

**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?

No notes. See maps.

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

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

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- 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
 - 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

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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
 - Frequency, convenience
- Physical/mental challenge
- Lack of cultural competence

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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?

Most:

- LGBT-owned
- All in walking distance
- Convenience

Least:

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- 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?”

- 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?

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- 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)
- 8. What do you like most and least about your local commercial corridor?**
- Most
- new business energy
 - wider Castro sidewalk
- Least

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

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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?**
- 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, 1st 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?

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

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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

- 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!

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- 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.