



City and County of San Francisco  
Shelter Monitoring Committee

FINAL MEETING MINUTES  
SHELTER MONITORING COMMITTEE  
November 16, 2016  
10:00 AM  
City Hall, Room 408  
San Francisco, CA 94102

**Present:**

- Chair Mwangi Mukami
- Vice Chair Matthew Steen
- Secretary Terezie Bohrer
- Committee Member Cindy Ward
- Committee Member Gavin James
- Committee Member Patrina Hall
- Committee Member Charles Morimoto

**Excused:**

- Committee Member Gary McCoy
- Committee Member Anakh Sul Rama

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

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

**Meeting began at 10:05 AM**

- I. MINUTES** *ACTION*
- A. September 2016 Minutes** **Chair Mukami** 5 min  
The Committee reviewed the draft September 2016 Minutes.  
*Explanatory document- Draft September 2016 Committee Minutes*  
*Proposed Action: Approve Minutes*  
**No public comment**  
**M/S/C: Bohrer/Ward/Unanimous**  
*September 2016 Minutes approved*

**All agenda items tabled until after Emily Cohen’s report from Department of Homelessness and Supportive Housing**

- III. 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. Emily Cohen stated that the Department would be hosting a

series of community meetings to get input on the strategic framework that would guide the new department. She explained that there would be one meeting specifically for providers as well as three neighborhood community meetings that would be hosted in the Bayview, Mission and Chinatown neighborhoods. Emily Cohen also provided a brief summary of the events that were hosted by the Department that addressed Racism and Homelessness in San Francisco and reported that the events were followed the next day with a training for service providers. She also stated that the events finished with an executive session which laid out the steps for how the department wants to move forward in addressing racial disparities. Emily Cohen also explained that the Point in Time Homeless Count was coming up and that they were looking for 500-700 volunteers to help canvass the city by foot or by car.

**Member Comment:** Secretary Bohrer asked if there was a report written after the Racism and Homelessness events.

Emily Cohen responded that the department was currently working on the report and that they would get a copy to everyone once it was completed. She also stated that there was a video on Facebook about the event that interested parties could view.

**Member Comment:** Vice Chair Steen asked if the Department's strategic plan would include the Local Homeless Coordinating Board's (LHCB) 5 Year Plan.

Emily Cohen responded by saying that it would, but that the Department's plan would supersede the LHCB 5 Year Plan.

**Member Comment:** Chair Mukami asked if a document about the strategic framework was ready for people to review.

Emily Cohen stated that no document was ready yet but that it would be presented at community meetings.

**Member Comment:** Chair Mukami asked if it the Department knew who would be invited to the workgroup and how it will be organized.

Emily Cohen stated that they didn't know yet, but that it would be ideal if one member of the Shelter Monitoring Committee participated in the workgroup and reported back to the Committee.

**Public Comment:** Ann Jones asked how long the shelters would be able to stay open if the city had \$1 billion in federal funding taken away.

Emily Cohen responded by saying that the Mayor has been very public about the fact that San Francisco will stay a Sanctuary City. She also stated that shelters are locally funded and will stay open, but that she didn't have exact information

on how funding cuts would affect HSH because the department does rely on a lot of federal funding.

**Member Comment:** Member Ward stated that the department has reached out to all providers and have asked them to provide estimates of how many of their clients may be undocumented. She also stated that they asked providers if they receive any federal funding that does not come from the city.

**II. NEW BUSINESS** *DISCUSSION/ACTION*  
**A. SQR 112016-1: QUARTERLY REPORT** **Chair Mukami** *10 min*

The Committee reviewed and made edits to the draft 1<sup>st</sup> Quarter Report FY2016-2017.

*Explanatory document: draft 1<sup>st</sup> Quarter Report FY2016-2017*

***Proposed Action: Approve 1<sup>st</sup> Quarter Report FY2016-2017***

Vice Chair Steen and Member Morimoto discussed the Language Link requirement and how there was some confusion regarding which sites had a Language Link subscription and which site's didn't. Committee staff stated that they would reach out to providers to clarify which sites have Language Link. Vice Chair Steen stated desire for the Policy Subcommittee to take at the Language Link issue next year. Chair Mukami stated that he would like for the Committee to send signage out to all shelters which state that "This site respects every minority".

**No public comment**

**M/S/C: Steen/Bohrer/Unanimous**

***1<sup>st</sup> Quarter Report FY2016-2017 approved***

**All agenda items tabled until after Standards of Care Staff Report**

**III. REPORTS** *DISCUSSION*

**C. Standard of Care Staff Report** **Committee Staff** *10 min*

Committee staff reviewed the September 2016 and October 2016 Standard of Care Staff report. The Committee had a discussion on when the current term would end and asked Staff to follow-up on with the exact term end date and whether or not there would be a December meeting.

**Public Comment:** Charles Pitts stated that terms hold over until someone else is appointed and that this was put in place so appointing bodies cannot destroy a committee by withholding appointments.

