



City and County of San Francisco

Shelter Monitoring Committee

POLICY SUBCOMMITTEE MEETING MINUTES

SHELTER MONITORING COMMITTEE

NOVEMBER 12, 2025 3:00 PM – 4:15 PM

[DRAFT]

Present: Subcommittee Chair Kaleese Street
Member Belinda Dobbs

Member Britt Creech

CALL TO ORDER/ROLL CALL/AGENDA ADJUSTMENTS

5 min

The meeting began at 3:12 PM, with a quorum.

I. MINUTES

ACTION

A. August 2025 Minutes

Chair Street

5 min

The Subcommittee reviewed the minutes for the previous (draft) Minutes. Chair Street said the sense that there is a propensity to kick people out is “the opposite of what we should be doing.” There should be clear documentation to clients before the rules are changed. Member Creech opined that it “is none of the shelter’s business what clients do during the day.” It seems like the City is increasingly using incarceration. This is concerning. Committee Chair Illo pointed out that there is a problem with “front door attrition,” i.e., many rejections when a client first arrives at the shelter, which are essentially Denials of Service. These are not recorded as DOS’s. Clients may be under great stress when they arrive; if the shelter is not sensitive to this, they may be too quick to find a reason to deny admittance. The intake/security process is poorly designed for the population we serve. Client advocates could assist.

Explanatory document - Draft Minutes

Public Comment: None

Proposed Action: *Approval of August 2025 Draft Minutes*

M/S/C: Street/Britt/Approved

II. OLD BUSINESS

DISCUSSION/ACTION

A. MORE GRANULARITY/DETAIL IN SOCS

Member Creech

10 min

Members discussed how some [Standards](#), e.g., SOC #1, cover too broad an array of problems. Adding Equity into SOC #1 was again emphasized. Suggestion was made to begin informally tracking allegations using informal subgroups of Standards.

Public Comment: None

Proposed Action: *Begin informally differentiating in advance of formal revision of SOCs.*

M/S/C: Street/Dobbs/Approved

III. NEW BUSINESS

DISCUSSION

A. NEW SECRETARY

Chair Street

5 min

Members agreed to place the issue before the full Committee at the next meeting.

B. STORAGE OPTIONS FOR THE UNHOUSED

Chair Street

10 min

Members discussed inconsistencies and complaints related to the protection and storage of Client property. Staff turnover is high (which can lead to poor adherence to procedures). Member Barr pointed out that variability from site to site is allowed if HSH approves “local” rules (which can be necessary when there is more or less onsite space available). Member Dobbs feels staff have too much authority (and often do not use it appropriately).

Public Comment: Niki Dove suggested that SMC assign a person to act “be a secret shopper” (take on the role of a client to see what really goes on when no outside observers are present).

A. WHEN TO HOLD NEXT FULL COMMITTEE MEETING

Chair Street

8 min

Members agreed to ask SMC’s Chair to move the December meeting to November.

Proposed Action: *Ask staff to see what Chair Illo thinks of the idea*

M/S/C: Dobbs/ Street/approved

IV. GENERAL PUBLIC COMMENT

5 min

Members of the public may address the Committee on items that are within the subject matter jurisdiction of the Committee:

Public Comment: Committee Chair Illo proposed issuing an “emergency racial equity report” to document disparities in service experiences. He stressed the importance of accountability and data transparency within shelter systems for better outcomes.

The policy subcommittee will work to get a draft going. We will need to request specific data sets aligned with Standards of Care for this. Staff will reach out to DPH management (and to Denise G., someone we worked with in the recent past) to see who might be interested in Seat 12, the “DPH seat.” Subcommittee Chair Street volunteered to take the lead on this.

V. ADJOURNMENT

Proposed Action: *Approve adjournment*

M/S/C: Street/Britt/unanimous - *Meeting adjourned at 4:25 p.m.*

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Action Item	Assigned To
Add selection of a Secretary and racial equity report to the agenda for 12/17/25.	Staff