



City and County of San Francisco  
Shelter Monitoring Committee

MEETING MINUTES  
SHELTER MONITORING COMMITTEE  
March 15, 2017  
10:00 AM  
City Hall, Room 408  
San Francisco, CA 94102

**Present:**

- Chair Mwangi Mukami
- Committee Member Patrina Hall
- Committee Member Loretta Gaines
- Committee Member Nicholas Kimura
- Committee Member Lauren Kahn
- Committee Member Leslie Bilbro
- Committee Member Traci Watson
- Committee Member Gavin James
- Committee Member Stephen Irwin
- Committee Member Gary McCoy
- Committee Member Cindy Ward

**Excused:**

- Committee Member Charles Morimoto
- Committee Member Jonathan Lisan

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

**CALL TO ORDER/ROLL CALL/AGENDA ADJUSTMENTS** 2 min

*Chair Mukami called the meeting to order at 10:00 AM. Committee Member Ward was not present during roll call. There was quorum.*

*Committee Member Ward was noted as present at 10:18 AM.*

*Agenda Adjustments: Report from Department of Homelessness and Supportive Housing (Item IV. A) adjusted to take place after Approval of Meeting Minutes (Item I. A). Shelter Status Reports (Item IV. B.) was adjusted to take place after the Standards of Care Staff Report (Item IV. C.)*

- I. MINUTES** *ACTION*
- A. February 2017 Minutes** **Chair Mukami** 5 min  
The Committee reviewed the draft February 2017 Minutes.  
*Explanatory document- February 2017 Committee Minutes*  
**Proposed Action: Approve February 2017 Minutes.**  
**No public comment**

**M/S/C: McCoy/James/Unanimous**  
**February 2017 Minutes Approved**

**IV. REPORTS**

**DISCUSSION**

**A. Department of Homelessness and Supportive Housing**

**Emily Cohen** 10 min

Emily Cohen provided an update from the Department of Homelessness and Supportive Housing, which included an updates on the 2017 Point in Time Count, the strategic framework for the Department, the opening of new Navigation Centers and a gender identity training offered by HUD.

**Member Comment:** Member Watson and Emily Cohen discussed the possibility of offering the gender identity training to all shelter staff.

**Member Comment:** Member Bilbro and Emily Cohen discussed the possibility of capturing training materials electronically.

**Member Comment:** Member Kimura stated that the Coalition on Homelessness met with the Director of the Department to discuss a problem where clients with CHANGES profiles but no reservations are being turned away from Providence. He stated that the Coalition would like to see those clients being given one night beds.

**Public Comment:** Cathy Perdue (HSH) stated that staff should already be calling reservation centers and placing those clients in one night beds.

**II. OLD BUSINESS**

**DISCUSSION/ACTION**

**A. POLICY SUBCOMMITTEE**

**Chair McCoy** 10 min

Policy Subcommittee Chair McCoy provided an update on the Policy Subcommittee. He stated that the Subcommittee had passed a resolution requesting that HSH expand bed capacity at domestic violence shelters to include transgender clients. He also gave an update on the changes to the Committee's legislation and stated that he would like to see the Navigation Centers enforce the Standard of Care.

**Member Comment:** Member Kimura stated he would support a motion that would ask the Navigation Centers to enforce the Standards of Care.

**No public comment**

**III. NEW BUSINESS**

**A. OFFICER NOMINATIONS**

**Committee Staff** 15 min

Committee members nominated candidates for the Chair, Vice-Chair and Secretary positions: Chair Mukami was nominated for the Chair position by Member McCoy, Member McCoy was nominated for the Vice-Chair position by Member Kahn and

Member Hall was nominated for the Secretary position by Chair Mukami.

**B. APPOINTMENTS TO POLICY SUBCOMMITTEE Chair Mukami 10 min**

Chair Mukami appointed Members Kimura, Kahn, Bilbro, Hall, Gaines and McCoy to the Policy Subcommittee. Member McCoy was re-appointed as Subcommittee Chair.

**C. SQR 032017-1: QUARTERLY REPORT Chair Mukami 10 min**

The Committee reviewed and voted to approve the 2<sup>nd</sup> Quarter Report FY 2016-2017.

