



City and County of San Francisco
SHELTER MONITORING COMMITTEE

MEETING MINUTES [DRAFT]

Wednesday, September 17, 2025 | 10:00 AM
Room 408, City Hall

Present: Chair Zae Illo
Vice Chair Belinda Dobbs
Committee Member Britt Creech
Committee Member Joe Tasby
Committee Member Salvador Barr

Excused:
Committee Secretary Angie David
Committee Member: Steven Clark (late)
Absent:
Committee Member Melanie Muasau
Committee Member Kaleese Street
Committee Member Diana Almanza

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 10:06 AM with **no quorum**.

B. REVIEW OF PAST MINUTES

DISCUSSION/ ACTION

Members present discussed the June minutes.

Public comment: None

M/S/C: Approval of June Minutes tabled

II. OLD BUSINESS/REPORTS

DISCUSSION/ ACTION

A. MORE GRANULARITY IN SOCS

CHAIR ILLO

10 min

The Committee considered potential changes in SOCs to improve our ability to understand where challenges lie. Chair Illo pointed out that they currently do not cover equity. SOC #1 in fact says “Treat shelter clients *equally*...” (Arrangements/actions may be clearly inequitable, even if they are arguable “equal.”) He argued that SOC #24 also needs revision. This Standard says, “Locate alternate sleeping unit for a client who has been immediately denied services after 5:00 p.m., unless the denial of service was for acts or threats of violence.” But practices vary, and the decision to DOS can be subjective. He has seen many people exited at night, which is particularly unsafe. Member Tasby agrees. Clients are already traumatized. This is a longstanding issue. Members Dobbs and Creech agreed. Staffer McFarlin pointed out SOCs can be changed. SMC can make recommendations. Member Dobbs said the Subcommittee will be discussing this. Chair Illo says the enabling legislation needs to be renewed. We want to be a national leader, on the “cutting edge.” As he has discussed with the HOC Chair, if the environment (in which the homeless are sheltered) is bad, outcomes will be bad.

Public Comment: HSH Manager Anthony Bush agreed. Shelter capacity has been increased. Fine tuning, including SOC revision is worth pursuing. His team wants to work with SMC, to

support us. An anonymous client said that shelters are not well run. “Staff often have a criminal mentality.” Bad things including sexual predation go on. He is not in a shelter now. Housing he got is also very small. Another anonymous commentor said that shelters are “overly focused on addiction care.” Other clients feel threatened. A third said her outcome was bad. The SRO she was moved to was not safe, and it is very small.

Proposed Actions: *Shall the Subcommittee work on ideas and/or draft proposed changes?*

M/S/C: Officially tabled, but staff will put this on the Subcommittee agenda

B. SECURITY AT SHELTERS

CHAIR ILLO

10 min

The Chair wondered whether security personnel get the same training staff do. This should be added to the interview questions we ask when inspecting sites. Members Creech and Barr assured us SOC's do apply to them. All staff funded by HSH are required to be trained; however, it make take someone who is new a while to complete specific courses. Member Creech said that high turnover and the tendency for training to be done online do not help. Member Tasby agreed. He also wanted to emphasize that (despite these challenges) organizations need to be held accountable. CPR training is another example of something that no one should be left out of.

Public Comment: An anonymous member of the public said security is minimal at both shelters and SROs. She has to barricade her door at night.

III. NEW BUSINESS/REPORTS

A. POLICY SUBCOMMITTEE REPORT

DISCUSSION

SUBCOMMITTEE MEMBERS

5 min

There was a quorum. A discussion of possibilities for holding the next meeting at a shelter or other venue more accessible to clients. This could be problematic, insofar as shelters don't tend to have spaces that could be readily opened to the public. Members agreed to push the 48-hour abandonment issue to the full Committee.

Public Comments: None

B. NO APPEAL OF 48-HR RULE VIOLATIONS

DISCUSSION/ACTION

CHAIR ILLO

10 min

Staff shared experience with Members of an uptick in clients claiming to have been DOS'd for violating the 48-Hour rule. It seems shelters may be enforcing this more aggressively. The fact that there is no appeals process in place for instances when a client is DOS'd for this reason, this is especially concerning. Chair Illo pointed out there are many reasons why you might not be able to check back in. Some sites are clearly more aggressive than others.

Public Comments: Nicholas Hester says that what he is seeing is that there is no longer a time check. It is actually harder to be considered to have abandoned shelter. (Practices may depend on the shelter.) Member Barr thinks a better definition of abandonment) would be helpful. At his sites holidays do not count. They use both electronic check in and bed checks. At some point, it does makes sense to move clients out of unused beds. Someone else is always waiting, in need of space. Chair Illo argued for the extra step of ensuring the client really does not want their space; losing people from the system is costly/inefficient. Teipo Talolo sees the 48-hour rule as a “last resort.” They normally wait 72 hours. Louis Bracco pointed out that the agreements clients sign cover this. There is a process for getting an exception if done in advance and for getting reinstated if the absence was outside of their control, e.g., they were hospitalized. Treating “abandonments like other DOS's would present administrative challenges. He will research this.

C. DEPT OF HOMELESSNESS AND SUPPORTIVE HOUSING

HSH

20 min

Louis Bracco (HSH) went over the latest Occupancy Report. Adult sites are 93% full. Mission Cabis was closed 9/5/25. The site will be used for affordable housing. 20% of their guests were housed; the others went to other shelters. Dolores/Jazzie's Place is expanding by 50 beds. Hope House, a partnership with the Salvation Army, opened 9/13/25 and will be ramping up. It was noted that relapse is not grounds for an immediate DOS. This site will be monitored by SMC. Jerrold Commons in the Bayview District is for adults at least 55 years old. Navigation sites are 97% occupied. A new TAY called "Just Home" is opening in the Bayview. There are 73 TAY in adult shelters. About 34 new TAY slots are in the works. The two congregate family shelters are seeing lower demand. Downtown High replaced BVHM in July.

Member/Public comment: Member Barr agreed that, given the challenges and opportunities TAY experience, it is important to have focused space available for them. He worries about follow up when they move on, and hopes they are not "abandoned." Member Tasby asked if there was data on seniors. HSH has this but it was not immediately at hand. It was noted that Jerrold Commons is dedicated to sheltering this segment of the population.

D. STAFF REPORT

DISCUSSION

STAFF

10 min

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

Public Comment: None.

IV. GENERAL PUBLIC COMMENT

DISCUSSION

5 min

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

Public Comment: None

ADJOURNMENT

M/S/C: Dobbs/Creech/unanimous - *Meeting adjourned at 11:59 PM*

Action Item	Assigned To
Ask HSH for more data on DOSs, equity initiatives and security at shelters.	Staff
Create an online site inspection calendaring tool	"
Include requirements for vacant positions in the agenda	"
Add discussion of SOC revisions to the Subcommittee agenda	"
Visit <i>Hope House</i> to meet management team and see the layout.	"

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