



City and County of San Francisco

Shelter Monitoring Committee

MEETING MINUTES SHELTER MONITORING COMMITTEE

January 20, 2016

10:00 AM

City Hall, Room 408

San Francisco, CA 94102

Present:

Vice Chair Jonathan Bonato

Secretary Matthew Steen

Committee Member Cindy Ward

Committee Member Terezia Bohrer

Committee Member Kendra Amick

Committee Member Gary McCoy

Committee Member Michael Kirkland

Committee Member Charles Morimoto

Committee Member Darcel Jackson

Committee Member Moses Mukami

Excused:

Committee Member Anak Sul Rama

PUBLIC COMMENTS WILL BE TAKEN FOR EACH AGENDA ITEM AS INDICATED.

CALL TO ORDER/ROLL CALL/AGENDA ADJUSTMENTS

2 min

I. MINUTES

ACTION

A. December 2015 Minutes

Chair Bonato

5 min

The Committee reviewed and made edits to the draft December, 2015 Minutes.

Explanatory document- December, 2015, Committee Minutes

No public comment

Proposed Action: Approve DRAFT December 2015 Minutes with edits

M/S/C: Amick/Bohrer/Unanimous

Draft 2015 Minutes with edits approved

II. NEW BUSINESS

DISCUSSION/ACTION

A. Changes to SMC Legislation

Vice Chair Bonato

10 min

The Committee reviewed the proposed changes to the SMC Legislation and discussed the need to inform nominating bodies about changes that will impact the nomination of future Committee members.

Explanatory document: Changes to SMC Legislation

Proposed Action: Approve Changes to SMC Legislation

M/S/C: Ward/Mukami/Unanimous

Changes to SMC Legislation approved without edits

B. Officer Elections Vice Chair Bonato 10 min

Vice Chair Bonato reviewed the status of the Committee Officers and current vacant positions. Committee staff presented the two options outlined in the Committee Bylaws on how to fill vacant Officer positions. Due to the vacant Chair position, the bylaws state that the Committee can either elect a new Chair or elect a new Secretary and have the existing Vice Chair and Secretary take on the Chair and Vice Chair duties. Prior to voting, the Committee had a discussion on whether or not to allow candidates to abstain from voting on motions that will affect their current or potential future officer positions.

Explanatory document: Shelter Monitoring Committee Bylaws

Proposed Action: Allow Vice Chair Bonato and Secretary Steen abstain from votes related to the election of Chair and Vice Chair

M/S/C: Amick/Bohrer/Unanimous

Motion to allow Vice Chair Bonato and Secretary Steen to abstain from voting on elections for Chair and Vice Chair approved

Proposed Action: Fill the vacant Chair position having the current Vice Chair and Secretary take on the Chair and Vice Chair duties and then electing a new Secretary

M/S/C: Mukami/Amick/Unanimous

(Vice Chair Bonato and Secretary Steen abstained)

Motion to allow Vice Chair Bonato and Secretary Steen to take on the responsibilities of Chair and Vice Chair respectively and for the Committee to elect a new Secretary approved

Proposed Action: Allow Committee Member Bohrer to abstain from the Secretary election

M/S/C: Ward/Bonato/Unanimous

Motion to allow Committee Member Bohrer to abstain from voting for a new Secretary approved

Proposed Action: Electing Committee Member Bohrer to serve as Secretary

M/S/C: Steen/Kirkland/Unanimous

(Committee Member Bohrer abstained)

Committee Member Bohrer elected as new Secretary

Committee Comment: Vice Chair Steen thanked the Committee for their hard work as it has been several years since all officer positions have been filled and that there have been this many seats filled on the Committee.

C. Board of Supervisors Letter Vice Chair Bonato 10 min

The Committee reviewed and made edits to the draft Formal Letter of Thanks to the Board of Supervisors for their help in implementing changes to the Imminent Danger policy. Member Ward requested that the Committee allow her to abstain from voting on this letter.

