

A Conversation on Housing and Community Development
Wednesday, January 31, 2019
Fillmore Heritage Center (District 5)

Table of Contents

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

Community Development/Social Service Needs Break-out Groups..... 3

Immediate Housing Needs Break-out Groups 9

Long Range Housing Planning Break-out Groups 12

Barriers to Fair Housing Break-out Groups

Session #2 (No attendees in first session)

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?

- Feel pushed out
- Business in Neighborhood serving wealthier residents
- Racist
- Security issues
- High rents
- More expensive here
- Doesn't feel the same
- More homeless on streets
- Not serving the community that was here
- Break-ins
- Parklets taking up parking
- Ford Bikes taking away parking for residents
- Constant construction, parking ,

2. What do you think has caused or contributed to those changes in your neighborhood?

- Tech Industry
- Air BnB impacting housing
- Current president empowered racist white supremacist
- Foreign investment
- Real estate speculation
- REITs

A Conversation on Housing and Community Development
Wednesday, January 31, 2019
Fillmore Heritage Center (District 5)

- 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 – Mission, Western Addition, Potrero Hill, Outer Sunset, Laurel Heights, Marina, North Beach, Embarcadero
 - Least desirable places to live per map – Marina, Tenderloin, South of Market, Bayview, Daly City (2)

- 4. What makes a neighborhood a desirable place to live?**
 - Safe neighborhood
 - Local businesses
 - Diversity
 - Inclusive
 - Feeling of community connection
 - Access to convenience stores transit, schools, city college, higher learning
 - Healthy
 - Clean fresh air, views, parks
 - Accessibility
 - Affordable for “my community” and other communities
 - Children, age, elders, others

- 5. Do you feel like you have a choice in where you live? And where do you live now (zip code)?**
 - No Choice
 - A lot of choice
 - No notes see flip chart for graph

- 6. What makes you feel like you have a choice or don't have a choice?**
 - Have a choice- Money management over time, \$\$\$, Network
 - Don't have a choice – highly dependent on roommates, compromise, price of housing, rent control

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?**
 - Tech jobs – contract, temp, no benefits
 - Low paying job for living wage
 - Competition for low wage jobs for commuters
 - Uber

- 8. What has helped you or others in your neighborhood get or a keep a job?**
 - More jobs
 - Uber, Lyft, Post-mates
 - Job placement for youth and TAY

A Conversation on Housing and Community Development
Wednesday, January 31, 2019
Fillmore Heritage Center (District 5)

9. What are the most pressing challenges that you or others in your neighborhood face in accessing public transportation?

- Unsafe buses, unsafe BART
- Clustered transit
- Lines not planned for where people need to go
- Delayed/backup
- Bike and pedestrian infrastructure

10. What has helped you or others in your neighborhood in accessing public transportation?

- Free Clipper cards for minors
- Best transit system in the nation

11. What are the most pressing challenges that you or others in your neighborhood face in living in or creating more healthy neighborhoods?

- Lack of Affordable Housing
- Food Choices
- Excess Liquor Stores
- More Fresh Food Markets
- Food Swap
- Homelessness
- Lack of Cleanliness
- Lack of Trash cans

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

Station 3: Fair Housing Violations

13. Have you or a member of your household experienced a violation of your fair housing protections?

- Not so obvious redlining

14. What did you do/Who did you go to for support? How helpful was it?

Other Question

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

Community Development/Social Service Needs Break-out Groups

Session #1

A Conversation on Housing and Community Development
Wednesday, January 31, 2019
Fillmore Heritage Center (District 5)

- 1. Other than housing services, what are the services that are most important for you and/or your family?**
 - Seniors/aging health care; i.e., dementia services
 - Mental Health services
 - Drug Rehab Services – need more funding
 - LGBT, HIV aging population support

- 2. How would you find out about these services?**
 - Department of Aging and Adult Services
 - People do not know about these resources
 - Bulletin/Public Boards for information regarding services
 - Mailings work
 - City clinics are great

