Trapped in ever-disappearing sub par housing, families in SRO are suffering.
The process of gathering and synthesizing the information contained in this report would not have been possible without the continued financial, technical and moral support and the hard work from the people working closely throughout this project:

Tom Hui, Rose Mary Bosque and Jamie Sanbonmatsu from the San Francisco’s Department of Building Inspections (DBI), for funding and supporting the work of the SRO Families United Collaborative.

The Census Coordinator, Harry Zheng, the Peer Organizers from all participating agencies, Maria Aviles, Juvy Barbonio, Julia D’Antonio, Nancy Huang, Aracely Lara, Shao Zhen Li, Irma Nuñez, Jesús Pérez, Xiao Qiong Tan, Wan Qing Wen, Run Hao Wu, Li Yi Wu, You Qin Wu, Yue Hua Yu and Ivette Zuñiga, and the staff members from all participating agencies, Angelica Cabande, Miguel Carrera, Angela Chu, Raúl Fernández-Berroizábal, Jenny Friedenbach, Kitty Fong, Wai Ching Kwan, Joyce Lam, Shaw San Liu, Jadma Noronha and Wendy Phillips.

We would also like to thank the families who contributed to this report by providing data and taking the time to speak with us.

Thank you,

SRO Families United Collaborative
Executive Summary

In the midst of affluence, SAN FRANCISCO is facing severe disparities among its residents, with large numbers of people working hard but unable to afford decent housing. A rapidly growing number of families are suffering while trapped in ever disappearing overcrowded housing. Many of them find themselves barely surviving and living in subpar conditions in residential hotels or SINGLE ROOM OCCUPANCY hotels (SROs), which are a last resort in a quickly gentrifying city. Our report finds a population that has been virtually ignored by policy makers. In fact, our internal analysis demonstrates that over the past decade, out of hundreds of families living in residential hotels, only a miniscule 40 families have been given the opportunity to move into subsidized permanently affordable housing.

The SRO FAMILIES UNITED COLLABORATIVE, composed of five community based organizations in four neighborhoods that include CHINATOWN, TENDERLOIN, MISSION, AND SOUTH OF MARKET, conducted its second city-wide census in November 2014 in order to gather information about families living in SRO hotels. This report attempts to draw attention to the hardships that families face when living in SRO. We examined their lives, described their barriers, and most importantly, pulled together a set of recommendations compiled from each of these communities to solve this crisis. The time is now for a pathway into decent and affordable housing for our hard working immigrant community currently shackled to the SRO housing market.
“Because the unit is so small our children can’t have their private space which affects their personalities. Our youngest daughter often asks, ‘When are we going to have a home?’

- Tania M. 35-year-old Mexican woman living with her husband and three children living in a SRO unit in San Francisco’s Tenderloin neighborhood
Findings

Our census findings revealed the following:

**Rising Housing Costs**
- The cost of housing in San Francisco has been steadily increased by 25% over the past four years, reaching new highs of $3452 median rent for a one-bedroom apartment, as of August, 2015. (Priceonomics). Often, the only affordable housing and the last resort for many families in San Francisco is an SRO.

**MEDITAN MONTHLY RENT FOR AN SRO UNIT AS OF DECEMBER 2014**

As of December 2014, the median rent paid by existing residents for an SRO unit in Chinatown was $700 per month, $900 in the Tenderloin, $950 in the Mission, $1000 in South of Market.

**Rising Numbers of Families Crowded in SRO**
- Compared to the 2001 census, we found an increase of 55% (or 249) of families living in SROs across the city. This included a 14% increase of families living in Chinatown, a 5.4% increase in the South of Market. However, due primarily to gentrification families in the Mission have decreased by almost 9%.

**NUMBER OF OCCUPANTS LIVING IN SRO UNIT**

Nearly 40% of the families had four or more people living in the unit and nearly 11% of them had five or more people living in the unit.
Languishing on Waitlists

- While families are waiting for housing for years, we found that most were in the very precarious state. 62% of the families do not have a lease, putting them at risk of displacement daily, to make room for the growing number of residential hotel rooms used to house white collar workers and students at unaffordable rates. Almost all, (88%) of the families have been on a housing waiting list for more than 1 year, 60% for 3 years or more, and 14% for 10 years or more.

Most Families Still Centered in Chinatown

- The majority of the SRO families reside in Chinatown (74%), followed by the Tenderloin (14%), South of Market (9%), Mission (2%), and North Beach (0.3%).

SRO Families are Mostly Immigrants

- 62% of the families came from CHINA or HONG KONG.
  - Only 14% heads of households were fluent in English. 60% of the families speak a Chinese dialect.

Housing Conditions Hurting Tenants’ Health

- Nearly half of the families (48%) reported that their health had been negatively impacted by living in an SRO. The most common complaint (63%) were respiratory problems, followed by insufficient light (27%), infections due to unsanitary conditions such as mold, lead exposure, air pollution, blood in shared bathrooms, rodents and bed bugs, (15%), and sleep deprivation due to noise in the hotel (13%).
  - 24% of families reported at least a family member who suffers mobility problems, 18% reported visual disabilities, 18% reported respiratory problems, and 9% reported other chronic illnesses. 15% of families have at least a family member in their unit living with a disability or a chronic disease.
Findings

**Working Poor Cannot Afford Decent Housing**

- 88% of the families reported salaries as their main source of income.

**Moving Out of San Francisco Not an Option**

- Nearly 62% of the families listed lack of social support, community services and public transportation outside of San Francisco as their main concerns if forced to move out of their neighborhoods. 29% listed lack of language/cultural competent services outside of San Francisco as their main concern.
Families in SROs need access to decent, affordable housing.
For years now, too many families with children have been forced to deal with a dangerous and debilitating environment for their everyday lives. Not only do they need decent paying jobs, education, childcare and enrichment activities to address immediate problems, they also need to be empowered to advocate for their rights and to develop long-term solutions. The SRO FAMILIES UNITED COLLABORATIVE recommends the following to address the crucial needs of SAN FRANCISCO’s vastly underserved families living in residential hotels:

Employment:

1. Strengthen Labor Laws
The City should continue to strengthen enforcement and education around labor laws. This includes ensuring the Office of Labor Standards Enforcement (OLSE) has adequate tools, resources and multilingual staffing, as well as strong community partnerships to reach the most impacted workers.

2. Expand Employment Training Programs
The City should expand funding for successful existing employment training and placement programs that are culturally and linguistically competent, recognizing the unique barriers faced by immigrant workers, heads of households, formerly incarcerated people and others facing barriers to employment.

3. Invest in blue-collar job creation
The City should invest in economic and workforce development in order to generate and support the growth of stable, full-time, living-wage employment opportunities appropriate for limited English speaking blue-collar workforce, which would directly address the income crisis faced by 90% of the families who are employed but cannot move out of SROs due to income restrictions.

4. Stabilize Small Businesses
The City should take actions to stabilize small businesses ability to survive, and include parameters on labor conditions.

5. Target City Jobs for Limited English Speakers
Target City jobs for limited English speakers and identify creative ways for SRO families to overcome language barriers to jobs.

6. Provide Job Training Opportunities with Stipends
Enhance vocational services for parents living in residential hotels and their children. Schedule vocational education classes. Find suitable employment opportunities that offer sufficient salaries to afford safe and decent housing.
**Housing:**

1. **Ensure Eligibility for SRO Families**
   The City should include families residing in SRO hotels as eligible for all city-funded housing targeting homeless people.

2. **Set Aside Housing Targeting the SRO Families**
   Our report found that families living in SROs have experienced a disparate lack of access to the city’s affordable housing. We recommend that the City sets aside affordable housing for Area Median Incomes 20 – 30% AMI and 30% to 50% AMI specifically for families residing in SROs.

3. **Ensure Preferences for Families Residing in Residential Hotels for Public Housing**
   We recommend that the San Francisco Housing Authority accepts referrals from Department of Building Inspection (DBI) who manages and funds the SRO Families United Collaborative.

4. **Increase Affordable Housing LOSP Subsidies within the Communities Where SRO Families Currently Reside**
   The Coalition on Homelessness’ “Roadmap” is calling for an increase of 375 of such units through 2020, and of those we are recommending that 277 be set-aside for families residing in SROs.

5. **Place Homeless Households Residing in SRO in Turnover Non-Profit Housing**
   When units become vacant in non-profit housing developments, it is an excellent opportunity to place homeless households in those units. The providers who are willing to participate in the program can estimate the number of units that could be used for this purpose and estimate the funding that would be needed to make this a reality. This is an inexpensive way to house families, as the provider would only need to receive the difference between what the resident could afford and the unit rent in subsidy funding from the City.

6. **Move Homeless Households into Vacant SFHA Units**
   According the San Francisco Housing Authority, there is an average of 6 units per month in their portfolio turnover. We recommend whenever possible, without holding up construction, that units be turned over to homeless households, including those residing in residential hotels with minor children.

7. **Fund Need Based Subsidies**
   Last year we created a new pilot subsidy program that recognizes the need for long term housing subsidies and fills a gaping hole in our system. We are proposing a further expansion next year, to create housing for an additional 80 households in 2016, of which a portion should be for families currently residing in residential hotels.

8. **Halt the Conversion of SRO into Student Housing and Co-ops**
   We recommend legislation that will halt the conversion of SROs into student housing and co-ops, thus protecting and preserving SRO buildings for low-income households.
Recommendations

**Education:**

1. **Better Tracking Through Schools**
   There are 499 children in grades K-12 living in SROs in Chinatown alone. The San Francisco Unified School District (SFUSD) reports they have 294 homeless students living in residential hotels, a very low figure. The SFUSD should reach out to families to ensure that those living in residential hotels are not only counted but offered services through the school district for which they are entitled.

2. **Provide Funding for a Beacon Center in Chinatown**
   Families reported that having no place to go after taking their children from school, their children would have to be confined to the cramped SRO rooms. Provide funding for a Beacon Center in Chinatown, specifically targeting high needs SRO, homeless and public housing families. In addition, the program needs a family focus approach that is customized for the entire SRO community.

3. **Secure Promise Neighborhood Designation for Chinatown**
   A Promise Neighborhood Designation for Chinatown would focus Federal assistance on projects that are designed to create a comprehensive continuum of solutions, including education programs and family and community supports. The continuum must be designed to significantly improve the educational and developmental outcomes of children and youth.

4. **Better Use of Community Space**
   Identify and better utilize community spaces for use after work hours; and connect SRO families to the Presidio with shuttle service.

5. **Create Free Rec and Park Card**
   Create programs for high need service areas targeting low income neighborhoods.

6. **Provide Free Transportation**
   Provide free transportation to enjoy parks and recreation areas outside of San Francisco through bringing back Park and Rec’s bus program targeting SRO and homeless families.

7. **Develop Childcare Respite Program**
   Develop childcare respite program for SRO parents where parents can “drop-off” children at childcare programs, relieving parents for a couple hours.

8. **Provide Culturally Diverse Staffing**
   Provide culturally diverse staffing and competency in homeless services. Limited and non-English speaking SRO and homeless families are less likely to seek and find help for their multiple needs.
Building Improvements, Tenant Empowerment and Civic Engagement:

1. Provide More Outreach and Housing Counseling Services
The majority of SRO families are living in aging buildings needing repairs and problematic wiring systems that are often overloaded. In addition, SRO families are bearing the threat of eviction and gentrification.

2. Mandate Buildings to Allow Access to Peer Organizers
Peer Organizers must gain access to SRO hotels through legislation to enter buildings to identify violations and ensure code enforcement.

3. Promote Civic Engagement Activities
Given the current political turmoil around housing in San Francisco, it is essential to have families involved in the political process to ensure that their voices are heard and their needs are met.

Eviction Prevention through Legal Aid:

1. Keep Families Housed
We recommend a planning process be formulated to make dynamic system changes to the fully funded prevention system in order to identify families that are at risk of displacement and to connect them to ongoing support to maintain their housing.