Explanatory document: Draft letter

Proposed Action: Allow Member Ward to abstain from voting to approve the letter

M/S/C: Bohrer/Kirkland/Unanimous

Motion to allow Member Ward to abstain from voting on letter approved

Proposed Action: Approve letter with edits

M/S/C: Bohrer/Mukami/Unanimous

Board of Supervisors Letter approved with edits

III. REPORTS

DISCUSSION

A. Shelter Status Reports

Cindy Ward

10 min

Human Service Agency (HSA) Report

- Shelter Vacancy Report
- Shelter Turn Away Report-Family Shelter-Hamilton Emergency
- Family Waiting List-Connecting Point
- Winter Shelter for Single Adults and Families

Committee Member Ward presented an update from the HSA office on shelter vacancies, the status of El Nino shelters and some problems that the 311 system has been having in displaying emergency winter shelter information.

Committee Comment: Vice Chair Steen asked about why some of the emergency winter shelters had such high vacancy rates.

Committee Comment: Member Ward stated that the initial concern was that 311 had not received the information about the emergency winter shelters being activated, but that did not turn out to be the case. HSA was able to confirm that 311 was informed about the activation of these shelters.

Committee Comment: Member Kirkland asked for clarification on the Providence shelter sheets and the number of duplicate family turnaways.

Committee Comment: Member Ward explained that the Providence sheet shows the number of clients at the site broken down into demographic categories and that

duplicate family turnaways indicate the number of families that requested shelter but were turned away but does not take into account whether or not there were families that called repeatedly or families that just called one time.

Committee Comment: Member Kirkland stated that it was odd that so many of the shelters had such high vacancy rates when the city was investing so many resources in providing emergency El Nino shelters.

Committee Comment: Chair Bonato asked how many of the mats at the El Nino shelters were being occupied.

Committee Comment: Member Ward stated that about 90 mats were taken up at the Gene Friend Center. Member Ward also stated that the El Nino shelters were designed to have a low threshold for entry, meaning that clients should be able to come to the sites and get a bed without a reservation. Member Ward stated that she was not sure exactly why some of the shelters had high vacancy rates, but historically the problem with the Providence shelter is that it is based so far away from the City Center.

Committee Comment: Member Mukami stated that he would like to set up between HSA and the Shelter Monitoring Committee to discuss vacancy rates at the shelters at some point in the next few months. He also mentioned that when examining vacancy rates, it will be important to determine whether or not they are calculated based on the 311 reservation system or based on bed checks. Member Mukami concluded that these would be issues that the Policy Subcommittee can examine next.

Committee Comment: Member Kirkland requested that any Providence representatives at the meeting step forward to answer questions from the Committee regarding vacancies.

Committee Comment: Member Mukami stated that he believed the Committee should request information from Providence, inform them of the Committee's concerns regarding vacancy rates and then invite them to come speak to the Committee.

Committee Comment: Member Jackson stated that he thought the Committee determined that the vacancy rate issue was caused by clients with late passes not returning to the site.

Committee Comment: Member Kirkland acknowledged the hard work that the staff at ECS and the other 24 hours shelters were putting in to help the homeless community of San Francisco.

Public Comment: Cynthia Lee stated that she saw several vacant beds at the shelter she was staying at.

Public Comment: Juanita Washington stated that there are many clients at Next Door who are dealing with mental health/substance abuse issues. She stated that many of these people are trying to get help but staff need to be more sensitive to their needs.

Public Comment: Kathy Treggiari stated that dropping beds is a complex situation that requires a lot of training for supervisors of who to drop, how to drop, when to drop, etc. She stated that ECS does have several beds at their sites that are CAAP beds which are easy to fill. However, she stated that when clients come in with disabilities that need reasonable accommodations, the site has to move people around to ensure that those that need them get lower bunks. She stated that ECS is just as concerned as the public as to why the occupancy rates are as high as they are.

B. Standard of Care and Staff Report Committee Staff 10 min
Committee staff reviewed the December 2015, Standard of Care and Staff report.

