February 2016

Consumer Feedback: San Francisco Family Coordinated Entry

This report summarizes a series of focus groups held with homeless and recently homeless families in San Francisco. Participants shared their experiences attempting to access shelter, housing, and other services.

HomeBase-Facilitated Focus Groups

Introduction

HomeBase conducted six focus groups over a two-week period in January-February 2016 designed to target families with different experiences gaining access to San Francisco's shelter, housing, and services. The focus groups were held at six sites, whose program managers invited clients and program participants via flyers and word-of-mouth:

Hamilton Family Center: Families in Rapid Rehousing	 This group was held on January 27, 2016 with six participants.
1180 Fourth Street: Families in Permanent Supportive Housing	 This group was held on February 1, 2016 with eight participants.
Providence First Friendship: Families in overnight or 60-day shelter	 This group was held on February 2, 2016 with fifteen participants.
Compass Clara House: Families in transitional housing	 This group was held on February 2, 2016 with twelve participants.
Compass Connecting Point: Families assessed by Connecting Point and on wait list	 This group was held on February 3, 2016 with five participants.
Hamilton Family Residence: Families in 3- to 6-month shelter	 This group was held on February 5, 2016 with 13 participants.

The participants responded to questions designed to elicit responses about how they attempted to find shelter, housing, and services (see attached drafts of the script and questions used by facilitators, Attachment A). These questions were reviewed and revised by other stakeholders in the focus group process in order to ensure they gathered information that would provide user feedback targeted toward improving coordinated entry systems for homeless families. Participants' responses were recorded by a note taker at each session, and those notes, lightly edited for clarity, are attached to this report at Attachment B. In addition, participants filled out a short form that gathered demographic information about their families, and an evaluation form for the session (attached at Attachments C and D).

HomeBase-Facilitated Focus Groups

Summary of relevant themes

- 1) Participants reported finding their current shelter and/or housing through a wide range of avenues. In the process, many went to multiple service providers and programs, and often received different information from different providers or case workers. Word of mouth was a primary means of gaining information.
- 2) Intake procedures for shelter, services, and housing were cumbersome and repetitive several participants had to provide the same information multiple times (typically ranging from two to five times), sometimes even with the same provider, and keep many appointments at different sites in order to access programs. Many forms were not provided in languages other than English.
- 3) Participants were most appreciative of Compass's ability to provide services (food, diapers, transit passes) and had inconsistent experiences with accessing housing or shelter once they made contact with Connecting Point.
- 4) There was little name recognition of "Connecting Point" as an access point for shelter in general the program was referred to as Compass. While many participants found shelter through Connecting Point, others found spots directly through shelters or referral by other programs. Several participants were not referred to Connecting Point by shelter or other program staff members, and instead learned about it through word of mouth.
- 5) Once sheltered, most participants said there was little consistent, up-to-date information about next steps and avenues for housing post-discharge.
- 6) Participants expressed a strong desire for better coordination among services and housing providers.
- 7) Participants who were not in permanent housing expressed a great deal of anxiety about the search for permanent housing. With the exception of those in intensive transitional programs, participants felt they were on their own to find and fill out applications with insufficient information and support.
- 8) Many participants felt the system from shelter to housing to services did not offer equal treatment. Most felt (or had observed from personal experience) that support varied depending on the experience and energy of the assigned case worker or the favoritism of shelter staff. They observed that when starting over with a new case worker, much information had to be re-shared.

HomeBase-Facilitated Focus Groups

Sample feedback

"There has to be a way to get my personal information into the systems so that I don't have to give out the same information each place I go ... more than likely anyone who shows up at [a shelter] will also need other services. ... I want to go to one place with one system that has all of your information so you don't have to spend all your time registering." (Client at First Friendship)

"You have to make multiple visits, and it seems hopeless. It seems like they are throwing your forms in the garbage. Sometimes you fill out the same forms over and over." (Client at Hamilton Family Center)

"I have more case managers than services." (Client at First Friendship)

"During the housing search, you don't have the case managers advocating for ... your needs." (Client at First Friendship)

"I made a lot of phone calls. I called everywhere – every city's shelter. I called 211 and they gave me a lot of numbers over the years. I called information but I couldn't understand them very well – they had a Spanish option but then I didn't know where the places were." (Client at 1180 Fourth Street.)

"Someone needs to come in and come talk with us, find out where we're at, what we need, how long you've had your job, what your goals are, tell us what apartments are ready ... instead we get told to go here, go here, go there, all in a big circle." (Client at First Friendship)

"There should be an organization that prioritizes based on families' situations but they should do it with permanent housing and there should be someone ... who prioritizes and places people into housing. We should be able to get placed into housing and not just shelters." (Client at Hamilton Family Residences)

Demographic information of participants

Fifty-nine individuals participated in the focus groups, but a small number of other participants stayed for portions of the 1.5-hour group sessions, and their feedback is included in the notes. Twenty-one participants were monolingual Spanish-speakers and gave their responses through an interpreter; one participant required a Cantonese interpreter; one participant required a Vietnamese interpreter; and thirty-six participants spoke English. Participants were primarily female, and a small number attended with their partners. All had one or more children. The chart below summarizes the general demographic information, and forms are attached in Appendix C.

HomeBase-Facilitated Focus Groups

FOCUS GROUP	SURVEYS RETURNED	MALE	FEMALE	AGE*	LANGUAGES	RACE/ETHNICITY	NUMBER OF CHILDREN*	MONTHS HOMELESS*	YEARS IN SF*
Hamilton Family Center						5 Latino; 1 African			
1.27.16	6	1	5	34.67	5 Spanish; 1 English	American	2.5	n/a**	16.4
1180 Fourth Street 2.1.16	8	1	7	37.4	5 Spanish; 1 Vietnamese/Chinese; 2 English	5 Latino; 1 Asian/Pacific Islander; 2 mixed race	2	27	8.2
First Friendship 2.2.16	15	5	10	38	2 Spanish; 13 English	5 Latino; 4 mixed race; 3 African American; 2 Caucasian; 1 n/a	1.3	4.4	3
Compass Clara House 2.2.16	12	1	11	35.6	3 Spanish; 1 Chinese; 1 Vietnamese; 1 French; 6 English	5 Latino; 3 Asian Pacific Islander; 1 African American; 2 Caucasian, 1 mixed race	1.6	9.5	4.3
Compass Connecting Point 2.3.16	5	1	4	32.2	2 Spanish; 3 English	2 African American; 2 Latino; 1 mixed	2.6	6	11.6
Hamilton Family Residence 2.5.16	13	4	9	34	4 Spanish; 9 English	5 Latino; 3 African American; 4 mixed; 1 Native American	2.8	5	13
*Averages	** Survey resp	ondents said	d they were no	t homeless					

Participant evaluations

Focus group participants filled out evaluation forms, attached at D. Those forms asked participants to rate the group from 1 to 5 (highest) in four categories. The average score across all questions and groups was 4.65.

Attachments

Attachment A - Focus Group Introductory Script and Draft Questions

Attachment B - Focus Group Notes

Attachment C - Participant Demographic Information

Attachment D - Evaluations

HomeBase-Facilitated Focus Groups

ATTACHMENT A FOCUS GROUP INTRODUCTION SCRIPT AND QUESTIONS

My name is Jean Field and I work for a non-profit agency in San Francisco called HomeBase. This is my colleague from HomeBase.
My name is CO-FACILITATOR – EXPERIENCE WITH HOMELESSNESS.
We have been hired by the Human Services Agency/city of San Francisco to find out information about how families who are homeless find housing and services in San Francisco. We're trying to identify ways to improve how the intake, wait lists and other referral systems work so the city make its programs better and easier to find and use.
In order to do so, we're holding a series of focus groups with families who have been homeless and are looking or have looked for shelter and/or housing in San Francisco. Specifically, we are going to be asking questions about the intake and referral system and your experience in finding shelter or housing.
Your feedback is critical to this process and I want to thank you for your time today – you are the experts that we need to hear from. This is a safe space where you can say anything you want about your experience with the system and your housing. A few ground rules:
 Respect any differences of opinion that may arise among the people in the room, Stay on the topic – again we are looking for information about the intake, referral, and waitlist process, Share the time available to us so each person can speak his or her turn without interruption, and Respect confidentiality – what is said in this room stays in this room.
Your feedback will be included in a general manner in the final report, and your identity will not be disclosed to anyone for any reason. Your responses do not affect your current housing or eligibility for services.
A few logistics:
 NAME TK from HomeBase will be taking notes. We project those on the screen so that you can see we are recording what you say accurately but please do not be distracted – we want you to be listening, thinking about your experience, and telling us about it. Translator Room logistics (fire exits/restrooms/safety)
☐ When meeting will end; snacks.
How to contact us after the meeting
Demographic form: We have a short form to fill out that lets us know general information about our participants – do not put your name on it! (If you need the translator to read it to you let us know)
Gift card: At the end of the session, please turn in your short survey form, and we will provide you with a \$10 gift card.
Does anyone have any questions for me at this time? Turn over to co-facilitator.

Mi nombre es Jean Field y trabajo para una agencia sin fines de lucro en San Francisco llamada HomeBase. Este es mi colega Jason de HomeBase. Esta es Katharine Gale, que está trabajando con la ciudad en este proyecto, y también provee interpretación para hispanohablantes.

Mi nombre es COFACILITADOR - EXPERIENCIA CON LAS PERSONAS SIN HOGAR.

La Agencia de Servicios Humanos nos ha contratado para obtener más información acerca de cómo las familias que no tienen hogar encuentran vivienda y servicios en San Francisco. Estamos tratando de averiguar cómo funciona la manera en que se inscribe a los programas, las listas de espera y otros sistemas de referencia para que la ciudad pueda mejorar sus programas y estos sean más fáciles de encontrar y utilizar.

Para esto, estamos realizando una serie de grupos de enfoque con las familias que han estado sin hogar y están buscando o han buscado albergue o vivienda en San Francisco. En concreto, vamos a estar haciendo preguntas acerca del ingreso a los programas y el sistema de referencia, y su experiencia en la búsqueda de albergue o vivienda.

Su opinión es fundamental para este proceso, y quiero darles las gracias por su tiempo hoy. Ustedes son los expertos de quienes vamos a aprender hoy. Este es un espacio seguro donde usted podrá decir lo que quiera acerca de su experiencia con el sistema y su vivienda. Algunas reglas básicas son:

	Respete las diferencias de opinión que puedan surgir entre las personas en la sala.
	Manténgase en el tema; una vez más, estamos buscando información sobre la forma de tener aseso a los programas, el sistema de referencia y el proceso de listas de espera.
	Comparta el tiempo que tenemos disponible de manera que cada persona pueda tener su oportunidad de hablar sin interrupción, y
	Respete la confidencialidad, es decir, lo que se dice en esta sala no debe salir de esta sala.
	mentarios se incluirán de manera general en el informe final, y su identidad no se revelará a nadic guna razón. Sus respuestas no afectarán su vivienda actual o elegibilidad para recibir i os.
Un pod	o de logística:
	Jason de HomeBase va a tomar notas. Vamos a proyectar las notas en una pantalla de modo que se pueda ver que estamos anotando lo que usted dice con precisión, pero por favor no se distraiga. Queremos que usted escuche, piense en su experiencia, y nos cuente al respecto.
	Intérprete. Vamos a hablar despacio y dar tiempo para que usted pueda hablar, pero por favor avísenos si debemos ir más despacio.
	Logística de la sala (salidas de emergencia / baños / seguridad).
	Cuando terminará la reunión; hay
	Cómo puede contactarse con nosotros después de la reunión.
	Formulario de información: tenemos un breve formulario para completar que nos permite conoce la información general sobre nuestros participantes; ¡no escriba su nombre en el formulario! (Si necesita que la intérprete se lo lea avísenos)

Formulario de evaluación: queremos saber qué le pareció esta experiencia, y lo que podemos hacer para mejorar.			
☐ Tarjeta de regalo: al final de la sesión, por favor entregue su formulario de evaluación y su formulario de información, y nosotros le daremos una tarjeta de regalo de \$ 10.			
¿Hay alguien que tenga alguna pregunta? Turn over to co-facilitator.			

<u>Note to facilitators:</u> The introductory script will be customized for each group; the subquestions are possible prompts to gather targeted information. Also note that some minor adjustments will be made in the form of questions as we assess how well they elicit information.

GROUP 1 – Families who have been assessed by Connecting Point but not yet in shelter (all on CP wait list)

Site: Connecting Point

- 1. How have you tried to get help?
 - a. Besides coming here, what other things have you done to try to get shelter or services?
- 2. Why did you come to Connecting Point?
 - a. If seeking shelter specifically, why seeking shelter?
- 3. How did you hear about Compass Connecting Point (this program)?
- 4. What has your experience with Connecting Point (this program) been like?
 - a. Have you had to tell your story about you or your family more than once?
 - b. How often do you get in touch with Connecting Point (or they with you)?
 - c. How well do you think the staff people understand your family's needs?
 - d. How have your choices and opinions been considered?
 - e. What support have you been offered here?
- 5. When do you think you will get into a shelter?
 - a. Why do you think that?
 - b. How long have you been waiting?
 - c. How has the process been explained to you?
 - d. Do you think you are getting helpful information?
- 6. e. What do you think about the process for getting shelter and housing in San Francisco?
 - a. Easy to understand/why or why not?
 - b. Treats people equally?
 - c. Family friendly/why or why not?
- 7. What do you think would making getting shelter and housing services in San Francisco better for families like yours (families experiencing homelessness)?
- 8. Any other comments?

GROUP 2 -- Families who are staying in overnight or 60-day shelter (Mixed group - some families may not have been assessed by Connecting Point)

Site: Providence Family Shelter, with additional families from Hamilton Emergency Center and Raphael House

- 1. How did you find out about the program where you are staying now?
- 2. What did you need to do to get into it?
 - a. How long did it take?
 - b. How many times/places did you tell your story?
- 3. Where else have you gone for help?
 - a. How/where? How was the experience?
- 4. Is anyone right now helping you find your own/permanent housing?
 - a. Where/what program is providing help?
 - b. When do you think you will get permanent housing?
- 5. Some of you mentioned Connecting Point. What is your experience with Connecting Point? (or, I notice no one mentioned Connecting Point, have you heard of...)
 - a. What programs or supports can you access through Connecting Point?
 - b. Experience there ...
- 6. e. What do you think about the process for getting shelter and housing in San Francisco?
 - a. Easy to understand/why or why not?
 - b. People treated equally?
 - c. Family friendly/why or why not?
- 7. What do you think would making getting shelter and housing services in San Francisco better for families like yours (families experiencing homelessness)?
- 8. Any other comments?

GROUP 3 – Families who are in 3- to 6-month shelter, may have been assessed by Connecting Point

Site: Hamilton Family Residences,

- 1. How did you find out about the program where you are staying now?
- 2. What did you need to do to get into it?
 - a. How long did it take?
 - b. How many times/places did you tell your story?
- 3. Have you tried to get into any other housing or shelter programs or services?
 - a. How/where? How was the experience?
- 4. Is anyone helping you find your own/permanent housing?
 - a. When do you think you will get permanent housing?
- 5. Some of you mentioned Connecting Point. What is your experience with Connecting Point?
 - a. What programs or supports can you access through Connecting Point?
 - b. Experience there ...
- 6. e. What do you think about the process for getting shelter and housing in San Francisco?
 - a. Easy to understand/why or why not?
 - b. People treated equally/why or why not?
 - c. Family friendly/why or why not?
- 7. What do you think would making getting shelter and housing services in San Francisco better for families like yours (families experiencing homelessness)?
- 8. Any other comments?

GROUP 4 – Families in Rapid Rehousing (Some Connecting Point, some not), some receiving HSP

Site: Hamilton's Oakland Satellite Office, with families from Compass SF Home, Hamilton First Avenues, Calworks HSP

- 1. How did you find out about the program that is helping you with housing now?
- 2. What did you need to do to get into it?
 - a. How long did it take?
 - b. How many times/places did you tell your story?
- 3. Have you tried to get into any other housing or shelter programs or services?
 - a. How/where? How was the experience?
- 4. Is anyone helping you find your own/permanent housing?
 - a. When do you think you will get permanent housing?
- 5. Some of you mentioned Connecting Point. What is your experience with Connecting Point?
 - a. What programs or supports can you access through Connecting Point?
 - b. Experience there ...
- 6. e. What do you think about the process for getting shelter and housing in San Francisco?
 - a. Easy to understand/why or why not?
 - b. Fair/why or why not?
 - c. Family friendly/why or why not?
- 7. What do you think would making getting shelter and housing services in San Francisco better for families like yours (families experiencing homelessness)?
- 8. Any other comments?

GROUP 5 – Families in PSH – Maybe from Connecting Point, shelter, or other means.

Site: Mercy Housing 1180 Fourth Street Project

- 1. How did you find out about your current housing?
- 2. What did you need to do to get into it?
 - a. How long did it take?
 - b. How many times/places did you tell your story?
- 3. Where else did you go to get help? (other housing or shelter programs or services?
 - a. How/where? How was the experience?
 - b. Were you in shelter before? How did you get into the shelter?
 - c. Did the other programs help you?
- 4. Some of you mentioned Connecting Point. What is your experience with Connecting Point?
 - a. What programs or supports can you access through Connecting Point?
 - b. Experience there ...
- 5. What do you think about the process for getting shelter and housing in San Francisco?
 - a. Easy to understand/why or why not?
 - b. Are people treated equally?
 - c. Family friendly/why or why not?
- 6. What do you think would making getting shelter and housing services in San Francisco better for families like yours (families experiencing homelessness)?
- 7. Any other comments?