2. Increase Access to Eviction Prevention Legal Services
We have observed a continuous and increasing number of families seeking support to fight evictions, as many tenants receive illegal unlawful detainers (UDs), which require immediate legal response.
“Before I came to the U.S. I didn’t think I would be living in a place like this. Living here is a lot different from China. We have no private bathroom. We have no private kitchen.”

- Nancy C., a 26-year-old Chinese woman living with her husband and two daughters in a SRO unit in San Francisco’s Chinatown
San Francisco, that big city with a small town feel, is home to a rich history nestled snugly amongst seventeen hills and a sparkling bay. However, that same beautiful city faces some major challenges, chiefly, the large numbers of people working hard but unable to afford decent housing. Many of these residents find themselves barely surviving, living in subpar conditions.

San Francisco has always had an active laboring class - from gold prospectors, to port workers and finally sea men. Residential hotels were traditionally used as housing for these groups and many others including African Americans, who, after migrating to the Bay Area from the Southern United States, lived in these same hotels. Today, newly arrived immigrants make their first foothold in this country in residential hotels - be they Chinese, Latino, Filipino, Indian or Middle Eastern. African Americans have also lived in these same hotels after migrating to the Bay Area from the Southern United States.

In San Francisco, we now refer to those same residential hotels as Single Room Occupancy (SRO) hotels. We have hundreds of SRO hotels that are home to more than 30,000 tenants, approximately 5% of the City.

Originally intended for single working adults now converted to accommodate entire families. Single Room Occupancy rooms are typically eight by ten feet in size, with as many as 30 to 40 units per residential building, where tenants must share bathrooms and kitchens. With the cost of housing rising citywide, SRO units are one of the last remaining “affordable” housing options for some of San Francisco’s most vulnerable and low-income residents: families with children, immigrants, victims of domestic violence, the elderly, and individuals with special needs or disabilities. Often overcrowded, unsanitary, and even dangerous, living in SROs is a struggle in itself, impacting families' psychological, physical, and socioeconomic well-being.

The City of San Francisco has deemed SROs inadequate for families with children, passing an official definition of “homelessness” that includes families with minor children living in residential hotels.
The SRO Families United Collaborative, composed of five community based organizations in four neighborhoods that include Chinatown, Tenderloin, Mission and South of Market, conducted a city-wide census back in 2001 in order to gather baseline information about families living in SRO Hotels. The findings of the report were presented to the San Francisco Board of Supervisors, the SRO Health and Safety Task Force and the San Francisco Department of Public Health.

In 2014, the SRO Families United Collaborative conducted its second citywide census of families residing in residential hotels in San Francisco. Approximately 400 families were surveyed during a 12-week period ending November 2014; an additional citywide one-day census revealed 299 additional families for a grand total of 699 families with minor children living in SRO hotels in San Francisco. This is an increase of 249 families since 2001. It is important to highlight that because of difficulty in accessing residential hotels as well as other barriers identified in this report it is nearly certain that the total number of families living in SRO hotels is much higher.
We found that families living in residential hotels are for the most part impoverished working families of color. The majority of families reside in Chinatown, followed by the Tenderloin, South of Market, Mission and North Beach. Compared to the 2001 census, there has been a 14.2% increase of families living in Chinatown and a 5.4% increase in the South of Market, while families in the Mission have decreased by almost 9%.

Almost all adults surveyed were employed full or part time. Only 3.5% of adults reported unemployment. Of those who were employed, only 59.5% were full-time workers. All of those employed held blue-collar jobs, mostly in restaurant work, followed by construction, In-Home Supportive Services, hospitality industry, retail sales, janitorial services, sewing and child care.

Historically, homeless families have been ignored by policy makers - very little publicly funded housing that is affordable at their level is going towards families. Over the past decade only 40 families formerly residing in SROs have transitioned to permanent subsidized housing. With few opportunities, families are often trapped in wretched living conditions, regardless of how hard they toil. The impact on their children is often devastating - delayed development, nutrition deficiencies, lack of space, and privacy for play or homework.

This report attempts to draw attention to the hardships that families face when living in SROs. We examined their lives, described their challenges, and most importantly, pulled together a set of recommendations compiled aimed at solving.
TINA’S STORY

I live in the Frances Hotel in the Mission District with my newborn baby and my spouse. We have been living in residential hotels for a long time. Recently we were blessed with a new member of our family. The conditions in our hotel are terrible, honestly, this is no place for families to live and it is barely adequate for regular human occupancy. We have problems with rats, bed bugs and roaches. My new born baby will soon be able to crawl and it causes me a great deal of pain and distress to realize that she will have to share the same ground with these rats and roaches – that is just one of the many reasons I am desperate to find any affordable housing or obtain a housing subsidy to help me escape this situation. We work very hard, my husband works two full-time jobs to make ends meet and even that isn’t enough to pay the rent and cover our monthly expenses, some people might think that we live here by choice but there is no choice for us: This is all we have.
In 2001, the SRO Families United Collaborative conducted the first census on families with children living in Single Room Occupancy hotels (SROs, to collect data and more importantly, to empower the families to improve their housing situations in the short and long-term. This landmark survey had broadened public awareness of the issues facing SRO families. It has been 14 years since this first census and again the SRO Families United Collaborative has taken on the task of conducting a second census on order to have a better understanding of the current climate.

**The goals of the census were:**

1. To conduct a point-in-time survey of families with children residing in over 400 SRO hotels located mainly within the four-targeted neighborhoods (Chinatown, Tenderloin, Mission and South of Market).

2. To conduct a minimum of 300 in-depth interviews with randomly selected families residing in SROs throughout the City.

3. To document socio-economic changes in SRO families as compared with the 2001 census.

4. To formulate recommendations with SRO families aimed at addressing these issues.
The Census Coordinator for the census, Harry Zheng, a UC Berkeley Chan Fellow, coordinated the census project in his internship with the SRO Families United Collaborative from August 2014 to December 2015. He managed census efforts among collaborative organizations, drafted the census questionnaire based on 2001 census, assembled interview data, facilitated communication among collaborative organizations and staff, and compiled reports.

We visited approximately 400 randomly selected SRO units during a 12-week period, and conducted an additional citywide one-day census which revealed 249 additional families for a grand total of 699 families with minor children living in SRO hotels in San Francisco. This was an increase of 55% in the number of families living in residential hotels since 2001.

Interviewing methods included direct door-to-door outreach to all hotels identified in our master map, canvassing outside of SRO hotels, telephone calls, outreach conducted in parks and other public spaces, and collecting information from families that attended program and community meetings at the five organizations.

One to two staff members in each of the four neighborhoods problem-solved and supervised the efforts of the census team (composed of Peer Organizers, interns and volunteers). SRO Families United Collaborative staff met twice a month to discuss the progress of the project. The census teams for each neighborhood included 15 Peer Organizers, seven staff members and eight volunteers, who spent 12 weeks conducting the census throughout Chinatown, Tenderloin, Mission, South of Market, and other hotels scattered between and outside of the aforementioned areas.

“My whole family was living in a single room at a hotel in the Mission district for eight years. There was no space and it was frustrating, especially since I was a single mom raising four children. Years later I was awarded a subsidy for housing and with the extra space my children were able to focus their studies and do better in school which opened the doors for college. It is my desire that the city increases affordable housing to help other families with young children to have the same opportunity.”

- Cristina V. 33-year-old Guatemalan woman living with her four children in a SRO unit in San Francisco’s Mission neighborhood who successfully transitioned to subsidized housing.
The families were randomly selected and were compensated for the 15 – 20 minutes it took with a $10 gift card, and informational material about each organization and the SRO Families United Collaborative. Completed interview forms were submitted to the Project Coordinator, who then compiled and sorted the data.

SRO Families United Collaborative Staff and Peer Organizers drafted and translated the census questionnaire in Chinese, Spanish, Tagalog and English. Then traced outreach maps highlighting the SRO hotels in the four neighborhoods.

We consolidated several SRO building lists from the Department of Building Inspections (DBI) database, as well as those listed in the San Francisco Homeless Resource SRO Category website and databases from our five organizations.

Our teams conducted the survey in the language of the families interviewed, including Chinese (Cantonese and Mandarin), Spanish, Tagalog and English. We visited approximately 400 randomly selected SRO units, including families already participating in the SRO Families United Collaborative.

“The reality is that these hotels are no place for families. My husband works two full-time jobs to make ends meet and even that isn’t enough, a lot of times people say that we want to live here because we want, but we have no choice. This is all we have. I am desperate to find any affordable housing or housing subsidies to help me escape this situation.”

- Anna T. 41-year-old Salvadorian woman living with her husband and two children in a SRO unit in San Francisco’s Mission neighborhood
One of the major obstacles we faced while conducting the census was access denial, as often times hotel managers refused outreach teams access into the buildings. We identified a number of buildings that would only rent to single tenants but not to families with children; moreover we also encountered hotel managers who denied having families in their hotels while we observed families coming in and out the buildings.

The census questions were designed to evaluate the current housing climate. The census was structured in the following order:

1) The demographic information of the tenants: Ethnicity, age, gender, language, country of origin, etc.

2) Past and current housing conditions: Location, facilities in the unit, length of stay in the unit, how the living situation has affected their health, whether the family is at risk of losing the unit, barriers for moving out of SRO’s, etc.

3) Other information on living conditions: Monthly rent, food expenses, utilities, insurances, etc.

4) Working conditions: Professions, how much they earn, etc.

5) What services are being used or needed: services family is receiving and needed, major concerns, difficulties and suggestions.
Interviews
Our outreach team spent 12 weeks completing approximately 400 in-depth interviews with families living in SRO hotels. Since the majority of SRO families live in Chinatown, 300 interviews were completed in that neighborhood, while 49 were completed in the Tenderloin, 28 in the Mission and 20 in the South of Market. (For a copy of the form used by outreach workers, see Attachment A.)

Once the 12-week survey research phase was completed, we conducted a one-day census during January 2015 in all four neighborhoods with the intent of estimating the total number of families living in SRO hotels regardless of whether or not they receive services from the SRO Families United Collaborative. Methods included asking families already engaged in our services about the estimated amount of families that live in their hotels as well as establishing and developing relationships with hotel managers and landlords to obtain estimates of the total number of families living in their SRO hotels.

One-Day Citywide Census Results

<table>
<thead>
<tr>
<th>Neighborhood</th>
<th>Estimated number of families living in SRO hotels</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinatown</td>
<td>457</td>
</tr>
<tr>
<td>Mission</td>
<td>90</td>
</tr>
<tr>
<td>South of Market</td>
<td>75</td>
</tr>
<tr>
<td>Tenderloin</td>
<td>77</td>
</tr>
<tr>
<td>Total</td>
<td>699</td>
</tr>
</tbody>
</table>

SRO Household Rent - Comparison by Neighborhood

<table>
<thead>
<tr>
<th>Neighborhood</th>
<th>Median Monthly Rent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinatown</td>
<td>$700.00</td>
</tr>
<tr>
<td>Mission</td>
<td>$950.00</td>
</tr>
<tr>
<td>South of Market</td>
<td>$1,000.00</td>
</tr>
<tr>
<td>Tenderloin</td>
<td>$900.00</td>
</tr>
<tr>
<td>Average</td>
<td>$887.50</td>
</tr>
</tbody>
</table>

For this census, we defined Chinatown as the region bordered on the North by Broadway St., on the West by Mason St., on the South by Sutter St., on the East by Kearny St., and on the northwest corner by Columbus Ave.

The Tenderloin was defined on the North by Sutter St., on the West by Van Ness Ave., on the Southeast by Market St., and on the East by Montgomery St.

The Mission District was defined on the Northwest by Market St., on the West by Dolores St., on the South by César Chávez St., on the East by Potrero St., and roughly on the Northeast by 12th St.

