

# MOHCD Planning Survey

**Mayor's Office of Housing and Community Development (MOHCD) Planning Survey**

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1. What do you and your family need to get or stay in housing in San Francisco? Please check up to five (5) items. \*

- Employment – Higher income
- Employment – Proximity to work
- Financial - Rental subsidy, housing voucher, or other reduced-cost housing
- Financial - Relocation/moving help (application help, deposit money, etc.)
- Financial - Down payment help
- Financial - Mortgage, HOA dues or foreclosure help
- Housing - Accessible or adaptable unit for persons with disabilities
- Housing - Home repairs/modifications
- Housing - More affordable housing
- Housing - More protections to allow me to stay in my housing
- Legal - Eviction prevention or landlord negotiation
- Planning - Credit help (counseling/repair)
- Planning - Budgeting
- Better services
- Better transportation
- Better schools
- Better outdoor recreation
- Better safety
- Other:
- N/A - Neither I nor my family need anything housing-related right now

\*

2. Other than housing services, what are the services that are most important for you and/or your family? Please check up to five (5) items. \*

- Benefits - Help with CalWorks, SNAP, MediCare, MediCal, General Assistance, etc.
- Childcare - Affordable childcare
- Childcare - After-school programs
- Education - ESL classes
- Education - GED and high school diploma programs
- Employment - Getting a job
- Employment - Learning new skills
- Financial literacy/budgeting
- Health - Better access to healthcare
- Health - Mental health/substance use help
- Legal - Immigration support
- Legal - Consumer/Civil rights
- Legal - Worker/employment rights
- Legal - Eviction prevention
- Wellness - Access to healthy food
- Wellness - Access to recreation
- Other:
- N/A – Neither I nor my family use (or need) any services right now

3. How would you likely find out about these services? Please check all that apply. \*

- 311
- MOHCD website/office
- Other City Dept. Website/Office
- Internet Search
- Facebook or other social media
- Neighborhood Center
- Public Library
- Church or School
- Family or Friend
- Social Worker
- Bus Ad
- Radio or TV Ad
- Newspaper
- Posted flyers
- Other:

\*

#### Programs and services

4. What, if anything, gets in the way of being able to use programs and services that would meet your needs? Please check all that apply. \*

- I do not qualify for services
- I cannot apply to services because there are no spaces available
- The location of programs and services is not convenient for me
- Service providers' hours are not convenient for me
- The services are not provided in my language
- The services and/or programs are too expensive for me

Other:

\*

N/A

5. Are there services that you need but haven't been able to find?

- Yes, I need the following services and have not been able to find them:

- No, I don't need additional services

6. What legal services are (or would be) most useful to you or your family?  
Please check up to three (3) items. \*

- Benefits support (SSDI, Section 8, etc.)
- Consumer/credit protection
- Eviction defense
- Immigration support
- Labor/Wage protection
- Record expungement/sealing
- Tickets, fees, fines help
- General legal help
- Other:
- N/A - Neither I nor my family need any legal services right now

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**Jobs and financial stability**

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7. If you needed help getting or keeping a job, which of the following services would be the most important to you? Please check up to three (3) items. \*

- GED or Higher education/college
- Vocational training
- Improving my English skills
- Help dealing with the justice system or courts
- Affordable childcare
- Mentorship/coaching
- Work clothes, supplies, or tools
- Transportation
- Other:
- None - I don't need anything work related right now

\*

8. What would you and your family need to be financially stable or be able to build wealth? Please check up to three (3) items. \*

- Higher paying job(s)
- Education
- Job Training
- Help to pay down debt
- Better budgeting/planning
- Financial education
- Stable rent
- Homeownership
- Other:
- None - I and my family are financially stable

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### **Internet access**

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9. Are you able to access the Internet? If yes, where? Please check all that apply. \*

- At home, on a desktop or tablet
- On a smartphone
- At the library, community center or other public place
- At a friend or relative's home
- At work
- Not at all

