

# SUMMARY

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## Our City, Our Home (OCOH) Fund

### Listening Session #2

April 6<sup>th</sup>, 2022  
11:00am – 1:00pm  
Virtual - Online

#### Attendees:

OCOH Committee Members: Chair Shanell Williams, Vice Chair Julia D’Antonio, Member Ken Reggio, Member Brett Andrews  
Controller’s Office Notetakers  
Members of the Public

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#### Welcome & Introductions

- Chair Shanell Williams provided an overview of the agenda.

#### OCOH Oversight Committee Overview

- Included in Chair Williams’ overview was the purpose and responsibilities of OCOH, an introduction of Committee members Ken Reggio and Brett Andrews, and a budget process timeline.

#### Overview of Investment Plan/OCOH Fund

- Committee Member Julia D’Antonio provided an overview of the investment plan and also a breakdown of the OCOH fund.

#### Budget Amounts

- Jessica Shimmin presented a breakdown of the OCOH budget to-date.
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#### Breakout Sessions

*General Summary* – Breakout room facilitators presented the following questions to engage participants with:

- What services, supports, and resources would work for people experiencing homelessness in San Francisco?*
- What barriers or gaps make it hard for people to get housing or services?*

Within these two questions, participants were presented these questions with the context of OCOH’s main spending areas of: Permanent Housing, Mental Health, Shelter and Hygiene, and Prevention and Disease.

The following responses are the input from the breakout room participants that are comprised of city employees, program provider, nonprofit employee, and members of the general public.

The responses below are color-coordinated by the organization represented by the respondent:

- **Green text** is for City employees
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## 1. What services, supports, and resources would work for people experiencing homelessness?

*General Summary* – The responses cover of four main theme areas below.

- Permanent Housing – overall concern for more permanent housing in San Francisco to include many types of PSH. There also is a call for more social workers and case workers along with better pay. Assisting special groups of people is requested, and attempting to use less short-term housing methods.
- Mental Health – expanding care to more geographic locations and open times (weekends, nights).
- Shelter and Hygiene – general increase in multiple service areas
- Prevention – general increase in services and need for more providers. Interest in landlord reform as a form of prevention from homelessness.

### Permanent Housing

- Increase of case workers and staff to help residents of permanent housing
  - Need for increased on-site services at supportive housing locations.
  - Need for housing sites to cater to the needs of women population.
  - Need for program to be decentralized and more variety in supportive housing models.
  - Assessment for housing needs to be adjusted for more clients to combat homelessness.
  - Increase to minimum wage so residents can better afford rent. Being placed into housing is a difficult process.
  - Disproportionately high amount of residents compared to the availability of housing makes being housed difficult.
  - Placement for vulnerable families does not suit their needs.
  - Call for better compensation for case managers. Includes tech training to assist clients who may be financially scammed.
  - Bryant Navigation center should spend more time with clients and help them feel welcome.
  - Better housing options are needed to address the needs of the clients.
  - Better housing options for the youth. The options are more geared towards the adult population.
  - Better housing options for the youth especially for those transitioning out of current foster home.
  - Advocacy for clients in housing for better housing environments.
  - End doubled-up housing configurations for families.
  - Access for youth to be placed in better housing environments.
  - Give youth option to not be housed in TL.
  - There also needs to be actual next steps available to offer individuals out of overcrowded places.
  - Having 90 day offers for housing retraumatizing people when they have to go out into the streets.
  - Increase need for specialized services for elderly clients.
  - Focus of more projects outside the TL.
  - Increased sensitivity to clients' situation during coordinated entry questioning process.
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- Increased need to find residents who have been completely unhoused, ie. Sleeping on the ground
- Increased availability and response from case managers.
- Increase pay for important caseworker jobs.
- Retention is a big issue for many providers.
- Elimination of contractors and vendors to ensure pay is sent directly to workers
- Call better distribution of funding for neighborhood-based organizations. Increase coordination between the orgs will help clients for the better.
- Enhancing coordinated entry so more clients can be placed into housing.
- Need for case workers/ managers with lived experience to help clients.
- Rehousing programs need to be placed outside of the TL and for more to be placed in the Bayview where most clients call home.
- Why permanent housing can't make youth feel safe and comfortable?

