



City and County of San Francisco
SHELTER MONITORING COMMITTEE

MEETING MINUTES [DRAFT]

Wednesday, February 21, 2024 | 10:00 AM
Room 408, City Hall

Present: Secretary Anglie David
Committee Member Melanie Muasau
Vice Chair Britt Creech
Committee Member Charles Deffarges
Committee Member C-J Ross

Committee Member Belinda Dobbs
Committee Member Kaleese Street
Committee Member Traci Watson
Excused: Chair Diana Almanza
Committee Member Justice
Absent: Member Steven Clark

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 10:08 AM. There was a quorum.

B. MINUTES *DISCUSSION/ ACTION*
NOVEMBER MINUTES ACTING CHAIR CREECH 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: None
M/S/C: Unanimous

II. OLD BUSINESS/REPORTS *DISCUSSION/ ACTION*

A. TRAINING FOR SHELTER STAFF *DISCUSSION/ ACTION*
MEMBERS 10 min
Members are asking for more information during shelter visits. Generally, shelters have binders and/or online records we can look at.
Member comment: C-J suggests notifying the shelters to be ready to share training info with Members when they visit. She believes cultural sensitivity and how to handle emergencies should be priorities. And standardization is important, that is, everyone should be on the same page. Member Watson suggests we look at the frequency of training and what is done for new employees (who may have to climb a steep learning curve).
Public comment: Angel Wolf of the monarch hotel states that her new employees go through a list of trainings and retrain every six months. Some of the material will inevitably be forgotten so retraining is important. They keep a digital schedule as well as a binder. HSH and her program director at WeHope provide training. Some of this is done online, some at staff meetings, and there is some “credential training” provided by outside experts. They discuss the material after training. Staff also get CPR/first-aid training.

B. BYLAWS EDITS AND ADMIN CODE UPDATE

DISCUSSION

STAFF

12 min

Staff report that the HSH policy/legislative team continues to lay the groundwork for introducing the changes the Committee has been waiting for.

Public Comment: None

Member Comment: C-J Ross mentioned how beds were changed in connection with the APEC summit and suggested SOCs still could use some review. Member Street concurred. Member David wondered whether we are returning to a “pre-pandemic” approach.

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.

Member Comment: C-J Ross requested that we add auditability of contract requirements to the next subcommittee meeting agenda. Member Street agrees. Angie David stated she appreciates the work of the Subcommittee.

Public Comment: None

B. VIDEO RECORDING AT SHELTERS

DISCUSSION

STAFF

12 min

Staff gave an update. Most sites have working systems. A woman's place is going to add some cameras. Dolores St. Will install a system when funds are available. There is work going on at MSC- South. One of the cameras at Bayview only works live, but footage cannot be pulled. This will be repaired as soon as possible. Three cameras at division circle are being replaced. BVM is a school and does not have a video surveillance system.

Member Comment:

Lisa Rachowicz states that the program manager should always be aware of repairs that are underway. This tool should not be relied upon for monitoring. It is a supplemental tool. It is recommended but not required. [If budgeted for, is it not for all practical purposes required?] There is no surveillance in bathrooms, dorms, etcetera—only in common areas. CJ asked if there was a written standard. (There is, and SMC received a copy of this subsequent to the meeting.) Lisa Rachowicz points out that some situations do not rise to the level at which video may be pulled. Only when violence is alleged to have taken place. Other incidents can and should be caught and dealt with in “real time.” Patrick Buckalew reiterated this. “Rollback” is only authorized in cases involving violence. Angel wolf pointed out that there are some Gray areas, IE, where the allegations are serious enough to make review reasonable, insofar as there is a danger of violence. Member Creech stated that guests may sometimes “see things,” if they are or may be experiencing mental illness. Khalise St. Believes that with training it is possible to recognize and distinguish between psychosis and believable allegations. “You need to be able to discern.” Engagement with clients makes a big difference. Staff will ask Janay Washington for the written policy.

C. DEPT OF HOMELESSNESS AND SUPPORTIVE HOUSING

HSH

12 min

HSH Manager Lisa Rachowicz reported that her report has been restructured, removing the

COVID column, for example. Shelters are fairly full. Dolores, MSC-South, Next Door, Sanctuary, and Central Waterfront added 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 entering a congregate setting. HSH got funding for FY23-24 to add beds. 327 beds were added in the fall. Upper bunks can be hard to fill. Many long-term beds were assigned to walk-ins during recent winter activations. We are not back to pre-COVID capacity, but close. Due to the APEC summit, and the onset of winter, reinflation was accelerated. The area near Moscone Center and the hotel where the President was going to stay had to be cleared. On behalf of HSH, she thanked shelters for the work they did. Most of the added beds were actually filled after the summit. CAAP and 3-1-1 make direct placements to MSC-South, Next Door and Sanctuary. Dolores accepts walk-ins and Jazzie's takes community referrals. 52 beds were added (to the joint location). The Navigation Centers are almost full, other than Taimon Booten. They have a new provider, SFCHC and are now open for intake. HSH is working with them on a (TGNC) community referrals process. Changes have been made to better utilize family spaces. The homelessness verification process was leading to delays. They no longer require documentation, nor do they wait for days for those at the top of the list to respond, so the process is quicker. The wait list is currently mostly for private rooms.

Public Comment: None

D. STAFF REPORT

DISCUSSION

STAFF *12 min*

Staff provided a review of inspections, complaints, and investigations in November through January. There were 13 complaints filed through SMC, and 11 different SOCs allegedly violated, some several times. Four complaints were not responded to timely by the shelter. (This unusual frequency of late responses was observed late last year. SMC is now flagging these publicly and taking other actions to address this.)

Public Comment: Angel Wolf stated that *WeHope* did not receive the complaints from SMC initially. This was the only reason their responses were late. SMC staff promised to follow up at the two-day mark in the future if a shelter has not confirmed receipt.

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: Charles Deffarges gave us the good news that he was approved by the homelessness oversight Commission to fill Seat 5. He has worked with the homeless for several years. He was on the HOT team. He is familiar with the shelter environment. He worked at the Covid Command Center and is now at ECS as the Director of Policy and Community Services. He would like to get back "on the ground" and engage face- to- face with clients. Staff will add him to the e-mail list. Member St. welcomed him back to the trenches.

ADJOURNMENT

M/S/C: Unanimous

Meeting adjourned at 11:25 AM

Action Item	Assigned To
Send assignments to Members for upcoming inspections	Staff
Send C-J Ross's draft grievance protocol to Members	Staff

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