



City and County of San Francisco

Shelter Monitoring Committee

FINAL MEETING MINUTES SHELTER MONITORING COMMITTEE

June 15, 2016

10:00 AM – 11:30 AM

City Hall, Room 408

San Francisco, CA 94102

Roster:

Chair Mwangi Mukami

Vice Chair Matthew Steen

Committee Member Patrina Hall

Committee Member Charles Morimoto

Committee Member Darcel Jackson

Committee Member Anakh Sul Rama

Committee Member Gary McCoy

Excused:

Secretary Terezia Bohrer

Committee Member Cindy Ward

Committee Member Kendra Amick

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

CALL TO ORDER/ROLL CALL/AGENDA ADJUSTMENTS

2 min

I. MINUTES

ACTION

A. May 2016 Minutes

Chair Mukami

5 min

The Committee reviewed the draft May 2016 Minutes.

Explanatory document- May 2016, Committee Minutes

No public comment

Proposed Action: Approve Minutes.

M/S/C: Jackson/McCoy/Unanimous

May 2016 Minutes Approved

II. NEW BUSINESS

DISCUSSION/ACTION

A. Policy Subcommittee

Chair Mukami

10 min

Chair Mukami provided an update to the Committee on the status of the Draft Imminent Danger/Domestic Violence HSA Policy. He stated that the Policy Subcommittee had concerns on the portions of the Imminent Danger policy draft where shelter staff may be required to contact law enforcement and the conditions under which victims of domestic violence would be denied services.

Member Comment: Chair Mukami and Vice Chair Steen spoke about potential issues that could occur with the creation of the new Department on Homelessness and Supportive Housing.

Member Comments: Chair Mukami, Vice Chair Steen and Member Jackson discussed the changes to the policy requiring denial of services for victims of domestic violence in cases of Imminent Danger.

Member Comment: Member Sul Rama asked if there were domestic violence shelter beds available for gay men and trans people.

Member Comment: Vice Chair Steen stated that there are no male domestic violence beds or shelters available in the Bay Area but that it would be an issue that should be examined.

Member Comment: Chair Mukami notified the Committee that he was appointing Member McCoy as the Chair of the Policy Subcommittee and that he would be stepping down from that position.

No public comment

- B. Hamilton Family Shelter** **Marlon Mendieta** *15 min*
Marlon Mendieta, Program Director will provide an overview of the services provided at Hamilton Family Residences & Emergency Center.
Tabled until after the presentation from the Mayor's HOPE Office

- III. REPORTS** **DISCUSSION**
A. Mayor's HOPE Office **Sam Dodge** *10 min*
Emily Cohen from the Mayor's Office on Housing Opportunity, Partnerships and Engagement provided an update from her office. She provided highlights from her Office's 600 surveys that were collected from people that were homeless or formerly homeless across 14 focus groups. She stated that permanent supportive housing was identified as the biggest priority across all 14 focus groups, a need for a client centered service approach and that 80% of clients agreed that prioritizing housing placement for the long term homeless was a fair priority for the new department. She also gave an update on the progress of the new Navigation Centers and responded to questions from the public from the May Shelter Monitoring Committee meeting.

Member Comment: Member Morimoto stated that he would like to have a discussion on the roles of the Shelter Monitoring Committee, Department of Public Health and Human Services Agency with regards to inspections of the new Navigation Centers and coordination with the new Department on Homelessness and Supportive Housing.

Member Comment: Vice Chair Steen stated that the Committee had asked to inspect the Navigation Centers when the 16th St. location had originally opened but were rejected. He stated that he was glad to hear that the discussion would be reopened. He also stated that he would be interested in hearing the Director of the new department's thoughts on HSA's draft Imminent Danger policy. He also asked if there were projections on how many positions the new department would have.

Emily Cohen stated that there would be around 100 members of the new department.

Member Comment: Member Jackson stated that he had concerns about the Navigation Center, specifically regarding how clients were selected to enter the Navigation Center and how people in shelters felt slighted because Navigation Center clients were getting housing in a few months while some shelter clients had been waiting for years. He also asked for specific information on how clients could get into the Navigation Centers because he has been unable to get a clear answer.

Emily Cohen that they have consistently heard feedback about how some shelter residents feel that the Navigation Center offers unfair advantages to clients that are allowed to stay there but that the Navigation Centers were created to help people that haven't been able to get help before. She stated that they hoped to incorporate the lessons learned from the Navigation Center to system wide changes.

Member Comment: Chair Mukami stated that he still had concerns about diversity in the new department and how it will work to support underserved minorities. He stated that the City can show support to the LGBTQ community by opening up gender neutral bathrooms. He also stated that if you have one race at the top of the organization and another race working at the front desk, you aren't being inclusive. He concluded by saying this is a problem that everyone is aware of and asked if they could work together to solve it.