GROUP 6: Families who have not accessed Connecting Point/not on wait list/not housed

This group did not take place due to inability of the Coalition on Homelessness to find partipoipants; but questions were used to elicit information in other groups where participants were not sheltered or on a wait list.

- 1. How have you tried to get shelter, housing, or services?
 - a. If you are sheltered now, how did you get into that shelter?
 - b. Note may break down this question into separate inquiries for shelter/housing to be clearer.
- 2. Where have you gone to try to get help?
 - a. Churches, agencies, etc.?
 - b. How did those places help you?
 - c. Why did you choose them?
- 3. Is anyone right now helping you find your own/permanent housing?
 - a. Where/what program is providing help?
 - b. When do you think you will get permanent housing?
- 4. Have you heard of Compass Connecting Point (sometimes called 995 Market Street?)?
 - a. If so, what do you know about Compass Connecting Point?
 - b. If so, have you tried to get on the list for shelter?
 - c. If so, how have you tried?
 - d. Or, if you have not tried, why not?
- 5. What do you think about the process for getting shelter and housing in San Francisco?
 - a. Easy to understand/why or why not?
 - b. Fair/why or why not?
 - c. Family friendly/why or why not?
- 6. How helpful are staff people/case workers you have spoken to about getting housing or services? [Connecting Point specific if applicable.]
 - a. How well do you think they understand the needs of your family?
- 7. What do you think would making getting shelter and housing services in San Francisco better for families like yours (families experiencing homelessness)?
- 8. Any other comments?

GROUP 7: Families in transitional housing – some placed by Connecting Point, some not, some have been in shelter, some may not have.

Site: Compass Clara House

- 1. How did you find out about the program that helped you find your current housing?
- 2. What did you need to do to get into it?
 - a. How long did it take?
 - b. How many times/places did you tell your story?
- 3. Where else have you gone for help?
 - a. How/where? How was the experience?
- 4. Is anyone right now helping you find your own/permanent housing?
 - a. Where/what program is providing help?
 - b. When do you think you will get permanent housing?
- 5. Some of you mentioned Connecting Point. What is your experience with Connecting Point?
 - a. What programs or supports can you access through Connecting Point?
 - b. Experience there ...
- 6. e. What do you think about the process for getting shelter and housing in San Francisco?
 - a. Easy to understand/why or why not?
 - b. Are people treated equally?
 - c. Family friendly/why or why not?
- 7. What do you think would making getting shelter and housing services in San Francisco better for families like yours (families experiencing homelessness)?
- 8. Any other comments?

HomeBase-Facilitated Focus Groups

ATTACHMENT B NOTES OF FOCUS GROUPS

HomeBase-Facilitated Focus Groups

Families in Rapid Rehousing

Site: Hamilton Family Center's Oakland Office

Date: January 27, 2016

2:30 p.m. - 4 p.m.

Participants: Six; two were partners

Spanish speakers: Five English speakers: One

Facilitators: Jean Field, Sage Foster
Note taker: Jason Green-Lowe
Interpreter: Adriana Perez
Also present: Katharine Gale

How did you find the housing you are in now?

- Found out about housing through case manager at Rafael House
- Referred by social worker at Homeless Prenatal Program
- The Hyde St. office helped after she had trouble paying rent
- St. Anthony's clinic referred her to Hamilton
- Couldn't get help at local shelters (at Homeless Prenatal, mostly just filled out applications); was evicted from a rented room and had to go stay in a hotel, was finally referred to Compass while Compass was helping her child, and Compass gave her very useful advice about where she could get help. She had to tell her story again, and then was put on a waitlist for Hamilton.
- Found out about Hamilton from Otis Street social worker, and also from constantly making inquiries.

What you did you do to get into your housing and how long did it take?

- Had to show an eviction order and show that she was not able to pay rent; then started receiving aid the next month after she called. Hamilton was the first place she got help; she told her story once to the case worker, and once to the manager.
- About three months; also told story twice to Hamilton, and about four times in total.
- Told story six or seven times at different places, but only one time after finding Hamilton.
- Had to fill out application, wait a month to see if she was accepted, show proof of income it took about three months; came in every day to bother the staff at the Hyde Street office. Filled out several applications, including an application to Raphael House, but Raphael only pays 30% of your rent, so Hamilton was better. Hamilton knew she was in a shelter already, so rather than asking her to re-tell her story, asked her about her goals for the future. Old case manager sent notes ahead to Hamilton about her.

HomeBase-Facilitated Focus Groups

Families in Rapid Rehousing

Site: Hamilton Family Center's Oakland Office Date: January 27, 2016 2:30 p.m. – 4 p.m.

 Had to tell story three times – once when calling over the phone, once to the social worker, and once to the manager. Took about three months to be accepted into the program. Found out about Hamilton from a St. Anthony social worker in SF.

Did you spend any time in a shelter?

- Hamilton on Golden Gate for 6 months. Then went to Compass to a shelter and then to Hamilton. Have to show proof that you're in the shelter to get in.
- 3 no's
- No other time spent in other housing programs

Are you working with someone who is trying to get you permanent housing?

- The people in the focus group agreed that they do not receive any real help getting permanent housing other than the fact that Hamilton offers them a subsidy and social workers occasionally help them enter a lottery for affordable housing vouchers.
- 1 single mother living in Vallejo, paying \$1550/month, plans to stay long-term, but signed up to try to get low-income housing just in case, scary to think that she could be homeless again. Currently on disability from being injured at work at construction.
- 1 person already has a lease for permanent housing; she says that you start off paying 50% of your income to rent, and then the more you make, the more you pay.
- 1 woman has her bed in the kitchen
- 1 family is living in a \$1,400/month studio in San Francisco with a subsidy from the program. The program is working with them to help them find another site that will be affordable once the subsidy runs out. The program only lasts for one year unless you get an extension.
- Another family is living in a studio with 2 children; there isn't enough room in the studio and the neighborhood (Hyde & Turk) is dangerous. It would be difficult/impossible to pay the rent without the subsidy, and just got got an extension on the subsidy. A social worker at First Avenue is helping her coordinate with Mayor's Office lottery program, but hasn't come up yet in the lottery.
- Another family lives in a 1-bedroom apartment with four children (including one 17-year-old), also costs \$1,400/mo. Social worker is helping her search, but no leads yet. Has already gotten one extension on the subsidy, and she has been able to renew the extension as needed.
- Another single mother lives with her sister, paying \$1,300/month for half of a 2-bedroom apartment in Treasure Island for her and her two children, and has also been granted an extension in her program. Also has applied in the lottery, also no leads.

HomeBase-Facilitated Focus Groups

Families in Rapid Rehousing

Site: Hamilton Family Center's Oakland Office Date: January 27, 2016 2:30 p.m. – 4 p.m.

- Three people noted that "low-income housing" has minimum income requirements, and that none of them qualify for this housing because their income is too low.
- All focus group participants are living in what they hope is 'permanent housing,' because they keep receiving extensions and they do not currently have another place to live, but all of the focus group participants are looking for a better situation.

What is your experience with Compass Connecting Point?

- Three participants have heard of Compass (did not use the phrase Connecting Point); one person heard that it's for people who have no housing whatsoever. One person was sent from Compass to Hamilton. One person had been living in a shelter, and went to Compass looking for work; by the time she heard about Connecting Point (through another person at the shelter), had already been accepted into First Avenues.
- If you say you have a place to live, you can't even make it onto the waitlist; she got on the waitlist because she said she was living in a hotel.
- Any other services from Compass Connecting Point? They have programs for children.

Your thoughts on the process for getting shelter and housing in SF?

- Very difficult; almost impossible to find a house in San Francisco
- Also difficult to access services, programs; for example, one woman was frustrated that she had to come before 6 pm to put her name on a list to try to get into shelter and it still was not guaranteed.
- Everywhere you go, they ask you about difficult topics, like your income and where you are living, and they often don't have Spanish-language forms or offer any kind of childcare. The staff and social workers speak Spanish, but they're very busy, and they won't translate the forms for you. They eventually learn what the forms are asking about because it's the same questions over and over.
- For their current program, almost all of the Spanish-speaking staff work in Oakland, so you have to make a special trip to get help from them if you live in San Francisco.
- You have to make multiple visits, and it seems hopeless, like they are throwing your forms in the garbage. Sometimes you fill out the same form over and over. The hardest part about the forms is that they ask about your income, savings account, government benefits.
- Is the process fair? Yes, because many people are looking for the same housing. Their families are being given a fair opportunity compared to other families; Hamilton has helped them a lot.

HomeBase-Facilitated Focus Groups

Families in Rapid Rehousing

Site: Hamilton Family Center's Oakland Office Date: January 27, 2016 2:30 p.m. – 4 p.m.

- Other programs (e.g., Homeless Prenatal) told them to get a social worker, took forever, and never did anything to help people. They always ask "what do you need?" and then say that they're going to call, and then they never call, or they say that they're not eligible. One woman was able to get diapers, pregnancy services, and two months' worth of rent because she was pregnant at the time she went to seek help, and then was able to get a referral to Hamilton. It gets harder when your children are older.
- Getting services at some programs can depend a lot on which social worker you happen to be assigned to. Some social workers cannot or will not do as much for your family as others.
- Is Hamilton family-friendly? Yes; it's the only place that really helped us.

How can San Francisco make the process better for families like yours?

- Lower the minimum income requirement for affordable housing
- Add additional places to pick up applications
- Have social workers stay in closer touch with clients (this was echoed by three of the participants)
- Give clients the social workers' direct extensions
- Some social workers do not help as much as others; if you ask one of them to do something for you, they say "No, you have to call me if you want anything to happen."
- Translate application forms into Spanish
- Have services like employment and housing in the same place so you don't have to go to so many appointments

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HomeBase-Facilitated Focus Groups

Families in Permanent Supportive Housing

Site: 1180 Fourth Street Date: February 1, 2016 Time: 5 p.m. to 6:30 p.m.

Participants: Eight; two were partners

Spanish speakers: Five English speakers: Three

Facilitators: Jean Field, Sage Foster
Note taker: Mary Kate Bacalao
Interpreter: Adriana Perez

How did you find out about your current housing?

- I was on my last extension at Hamilton Family Shelter when the case manager told me about the housing here, and that's what started the process. I had been at Hamilton for a year.
- I was at Compass Family Shelter and the social worker told me about this place. I was in the shelter for almost nine months.
- I was in Rafael House shelter for two months and then I went to Cameo House, but I found out about Mercy through Rafael.
- We were in housing with too many people and we had problems with the difficulty was with the high-rent apartments we went to Hamilton Family Shelter for nine months and the social worker told us about Mercy Housing. The application process was difficult because the forms required collecting a lot of information.
 - We had to wait so long because the other places we applied to were so expensive.
- I stayed in three shelters for 16 months before I moved here. I learned about Mercy through the Asian Women's Shelter. I was in another shelter in Fremont SAVE and the third one was Brennan House.
- I was in St. Joseph's Shelter on Guerrero when I found out about Mercy. I was in the shelter for a year. The first time I went to Las Madres and then I transferred to St. Joseph's.
- I was in different shelters for two years Hamilton Family Shelter and Compass. I couldn't pay rent so I had to live with friends, and many of the shelters only accepted single adults and had waiting lists. So I eventually got into a shelter.
- Compass Family Services helped me but my cousin went to Hamilton and got Section 8 through there. I was homeless previously and one of the girls who lived in the house with me told me about Compass.
- I was staying with my brother and my brother died, and then I was staying in a hotel, but I had to bring my son, and they didn't accept minors, and then a receptionist at the hotel told me about Mission Center, so that's how I found the shelter.

HomeBase-Facilitated Focus Groups

Families in Permanent Supportive Housing

Site: 1180 Fourth Street Date: February 1, 2016 Time: 5 p.m. to 6:30 p.m.

- I found out about Rafael House through ECS's shelters next door. I was pregnant there and I was traveling a lot I was what you'd call a career homeless person, so I learned about the shelters because they always helped me at ECS.
- I made a lot of phone calls. I called everywhere every city's shelter. I called 211 and they gave me a lot of numbers over the years. I called information but I couldn't understand them very well they had a Spanish option but then I didn't know where the places were. A social worker gave me information about different shelters and different ways to apply for them. I then went to Homeless Prenatal Program.
 - Another person called 211 and agreed it was hard to understand and they did not have enough information about the services or location of the services.
- I was living with a friend when I had to leave the house. There was an episode of domestic violence so I had to leave. I called Compass again and again (every day) and got on a waiting list, and then I finally got shelter. I lived on 14th and Folsom. I was waiting for eight months, calling them every day. There were different people on the phone each day. I had a social worker who helped me with all the paperwork, because of the episode of violence.
 - o I got a phone number for a shelter from W.O.M.A.N., Inc. also.

Where else did you go to find help besides the places we have already talked about?

 Mission Center, Homeless Prenatal, the Sheriff's Department, Women's Services, St. Anthony's Foundation were mentioned

[4] What was your experience with Compass [Connecting Point]? Six out of eight people called Compass [Connecting Point].

- A good resource.
- I called Compass once before I could get help.
- I called many times
- I called three times
- I called one time
- My experience was great.
- It was very, very good. The social worker was proactive and helpful.
- It was a very good experience.
- I had to call every day to say I needed a bed. So if they didn't answer, I had no idea what to do. It was very frustrating.
- I'm diabetic so I got sick and they called medical assistance immediately at Compass.

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Families in Permanent Supportive Housing

Site: 1180 Fourth Street Date: February 1, 2016 Time: 5 p.m. to 6:30 p.m.

What kinds of programs or help can you get through Compass [Connecting Point]?

- They helped me with childcare. They helped me pay my first month's rent and my deposit. I'm a client of three different programs through Compass, SF Home, Access, and I was getting counseling services too.
- Compass provided diapers and snacks and I applied to SF Home at Compass. They also provided a lot of customer service for any question I had.
- They also provided transport fees for BART.
- They also provided boxing classes for my fourteen-year-old son.

What do you think about the process for getting shelter and housing in San Francisco?

- I had a pretty positive experience all around. People were super helpful, and if they didn't have services wherever I went, they would refer me somewhere else. It's a huge, very tight networking system out here. Even before I had my kid, I was able to find whatever I wanted. This is about the staff people. The most negative part of being homeless with children is dealing with other families that was hard. If you hear abuse, it's extremely stressful, especially if you're a victim of child abuse and you try to advocate for the kid. At Rafael House, they'd always say, We're working with that family. But in the meantime the kid is suffering. The stress is really high in homeless situations for families.
- They told some families when they had openings but not others, so people had to advocate for themselves. Some were in private rooms and some were in emergency rooms. A lot of people didn't have the private room option I had a high-risk pregnancy, so I had the option. But a lot of families in emergency beds had to find out from people in private rooms. There were different case managers who told people different things.
- To make it better, some of the city people, who are probably advocating for this already, but there are some places with empty buildings where half the building is occupied. It's ridiculous that the owners would be willing to have empty apartments instead of ECS doing a master lease.
- The process is too long and unnecessary. If they can throw concerts and give away free food in SF, they can figure this out. Homeless Prenatal Program should have vacancies on their flyers. There's the free food charts. They need to post that stuff, about new housing opportunities. SF is a rallying city; when people rally, there should be information. Some agencies already have each other's services flyers. But SF is screwy with its priorities. They're good at throwing parties but there are families who need housing. They're keeping people homeless so that jobs can be available to people who

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Families in Permanent Supportive Housing

Site: 1180 Fourth Street Date: February 1, 2016 Time: 5 p.m. to 6:30 p.m.

work at these agencies and money can keep coming from D.C., but in the end it's the children who suffer. The repercussions on families are a lot more damaging than people are making it seem.

- I got a Section 8 here but it was in Fresno and my doctor is here.
- I think that for children, to be in a shelter is extremely stressful. If there's a way for people not to be in a shelter while they're waiting sometimes people don't want to be in shelters because they're afraid, or because the shelters are dirty. You need to go to a shelter to get housing, but it's hard to bring children to a shelter. There should be a way to get housing without having to go to a shelter because of the kids.
- The city should open up more shelters with rooms instead of dorms. The waiting period wouldn't be so hard if they had suitable shelters instead of dorms. That would help about bringing children to shelters as well. You get concerned about child safety in a dorm, and you're in there with men and women. Hamilton's like that and I was terrified for my first week there. You can't sleep because you're trying to protect your kids, and they tell you they don't run background checks on these people. It's terrifying. Providence is like that.

Do you get up to date and accurate information?