- 3. What gets in the way of being able to access or use existing programs and services?**
 - No access to technology which is why mailings are helpful
 - Multiple language material
 - Isolation among seniors makes it hard to ask for help
 - Transportation issues: MUNI late
 - User friendly city processes
 - Services need to come to people
 - One stop shop type of access

- 4. If there are services that you use and you think need to be improved, how do they need to be improved?**
 - One stop shop style access
 - Mobile team from City department, i.e., HOT TEAM for elderly
 - Better education provides: culturally competent, depth of knowledge services

- 5. What are the services that you need but have been unable to find?**
 - Dementia support
 - Coordination of services need to be better
 - Outreach to veterans, HIV patients

- 6. What do you and others in your neighborhood need to get, keep and advance in a job?**
 - Transportation that's reliable
 - Childcare
 - Job counseling/transportable skills
 - Transition with flexible work options, i.e., gig economy
 - Coaching/resume building support
 - Better understanding of seniors' skills

- 7. How would you find out about services that would meet those needs?**
 - Department of Aging

A Conversation on Housing and Community Development
Wednesday, January 31, 2019
Fillmore Heritage Center (District 5)

- Bulletin Boards
- Senior Centers
- Public Library
- 311
- Word of mouth social network
- Nextdoor.com

8. What, if any, suggestions do you have for the City to improve access to good jobs?

- Information on how much can work with social security benefits
- Explanation of insurance options and benefits
- Case management assistance
- Public list of support centers
- Transparency from City
- Overwhelming process

9. What would you and your family need in order to be financially stable and/or to be able to build wealth?

- More than minimum wage
- Universal healthcare would solve a lot: can work more, Canadian system I good, nationalized healthcare
- Define financially stable
- More availability of financial literacy/planning support
- Bank access/access to credit
- Moving cost for low income pop if they need to move

10. What are the public space improvements that you believe are needed in your neighborhood?

- Renovate Japantown Peace Plaza
- Fixit crew needs more volunteers
- Sidewalk hazards pose issue esp. for seniors
- Dog park would alleviate dog feces on sidewalk
- Citywide campaign to clean the City

11. What do you like most and least about your neighborhood shopping area?

- Convenience/access
- Safety issues by Saint Francis Square
- Food desert for affordable groceries
- Vacancy issues

12. What are things that would build your sense of community?

- Public space for community events
- Give homeless a platform to voice their needs
- More impactful strategy to assist homeless – issue is the worst it's ever been
- Help keep people in their homes – secure housing

A Conversation on Housing and Community Development
Wednesday, January 31, 2019
Fillmore Heritage Center (District 5)

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

- Traffic congestion – better infrastructure
- Regulate Uber/Lyft drivers who double park illegally
- People don't seem to care about each other these days

Session #2

1. Other than housing services, what are the services that are most important for you and/or your family?

- Income to pay rent
- Access to healthy affordable food
- Green space
- Clean water
- Mental health
- Language barriers
- Intimidation of undocumented
- No information on how to access support for new arrivals
- Crowded living situations
- Education on resources

2. How would you find out about these services?

- Bus stop ads
- Billboards
- On buses and trains
- Schools, churches, bulletin boards increase 311 awareness
- Facebook
- Radio ads
- TV ads
- Social media
- CBOs
- Public library offices

3. What gets in the way of being able to access or use existing programs and services?

- Stigma/fear especially in immigrant communities
- Misinformation
- Awareness
- Accessibility/long lines
- Language access of social services limited
- Mistreatment of immigrants

4. If there are services that you use and you think needs to be improved, how do they need to be improved?

- Seniors don't use tech – need more in-person outreach
- Hours and location need to be convenient: weekends, later hours

A Conversation on Housing and Community Development
Wednesday, January 31, 2019
Fillmore Heritage Center (District 5)

