



City and County of San Francisco

Shelter Monitoring Committee

POLICY SUBCOMMITTEE MEETING MINUTES SHELTER MONITORING COMMITTEE

MAY 14, 2025, 3:00 PM – 4:15 PM

[DRAFT]

Present:

Subcommittee Chair Kaleese Street

Subcommittee Member Britt Creech

Committee Chair Zae Illo

Subcommittee Member Belinda Dobbs

Absent: *N/A*

CALL TO ORDER/ROLL CALL/AGENDA ADJUSTMENTS

10 min

The meeting began at 3:11 PM, with a quorum.

I. MINUTES

ACTION

A. April 2025 Minutes

Subcommittee Members

5 min

The Subcommittee reviewed the minutes for the March 2025 Draft Minutes.

Explanatory document - Draft Minutes

Public Comment: Some Members have not picked up their stipend checks.

Proposed Action: *Approval of March 2025 Draft Minutes*

M/S/C: *Dobbs/Creech/Unanimous – March 2025 Draft Minutes approved*

II. OLD BUSINESS

DISCUSSION/ACTION

A. SECURITY AT SHELTERS

Chair Street

10 min

See https://media.api.sf.gov/documents/Agenda_Item_8_Directors_Report_wdUZAhx.pdf.

Most people who are DOS'd for alleged violence do not file a SMC complaint. Complaints related to alleged acts of violence are often for "credible threats," a rather subjective reason. These are often overturned during arbitration. Sometimes SMC staff requests video footage. Sometimes the complainant is the initial aggressor. HOC doesn't list the reasons for denial of service monthly. SMC Chair Illo would like disaggregated data—site by site at least—over time. And exits to police custody would be helpful. He feels that case managers and shelter staffers with cultural competence will not be quick to DOS people. It is especially confusing to see mere "disruptive behavior" as a basis for a DOS (again, this is very subjective). Chair Illo met with the HOC Chair to discuss this. Clients have rights, even if they are accused of something serious. He hopes to see downward trends. The HOC data officer will be asked to help assess things. The fact that you can exit a client to police custody and "wash your hands" of them is something that the SOC's (maybe 29 and 30) should address. Member Creech points out that in a perfect world staff could judge, but in practice it is a lot to ask. Training is needed (early in employees' tenure). It's serious work and people's lives are in the balance. Chair Street suggested sending another letter to HSH about the 2004 manual, the update of which we still haven't heard anything about.

Staffer Hill reports that the March SOC report is on the web site. There were no late shelter

responses in March. There are two “outlier sites,” i.e., with more complaints than average. There were more SOC #2 issues than usual in March. Seat 7 has been open for several months. Now Member Ross has resigned Seat #2. Member Watson may be required by her employer to resign Seat #6. She is considering appealing this.

Public Comment: Chair Illo asked when a resignation takes effect. This is somewhat vague. The bylaws say “...submit a letter of resignation to the appointment agency and to the full Committee.” [Staff comment: In practice, it may not be practicable to obtain this and a verified note or email to staff or the Chair would seem adequate.] Robyn K. reminded the meeting that not all employees are allowed to DOS a guest. Also, shelters genuinely try to only use the DOS option as a last resort. HSH’s Janay Washington stated that acts of violence are, unsurprisingly, more common at the large shelters. Also, given recent changes in the population at shelters [due to sweeps and changes in City priorities], w/o commensurate increases in clinical support, we can expect to see more incidents. And there are times when the shelter has no other option [to prevent ongoing rule violations and harm to other guests]. Roozbeh Iravani thinks that if shelters could be “allowed to give guests ‘time outs’ (where they have to stay out for a few hours) it could help reduce the number of DOS’s.” Be this as it may, this is not an HSH-approved practice. Chair Illo recounted some lived experience: Staff sometimes inappropriately decide to deny service at intake and later threaten DOS if clients don’t (behave). There is no data on this because providers do not self-report.

B. COMPLAINT HANDLING DATABASE

Chair Street *10 min*

Members were updated on the SharePoint complaint intake database that is being put together. This will cover incoming concerns from people other than guests in City funded shelters. That is, our thinking is it can be used to document information from anyone who approaches HSH, especially those with complaints.

Public Comment: None

III. NEW BUSINESS

DISCUSSION

A. WARNING NOTICES IN THE ONE SYSTEM

Chair Street *8 min*

Warning banners have been appearing in the ONE system recently. Louis Bracco told SMC staff they are working on using the system to prevent people from being sent back to sites from which they have been DOS’d recently. The worry is that this could lead to unfair presumptions about the character of a client. Banners need to be written objectively and access limited. Also, the system needs to be updated promptly so that clients are not prevented from being sheltered elsewhere after a DOS.

Public Comment: Staffers have noticed that CIRs are often not filed by shelters as required in connection with allegations of violence, e.g., by clients. We should keep an eye on this to make sure HSH limits access to these banners and notes to those who place clients at sites. Meg says the banners are “alarming.” Some harm has been done, i.e., staff brought up old issues, which was very frustrating to one of her clients. Historically these kinds of announcements have been used to *help* clients, e.g., when they had to be found in connection with a housing offer. The notes option also needs to be used carefully. Everyone can see these. Janay Washington says the old “Changes” system was better. It is normally not appropriate for shelters to share DOS information (or other comments that could be considered adverse) with each other.

Proposed Action: Ask full Committee to petition for the changes noted above.

M/S/C: Dobbs/Creech/unanimous - Approved

B. MORE GRANULARITY IN SOCs

Chair Street

8 min

It was recently pointed out that dividing SOCs that currently cover too broad an array of issues (e.g., SOC #1) into two or more categories would be helpful.

Public Comment: None

IV. GENERAL PUBLIC COMMENT

15 min

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

Public Comment: Chair Street suggests holding our meeting at a shelter. And it would be super if a site would invite us. Committee Chair Illo agrees. He added there is a [72-hour advance] public notice requirement. Member Dobbs wanted to clarify that the subcommittee could do the same. (Chair Street liked the idea.) Secondly, a guest recently reached out to her with an anonymous complaint about staff making noise at 4:30 a.m. Staffers asked her to text details. This will be good feedback for the shelter. Finally, she would appreciate it if Members could get good quality updated ID badges. Hers doesn't look professional.

Proposed Action: Ask full Committee to schedule meeting(s) at shelters.

M/S/C: Dobbs/Creech/unanimous - Approved

V. ADJOURNMENT

Proposed Action: Approve adjournment

M/S/C: Creech/Dobbs/unanimous - Meeting adjourned at 4:12 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, 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 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

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.

Action Item	Assigned To
Complete SOC report in time to discuss at monthly Subcommittee meetings	Staff