- All I got is the name and address. I just knew about the shelter from word of mouth. My experience at Hamilton was much better than I was told. But in that situation you don't care; you just go there.
- The pamphlets only paint it in a positive light. They need to have something like a rating system for shelters a realistic system about what's really going on in these places like, are we going to be sleeping in a room with men who haven't had background checks. Parents want to know.
- You have to be very patient to call every day to get an available room. I went to Concord and Fremont, even.
- I had to leave because of an episode of domestic violence and I didn't know it was confidential. There was an incident where my four-year-old was attacked twice by an older kid. Finally, after I got the place, and after all the waiting, my child was attacked and he couldn't sleep. I was there for two and a half months, I didn't want to go to another shelter, because it was supposedly a "safe" shelter, so I didn't want to go to another one. I was also living in hotels. Finally, I called Compass and waited for a month and got into St. Joseph's, and the experience was wonderful.

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Families in Permanent Supportive Housing

Site: 1180 Fourth Street Date: February 1, 2016 Time: 5 p.m. to 6:30 p.m.

- You call and do your intake at Compass on the phone. You don't have to fill out forms initially. It was a good experience. I got connected with a case manager who helped me come in and take care of the documents, so that's how I got connected with shelter.
- You call and you get an appointment and then you go. It's okay. It's good because we already know someone's name at that point and we can talk to that person specifically.
- In one case the waiting times were not reliable. We had to be constantly calling.
- My social worker at Compass told me, so I wouldn't have expectations, that it would be approximately six months, which was shocking to me. The process did go faster because of the incident of the older boy attacking my son.

Are people treated equally or fairly?

- People are "hell no" not treated equally in the process. One of the families who were staying near me at Hamilton weren't even told about Mercy. All of these families were trying to get into here. They pick and they choose, and they have favorites, and the families that have no incidents, they're more willing to help them than the families who might have some kind of issue.
- I agree. They referred me to Mercy because I'm qualified for the housing, but I don't think they notified other people to come to apply. They only give out one unit for one shelter. And I got qualified because I have two children and I have more than \$1,000 in income, and I've lived in SF for longer than others, so I don't think they notified other people.
- Cameo House tried to take my housing away to try to give it to someone else who was living there and who had many infractions, because they were friends. I had to really advocate for myself. Once I found out I was getting a place here, I had to advocate for myself to HSA and bypass the shelter. If you're a homeless family, there are individuals that do referrals into apartments for homeless families. So I went to one person, Brianna Moore, and she ensured that I kept my place here.
- I think it depends on the situation of each family. In a certain way, my situation helped me, with my son. Because of my son's trauma, he couldn't sleep for three months, and he had to go to a psychologist, so that helped in a certain way.
- We stayed in a shelter for one year but we used to see people come in after us and leave before us, and we used to ask ourselves, Why?
- It's the same for us. People would come in after and leave before, and they had housing.
- You have to do it yourself. You can't depend on people.

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Families in Permanent Supportive Housing

Site: 1180 Fourth Street Date: February 1, 2016 Time: 5 p.m. to 6:30 p.m.

What else do you think would make getting shelters and services easier for families like yours?

- Why do shelters leave spaces empty for a while when there's so much need? They always say no space available even when they have room. That's in the Fremont shelter, Brennan House, and the Asian Women's Shelter. They always say no space but they keep it open for a couple of weeks before they fill it.

HomeBase-Facilitated Focus Groups

Families in 30- to 60-Day Shelter

Site: Providence First Friendship Shelter (501 Steiner)

Date: February 2, 2016

Noon-1:30 p.m.

Participants: Fifteen (others came late/left early; six attended with partners)

Spanish speakers: Two English speakers: Thirteen

Facilitators: Jean Field, Sage Foster
Note taker: Jason Green-Lowe
Interpreters: Jason Green-Lowe, Omar

How did you find out about the program where you are staying now?

- Google search for "family shelter in San Francisco, CA"
- Called 211 last year; have been here 3.5 months
- Heard about it from a friend, confirmed on Google; called Compass; have been here two months
- Directly from MSC shelter (5th & Bryant); have been here less than a week
- Flyer from Compass Shelter; 1.5 months ago
- Stayed here previously for two months last year, then again for two months
- Got information from Compass about one month ago
- Got information from Compass two months ago
- Google search; saw many options, including Compass. Came here first, then to Compass. Have been here about seven months. Called herself.
 - o 6 went to Compass first, before this shelter
 - 2 never went to Compass
 - o 6 went to Compass second, after finding this shelter

What did you need to do to get into it?

- Have ID
- Nothing; just go
- Open Monday through Friday
- First come first served (*2)
- Called and then showed up
- Difficult to get in without calling first because they run out of space; was referred to Providence instead when they get busy because Providence doesn't have the same lines.
- It's better to start here at Friendship and then get referred to Providence if necessary; Providence is reluctant to accept you without a referral, especially if you get there late. It's intended as an overflow shelter.

HomeBase-Facilitated Focus Groups

Families in 30- to 60-Day Shelter

Site: Providence First Friendship Shelter (501 Steiner)

Date: February 2, 2016

Noon-1:30 p.m.

Where else have you gone for help and how was the experience?

- Hamilton
- HSA
- Capp St.
- Homeless Prenatal
- Almost all of the homeless shelters Sanctuary (next door); feels like no one is willing to help you; have to go through MSC to get into some of the other shelters, you have to wait in line, sometimes you're there all night. Heard about Compass, but staff there didn't appear to be interested in working class people. Sent in an endless loop of rejections and referrals.
- Have gone to Compass, but staff isn't much help; if they're full, they just send you somewhere else.
- This is the only place I've gone for shelter. Have gone to Compass for other services, because of geography (don't need bus/train). 995 Market is easy to get to. Have also gone to Golden Gate / Turk (similar).
- St. Anthony's is very helpful when you ask questions.
- Glide doesn't just send you somewhere; they give you a referral list of people who are willing to help you with all kinds of services, e.g., security deposits. Referred here through Glide.
- Mental Health Services more helpful in Contra Costa County. They give you a case manager
- My main focus is shelter because I have a job, but Compass is telling me to focus
 on other things, which isn't helpful for me. I need help with the services I need,
 not with the services that you think are best.
- The staff person at Compass was more focused on the staff person's own broken leg than on client's needs. Was not able to get put on the waiting list because staff person thought it was too long.
- Also had main focus of finding shelter or shelter plus care; got onto over 30 waiting lists. Just now received a case worker from Compass; had to leave Hamilton before receiving services from Connecting Point. Just got extension on Shelter Plus Care.
- When first met with Compass, staff person said that it was 8 months to get into a shelter, but didn't say if she was on a waiting list, and then after a 2-month delay, repeated the estimate of 8-month wait time to get into another shelter which doesn't make sense. Told staff person she wanted to look for a studio or an SRO, because she's already at First Friendship with her daughter, and moving

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Families in 30- to 60-Day Shelter

Site: Providence First Friendship Shelter (501 Steiner)

Date: February 2, 2016

Noon-1:30 p.m.

to a new shelter would be disruptive for the daughter. Compass isn't helping her get onto any other lists. Compass mentioned a \$954/month apartment, but she couldn't afford that. Also mentioned First Avenues, but she has already been to First Avenues on her own. Some of Compass's information was not useful because it was outdated (past the deadline).

- Compass tells you what you want to hear or what they're supposed to say.
- What distresses me the most is that if I don't get shelter here or at Providence, he doesn't know where else he can get it. Has this constantly on his mind. My only 'case manager' is the person at Compass, but I only see him once or twice a month. What should I do if there are no beds at Friendship or Providence?
- Also concerned about no beds at Friendship or Providence. We keep making appointments to see someone at Compass, but he tells them to call instead of just showing up, and then after they make their way over there, the worker cancels or tells us to come on another day. He's always got other appointments, and nobody else can help us. We're also on a wait list for an apartment or a studio (room?), and the worker at Compass says that he's put in an application for them for other resources, but other workers have said that there are no applications being accepted because all the slots are full, and have been waiting three years now for an apartment.
- Lots of appointments that need to be made and kept, but it's hard to keep going across town and take care of all the footwork while you're working and/or raising a child. Especially in the beginning, they give you all these resources through Compass and Homeless Prenatal – and you expect to have some paperwork and some appointments, but I wonder if there's another way – online, over the phone – that would be better than visiting everywhere in person. There has to be a way to get personal information into the system so that she doesn't have to give out the same information each place she goes to; more than likely, anyone who shows up at Compass will also need other services; Compass should be calling ahead to the people who provide those other services (e.g. diapers, milk) so that they have her information and know about her. Even when visiting the same Compass caseworker, still have to repeat the story again. All homeless families need shelter; all little kids need some of the same things. Yes, we're all unique, but it's hard enough to be homeless without running around giving out the same information over and over. Wants to go to one place with one system that has all of your information so you don't have to spend all your time registering (especially for families).

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Families in 30- to 60-Day Shelter

Site: Providence First Friendship Shelter (501 Steiner)

Date: February 2, 2016

Noon-1:30 p.m.

- I can't find a shower for families; Providence's shower broke for about three weeks, and there are other men's showers / women's showers, but no other place for a family to shower.
- Floating between three shelters for families because the others are too hard to get to.
- Getting more case management than results; have a long paper trail, but no results. (Widespread agreement).
- I have more case managers than services.
- Contra Costa is better than San Francisco at wraparound services. Many case managers in SF are not knowledgeable or resourceful; they just hand you a piece of paper.
- Homeless Prenatal has a housing workshop every week where they help you look for housing.
- If you have teenage children, you don't get no love from services; they focus on smaller children. It's harder sometimes for teenagers because they want to be out with their friends, and the shelters insist that the teenagers check into the shelter and then stay there; it's not like they can go out for pizza and then come back.
- Homeless Prenatal will only take you / provide full services if you have a CPS referral
- They give single people who don't really need the help very quick help, but not families with jobs.
- Takes medication for PTSD, but at one shelter, could only get 1 refill on her prescription; wanted to get services (counseling), but was told there was a waiting list, and can't get on the waiting list. One shelter has counseling; the other has medicine; neither has both, and neither has been able to help her get referred to supplement the care. Runs out of breath trying to run up the hills to keep all the appointments and still pick up child at school 30-45 min away from here, which also isn't her choice. Compass was saying we don't have many psychiatrists who prescribe medicine for PTSD, and referred her to two different places, which is confusing.
- You have to give out the same information at all of the places you visit. (*3)
- Got outdated information from Compass about the lottery (*3) that's three or four years old.
- Catholic Charities

HomeBase-Facilitated Focus Groups

Families in 30- to 60-Day Shelter

Site: Providence First Friendship Shelter (501 Steiner)

Date: February 2, 2016

Noon-1:30 p.m.

Is anyone right now helping you find your own/permanent housing?

- Mostly emphatic no's. Nobody meets with a housing specialist on a regular basis; they don't want to see you if you're homeless. Feel like the housing specialists think that homeless people are a disease; that's wrong; we're all human beings.
- One person said First Avenues will try to send you to apartments, but they throw you to the wolves; you have to figure it out on your own in just a few months, and sometimes when you get to an apartment, the apartment itself has a new waiting list. It would help if there were one / a few people assigned to go together with the family to help you. If you could have done it yourself, you would have done it.
- He thought he could just get a job and then get an apartment, but they do credit / background checks that make it almost impossible to get an apartment, and then you have to become homeless to even have a chance to get into lowincome housing.
- There should be a liaison who comes to the shelter and finds people who want to make an appointment to view an available apartment; there's only 40 of us here, and some of us have been here for several months, so they should be building a relationship with us, finding out what we truly need, guiding us a little bit.
- Someone comes from Compass every two months, gives you a four-month-old housing list, and everything has a five-to-seven year waiting list. It's all just impossible.
- Someone needs to come in and come talk with us, find out where we're at, what we need, how long you've had your job, what your goals are, and tell us what apartments are ready, depending on family size instead we get told to go here, go here, go there, all in a big circle.
- We get very general information not specific information that can sustain a family's hopes and keep them going, e.g., this apartment's available at ten o'clock; go there.

What do you think about the process for getting shelter and housing in San Francisco? Are people treated equally?

- Lots of no's.
- Some staff members favor people from their own nationality (e.g. black, Hispanic, etc.); but we should all be treated equally.
- Some staff members favor locals (from Bay Area)

HomeBase-Facilitated Focus Groups

Families in 30- to 60-Day Shelter

Site: Providence First Friendship Shelter (501 Steiner)

Date: February 2, 2016

Noon-1:30 p.m.

- They "hand" you whatever you want if you match up.
- Many of the staff look down on the clients. For example, the staff smoke right in front of the building even though they send the clients across the street to smoke.
- The supervisor at Providence wrote up my daughter for running around, and then the supervisor looked at me differently, and then a month later, the supervisor told her she should move to Friendship doesn't know if it was a space issue, or if the supervisor didn't want her around anymore.

What do you think would make getting shelter and housing services in San Francisco better for families like yours (families experiencing homelessness)?

- I'm disabled; I need help.
- There are lots of facilities out there for single people, but single people can live anywhere, and the SROs won't let you in with more than a certain number of people. Sometimes the SRO will let in a boyfriend and girlfriend, but not one parent and her child.
- That's for your safety sometimes.
- The people trying to help us find housing don't understand what our family needs. They see "low-income" as Section 8, so if you have 3 people, you're going to need a 3-bedroom, and that's \$2000/month, and then you're supposed to earn three times the rent, or you're not eligible. Wants to go to junior college; doesn't want to feel like she's stuck in the shelter forever.
- During the housing search, you don't have the case managers advocating for you properly. Each family has their own needs, including outside services, but when you have to go from one place to another to get services, and you can't get services at your shelter, you're really stuck without an advocate. Even Shelter Plus Care housing specialist isn't helping at all.
- Don't know if only people from Hamilton go to TH, or if other people do to, but when there are TH openings, people should come here to the shelter to offer it to us, because we're the ones in the most need; we should have the highest priority, or at least the first information on what's going on so we can go over there and do what we need to do.

HomeBase-Facilitated Focus Groups

Families in Transitional Housing

Site: Compass Clara House Date: February 2, 2016

3:30 to 5 p.m.

Participants: Twelve
Spanish speakers: Three
English speakers: Seven
Cantonese speakers: One
Vietnamese speakers: One

Facilitators: Jean Field, Jason Green-Lowe, Sage Foster

Note taker: Jean Field

Interpreters: Raul Sanchez, Jieying Guan, Joe Tran

How did you find this program?

- I was referred by a shelter I stayed in: Asian Women's Shelter

- From Compass [Connecting Point]
- From Rafael House
- From Hamilton Family Service
- Referred by Asian Women's Shelter
- From Mission
- Jelani House (residential treatment)
- African Advocacy Network referred to Compass [Connecting Point]
- Star Community House
- Was on lists at Connecting Point but no one told her about Clara House until a social worker at La Casa directed her to Star and Star referred her to Clara House
- Glide
- Homeless Prenatal

What did you need to do to get into this location?

- I had to go through three interviews and give all the documents requested in order to move in here. Interviews were each different.
- Had no place to live, and had young children going to school.
- An evaluation was done
- Good behavior at Rafael House with no addictions
- Had already met requirements from Hamilton, so didn't have to do anything new.
- Had to go to many places over and over; Star and HPP several times, and then went to Compass
- No one told her about Compass Clara House she was at a goodbye party for a friend in shelter, and she asked where the friend was going, and the case worker

HomeBase-Facilitated Focus Groups

Families in Transitional Housing

Site: Compass Clara House Date: February 2, 2016

3:30 to 5 p.m.

told her about Compass Clara House and she had to advocate to get a referral for herself

- Had been in contact with Compass since November 2014 and had been on waiting lists for shelters, and had to keep going back to Compass. Finally landed at Star and the case manager referred her to Clara House
- Had to do the footwork herself; called programs and then asked case manager to help her and refer her

How long did it take to get in?

- For most it was 2 to five months once they applied.
- Had been homeless off and on for more than four years; went to Connecting
 Point and it was the first time someone told her about Compass Clara House –
 case manager did not encourage her but she felt enthusiastic about it

How many times did you have to tell your story to get in here?

- Three interviews; had to tell story again each time because different people were interviewing me.
- Three times altogether; before going to the shelter, the immigration lawyer at the shelter talked about my history, the shelter talked about my history, and Clara House talked about my history.
- Three
- Three
- Four
- Had to go to many places, and apply over and over
- So exhausting to tell story over and over again and keep having to relive hard experiences and telling story
- Have to fill out same paperwork for so many things

Where else have you gone for help?

- CalWorks Health for money & food stamps, and a place to stay; St. Anthony's
- Food bank for food package and CalWorks for diapers and food stamps and money
- Food bank
- Homeless Prenatal Project
- St. Anthony's for clothes for the whole family
- Mayor's Office

HomeBase-Facilitated Focus Groups

Families in Transitional Housing

Site: Compass Clara House Date: February 2, 2016 3:30 to 5 p.m.

How was the experience of asking for help?

- All of the staff helped me at both the shelter and the transitional house.
- First experience was that because did not have a Social Security number, could not get employment or services. After staying several months at Clara House, was able to get a work permit from immigration, and a Social Security number.
- Positive experiences everywhere she's gone, getting the help she needed.
- Process was stressful was not informed that she had been referred to Compass; thought she had been referred to something else; only found out later what was actually going on.
- Frustrating at first when they started to help us finding housing at Hamilton and then here at Clara, I felt relief and a little bit of stability and support. Has been worried when the time is about to expire at different places; is afraid of not finding a place to go next.
- Very frustrating, hard to find resources 4 months with no money
- Homeless Prenatal Program was good but case manager does not do outreach
- So hard to tell story over and over

What is your experience with Connecting Point (995 Market)?

