



City and County of San Francisco

Shelter Monitoring Committee

DRAFT MEETING MINUTES SHELTER MONITORING COMMITTEE

May 18, 2016

10:00 AM

City Hall, Room 408

San Francisco, CA 94102

Present:

Vice Chair Matthew Steen

Secretary Terezia Bohrer

Committee Member Cindy Ward

Committee Member Kendra Amick

Committee Member Gary McCoy

Committee Member Patrina Hall

Committee Member Michael Kirkland

Committee Member Charles Morimoto

Committee Member Darcel Jackson

Committee Member Moses Mukami

Excused:

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

WELCOME NEW COMMITTEE MEMBER PATRINA HALL!

Member Comment: Member Hall introduced herself to the Committee and shared her experience going to college while homeless and taking care of a child.

I. MINUTES

ACTION

A. April 2016 Minutes

Vice Chair Steen *5 min*

The Committee will review the draft April 2016 Minutes.

Explanatory document- April 2016, Committee Minutes

Public Comment: Charles Pitts requested that future minutes note when Committee members leave the meeting and stated his belief that Committee members should show up on time.

Proposed Action: Approve Minutes.

M/S/C: Bohrer/McCoy/Unanimous

Draft April 2016 Meeting Minutes approved

II. NEW BUSINESS

DISCUSSION/ACTION

A. Filling Vacancy for Chair Position Vice Chair Steen 20 min

The Committee began the process of filling the Chair position.

Explanatory documents: SMC Bylaws Article IV Section 7, Article V Section 2

Proposed Action: Motion to approve Officer Succession

M/S/C: Bohrer/No Second/Motion did not pass, election of new Chair begins as outlined in SMC bylaws

Member Comment: Vice Chair Steen asked candidates that were interested in running please announce their candidacy and say a few words about themselves and their understanding of policies and procedures relevant to Committee business.

Member Comment: Member Mukami stated his qualifications, including his two years on the Committee and his experiences as Chair of the Policy Subcommittee and as a politician back in Kenya.

Member Comment: Vice Chair Steen stated his qualifications, including his 3 years on the Committee, one year on the Policy Subcommittee and the work he has done on advocating for new legislation and the number of site visits he has conducted.

Floor Open for nominations

Nominations: Member Mukami was nominated by Member Amick.

Nominations: Vice Chair Steen was nominated by Member Jackson.

Nominations closed

Public Comment: Bernice Casey (former SMC staff) stated her support for Member Mukami and highlighted his communication skills as an asset for the Chair position.

Public Comment: Charles Pitts stated his belief that the next Chair should have a strong vision. He stated that the next Chair should be able to think outside of the box in order to address the problems facing the homeless in San Francisco.

Proposed Action: Allow Member Hall to abstain from voting for a candidate for Chair

M/S/C: Bohrer/Steen/Unanimous

Motion to allow Member Hall to abstain from voting for a candidate for Chair approved

Proposed Action: Motion to hold a Roll Call Vote to elect Member Mukami as Chair

M/S/C: Morimoto/Ward/Unanimous

Motion to hold a Roll Call Vote approved

Proposed Action: Election of Member Mukami as Chair of the Shelter Monitoring Committee

Member Kirkland – Aye

Jackson – Aye

Mukami – Aye

Amick – Aye

Steen – Nay

McCoy – Aye

Ward – Aye

Morimoto – Aye

Bohrer – Aye

Member Mukami elected as Chair of the Shelter Monitoring Committee

Member Comment: Chair Mukami requested that Vice Chair Steen complete the rest of the meeting as acting-Chair due to his role in setting the agenda for the meeting.

B. Policy Subcommittee Subcommittee Chair Mukami 15 min

Policy Subcommittee Report tabled until after the report from Mayor's HOPE Office

III. REPORTS

DISCUSSION

A. Mayor's HOPE Office Sam Dodge 10 min

Emily Cohen from the Mayor's HOPE Office gave an update from her office regarding the new Department of Homelessness and Supportive Housing, including the name, the selection of Jeff Kositsky as the new Department Director.

Member Comment: Member Jackson asked what the new Department would do.

Emily Cohen explained that the new Department would take over programs funded by HSA, DPH and the HOPE Office. She stated that the Mayor had set a goal of reducing homelessness for 8000 people.

Member Comment: Vice Chair Steen asked if the Shelter Monitoring Committee would remain with DPH or if it would be moved to the new department. He also asked what was going to happen to the Mayor's HOPE Office.

Emily Cohen stated that things were still unclear and that they would have to get back to the Committee with those answers.

Member Comment: Members Amick and Bohrer stated their desire to continue having representatives from the HOPE office attend Shelter Monitoring Committee meetings and to continue holding discussions.

