



City and County of San Francisco
SHELTER MONITORING COMMITTEE

MEETING MINUTES [DRAFT]

Wednesday, March 18, 2026 | 10:00 AM
Room 408, City Hall

Present: Chair Zae Illo
Vice Chair Belinda Dobbs
Committee Member Isaac Langford
Committee Member Joe Tasby
Committee Member Molly Bodkin
Committee Member Salvador Barr

Committee Member Britt Creech
Committee Member Kaleese Street

Absent:
Committee Member Melanie Muasau
Committee 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 3 5 min
Meeting began at 10:03 AM with a quorum.

REVIEW OF PAST MINUTES

DISCUSSION/ ACTION

CHAIR ILLO

5 min

Members present discussed the September minutes.

Public comment: None

M/S/C: Dobbs/Street/Unanimous: September Minutes approved

II. OLD BUSINESS/REPORTS

DISCUSSION/ ACTION

A. EQUITY REPORT

CHAIR ILLO

45 min

The Committee reviewed the draft report. The Chair noted “this is not a wordsmithing session,” i.e., the Subcommittee was empowered to prepare the report. Our mandate is to find way to increase the degree to which services are provided equitably and to ensure that this is reflected in the SOCs. The chair said that he hoped the report will lead to better data gathering. Staff clarified that highlighted items are ones HSH believes they can provide. Chair said he was in a live/work situation for 2 years. he saw a great deal of examples of poor training. the population is complex. this calls for focused training commensurate with the challenges that can be anticipated in such a population. it also calls for appropriate funding. we want to avoid using emergency rooms as emergency shelter. member Bodkin expressed the idea that using denials of service as a tool to incentivize good behavior Is evidence of poor training. chair ILO opined that \$24 per hour is not adequate. member Street reminded members that the training manual is now 22 years old. SMC made recommendations to hsh over a year ago on what specific updates could be made as part of a rewrite. High d o s rate impacts people of color more than others. chairillo suggested that staff should be asked for more feedback. also, overtime, denials of service rates should Trend downwards open

parentheses as an indication that training is working close. remember Langford has noticed that hsh dos training does not seem to “stick.” All too many doses are overturned. also, many clients, he thinks, are not properly scheduled for a hearing.

Public comment: Providers should expect to face many high challenges. But DOS’s are not [meant to be] a behavioral management tool. Unfortunately, this seems to be common. According to the data gathered, there were an average of three per day over FY 24-25. This is too many. Molly pointed out the data wasn’t very granular.

III. NEW BUSINESS/REPORTS

A. POLICY SUBCOMMITTEE REPORT

DISCUSSION

SUBCOMMITTEE MEMBERS

5 min

There was no quorum at the February meeting.

