Bay	43	2%
North Beach	41	2%
Financial District	38	2%
Inner Richmond	36	2%
Potrero Hill	35	2%
Glen Park	31	2%
Portola	31	2%
Visitacion Valley	29	1%
Pacific Heights	23	1%
Twin Peaks	21	1%
Nob Hill	21	1%
Noe Valley	20	1%
Marina	19	1%
Russian Hill	18	1%
Japantown	16	1%
West of Twin Peaks	15	1%
Lakeshore	13	1%
Golden Gate Park	10	1%
Treasure Island	8	0%
Lone Mountain/USF	7	0%
Presidio	6	0%
Presidio Heights	5	0%
Lincoln Park	4	0%
McLaren Park	3	0%
Seacliff	3	0%
<b>Total Participants Self-Reporting Neighborhood</b>	<b>2,219</b>	<b>100%</b>



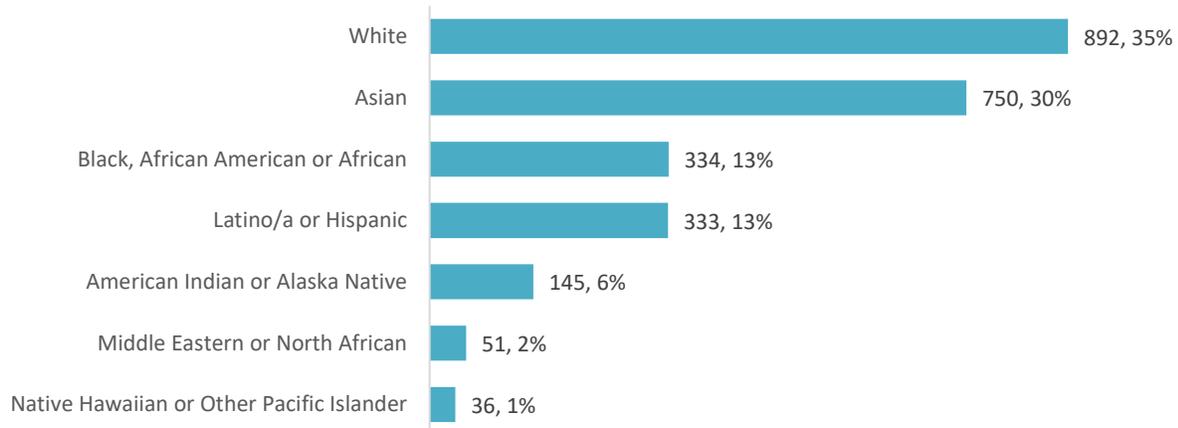
**Figure 1: Self-Reported Sexual Orientation, Planning Survey Respondents**



**Figure 2: Self-Reported Gender Identity, Planning Survey Respondents**



**Figure 3: Self-Reported Race/Ethnicity, Planning Survey Respondents<sup>3</sup>**





## Document Review

MOHCD's outreach and engagement efforts are embedded within a network of ongoing planning processes led by partner agencies seeking to identify and respond to community needs. To capture results from these outreach processes and supplement MOHCD's engagement efforts, RDA conducted a review of over 50 planning documents from partner City agencies, cross-sector partnerships and initiatives, and advocacy groups in order to understand previous and current research, findings, and demographics of populations engaged. As detailed in Appendix B., approximately half (23) of the documents noted community participation in these planning processes, with outreach and engagement strategies including focus groups, public forums, community meetings, formal public comment, and online forums. For each document that included community participation, RDA recorded community input related to each of the identified research questions. Appendix B provides further information about the planning documents and the outreach methods that contributed to these documents.

## Secondary Data

This document pulls in high-level secondary data from the 2017 ACS to contextualize data and/or findings where appropriate. The ACS is a nationwide survey that collects and produces information on social, economic, housing, and demographic characteristics about our nation's population every year. Some figures use analysis of ACS data conducted by third parties and these instances are noted in footnotes throughout the document.



# Summary of Findings

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## Cross-cutting Community Needs and Concerns

1. Among the concerns identified during community engagement, San Francisco stakeholders are most frequently concerned about displacement, increasing housing prices, the overall cleanliness and safety of their neighborhoods, and transit accessibility.
2. Participants in MOHCD's community engagement identified that services to support self-sufficiency and stability are as important as the need for housing itself.
3. Many stakeholders expressed a prominent need for culturally inclusive and culturally-specific services.
4. Participants expressed a need for greater awareness of, navigation of, and access to available services, including both housing and other supportive services.
5. Stakeholders expressed a desire for more inclusive and relaxed standards around affordable housing eligibility.
6. Many community members voiced the need for more opportunities to provide input on the City's housing eligibility policies as well as participate in the development of affordable housing programs.
7. Stakeholders asked for more streamlined services, improved interagency collaboration, and stronger cross-agency communication to support the delivery of both housing and supportive services.

## Housing Services

1. Community engagement participants emphasized the need for affordable housing environments at the most vulnerable end of the housing spectrum: shelters and transitional housing for persons experiencing homelessness, accessible housing for seniors and individuals with disabilities, and affordable housing for the lowest-income households.
2. While affordable housing was the most frequently mentioned housing services need, the recognition of the intersection of health and housing was a common thread throughout the discussions, as participants emphasized the need for safe and healthy living environments.
3. Community members expressed the need for stronger eviction and tenant supports and protections, including tenant education as well as City policies to prevent unlawful eviction.

## Social and Supportive Services

1. Community members need affordable, targeted support for trauma, PTSD, substance use disorders, and other mental health conditions.
2. Compared to housing needs, social and supportive service needs are more intensive and vary by population.

## Economic Self-Sufficiency

1. Participants expressed an overwhelming need for paid job training programs that provide pathways to living-wage, sustainable employment.



2. There is a large need for financial literacy and planning programs as well as financial services, specifically savings and credit counseling services.
3. Residents want San Francisco employers to hire more local residents.

### **Knowledge of and Access to Services**

1. Participants indicated limited knowledge about availability of and eligibility for housing and social services, as well as a need for assistance navigating those services.
2. In addition to needing greater knowledge of eligibility requirements, stakeholders conveyed that eligibility requirements can be a barrier to accessing services.
3. Participants expressed a need for inclusive language support services, in order to promote both knowledge of services and service access, especially for health and housing.
4. Residents experience several barriers to transportation in San Francisco, including long wait times, safety, and cost of transportation, which impede their access to jobs, medical appointments, and other services.

### **Community Empowerment and Engagement**

1. Vulnerable community stakeholders want better relationships and accountability with MOHCD.
2. Participants articulated a wide need for culturally-competent and inclusive outreach and community engagement strategies that promote community-building and link residents to services.

### **Coordination of Services**

1. Stakeholders asked for more streamlined services, improved interagency collaboration, and stronger cross-agency communication to support the delivery of both housing and supportive services.
2. Community members that participated in forums and focus groups asked for more financial and capacity-building support for nonprofit organizations and other service providers, including changes to contracting rules.

### **Housing Access, Perceptions, and Barriers**

1. Participants named displacement and increasing housing prices as the top concerns impacting housing access and the ability to remain in housing.
2. Both renters and homeowners express low overall housing choice because they feel "locked in."
3. Participants highlighted barriers to homeownership centering around both housing prices and financing options.
4. Neighborhood forum participants shared the qualities that they believe make a neighborhood desirable, identifying the following characteristics:
5. Participants in community engagement shared multiple experiences of housing discrimination, but overall, their responses reveal that there is not one specific, overt type of discrimination. Their responses indicate a more pervasive and entrenched systemic discrimination that affects people of color and African American communities in particular.



# Key Findings

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## Cross-cutting Community Needs and Concerns

- 1. Among the concerns identified during community engagement, San Francisco stakeholders are most frequently concerned about displacement, increasing housing prices, the overall cleanliness and safety of their neighborhoods, and transit accessibility.**

When asked to describe significant changes in their neighborhood in the past five years, participants in community forums and focus groups emphasized that the rising cost of housing, combined with limited income and insufficient employment and wage opportunities, severely impacts their sense of security and choice related to their living situation. Community engagement activities for other City and County planning processes elicited similar concerns. The recognition of the intersection of health and housing was a common thread throughout the discussions. Across forums and focus groups, as well as other City community engagement processes, participants articulated healthy housing needs with urgency, citing concerns related to “toxic” SRO and Section 8 environments, food deserts, street sanitation, and community violence. Residents experience barriers to transportation, including long wait times, safety, and cost of transportation, which impede access to jobs, medical appointments, and other services.

- 2. Participants in MOHCD's community engagement identified that services to support self-sufficiency and stability are as important as the need for housing itself.**

It is not a surprise, given the current housing challenges across the entire Bay Area and in San Francisco specifically, that participants in all community forums and in all focus groups (except for the one designated for homeowners) discussed strong needs for more affordable housing options. Similarly, during the prior planning process covering fiscal years 2015-2019, MOHCD identified “increasing affordable housing” as the top priority across all stakeholder groups and data collection formats.<sup>3</sup> At the same time, discussions among residents frequently centered on needs for job training, behavioral health supports, language access, financial planning and education, and access to affordable community services such as childcare.

- 3. Many stakeholders expressed a prominent need for culturally inclusive and culturally-specific services.**

Focus groups and forums revealed that while there are many consistent service needs across San Franciscans, there are distinct housing and service needs for vulnerable groups including seniors and persons with disabilities, LGBTQ+ individuals, immigrant communities, and communities of color.

- 4. Participants expressed a need for greater awareness of, navigation of, and access to available services, including both housing and other supportive services.**

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<sup>3</sup> Increasing affordable housing was consistently identified as the top priority across all stakeholder groups and data collection formats. (pg 20)



Participants across community engagements spoke about a need for service navigation, case management, and coordinated and streamlined service delivery. This need was discussed in relation to housing services as well as broader social and supportive services.

**5. Stakeholders expressed a desire for more inclusive and relaxed standards around affordable housing eligibility.**

When speaking about affordable housing, many participants expressed that the income requirements are too low, preventing families that also need affordable and subsidized housing from being eligible. In addition, many stakeholders highlighted that immigration status can serve as a barrier to eligibility for these housing opportunities as well as other services.

**6. Many community members voiced the need for more opportunities to provide input on the City's housing eligibility policies as well as participate in the development of affordable housing programs.**

In particular, many participants expressed a desire for the City to conduct more community outreach and to provide information about and seek input on available services and pending policy developments related to affordable housing.

**7. Stakeholders asked for more streamlined services, improved interagency collaboration, and stronger cross-agency communication to support the delivery of both housing and supportive services.**

Forum and focus group participants generally agreed that increasing interagency collaboration and streamlining services would decrease barriers to access and facilitate service navigation. Participants would like to see centralized resources such as DAHLIA duplicated across other services as well as increased warm hand-offs between agencies and uniform information across service providers.



## Housing Services

1. **Community engagement participants emphasized the need for affordable housing environments at the most vulnerable end of the housing spectrum: shelters and transitional housing for persons experiencing homelessness, accessible housing for seniors and individuals with disabilities, and affordable housing for the lowest-income households.**

Focus groups and forums revealed heightened housing and service needs for vulnerable groups including seniors and persons with disabilities, LGBTQ+ individuals, persons living with HIV, immigrant communities, and communities of color. In community forums, focus groups, and in other City and County planning processes, participants frequently discussed needs for low-income housing, housing for seniors, additional public shelters, and safe places to go and stay.<sup>4</sup>

- Focus groups with the **LGBTQ+ community** highlighted concerns for LGBTQ+ individuals experiencing homelessness. The most frequently discussed need was for safe shelters and transitional housing, with an emphasis on safe environments for transgender individuals.
- A need for housing for **seniors and persons with disabilities** was mentioned in nine out of 10 community forums and multiple focus groups. The most commonly specified needs were for affordable, accessible, and supportive housing that allows them to live as independently as possible and/or age in place. For these populations, supportive services are necessary in order to maintain housing. In the DAAS Community Needs Assessment, this need was amplified in African American and Hispanic/Latino focus groups and community forums.<sup>5</sup>
- **Persons living with HIV/AIDS (PLWHA)** and PLWHA providers pointed out several characteristics that can improve the housing environments for persons living with HIV, including safety, quiet, personal outdoor space, having a liaison between building management and tenants, and management being respectful and knowledgeable about HIV. MOHCD and OEWD also noted that the high number of PLWHA at-risk for experiencing homelessness – 12,344 individuals or 77.6% of San Francisco’s PLWHA population – is more than ten times the number of subsidies currently available.<sup>6</sup> The Alameda County AIDS Housing Needs Assessment points to an acute a need for increased medical respite. Thousands of persons experiencing homelessness are released from area hospitals onto the streets, exacerbating their health conditions and making re-admittance

The table below highlights the top fifteen housing and housing service needs that participants named across all community engagement events and also across all survey responses.

Affordable housing
Rental assistance/reduced-cost housing
Housing navigation and application assistance
Safe shelter, transitional, and permanent housing environments
More housing protections
Senior and accessible housing
Eviction prevention support
Housing subsidies
Tenant education
Supportive housing
Down-payment assistance
Housing close to employment
Landlord negotiation assistance
Relocation assistance
Mortgage, HOA dues or foreclosure assistance

This section contains qualitative findings synthesized from the ways community members **described** and **contextualized** their needs.

<sup>4</sup> Department of Public Health, Community Health Needs Assessment, pg 39

<sup>5</sup> Department of Aging and Adult Services, Dignity Fund Community Needs Assessment

<sup>6</sup> “At-risk” is based on being low income (at or below 50% AMI) and not receiving any housing support; OEWD 2017-18 Consolidated Annual Performance and Evaluation Report (CAPER) report





and mortality more likely; still, the City and County only provides 18 medical respite beds for the entire community.<sup>7</sup>

- Community members in seven of the 10 forums raised a need for more youth services. In terms of housing, they recommended affordable housing assistance for **transitional age youth (TAY)**, particularly for homeless TAY and TAY who are in school. In a survey of 229 unaccompanied homeless youth conducted by Applied Survey Research (ASR), forty-three percent (43%) of youth reported that they did not expect to have stable housing within the 12 months following the survey. When asked about barriers to permanent housing, 54% reported that they could not afford rent, followed by 36% who reported not enough income or no job. Twenty-seven percent (27%) reported not enough housing was available, followed by 17% who could not afford moving costs, and 15% who felt the housing process was too difficult.<sup>8</sup>
- Several focus group participants noted the need for emergency/transitional **housing for families**, including accessible housing for families with children who have disabilities.

**2. While affordable housing was the most frequently mentioned housing services need, the recognition of the intersection of health and housing was a common thread throughout the discussions, as participants emphasized the need for safe and healthy living environments.**

Across forums and focus groups, participants articulated healthy housing needs with urgency, citing concerns related to “toxic” SRO and Section 8 environments, food deserts, street sanitation, and community violence. The need for safer shelters was mentioned in eight of the 10 forums and in most focus groups. In addition to safety, participants named shelter overcrowding as a top concern. Nearly 60% of survey respondents reported a serious health or accessibility concern about where they live. Survey respondents indicated that they would like to see better sidewalks and safer crosswalks, more parks and open spaces, street beautification projects, and increased indoor recreational space in their neighborhoods, among other public space improvements.

Similarly, during community conversations on the “Our Children, Our Families Initiative,” families particularly expressed the importance of maintaining a clean, safe environment in their neighborhoods. Families stressed the critical need for more accessible, affordable, safe and stable housing with safe green spaces and access to healthy food and grocery stores; families additionally expressed a desire for neighborhoods free of drugs, crime and violence for children, youth and families to thrive. City and County plans recommend monitoring fair housing conditions that meet Health Department health and safety codes, including basics such as kitchen and bathroom.<sup>9</sup> In the Department of Public Health’s Community Health Needs Assessment, residents voiced a desire for a cleaner and safer city—some did not feel safe to exercise in their neighborhood—and suggested more green spaces, community gardens, public parks, and clean public restrooms.<sup>10</sup>

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<sup>7</sup> Alameda County AIDS Housing Needs Assessment

<sup>8</sup> 2017 San Francisco Unique Youth Survey & Count Report

<sup>9</sup> Department of Children Youth and Families, Our Children, Our Families (OCOF) Five-Year Plan, Year One Report 2016

<sup>10</sup> Department of Public Health, Community Health Needs Assessment, pg 39



The Planning Department notes that families with children are consistently the majority of overcrowded homes in San Francisco. Since 2005, overcrowded households that are families with children comprised about 26,000 of the households in San Francisco or 50% of the total households in the City that are overcrowded.<sup>11</sup> In the 2014 Housing Element, the Planning Department particularly identifies Asian-American and Hispanic/Latino households comprise disproportionate numbers of overcrowded households (14%). These households are likely to be larger and have lower incomes, and, in order to afford the cost of housing, many low-income families crowd into smaller units.<sup>12</sup>

**3. Community members expressed the need for stronger eviction and tenant supports and protections, including tenant education as well as City policies to prevent unlawful eviction.**

In most forums and in all focus groups (but the one designated for homeowners), participants expressed the fear of eviction and a desire for greater protections. For example, in several forums and focus groups, participants observed that community members may hesitate to ask for improvements to their units because they fear the consequences of being seen as a “bad tenant.” Participants identified a need to know where they can go to access information about tenants’ rights, emphasizing a desire for preventive services prior to fair housing violations or unlawful eviction proceedings (e.g., information about what repairs and amenities tenants are entitled to under law). Participants also need assistance available on-demand, and tenant-focused legal services in escalated situations such as landlord harassment.

