## City and County of San Francisco

# Shelter Monitoring Committee

# POLICY SUBCOMMITTEE MEETING MINUTES SHELTER MONITORING COMMITTEE APRIL 10, 2024, 3:00 PM — 4:15 PM [DRAFT]

#### **Present:**

Subcommittee Chair Kaleese Street (late) Committee Member C-J Ross Subcommittee Member Britt Creech Committee Member Angie David Subcommittee Chair Belinda Dobbs

## CALL TO ORDER/ROLL CALL/AGENDA ADJUSTMENTS

5 min

15 min

Meeting began at 3:05PM, with a quorum.

I. MINUTES ACTION

## A. March 2024 Minutes Subcommittee Chair

The Subcommittee reviewed the draft of last month's Minutes. There was a good deal of discussion about training, which was covered last month.

Explanatory document- Draft Minutes

**Member Comment:** Chair Kaleese Street wanted to make sure the training manual from 2004 is not overlooked. She observed that this year's audit by HSH was not thorough. She and Member Ross suggested SMC Members should offer training. Staff McFarlin suggested this be done carefully, to avoid missing key elements that are required. Member Creech expressed concern that harm reduction is morphing into zero tolerance.

Proposed Action: Approve Draft Minutes M/S/C: unanimous - Minutes approved

## II. OLD BUSINESS

### DISCUSSION/ACTION

## A. GRIEVANCES VS. SMC COMPLAINTS

**SMC Staff** 

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There was discussion of how shelters may lack resources. Training can be lost in the shuffle. HSH audits but doesn't provide funding. They should focus more on this. Maybe shelters should post the SOCs.

# **Member Comment:**

Explanatory document: Grievance process draft by Member Ross.

**Public Comment:** None

# B. VIDEO SYSTEMS AT SHELTERS

**SMC Staff** 

10 min

There was agreement that shelters should ensure their systems are working. Staff asks shelter to retain video when a complaint comes in that calls for this. SMC should include comment on the video situation when the Chair reports to HOC. The full Committee should vote on whether to add a question about video systems to inspection forms.

## III. NEW BUSINESS

DISCUSSION

## A. SUGGESTONS FOR FUTURE DISCUSSION

3 min

Chair suggested calling cards or a postcard. Member Ross might be able to design something.

### IV. PUBLIC COMMENT

10 min

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

**Public Comment:** None

#### V. ADJOURNMENT

Proposed Action: Approve adjournment

M/S/C: unanimous - Meeting adjourned at 4:30 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. (February)	Member Dobbs
Ask HSH if they are updating the 2004 Training Manual.	Staff
Ask HSH what records shelters keep of complaints made	Staff
"internally" by clients.	
Where appropriate, include a "what clients would like	Staff
done" section to formal complaints.	
Rework the draft procedure and workflow.	Member Ross