



City and County of San Francisco
SHELTER MONITORING COMMITTEE

MEETING MINUTES [DRAFT]

Wednesday, **October 18, 2023** | 10:00 AM
Room 408, City Hall

Present: *Committee Member Justice
Committee Member Melanie Muasau
Committee Member Britt Creech
Committee Member
Chair Diana Almanza*

Member Belinda Dobbs

Absent:
*Committee Member Kaleese Street
Committee Member Traci Watson*

All SMC meetings are public. Homeless and formerly homeless San Franciscans are encouraged to attend.
PUBLIC COMMENTS WILL BE TAKEN AFTER DISCUSSIONS & BEFORE VOTES/ACTIONS

I. A. **CALL TO ORDER/LAND ACKNOWLEDGEMENT/AGENDA ADJUSTMENTS** 5 min
Meeting began at 10:01 AM. There was **no quorum**.

B. **MINUTES** *DISCUSSION/ACTION*
SEPTEMBER (AND EARLIER) MINUTES *CHAIR ALMANZA 3 min*
The Committee tabled approval of last month’s minutes, given the lack of a quorum.
No public comment

II. **OLD BUSINESS/REPORTS** *DISCUSSION/ACTION*

A. **SELECTION OF INTERIM OFFICERS** *DISCUSSION/ACTION*
MEMBERS 3 min
New officers are needed. Member Creech is willing to stand for Vice Chair. In her absence, Members suggested Kaleese Street might be willing to serve as Secretary. As the new year approaches, it is hoped that a vote for all three officer positions could be taken in November.
Public Comment: Janelle Katotu encouraged SMC to choose the best officers possible.
Proposed action: Action tabled given lack of quorum

III. **NEW BUSINESS/REPORTS**

A. **POLICY SUBCOMMITTEE REPORT** *DISCUSSION/ACTION*
SUBCOMMITTEE MEMBERS 10 min

The subcommittee discussed staff training and bylaws. Chair Almanza asked to hold meeting Friday afternoon in early November to prepare bylaws for a vote on November 15.
Public Comment: Nika Harris spoke strongly of the need for more assistance for the unhoused, e.g., computers should be available. Staff need to “treat clients like humans, not felons.” Lashai Williams stated that TBC is in an organizational transition. They are very focused on training. They would love more support, e.g., clinical staff who can do conflict resolution training. Peer-based staff need more support. Azeen, who is no longer at TBNC, says case management and intake coordination is key. We don’t want to just warehouse people.

B. ADMINISTRATIVE CODE EDITS

DISCUSSION

STAFF *8 min*

The changes to the Administrative Code that the SMC approved several months ago could be ready to put to the BOS Rules Committee soon. HSH staff and the City Attorney propose embedding the frequency requirements in SMC's Bylaws, rather than in the Administrative Code itself. Chair Almanza asked Members to attend the subcommittee meeting if possible and to review the proposed changes to the bylaws. She said one additional proposal would be to have the Chair review complaints involving violence and those that were not resolved within 30 days.

Public Comment: None

C. TRAINING FOR SHELTER STAFF

DISCUSSION

CHAIR ALMANZA *8 min*

Members should begin asking shelters for training records during inspections. Staff are asked to request that HSH provide records including those pertaining to food handling and security work. The roles of staff should be included in the record, since training needs differ.

Member Comment: Member Creech reminded the Committee that the pattern and flow of training is very important. Randomly taking training isn't a good way to go. Employees get lost in the shuffle. Also, we need to distinguish between training that is the responsibility of the shelter and that provided by HSH. Chair Almanza stated that onboarding followed by ongoing training makes sense. The matrix HSH shared is from their annual audit. In the past, SMC relied on sign in sheets in binders the shelter retains. They are not hard to review.

Public Comment: Nika Harris related how she had been forced to leave her shelter that very morning because staff were unable to defuse a volatile situation. She wasn't heard. Staff need to be trained to listen better. Patrick Buckalew pointed out that training is not standardized. SOCs require it, but HSH only provides a few key courses. HSH did just started a new case management series. Solid de-escalation training is very important. Perhaps a dedicated trainer would be a way to improve. DPH offers training covering problems related to substance use. Azeen urged more mental health support for staff. They need serious support to change their values so that they in turn will be more supportive. If they are in their first significant job, "they are going to be triggered left and right," and inadequate training almost guarantees failure. Lisa Paradiso also argued for more mental health, standardization and repetition. Money is an issue. Employees are underpaid and burnout is common.

D. DRAFT MEMO TO THE CITY ATTORNEY

DISCUSSION

CHAIR ALMANZA *8 min*

The question of a potential conflict of interest has not been resolved. The Chair will ask HSH management if they can ask for a legal opinion on this.

Public Comment: None

E. DEPT OF HOMELESSNESS AND SUPPORTIVE HOUSING

HSH *18 min*

HSH Program Manager Patrick Buckalew reported that the wait list is working, though it still has 300 people on it. The wait is shorter for women—usually as little as one day. TBNC is on pause. A new provider is taking over. Non-congregate rooms fill fast, but rooms are often damaged. Pier 94 is sunseting. They now have till February 2024 to close this site completely. BVHM is full, though in theory it could hold more people. They have all the

families they can hold. The Hamilton pregnancy pilot now has 30 guests. The Providence-Oasis building, purchased by St. Anthony, is still undergoing modifications/repairs.

Public Comment: None

F. STAFF REPORT

DISCUSSION

STAFF

12 min

Review of September inspections, complaints, and investigations. There were seven complaints filed through SMC, and 15 SOC's allegedly violated, some several times. There are two potential Members being considered by the HOC.

Explanatory documents – SOC Report

Member Comment: The Chair asks that staff begin recording the date the client first submitted the complaint. Member Creech is concerned that some clients find it hard to complain. He knows of two who fear retaliation. (SMC does submit complaints anonymously, upon request.) The entrance at 440 Turk is not at all friendly/accessible. signage or a doorbell are called for.

Public Comment: None.

IV. GENERAL PUBLIC COMMENT

DISCUSSION

5 min

Members of the public may address the Committee on items of interest to the public that are within the subject matter jurisdiction of the Committee.

Public comment: Nika Harris wants to file a complaint. The director at her shelter said she would schedule a meeting, but things escalated and she had to exit the site. (SMC staff met with her subsequent to the meeting and later filed a complaint on her behalf.) Danny Allen Howe worries the homeless are exploited by gangs, drug dealers, and human traffickers. They should be granted federal refugee status. He also suggests shelters be on the lookout for guns made by 3D printers.

ADJOURNMENT

M/S/C: Unanimous

Meeting adjourned at 11:42 AM

Action Item	Assigned To
Add information to monthly report as to the date complaints are first made.	Staff
Ask HSH for the legal opinion on conflict of interest.	Chair
Volunteer for officer position openings	Members

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