Public Comments: None

B. DEPT OF HOMELESSNESS AND SUPPORTIVE HOUSING

HSH

20 min

HSH said that systemwide sites are 90% full. Dolores/Jazzie’s expansion is almost finished ramping up. Central Waterfront’s “Restore Program,” with extra clinical staff, has 35 of the 64 beds. The Adanta, a non-congregate site, will be handed back to the building owners on 3/31/26. s are slated to be returned to the respective hotel owners by the end of February. “All clients will get a safe landing.” TAY sites are 95% full. Family shelters increased occupancy slightly to 78%. The elevator at Hamilton Families has been out of service on and off. Member Tasby expressed the hope that the extra services offered by the Restore program would be offered more broadly. HSH agreed. Member Street wondered why it has been a challenge to fill the space at Hamilton Emergency shelter. Member Bodkin opined that the fact that, despite considerable expenditures Hamilton remains unpopular should call for attention [to try to determine what could be done better there]. Member Langford expressed a desire that Jerrold Commons be fully utilized. Chair Illo asked if those formerly sheltered at the monarch and Adante were moved to safe alternatives. Also expressed concern about “bed abandonments.” He suggested these should be coded as DOS’s, which in effect they are. What matters is how many guest involuntarily lose their beds. He pointed out that people in recovery beds are poor people. The rich who need substance use treatment are less visible. He also wondered whether data show whether treatment is effective and leads to clients getting housed. This is very important to track. Member Bodkin asked what happens when a client “fails” during recovery and if people in these programs are tested. She hopes there is no effective incentive to abuse or claim to be abusing. Louis Bracco assured Members that HSH tries to find an alternate bed for anyone who has a relapse. Member Barr pointed out it is unfortunate some (DOS’d) clients do not get set up with the Shelter Client Advocates as they should. It is important to meet clients where they’re at. And, again, the training manual needs to be updated. “Unconscious bias is a reality.” Similarly, Chair Illo thinks we may incorrectly assume “our world is the same as theirs/” That is, we need to try to be more understanding/empathetic. Improvements will come if we develop a deeper understanding of what clients are going through. For example, case managers shouldn’t assume a missed meeting means a client doesn’t want services. Sometimes our/ “the system’s” assumptions are unrealistic. Our desire for outcomes doesn’t always match the reality of clients’ lives. Member Creech said that if we expect clients to be there, we need to give them a reason to be there. Member Tasby said that seeing the statistics in the report is triggering. Real people/families are being impacted. He concurs

training badly needs update. Member Bodkin recalled how her husband was without explanation not allowed into the shelter. It is very important to listen to the homeless.

Public comment: Molik G. stated there “is a trick” to making the Hamilton elevator work and thus it effectively remains largely out of service. Clients are “bounced around.” Downtown High did not share rules and they ended up being improperly DOS’d for 48-hour abandonment. EDC confirmed that the shelter did not adhere to the rules. He felt his family was the victim of racial discrimination. There is a total failure of oversight. The focus should be on helping people, not controlling them. Staff behave like correctional officers. He knows what prison is like, but he is making every effort to get his life together. It’s tragic that efforts to end homelessness are more Guests are afraid to speak up for fear of retaliation. He was cheated out of money and **had his car torched by shelter staff!** Aisha B. reported her family was mistreated. She had three different case managers. Services were ineffective and staff unprofessional. Hamilton shelter received funding for services that were not really provided. Receiving services for over a year with no result and ending up being required to leave without having obtained housing is “unacceptable.” She was eight months pregnant. HSH failed to protect them. She noted that a sergeant with the SFPD said the situation has the potential to escalate. HSH was dismissive of their safety concerns. She requested an investigation of Hamilton Family Shelter for abuse of their power to DOS clients.

C. STAFF REPORT

DISCUSSION

STAFF

10 min

Staff reviewed inspections, complaints, and investigations, Member recruitment and hiring.

Public Comment: A member of the public said it is “very easy to lose your bed” and valuable resources are unnecessarily hard to find out about. Clients often do not file grievances [so issues go undocumented]. Even when he has done so, he “gets the runaround.” It is also very frustrating that folks get a low rating (assessment score) “if they are not on drugs or old,” etc. This seems unfair. Chair Illo drew attention to the propensity for shelters to defend themselves and deny the claims made by clients. Responses can trigger escalation if communication is not made in a way that adequately takes clients into account.

IV. GENERAL PUBLIC COMMENT

DISCUSSION

5 min

Members of the public may address the Committee for up to three minutes...

Public Comment: Frances told the Committee she is unwell but often cannot “interact” (effectively) with staff (at the shelter). Her main concern is the quality of care. There also are not enough resources for survivors of domestic abuse. “Even taking (public transit) can be dangerous.” It would be worth adding resources to keep vulnerable people safe, e.g., providing safes and allowing them to use an alias. It is too easy to have your ID stolen. People in her circumstances are terrified. It is hard to recover when it is so difficult to get good care. Molik G. stated that Hamilton staff were unreasonable about laundry. Hew sometimes had to wash his laundry by hand

ADJOURNMENT

M/S/C: Dobbs/Barr/unanimous - Meeting adjourned at 12:05 PM

Action Item	Assigned To
Make SOC's more readily findable on our website	Staff

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