



MEETING SUMMARY

Countywide Stakeholder Listening Session #4: Service Providers

11/15/2021, 1-2:30 pm on Zoom

Overview

On November 15, 2021, 21 Elements hosted the fourth of four housing element stakeholder listening sessions with San Mateo County service providers. Detailed information about speakers (see appendix for organizational information) and attending jurisdictions is below.

Key themes included:

- Key location characteristics were similar for most groups: access to transit, groceries, medical services, pharmacy, schools/parks/community centers/senior centers, jobs and job training.
- Most of these stakeholder groups serve people with a range of incomes – focused primarily at the low end of the income spectrum but also into moderate levels.
- Need affordable housing (or access to vouchers/subsidies that help with access to market-rate housing) of all shapes and sizes: mostly smaller units (studios to 2BR) but there is a need for larger units. It is hard for larger families (5-8 people) to find appropriately sized housing. Space, closets and storage, design for people with disabilities. *See below for details.*
- Some people need onsite supportive services; others just need to be able to easily access services, whether by transit or if it can come to them.
- Work with service providers and people experiencing issues firsthand before creating programs.
- Use your networks and power to encourage business/tech/philanthropy to support service providers

Policies & Programs to consider:

- Actively partner with affordable housing developers to streamline and facilitate development
- Stabilize market rents
- Use public land for affordable housing
- Create more workforce housing.
- Increase inclusionary housing
- Encourage and facilitate more homesharing
- Educate landlords on their rights so they are more willing to partner with Housing First service providers



Stakeholder Presenters & Additional Resources

Organization	Speaker Name	Contact
Daly City Partnership (one of San Mateo County's Core Agencies)	Marya Ouro-Gbeleou	marya@dcpartnership.org
HIP Housing	Laura Moya	lmoya@hiphousing.org
LifeMoves	Jacob Stone	jstone@lifemoves.org
Mental Health Association of San Mateo County	Melissa Platte	melissap@mhasmc.org
National Alliance on Mental Illness	Michael Lim	michael@namisanmateo.org
Ombudsman of San Mateo County	Bernadette Mellott	berniemellott@ossmc.org
Samaritan House San Mateo (one of San Mateo County's Core Agencies)	C. LaTrice Taylor	latrice@samaritanhousesanmateo.org
Youth Leadership Institute	Alheli Cuenca	acuenca@yli.org
Abode Services	Jeremiah Williams (unable to participate live, interviewed)	jwilliams@abodeservices.org
El Concilio	Gloria Flores-Garcia (unable to participate live)	gfgarcia@el-concilio.com

Roundtable Discussion Questions/Answers

1. We assume that transit-oriented or transit accessible housing is important. Are there any other location characteristics that you would highlight are important for the people you serve?
 - Mental Health Association – access to transit, medical care, grocery stores, pharmacy
 - Daly City Partnership – in Daly city all services are sited in the govt center by design, so housing should either be close to it or have direct transit access
 - Youth Leadership Institute – parks within or near housing developments are important to young people, new community centers or access to existing ones, high walkability
 - HIP Housing – agree with all mentioned, near schools for family housing, senior centers for senior housing
 - National Alliance on Mental Illness – justice-informed community (people who have experience with law enforcement, ranging from a 5150 call or involuntary hold to being incarcerated in jail or prison system) need access to services



