

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

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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)?**

- No notes

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

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**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)
- 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:

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- 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
- 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

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- 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 had 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
- 6. How would you find out about services that would meet those needs?**
- Fliers
  - Word of mouth
  - Nonprofits

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- 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
  - 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?**

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- 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
- 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?**

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- 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 who 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
- 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



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- 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
- 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.**

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- 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
  - Affordable rents
  - Creative ways to pay rent (payment plan)
  - Rent control across the board
  - Eviction protections
  - Reliable transportation
  - Tenant protections

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- 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
  - 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

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- 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.