South of Market (SOMA) was defined on the Northwest by Market St., on the Southwest roughly by 12th St., on the Southeast by Berry, 3rd, and Harrison Streets, and in the Northeast roughly by the Embarcadero
San Francisco Homeless Students and children
San Francisco recognizes as homeless those families with minor children lacking a fixed, adequate nighttime residence. This includes families living in temporary shelters, transitional housing, Single Room Occupancy hotels, cars, streets, abandoned buildings, drop-in centers, and parks. The reason for this is simple - families in shelters are linked with those residential hotels, not just because they are both considered homeless, but because the negative impact their housing status has on their children is the same. Both suffer from decreased access to nutrition, delayed development, trauma, lack of meeting grade level, absenteeism, and repeating grade levels. At the same time, the solutions to homelessness are shared by families living in hotels and shelters alike. Lastly, many families find themselves cycling through shelters, doubling up with other families in small units, residential hotels and then move back into shelters again.

The 2007 recession led to a skyrocketing of requests for family shelters. The subsequent recovery did not improve things for low-income families: between 2010 and 2013, low-income families experienced a continuing decline in buying power and net worth. In San Francisco rents have risen a dramatic 25% over the past four years, while a 38% increase in evictions in the same time period has led to mass displacement. This economic situation has translated into a severe rent/income disparity that has been driving a rise in homelessness among families with children here in San Francisco. This has also driven an increase in the number of families forced to live in residential hotels.

Perhaps these numbers are best translated in terms of our schools. In the city of San Francisco, every single school has at least one homeless child. This tragic situation not only impacts the child but the district as well in a myriad of ways — from lost funding to lost instructional time.

Breakdown of Homeless Children in San Francisco Schools by School Type

<table>
<thead>
<tr>
<th>Elementary School</th>
<th>Middle School</th>
<th>High School</th>
<th>Other</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>882</td>
<td>561</td>
<td>829</td>
<td>76</td>
<td>2348</td>
</tr>
<tr>
<td>38%</td>
<td>24%</td>
<td>35%</td>
<td>3%</td>
<td>100%</td>
</tr>
</tbody>
</table>

These numbers are off by 0.17% from other data provided by the San Francisco Unified School District. The “Other” category applies to students who attend schools that do not fit the three-part break down of elementary, middle, and high schools.
San Francisco is not alone in this crisis. The Federal Department of Education statistics report as many as 1.3 million homeless children were enrolled in U.S. schools in the 2012–2013 school year. This is an 8% increase from the previous school year and a more than doubling of homelessness amongst children over the past six years: The number of homeless students (pre-K–12) was 679,724 in the 2006–2007 school year. Clearly, an already bad situation has gotten dramatically worse.

A recent finding from the Southern Education Foundation showed that 51% of students in pre-kindergarten through 12th grade in the 2012–2013 school year were eligible for the federal program that provides free and reduced-price lunches to low-income families. 21 states reported that the majority of students in their public schools came from low-income families.

Like the City of San Francisco, the San Francisco Unified School District (SFUSD) also follows the Housing and Urban Development’s (HUD) definition of homelessness, which includes families living in SROs. Our public school district mirrors national homeless student trends for children, as the number of homeless students has more than doubled over the past 10 years. In 2005, there were 844 homeless children in the city; today there are 2,352. This total means that one in every 25 students in San Francisco is homeless. During the past school year, there were 613 homeless students temporarily living in shelters, 1,419 temporarily doubling up, and 26 temporarily living unsheltered. However, the district reported only 294 temporarily living in motels/hotels/SROs, a number far lower than the actual number of 699 families living in residential hotels with school aged children,

<table>
<thead>
<tr>
<th></th>
<th>NUMBER OF STUDENTS</th>
<th>PERCENTAGE OF TOTAL</th>
<th>NUMBER OF FAMILIES (ESTIMATE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sheltered</td>
<td>613</td>
<td>26%</td>
<td>378</td>
</tr>
<tr>
<td>Unsheltered</td>
<td>26</td>
<td>1%</td>
<td>16</td>
</tr>
<tr>
<td>Motel</td>
<td>294</td>
<td>13%</td>
<td>181</td>
</tr>
<tr>
<td>Doubled Up</td>
<td>1,419</td>
<td>60%</td>
<td>876</td>
</tr>
<tr>
<td>Total</td>
<td>2,352</td>
<td>100%</td>
<td>1451</td>
</tr>
</tbody>
</table>

2. Ibid.
Ai and her husband have been living in a Chinatown SRO room since 2009, when they first came to the United States. They moved into their unit because her husband’s family was living in the same SRO hotel, but mostly because that was the only housing they could afford. Ai has not been able to work because of a serious health condition that prevents her from working while her husband had been working odd jobs. In 2012, their son Sampson was born, at the same time, Ai began to become more engaged in the community, she volunteered at organizations like the Chinese Progressive Association (CPA), participated at the monthly Super Sundays in Chinatown and attended workshops at Wu Yee Children Services to learn more about how to educate her son. Her husband found a job as a prep cook in a famous restaurant in Chinatown where he has been working full time with decent wages and benefits. Their daughter, Sophia, was born five months ago. They continue to share the bottom of a bunk bed while paying $500 a month for their room.

Now a family of four, Ai has felt increasingly the pressure and need to move out from the SRO room. However, even with her husband making about $2,600 a month after taxes, they are scared to move out. “What if he loses his job? What if one of us gets sick? We would not be able to pay the rent for an apartment and we would lose our affordable SRO room.” Ai talks about the challenges of living in an SRO, “My son is growing up and I want him to be more independent, but I don’t feel comfortable for him to use the bathroom by himself because the floor is so slippery and everything is so dirty.”

There is also the issue of crowded space and having to share intimate spaces with neighbors, “My son is walking around the hallway all the time because there is too little space in our room, but that sometimes bothers our neighbors and I feel bad for disturbing them. I know I can’t keep him in the room all the time, it’s bad for his development.” Now a mother of two, Ai is struggling to find a safe space for her children to grow but also scared to lose the affordability of her unit. The family is on the San Francisco Housing Authority’s wait list as well as many other housing waitlists, but worries that her children might become adults by the time she finally gets offered an affordable unit.
Summary of Findings

Approximately 400 randomly selected SRO families participated in this census during a 12-week period, an additional citywide one-day census revealed 299 additional families for a grand total of 699 families living in SRO hotels in San Francisco. Our census findings revealed the following:

**Housing Stability**

- The cost of housing in San Francisco has been steadily increasing, as of August, 2015, the median rent for apartment in San Francisco is $3,880 per month. The median studio is $2,722, and the median one bedroom is $3,452. A two bedroom now rents for $4,400 month and three bedroom goes for $5,125. (Priceonomics). Often, the only affordable housing in the City is an SRO a last resort for many families. The median SRO in Chinatown is $700 per month, $900 in the Tenderloin, $950 in the Mission, $1000 in South of Market. Clearly, the cost of rent for an SRO unit is significantly lower than that of the cost of renting a one-bedroom apartment; it would be extremely difficult if not impossible for families to afford an apartment in the City.

![SRO Families Population Distribution](image)

- The majority of the SRO families reside in Chinatown (74%), followed by the Tenderloin (14%), South of Market (9%), Mission (2%), and North Beach (0.3%).

“I wish I didn’t have to do homework on my bed.”

- Samantha T. 10-year-old African American child living in a SRO unit with her mother and two siblings in San Francisco’s Tenderloin neighborhood

“There are many challenges to living in a crowded room, the children don’t have a space to study while the adults don’t have any privacy.”

- Estela H. 29-year-old El Nicaraguan woman living with her husband and two children in a SRO unit in San Francisco’s Tenderloin neighborhood
• Compared to the 2001 census, we found an increase of 55% (or 249 families) living in SROs, a 14% increase of families living in Chinatown, a 5.4% increase in the South of Market, while families in the Mission have decreased by almost 9%.

• 88% of the families have been on a housing waiting list for more than 1 year, 60% for 3 years or more, and 14% for 10 years or more.

• Approximately 95.4% of families rented only one unit. The average size of each unit was 8 x 10 foot.

• In January 2015, the San Francisco Housing Authority (San FranciscoHA) opened its waiting list to homeless people for a week. During this time, thousands applied to be placed on the list. In January 2015 10,401 applicants were placed on the public housing waiting list and many of these applicants were families residing in SRO. For many of our SRO families, there is a lack of affordable housing options. Often, their income does not meet the minimum qualifications to apply into an “affordable” housing unit in San Francisco. There are rarely rental units available that are at or below the 30% area median income standard for application.

• The average length of stay in an SRO is 4.3 years. Insufficient income (86.32%) is the primary reason holding SRO residents from moving into a better housing situation, followed by lack of affordable housing (58.95%), move-in costs (18.95%), credit problems (3.16%), importance of current location (2.1%), and eviction history (1.58%).

• 64.4% of respondents say that cannot move out of San Francisco even if affordable housing is offered elsewhere. Top concerns of families include lack of social support outside of San Francisco (64.51%), lack of public transportation outside of San Francisco (64.93%), lack of language and cultural competent services outside of San Francisco (46.93%), safety concerns (31.75%), lack of community services outside of San Francisco (28.44%), and move-in costs (25.59%). Other top concerns included difficulty finding employment outside of San Francisco and their children’s education. Some have lived in the SRO as well as in a number of other locations, including a hotel or motel (7.75%), with friends or relatives (5.94%), at another SRO hotel (4.91%), outside of U.S. (4.13%), their own house or apartment (2.07%), an emergency shelter (1.81%), and streets, parks, cars or abandoned buildings (1.03%).

• Only a third (36.17%) of families are on a housing waiting list. 88% have been on the waiting list for more than 1 year, 60% have been on the waiting list for 3 years or more, and 14.3% have been on the waiting list for 10 years or more.
Families’ Demographics
- Nearly 40% of the families had four or more people living in the unit and nearly 11% of them had five or more people living in the unit.

- 59% of the heads of household were women. Children and youth comprised 48% of the population, adults 49%, while seniors made up 2% of the population.

- 62% of the families do not have a lease or tenants’ rights. 88% of the families have been on a housing waiting list for more than 1 year, 60% for 3 years or more, and 14% for 10 years or more.

The Immigrant Experience
- 62% of the families came from China or Hong Kong. The United States had the second largest number (25%), followed by Latin American countries (5%), the Philippines (5%), India (2%) and other countries (1%).

- Only 14% heads of households were fluent in English. 60% of the families speak a Chinese dialect (Cantonese 58.72%, Toisanese 42.05%, and Mandarin 6.15%). The next most common language spoken was English (20%), followed by Spanish (9.23%), Tagalog (5.13%), other languages (2.82%) and Vietnamese (0.26%). The inability to speak English fluently or at all creates many challenges for families living in SRO hotels, including difficulties finding work that they may have been qualified for in their country of origin, only being hired for low paying and unstable jobs, or not being able to find work at all. Language barriers may also prevent families from obtaining the services they need. Furthermore, as immigrants, families may be ineligible for government assistance and access to affordable housing.

- Only 37.4% of individuals were fluent in English and of those fluent in English, most were young children — only 13.8% of those fluent were heads of households. Not being able to speak English often results in the loss of housing, employment, and other opportunities and resources.

- Nearly 62% of the families listed lack of social support, community services and public transportation outside of San Francisco as their main concerns if forced to move out of their neighborhood. 29% listed lack of language/cultural competent services outside of San Francisco as their main concern.

- A third of families have lived in the U.S. for 3 years or less and more than half (51.9%) of families lived in the U.S. for five years or less. The greatest number of families (62%) came from China or Hong Kong. This was followed by the United States (24.8%), the Philippines (5%), Latin American countries (4.9%), India (2%) and other countries (1.3%).
**Children and Youth**

- Children comprised 43.26% within SRO families surveyed and 70% of those children were 12 years old or younger. The number of young children living in SROs is astoundingly large and must be addressed.

- 44% of respondents mentioned lack of space for children to thrive as their primary concern. These children need room to run around and play in order to thrive and develop physically and mentally. Furthermore, often the surrounding environment is unfit or dangerous for children to play.