- Abode – varies. Have some unique programs, sometimes relocate people out of the county. Medical, schools, childcare, transportation. Access to jobs/job training
2. What is the range of income levels of the population you serve?
- Mental Health Association - 0 to 15%
 - LifeMoves – range from 0 to 100%
 - Daly City Partnership – weighted to the lower end 0 to 30, 0 to 50%, a lot at 80% too but not as many
 - National Alliance on Mental Illness – lower end, but mental illness spans people across the whole income spectrum
 - Abode – serve the lowest incomes
3. What role does market-rate housing play for the people you serve? Are vouchers helping?
- Mental Health Association – for most clients, market-rate housing is out of reach, even affordable is also often out of reach (since it serves 40% to 120% AMI)
 - Ombudsman – her clients in assisted living get a \$1500 check, rent is \$5000+, sometimes families or retirement funds make it work. Now facing a number of families who cannot help anymore because of lost jobs during the pandemic. 15 people on evictions list right now, many are 85+ years. If they are evicted they will end up on the streets. Looking for solutions for them. They don't take transportation, they can't
 - HIP Housing – 95% of clients in homesharing program are at or below 80% of AMI, sometimes not low enough to access affordable housing. And some are on fixed income and don't qualify for affordable housing and don't make enough to access homesharing program. Waiting lists are way too long
 - Daly City Partnership – see a lot of same types of people that Ombudsman sees, just a few years earlier, before they need assisted living. It's a tough spot to be aging in San Mateo County, unless you're healthy or living with your adult children. Think about dignity for our older folks. We need to care for our elders.
 - Abode – do master leases, use vouchers, so existing and new market-rate housing plays an important role. Develop relationships with landlords that accept vouchers (provide case mgt/contact for landlords, help to avoid evictions). Important to educate landlords around their rights, not a lot of legal services available to them. Work with a range of landlord and building types.
4. Do affordable units need to be designed in a certain way or certain size to meet the needs of the people you serve?
- Mental Health Association – definitely need more units that are available for people with physical disabilities. Serve people with serious mental illness, HIV/AIDS debilitating conditions, etc. It used to be that they would die far younger than most, but now people are now living into 60s-70s-80s. This is great but long-term effects of medications have impact on their bodies, put them at greater risk for falls, etc. Mostly studios and 1BRs (preferred), closets and storage in the unit are critical
 - Youth Leadership Institute – serve young people – in Half Moon Bay they are seeing 3 HH living in one unit, looking to advocate for pathway to homeownership, also single family housing (3BR/2BA). Want as much space as possible, spacious living areas.



During pandemic school from home was incredibly challenging esp when community centers weren't open or limited. Also like ADA accessible, parking spaces, access to community parks, trails, since there are not a lot of things for young people to do; storage units and closets, public bathrooms in developments

- HIP Housing – serve single individuals, families and seniors. Larger families get missed, families of 5-8 or larger can't find any affordable housing options. Some seniors would benefit from onsite services, during pandemic especially suffered from isolation
 - LifeMoves – serving more seniors every year, medically fragile folks – in terms of families serve primarily smaller households of 2-3, but do have a few large HH too
 - National Alliance on Mental Illness – agree with many things mentioned above, add better noise insulation since clients may have experienced trauma and loud levels of noise can trigger them to the next episode
 - Abode – need all types of units
5. For the population you serve, if the cities were able to encourage a set-aside within affordable housing for special needs, who needs onsite supportive services? Who can live in general affordable housing (assuming deeper levels of affordability)?
- Mental Health Association – only 30% of people we serve need to have site-based services onsite, but 100% of clients need access to support services. Deep affordability/subsidies/vouchers can work as long as there are services that can be brought in to work with them
 - National Alliance on Mental Illness – some of our clients may lose custody of their children or have shared custody. Studio will suffice for most but for some who are working to get their life back in order, helps to have a little bit more space when they have their children visit
 - Daly City Partnership – Was able to tour Sweeney Lane (MidPen Housing) in Daly City – wonderful onsite services. Was moved, this is what our people need, it's a shame that it is so small. Excellent example of good practice of surveying residents about their needs and evolved services as needed. Many clients don't need that level though. Echo importance of evolving services over time. Midway Village in Daly City – for several years there weren't onsite services, people there for generations, underserved population historically. Some of the seniors today moved there when they were young – we need to think about aging in place, be thoughtful over the long term about evolving resident needs. There is a need for large units (4 children) in the market even though the smaller households are most common. # of kids is a limiting factor on affordable applications
 - Ombudsman – there is no affordable assisted living. Pipe dream is that some people might be able to live in affordable housing with their families if they had some onsite services. Some need their medications to be given to them. Physical therapy is provided in nursing homes. Cheapest assisted living is \$4500, ranges up to \$10K/mo. Seniors need the same basic services no matter their income. Also serve mentally and physically disabled in residential homes. Nobody wants them, which is very sad.
6. Aside from more money, what can jurisdictions do to be helpful? Future programs and policies not just about the direct allocation of money