Community input in the previous Analysis of Impediments reflects that many individuals and landlords remain uninformed about their tenant/landlord rights and fair housing rights and obligations. Stakeholders expressed the need for additional community-based services in this arena, particularly for legal services to prevent eviction.<sup>13</sup>

- In particular, **seniors and older adults** discussed frustration and confusion around their legal rights related to evictions and mistreatment from property managers.<sup>14</sup>

In addition to tenant-focused education and services, participants want the City to develop policies and landlord education programs to prevent the types of predatory practices that may lead to displacement. Participants were also asked for suggestions for increasing the number of landlords who accept Section 8 vouchers for their units. Their suggestions included: education and technical support to landlords; liaisons between tenants and landlords (e.g., a voucher manager to help resolve disputes/complaints, required payee services for tenants); funding for habitability standards improvements, repairs, and damages; incentives/tax credits for landlords; payment for vacant units in project-based sites; pre-payment of rent by the City; and permitting Section 8 vouchers for non-traditional housing such as co-ops.

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<sup>11</sup> Planning Department, Housing for Families with Children (Family Friend Housing White Paper)

<sup>12</sup> Planning Department, San Francisco General Plan 2014 Housing Element

<sup>13</sup> Mayor's Office of Housing and Community Development (MOHCD), 2013-2018 Analysis of Impediments to Fair Housing Choice

<sup>14</sup> Department of Aging and Adult Services, 2018 Dignity Fund Community Needs Assessment



## Social and Supportive Services

### 1. Community members need affordable, targeted support for trauma, PTSD, substance use disorders, and other mental health conditions.

Mental health (MH) and substance use (SU) services together were the most frequently mentioned social and supportive service need across all community meetings. Although participants in some groups mentioned specific needs such as methadone clinics, or particular clinical approaches like trauma-informed care, participants for the most part described a need for general mental health services. Similarly, the previous Consolidated Plan community engagement process found that residents and service providers largely converged on other pressing concerns including: providing mental health and substance use services, addressing homelessness, and supporting transitional age youth (TAY).<sup>15</sup>

- Nearly a third (28.9%) of survey **respondents identifying as having a disability** indicated that one of the most important services to them or their family is access to mental health and/or substance use help.
- Nearly a third (27%) of **LGBTQ+** survey respondents reported mental health and/or substance use help as their top need.
- **American Indian or Alaska Native** survey respondents, **Black, African American or African** respondents, and **multiracial** respondents listed mental health and/or substance use help as a top need.

Residents specifically called for accessible and culturally competent mental health services to address the trauma of homelessness. The DCYF Community Needs Assessment also pointed to a need for social-emotional support for those who lack basic housing and/or are facing homelessness.<sup>16</sup> Along these lines, the Homeownership SF assessment, which included focus groups with older adults, adults with disabilities, LGBTQ+ households, persons living HIV, and Asian/Pacific Islander communities, found that multiple housing barriers result in a mental and physical toll on participants. This report noted:

*“Many participants mentioned experiencing depression, anxiety and trauma due to housing instability, which was then compounded by institutional barriers they faced during their housing search. Participants commonly cited that the inability to find affordable housing has impacted their health and/or ability to find stable employment. Participants frequently shared that the act of navigating complicated bureaucracies left*

The table below highlights the top fifteen social and supportive service needs that participants named across all community engagement events and also across all survey responses.

Benefits assistance (CalWorks, SNAP, Medi-Cal, etc.)
Better access to healthcare
Access to healthy food
Mental health and substance use support
Language support
Knowledge of available services
Support for seniors and people with disabilities
Affordable childcare
Case management
Legal services – consumer/civil rights
Legal services – worker/employment rights
Legal services – immigration support
Access to recreation
Nutrition programs
Neighborhood clean-up and safety programs

This section contains qualitative findings synthesized from the ways community members ***described*** and ***contextualized*** their needs.

<sup>15</sup> Mayor’s Office of Housing and Community Development (MOHCD), 2015-2020 2015-2019 Consolidated Plan

<sup>16</sup> DCYF Community Needs Assessment





*them feeling hopeless, and restricted their ability to engage in activities or programming to achieve a greater level of self-sufficiency.”<sup>17</sup>*

## 2. Compared to housing needs, social and supportive service needs are more intensive and vary by population.

Across all community meetings, participants expressed a need for any type of social or supportive service roughly 860 times. Participants expressed any type of housing-related need 530 times. In addition to being expressed more frequently, social and supportive service needs also varied more by population.

- Nearly half (47.6%) of **TAY** survey respondents list benefits support (SSDI, Section 8, etc.) as the non-housing service that they most need.
- Nearly two-thirds (64.3%) of survey respondents indicate they are experiencing **homelessness** list benefits support (SSDI, Section 8, etc.) as the non-housing service they need most.
- Over half (50.3%) of survey respondents who indicated they are **HIV+** list benefits support (SSDI, Section 8, etc.) as the non-housing service they need most.
- **Participants experiencing homelessness** voiced a need for case management twice as frequently as other groups. The next top needs were for employment support and training, financial assistance including rental assistance and subsidies, and supportive housing.
- A need for supportive services for **seniors and people with disabilities** was mentioned in seven of the 10 community forums and nearly all focus groups. Commonly mentioned needs were related to case management and reducing isolation – including senior centers/hubs, outreach, and transportation.
- Focus groups with **residents in public and subsidized housing** conveyed the highest number of needs out of all forums and focus groups. In these focus groups, the most commonly mentioned need was for mental health services, followed by needs for accessible transportation, employment, and food access. Mental health and substance use services were mentioned by residents of public housing twice as frequently as all other groups. This group was the only forum or focus group in which food access was one of the five most frequently mentioned needs. Other top needs among participants included employment training, financial planning and education services, health and wellness services, senior and disability support, and overall knowledge of available services.
- In seven out of 10 forums, participants spoke about an overall need for social services and assistance for **immigrant communities**. This need was frequently discussed in the Mission and SOMA forums and in focus groups with cultural groups and housing advocates. Several participants also spoke to challenges faced by mixed-status families (e.g., family unification being affected by current immigration policies).
- Participants in focus groups with the **LGBTQ+ community** discussed a need for cultural competence among service providers and a desire for LGBTQ+ specific services, mental health support, and case management.

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<sup>17</sup> Homeownership SF report: Results from 2017-2018 Focus Groups. Assessment of Housing Needs and Barriers experienced by Black, Latino and Pacific Islander Communities, LGBT households, Seniors, and Persons with Disabilities



**City and County of San Francisco, Mayor's Office of Housing and Community Development**  
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- Focus group participants with **Black/African American community** members highlighted that racial disparities affect economic opportunities and service access. Consequently, there is a need for culturally relevant services focused on economic empowerment (home ownership, land ownership, business ownership), as well as healing services that address intergenerational trauma. Participants also commented on the need for safe open spaces for families and safety in getting to school/work. Bayview-Hunters Point forum participants shared a need for supportive services specific to the reentry population.
- Focus groups with **persons living with HIV/AIDS** and HIV service providers highlighted the need for services that address the health, mental health, housing, and employment needs that many low-income individuals living with HIV encounter. Financial support was the top need mentioned in HIV-specific focus groups, followed by case management, with discussions focusing on the value of appointment reminders, medication adherence support, and onsite supportive services that vary with degrees of support needed (e.g., appointment escort, drop in counseling, and transportation to appointments). Job training and culturally relevant mental health support also emerged as top needs. The Alameda County AIDS needs assessment observed that, in that County, substance abuse interventions and resources are hard to access, fragmented and not aligned with emerging and best practices for persons experiencing homelessness.<sup>18</sup>
- Forum and focus group participants identified a desire for more **services focused on TAY/youth**, including recreation (e.g., afterschool programs, outdoor recreation spaces); leadership development for youth and transition-age youth; and employment support (e.g., summer and afterschool jobs or internships). TAY expressed interest in pathways to upward mobility and mentorship with adults in their communities who have successfully transitioned out of public housing, off public assistance, and into gainful employment and independent living.
- Families living on Treasure Island explained they have limited access to resources, such as children, youth and family programs, transportation, health supports and school choice.<sup>19</sup>

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<sup>18</sup> Alameda County AIDS Housing Needs Assessment

<sup>19</sup> Department of Children Youth and Families, Our Children, Our Families (OCOF) Five-Year Plan, Year One Report 2016



## Economic Self-Sufficiency

### 1. Participants expressed an overwhelming need for paid job training programs that provide pathways to living-wage, sustainable employment.

Participants mentioned a need for any type of job training 87 times across forums and focus groups, making job training the most frequently raised of *all* needs. This came up in every neighborhood forum and each type of focus group, with the exception of homeowners. Participants emphasized that while there are current job training opportunities, they may not be paid and/or may not link to long-term employment. Community members shared specific suggestions for the types of job training programs and workforce readiness services that would most benefit them:

- Paid apprenticeship programs
- Community “Jobs Market,” based on the Farmers Market model
- City-sponsored English learning, vocational, and technology education programs
- City-sponsored all-ages internship program
- Employment opportunities for youth/TAY
- City-sponsored work permits for youth who are undocumented
- Subsidies for the “start-up costs” of obtaining employment
- Job retraining programs with cultural competency component for recent immigrants
- Community benefit agreements with tech companies
- A practice test for City jobs to allow those with additional barriers to learn more about what to expect from the real exam

Specific populations further nuanced their needs for job training and employment:

- **Asian** survey respondents and **Middle Eastern or North African** respondents listed proximity to employment as a top need.
- **Asian** survey respondents listed access to ESL classes as a top need.
- **American Indian or Alaska Native** and **Native Hawaiian or other Pacific Islander** survey respondents listed access to GED or high school diploma programs as a top need related to economic self-sufficiency.
- Over 40% of **TAY** survey respondents list employment as a top need related to economic self-sufficiency.

### 2. There is a large need for financial literacy and planning programs as well as financial services, specifically savings and credit counseling services.

The table below highlights the top fifteen economic self-sufficiency needs that participants named across all community engagement events and also across all survey responses.

Job training
Getting a job
Financial planning and education
Learning new job skills
Access to ESL classes
GED and high school diploma programs
Local hiring
Financing and credit services
Tech access/tech education
Permanent job/career opportunities
Employment coaching
“Working class” jobs
Employer programs
Senior/disability employment
Affordable higher education opportunities

This section contains qualitative findings synthesized from the ways community members ***described*** and ***contextualized*** their needs.



Across forums and focus groups, participants raised two distinct needs related to financial empowerment: 1) financial planning and education services, and 2) banking and credit services. The former was often mentioned during discussions of barriers to homeownership. In addition to significant income barriers, participants felt they lacked the financial planning tools and financial literacy to even start considering the process of homeownership. Participants also raised a need for culturally-competent financial literacy programs for immigrant families that regularly send money back to their home countries.

The latter emerged as a need primarily in focus groups, particularly among residents of public housing and those experiencing homelessness. Both these participants, as well as housing advocates, articulated that there needs to be checking, savings, and credit services availability to this population in order for them to achieve greater self-sufficiency. Overall, community members stressed the important role that financial services and programs play in promoting sustainable economic mobility for City residents and called out this need as a resource barrier for already vulnerable populations.

In the community input sessions, six groups discussed the needs of 14- to 24-year-olds and prioritized the need for youth to develop life skills and independence, with a particular emphasis on financial literacy (e.g., banking, building credit, taxes, and savings). Service providers at the All-Grantee meeting also emphasized the need for developing financial literacy, including debt and debt management, information about student loans, credit building, access to banking, and avoiding check cashers and predatory lenders.<sup>20</sup>

- Compared to male respondents, **female survey respondents** indicated a higher need for financial budgeting/planning as well as debt management.
- **Black, African American or African** survey respondents and **Latino/a/x or Hispanic** respondents listed financial literacy and budgeting as a top need.

### **3. Residents want San Francisco employers to hire more local residents.**

Employment, with an emphasis on local hiring, was a consistent need across focus groups and forums. Participants in SOMA, Excelsior, and the Tenderloin in particular expressed that policies needed to better incentivize local hiring for permanent, living-wage jobs that lead to careers for residents in need of work. Participants expressed frustration that employers who use City and community resources too often hire employees from outside the region.

Participants carry a nuanced understanding of the impact of hiring practices on very low-income residents. They indicated that incentivizing high-paying employers, who may hire locally for high-wage positions in specific industries, to move to San Francisco does not benefit the residents who most need living-wage jobs.

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<sup>20</sup> Department of Children Youth and Families, 2016 DCYF Community Needs Assessment



## Knowledge of and Access to Services

### 1. Participants indicated limited knowledge about availability of and eligibility for housing and social services, as well as a need for assistance navigating those services.

Community engagement participants were asked to list the ways in which they find out about available services in San Francisco. While a majority of survey respondents indicated that they are most likely to find out about available services from an internet search, a majority of forum and focus group participants indicated that they find out about services through word of mouth from friends, family members, and/or neighbors. Other methods were flyers, social media, the internet, case managers, and news media. Similarly, focus groups conducted for the Homeownership SF project found that many participants rely on word of mouth and personal networks in order to identify housing opportunities. The report summarized:

*"Participants are and have been utilizing a broad number of city-funded services in their housing search and housing retention efforts. While some work individually with housing counselors or social workers, others use the affordable housing lists available through Episcopal Community Services, and visit community drop-in center such as Glide, for help with their search. Some have applied for units on DAHLIA, and regularly check with Mercy Housing, Tenderloin Neighborhood Development Corporation, Chinatown Community Development Center, and other non-profit housing developers for new opportunities. While many mentioned utilizing websites, such as Craigslist.org or Apartments.com, to look for shared or market-rate housing, many still look for signs on buildings, rely on word of mouth, and ask around their personal network of friends, family, coworkers and community members for leads."*<sup>21</sup>

Forum and focus group conversations emphasized knowledge gaps between populations as far as service availability and eligibility.

- More than other groups, **residents of public housing** (e.g. RAD, HOPE SF) expressed a need for increased awareness of available social services in San Francisco.
- **Cambodian, Latino, and Samoan focus groups** emphasize a need for greater awareness of housing and social services.
- The need for housing navigation services arose across the majority of forums and focus groups, particularly among **racial and cultural groups (e.g. African American, Cambodian, and Vietnamese community focus groups)**. Participants repeatedly described the difficulty of navigating the City's housing process. Participants recognized that DAHLIA is intended to streamline and facilitate this process, though some (e.g. Chinatown forum participants and members of the housing advocates focus group) cautioned that the website was not accessible to those with low technological literacy and those with no or low Internet access.
- Within the Department of Adult and Aging Services (DAAS) Needs Assessment, knowledge surrounding eligibility was the most frequently identified barrier to housing for **older adults**.

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<sup>21</sup> Homeownership SF report: Results from 2017-2018 Focus Groups. Assessment of Housing Needs and Barriers experienced by Black, Latino and Pacific Islander Communities, LGBT households, Seniors, and Persons with Disabilities



Consumers and providers called for greater outreach and awareness efforts to increase consumers' understanding of available SF DAAS services.<sup>22</sup>

- The Department of Homelessness and Supportive Housing (HSH) focuses on the distinct needs reflected by **adults, families with children, and youth that are homeless**. In their 5-year Strategic Framework, HSH notes that pathways from homelessness to housing are unclear and inconsistent. Due to lack of data sharing and no clear resource allocation process, there is little systematic decision making about the most appropriate support for each client. Further, those seeking assistance may not be provided information about what they are eligible for and when they might receive it.
- Through focus groups with older adults, adults with disabilities, LGBTQ+ households, persons living with HIV, and Asian/Pacific Islander communities, the Homeownership SF report found that navigating the housing process posed strong barriers, including uncertainty about how to find housing to apply for and complicated documentation requirements. Many participants, especially seniors and people with disabilities, were unaware of DAHLIA and the preferences and priorities for inclusionary housing. Participants expressed confusion about which housing opportunities are available, who is eligible, and how to apply, emphasizing a need for centralized access to information about housing programs and opportunities.<sup>23</sup>

## 2. In addition to needing greater knowledge of eligibility requirements, stakeholders conveyed that eligibility requirements can be a barrier to accessing services.

