



City and County of San Francisco
SHELTER MONITORING COMMITTEE

MEETING MINUTES [DRAFT]

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

Present: Vice Chair Britt Creech
Committee Member Muasau
Committee Member Traci Watson
Committee Member Justice
Committee Member Belinda Dobbs
Committee Member Kaleese Street
Committee Member Steven Clark
Excused: Secretary Angie David
Absent: Chair Diana Almanza
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 7 min
Meeting began at 10:05 AM. There was a *quorum*.

B. REVIEW OF PAST MINUTES DISCUSSION/ ACTION
VICE CHAIR CREECH 5 min
No corrections suggested.
Member comment: None
M/S/C: Dobbs/ Muasau/ Unanimous - Minutes approved

II. OLD BUSINESS/REPORTS DISCUSSION/ ACTION

A. MEALS AND NUTRITION DISCUSSION/ ACTION
VICE CHAIR CREECH 5 min
Shelters should be posting a weekly menu that includes portions. Members should check to see if what is posted matches what was served, but do not need to check portion size. The RD is doing site visits to ensure compliance.
Public comment: None
Proposal: Add “Today’s Breakfast” to the site visit checklists.
M/S/C: Dobbs/Street/Unanimous – staff will update checklists

B. GRIEVANCES AND SMC COMPLAINTS DISCUSSION
VICE CHAIR CREECH 15 min

The Subcommittee wants the full Committee to consider the idea proposed by Member Ross that, to ensure shelters process internal grievances appropriately and guests know these can be escalated to the SMC as a complaint if they are not satisfied with the response of the shelter, we ask shelters to set up physical SMC complaint boxes. This goes beyond just checking that SMC flyers are posted next to the grievance box. Members agree that some clients need to have a clear way to bypass the shelter’s in-house complaint system. The frequency of pickup could be a sticking point. Changes should be implementing over time.

Public Comment: Zae Illo agrees that a conversation is needed about the flow of grievances. Some clients are hypervigilant, distrustful, and in need of help. Azeen ZiaEbrahimi wondered whether there is some timeline to move forward with this initiative.

Proposal(s):

(1) *Shall staff produce posters that are at least 11x17" in size?*

(2) *Shall staff investigate whether funds are available to purchase lockable complaint boxes that shelters would be asked to install? (Member Dobbs estimates \$23 each.)*

M/S/C: Street/Dobbs /Unanimous – staff will add this to their to-do list

C. SHELTER STAFF TRAINING

DISCUSSION

VICE CHAIR CREECH

10 min

At the August Subcommittee meeting, the 2004 Shelter Training Manual was reviewed. It was agreed the full Committee should be asked to approve a memo to be sent to HSH recommending that Chapters 6 – 8 be conveyed to new staff earlier. Some material could be made more concise. Vice Chair Creech pointed out that harm reduction needs more emphasis. It takes a special dedication and personality to do the work, but many, especially newer employees, are unaware of helpful ideas and techniques. Overdose training needs to be improved. Online training alone is not ideal. Both staff and clients would be better served. Member Watson agrees, and suggests pay incentives would be fair as staff gain experience.

Public Comment: Zae Illo pointed out that a conversation around funding—a realistic training budget—is needed. Patrick Buckalew shared that the Shelter Team has update of the manual on their to-do list.

Proposal: Shall staff begin drafting a memo to go out under the signature of the Chair?

M/S/C: Street/Dobbs /Unanimous – staff will start drafting said memo

III. NEW BUSINESS/REPORTS

A. POLICY SUBCOMMITTEE REPORT

DISCUSSION/ACTION

SUBCOMMITTEE CHAIR STREET

10 min

Besides training, the Subcommittee discussed nutrition at shelters and the postcards Member Ross designed. Two proposals from May awaited consideration:

Public Comment: None

Proposal(s):

(1) *Shall the Committee ask HSH/shelters to give SMC flyers to clients at onboarding?*

(2) *Add “Is the site’s video recording system working?” to the site visit questionnaires?*

M/S/C: Dobbs/Muasau/Unanimous

B. SUNSHINE TRAINING

DISCUSSION

DEPUTY CITY ATTORNEY

15 min

Adam Radtke gave a presentation on Sunshine Rules and the Brown Act. Members must normally be physically present. SMC is an “Advisory Body.” If there is no quorum, meetings are merely informational. Votes and discussions must be public. Private substantive discussions, including “serial discussions” (e.g., via email), between more than two Members are not allowed. Public speakers must be given equal time. Members should not do business via personal email or text, because then their accounts would be subject to public scrutiny. (Arranging meetings is okay.)

Member Comment: Member Dobbs asked clarifying questions about situations under which remote attendance would be acceptable.

Public Comment: Azeen ZiaEbrahimi asked about dysfunctional bodies.

C. DEPT OF HOMELESSNESS AND SUPPORTIVE HOUSING

HSH 10 min

Patrick Buckalew reported that sites are close to full. HOT has been very busy—working overtime. (Vice Chair Creech pointed out that the “sweeps” may be the reason for this.) There was a fire at the Adante. MSC-South still has some space open for 311 and CAAP. Taimon Booten reached 100% as of the date of this meeting. HSH is asking that the 48-hour rule at the Navigation Centers be enforced.

Public Comment: Zae Illo shared that 20-25% of those he works with, acting as a backup contact, cannot be located in time to accept placements in shelter. Marie Cardille recommends that we look at two issues: inadequate laundry services at some shelters and food quality/quantity.

D. STAFF REPORT

DISCUSSION
STAFF 15 min

Staff reported that there were 13 complaints in July. Ten different SOC’s allegedly violated. SOC #1 was alleged to have been violated 14 times. One shelter response was late.

Public Comment: None

IV. GENERAL PUBLIC COMMENT

DISCUSSION 8 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.

Member Comment: Vice Chair Creech gave a “shout out” to shelter management. Members Street, Clark, and Watson agree that laundry is an area that deserves attention.

Public Comment: Marie Cardille reiterated that laundry is an issue at some shelters. Surveys covering this as well as meal provision would be warranted. Patrick Buckalew was not in a position to delineate the laundry setup shelter by shelter, but he will look into this.

ADJOURNMENT

Meeting adjourned at 12:02 AM

Action Item	Assigned To
Recruit shelter(s) to make presentations (to the Committee or subcommittee)	Staff
Look at putting QR codes in existing SMC flyers to take clients to the online complaint, SOC list, and monthly meeting pages.	Staff
Begin noting how many unique complainants are included in compliant counts, so that if one individual skews the statistics this will be noted.	Staff
Work on the approved elements of the grievance initiative (item II.B).	Staff
Update site visit questionnaires as agreed.	Staff
Draft approved emails and memos to HSH	Staff

To obtain copies of the agenda, minutes, or other documents, please contact staff at shelter.monitoring@sfgov.org or (628) 652-8080.