



City and County of San Francisco  
**Shelter Monitoring Committee**

**DRAFT MINUTES**  
**SHELTER MONITORING COMMITTEE**  
**April 20, 2016**  
**10:00 AM**  
**City Hall, Room 408**  
**San Francisco, CA 94102**

**Present:**

*Chair Jonathan Bonato*  
*Vice Chair Matthew Steen*  
*Secretary Terezie Bohrer*  
*Committee Member Kendra Amick*  
*Committee Member Gary McCoy*  
*Committee Member Michael Kirkland*  
*Committee Member Charles Morimoto*  
*Committee Member Darcel Jackson*

**Excused:**

*Committee Member Cindy Ward*  
*Committee Member Moses Mukami*  
*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*

**I. MINUTES** *ACTION*  
**A. March 2016 Minutes** **Chair Bonato** *5 min*

The Committee reviewed the draft March 2016 Minutes.  
*Explanatory document- March 2016, Committee Minutes*  
**No public comment**  
**Proposed Action: Approve Minutes.**  
**M/S/C: Bohrer/McCoy/Unanimous**

**II. NEW BUSINESS** *DISCUSSION/ACTION*  
**A. Policy Subcommittee** **Subcommittee Chair Mukami** *20 min*

Vice Chair Steen and Committee Member Amick provided an update on the work of the Policy Subcommittee.  
*Explanatory documents: Terms of Reference, Shelter Occupancy Survey*  
**Proposed Action: Table approval of the Terms of Reference document and Shelter Occupancy Survey**  
**M/S/C: Steen/McCoy/Unanimous**

**B. United Council Gwendolyn Westbrook and Carol Twegbe 15 min**

Carol Twegbe (Program Director) provided an overview of the services provided at United Council of Human Services and an overview of the organization's history.

**Committee Comment:** Vice Chair Steen asked about the client capacity at United Council and for additional information on the extra beds that were added due to winter weather. He also stated that there were efforts to set up a shelter next to United Council, but the project was shut down after resistance from community groups.

Carol Twegbe stated that the client capacity at United Council is 42 beds. United Council also took on as many people as they could during bad winter weather, but they also sent people over to Pier 80.

**Committee Comment:** Secretary Bohrer asked about the supportive housing program, number of clients that are veterans and the total number of staff.

Carol Twegbe stated that there were 30 hours in the supportive housing program which serves about 70 people. She stated that of those, about 40 are veterans. She also stated that United Council has 40 total staff.

**Committee Comment:** Member Morimoto stated that it would be helpful to get demographic data on the clients staying at United Council.

**Committee Comment:** Member McCoy asked about how programs were funded, especially programs for veterans.

Carol Twegbe responded by saying that HUD was the major funding source and that they are hoping to get additional HUD funding for veteran's programs.

**Committee Comment:** Member Kirkland asked if vacancy rates were tracked in the Drop-In Center, how long it takes for clients to get housed and if there was a reason why the site didn't provide mats for clients.

Carol Twegbe responded by saying that United Council is always full and that they were able to house a number of chronically homeless clients at the Drop-In Center. She also stated that the length of time it takes for clients to be housed depends on if the clients have all their documentation ready and that the site tried to get mats but local businesses banded together and opposed the efforts.

**Committee Comment:** Member Jackson asked about the number of case managers at the site, how entry into the Drop-In Center works and how it is funded.

Carol Twegbe responded by saying that there were no case managers at the Drop-In and that she handles referrals herself. She also stated that there is no line and that clients can just walk in without a reservation and that the site is funded by HSA through GA funds.

**Committee Comment:** Member Amick asked what the process is for getting a bed, how long clients typically stay at the Drop-In before getting into supportive housing.

Carol Twegebe stated that clients have to check in every night. She also stated that it was hard to say how long clients would need to stay before getting housing because most supportive housing options are already full. She also stated that clients can stay at the Drop-In for years, but that they had a HUD employee (Coordinated Entry) who came by every Tuesday to help clients find housing.

**Public Comment:** Cathy Perdue (HSA) stated that United Council has some of the best food in town and clarified that the site uses chairs, not beds. She stated that clients can stay in the chairs all night if they want but there are no beds available.

**Public Comment:** Ann Jones thanked United Council for the work that they do and stated that they have the best reputation on the streets with great food, shower and laundry facilities. She stated that it was a shame that they weren't allowed to put down mats for clients. She also stated that it was a shame that Pier 80 would be shutting down soon and asked if there was any way that the site could get mats.

### III. REPORTS

#### DISCUSSION

#### A. Mayor's HOPE Office

Sam Dodge

10 min

*Proposed Action: Table the report from the Mayor's HOPE Office until Sam Dodge's arrival*

**M/S/C: McCoy/Bonato/Unanimous**  
*Mayor's Hope Office report tabled*

#### B. Officer's Report

Chair Bonato

10 min

Chair Bonato provided an update to the Committee on the status of the Information Request and other business. Chair Bonato spoke about his view that violence against the homeless community is a serious problem in the city. Chair Bonato also spoke about the importance of housing first, set-aside beds, additional housing, Navigation Centers and supportive housing. Chair Bonato thanked Sam Dodge for attending a town hall meeting after a recent shooting and discussed his personal view of how information requests should be handled. Chair Bonato stated that he would be sending the information requests back to the Policy Subcommittee for review. He then concluded by stating that he would be stepping down as Chair.

