



City and County of San Francisco
Shelter Monitoring Committee

POLICY SUBCOMMITTEE MEETING MINUTES
 SHELTER MONITORING COMMITTEE
 FEBRUARY 14, 2024, 3:00 PM – 4:00 PM
 [DRAFT]

Present:
Subcommittee Member Belinda Dobbs
Committee Member C-J Ross
Subcommittee Member Britt Creech

Absent:
Subcommittee Chair Kaleese Street

CALL TO ORDER/ROLL CALL/AGENDA ADJUSTMENTS *5 min*
Meeting began at 3:15 PM, with a quorum.

- I. MINUTES** *ACTION*
- A. October 2023 Minutes** **Subcommittee Chair** *5 min*
 The Subcommittee reviewed the draft of last month’s Minutes.
Explanatory document- Draft Minutes
Public Comment: None
Proposed Action: Approve Draft Minutes
M/S/C: unanimous - Minutes approved

- II. OLD BUSINESS** *DISCUSSION/ACTION*
- A. TRAINING REVIEWS DURING SITE VISITS** **Subcommittee** *15 min*

The Subcommittee discussed how to approach the concern that there is more need for training and motivating shelter staff. It is important that it be consistent across time and space (sites). Training definitely needs to cover cultural sensitivity. It would be helpful to know what budget different shelters have. Basic de-escalation training alone is not enough. Some CBOs do better than others. Organizations have a good deal of discretion in how they conduct training. Turnover is a challenge. Often, there is not enough evaluation done (to determine whether training has been effective).

Public comment: Member C-J suggested we ask providers what they think the emphasis should be. Azeen put forth the view that there needs to be a delineation between ensuring the ongoing competency of staff versus required certification. Competency is more important. Additionally, staff with lived experience need to be given help if they are triggered by events they experience on the job. Related to this, there does not appear to be any budget for cultural competency or mental health support. Site managers can ask for discretionary funding, but this is hard to get. It would be good to see a connection between expectations and budgeted funds. Member Creech related how one vendor had \$20,000 set aside for training, but funds were used for things that seemed less useful. That is, CBO's may not spend their funds wisely.

III. NEW BUSINESS

DISCUSSION

A. GRIEVANCES VS. SMC COMPLAINTS SMC Staff 10 min

The subcommittee initiated discussion of the potential gap in the system if sites are not effectively managing the complaints that are submitted to them but not to the SMC. There are various approaches that might be imagined. Getting buy-in from HSH and the shelters might take some work.

Explanatory documents – Procedure draft from Member Ross.

B. SMC COMPLAINT-LINE SMC Staff 5 min

There is a new (HSH) phone number for complaints. We will transition away from the DPH number. The new number is 628-652-7706. It has the option to hear the greeting in Spanish, English, Filipino or Cantonese. Shelters will be notified.

IV. PUBLIC COMMENT 3 min

Members of the public may address the Committee on items that are within the subject matter jurisdiction of the Committee for up to three minutes. [With respect to an action item on the agenda, members of the public may address the Committee for up to two minutes at the time such item is called. With respect to a discussion item on the agenda, members of the public may address the Committee for up to one minute at the time such item is called.] Members of the public may only speak once per agenda item. If a concise written summary (up to 150 words) is provided, staff will use this to memorialize the comments.

Public Comment: Member C-J Ross stated that there should be uniform rules on how video records generated by equipment at shelters can be used, how long it is retained, etc. A uniform “backend” would be ideal. At present, it is handled in a variety of ways, depending on the location and the CBO. Some systems might be owned by the building, others by HSH. Adrian Scott pointed out that some video systems may not be secure, i.e., subject to hacking/ infiltration. On the subject of training, Adrian agreed that peer support employees need additional support (to handle the difficult responsibilities they have at shelters).

V. ADJOURNMENT

Proposed Action: Approve adjournment

M/S/C: unanimous - Meeting adjourned at 4:00 PM

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Action Item	Assigned To
Talk to HSH to see what more insight we can get on training budgets, practices, and requirements.	Member Dobbs
Disseminate the new complaint line to stakeholders	Staff