When speaking about affordable housing, many focus group and forum participants expressed that the income requirements are too low, preventing families that also need affordable and subsidized housing from being eligible. In contrast, several participants in focus groups conducted by Homeownership SF maintained that the eligibility cutoff for inclusionary housing is too high.<sup>24</sup> Parents and community members maintained during their input into the Our Children, Our Families Council that beyond being too expensive, there are "too many requirements to find housing."<sup>25</sup>

- Immigration status was mentioned as a barrier to obtaining housing or other services. Specifically, participants noted that for **individuals/families that are undocumented**, it is more difficult to find housing, and there are rental assistance programs and emergency assistance/funds for which they are not eligible.
- The Homeownership SF study reported that many **seniors, retirees, families, and people with disabilities** are living on a fixed income below \$15,000 per year, and would need to double or triple their income to qualify for inclusionary and other affordable housing opportunities.<sup>26</sup>

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<sup>22</sup> Department of Aging and Adult Services, 2018 Dignity Fund Community Needs Assessment

<sup>23</sup> Homeownership SF report: Results from 2017-2018 Focus Groups. Assessment of Housing Needs and Barriers experienced by Black, Latino and Pacific Islander Communities, LGBT households, Seniors, and Persons with Disabilities

<sup>24</sup> Ibid

<sup>25</sup> Department of Children Youth and Families, Our Children, Our Families (OCOF) Five-Year Plan, Year One Report 2016

<sup>26</sup> Homeownership SF report: Results from 2017-2018 Focus Groups. Assessment of Housing Needs and Barriers experienced by Black, Latino and Pacific Islander Communities, LGBT households, Seniors, and Persons with Disabilities



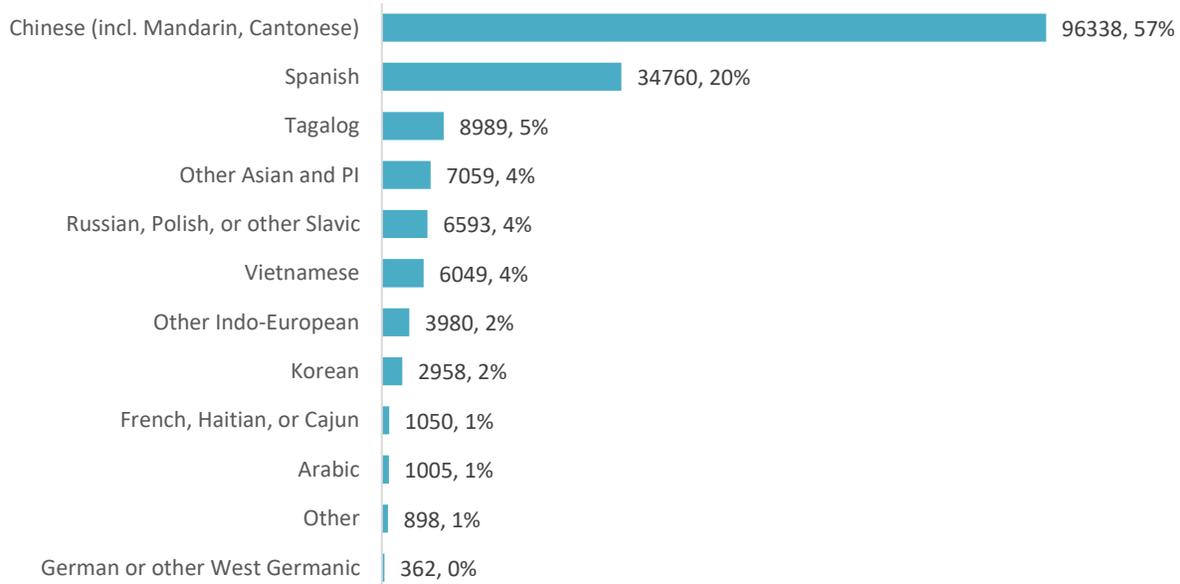
**3. Participants expressed a need for inclusive language support services, in order to promote both knowledge of services and service access, especially for health and housing.**

Participants discussed the types of language accessibility services they need, both in response to questions about language services and in more general discussion. Participants noted language translation needs for housing materials, health services, emergency services, and public benefit applications. The most common response to questions about language translation needs was that all housing and social service materials need to account for the linguistic diversity of residents and be culturally inclusive. The need for language support more generally was an overarching theme across the community meetings: outside of their responses to questions about specific translation needs, participants voiced a need for language support 78 times. The previous Analysis of Impediments noted that older adults particularly experience barriers related to language access. Approximately 401% of San Francisco residents over 60 are LEP (speaking English “less than very well”) compared with the 23% of the total City population.<sup>27</sup>

- The need for language support was highlighted in **Vietnamese and Cambodian** communities, particularly around service navigation and help with filling out applications.
- **Asian** survey respondents listed access to ESL classes as a top need.
- In several forums and focus groups, participants also raised a need for accessible information for **seniors and persons with disabilities**, such as materials in plain language, American Sign Language, and in languages other than English. Members of the senior and older adult communities also demonstrated a need for technology access and education.

The figure below describes the proportion of San Francisco’s population, by race/ethnicity and primary language, that speaks English less than “very well.”<sup>28</sup> Overall, this population represents 21% of San

**Figure 4: Population 5 Years and Older Who Speak English Less than “Very Well”**



<sup>27</sup> Mayor's Office of Housing and Community Development (MOHCD), 2013-2018 Analysis of Impediments to Fair Housing Choice

<sup>28</sup> American Community Survey, 2017





San Francisco's residents. The data shown in the figure echo stakeholders' needs, particularly in the Chinese and Vietnamese communities, for ESL classes.

**4. Residents experience several barriers to transportation in San Francisco, including long wait times, safety, and cost of transportation, which impede their access to jobs, medical appointments, and other services.**

When asked to discuss transit accessibility, stakeholders commonly mentioned extended and inconsistent wait times, particularly given many people's need to transfer and take multiple bus or MUNI lines, which impacts participants' access to their destinations. Many participants also noted the prohibitive cost of public transportation. Stakeholders need reliable transportation with lines that connect easily, including the potential of express services/shuttles downtown and to BART. Participants also raised the possibility of the City contracting with rideshare providers to facilitate access for populations with special needs.

- Participants felt that transportation access is not equitable across the city, less reliable and with fewer bus stops in **certain neighborhoods** (e.g., Bayview, Nob Hill, Potrero Hill, Visitacion Valley, Excelsior, Missouri, Watchman Way, Turner Terrace). Along these lines, several participants noted that affordable housing developments may not be close to transit hubs.
- Many participants emphasized accessibility barriers for **seniors and persons with disabilities**, including bus stops that require walking up steep hills, challenges with Paratransit, unreliable or non-functioning station elevators and escalators, and inconsistently availability seats for older adults and people with disabilities.

Several other City and County planning processes highlighted residents' concerns with existing assisted transportation services, including that they were unreliable (e.g., long wait times and no-shows from Paratransit); inflexible, and expensive, even for individuals receiving subsidized rides.<sup>29</sup>

- Some middle-income **older adults** with need for mobility accommodations expressed concern that their assisted transportation options were further limited by eligibility requirements. In addition, many older adults and adults with disabilities expressed concern over assisted transportation service providers that do not support getting from the residence to the vehicle.<sup>30</sup>
- The expansion of proof-of-payment fare enforcement on MUNI has fostered widespread fear of racial discrimination and profiling among working-class **African American, Latino, and Asian and Pacific Islander residents** in east and southeast San Francisco – the same neighborhoods where families spend 21-24% of their total household income on transportation.<sup>31</sup>
- Families living on Treasure Island explained that the bus routes to pre-designated middle schools limit choices for their children. Likewise, they felt without transportation it is difficult for their children to participate in school events, afterschool programs and extracurricular activities, such as sport teams.<sup>32</sup>

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<sup>29</sup> Department of Aging and Adult Services, 2018 Dignity Fund Community Needs Assessment

<sup>30</sup> Ibid

<sup>31</sup> Department of Children Youth and Families, 2016 DCYF Community Needs Assessment

<sup>32</sup> OCOF FIVE-YEAR PLAN, YEAR ONE REPORT 2016



## Community Empowerment and Engagement

### 1. Vulnerable community stakeholders want better relationships and accountability with MOHCD.

Overall, community members were very appreciative to have the opportunity to participate in the forums and focus groups and share their perspectives and suggestions. Participants expressed that they would like MOHCD to continue to hold community meetings like the forums to be able to keep a pulse on community needs, particularly the needs of vulnerable populations. Participants emphasized that, in order to rectify historical inequities, there must be accountability measures in place to which the City can be responsive. Participants would like to see a more robust and transparent accountability system by which City-funded services are evaluated in terms of population-specific outcomes. As one participant said,

*“Accountability is an essential part of equity.”*

Along these lines, participants in focus groups for the Homeownership SF project reported “a perception of discrimination at the City level, noting that the systems and policies in place effectively maintain the status quo. Some commented that while City leaders and officials say they are concerned about the displacement of underrepresented groups, they have not implemented effective policy to ensure those groups have access.”<sup>33</sup>

### 2. Participants articulated a wide need for culturally-competent and inclusive outreach and community engagement strategies that promote community-building and link residents to services.

Culturally-competent and inclusive community outreach was the most frequently mentioned need related to community engagement. Community members acknowledge that there are current outreach efforts marketing City-sponsored housing and supportive services, but these efforts are not reaching certain communities. Participants felt strongly that using culturally-competent outreach strategies will yield increased awareness of and engagement in services. Similarly, survey respondents indicated that increasing the number of cultural events available to community members would increase their sense of community.

The table below highlights the top fifteen community engagement needs that participants named across all community engagement events and also across all survey responses.

Culturally competency and inclusivity (e.g. cultural events, cultural-based outreach)
Community events (e.g. block parties, holiday events, sports events, farmers markets)
Community space (e.g. recreational space, green space, art space)
Nonprofit support and capacity
Parking
Community planning
Support for small businesses
Volunteer opportunities
Community meetings and outreach
Accountability
Community engagement and communication efforts
Targeted marketing of services
Community-based neighborhood clean-up efforts
Senior services
Better street and outdoor lighting

This section contains qualitative findings synthesized from the ways community members described and contextualized their needs.

<sup>33</sup> Homeownership SF report: Results from 2017-2018 Focus Groups. Assessment of Housing Needs and Barriers experienced by Black, Latino and Pacific Islander Communities, LGBT households, Seniors, and Persons with Disabilities



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- This need was mentioned most frequently in the **LGBTQ+, older adult, and African American** community focus groups. Participants in the **Cambodian, Samoan, and Vietnamese** focus groups raised this need as well.

Participants emphasized the importance of diversity among program staff when it comes to successful service delivery, stating that trust is more easily built when service providers share a marginalized identity with clients (e.g. LGBTQ+). Participants would like to see a greater bilingual and bicultural presence among the City and nonprofit workforce, more intentional outreach to people with disabilities, and an investment in culturally-appropriate warm hand-offs (e.g. peer-led outreach and hand-offs).

Plans including the DAAS Needs Assessment and the MHSA Community Program Planning Report (2017) recorded interest from consumers in seeing innovative strategies for increasing service awareness and engagement. One frequently cited example was the use of peer service navigators or ambassadors, who can listen to individual consumers' needs and connect them to appropriate resources.<sup>34</sup>

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<sup>34</sup> DAAS Dignity fund community needs assessment 2018; MHSA Community Program Planning Report (2017)



## Coordination of Services

### 1. Stakeholders asked for more streamlined services, improved interagency collaboration, and stronger cross-agency communication to support the delivery of both housing and supportive services.

Forum and focus group participants generally agreed that increasing interagency collaboration and streamlining services would decrease barriers to access and facilitate service navigation. Multiple participants mentioned DAHLIA as an example of a centralized resource for a particular type of service, but cautioned that the website was not accessible to those with low technological literacy and those with no or low Internet access. Participants would like to see this type of centralized resource duplicated across other services as well as increased warm hand-offs between agencies and uniform information across service providers.

Several other community planning documents recorded frustrations and concerns from stakeholders in navigating what they perceive as a large and often complicated service system. For example, in the DAAS needs assessment, consumers discussed the time it takes to navigate the system and to determine what services are available, where they are located, and whether they meet eligibility requirements. As an example of the complications associated with navigating the system, many consumers from different groups cited an extensive amount of paperwork, which is often redundant across different services or programs.<sup>35</sup> Planning documents similarly discussed fragmentation among the many county-wide providers who care for persons experiencing homelessness. Participants in the Homeownership SF focus groups shared stories about being referred from one agency to another, only to find they are ineligible for housing services from the referred agency. Additionally, they expressed frustration toward working with multiple agencies and providers in order to determine eligibility and availability of services.<sup>36</sup> Participants observed limited citywide coordination and information, expressing that the San Francisco can improve by centralizing the range of housing resources, as well as the outreach, information and services that connect individuals to housing resources.<sup>37</sup>

The Alameda County AIDS Housing Needs Assessment observed that persons experiencing homelessness interact with hospitals, social service agencies, HMO payers, nursing, criminal justice system, city outreach staff, outpatient clinics, free clinics, shelters and service providers, without sufficient coordination or adequate resource-sharing.<sup>38</sup> Similarly, in their feedback about the MHSA Community Program Planning Report, community members maintaining that the City's Family Resource Centers are not connected to SF BHS and MHSA programming in a meaningful way, and suggested that a partnership between BHS and these centers could improve access to mental/behavioral health services.<sup>39</sup>

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<sup>35</sup> Department of Aging and Adult Services, 2018 Dignity Fund Community Needs Assessment

<sup>36</sup> Homeownership SF report: Results from 2017-2018 Focus Groups. Assessment of Housing Needs and Barriers experienced by Black, Latino and Pacific Islander Communities, LGBT households, Seniors, and Persons with Disabilities

<sup>37</sup> Ibid

<sup>38</sup> Alameda County, Alameda County AIDS Housing Needs Assessment

<sup>39</sup> Department of Public Health, MHSA Community Program Planning Report (2017)



Documents cited the importance of building capacity to collaborate as a whole community, aligning San Francisco's many touch-points into a single eco-system of supports for target populations, and the need and opportunity to pool and leverage resources to advance shared outcomes.<sup>40</sup> Community members expressed an interest in innovative strategies for integrating language services. For instance, a respondent to the AI request for public input pointed out that "the City could maximize the effectiveness of reaching non-English speakers by collaborating with housing advocacy and community groups that already conduct trainings and disseminate fair housing information to specific populations."<sup>41</sup>

**2. Community members that participated in forums and focus groups asked for more financial and capacity-building support for nonprofit organizations and other service providers, including changes to contracting rules.**

Stakeholders including service providers and their clients shared that the economic landscape in San Francisco provides challenges for case management, continuity of care, client-provider relationships, and general service delivery. Nonprofit organizations have difficulty hiring and retaining high-qualified candidates due to their inability to pay competitive salaries and provide needed employee benefits that ameliorate stress and trauma from ongoing front-line work. As a result, staff turnover impacts client engagement and successful completion of programs.

Additionally, nonprofits are being pushed out due to rising rents that are becoming increasingly unaffordable. Participants noted that when a nonprofit that was previously a centralized location for community meetings and outreach is displaced due to rising rents, this affects community engagement and service delivery to the community. Service providers echoed this, adding that the City will only give money for direct services and not to subsidize rent and utility costs (specifying that maintenance and building improvement cannot be built into contracts) but stressed that nonprofits cannot provide services without appropriate space. Providers emphasized that available funding for nonprofit displacement needs to be better-funded and preventative in focus. Community members would also like to see nonprofit capacity-building that allows service providers to track and maintain outcome metrics and engage in a higher degree of robust data collection and data transparency overall.

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<sup>40</sup> Department of Homelessness and Supportive Housing, 2014-2019 Local Homeless Coordinating Board Strategic Plan Framework, 2014-2019

<sup>41</sup> Mayor's Office of Housing and Community Development (MOHCD), 2013-2018 Analysis of Impediments to Fair Housing Choice



## Housing Access, Perceptions, and Barriers

Housing concerns

### 1. Participants named displacement and increasing housing prices as the top concerns impacting housing access and the ability to remain in housing.