Public Comment: Charles Pitts asked if Emily Cohen answered the questions he had from the May Shelter Monitoring Committee meeting.

Member Comment: Chair Mukami stated that she had and that Committee staff would send them to Mr. Pitts.

Public Comment: Charles Pitts asked if it was true that certain resource centers and shelters would be closing.

Member Comment: Vice Chair Steen stated that some new shelters would be converted to Navigation Centers but that he had not heard anything about outright closings.

Emily Cohen stated that there was new legislation that allows for the conversion of shelters to Navigation Centers but that no closures of shelters have been discussed.

II.	NEW BUSINESS	<i>DISCUSSION/ACTION</i>
B.	Hamilton Family Shelter (Previously tabled until after the HOPE Office presentation)	Marlon Mendieta 15 min

Marlon Mendieta, Program Director provided an overview of the services provided at Hamilton Family Residences & Emergency Center. He explained that the Emergency Shelter now has a new policy where the shortest length of stay that they offer is 60 days in order to provide stability and consistency for clients. He stated that families in the Family Shelter can stay for up to 6 months and provided some additional information on the rapid rehousing program that was operated by Hamilton.

Member Comment: Member Jackson stated that he appreciated the fact that Hamilton had such a strong emphasis on case management since he had to be a case manager for himself when he was homeless. He stated his agreement that homelessness is a regionally problem and that there needed to be a bigger push to provide services for people that are working.

Member Comment: Member Hall asked if there were reasonable accommodations for families with asthma who might not be able to be around fumes.

Marlon Mendieta stated that Hamilton only had hardwood floors and no carpeting, but that they do have reasonable accommodation forms available. He stated that most of the reasonable accommodation requests focused on dietary modifications but that they tried to work with anyone with a doctor's note.

Member Comment: Member Hall asked what the timeline was for placing a family in another shelter.

Marlon Mendieta replied that it was an infrequent occurrence, but that when it does happen it's a matter of what's available through HSA.

Public Comment: Charles Pitts asked about what programs were available to help children regarding education/job training, considerations that were given to children participating in after school programs and if Hamilton was connected to any corporations that could help children and adults get living wage jobs.

Marlon Mendieta replied that Hamilton works closely with Compass Family Services because they have a lot of programs available at their site. He stated that Hamilton works with schools to make sure that children are able to participate in school programs. He stated that one of the programs the encouraged clients to use was called the Twitter Neighbor Nest, which is a technology center with a daycare component.

B. Standard of Care and Staff Report **Committee Staff** *10 min*

Committee staff reviewed the May 2016, Standard of Care and Staff report and reminded all Committee members to contact their appointing body if they were interested in re-applying for a seat on the Committee for the next term.

Member Comment: Chair Mukami described some changes to the SOC report that he would like to implement.

Member Comment: Member Morimoto stated that after speaking with the Rules Committee, it was decided that the Quarterly Reports from the Shelter Monitoring Committee would still be submitted but not be presented on. He stated that the Committee would now be creating an annual report and presenting that to the Rules Committee and shared his support for changes to the SOC Report.

Member Comment: Member Sul Rama asked for additional information on the complaint where an unidentified male threatened to kill a client.

Member Comment: Chair Mukami clarified the supportive services available at ECS.

Member Comment: Member Morimoto stated that there should have been a safety plan created immediately and that the SOC report should contain information on when the incident was reported to HSA and what the follow-ups from HSA were.

Public Comment: Emeka Nnebe (Sanctuary Site Manager) gave additional information about the incident.

C. Shelter Status Reports **Chair Mukami** *10 min*

Human Service Agency (HSA) Report

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

Shelter Status Reports

Cindy Ward

10 min

Human Service Agency (HSA) Report

- Shelter Vacancy Report
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- Family Waiting List-Connecting Point
- Winter Shelter for Single Adults and Families

Chair Mukami presented the HSA Report and stated that the Policy Subcommittee is taking a look at shelter utilization. He stated that the Subcommittee had requested records from HSA about shelter utilization and were in the process of reviewing those records now.

No public comment

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 look into CHANGES system due to how frequently the system breaks down. He also shared concerns that security guards at shelters do not have to wear name tags, which is a violation of the Standards of Care. He concluded by sharing his disappointment in hearing that the Committee would no longer present Quarterly Reports to the Rule Committee.

Public Comment: Diana Almanza (Site Manager of Next Door) stated that ECS is proactive in their approach when they identify a victim of domestic violence. She stated that domestic violence is a complex issue and that she does not believe that lethality assessments are always the right solution because in certain cases it can aggravate the situation.

Adjournment

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

Proposed Action: *Approve adjournment*

M/S/C: Steen/Jackson/Unanimous

Meeting adjourned at 11:35 AM

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Sunshine Ordinance Task Force
City Hall, Room 244
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San Francisco, CA 94102-4689
Phone 415.554.7724
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