**II. OLD BUSINESS** *DISCUSSION/ACTION*

**A. SUBCOMMITTEE'S REPORTS**

**Matthew Steen** *10 min*

Vice Chair Steen will gave an update on the progress of the Policy Subcommittee. He provided a summary of the meeting between the Policy Subcommittee and Scott Walton (HSH) and stated that they discussed shelter utilization and set-aside beds. He also stated that HSH suggested that the Committee should be specific about the type of information that they are looking for when submitting information requests. Vice Chair Steen also reported that the Policy Subcommittee will be taking a look at medically compromised senior shelter clients.

**Member Comment:** Secretary Bohrer asked if there was going to be any follow-up to questions and issues that Scott Walton was unable to respond to at the meeting. She also asked if the Committee should write a “Thank You” letter to Scott Walton for coming to the Subcommittee meeting as well as to ask for additional information.

Vice Chair Steen stated that the Subcommittee had asked HSH to send staff to meetings in order to explain things in greater detail. He also stated that he supported the idea of a “Thank You” letter.

**Member Comment:** Member Ward suggested that the Policy Subcommittee be very specific about what information they are seeking in the letter.

***Proposed Action: Policy Subcommittee to write a “Thank You” letter to Scott Walton for participating in the Policy Subcommittee and to ask for additional information***

**No public comment**

**M/S/C: Bohrer/Steen/Unanimous**

***Motion for Policy Subcommittee to write a “Thank You” letter to Scott Walton for participating in the Policy Subcommittee and to ask for additional information approved***

**B. Homeward Bound** **Traci Watson** *10 min*

**This item was tabled until after the Shelter Status Reports**

**III. REPORTS** *DISCUSSION*

**B. Shelter Status Reports** **Cindy Ward** *10 min*

**Department of Homelessness and Supportive Housing (HSH) 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 provided an update from HSH, which included an overview of relevant voter propositions that did/did not pass, the December Shelter Grievance

training schedule and Interfaith Winter Shelter schedule. She also announced that the Deputy Director of Programs position has been filled by Kerry Abbott.

**II. OLD BUSINESS**

***DISCUSSION/ACTION***

**B. Homeward Bound**

**Traci Watson**

*10 min*

Traci Watson gave a presentation on Homeward Bound and described how the program is able to get homeless clients in San Francisco back to family and homes in other areas. She stated that Homeward Bound is now working with HSH. She reported that Homeward Bound has been able to send 10,000 clients back to homes and family members of the past 10 years. Isaac Foster (Homeward Bound) explained that the perception of the program is that they just send clients out of San Francisco, but in reality Homeward Bound is much more involved. He stated that the program follows-up with clients right after they arrive at their destination and then a second time a few weeks later. He stated that they work with the clients to figure out what their goals are and attempt to help clients meet their goals.

**Member Comment:** Member Hall asked what referrals Homeward Bound makes for clients who own homes in rural communities but they come to San Francisco looking for assistance paying for their homes and property.

Traci Watson responded by saying that they would need to contact the city that the clients are from to verify that they own that property.

**Member Comment:** Secretary Bohrer asked how many employees Homeward Bound had and where their budget/funding came from.

Traci Watson stated that Homeward Bound had 8 employees and 1 supervisor and was 100% city funded. She stated that she could get back to the Committee with more information about the size of the budget.

**Member Comment:** Member James asked how the program got around Greyhound's requirement that all bus riders must have an ID. He also asked what the program's success rate was.

Isaac Foster explained that Greyhound trusts the clients that are part of the Homeward Bound program because the clients are heavily vetted. He also stated that the program was currently working on a report to analyze their success rate.

**Member Comment:** Vice Chair Steen asked how the program was able to visit all of the SROs in San Francisco to find program participants.

Traci Watson explained that they go to each of the SROs once every six months. She explained that they still go to SROs because there are clients there who cannot afford to stay in San Francisco and would rather go back and stay with family elsewhere.

**Public Comment:** Charles Pitts asked how long the program stayed in touch with clients to check on whether or not the move was successful.

Traci Watson replied by saying that they call the clients the day they arrive at their destination, two weeks later and then a final check in six months later.

**Public Comment:** Michelle stated that Homeward Bound was an excellent program that provides a valuable service.

**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:** Charles Pitts requested that the Shelter Monitoring Committee take a look at the issue of limited shower times for clients at shelters.

**Public Comment:** A member of the public stated that there is a need for additional heat at Bethel AME. She stated that staff have been trying to help clients by bringing in space heaters and providing extra blankets, but stated that clients still need additional heat.

**Public Comment:** A member of the public stated that some of the staff at Bethel AME can be condescending when speaking to shelter clients. She stated that not all staff at Bethel AME are like that and complimented Selena Crain for how much empathy she had for clients.

**Adjournment**

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

**Proposed Action: Approve adjournment**

**No public comment**

**M/S/C: Bohrer/Steen/Unanimous**

**Meeting adjourned at 11:46 AM**

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Sunshine Ordinance Task Force  
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