



City and County of San Francisco  
Shelter Monitoring Committee

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

**Present:**

- Chair Mwangi Mukami*
- Secretary Patrina Hall*
- Committee Member Nicholas Kimura*
- Committee Member Lauren Kahn*
- Committee Member Leslie Bilbro*
- Committee Member Gavin James*
- Committee Member Loretta Gaines*
- Committee Member Cindy Ward*
- Committee Member Charles Morimoto*
- Committee Member Traci Watson*

**Excused:**

- Vice Chair Gary McCoy*
- Committee Member Stephen Irwin*

*Chair Mukami called the meeting to order at 10:07 AM. Committee Member Bilbro was not present during roll call. There was quorum.*

*Committee Member Bilbro was noted as present at 10:23 AM.*

*Agenda adjustments: Presentation from Megan Owens on Coordinated Entry for Families (Item III. A) adjusted to take place after Approval of Meeting Minutes (Item I. A.)*

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

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

**I. MINUTES** *ACTION*

**A. JUNE 2017 MINUTES** **Chair Mukami** *5 min*

The Committee reviewed the draft June 2017 Minutes.  
*Explanatory document- June 2017 Committee Minutes*  
**Public Comment will be heard before the proposed action.**  
***Proposed Action: Approve Minutes.***  
**M/S/C: Kahn/Kimura/Unanimous**  
***June 2017 Minutes Approved***

**III. NEW BUSINESS**

**A. COORDINATED ENTRY FOR FAMILIES Megan Owens 15 min**

Megan Owens, Coordinated Systems Manager (HSH), presented on Coordinated Entry for Families. The Committee and Megan Owens discussed different aspects of the Coordinated Entry system, including the role of Compass Connecting Point, how unsheltered families are defined, assessed and prioritized for placement

**Public comment:** Emily Cardenas stated that there is a need for additional mental health services in the shelter system.

**II. OLD BUSINESS DISCUSSION/ACTION**

**A. LETTER TO HSH Chair Mukami 15 min**

This item was tabled until the August Shelter Monitoring Committee meeting.  
*Explanatory documents – Letter to HSH*  
**Proposed Action: Approve letter to HSH**

**IV. REPORTS DISCUSSION**

**A. DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING Emily Cohen 15 min**

Emily Cohen provided an update from the Department of Homelessness and Supportive Housing, which included information on the ONE database system, funding for homeless services in the Mayor’s proposed budget and the temporary Navigation Center located at 1515 S. Van Ness.

**Public comment:** Emily Cardenas shared her concerns with criminal activity inside homeless shelters and long-term denials of service of over 60 years.

**Public comment:** Ann Jones asked if clients were allowed to work for the shelter provider that operates the shelter they are staying at.

**Public comment:** Charles Pitts asked for a copy of the Navigation Center contract and if the new Navigation Centers were going to be temporary or permanent facilities. He also asked about an incident where security officers at a Navigation Center asked a client to lift their clothing so they could be checked for drugs.

Emily Cohen stated that the legislation called for six temporary Navigation Centers.

**B. SHELTER STATUS REPORTS Member Ward 10 min**

Committee Member Ward reviewed the Department of Homelessness and Supportive Housing (**DHSH**) reports, which included information on changes to the wait list

prioritization process and new heat boxes that the Department has purchased to treat client belongings for bed bugs.

- 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:** Emily Cardenas stated that there are shelter clients that want to work for the shelters.

**Public comment:** Charles Pitts stated that it was important to monitor shelters for the presence of bed bugs and to make sure that the new heat boxes do not pose a danger to clients.

**C. STANDARD OF CARE STAFF REPORT** **Committee Staff** *10 min*

Committee staff reviewed the May 2017, Standard of Care Staff report. Chair Mukami stated that he did not think Standard of Care investigations should use surveys to determine if shelters are complying with the Standards of Care. Members Morimoto, Kimura and Bilbro discussed revising the survey questions used during announced site visits. Member Watson asked if a Spanish speaker needed to come with the Committee when surveying clients at Santa Ana. Committee staffer Howard Chen stated that it would be helpful to have a Spanish speaker when surveying clients but that current survey questions were available in Spanish.

**Public comment:** Emily Cardenas stated that UCSF students might be able to help the shelter system. She also stated that the transgender community needs more help.

**Public comment:** Charles Pitts recommended that the Committee utilize best practices from law enforcement to investigate client complaints. He also asked that the Committee keep the investigation into his complaint open.

**IV. PUBLIC COMMENT** **DISCUSSION** *3 min*

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**Public comment:** Charles Pitts stated that he thought people who could make changes to the shelter system should come to Shelter Monitoring Committee meetings and be accountable to citizens. He also asked in Navigation Centers were respite and requested a copy of the Policy Subcommittee minutes.

**Public comment:** Ann Jones thanked Chair Mukami for changing investigation procedures and stated that she thought Committee staff should be less friendly with shelter staff.

## **ADJOURNMENT**

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

***Proposed Action: Approve adjournment***

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

***Meeting adjourned at 11:42 AM***

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San Francisco, CA 94102-4689  
Phone 415.554.7724  
Fax 415.554.7854  
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