



City and County of San Francisco
SHELTER MONITORING COMMITTEE

MEETING MINUTES [DRAFT]

Wednesday, April 17, 2024 | 10:00 AM
Room 408, City Hall

Present: Chair Diana Almanza

Vice Chair Britt Creech

Secretary Angie David

Committee Member Melanie Muasau

Committee Member Belinda Dobbs

Committee Member Justice

Committee Member Charles Deffarges

Committee Member Steven Clark

Committee Member Traci Watson

Committee Member C-J Ross

Committee Member Kaleese Street

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 10:04 AM. There was a quorum:

B. MINUTES DISCUSSION/ ACTION
MARCH MINUTES CHAIR ALMANZA 8 min
Members reviewed the minutes from last month.
Proposed action: Approve minutes
Public Comment: None
M/S/C: Dobbs/Muasau/Unanimous

II. OLD BUSINESS/REPORTS DISCUSSION/ ACTION

A. TRAINING FOR SHELTER STAFF DISCUSSION MEMBERS 10 min
The Chair reminded Members to ask for training logs, etc. Member Watson got information during a recent shelter site visits. The site was forthcoming. Some new employees had not received key trainings.
Member comment: Angie David mentioned that when we find an issue, it is important to provide feedback to the site so that management can act on it. Chair Almanza asked staff to follow up on significant inspection findings by asking for proof of remediation.
Public comment: None

B. BYLAWS EDITS AND ADMIN CODE UPDATE DISCUSSION CHAIR ALMANZA 5 min
The Chair reports she met with Dylan (Dylan Schneider, Legislative Affairs Manager at HSH) and Supervisor Ronen. Staff reports that Ms. Schneider asked for a schedule of inspections and Operating Procedures in case Supervisor Ronen needs these.
Public Comment: None

C. VIDEO RECORDING AT SHELTERS

DISCUSSION

STAFF

5 min

Staff reports that HSH tentatively agreed to check the systems it controls quarterly and to ask Program Managers to ask the shelters they work with to do the same. Chair Almanza clarified that the issue was with recordings, not with the live feed.

Member Comment: Belinda Dobbs searched using Google and was able to find the CCSF/HSH description of how video systems are currently set up. Member Ross pointed out that not only do we have HSH and shelters managing this, but some shelters have contracted this out to third parties. Member David suggests it would be ideal if HSH controlled all video systems. At the least, contracts should include a clause to the effect that video must be shared with the SMC when needed to investigate complaints. Discussion will continue.

Public Comment: None

III. NEW BUSINESS/REPORTS

A. POLICY SUBCOMMITTEE REPORT

DISCUSSION/ACTION

SUBCOMMITTEE CHAIR

5 min

The subcommittee continued discussing training of shelter personnel, proper use of video surveillance/recording systems, reintroducing SMC to shelters with a postcard, revisions/updates to the inspection questionnaires.

Member Comment: Traci Watson reported that the last questionnaires she used were partially completed and in need of update. Member Creech feels we need to distinguish SMC posters from the mass of other material that is on shelter walls. And we want to create a positive presence. We exist to help both the clients and the shelters. Member Street suggested a postcard could work and that Member Ross might be able to design this. The Chair, and Members Deffarges, Dobbs and Ross concurred.

Public Comment: Patrick Buckalew pointed out that shelters may not have color printers. Azeen ZiaEbrahim expressed frustration at “bureaucratic nepotism.” Member Ross shared that some shelters do not have complaint boxes. Chair Almanza reminded everyone that the SMC’s mission is to monitor shelters based on the SOCs.

Proposed action: Approve (1) coloring SMC flyers, (2) looking for complaint boxes during inspections, (3) recommending SMC flyers be next to or near the boxes, and (4) changes to site visit questionnaires to check that these elements are in place.

M/S/C: David/Dobbs/Unanimous

B. ATTENDANCE

DISCUSSION

CHAIR ALMANZA

15 min

Members were reminded to set aside the time to attend meetings on the third Wednesday of the month at 10AM. Seat 1 may be easier to fill once the change in requirements is approved.

Member comments: Charles Deffarges said he would see if he could find anyone to apply for Seat 1. Member Ross expressed concern that the revision to Seat 1 that is awaiting BOS approval will reduce the number of Seats held by people who are unhoused. The opposite should be done. Member David explained why the changes had been put forward and approved by the Committee. Everyone agreed to push to see what they could do to find good candidates for this seat. Staff will forward recruitment flyers.

