



City and County of San Francisco
Shelter Monitoring Committee

**DRAFT MEETING MINUTES
 SHELTER MONITORING COMMITTEE
 POLICY SUBCOMMITTEE MEETING**

August 26, 2019

4:00 – 5:00 PM

1380 Howard Street

Room 417

San Francisco, CA 94103

Present:

*Subcommittee Chair Gabriela Avalos
 Subcommittee Member Stephen Irwin
 Subcommittee Member Nastassia Serina*

Excused:

*Subcommittee Member Diana Almanza
 Subcommittee Member Traci Watson*

CALL TO ORDER/ROLL CALL/AGENDA ADJUSTMENTS

The meeting began at 4:04 PM. There was quorum.

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|-----------|---|----------------------------------|---------------------|
| I. | MINUTES | <i>ACTION</i> | |
| A. | June 26, 2019 Minutes | Subcommittee Chair Avalos | <i>5 min</i> |
| | <i>The Subcommittee reviewed the draft June 26, 2019 Minutes.</i> | | |
| | <i>Explanatory document- June 26, 2019 Draft Minutes</i> | | |
| | No public comment | | |
| | <i>Proposed Action: Approve Minutes.</i> | | |
| | M/S/C: Avalos/Serina/Unanimous | | |
| | <i>June 26, 2019 Minutes Approved</i> | | |

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|------------|---|----------------------------------|----------------------|
| II. | OLD BUSINESS | <i>DISCUSSION/ACTION</i> | |
| A. | SMC FLYER | Subcommittee Chair Avalos | <i>10 min</i> |
| | <i>The Subcommittee discussed potential edits to the Shelter Monitoring Committee flyer, such as changing the page orientation from landscape to portrait, removing the resource list from the main flyer, increasing the size of the font and updating the information on Drop-I- Hours and Committee voicemail.</i> | | |
| | <i>Explanatory document- SMC Flyer</i> | | |
| | No public comment | | |
| | <i>Proposed Action: Approve SMC Flyer edits</i> | | |

M/S/C: Avalos/Serina/Unanimous
SMC Flyer edits approved

B. REPEAT COMPLAINTS/INFRACTIONS

Subcommittee Chair Avalos 10 min

The Subcommittee discussed procedures for addressing issues that repeatedly come up in client complaints or during site visits. Committee staff stated that although they are notifying the Committee and HSH of any re-occurring infractions, it is not a formal policy.

Explanatory document- Site Visit and Client Complaint flowcharts

No public comment

Proposed Action: Recommend that SMC update Policies and Procedures to require Committee staff to notify SMC and HSH whenever a program receive the same Standard of Care infraction three visits in a row.

M/S/C: Avalos/Serina/Unanimous

Recommendation approved

Chair Avalos tabled discussion of repeat issues from client complaints until the next Policy Subcommittee meeting.

Adjournment

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

No public comment

Proposed Action: Approve adjournment

M/S/C: Avalos/Serina/Unanimous

Meeting adjourned at 5:08 PM

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