Participants in MOHCD community engagement tied fears of displacement to their experiences of gentrification and the effects of the presence of tech companies. For example, in several forums and focus groups, participants observed the closing of local businesses, spoke about feeling less of a sense of community than in previous years, and noted instances where SROs are now used for tech company employees or tourists.

Top Housing Concerns
Displacement
Increasing housing prices
Gentrification
Presence of tech companies/workers
Vacant buildings
Lack of housing
Homelessness
Short-term rental market
Cost of living
Income inequality
Overcrowding

Discussions about displacement in several community forums and focus groups raised concerns about the decreasing sense of community as a result of changes in their neighborhoods. As discussed below in relation to residents’ perceptions of desirable neighborhoods, having a strong community was one of the top qualities of a desirable neighborhood. The impact of the housing market on residents’ community connectedness emerged in other City planning processes as well. While some community members had an opportunity to be relocated to public housing outside of the city, the location and availability of services and resources were a concern. Participants stressed the need to define and build communities, especially for the homeless and people in transitional housing. The older population was cited as being especially vulnerable.”<sup>42</sup>

The 2013-2018 Analysis of Impediments found that market rate asking prices in empty rental housing in San Francisco are generally unaffordable to extremely low-, very low-, and low-income households regardless of household size. Other City and County planning processes heard similar concerns from residents. During 11 public meetings with 127 San Francisco residents across a variety of backgrounds and neighborhoods, the San Francisco Department of Public Health identified the cost of housing as a prominent concern during the meetings.<sup>43</sup>

- As part of 20 focus groups conducted by the Our Children Our Families Council, Both **Latino and African American** community members expressed a sentiment of “stop kicking/pushing us out of

<sup>42</sup> Department of Public Health, Community Health Needs Assessment, p. 39

<sup>43</sup> Ibid

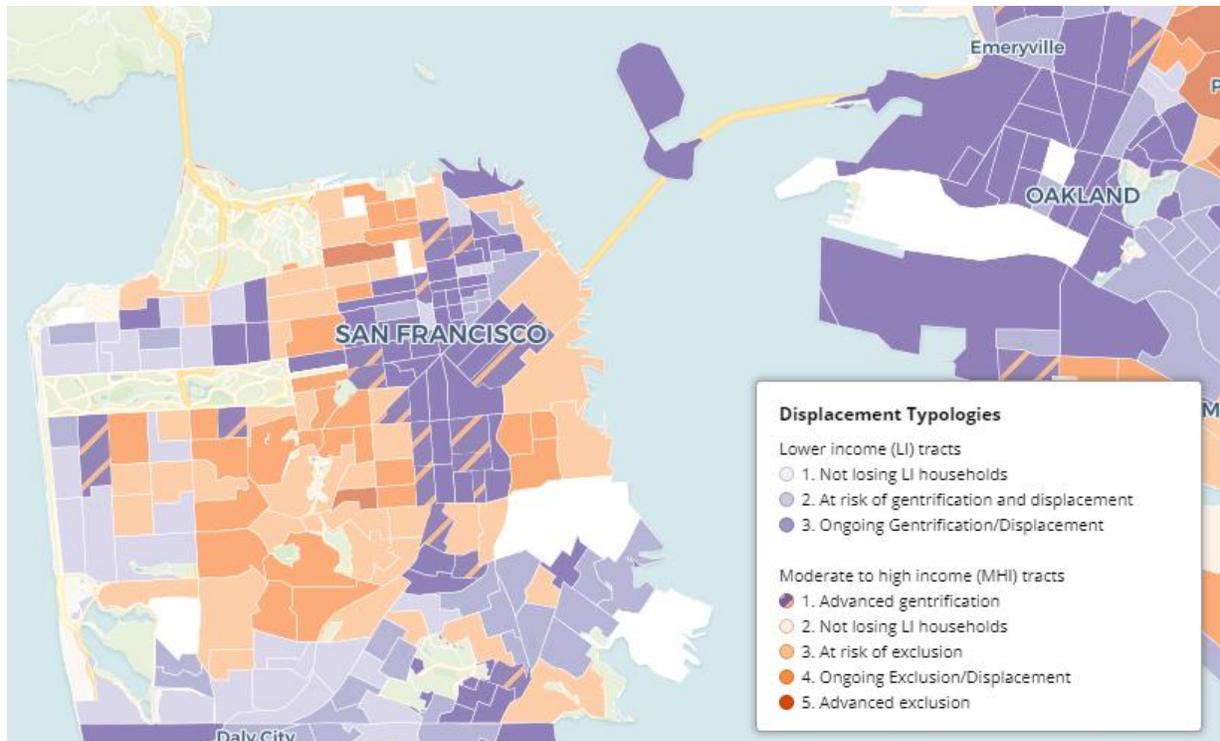




the City of San Francisco.” African American parents in the Bayview voiced their frustration at witnessing the transformation of their neighborhoods with the growing presence of tech companies, yet their children are not benefiting from the internships and jobs with these companies.<sup>44</sup>

The figures below provide additional context around concerns related to displacement and evictions across San Francisco and which neighborhoods are disproportionately affected.

**Figure 5: Displacement Typologies in the Bay Area**

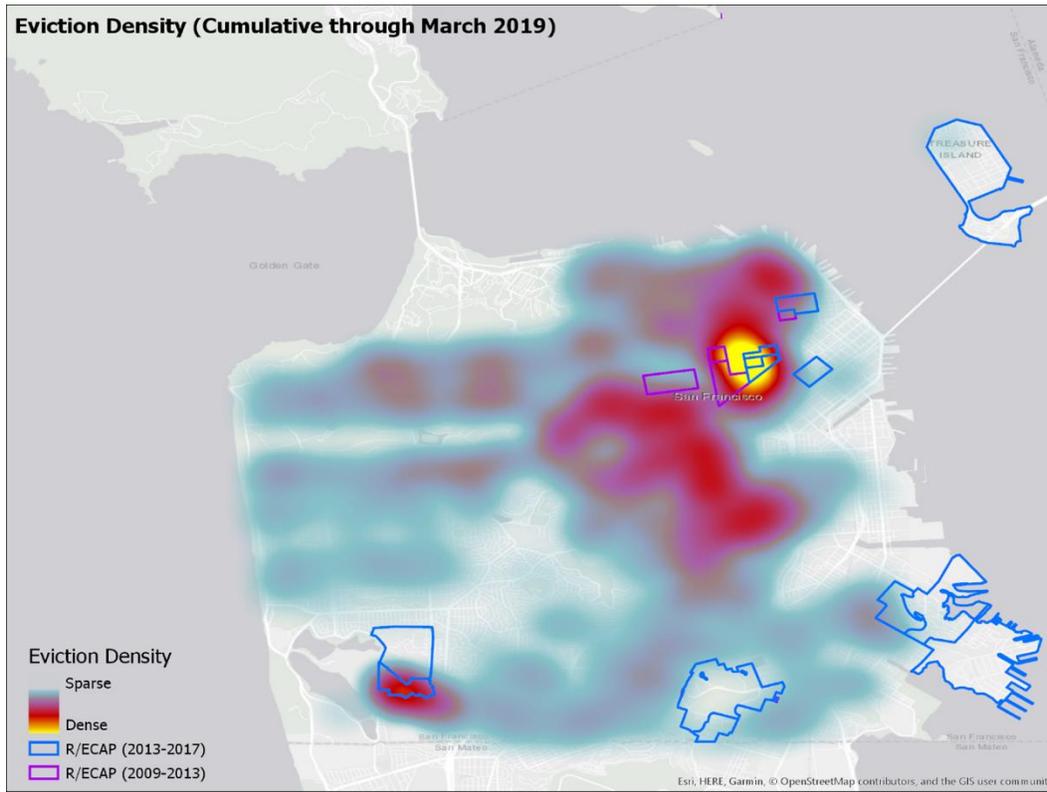


<sup>44</sup> Department of Children Youth and Families, Our Children, Our Families (OCOF) Five-Year Plan, Year One Report 2016

<sup>45</sup> Urban Displacement Project, UC Berkeley



Figure 6: Eviction Density in San Francisco<sup>47</sup>



Housing choice

**2. Both renters and homeowners express low overall housing choice because they feel “locked in.”**

Neighborhood forum participants were asked to describe the level of housing choice they felt they have and to list factors that they believe affect their housing choice. Forum participants listed over 20 factors (see below).<sup>46</sup> The top five most frequently raised factors were cost, rent control, limited housing/housing competition, racism, and proximity to schools. Participants shared a nuanced understanding of rent control in particular.

Many participants expressed feeling “locked in” to a housing unit due to rent control policies and the reality of generational homeownership. In the case of generational homeowners, they expressed that they felt like any opportunity to sell was not matched by the opportunity to buy a home somewhere else in San Francisco. The majority of survey respondents (64.5%) reported feeling that they have little-to-no choice in where they live due to cost of housing, limited housing stock, rent control, family size, and/or proximity to their job, family, or school. Similarly, in focus groups for the Homeownership SF project, many participants agreed that when applications open for multi-family housing, they are priced as high as inclusionary housing, and many applications are for waitlist slots; this leaves many feeling discouraged.<sup>47</sup>

<sup>46</sup> Chinatown forum notes did not include responses to housing choice questions.

<sup>47</sup> Homeownership SF report: Results from 2017-2018 Focus Groups. Assessment of Housing Needs and Barriers experienced by Black, Latino and Pacific Islander Communities, LGBT households, Seniors, and Persons with Disabilities





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- HUD data on housing problems confirm that San Francisco’s high-cost housing market has the effect of disproportionately limiting housing choices for **people and households of color**. HUD data examine “housing problems” that result from a market where much of the housing stock is unaffordable, and find that Hispanic households, black households, and Asian households are all more likely to have housing problems than white households.<sup>48</sup>
- For **seniors with disabilities**, the availability of senior-specific housing designed to accommodate the needs and preferences of older adults, is a significant factor in determining location of residence.<sup>49</sup> **Seniors and people with disabilities** living in SROs cited difficulties finding a permanent housing option. They described feeling stuck in a perpetual state of housing insecurity because they do not foresee their income changing.<sup>50</sup>

**Figure 7: Responses to “What makes you feel like you have a choice or don’t have a choice in where you live?”**

Factor Affecting Housing Choice	MOHCD Community Forums - Factors Affecting Housing Choice										Total	
	Mission/ District 9	Excelsior & OMI/ District 11	Bayview Hunters Point/ District 10	Castro/ Districts 7 & 8	South of Market/ District 6	Visitacion Valley/ District 10	Tenderloin / District 6	Western Addition/ District 5	Sunset/ Districts 1 & 4	Chinatown/ Districts 2 & 3		
Cost/Affordability											Chinatown forum notes did not include responses to housing choice questions.	8
Rent Control												4
Limited Housing/Housing Competition												4
Racism												3
Proximity to School												3
Generational Homeowner												2
Job Availability												2
Safety Concerns												2
Commuting Distance												1
Credit Rating												1
Dependent on Roommates												1
Lack of Childcare												1
Need ADA Accessibility												1
NIMBY Community												1
Property Taxes												1
Loss of Community/ Displacement												2
Criminal Record												1
Exploitative Financial Products												1
Few Lottery Opportunities												1
Limited Section 8												1
Requirements for Affordable Housing											1	
<b>Total Barriers</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>		<b>1</b>	

<sup>48</sup> Mayor's Office of Housing and Community Development (MOHCD), 2013-2018 Analysis of Impediments to Fair Housing Choice. HUD defines a “housing problem” as any one of the following conditions: spending more than 30 percent of household income on housing, living in an overcrowded situation, or living in a housing unit that lacks complete kitchen or plumbing facilities.

<sup>49</sup> Ibid

<sup>50</sup> Homeownership SF report: Results from 2017-2018 Focus Groups. Assessment of Housing Needs and Barriers experienced by Black, Latino and Pacific Islander Communities, LGBT households, Seniors, and Persons with Disabilities





Barriers to homeownership

**3. Participants highlighted barriers to homeownership centering around both housing prices and financing options.**

In 2010, only 39 percent of households in San Francisco owned the homes in which they lived. In comparison, approximately 58 percent of households in the nine-county San Francisco Bay Area own their homes. At nearly 79 percent, Ingleside had the highest homeownership rate. Other outlying neighborhoods— including Excelsior, Twin Peaks, and the Sunset—mirrored this trend, all with homeownership rates of 60 percent or greater. By contrast, only ten percent of Downtown households were homeowners, while neighborhoods surrounding the downtown core—including North Beach, the Western Addition, and the Marina—all featured homeownership rates below 30 percent.<sup>51</sup> In the 2013-2018 Analysis of Impediments to Fair Housing choice, MOHCD found that market-rate ownership housing remains out of reach for most low-income households in San Francisco. As of September 2010, the maximum price that a low-income household could afford for a single-family home was \$354,500. Of the homes sold that month, only nine percent fell below this price point. In addition to housing affordability, credit accessibility and uncertainty in the job market were cited as challenges for potential homebuyers.

Neighborhood forum and community focus group participants were asked to describe the barriers that prevent them from buying a home in San Francisco. Across forums and focus groups, participants listed the following barriers: credit score, income, limited housing stock, cost, down payment, HOA dues, financing, lack of financial literacy, housing lottery system, loan qualification, Tenancy in Common, competitive market, and rental history.

- **RAD and HOPE SF focus group participants** mentioned homeownership barriers with the greatest frequency, followed by participants of cultural focus groups. These groups mentioned barriers to homeownership at a rate more than twice that of the average across all focus groups.
- **SOMA forum participants** listed the greatest number of homeownership barriers, with Chinatown, Bayview-Hunters Point, and Visitacion Valley residents reporting the fewest.
- MOHCD’s assessment examining housing equity for **African Americans** highlighted issues of access and opportunity for homeownership for Black San Francisco residents. The report demonstrated progress toward transforming the conditions in public housing and substantial Black representation in MOHCD programming, but found gaps in Black representation in MOHCD programming for Inclusionary/BMR Homeownership Units and Down Payment Assistance Loans.<sup>52</sup>

Neighborhood desirability

**4. Neighborhood forum participants shared the qualities that they believe make a neighborhood desirable, identifying the following characteristics:**

Participants were asked to list which San Francisco neighborhoods they would consider “desirable” and “undesirable.” The results of these discussions are shown in the table below and

<sup>51</sup> Mayor’s Office of Housing and Community Development (MOHCD), 2013-2018 Analysis of Impediments to Fair Housing Choice

<sup>52</sup> Examining Housing Equity for African Americans In San Francisco: Prepared for the Mayor’s Office of Housing and Community Development Tia Hicks, Community Development Intern





illustrated in **Error! Reference source not found.**<sup>53</sup> Green-colored boxes indicate that participants of a given forum listed a neighborhood as “desirable.” Red-colored boxes indicate that participants of a given forum listed a neighborhood as “undesirable.” Yellow-colored boxes indicate that participants listed a neighborhood as both “desirable” and “undesirable.” The neighborhoods with a majority “desirable” vote (with five or more forums indicating they are desirable communities) are the Mission, Haight Ashbury, Inner Sunset, North Beach, and Inner Richmond.

<b>Desirable Neighborhood Characteristics</b>	<b>Frequency (among forums)</b>
<b>Public transit</b>	10/10
<b>Green space</b>	9/10
<b>Safety</b>	8/10
<b>Community</b>	7/10
<b>Commercial options</b>	7/10
<b>Schools</b>	7/10
<b>Walkability</b>	7/10
<b>Access to services</b>	5/10
<b>Cleanliness</b>	5/10
<b>Views</b>	4/10
<b>Air quality</b>	3/10
<b>Low traffic</b>	3/10
<b>Community engagement</b>	2/10
<b>Weather</b>	2/10
<b>Jobs</b>	2/10
<b>Police relationships</b>	1/10

The neighborhoods with a majority “undesirable” vote (with at least three or more forums listing them as undesirable) are the Tenderloin, Outer Sunset, Bayview-Hunters Point, and South of Market. Tenderloin had the most undesirable votes, with nearly 67% of respondents stating the neighborhood to be undesirable. It should be noted the only desirable rankings for both the Tenderloin and Bayview-Hunters Point are from their own residents.

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<sup>53</sup> Visitacion Valley forum notes did not include responses to neighborhood desirability questions.