**Member Comment:** Member Kirkland stated that he would also be stepping down in order to enter the seminary. Member Kirkland stated his belief that the Committee does important work, but that there is a problem when a shelter tells clients to dump their stuff. He stated that the problem is when you're homeless, your belongings are all that you have.

**Member Comment:** Vice Chair Steen stated that the Committee has received two responses to the information requests filed by the Mayor's Office to HSA. He thanked HSA for providing the requested information by the original deadline even though they

had requested and received an extension. He finished by stating his thanks to HSA for providing the data on winter and emergency pop-up shelters as well as stating the importance of getting the information out to the public.

***Proposed Action: Table the Officer's Report until after Sam Dodge's Presentation***  
**M/S/C: Bonato/Steen/Unanimous**

***Officer's Report tabled until the conclusion of Sam Dodge's Presentation***

**A. Mayor's HOPE Office** **Sam Dodge** *10 min*

Sam Dodge from the Mayor's HOPE Office gave a presentation on the information requests that were submitted by his office. He also provided an update on Pier 80 and the construction of additional Navigation Centers at different sites across the city.

**Member Comment:** Member Kirkland stated that he was impressed by the Interfaith Winter Shelter reports, but was concerned that Providence is getting funded and has very high vacancy rates. He stated his belief that the Mayor's HOPE Office may need to change some things. He stated that there needs to be additional support for clients with severe mental health issues, HIV, and housing for those that are 65+ years old and are living on the street.

**Member Comment:** Member Jackson brought up the attempt to start a shelter in the Bayview district that was blocked due to opposition from local businesses. He stated his belief that they should consider placing a Navigation Center in the Bayview.

**Member Comment:** Chair Bonato thanked Sam Dodge for his involvement in the town hall discussion.

**Public Comment:** Charles Pitts stated that he wanted to ask Sam Dodge what he did for the families of the people that were living in the Division Street encampment. He also stated that he wanted to know what Sam Dodge was doing on the State of Emergency.

**Public Comment:** Gwendolyn Westbrook (United Council) stated her appreciation to the Committee for having this hearing. She stated her belief that having beds available are extremely important to the homeless community. She stated that United Council is full every night and that people are there because they trust the shelter staff and that they know that they are doing the best that they can. She stated that it is important that someone advocates for them and that they would love to have a Navigation Center in the area.

***Quorum lost at 11:20 AM***

**C. Shelter Status Reports** **Cindy Ward** *10 min*  
**Human Service Agency (HSA) Report**

**Member Comment:** Member Kirkland stated that if you look at the reports, the Interfaith shelters are completely full while the permanent shelters have much higher

vacancy rates. He also stated that clients are more likely to stay at Mother Brown's because it feels safe.

**Member Comment:** Vice Chair Steen stated that the Policy Subcommittee is looking at issues related to shelter utilization. He stated that this is a complicated issue that has been going on for some time.

**Member Comment:** Member Jackson stated his belief that the programs that are doing well should be funded.

**Public Comment:** Charles Pitt stated that last time he read the Providence contract, it seemed like there was a violation of the Standards of Care. He asked the Committee if they had heard of Shelter Shock or if they had read it. He stated that the last time he was in Providence, there was an employee threatening to kick people out. He stated that there are still abuses happening in the shelter system.

**Public Comment:** Gwendolyn Westbrook (United Council) stated that there is a problem with how shelter opens up in the morning. She stated that while there have been some issues with Providence in the past, many people would be back on the street if Providence didn't exist.

**Public Comment:** Yesenia Lacayo (Dolores Street) stated that she has heard from clients that there are no showers or meals available at Providence and that it is difficult for clients to get transportation to the site.

**Public Comment:** Sheila Wittenburg (Providence) stated that while there are no showers for men at the site, there are showers available for women and families. She also stated that dinner is provided and that staff show compassion to clients by checking people in before the contracted check-in times.

**Public Comment:** Ann Jones stated that Providence runs the Bethel AME women's shelter and that people love it there. She stated her belief that Providence needs a building of their own so they can focus on providing services instead of trying to work around the schedule of the Church that owns the building. She concluded that it is the same situation at Bethel, that they would like to expand services but were unable to do so.

**D. Standard of Care and Staff Report** **Committee Staff** *10 min*  
Committee staff will reviewed the March 2015, Standard of Care and Staff report.

**Committee Comment:** Vice Chair Steen thanked Committee staff for the level of detail in the investigation summaries.

**Committee Comment:** Member Morimoto requested that Committee staff include the information request procedures in next month's Standard of Care and Staff report.

**No public comment**

#### IV. PUBLIC COMMENT

*DISCUSSION*

*3 min*

**Public Comment:** Charles Pitt's requested that someone from the Committee receive his documents and add the following notice to the Meeting Minutes:

"I am requesting I Charles Pitts e-mail be placed on your list serve in that when the bulk e-mails about meetings go out I receive them.

[pakasaw@yahoo.com](mailto:pakasaw@yahoo.com)

thank you  
Charles Pitts"

Charles Pitt's also asked for an update on the Quarterly Report and when the last time someone had the Sunshine Ordinance training.

#### **Adjournment**

***Meeting adjourned due to lack of quorum***

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**A VIOLATION OF THE ORDINANCE, CONTACT THE SUNSHINE ORDINANCE TASK FORCE THROUGH:**

Administrator  
Sunshine Ordinance Task Force  
City Hall, Room 244  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102-4689  
Phone 415.554.7724  
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Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library, and on the City's website at [www.sfgov.org](http://www.sfgov.org).

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