- 30% of all children were teenagers, who lack any form of privacy in the cramped quarters of SRO. Both children and teenagers alike must endure living in an SRO while also being students, dealing with constant noise, lack of privacy and a quiet space to concentrate, and other impacts to their physical and psychological health. This greatly affects a child's ability to learn and perform well not only at home, but also in school.

- Living in SROs may also be correlated to family separation, forcing children to live away from their parents due to housing circumstances. 8.64% of families had children not living with them. Of this, the majority (60%) must live with relatives/friends, live outside of the U.S. (32%), or are in college (4.17%).

"The reality is that these hotels are no place for families. My husband works two full-time jobs to make ends meet and even that isn’t enough, a lot of times people say that we live here because we want, but we have no choice. This is all we have. I am desperate to find any affordable housing or housing subsidies to help me escape this situation."

- Anna T. 41-year-old Salvadorian woman living with her husband and two children in a SRO unit in San Francisco’s Mission neighborhood
Impact on Health

• Nearly half of the families (48%) reported that their health had been negatively impacted by living in an SRO. The most common complaint (63%) was respiratory problems, followed by insufficient light (27%), infections due to unsanitary conditions such as mold, led exposure, air pollution, blood in shared bathrooms, rodents and bed bugs, (15%), and sleep deprivation due to noise in the hotel (13%). It should be noted that this was an open-ended question, meaning that families repeatedly responded similarly without prompting.

• Almost 24% of the families have at least a family member who suffers mobility problems, 18% reported visual disabilities, 18% reported respiratory problems, and 9% reported other illnesses that include HIV/AIDS, diabetes, hepatitis B, cancer, epilepsy, hyperthyroidism, tumors or mental health problems that include anxiety, autism, depression, learning disabilities, PTSD and schizophrenia. 15% of families have at least a family member in their unit living with a disability or a chronic disease.

• The effects on the health and development of young children living in SROs are particularly striking and cause for concern, many children have lived their entire lives sharing with their families the spatial equivalent of a single bedroom. It may be possible that families’ underreported mental health concerns. It is possible that both the parents’ and children’s psychological and emotional health are significantly affected by the conditions in which they live. Due to cultural issues and privacy concerns, families would not be forthcoming to openly discuss this information.

• Based on the feedback we received from participants children in SRO hotels are more likely to lack proper nutrition due to the difficulty in obtaining, preparing, cooking, and keeping food in the hotels. Without kitchen facilities, families are unable to prepare low-cost nutritional meals for their children, and often resort to fast food. Children are at further risk of inadequate physical and psychological development. In the dim cramped quarters of the family’s room, a child does not have enough space for play or perform normal physical activities, and many are affected by parents’ stress in coping with the living situation. Growing up under such conditions, these children are unable to reach their true potential, both in terms of their developmental milestones and physical and psychological well-being.

“This is a really bad environment for my five-year-old daughter. The hallway is always dirty and smells horrible, it’s always noisy and there is a lot of traffic. There are lots of prostitution, drug dealers in the building. There are a lot of addicts walking in and out the hotel. We rent a very small room and there are cockroaches and bed bugs. I believe my daughter has developed mental and emotional issues from living under these conditions.”

- Lolita P. 24-year-old Filipina single mother living with her five-year-old daughter in a SRO unit in San Francisco’s South of Market neighborhood
Employment, Sources of Income and Salaries

- 87.6% of the families reported salaries as their main source of income, 59% of the heads of household were full-time workers, 35% part-time workers and 5% were on-call. Only 3.5% of adults reported receiving unemployment benefits.

- Of all respondents, only 6.07% received General Assistance (GA), Cal-WORKs. 6% received food stamps, and 4.85% received Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI). While most adults in family households living in SRO are working adults, many of them are minimum wage earners.

- 38% of the heads of household work in restaurants, followed by construction (15%), In-Home Supportive Services (14%), hotels (11%), sales (8%), janitorial services (6%), sewing (5%) and child care (3%).

![HEAD OF HOUSEHOLD WORK FIELD BASED ON SURVEYS](chart)

- According to a survey of Chinatown restaurant workers released by the Chinese Progressive Association and UC Berkeley researchers in 2010, 50% of all restaurants workers in Chinatown received less than the minimum wage, and as high as 70% of kitchen workers and dishwashers did not receive the legally required minimum wage. (San Francisco Chinatown Restaurant Worker Survey, 2010) The violation of laws regarding overtime pay was even more serious: 80% of workers reported that they have not received overtime pay (San Francisco Chinatown Restaurant Worker Survey, 2010).

- Not only were families earning very low wages, their working conditions also led to deteriorated health and work-related injuries. In the same survey, 61% of all workers reported having pain in different body parts within the past month, and over 80% of workers talked about being fatigued every day after work. (San Francisco Chinatown Restaurant Worker Survey, 2010). Most alarming, over three-fourths of surveyed workers said they had never reported a work-related injury or filed for worker’s compensation even when such situations occur (San Francisco Chinatown Restaurant Worker Survey, 2010). Working in poor conditions directly impacts their health, and families must face other health issues as they go back to their SROs at night. This compounded the stress and takes a toll on families’ physical and mental health.
Voting
Only 18.3% of SRO families are registered to vote, although 48.2% of those who are not registered would be interested in voting.

Services from SRO Families United Collaborative
85.45% of families have received services from the SRO Families United Collaborative.

The top seven most utilized services included: housing counseling (42.78%), fire prevention/disaster preparation workshops (40.42%), assistance for filling out forms (28.61%), recreational activities (26.51%), childcare services (22.31%), language training (20.21%), and translation services (19.95%). However, the most desired services were employment assistance, jobs skills training, housing counseling, assistance for filling out forms, and translation and language training services. The disparity between services desired and services obtained were evident in all categories and particularly large in the most desired services: employment assistance (54.23%) and jobs skills training (53.17%). However, only 9.54% of families were actually able to access these services.

Other more specialized services, such as counseling for gambling, marriage, substance abuse, domestic abuse and psychiatric services were not very accessible to families. Though there are demands for these services (20% wanted psychiatric services), not many families received them (only 5%).

The biggest concern was a lack of space for children to thrive. Indeed, 44% of respondents said it was the primary concern for their family. The second biggest concern were poor building conditions and the third was a lack of employment, which included difficulty getting a job, lack of jobs skills, and not earning minimum wage.

Most respondents wanted more affordable housing available to improve their housing situations.


Story of 50 Turk

Since late 2011 Peer Organizers from the SRO Families United Collaborative in close collaboration with the Department of Building Inspection (DBI) have been working directly with families living in the Winston Arms Hotel, located at 50 Turk Street in San Francisco’s Tenderloin neighborhood.

The conditions in this building were unsafe, the hotel had no operable emergency exit doors; there were gas leaks, the main staircase was unsafe and poorly lit and in spite of the fact that the building is home to both pregnant women and disabled residents, the elevator was often out of service, later we were informed by hotel staff that the elevator was not broken at all, but was for the exclusive use of the owner, his staff and their families. We also found rodents, cockroaches and bed bugs throughout the building. In the bathrooms we found mold, little or no ventilation and water leaks. The carpets were very old and dirty.

We organized the families to defend their rights and worked closely with various city agencies including the Department of Building Inspection (DBI), the Department of Public Health (DPH) and Pacific Gas & Electric (PG&E) to correct the living conditions at the building.

We documented every single violation, we also provided advocacy and trainings on tenants rights with the assistance of organizations such as Homeless Advocacy Project (HAP), Central City SRO Collaborative, Housing Rights Committee (HRC), Eviction Defense Collaborative (EDC), and the Coalition on Homelessness (COH). From 2012 to 2014 we won six of the seven hearings that were submitted to the San Francisco Rent Board.

Through the investigations of city agencies and the follow-up efforts of the SRO Families United Collaborative during the past three years, the owner of the hotel was requested to attend a Directors Hearing at DBI, residents of the hotel were able to express their problems and present evidence that corroborated the lack of proper response by the building’s owner in handling residents’ concerns to ensure a safe and healthy housing environment.

As a result of our efforts most of the code violations we identified have been resolved. We are well aware that the campaign we conducted in 50 Turk is just the beginning of a journey, because ultimately, the children living in these residential hotels are the future of our city.
2 Emery Lane, San Francisco, CA | SRO Building in Chinatown
Story of 2 Emery Lane

2 Emery Lane is a 32 unit SRO building. It is home to 8 of our SRO families. Many of the tenants are low-income, seniors and people with disabilities, and families with young children. After the building was bought by an investment group for $2.72 million, many tenants in the building began facing harassment and intimidation by their new landlord. Alleged breaches included not allowing tenants in the building to do laundry and hang their clothes or using computers in their units. Some tenants also received wrongful rent increases and other breaches. At the same time, maintenance and sanitation were not attended to despite tenants’ making requests to property management.

2 Emery tenants rallied together to fight alleged breaches and eviction notices that were served to over two third of tenants in the building. With the support of Chinatown CDC, the North Beach Tenants Committee, and the Community Tenants Association, the tenants held a rally on March 26, 2015 to protest the eviction notices and harassment received from their property managers and the landlord.

After the protest and the intervention of Mayor Lee, the owner rescinded the notices and withdrew from court proceedings against one of the tenants. This is a significant victory in their fight for tenant rights. Their action also brings Chinatown and other communities together to work on housing issues faced by low-income SRO tenants in our City, and subsequently, prompted the passage of the Tenant Protection 2.0 legislation.
LINDA’S STORY

Sharing my story is an honor; I am a survivor of sexual abuse and domestic violence, I had to immigrate to the United States, leaving my two children ages four and seven years old with my parents in a place with no water, electricity or transportation. Being away from my children was not easy but the trip from El Salvador to the U.S. was even harder, the trip seriously impacted my physical and mental health. I walked for over a month, I slept in the mountains, risking my life just to get a better life. Thank God on May 10, 2007, at 11:00 pm I arrived safely to the U.S. My sister hosted me for a while but after a few weeks told me that I had to find my own place, that is when I found out that there were many homeless people living in this city, many families without a roof on top of their heads where to live safely with their children; I became one of them for seven long years with my two children living in the streets, shelters, living doubled up in a house with 6 other families paying $600 for one small room and eventually in an SRO hotel in the Mission where we lived in very adverse conditions, being abused by staff and hotel managers – needless to say, all these experiences marked us for life.

As parents, we all want our children to have a safe and decent place to call home, but due to lack of sufficient income many of us cannot afford to rent an apartment; we have to live in sub par conditions paying as much as $900 per room, sharing kitchen and bathroom with many other tenants. Without much privacy at all or an appropriate place for a child to play, do homework or even take a shower in the morning.

Our children are the future of the country, I ask the decision makers in this city to open their hearts and provide funding for affordable housing. I still suffer from post traumatic stress disorder, I have been in treatment for years now with the only hope that one day I have a stable place to live with my children, to have a table so they can sit and quietly eat their meals, to have a bed where they can rest and the following day happily go to school, my dream is to one day see my kids sitting in a chair in San Francisco’s City Hall serving their country.
The families who have been hardest hit by San Francisco’s affordable housing crisis are largely working, immigrant families from communities of color. The vast majority are not informed of and lack access to services. The census and interviews made clear that the lives of these families have been significantly impacted by their lack of appropriate kitchen and bathroom facilities, living in cramped, unsanitary, unstable, and unsafe environments, not having space for children to play or study or for parents’ privacy, and multiple health problems caused by living in SROs. Families identified that the lack of affordable housing options and insufficient income are the largest barriers to moving into more appropriate housing.

**Conclusion**

“I am tired of having to fight for a stove every day just so I can cook a meal for my family. I hope someday I can have my own kitchen so I don’t have to rush and make delicious food for my children.”

- Jiaying H. 46-year-old Chinese woman living with her three children in a SRO unit in San Francisco’s Chinatown
JIN’S STORY

Five years ago, Jin, usually a healthy teenager, was taken from his high school to the emergency room due to heart failure. Weeks later, when he was released from the hospital, his family faced a dire situation, Jin needed a heart transplant and the doctor was hesitant to provide the heart support equipment needed for fear that the electrical wiring in the family’s SRO unit would short circuit. In addition, the room was very cramped and not suited to fit the medical equipment.

