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 (1 dot)  
   - 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)
• 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 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  
   - 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
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 wo 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
   - 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.