



City and County of San Francisco

# Shelter Monitoring Committee

## POLICY SUBCOMMITTEE MEETING MINUTES SHELTER MONITORING COMMITTEE JANUARY 8, 2025, 3:00 PM – 4:15 PM [DRAFT]

### **Present:**

*Subcommittee Chair Kaleese Street*  
*Subcommittee member Belinda Dobbs*

*Subcommittee Member Britt Creech*

### **CALL TO ORDER/ROLL CALL/AGENDA ADJUSTMENTS**

*5 min*

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

## **I. MINUTES**

### ***ACTION***

### **A. November 2024 Minutes**

#### **Subcommittee Members**

*10 min*

The Subcommittee was unable to review the draft Minutes. Members agreed to review the draft minutes for the November 2024 Subcommittee during the February 2025 Subcommittee meeting.

*Explanatory document - Draft Minutes*

**Public Comment:** None

***Proposed Action: Postpone review of Draft Minutes***

***M/S/C: Creech/Street/Unanimous – Postponing of Minutes approved***

## **II. OLD BUSINESS**

### ***DISCUSSION/ACTION***

### **A. COMPLAINT PROCESS**

#### **Chair Street**

*15 min*

Members continued to discuss the process for which complaints are submitted that has been ongoing. Chair Street addresses the areas which remain undetermined, which would be the process regarding retrieval of complaints should the committee vote to install lock boxes in the shelters. Chair Street suggested considering creating a map with the shelters to see if members could agree to retrieve the complaints on a regular basis (2x per week) from those sites which are close by each other and those members are willing to travel to.

**Public Comment:** None

### **B. VISITING NAVIGATION CENTERS**

#### **Chair Street**

*10 min*

Members discussed that this had been already discussed at the previous Full Meeting and members had already unanimously voted to add Navigation Sites to the list of shelters to be inspected.

## **III. NEW BUSINESS**

### ***DISCUSSION***

### **A. SHELTER RESPONSE TIME**

#### **Chair Street**

*10 min*

Members discussed the time frame for shelter sites to respond to complaints submitted through the Shelter Monitoring Committee as it is written in the Administrative Code. Discussion surrounded the 5-day response period to be recognized as 5 Calendar Days or 5 Business Days. Subcommittee members did vote to pose to the full board that the shelters should be asked to interpret the administrative code description as **5 Calendar Days** and will be presented at the upcoming full board meeting.

**Public Comment:** *Christopher Kramer of HSH* advocated for the term of 5 Business days to be used, due to unavailability of most shelter management teams during the weekend. *Janay Washington of HSH* advocated for the term of 5 business days to allow shelters the ability to conduct a thorough investigation and provide a thorough response. **Shelter Manager Dexter** pointed out the Five Business days would benefit them as complaint come from Secured emails and management staff who monitor their emails on the weekend but cannot access secured emails without access to the office laptop. Also pointed out that sometimes it is difficult to get hold of the guest that is filing the complaint which requires time.

**Proposed Action:** *Shall SMC vote to ask that shelter complaints be answered in 5 Calendar Days?*

**M/S/C:** Creech/Dobbs/Unanimous – Motion approved

## **B. PLANNING FOR ANNUAL REPORT**

**Chair Street** 10 min

Members suggested inviting Chair Member Zae Illo to the next subcommittee meeting to discuss what he wanted to include in the next annual report.

## **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:** Dawn from five keys informed the members that attendees were unable to raise their hands due to the setting of the meeting.

## **V. ADJOURNMENT**

**Proposed Action:** *Approve adjournment*

**M/S/C:** Creech/Dobbs/unanimous - Meeting adjourned at 4:13 p.m.

To obtain copies of the agenda, minutes, or any explanatory documents, please see <https://sf.gov/public-body/shelter-monitoring-committee>, or contact staff at 628-652-8080 or [shelter.monitoring@sfgov.org](mailto:shelter.monitoring@sfgov.org), 72 hours before the meeting.

To obtain a disability-related modification or accommodation, including auxiliary aids or services to participate in the meeting, please contact staff at 628-652-8080 or [shelter.monitoring@sfgov.org](mailto:shelter.monitoring@sfgov.org) at least two business days before the meeting.

The nearest BART station is Civic Center Plaza at the intersection of Market, Grove, and Hyde Streets. The MUNI Metro lines are the K, M, N, and S (Civic Center Station or Van Ness Avenue Station). MUNI bus lines serving the area are the 5 (Fulton), 19 (Polk), 21 (Hayes), and 49 (Van Ness-Mission). See <https://www.sfmta.com/maps/muni-service-map>.

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 maybe sensitive to various chemical based scented projects. Please help the City to accommodate these individuals.

**Know Your Rights under the Sunshine Ordinance (Chapter 67 of the 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 SUNSHINE ORDINANCE, OR TO REPORT A VIOLATION OF THE ORDINANCE, CONTACT THE SUNSHINE ORDINANCE TASK FORCE THROUGH:**

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](mailto: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](http://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](http://sfgov.org/ethics).

Action Item	Assigned To
Look into creating a map with the shelter sites on them.	Chair Kaleese
Invite Chair Illo to the next Subcommittee meeting	Staff