Member Comment: Vice Chair Steen asked if the Local Homeless Coordinating Board's 5 Year Plan would be used as a guiding document in the new department.

Emily Cohen stated that it would be and that she was looking over the key benchmarks in the plan yesterday in order to see how they could be incorporated into the new department.

Member Comment: Chair Mukami asked what the new department would be doing to address racial inequality in the shelter system.

Emily Cohen stated that they have conducted hundreds of surveys across the shelter and permanent supportive housing system over the last few months and that they are still processing the data that they had collected. She stated that a priority of the new department would be customer service and those that had been homeless the longest.

Member Comment: Member Amick stated that data collection is something that the Committee is starting to prioritize as well. She stated that the Committee had completed a survey on access to transportation options for clients and that they were trying to approve a new survey today about shelter utilization. She finished by offering to share data with the HOPE office.

Emily Cohen stated that the HOPE office would appreciate the sharing of collected data. She also gave an update on the Navigation Centers and how half of the client exits were through programs like Homeward Bound and the other half were through permanent supportive housing.

Member Comment: Member Kirkland stated that there are some inconsistent policies in the shelter system. He stated that some programs won't allow clients to stay if they don't have a negative TB test, but with GA clients are allowed to have a bed until they get the test. He recommended that the new department streamline programs so they all use the same policy.

Member Comment: Chair Mukami stated that he appreciated how helpful the Navigation Centers have been so far but expressed his concerns about fairness in the shelter system. He asked if there were any plans to replicate the services in the Navigation Centers for shelter clients.

Emily Cohen stated that they were looking to expand access to shelter placements and instituting some of these services in the shelters.

Member Comment: Vice Chair Steen requested that the Mayor's HOPE Office send any survey results to the Committee.

Public Comment: Charles Pitts asked if there were plans to close the 16th St. Navigation Center and who specifically monitored the Standards of Care for the Navigation Center. He also asked what the plan was for homeless families and for information regarding TB testing at the Navigation Center.

The Committee returned to the Policy Subcommittee Report tabled after the report from Mayor's HOPE Office

II. NEW BUSINESS

DISCUSSION/ACTION

B. Policy Subcommittee Subcommittee Chair Mukami 15 min

Subcommittee Chair Mukami provided an update on the work of the Policy Subcommittee. The Committee also reviewed and made edits to the draft Terms of Reference document and the Shelter Occupancy Survey.

Explanatory documents: Terms of Reference, Shelter Occupancy Survey

Proposed Action: Approve Terms of Reference document, Approve Shelter Occupancy Survey

Member Comment: Member Amick suggested editing the survey until it fits on one page and adding language that reminds clients to fill out the other side of the survey.

Member Comment: Secretary Bohrer suggested changing the margins until the survey fit on one page.

Member Comment: Member Ward stated that the language in the Terms of Reference was a difficult to follow because it was in the format of a resolution. She also pointed out that the Committee may not be working with Human Services Agency (HSA) after the formation of the new Department on Homelessness and Supportive Housing.

Member Comment: Vice Chair Steen suggested changing the language in the document to say "HSA and the successor department".

Member Comment: Secretary Bohrer asked if the Terms of Reference was intended to be an internal document for the Committee or would it be attached to the Quarterly Report?

Member Comment: Member Amick stated that the purpose of the document was to inform the public of the Committee's priorities and that it should be included in the Quarterly Report and potentially posted on the Committee's website.

No public comment.

Proposed Action: Approve Shelter Occupancy Survey with edits (Adjust margins to make survey fit on one page)

M/S/C: Mukami/Hall/Unanimous

Shelter Occupancy Survey with edits approved

Proposed Action: Approve Terms of Reference document with edits (Inserting "HSA and the successor Department")

M/S/C: Ward/Bohrer/Unanimous

Terms of Reference approved with edits

C. Quarterly Report Vice Chair Steen 10 min

The Committee reviewed and made edits to the 3rd quarter report.

Explanatory document: Third quarter report

Proposed Action: Approve Third quarter report

Public Comment: Charles Pitts stated his belief that the Committee should have policy recommendations included in the report and that not having any implies that the Committee thinks the shelter system does not need any improvements.

Member Comment: Member Amick stated that while the Committee had no new recommendations there were several recommendations from previous quarters.

Member Comment: Vice Chair Steen added that the 3rd Quarter Report was from January through March of 2016 and that there were no new policy recommendations from that time.

Proposed Action: Approve Third Quarter Report

M/S/C: Jackson/Bohrer/Unanimous

Third Quarter Report approved

D. Providence Foundation Patricia Doyle 20 min

Patricia Doyle, Director of Operations provided an overview of the services provided at Providence, First Friendship, and Bethel AME.