**Figure 8: If money were no object, where would you choose to live (top 3 desirable places) and where would you choose to not live (top 3 least desirable places)?**

Ranked Neighborhood	Castro/ District 8 and District 7	Sunset/ District 4 and District 1	Excelsior & OMI/ District 11	Tenderloin / District 6	Western Addition/ District 5	South of Market/ District 6	Mission/ District 9	Chinatown / Districts 2 & 3	Bayview Hunters Point/ District 10	Visitacion Valley/ District 10	Total (Yes)	Total (No)
Mission											7	1
Haight Ashbury											6	0
Inner Richmond											5	0
Inner Sunset											5	1
North Beach											5	1
Seacliff											5	0
Glen Park											4	0
Outer Sunset											4	5
Castro											3	0
Duboce Triangle											3	0
Twin Peaks											3	1
Western Addition											3	2
Excelsior											2	2
Laurel Heights											2	0
Marina											2	2
Nob Hill											2	0
Outer Richmond											2	3
Pacific Heights											2	3
Potrero Hill											2	2
Presidio											2	1
Silver Terrace											2	1
South of Market											2	4
St. Francis Woods											2	0
Bayview											1	5
Bernal Heights											1	0
Dolores Park											1	0
Embarcadero											1	0
Lone Mountain											1	0
Noe Valley											1	0
Oceanview/Ingleside											1	0
Outer Mission											1	0
Tenderloin											1	7
Visitacion Valley											1	3
West Portal											1	0
Candlestick Point											0	1
Chinatown											0	1
Dogpatch											0	4
Financial District											0	1
Ingleside											0	1
McLaren Park											0	1
Mount Davidson											0	1
Parkmerced											0	3
Russian Hill											0	1
Treasure Island											0	2

Visitacion Valley forum notes did not include responses to neighborhood desirability



Fair housing and discrimination

**5. Participants in community engagement shared multiple experiences of housing discrimination, but overall, their responses reveal that there is not one specific, overt type of discrimination. Their responses indicate a more pervasive and entrenched systemic discrimination that affects people of color and African American communities in particular.**

While the forums and focus groups participants did not tend to speak about fair housing violations, a number of participants did perceive bias or discrimination on the part of landlords (e.g., strict, sometimes unlawful renting criteria). One-quarter of survey respondents said that they have experienced housing discrimination in San Francisco. Among survey respondents who reported making a fair housing complaint, 44% said that they were harassed or experienced retaliation for making the complaint. This speaks to participants' common desire for greater tenant education and protections, described earlier. The following illustrate the specific forms of discrimination experienced by forum and focus group participants:

#### ***Age-based discrimination***

- Some individuals in forums and focus groups commented that they perceived ageism on the part of some landlords and are afraid to ask for modifications to units for fear of eviction or displacement.
- “[There is an] ageist perspective.” – Castro forum participant
- “[Need to] prevent SROs from kicking out the elderly to make more money.” –Long-term Care Coordinating Council focus group participant
- In the DAAS Community Needs Assessment, adults with disabilities shared stories of property managers failing to make reasonable accommodations to make housing compliant with the Americans with Disabilities Act (ADA).<sup>54</sup>

#### ***LGBTQ discrimination***

- “There are many forms of discrimination. There are issues of internalized transphobia.” – Transgender focus group participant
- “There are barriers steering LGBT applicants away from housing opportunities.” – LGBT focus group participant

#### ***Race-based discrimination***

- “There are racial inequities throughout the housing system.” – Bayview-Hunters Point forum participant
- “Redlining? Yes. This neighborhood.” – Western Addition forum participant

#### ***Disability discrimination***

- “There is discrimination against people with disabilities, especially mental health disabilities.” – Long-term Care Coordinating Council focus group participant

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<sup>54</sup> Department of Aging and Adult Services, Dignity Fund Community Needs Assessment



- “Yes, because of my disability. I didn’t file because I knew I had been violated and had rights.” – Tenderloin forum participant

### **Section 8 discrimination**

- “There is no housing stock that would [take] Section 8. I can’t find owners that would deal with this type of client.” – Homeless focus group participant

### **Language discrimination**

- “I asked that the housing application be translated into Spanish and they said no, it would be too much money.” – Tenderloin forum participant

### **Employment discrimination**

- “Employment discrimination is subtle and pervasive. The City needs to come up with ways to improve access to jobs.” – Tenderloin forum participant

### **Discrimination based on family size**

- “[People need to] end discrimination against larger families.” – Mission forum participant

The above findings are reflected in other City and County reports as well:

- According to the responses of four community-based organizations reported in the Budget and Legislative Analyst’s Report regarding Tenant Displacement in San Francisco, **people living below federal poverty guidelines, minorities, the elderly, and people with disabilities** are disproportionately being evicted.<sup>55</sup>
- In their 2012 Eviction report, San Francisco’s Eviction Defense Collaborative (EDC) found that while **African Americans** make up 6% of the City’s population, African Americans represented 29% of all those evicted in that year.<sup>56</sup>
- During 11 public meetings with 127 San Francisco residents across a variety of backgrounds and neighborhoods, some felt discriminated against (sex offenders, people with dependencies) in the housing market.<sup>57</sup>
- Discrimination was one of the most common concerns and challenges mentioned in focus groups for the Homeownership SF project. Participants reported that discrimination relating to race, ethnicity, age, LGBTQ+ status, immigration status, criminal record, or class status has been a barrier to housing access in the past and currently.<sup>58</sup>

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<sup>55</sup> Stanford Law School, Tenant Right To Counsel Analyses

<sup>56</sup> EDC 2012 Eviction Report, p. 4 (quoting US Census data).

<sup>57</sup> Department of Public Health, Community Health Needs Assessment, p. 39

<sup>58</sup> Homeownership SF report: Results from 2017-2018 Focus Groups. Assessment of Housing Needs and Barriers experienced by Black, Latino and Pacific Islander Communities, LGBT households, Seniors, and Persons with Disabilities



Violations of San Francisco Police Code 33 consistently emerged as the most commonly violated ordinance. From 2007 to 2010, 57 percent of complaints and technical assistance requests fell within this category.<sup>59 60</sup>

- Fair housing violations surrounding **disability** were by far the most common basis for complaint or technical assistance request, consistent with the FHEO and State DFEH data.
- **Race, family status, and age** surfaced as other common bases, again showing general consistency with federal and state fair housing data.<sup>61</sup>

Among survey respondents, certain population reported experiencing housing discrimination in San Francisco at rates double that of the general population, as represented in survey responses.

- Over half (52%) of survey respondents who identified as **transgender** indicated that they have experienced housing discrimination in San Francisco. This is double the rate of the general population of all survey respondents.
- Over half (52%) of survey respondents who indicated they were experiencing **homelessness** reported that they have experienced housing discrimination in San Francisco. This is double the rate of the general population of all survey respondents.

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<sup>59</sup> Mayor's Office of Housing and Community Development (MOHCD), 2013-2018 Analysis of Impediments to Fair Housing Choice

<sup>60</sup> Prohibits discrimination based on race, color, ancestry, national origin, place of birth, sex, age religion, creed, disability, sexual orientation, gender identity, weight, source of income, and height.

<sup>61</sup> Mayor's Office of Housing and Community Development (MOHCD), 2013-2018 Analysis of Impediments to Fair Housing Choice



## Appendix A: Qualitative Data Analysis Methodology

### Summary

The project research team took an adapted grounded theory approach to qualitative data analysis using the ATLAS.ti software program. Grounded theory is a well-established method of data collection that combines inductive and deductive coding of data to ensure that participants' concerns drive findings while also allowing researchers to answer specific questions.<sup>62</sup> The "open" coding process is inductive, intended to allow themes to emerge from participants without being predetermined by the research questions. The "closed" coding process is deductive and seeks to answer specific questions. However, because the questions posed to participants in community sessions were quite structured by design and necessity—precluding a fully inductive analytical process—the research team adapted the grounded theory approach, utilizing an open coding scheme as much as possible within the forum and focus group format in order to adapt the question that grounded theory seeks to answer—What did people say?—to: What did people say about housing needs? What did people say about non-housing needs? etc.

Using this approach in ATLAS.ti, the research team developed the following code "families" for each forum and focus group (some of these families relied on open coding more than others, as some were targeted questions for which MOHCD asked participants to generate a list):

- City-Community Relationship
- Collaboration
- Neighborhood Desirability
- Discrimination
- Housing Barriers
- Housing Choice
- Housing Services (needs and concerns)
- Language Accessibility
- Neighborhood Change
- Non-housing Services (needs and concerns)
- Community Engagement

The research team then used ATLAS.ti's frequency codes function to assess the frequency with which individual codes and code families occurred both in individual forums and focus groups as well as among larger populations (e.g. members of the LGBTQ population). By running the codes function by document group (i.e. forum or focus group), the research team derived findings based on the frequency of a code overall as well as the distribution of a code across populations.

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<sup>62</sup> Charmaz, K. 2003. Grounded Theory. The SAGE Encyclopedia of Social Science Research Methods. 2003. SAGE Publications.



## Qualitative Coding Scheme

The following is a summary of the five-step process utilized for the above methodologic process:

**Step 1:** All forum and focus groups transcripts were read and coded thematically to identify concepts based on common themes across respondents. Each coded passage received a prefix code that identified whether the quotation indicated a general need, general concern, or addressed a specific question “type” posed by facilitators (e.g. experiences of discrimination, housing barriers, etc.). The data analysts kept running lists of codes generated to facilitate consistent use of coding schemes across transcripts. During this step, each transcript was simultaneously labeled and assigned to a primary document group that referenced the neighborhood community or specific focus group population.

**Step 2:** Once a comprehensive list of initial codes was generated, the codes were organized into “families” or groupings of similar codes. For example, codes related to financial literacy needs and codes related to mental health services needs were grouped into a family of non-housing service needs.

Based on this scheme, if a participant in the SOMA forum discussed the need of individuals who are undocumented to obtain immigration-related legal services, the passage would receive the following codes:

- the prefix and substantive code pairing, “need-legal-services;”
- the prefix and substantive code pairing, “need-immigration-assistance;”
- the substantive family code, “non-housing services;”

And be grouped into the following primary document group:

- SOMA neighborhood forum

**Step 3:** Once transcript coding was completed, focus groups with similar participant populations were assigned secondary document groups that allowed the data analysts to report out on the needs and concerns of these community members both by specific focus group and in terms of the larger population they belong to. For example, transcripts from focus groups with residents of public and subsidized housing were each assigned to their own primary document group and all assigned to the secondary document group “Public Housing.”

**Step 4:** RDA then used ATLAS.ti’s frequency codes function to assess the frequency with which individual codes and code families occurred both in individual forums and focus groups, among larger populations, and between forums and focus groups. By running the frequency function for each individual code and code family both by primary and secondary document groups, the research team could derive findings.

**Step 5:** The project team used ATLAS.ti’s quotation reports function to generate full quotation reports for certain codes. These quotation reports, taken together with the frequency counts, allowed us to generate nuanced findings informed by quantitative distribution but grounded in participants’ own words.



## Appendix B: Document Review Methodology

**Table 7: 48 Documents reviewed, 23 instances of recorded Community Participation**

	Document Name	Recorded Community Participation
<b>Alameda County</b>	1. AIDS Housing Needs Assessment 2014	✓
<b>DAAS</b>	2. DAAS Dignity Fund Community Needs Assessment 2018	✓
<b>DCYF</b>	3. Community Needs Assessment 2016	✓
	4. Services Allocation Plan 2018-2023	
<b>DPH</b>	5. 2017–2021 Integrated HIV Prevention and Care Plan	✓
	6. 2017–2021 Integrated HIV Prevention and Care Plan	
	7. AOT Annual Report 2017	✓
	8. Community Health Needs Assessment	✓
	9. MHSA 3-year integrated plan 2017-2020	✓
	10. MHSA Annual Update 18/19	✓
	11. MHSA Community Program Planning Report 2017	✓
	12. Whole Person Care DHCS application (2016)	
	13. Whole Person Care Update 2018	
	<b>Housing Authority</b>	14. Housing Authority Annual Administrative Plan
<b>HSH</b>	15. HSH Strategic Framework	✓
	16. Larkin St Youth Services Report on Youth Homelessness 2018	
	17. Local Homeless Coordinating Board Strategic Plan Framework, 2014-2019	
	18. Youth Homelessness Demonstration Project Plan	
<b>MOHCD</b>	19. 2015-2019 Consolidated Plan	✓
	20. Analysis of Impediments to Fair Housing Choice	✓
	21. Annual Progress Report 16/17	
	22. Examining Housing Equity for African Americans in San Francisco	
	23. Five-Year Strategic Plan 2016-2020	
	24. HIV Housing Five-Year Plan 2016-2020	✓
<b>OCOF</b>	25. OCOF Five-Year Plan, Year One Report 2016	✓
<b>OEWD</b>	26. Economic Strategic Plan 2014 Update	✓
	27. Workforce Alignment 2016 Update	
<b>Other</b>	28. 2009 Report of the SF Mayor's Task Force on African-American Out-Migration	✓
<b>Planning</b>	29. Annual Eviction Reports	
	30. Central SOMA Plan	✓
	31. Central Waterfront/Dogpatch Public Realm	✓
	32. Citywide Planning Division Five-Year Work Program 2014-2019	
	33. Civic Center Public Realm Plan	✓
	34. General Plan 2014 Housing Element	✓
	35. Housing Balance Reports	
	36. Housing for Families with Children (Family Friend Housing White Paper)	
	37. Hub Area Plan update	✓



	Document Name	Recorded Community Participation
	38. Mission Action Plan 2020	✓
	39. Southeast Framework	
	40. Sustainable Chinatown	
Other	41. Tenant Right To Counsel Analyses	
	42. Standards of Care, LA County Commission on HIV	
	43. Housing Standards of Care	
	44. Assessment of Housing Needs and Barriers Experienced by Black, Latino and Pacific Islander Communities, LGBT households, Seniors, and Persons with Disabilities	✓
Cannot identify/still in production	45. Black San Francisco Existing Conditions Study	
	46. Latino Needs Assessment	
	47. Racial and Ethnic Equity Action Plan	
	48. SPARC report of housing disparities (Future Publication)	
	49. Tenderloin Community Data Project	
	50. Google Civic Bridge Project	

**Table 8: 23 Instances of recorded Community Participation**

Agency	Document Name	Description of CP methods and outreach
Alameda County	1. AIDS Housing Needs Assessment 2014	Consumer, provider, and developer focus groups; online surveys for providers, consumers, and developers. Targeted outreach to low-income consumers.
DAAS	2. DAAS Dignity Fund Community Needs Assessment 2018	Focus groups, public forums, and surveys. Targeted outreach to vulnerable populations.
DCYF	3. Community Needs Assessment 2016	Surveys, interviews, focus groups, and public forums. Targeted outreach to vulnerable populations.
	4. OCOF Five-Year Plan, Year One Report 2016	District-level public forums and community meetings. Targeted outreach to vulnerable populations.
DPH	5. AOT Annual Report 2017	Surveys and interviews
	6. Community Health Needs Assessment	Public forums, focus groups, and community meetings. Targeted outreach and translation for v-pops.
	7. MHSA 3-year integrated plan 2017-2020	Interviews and community engagement
	8. MHSA Annual Update 18/19	Public meetings, focus groups, interviews
	9. MHSA Community Program Planning Report 2017	Community engagement meetings, surveys



**City and County of San Francisco, Mayor’s Office of Housing and Community Development**  
 2020-2025 Consolidated Plan & HIV Housing Plan: Community Engagement Key Findings

Agency	Document Name	Description of CP methods and outreach
	10. 2017–2021 Integrated HIV Prevention and Care Plan	Public input sessions, focus groups with providers, focus groups with consumers, planning council meetings, and work group meetings. Targeted outreach to v-pops. - Participation results minimally documented
<b>Housing Authority</b>	11. Housing Authority Annual Administrative Plan	Public comment
<b>Homeownership SF</b>	12. Assessment of Housing Needs and Barriers experienced by Black, Latino and Pacific Islander Communities, LGBT households, Seniors, and Persons with Disabilities	Three focus groups that are underrepresented in the application pool for inclusionary housing
<b>HSH</b>	13. HSH Strategic Framework	Client and provider focus groups and surveys. - Participation results minimally documented
	14. San Francisco Coordinated Community Plan to Prevent and End Youth Homelessness	Public meetings, leadership meetings, advisory council meetings, community planning sessions.
<b>MOHCD</b>	15. Consolidated Plan	Steering committee meetings, focus groups, public forums, online participatory exercises and feedback.
	16. Analysis of Impediments to Fair Housing Choice	Outreach not clearly recorded. - Only formal public comment included
	17. HIV Housing Five-Year Plan 2016-2020	Steering committee meetings with providers, developers, and advocates.
	18. 2009 Report of the SF Mayor's Task Force on African-American Out-Migration	Interviews: target population, qualitative data review
<b>OEWD</b>	19. Economic Strategic Plan 2014 Update	Outreach to sector-specific stakeholders. - Description/notes not available
	20. State of the Retail Sector	Limited interviews with merchants and property owners in the Mission only.