Jin’s condition worsened and he was re-admitted to the hospital. He needed a heart transplant; a very complicated and expensive medical procedure. Luckily, with the support of the community, they raised the necessary funds for the procedure. A year later, Jin underwent a successful heart transplant. It all happened at the time when the SRO Families United Collaborative had the rare opportunity to access a subsidy through the Local Operating Subsidy Program (LOSP) to place Jin’s family into an affordable housing unit. Jin’s family was ecstatic to finally have a home where Jin was able to rest properly and fully recover from his heart transplant.
Families in SROs need access to decent, affordable housing. For years now, too many parents and their children have been forced to live with dangerous and debilitating environments on an everyday basis. Not only do they need services to address immediate problems, they also need to be empowered to advocate for their rights and to develop long-term solutions.

The SRO Families United Collaborative suggests the implementation of the following recommendations to address the crucial needs of San Francisco’s vastly underserved families living in residential hotels:

**Housing:**

1. **Ensure Eligibility for SRO Families**
   
The city should include families residing in SRO hotels as eligible for all city-funded housing targeting homeless people. Often times, families in SROs are either excluded or included in very minimal numbers.

2. **Set Aside Housing Targeting the SRO Family Population**
   
   Our report found that families living in SROs have experienced a disparate lack of access to the city’s affordable housing. Either the units were set-aside for other populations, or the requisite AMI was too low for most families in residential hotels. We recommend that the City sets aside affordable housing for Area Median Incomes 20% – 30% AMI and 30% -50% AMI specifically for families residing in SROs.

3. **Ensure Preference for Families Residing in Residential Hotels for Public Housing**
   
   This past year, the San Francisco Housing Authority (SFHA) instituted a preference for families residing in SROs along with all homeless families. Very few families living in shelters, nor in SROs ended up with that housing given the difficulty of verifying homeless status. The SFHA is considering changing in its annual plan the preference so that the top preference goes to those families residing in shelter referred by the Human Services Agency. This would exclude families residing in residential hotels. We recommend that the SFHA also accepts referrals from Department of Building Inspection (DBI) who manages and funds the SRO Families United Collaborative.

4. **Increase Affordable Housing LOSP Subsidies within the Communities Where SRO Families Currently Reside**
   
   Low-Income Operating Subsidy Program subsidies (LOSPs) have been used in non-profit housing for a number of years to allow extremely low-income people to move into buildings with affordable rents. They are typically attached to newly constructed units. The Coalition on Homelessness “Roadmap” is calling for an increase of 375 of such units through 2020, and of those we are recommending that 277 be set-aside for families residing in SROs. HSA should recognize the barriers specific to SRO families, and develop new set of “barriers to housing” in the LOSP application in order to ensure a pathway out of residential hotels.
5. Place Homeless Households Residing in SRO’s in Turnover Non-Profit Housing
When units become vacant in non-profit housing developments, it is an excellent opportunity to place homeless households in those units. The providers who are willing to participate in the program can estimate the number of units that could be used for this purpose and estimate the funding that would be needed to make this a reality. This is an inexpensive way to house families, as the provider would only need to receive the difference between what the resident could afford and the unit rent in subsidy funding from the City.

Part of the solution is to create a new way of using the subsidies program: upon vacancy, housing developer volunteered units in existing affordable housing developments would be designated as homeless units, and would receive the difference between what the resident could afford and the unit rent as subsidy funding from the City. There are 31 of such units that have identified, and we recommend 10 of them be set-aside for families residing in residential hotels next year. In future years, a clear pathway from residential hotels into non-profit housing should be identified for those units where families have appropriate income levels.

6. Move Homeless Households into Vacant SFHA Units
According the San Francisco Housing Authority, there is an average of six units per month in their portfolio turnover. Currently the SFHA has a preference for homelessness in their application process, whereby homeless households get priority for vacant SFHA units. Since September, the SFHA has used funding from the Mayor’s office to fix up vacant units, and has moved over 120 homeless households into them. However, after this year, the SFHA will no longer be filling vacant units, as they hold units for relocation of rehabilitation of buildings. We recommend whenever possible, without holding up construction, that units be turned over to homeless households.

7. Fund Need Based Subsidies
The current subsidy programs have been effective for a sliver of the population – those who require only temporary help until they can cover market rent on their own after a period of time. However, for families in residential hotels, they need at least a five-year subsidy, and preferably a long-term need based subsidy to make risking the small stability they currently have worth moving into dignified housing. Families in residential hotels face additional barriers such as immigration status, limited English speaking capacity, and inability to move outside of San Francisco that make them perfect candidates for a need-based subsidy. Last year we created a new pilot subsidy program that recognizes this need and fills a gap in our system. The program would house families in San Francisco in private market housing at the bottom 20% of the rental market, and the City would subsidize their rent while their income requires it. We are proposing a further expansion next year, to create housing for an additional 80 households in 2016, of which a portion should be for families currently residing in residential hotels.

8. Halt the Conversion of SROs into Student Housing and Co-ops
We are seeing landlords modifying their SRO units to cater more to the tech industry who would turn the buildings into a high-end co-op model. In addition, the Academy of Art Institute is buying SRO buildings to cater to their student population whom they charge over $2000 for rent. We recommend legislation that halts the conversion of SROs into student housing and co-ops, thus protecting and preserving SRO buildings for low-income households.

9. Keep San Francisco’s Families Housed During San Francisco’s On-going Eviction Epidemic
Employment:

1. Strengthen Labor Laws
The City should continue to strengthen enforcement and education around labor laws. This includes ensuring the Office of Labor Standards Enforcement (OLSE) has adequate tools, resources and multilingual staffing, as well as strong community partnerships to reach the most impacted workers.

2. Expand Employment Training
The City should expand funding for existing employment training and placement programs that are culturally and linguistically competent, recognizing the unique barriers faced by immigrant workers, heads of households, formerly incarcerated people and others facing barriers to employment. They should provide sufficient wraparound services to support participants in accessing and sustaining stable, living wage employment in unionized industries, including paid trainings with paid childcare.

3. Invest in blue-collar job creation
The City should invest in economic and workforce development in order to generate and support the growth of stable, full-time, living-wage employment opportunities appropriate for limited English speaking blue-collar workforce, which would directly address the income crisis faced by 90% of the families who are employed but cannot move out of the SROs due to income restrictions.

4. Stabilize Small Businesses
The City should take actions to stabilize small businesses ability to survive, and include parameters on labor conditions.

5. Target City Jobs for Limited English Speakers
Target City jobs for limited English speakers and identify creative ways for SRO families to overcome language barriers to jobs. These include hiring bilingual supervisors to work with monolingual workers; provide training on vocational English; for maintenance jobs, allow limited English speakers to answer problem-solving questions in native language. SRO families are often kept at low/below minimum wage jobs due to their lack of English skills and job/training opportunities.

6. Provide Job Training Opportunities with Stipends
Enhance vocational services for parents living in residential hotels and their children. Schedule vocational education classes. Find suitable employment opportunities that offer salaries to afford safe and decent housing.
“I feel sorry for my children because they don’t have any space to play and study. They are forced to spend most of their time on the bed when they are at home. So I try to make them join community activities so they don’t have to be trapped in a tiny room.”

- Veronica H. 40-year-old Filipina single mother living with her two children in a SRO unit in San Francisco’s South of Market neighborhood
Education:

1. Better Tracking Through Schools
There are 499 children in grades K-12 in Chinatown alone. The San Francisco Unified School District (SFUSD) reports they have 294 homeless students living in residential hotels, a very low figure. The San Francisco Unified School District should reach out to families to ensure that those living in residential hotels are not only counted but offered services through the school district for which they are entitled.

2. Provide Funding for a Beacon Center in Chinatown
Families reported that having no place to go after taking their children from school, their children would have to be confined to the cramped SRO rooms. In Chinatown, where there are 443 families with minor children living in SROs, the lack of services and safe play space is especially acute. Provide funding for a Beacon Center in Chinatown, specifically targeting high needs SROs, homeless and public housing families. Currently, Chinatown is under the Tel Hi Beacon Center, however neither the hours of operation nor space accommodate the needs of these families. A new Beacon Center would have space to hire staff; and we recommend that the operation schedule change to accommodate needed after school hours from 3 pm to 9 pm. In addition, the program needs a family focus approach that is customized for the entire SRO family. Currently, beacon centers focused on children and youth programs, and in this new concept we would be able to have childcare, tutoring, job training and the center would service as a family hub.

3. Secure Promise Neighborhood Designation for Chinatown
A Secure Promise Neighborhood Designation for Chinatown would focus Federal assistance on projects that are designed to create a comprehensive continuum of solutions, including education programs and family and community supports, with great schools at the center. The continuum of solutions must be designed to significantly improve the educational and developmental outcomes of children and youth, from birth through college. This designation would ensure a continuum of solutions, and have the capacity to achieve results.

4. Better Use of Community Space
Identify and better utilize community spaces for use after work hours; and connect SRO families to the Presidio with shuttle service.

5. Create Free Rec and Park Card
Create programs for high need service areas targeting low income neighborhoods, with priority given to public housing, SROs and homeless families should receive membership free cards for Park & Rec programs (i.e., zoo admissions, summer camps, swimming pools, lessons, etc.) This should simplify the fee waiver applications for SROs and homeless families in order to access its programs. We recommend the card system due to language barriers and lack of access to the Internet; many families have no access to the current online process for Park & Rec’s application for low-income families.
6. Provide Free Transportation
Provide free transportation to enjoy parks and recreation areas outside of San Francisco through bringing back Park and Rec’s bus program targeting SRO and homeless families. This defunded bus program served very low-income neighborhoods and was a huge success until it stopped serving all neighborhoods and restricted bus usage to 4 hours, once a year per 501c3 organization, and then finally closed down.

7. Develop Childcare Respite Program
Develop childcare respite program for SRO parents where parents can “drop off” children at childcare programs, relieving parents for a couple hours. SRO families often work part time jobs to make ends meet. Parents, especially single mothers, often have their hands full and are not able to find time for themselves.

8. Provide Culturally Diverse Staffing
Provide culturally diverse staffing and competency in homeless services. Limited and non-English speaking SRO and homeless families are less likely to seek and find help for their multiple needs.
Building Improvements, Tenant Empowerment and Civic Engagement:

1. Provide More Outreach and Housing Counseling Services
The majority of SRO families are living in aging buildings needing repairs and problematic wiring systems that are often overloaded. In addition, SRO families are bearing the threat of eviction and gentrification.

2. Mandate Buildings to Allow Access to Peer Organizers
As the Department of Building Inspection (DBI) cannot issue the SRO United Families Collaborative badges to access SRO hotels, we have faced many challenges gaining access into these hotels to inform families about the different services our Collaborative provides. Though, we try to build relationship with the front desk staff of these SRO buildings, we still experience limited access to them. The City Attorney must mandate that buildings allow access to our Peer Organizers, either through legislation or by any other means available to them.

3. Promote Civic Engagement Activities
Given the current political turmoil around housing in San Francisco, it is essential to have families involved in the political process to ensure that their voices are heard and their needs are met through the implementation of City policies that ensure access to affordable housing. Providing families with information and facilitating opportunities for involvement would support political leaders in making decisions with a better picture of what is happening in the community.

Families should be informed about how existing policies and upcoming legislations may affect them. It is essential to bring the community together when addressing challenges that directly impact their daily lives and figuring out solutions collectively.

Developing the capacity for having more families informed and involved in civic engagement will increase the effectiveness of policies and action plans to address housing. It will also promote the early engagement of youth in the civic process broadening their vision on how they fit into society and in the decision making process in their city.
“Our unit is so small that our daughter has no room to play but stay on the bed. Our daughter got bit by something and got swollen. The bathrooms and showers are always dirty and have no lock.”