- 5. What are the services that you need but have been unable to find?**
 - Support for runaways at schools
 - Human trafficking victim support
 - No cultural sensitivity
 - Sexual harassment
 - Emergency housing/shelters for women and children
 - Holistic services for all needs so people don't have to go to different agencies
 - Opioid addiction services from CBOs
 - Culturally competent support
 - Youth development support
 - To be healthy member of society

- 6. What do you and others in your neighborhood need to get, keep and advance in a job?**
 - No discrimination
 - Training for moving up a career ladder
 - Success center support
 - CBO support of undocumented for fair work opportunities
 - Training within job. Coaching, mentorship
 - Investment in workers
 - Internships
 - Navigate health issues/education - eat healthy and why
 - Senior support for accessing support

- 7. How would you find out about services that would meet those needs?**
 - Success centers
 - Church ministers can refer members where to go
 - Schools
 - Grocery stores/gas station
 - Advertising

- 8. What, if any, suggestions do you have for the City to improve access to good jobs?**
 - Value workers more
 - Subsidize/more incentives to keep workers
 - Have seniors/elderly workers around
 - Training programs – soft skills
 - Offer flexibility
 - Encourage more co-ops
 - Commuter benefits
 - Preference to San Francisco residents – 1st Source expansion

- 9. What would you and your family need in order to be financially stable and/or to be able to build wealth?**
 - Access to education
 - Understanding economics of investment (401K)

A Conversation on Housing and Community Development
Wednesday, January 31, 2019
Fillmore Heritage Center (District 5)

- Affordable childcare
- Affordable transportation
- Reliable affordable transportation
- Managing debt support – credit cards, financial literacy
- Pay living wage
- Reasonable, reliable, accessible healthcare

10. What are the public space improvements that you believe are needed in your neighborhood?

- More trees, parks, native plants, water installations, speed bumps
- Space for families to gather
- Community space – peace plaza renovation
- Road maintenance
- Public bathroom access
- Showers for homeless

11. What do you like most and least about your neighborhood shopping area?

- Food desert – unhealthy, not affordable
- High commercial rent
- More business attraction
- More availability/options of goods
- Support of mental health/homeless population would alleviate some blight
- Cleanliness is unattractive
- Parking is hard to find – break ins are an issue; tourists targeted

12. What are things that would build your sense of community?

- Communication to other communities = invite more
- Community centers with events, festivals to bring community together
- Welcome newcomers
- More language accessible
- Marketing of events
- Welcome/information center for neighborhood
- History
- Dog owner event
- Incentives for attending events
- Increase volunteer recruitment = community ambassadors
- Services at community centers

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

- Need more services in general, i.e., youth, young adults
- Awareness of multiculturalism, health
- Empowerment of grassroots community involvement
- Communication on results of this community forum
- Addiction support
- Housing support for long term residents who may face issues re addiction, mental health

A Conversation on Housing and Community Development
Wednesday, January 31, 2019
Fillmore Heritage Center (District 5)

Immediate Housing Needs Break-out Groups

Session #1

1. What do you and your family need to get or stay in housing?

- Good credit
- Savings, deposit
- Sufficient income
- Access to credit to take out senior lender (City)
- More affordable housing opportunities
- Help with looking for a place
- Info about lottery
- Lack of status info (phone and email)
- Access by zone/district
- Explanation of how lottery works
- Move apps. To next opportunity
- More access to housing for vets, services targeted to their special needs
- Overcrowded families, new arrivals, language services
- Assistance to fight eviction
- Policies to fight gentrification and displacement
- Inequities re: evictions v.v. housing improvements in Vis Valley
- Information and organizing support re/ land trust formation
- More communal housing

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?

- Info not available/accessible re/ emergency housing for families, esp. new arrivals
- Process is long, arduous
- Income gap, more subsidized housing
- Info is difficult to locate, disjointed

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.