**City and County of San Francisco, Mayor’s Office of Housing and Community Development**  
 2020-2025 Consolidated Plan & HIV Housing Plan: Community Engagement Key Findings

Agency	Document Name	Description of CP methods and outreach
	21. WIOA Local Plan 2017-2020	Survey and presentations at standing meetings.
<b>Planning</b>	22. Central SOMA Plan	Extensive process including public hearings, CBO meetings, public meetings, walking tours, popup event, and surveys.
	23. Central Waterfront/Dogpatch Public Realm	26 presentations at public meetings, - Community prioritization sessions, - Public workshop,
	24. Civic Center Public Realm Plan	Community workshops, open house. - Topics provided but no summary of feedback
	25. General Plan 2014 Housing Element	- Only formal written comments included
	26. Hub Area Plan update	public workshops
	27. Mission Action Plan 2020	Extensive community-driven process including public forums and community meetings



# City and County of San Francisco

## Citizen Participation Plan

for the  
Community Development Block Grant,  
Emergency Solutions Grant,  
Home Investment Partnerships, and  
Housing Opportunities for Persons With AIDS Programs

**Mayor's Office of Housing and Community Development**  
**Office of Economic and Workforce Development**  
**Department of Homelessness and Supportive Housing**  
One South Van Ness Avenue, Fifth Floor  
San Francisco, CA 94103  
Phone: 415-701-5500; TDD: 415-701-5503  
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## **I. BACKGROUND**

On January 5, 1995, the U.S. Department of Housing and Urban Development (HUD) issued a final rule that consolidates into a single submission the planning and application aspects of the following four HUD community development formula grant programs: Community Development Block Grant (CDBG), Emergency Solutions Grant (ESG), Home Investment Partnerships (HOME), and Housing Opportunities for Persons With AIDS (HOPWA). The rule also consolidates the reporting requirements for these programs.

In San Francisco, the Mayor's Office of Housing and Community Development (MOHCD) is the lead agency responsible for the consolidated planning process and for submitting the Consolidated Plan, annual Action Plans and Consolidated Annual Performance Evaluation Reports to HUD. MOHCD administers the CDBG housing, public facility, non-workforce development public service and organizational planning/capacity building activities; and all HOME and HOPWA activities. The Office of Economic and Workforce Development (OEWD) is responsible for economic development and workforce development activities of the CDBG program. The Department of Homelessness and Supportive Housing (HSH) administers ESG activities and oversees HMIS reporting.

MOHCD serves as the lead agency for the HOPWA program for the San Francisco EMSA, which consists of San Francisco and San Mateo Counties.

The Citizen's Committee on Community Development (CCCD) is a nine-member advisory body charged with promoting citizen participation for CDBG, ESG, HOME and HOPWA programs. Members are appointed by the Mayor and the Board of Supervisors, and represent a broad cross-section of communities served by the four programs. The CCCD holds public hearings, assists with the identification of community needs and the formulation of program priorities, and makes funding recommendations for the CDBG, ESG, HOME and HOPWA programs to the Mayor. The CCCD has regular public meetings.

The regulations implementing the consolidated submission requires the City and County of San Francisco to adopt a citizen participation plan for the consolidated planning, application and reporting processes. The City and County of San Francisco is making minor updates to its current Citizen Participation Plan, primarily updating the methods that it will use to provide notification of public meetings and availability of documents for public review and comment.

## **II. PUBLIC INPUT ON REVISED CITIZEN PARTICIPATION PLAN**

The updates to the Citizen Participation Plan described above are not substantive changes and do not constitute a Substantial Amendment as defined in Section VII of this plan. Public input on the updates was not solicited.

## **III. PURPOSE**

The Citizen Participation Plan sets forth policies and procedures that the CCCD, MOHCD, OEWD and HSH have adopted to encourage citizen involvement regarding the use of four federal funding sources: CDBG, ESG, HOME and HOPWA. The Citizen Participation Plan specifically promotes citizen participation in the following activities:

- Development of the Consolidated Plan, a five-year strategic plan that serves as a planning document for San Francisco's community development and affordable housing activities and a strategy for San Francisco's use of the four federal funding sources;
- Development of each annual Action Plan, which identifies the proposed projects that will be funded during the upcoming fiscal year with the four funding sources;
- Consideration of substantial amendments to a Consolidated Plan and/or annual Action Plan;
- Review of each annual Consolidated Annual Performance and Evaluation Report, which describes San Francisco's implementation of activities funded by the four federal programs; and,
- Consideration of substantial amendments to the Citizen Participation Plan

The intent of the Citizen Participation Plan is to encourage those least likely to participate in the process, especially low-income persons living in targeted neighborhoods, in public and publicly subsidized housing developments, and in areas where CDBG, ESG, HOME and HOPWA funds are proposed to be used. This plan describes actions the City will take to encourage participation of all citizens, with targeted outreach to communities of color, limited English proficient residents, and persons with disabilities.

## **IV. CONSOLIDATED PLAN AND ACTION PLAN**

As required by federal regulations, San Francisco submits a Consolidated Plan every five years and an Action Plan every year to HUD. The Consolidated Plan is a long-range plan that identifies community development and affordable housing needs of low-income San Franciscans, establishes priorities, and describes objectives, priority needs, goals and activities to address the identified needs. The Action Plan is a document that lists specific projects that will receive CDBG, ESG, HOME, and/or HOPWA funding in the upcoming program year.

Both documents are submitted to HUD for its review and approval, and serve as applications for federal funding under the four programs, as well as planning documents. The Action Plan also serves as an implementation plan to be followed for carrying out community development and affordable housing activities funded by the CDBG, ESG, HOME and HOPWA programs.

The process for the development of a Consolidated Plan/Action Plan is as follows:

### **A. Consultation With Other Community Development and Housing Agencies**

In developing a Consolidated Plan, MOHCD, OEWD and HSH will consult with and review reports and policy documents of public and private agencies to identify shared needs and solutions to persistent community problems, including the local Homeless Coordinating Board. Consultation may take place through individual contacts with representatives of other City departments and community-based organizations or group meetings and focus groups. During development of an Action Plan, consultation with other agencies will be conducted primarily for coordination of resources for community development and affordable housing activities.

### **B. Public Hearings and Notification of Hearings**

During the initial development of each Action Plan and/or Consolidated Plan, the CCCD will convene at least one public hearing to solicit input on community development and affordable housing needs.

The CCCD will convene another public hearing during the development of the annual Draft Action Plan, which will include preliminary funding recommendations. The list of preliminary funding recommendations is a list of projects that are proposed to receive CDBG, ESG, HOME and/or HOPWA funding. The purpose of this hearing is to solicit comments from the public on the proposed uses of funds.

Prior to the submission of the Action Plan to HUD, the City and County of San Francisco's legislative process requires the Board of Supervisors to authorize the budget within the Action Plan, which is primarily the list of proposed projects. Therefore, another opportunity for the public to comment on the list of proposed projects to be included in the Action Plan is during the Board of Supervisors' legislative process.

All public hearings will be held on dates and times to encourage citizen participation, and at facilities that are wheelchair accessible and convenient for residents. MOHCD, OEWD and HSH will make special efforts to solicit input from communities of color, persons with limited English proficiency (LEP), persons with disabilities, and low-income persons residing in targeted neighborhoods and in public and publicly subsidized housing developments.

With advance notice, MOHCD, OEWD and HSH will accommodate the needs of LEP residents with interpretation services. If requested in advance, accommodations will also be extended for persons with disabilities. Notices announcing public hearings will include a TDD number for persons with hearing and speech impairments to use.

The public will be informed of hearings through the following methods:

1. Notices will be published in neighborhood newspapers and ethnic group-specific publications that are used by the Board of Supervisors for outreach, if space is available;
2. Notices will be posted on the MOHCD, OEWD and HSH websites;
3. Notices will be emailed to non-profit organizations on MOHCD's contact list.

The publication of notices in newspapers, web postings, and via email will take place approximately two weeks prior to the date of a public hearing. Notices will encourage persons who cannot attend a hearing to submit written comments to MOHCD.

A summary of oral and written comments will be included with the final submission of the Consolidated Plan and/or annual Action Plan.

### C. Public Review of Draft Consolidated Plan/Action Plan

Prior to the submission of the Consolidated Plan and Action Plan to HUD, notices will be posted on the MOHCD, OEWD and HSH websites and published in neighborhood and ethnic group-specific newspapers that are used by the Board of Supervisors for outreach, if space is available. The notice will also be emailed to non-profit organizations on MOHCD's contact list. The notice will summarize the content of the document, and informs the public of locations where a copy of the draft document may be reviewed. For each Action Plan, the notice will also include a summary of the amount of assistance expected to be received from HUD, the range of activities to be funded, and the amount of funding expected to directly benefit low- and moderate-income persons.

The City and County of San Francisco does not expect any displacement of persons to occur as a result of CDBG, ESG, HOME, or HOPWA-funded activities. However, in the rare event that displacement does occur, MOHCD, OEWD and HSH will develop strategies to minimize displacement and to assist any persons displaced. Information related to any displacement will be included in the notice and in the Draft Action Plan.

After public notice of approximately 7-10 days, the Draft Consolidated Plan and/or annual Action Plan will be available for public review and comment electronically on the MOHCD, OEWD and HSH websites, at the offices of MOHCD, OEWD and HSH, and at the Main Branch of the San Francisco Public Library. Interested persons will have 30 days to provide written comments on the Consolidated Plan and/or Action Plan. Interested parties may also provide oral comments at the public meeting that is conducted within the 30-day review period.

A summary of all comments received within the 30-day period will be included in the final Consolidated Plan/Action Plan that is submitted to HUD.

The list of proposed funding recommendations associated with the annual Action Plan requires Board of Supervisors approval, in order for San Francisco to have an authorized Action Plan submission to HUD. The public has a final opportunity to comment on the list of proposed projects to be included in the Action Plan during the Board of Supervisors' budget approval process.

## **V. AMENDMENTS TO THE CONSOLIDATED PLAN/ACTION PLAN**

Consolidated Plans and/or annual Action Plans may be revised during the program year. Certain changes will be minor in nature, and will not require public notification or citizen participation prior to the implementation of such changes. Other changes, defined as substantial, will require public notification and public review.

### **A. Substantial Amendments**

The following changes shall be considered substantial amendments to the Consolidated Plan and/or Action Plan:

1. A cumulative change in the use of CDBG funds from one activity to another activity in excess of 10% of the total CDBG grant allocation for the program year. Examples of activities are planning/administration, public services, economic development, community facilities, and housing.
2. A change in the method of distribution of CDBG funds to sub-recipients for an amount that is more than 10% of the total CDBG grant allocation for the program year. The primary method of distribution of CDBG funds is through a competitive selection process, which is generally a Request For Proposals (RFP), a Request For Qualifications (RFQ), or a Notice of Funding Availability (NOFA) process.

### **B. Public Review Process for Substantial Amendments**

In cases of substantial amendments to the Consolidated Plan and/or Action Plan, the public notification and review process is as follows:

1. Notices will be posted on the MOHCD, OEWD and HSH websites and published in neighborhood and ethnic group-specific newspapers that are used by the Board of Supervisors for outreach, if space is available. The notice will also be emailed to non-profit organizations on MOHCD's contact list. The notice will inform the public of the proposed changes, and locations where a copy of the draft amendment may be reviewed.
2. After public notice of approximately 7-10 days, the draft amendment will be available for public review and comment electronically on the MOHCD, OEWD and/or HSH websites, at the offices of MOHCD, OEWD and/or HSH, and at the Main Branch of the San Francisco Public Library. Interested persons will have 30 days to provide written comments on the proposed amendment. Interested parties may also provide oral comments at a CCD meeting, if one is scheduled within the 30-day period.
3. A summary of all comments received within the 30-day period will be included in the substantial amendment to the Consolidated Plan/Action Plan that is finally submitted to HUD.

## **VI. CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION PREPORT**

On an annual basis, MOHCD, OEWD and HSH must prepare a Consolidated Annual Performance and Evaluation Report (CAPER) that is submitted to HUD 90 days after the end of the program year. San Francisco's program year is from July 1 to June 30. The CAPER represents the annual report of San Francisco's implementation of the CDBG, ESG, HOME and HOPWA programs.

Prior to the submission of the CAPER to HUD, notices will be posted on the MOHCD, OEWD and HSH websites and published in neighborhood and ethnic group-specific newspapers that are used by the Board of Supervisors for outreach, if space is available. The notice will also be emailed to non-profit organizations on MOHCD's contact list. The notice will inform the public of the availability of the Draft CAPER for review and comment, and of the locations where a copy of the draft document may be reviewed.

After public notice of approximately 7-10 days, copies of the Draft CAPER will be available for public review and comment electronically on the MOHCD, OEWD and HSH websites, at the offices of MOCD, OEWD and HSH, and at the Main Branch of the San Francisco Public Library. Interested persons will have 15 days to provide written comments on the Draft CAPER. Interested parties may also provide oral comments at a CCCD meeting, if one is scheduled within the 15-day period.

A summary of all comments received within the 15-day period will be included in the CAPER that is finally submitted to HUD.

## **VII. AMENDMENTS TO THE CITIZEN PARTICIPATION PLAN**

This Citizen Participation Plan may be revised for reasons including to meet changing federal guidelines or to enhance citizen participation. Certain changes will be minor in nature, and will not require public notification or citizen participation prior to the implementation of such changes. However, other changes defined as substantial, will require public notification and public review.

### **A. Substantial Amendments**

The Citizen Participation Plan provides a list of circumstances that constitute a substantial amendment to a Consolidated Plan and/or annual Action Plan and require a public review process. A change to this list shall be considered a substantial amendment to the Citizen Participation Plan.

### **B. Public Review Process for Substantial Amendments**

Whenever there is a substantial amendment to the Citizen Participation Plan, the public notification/review process will be as follows:

1. Notices will be posted on the MOHCD, OEWD and HSH websites and published in neighborhood and ethnic group-specific newspapers that are used by the Board of Supervisors for outreach, if space is available. The notice will also be emailed to non-profit organizations on MOHCD's contact list. The notice will inform the public of the proposed changes, and locations where a copy of the draft amendment may be reviewed.
2. After public notice of approximately 7-10 days, the draft amendment will be available for public review and comment electronically on the MOHCD, OEWD and/or HSH websites, at the offices of MOHCD, OEWD and/or HSH, and at the Main Branch of the San Francisco Public Library. Interested persons will have 15 days to provide written comments on the proposed amendment. Interested parties may also provide oral comments at a CCCD meeting, if one is scheduled within the 15-day period.
3. A summary of all comments received within the 15-day period will be included in the substantial amendment to the Citizen Participation Plan that is submitted to HUD.

## **VIII. AVAILABILITY OF DOCUMENTS TO THE PUBLIC**

It is the policy of MOHCD, OEWD and HSH to make available to all interested parties and organizations the following documents:

- The current Consolidated Plan;
- The current annual Action Plan;
- Substantial amendments to the current Consolidated Plan and/or Action Plan, if any;
- The most recent CAPER; and,
- The current Citizen Participation Plan and any substantial amendments.

These documents are available electronically on the MOHCD, OEWD and HSH websites. Upon request, MOHCD, OEWD or HSH will make available a hard copy (printout) version and a version in a format that is accessible to persons with disabilities. MOHCD may be contacted at 415-701-5500 or 415-701-5503 (TDD).

## **IX. ACCESS TO RECORDS**

Persons, agencies and other interested parties may access information and records related to San Francisco's Consolidated Plan, Action Plans, CAPERs and the City's use of CDBG, ESG, HOME, and HOPWA funding during the preceding five years. Interested parties will be afforded reasonable and timely access to records in accordance with applicable public records access regulations.

## **X. TECHNICAL ASSISTANCE TO ORGANIZATIONS REQUESTING CDBG, ESG, HOME OR HOPWA FUNDING**

MOHCD, OEWD and HSH sponsor technical assistance workshops during their Request For Proposals (RFP) processes for non-profit organizations that are interested in submitting proposals for CDBG, ESG, HOME and/or HOPWA funding. The purpose of these workshops is to provide interested parties with information and technical guidance on the application process. These workshops are scheduled at times and locations to maximize community participation. Workshops are held at locations that are accessible to persons with disabilities.

