

**A Conversation on Housing and Community Development
Tuesday, February 5, 2019
Bayanihan Center (South of Market/District 6)**

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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?

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

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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?

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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)?**
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- 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?**
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- 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?**
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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 + 6th street to be family friendly
- 6th 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?

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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

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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 6th & 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

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- 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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- 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 6th 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.

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