- Haven't heard of Connecting Point, but have been to 995 Market. Used to go
 there once a week for therapy. Stopped last summer. Staff were very helpful.
 Therapist is very nice. Afterwards went to Camera House for therapy. The first
 therapist left the area; had to find a new one.
- 995 Market always helps her; they never deny or refuse services. They offer family therapy.
- Go every week for diapers good experiences.
- Go every week for diapers, parenting classes good experiences
- Go every week for diapers, therapy 8 out of 10.
- Had a situation where staff was rude and discouraging fill out applications and they said I would not get in here
- It depends on your case manager whether you get into places or get good help
- Like anywhere, you have to advocate for yourself
- Sometimes they provide you good services like therapy but you have to go other places for other resources
- Very good at providing services bus passes, diapers, workshops, therapy, mail service

HomeBase-Facilitated Focus Groups

Families in Transitional Housing

Site: Compass Clara House Date: February 2, 2016

3:30 to 5 p.m.

Is anyone right now helping you find your own permanent housing?

- Compass and Clara House help me fill out applications
- Yes, we have a housing clinic workshop every week
- Yes, there's a case manager here who's helping all of us at Clara house use a computer at another location, called NEST. (all agree – but Vietnamese & Cantonese speakers say they usually use handwritten applications, use Internet on occasion).
- Get good information about permanent housing from Clara House but case manager does not do outreach
- Did not have any help finding permanent housing before coming here
- On 3 waitlists now
- Qualified for through CalWORKS, got vouchers, but could not find places
- SF HOME, got subsidized housing and now need to find housing

What do you think about the process for getting housing in San Francisco?

- It's very difficult I have been searching for more than a year, maybe because my income is low and I am single mom with a little girl, and a lot of the housing I'm not qualified for. In order to find a shelter, I had to call 4-5 times. Language is difficult.
- There are no apartments for interviews or for my application
- There are programs that provide vouchers but then no list that has good information and you only have a small amount of time to find housing
- Lists from CalWORKS, Mayor's office and other places are old and outdated say there are waitlists but waitlists closed
- Too difficult to be pregnant and look for housing on your own

Is it easy to understand the process for finding housing?

- They learned along the way; don't really have a choice; it's something they have to do. Doesn't matter if it's easy or hard; it's just necessary.
- Constantly assimilating to the process
- No, it's difficult (*2)
- The experience is OK for me; I call 4-5 times, and if they have a room available, they will call me immediately.
- Too much paperwork; language barriers; income needed to be eligible for lease; some staff are difficult.

HomeBase-Facilitated Focus Groups

Families in Transitional Housing

Site: Compass Clara House Date: February 2, 2016

3:30 to 5 p.m.

Are people treated equally in the system of shelter and housing in San Francisco?

- The process is even; no discrimination.
- No discrimination
- Felt people weren't treated the same at Rafael House b/c some people don't want to cooperate with the case workers' instructions, and they've seen people get special treatment in that the clients tell the caseworkers what to do.
- There are differences in treatment due to language barriers
- The other residents treat each other differently, but the staff are all very nice.
- Definitely not treated equally; if you have criminal background or drug history all your applications will be denied and base everything on your past
- If you are young, no one wants to rent to you
- People on welfare are treated differently than people with money and face marginalization very discouraging and tough
- It is hard to be a single man with children because more options for women really have to suck up to staff
- Rules at shelter really hard for teens and people who are trying to work
- Harder when there are more children
- If you know people at shelters then they will save beds for you; staff shows favoritism but if you are nice you can use that to your benefit

Did you find the process of finding shelter/housing to be family-friendly?

- My situation was more urgent, so I didn't wait too long to get into the shelter.
- Very family-friendly
- While at the shelter, even though the staff were all fine, sometimes there were problems with conflicts with other residents, but here we have private rooms, so it's OK.
- Not easy for man with children
- Got priority because of a high-risk pregnancy

What do you think would make getting shelter and housing services in San Francisco better for families like yours?

- I have no idea— too many limits/rules here about, e.g., how many visitors, how long they can stay, what time he has to come back.
- Shorter waiting lists for houses; streamline the paperwork.

HomeBase-Facilitated Focus Groups

Families in Transitional Housing

Site: Compass Clara House Date: February 2, 2016

3:30 to 5 p.m.

- All agreed that when new housing opportunities become available and start taking applications, priority should go to people who are in transitional housing, or to people who have timed out of transitional housing and are back on the street. The rules are tolerable; don't like them, but don't need to change them.
- Need more coordination why have separate lists for different services like therapy/childcare
- Cities need to work together so there is one list for other close-by cities
- We need lists of available housing for other cities, and lists need to be up to date and accurate
- There is no one way to find shelter have to go to many places
- There are too many appointments hard when you have children, trying to find jobs or have medical appointments. Why can't services be coordinated?
- Not enough family shelters- have to go to too many places to find shelter

Other comments

- The waiting list is too long; I have been waiting for too long. Had to wait for three months to get the first interview; then had to go through three interviews to get in here.
- Not able to receive an apartment due to children.
- One thing that makes me uncomfortable is not being told where on the waiting list we are any waiting list. Wants to know rank order, e.g., I'm #5 in line.
- Very stressful no idea what is next and how to find it
- The system is too confusing you get different information everywhere you go

HomeBase-Facilitated Focus Groups

Families on the Connecting Point wait list

Site: Compass Connecting Point

Date: February 3, 2016 11 a.m. – 12:30 p.m.

Participants: Five Spanish speakers: Two English speakers: Three

Facilitators: Mary Kate Bacalao, Sage Foster

Note taker: Jean Field Interpreter: Adriana Perez

Where are you in the process now?

- Currently homeless and has been for the past three years; couch surfing; occasionally in cars; struggling without work, stayed on CalWORKS; working with Compass and other organizations on a constant wait list for past three years; goal is to go back to school and get back to work, and maintain housing for family. Waiting on list is ridiculous because we have so many people coming in that people who are natives it is difficult to get housing; it is a liberal city trying to help everyone out but housing should be priority for native San Franciscans.
 - Apartment; studio; came to Compass, got into a program, needed extra housing help – SF Home helped for a year, but wanted to get into a program for 2 years so could finish school. Program ended, back to point A, affected children in school.
 - o Started out in Hamilton shelter, drifted to Compass, then to SF Home.
 - Want more for family, not drifting.
 - CalWORKS did not help with housing; said I was on priority list, but heard money was mismanaged and got shifted to back burner, got runaround, couldn't even tell me what the status was.
- Had to leave house because owners sold; went to sister's apartment for a month; husband and 3 kids; went to mother's house but husband had to sleep in car
 - Friend told her about shelter First Friendship shelter now where she has to call everyday for a bed before 12 p.m.
 - Waiting list for house? Yes, on a waiting list through Compass (found Compass through flier at the shelter)
- Just came to San Francisco from Georgia, with Compass for 6 months; experiencing procrastination from case manager; supposed to have long-term placement because daughter has sickle cell; everything moving slowly; people should be educated; need a program where there is a case plan that is individual to people's needs because what works for one family may not work for another. Need financial plan or else you will constantly be starting over and over. Need resources for everyone who comes.
 - Working to achieve goals

HomeBase-Facilitated Focus Groups

Families on the Connecting Point wait list

Site: Compass Connecting Point

Date: February 3, 2016 11 a.m. – 12:30 p.m.

- Staying at a hotel now
- Case managers talk down to people it makes people feel more hopeless instead of having a case plan that works for each family
- From San Jose, Immigration took husband to jail; came to San Francisco with friend
 - o In Providence and Friendship; found out about Compass from friend
 - On wait list since September
 - o In Hamilton
- Renting but it was illegal because it was a commercial space, landlord took money and then they got kicked out
 - o Been in Hamilton 3 weeks; friend told girlfriend about Hamilton
 - On the waitlist at Compass for 3 weeks

How did you hear about Connecting Point?

- Friend told her
- Knew about shelter, likes Compass because they help with kids' needs (transportation, snacks, pampers)
- Heard about Compass from someone she met when she came to San Francisco and person brought them here
- Word of mouth

Describe your experience with Connecting Point

- They've given help with daycare and other things children need
- Did not meet case manager until third week; we were in system in Hamilton, but they did not call us we had to initiate everything
- Had to call and call for a month until they got a case manager
- Have resources but case managers don't share resources; there is long-term placement but the case managers don't put you there; waited two months for followup for placement but then it didn't happen. So many resources, but they only help who they want to help; if you are independent and trying you have to keep trying. People who are holding up the waiting list because they have subsidies and they they let places go and get back on the list.
 - Hear stories from other people that show that the cycle. Some working the system.
- Second go-around with Connecting Point; goal is to get into two-year program (technically five-year program). Case managers need to work together on the same page so they all give clients same resources; have had two great case managers that worked hard on housing applications, then switched me off a really good one to another one.

HomeBase-Facilitated Focus Groups

Families on the Connecting Point wait list

Site: Compass Connecting Point

Date: February 3, 2016 11 a.m. – 12:30 p.m.

Need to collaborate and get on same page. Case manager should be telling about opportunities for applications, help find the buildings with apartments and programs

- Social worker helped to get child in daycare, but doesn't give whole information about housing, or how to apply. Daycare is important so she can work but needs housing
- Had a social worker first, but that person did not help at all, then second one transferred benefits from San Jose, and got therapy for kids
- Helped clean up credit met someone in shelter who had enough money but couldn't get an apartment because she had past evictions. She didn't know that Compass had such a program. But other case manager gave information about cleaning up credit.
- 90 percent of time you learn more from other people than from case workers; heard on the street that Section 8 is opening soon but case manager didn't tell her
- This building has some good case managers; once you get to other programs they don't get enough information. Get information that is not correct; affordable housing with waitlist but says it isn't open.

Do you get help finding permanent housing? (Offered housing lists in other counties? Section 8 lists?)

- Found a place in Kentucky but didn't take it because case manager told her she was going to Clara House but then it never happened
- Shelters not safe, because rules aren't followed. Daughter had to defend mother because of a fight that started when another shelter resident called name. There are drugs, other safety problems in shelters.
- Terrified of going to shelters because of other residents, smoking dope, and there was a man molesting his daughters – everyone could hear it. Her family traumatized by their stay in shelter.
- So hard, stayed above water for years but then not being able to provide for them so hard, shelters not recommended for anyone.
- 80 or 90 percent of the time get more/better information from word of mouth vs. case managers.
 - Most agreed with that
- Doesn't get much sleep at shelter because she and kids are afraid; heard stories of man wandering around night; also sometimes punished because kids are just playing.

Describe your contacts with Connecting Point?

 Have to say story just once; good communication, call and worker calls back; her worker calls her

HomeBase-Facilitated Focus Groups

Families on the Connecting Point wait list

Site: Compass Connecting Point

Date: February 3, 2016 11 a.m. – 12:30 p.m.

- First person was not helpful, said she did not know but then got assigned to someone else who had good communication
- Talked to case worker other people don't like her, heard bad stories but so far she's given a lot of good resources
- Current case manager is new, had to tell her what I wanted, she brought it to table and I think it got shot down, so she is trying another route. In the past got shifted from case manager to case manager numerous times and so have to repeat story each time and it is very frustrating. This is the only resource I know that can help me with a subsidy for two years while I am in school.
- My case manager listens and provides me with what I need; listens and comes up with a plan. Directors of Compass didn't listen well, she had complained about something and then never heard from anyone. Never heard back from written complaint, no arbitration, nothing that was required. Case managers play favorites her daughter asked for Nintendo Wii and TV during the holiday adopt-a-family, but they never received them and instead they were used as prizes in a lottery.

What do you think of Compass services?

- A program to sit down with children would be good they go through so much and they need more.
- More programs for kids; kid like to iceskate/box. In shelter, funded YMCA afterschool. Compass really helped them.
- Kids are worried and stressed; more activities and more support groups for them. Living in shelter leads to misbehavior in school.

What steps are next?

- Hope to get into programs SF Home but at a standstill. Talks to case manager about that. Need help and someone holding hand so she can access programs; unsure about what is next but is advocating for herself.
- Get closer to daughter; work on herself. She may be relocating out of San Francisco, but in the meantime is spending more time with daughter.
- Goal is to work and find a place to live; case manager helping her.
- Wants to find a job and start working; getting assistance from Compass
- Going back to school one year left at junior college

HomeBase-Facilitated Focus Groups

Families in three- to six-month shelter

Site: Hamilton Family Residence

Date: February 5, 2016 10 a.m. to 11:30 a.m.

Participants: Thirteen; two with partners

Spanish speakers: Four English speakers: Nine

Facilitators: Jean Field, Sage Foster
Note taker: Mary Kate Bacalao
Interpreter: Adriana Perez

How did you find out about the program where you are staying now?

- I went to Compass and did intake because we lost the apartment where we were; I was put on a wait list and I was prioritized for mental health and pregnancy. It took three and a half months.
- We started in Homeless Prenatal and Compass, and from there they came here to Hamilton. Social workers helped them get into a hotel and they waited there until coming to Hamilton. It took two or three months total.
- I lost my housing and employment due to my illness. I called many shelters and there was no room. Then I called Hamilton and I was told to call back at eleven the following day. That's when I did intake. I've been here for almost two months.
- I was here nine years ago with my kids when they were little. I got evicted from my apartment and I lost my Section 8 and had to leave my job. I already knew about this place because I was here nine years ago, and I was trying to get into 60-day beds. They've been working with me really well and my case manager's been helping me a lot. I was in Hayward I went to Compass and Homeless Prenatal, and I was in Hayward for almost a month before I got in here.
- We were pregnant and on the street and living in hotels. We got hooked up with Homeless Prenatal and Compass. I bounced from the hospital to this place called Medical Respite. He just stayed on the street. I went from Medical Respite to Hamilton, and it took at least a couple of months, probably two or three. I got out of the hospital in November and then did my intake December 31st. I had to make it quick because I had a high-risk pregnancy. Medical Respite had me connect with all the services I neglected to work on when I was in the hospital.
- We also lost our Section 8. We were living in Marin. I stayed with my dad for a few months and then got prioritized for my pregnancy and I got connected with the 90-day program here.
- I was laid off from a job I had for three years and got evicted from my home of twelve years. I was with my two kids, a four-year-old and a one-year-old, for three months

HomeBase-Facilitated Focus Groups

Families in three- to six-month shelter

Site: Hamilton Family Residence

Date: February 5, 2016 10 a.m. to 11:30 a.m.

before I came here. We were living with friends and we found out from a social worker at the hospital about Hamilton (I'm pregnant). I have a medical condition and need to take medication alone at night, so I transferred to a six-month single room, and it's been two months. Our case manager is working with us on how to get housing.

- My kids were born here and I had to leave Modesto, where I'm from. I'm connected with Homeless Prenatal, and Compass, and that's how I came here. I had a lot of help because I had a CPS case. I also went to a medical hotel. The process moved pretty fast so I'm in the 90-day beds.
- I got evicted a year ago and came to Compass but I had to stay in a hotel for six months. Then I rented a room and came here to Hamilton, where I got help because I have medical conditions. I've been here for two months.
- I was in a nice living situation for a long time. I had two kids a thirteen-year-old and a nine-year-old. I was a single mom, and we had a nice place, but it started to get too small. I was eight months pregnant when we wanted to move. I went to Compass and they recommended I come here. I was living with one of my friends for two weeks before I ended up moving in here.
- I have a family with three kids and my wife. And we had to leave our house. We went to a shelter, First Friendship, and when we were there we got on the waiting list for Compass. Three or four months after that, I came here. We already heard about Compass from Homeless Prenatal; nobody at First Friendship told us.
- Everyone but one person eventually got to Hamilton through Compass. The other person found out through a social worker at a hospital.

Where else did you look, and how many times did you have to tell your story?

- CalWORKS and the mayor's office, and the housing authority, are a few places that people have looked for services.
- The internet, sites like Craig's List are also where people have looked.
- The desk clerk at the Henry Hotel told me about the Navigation Center. It's supposed to be open 24 hours and I'm supposed to go there today. They do help people and stuff but a while back they had closed the waiting list, I heard.
- I had to tell my story a lot of times.
- I was fortunate. I went to First Avenue when I was eight months pregnant and I was lucky enough to be eight months pregnant at the time and I got prioritized and sent here. It took about two months to get sent here. I had weekly meetings with my Compass case manager, so I told my story about five times. I started when I was eight months pregnant and he was one month old by the time we got in here.

HomeBase-Facilitated Focus Groups

Families in three- to six-month shelter

Site: Hamilton Family Residence

Date: February 5, 2016 10 a.m. to 11:30 a.m.

- I told my story four or five times.
- Three times.
- I had to tell my story three times. People have to talk and tell their stories because that's how they get help. Everything escalated after I had an accident and I had to explain my situation several times.
- You have to constantly advocate for yourself. On top of that it depends on your case manager pushing your case. So that's the process.
- I told my story once and Homeless Prenatal advocated for me because of the high-needs situation in my family. It was a long process but I was never in the streets while I waited, so I'm grateful for that. I was in motels. At first I was worried but they did their part and I left it in their hands and they took care of it for me.
- I forgot to mention that I had to sleep in the car with my kids for a few nights.