- Leslie A. 37-year-old Filipina woman living with her husband and daughter in a SRO unit in San Francisco’s South of Market neighborhood
Eviction Prevention through Legal Aid:

1. Increase Access to Eviction Prevention Counseling Services

Evictions have a destructive impact on the lives of families in San Francisco. They destabilize entire households and neighborhoods, leaving many children homeless and vulnerable to different types of victimization in the streets and shelters. Many of the families we see living in the streets or shelters are there as a direct result of evictions and lack of affordable housing in our city.

2. Increase Access to Eviction Prevention Legal Services

We have observed an increasing number of families seeking support to fight evictions, and even though housing counselors can support with notices of termination or to quit, many tenants receive illegal unlawful detainers (UDs), which require immediate legal response.

Families in SROs need access to decent and affordable housing. For years now, too many parents and their children have been forced to deal with dangerous and debilitating environments in their everyday lives. Not only do they need services to address immediate problems, they also need to be empowered to advocate for their rights and develop long-term solutions to their problems.

It is time to listen to the voices of these families, and make their needs a priority.

We acknowledge the efforts of the San Francisco Board of Supervisors for funding 75 affordable rental homes for very-low and low income families including 37 units for homeless households at the Broadway Sansome Apartments, a low income housing site located at 255 Broadway Street operated by Chinatown CDC. Rents are assessed at 30% of gross income through Local Operating Subsidy Program subsidies (LOSPs) that have been used in non-profit housing for a number of years to allow extremely low-income people affordable rents by covering building operating expenses. These subsidies are typically attached to newly constructed units. In this report we are calling for additional LOSP’s units to be set aside for homeless families.”
ER’S STORY

Er was a college student who shared a tiny SRO room with her single mother and her younger brother. She was doing well in college until she started feeling weaker and weaker and found herself losing muscle strength. She was diagnosed with muscular dystrophy. After a while, she had difficulty swallowing her food, lost mobility and was confined to a wheelchair. Managing the wheelchair to the shared toilet on her floor was quite a challenge. Using a commode at home was not an easy task, while having to share a tiny unit with no privacy with her teenager brother and her mother. Getting downstairs from the third floor for her doctor’s appointments was perhaps a bigger challenge. Er’s mother who is monolingual had to navigate through a complicated system to in order get her adequate medical care.

Er’s mother had to quit her seamstress job to take care of her. The family had been on the SFHA’s Public Housing wait list for several years, not being able to move out of the SRO unit, the only option for the family was to move to a shelter. Eventually, the San Francisco Housing Authority was able to provide a one-bedroom apartment in Sunnydale Housing Development. At last, Er’s family could have a place to call home. Now Er and her brother are in City College while the family is waiting for a transfer to a larger unit.
## SRO Families Survey

**Surveyor:** ___________  **DATE:** __MM/DD/2014

Disclaimer: The information collected in this survey will be used for statistical purposes only. Your response to these questions is voluntary. All the information will be kept completely confidential.

<table>
<thead>
<tr>
<th>Head of household (First, Last)</th>
<th>Telephone</th>
<th>Email</th>
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<tr>
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<table>
<thead>
<tr>
<th>Consumer</th>
<th>Age</th>
<th>English level</th>
<th>Are you registered to vote?</th>
<th>If not, would you be interested to vote?</th>
<th>Country of origin</th>
<th>If not from the US, how many years have you been here?</th>
<th>Relation with the head of household</th>
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<table>
<thead>
<tr>
<th>Head of household</th>
<th>Name of household (or applicable)</th>
<th>Address</th>
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<table>
<thead>
<tr>
<th>How many units does your family rent in this hotel?</th>
<th>What is the size of your unit? (Width x Length)</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>#1 <code>ft</code> x <code>ft</code>; #2 <code>ft</code> x <code>ft</code></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What are the facilities in your unit(s)? (check all that apply)</th>
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<tbody>
<tr>
<td>≡ Sink</td>
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<tr>
<td>≡ Toilet inside unit</td>
</tr>
<tr>
<td>≡ Two-unit shared toilet</td>
</tr>
<tr>
<td>≡ Build-in light</td>
</tr>
<tr>
<td>≡ Landlord provided refrigerator</td>
</tr>
<tr>
<td>≡ Other: ___________</td>
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</tbody>
</table>

Have you received services or information by the SRO Families United Collaborative?
(Chinatown Community Development Center / Chinese Progressive Association / Coalition on Homelessness / Dolores Street Community Services / South Of Market Community Action Network)

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<th>Yes</th>
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<th>No, why not?</th>
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<td>___________</td>
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Languages spoken at home (check all that apply)

<table>
<thead>
<tr>
<th>Cantonese</th>
<th>English</th>
<th>Mandarin</th>
<th>Spanish</th>
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<th>Tagalog</th>
<th>Tausaese</th>
<th>Vietnamese</th>
<th>Other:</th>
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<td>☐</td>
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Do you have children under 18 year of age who are currently not living with you?

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<th>No</th>
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<tr>
<th>Yes, where are they?(check all that apply)</th>
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<tbody>
<tr>
<td>☐ Outside of the U.S.</td>
</tr>
<tr>
<td>☐ With relatives/friends</td>
</tr>
<tr>
<td>☐ College/Boarding school</td>
</tr>
<tr>
<td>☐ Other: ___________</td>
</tr>
</tbody>
</table>
## Employment Information

(Please fill 1, 2 or 3. ‘1’ indicates ‘Full time’, ‘2’ indicates ‘Part time’, ‘3’ indicates ‘On call’)

<table>
<thead>
<tr>
<th>Construction</th>
<th>Head of household</th>
<th>Other working adult #1</th>
<th>Other working adult #2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child care</td>
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<tr>
<td>Retail</td>
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<tr>
<td>Housekeeping</td>
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<td>Janitorial</td>
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<td>Restaurant</td>
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<tr>
<td>Sales</td>
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<tr>
<td>Sewing</td>
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<tr>
<td>Other:</td>
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</tbody>
</table>

## Household Income Source

(check all that apply)

- [ ] Salaries (including overtime wages / tips / allowance / cash)
- [ ] Self-employment
- [ ] Allowance
- [ ] Pension/Retirement benefits
- [ ] Public assistance / General Assistance (GA) / TANF / Cal-WORKs
- [ ] SSDI / SSI
- [ ] Alimony / Child support
- [ ] Veterans benefits
- [ ] Stock dividends / Property income
- [ ] Other: ______________

## Family Size

<table>
<thead>
<tr>
<th>Monthly Household Gross Income</th>
</tr>
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<tbody>
<tr>
<td>Under $1937.5</td>
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<tr>
<td>Under $2216.7</td>
</tr>
<tr>
<td>Under $2491.7</td>
</tr>
<tr>
<td>Under $2766.7</td>
</tr>
<tr>
<td>Under $2991.7</td>
</tr>
<tr>
<td>Under $3208.3</td>
</tr>
<tr>
<td>Under $3433.3</td>
</tr>
<tr>
<td>Under $3654.2</td>
</tr>
</tbody>
</table>

## Monthly Rent

- [ ] $__________

Is water included in the rent?  [ ] Yes  [ ] No, it is $__________;

Is PG&E included in the rent?  [ ] Yes  [ ] No, it is $__________;

Have you lived in your unit longer than 28 days?  [ ] No  [ ] Yes, for _____ years.

Are you currently at risk of losing your unit?  [ ] No  [ ] Yes, why? (check all that apply)

- [ ] Non-payment of rent
- [ ] Landlord harassment
- [ ] Disrupting behavior
- [ ] Don’t have a lease / Tenant rights
- [ ] Illegal unit
- [ ] Other: ______________
A: Census Forms - English

**Are you currently on a waiting list for housing?**
- [ ] No
- [ ] Yes, for ___ years.

**Are you able to move out of SF if there's affordable housing offered elsewhere?**
- [ ] No
- [ ] Yes. What are the challenges? (check all that apply)
  - Lack of social support outside of SF
  - Lack of public transportation outside of SF
  - Lack of language/cultural competent services outside of SF
  - Lack of community services outside of SF
  - Safety concerns
  - Move-in costs
  - Other: ___________

**Where have you stayed during the last 2 years? (check all that apply)**
- [ ] In this unit
- [ ] Hotel/Motel
- [ ] With friends or relatives
- [ ] Streets, parks, cars or abandoned buildings
- [ ] Transitional housing facility
- [ ] Alcohol or drug treatment facility
- [ ] Jail
- [ ] Own house/Apartment
- [ ] Outside of the U.S.
- [ ] Other SRO hotel
- [ ] Emergency shelter
- [ ] Psychiatric facility
- [ ] Hospital
- [ ] Other: ___________

**What is holding you back from moving into a better housing situation? (check all that apply)**
- [ ] Insufficient income
- [ ] Lack of affordable housing
- [ ] Move-in costs
- [ ] Eviction history
- [ ] Credit problems
- [ ] Other: ___________

**Has living in this unit worsened the health of anyone in the family?**
- [ ] No
- [ ] Yes. How so (for example, asthma)? ___________

**Do you have health insurance?**
- [ ] No
- [ ] Yes. Who is the provider? ___________

**Do you or any family members have a disability or a chronic disease?**
- [ ] No
- [ ] Yes. What is the type of disability of chronic disease? (check all that apply)
  - Hearing
  - Visual
  - Mobility
  - Asthma/Respiratory
  - Diabetes
  - Other: ___________

<table>
<thead>
<tr>
<th>Service</th>
<th>Are you currently accessing the service?</th>
<th>If not, what service would you like to access?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leadership training</td>
<td>[ ] Yes [ ] No</td>
<td>[ ] Yes [ ] No</td>
</tr>
<tr>
<td>Job skills training</td>
<td>[ ] Yes [ ] No</td>
<td>[ ] Yes [ ] No</td>
</tr>
<tr>
<td>Employment assistance</td>
<td>[ ] Yes [ ] No</td>
<td>[ ] Yes [ ] No</td>
</tr>
<tr>
<td>Language training</td>
<td>[ ] Yes [ ] No</td>
<td>[ ] Yes [ ] No</td>
</tr>
<tr>
<td>Assistance for filling out forms</td>
<td>[ ] Yes [ ] No</td>
<td>[ ] Yes [ ] No</td>
</tr>
<tr>
<td>Recreational activities</td>
<td>[ ] Yes [ ] No</td>
<td>[ ] Yes [ ] No</td>
</tr>
<tr>
<td>Housing counseling</td>
<td>[ ] Yes [ ] No</td>
<td>[ ] Yes [ ] No</td>
</tr>
<tr>
<td>Are you currently accessing the service?</td>
<td>If not, would you like to access to the? (check all that apply)</td>
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<tr>
<td>Fire prevention / Disaster preparation workshops</td>
<td>Yes</td>
<td>No</td>
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<tr>
<td>Translation services</td>
<td>Yes</td>
<td>No</td>
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<tr>
<td>Childcare services</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Legal services</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Psychiatric services</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Domestic abuse counseling</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Marriage / Couple counseling</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Substance / Alcohol abuse counseling</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Gambling addicition counseling</td>
<td>Yes</td>
<td>No</td>
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Other (please specify)

Rate your main concerns:
Instructions: '0' indicates no problem; '1' indicates that you seldom experience this problem; '2' indicates that you often experience this problem; '3' indicates that you need help addressing this problem.

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<th>D</th>
<th>1</th>
<th>2</th>
<th>3</th>
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<tbody>
<tr>
<td>Water (no stable supply, etc.)</td>
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<tr>
<td>Electricity (no stable supply, etc.)</td>
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<tr>
<td>Lack of food / Poor nutrition, etc.</td>
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<tr>
<td>Lack of employment (difficult to get a job, lack of job skills, not earning minimum wage, etc.)</td>
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<tr>
<td>Poor building conditions (no access to kitchen, poor condition of kitchen, etc.)</td>
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<tr>
<td>Unhealthy housing (lack of window, etc.)</td>
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<tr>
<td>Safety</td>
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<tr>
<td>Lack of space for children to thrive</td>
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<tr>
<td>Other (please specify and rate):</td>
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What is the hardest hardship that you face living here with your children?