10. Are you able to use the Internet to apply for affordable housing opportunities? This includes filling out an online form and uploading documents. \*

- Yes
- No
- Not applicable

11. What's the best way to provide you information about affordable housing opportunities? Please check up to three (3) items. \*

- MOHCD website
- MOHCD email alert
- Text message to my cell phone
- Facebook or other social media
- Housing counseling agency
- Other community service organization
- Bus Ad
- Radio or TV Ad
- Newspaper
- Posted flyers
- Other:
- I'm not interested in affordable housing opportunities

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**Buying a home**

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12. If you're interested in buying a home in San Francisco, what do you think are the main challenges? Please check up to three (3) items. \*

- Housing cost
- Buyer competition
- Not enough income
- Undocumented income
- Job doesn't pay enough
- Credit problems
- Lack of financing
- Cannot find/afford in a convenient location
- Size of available units
- Amenities of available units
- Other:
- I'm not considering homeownership in San Francisco

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### **Housing discrimination**

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13. Have you, or has anyone in your household, been discriminated against in housing in San Francisco?

*Discrimination can be related to your personal traits such as:*

- *Race*
- *Color*
- *National origin or ancestry*
- *Religion*
- *Sex*
- *Family or marital status*
- *Disability*
- *Gender or gender expression*
- *Sexual orientation*
- *Source of income*
- *Genetic information*
- *Age*
- *Height or weight*
- *Place of birth*

*Examples include:*

- *Discrimination when attempting to rent or buy*
- *Discrimination when trying to get a loan*
- *Discrimination when trying to use a housing voucher*
- *Discrimination when requesting help or modifications for your disability*

\*

- Yes, I have been (or someone in my household has been) discriminated against in housing in San Francisco
- No, no one in my household has been discriminated against in housing in San Francisco

14. If you or someone in your household has made a formal complaint about housing discrimination (a.k.a. a fair housing complaint), to whom did you make the complaint?

- San Francisco Human Rights Commission (HRC)
- California Department of Fair Housing and Employment (DFHE)
- US Department of Housing and Urban Development (HUD)
- Other:
- Not applicable

15. Did anyone harass or retaliate against you for making the complaint?

- Yes
- No

### **Housing choices**

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16. On a scale from 1-5, how much do you feel like you have a choice in where you live? \*



17. If you feel like you don't have enough choice in where you live, what are the barriers to living where you'd choose to live? Please check all that apply.

\*

- Housing is too expensive there
- Not enough available housing there (e.g. no homes are for sale or for rent when I've looked)
- I don't feel welcome there
- I've been denied housing there
- Buildings and/or public spaces there do not accommodate my disability
- Housing that exists there is not large enough/does not have enough bedrooms for my household
- I live in a rent-controlled building and don't want to lose it
- I need to live near my job
- I need to live near my child's/children's school
- I need to stay near my family/community
- Other:
- Not applicable

\*

18. Do you have any of the following serious concerns about your home?  
Please check all that apply. \*

- Too many people living there for the space we have
- Lead paint or hazardous materials
- Poor air quality or lack of ventilation
- Utilities (water, heat, electricity) do not work
- Mold
- Rodents, cockroaches or other pests
- Physical safety or fire hazards
- Doesn't have physical accessibility items we need (railings, ramps or elevators)
- Other:
- N/A - I have no serious concerns

\*

## Neighborhoods

19. What do you like most about your neighborhood shopping area? Please check up to three (3) items. \*

- Convenient store hours
- Convenient transportation
- Everything is all in one area
- Affordability of goods and services
- Selection of stores
- Food and grocery markets
- Restaurants
- Community gathering places
- Street ambiance
- Historical/cultural setting
- Unique experience
- Supporting the local economy
- Other:

