



City and County of San Francisco
SHELTER MONITORING COMMITTEE

MEETING MINUTES [DRAFT]

Wednesday, November 15, 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

Committee Member Belinda Dobbs
Committee Member Kaleese Street
Committee Member Traci Watson
Excused: *Committee Member Angie David*
Absent: *Committee Member C-J Ross*

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 10:03 AM. There was a quorum.

B. **MINUTES** *DISCUSSION/ ACTION*
OCTOBER AND EARLIER MINUTES **CHAIR ALMANZA** *8 min*
The Committee had the opportunity to review the minutes from last month, as well as earlier minutes that had not previously been approved.
Proposed action: *Approve minutes*
Public comment: Azeen expressed a concern that contracts are written in such a way as to incorporate (unfair) protections for the City and stated that shelter providers need to be clear as to what the expectations are, and that contract requirements should be auditable. “She wants to change the culture of middle management gaslighting.” City departments need to be responsible for their contracts and how they use taxpayer dollars.
Member Comment: Chair Almanza pointed out that the SMC focuses on Standards of Care.
M/S/C: Creech/Dobbs/Unanimous

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

A. **SELECTION OF INTERIM OFFICERS** *DISCUSSION/ACTION*
MEMBERS *10 min*
New officers were put forward for consideration: Chair Almanza for another term as Chair; Member Creech for Vice Chair; and Member David for Secretary.
Public Comment: Rory Gambrell claimed that he had been a victim of violent crime at Waterfront Navigation Center. A staff member knocked him to the ground. Then he was “DOS’d for giving a man on the ground a donut.” He did nothing wrong, but the next morning was escorted out by the police. His stuff was thrown away. He is concerned that the DOS will disqualify him from school. SMC and HSH are not helping him.
Proposed action: *Shall the proposed candidates be confirmed as officers for the next term?*
M/S/C: Dobbs/Muasau/Unanimous

B. BYLAWS EDITS

DISCUSSION

STAFF 12 min

Past and proposed changes to the Administrative Code make an update to SMC's Bylaws imperative. Additionally, it has been suggested that it would be a good idea to have the Chair review complaints involving violence and those that were not resolved within 30 days.

Public Comment: None

Proposed action: *Shall the proposed bylaw changes be approved?*

M/S/C: Creech/Street/Unanimous – **Revised Bylaws approved.**

III. NEW BUSINESS/REPORTS

A. POLICY SUBCOMMITTEE REPORT

DISCUSSION/ACTION

SUBCOMMITTEE MEMBERS 5 min

The subcommittee, which met on November 3 to draft changes needed to bring the bylaws into line with the Administrative Code. The change in duties of the Chair were made to address concerns that staff may need additional support when complaints include serious allegations or shelters do not respond in a timely fashion.

Public Comment: None

B. TRAINING FOR SHELTER STAFF

DISCUSSION

CHAIR ALMANZA 12 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: Chair Almanza stated that if sites still have training binders, these are useful as a way to assess whether training is being done. There are unfunded mandates. Member Street wondered what is funded by who. She argues that SMC requirements need to be part of training expectations. Member Creech again expressed a concern that certain providers are not emphasizing harm reduction.

Public Comment: Azeen worries that shelters focus more on compliance than meaningful training (which is often done late and not very thoroughly). Staff may be underpaid, and training is not always as much of a priority to them or their organization as it should be. Some non-profit organizations are underfunded and therefore their bandwidth may be inadequate. Salvador Barr stated that his organization maintains frequently updated records of training. They use both Excel and a binder. Lisa Rachowicz points out that training must be tracked. HSH checks only annually, but SMC can ask for these records every time they visit.

C. DEPT OF HOMELESSNESS AND SUPPORTIVE HOUSING

HSH

12 min

HSH Manager Lisa Rachowicz reported that shelters are fairly full. Dolores, MSC-South, Next Door, Sanctuary, and Central Waterfront are adding a large number of beds. TBNC is still in the process of having a new provider take over. Hamilton Family Emergency Center has a proportionally high number of vacancies. Some families avoid congregate settings.

Public Comment: Azeen reports that “there have been a number of derogatory comments about security personnel at the Adante, especially for trans women.”

D. STAFF REPORT

DISCUSSION

STAFF 12 min

Staff provided a review of October inspections, complaints, and investigations. There were six complaints filed through SMC, and ten SOCs allegedly violated, some several times. Three complaints were not responded to timely by the shelter. (This was unusual. Coincidentally, the Committee began keeping a formal record of late responses.)

Member Comment: Member Creech wonders how we can rise to the challenge of shelters not responding. Member Street pointed out that retaliation happens.

Public Comment: Rory Gambrell expressed frustration with inaction by HSH and SMC. He asked for an investigation of his complaints. Salvador Barr mentioned problems with the video surveillance equipment at Division Circle Navigation Center.

IV. GENERAL PUBLIC COMMENT

DISCUSSION

12 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: Azeen wondered how we can stay in contact with clients who are DOS'd or otherwise find themselves on the street, perhaps with no phone. They need support.

ADJOURNMENT

M/S/C: Creech/Dobbs/Unanimous

Meeting adjourned at 11:33 AM

Action Item	Assigned To
Send assignments to Members for upcoming inspections	Staff
Investigate the complaints previously submitted by Mr. Gambrell	Staff
Ask SVDP (and HSH) about cameras and video recording issue.	Staff
Begin informing the Chair of any delays in responding to complaints and of new allegations of violence.	Staff

To obtain copies of the agenda, minutes, or other documents, please contact staff at shelter.monitoring@sfgov.org or (628) 652-7706.

The ringing of and use of cell phones, pagers, and similar sound producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager or other similar sound-producing electronic devices. In order to assist the City's efforts to accommodate persons with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based scented projects. Please help the City to accommodate these individuals.

Know Your Rights under the Sunshine Ordinance (Chapter 67 San Francisco Administrative Code) Government's duty is to serve the public, reaching its decision in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. **FOR MORE INFORMATION ON YOUR RIGHTS UNDER THE THIS ORDINANCE, OR TO REPORT A VIOLATION OF THE ORDINANCE, CONTACT THE SUNSHINE ORDINANCE TASK FORCE:**

Administrator, Sunshine Ordinance Task Force, City Hall, Room 244, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102-4689
Phone 415-554-7724 | Fax 415.554.7854 | E-mail sotf@sfgov.org

Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library, and on the City's website at www.sfgov.org.

Lobbyist Registration and Reporting Requirements

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct Code § 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94102; telephone (415) 581-2300; fax (415) 581-2317; web site: sfgov.org/ethics.