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Do you have any other comments, questions, or suggestions on how to improve your housing situation?

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# 调查表

调查人：

调查日期：__月__日__年

说明：本调查旨在了解您家庭情况，收集的资料仅作统计用途，不会影响您的任何申报或福利申请。您的隐私将充分保密。如果某些问题您不想回答，您可以填写“R”。

<table>
<thead>
<tr>
<th>户主</th>
<th>电话</th>
<th>电子邮箱</th>
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<thead>
<tr>
<th>身份</th>
<th>性别</th>
<th>年龄</th>
<th>英文水平</th>
<th>是否登记为选民？</th>
<th>如否，是否有兴趣成为选民？</th>
<th>来自哪个国家？</th>
<th>若来自美国以外，在美国几年？</th>
<th>与户主的关系</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>不懂</td>
<td>一般</td>
<td>流利</td>
<td>是否</td>
<td>是否</td>
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<table>
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<tr>
<th>户主</th>
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散房名（如有）：

散房地址：

家庭租住单位数：

<table>
<thead>
<tr>
<th>单位面积：</th>
<th>#1 __ 尺×__ 尺</th>
<th>#2 (如有) __ 尺×__ 尺</th>
</tr>
</thead>
</table>

单位内设施：

- □ 洗手盆
- □ 单位内厕所
- □ 两单位共用厕所
- □ 楼梯
- □ 业主提供雪柜
- □ 其他：

是否收到过住房或服务？（华协中心/华人进步会/关注无家可归联盟/南凯行动联会/多罗丽丝社区服务中心）

- □ 是
- □ 否，为什么？

在家惯用语言（请勾选所有符合的情况）

- □ 广东话
- □ 英语
- □ 普通话
- □ 西班牙语
- □ 菲律宾语
- □ 台山话
- □ 越南语
- □ 其他：

是否有其他不和您一同在这个散房居住的孩子（小于18岁）？

- □ 无
- □ 有，他们在哪？（请勾选所有符合的情况）

- □ 不在美国
- □ 在朋友/亲戚处
- □ 在大学或其他学校
- □ 其他：
### 职业情况（请勾选所有符合的情况，若是“其他”，请写明再打勾）

<table>
<thead>
<tr>
<th></th>
<th>建筑</th>
<th>照顾</th>
<th>酒店</th>
<th>家居</th>
<th>护理</th>
<th>餐馆</th>
<th>售货</th>
<th>照顾老人</th>
<th>自己</th>
<th>生意</th>
<th>无业</th>
<th>其他：__________</th>
</tr>
</thead>
<tbody>
<tr>
<td>户主</td>
<td></td>
<td></td>
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<td></td>
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<td></td>
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<tr>
<td>其他成员</td>
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<td>其他成员</td>
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</tr>
</tbody>
</table>

### 家庭收入来源（请勾选所有符合的情况）

- □ 工作薪金（包括超时工资/小费/现金报酬）
- □ 自己生意
- □ 各类津贴
- □ 退休金/退休福利/养老金
- □ 公共援助，公助金(General Assistance)，贫穷家庭临时补助(TANF)，Cal-WORKs
- □ 社会安全金/补助金(SSI)，或安全局任何其他付款
- □ 赈养费
- □ 退伍军人福利/军人收入
- □ 股票红利/出租楼宇等收入
- □ 其他收入，请说明：

### 人数

<table>
<thead>
<tr>
<th>人数</th>
<th>家庭每月总收入（税前）</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>□ $1937.5 以下  □ $3229.2 以下  □ $5170.8 以下  □ $5170.8 或以上</td>
</tr>
<tr>
<td>2</td>
<td>□ $2216.7 以下  □ $3691.7 以下  □ $5908.3 以下  □ $5908.3 或以上</td>
</tr>
<tr>
<td>3</td>
<td>□ $2491.7 以下  □ $4154.2 以下  □ $6645.8 以下  □ $6645.8 或以上</td>
</tr>
<tr>
<td>4</td>
<td>□ $2766.7 以下  □ $4612.5 以下  □ $7383.3 以下  □ $7383.3 或以上</td>
</tr>
<tr>
<td>5</td>
<td>□ $2991.7 以下  □ $4983.3 以下  □ $7975 以下    □ $7975 或以上</td>
</tr>
<tr>
<td>6</td>
<td>□ $3208.3 以下  □ $5354.2 以下  □ $8566.7 以下  □ $8566.7 或以上</td>
</tr>
<tr>
<td>7</td>
<td>□ $3433.3 以下  □ $5720.8 以下  □ $9158.3 以下  □ $9158.3 或以上</td>
</tr>
<tr>
<td>8</td>
<td>□ $3654.2 以下  □ $6091.7 以下  □ $9750 以下    □ $9750 或以上</td>
</tr>
</tbody>
</table>

### 租房每月支出：$__________

### 食物每月支出：$__________

### 您是否在您单位中居住超过 28 天？
- □ 否
- □ 是，已居住 ___ 年。

### 您目前是否面临失去这个住处的危险？
- □ 否
- □ 是，请勾选所有符合的原因
  - □ 没有继承
  - □ 没有租赁权
  - □ 非法建筑
  - □ 骚扰或伤害他人
  - □ 业主骚扰
  - □ 其他：__________
您当前是否处在房屋申请等候名单中？
- 否
- 是，已等候____年。

如果三藩市之外有可负担房屋供应，您是否会搬出三藩市？
- 是
- 否，请勾选所有符合的原因
  - 三藩市之外缺乏朋友/亲戚支持
  - 三藩市之外缺乏良好的公共交通系统
  - 三藩市之外缺乏语言文化服务
  - 三藩市之外缺乏良好的社区服务
  - 三藩市之外存在安全问题
  - 搬迁费用
  - 其他：________

在过去2年中，您在什么地方居住过？
- 现在的住处
- 美国之外
- 街头/公园/车/废弃建筑物
- 精神病院
- 监狱
- 其他：________

阻碍您搬到更好的居住环境的主要困难是什么？（请勾选所有符合的情况）
- 收入不足
- 缺乏可负担房源
- 搬迁费用
- 信用问题
- 其他：________

当前的居住情况是否使您或家人的健康恶化？
- 否
- 是，请说明：________

您有没有医疗保险？
- 无
- 有，请说明：________

您的家庭成员是否残疾或患慢性病？
- 否
- 是，请勾选所有符合的情况
  - 听觉
  - 视觉
  - 行动
  - 糖尿病
  - 呼吸
  - 其他：________

<table>
<thead>
<tr>
<th>服务内容</th>
<th>您现在是否享受到该项服务？</th>
<th>如果你现在没有享受到，你是否希望能够享受到该项服务？</th>
</tr>
</thead>
<tbody>
<tr>
<td>领袖训练</td>
<td>是 □ 否 □</td>
<td>是 □ 否 □</td>
</tr>
<tr>
<td>工作技能培训</td>
<td>是 □ 否 □</td>
<td>是 □ 否 □</td>
</tr>
<tr>
<td>就业协助</td>
<td>是 □ 否 □</td>
<td>是 □ 否 □</td>
</tr>
<tr>
<td>语言培训</td>
<td>是 □ 否 □</td>
<td>是 □ 否 □</td>
</tr>
<tr>
<td>表格填写协助</td>
<td>是 □ 否 □</td>
<td>是 □ 否 □</td>
</tr>
<tr>
<td>娱乐活动</td>
<td>是 □ 否 □</td>
<td>是 □ 否 □</td>
</tr>
<tr>
<td>房屋服务</td>
<td>是 □ 否 □</td>
<td>是 □ 否 □</td>
</tr>
<tr>
<td>服务内容</td>
<td>您现在是否享受到该项服务？</td>
<td>如果你现在没有享受到，你是否希望能够享受到该项服务？</td>
</tr>
<tr>
<td>---------------</td>
<td>-----------------------------</td>
<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td>防火防灾讲座</td>
<td>□ 是 □ 否</td>
<td>□ 是 □ 否</td>
</tr>
<tr>
<td>翻译服务</td>
<td>□ 是 □ 否</td>
<td>□ 是 □ 否</td>
</tr>
<tr>
<td>托儿服务</td>
<td>□ 是 □ 否</td>
<td>□ 是 □ 否</td>
</tr>
<tr>
<td>法律服务</td>
<td>□ 是 □ 否</td>
<td>□ 是 □ 否</td>
</tr>
<tr>
<td>心理辅导</td>
<td>□ 是 □ 否</td>
<td>□ 是 □ 否</td>
</tr>
<tr>
<td>家庭暴力辅导</td>
<td>□ 是 □ 否</td>
<td>□ 是 □ 否</td>
</tr>
<tr>
<td>嫖娼辅导</td>
<td>□ 是 □ 否</td>
<td>□ 是 □ 否</td>
</tr>
<tr>
<td>戒毒戒酒辅导</td>
<td>□ 是 □ 否</td>
<td>□ 是 □ 否</td>
</tr>
<tr>
<td>戒赌辅导</td>
<td>□ 是 □ 否</td>
<td>□ 是 □ 否</td>
</tr>
<tr>
<td>其他（请写明）</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

请评估您在生活上遇到的问题。（请在符合的情况下打勾）

<table>
<thead>
<tr>
<th>您的生活问题</th>
<th>没有问题</th>
<th>很少发生</th>
<th>常常发生</th>
<th>急需帮助</th>
</tr>
</thead>
<tbody>
<tr>
<td>用水问题（譬如没有稳定的供应）</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>用电问题（譬如没有稳定的供应）</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>缺乏食物，或者缺乏营养</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>没工作，缺乏职业技能，没拿到最低工资等</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>大修问题（没有厨房，或有厨房但条件很差等）</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>威胁健康的住房（譬如没有窗户）</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>安全问题</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>孩子缺乏活动空间</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>其他（请写明）</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

当前的居住环境给您和孩子造成的最大困难是什么？

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

对于如何改善您的住房条件，您是否有其他意见，问题或建议？

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
ASSESSOR’S OFFICE
To check the legal status of units, building ownership, and other property info. You can also check the year your building was built (and the number of units it has), and thus determine if it’s under rent control. You can find your landlord’s address there, but not her name, as well as info on foreclosures.

CITY HALL
1 Dr. Carlton B. Goodlett Pl., Rm 190, San Francisco, CA 94102
Assessor Division: (415) 554-5596
Hours: 8-5 pm, Monday - Friday

BUILDING INSPECTION (DEPT. OF)
You can call this department to report problems, such as leaks, lack of heat and broken or unsafe stairs as well as electrical and plumbing repairs. An inspector will come to your apartment and write up a notice of violation. If the landlord does not make the repairs, he can be fined and brought to a director’s hearing. NOTE: For illegal units (or if you suspect your unit is illegal) check with us first! Units that are sometimes illegal: Garage, in-law, basement or those with a letter or fraction next to the number (e.g., 39A, 39-1/2).

HOUSING INSPECTION SERVICES DIVISION
1660 Mission Street, 6th Floor, San Francisco, CA 94103
To file a complaint: (415) 558-6220
Hours: 8:00-5pm, Monday - Friday
Inspectors are usually at desks: 8-9 am, and 4-5 pm
http://dbiweb.sfgov.org/dbipts/

EVICTION DEFENSE COLLABORATIVE
Provides legal assistance (at low cost and/or sliding scale) for persons with eviction papers (unlawful detainer), a notice to vacate from the sheriff or a notice to defendants from Superior Court that an unlawful detainer has been filed. If you have a 3-day or 60-day, you can contact us. Once you get the court papers, you must go to Eviction Defense. We cannot help you. It is best NOT to call them. Go to their office. No appointment necessary. Bring all the papers that you have received.

CITY ATTORNEY’S OFFICE
Responsible for enforcing the health and safety code, the housing code, the building code and the fire code against owners of blighted property in San Francisco.

