



City and County of San Francisco

# Shelter Monitoring Committee

## POLICY SUBCOMMITTEE MEETING MINUTES

### SHELTER MONITORING COMMITTEE

JULY 9, 2025, 3:00 PM – 4:15 PM

[DRAFT]

**Present:** Subcommittee Member Britt Creech

**Absent:** Subcommittee Member Belinda Dobbs

**Excused:** Subcommittee Chair Kaleese Street

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

5 min

The meeting began at 3:07 PM, with *no quorum*.

#### I. MINUTES

#### ACTION

##### A. April and May 2025 Minutes

##### Subcommittee Members

5 min

The Subcommittee reviewed the minutes for the previous (draft) Minutes.

*Explanatory document - Draft Minutes*

**Public Comment:** None

**Proposed Action:** Approval of April and May 2025 Draft Minutes

M/S/C: tabled, absent a quorum

#### II. OLD BUSINESS

#### DISCUSSION/ACTION

##### A. SECURITY AT SHELTERS

Member Creech 10 min

Members continued discussing security at shelters. Member Creech stated that consistency is key. Outsourcing can be bad but so is placing too much burden on staff. There needs to be a clear security protocol. At some shelters, security seems to be a “second thought.” Staff need to know what to do when managers have gone home for the night. Some CBOs are good at training; at others, security, especially outsourced employees, are “not as bought in.” Member David made the point that security should not behave like “bouncers.” In fact, they need to set the tone (for courtesy and professionalism).

**Public Comment:** Azeen ZiaEbrahimi pointed out that even bouncers at clubs need “guard cards.” They are the only people who can “legally touch a client.” A program/Shelter can be legally liable if untrained staff (behave inappropriately/physically). HSH contracts should spell this out. Training makes a difference. Member Creech added that employees who have to take on security roles should receive higher pay. Staff who do this work should be ones who care, and perhaps even ones that have basic Case Manager skills. Salvador Barr shared that one of SVDP’s programs (the navigation center) stopped using outsourced security. Staffers who take this work on are “part of the community at the site” (more bought in to the site’s mission). Third-party staff may be analogous to substitute teachers (i.e., do not know the guests and likely less able to empathize with them). This CBO has seen improvement at the navigation center since the responsibility for security was transferred to permanent staff.

## B. MORE GRANULARITY/DETAIL IN SOCS

**Member Creech** 10 min

Members discussed how some [Standards](#), eg, SOC #1, cover too broad and array of problems. Separating the major elements out could be very helpful. For example, speaking versus treatment by staff could be distinguished. Failure to reply to grievances, etc.

**Public Comment:** Azeen ZiaEbrahimi stated that equity is a better focus than equality. We need to model our work, and the Standards, around that. “As for internal filtration, having an unbiased third-party is best; otherwise, you may get biased results.” Also, case managers should be made aware of their ability to submit a complaint. We should get the word out. Many of them would appreciate and benefit from knowing that they can do this on behalf of guests. Teipo (Bayview navigation) asked whether internal grievances should be forwarded to SMC. Staff responded that this would only normally be done when a client requests it as part of a complaint. There are many issues that the shelter can and should resolve internally, without involving outside reviewers, like SMC. Staff asked if Bayview still has their “Bayview Boutique.” Teipo reported that they do. Clients earn “Bayview bucks” which can be used to purchase useful items, including brand new tennis shoes.

## III. NEW BUSINESS

### DISCUSSION

### A. SHELTER GUEST PROPERTY

**Member Creech** 8 min

Many complaints are received from guests to the effect that the shelter does not take adequate measures to protect their property. Guests’ few, often precious, possessions are frequently lost or stolen in the course of day-to-day operations, during deep cleaning, or when the client departs. Member David opined that this issue was well worth discussing. Some storage rooms are small, and clearly there is a limit. Documentation is key. Begging and tagging needs to be done carefully. Member Creech says clients need to be given clarity as to the rules. Member David added that losing your property can be devastating (to the unhoused). It does not matter if staff see items as “garbage.” Unfortunately, bags filled with client property are often treated roughly and contents broken. Again, we all know that you “get what you pay for”—staff are tired and paid too little (and often work second jobs).

**Public Comment:** Teipo (Bayview Safe Navigation) stated that they have over 200 guests and need to do deep cleaning every other week. Guests often hoard things. The Shelter regularly informs guests about free off-site storage opportunities. Staff need to be able to walk between beds. The Shelter announces cleaning in advance, and if property has to be bagged, this is done by a case manager or supervisor with the help of an employee (i.e., two employees). They retain property as long as they can when someone leaves the shelter without taking their property.

### 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. Staff agreed to bring some suggested changes to the next meeting.

**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:** None

#### V. ADJOURNMENT

***Proposed Action: Approve adjournment***

**M/S/C: Creech/Dobbs/unanimous - Meeting adjourned at 4:15 p.m.**

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San Francisco, CA 94102-4689  
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Action Item	Assigned To
Complete SOC report in time to discuss at monthly Subcommittee meetings	Staff