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  

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

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 (DHS) 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 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

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 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 respites 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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Administrator
Sunshine Ordinance Task Force
City Hall, Room 244
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Phone 415.554.7724
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