Describe your experience with Connecting Point.

- Great experience with Compass Connecting Point. Consensus in the room that it's great.
- Compass helped me get into a single room a lot quicker. They were the only advocate I had who understood my medical concerns and reasons for needing a single room. It takes three to five months and that's the quickest wait for a single room. I got into a single room because of Compass within a month.
- They're very kind and knowledgeable about medical and mental situations.
- They're quicker to work with you than other agencies that aren't as knowledgeable about people's medical and mental situations. They're good with providing therapy too.
- They do everything. They threw me a baby shower and gave me diapers and a stroller.
- You can also stop and get food. They help us with food even when they're not supposed to help.
- When I got to Compass my social worker went on vacation. So my case went to another person and started all over again so it took more time.
- It depends on who your case manager is. Some are more efficient than others. Mine is great to me but I've heard from others that their case manager isn't working fast or well for them.
- I think my case manager understands what I need. (Four others echoed this.)
- At Christmas, they took care of us with gift certificates. I got a year pass to the zoo and movie passes for my family. When they put us in a hotel they gave us certificates for food so we wouldn't be hungry.

HomeBase-Facilitated Focus Groups

Families in three- to six-month shelter

Site: Hamilton Family Residence

Date: February 5, 2016 10 a.m. to 11:30 a.m.

- Several people feel like Compass managed their expectations appropriately in terms of things happening when case managers said they were going to happen.

What do you think about the process for getting shelter and housing in San Francisco? Are people treated equally - why or why not?

- The system is fair and equal but there are priorities and they prioritize pregnant people for example. There's a lot of families who can't get priorities because of medical needs but there's always someplace to go at the end of the day Friendship or Providence are the emergency shelters and you can always go there at the end of the day.
- It's different if you have a kid. If you're a couple that doesn't have kids, they see you as totally different. They don't see a priority situation at all.
- When I went to First Avenues, I went to apply because they told me that's how you get a place. They told me to apply to Compass because they told me they prioritize based on situations rather than on a first-come, first serve basis. I was in a desperate situation with a baby on the way.
- I think it's good that they prioritize pregnant women, especially if you're high risk. They prioritize pregnant people and people with mental illness.
- Also I think you have to speak up. My mom used to say a closed mouth doesn't get fed. You have to speak up if you want something for your situation.

Is anyone helping you find your own/permanent housing?

- Many people's Hamilton case managers are helping them make the next step to permanent housing.
- After you find housing Compass can help with paying the first month's rent and deposit and they also have vouchers for furniture. As far as finding housing, that's up to the Hamilton case managers. Right now we're on hold until we both or one of us has a steady income, so that's our next step. You cannot look for housing without money. That's our next step.
- It's been slow because our case manager left the organization. We have another case manager who's been here for a year. But because of my specific condition, I need accessible housing, so it's taking a lot more time.
- Homeless Prenatal, when you're done with Compass, can help a lot too. They balance each other out. Compass is where you get in and Compass will refer you to Homeless Prenatal.

HomeBase-Facilitated Focus Groups

Families in three- to six-month shelter

Site: Hamilton Family Residence

Date: February 5, 2016 10 a.m. to 11:30 a.m.

- The hospitality house where I'm going has a lot of housing applications where you can apply for housing.
- We got into transitional housing and it depends on the person who has your case whether things go slowly or quickly. Right now we just want our own place. They've helped to find accessible housing for my wheelchair, so that's also part of the reason why it's taken longer.
- You have to do your own search. The case manager is a guide.
- Sometimes case managers won't tell you certain things and you hear from other people what their case managers told them. So you have to go back and ask. If you get transferred to another case manager, it can be a totally different experience. I didn't know that CalWORKS helps with old tickets and whatnot they won't tell you and you have to ask.
- It depends on how major or minor the health situation is. If it's because you're disabled, there are different resources for you. If it's because you have a terminal illness, there are specialists in SF for you. Compass and Hamilton will also let you know when doors open up to you. There are organizations for my medical issue that can help out. And they can help out with housing. Compass and Hamilton will connect you with those other places and they know it all. And if they don't they'll do research and do their best to find those resources for you.

How stressed are you about where you will be next?

- It's stressful to leave because you have no idea where you're going.
- I am stressed because I have to get surgery and I need a place to recover.
- On a scale of one to ten, it's a ten on anxiety.
- We are very concerned because we're six people three kids and one that's my nephew who we have custody of since my brother died. We have a long list of places where we've searched and for a large family it's okay but we need rooms to be accessible for a wheelchair as well as bathrooms. I'm getting anxiety headaches. All the social workers have united to find me a place and they're even looking outside of the Bay Area. I've had a lot of surgeries. He got shot in a robbery. He says he's a victim of the City of SF.
- It's stressful on us but my thing is the kids. It's stressful for us but think about them. At CalWORKS they tell you that you have to come on the day that you're going to leave. So I can't go today; I have to go on Monday when I'm supposed to leave the shelter. My kids go to school in San Bruno and I take them on the bus every day. We had to do it that way because SF has a lot of good resources so we came here when I got evicted.

HomeBase-Facilitated Focus Groups

Families in three- to six-month shelter

Site: Hamilton Family Residence

Date: February 5, 2016 10 a.m. to 11:30 a.m.

- I was also a victim of the police in San Francisco. It's about finding housing for an entire family, not just for me. The system is okay.

What do you think would making getting shelter and housing services in San Francisco better for families like yours?

- My personal opinion is that mental health and education go hand in hand. That's not often taken into consideration. Two things together are harder to help with. If you have a mental illness you have a different education. If the system could focus on that and be more understanding about it, it would be more supportive and helpful. It's not as easy for people with mental illness to understand deadlines or that they have to do things by themselves or how to fill out applications. More mental health workers could help. They do refer you to therapists but maybe they should have someone onsite. It's not that the mentally ill are lazy or something; they need a lot of extra help.
- People need information about all the other organizations. They need more promotion
 of all these organizations and programs. They also need more help from the
 government.
- Supervision is necessary. People need to know what's going on with all the cases and all the case managers. Sometimes case managers bring their anger to work or they don't know what to do. There needs to be more efficiency and organization.
- There should be an organization that prioritizes based on families' situations but they should do it with permanent housing and there should be someone else who prioritizes and places people into housing. We should be able to get placed into housing and not just shelters.
- What is low-income anyway? What they're showing us isn't low-income housing. I have a disability and I'm not even supposed to work. But low-income housing, what they show us isn't low-income. You have to make two times as much as what they say. \$3,500 a month isn't low-income.
- I'm in limbo because it's like a circle. I need a higher income to get housing but I need housing to get a job.
- We need everybody to come together and get ahead of the people who actually run everything. It's pointless to talk amongst ourselves.
- They forget that we're people and they look at us like we're situations. At shelters you get constant write-ups and they're on your back and you're stressed and you can't focus on what you're doing because you're trying not to get a write-up. It's like a jail sometimes. We're people, not situations. I'm #317 that's my room. We're placed in here not because we want to be here but because we have to be. And we're thankful

HomeBase-Facilitated Focus Groups

Families in three- to six-month shelter

Site: Hamilton Family Residence

Date: February 5, 2016 10 a.m. to 11:30 a.m.

that we're living here but the stress of a little nagging can go a long way when you're trying to look for housing and take care of yourself.

- If you have PTSD, anxiety, or depression, those little things can set you off and your mind becomes blank. You're just going through the motions but your mind is blank. You get really stressed out and then they just tell you to leave.
- Almost everyone could use a housing locator to help them find housing.

HomeBase-Facilitated Focus Groups

ATTACHMENT C PARTICIPANT DEMOGRAPHIC INFORMATION

FOCUS GROUP SIGN-IN SHEET (JANUARY 27, 2016 – HAMILTON FAMILY CENTER)

GENDER (PLEASE CHECK ONE)	YOUR AGE:
Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:
	Ages:
PRIMARY LANGUAGE	
RACE/ETHNICITY (PLEASE CHECK ONE)	
■ White/Caucasian	Black/African American
☐ Asian/Pacific Islander	☐ Latino/Hispanic
■ Mixed Race/Ethnicity	Other
☐ Native American	
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HOW LONG HAVE YOU BEEN IN SAN FRAN	icisco? INA MICOLE CIR

FOCUS GROUP SIGN-IN SHEET (DATE OF GROUP AND LOCATION HELD)

GENDER (PLEASE CHECK ONE)	YOUR AGE: 39
	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number: 5
PRIMARY LANGUAGE Spanol RACE/ETHNICITY (PLEASE CHECK ONE)	Ages: 17-8-4-7
White/Caucasian	☐ Black/African American
☐ Asian/Pacific Islander	Latino/Hispanic
Mixed Race/EthnicityNative American	☐ Other
WHERE DID YOU SLEEP LAST NIGHT?	Cesa
HOW LONG HAVE YOU BEEN THERE?	9005
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HOW LONG HAVE YOU BEEN IN SAN FRANCIS	co? 18 eAPS

FOCUS GROUP SIGN-IN SHEET (JANUARY 27, 2016 – HAMILTON FAMILY CENTER)

GENDER (PLEASE CHECK ONE)	OUR AGE: 30
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:
A	Ages: 7,5,38
PRIMARY LANGUAGE SPahis	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
☐ Asian/Pacific Islander	✓ Latino/Hispanic
☐ Mixed Race/Ethnicity	Other
☐ Native American	
WHERE DID YOU SLEEP LAST NIGHT?	mi casa
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IF IN HOUSING, HOW LONG WERE YOU HOMELESS	S BEFORE YOU GOT HOUSING? N/A
	13
HOW LONG HAVE YOU BEEN IN SAN FRANCISCO?	10 anal

FOCUS GROUP SIGN-IN SHEET (JANUARY 27, 2016 – HAMILTON FAMILY CENTER)

GENDER (PLEASE CHECK ONE)	YOUR AGE: 4
☐ Female	
Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:
PRIMARY LANGUAGE CAPPA NOL	Ages:
RACE/ETHNICITY (PLEASE CHECK ONE)	
	District Action Action
☐ White/Caucasian	Black/African American
Asian/Pacific Islander	Latino/Hispanic
Mixed Race/Ethnicity	☐ Other
Native American	
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HOW LONG HAVE YOU BEEN THERE?	ANO
TIOW LONG HAVE TOO BEEN THERE!	
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING? NO
HOW LONG HAVE YOU BEEN IN SAN FR.	ANCISCO? 6 ANOS

FOCUS GROUP SIGN-IN SHEET (DATE OF GROUP AND LOCATION HELD)

GENDER (PLEASE CHECK ONE)	YOUR AGE: <u>36</u>
Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:
= 12 16	Ages: <u>6-36-39</u>
PRIMARY LANGUAGE ES Paris	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
Asian/Pacific Islander	Latino/Hispanic
Mixed Race/Ethnicity	Other
Native American	
WHERE DID YOU SLEEP LAST NIGHT?	M. Ca59
HOW LONG HAVE YOU BEEN THERE?	anios
IE IN HOUSING HOW LONG WERE VOLLIN	OMELESS BEFORE YOU GOT HOUSING? 2 10 5
IF IN HOUSING, HOW LONG WERE YOU HO	DIVIELESS BEFORE YOU GOT HOUSING?
HOW LONG HAVE YOU BEEN IN SAN FRAN	ICISCO?
The state of the s	. 0.0 0 0 .

FOCUS GROUP SIGN-IN SHEET (DATE OF GROUP AND LOCATION HELD)

GENDER (PLEASE CHECK ONE)	YOUR AGE: 3
■ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number: 3
	Ages: 35, 16, 5
PRIMARY LANGUAGE Spanish	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
Asian/Pacific Islander	☐ Latino/Hispanic
☐ Mixed Race/Ethnicity	☐ Other
■ Native American	
	. \ \
WHERE DID YOU SLEEP LAST NIGHT?	At home
	2
HOW LONG HAVE YOU BEEN THERE?	3 years
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING?
1101411 0110 1111/5 1/011 05511 111 0111	17 100xs
HOW LONG HAVE YOU BEEN IN SAN FR	RANCISCO?

GENDER (PLEASE CHECK ONE)	YOUR AGE:
☐ Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:
- /	Ages:
PRIMARY LANGUAGE 95 Pan of	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
Asian/Pacific Islander	☑ Latino/Hispanic
☐ Mixed Race/Ethnicity	☐ Other
■ Native American	
WHERE DID YOU SLEEP LAST NIGHT?	
HOW LONG HAVE YOU BEEN THERE?	
IE IN HOUSING HOW LONG WERE VOLLHONGE	TCC REFORE VOLL COT HOLICINGS
IF IN HOUSING, HOW LONG WERE YOU HOMELE	233 BEFORE TOO GOT HOUSING!
HOW LONG HAVE YOU BEEN IN SAN FRANCISCO	of 10 ANOS

FOCUS GROUP SIGN-IN SHEET (DATE OF GROUP AND LOCATION HELD)

GENDER (PLEASE CHECK ONE)	YOUR AGE: 38
Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:
weed have -	Ages:
PRIMARY LANGUAGE WETNAMESE CH	INESE
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
Asian/Pacific Islander	☐ Latino/Hispanic
☐ Mixed Race/Ethnicity	☐ Other
■ Native American	
10.95	with at CE AM March three in
WHERE DID YOU SLEEP LAST NIGHT?	4th st. SF. CA Mercy Housing
HOW LONG HAVE YOU BEEN THERE?	1 months
•	
IF IN HOUSING, HOW LONG WERE YOU HOMELE	SS BEFORE YOU GOT HOUSING? 6 MONTHS
	12 1100 55
HOW LONG HAVE YOU BEEN IN SAN FRANCISCO	? 13 years

FOCUS GROUP SIGN-IN SHEET (DATE OF GROUP AND LOCATION HELD)

GENDER (PLEASE CHECK ONE)	YOUR AGE: 3 L
Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:
PRIMARY LANGUAGE SPOIN O RACE/ETHNICITY (PLEASE CHECK ONE)	Ages:
☐ White/Caucasian	☐ Black/African American
Asian/Pacific Islander	Latino/Hispanic
☐ Mixed Race/Ethnicity	Other
☐ Native American	D Other
WHERE DID YOU SLEEP LAST NIGHT? In M	ny aparment
HOW LONG HAVE YOU BEEN THERE?	lear.
IF IN HOUSING, HOW LONG WERE YOU HOMELE	ess before you got housing? 2 years.
HOW LONG HAVE YOU BEEN IN SAN FRANCISCO	? Hyears.

GENDER (PLEASE CHECK ONE)	YOUR AGE: 33
PRIMARY LANGUAGE Francisco	NUMBER AND AGES OF OTHER FAMILY MEMBERS Number: 2 Ages: 23
RACE/ETHNICITY (PLEASE CHÉCK ONE) White/Caucasian Asian/Pacific Islander Mixed Race/Ethnicity Native American	☐ Black/African American ☐ Latino/Hispanic ☐ Other
WHERE DID YOU SLEEP LAST NIGHT?	My apartment
HOW LONG HAVE YOU BEEN THERE?	1 year
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING? year
HOW LONG HAVE YOU BEEN IN SAN FRA	ANCISCO? 2 years

FOCUS GROUP SIGN-IN SHEET (DATE OF GROUP AND LOCATION HELD)

GENDER (PLEASE CHECK ONE)	YOUR AGE: 59
Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:
	Ages: 28 NOS
PRIMARY LANGUAGE	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
Asian/Pacific Islander	☐ Latino/Hispanic
Mixed Race/Ethnicity	☐ Other
☐ Native American	
WHERE DID YOU SLEEP LAST NIGHT?	1120 CM ST A 802! (1)
HOW LONG HAVE YOU BEEN THERE?	I YEAR AND Y MOURTS
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING? 10 YEARS
HOW LONG HAVE YOU BEEN IN SAN FRA	ANCISCO? OFF AND ON FOR 6 YEARS

GENDER (PLEASE CHECK ONE) Female	YOUR AGE: 77
☐ Male ☐ Transgender/Other PRIMARY LANGUAGE	NUMBER AND AGES OF OTHER FAMILY MEMBERS Number: Ages:
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian ☐ Asian/Pacific Islander ☐ Mixed Race/Ethnicity ☐ Native American	☐ Black/African American ✓ Latino/Hispanic ☐ Other
WHERE DID YOU SLEEP LAST NIGHT?	en mi casa
HOW LONG HAVE YOU BEEN THERE?	un año
IF IN HOUSING, HOW LONG WERE YOU HO	MELESS BEFORE YOU GOT HOUSING? Un año fue muy Frustrante.
HOW LONG HAVE YOU BEEN IN SAN ERANG	riscos / Danos

GENDER (PLEASE CHECK ONE)	YOUR AGE: 43
Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number: 2
	Ages: 43, 4
PRIMARY LANGUAGE Espano	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	Black/African American
Asian/Pacific Islander	Latino/Hispanic
☐ Mixed Race/Ethnicity	☐ Other
☐ Native American	
WHERE DID YOU SLEEP LAST NIGHT?	in m apartment
HOW LONG HAVE YOU BEEN THERE?_	1 year
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING? 1 HEAV
HOW LONG HAVE YOU BEEN IN SAN FE	RANCISCO? 5 Years.