- Daly City Partnership – Sweeney Lane is an example of the city getting behind a development and working collaboratively to get everything together – zoning, permitting, convincing adjoining land owner with lot to sell the lot. Worked to move things as quickly as possible. It takes such a long time to make these projects happen, which is a problem when people are homeless *today*
- HIP Housing – one of the things jurisdictions can do is encourage and support affordable and accessible prices in the overall housing market. More supportive services for mental health issues, esp at earlier stages. More supportive services to people on fixed income, make sure they don't lose fixed income if they get access to new resources. Jurisdictions may not recognize homesharing as a solution, but they should consider it, it is readily available, no cost, can help fill in the gaps
- Mental Health Association – agree with everything that has been said. Use city and county owned property for low income housing. Support developers that include extremely low income units, that provide support services onsite or accessible. There's a lot of talk about teacher housing – nonprofit staff need affordable housing too. Would help to recruit and retain employees, who we are losing every day. If we can't hire staff, we will not be able to serve
- Ombudsman – all the market-rate developers who are building these beautiful residential buildings, but only put 3 low income units in 25 unit building. We should incentivize them to add more low-income units. Give the developer a tax credit to incentivize them to increase the # of low income units. Get more people off the streets and into nice apartments.
- National Alliance on Mental Illness – incentives to builders is great. Also think about how to halt the exchange of ownership on property. Every time land is sold and changes hands, it becomes more expensive. Think more creatively about ownership of land
- Abode – Besides more money, we need more vouchers, more staff. More project-based housing. Education for landlords on their rights will help more landlords be willing to take vouchers, sign master leases. Rapid rehousing is needed but it doesn't work for everyone; we need more permanent supportive housing. Jurisdictions should reach out to people at ground level for input before creating programs.

7. Are there options for people that have animals?

- Mental Health Association - Most of our clients can have an animal as long as we work with them to request a reasonable accommodation. 100% of our units can and will make the accommodation.
- National Alliance on Mental Illness – pets are huge thing for our clients, not only with soothing them but also creating a sense of responsibility, gives them second thoughts when they are thinking of ending their lives
- HIP Housing – it is still a big barrier in affordable housing when their pet is not a service or supportive animal. Many people have more than one pet which is also a barrier.



8. How much have the large companies--Apple, Facebook, YouTube, etc--stepped up to help provide money for these services and housing units?
 - Mental Health Association - To our knowledge, not much.
 - Ombudsman – got turned down for grants from FB, Google, Genentech
 - Samaritan House – they do fund some things, some of the folks here do have funding, depends on the focus, housing, food, youth has been big. Need to understand what is it that they really want to fund and tailor what you're doing to what they're asking for
 - Daly City Partnership – CZI is funding all of the Core Agencies in SMC, doing a lot of work around free, high-quality training for their grantees and others. They are at the forefront. Key to support for Core Agencies: someone at County advocated for the Core Agencies. Jurisdictions, use your network and political power to help orgs
 - HIP Housing – has benefited from CZI as well
9. Additional comments
 - Samaritan House – article came out today about most expensive zip codes in the country. For the 5th year in a row: Atherton. In the Bay Area we have 47 out of 100 zip codes that are among the highest in the country. In SMC, 10 of the 47. Somehow, some way we need to figure out how to solve this with partners, with developers (who have codes to follow, does tax credit offset how much they can make, when it's more about the money and those who can afford it vs. police, firemen, nonprofit workers). We are fast approaching that cliff where we're not only pricing out our clients but also the middle class. We need to do something, not sure what it is. We've got a fire. Where are the hoses, where is the water, where are the fire trucks? Tech companies should be a part of this process. We need the people with the money at the table. The tech companies are contracting with people so they don't have to pay benefits. People are working from other parts of the state/country because their money doesn't go as far in the Bay Area. \$140K income for a family of 4 only covers the basics. I know the people who are here know that. But who else do we need at the table to know it too.
 - Daly City Partnership - One of my favorite quotes, "Tell the rich of the midnight sighing of the poor." We need to educate the upper-class and business folks - appeal to their conscience. But that is my own personal view. LaTrice (Samaritan House) is so right.
 - National Alliance on Mental Illness – Need to look at transportation, exploring localities that are hubs. In a few years (or even now) we are facing the challenges of our own existence. NAMI San Mateo had to give up its permanent site and move offsite. Current location is not ideal, not close to any public transportation system. El Camino is going to look like two walls of buildings with homes. Is that what we want or do we want to add transit to allow people access to services. Jurisdictions should start thinking about transportation hubs. Think about housing density and building up because limited land, is precious. Need to think about it now since it takes time to build infrastructure