*Explanatory document: Draft of 2<sup>nd</sup> Quarter Report Fiscal Year 2016-2017*

***Proposed Action: Approve Quarterly Report***

**No public comment**

**M/S/C: McCoy/Kimura/Unanimous**

***2<sup>nd</sup> Quarter Report FY16-17 Approved***

**D. SMC/Q3-1: COORDINATED ENTRY FOR FAMILIES**

**Member Ward 20 min**

Member Ward made a presentation to the Committee about the HSH's transition to a Coordinated Entry system for shelter services. She stated that the goal is to have three neighborhood access points where clients can go to access all services as well as a mobile center. She also stated that they would be prioritizing families with the greatest need. Member Ward explained that in order to receive HUD funding, cities must be on their way to Coordinated Entry by 2017.

**Member Comment:** Member James asked if the system map would be available online. Member Ward stated that the map should be available on the Local Homeless Coordinating Board (LHCB) website. Phase 1 and Phase 2 reports would be on the LHCB and HSH websites.

**Member Comment:** Members Kahn and Ward discussed how Coordinated Entry would prioritize clients that were leaving substance use treatment programs.

**Member Comment:** Members Hall and Ward discussed performance evaluation techniques that would be used to determine if equal access was being provided to clients under the Coordinated Entry system.

**Member Comment:** Members Ward and Bilbro discussed the mobile component and how it would be used to provide services for clients who had difficulty accessing shelter services, such as families staying in cars.

**Member Comment:** Members Ward and Watson discussed the timeframe for the 3 neighborhood access points and the mobile component.

**Member Comment:** Members Kimura and Ward discussed potential situations where clients may not get immediate shelter under the Coordinated Entry System. They also discussed that many service providers were resistant to the transition. Member Kimura stated that this was an issue that he would like the Policy Subcommittee to take a look at.

**Member Comment:** Chair Mukami and Member Ward discussed how this was still an ongoing process. Chair Mukami stated that he would strongly advocate for the possibility of giving people leaving substance use programs with a priority for shelter services. He also stated that it would be a good idea to give an exception for clients who have lived in San Francisco for a number of years and have been forced out of the city so they can still access shelter services.

**No public comment**

- IV. REPORTS** *DISCUSSION*  
**C. Standard of Care and Staff Report** **Committee Staff** *10 min*  
Committee staff reviewed the February 2017, Standard of Care and Staff report.

**Public Comment:** Cynthia Lee stated that staff at Next Door don't respond unless there is a lot of noise. She also stated that shelter staff are frequently sleeping or on their phones.

- B. Shelter Status Reports** **Member Ward** *10 min*  
Member Ward provided an overview of the Shelter Status Reports from HSH.
- Shelter Vacancy Report
  - Shelter Turn Away Report-Family Shelter-Hamilton Emergency
  - Family Waiting List-Connecting Point
  - Winter Shelter for Single Adults and Families

**Public Comment:** Cynthia Lee stated that there is a problem with beds at Next Door being left vacant. She said that a bed went completely unfilled last weekend.

**Public Comment:** Cathy Perdue (HSH) stated that there were exceptionally high vacancy rates one weekend because the CHANGES system was down and clients couldn't be recorded in the system.

**Member Comment:** Members Kimura and Ward discussed looking at the shelter vacancy issue, with a focus on clients who are having their beds dropped even if they are checked in at a hospital. Member Ward stated that this was an issue that the Shelter Grievance Advisory Committee was taking a look at. Chair Mukami stated that the Policy Subcommittee was taking a look at this issue as well.

- V. PUBLIC COMMENT** *DISCUSSION* *3 min*  
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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 stated her belief that there is an ongoing issue of violence in the shelters. She also stated that Next Door has a sign posted that says that the shelter won't make dietary modifications.

**Public Comment:** Cathy Perdue (HSH) stated that each shelter, including Next Door, has a process where clients can request dietary modifications.

### **Adjournment**

This item requires a motion, a second, and to be carried.

**Proposed Action: Approve adjournment**

**M/S/C: James/Watson/Unanimous**

**Meeting adjournment approved at 12:00 PM**

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Administrator  
Sunshine Ordinance Task Force  
City Hall, Room 244

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