GENDER (PLEASE CHECK ONE)	YOUR AGE: 60
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number: 2
-0	Ages: 60./16
PRIMARY LANGUAGE Espanal	<u>_</u>
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
☐ Asian/Pacific Islander	□ Latino/Hispanic
☐ Mixed Race/Ethnicity	Other
☐ Native American	
WHERE DID YOU SLEEP LAST NIGHT?	En mi apertamento
HOW LONG HAVE YOU BEEN THERE?	1 ano
IF IN HOUSING, HOW LONG WERE YOU F	HOMELESS BEFORE YOU GOT HOUSING? 3 and
	T G J D J
HOW LONG HAVE YOU BEEN IN SAN FRA	NCISCO? 5 WILES

GENDER (PLEASE CHECK ONE)	YOUR AGE: 37
☐ Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:
	Ages:
PRIMARY LANGUAGE	
RACE/ETHNICITY (PLEASE CHECK ONE)	
■ White/Caucasian	☐ Black/African American
Asian/Pacific Islander	☐ Latino/Hispanic
☐ Mixed Race/Ethnicity	☐ Other
☐ Native American	
WHERE DID YOU SLEEP LAST NIGHT?	Clara House
	uf.
HOW LONG HAVE YOU BEEN THERE?	10 months
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING? 1 year
	12 . If c
HOW LONG HAVE YOU BEEN IN SAN FR	RANCISCO? 13 MONTHS.

GENDER (PLEASE CHECK ONE) © Female	YOUR AGE: 38
☐ Male ☐ Transgender/Other PRIMARY LANGUAGE	NUMBER AND AGES OF OTHER FAMILY MEMBERS Number: Ages:
RACE/ETHNICITY (PLEASE CHECK ONE) White/Caucasian Asian/Pacific Islander Mixed Race/Ethnicity Native American	☐ Black/African American ☐ Latino/Hispanic ☐ Other
WHERE DID YOU SLEEP LAST NIGHT?	les.
HOW LONG HAVE YOU BEEN THERE?	1 Year 4 month
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING? 7 month
HOW LONG HAVE YOU BEEN IN SAN FRA	ANCISCO? 6 Jegur

GENDER (PLEASE CHECK ONE)	YOUR AGE:
□ Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:
1	Ages: 11-9-3-1
PRIMARY LANGUAGE Spano (RACE/ETHNICITY (PLEASE CHECK ONE)	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
☐ Asian/Pacific Islander	☑ Latino/Hispanic
☐ Mixed Race/Ethnicity	Other
Native American	2 out.
in the famous and the	,
WHERE DID YOU SLEEP LAST NIGHT?	Clara House
	1,60
HOW LONG HAVE YOU BEEN THERE?	3 meses
	rs .
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING? 1 ano
HOW LONG HAVE YOU BEEN IN SAN FRA	ANCISCO2 9 STATE OF
HOW LONG HAVE TOO BEEN IN SAN FRA	ANCISCO!

GENDER (PLEASE CHECK ONE)	YOUR AGE: 92
Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:
,	Ages: 8 and 12
PRIMARY LANGUAGE SPANISH	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
☐ Asian/Pacific Islander	
☐ Mixed Race/Ethnicity	Other
☐ Native American	
WHERE DID YOU SLEEP LAST NIGHT?	In Clara House
•	
HOW LONG HAVE YOU BEEN THERE?	Three monts
	A Q
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING? 1 Year
HOW LONG HAVE YOU BEEN IN SAN FRA	ANGIGGO ZV YORY
HOW LONG HAVE YOU BEEN IN SAN FRA	ANCISCU! LIE LE

Female Male	GENDER (PLEASE CHECK ONE)	YOUR AGE: 32
Transgender/Other Number: Za Ages: Syear Syea	7 Female	
Ages: Byear /Brace PRIMARY LANGUAGE RACE/ETHNICITY (PLEASE CHECK ONE) White/Caucasian Asian/Pacific Islander Mixed Race/Ethnicity Mixed Race/Ethnicity Native American WHERE DID YOU SLEEP LAST NIGHT? Clora House How Long Have You been there? Months IF IN HOUSING, HOW LONG WERE YOU HOMELESS BEFORE YOU GOT HOUSING? Cloral house	☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
Ages:	☐ Transgender/Other	Number: 2
RACE/ETHNICITY (PLEASE CHECK ONE) White/Caucasian Asian/Pacific Islander Mixed Race/Ethnicity Other Native American WHERE DID YOU SLEEP LAST NIGHT? HOW LONG HAVE YOU BEEN THERE? IF IN HOUSING, HOW LONG WERE YOU HOMELESS BEFORE YOU GOT HOUSING? Mixed Race/Ethnicity Other Matino/Hispanic Othe		Ages: 8 year 18 mas
RACE/ETHNICITY (PLEASE CHECK ONE) White/Caucasian Asian/Pacific Islander Mixed Race/Ethnicity Other Native American WHERE DID YOU SLEEP LAST NIGHT? HOW LONG HAVE YOU BEEN THERE? IF IN HOUSING, HOW LONG WERE YOU HOMELESS BEFORE YOU GOT HOUSING? Mixed Race/Ethnicity Other Matino/Hispanic Othe	PRIMARY LANGUAGE	
Asian/Pacific Islander	RACE/ETHNICITY (PLEASE CHECK ONE)	
Asian/Pacific Islander	☐ White/Caucasian	☐ Black/African American
☐ Mixed Race/Ethnicity ☐ Native American WHERE DID YOU SLEEP LAST NIGHT? Clara House HOW LONG HAVE YOU BEEN THERE? ☐ months IF IN HOUSING, HOW LONG WERE YOU HOMELESS BEFORE YOU GOT HOUSING? ☐ months		
WHERE DID YOU SLEEP LAST NIGHT? Clara House HOW LONG HAVE YOU BEEN THERE? A months IF IN HOUSING, HOW LONG WERE YOU HOMELESS BEFORE YOU GOT HOUSING? A months		
WHERE DID YOU SLEEP LAST NIGHT? Clara House HOW LONG HAVE YOU BEEN THERE? Q months IF IN HOUSING, HOW LONG WERE YOU HOMELESS BEFORE YOU GOT HOUSING? Q months		2 outer
HOW LONG HAVE YOU BEEN THERE? A months IF IN HOUSING, HOW LONG WERE YOU HOMELESS BEFORE YOU GOT HOUSING? A months		
IF IN HOUSING, HOW LONG WERE YOU HOMELESS BEFORE YOU GOT HOUSING? 4 months	WHERE DID YOU SLEEP LAST NIGHT?_	Clara House
IF IN HOUSING, HOW LONG WERE YOU HOMELESS BEFORE YOU GOT HOUSING? 4 months		
	HOW LONG HAVE YOU BEEN THERE?_	9 months
		11
HOW LONG HAVE YOU BEEN IN SAN FRANCISCO? 2 YEAR	IF IN HOUSING, HOW LONG WERE YOU	J HOMELESS BEFORE YOU GOT HOUSING? 2 months
HOW LONG HAVE YOU BEEN IN SAN FRANCISCO? YEAR		
	HOW LONG HAVE YOU BEEN IN SAN FI	RANCISCO? YRar

GENDER (PLEASE CHECK ONE)	YOUR AGE:
Female	
Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:)
	Ages: <u>O month</u>
PRIMARY LANGUAGE English	
RACE/ETHNICITY (PLEASE CHECK ONE)	
White/Caucasian	☐ Black/African American
Asian/Pacific Islander	☐ Latino/Hispanic
☐ Mixed Race/Ethnicity	Other
☐ Native American	
2 Marive / Milerican	
WHERE DID YOU SLEEP LAST NIGHT?	anotional housing
——————————————————————————————————————	
HOW LONG HAVE YOU BEEN THERE?	month
IF IN HOUSING, HOW LONG WERE YOU H	OMELESS BEFORE YOU GOT HOUSING? 6 month (
HOW LONG HAVE YOU BEEN IN SAN FRAI	vcisco? Rom & Raised hores

GENDER (PLEASE CHECK ONE)	YOUR AGE:
☐ Female	
™ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:
PRIMARY LANGUAGE FU ALSA RACE/ETHNICITY (PLEASE CHECK ONE)	Ages:
☐ White/Caucasian	☐ Black/African American
☐ Asian/Pacific Islander	Latino/Hispanic
☐ Mixed Race/Ethnicity	Other
Native American	
WHERE DID YOU SLEEP LAST NIGHT?	Clara
HOW LONG HAVE YOU BEEN THERE?	5 mouth
IF IN HOUSING, HOW LONG WERE YOU HOM	MELESS BEFORE YOU GOT HOUSING? 1 1 1 1 1 1
HOW LONG HAVE YOU BEEN IN SAN FRANCI	SCO?

GENDER (PLEASE CHECK ONE)	YOUR AGE:	38	_
☐ Male	NUMBER AND	AGES OF OTHER F	AMILY MEMBERS
☐ Transgender/Other	Number:		
	Ages:		
PRIMARY LANGUAGE FRENCH RACE/ETHNICITY (PLEASE CHECK ONE)	-		
☐ White/Caucasian	■ Black/A	frican American	
☐ Asian/Pacific Islander	☐ Latino/	Hispanic	
☐ Mixed Race/Ethnicity	☐ Other		
☐ Native American			
WHERE DID YOU SLEEP LAST NIGHT?	COMPASS	CLARA	HOUST
HOW LONG HAVE YOU BEEN THERE?	14	DONTHS	
IF IN HOUSING, HOW LONG WERE YOU H	OMELESS BEFORE YOU	GOT HOUSING?_	NA
HOW LONG HAVE YOU BEEN IN SAN FRAM	NCISCO?3	YEARS	

GENDER-(PLEASE CHECK ONE)	YOUR AGE: 20
Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number: 1
PRIMARY LANGUAGE THE 13h RACE/ETHNICITY (PLEASE CHECK ONE)	Ages:
☐ White/Caucasian	☐ Black/African American
☐ Asian/Pacific Islander	☐ Latino/Hispanic
Mixed Race/Ethnicity	☐ Other
☐ Native American	
WHERE DID YOU SLEEP LAST NIGHT?_	COMPAS CLARA HOUSE
HOW LONG HAVE YOU BEEN THERE?_	2 months
IF IN HOUSING, HOW LONG WERE YOU	U HOMELESS BEFORE YOU GOT HOUSING? 1 months
HOW LONG HAVE YOU BEEN IN SAN FI	rancisco? 2 months

GENDER (PLEASE CHECK ONE)	YOUR AGE: 38
□ Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number: 03
	Ages: 4 and
PRIMARY LANGUAGE	
RACE/ETHNICITY (PLEASE CHECK ONE)	
White/Caucasian	☐ Black/African American
☐ Asian/Pacific Islander	☐ Latino/Hispanic
☐ Mixed Race/Ethnicity	Other
☐ Native American	B other
D Native American	
WHERE DID YOU SLEEP LAST NIGHT?	clara ho use
HOW LONG HAVE YOU BEEN THERE?	livear and L
IF IN HOUSING, HOW LONG WERE YOU H	IOMELESS BEFORE YOU GOT HOUSING? 6 months
HOW LONG HAVE YOU BEEN IN SAN FRA	NCISCO? 02 years

	~~
GENDER (PLEASE CHECK ONE)	YOUR AGE:
☑ Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:
	Ages:
PRIMARY LANGUAGE English	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
🔼 Asian/Pacific Islander	☐ Latino/Hispanic
☐ Mixed Race/Ethnicity	Other
☐ Native American	
WHERE DID YOU SLEEP LAST NIGHT?	Compass Clara House Apartment
HOW LONG HAVE YOU BEEN THERE?	6 months
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING? 1 YEAR
	1 2/00 - 1 + 10 -01/
HOW LONG HAVE YOU BEEN IN SAN FR	ANCISCO? 1 year & 5 months

FOCUS GROUP SIGN-IN SHEET (FEBRUARY 2, 2016 – COMPASS CLARA HOUSE) YOUR AGE: 20 **GENDER (PLEASE CHECK ONE)** Female ☐ Male NUMBER AND AGES OF OTHER FAMILY MEMBERS Number:__ ☐ Transgender/Other Ages: _ O PRIMARY LANGUAGE_ RACE/ETHNICITY (PLEASE CHECK ONE) ☐ White/Caucasian ■ Black/African American ☐ Asian/Pacific Islander **1** Latino/Hispanic ■ Mixed Race/Ethnicity Other ■ Native American WHERE DID YOU SLEEP LAST NIGHT? HOW LONG HAVE YOU BEEN THERE?_

IF IN HOUSING, HOW LONG WERE YOU HOMELESS BEFORE YOU GOT HOUSING?_

HOW LONG HAVE YOU BEEN IN SAN FRANCISCO?

First Friendship February 2, 2016

en

Focus Group Evaluation First Friendship

February 2, 2016

Please circle a number for each question below.							
1. Overall, how die	d you f	eel ab	out thi	s foci	us group?		
	⊗ Bad 1	2	3	4	© Good		
2. Did you feel co	mforta	ble tal	king in	the f	ocus group?		
No, not com	⊜ fortable 1	2	3	4	© Yes, very comfortable		
3. Was this focus	group	usefu	l?				
	⊗ No 1	2	3	4	Yes		
Please explain (opt	ional):	*					
4. Did you feel thi	is focu	s grou	ıp mee	t you	r expectations?		
	⊗ No 1	2	3	4	© Yes 5		
Please explain (optional):							
5. What would make the focus group better?							
transition.							

Focus Group Evaluation
First Friendship
February 2, 2016

Please circle a number for each question below.							
1. Overall, how did you feel about this focus group?							
	⊗				© 1		
	Bad 1	0	0	4	Good		
		2	3	4	(5)		
2. Did you feel con	nfortal	ble tal	king	in the	focus group?		
No, not comf	(S)				O Voc. vorv comfortable		
ivo, not com	1	2	3	4	Yes, very comfortable		
3. Was this focus	group	usefu	l?				
	8				⊚		
	No				Yeş		
	1	2	3	4	(5)		
Please explain (opti	onal):						
4. Did asserted the							
4. Did you feel this	s tocu	s gro	ıp me	et you	ur expectations?		
	8				©		
	No 1	2	3	4	Yes 5		
	1	2	3	4			
Please explain (optional):							
THE COURT OF STREET					THE REPORT OF THE		
5. What would ma	ke the	focus	s gro	up bet	ter?		

First Friendship February 2, 2016

1. Overall, how did you feel about this focus group?							
	⊗ Bad				© Sood		
	1	2	3	4	5		
2. Did you feel co	mforta	ble tal	king ir	the f	focus group?		
	8				©		
No, not com	fortable 1	e 2	3	4	Yes, very comfortable		
3. Was this focus	group	usefu	l?				
	⊗ No				☺ Yes		
	1	2	3	4	5		
Please explain (opt	ional):	+ Le	shat	Wa	is wrong and they		
MELE COL	were concerned and litered						
4. Did you feel thi	s focu	ıs grou	ıp mee	t your	r expectations?		
	⊗				©		
	No 1	2	3	4	Yes 5		
Please explain (optional):							
5. What would make the focus group better?							
No it was fine							

First Friendship February 2, 2016

1. Overall, how did	l you feel	about th	is focu	s group'	?	
	⊗ Bad 1 2	3	4 (© Good 5		
2. Did you feel con	nfortable	talking i	n the fo	Cus gro	up?	
No, not comf	⊛ ortable 1 2	3	4	Yes, ve	ry comfortable	
3. Was this focus	group use	eful?				
	⊗ No 1 2	3	4	⊙ Yes 5		
Please explain (opti	stoff m.	int i	o try	ing t	mly exp	aaar
4. Did you feel this	s tocus g	roup me	et your	expecta	tions?	
	⊗No12	3	4	© Yes 5		
Please explain (opti	onal):	en g	ath Les	endie	en and	really
5. What would ma	ke the foo	cus grou	p better	e 12	roper	book
TD DREUM	torf	xarr		ca	et nem	

First Friendship February 2, 2016

		aon quoot	ion boile				
1. Overall, how	did you fee	l about th	nis focu	ıs group?			
	8			©			
	Bad 1 2	3	4	Good			
2. Did you feel o	comfortable	talking i	n the f	ocus grou	p?		
No, not co	⊛ omfortable 1 2	3	4	© Yes, very	y comfo	ortable	
3. Was this focu	ıs group us	eful?					
	⊗ No 1 2	3	4	© Yes 5			
Please explain (o	optional): Autura	Data La fam	wi	ll be	Com	1Ailed better	and assi
4. Did you feel	this focus g	roup me	et your	expectati	ons?		
	⊗ No 1 2	3	4	© Yes			
Please explain (d	optional):						
					-		
5. What would in the control of the	make the fo	cus grou	p bette	for	- K	vus.	ing
FICIAL CIE	101		d J	120 160	I HAD	CILCO	

First Friendship February 2, 2016

1. Overall, how did	d you	feel a	bout th	is foc	us group?		
	⊜ Bad 1	2	3	4	© Good 5		
2. Did you feel co	nforța	ble ta	alking i	n the f	focus group?		
No, not com	⊛ fortable	e 2	3	4	Yes, very co	omfortable	
3. Was this focus	group	usef	ul?				
	⊗ No 1	2	3	4 (© Yes 5		
Please explain (opt	ional):						
about hel	Rin	9	me,	for	house.		
4. Did you feel thi	is focu	, Is gro	oup me	et you	r expectations	s?	
	⊗ No 1	2	3	4	© Yes 5		
Please explain (optional):							
5. What would make the focus group better?							

