

**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)?

- 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 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

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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

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- Rent board hardship– advocate required 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

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- 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

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- 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.