



City and County of San Francisco  
**Shelter Monitoring Committee**

**DRAFT MEETING MINUTES  
SHELTER MONITORING COMMITTEE  
May 17, 2017  
10:00 AM  
City Hall, Room 408  
San Francisco, CA 94102**

**Present:**

*Chair Mwangi Mukami  
Vice Chair Gary McCoy  
Committee Member Nicholas Kimura  
Committee Member Lauren Kahn  
Committee Member Traci Watson  
Committee Member Stephen Irwin  
Committee Member Loretta Gaines  
Committee Member Cindy Ward  
Committee Member Charles Morimoto*

**Excused:**

*Secretary Patrina Hall  
Committee Member Leslie Bilbro  
Committee Member Gavin James*

**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*

*Chair Mukami called the meeting to order at 10:03 AM. Committee Member Watson was not present during roll call. There was quorum.*

*Committee Member Watson was noted as present at 10:08 AM.*

- |           |  |                     |              |
|-----------|--|---------------------|--------------|
| <b>I.</b> | <b>MINUTES</b>   | <b>ACTION</b>       |              |
| <b>A.</b> | <b>APRIL 2017 MINUTES</b>  | <b>Chair Mukami</b> | <i>5 min</i> |
|           | <i>The Committee reviewed the draft April 2017 Minutes.<br/>Explanatory document- April 2017 Committee Minutes<br/>No public comment<br/>Proposed Action: Approve Minutes.<br/>M/S/C: Kimura/McCoy/Unanimous</i> |                     |              |

*April 2017 Committee Minutes approved*

**II. OLD BUSINESS**

**DISCUSSION/ACTION**

**A. POLICY SUBCOMMITTEE**

**Chair McCoy** 10 min

Subcommittee Chair McCoy formally stepped down from his position as Policy Subcommittee Chair and as a member of the Policy Subcommittee. Chair Mukami appointed Member Kimura to the Policy Subcommittee Chair position.

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

**Member Kimura** 10 min

Member Kimura provided an update on Coordinated Entry for Family Shelters and stated that he has seen some resistance from the community to the changes to how homeless families are prioritized for family shelter placement.

**Public comment:** Jennifer Bell told the Committee about the challenges that her family has faced in trying to access family shelter services in San Francisco.

**Member comment:** Chair Mukami requested that the Policy Subcommittee review policies related to Coordinated Entry.

**Member comment:** Member Ward stated that triage and prioritization policies have already been implemented for services at Compass Connecting Point but that full implementation has not happened yet.

**III. NEW BUSINESS**

**A. QUARTERLY REPORT**

**Chair Mukami** 10 min

The Committee reviewed and voted to approve the 3<sup>rd</sup> Quarter Report FY 2016-2017. *Explanatory document: Draft of 3<sup>rd</sup> Quarter Report FY 2016-2017*

**Public comment:** Charles Pitts recommended that the Committee push for access to security video footage in order to better investigate client complaints. Mr. Pitts also stated that MSC South Drop In has not implemented the shelter grievance process.

**Member comment:** Chair Mukami asked Committee staff if the Committee has been denied access to security video footage in the past. Committee staff Jeff Simbe stated that requests for security footage have been turned down in the past due to issues related to client confidentiality.

**Proposed Action: Approve Quarterly Report**

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

**3<sup>rd</sup> Quarter Report FY2016-2017 approved**

**B. NAVIGATION CENTERS**

**Chair Mukami** 10 min

The Committee held a discussion on Navigation Centers and role of the Shelter Monitoring Committee.

*Explanatory Document: Shelter Monitoring Committee Legislation Sec. 20.301  
Definitions, Sec. 20.303 Purpose*

**Member comment:** Chair Mukami stated that some government bodies have told the Committee that the Navigation Centers are not shelters.

**Member comment:** Member Kimura asked if the Policy Subcommittee has discussed the Navigation Centers. Member McCoy stated that the Subcommittee tabled the Navigation Center issue until Scott Walton (HSH) could attend a meeting.