CODE ENFORCEMENT DIVISION
1390 Market Street, 6th Floor, San Francisco, CA 94102
Hotline/voice mail: (415) 554-3977
Hours: 8 - 5pm, Monday - Friday

DISTRICT ATTORNEY’S OFFICE CONSUMER FRAUD UNIT
880 Bryant Street, San Francisco, CA 94103
Information: (415) 553-1752
Hours: 8 - 5pm, Monday - Friday
http://www.sfdistrictattorney.org/
**B: Tenant Rights Guide**

**HEALTH DEPARTMENT**
For complaints about garbage, mold, asbestos, insects, bugs or rodents. An inspector will come to your apartment and write up a report.

**ENVIRONMENTAL HEALTH SECTION**
390 Market Street, Suite 210,
San Francisco, CA 94102
To Report Unsanitary Conditions: (415) 252-3800
Hours: 8:00 - 5:00, Monday - Friday
http://www.sfdph.org/dph/EH/default.asp

**SAN FRANCISCO HOUSING AUTHORITY**
Provides public housing units and Section 8 vouchers to low-income tenants in San Francisco.

1358 Egbert Ave., San Francisco, CA 94129
Information: (415) 715-3254
Hours: 8:00 am - 5:00 pm, Monday - Friday
http://www.sfha.org

**HUMAN RIGHTS COMMISSION**
Investigates and mediates complaints about discrimination in housing, employment and public accommodations. Also enforces the Americans with Disabilities Act (ADA), which mandates that a landlord make reasonable accommodations for disabled persons, such as putting in hand bars in bathtubs and allowing service and companion animals even if a lease says no pets.

25 Van Ness, Suite #800, San Francisco, CA 94102
Information: (415) 252-2500, Fax: (415) 431-5764
Hours: 8 - 5, Monday - Friday
http://www.sf-hrc.org/

**COMMUNITY BOARDS**
1540 Market Suite 490, San Francisco, CA 94110
(415) 920-3820

**LEAD PREVENTION**
Provides a childhood lead prevention program. If you have concerns about your child being exposed to lead in your apartment, call this department.

**CHILDREN’S ENVIRONMENTAL HEALTH PROMOTION**
1390 Market, Suite 230, San Francisco, CA 94102
Information: (415) 252-3800
Hours: 8:00 am - 5:00 pm, Monday - Friday
http://www.sfdph.org/dph/eh/CEHP/Lead/default.asp

**SMALL CLAIMS COURT**
To recover security deposits and for lawsuits $10,000 and under. Also useful for tenants who are not under rent control.

400 McAllister Suite 103, San Francisco, CA 94102
http://www.sfsuperiorcourt.org/divisions/small-claims

**MEDIATION SERVICES**
Free third party mediation for tenants in San Francisco who want to try and resolve disputes between themselves or with a landlord. There are two services that are free. They, of course, require voluntary participation from all parties.

**LEGAL HELP FROM NOLO PRESS**
Tenants in California can obtain legal self-help from the Nolo Press web site. Not specific to San Francisco, but provides general info on state law. If you need specific info on rent control issues, check with the Rent Board or our tenant rights page.

**NOLO PRESS SELF HELP LAW BOOKS PUBLISHERS**
950 Parker Street, Berkeley, CA 94710
Information: (510) 549-1976
http://www.nolo.com/
**B: Tenant Rights Guide**

**RENT BOARD**
For information about tenant’s rights under rent control, to file a petition for illegal eviction, illegal rent increase, etc. Runs a free counseling line daily 8am-4pm

25 Van Ness, Room 320, San Francisco, CA 94102
Information: (415) 252-4602 Fax: (415) 252-4699
Hours: 8 - 5, Monday - Friday
[http://www.sfgov.org/rentboard](http://www.sfgov.org/rentboard)

**PLANNING DEPARTMENT**
Information on planning issues. Useful for protesting new construction in one’s neighborhood. Reviews private development projects and proposed capital improvements projects and other physical projects involving city property.

**SAN FRANCISCO PLANNING DEPARTMENT**
1650 Mission, suite 400,
San Francisco, CA 94103-2414

Information: (415) 558-6378 Fax: (415) 558-6409
Hours: 8am - 5pm, Monday - Friday
Planning Information Center, 1660 Mission, first fl., 558-6377

**SHERIFF’S DEPARTMENT**
Provides information to tenants who are being evicted after losing their court case.

**SHERIFF’S OFFICE EVICTION ASSISTANCE PROJECT**
City Hall, 1 Carlton Goodlett Place, Room 456
San Francisco, CA 94102
Information: (415) 554-7255
Hours: 8 - 5, Monday - Friday

**SUPERIOR COURT**
Unlawful Detainer (eviction) lawsuits and lawsuits over $10,000.

400 McAllister, Suite 103, San Francisco, CA 94102
Recording: (415) 551-4000/
Unlawful Detainer: 551-3762
Hours: 8:00 - 4:30, Monday - Friday
[http://www.sfsuperiorcourt.org/divisions/civil/housing-court](http://www.sfsuperiorcourt.org/divisions/civil/housing-court)

**San Francisco SPCA**
Sample leases, security deposit info, and pet resumes for persuading landlords to be animal-friendly. Some pro-pet housing referrals. If you’re a tenant searching for pet-friendly housing, the SPCA can guide you in creating a resume for your pet. Sample cat and dog resumes available.

2500 16th Street, San Francisco, CA 94103-4213
Information: (415) 554-3000
Hours: 8 - 5, Monday - Friday
**PHUNG’S STORY**

Phung and her family live in a SRO unit on Broadway. The family has been dealing with bedbug problems for 5 years, since they moved into their building. Their two daughters could not sleep well because of the bedbugs, and that has affected their school work. Even with proper abatement, the bedbugs come back soon after. Their adjacent neighbor has serious sanitation problem in his room. Right now, they are bracing themselves for another bedbug treatment. Both Phung and her husband are working – Phung a janitor, her husband a painter. With the ever increasing rent, they need to double their income to move out. Affordable housing might be the only way to move out of the SRO. They keep filling applications for affordable housing when very low income housing becomes available (which are very rare), but like many other very low income families, they are still waiting for their chance.
Peer Organizer (PO)

Job Summary: Work with families with children 18 years of age and younger who live in single room occupancy hotels, to improve living conditions by providing information on services and referrals and through organizing families participation. Monitor building conditions, offer workshops to inform tenants of their rights.

Essential Duties:
- Provide weekly outreach to SRO families in their buildings
- Report on outreach and complete outreach logs each week
- Distribute information to families about community and City resources available
- Inform families in SROs about their rights as tenants
- Make referrals and ensure follow-up when issues and tenant rights violations are reported
- Conduct surveys with families to learn more about their needs and priorities
- Document individual families’ needs and provide the necessary information and follow-up
- Attend weekly meetings with supervisor and project coordinator to report on outreach, problem-solve, and plan upcoming work
- Help plan and carry out neighborhood and citywide events for SRO families
- Participate in trainings on outreach, advocacy, organizing, family resources, and other topics related to the work of SRO Families United
- Work together with program staff and outreach workers from different cultures who speak different languages
- Participate in advocacy and organizing campaigns related to the needs of SRO families

Preference given to application currently living in SRO building with children 18 years of age or younger.

Minimum Qualifications:
- Willingness to do door-to-door outreach and home visits
- Interest in organizing and empowering tenants
AMANDA’S STORY

Amanda and her daughter Desiree are two African American women that live in the Philips Hotel in South of Market. From the time they moved in the hotel’s staff has been most disrespectful to them to the extent of using derogatory racial slurs like: “Listen black nigger bitches, just go back to the jungle in Africa, over here we don’t serve your kind”.

Occurrences like these -terrible, as they are- have become the new normal for Amanda and other tenants in the building. In addition to the harsh conditions of living in an SRO hotel such as lack of a private bathroom or kitchen, lack of privacy, bed bugs, cockroaches and other plagues, the tenants of the Phillips Hotel are forced to live in fear of building managers who intentionally and systematically harass their tenants.

Ever since they moved in this hotel, young Desiree feels anxious and depressed and has been taking medications for these conditions ever since. It has gotten so bad that Amanda doesn’t feel safe letting her daughter, who will be entering fifth grade, use the restroom on her own at night for fear that she might be abused by an adult. Instead, they have to keep a bucket in their room as an alternative.
Google Maps (2015) represents the locations of all the SRO buildings SRO Families
United Collabotraive services in San Francisco
Attachments

E: Map of all Chinatown SROs
Attachments

F: Map of all Mission SROs
Attachments

G: Map of all Tenderloin SROs
Attachments

H: Map of all South of Market SROs
I: Related Articles

1. Aldermen Pass SRO Preservation Law


Aldermen pass SRO preservation law
Emanuel on the passage of the SRO ordinance
Mayor Emanuel discusses helping the homeless after passage of ordinance on single room occupancy units.

By Mary Ellen Podmolik
Chicago Tribune

2. Proposed SRO Preservation Ordinance Lands in City Hall

Wednesday, May 28, 2014


By Curbed Staff
Curbed Chicago

3. SRO Owners Say City’s Attempt to Help Actually Will Hurt

Monday, September 8, 2014

http://chicago.suntimes.com/?p=208872

By Mark Brown
Chicago Sun-Times
Who We Are

The **SRO Families United Collaborative** is a multiracial, multilingual collaboration of five community-based organizations **Chinatown Community Development Center (CCDC)**, **Chinese Progressive Association (CPA)**, **Coalition on Homelessness (COH)**, **Dolores Street Community Services (DSCS)**, **South of Market Community Action Network (SOMCAN)** based in **Chinatown, the Mission, the Tenderloin, and South of Market in San Francisco** that share the common goals of organizing and empowering families living in **Single Room Occupancy (SRO)** hotels to defend their rights, improve conditions in their buildings, ensure access to services, and seek decent and affordable housing.

The **SRO Families United Collaborative** is funded by San Francisco’s Department of Building Inspection (DBI), a City Department committed to serve the City and County of San Francisco and the general public by ensuring that life and property within the City and County are safeguarded, and to provide a public forum for community involvement in that process.

The **SRO Families United Collaborative** works in close collaboration with City and County of San Francisco’s Departments including the Department of Building Inspection (DBI), the San Francisco Housing Authority (SFHA), the Department of Public Health (DPH), the Human Services Agency (HSA), the Mayor’s Office of Housing and Community Development (MOH), the Mayor’s Housing Opportunity Partnerships, and Engagement (HOPE), the San Francisco Unified School District (SFUSD), the San Francisco Board of Supervisors and many other community based organizations to accomplish our mission to defend the rights of families living in SRO hotels, improve conditions in their buildings, ensure access to services, and seek decent and affordable housing.

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Chinatown Community Development Center (CCDC)
The Mission of the Chinatown Community Development Center is to build community and enhance the quality of life for San Francisco residents. We are a place-based community development organization serving primarily the Chinatown neighborhood, and also serve other areas including North Beach, Tenderloin, the Northern Waterfront, the Western Addition, Japantown, Polk Gulch, the Richmond, Civic Center and the South of Market area. We play the roles of neighborhood advocates, community organizers, planners, developers, and managers of affordable housing.
http://www.chinatowncdc.org

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Chinese Progressive Association (CPA)
Founded in 1972, the Chinese Progressive Association educates, organizes and empowers the low income and working class immigrant Chinese community in San Francisco to build collective power with other oppressed communities to demand better living and working conditions and justice for all people.
http://www.cpasf.org

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Coalition on Homelessness, San Francisco (COH)
The Coalition on Homelessness San Francisco unites homeless people and allies to create permanent solutions to homelessness, while protecting the civil and human rights of those forced to remain on the streets.
www.cohsf.org

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Dolores Street Community Services (DSCS)
Dolores Street Community Services nurtures individual wellness and cultivates collective power among low-income and immigrant communities to create a more just society.
http://www.dscs.org

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