\*

20. What do you like least about your neighborhood shopping area? Please check up to three (3) items. \*

- Inconvenient location
- Inconvenient store hours
- Poor store selection
- Poor quality goods or services
- Lack of parking
- Lack of public transportation
- Not a unique or particularly interesting area
- Area is run-down
- Cost of goods or services
- Too crowded
- Crime or safety issues
- Lack of clean, public bathrooms
- No place to gather
- Other:
- None of the above, I have no issues with my local shopping area

\*

21. What public space improvements do you think your neighborhood most needs? Please check up to three (3) items. \*

- Parks and open spaces
- Playgrounds
- Plazas
- Indoor recreational space
- Trails and steps
- Murals/art projects
- Street beautification projects
- Better sidewalks, safer crosswalks
- Other:

\*

22. What are things that do or would build your sense of community? Please check up to three (3) items. \*

- Cultural events
- Holiday events
- Block parties or other local gatherings
- Spaces to gather and meet
- Community planning
- Volunteer opportunities
- Sporting events
- Social media
- Other:

\*

23. How can the City support your community's culture (activities, institutions, and spaces)? Please check all that apply.

- Preserving and strengthening cultural/community assets (businesses, organizations, traditions, events)
- More support for arts and cultural programming
- Other:

\*

### Opinion of MOHCD

24. What is your opinion of the Mayor's Office of Housing and Community Development in the following areas? If you do not have an opinion, please enter N/A. \*

	Poor	Fair	Good	Excellent	N/A
Staff knowledge	<input type="radio"/>				
Staff courtesy and professionalism	<input type="radio"/>				
Quality of informational materials	<input type="radio"/>				
Timely responses	<input type="radio"/>				
Department website	<input type="radio"/>				

Comments

### Demographic Information

25. Please check all that apply.

\*

- I live in San Francisco
- I work in San Francisco
- I work for a San Francisco community-based organization
- I own or operate a business in San Francisco
- I do not live, work, own or operate a business in San Francisco

26. I live in the following neighborhood:

(If you only work or own/operate a business in San Francisco, choose that neighborhood.)

- Bayview Hunters Point
- Bernal Heights
- Castro/Upper Market
- Chinatown
- Excelsior
- Financial District
- Glen Park
- Golden Gate Park
- Haight Ashbury
- Hayes Valley
- Inner Richmond
- Inner Sunset
- Japantown
- Lakeshore
- Lincoln Park
- Lone Mountain/USF
- Marina
- McLaren Park
- Mission
- Mission Bay
- Nob Hill
- Noe Valley
- North Beach
- Oceanview/Merced/Ingleside
- Outer Mission
- Outer Richmond
- Pacific Heights
- Portola
- Potrero Hill
- Presidio
- Presidio Heights
- Russian Hill
- Seacliff
- South of Market
- Sunset/Parkside
- Tenderloin
- Treasure Island
- Twin Peaks
- Visitacion Valley
- West of Twin Peaks
- Western Addition

27. I currently live in a: \*

- House/apartment/room where I pay rent (includes supportive or temporary housing if you pay rent there)
- House/apartment that I own
- Student housing unit
- Temporary situation with friends or family where I don't pay rent (e.g. on a friend or family member's couch)
- Transitional residential program where I don't pay rent (e.g. treatment, halfway house, etc.)
- Homeless shelter
- Tent, RV, outside, or other non-permanent structure
- Other:

28. I rent from: \*

- Another tenant in my unit
- A private landlord (no subsidy or voucher)
- A private landlord with a subsidy or voucher, e.g. Section 8
- A private landlord in a Below Market Rate (BMR) unit
- The San Francisco Housing Authority
- An affordable housing developer or supportive housing provider that subsidizes my rent
- Other:

29. My age falls into the following range: \*

- Under 18 years
- 18 - 24 years
- 25 - 34 years
- 35 - 44 years
- 45 - 54 years
- 55 -62 years
- 63 years and better
- I prefer not to answer