Member Comment: Member Amick asked if there was a reason why check in time was set for 9:00 PM. She also asked if the late check in time might be a reason why vacancy rates are so high.

Patricia Doyle responded by saying that it is due to the contract and the fact that the Providence Church has their own activities going on at night. She added that when the church does not have activities, they set up earlier and allow guests to come in. She stated that the late check in time might be a reason why vacancy rates were high but that she has noticed more and more people coming to Providence.

Member Comment: Member Kirkland stated that while he was critical of the vacancy rates at Providence, he didn't understand how the numbers could be accurate because he visited Providence and saw that they were very full that night.

Patricia Doyle stated that they have two sources of clients: 311 CHANGES system and their courtesy nights. She stated that clients who had been staying at the shelter and don't have a reservation are allowed to come in on their courtesy nights but that they are told to get a 311 reservation.

Member Comment: Member Ward stated that the vacancy rates are from the CHANGES system and that the courtesy nights are not included.

Committee Member Amick left the meeting at 11:23 AM

Member Comment: Member Kirkland stated that the sites are filling up but the CHANGES system says that there are high vacancy rates. He stated his concern that when the Board of Supervisors look at the report, they will think that the vacancy rates are much higher than they actually are.

Member Comment: Member Bohrer asked if there were talks to get Lava Mae shower services for clients at Bethel AME.

Patricia Doyle responded that they had been working with Lava Mae and were in the process of getting showers for Bethel AME.

Public Comment: Charles Pitts requested a copy of the report about Providence. He also stated that he thought the token issue might be one of the barriers for clients. He stated that he wanted to compare the token policies at the Navigation Centers to the token policies at Providence.

Public Comment: A member of the public stated that she had spent several nights at Bethel AME and appreciated the peace and quiet.

Public Comment: Shucrita Jones (Supervisor) stated that Providence does not have a token issue and that they are given out upon request.

Public Comment: A member of the public stated that she was a grateful client at Bethel AME and that clients appreciated that staff treats them with respect. She stated that clients forgo a 311 reservation and there are other inconveniences but that it was worth it to stay at Bethel AME.

Public Comment: Sheila Wittenburg stated that there are tokens available at all 3 Providence sites and that two tokens are provided to clients, one to exit and one to return to the shelter.

Committee Member Jackson left at 11:39 AM

E.	State Homeless Declaration Letter	Vice Chair	<i>10 min</i>
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Tabled until the June Shelter Monitoring Committee meeting

III.	REPORTS	<i>DISCUSSION</i>
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B.	Shelter Status Reports	Cindy Ward	<i>10 min</i>
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Human Service Agency (HSA) Report

Committee Member Ward provided an update from HSA.

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

No public comment

C. Standard of Care and Staff Report Committee Staff 10 min
Committee staff reviewed the April 2016, Standard of Care and Staff report.

Member Comment: Member Morimoto stated his belief that the Committee should be clear about what they are asking for before filing any information requests and that the next procedures for filing information requests should help with that.

Member Comment: Vice Chair Steen asked if it would be required to attached a reason to any new information requests.

Member Comment: Member Ward stated that it is helpful to know why the information is being requested so agencies can figure out if the requested information is going to answer the questions that the filers are asking.

Committee Member Bohrer left at 11:52 AM

Certificate and Letter of Thanks presented to Member Kirkland

Committee Member Ward left at 11:55 AM, Quorum lost

Public Comment: A member of the public stated her belief that clients may be reluctant to file complaints with the Committee due to fear of retribution.

Public Comment: Tracy Watson (Homeward Bound Coordinator) asked how rabies and diseases were being contained when her staff was going inside different shelters.

Member Comment: Vice Chair Steen stated that there were a number of different health protocols.

Member Comment: Member Morimoto stated that there are a number of different health trainings provided and that Committee staffer Jeff Simbe would be able to provide additional information.

Staff Comment: Jeff Simbe (Shelter Monitoring Committee Staff) stated that trainings and provided on how to deal with scabies, lice, FSRA, bed bugs and that there are work flows that staff have to follow.

Public Comment: Charles Pitts stated that individuals can request information and that it is actually illegal to ask them what they are going to do with that information.

Committee Member Morimoto left at 11:58 AM

Member Comment: Chair Mukami stated that the right to ask information is not infringed upon by becoming a member of the Committee, but that for the Committee to file an information request it needs to be approved by Committee vote first.

IV. PUBLIC COMMENT

DISCUSSION

3 min

Public Comment: A member of the public shared her experience with violence in shelters and her belief that separate facilities need to be set up for violent clients.

Public Comment: Charles Pitts shared his experience of being attacked at the Navigation Center.

Member Comment: Vice Chair Steen stated that the Committee does not have any oversight over the Navigation Centers.

Adjournment

Meeting adjourned due to lack of quorum

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