MOHCD, OEWD and HSH staff are available year-round to provide information and guidance to organizations interested in implementing programs with CDBG, ESG, HOME, or HOPWA funds.

RFP technical assistance, as described above, will be offered to eligible organizations that serve low-income individuals and families. Technical assistance does not guarantee an award of funds.

## **XI. COMPLAINTS**

MOHCD, OEWD and HSH will review and assess all written complaints and comments concerning CDBG, ESG, HOME and HOPWA-funded activities, the Consolidated Plan, the Action Plan, and the CAPER. Complaints and comments that are assessed as citizen feedback or input will be considered and summarized in the Consolidated Plan, Action Plan or CAPER, as appropriate. For complaints that require a formal response by MOHCD, OEWD or HSH, the appropriate department will provide a written response within 15 working days of receipt of the complaint. If a response cannot be prepared within the 15-day timeframe, the person that submitted the complaint will be notified of the approximate date a response will be provided.

For general concerns and concerns related to CDBG housing, public facility, non-workforce development public service and organizational planning/capacity building activities; and all HOME and HOPWA activities, please contact the Director of MOHCD.

For concerns related to CDBG economic development and workforce development activities, please contact the Director of OEWD.

For concerns related to ESG activities, please contact the Director of HSH.

<b>Application for Federal Assistance SF-424</b>		
<p>* 1. Type of Submission:</p> <input checked="" type="checkbox"/> Preapplication <input type="checkbox"/> Application <input type="checkbox"/> Changed/Corrected Application	<p>* 2. Type of Application:</p> <input checked="" type="checkbox"/> New <input type="checkbox"/> Continuation <input type="checkbox"/> Revision	<p>* If Revision, select appropriate letter(s):  <input style="width: 100%;" type="text"/>                  * Other (Specify):  <input style="width: 100%;" type="text"/> </p>
<p>* 3. Date Received:  <input style="width: 100%;" type="text" value="06/15/2020"/> </p>	<p>4. Applicant Identifier:  <input style="width: 100%;" type="text" value="2020-2021 CDBG"/> </p>	
<p>5a. Federal Entity Identifier:  <input style="width: 100%;" type="text"/> </p>	<p>5b. Federal Award Identifier:  <input style="width: 100%;" type="text"/> </p>	
<b>State Use Only:</b>		
<p>6. Date Received by State: <input style="width: 100%;" type="text"/></p>	<p>7. State Application Identifier: <input style="width: 100%;" type="text"/></p>	
<b>8. APPLICANT INFORMATION:</b>		
<p>* a. Legal Name: <input style="width: 100%;" type="text" value="City and County of San Francisco"/></p>		
<p>* b. Employer/Taxpayer Identification Number (EIN/TIN):  <input style="width: 100%;" type="text" value="94-6000417"/> </p>	<p>* c. Organizational DUNS:  <input style="width: 100%;" type="text" value="0703842550000"/> </p>	
<b>d. Address:</b>		
<p>* Street1: <input style="width: 100%;" type="text" value="1 South Van Ness Avenue, 5th Floor"/></p> <p>Street2: <input style="width: 100%;" type="text"/></p> <p>* City: <input style="width: 100%;" type="text" value="San Francisco"/></p> <p>County/Parish: <input style="width: 100%;" type="text"/></p> <p>* State: <input style="width: 100%;" type="text" value="CA: California"/></p> <p>Province: <input style="width: 100%;" type="text"/></p> <p>* Country: <input style="width: 100%;" type="text" value="USA: UNITED STATES"/></p> <p>* Zip / Postal Code: <input style="width: 100%;" type="text" value="94103-5416"/></p>		
<b>e. Organizational Unit:</b>		
<p>Department Name:  <input style="width: 100%;" type="text" value="Mayor's Office"/> </p>	<p>Division Name:  <input style="width: 100%;" type="text" value="Housing &amp; CommunityDevelopment"/> </p>	
<b>f. Name and contact information of person to be contacted on matters involving this application:</b>		
<p>Prefix: <input style="width: 100%;" type="text" value="Mr."/></p> <p>Middle Name: <input style="width: 100%;" type="text" value="D."/></p> <p>* Last Name: <input style="width: 100%;" type="text" value="Shaw"/></p> <p>Suffix: <input style="width: 100%;" type="text"/></p>	<p>* First Name: <input style="width: 100%;" type="text" value="Eric"/></p>	
<p>Title: <input style="width: 100%;" type="text" value="Director"/></p>		
<p>Organizational Affiliation:  <input style="width: 100%;" type="text" value="Mayor's Office of Housing and Community Development"/> </p>		
<p>* Telephone Number: <input style="width: 100%;" type="text" value="415-701-5500"/></p>	<p>Fax Number: <input style="width: 100%;" type="text"/></p>	
<p>* Email: <input style="width: 100%;" type="text" value="eric.shaw@sfgov.org"/></p>		

**Application for Federal Assistance SF-424**

**\* 9. Type of Applicant 1: Select Applicant Type:**

C: City or Township Government

Type of Applicant 2: Select Applicant Type:

Type of Applicant 3: Select Applicant Type:

\* Other (specify):

**\* 10. Name of Federal Agency:**

U.S. Department of Housing and Urban Development

**11. Catalog of Federal Domestic Assistance Number:**

14-218

CFDA Title:

Community Development Block Grant

**\* 12. Funding Opportunity Number:**

n/a

\* Title:

n/a

**13. Competition Identification Number:**

Title:

**14. Areas Affected by Project (Cities, Counties, States, etc.):**

Add Attachment

Delete Attachment

View Attachment

**\* 15. Descriptive Title of Applicant's Project:**

2020-2021 Community Development Block Grant Program for the City and County of San Francisco - services for the low- and moderate-income community

Attach supporting documents as specified in agency instructions.

Add Attachments

Delete Attachments

View Attachments

**Application for Federal Assistance SF-424**

**16. Congressional Districts Of:**

\* a. Applicant

\* b. Program/Project

Attach an additional list of Program/Project Congressional Districts if needed.

Add Attachment

Delete Attachment

View Attachment

**17. Proposed Project:**

\* a. Start Date:

\* b. End Date:

**18. Estimated Funding (\$):**

* a. Federal	<input type="text" value="18,653,085.00"/>
* b. Applicant	<input type="text"/>
* c. State	<input type="text"/>
* d. Local	<input type="text"/>
* e. Other	<input type="text" value="446,805.00"/>
* f. Program Income	<input type="text" value="6,550,000.00"/>
* g. TOTAL	<input type="text" value="25,649,890.00"/>

**\* 19. Is Application Subject to Review By State Under Executive Order 12372 Process?**

- a. This application was made available to the State under the Executive Order 12372 Process for review on
- b. Program is subject to E.O. 12372 but has not been selected by the State for review.
- c. Program is not covered by E.O. 12372.

**\* 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.)**

- Yes
- No

If "Yes", provide explanation and attach

Add Attachment

Delete Attachment

View Attachment

**21. \*By signing this application, I certify (1) to the statements contained in the list of certifications\*\* and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances\*\* and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)**

\*\* I AGREE

\*\* The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.

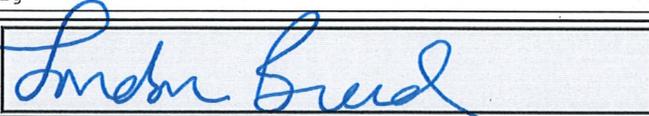
**Authorized Representative:**

Prefix:  \* First Name:   
Middle Name:   
\* Last Name:   
Suffix:

\* Title:

\* Telephone Number:  Fax Number:

\* Email:

\* Signature of Authorized Representative: 

\* Date Signed:

Application for Federal Assistance SF-424		
* 1. Type of Submission: <input checked="" type="checkbox"/> Preapplication <input type="checkbox"/> Application <input type="checkbox"/> Changed/Corrected Application	* 2. Type of Application: <input checked="" type="checkbox"/> New <input type="checkbox"/> Continuation <input type="checkbox"/> Revision	* If Revision, select appropriate letter(s): <input type="text"/> * Other (Specify): <input type="text"/>
* 3. Date Received: <input type="text" value="06/15/2020"/>	4. Applicant Identifier: <input type="text" value="2020-2021 ESG"/>	
5a. Federal Entity Identifier: <input type="text"/>	5b. Federal Award Identifier: <input type="text"/>	
<b>State Use Only:</b>		
6. Date Received by State: <input type="text"/>	7. State Application Identifier: <input type="text"/>	
<b>8. APPLICANT INFORMATION:</b>		
* a. Legal Name: <input type="text" value="City and County of San Francisco"/>		
* b. Employer/Taxpayer Identification Number (EIN/TIN): <input type="text" value="94-6000417"/>	* c. Organizational DUNS: <input type="text" value="0703842550000"/>	
<b>d. Address:</b>		
* Street1: <input type="text" value="1 South Van Ness Avenue, 5th Floor"/>	Street2: <input type="text"/>	
* City: <input type="text" value="San Francisco"/>	County/Parish: <input type="text"/>	
* State: <input type="text" value="CA: California"/>	Province: <input type="text"/>	
* Country: <input type="text" value="USA: UNITED STATES"/>	* Zip / Postal Code: <input type="text" value="94103-5416"/>	
<b>e. Organizational Unit:</b>		
Department Name: <input type="text" value="Mayor's Office"/>	Division Name: <input type="text" value="Housing &amp; CommunityDevelopment"/>	
<b>f. Name and contact information of person to be contacted on matters involving this application:</b>		
Prefix: <input type="text" value="Mr."/>	* First Name: <input type="text" value="Eric"/>	
Middle Name: <input type="text" value="D."/>	* Last Name: <input type="text" value="Shaw"/>	
Suffix: <input type="text"/>	Title: <input type="text" value="Director"/>	
Organizational Affiliation: <input type="text" value="Mayor's Office of Housing and Community Development"/>		
* Telephone Number: <input type="text" value="415-701-5500"/>	Fax Number: <input type="text"/>	
* Email: <input type="text" value="eric.shaw@sfgov.org"/>		

**Application for Federal Assistance SF-424**

**\* 9. Type of Applicant 1: Select Applicant Type:**

C: City or Township Government

Type of Applicant 2: Select Applicant Type:

Type of Applicant 3: Select Applicant Type:

\* Other (specify):

**\* 10. Name of Federal Agency:**

U.S. Department of Housing and Urban Development

**11. Catalog of Federal Domestic Assistance Number:**

14-231

CFDA Title:

Emergency Solutions Grant

**\* 12. Funding Opportunity Number:**

n/a

\* Title:

n/a

**13. Competition Identification Number:**

Title:

**14. Areas Affected by Project (Cities, Counties, States, etc.):**

Add Attachment

Delete Attachment

View Attachment

**\* 15. Descriptive Title of Applicant's Project:**

2020-2021 Emergency Solutions Grant Program for the City and County of San Francisco - services for persons and families who are homeless or at-risk of homelessness

Attach supporting documents as specified in agency instructions.

Add Attachments

Delete Attachments

View Attachments

Application for Federal Assistance SF-424

16. Congressional Districts Of:

\* a. Applicant

\* b. Program/Project

Attach an additional list of Program/Project Congressional Districts if needed.

Add Attachment

Delete Attachment

View Attachment

17. Proposed Project:

\* a. Start Date:

\* b. End Date:

18. Estimated Funding (\$):

* a. Federal	<input type="text" value="1,595,423.00"/>
* b. Applicant	<input type="text"/>
* c. State	<input type="text"/>
* d. Local	<input type="text"/>
* e. Other	<input type="text"/>
* f. Program Income	<input type="text"/>
* g. TOTAL	<input type="text" value="1,595,423.00"/>

\* 19. Is Application Subject to Review By State Under Executive Order 12372 Process?

- a. This application was made available to the State under the Executive Order 12372 Process for review on
- b. Program is subject to E.O. 12372 but has not been selected by the State for review.
- c. Program is not covered by E.O. 12372.

\* 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.)

- Yes
- No

If "Yes", provide explanation and attach

Add Attachment

Delete Attachment

View Attachment

21. \*By signing this application, I certify (1) to the statements contained in the list of certifications\*\* and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances\*\* and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)

\*\* I AGREE

\*\* The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.

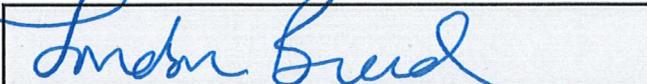
Authorized Representative:

Prefix:  \* First Name:   
Middle Name:   
\* Last Name:   
Suffix:

\* Title:

\* Telephone Number:  Fax Number:

\* Email:

\* Signature of Authorized Representative: 

\* Date Signed:

Application for Federal Assistance SF-424		
* 1. Type of Submission: <input checked="" type="checkbox"/> Preapplication <input type="checkbox"/> Application <input type="checkbox"/> Changed/Corrected Application	* 2. Type of Application: <input checked="" type="checkbox"/> New <input type="checkbox"/> Continuation <input type="checkbox"/> Revision	* If Revision, select appropriate letter(s): <input type="text"/> * Other (Specify): <input type="text"/>
* 3. Date Received: <input type="text" value="06/15/2020"/>	4. Applicant Identifier: <input type="text" value="2020-2021 HOME"/>	
5a. Federal Entity Identifier: <input type="text"/>	5b. Federal Award Identifier: <input type="text"/>	
<b>State Use Only:</b>		
6. Date Received by State: <input type="text"/>	7. State Application Identifier: <input type="text"/>	
<b>8. APPLICANT INFORMATION:</b>		
* a. Legal Name: <input type="text" value="City and County of San Francisco"/>		
* b. Employer/Taxpayer Identification Number (EIN/TIN): <input type="text" value="94-6000417"/>	* c. Organizational DUNS: <input type="text" value="0703842550000"/>	
<b>d. Address:</b>		
* Street1: <input type="text" value="1 South Van Ness Avenue, 5th Floor"/>	Street2: <input type="text"/>	
* City: <input type="text" value="San Francisco"/>	County/Parish: <input type="text"/>	
* State: <input type="text" value="CA: California"/>	Province: <input type="text"/>	
* Country: <input type="text" value="USA: UNITED STATES"/>	* Zip / Postal Code: <input type="text" value="94103-5416"/>	
<b>e. Organizational Unit:</b>		
Department Name: <input type="text" value="Mayor's Office"/>	Division Name: <input type="text" value="Housing &amp; CommunityDevelopment"/>	
<b>f. Name and contact information of person to be contacted on matters involving this application:</b>		
Prefix: <input type="text" value="Mr."/>	* First Name: <input type="text" value="Eric"/>	
Middle Name: <input type="text" value="D."/>	* Last Name: <input type="text" value="Shaw"/>	
Suffix: <input type="text"/>	Title: <input type="text" value="Director"/>	
Organizational Affiliation: <input type="text" value="Mayor's Office of Housing and Community Development"/>		
* Telephone Number: <input type="text" value="415-701-5500"/>	Fax Number: <input type="text"/>	
* Email: <input type="text" value="eric.shaw@sfgov.org"/>		

**Application for Federal Assistance SF-424**

**\* 9. Type of Applicant 1: Select Applicant Type:**

C: City or Township Government

Type of Applicant 2: Select Applicant Type:

Type of Applicant 3: Select Applicant Type:

\* Other (specify):

**\* 10. Name of Federal Agency:**

U.S. Department of Housing and Urban Development

**11. Catalog of Federal Domestic Assistance Number:**

14-239

CFDA Title:

Home Investment Partnership

**\* 12. Funding Opportunity Number:**

n/a

\* Title:

n/a

**13. Competition Identification Number:**

Title:

**14. Areas Affected by Project (Cities, Counties, States, etc.):**

Add Attachment

Delete Attachment

View Attachment

**\* 15. Descriptive Title of Applicant's Project:**

2020-2021 Home Investment Partnership Program for the City and County of San Francisco - affordable housing development program to assist low- and moderate-income individuals and families

Attach supporting documents as specified in agency instructions.

Add Attachments

Delete Attachments

View Attachments

**Application for Federal Assistance SF-424**

**16. Congressional Districts Of:**

\* a. Applicant

\* b. Program/Project

Attach an additional list of Program/Project Congressional Districts if needed.

**17. Proposed Project:**

\* a. Start Date:

\* b. End Date:

**18. Estimated Funding (\$):**

* a. Federal	<input type="text" value="5,403,449.00"/>
* b. Applicant	<input type="text"/>
* c. State	<input type="text"/>
* d. Local	<input type="text"/>
* e. Other	<input type="text"/>
* f. Program Income	<input type="text" value="2,400,748.00"/>
* g. TOTAL	<input type="text" value="7,804,197.00"/>

**\* 19. Is Application Subject to Review By State Under Executive Order 12372 Process?**

- a. This application was made available to the State under the Executive Order 12372 Process for review on
- b. Program is subject to E.O. 12372 but has not been selected by the State for review.
- c. Program is not covered by E.O. 12372.

