

**A Conversation on Housing and Community Development  
Wednesday, February 13, 2019  
St. John Episcopal Church (Mission District 9)**

**Table of Contents**

Barriers to Fair Housing Break-out Groups..... 1

Community Development/Social Service Needs Break-out Groups..... 6

Immediate Housing Needs Break-out Groups ..... 11

Long Range Housing Planning Break-out Groups ..... 13

**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

**A Conversation on Housing and Community Development**  
**Wednesday, February 13, 2019**  
**St. John Episcopal Church (Mission District 9)**

- 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

**A Conversation on Housing and Community Development**  
**Wednesday, February 13, 2019**  
**St. John Episcopal Church (Mission District 9)**

- 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?**

**A Conversation on Housing and Community Development**  
**Wednesday, February 13, 2019**  
**St. John Episcopal Church (Mission District 9)**

- 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**

**A Conversation on Housing and Community Development**  
**Wednesday, February 13, 2019**  
**St. John Episcopal Church (Mission District 9)**

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

**A Conversation on Housing and Community Development**  
**Wednesday, February 13, 2019**  
**St. John Episcopal Church (Mission District 9)**

**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

**A Conversation on Housing and Community Development**  
**Wednesday, February 13, 2019**  
**St. John Episcopal Church (Mission District 9)**

- 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

**A Conversation on Housing and Community Development**  
**Wednesday, February 13, 2019**  
**St. John Episcopal Church (Mission District 9)**

**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

**A Conversation on Housing and Community Development**  
**Wednesday, February 13, 2019**  
**St. John Episcopal Church (Mission District 9)**

- 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?**

**A Conversation on Housing and Community Development**  
**Wednesday, February 13, 2019**  
**St. John Episcopal Church (Mission District 9)**

- 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

**A Conversation on Housing and Community Development**  
**Wednesday, February 13, 2019**  
**St. John Episcopal Church (Mission District 9)**

- 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

**A Conversation on Housing and Community Development**  
**Wednesday, February 13, 2019**  
**St. John Episcopal Church (Mission District 9)**

- 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

**A Conversation on Housing and Community Development**  
**Wednesday, February 13, 2019**  
**St. John Episcopal Church (Mission District 9)**

- 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.

**A Conversation on Housing and Community Development  
Wednesday, February 13, 2019  
St. John Episcopal Church (Mission District 9)**