First Friendship February 2, 2016

1. Overall, how did you feel about this focus group?									
	8				© .				
	Bad 1	2	3	4	Good 5				
2. Did you feel cor	nforta	ble t	alking i	in the f	ocus group?				
	⊗				©				
No, not com	fortable 1	2	3	(4)	Yes, very comfortable 5				
3. Was this focus	3. Was this focus group useful?								
	⊗ No 1	2	(3)	4	© Yes 5				
Please explain (opt	ional):								
4. Did you feel thi	s focu	s gr	oup me	et you	r expectations?				
	(3)				©				
	No	2	2	0	Yes				
Please explain (opt	1 ional):	2	3	4	5				
5. What would ma					Sletter And Aspacy				

First Friendship February 2, 2016

1. Overall, how di	u you	reel a	bout th	.0 .00	us group?
	⊜ Bad 1	2	3	4	Good 5
2. Did you feel co	mforta	ble ta	ılking ir	the f	ocus group?
No, not com	⊛ ifortabl 1	e 2	3	4	Yes, very comfortable 5
3. Was this focus	group	usef	ul?		
	⊗ No 1	2	3	4	© Yes 5
Please explain (op	tional):	POR:	TUNITY	70	EXPRESS AND SHAPE YOUR
					INSIGHT TO THE PEOS /CONS
4. Distance for all the					
4. Dia you teel th	is focu	ıs gro	up mee	et you	r expectations?
4. Dia you teel th	is focu ⊗ No 1	is gro	oup mee	et you	r expectations? © Yes 5
	⊗ No 1	2			© Yes
	⊗ No 1	2			© Yes
Please explain (op	⊗ No 1 tional):	2	3	4	© Yes 5

First Friendship February 2, 2016

Please circle a number for each question below.

. Overall, how did	you feel about this	focus group?
--------------------	---------------------	--------------



2. Did you feel comfortable talking in the focus group?

3. Was this focus group useful?



Please explain (optional):

4. Did you feel this focus group meet your expectations?



Please explain (optional):

5. What would make the focus group better?

First Friendship February 2, 2016

Please circle a number for each question below.





2. Did you feel comfortable talking in the focus group?

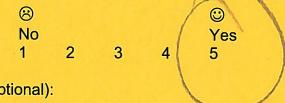


3. Was this focus group useful?



Please explain (optional):

4. Did you feel this focus group meet your expectations?



Please explain (optional):

5. What would make the focus group better?

First Friendship February 2, 2016

Bad Good 1 2 3 4 5 Did you feel comfortable talking in the focus group? No, not comfortable Yes, very comfortable 1 2 3 4 5 Was this focus group useful? No 1 2 3 4 5 ease explain (optional): Did you feel this focus group meet your expectations? No 1 2 3 4 5	Bad 1 2 you feel comfortable tal So, not comfortable			Good 5
Did you feel comfortable talking in the focus group? No, not comfortable 1 2 3 4 5 No, not comfortable 1 2 3 4 5 Was this focus group useful? No No Yes 1 2 3 4 5 ease explain (optional): Did you feel this focus group meet your expectations? No Yes No Yes	1 2 you feel comfortable tal ⊞ No, not comfortable			5
Did you feel comfortable talking in the focus group? No, not comfortable 1 2 3 4 5 No, not comfortable 1 2 3 4 5 Was this focus group useful? No No Yes 1 2 3 4 5 ease explain (optional): Did you feel this focus group meet your expectations? No Yes	vou feel comfortable tal ⊗ No, not comfortable			5
No, not comfortable 1 2 3 4 5 Was this focus group useful? No No 1 2 3 4 5 ease explain (optional): Did you feel this focus group meet your expectations? No No Yes O Yes	⊗ No, not comfortable	lking	in the	focus group?
No, not comfortable 1 2 3 4 5 Was this focus group useful? Solvent Preserved Preserv	No, not comfortable			
No, not comfortable 1 2 3 4 5 Was this focus group useful? Solution No 1 2 3 4 5 Pease explain (optional): Did you feel this focus group meet your expectations? No No Yes				©
Was this focus group useful? Solve No Yes 1 2 3 4 5 ease explain (optional): Did you feel this focus group meet your expectations? No Yes	4 0			
No Yes 1 2 3 4 5 ease explain (optional): Did you feel this focus group meet your expectations? No Yes	1 2	3	4	
No Yes 1 2 3 4 5 ease explain (optional): Did you feel this focus group meet your expectations? No Yes	this focus group usefu	ıl?		
No 1 2 3 4 5 ease explain (optional): Did you feel this focus group meet your expectations? No Yes OU Yes				
1 2 3 4 5 ease explain (optional): Did you feel this focus group meet your expectations? No Yes				©
Did you feel this focus group meet your expectations? No Yes				Yes
Did you feel this focus group meet your expectations?	1 2	3	4	5
Did you feel this focus group meet your expectations?	explain (optional):			
⊗ © No Yes	(,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		- Maria	
⊗ © No Yes				
No Yes	you feel this focus gro	up me	et you	ır expectations?
No Yes	(2)			<u> </u>
		3	4	
				Samuel State of the State of th
ease explain (optional):	explain (optional):			
What would make the focus group better?		s arol	ın hett	or?
What would make the locus group better?	t would make the focus	s grot	ap bett	.CI (
	t would make the focus			

Focus Group Evaluation First Friendship

February 2, 2016

1. Overall, how did	d you	feel a	bout th	nis foc	us group	o?
	8				©	
	Bad				Ģood	
	1	2	3	4	1	
2. Did you feel cor	nforta	ble ta	alking i	n the f	ocus gro	oup?
	8				(D)	
No, not comf	fortable	е			Yes, v	ery comfortable
	1	2	3	4	5	
3. Was this focus	group	usef	ul?			
	8				<u></u>	
	No		3		Yes	
	1	2	3	4	5	
Please explain (opti	ional):	CI.	eh,	عصه	\-cde	L Feel
Comfortable	- 2	ar.	disa	- hv/ •		70
		39	الم دار ر	, <u></u>	THE WAY	
4. Did you feel thi	s focu	ıs gro	up me	et you	r expecta	ations?
	8				<u> </u>	
	No				Yes	
	1	2	3	4	5	
Please explain (opti	onal):	_	_			
5. What would ma	ke the	e focu	ıs grou	p bette	er?	

Focus Group Evaluation First Friendship

February 2, 2016

1. Overall, how did you feel about this focus group?	
	
2. Did you feel comfortable talking in the focus group?	
No, not comfortable 1 2 3 4 5	
3. Was this focus group useful?	
© No Yes 1 2 3 4 5	
Please explain (optional):	
PIENSO QUE SI BA ATENER UN BUEN RESULTADO 4. Did you feel this focus group meet your expectations?	
© Yes 1 2 3 4 5	
Please explain (optional):	
ME gusto MUNICHO LO QUE ABIAMO	
5. What would make the focus group better?	
HABIAR MAS DE LOS PIOBIEMAS	
DE VIVIENDA.	
Questions? Call Jean at HomeBase, 415-788-7961 ext 327.	

Focus Group Evaluation
First Friendship
February 2, 2016

1. Overall, how did y	ou feel about this foo	cus group?
В	8 Bad	© Good
1	2 3 4	5
2. Did you feel comfe	ortable talking in the	focus group?
No, not comfor 1	table 2 3 4	© Yes, very comfortable 5
3. Was this focus gro	oup useful?	
© N 1	lo	☺ Yes 5
Please explain (option	nal):	
boy a c	Confiar en	que todo sea Para vien
4. Did you feel this t	focus group meet you	ur expectations?
@ N 1	lo	© Yes 5
Please explain (option	nal):	
Interescon	te y import	ante la que se hablo.
5. What would make	e the focus group bet	ter?
hablar de en esq	mas 30b	la Familia y 308
Problemas Question	ons? Call Jean at HomeBa	se, 415-788-7961 ext 327.

GENDER (PLEASE CHECK ONE)	YOUR AGE: 76
🔀 Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number: 3
	Ages: <u>26, 4, 2</u>
PRIMARY LANGUAGE	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
☐ Asian/Pacific Islander	✓ Latino/Hispanic
☐ Mixed Race/Ethnicity	Other
☐ Native American	
	Hamplton
WHERE DID YOU SLEEP LAST NIGHT?	Hampiton
HOW LONG HAVE YOU BEEN THERE?	Imonth 5 days
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING? 6 months
	7 11
HOW LONG HAVE YOU BEEN IN SAN FRA	ancisco? 7 months

	91
GENDER (PLEASE CHECK ONE)	YOUR AGE: 26
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number: 4
,	Ages: 26, 6, 4, 7
PRIMARY LANGUAGE SPANISH	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
Asian/Pacific Islander	Latino/Hispanic
☐ Mixed Race/Ethnicity	Other
☐ Native American	D other
Native American	
WHERE DID YOU SLEEP LAST NIGHT? with	MIL Sister
WILKE DID 100 SEELF EAST MIGHT! WHITE	my sister
HOW LONG HAVE YOU BEEN THERE? 4 mo	he
HOW ESING HAVE 100 BEEN HIERE!	
IF IN HOUSING, HOW LONG WERE YOU HOMELE	SS BEFORE YOU GOT HOUSING? 6 months
	- 13 112019
HOW LONG HAVE YOU BEEN IN SAN FRANCISCO	? 10 46010

GENDER (PLEASE CHECK ONE)	YOUR AGE:
☐ Female	
Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:
,	Ages: 36,39,3
PRIMARY LANGUAGE	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☑ Black/African American
☐ Asian/Pacific Islander	☐ Latino/Hispanic
Mixed Race/Ethnicity	☐ Other
☐ Native American	
WHERE DID YOU SLEEP LAST NIGHT?	Hamilton Shelter
HOW LONG HAVE YOU BEEN THERE?_	3 waaks
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING?
HOW LONG HAVE YOU BEEN IN SAN FF	RANCISCO? 4 yrs living hours

GENDER (PLEASE CHECK ONE)	YOUR AGE:
Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:
T. lie	Ages:
PRIMARY LANGUAGE ENGLISH	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	Black/African American
☐ Asian/Pacific Islander	☐ Latino/Hispanic
☐ Mixed Race/Ethnicity	☐ Other
☐ Native American	
WHERE DID YOU SLEEP LAST NIGHT?_	Medical Hotel
	Λ 1 Λ 1 Λ 1
HOW LONG HAVE YOU BEEN THERE?_	HIMOST TWO WELLGS
	Q aullo
IF IN HOUSING, HOW LONG WERE YOU	J HOMELESS BEFORE YOU GOT HOUSING? 6MHS.
HOW LONG HAVE YOU BEEN IN SAN F	PANGISCO2 & MILAS
HOW LONG HAVE YOU BEEN IN SAN FI	KANCISCU! OTTENDI

GENDER (PLEASE CHECK ONE)	YOUR AGE: 40
✓ Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number: 2
	Ages:
PRIMARY LANGUAGE ENGLISH	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
☐ Asian/Pacific Islander	☐ Latino/Hispanic
Mixed Race/Ethnicity	☐ Other
☐ Native American	
WHERE DID YOU SLEEP LAST NIGHT?	Friends Home
HOW LONG HAVE YOU BEEN THERE?	Overnight
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING? <u>Currently</u> Homeles
HOW LONG HAVE YOU BEEN IN SAN FRA	ANCISCO! THI MY CIFE

FOCUS GROUP SIGN-IN SHEET (FEBRUARY 5, 2016 – HAMILTON FAMILY RESIDENCE)	
\sim	
GENDER (PLEASE CHECK ONE) YOUR AGE: Female	
☐ Male NUMBER AND AGES OF OTHER FAMILY MEMBERS	
☐ Transgender/Other Number: 4, Year, 2 MontS	
Ages:	
PRIMARY LANGUAGE RACE/ETHNICITY (PLEASE CHECK ONE)	
White/Caucasian Black/African American	
☐ Asian/Pacific Islander ☐ Latino/Hispanic	
Mixed Race/Ethnicity	
□ Native American	
WHERE DID YOU SLEEP LAST NIGHT? TOMITON FAMILY SUTTEN	
HOW LONG HAVE YOU BEEN THERES SLAICH NICHARDOWN 13th	
HOW LONG HAVE YOU BEEN THERE? SINCE NIVER STATE OF THE ST	$\gamma / 1$
IF IN HOUSING, HOW LONG WERE YOU HOMELESS BEFORE YOU GOT HOUSING? WELL THE	-101
HOW LONG HAVE YOU BEEN IN SAN FRANCISCO? BORN & RABOU.	

GENDER (PLEASE CHECK ONE)	YOUR AGE: 20
☑ Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number: 3 (soon to be four.)
15. 1	Ages: $1^{3/4}$, $4^{3/4}$, 25 ,
PRIMARY LANGUAGE <u>English</u>	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☑ White/Caucasian	☐ Black/African American
☐ Asian/Pacific Islander	Latino/Hispanic
☐ Mixed Race/Ethnicity	☐ Other
■ Native American	
	211 / 1 21
WHERE DID YOU SLEEP LAST NIGHT? 260	Golden Gate ave. BM# 217
	() -
HOW LONG HAVE YOU BEEN THERE? 2 m	onth s
IF IN HOUSING HOW LONG WERE VOLUMEN	
IF IN HOUSING, HOW LONG WERE YOU HOME	ELESS BEFORE YOU GOT HOUSING?
HOW LONG HAVE YOU BEEN IN SAN FRANCIS	503 20 1124/5
TIOW LONG HAVE TOO BEEN IN SAN FRANCIS	CO:

0511050 (015165 01504 015)	24
GENDER (PLEASE CHECK ONE)	YOUR AGE:
-E Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
Transgender/Other	Number:
Can A and a	Ages: 44,34,12, days 3 months
PRIMARY LANGUAGE ENON 18V	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
☐ Asian/Pacific Islander	☐ Latino/Hispanic
☐ Mixed Race/Ethnicity	Other
☐ Native American	
	1. 6
WHERE DID YOU SLEEP LAST NIGHT?	Her Emerginer Shelter
	A
HOW LONG HAVE YOU BEEN THERE? 3	nontro
IF IN HOUSING, HOW LONG WERE YOU HOMELE	SS BEFORE YOU GOT HOUSING? 3 MONTHS
HOW LONG HAVE YOU BEEN IN SAN FRANCISCO	? San Francisco Matrice

GENDER (PLEASE CHECK ONE)	YOUR AGE:
Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:
	Ages:
PRIMARY LANGUAGE_ Somesh	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
☐ Asian/Pacific Islander	Latino/Hispanic
☐ Mixed Race/Ethnicity	Other
☐ Native American	
WHERE DID YOU SLEEP LAST NIGHT?	Hansilten Sheller
	Λ
HOW LONG HAVE YOU BEEN THERE?_	almost a month
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING?
	A 1
HOW LONG HAVE YOU BEEN IN SAN FF	RANCISCO? almost amonth.

FOCUS GROUP SIGN-IN SHEET (FEBRUARY 5, 2016 – HAMILTON FAMILY RESIDENCE) GENDER (PLEASE CHECK ONE) YOUR AGE: 48

	TO SKI KOZI
Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:
Elen	Ages: 26, 12, 12, 13
PRIMARY LANGUAGE	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	■ Black/African American
☐ Asian/Pacific Islander	☐ Latino/Hispanic
☐ Mixed Race/Ethnicity	☐ Other
☐ Native American	
-1	
WHERE DID YOU SLEEP LAST NIGHT?	olter
HOW LONG HAVE YOU BEEN THERE?	months
IF IN HOUSING, HOW LONG WERE YOU HOMELI	ESS BEFORE YOU GOT HOUSING?
· · · · · · · · · · · · · · · · · · ·	

HOW LONG HAVE YOU BEEN IN SAN FRANCISCO? 3 Months

GENDER (PLEASE CHECK ONE)	YOUR AGE: 32
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:4
	Ages: 28, 14, 10, 4months
PRIMARY LANGUAGE	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
☐ Asian/Pacific Islander	☐ Latino/Hispanic
☐ Mixed Race/Ethnicity	Other
Native American	2 other
WHERE DID YOU SLEEP LAST NIGHT?	Hamilton Family Shelter
HOW LONG HAVE YOU BEEN THERE?	2 months
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING? 4 month
HOW LONG HAVE YOU BEEN IN SAN FR	ANCISCO? All my life.