Committee Comment: Vice Chair Steen asked for additional information on the annual trainings that Committee staff are providing to shelter staff.

Public Comment: Cynthia Lee asked if there was an update on the investigation into a complaint she submitted to Committee staff. Committee staff responded by stating that there is one pending investigation that the Committee is currently working on.

Public Comment: Juanita Washington stated her belief that while many shelter staff are compassionate to the needs of clients, there are some staff that only behave this way when the Committee is present at the sites doing site visits. She stated that some staff continue to be rude to clients as soon as the Committee or management leaves the site.

Public Comment: Jack Olson stated his belief that the issues being discussed by the Committee are complex and that it is important for shelter staff to realize that they are working with clients who may have mental health or substance abuse issues. He stated that he thinks it is important to distinguish between clients that are “high functioning” who may only need temporary assistance and “low functioning” clients that may need some additional help. He then thanked Kathy Treggiari, Emeka Nnebe and the Committee for all the hard work they were doing.

Committee Comment: Member Morimoto stated that the training concept is broad and that there is only one Committee staff working on the issue. He stated that the Health Department is already providing trainings on health related issues while Committee staff are focused on Standards of Care trainings.

Committee Comment: Member Kirkland asked if asking shelters to expand their trainings would place a financial burden on them.

Committee Comment: Member Morimoto stated that the trainings that are conducted by Committee staff focus exclusively on the Standards of Care, as the Committee does not fund shelters or any shelter trainings. He stated that the idea behind these trainings is that if the Committee is going to be conducting site visits, the Committee should train shelter staff on what it is that will be checked during the site visits. He also stated that because so many of the client complaints are related to issues of shelter staff disrespecting clients, Committee staff are also looking into the possibility of providing

customer service trainings. He also brought up that shelter staff turnover is a factor, as many shelters have difficulty retaining staff.

Committee Comment: Member Jackson stated that by asking shelters to expand trainings, the Committee will be asking them to do more with less.

IV. PUBLIC COMMENT *DISCUSSION* *3 min*

Members of the public may address the Committee on items of interest to the public that are within the subject matter jurisdiction of the Committee for up to three minutes. With respect to an action item [denoted by **Proposed Action** after the agenda item] on the agenda, members of the public may address the Committee for up to two minutes at the time such item is called. With respect to a discussion item [denoted by **Discussion**] on the agenda, members of the public may address the Committee for up to one minute at the time such item is called. Members of the public may only speak once per agenda item.

Public Comment: Cynthia Lee gave her opinion that shelter staff are becoming immune to incidents of violence at Next Door.

Public Comment: Kathy Treggiari stated that ECS is a member of HESPA and has been advocating to improve conditions in the shelter system. She stated that this year, HESPA is focused on mobilizing the single adult shelters to see what lessons can be learned from the success of the Navigation Center. She also suggested that the Committee examine what HESPA was asking for from the City.

Public Comment: Juanita Washington stated her belief that some shelter staff are not disciplining clients due to pre-existing friendships or professional relationships.

Committee Comment: Member Kirkland asked for clarification on the client complaint process.

V. INFORMATION REQUESTS *DISCUSSION*
A. Information Requests **Vice Chair Bonato** *5 min*

The Committee put forward any items discussed during the meeting requiring an Information Request from a City & County of San Francisco agency or contracted agency. The Committee also reviewed the response from past Information Requests

Member Comment: Chair Bonato provided an update on the last information request submitted to HSA regarding set aside beds. This request was turned down due to set aside beds vacancy rates not being in the Standards of Care, and therefore not under the jurisdiction of the Committee. However, HSA offered a

workaround where they would be able to respond to the request if it was submitted by the Mayor's HOPE Office.

Member Comment: Vice Chair Steen stated his belief that the Committee should determine exactly what powers they have regarding requesting information on set aside beds and longer term stays in the shelter system.

Adjournment

Proposed Action: Approve adjournment

M/S/C: Bohrer/Ward/Unanimous

Motion to adjourn approved

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Phone 415.554.7724
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