Appendix: Additional Stakeholder Information

Human Investment Project (HIP Housing)

- Mission: HIP Housing's Mission is to invest in human potential by improving the housing and lives of people in our community. HIP Housing enables people with special needs, either from income or circumstance, to live independent, self-sufficient lives in decent, safe, low-cost homes. To achieve our mission, HIP Housing provides Home Sharing, Self-Sufficiency, and Property Development.
- Where you operate: All cities in San Mateo County
- Whom you serve: Families and Individuals who live, work, go to school or have a housing voucher in San Mateo County.

LifeMoves

- Mission: To provide interim housing and supportive services for homeless families, couples and individuals to rapidly return to stable housing and achieve long-term self-sufficiency.
- Where you operate: Countywide, Daly City to East Palo Alto and Half Moon Bay on the coast
- Whom you serve: families, couples and individuals experiencing homelessness

Mental Health Association of San Mateo County

- Mission: Mental Health Association of San Mateo County is dedicated to improving and enriching the quality of life for individuals in our community who have a mental illness, HIV or AIDS or a co-occurring disorder by providing stable housing and supportive services.
- Where you operate: San Mateo County
- Whom you serve: Individual adults, transition age youth, and families.

Samaritan House

- Mission: Fighting Poverty, Lifting Lives
- Where we operate:
 - San Mateo Office: Belmont, Burlingame, Foster City, Hillsborough, Millbrae, San Carlos, San Mateo
 - E. Palo Alto Office: E. Palo Alto, Menlo Park
- Whom we serve: residents in need, including families with children, seniors, persons living with disabilities, veterans, and unhoused individuals

Daly City Partnership

- Mission: Working together to enrich life in our community
- Where you operate: Daly City, Colma, Broadmoor residents primarily. San Mateo County residents.



- Whom you serve: Residents in need, including families with children, seniors, persons living with disabilities, veterans, and unhoused individuals and families. Services for all ages and stages.

Youth Leadership Institute

- Mission: yli builds communities where young people and their adult allies come together to create positive social change. We achieve this in two key ways: providing training, tools and resources for effective youth advocacy, and by leveraging the experience and savvy of adult allies.
- Where you operate: Half Moon Bay, Daly City, & greater San Mateo County
- Whom you serve: Low income and BIPOC youth

Ombudsman Services of San Mateo County

- Mission: The residents of Long Term care Facilities are often the most vulnerable in society. OSSMC works to ensure the protection of these residents through advocacy, direct intervention and collaboration with service providers.
- Where you operate: OSSMC provides services to all licensed LTC facilities in San Mateo County.
- Whom you serve: We service all residents in licensed LTC facilities in SMC. We presently serve 442 facilities with a total of 9278 residents

El Concilio of San Mateo County

- Mission: ECSMC is committed to increasing education, employment and access to quality of life services to underserved communities in San Mateo County
- Where you operate: County wide, East Palo Alto, Menlo Park, North Fair Oaks/Redwood City
- Whom you serve: Low Income, non/limited English speaking and non/limited literacy residents

Abode Services

- Mission: Abode Services' mission is to end homelessness by assisting low-income, un-housed people, including those with special needs, to secure stable, supportive housing; and to be advocates for the removal of the causes of homelessness.
- Where you operate: Alameda, Santa Clara, San Francisco, Santa Cruz, San Mateo, and Napa counties.
- Whom you serve: People identified as homeless or at risk of becoming homeless