GENDER (PLEASE CHECK ONE)	YOUR AGE:
Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number: 2
T. I.	Ages: 34 whorn
PRIMARY LANGUAGE MAIS	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
☐ Asian/Pacific Islander	☐ Latino/Hispanic
Mixed Race/Ethnicity	Other
☐ Native American	
D (18th Francisca)	
WHERE DID YOU SLEEP LAST NIGHT?	Damitton
	The state of the s
HOW LONG HAVE YOU BEEN THERE?	194Ha BLU MONAL
	The contract of the contract o
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING? of the Length
HOW LONG HAVE YOU BEEN IN SAN FR	ANCISCO? Jorso Jkans

GENDER (PLEASE CHECK ONE)	YOUR AGE: H
☐ Female	
Male Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number: 6
	Ages: <u>5H-5Y-15T-</u> 21-39-
PRIMARY LANGUAGE	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
☐ Asian/Pacific Islander	Latino/Hispanic
☐ Mixed Race/Ethnicity	Other
☐ Native American	
	1/21/20 1 1/1/
WHERE DID YOU SLEEP LAST NIGHT?	Hamilton Rosidacial SHalter
	11.11
HOW LONG HAVE YOU BEEN THERE?	11 Manth
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING? 3 M
	0 - 4
HOW LONG HAVE YOU BEEN IN SAN FRA	ANCISCO? CO 1 Ray.

	1. 7
GENDER (PLEASE CHECK ONE)	YOUR AGE: 45 4vs
Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number: /
Transgender/Other	Ages: 15 yrs
PRIMARY LANGUAGE 2 nglish	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	Black/African American
☐ Asian/Pacific Islander	Latino/Hispanic
☐ Mixed Race/Ethnicity	Other
☐ Native American	B other
WHERE DID YOU SLEEP LAST NIGHT?	Hamilton Family Shelter
	a later later
HOW LONG HAVE YOU BEEN THERE?	Since Dec 18th and Feb 16th is
	ISI don't and Ho
IF IN HOUSING, HOW LONG WERE YOU	J HOMELESS BEFORE YOU GOT HOUSING? N/A
HOW LONG HAVE YOU BEEN IN SAN F	RANCISCO?5mad

GENDER (PLEASE CHECK ONE) ☐ Female	YOUR AGE: 23
Male Transgender/Other	NUMBER AND AGES OF OTHER FAMILY MEMBERS Number: 3 Kinds and pasting Ages: 9, 5, Now 60 km
PRIMARY LANGUAGE Spanish RACE/ETHNICITY (PLEASE CHECK ONE)	Ages. 7, 5, Now how
☐ White/Caucasian☐ Asian/Pacific Islander☐ Mixed Race/Ethnicity☐ Native American	Black/African American Latino/Hispanic Other
WHERE DID YOU SLEEP LAST NIGHT?	Hamilton house
HOW LONG HAVE YOU BEEN THERE?	3 months
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING? 4 moustks
HOW LONG HAVE YOU BEEN IN SAN FRA	ANCISCO? S years

YOUR AGE: 25 **GENDER (PLEASE CHECK ONE)** ☐ Female Male Male NUMBER AND AGES OF OTHER FAMILY MEMBERS Number:_ ☐ Transgender/Other Ages: 80, 4, PRIMARY LANGUAGE English RACE/ETHNICITY (PLEASE CHECK ONE) ☒ Black/African American ■ White/Caucasian ☐ Asian/Pacific Islander ☐ Latino/Hispanic Mixed Race/Ethnicity ☐ Other ☐ Native American WHERE DID YOU SLEEP LAST NIGHT? Hamilton Family Center HOW LONG HAVE YOU BEEN THERE? Since 11/16/15 Nov. 16 12015

IF IN HOUSING, HOW LONG WERE YOU HOMELESS BEFORE YOU GOT HOUSING? 51:11 Homeless

HOW LONG HAVE YOU BEEN IN SAN FRANCISCO? 3 years

FOCUS GROUP SIGN-IN SHEET (FEBRUARY 5, 2016 – HAMILTON FAMILY RESIDENCE)

GENDER (PLEASE CHECK ONE)	YOUR AGE: 43
X Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number: $40,5,8,2$
PRIMARY LANGUAGE English	Ages: (415) # 745- 4489
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	Black/African American
Asian/Pacific Islander	☐ Latino/Hispanic
☐ Mixed Race/Ethnicity	☐ Other
■ Native American	
WHERE DID YOU SLEEP LAST NIGHT?_	Hospitel -/ Hamiton
HOW LONG HAVE YOU BEEN THERE?_	3 weeks
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING? BANGE BONNEY
HOW LONG HAVE YOU BEEN IN SAN FF	RANCISCO?_// Jeers -

FOCUS GROUP SIGN-IN SHEET (FEBRUARY 5, 2016 – HAMILTON FAMILY RESIDENCE)

GENDER (PLEASE CHECK ONE)	YOUR AGE:
☐ Female	
☐ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number:
,	Ages:
PRIMARY LANGUAGE	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
☐ Asian/Pacific Islander	☐ Latino/Hispanic
☐ Mixed Race/Ethnicity	Other
☐ Native American	
WHERE DID YOU SLEEP LAST NIGHT?	
HOW LONG HAVE YOU BEEN THERE?	
IF IN HOUSING, HOW LONG WERE YOU HOMI	ELESS BEFORE YOU GOT HOUSING?
HOW LONG HAVE YOU BEEN IN SAN FRANCIS	CO?

FOCUS GROUP SIGN-IN SHEET (FEBRUARY 5, 2016 – HAMILTON FAMILY RESIDENCE)

GENDER (PLEASE CHECK ONE)	YOUR AGE: 43
☐ Female	
☑ Male	NUMBER AND AGES OF OTHER FAMILY MEMBERS
☐ Transgender/Other	Number: 5
	Ages: 44-41-16-11-7
PRIMARY LANGUAGE ESPENO!	
RACE/ETHNICITY (PLEASE CHECK ONE)	
☐ White/Caucasian	☐ Black/African American
☐ Asian/Pacific Islander	✓ Latino/Hispanic
☐ Mixed Race/Ethnicity	Other
☐ Native American	
	11 11- 1/4
WHERE DID YOU SLEEP LAST NIGHT?_	Hamil To Sheller
HOW LONG HAVE YOU BEEN THERE?_	2 mon/2
	2 1/2 3/
IF IN HOUSING, HOW LONG WERE YOU	HOMELESS BEFORE YOU GOT HOUSING? 2 Years
HOW LONG HAVE YOU BEEN	3 V205C
HOW LONG HAVE YOU BEEN IN SAN FE	RANCISCO? JEUO >

HomeBase-Facilitated Focus Groups

ATTACHMENT D PARTICIPANT EVALUATIONS

Please circle a number for each question below.

1. Overall, how did you feel about this focu	s group?
--	----------

8 0 Bad Good

2. Did you feel comfortable talking in the focus group?

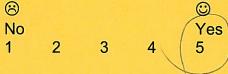
8 0 No, not comfortable Yes, very comfortable

3. Was this focus group useful?



Please explain (optional):

4. Did you feel this focus group meet your expectations?



Please explain (optional):

5. What would make the focus group better?

Questions? Call Jean at HomeBase, 415-788-7961 ext 327.

1. Overall, how did	d you f	eel ab	out this	s focu	is group?				
	⊗ Bad 1	2	3	4	© Good 5				
2. Did you feel co	mfortal	ole talk	king in	the fo	ocus group?				
No, not com	⊗ fortable 1	2	3	4	Yes, very comfortable				
3. Was this focus	3. Was this focus group useful?								
	⊗ No 1	2	3	4	© Yes 5				
Please explain (opt	ional):								
4. Did you feel thi	s focu	s grou	p mee	t your	expectations?				
	⊗ No 1		3	4	© Yes 5				
Please explain (opt	ional):								
5. What would make the focus group better? Mas tayetas de regalo y									
mas al	yuda	15	(0		a lenta				

1. Overall, how d	id you f	feel a	bout th	nis foc	us group?	
	3					
	Bad				Good	
	1	2	3	4	5	
2. Did you feel co	mforta	ble ta	alking i	n the f	focus group?	
	8				\$	
No, not con	nfortable	Э	3		Yes, very comfortable	
	1	2	3	4	5	
3. Was this focus	group	usef	ul?			
	8				©	
	No				Yes	
	1	2	3	4	5	
Please explain (op	otional):					
4. Did you feel th	nis focu	ıs gro	oup me	et you	ır expectations?	
	8				· ·	
	No				Ø Yes	
	1	2	3	4	5	
Please explain (op	otional):					
				NA.		
5. What would m	ake the	foc	us grou	ıp bett	ter?	
			- 15 L			

1. Overall, how di	d you f	eel al	oout t	his foc	us group?	
	⊗ Bad 1	2	3	4	© Good 5	
2. Did you feel co	mforta	ble ta	lking	in the f	ocus group?	
No, not com	⊜ ifortable 1	2	3	4	⊚ Yes, very comfort 5	able
3. Was this focus	group	usefu	ıl?			
	⊗ No 1	2	3	4	© Yes 5	
Please explain (op	tional):					
4. Did you feel th	is focu	s gro	up me	eet you	r expectations?	
	⊗ No 1	2	3	4	© Yes 5	
Please explain (op	tional):					
5. What would m	ake the	focu	s gro		er?	
			a e			

Please	circle a	number	for each	question	below
гісаэс	CII CIE a	HUHHDEI	ioi cacii	question	DCION

	8				©	
	Bad	2	3	4	Good	
	1	2	3	4	(5)	
2. Did you fee	el comforta	ble ta	ılking i	n the	focus group?	
	8				©	
No, not	comfortable				Yes, very comfortable	
	1	2	3	4	(5)	
3. Was this fo	cus group	usef	ul?			
	8				©	
	No				Yes	
	1	2	3	4	5	
Please explain	(optional):					
4 Did you fe	el this focu	s ara	oup me	et vo	ur expectations?	
4. Did you ic		3 gic	rup ilie	et yo	ui expectations:	
	8				©	
					Yes	
	No 1	2	3	1	(5)	
	No 1	2	3	4	5	
Please explain	1	2	3	4	5	
Please explair	1	2	3	4	5	
Please explair	1	2	3	4	5	
	1 (optional):				5	_
Please explain 5. What woul	1 (optional):					
	1 (optional):				tter?	<u> </u>

1. Overall, how did you	feel	about th	is foo	cus group?
⊜ Bad 1	2	3	4	© Good 5
2. Did you feel comfort	able	talking i	n the	focus group?
No, not comfortable 1 3. Was this focus group	2	3 Mul?	4	© Yes, very comfortable 5
⊗ No 1	2	3	4	© Yes 5
Please explain (optional)):			
4. Did you feel this foc	us gı	roup me	et you	ır expectations?
⊗ No 1	-2	3	4	© Yes
Please explain (optional)	:			
5. What would make th	e foo	cus grou	p bet	ter?

1. Overall, how d					
	8				
	Bad				Good
	1	2	3	4	(5)
2. Did you feel co	omforta	ble ta	alking i	in the f	focus group?
	8				©
No, not cor	mfortable	Э			Yes, very comfortable
	1	2	3	4	5
3. Was this focus	s group	usef	ul?		
	8				©
	No				Yes
	1	2	3	4	5
Please explain (o _l	ntional):				
r lease explain (e)	ptioriary.				
	Strutte.				
4. Did you feel t	his focu	ıs gro	oup me	et you	r expectations?
4. Did you feel t	his focu	ıs gro	oup me	et you	ur expectations?
4. Did you feel t		ıs gro		et you	
4. Did you feel t	8	es gro	oup me	eet you	3
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First Friendship February 2, 2016

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Focus Group Evaluation First Friendship

February 2, 2016

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Focus Group Evaluation
First Friendship
February 2, 2016

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First Friendship February 2, 2016

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First Friendship February 2, 2016

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First Friendship February 2, 2016

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First Friendship February 2, 2016

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First Friendship February 2, 2016

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First Friendship February 2, 2016

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First Friendship February 2, 2016

Please circle a number for each question below.

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2. Did you feel comfortable talking in the focus group?

3. Was this focus group useful?



Please explain (optional):

4. Did you feel this focus group meet your expectations?



Please explain (optional):

5. What would make the focus group better?

First Friendship February 2, 2016

Please circle a number for each question below.





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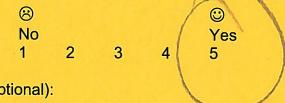


3. Was this focus group useful?



Please explain (optional):

4. Did you feel this focus group meet your expectations?



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First Friendship February 2, 2016

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Focus Group Evaluation First Friendship

February 2, 2016

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Focus Group Evaluation First Friendship

February 2, 2016

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Questions? Call Jean at HomeBase, 415-788-7961 ext 327.

Focus Group Evaluation
First Friendship
February 2, 2016

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Compass Clara House February 2, 2016

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Focus Group Evaluation Compass Clara House February 2, 2016

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Compass Clara House February 2, 2016

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Focus Group Evaluation

Compass Clara House February 2, 2016

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Focus Group Evaluation

Compass Clara House February 2, 2016

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Focus Group Evaluation

Compass Clara House February 2, 2016

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Please explain (opt	ional):	Hes,	M	re sho	ved one thought
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4. Did you feel thi	is focu	ıs aroı	ın me	eet vour	expectations?
	⊗ No	2		<u>4</u>	© Yes 5
Please explain (opt					
5. What would ma	ake the	e focus	s gro	up bette	r?

1. Overall, how did you	feel a	bout th	is foc	cus group?	
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2. Did you feel comforta	able ta	lking i	n the	focus group?	
8					
No, not comfortable	le			Yes, very comfortable	
1	2	3	4	(5)	
3. Was this focus group	usef	ul?			
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No				Yes	
1	2	3	4	5	
Please explain (optional)	iostic	ion 5 -	tha-	t are very importain	t and
I tried my bes	t te	be	ho	nest about the S	yslem
4. Did you feel this foc	us gro	up me	et you	ur expectations?	
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I like it and	hope	folls	1 th	ley can do some	thing
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F M/hat would make th				40	
5. What would make th	e tocu	is grou	ip bet	ter?	
15 great					
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1. Overall, how did you	feel	about th	is fo	cus grou	ip?
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3. Was this focus grou	p use	ful?			
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Please explain (optional): T	Il fin	do	at if i	its useful once and if
I see any d	renc	es	VI 00	, di	
4. Did you feel this foo	us gr	oup me	et yo	ur expec	etations?
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Please explain (optional	00	thoughne	ht Sit	the c	croup would be boring
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Please circle a number for each question below.

1. Overall, how did you feel about this focus group?							
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3. Was this focus	group	usef	ul?				
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4. Did you feel thi		c re	erilde.		the Rom	tem in accourtelos referial a	reed
	⊗ No 1	2	3	4	© Yes 5		
Please explain (opt			bout	oun	augrent	havan Latu	2
5. What would ma	ike the	focu	ıs grou	p bette	r?		-

Questions? Call Jean at HomeBase, 415-788-7961 ext 327.

1. Overall, how did	d you f	eel ab	out th	is focu	is group?
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2. Did you feel co	mfortal	ble tal	king ir	n the fo	ocus group?
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3. Was this focus	group	usefu	l?		
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Please explain (opt	tional):	50	y	W.	hat on Mind
		٨	/		1
4. Did you feel th	is focu	s grou	up med	et your	expectations?
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Please explain (opt	tional):				
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5. What would ma	ake the	focus	s grou	p bette	er?

Please	circle a	number for	each o	ruestion	below
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o. Was tills locus	group	use	iui r				
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E What would w	مادم خام						
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Q. Co.			2		00		C
LALLOR	mo	CCC	Jh _	CN	८ स्म	a Itel	nion
Qu	estions?	Call J	lean at H	omeBas	e, 415-788-7961	ext 327	And Harris

1. Overall, how did you feel about this focus group?							
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THE PLANT OF THE PARTY OF THE P		· Ch.	11.19		Jan		

1. Overall, how di	d you t	feel a	bout th	nis foc	us group?		
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Please explain (op It helped	tional):	s :	me ation	6X.	pressing	how	i Feel
4. Did you feel th	is focu	s gro	up me	et you	r expectation	ıs?	
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De Safe	in	0	hon	ng 195	so shall	er in	rocmant.
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more peo	ple	01	Pinio	ns.			

1. Overall, how die	d you	feel a	about th	is fo	cus group?		
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3. Was this focus	group	uset	ful?				
	8				©		
	No				Yes		
	1	2	3	4	(5)		
Please explain (opt	ional):						
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	8						
	No				⊚ Yes		
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5. What would ma	ake the	e foc	us grou	p bet	iter?		
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1. Overall, how di	d you	feel a	bout t	his foo	cus group?			
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Please explain (op	tional):	T	fett	05.	if some	one car	ed abou	et
my current was very imp			to de		e what :	I had	to sou	1
4. Did you feel th	is foc	us gro	up me	et you	ır expectat	ions?		
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sense ut cr	nfus	t B	recur	se T	I feel	being 1	HAL U	u
Moke a Clif, 5. What would ma			ıs grou	ıp bett	ter?			
Everythin	g or	buc	44	Mis	grouf) was	great	1

Focus Group Evaluation Hamilton Family Residence February 5, 2016

Please circle a number for each question below.

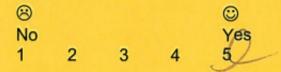
1. Overall, how did you feel about this focus	group?
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8				©
Bad				Good
1	2	3	4	5

2. Did you feel comfortable talking in the focus group?



3. Was this focus group useful?



Please explain (optional):

If xust helps to falle

4. Did you feel this focus group meet your expectations?



Please explain (optional):