**Member comment:** Member Kimura stated that the Shelter Monitoring Committee legislation requires that the Committee inspect homeless shelters and that he believed Navigation Centers were shelters.

**Member comment:** Member Morimoto stated that there were some operational issues the Committee should consider if the Committee is going to begin conducting site visits at the Navigation Centers, such as the fact that Committee members employed by certain City departments aren't allowed to conduct site visits. Member Morimoto also stated that he is not for or against taking on the Navigation Centers but that the Committee needs to have a discussion on what may give if the Committee takes on them on as additional sites.

**Member comment:** Chair Mukami stated that he was also concerned about how it may be difficult for the Committee to complete their required responsibilities now that there are several HSH members on the Committee who cannot conduct site visits.

**C. EPISCOPAL COMMUNITY SERVICES** **Kathy Treggiari** *15 min*

Kathy Treggiari, Director of Programs and Karen Gruneisen, Associate Director of Episcopal Community Services provided an overview of the services offered at Next Door Shelter, Episcopal Sanctuary, Interfaith Winter Shelter, SF START team and the Navigation Center located at 1950 Mission St. The Committee had a discussion on the number of client complaints submitted about Next Door, the grievance process at Navigation Centers and show shelter staff are trained.

**Member comment:** Member Watson requested that the SF START team make a presentation to the Committee on how they interact with clients at a future meeting.

**Member comment:** Chair Mukami stated that pushing for implementation of the shelter grievance process in the Navigation Centers is a conversation that should be set aside for the Policy Subcommittee.

**Member comment:** Member Morimoto stated that Committee staff are reviewing data from client complaints to determine if certain staff are involved in multiple complaints and the number complaints filed by duplicated vs. unduplicated clients. He stated that findings would be given to shelter providers.

**Public comment:** Charles Pitts stated that the Navigation Centers are in violation of their contract by not having the grievance process in place. He also stated that there were few protections for Navigation Center clients and asked how people could be sure that shelter staff know the information from the Shelter Training Manual.

**III. REPORTS**

*DISCUSSION*

**A. DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING**

**Emily Cohen** *10 min*

Emily Cohen will provide an update from the Department of Homelessness and Supportive Housing, which included information on the openings of the Winton and National Hotels, the Central Waterfront Navigation Center and a temporary Navigation Center at 1515 S. Van Ness. Emily Cohen also stated that she would keep the Committee updated on gender neutral bathrooms and the Department's discussions on the intersection between homelessness and racism. Chair Mukami, Member Ward and Emily Cohen had a discussion on the possibility of supportive housing case managers getting access to client data from shelter case managers.

**Public comment:** Charles Pitts stated that he'd like to hear about what new housing projects were in the pipeline. Emily Cohen stated that she would have an update on new housing opportunities at the next Committee meeting.

**B. SHELTER STATUS REPORTS**

**Member Ward** *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 Ward provided an overview of the DHSH reports. Members Ward and Kimura had a discussion on the reduction in the number of families on the Family Shelter Waiting List.

**Member comment:** Member Kimura requested an update from Member Ward about the number of families from the waiting list that were placed in family shelter.

**Member comment:** Chair Mukami asked staff to request a presentation from Megan Owens (HSH) on the Coordinated Entry process at a future meeting.

**No public comment**

**C. STANDARD OF CARE STAFF REPORT**

**Committee Staff** *10 min*

Committee staff review the April 2017, Standard of Care Staff report.

**No public comment**

#### IV. PUBLIC COMMENT

*DISCUSSION*

*3 min*

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**Public comment:** Jennifer Bell stated that her family was dropped from the Family Shelter waiting list in February.

**Public comment:** Charles Pitts suggested that the Committee push for legislation that would require shelter staff to keep ID badges facing outwards.

#### ADJOURNMENT

**Proposed Action:** *Approve adjournment*

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

*Meeting adjourned at 11:51 AM*

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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](mailto:sotf@sfgov.org)

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