**\* 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.)**

Yes  No

If "Yes", provide explanation and attach

**21. \*By signing this application, I certify (1) to the statements contained in the list of certifications\*\* and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances\*\* and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)**

\*\* I AGREE

\*\* The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.

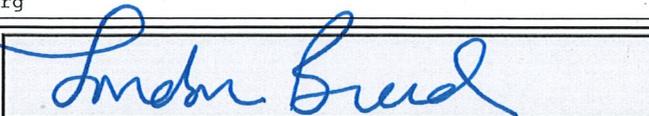
**Authorized Representative:**

Prefix:  \* First Name:   
Middle Name:   
\* Last Name:   
Suffix:

\* Title:

\* Telephone Number:  Fax Number:

\* Email:

\* Signature of Authorized Representative: 

\* Date Signed:

**Application for Federal Assistance SF-424**

\* 1. Type of Submission:

- Preapplication  
 Application  
 Changed/Corrected Application

\* 2. Type of Application:

- New  
 Continuation  
 Revision

\* If Revision, select appropriate letter(s):

\* Other (Specify):

\* 3. Date Received:

4. Applicant Identifier:

5a. Federal Entity Identifier:

5b. Federal Award Identifier:

**State Use Only:**

6. Date Received by State:

7. State Application Identifier:

**8. APPLICANT INFORMATION:**

\* a. Legal Name:

\* b. Employer/Taxpayer Identification Number (EIN/TIN):

\* c. Organizational DUNS:

**d. Address:**

\* Street1:

Street2:

\* City:

County/Parish:

\* State:

Province:

\* Country:

\* Zip / Postal Code:

**e. Organizational Unit:**

Department Name:

Division Name:

**f. Name and contact information of person to be contacted on matters involving this application:**

Prefix:

\* First Name:

Middle Name:

\* Last Name:

Suffix:

Title:

Organizational Affiliation:

\* Telephone Number:

Fax Number:

\* Email:

**Application for Federal Assistance SF-424**

**\* 9. Type of Applicant 1: Select Applicant Type:**

C: City or Township Government

Type of Applicant 2: Select Applicant Type:

Type of Applicant 3: Select Applicant Type:

\* Other (specify):

**\* 10. Name of Federal Agency:**

U.S. Department of Housing and Urban Development

**11. Catalog of Federal Domestic Assistance Number:**

14-241

CFDA Title:

Housing Opportunities for Persons With AIDS

**\* 12. Funding Opportunity Number:**

n/a

\* Title:

n/a

**13. Competition Identification Number:**

Title:

**14. Areas Affected by Project (Cities, Counties, States, etc.):**

Add Attachment

Delete Attachment

View Attachment

**\* 15. Descriptive Title of Applicant's Project:**

2020-2021 Housing Opportunities for Persons With AIDS Program for the San Francisco EMSA - housing and supportive services for people with HIV/AIDS

Attach supporting documents as specified in agency instructions.

Add Attachments

Delete Attachments

View Attachments

**Application for Federal Assistance SF-424**

**16. Congressional Districts Of:**

\* a. Applicant

\* b. Program/Project

Attach an additional list of Program/Project Congressional Districts if needed.

Add Attachment

Delete Attachment

View Attachment

**17. Proposed Project:**

\* a. Start Date:

\* b. End Date:

**18. Estimated Funding (\$):**

* a. Federal	<input type="text" value="7,067,229.00"/>
* b. Applicant	<input type="text"/>
* c. State	<input type="text"/>
* d. Local	<input type="text"/>
* e. Other	<input type="text" value="2,000,000.00"/>
* f. Program Income	<input type="text" value="1,200,000.00"/>
* g. TOTAL	<input type="text" value="10,267,229.00"/>

**\* 19. Is Application Subject to Review By State Under Executive Order 12372 Process?**

a. This application was made available to the State under the Executive Order 12372 Process for review on

b. Program is subject to E.O. 12372 but has not been selected by the State for review.

c. Program is not covered by E.O. 12372.

**\* 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.)**

Yes  No

If "Yes", provide explanation and attach

Add Attachment

Delete Attachment

View Attachment

**21. \*By signing this application, I certify (1) to the statements contained in the list of certifications\*\* and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances\*\* and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)**

\*\* I AGREE

\*\* The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.

**Authorized Representative:**

Prefix:  \* First Name:

Middle Name:

\* Last Name:

Suffix:

\* Title:

\* Telephone Number:  Fax Number:

\* Email:

\* Signature of Authorized Representative: 

\* Date Signed:

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APPLICANT ORGANIZATION City and County of San Francisco	DATE SUBMITTED 06/12/2020

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10. Will comply with all Federal statutes relating to non-discrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681 1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee 3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.

11. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal and federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases.
12. Will comply with the provisions of the Hatch Act (5 U.S.C. §§1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.
13. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327-333) regarding labor standards for federally-assisted construction subagreements.
14. Will comply with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$10,000 or more.
15. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93-205).
16. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.
17. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq).
18. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations."
19. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program.
20. Will comply with the requirements of Section 106(g) of the Trafficking Victims Protection Act (TVPA) of 2000, as amended (22 U.S.C. 7104) which prohibits grant award recipients or a sub-recipient from (1) Engaging in severe forms of trafficking in persons during the period of time that the award is in effect (2) Procuring a commercial sex act during the period of time that the award is in effect or (3) Using forced labor in the performance of the award or subawards under the award.

SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL 	TITLE Mayor
APPLICANT ORGANIZATION City and County of San Francisco	DATE SUBMITTED 06/12/2020

## CERTIFICATIONS

In accordance with the applicable statutes and the regulations governing the consolidated plan regulations, the jurisdiction certifies that:

**Affirmatively Further Fair Housing** --The jurisdiction will affirmatively further fair housing.

**Uniform Relocation Act and Anti-displacement and Relocation Plan** -- It will comply with the acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended, (42 U.S.C. 4601-4655) and implementing regulations at 49 CFR Part 24. It has in effect and is following a residential anti-displacement and relocation assistance plan required under 24 CFR Part 42 in connection with any activity assisted with funding under the Community Development Block Grant or HOME programs.

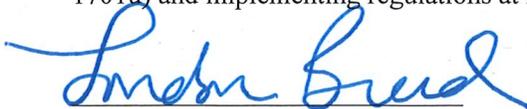
**Anti-Lobbying** --To the best of the jurisdiction's knowledge and belief:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of it, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement;
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, it will complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions; and
3. It will require that the language of paragraph 1 and 2 of this anti-lobbying certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

**Authority of Jurisdiction** --The consolidated plan is authorized under State and local law (as applicable) and the jurisdiction possesses the legal authority to carry out the programs for which it is seeking funding, in accordance with applicable HUD regulations.

**Consistency with plan** --The housing activities to be undertaken with Community Development Block Grant, HOME, Emergency Solutions Grant, and Housing Opportunities for Persons With AIDS funds are consistent with the strategic plan in the jurisdiction's consolidated plan.

**Section 3** -- It will comply with section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u) and implementing regulations at 24 CFR Part 135.

  
Signature of Authorized Official

6/15/20  
Date

Mayor, San Francisco

Title

## Specific Community Development Block Grant Certifications

The Entitlement Community certifies that:

**Citizen Participation** -- It is in full compliance and following a detailed citizen participation plan that satisfies the requirements of 24 CFR 91.105.

**Community Development Plan** -- Its consolidated plan identifies community development and housing needs and specifies both short-term and long-term community development objectives that have been developed in accordance with the primary objective of the CDBG program (i.e., the development of viable urban communities, by providing decent housing and expanding economic opportunities, primarily for persons of low and moderate income) and requirements of 24 CFR Parts 91 and 570.

**Following a Plan** -- It is following a current consolidated plan that has been approved by HUD.

**Use of Funds** -- It has complied with the following criteria:

1. Maximum Feasible Priority. With respect to activities expected to be assisted with CDBG funds, it has developed its Action Plan so as to give maximum feasible priority to activities which benefit low- and moderate-income families or aid in the prevention or elimination of slums or blight. The Action Plan may also include CDBG-assisted activities which the grantee certifies are designed to meet other community development needs having particular urgency because existing conditions pose a serious and immediate threat to the health or welfare of the community, and other financial resources are not available (see Optional CDBG Certification).

2. Overall Benefit. The aggregate use of CDBG funds, including Section 108 guaranteed loans, during program year(s) \_\_\_\_\_ [a period specified by the grantee of one, two, or three specific consecutive program years], shall principally benefit persons of low and moderate income in a manner that ensures that at least 70 percent of the amount is expended for activities that benefit such persons during the designated period.

3. Special Assessments. It will not attempt to recover any capital costs of public improvements assisted with CDBG funds, including Section 108 loan guaranteed funds, by assessing any amount against properties owned and occupied by persons of low and moderate income, including any fee charged or assessment made as a condition of obtaining access to such public improvements.

However, if CDBG funds are used to pay the proportion of a fee or assessment that relates to the capital costs of public improvements (assisted in part with CDBG funds) financed from other revenue sources, an assessment or charge may be made against the property with respect to the public improvements financed by a source other than CDBG funds.

In addition, in the case of properties owned and occupied by moderate-income (not low-income) families, an assessment or charge may be made against the property for public improvements financed by a source other than CDBG funds if the jurisdiction certifies that it lacks CDBG funds to cover the assessment.

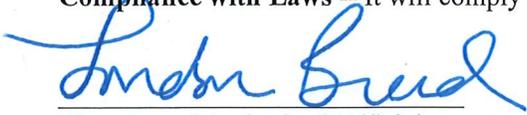
**Excessive Force** -- It has adopted and is enforcing:

1. A policy prohibiting the use of excessive force by law enforcement agencies within its jurisdiction against any individuals engaged in non-violent civil rights demonstrations; and
2. A policy of enforcing applicable State and local laws against physically barring entrance to or exit from a facility or location which is the subject of such non-violent civil rights demonstrations within its jurisdiction.

**Compliance with Anti-discrimination laws** -- The grant will be conducted and administered in conformity with title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and the Fair Housing Act (42 U.S.C. 3601-3619) and implementing regulations.

**Lead-Based Paint** -- Its activities concerning lead-based paint will comply with the requirements of 24 CFR Part 35, Subparts A, B, J, K and R.

**Compliance with Laws** -- It will comply with applicable laws.

  
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Signature of Authorized Official

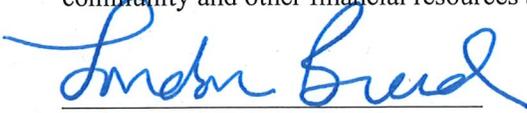
6/15/20  
\_\_\_\_\_  
Date

Mayor  
\_\_\_\_\_  
Title

**OPTIONAL Community Development Block Grant Certification**

Submit the following certification only when one or more of the activities in the action plan are designed to meet other community development needs having particular urgency as specified in 24 CFR 570.208(c):

The grantee hereby certifies that the Annual Plan includes one or more specifically identified CDBG-assisted activities which are designed to meet other community development needs having particular urgency because existing conditions pose a serious and immediate threat to the health or welfare of the community and other financial resources are not available to meet such needs.



\_\_\_\_\_  
Signature of Authorized Official

6/15/20

\_\_\_\_\_  
Date

Mayor

\_\_\_\_\_  
Title

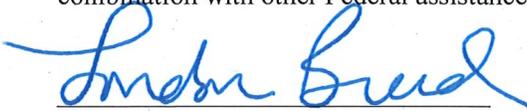
**Specific HOME Certifications**

The HOME participating jurisdiction certifies that:

**Tenant Based Rental Assistance** -- If it plans to provide tenant-based rental assistance, the tenant-based rental assistance is an essential element of its consolidated plan.

**Eligible Activities and Costs** -- It is using and will use HOME funds for eligible activities and costs, as described in 24 CFR §§92.205 through 92.209 and that it is not using and will not use HOME funds for prohibited activities, as described in §92.214.

**Subsidy layering** -- Before committing any funds to a project, it will evaluate the project in accordance with the guidelines that it adopts for this purpose and will not invest any more HOME funds in combination with other Federal assistance than is necessary to provide affordable housing;



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Signature of Authorized Official

6/15/20

\_\_\_\_\_  
Date

Mayor

\_\_\_\_\_  
Title

## Emergency Solutions Grants Certifications

The Emergency Solutions Grants Program recipient certifies that:

**Major rehabilitation/conversion/renovation** – If an emergency shelter's rehabilitation costs exceed 75 percent of the value of the building before rehabilitation, the recipient will maintain the building as a shelter for homeless individuals and families for a minimum of 10 years after the date the building is first occupied by a homeless individual or family after the completed rehabilitation.

If the cost to convert a building into an emergency shelter exceeds 75 percent of the value of the building after conversion, the recipient will maintain the building as a shelter for homeless individuals and families for a minimum of 10 years after the date the building is first occupied by a homeless individual or family after the completed conversion.

In all other cases where ESG funds are used for renovation, the recipient will maintain the building as a shelter for homeless individuals and families for a minimum of 3 years after the date the building is first occupied by a homeless individual or family after the completed renovation.

**Essential Services and Operating Costs** – In the case of assistance involving shelter operations or essential services related to street outreach or emergency shelter, the recipient will provide services or shelter to homeless individuals and families for the period during which the ESG assistance is provided, without regard to a particular site or structure, so long the recipient serves the same type of persons (e.g., families with children, unaccompanied youth, disabled individuals, or victims of domestic violence) or persons in the same geographic area.

**Renovation** – Any renovation carried out with ESG assistance shall be sufficient to ensure that the building involved is safe and sanitary.

**Supportive Services** – The recipient will assist homeless individuals in obtaining permanent housing, appropriate supportive services (including medical and mental health treatment, victim services, counseling, supervision, and other services essential for achieving independent living), and other Federal State, local, and private assistance available for these individuals.

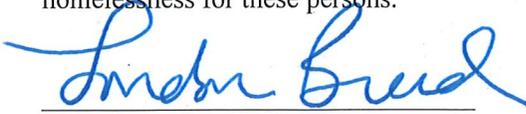
**Matching Funds** – The recipient will obtain matching amounts required under 24 CFR 576.201.

**Confidentiality** – The recipient has established and is implementing procedures to ensure the confidentiality of records pertaining to any individual provided family violence prevention or treatment services under any project assisted under the ESG program, including protection against the release of the address or location of any family violence shelter project, except with the written authorization of the person responsible for the operation of that shelter.

**Homeless Persons Involvement** – To the maximum extent practicable, the recipient will involve, through employment, volunteer services, or otherwise, homeless individuals and families in constructing, renovating, maintaining, and operating facilities assisted under the ESG program, in providing services assisted under the ESG program, and in providing services for occupants of facilities assisted under the program.

**Consolidated Plan** – All activities the recipient undertakes with assistance under ESG are consistent with its consolidated plan.

**Discharge Policy** – The recipient will establish and implement, to the maximum extent practicable and where appropriate, policies and protocols for the discharge of persons from publicly funded institutions or systems of care (such as health care facilities, mental health facilities, foster care or other youth facilities, or correction programs and institutions) in order to prevent this discharge from immediately resulting in homelessness for these persons.



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Signature of Authorized Official

6/15/20

\_\_\_\_\_  
Date

Mayor

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Title

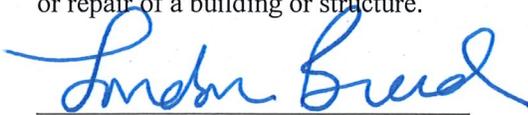
## Housing Opportunities for Persons With AIDS Certifications

The HOPWA grantee certifies that:

**Activities** -- Activities funded under the program will meet urgent needs that are not being met by available public and private sources.

**Building** -- Any building or structure assisted under that program shall be operated for the purpose specified in the consolidated plan:

1. For a period of not less than 10 years in the case of assistance involving new construction, substantial rehabilitation, or acquisition of a facility,
2. For a period of not less than 3 years in the case of assistance involving non-substantial rehabilitation or repair of a building or structure.



\_\_\_\_\_  
Signature of Authorized Official

6/15/20

\_\_\_\_\_  
Date

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Mayor

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Title

## **APPENDIX TO CERTIFICATIONS**

### **INSTRUCTIONS CONCERNING LOBBYING CERTIFICATION:**

#### **Lobbying Certification**

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.