- Vets – need employment services, support during transition to civilian life; jobs/housing linkage
- Families – disabled members – barriers to employment + \$
- Youth – too young, no credit, emancipated youth, couch surfing
- All comes down to \$ and employment
- Lack of knowledge re/ how to get housing
- Single adults (homeless)

A Conversation on Housing and Community Development
Wednesday, January 31, 2019
Fillmore Heritage Center (District 5)

- Conversion of vacant buildings to affordable housing for homeless (SRO)
 - Teaching folks re/ success in shared housing, e.g., H/P model
 - People with mental illness need other locations than Tenderloin
- 4. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified would you prefer?**
- Radio – various stations depending upon community
 - Festivals – outreach
 - Social Media – twitter, Facebook, Instagram, snapchat
 - Print Media – neighborhood news, Muni ads, other
 - Text alerts
 - Movie theaters
 - CBOs, schools, churches, community centers
- 5. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**
- Competition – overbidding, all cash offers, investors
 - Availability – lack of supply
 - Cost – overbidding
 - Short term rentals – restrict supply
 - Access to regional opportunities - relocation
 - Poor transit hours access – barrier to homeownership outside of City
 - Cost of transit
 - FHA loan limits too low
 - Escrow close takes too long
 - Some housing needs repair first
 - Lack of regulation of market
- 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?**
- Peer support
 - Communal housing
 - Supportive services – e.g., case workers
 - Rental subsidies – deep or tapering
 - Lack of lottery preference for homeless, esp. folks in transition.
- 7. What are the public space improvements that you believe are needed in your neighborhood?**
- Grass soccer fields
 - Youth activities
 - Workshop centers for youth
 - More trees, esp. in low income areas
 - More services, public bathrooms
 - Street maintenance, lighting

A Conversation on Housing and Community Development
Wednesday, January 31, 2019
Fillmore Heritage Center (District 5)

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?

- Money for high rents
- Services with language access for folks with low-tech skills and experience
- Assistance with legal status and document
- Help with background issues: bankruptcies, convictions, evictions
- Poor credit record – higher deposit
- Seniors with limited income- maintenance, repairs, accessibility improvements
- Age in place – services to support this
- Vacancy rent control, V.V. related
- Household members not on lease

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?

- Info hard to find, lack of awareness
- 311 not promoted
- Lack of accessibility for hearing impaired, esp. phone communication (TTY)
- Transit for seniors and disabled to offices for services

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.

- People with disabilities (mobility) lack of accessible housing
- Very low income and cash based income – lack of documentation, creativity needed re/ verification
- Seniors with dementia- struggle to maintain or get housing
- Hard to find services info in one place
- Homeless people – supportive housing with services for mentally ill/substance users

4. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified would you prefer?

- Email
- Phone calls for people without access to IT or social media
- Churches
- Craig's list
- Local newspaper – foreign language locals
- Social workers, hospitals, docs, nurses
- Family friends

A Conversation on Housing and Community Development
Wednesday, January 31, 2019
Fillmore Heritage Center (District 5)

- 5. If homeownership is something that you're considering, what do you feel are the main barriers to purchasing a home in San Francisco?**
 - Down payment
 - Property taxes – ongoing costs
 - Income limits of BMR units – narrow range for eligibility
 - Homebuying process – complicated, overwhelming
 - Cost - astronomical

- 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?**
 - Help/treatment re/ mental illness/addiction
 - Assistance navigating the system, knowing the resources
 - \$ for deposits, first and last month's rent, moving expenses, furniture
 - How to reach people with no address
 - Support folks re/ stigma of homelessness

- 7. What are the public space improvements that you believe are needed in your neighborhood?**
 - More safe spaces for kids and seniors
 - San Francisco is losing its character and diversity
 - Higher development with more green open space through rezoning
 - More healthy grocery stores and other food options
 - Safer streets/paths for cycling

- 8. What are things that would build your sense of community?**
 - Adult education centers – enrichment
 - ESL classes
 - Community/neighborhood events
 - Street closures for recreational activities
 - Promote events/activities at SPL and other venues.

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

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.