C. DEPT OF HOMELESSNESS AND SUPPORTIVE HOUSING

HSH

10 min

HSH Manager Patrick Buckalew reported that he was asked to be the SMC liaison. Dolores is at pre-COVID capacity. They will be adding even more beds. CAPP and 311 beds have proven hard to fill, resulting in vacancies. Mission Cabins is a beautiful site. It was opened with Five Keys managing on 4/15/24, with referrals mostly from HOT. There are 68 rooms. The Interfaith shelter operation, now complete, went well this year. Non-congregate sites often need time to prepare/repair a room when clients move out. A program called “Restore,” tied to “Journey Home,” been set up at the Adante, with 9 rooms. There has been a small uptick in COVID recently. There is no change yet, but some thought is being given to reestablishing exit dates, at least for adult shelters. Information will be provided subsequent to the meeting about plans for family shelters.

Member Comment: C-J Ross pointed out that it is important to check to ensure that occupancy and capacity are accurate. Members Dobbs and Ross stated that food is left out, in some cases long enough to spoil. And guest reports may not be getting conveyed to the appropriate parties. Chair Almanza added that “medically tailored” meals are increasingly recognized as necessary for some clients. Member Deffarges suggested that the RD should be invited to a SMC meeting. Members Justice and Ross say some sites augment *Meals on Wheels* or serve freshly delivered meals from other sources.

Public Comment: Azeen ZiaEbrahim says governmental agencies are “gaslighting” a Committee [SMC] that is set aside to represent the unhoused, “presenting optics” designed to hide the poor performance of contractors. Data that is presented is often unsupported by the reality on the street. Politics plays too big a role. Staff [responsible for serving food] often don’t have food handler certification. Shelters should offer an incentive to be certified. Staffing needs to be adequate, and they need more training. They also need mental health support. Caller Maria C. is a social worker. She pointed out that two meals a day is inadequate for those whose income is extremely limited. Three meals a day should be feasible. Patrick B. stated that a new arrangement is being implemented with the registered dietitians. There will be an increased capacity to provide training in food handling. The *Meals on Wheels* contract will be adjusted. Special meals—low sodium, low fat, etc.—will be more readily available. He noted that it is very important to report it when clients feel they have become ill due to the food provided by the shelter. Additionally, the shelter food budget is being “underspent” by 30%, so it is conceivable that a third meal could be offered.

D. STAFF REPORT

DISCUSSION

STAFF

15 min

Staff provided a review of inspections and complaints in March. There were six complaints filed through SMC, and seven different SOCs allegedly violated, some several times. All complaints were responded to timely by the shelter involved.

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.

Public comment: A Hamilton Family Emergency Services client asked for assistance with a complaint (noise during lights out, children can’t sleep, etc.). [Staff spoke with her, off the record, subsequent to adjournment.] Marion McFarlin stated that she has encountered clients who were afraid to file RA requests because this could lead to their not being assigned a bed, placing them in a Catch-22.

ADJOURNMENT

M/S/C: Unanimous

Meeting adjourned at 12:00 PM

Action Item	Assigned To
Update inspection forms to remind Members to look at all training, not just de-escalation and cultural competency.	Staff
Update flyers to color, to make them stand out from among other postings.	Staff
Share recruitment flyers with Members.	Staff
Add auditability of contract requirements to the subcommittee meeting agenda.	Staff
Work on the design of a “marketing” postcard. (Members send suggestions!)	C-J

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

The ringing of and use of cell phones, pagers, and similar sound producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager or other similar sound-producing electronic devices. In order to assist the City’s efforts to accommodate persons with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based scented projects. Please help the City to accommodate these individuals.

Know Your Rights under the Sunshine Ordinance (Chapter 67 San Francisco Administrative Code) Government’s duty is to serve the public, reaching its decision in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people’s business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people’s review. **FOR MORE INFORMATION ON YOUR RIGHTS UNDER THE THIS ORDINANCE, OR TO REPORT A VIOLATION OF THE ORDINANCE, CONTACT THE SUNSHINE ORDINANCE TASK FORCE:**

Administrator, Sunshine Ordinance Task Force, City Hall, Room 244, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102-4689
Phone 415-554-7724 | Fax 415-554-7854 | E-mail sotf@sfgov.org

Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library, and on the City’s website at www.sfgov.org.

Lobbyist Registration and Reporting Requirements

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct Code § 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94102; telephone (415) 581-2300; fax (415) 581-2317; web site: sfgov.org/ethics.