



City and County of San Francisco
Shelter Monitoring Committee

**DRAFT MEETING MINUTES
SHELTER MONITORING COMMITTEE
April 19, 2017
10:00 AM
City Hall, Room 408
San Francisco, CA 94102**

Present:

*Committee Member Patrina Hall
Committee Member Loretta Gaines
Committee Member Nicholas Kimura
Committee Member Lauren Kahn
Committee Member Leslie Bilbro
Committee Member Gavin James
Committee Member Stephen Irwin
Committee Member Gary McCoy
Committee Member Charles Morimoto*

Excused:

*Chair Mwangi Mukami
Committee Member Traci Watson
Committee Member Cindy Ward*

Absent:

Committee Member Jonathan Lisan

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

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

Member McCoy called the meeting to order at 10:01 AM. Committee Member Lisan was not present during roll call. There was quorum.

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).

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| I. | MINUTES | ACTION |
| A. | March 2017 Minutes | Member McCoy <i>5 min</i> |
| | <i>The Committee reviewed and made edits to the draft March 2017 Minutes. Explanatory document- March 2017 Committee Minutes Proposed edit: Change Member Lisan from "Absent" to "Excused" No public comment</i> | |

Proposed Action: Approve March 2017 Minutes with edits.
M/S/C: Kimura/Kahn/Unanimous
March 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 information on the new Navigation Centers and supportive housing projects.

Member Comment: Member Kimura and Emily Cohen discussed the capacity of the Navigation Centers and the possibility of implementing the Standard of Care.

Member Comment: Member Hall and Emily Cohen discussed whether or not there were plans to staff the Navigation Centers with former shelter residents.

Member Comment: Member Bilbro and Emily Cohen discussed good neighbor policies and the challenges that Navigation Centers have had with individuals loitering.

Member Comment: Members Gaines, Member James and Emily Cohen discussed what mental health and support groups would be available at the Navigation Centers.

No public comment

II. OLD BUSINESS

DISCUSSION/ACTION

A. POLICY SUBCOMMITTEE

Chair McCoy 10 min

Subcommittee Chair McCoy provided an update from the Policy Subcommittee and described how the Subcommittee's next priorities were recommendations for the Shelter Training Manual and how to roll out the Senior Survey.

III. NEW BUSINESS

A. OFFICER ELECTIONS

Committee Staff 15 min

The Committee held elections for Officer positions:

Proposed Action: Elect Member Mukami as Chair of Shelter Monitoring Committee
Roll Call vote:

- Gaines – Yay
- Irwin – Yay
- Kahn – Yay
- James – Yay
- McCoy – Yay

- Kimura – Yay
- Bibro – Yay
- Morimoto – Yay
- Hall – Yay

Member Mukami elected to Chair position

Proposed Action: Elect Member McCoy as Vice-Chair of Shelter Monitoring Committee

Roll Count vote:

- Gaines – Yay
- Irwin – Yay
- Kahn – Yay
- James – Yay
- McCoy – Yay
- Kimura – Yay
- Bilbro – Yay
- Morimoto – Yay
- Hall – Yay

Member McCoy elected to Vice Chair position

Proposed Action: Elect Member Hall as Secretary of Shelter Monitoring Committee

Roll Count vote:

- Gaines – Yay
- Irwin – Yay
- Kahn – Yay
- James – Yay
- McCoy – Yay
- Kimura – Yay
- Bibro – Yay
- Morimoto – Yay
- Hall – Yay

Member Hall elected to Secretary position

No public comment

B. KATHLEEN DE SILVA

Kathleen da Silva

15 min

Kathleen da Silva, Registered Dietician will present on her role and how she supports the service providers in maintaining the Standards of Care. She discussed her role in providing proper food handling trainings for shelter staff, developing menu patterns for shelter meals and the difficulties that shelters have in providing sufficient staffing to accommodate client dietary needs.

Member Comment: Member Hall and Kathleen da Silva discussed how the meal plans were designed.

Member Comment: Member Gaines, Member Bilbro and Kathleen da Silva discussed how providers evaluate meals and handle complaints.

Member Comment: Member Irwin, Member Hall and Committee staffer Jeff Simbe discussed how providers handle dietary reasonable accommodation requests.

Public Comment: Cynthia Lee stated that she hasn't seen ADA accommodation forms for dietary accommodations at shelters and that she has only seen clients be accommodated with vegetarian meals.

IV. REPORTS

DISCUSSION

B. Shelter Status Reports

Member Kimura 10 min

Department of Homelessness and Supportive Housing (**DHSH**) Report

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

Member Kimura provided an overview of the DHSH reports and shared his concerns over the number of system wide vacancies. He also stated that the Committee should continue the Shelter Turn-away Count.

No public comment

C. Standard of Care Staff Report

Committee Staff 10 min

Committee staff reviewed the March 2017, Standard of Care Staff report.

Member Comment: Members Morimoto and Bilbro discussed the Bethel AME investigation and stated that based on the survey results, the site should have been found out of compliance.

Public Comment: Marlon Johnson stated that there he has had negative experiences with staff at Dolores Street Community Services (DSCS) and how they handled bed bugs at Santa Ana. He also stated that the site turned away inspectors who came to check the shelter for bed bugs.

Public Comment: Cynthia Lee stated that a lack of towels, cleanliness and staff professionalism are ongoing issues at Next Door.

Public Comment: Mayra Sanchez (DSCS) stated that part of the site's bed bug policy is to collect a sample to confirm that bed bugs are actually the problem. She also stated that the shelter will deep clean when bed bugs are discovered in addition to weekly deep cleanings. She also stated that the shelter was closed when the inspectors came but that the site would be following up with them to arrange another inspection.

Public Comment: Ann Jones stated thanked the Committee for taking a closer look at the investigations in the report and stated that shelter staff feel that they can continue to be unprofessional based on the way investigations are currently conducted.

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: Marlon Johnson stated that staff at DSCS cover for each other and that staff retaliate against clients. He also stated that bed bugs are a public health issue that needs to be addressed immediately.

Public Comment: Cynthia Lee stated that she wished dietary services are getting the funding that they need and that she hopes that pest control services are not receiving the majority of shelter funds.

Adjournment

Proposed Action: *Approve adjournment*

M/S/C: James/Kimura/Unanimous

Meeting adjourned at 11:40 AM

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