



City and County of San Francisco
SHELTER MONITORING COMMITTEE

MEETING MINUTES

May 15, 2019 | 10:00 AM
City Hall, Room 408 | San Francisco, CA 94102

Present:

- Chair Jonathan Adler*
- Vice Chair Diana Almanza*
- Secretary Stephen Irwin*
- Committee Member Gabriela Avalos*
- Committee Member Craig Murdock*
- Committee Member Nastassia Serina*
- Committee Member Scott Walton*

Excused:

- Committee Member Joseph Kenan*
- Committee Member Traci Watson*

Absent:

- Committee Member Vixen Yvonne*

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

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

The meeting began at 10:04 AM. There was quorum. Chair Adler adjusted the agenda so the Quarterly Report would come before the Policy Subcommittee Update.

I. MINUTES *ACTION*

- A. April 2019 MINUTES** **Chair Adler** *5 min*
 The Committee reviewed the Draft April 2019 minutes.
Explanatory document- Draft April 2019 Committee Minutes
No public comment
Proposed Action: Approve Minutes.
M/S/C: Almanza/Walton/Unanimous

II. NEW BUSINESS *DISCUSSION/ACTION*

- A. QUARTERLY REPORT** **Committee Staff** *10 min*

Committee staff presented the Draft 3rd Quarter Report FY18-19 to the Committee for review and approval. Committee staff stated that they would wait until Committee members provided photos for the report before sending it out.
Explanatory document- Draft 3rd Quarter Report FY18-19

No public comment

Proposed Action: Approve Draft 3rd Quarter Report FY18-19

M/S/C: Adler/Irwin/Unanimous

Member Almanza left the meeting at 10:15 AM. As a result, the Committee no longer had quorum.

B. POLICY SUBCOMMITTEE UPDATE

Subcommittee Chair Avalos 10 min

Subcommittee Chair Avalos provided an update from the Policy Subcommittee. She stated that the Policy Subcommittee was unable to have an official meeting on May 9th due to a lack of quorum, but that the Subcommittee did have an informal meeting where they reviewed information on the Navigation Center Standards of Care, the number increasing site visits for the Committee and the Committee's flyer.

III. REPORTS

DISCUSSION/ACTION

A. SHELTER STATUS REPORTS

Scott Walton (HSH) 10 min

The Committee will review the Department of Homelessness and Supportive Housing's (HSH) Shelter Vacancy Reports. Member Walton stated that the Providence shelter had the lowest occupancy rate of all the shelters last month. He also stated that although there were vacant beds at the site, many of them had been reserved and some of them had been reserved more than once and that clients just did not arrive to use the bed that night. Member Walton also presented information on the SAFE Center Design report to the Committee.

Explanatory document- April 2019 Shelter Occupancy Report, April 2019 Bethel AME Count, April 2019 Family Shelter Occupancy Count

B. DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

Scott Walton (HSH) 10 min

The Committee received an update from the Department of Homelessness and Supportive Housing. Member Walton stated that he followed up on the AED issue discussed at the April meeting and verified that First Friendship had one on-site as of April 17th. He also stated that if there was anything of major concern that the Committee members found during a site visit, that they should forward that information to Committee staff so they could pass it on to the appropriate HSH program monitor.

C. STANDARD OF CARE STAFF REPORT Committee Staff 10 min

Committee staff reviewed the April 2019 Standard of Care Staff reports. Chair Adler asked if there was a reason why Bethel AME was receiving more complaints and if the clients were unduplicated. Committee Staffer Chen stated that the data listed in the report was the total number of complaints that the site received for that month and that clients could file multiple complaints about different issues at the site.

Explanatory document- April 2019 SOC Staff Report

Public comment: A member of the public asked why Next Door was not at the top of the list for complaints. She also stated that the Committee was not receiving all of the complaints that clients have about Next Door and that the shelter was receiving my internal complaints that the Committee didn't know about.

Public comment: Ann Jones stated that there are new clients that stay at Bethel AME every week and that she believed clients were filing false complaints about clients and staff that they didn't like.

Public comment: A member of the public stated that 7-day beds at Bethel AME are a violation of the shelter extension policy.

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: A member of the public stated that she didn't think there was enough oversight at Next Door. She stated that whenever clients try to report problems to management, the only response that they get is "we're busy". She also stated that Next Door has broken toilets, elevators and that seniors are being abused.

Public comment: A member of the public stated that he heard staff and security guards at MSC South had violently attacked a client. He also stated that there are no hiring standards for shelter staff and that nobody is monitoring the contracts for the Navigation Centers.

Public comment: Rod Smith (Next Door site manager) stated that management is doing their best to work with staff and that the Shelter Monitoring Committee complaint process is separate from the internal complaint process that they have at Next Door.

Member comment: Chair Adler asked if he could provide some information about the Fair Chance Ordinance.

Member comment: Member Walton stated that the Fair Chance Ordinance requires that candidates get interviewed before going through a background check.

ADJOURNMENT

This item requires a motion, a second, and to be carried.
Proposed Action: Approve adjournment
M/S/C: Irwin/Avalos/Unanimous

Meeting adjourned at 11:00 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

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