30. Please describe your disability status: \*

- I have a documented disability
- I have a disability, but it is not documented
- I do not have a disability
- I prefer not to answer

31. Please describe your HIV status: \*

- I am living with HIV or AIDS
- I do not know whether or not I am living with HIV or AIDS
- I know I am not living with HIV or AIDS
- I prefer not to answer

32. My preferred spoken language is: \*

- English
- American Sign Language
- Spanish
- Mandarin / 普通话
- Cantonese / 廣東話
- Russian / русский
- Filipino
- Korean / 한국어
- Vietnamese / Tiếng Việt
- Samoan
- Arabic
- Other:

33. My gender is: \*

- Female
- Male
- Genderqueer/Gender Non-binary
- Trans Female
- Trans Male
- Other:

- I prefer not to answer

34. My sexual orientation is: \*

- Bisexual
- Gay/Lesbian/Same-Gender Loving
- Questioning/Unsure
- Straight/Heterosexual
- Other:
- I prefer not to answer

35. I describe my race/ethnicity as: (Please check all that apply)

American Indian or Alaska Native:

- American Indian or Alaska Native (tribal heritage not known)
- If known, please specify tribal heritage (ex: Cherokee, Pueblo, Navajo, etc.):

\*

Asian:

- Chinese
- Filipino
- Asian Indian
- Vietnamese
- Japanese
- Korean
- Other Asian (Thai, Taiwanese, Burmese, etc.):

\*

Black, African American, or African:

Black, African American, or African:

- Black or African American
- Ethiopian
- Nigerian
- Other Black or African (Jamaican, Eritrean, Haitian, etc.):

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Latino/a or Hispanic:

- Mexican or Chicano
- Salvadoran
- Nicaraguan
- Guatemalan
- Puerto Rican
- Indigenous
- Other Latino/a or Hispanic (Spanish, Peruvian, Honduran, etc.):

\*

Middle Eastern or North African:

- Middle Eastern or North African
- If known, please specify (ex: Iranian, Lebanese, Egyptian, etc.):

\*

Native Hawaiian or Other Pacific Islander:

- Native Hawaiian
- Samoan
- Chamorro
- Other Pacific Islander (Tongan, Fijian, Marshallese, etc.):

\*

White:

White

If known, please specify (ex: Irish, German, Russian, etc.):

\*

36. The total number of occupants (adults and children) living in my household is: \*

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9 and over

37. The total gross income (before taxes) from all members of my household is: \*

- Under \$25,000
- \$25,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$124,999
- \$125,000 - \$149,999
- \$150,000 and above

38. The highest degree or level of school that I have completed is: \*

- Less than a high school diploma
- High school degree or similar (e.g. GED)
- Some college, no degree
- Associate degree (e.g. AA, AS)
- Bachelor's degree (e.g. BA, BS)
- Master's degree (e.g. MA, MS, MEd)
- Professional degree (e.g. MD, DDS, DVM)
- Doctorate (e.g. PhD, EdD)

**Raffle Entry - Target Gift Card**

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39. If you would like to participate in the raffle for 1 of 2 \$25 Target gift cards, please enter your email address or phone number below. Your email or phone number will not be used for any other purpose.

# MOHCD Program Evaluation Survey

## 1. Have you used any of the following **economic and workforce development** programs? Check all that you have used. \*

- Employment Services Based in Your Neighborhood  
*(Access points provide job preparation workshops, job search help and connections to opportunities)*
- Employment Services for Young Adults (18-24)  
*(Career education and job services for youth)*
- Industry Specific Skills/Sector Training Programs  
*(Training and certification in four growing industries in San Francisco: CityBuild Academy (construction), Healthcare Academy, Hospitality Academy, and TechSF (Technology/IT))*
- Job Readiness Services  
*(Help to get past obstacles that can prevent individuals from getting a job or training. This includes driver's license, GED/HS diploma, computer skills, etc.)*
- San Francisco Shines/Façade and Tenant Improvement Program  
*(Improves storefronts and business interiors through grants, and design and project help)*
- Small Business Development Center  
*(Provides business owners/managers with free information, training, and one-on-one consulting)*
- Women Entrepreneurship Fund  
*(Strengthens women-owned businesses through technical help and grants of up to \$5,000)*
- I have not used any of these programs.

