



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

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*

440 Turk Street, First Floor
San Francisco, CA 94102
<https://www.sf.gov/departments/shelter-monitoring-committee>

(628) 652-8080
shelter.monitoring@sfgov.org (email)

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.

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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

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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