## Mental Health

- Access to Mental Health services on weekends and after 5pm.
- Further collaboration between SCRT and other street-level care teams
- Funding for mental health and reentry in Bayview.
- Expand longer term transitional housing so clients can have a space to regain mental health.
- Praise towards therapeutic management of clients to ensure they do not regress or slide back into homelessness/bad habits.
- Highlighting importance of SF Sheriffs Dept sponsored program that works with clients after they have been housed to ensure clients maintain momentum.
- Creating need for wider dispersal of mental health service sites outside of the TL. Many clients are from the Bayview, having services based in their own neighborhood will benefit them.
- More options for transitional housing, on-demand treatment, and clinicians in all the housing programs.
- Need for increased Behavioral Health care in primary clinics.

## Shelter and Hygiene

- Highlighting importance of the Billie Holiday center that aids in Shelter and Hygiene.
- Better education, training, and resources for those wanting to work in client services.
- increased availability of showers and laundry.
- Increase for more rehabilitation, employment, shelter and hygiene resources in the Bayview.

## Prevention and Diversion

- Increase of prevention programs in SF.
  - Ease transition to people who are on probation, justice involved, or returning to the public from jail.
  - Fathers to Founders program does an excellent job in Prevention and Diversion. Their ability to help clients stay committed to their goals of participating in society is commendable!
  - Landlords need to be able to send eviction notices earlier so case managers can better assist those at risk to prevent a return to homelessness.
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- **More preventative mental health services so episodes don't become a crisis, which will lead to clients losing their housing, and end back up on the streets.**
  - **Diversification of program locations outside of the TL.**
  - **More prevention and diversion services needed to help people become self-sufficient.**
  - **Create work opportunities for people who have lived experience to prevent a return to homelessness or prior lifestyles.**
  - **Landlord reform is needed so tenants are not immediately returned to the streets.**
  - **Regular check-ins and more in-depth income verification needed to help clients with housing.**
  - **Need more providers to reach out to clients, maintain relationships and look out for their needs.**
  - **Need for more prevention resources to be available to residents for them to stay in SF. SF also not as safe as it once was.**
  - **Reparations for race-based treatment and policy in the past.**
  - **Invest in expanding shelter and Navigation services through United Council and Positive Directions in the Bayview Shelter/Nav.**
  - **Fund a Therapeutic Teaching Community for justice involved women in the Bayview.**
  - **Implement a reentry resource center in the Bayview in coordination with the Community Assessment and Services Center.**

## 2. What barriers or gaps make it hard for people to get housing or services?

*General Summary* – The OCOH Fund has a wide scope, ranging from housing to rehabilitation services. This section reflects the range of topics that attendees felt need more attention.

- **Permanent Housing** – Concerns over biases and discrimination in housing processes including Coordinated Entry or other programs. Also concern in housing requirements like credit checks and eviction backgrounds that prevent housing.
- **Mental Health** – Obstacles include how individuals can access mental health such as long wait lines and transportation concerns.
- **Shelter** – general increase in services to include identifying folks in need, providing food, and more outreach care managers
- **Prevention** – Creation of new and increase of existing social programs.