2. Have you used any of the following ***housing placement*** programs?

Check all that you have used. \*

- Below Market Rate and 100% Affordable Rental Units  
*(Includes discounted rental units in market-rate developments and 100% affordable housing buildings)*
- Homebuyer Programs, including:
  - Below Market Rate (BMR) Ownership Program
  - Down Payment Assistance Loan Program (DALP) for Market Rate Units
  - Homeownership Counseling and Education programs
  - Mortgage Credit Certificate (MCC)
- DAHLIA Housing Portal  
*(Helps applicants find and apply for City sponsored affordable housing opportunities online)*
- Housing Lottery Program, including:
  - Certificate of Preference Program (COP)
  - Displaced Tenant Housing Preference Program (DTHP)
  - Neighborhood Resident Housing Preference Program (NRHP)
- Housing Counseling and Search Support  
*(Provides education and one-on-one housing counseling to find affordable housing opportunities)*
- I have not used any of these programs.

3. Have you used any of the following ***housing services***? Check all that you have used. \*

- Accessory Dwelling Unit Program  
*(Makes permitting secondary units, in-law units, or cottages easier)*
- Eviction Prevention  
*(Stabilizes housing for renters through tenant counseling and education, legal representation, and financial help)*
- Programs for Homeowners, including:
  - Mortgage Assistance Loan Program (MALP)
  - Code Violation Enforcement-Deferred Rehab (COVER) Loan Program
  - Healthy Homes Property Rehab Loans
- Supportive Housing for HIV+ Persons  
*(Support, case management, and rental subsidies and housing for persons with HIV/AIDS)*
- I have not used any of these programs.

4. Have you used any of the following ***community services***? Check all that you have used. \*

- Financial Education  
*(Financial education and counseling to help individuals achieve self-sufficiency and improve financial security)*
- Legal Services  
*(Legal support for immigration, employment, personal safety, government benefits, consumer rights, and discrimination)*
- Services for HOPE SF and RAD Residents  
*(Creates housing stability, economic mobility and job readiness, education, health and safety)*
- I have not used any of these programs.

5. You indicated that you have used the following ***economic and workforce development*** programs. Please choose an overall rating and briefly describe your experience with these programs. \*

	Poor	Fair	Good	Excellent
Employment Services Based in Your Neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment Services for Young Adults (18-24)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Industry Specific Skills/Sector Training Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Readiness Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
San Francisco Revolving Loan Fund	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
San Francisco Shines - Façade and Tenant Improvement Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Small Business Development Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Women Entrepreneurship Fund	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments \*

6. You indicated that you have used the following ***housing placement*** programs. Please choose an overall rating and briefly describe your experience with these programs. \*

	Poor	Fair	Good	Excellent	
Below Market Rate and 100% Affordable Rental Units	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Homebuyer Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
DAHLIA Housing Portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Housing Lottery Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Housing Counseling and Search Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Comments \*

7. You indicated that you have used the following ***housing services***. Please choose an overall rating and briefly describe your experience with these services. \*

	Poor	Fair	Good	Excellent	
Accessory Dwelling Unit Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Eviction Prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Programs for Homeowners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Supportive Housing for HIV+ Persons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Comments \*

8. You indicated that you have used the following ***community services***. Please choose an overall rating and briefly describe your experience with these services. \*

	Poor	Fair	Good	Excellent	
Financial Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Services for HOPE					
SF and RAD Residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Comments \*

9. If you would like to participate in the raffle for a \$25 Safeway gift card, please enter your email address or phone number below. Your email or phone number will not be used for any other purpose.