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### Permanent Housing

- **Difficulty in accessing Coordinated Entry from neighborhoods outside the Tenderloin. Discriminatory towards people of color.**
  - **Housing lottery system is unfair and does not help long time residents of SF.**
  - **Difficult to afford housing on minimum wage. Income thresholds make it difficult to hold on to housing.**
  - **Families placed in housing is unaffordable to families.**
  - **Difficulty for justice involved to obtain housing.**
  - **Wait times are too long for housing, especially for the justice involved.**
  - **Clients out proportioned by case workers make obtaining services difficult.**
  - **Better accountability is needed for clients who are in custody. They are dropped from the system if no response is heard.**
  - **Need for more extensive transitional housing to aid TAY.**
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- **Better assistance to clients in the areas they live to help maintain housing**
  - **Difficulty in securing housing can make applicants lose hope.**
  - **Overcrowded situations need right amount of staff to help them get to their next steps.**
  - **Increase for services on the personal, 1:1 level.**
  - **Increase access to social workers and case managers for those in need.**
  - **Better use of jail identification instead of keeping them incarcerated.**
  - **Explanation of housing status verification during coordinated entry process.**
  - Rent and eviction records; 8-9 year old eviction record, and credit score are barriers to housing in SF.
  - Deposits and all the money you need, sometimes \$10k required. Barriers to housing in SF
  - Income thresholds make housing difficult to maintain once a client's income has increased.
  - Subsidy expansion, increased number of case managers, and rapid rehousing funds. MHSF also contributes to perm housing efforts.
  - **Increased subsidies for a longer amount of time for transitional housing. Transitional housing provides a wider selection of services for TAY and others who need care longer.**
  - **Discrimination towards LGBT and justice involve prevent entry to housing**
  - **Prior criminal charges, arrests, evictions are barriers to housing and housing stability**
  - **increase in subsidies for housing**
  - **Advocacy for justice involved youth**
  - **Meaningful employment from OEWD for Justice Involved TAY**
  - **increase in services to prevent poverty which will lead to housing stability.**
  - **Coordinated entry assessment marginalizes people of color.**
  - **Equity for coordinated housing.**
  - **Improvements to Housing First to suit a wider range of clients.**
  - Difficulty for those being released from jail with balancing income or maintaining housing
  - Obstacles to gaining entry into programs due to prior criminal record
  - Background checks can disqualify clients who are in need of services
  - **Coordinated entry questions are intrusive and clients feel ashamed to admit to the questions**
  - Proposing longer term engagement for clients coming out of prison.
  - Improvements to transitional services for a broader age range of people coming out of prison.
  - **More services for people during and after their stay in jail.**
  - **Increased advocacy for justice-involved after they are released from jail**
  - **career workforce engagement for people during their stay in jail to function in society after their stay.**
  - **Assistance to justice involved to navigate technology to find post-release assistance.**
  - **Improvement to coordination for post jail release to find housing so they don't end up on the streets.**
  - Difficulty for immigrant community to house large family with the services offered by the city. Had to rely on an outside non-profit to bring family together
  - Legal residency and immigration status is a large hurdle to being housed
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- Children of immigrant families can be locked out of social programs due to their parents undocumented status
  - Rent is too expensive for families, especially for families on fixed income
  - Difficult as a single immigrant mother to raise two children post-pandemic
  - It is more complicated for me to find a job
  - The rent for a home is very expensive and my resources are not enough
  - Difficult to find stable and safe housing. Thankful to housing organization that assisted in finding housing.
  - Credit requirements are an obstacle to finding housing, especially after subsidies lapse.
  - Credit requirements are an obstacle to finding housing, Wishes more can be done to help in establishing credit to find housing.
  - Legal document requirements make it hard to find meaningful employment.
  - Difficult requirements for renters make housing difficult
  - High rent, scarcity of jobs, and strict housing requirements cause barriers to obtaining housing.

### **Mental Health**

- **Long wait times are an obstacle to accessing mental health.**
- **Transportation for clients for mental health services.**
- **Option for mental health to be offered on an individual basis and not in group setting.**
- Continuation of care and services for those that have been placed in housing.
- Ease of access to MH services in Alameda county rather than SF County.
- **More knowledge needed for judges regarding ICM services for justice-involved clients still in jail.**
- **Higher quality staff are needed at the provider level rather than hires for the sake of making a hire.**
- **Re-distribution for funding for grassroots organizations founded in the communities that they serve.**
- Permanent housing focuses more on those who have illnesses, mental or otherwise. And does not focus on other residents who need housing.
- Call for an increase in case managers and MH services to help clients participate in society.

### **Shelter and Hygiene**

- **Cost of food is a barrier for people to live comfortably in SF can lead one to rely more on S&H services.**
- **Increase in outreach case managers to reach a wider net of residents. Training for the elderly to apply for their benefits.**
- **Increased identification and addressing of care for people living in SIP sites**

### **Diversion and Prevention**

- **Increase prevention measures to prevent relapse and return to homelessness.**
  - **Vary the programs that are available to the public. Welfare is not enough, more must be done by asking productive questions.**
  - **Increase the level of trust between with the undocumented so they will not fear working with the government for assistance.**
  - **Transitional housing needs to happen for clients who are ready. If moved too early, they can relapse.**
  - **Higher pay for workers in the field of on-site housing advocacy groups.**
  - increase in funding to fill in the gaps of justice involved clients from jail release to return to the public. This is often a difficult step in an already arduous process. Having more involvement with justice involved clients will prevent recidivism.
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- Expand reentry housing opportunities through the Senior Ex-Offender Program and Phat Chance Community Service.
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## **Return from Breakout Sessions**

The following information was shared with the participants once they returned from their breakout sessions.

1. Thursday April 21, 11:00am – 1:00pm: OCOH Oversight Committee Presents Draft Recommendations
  2. Friday April 22, 10:00am – 11:30am: Listening Session #3
  3. Thursday April 28, 9:30am – 11:30am: OCOH Oversight Committee finalizes recommendations to Mayor and Board of Supervisors.
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